

Human Services Policy Advisory Institute 2017
Family Assessment Center
Kaka'ako, Hawai'i

A Case Study in 'Ohana Nui & Homelessness



September 2017 for National Governors Association

CURRENT STATE: DHS HAWAII

A Fragmented Self-Service Process



- ▶ A statewide human services system
- ▶ State supervised and state administered
- ▶ Individual self-service at DHS offices
- ▶ DHS set-up in siloes, one need at a time
 - ❑ Housing
 - ❑ Food/nutrition
 - ❑ Health/wellness
 - ❑ Economic self-sufficiency/education
 - ❑ Social capital
- ▶ **Results:**
 - Sets up competing needs;
 - Efficacy of the system directly correlates to one's ability to navigate it;
 - Fosters inter-generational dependence on the system.



DESIRED STATE: 'Ohana Nui "Extended Family"

A Concurrent All-Gen Approach



- ▶ What? All-Gen
 - Concurrently address the needs of the whole family
 - Prioritize needs of children ages 0 – 5
 - Address needs in 5 areas:
 - ▶ Housing
 - ▶ Food/nutrition
 - ▶ Health/wellness
 - ▶ Economic self-sufficiency/education
 - ▶ Social capital
- ▶ How? DHS IT Enterprise System: Remote access; single application
- ▶ **Results:**
A deep & wide approach, placing the whole family on a path to well-being;
Gives them the best chance of breaking the inter-generational cycle of poverty.





Implementation of 'Ohana Nui

Pilot “sites” to which we apply the 'Ohana Nui lens.

Start small inside, scale and test with a partner, then expand to the community.

Examples:



Data governance =
DHS only



Nurse home visits =
DHS + DOH



Family Assessment Center =
DHS + DOH + Community partners
(simulates the IT Enterprise system)

State of Homelessness in Hawaii, 2015

KGMB-9

6PM NEWS

MON 11/21/2016

Homeless Families; 2015 A Crisis in Hawaii



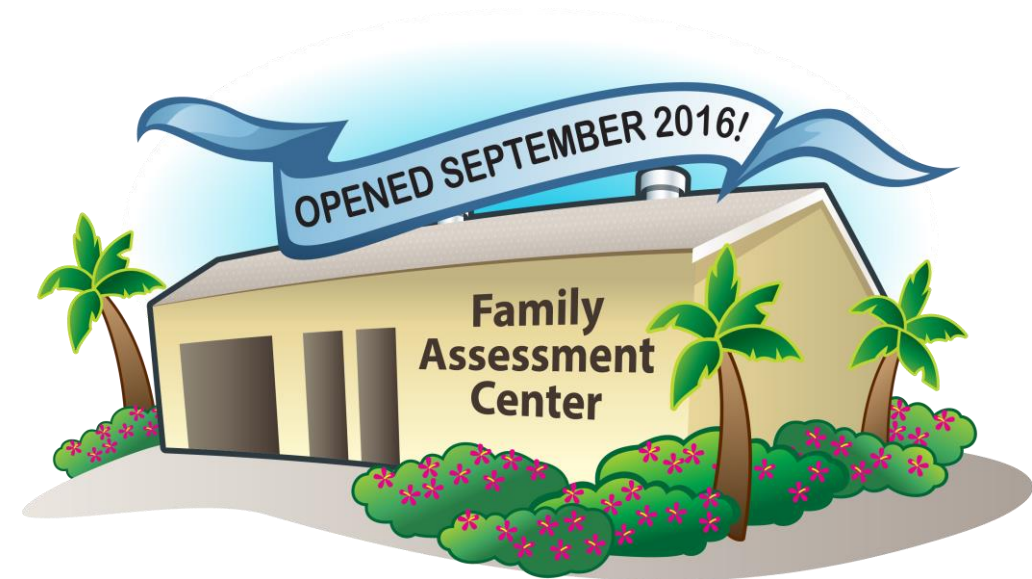
- ▶ 2015 Point in Time Homeless Count: 7,620
 - A steady rise over 7 years, 2009 – 2015
 - 23% increase in unsheltered families, 2014 – 2015
- ▶ 300+ people living in the Park:
many families with young children
- ▶ Shelters have vacancies:
chronically homeless and families not being served
- ▶ Emergency Proclamation by Governor Ige
 - Resources immediately available
 - Case management provider identified



The Hypothesis: Family Assessment Center



- ▶ Redesign HI's Homeless Services System
 - Pivot from conditions first, to housing first: Permanent housing
 - Establish statewide standards
- ▶ State leadership, public-private partnerships
 - State leadership
 - ▶ Governor & Legislature
 - ▶ HI Community Dev Assn (land owner)
 - ▶ Dept of Accounting & General Services (renovation)
 - ▶ Dept of Human Services (Homeless Programs Office)
 - Private sector (Group 70 - pro bono architects)
 - Non-profit (Catholic Charities - operations)
- ▶ Family Assessment Center (FAC) opens September 2016
- ▶ Governor's charge: House families within 90 days



The Model: Housing First



Priority: Permanent housing for the family via the 'Ohana Nui lens

- ▶ Comprehensive family assessment aka VI-SPDAT
Vulnerability Index & Service Prioritization Decision Assistance Tool

- ☐ Statewide standard assessment
- ☐ Evaluation in 2 areas
 - Vulnerability – risk/trauma factors
 - Service prioritization – housing, substance abuse, mental health
- ☐ Triage families for housing placement

- ▶ Center simulates the envisioned DHS IT Enterprise System

- ☐ A one-stop-shop for families
- ☐ 'Ohana Nui: Housing + 4 other types of basic needs



The Application: 4 of 5 Needs Areas Addressed



Catholic Charities - Overall operations & case management



Catholic Charities
Permanent (Supportive) Housing

DHS
TANF/TAONF

LASH
Vital records, identification
cards, etc.



DHS
SNAP

DOH
WIC
Package of
non-perishables



DHS
Medicaid

DOH
Public Health Nurses
"One key question" and
home visits after placement

UH – JABSOM
Home Project
Traveling Health Clinic



DHS
TANF/TAONF

PID
Traveling preschool

DOE
School-aged children

Next Step
Employment

UHC
Staff training



To be continued...

**Social Capital
to
support
families**

The Results: 1 Year Anniversary Data

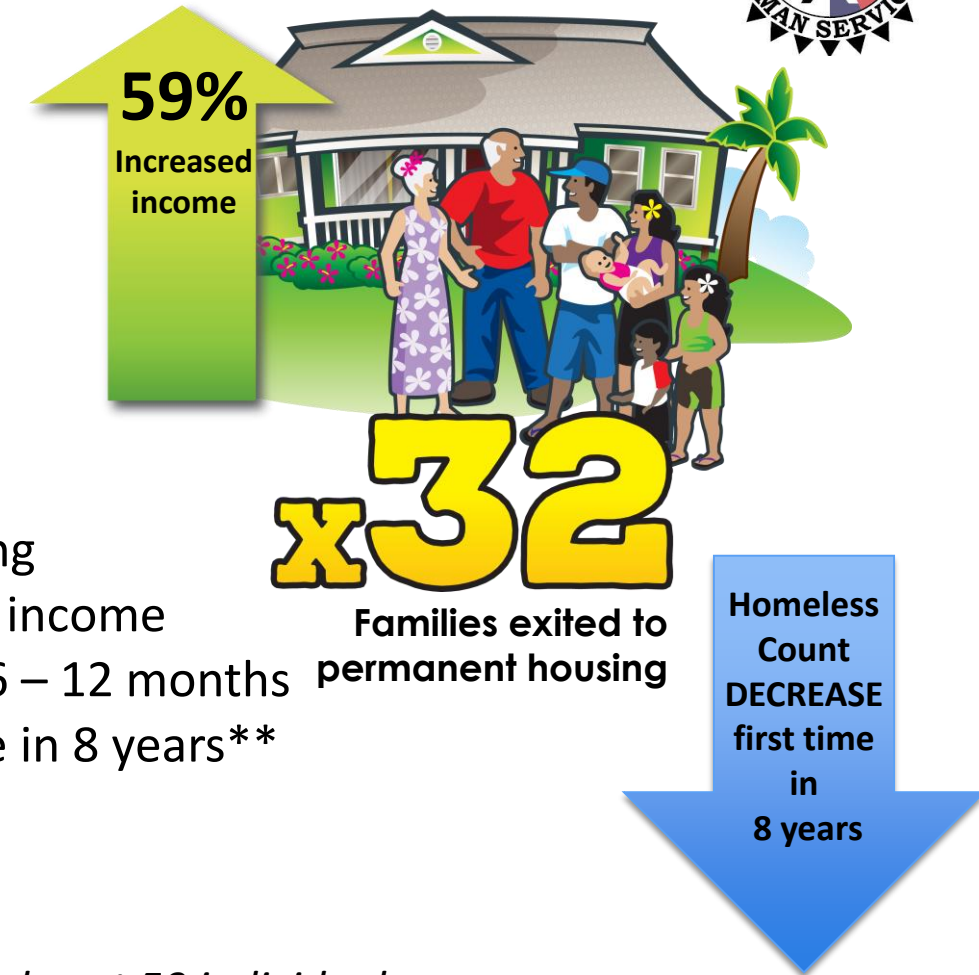


Outputs

- ▶ 37 unduplicated families/148 total individuals served*
- ▶ 931 unduplicated documented counseling contacts
- ▶ 706 duplicated referrals to partner providers
- ▶ 27 individuals enrolled in Medicaid; 5 in ACA
- ▶ 82 day average length of stay from intake to discharge

Outcomes

- ▶ 32 (86%) unduplicated families exited to permanent housing
- ▶ 59% of unduplicated families exited with increased earned income
- ▶ 1 family returned to the Center within 6 months, 0 within 6 – 12 months
- ▶ 2017 Homeless Point in Time Count: Decrease for first time in 8 years**
 - ❑ 16% decrease in number of homeless families on Oahu
 - ❑ 31% decrease in number of homeless families statewide



**FAC infrastructure limitations set maximum occupancy on any given day at 50 individuals.*

***May be more attributable to system redesign than to FAC alone.*

Refining the Hypothesis: What's Next?



For the Center

- ▶ Increase provider capacity
 - Ever-changing make-up/needs of families
 - Consistency of services & accountability for outcomes
- ▶ Longitudinally track families' successes
 - Family "feedback loop"
 - Build data systems to substantiate success
- ▶ Scale statewide? A model for other jurisdictions?

For 'Ohana Nui

- ▶ Private sector partnerships - "Life literacy" & employment
- ▶ NEW social capital development for families



Special Mahalo



NGA and other national partners: ACF, FNS, Ascend at the Aspen Institute, Federal Reserve Bank

Pankaj Bhanot, HI DHS Director

Virginia Pressler, HI DOH Director

Scott Morishige, HI Governor's Coordinator on Homelessness

Harold Brackeen, III, HI DHS BESSD Homeless Programs Office

Adrian Contreras, Center Coordinator, Catholic Charities Hawaii

DHS Ohana Nui Engineers

