

EXAMPLE: ENCAMPMENT RESPONSE IN ACTION — DIAMOND HEAD STATE MONUMENT

1. **Legal Authority - Trespass and No Camping.** The section of Diamond Head State Monument along the mauka side of Diamond Head Road is a closed area.
2. **Appropriate Signage** – Signs are posted at all entrances. Additional notices handed out in person and put in tents if people not there in advance of any enforcement action.
3. **Property Storage** – HDOT contractors (HTM) provide storage to support DLNR; Notices posted if items were stored with contact info to retrieve items; Individuals call HTM to retrieve items.
4. **Pre-enforcement Outreach** – DLNR Homeless coordinator or GCH staff go out in advance with DOCARE officers. Outreach providers are notified of the upcoming sweep. DLNR provides the names of all the people who request assistance to Governor’s Coordinator on Homelessness (GCH) staff who follow up with outreach providers.
5. **Shelter Vacancy** – GCH staff checks vacancy daily and e-mails DLNR Homeless Coordinator.



DLNR PROCEDURES IN ACTION — DIAMOND HEAD CONT.

6. **Transportation to shelter** — You can call the HONU at 808-768-4668, and HONU can provide transportation if needed.
7. **Actions prior to enforcement**
 - DOCARE does regular patrols of Diamond Head to ensure people understand that it is closed.
 - One week before any action, DLNR Homeless Coordinator and DOCARE provide notices of the clean-up and offer outreach. Anyone who requests outreach services is referred to GCH who staff follow up with outreach workers. The goal is to have outreach workers go out with the DLNR Homeless Coordinator and DOCARE.
 - Coordination with multiple agencies (DLNR, DOT, City & County, Nonprofits, etc.)



DLNR PROCEDURES IN ACTION — DIAMOND HEAD CONT.

8. Coordination

Internal Divisions

-DOCARE is key to this operation. Provided at least two officers per day. Function—clear ridges and campsites of people prior to HTM’s arrival. Ensure safety of state/HTM employees.

Chair’s office— Pua

Assists with internal coordination and coordination with the governor’s office. On site each morning of the clean-up.



MENTAL HEALTH RESOURCES

- Crisis Line / CARES Hotline (24 hours, 7 days per week)
 - OAHU: **808-832-3100**
 - NEIGHBOR ISLANDS: **1-800-753-6879**
- Crisis Line can also screen clients who may need a test for COVID-19 or require isolation/quarantine.
- Crisis Line can dispatch Crisis Mobile Outreach (CMO) workers:
 - Responds typically within 45 minutes.
 - Typically will require someone to be present with the individual until CMO arrives.
 - Connects individuals with mental health case management or to Licensed Crisis Residential Shelter (LCRS).
- Items to issue spot for:
 - Individuals demonstrating signs of mental illness or crisis.
 - **If individuals pose an immediate threat to themselves or others, connect with HPD or other law enforcement to request MH-1 assistance.**



HOMELESS OUTREACH (OAHU)

- **Institute for Human Services (I.H.S.) – Phone: 808-447-2883**
 - Piikoi St. to Hawaii Kai
 - Windward Oahu (Kaneohe, Kailua, Waimanalo)
- **Hawaii Health & Harm Reduction Center – Phone: 808-723-1475**
 - Salt Lake to Piikoi St.
 - Upper Windward (Punaluu and Kahaluu)
- **Achieve Zero – Phone: 808-379-2532**
 - Stadium Area to Kapolei
 - Central Oahu (Wahiawa, N. Shore, Haleiwa)
- **Kealahou West Oahu – Phone: 808-696-5687**
 - Leeward Oahu
- **For a listing of additional Homeless Outreach Providers, call Aloha United Way 2-1-1 or visit <https://homelessness.hawaii.gov/outreach-programs/>**



HOMELESS OUTREACH (HAWAII, MAUI, KAUAI)

HAWAII ISLAND

- **Hope Services, Inc.**
- Phone: 808-935-3050

MAUI

- **Family Life Center**
- Phone: 808-877-0880
- **Mental Health Kokua**
- Phone: 808-244-7405

KAUAI

- **Family Life Center**
- Phone: 808-212-0850
- **Mental Health Kokua**
- Phone: 808-632-0466



NEW PROGRAMS — HOMELESS OUTREACH & NAVIGATION FOR UNSHELTERED (HONU) - OAHU ONLY

- Call **768-4668 (768-HONU)** anytime 24 hours / 7 days a week.
- Individuals must be willing to **transition to emergency shelter** following short-term stay at the HONU.
- City can provide transportation to individuals needing assistance getting to the HONU. Clients receive 2 meals per day, and services to transition to longer-term housing.
- Individuals **must be able to walk and shower/use the restroom** on their own.
- There are two HONU locations - one in urban Honolulu and one in rural Oahu.

