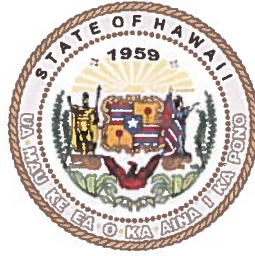


DAVID Y. IGE
GOVERNOR



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OFFICE

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OFFICE OF THE GOVERNOR
STATE OF HAWAII
STATE CAPITOL
HONOLULU, HAWAII 96813

Agenda

Hawaii Interagency Council on Homelessness (HICH)
September 18, 2017
10:00 a.m. to 12:00 p.m.
Honolulu International Airport Conference Facilities
Interisland Terminal Conference Room 3 & 4
300 Rodgers Boulevard
Honolulu, HI 96819

- I. Call to Order, Taking of the Roll
- II. Overview and Approval of Agenda (Vote)
- III. Approval of Minutes (Vote)
 - a. Regular Meeting Minutes, June 19, 2017
- IV. Public Testimony (One minute per testifier)
 - a. Public testimony on any agenda item shall be taken at this time.
- V. New Business
 - a. Discussion regarding current community efforts to address homelessness – including specific efforts to address the needs of homeless individuals who have frequent interaction with the criminal justice and healthcare systems. Discussion will include an overview of the following:
 - United Healthcare: myConnections and the Accountable Health Communities (AHC) program.
 - Queen's Hospital: Queen's Care Coalition
 - Honolulu Police Department: HELP Honolulu
- VI. Permitted Interaction Group
 - a. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5 to review and recommend potential revisions to the ten-

year strategic plan to end homelessness, and the Hawaii State Framework to Address Homelessness.

- b. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5, and in accordance with House Concurrent Resolution 148, to address the issue of squatting in the State of Hawaii.
- c. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5, and in accordance with House Bill 83, to discuss the issue of safe-zones for homelessness.

VII. General Announcements

A. Chairperson and Staff Reports: June/July/August 2017

- Accomplishments / Highlights
- Planned Activities

B. Written Reports from Council Members. The following written updates are provided for the Council's consideration and review (the full write-ups for each representative will be provided):

- *Department of Human Services (DHS)*
- *Department of Public Safety (PSD)*
- *Department of Health (DOH)*
- *Department of Hawaiian Home Lands (DHHL)*
- *Department of Defense (DOD)*
- *Department of Hawaiian Affairs (OHA)*
- *Department of Education (DOE)*
- *Hawaii Public Housing Authority (HPHA)*
- *City & County of Honolulu*
- *County of Hawaii*
- *County of Maui*
- *County of Kauai*
- *Partners in Care, Oahu's Continuum of Care*

- *Continuum of Care – Hawaii Island*
- *Continuum of Care – Maui County*
- *Continuum of Care – Kauai County*
- *U.S. Department of Veterans Affairs (V.A.)*
- *U.S. Department of Housing & Urban Development (HUD)*
- *Faith-based Community Representative*

VIII. Executive Session

Pursuant to H.R.S. §92-7(a), the Council may, when deemed necessary, hold an Executive Session on any agenda item without the written public notice if the Executive Session was not anticipated in advance. Any such Executive Session shall be held pursuant to H.R.S. §92-4 and shall be limited to those items described in H.R.S. §92-5(a). Discussions held in Executive Session are closed to the public.

IX. Topics for Upcoming Meetings

A. Open for Council Suggestion

X. Meeting Schedule

The following Council meetings are scheduled for the remainder of the year:

- December 18, 2017

XI. Adjourn (Vote)

Hawaii Interagency Council on Homelessness (HICH)
Honolulu International Airport Conference Rooms 3&4

June 19, 2017
10:00 am – 12:00 pm

Council Attendees:

Mr. Scott Morishige	Chair
Ms. Bridget Holthus for	Director of the Department of Human Services (DHS)
Dr. Ginny Pressler	Director of the Department of Health (DOH)
Ms. Elaine Young	Director of the Department of Labor and Industrial Relations
Ms. Jodie Maesaka-Hirata for	Director of the Department of Public Safety
Mr. Garret Kamemoto for	Director of the Department of Business, Economic Development, and Tourism
Brigadier General Bruce Oliveira for	Adjutant General of the Department of Defense
Ms. Deja Ostrowski for	Chairwoman, Office of Hawaiian Affairs
Ms. Melissa Lewis for	Attorney General
Ms. Tobi Portner for	Superintendent of Education
Ms. Sarah Beamer for	Executive Director of the Hawaii Public Housing Authority
Mr. Marc Alexander for	Mayor of the City & County of Honolulu
Mr. Lance Niimi for	Mayor of the County of Hawaii
Ms. Kanani Fu for	Mayor of the County of Kauai
Ms. Jennifer Stasch	Continuum of Care for the City & County of Honolulu, Partners In Care
Ms. Brandee Menino	Continuum of Care for the County of Hawaii, Bridging the Gap
Mr. Robert Shack	U.S. Department of Veterans Affairs
Mr. Mark Chandler	U.S. Department of Housing and Urban Development, Office of Community Planning and Development
Pastor Daniel Kaneshiro	Faith-Based Representative

Absent:

Representatives from the Homeless Programs Office; Department of Hawaiian Home Lands; State Senate; State House of Representatives; County of Maui; Continuum of Care for the County of Kauai; Continuum of Care for the County of Maui; Business Community Representative

Staff:

Ms. Tamah-Lani Noh, Community Engagement Specialist; Ms. Julie Ford, Public Affairs Specialist; Mr. Eric Lopez, Homelessness Assistant; Ms. Ipo Paia, Administrative Assistant on Homelessness; Ms. Sasha Inouye, Intern; Ms. Andrea Suzuki, Deputy Attorney General

Special Guests:

Ms. Katy Miller, Regional Coordinator, US Interagency Council on Homelessness; Mr. Lance Goto, Deputy Attorney General; Mr. Leo Asuncion, Director of DBEDT OP; Ms. Jane Tam, Special Plans Project Analyst, Office of Planning; Ms. Debra Mendes, Planner V, Office of Planning

- I. **Call to Order, Taking of the Roll.** Roll taken and there was a quorum established with 19 out of 27 members. The meeting was called to order at 10:01 a.m. by the Chair.

Chair Morishige welcomed everyone and noted that all material was sent out electronically. Please sign up at the registration desk if you are not receiving the handouts in advance of the meetings. Homeless Coordinator's staff is available to help.

The Chair introduced special guest; Ms. Katy Miller, Mr. Leo Asuncion and his team, and Deputy Attorney General Lance Goto.

The Chair recognized Ms. Julie Ford, Special Assistant and Public Affairs Officer that will be leaving the Homeless Coordinator's Office on June 30, 2017. He noted that she has played an important role in numerous special projects, but the coordination and startup of the Family Assessment Center in Kakaako and the weekly radio show "Road to Home" are her biggest accomplishments.

The Chair also introduced Ms. Sasha Inouye, practicum student with the University of Hawaii at Manoa Masters in Social Work program, who will be in the Homeless Coordinator's Office until August 2017.

Chair highlighted the 2017 statewide point in time count numbers. He recognized the hard work of service providers, community members, and all those on the council whose work contributed to the first statewide decrease in homelessness in eight years. He stated that the Continua of Care (CoCs) were critical in mobilizing volunteers, which contributed to a more thorough and accurate count this year.

At 10:07 a.m., Ms. Beamer joined the meeting.

- II. **Overview and Approval of Agenda.** The Chair presented the agenda and asked for a motion to approve the agenda.

Motion to approve the agenda was made by Ms. Jodie Maesaka-Hirata and seconded by Dr. Pressler. The Chair opened the floor for discussion, and seeing none the Chair called the question. The motion passed unanimously.

- III. **Approval of Minutes.** The Chair reminded members that the March 20, 2017 meeting minutes were e-mailed to members and that copies of the minutes were included in the members' packets. The Chair provided time for members to review the minutes, and asked if there were any additions/corrections. Noting none, the Chair asked for a motion to approve the minutes of the March 20, 2017, Hawaii Interagency Council on Homelessness meeting.

Motion to approve the minutes was made by Mr. Niimi and seconded by Ms. Portner. The Chair called the question. The motion passed unanimously.

- IV. **Public testimony.** Chair Morishige opened the floor to public testimony. The public was asked to keep testimony limited to no more than one minute.

a. Mr. Michael Peacock, Hawaii Vet to Vet.

Mr. Peacock stated he wanted to comment on the agenda item in regard to safe zones. He is looking forward to see how this bills evolves because he feels this would have worked when he was homeless. He also wanted to agree on the importance of sustaining the state's efforts to address homelessness. He stated that he knows the importance of training and why the State is working toward a having a system in place. Mr. Peacock is working with churches and wanted to make sure we do not forget the importance of the faith based community.

The Chair thanked Mr. Peacock for his testimony and reminded the council of the work his office has been doing with co-sponsoring the Faith Based Summit that was held in April 2017 and how Hawaii County is planning their second annual Faith Based Summit with CoC–Hawaii. Chair also stated that we recognize the importance of the faith based community which is why we have been working with Pastor Daniel Kaneshiro and organizing resource fairs in the community.

b. Ms. Cynthia Rezentes, Leeward Housing Coalition and Kealahou West Oahu

Ms. Rezentes commented on SB 895 – Criminal Trespassing. She was wondering if the State has established rules for doing enforcement on State property. She stated that the City has been more diligent at doing enforcements in parks and the enforcement actions have had positive effects. She wanted to emphasize that the State needs to partner with the City since it seems counterproductive to do things alone.

The Chair acknowledged Ms. Rezentes testimony. He stated that the State does have policies and procedures in place that allow state land owners to address issues of unauthorized encampments on state lands. The Chair also stated that there has been close coordination with the City & County of Honolulu, and that he works closely with Executive Director Marc Alexander from the City's Office of Housing.

c. Ms. Connie Mitchell, Director, Institute for Human Services (I.H.S)

Ms. Mitchell stated that she was glad that the HICH was reviewing the plan. I.H.S has been engaged in outreach and she wanted to bring up that people are being released from prison without any place to go. She is requesting information from the Department of Public Safety on how many people are being released from prison due to serving the maximum time of their term. She would also like to know their specific needs before they return to the streets. Ms. Mitchell recommended integrating Substance Abuse and Mental Health in Public Safety system.

The Chair thanked Ms. Mitchell for her testimony and stated that this Council did establish a permitted interaction group to address coordinated entry, which includes the Department of Public Safety and Department of Health. In addition, the Legislature did provide additional funding this session for unsheltered persons experiencing mental illness and/or substance use.

V. New Business

- a. Discussion and possible action regarding the formation of a working group pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5 to review and recommend potential revisions to the ten-year strategic plan to end homelessness, and the Hawaii State Framework to Address Homelessness.**

Chair Morishige provided background information regarding this action item. In 2012, the council adopted the ten-year strategic plan to end homelessness. Since that time, there have been numerous changes that have occurred – both in regard to the homeless population itself, as well as in the number of new programs and services available to address homelessness.

To assist the council members in their deliberations, the Chair has invited the Office of Planning, as well as the U.S. Interagency Council on Homelessness to provide updates on work related to affordable housing in Hawaii, as well as work being done nationally to address the issue of homelessness.

Presentation from the Office on Planning.

Mr. Leo Asuncion, Executive Director of the Office on Planning, provided an update regarding the work of the Special Action Team on Affordable Rental Housing, and how the work of the Special Action Team aligns with the work of the council to address homelessness. A copy of Executive Director Asuncion's power point and handouts were shared with members.

- Kananai Fu asked about the Jan 1, 2017 date. On Kauai, the landlords that have building permits that are coming in for incentives.
- Jen Stasch asked about faith based partnerships. Churches are looking at their land for affordable housing.
- Mark Chandler asked about the numbers. HUD is seeing affordability period. If doing rehab after Jan 2017, it does not really increase the numbers.
- Interactive GIS.
 - Working around county maps.
- Leo Asuncion wants to make sure we will make recommendations during the summer of 2017.
- Lead agency is HHFDC. Chair Morishige mentioned that there is a section in our homeless strategic plans that addresses this issue. The Chair thanked Mr. Asuncion and his staff.

Presentation from Ms. Katy Miller of the United States Interagency Council on Homelessness (USICH) .

Ms. Katy Miller, Regional Coordinator for the USICH, introduced herself and her role as a regional coordinator. She highlighted the progress that the nation has made in addressing homelessness. In particular, Ms. Miller noted that since 2010 veteran homelessness has been reduced by 50%, chronic homelessness reduced by 27%, and family homelessness reduced by 23%. In addition, Ms. Miller noted that Hawaii has also made progress during this same time period.

According to Ms. Miller, better coordination of outreach services and lower barriers for program entry are two key ingredients for success. In addition, Ms. Miller noted the importance of using data to guide decision making, and the importance of evidence-based practices.

Looking ahead, Ms. Miller noted that USICH will be placing increased emphasis on efforts to address family and youth homelessness. In regard to youth homelessness, she noted she will be presenting to the Partners in Care general membership meeting tomorrow.

Motion to establish a working group pursuant to H.R.S. §92-2.5 to review and recommend potential revisions to the ten-year strategic plan to end homelessness, and the Hawaii State Framework to Address Homelessness.

Director Pressler made the motion, and Executive Director Alexander seconded. The suggested composition of the working group includes Chair Morishige; representatives from the Continua of Care for Hawaii Island, City & County of Honolulu, and Kauai; a representative from DBEDT; and a representative from the Faith-based community.

The Chair asked if there was any further discussion. Seeing none, the Chair called for the vote. The motion passed unanimously.

b. Discussion and possible action regarding appointment of HICH members, in accordance with House Concurrent Resolution 148, to a working group to address the issue of squatting in the State of Hawaii pursuant to HRS §92-2.5 (b)(2).

Chair Morishige provided background in regard to this action item. The Hawaii State Legislature recently passed HCR148, which requests the convening of a working group to examine and develop recommendations to address the issue of squatting. A copy of the resolution was distributed to all members.

Motion to establish a working group pursuant to H.R.S. §92-2.5 and in accordance with House Concurrent Resolution 148 to address the issue of squatting in the State of Hawaii.

Deputy Attorney General Melissa Lewis made the motion, and Director Pressler seconded. The suggested composition of the working group includes Chair Morishige; a representative from the Department of the Attorney General; representatives from the Continua of Care for the City & County of Honolulu and Hawaii Island; and a representative from the Department of Human Services.

The Chair asked if there was any further discussion. Seeing none, the Chair called for the vote. The motion passed unanimously.

c. Discussion and possible action regarding appointment of HICH members, in according with House Bill 83, to a working group to discuss the issue of safe-zones for homelessness pursuant to HRS §92-2.5 (b)(2).

Chair Morishige provided background related to this action item. The Hawaii State Legislature passed Act 212, Session Laws of Hawaii 2017 (HB83), which requires the council in conjunction with and with the advisement of the Department of Human Services and Department of Land & Natural Resources, to establish a working group to examine and develop recommendations related to the establishment of safe zones for persons experiencing homelessness. A copy of the Act was distributed to all members.

Motion to establish a working group pursuant to H.R.S. §92-2.5 and in accordance with Act 212, Session Laws of Hawaii 2017, to discuss and make recommendations regarding the issue of safe zones for homelessness.

Ms. Toby Portner made the motion, and Deputy Director Jodie Maesaka-Hirata seconded. The suggested composition of the working group includes Chair Morishige; a representative from the U.S. Department of Housing and Urban Development; a representative from the faith-based community; a representative from the Department of Public Safety; and a representative from the Department of Human Services. In addition, the work group will work in conjunction with a representative from the Department of Land and Natural Resources.

Executive Director Alexander asked a question about what would happen if the council did not recommend the adoption and implementation of safe zones for people experiencing homelessness.

The Chair replied that the work group is to discuss and explore this issue. A recommendation will be made after close examination of multiple factors and the solicitation of input from the community.

The Chair asked if there were further questions or discussion. Seeing none, the Chair called for the vote. The motion passed unanimously.

d. Discussion of Senate Bill 895, which establishes the offense of criminal trespass onto state lands to the penal code, and amends the offense of criminal trespass in the second degree to apply to government agricultural property regardless of whether it is fenced, enclosed, or otherwise secured.

The Chair provided background on SB 895, which passed the legislature and is currently pending signature from the Governor. The bill establishes the offense of criminal trespass onto state lands to the penal code, and amends the offense of criminal trespass in the second degree to apply to government agricultural property regardless of whether it is fenced, enclosed, or otherwise secured. A copy of the bill was distributed to council members. The Chair has invited the Department of the Attorney General to explain and provide a brief overview of the new law.

Presentation by Deputy Attorney General Lance Goto.

Deputy Attorney General Lance Goto introduced himself and provided a brief explanation of the bill, and penalties for violation. Deputy Attorney General Goto clarified that the intent of the legislation is not to criminalize homelessness or to restrict cultural practices.

Discussion.

Executive Director Alexander directed a question to Ms. Miller from the USICH regarding her thoughts on the bill, and the potential impact of criminalizing the activities of homeless persons.

Ms. Miller responded that the USICH has taken a position opposing the criminalization of homelessness. According to Ms. Miller, when communities begin to criminalize the activities of homeless individuals it sets the community ten steps backwards in its efforts to address the issue. She emphasized the need for communities not just to displace individuals from one area to another, but to invest in shelter and housing resources to address the situation of homelessness.

VI. Permitted Interaction Group.

- a. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5 to review HICH structure and make recommendations.**

The Chair provided an update on HICH structure was established in 2016 to provide guidance on the structure of this council. It has been an important issue to get information out to council members in a timely manner. PIG has not met in a few months, but want to balance the work that is already being done to help streamline the process.

- b. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5 to review and develop a sustainability plan for the Hawaii Pathways Project (HPP).**

The Chair provided an update on the review of the sustainability plan. Chair stated that he met and worked with provider and City and County of Honolulu to identify supportive housing.

- c. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5 to review and provide support for the 2017 homeless point in time count.**

The Chair concluded this PIG. Point In Time count numbers were released and Partners In Care and Bridging the Gap were able to mobilize volunteers while working closely with Region Leads for the PIT.

- d. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5 to review and support the implementation of a Coordinated Entry System (CES) to comply with U.S. Department of Housing and Urban Development (HUD) requirements.**

Chair Morishige noted that CES PIG to comply with HUD requirements. First meeting was done with state agencies to intersect. DOE is in dialog with DHS to input data into HMIS to ensure data quality with support CES.

VII. General Announcements

A. Chairperson and Staff Reports: March/April/May 2017

- Accomplishments / Highlights
- Planned Activities

The Chair referred to a handout entitled "Highlights of Hawaii Interagency Council on Homelessness Staff Activities, Monthly Report for March/April/May 2017."

Chair Morishige highlighted that his office has been in coordination with MedQuest around the 1115 waiver for housing. CSH staff was here in mid-April 2017, and we will continue to discuss data with CSH.

The Chair also highlighted site visits to Houston, Texas; Since they have made great progress by increasing housing resources. Texas CoC is in communication with local CoC. Chair also attended the Corporation for Supportive Housing annual summit in Denver, Colorado.

Hawaii is a community being looked at because of the progress we have been making.

- B. Pursuant to H.R.S. §346-382(a)(13), the Council requests that the Speaker of the Hawaii State House of Representatives designate two members of the House of Representatives to serve on the council, of whom one member shall be designated to serve as an alternative member on the council in the other member's absence.**

Chair Morishige acknowledged that Speaker of the House of Representatives, Scott Saiki has appointed Representative John M. Mizuno to serve as the primary member and Representative Cedric A. Gates to serve as the alternate member.

- C. Pursuant to H.R.S. §346-382(a)(14), the Council requests that the President of the Hawaii State Senate designate two members of the Senate to serve on the council, of whom one member shall be designated to serve as an alternative member on the council in the other member's absence.**

Chair Morishige acknowledged that Senate President, Ronald Kouchi has signed a designation letter for Senator Green as the primary and Senator Breene Harimoto as the alternate.

- D. Written reports from council members.**

The Chair noted that written reports have been provided by members of the council.

VIII. Executive session.

Chair Morishige determined there is no need to enter executive session at this time.

IX. Topics for upcoming meetings.

The Chair asked members for suggestions on topics for upcoming meetings. There was no further discussion. Members were encouraged to contact the Community Engagement Specialist prior to the next meeting with any suggestions or feedback.

X. Meeting schedule.

Chair Morishige reminded members that the next meeting is scheduled for Monday, September 18, 2017. The meeting will be held from 10:00 a.m. to 12:00 p.m. at the Honolulu International Airport in the Interisland Terminal, Conference Rooms 3 & 4.

XI. Adjourn.

Chair Morishige entertained a motion to adjourn. Motion was made by Ms. Menino, and seconded by Ms. Stasch. The meeting was adjourned at 11:58 a.m.

MINUTES CERTIFICATION

Minutes prepared by:

Tamah-Lani S. K. Noh
Community Engagement Specialist

Date

Approved by the Hawaii Interagency Council on Homelessness at their Regular Meeting on
September 18, 2017: ☐ As Presented ☐ As Amended

Scott S. Morishige, MSW
Chair

Date



Media Inquiries:
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Hawaii Accountable Health Communities At-a-glance

In April 2017, myConnections was awarded the Accountable Health Communities (AHC) federal grant by the Center for Medicare and Medicaid Innovation (CMMI) at the Centers for Medicare & Medicaid Services (CMS). myConnections will partner closely with the Waianae Coast Comprehensive Health Center, Kalihi-Palama Health Center, The Queens Medical Center and several other community-based organizations, and will function as the bridge organization for the AHC program model, which will be implemented across Honolulu and the Waianae Coast region.

CMS created the AHC program to address a critical gap between clinical care and social services in the current delivery system. To be funded from 2017 to 2022, the program model will test whether systematically identifying and addressing the health-related social needs of community-dwelling Medicare and Medicaid beneficiaries impacts *health care quality, utilization and costs*, in addition to *beneficiary and provider experiences*. To achieve this, myConnections will: **(a)** conduct 75,000 screenings per year; **(b)** provide tailored, streamlined referral and navigation services; **(c)** align the efforts of community-based organization partners; and **(d)** perform continuous quality improvements and gap analysis.

Beginning in April 2018, a local myConnections team of 17 staff, including a Hawaii State Director and 12 navigators focused on reducing barriers to health care, will screen high-risk Medicare and Medicaid beneficiaries for health-related social needs at the Waianae Coast Comprehensive Health Center, Kalihi-Palama Health Center and The Queens Medical Center. (Consumer participation is not predicated on enrollment in a particular Medicare or Medicaid managed care plan.)



High-risk Medicare and Medicaid beneficiaries will be screened for the following:

- Family and social supports
- Food insecurity
- Interpersonal violence
- Transportation needs beyond medical
- Health behaviors – tobacco, alcohol and substance use, and physical activity
- Housing instability and quality
- Utility needs
- Employment and income
- Education – ESL, GED and other critical programs



Media Inquiries:
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Hawaii Accountable Health Communities Frequently Asked Questions

1. What is myConnections?

myConnections is a subsidiary of UnitedHealthcare that consists of service lines and capabilities created to address key social correlates that impact health outcomes and improve the access and delivery of government and community resources.

- **Personalized Support:** Physical locations of varying formats serve as the centralized channel through which consumers can access a wide range of support services.
- **Housing:** We invest in the creation of affordable housing and help low-income consumers navigate housing options.
- **Transportation:** We provide reliable transportation for nonemergency medical and social service appointments.
- **Employment:** We help unemployed and underemployed individuals get the skills training and placement services they need to find, secure and keep jobs.
- **Financial Health:** UnitedHealthcare myMoney Connect™ is a wellness rewards program combined with a reloadable prepaid debit MasterCard® designed to close gaps in care and encourage financial independence.
- **Data:** Our centralized platform and network of service providers enables information sharing and uses data to demonstrate value.

2. What is the Accountable Health Communities (AHC) program?

The AHC program was created by the Centers for Medicare & Medicaid Services (CMS) to address the critical gap between clinical care and community services in the current health care delivery system. This will be done by testing whether systematically identifying and addressing the health-related social needs of Medicare and Medicaid beneficiaries through screening, referral and community navigation services will impact health care costs and reduce health care utilization. For more information, visit the [CMS website](#).

3. When will the Accountable Health Communities program begin?

The AHC program will begin April 2018, when myConnections begins screening Medicaid and Medicare beneficiaries who receive health care services at the Waianae Coast Comprehensive Health Center, Kalihi-Palama Health Center and The Queens Medical Center.



4. Will the AHC program be implemented on the neighborislands?

While we recognize that a critical need exists to integrate health and social services across Hawaii, the targeted geographic service area for the AHC program is Honolulu and the Waianae coast region.

5. Are any local organizations working with myConnections to implement the AHC program?

Multiple area community-based organizations will partner with myConnections as preferred service providers, and as leaders on the new Hawaii Accountable Health Communities Advisory Board. These include the Waianae Coast Comprehensive Health Center's network of social services providers, in addition to the following organizations:

- Catholic Charities Hawaii
- Child & Family Service
- Goodwill Hawaii
- Hawaiian Community Assets
- The Institute for Human Services
- Lanakila Pacific
- Oahu Transit Services
- Parents and Children Together Hawaii

6. Who will lead the AHC program?

A local team of 17 individuals will be hired and trained in Honolulu and the Waianae Coast region. Under the leadership of a new myConnections State Director in Hawaii, the team will perform the on-the-ground development of the program.

7. Who is the target population for the AHC program and how will they be screened?

myConnections will engage high-risk Medicare and Medicaid beneficiaries, regardless of their health plan affiliation, who receive health care services at the Waianae Coast Comprehensive Health Center, Kalihi-Palama Health Center and The Queens Medical Center. Medicare and Medicaid beneficiaries who report at least one health-related social need during their screening, and who report two or more emergency department visits in the 12-month period prior to receiving clinical care at these sites will be considered high risk. The tools and processes used to conduct the AHC screenings will be patient driven and tailored to meet the unique cultural and linguistic needs of the Honolulu and Waianae Coast populations.

8. What is the purpose of the Hawaii AHC Advisory Board?

The Hawaii Accountable Health Communities Advisory Board (HAAB) will help oversee the implementation of the AHC program, encourage partner organization alignment and ensure that social services are available and responsive to the needs of the target population. The HAAB will consist of a valuable cross section of stakeholders: Medicaid and Medicare beneficiaries and their caregivers, state government partners, plus local clinical, social services, health insurance providers. Together, HAAB members will contribute to the



meaningful integration of health and social services and improved delivery of whole-person care.

9. What services will the myConnections navigators provide in the AHC program?

Our navigators will provide in-depth assessments and care coordination for high-risk Medicare and Medicaid beneficiaries until their identified social needs are documented as resolved. To achieve this outcome, intervention steps will include the development of person-centered action plans, making referrals for critical services and performing ongoing follow-up support. Generally, navigators will conduct an initial follow-up within two weeks of the screening; contact will continue on a monthly basis thereafter and/or until the individuals are connected with the appropriate social service provider(s).

10. Who should I contact with additional questions about the AHC program?

We're looking forward to introducing our partners to Katherine Keir, the new myConnections Hawaii State Director. Katherine can be reached at katherine_keir@uhc.com for additional information.

H.E.L.P. HONOLULU



H.E.L.P. Honolulu

Mission:

- The HELP Honolulu participants are committed to responsibly facilitating resources through partnerships and unified strategies that are focused on providing improved services to Honolulu's at-risk homeless community.



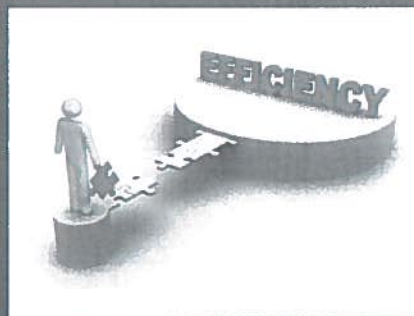
H.E.L.P. Honolulu

- **H** – Health: Providing services that improve the response to the physical, mental, and emotional needs of Honolulu's at-risk homeless population.



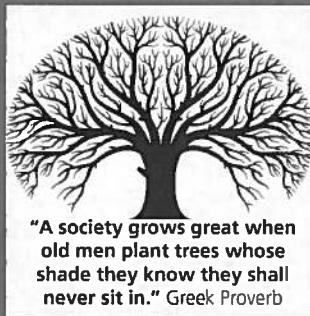
H.E.L.P. Honolulu

- **E** – Efficiency: Utilizing practices and procedures that reduce redundancy in order to provide quicker access to resources and assistance.



H.E.L.P. Honolulu

- **L** – Long-Term: Creating meaningful interactions that foster trust between the at-risk homeless community and HPD in concert with service providers in order to offer long-term solutions to recurring circumstances.



H.E.L.P. Honolulu

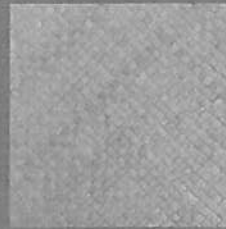
- **P** – Partnerships: Building professional partnerships with associated services and participants that will benefit all members of the community.



H.E.L.P. Honolulu



VS



By working together and overlaying existing resources we can create more efficient strategies that benefit all of Honolulu.

H.E.L.P. Honolulu

GOAL #1: Reduce instances of arrest or MH-1 by intervening with at-risk homeless individuals before extreme circumstances exist.

ACTION #1: Identify at-risk homeless individuals in a timely manner through information sharing that assists in priority planning.

H.E.L.P. Honolulu

GOAL #2: Reduce the residentially challenged population by placing them into appropriate housing options.

ACTION #2: Offer and provide services to at-risk homeless individuals in a timely manner through accurate use of resources.

H.E.L.P. Honolulu

GOAL #3: Train new and existing officers on accurate referral strategies that are delivered in a manner that builds trust between the at-risk community and HPD.

ACTION #3: Provide training to HPD personnel on social service options and create strategies to improve interactions.

H.E.L.P. Honolulu

GOAL #4: Improve on information sharing between various service providers in order to reduce redundancy, so that more people can be assisted at any point in time.

ACTION #4: Create an online accessible database to improve tracking of at-risk individuals amongst participating organizations.

H.E.L.P. Honolulu

PERFORMANCE INDICATORS:

1. Reduction in recidivism of chronic arrestees or MH1.
2. Reduction in RCP in the Downtown area based on point in time counts.
3. Number of RCP housed.
4. Number of Officers trained.
5. Number of meaningful interactions.

Written Updates to the Hawaii Interagency Council on Homelessness

September 18, 2017 – 10:00 a.m. to 12:00 p.m.

(Reports consolidated by the office of the Governor's Coordinator on Homelessness)

Department of Human Services (DHS) and Homeless Programs Office (HPO) Update

As requested please see HPO summary of key points and highlights below:

- HPO currently has nine staff members.
- HPO has two vacant positions – Secretary and Program Specialist IV
- HPO is currently working to hire and fill both vacancies, and interviews have been scheduled.
- HPO has coordinated and completed Statewide Housing First training to all providers of State contracts for homeless services. The training was provided by Suzanne Wagner and Andrea White of Housing Innovations, LLC. Housing Innovations also assisted HPO in the development of recent Request for Proposals (RFPs) for the new contracts.
- HPO is working with the HMIS Administrator to complete HMIS system modifications and enhancements to collect data regarding State contracted homeless services and to report on performance measures.
- HPO is beginning its monitoring of State homeless service contracts, which will include utilizing the USICH Housing First checklist, review of personnel files, client files, and facility inspections. Monitoring efforts are to help and support providers with recent changes in the homeless service provision model from “housing readiness” to ‘Housing First.’
- HPO is in the process of revising Hawaii Administrative Rules to align with current contract services and Act 234 (2016).

Department of Health

- The Adult Mental Health Division launched a Homeless Intensive Case Management Pilot Program on May 1, 2017. There are currently 25 consumers in the program with the mission to decrease the incidence of Homeless individuals who are frequently arrested and/or subject to multiple emergency room (ER) MH-1 calls, who also are not otherwise connected with continuing services.
- The AMHD increased homeless outreach on Oahu with the contracted providers increasing their staff. This increase will assist providing homeless outreach coverage in areas that were previously difficult to reach due to limited staff.
- The AMHD is the state lead for **SAMHSA's SSI/SSDI Outreach, Access, and Recovery (SOAR)**: The Program is designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder. The AMHD will be conducting trainings for all community providers interested in this program.

(Please also refer to attached written update for the Hawaii Pathways Project and outcome data from DOH homeless outreach services)

Department of Public Safety

The department has no further updates at this time.

Department of Defense

The department reports the following updates:

- **Progress since last report:** Homeless within the State Department of Defense.
 - Hawaii Army National Guard reported no homeless families (no change).
 - Hawaii Air National Guard reported no homeless families (no change).
 - Youth Challenge Academy reported one homeless family (no change).
 - State Department of Defense reported one homeless employee.
- **Plans:** Continue to identify and support veteran homeless concerns in the State Department of Defense and the State of Hawaii.
 - Work with the Hawaii Office of Veterans' Services to support homeless programs related to veterans.
 - Coordinate with youth outreach programs to identify homeless 16-18 year olds that would benefit from the Hawaii National Guard Youth Challenge Program.
 - Participate in Homeless Veterans Task Force meetings.
 - Coordinating with Defense Commissary Agency to bring case lot sales to the neighbor islands for veterans on a predictable schedule. Next case lot sale is scheduled for Hilo October 20, 21, and 22, 2017. Volunteers from the Office of Veterans services will provide information and outreach to the Veterans attending the sale.
 - Hawaii Army National Guard Engineers supporting Phase I of state's Kahauiki Village community development designed to house Hawaii's homeless families
- **Problems:** No concerns at this time.

Department of Hawaiian Home Lands

DHHL is continuing to focus on the development of permanent affordable housing for beneficiaries.

For those beneficiaries facing financial arrears, and are in threat of losing their homes on Hawaiian home lands, DHHL has the HALE Program, which aids beneficiaries with financial literacy services, homebuyer education classes, foreclosure prevention management, and one-on-one counseling.

Since June, DHHL has awarded 45 lots in Waiohuli, Maui, and converted 69 renters to home owners in the Ho'olimalima project in Kapolei, O'ahu. In December, DHHL is planning to award 160 lots at Ka'uluokaha'i in Kapolei, O'ahu.

County of Maui

The County of Maui shares the following written updates:

- **COORDINATED ENTRY SYSTEM**
 - Re-established the Coordinated Entry System on August 10, 2017, for Maui County after resolving system issues.
 - Initiated various meetings with partner homeless agencies to develop protocol when different agencies are working to house a common client.
 - Already housed three (3) families after re-establishment of the Coordinated Entry System. Starting to gain momentum as procedural issues are ironed out.
- **COMPASSIONATE RESPONSES (Homeless clean-up efforts)**
 - Coordinated the clean-up (compassionate response) of various locations mainly in Central and West Maui utilizing various State and County departments and private agencies.
 - Coordinating on-going efforts in the clean-up of encampments at Keopuolani Park, Baldwin Beach Park, and Waihee Beach Road.
 - Coordinating on-going efforts in the clean-up of several locations in the Kahului Industrial area.
 - Performing on-going responses to public complaints regarding homeless "hot spots."
 - Engaging with the public to educate them regarding the counties plan to end homelessness in Maui County through various media outlets.

County of Kauai

Kauai has started the Coordinated Entry System with families, to date Kauai County has housed 10 families through the Coordinated Entry System. Upon Approval of the Singles Policies and Procedures manual, Kauai County will begin referrals to agencies.

Kauai County has started the planning process for Homeless Awareness Week set for November 13-17, 2017.

Kauai County in partnership with Kauai Board of Realtor's and participating CoC agencies had its first Landlord Summit on June 27. Total of 38 participants attended, includes a mixture of private landlords, property managers, realtors, and government agencies. This was a successful event that featured landlord appreciation, table talk discussions on various topics such as, Medical Marijuana; Risk Mitigation; Service Animals/Comfort Animals/Pets; Landlord Support Hotline; Myths vs. Truths of a "Section 8" Client; Myths vs. Truths of a Domestic Violence Client; Myths vs. Truths of a Mental Health Client; Do you Currently Provide Housing for Formerly Homeless Families? Why or Why Not? Due to its success and interest, the planning group has schedule another Landlord Summit for next year.

The following trainings were provided to agencies island wide on behalf of KCA:

Org Code Training – Shelter Outreach – May 24 – 25, 2017

Org Code Training – CES – June 21 -22, 2017

Housing First Training – Held by Housing Innovations July 28

Upcoming in-service training:

Org Code Training – CoC 101 – October 17.

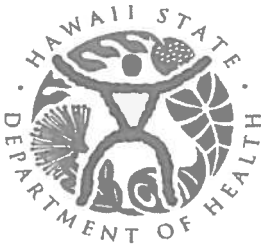
Kauai Continuum of Care (aka Kauai Community Alliance)

Kaua'i launched the Coordinated Entry System for Families in June. The hopeful news is that Kaua'i continues to see low numbers of families in the system with high acuity so we are beginning to serve individuals who demonstrate high needs as we expand through September. We continue to make adjustments as needed and are working within Bridging the Gap to update the CoC CES Policies and Procedures Manual. As with other neighboring islands, Kaua'i County Housing Agency serves as the CES lead, matching consumers with vacancies and will convene case conferences when the need arises.

Kaua'i hosted our first Landlord Summit in June. The mid-day event is sponsored by the Kaua'i Board of Realtors, Kaua'i Community Alliance, and Kaua'i County drew over 70 landlords. The majority of the attendees were smaller "mom and pop" operations that are most prevalent in Kaua'i communities. They've requested additional information and trainings, so a follow-up is being planned.

Plans to market the Coordinated Entry System locally are being evaluated and include social media, the traditional media, and ways to take advantage of the respected "coconut wireless."

Plans have been initiated for Homelessness Awareness Week that include daily events in different parts of the community. To do so, we're involved the faith community and drawing on their resources and commitment to serve those in need.



Homeless Services on Big Island

Community-Based Case Management (CBCM): services assist individuals with the provision of our access to necessary medical, nursing, social, restorative and rehabilitative services to reduce psychiatric, addiction symptoms, and to develop optimal community living skills. **Provider: Care Hawaii**

Crisis Line of Hawaii: This is a 24-7 Crisis and Suicide Hotline with membership in the National Suicide Prevention Lifeline (SAMHSA). The Crisis Line staff provides supportive listening and crisis counseling, dispatch and authorization of 24-hour crisis services.

Crisis Mobile Outreach (CMO): CMO provides assessment and intervention services for adults in an active state of crisis. This service is available twenty-four (24) hours a day, seven (7) days a week and can occur in a variety of settings including the consumer's home, local emergency department, etc. This service provides an opportunity for immediate crisis intervention and de-escalation, which includes a thorough assessment of risk, mental status and medical stability, and exploration of service options in the community. **Provider: Care Hawaii**

Homeless Outreach Case Management-Links individuals to health care services, social security benefits, emergency shelters and assistance with finding a home in the private market place. **Provider: Hope Services Hawaii**

Licensed Crisis Residential Services (LCRS): Provides short-term acute interventions to individuals experiencing or recovering from a psychiatric or behavioral health crisis. This is a structured residential alternative or diversion from psychiatric inpatient hospitalization. LCRS services are for individuals who are experiencing a period of acute stress that significantly impairs the capacity to cope with normal life circumstances. **Provider: Care Hawaii**

Group Home Housing: The AMHD provides group home housing for 128 individuals with decent, safe, and affordable community-based housing. Provides tenants with the rights of tenancy under state and local landlord tenant laws. **Providers: Care Hawaii, Mental Health Kokua and Steadfast Housing**

SAMHSA's SSI/SSDI Outreach, Access, and Recovery (SOAR): The Program is designed to increase access to the disability income benefit programs administered by the [Social Security Administration \(SSA\)](#) for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder. **Provider: Hope Services Hawaii**



Department of Health

Homeless Intensive Case Management

Homeless Intensive Case Management Plus Pilot Program: As of May 1, 2017 The Adult Mental Health Division contracted with the Institute for Human Services (IHS) with a mission to decrease the incidence of Homeless individuals who are frequently arrested and/or subject to multiple emergency room (ER) MH-1 calls, who also are not otherwise connected with continuing services.

- The Homeless ICM-Plus team provides immediate triage and stabilization to prevent hospitalization for psychiatric care, unnecessary visits to the ER for psychiatric care, MH-1 evaluations, and arrests services twenty-four (24) hours per day, seven (7) days per week.
- The Homeless ICM-Plus team meets weekly for the purpose of sharing communication, collaboration, and treatment planning for each individual consumer in the program.
- The Homeless ICM Plus Pilot team provides case management services for assigned consumers, including psychosocial rehabilitation services, which shall be holistic and embrace all aspects of the consumer's life, including housing, social networks, employment, education, physical health, spiritual health, mental health, and natural supports.
- The AMHD updates the consumers list weekly informing HPD, Queens, and IHS to ensure that there is collaboration for individuals in this program.
- Currently there are 25 consumers on the list, the program adds approximately 5-7 consumers monthly.

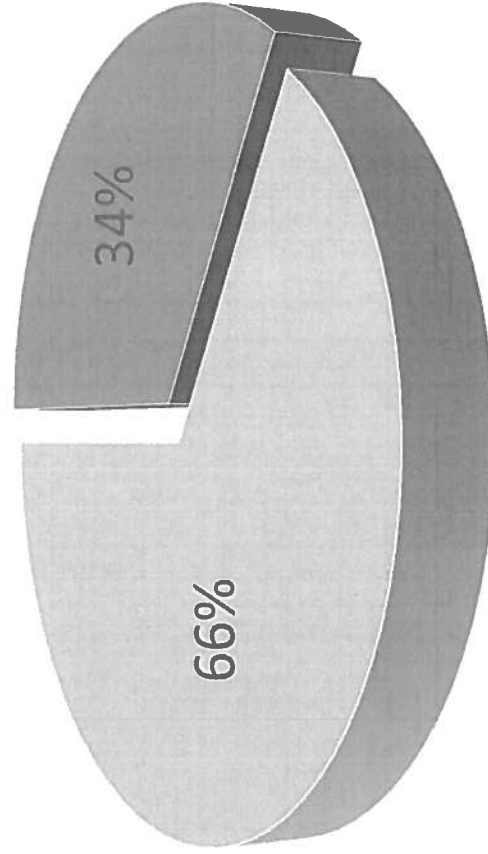


Homeless Outreach Services January - August 2017

	Contacts Made	Refused Services
Care Hawaii (Oahu)	180	50
Hale Na'au Pono (Oahu)	120	20
Hope Services Hawaii (Hawaii)	218	53
Institute for Human Services (Oahu)	1840	1141
Kalihi Palama (Oahu)	110	78
Mental Health Kokua (Maui)	158	5
Total	2626	1347
Reasons for refusal:		
Engagements have not been established, substance abuse, undocumented		
Extremely psychotic will not take food or hygiene		
ADULT MENTAL HEALTH DIVISION		



Homeless Outreach Services January - August 2017



■ Refused Services ■ Received Services

ADULT MENTAL HEALTH DIVISION

CURRENT PROJECT STATUS

1. Transition Actions



- Helping Hands Hawaii (HHH) continues to serve 47 clients still enrolled. This constitutes warm hand off to other CM agencies as HHH continues to dis-enroll clients as the agency transition from federal funding.
- GRPRA data continues to be collected, analyzed and processed for reporting. UH Center on the Family is the program evaluator and has been meeting bi-monthly since August 17 with HHH and ADAD CABHI coordinator regarding data collection processes and status. This meeting will continue every two weeks until project closure.
- Corporation for Supportive Housing continues TA in assisting the HPP with a transition plan. In this effort CSH is working with key stakeholders, specifically MQD, City and County Housing Office, and the Governor's Coordinator:
 - MQD has confirmed the submission of its 1115 waiver to include billable Tenancy Support Services for the target population, in order for providers to properly bill for such services.
- ADAD continues to prepare for project closeout regarding SAMHSA funding sources. This occurs in September 2017.
- The HPP service team has identified 20 clients that will remain enrolled in HPP services beyond the project close date. These clients will continue to receive tenancy support services (wraparound services) as needed, funded by ADAD.
- The Transition plan for the HPP is to fund HHH for these remaining clients, until the 1115 waiver is approved. The current contract with HHH is awaiting a contract extension for 6 months beyond September 29, 2017 to March 30, 2017. When the 1115 waiver is approved, the intent is that these tenancy support services (wraparound services) will then be billable to Medquest, or other insurance.



2. Permanent Housing



- 139: Total enrolled throughout project period (2014-2017)
- 94: Total placed
- 87: Total Housed; includes those with neutral exits.
- 47: Current number of clients enrolled by HHH.
- 40: Total housed currently

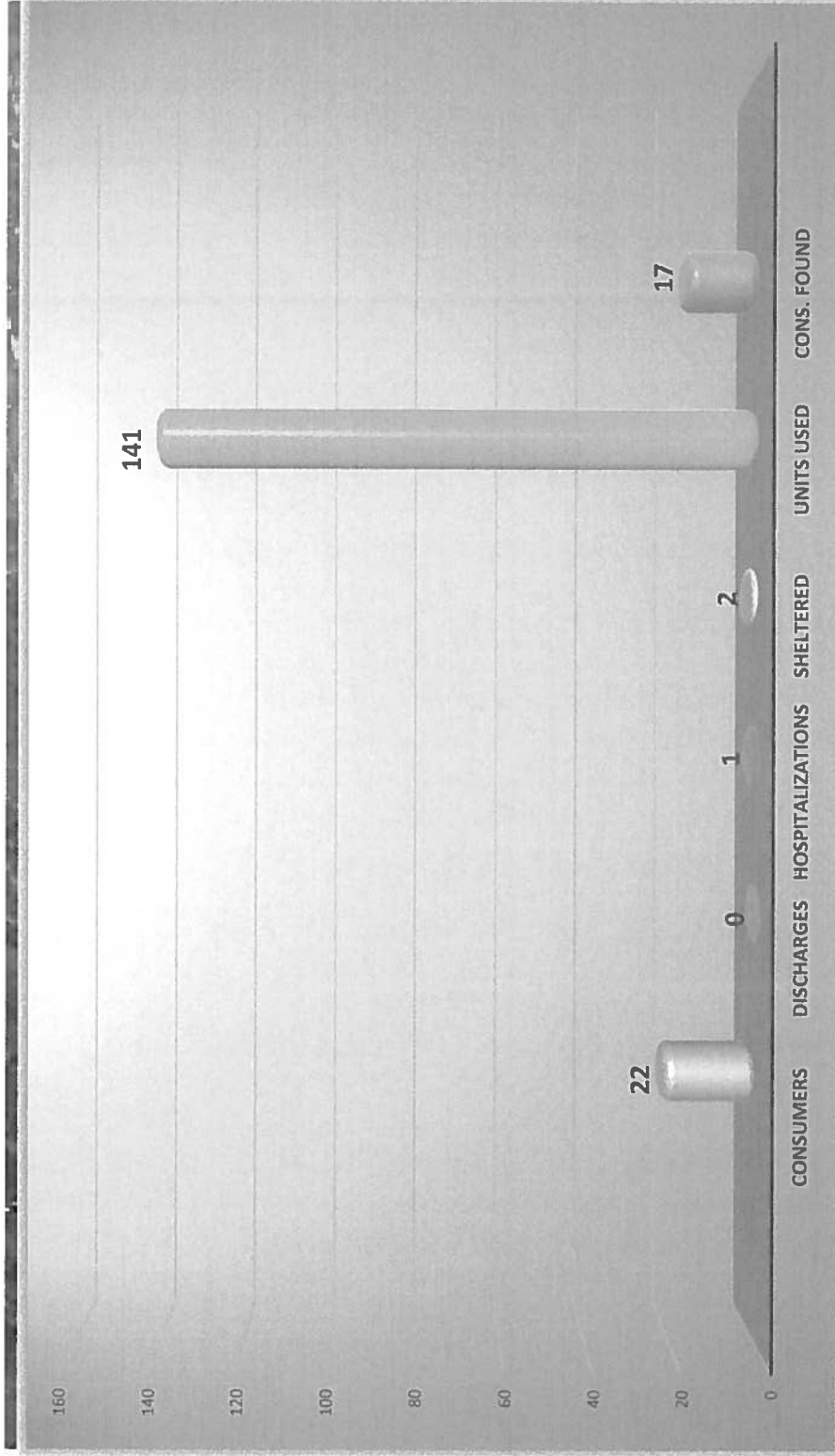
3. Vouchers



- 75 vouchers total provided by 7 sources (State, City, Shelter Plus, HUDVASH, U.S. Vets, Gregory House)
- 63 of those have been accounted for, as in a there is a name linked to that voucher
- 30 clients matched to Pauahi Hale and Winston Hale will be connected to a voucher through the City Housing First Program Increment II. This will be managed by US Vets in conjunction with the City and HPP. – **Currently 21 consumers have been connected with KPHC for a City HF II voucher.**



Homeless Intensive Case Management July 2017 Snapshot



ADULT MENTAL HEALTH DIVISION

