



# Pono Process

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AN ADDITIONAL SUPPORT FOR YOUTH TO  
USE IN THE EVENT THAT THEIR RIGHTS ARE  
NOT HONORED AND UPHELD

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PRESENTED BY: STATE OF HAWAII DEPARTMENT OF HUMAN SERVICES, CHILD WELFARE SERVICES, AND EPIC 'OHANA INC.

# History of Pono Process

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In 2018, the foster youth bill of rights passed into law. Since then Child Welfare Service, community partners, and young people have been working on creating a grievance process (Pono Process). In July 2020, the Pono Process was officially launched.



# Vision of Pono Process

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# Values of Pono Process

**Youth Friendly:** Easy to access and easy to understand

**Youth Voice/Engagement:** Young person is heard and involved

**Free From Retaliation:** Young person is not punished or removed for filing a grievance

**Timely:** Action on the grievance process will occur quickly and efficiently

**Respectful and Empathetic:** Staff who handle the grievances will be respected and helpful in supporting the young person

**Neutrality:** Separate “Navigator” to receive and field initial grievances

**Communication and Transparency:** 1) Youth and relevant parties are notified and action taken and 2) results of grievance or request conveyed in a timely manner

**Accountability and Authority:** Chain of command, panel or decision-making team has authority or can hold people accountable to make things happen

**Confidentiality:** Young person’s information when filing a grievance will remain with appropriate parties only and handled in a way that does not disparage the young person or peg them as a “troublemaker” to outside parties or team members.

## SELF-ADVOCACY OPTIONS



### Option 1: TALK TO TEAM

Speak to team members (Social worker, CASA/GAL, foster parent) about your concern.

Work together to reach a decision.



### Option 2: MEET WITH JUDGE

Bring up your concern at your court hearing or ask CASA/GAL to schedule a separate meeting with Judge.

Speak to the Judge.  
Judge will make a decision.



### Option 3: PONO PROCESS

Email: [pono@epicohana.org](mailto:pono@epicohana.org)  
Call: 833-TRY-PONO (833-879-7666)  
Text: 808-838-1463  
Website: [www.ponoprocess.org](http://www.ponoprocess.org)

See Pono Process flow chart for next steps.



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# Self- Advocacy Options

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# Self-Advocacy Training

## Training Focus Areas:

- Self-Advocacy
- Foster Youth Bill of Rights
- Pono Process



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# What Is The Pono Process?



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# Pono Process Roles

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**Pono Process Navigator/Lead:** A professional with experience in the foster care system who will guide youth through the Pono Process and connect youth to the people that can help with the youth concern.

**Pono Process Team:** Social Worker, Guardian Ad Litem/Court Appointed Special Advocate, and Resource Caregiver

**Pono Protectors:** Professionals in positions of assigned authority that make decisions independently (or in conjunction with the other team members, as necessary) to resolve grievances that are able to be handled outside of a court process.







# How To Use Pono Process

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## Pono Process

[HOME](#) [HOW IT WORKS](#) [VIDEOS](#) [RESOURCES](#) [ANNOUNCEMENTS](#) [CONTACT US](#)



Our Vision

### Pono Process

Working together to honor youth rights.

An additional support for youth in foster care to use that will help youth resolve challenges they face when their rights are not being honored and upheld.

[SUBMIT NOW](#)



# Pono Process Website

[www.ponoprocess.org](http://www.ponoprocess.org)



# Contact Information

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Phone Number: 833-879-7666 (833-TRY-PONO)



Text: 808-838-1463



Email: [pono@epicohana.org](mailto:pono@epicohana.org)



Website: [www.ponoprocess.org](http://www.ponoprocess.org)

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