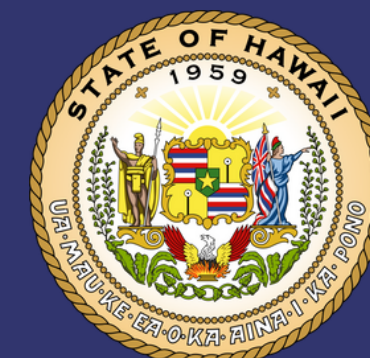




Connecting on **The Road to Home**

FEBRUARY 28, 2022 - 12:00 P.M. TO 1:00 P.M. HST

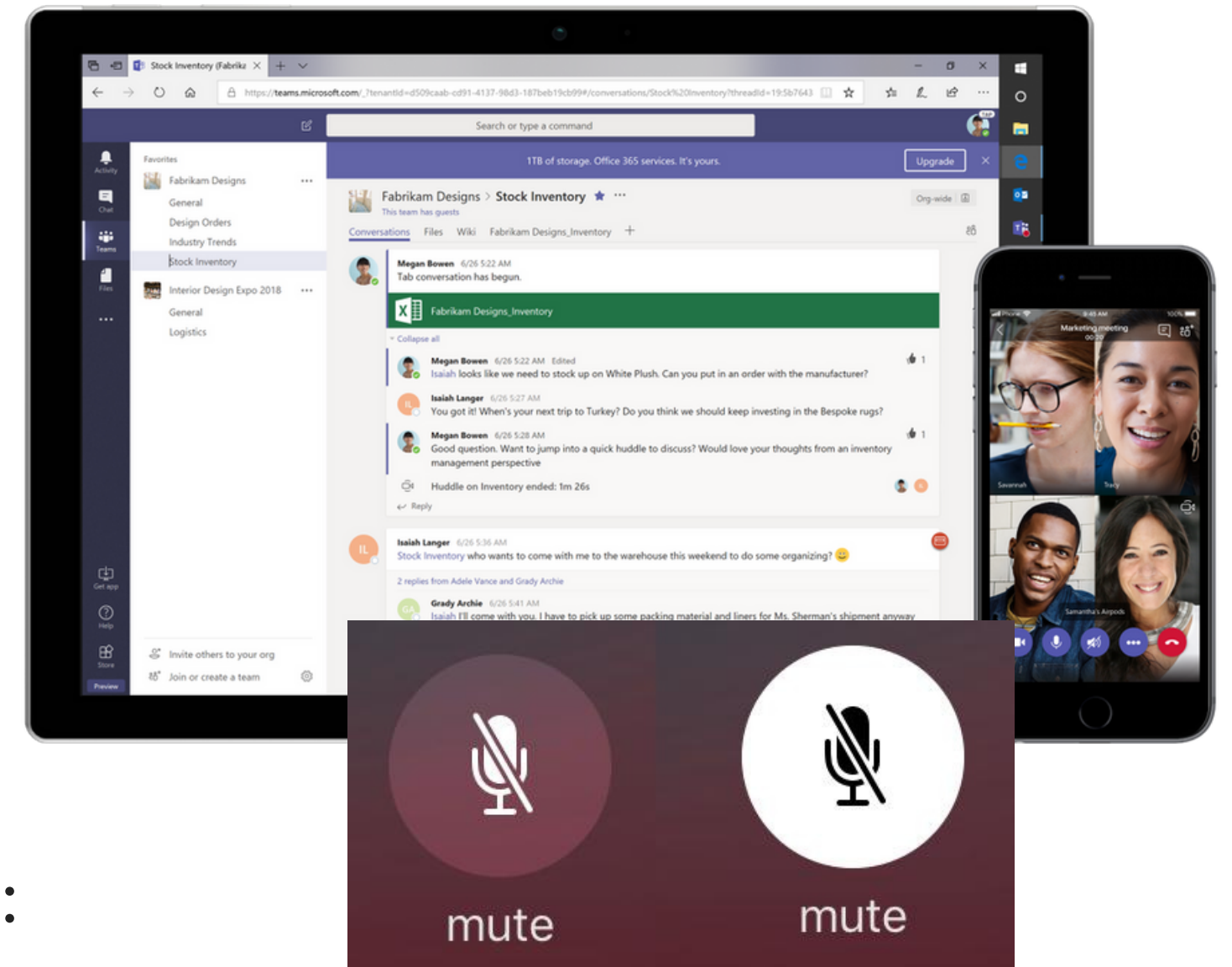


Housekeeping Reminders

**Please Mute Your Microphone.
Enter Questions in the Chat Box
or Raise Your Hand.**

A recording of this webinar and copies of the presentation materials will be available online at:

<https://homelessness.hawaii.gov/monthly-webinars/>



February 2022

Medical Respite & Mobile Medical Programs



Kalani Spain, Clinical Director
HOPE Services Hawaii – Medical Respite

He will present about the use of medical respite beds at Hale Maluhia, West Hawaii Emergency Shelter and Keolahou (the old Hilo Hospital) on Hawaii Island



Deputy Director Ian Santee & Raychelle Rin
City & County of Honolulu – CORE Program

They will provide an update on the City's Crisis Outreach Response and Engagement (CORE) program



Sgt. Jan Pontanilla, Maui Police Department
Mobile Medical Educational Unit

She will discuss MPD's Mobile Medical Educational Unit and its impact on the Valley Isle

General Updates

February 2022

Advocacy Resource Page

National Homeless & Housing Resources

Partners in Care: 2022 PIT Count Update



Helpful new video resources on navigating the Honolulu City Council website, as well as an outline of 2022 HICH Policy Priorities, and guidance on navigating the State Capitol website available at: <https://homelessness.hawaii.gov/advocacy>.



In addition, bi-weekly joint advocacy meetings for statewide homeless providers and stakeholders are convened every other Friday at noon. For more information or to be added to these meetings, e-mail cheryl.a.bellisario@hawaii.gov.



Partners in Care and the BTG island chapters also convene their own advocacy committee meetings – please reach out to your respective CoC lead for more information.

General Updates

February 2022

Advocacy Resource Page

National Homeless & Housing Resources

Partners in Care: 2022 PIT Count Update



Check out the new resources available on the HUD Exchange (<https://www.hudexchange.info>):

- [Leveraging ESG-CV Landlord Financial Incentives to Expedite Engagement](#)
- [Make the Most of Federal Resources to Stop Increases in Homelessness](#)



IRS Free Tax Return Preparation for Qualifying Taxpayers through the VITA Program:

- Link: <https://www.irs.gov/individuals/free-tax-preparation-for-qualifying-taxpayers>
- Resources also available for federal Child Tax Credit and Earned Income Tax Credit

General Updates

February 2022

Advocacy Resource Page

National Homeless & Housing Resources

Partners in Care: 2022 PIT Count Update



The 2022 Oahu Point in Time Count will be next week **Thursday, March 10, 2022, from 6 a.m. to 11 a.m. HST.**

For more information, visit <https://partnersincareoahu.org/pit> or e-mail elliottw@partnersincareoahu.org.





Hawaii Island Medical Respite

Kalani Spain, Clinical Director
HOPE Services Hawaii – Medical Respite



Keolahou (Old Hilo Hospital)

Keolahou is an emergency shelter and assessment center for single men, and is Hawai'i Island's first 'ohana zone.



West Hawai'i Emergency Housing Program

Referrals are conducted through outreach and prioritized based on vulnerability and need.



Hale Maluhia Men's Shelter

This emergency shelter offers beds for single males. Service animals are accepted with proper documentation.

Medical Respite Care Programs

- ▶ The National Insitutue for Medical Respite Care (NIMRC) indicates that medical respite care programs are an essential resource for people experiencing homelessness.



Standards for Medical Respite Care Programs

- ▶ **The new Standards developed in 2021:**
- ▶ Medical respite program provides safe and quality accommodations.
- ▶ Medical respite program provides quality environmental services.
- ▶ Medical respite program manages timely and safe care transitions to medical respite from acute care, specialty care, and/or community settings.
- ▶ Medical respite program administers high quality post-acute clinical care.
- ▶ Medical respite program assists in health care coordination, provides wraparound services, and facilitates access to comprehensive support services.
- ▶ Medical respite program facilitates safe and appropriate care transitions out of medical respite care.
- ▶ Medical respite care personnel are equipped to address the needs of people experiencing homelessness.
- ▶ Medical respite care is driven by quality improvement.



RESEARCH FINDINGS

- ▶ Need for Medical Respite
- ▶ Partnerships for Medical Respite
- ▶ Medical Profiles of Persons Served by Medical Respite
- ▶ Outcomes of Medical Respite
- ▶ Consumer Perspectives on Medical Respite
- ▶ Medical Respite Interventions



Recommendations

- ▶ A needs assessment for medical respite care can be completed within communities through engaging with key stakeholders, evaluating available data, and evidence reviews.
- ▶ Medical respite programs should develop relationships with relevant community partners including hospital systems and community programs.
- ▶ Medical respite programs should identify the conditions most commonly experienced by their client population. Such an evaluation can be used to inform and improve approaches to screening, prevention, and disease management.
- ▶ Medical respite programs can evaluate for several outcomes including costs/cost savings, hospital usage, continuity of care, use of community-based care, and consumer recovery.
- ▶ Collaborating with consumers is critical to understanding the need for medical respite, recognizing barriers to engaging in care, and identifying program outcomes.
- ▶ Existing medical respite programs can improve services by adopting specific medical interventions, strategies focused on substance use disorders, policies around service accessibility and accommodations, and strategies for improving long-term social supports



Hope Services Medical Respite Beds Program

- ▶ We serve Hilo Medical Center, Kona Community Hospital and North Hawaii Community Hospital.
- ▶ We are contracted with the County of Hawaii and have four beds in Kona at our West Hawaii Emergency Program and three beds at our Hale Maluhia women's shelter.



Hope Services Referral Process

- ▶ Hospital Social Workers complete Hope Services Medical Respite Care referral form, then emails the form to Hope Services' clinical staff.
- ▶ Clinical staff review the referral to ensure that the patients needs can be met at the shelter.
- ▶ Clinical Staff determines if any beds are available and contacts the hospital social worker to coordinate discharge from the hospital to the shelter.
- ▶ Patients must have a negative Covid 19 test result within 48 hours of placement and be transported directly from the hospital to the shelter.



Services Provided to Patients

- ▶ Permanent Supportive Housing
- ▶ Schedule follow up appointments with PCP (or Link patient with PCP)
- ▶ Assist patient with financial resources (SNAP benefits, DHS general assistance)
- ▶ Help patient to obtain medical insurance
- ▶ Contact patient's medical care coordinator
- ▶ Refer patient to community services; including substance abuse treatment or mental health services.
- ▶ Provide psychiatric assessments



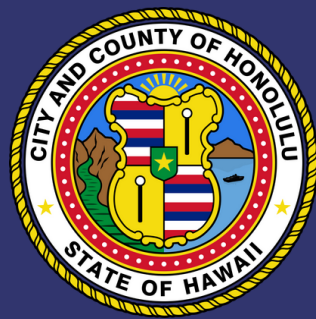
QUESTIONS?



CRISIS OUTREACH RESPONSE & ENGAGEMENT (CORE)

CITY & COUNTY OF HONOLULU

Deputy Director Ian Santee and Raychelle Rin



City & County of Honolulu CORE

January 12, 2022

Mission Statement

RESPOND TO CRISIS CALLS FROM AND WITHIN THE COMMUNITY THAT DO NOT REQUIRE LAW ENFORCEMENT INTERVENTION.

THE RESPONSE TEAM WILL INCLUDE EMERGENCY MEDICAL AND MENTAL HEALTH CARE, SOCIAL WORK AND/OR OTHERS TRAINED IN RELATIONSHIP BUILDING, COMPASSIONATE, PROBLEM SOLVING, AND CONFLICT RESOLUTION.

COMMITTED TO SUPPORTING A MORE DIVERSIFIED RESPONSE SYSTEM, ONE THAT IS TRULY ADAPTABLE TO THE NEEDS OF THE CLIENT, THE COMMUNITY AND THE RESOURCES OF THE RESPONDERS.

DEPLOY A CLIENT-CENTERED FOLLOW-UP ROUTINE, BY CHECKING UP ON CLIENT'S WELL BEING AND DETERMINING THE EFFECTIVENESS OF C.O.R.E.'S SERVICES.



Observational Walks

Assess and familiarize with those who are houseless in the Chinatown and Iwilei community.

- **Chinatown**

- Main population located on River and Hotel St.
- Age range 40 - 78
- Mental Disorders more prominent

- **Iwilei**

- A'ala Park to Sumner St.
- Age range 20 - 70
- Tents organized into communities



- 26 calls received as of 12/13/2021

- **Types of calls**

- 30% health and hygiene
- 10% Medical assistance
- 30% establishing camps
- 20% public nuisance
- 10% mental health

Observation during different times of day

<u>0745-0900</u>	<u>1030-1130</u>	<u>1300-1410</u>	<u>1630-1900 (CPT)</u>
<ul style="list-style-type: none">• Morning usage of drugs and/or alcohol• Break down of night camp for mobility• Intrusion of younger individuals at the park	<ul style="list-style-type: none">• Increased consumer foot traffic• Prevalence of individuals under the influence• Increase in drug transactions/usage	<ul style="list-style-type: none">• More business people and tourists• Decreased movement of houseless individuals/resting• Relocation for sleeping purposes• Panhandling	<ul style="list-style-type: none">• Open use of drugs and alcohol• Younger age groups at parks• Grouping of individuals on Hotel Street

* Same Chinatown individuals come back for breakfast, lunch, and dinner at River of Life.

Key observations during walks

- Drug use & mental health concerns
- Drug paraphernalia found on the streets of Chinatown
- Domestic violence between both genders
- Obvious marijuana usage
- Prescription drugs being sold out of car trunks on River St.
- Need for med-management and possible psychiatric treatment



Establishing Partnerships

Honolulu Police Department – Community Policing Team

- In Person Meeting with District 1 – Chinatown
 - Introductions & Overview of CPT Outreach Program
 - Scheduling of C.O.R.E. Team attendance w/ CPT Outreach
- Virtual meetings with District 6 & District 7
 - Introductions
 - Plans for Future Collaborations

St. Augustine by the Sea Parish

- Attended weekly outreach event held Thursday evenings
- Connected with Institute of Human Services Outreach and Aloha Ambassador

Institute for Human Services

- Connie Mitchell
 - Introductions to IHS Services
 - Future ability to place clients with IHS
 - ACT Training

Partners in Care Oahu

- Laura Thielen
- Heather Lusk
- Presentation to HMIS members at Data Meeting
- HMIS Introduction/Training with Joshua Roach

Staffing

Community Health Workers

Current

1 Operations Program Manager
2 Field Supervisors
1 Community Support Specialist
2 Entry Level Community Health Workers

Future

2 Field Supervisors
3 Community Support Specialist
2 Entry-level Community Health Workers

Medical Personnel

Current

7 Emergency Medical Technicians

Future

5 Emergency Medical Technicians
3 NP/ PA

Contracts

Mental Health Medical Direction
Facility bed hold

Questions?

MAUI POLICE DEPARTMENT-CORE UNIT

MAUI POLICE DEPARTMENT

MOBILE MEDICAL EDUCATIONAL UNIT



CORE

CRITICAL OUTREACH AND
RESPONSE THROUGH EDUCATION

CORE IN ITS SIMPLEST DEFINITION
MEANS "THE INNER MOST IMPORTANT
PART OF ANYTHING"

WE BELIEVE THE MOST ESSENTIAL PART
OF BUILDING A STRONG FOUNDATION
FOR OUR COMMUNITY IS THROUGH
EDUCATION, AS EDUCATION CAN BE
SPREAD THROUGH MANY FORMS
WHETHER IT'S THROUGH AWARENESS
PRESENTATIONS, PREPAREDNESS
EXERCISES, COMMUNITY
COLLABORATION MEETINGS, INTENDED
RESPONSES, AND/OR COORDINATED
OUTREACHES. THE MORE WE
COLLABORATE AS A COMMUNITY AND
ADDRESS SUCH ISSUES AS MENTAL
ILLNESS, EMERGENCY PREPAREDNESS,
AND HOMELESSNESS, OVERCOMING
THESE ISSUES BECOME ATTAINABLE.



CORE-MMEU GOALS

- ✖ Minimize calls that Police, Medics, Fire are being dispatched to.
- ✖ Minimize transports or visits to hospital or ED.
- ✖ Collaborating to bring wrap around services to the unsheltered.

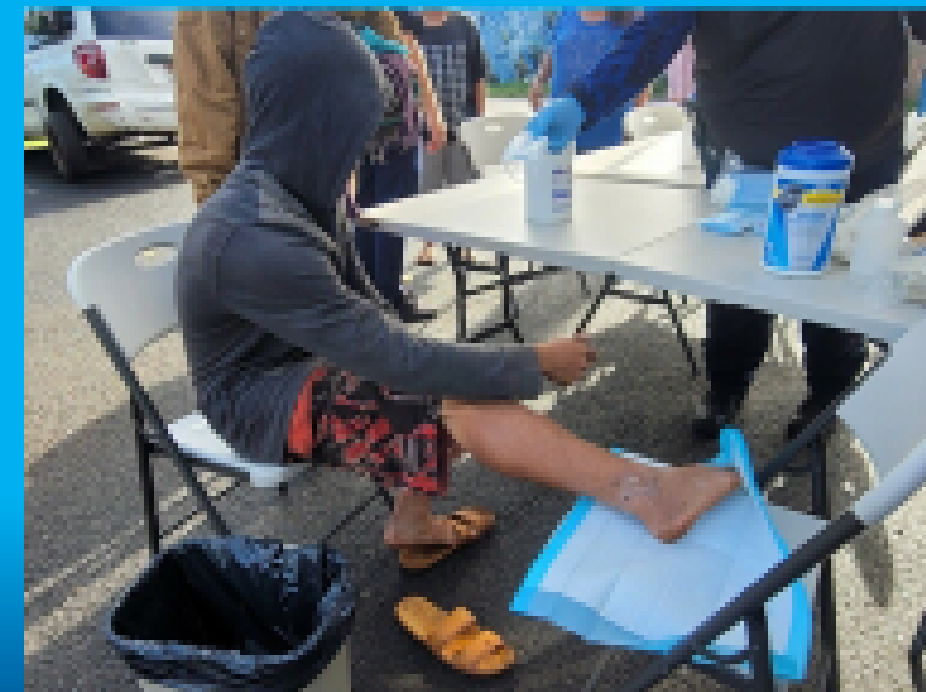
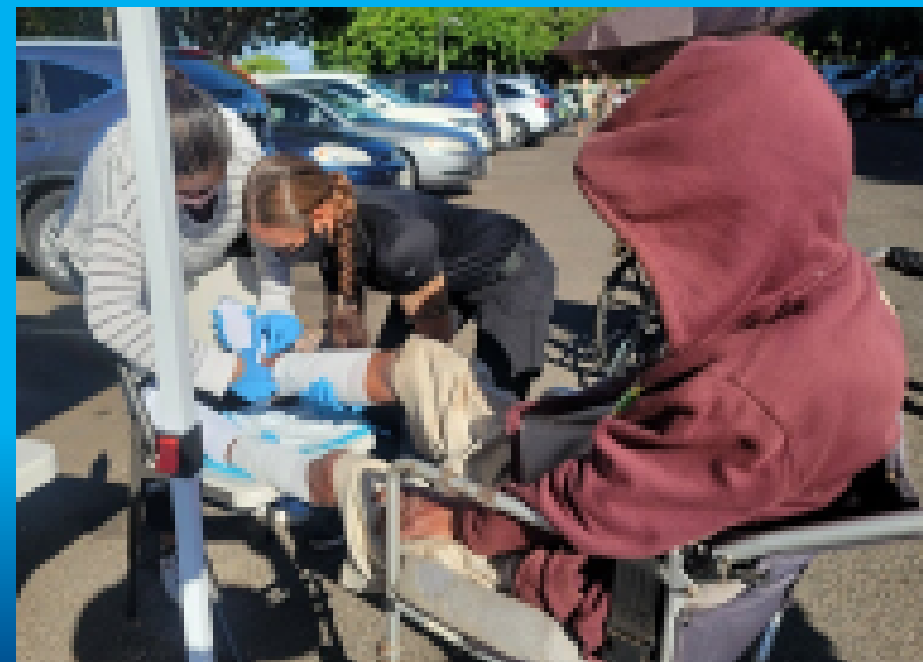


COMMUNITY PARTNERS

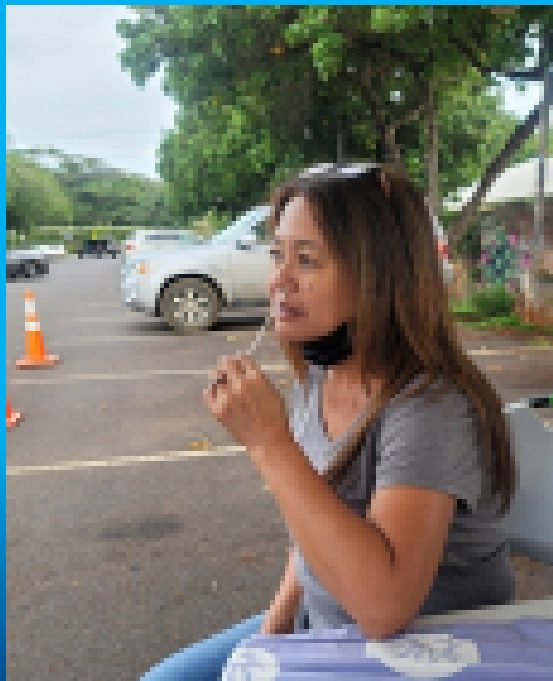
- ✗ DEPARTMENT OF TRANSPORTATION
- ✗ MENTAL HEALTH KOKUA
- ✗ ALOHA HOUSE
- ✗ CARES HAWAII
- ✗ A CUP OF COLD WATER MAUI
- ✗ DEPARTMENT OF EDUCATION “HOMELESS OUTREACH FOR UNSHELTERED YOUTH”
- ✗ MALAMA I KE OLA
- ✗ PROJECT VISION
- ✗ SNAP OUTREACH
- ✗ WAIPUNA CHAPEL
- ✗ PRIVATE PRACTITIONERS
- ✗ COMMUNITY VOLUNTEERS



NON-CRITICAL WOUND CARE – DR. RICALDE



PROJECT VISION HAWAII & SNAP OUTREACH



DEPARTMENT OF EDUCATION



MĀLAMA I KE OLA



WAIPUNA CHAPEL



A CUP OF COLD WATER MAUI



VOLUNTEER WORK



VOLUNTEER WORK



CONTACT INFORMATION



Maui Police Department

Sergeant Jan PONTANILLA

Email: jan.pontanilla@mpd.net Cellphone: (808) 866-6160

Stay In Touch

If you have any questions regarding the webinars, or have suggestions for future topics, please contact our office.

Justin Limasa

GCH Homelessness Assistant

808-586-0193

gov.homelessness@hawaii.gov



Connecting on **The Road to Home**

NEXT INSTALLMENT

MAR

MONTH

28

DAY

2022

YEAR

12:00 P.M. TO 1:00 P.M.