

Hawaii Interagency Council on Homelessness (HICH)
Honolulu International Airport Conference Rooms 3 & 4
July 11, 2016
10:00 am – 12:00 pm

Council Attendees:

Scott Morishige	Chair
Rachael Wong	Department of Human Services (DHS)
Harold Brackeen	DHS, Homeless Programs Office (HPO)
Lynn Fallin	Department of Health (DOH)
Linda Chu Takayama	Department of Labor and Industrial Relations (DLIR)
Monica Lords	Department of Public Safety (DPS)
Luis Salaveria	Department of Business Economic Development & Tourism (DBEDT)
Kamana'o Mills	Department of Hawaiian Home Lands (DHHL)
Bruce Oliveira	Department of Defense (DOD)
Sterling Wong	Office of Hawaiian Affairs (OHA)
Melissa Lewis	Department of the Attorney General (AG)
Toby Portner	Department of Education (DOE)
Senator Suzanne Chun Oakland	Hawaii State Senate
Representative Jo Jordan	Hawaii State House of Representatives
Mayor Kirk Caldwell	City & County of Honolulu
Clarysse Nunokawa	County of Hawaii
Director Carol Reimann	County of Maui
Marc Gannon	Continuum of Care (CoC) for Honolulu, Partners In Care
Maude Cumming	CoC for the Balance of State, Bridging the Gap
Rebecca Borja	U.S. Department of Housing and Urban Development
Absent:	Representatives from the U.S. Department of Veterans Affairs (VA), Hawaii Public Housing Authority (HPHA), Kauai County Mayor's Office, Faith Community, and Business Representative
Guests:	Aubrey Yee and Sam Dorios, Hawaii Leadership Forum

1. **10:15 a.m. Welcome by Scott Morishige, HICH Chair.** Roll taken, quorum established, and meeting called to order.

The Chair introduced his staff: Community Engagement Specialist Tamah-Lani Noh, Special Assistant Julie Ford, Practicum Students Adrian Contreras and Jasmine Choy.

2. **10:20 a.m. First Order of Business: Action on Agenda.** Motion to approve the Agenda without amendments was made by Linda Chu Takayama and Seconded by Luis Salaveria. Chair Morishige opened the floor for discussion, and seeing none Chair Morishige called the question. The motion passed unanimously. (See attached copy of agenda).

3. **10:25 a.m. Second Order of Business: Action on December 8, 2015 Minutes.** Chair reminded members that the December minutes were emailed to all participants the week of December 15, 2015. Chair mentioned additional copies were available and asked for a couple of minutes so everyone could review the minutes. Motion to Adopt the Minutes from the December 8, 2015 Meeting was made by Kamana`o Mills and Seconded by Linda Chu Takayama.
4. **10:30 a.m. Updates from HICH Membership.** Chair Morishige called upon each member to share information with the council and the public regarding progress being made within their departments and future plans.
 - a. OHA (Sterling Wong): In May, OHA hosted the landlord/tenant working group, and convened a systems mapping session for the work group that was facilitated by the Hawaii Leadership Forum. Mr. Wong also shared that OHA continues to support homelessness through its grant funding, and that \$1.77 million in grant funding was awarded for the 2016 biennium to address housing security.
 - b. DHHL (Kamana`o Mills): DHHL is continuing to focus on the development of permanent affordable housing for beneficiaries. In addition, DHHL is working to develop rental housing in Waimanalo for kupuna (seniors). A continuing challenge is the high cost of housing. Mr. Mills noted that \$719,000 is the average cost of a home in Hawaii, while the average household income is \$68,000.
 - c. Hawaii State House of Representatives (Jo Jordan): The Legislature did provide an unrestricted appropriation of \$12 million to address homelessness. Representative Jordan noted that the appropriation was only for one year, so there is a concern regarding sustainability of ongoing services.
 - d. Hawaii County (Clarysse Nunokawa): Hawaii County continues to convene a Homeless Task Force, which includes participation from human service providers, businesses, government agencies, and the CoC. In addition, Hawaii County convened two landlord summits – one in East Hawaii in February 2016 and one in West Hawaii in March 2016. The County received 40 commitments from landlords in East Hawaii, but only six in West Hawaii. The County is working to increase the inventory of affordable housing, and a 30-unit micro unit housing project in West Hawaii is expected to open in November 2016. Finally, Ms. Nunokawa thanked Chair Morishige for coming to Hawaii Island in June 2016 to visit West Hawaii resources and tour the local homeless encampments.

- e. Maui County (Carol Reimann): Director Reimann reported that Maui County is continuing to expand their capacity and resources to address homelessness. Recently, the County Council approved two homeless community positions, as well as providing additional funding for homeless programs. In addition, the County worked together with the Maui homeless alliance, service providers, and realtors to convene the first landlord summit in June 2016 with over-100 participants. The development of affordable housing continues to be challenging in Maui County. In December 2014, changes to the County's workforce housing ordinances were made, which has resulted in at least three new project's now being worked on to add housing inventory.
- f. BTG (Maude Cummings): BTG is the CoC for the counties of Maui, Hawaii, and Kauai. BTG is currently working on preparing its application for homeless funding from HUD, and is seeking HUD guidance to ensure that it can preserve the current level of federal funding. Ms. Cummings noted that HUD is emphasizing programs that support permanent housing, and that last year's funding competition was more competitive than previous years. In addition to the application process, BTG is working on establishing a coordinated entry system for the neighbor islands that complies with HUD funding requirements.
- g. DLIR (Linda Chu Takayama): While DLIR does not focus on housing specifically, the focus is on workforce development services that impact many individuals who are homeless or at immediate risk of homelessness. In particular, there has been a heavy emphasis on workforce programs for veterans, including for homeless veterans.
- h. DBEDT (Luis Salaveria): Director Salaveria thanked the Legislature for its support, and noted an infusion of funding for the Rental Housing Trust Fund, as well as new tools to assist developers with tax credits for the development of affordable housing. In addition, the Hawaii Community Development Authority (HCDA) continues to be involved in addressing homelessness in the Kakaako public parks, and has begun an educational campaign to inform park users of the park rules and availability of shelter resources. The Kakaako Gateway Parks will be closed for maintenance from July 5, 2016 to August 15, 2016 for necessary landscaping, tree trimming, and irrigation work. HCDA continues to work with homeless service providers, State Sheriff's, and the City to enforce park closure on a nightly basis. Director Salaveria thanked Mayor Caldwell for the City's support and for providing fertilizer and labor to assist with the park closure enforcement and maintenance closure.
- i. DOH (Lynn Fallin): Deputy Director Fallin provided an update on the Hawaii Pathways Project (see attached handout). The Hawaii Pathways Project provides supportive services utilizing the Pathways Housing First

model. It was noted that 155 homeless individuals have been served since September 2014, and an additional 108 individuals were denied service for a variety of reasons. Other important information shared was that one-third (33%) of participants were housed within four months, and that on average it took 25 days to be determined eligible for the program. The project includes an evaluation component that has identified key barriers to housing. Information from the Pathways evaluation will be compiled and used to recommend legislative changes to strengthen the delivery of services.

- j. DHS (Rachael Wong): Director Wong emphasized the progress in regards to the Innovation Accelerator Program (IAP). Earlier this year, Hawaii was one of eight states selected to receive technical assistance through the IAP. The Hawaii IAP team includes representatives from DHS, DOH, and HPHA, and is working together on a concrete plan to address chronic homelessness. In addition, Director Wong noted that the administration is appreciative of funding received from the legislature, which is the same amount that was requested by multiple State agencies. Looking forward, DHS will issue a Request for Proposals (RFP) later this fall, which will incorporate feedback from a community listening meeting conducted in June 2016. DHS is committed to working with community stakeholders, such as the Hawaii Community Foundation, Federal Reserve Bank, Katy Miller from the U.S. Interagency Council on Homelessness, and the National Governor's Association to address this issue.
- k. DHS, HPO (Harold Brackeen): The HPO recently hired a new Program Specialist, which brings its total staffing to five Program Specialists as of July 2016. Mr. Brackeen noted that HPO still has two vacancies, but expects to fill these vacancies shortly. In addition, Mr. Brackeen noted that existing contracts for homeless services will end in December 2016 and January 2017, and his staff is working on a new RFP that will be released in the fall. HPO is also working to prepare for the implementation of SB2559, which addresses performance standards for shelter facilities, and HPO has hired a consultant to assist with planning for implementation of the bill's requirements. Finally, Mr. Brackeen thanked the legislature for the \$12 million appropriation for homelessness, and noted that his staff is working closely with Chair Morishige to implement a plan for allocation of these resources.
- l. DOD (BG (ret) Bruce Oliveira): Mr. Oliveira noted that this is his first meeting, and he is happy to be part of the Council. BG (ret) Oliveira looks forward to participating actively in future meetings.
- m. PIC (Marc Gannon): Mr. Gannon explained the recent changes in PIC leadership – he now serves as Chair of PIC, and the former Chair Greg

Payton is now Chair of the PIC Advocacy Committee. In addition, Mr. Gannon introduced Jennifer Stasch as the new Director of PIC. Ms. Stasch has been on board for four weeks, and previously worked with the CoC in the San Francisco Bay area. Finally, Mr. Gannon noted that PIC and BTG have both been working to prepare applications for HUD funding, and the focus is on increasing the current level of funding.

- n. HUD (Rebecca Borja): The 2016 CoC Notice of Funding Availability (NOFA) has been released and September 14, 2016 is the deadline to apply. The NOFA is the application to receive HUD funding to address homelessness. Ms. Borja encouraged anyone who is interested in HICH, PIC, and BTG to visit the HUD website to view the NOFA. In addition, Ms. Borja noted that numerous webinars are available with information regarding the NOFA process.
- o. DOE (Toby Portner): Ms. Portner introduced herself as the new DOE Homeless Coordinator, and noted that she recently transitioned into this position. She encouraged members of the HICH to contact her if there are any questions or concerns relating to DOE homeless services.
- p. City & County of Honolulu (Kirk Caldwell): Mayor Caldwell stated that homelessness is a priority for the City & County of Honolulu. He introduced his staff who were in attendance: Corporation Counsel Donna Leong, Office on Housing Director Jun Yang, Communications Director Jesse Broder van Dyke and Deputy Director Barbara Yamashita with the Department of Community Services. The Mayor summarized the City's efforts to address homelessness, including the first hygiene center in downtown Honolulu and the City's recent acquisition of a property on Kuwili St. Mayor Caldwell also highlighted the success of the City's Housing First contract with I.H.S. – 115 households served, and 96% retained housing – and stated that they will be starting a second round of Housing First with U.S. Vets as the lead contractor. Finally, Mayor Caldwell stated that 747 veterans have been housed through the Mayor's Challenge initiative, but there is still more progress to be made.
- q. Hawaii State Senate (Suzanne Chun Oakland): Senator Chun Oakland shared updates from the legislature to increase funding for housing and homeless services. The legislature provided funding to DHS for homeless services, to the Hawaii Public Housing Authority for public housing renovations and the rent supplement program, as well as funding to DOH for community based services and for the Hawaii State Hospital. In addition, the legislature provided support for affordable housing through appropriations to the dwelling unit revolving fund and rental housing revolving fund, and passed legislation to support the low income housing tax credit program.

- r. AG (Melissa Lewis): Deputy Attorney General Melissa Lewis introduced herself and stated that she provides legal services to the Governor's office and DHS. She is in attendance on behalf of Attorney General Doug Chin.
 - s. DPS (Monica Lords): Ms. Lords stated she is representing Director Nolan Espinda, and has no update to report at this time.
 - t. Hawaii Public Housing Authority: Chair Morishige noted that there was no representative present from HPHA, but wanted to share updates on behalf of the HPHA Executive Director. In June 2016, HPHA utilized the Governor's Emergency Proclamation to establish an emergency rent supplement program to assist homeless families statewide. The program will provide supplemental payments to homeless families that start at up to \$1,000 per month for the first six months, and go down to \$500 per month on an ongoing basis. Families who receive assistance through this new program will be re-assessed for eligibility on an annual basis. HPHA has recently selected Catholic Charities Hawaii as the statewide provider for this program, and will begin receiving referrals shortly.
5. **11:20 a.m. HICH Working Groups.** Chair Morishige shared that work groups had been established previously to advance the work of the HICH. Three of the work groups participated in Systems Mapping facilitated by the Hawaii Leadership Forum, and updates for these work groups will be shared during the next agenda item. Chair Morishige called upon the leaders of Work Group 1 to provide an update, and stated that updates from the remaining work groups would be provided under the next agenda item regarding Systems Mapping.
- a. Work Group 1: Strengthen Data Collection / Statewide Outreach (Maude Cummings): Ms. Cummings provided an update regarding the Statewide Data Committee, which is chaired by Jason Espero. Ms. Cummings reported that a new HMIS Administrator has been selected, and that a new website has been established to track HMIS requests: <http://hawaiihmis.org>. The website includes a ticketing help desk, which will address issues with the system. Ms. Cummings stated that the migration of VI-SPDAT assessment data from PHOCUSED into the HMIS system is ongoing. Moving forward, VI-SPDAT data will be entered directly by providers into the HMIS, rather than going through PHOCUSED for data-entry. Ms. Cummings emphasized the fact that both HUD and HPO require that contractors input data into the HMIS. She reported that the HMIS is a critical tool to measure effectiveness and track various data points related to homelessness. According to Ms. Cummings, the HMIS is critical not only to gather data for funding purposes, but also to assess the systems overall effectiveness in moving people from the streets and into permanent housing.

Chair Morishige also requested Work Group 1 to share information regarding the recent Statewide Point in Time Count. Ms. Cummings deferred to Marc Gannon from PIC to provide an update.

Mr. Gannon shared that the Point in Time (PIT) is a count of homeless individuals statewide, which was conducted in partnership with PIC and BTG. The PIT provides just one data set related to homelessness, and the data should not be considered in isolation. The full PIT report is posted online at <http://www.partnersincareoahu.org/2016-statewide-point-time-count-0>. Key updates from the 2016 PIT count are:

- 4% increase in homelessness statewide.
- 1% increase in homelessness on Oahu.
- 3% decrease in homeless veterans statewide.
- 12% decrease in homeless veterans on Oahu.

6. **11:30 a.m. Discussion on Work Group updates.** Chair Morishige opened the floor to HICH members who had questions on the updates presented.

Mayor Caldwell question the veterans' numbers in the 2016 PIT Count, and stated that the numbers appear to be inconsistent with other data sets utilized by the City & County of Honolulu.

Mr. Gannon responded that the PIT Count represents the number of homeless veterans on a specific day in January 2016. He repeated that the PIT Count data cannot be considered in isolation, and shared that the By Name List (BNL) utilized for the Mayor's Challenge to End Veteran's Homelessness may be more accurate, as that listing is updated weekly. Mr. Gannon also shared that the PIT Count data does not reflect new veterans that are entering the homeless system. He stated that the PIT Count data needs to be looked at together with HMIS data reflecting homeless service utilization.

7. **11:35 a.m. Update from the Governor's Coordinator on Homelessness.** Chair Morishige provided brief updates to the Council on the following items:

- a. 2016 Legislative Session: Chair Morishige thanked Representative Jordan and Senator Chun Oakland for providing an update of the 2016 session. In addition, he noted that the State is appreciative of the \$12 million appropriation for the legislature, and the increase in staff positions for HPO and HPHA. Chair Morishige noted the flexible nature of the \$12 million appropriation, and stated that he and his staff have been meeting closely with State directors and agency heads over the past two months to finalize plans for use of the appropriation. In general, Chair Morishige stated that the \$12 million appropriation will be directed to strengthen data and infrastructure needs related to HMIS and the maintenance of state-

owned shelters, and that funding will be directed to rapid re-housing, housing first programs, homeless outreach, and to public safety activities.

- b. Governor's Emergency Proclamation. Chair Morishige noted that the emergency proclamation is in place until August 20, 2016. The emergency proclamation has enabled the State to quickly deploy resources to address homelessness through the Aloha United Way Coordinated State Homelessness Initiative (CSHI) contract and the new HPHA rent supplement program.
- c. Draft of the State Homeless Framework. Chair Morishige shared a draft of the State Homeless Framework with members of the Council (see attached). The goal of the State's framework is to establish a housing-focused system by 2020, which effectively transitions homeless individuals and families quickly into permanent housing. The framework is focused on three leverage points that must be addressed simultaneously: Affordable Housing, Health and Human Services, and Public Safety.
- d. Aloha United Way – Coordinated Statewide Homeless Initiative (CSHI). The CSHI contract was executed in mid-February 2016, and services began in mid-April 2016. Over the past 10 weeks, the CSHI contract provided \$513,583 to 275 households statewide – this is twice the amount that a typical contract for the State Homeless Emergency Grant program would assist over the course of a whole year. Chair Morishige referenced a handout provided to Council members with an update on CSHI services from 4/15/16 through 7/1/16. The CSHI contract is an example of a new model of contracting, which utilizes a master contractor and multiple sub-contractors statewide to quickly deliver services to those in need.
- e. June 16, 2016 Listening Session Regarding Homelessness. A handout was provided for Council members that highlights notes from the June 16, 2016 Listening Session. The session was attended by over 35 providers, federal partners, State and City agency staff, and private foundations. Key takeaways from the notes include the need for better alignment between funders. As a follow up to this session, the State will reach out to other funding partners to ensure that funding efforts are aligned, and to prevent unnecessary duplication of effort.
- f. Homeless System Mapping Efforts. Chair Morishige invited guests Aubrey Yee and Sam Dorios from the Hawaii Leadership Forum to provide an update on the System Mapping process.

Ms. Yee and Mr. Dorios introduced themselves and explained the process of Systems Mapping. In general, mapping provides a holistic and collective view of a system to assist in identifying the leverage points for change. A system map is comprised of factors that are connected to each

other, and create loops that explain certain dynamics or aspects of the system. The loops' stories will explain why a system does what it does, and why the situation gets better, worse, or stays the same. Each loop connects with other loops that together form a larger system.

Ms. Yee and Mr. Dorios shared that they have conducted systems mapping sessions with Work Group 2, "Landlord Outreach & Education" and Work Group 4, "Addressing homelessness through transitions from different care settings." From these initial mapping sessions, they have started to identify a number of loops within the homeless system.

Future plans for Systems Mapping include a mapping session with Work Group 3, "Develop transitional housing for homeless families" and include a session where the maps from each work group will be looked at collectively. The final systems map produced will be shared with Chair Morishige and the State to guide and inform homeless policy in preparation for the 2017 legislative session.

- g. National Governor's Association – Technical Assistance for Homeless Families. A handout was provided for Council members that provides recommendations from the National Governor's Association (NGA). Chair Morishige stated that NGA is providing technical assistance to the State in regards to population health and homelessness, and that a workshop was conducted for State staff on June 14, 2016. Key recommendations from the NGA are to re-examine the membership and structure of the HICH, and for HICH members to establish an implementation team consisting of staff that can carry out the work established through policy by the HICH.

- 8. **11:55 a.m. Discussion on updates from the Governor's Coordinator on Homelessness.** Chair Morishige opened the floor to discussion regarding the updates. Specifically, Chair Morishige asked the Council to reflect on the State's draft framework for homelessness, and how the different activities (e.g. systems mapping, CSHI contract, NGA technical assistance, and listening session) may work to support this framework.

Ms. Cummings asked a question regarding the HMIS, and whether there is an opportunity for State programs to report data into the HMIS.

Chair Morishige responded that the State is continuing to work towards a solid HMIS system, and the goal is to get all homeless programs to enter into the HMIS. For this to occur, the Chair stated that there needs to be continued investment in the capacity of the HMIS.

Ms. Borja asked how the State CSHI contract with Aloha United Way and the 2-1-1 system relate to PIC and the BTG. Specifically, she asked if the 2-1-1 has any connection to the coordinated entry system.

Chair Morishige responded that both CoCs – PIC and BTG – are receiving technical assistance from HUD to establish a coordinated entry system. While case conferencing is one method of coordinated entry for unsheltered households, the hope is that the 2-1-1 may be used as a coordinated entry model for those that access homeless services primarily by telephone or online.

Ms. Cummings added that, as we work towards a coordinated entry system for all providers, it is important that we share common definitions. For example, Ms. Cummings stated that the definition of “at-risk household” utilized by the CSHI contract is different from the HUD definition of “at-risk household.”

Deputy Director Fallin stated that DOH is working primarily to address chronic homelessness. DOH staff have noted that the State, City and HUD all share a common definition of “chronic homeless.” Deputy Director Fallin agreed that with other populations, such as those “at-risk” of homelessness, the definitions may be different. She agreed with Ms. Cummings that we must work towards common definitions among different funding agencies and service providers.

Chair Morishige asked Council members for specific feedback on NGA recommendations regarding the structure of the HICH. For example, in other communities the HICH Chair is a member of the Council, and the State Homeless Coordinator is a staff person rather than the HICH chair. Chair Morishige noted that the United States Interagency Council on Homelessness is structured in the same way.

Director Wong noted that she would like to build on the NGA recommendations, and has two suggestions for the Council. The first is that an ad hoc group be established to consider the NGA recommendations. The second is that updates from Council members be provided in advance of the meeting and treated as a consent agenda, so that more time during the meeting can be allocated to discussion rather than updates.

Chair Morishige noted Director Wong’s recommendations, and stated that the recommendation to establish an ad hoc group must be included on the next agenda before a vote can be taken.

Director Yang stated that he had a specific question regarding the draft State framework. Director Yang wanted to ask if there was a funding priority for the 10,000 affordable housing units identified in the framework.

Chair Morishige responded that, in relation to affordable housing, the Ige Administration has made it a priority to increase productivity of housing at all

affordability levels. He noted that the Hawaii Housing Finance and Development Corporation has specifically adjusted its Qualified Allocation Process (QAP) to encourage greater productivity. In addition, the administration is working with HPHA to address the need for housing for those below 30% of the area median income.

Ms. Borja commented that the State should work towards one unified strategy to address homelessness, rather than different groups having multiple strategies. She recommended that the CoCs – specifically BTG and PIC – be used to support a unified strategy.

Chair Morishige stated that a recommendation from the June 16th Listening Session is to establish a working group of key funding agencies, including HUD, City, State and private funders. The establishment of this group will be a key first step towards alignment, and working towards a more unified strategy.

Chair Morishige asked the Council for comment regarding the NGA's recommendations of forming an implementation team.

Representative Jordan stated that she has questions that were brought up in December 2015 that she is still awaiting answers for. She stated that it is important to know the number of individuals who were placed from Kakaako and remained in shelter or housing. Representative Jordan stated that we need to know the data relating to retention in order to measure the effectiveness of our system.

Deputy Director Fallin suggested that the Council look at common measures of effectiveness that can regularly shared with the Council. There was a suggestion to look at measures for existing contracts, and to discuss ways to better link data collection to outcomes.

Senator Chun Oakland stated that the Council should also examine measures relating to housing, and utilization of rental units statewide. For example, on Maui there are an estimated 50% of housing units that are not occupied because the owner resides out-of-state. Senator Chun Oakland also suggested that the Council examine the impact of vacation rental on the housing inventory.

Chair Morishige noted that the State will continue to work towards strengthening the HMIS system, and will continue its focus on affordable housing. In addition, the HICH will continue to work towards better alignment with the focus of other entities, such as the CoCs and other government agencies.

9. **12:15 p.m. 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. Kim Bohol, Resident Manager: Ms. Bohol wanted to share her experience as a resident manager, and how she personally witnessed many successes of individuals moving out of homelessness and into permanent housing. Chair Morishige thanked Ms. Bohol for her efforts in addressing homelessness.
 - b. Michael Peacock, Hawaii Vet to Vet: Mr. Peacock wanted to talk about the numbers for the 2016 PIT Count. He shared a concern that individuals in jail or prison should be considered homeless, as they will be released and not have a home to return to. In addition, Mr. Peacock asked if the VI-SPDAT will continue to be used as an assessment tool. Chair Morishige stated that, as far as he is aware, the VI-SPDAT continues to be used by homeless service providers. It was noted that there are currently two versions of the VI-SPDAT in use – one version on Oahu and one on the neighbor islands - but providers are working towards use of the same version.
 - c. Charnay Bland, One Love Ministries: Ms. Bland stated that she is associated with a faith-based organization and that the Council should consider faith-based organizations that are currently working with the homeless population in their own communities. Ms. Bland mentioned that her faith-based organization provides services to homeless individuals in Kakaako. Chair Morishige stated that the Council currently includes participation from the faith-based community and is actively looking for ways to increase involvement by the faith-based sector.
- 10. 12:25 p.m. Third Order of Business: Adjournment.** Chair Morishige entertained a motion to adjourn. Motion to adjourn was made by Kamana`o Mills and Seconded by Maude Cummings. Chair Morishige called the question. The motion passed unanimously.