

DAVID Y. IGE
GOVERNOR



LIEUTENANT GOVERNOR'S
OFFICE

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

Agenda

Hawaii Interagency Council on Homelessness (HICH)
Monday, September 16, 2019
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 17, 2019
- 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 new partnerships to address homeless subpopulations, including the recently awarded Youth Homeless Demonstration Project (YHDP) for the Honolulu Continuum of Care.

Discussion will include information from:
 - i. Partners in Care, RYSE, and the Hawaii Department of Education regarding the YHDP award.

- ii. A review of the statewide expansion for the Law Enforcement Assisted Diversion (LEAD) program.
- b. Discussion and possible action regarding the formation of a working group, in accordance with House Concurrent Resolution 36, Session Laws of Hawaii 2019, to prioritize homeless efforts in the area surrounding the Hawaii Children's Discovery Center pursuant to HRS §92-2.5 (b)(2). **(Vote)**

Discussion will include information from:

- i. House Concurrent Resolution 36, "Urging the Governor's Coordinator on Homelessness and the City and County of Honolulu to come together and prioritize their homelessness efforts in the area surrounding the Hawaii Children's Discovery Center by convening a task force."
- c. Discussion and possible action regarding the appointment of a member of the Hawaii Interagency Council on Homelessness to serve on a working group established by Senate Bill 1494 CD1, Session Laws of Hawaii 2019, to evaluate current behavioral health care and related systems and identify steps that may be taken to promote effective integration to more effectively respond to and coordinate care for persons experiencing substance abuse, mental health conditions, and homelessness. **(VOTE)**

Discussion will include information from:

- i. Senate Bill 1494 CD1, "Relating to Health."

VI. Continuing Business

- a. Discussion and possible action regarding revisions to the Hawaii State Framework to Address Homelessness and ten-year strategic plan to address homelessness, including specific strategies, tactics, and metrics and examining the intersection between local initiatives and federal initiatives to address homelessness. **(Vote)**.

Discussion will include information from:

- i. Hawaii State Procurement Office regarding planning and implementation related to Act 162, Session Laws of Hawaii 2019, which establishes a training program on government procurement and other relevant procedures for nonprofit organizations that offer homeless outreach services or manage homeless housing programs in rural areas of the State.
 - ii. A review of information submitted by Partners in Care and Bridging the Gap regarding the Homeless Management Information System (HMIS) and resource needs related to data collection for the Continua of Care.
 - iii. A review of information regarding efforts related to staffing turnover and efforts to strengthen nonprofit provider capacity in the homeless service system.

- iv. A review of technical assistance efforts to address unsheltered homelessness by the U.S. Interagency Council on Homelessness, U.S. Department of Housing and Urban Development, and National Alliance to End Homelessness.
- v. A review of key achievements related to the Hawaii State Framework to Address Homelessness and ten-year strategic plan to address homelessness in Hawaii.
- b. Discussion regarding the working group established by Act 263, Session Laws of Hawaii 2019, to evaluate current behavioral health care and related systems and identify steps that may be taken to promote effective integration to more effectively respond to and coordinate care for persons experiencing substance abuse, mental health conditions and homelessness.

Discussion will include information from:

- i. Partners in Care, which was authorized by the Hawaii Interagency Council on Homelessness to appoint a representative to the working group on behalf of the Council.

VII. 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 36, Session Laws of Hawaii 2019, to prioritize homeless efforts in the area surrounding the Hawaii Children's Discovery Center.

VIII. General Announcements

A. Chairperson and Staff Reports: July / August / September 2019

- 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) and Homeless Programs Office (HPO)*
- *Department of Health (DOH)*
- *Department of Labor & Industrial Relations (DLIR)*
- *Department of Public Safety (PSD)*
- *Department of Business, Economic Development, and Tourism (DBEDT)*
- *Department of Hawaiian Home Lands (DHHL)*
- *Department of Defense (DOD)*

- *Office of Hawaiian Affairs (OHA)*
- *Department of the Attorney General*
- *Department of Education*
- *Hawaii State House of Representatives*
- *Hawaii State Senate*
- *Hawaii Public Housing Authority*
- *County of Hawaii*
- *County of Kauai*
- *County of Maui*
- *City & County of Honolulu*
- *Continuum of Care for Oahu, Partners in Care*
- *Continuum of Care for Hawaii Island*
- *Continuum of Care for Maui*
- *Continuum of Care for Kauai*
- *U.S. Department of Housing and Urban Development*
- *U.S. Department of Veteran Affairs*
- *Faith-based community*
- *Business community*

IX. 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.

X. Topics for Upcoming Meetings

A. Open for Council Suggestion

XI. Meeting Schedule

The following Council meetings are proposed for the 2019 calendar year:

- Monday, December 16, 2019, 10:00 a.m. to 12:00 p.m.

XII. Adjourn (Vote)

A mailing list is maintained for interested persons and agencies to receive this board's agenda and minutes. Additions, corrections, and deletions to the mailing list may be directed to the Governor's Coordinator on Homelessness (GCH) at Hawaii State Capitol, 415 S. Beretania St., Room 415, Honolulu, Hawaii 96813; Telephone (808) 586-0193 Fax (808) 586-0019; or e-mail gov.homelessness@hawaii.gov. Agendas and minutes are also available on the internet at <http://humanservices.hawaii.gov/bessd/home/hp/hawaii-interagency-council-on-homelessness-hich/hich-meeting-agenda-and-minutes/>

If you require special assistance, auxiliary aid and/or service to participate in this event (i.e. sign language interpreter;

interpreter for language other than English, or wheelchair accessibility), please contact the GCH at (808) 586-0193 or email your request to gov.homelessness@hawaii.gov at least three (3) business days prior to the meeting. We will try to obtain the auxiliary aid/service or accommodation, but we cannot guarantee that request will be filled.

Agenda Item III

- Regular Meeting Minutes, 6/17/2019**

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

Monday, June 17, 2019

10:00 a.m. – 12:00 p.m.

Council Attendees:

Mr. Scott Morishige	Chair
Ms. Daisy Lynn Hartsfield for	Director of the Department of Human Services (DHS)
Mr. Harold Brackeen III	Administrator of the Homeless Programs Office of DHS
Ms. Jodie Maesaka-Hirata for	Director of the Department of Public Safety (PSD)
Mr. Craig Hirai	Director of the Department of Business, Economic Development, and Tourism (DBEDT)
Ms. Cynthia Rezentes for	Director of the Department of Hawaiian Home Lands (DHHL)
Mr. Eddie Mersereau for	Director of the Department of Health (DOH)
Mr. Bruce Oliveira for	Adjutant General of the Department of Defense (DOD)
Ms. Melissa Lewis for	Attorney General
Senator Russell Ruderman	Hawaii State Senate
Mr. Marc Alexander for	Mayor of the City & County of Honolulu
Mr. Christopher Kish for	Mayor of the County of Maui
Ms. Sharon Hirota for	Mayor of the County of Hawaii
Ms. Toby Portner for	Superintendent of Department of Education (DOE)
Ms. Brandee Menino	Continuum of Care for the County of Hawaii
Ms. Connie Mitchell	Continuum of Care for the County of Honolulu
Mr. Mark Chandler	U.S. Department of Housing & Urban Development (HUD), Office of Community Planning & Development
Mr. Andy Taylor	U.S. Department of Veterans Affairs (VA)
Mr. Dave Rolf	Business Community Representative

Absent:

Director of the Department of Labor & Industrial Relations;
Chairperson of the Office of Hawaiian Affairs; Representative from
the Hawaii House of Representatives; Executive Director of the
Hawaii Public Housing Authority; Mayor of the County of Kauai;
Representative for the Continuum of Care for the County of Kauai;
Representative for the Continuum of Care for the County of Maui;
and Faith-Based Representative.

Staff:

Mr. Justin Limasa, Homelessness Assistant; Mr. Randy Gonce,
Homelessness Administrative Assistant; Mr. Jason Kasamoto,
Homelessness Special Assistant and Public Affairs; Ms. Emma
Grochowsky, Homelessness Community Development
Specialist; Ms. Lily Young, Deputy Attorney General

Special Guests:

Mr. James Koshiba, Hui Aloha; Mr. Alani Apio, Hui Aloha; Mr.
James Pakele, Puuhonua O Waianae; Ms. Twinkle Borge,
Puuhonua O Waianae; Ms. Heather Lusk, Partners in Care;
Ms. Heather Henderson, Collaborative Quality Consulting

- I. **Call to Order. Taking of the Roll.** Roll taken and there was a quorum established with 18 out of 27 members. The meeting was called to order at 10:08 a.m. by the Chair.

Chair Morishige welcomed everyone and noted that all material was sent out electronically. Council members were asked to sign up at the registration desk if they did not receive handouts in advance of the meeting. Members of the public were also asked to request a copy of materials from staff and were advised that a sign-up list was available to receive a copy of the meeting packet and handouts by e-mail. The Chair requested members of the public to present their questions and comments on agenda items during the designated time

for public testimony, as presenters would only be able to answer questions from Council members during their presentations.

- II. **Overview and Approval of Agenda.** The Chair presented the agenda for review and recommended a revision to the order of presentations to accommodate the presenters' schedules. The Chair recommended to move item VI ahead of item V, and to reorder the presenters in item VI(a)(iii) as follows: Hui Aloha; Partners in Care; Collaborative Quality Consulting. The Chair asked for a motion to approve the revised agenda.

Motion to approve the agenda was made by Mr. Mersereau and seconded by Ms. Hartsfield. 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 April 29, 2019, meeting 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. Seeing none, the Chair asked for a motion to approve the minutes of the April 29, 2019, Hawaii Interagency Council on Homelessness meeting.

Motion to approve the minutes was made by Mr. Rolf and seconded by Mr. Alexander. 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. David Cannell**

Mr. Cannell stated that he has been attending legislative hearings and public meetings for the past decade to bring the perspective of a person with lived experience of homelessness, but is disappointed in the lack of any apparent progress. To motivate legislators and public officials to take more urgent action, Mr. Cannell suggested that each individual take a homeless family into their home and experience the struggles of helping the family to find affordable housing. Mr. Cannell called attention to the lack of inclusion from people with lived experience of homelessness in decision-making.

Chair Morishige appreciated Mr. Cannell's remarks regarding expanding the scope of focus on homelessness solutions. The Chair also noted that Hui Aloha was on the agenda to present some of their work with helping people who are unsheltered to organize and advocate.

Mr. Chandler arrived at 10:21 a.m. Quorum was revised to reflect 19 out of 27 members present.

V. **Continuing Business**

- a. **Hawaii State Framework to Address Homelessness and ten-year strategic plan to address homelessness, including specific strategies, tactics, and metrics and examining the intersection between local initiatives and federal initiatives to address homelessness.**

Chair Morishige discussed some of the key achievements related to creating pathways out of homelessness, including accountability for government funding of homeless programs, increasing the number of permanent supportive housing beds statewide, and increasing the number of exits from homeless programs to permanent housing.

- Mr. Alexander noted that Oahu has experienced a ten percent decrease in family homelessness, and distributed printed copies of the City & County of Honolulu's dashboards related to homelessness, shelter availability, and the City's Housing First programs.

The Chair thanked Mr. Alexander and remarked that, while significant progress has been made in certain areas, more work is necessary and additional efforts should be made to include direct input from people with lived experience of homelessness.

Presentation by Hui Aloha.

Mr. James Koshiba introduced himself as a member of Hui Aloha, a non-profit volunteer organization driven by their mission to live the aloha spirit. Mr. Koshiba also introduced co-presenter Mr. James Pakele, representing the Puuhonua O Waianae and Dynamic Community Solutions.

Mr. Koshiba discussed Hui Aloha's model for engaging encampments of people experiencing unsheltered homelessness, including the following key components:

- Outreach without an agenda
- Identifying leaders with strength and aloha
- Partnering to perform community projects that strengthen relationships and leadership
- Building a sense of community within the encampment
- Expanding to serve the wider community

Mr. Koshiba stated that the village model of living, which includes communal cooking and bathing facilities, is both cost-effective and sustainable. At the same time, the village model promotes community building and interdependence among residents.

Mr. Koshiba explained that this type of housing is beginning to merge with Lieutenant Governor Josh Green's proposal for Kauhale villages, which incorporate communal elements and self-governance.

Mr. Pakele emphasized the importance of having places for people to go and plans for action. Mr. Pakele also noted that the process of building strong relationships and a true sense of community among individuals in encampments can be a lengthy process, and commended Hui Aloha's ability to facilitate this work without extensive outside funding.

A sample copy of the community rules established by the Kakaako encampment was distributed to Council members. Mr. Koshiba stated that approximately 89 members of the Kakaako area had signed on to the community rules.

Discussion and Questions.

Chair Morishige asked Mr. Koshiba to share some of his historical background working with the Kakaako residents over the past several years.

- Mr. Koshiba explained that he began his engagement with the Kakaako encampment during the summer of 2015, when the camp was near its largest capacity. Mr. Koshiba brought a tent to the area and received assistance from a woman who helped him find a safe location and build trust with other residents. While many of the camps were being self-regulated, enforcement activities in Chinatown and Waikiki had resulted in new individuals coming to the area who were not a part of the established community. Shortly thereafter, media stories highlighted the increase in violent crimes in the Kakaako area, but did not account for the community that had been disrupted by the influx of individuals from other areas.

The Chair asked Mr. Koshiba if he was able to share any updates regarding Lieutenant Governor Green's initiative to look for property suitable for Kauhale housing projects in the Waimanalo and Nimitz viaduct areas.

- Mr. Koshiba stated that Lieutenant Governor Green is committed to continuing the search for properties that will meet the needs of the community, adding that the spaces will only work if there are people that want to live there and have a sense of community.

The Chair asked if Mr. Koshiba could clarify whether these projects would be permanent housing or temporary/emergency shelter.

- Mr. Koshiba stated his expectation for the projects to offer permanent housing.
- Mr. Pakele added that the projects are intended to be modeled on the Puuhonua O Waianae, which is intended to be flexible depending on the residents' circumstances.

The Chair asked Mr. Pakele if the Puuhonua O Waianae is still intending to construct more permanent structures at a new location.

- Mr. Pakele confirmed that the group intends to explore permanent structures upon securing a parcel of land.

The Chair asked the presenters how the rules established by both the Puuhonua O Waianae and Ka Poe O Kakaako might be similar or different to those of traditional shelter or housing programs.

- Mr. Pakele stated that the types of rules created by these groups generally reflect the types of behaviors expected of good neighbors (e.g. being respectful of noise at night, keeping communal areas clean, etc.). Overall, the rules are typically less restrictive than shelters.

Ms. Lewis asked how the group might decide who would be able to be admitted to the community, and what might happen to any public land that is designated for this use.

- Ms. Borge stated that her community model emphasizes diversion to other resources when possible and appropriate.
- Mr. Koshiba added that, while the members of Ka Poe O Kakaako are discussing how they will be managing themselves and potential newcomers, he believes that any land appropriated for residential use by the group would remain under jurisdiction of the original entity.

Ms. Lewis expressed concern that other communities might not be as organized as the Puuhonua O Waianae or Ka Poe O Kakaako.

- Ms. Borge stated that she recognizes that her community is not perfect and continues to work with other communities who might be experiencing challenges.
- Mr. Koshiba stated that Hui Aloha has also partnered with law enforcement in some areas to reduce criminal activity committed by others who are not affiliated with residential encampments.

Chair Morishige remarked that it is often not reasonable to expect all individuals to participate in a community building plan.

- Ms. Borge noted that despite this, Hui Aloha continues to uphold its mission of treating people like people.
- Mr. Pakele added that Hui Aloha works to inspire people to better themselves.

Ms. Maesaka-Hirata asked how community members might identify leaders in an encampment, citing an incident she witnessed involving altercations with minors around the Kakaako encampment. Ms. Maesaka-Hirata further clarified that her inquiry pertained to how members of the public could identify a responsible adult at an encampment, as most people are unfamiliar with the names and faces of encampment leaders.

- Mr. Koshiha stated that several Ka Poe O Kakaako leaders have been working to increase public awareness through news media. However, residents are generally able to direct people to the leaders of the encampment if issues should arise.
- Mr. Apio remarked that Ka Poe O Kakaako did not have a clear sense of community at first, largely due to the constant disruption and trauma created by daily enforcement activities.

Chair Morishige informed Ms. Maesaka-Hirata that staff would be able to connect her to some of the identified leaders in Kakaako.

Mr. Chandler asked Hui Aloha to elaborate on the types of structures and anticipated infrastructure components to better inform funding eligibility.

- Mr. Pakele stated that the types of structures to be used are largely dependent on financing, noting that the building materials for a 10' x 20' living unit have been estimated to be around \$4,800.
- Mr. Apio added that every location will be different, and encouraged Mr. Chandler and anyone interested in learning more about design elements to speak directly with communities.

Chair Morishige asked Mr. Chandler if HUD would still consider an encampment's residents to be "literally homeless" if the community is situated on private land.

- Mr. Chandler confirmed that HUD would still consider the occupants to be homeless if they are living in places not considered suitable for human habitation.
- Mr. Koshiha stated that the encampments might prove to be useful testing grounds for sustainable infrastructure and construction.

Mr. Alexander noted that the City & County of Honolulu's building code does permit shared housing and culturally-appropriate housing with additional flexibility. Mr. Alexander stated that any proposed Kauhale housing model should be consistent with building codes. Additional information regarding the City's commitment to embracing Kauhale and culturally-appropriate housing models may be found in the Oahu Resilience Strategy, Pillar 1, Remaining Rooted, Action 3. A copy of the Oahu Resilience Strategy report will be provided to Council members and members of the public, and may be viewed online at <http://resilientoahu.org>.

Seeing no further questions, Chair Morishige thanked the presenters for their time and introduced Ms. Heather Lusk of Partners in Care.

Presentation by Ms. Heather Lusk, Partners in Care.

Ms. Lusk introduced herself as the Vice Chair of Partners in Care, Oahu's Continuum of Care. Ms. Lusk shared that PIC has recently become a 501(c)(3) organization, and was one of ten cities chosen to receive technical assistance from a HUD-contracted consultant.

Ms. Lusk discussed that Hawaii, like other West Coast states and communities, has experienced an increase in unsheltered homelessness, despite slight reductions in the overall numbers of people experiencing homelessness. The 2019 Point in Time Count conducted by PIC identified 2,401 individuals experiencing unsheltered homelessness on Oahu, with a majority being single adults.

To identify strategies to better serve the unsheltered population, PIC has been working with consultants from HomeBase and Cloudburst Consulting Group to create detailed systems maps for street outreach, emergency and transitional shelters, and permanent supportive housing. After creating these maps, the group identified small innovations to test.

Ms. Lusk described the first innovation as a refinement of the coordinated outreach efforts to target a specific geographic area for intensive outreach. This innovation was tested at the recent H.E.L.P. Honolulu Coordinated Outreach event on June 13th in Kakaako. Participants collected basic information from all consenting individuals, even those who did not want services, to create a "By-Name List" for the area and to later identify opportunities available to those individuals. After comparing the list of names with HMIS data and other sources, it was learned that 51 of the 52 individuals had records in HMIS. Of those individuals, 11 were on the Coordinated Entry System BNL, and four had been assigned to a housing resource. Six individuals were directly sheltered on the day of the outreach event.

Ms. Lusk stated that PIC is still developing an innovation to improve connections to non-traditional providers (e.g. health plans), but noted that the health plans have increased participation in outreach events and CES meetings.

PIC will continue weekly calls with the technical assistance providers and continue to follow up on these innovations.

Discussion and Questions.

Chair Morishige asked if efforts to identify public land for unsheltered individuals has any effect on outreach efforts from the perspective of service providers.

- Ms. Lusk affirmed that many individuals in the Kakaako area have heard of the possibility of being given a designated area to set up an encampment, and several have refused housing resources based on what they have heard.

The Chair added that one of the leaders identified in the Kakaako area had abandoned a stable housing situation after learning of the possibility of being able to establish an encampment on public land.

- Ms. Lusk stressed the importance of outreach providers continuing to maintain relationships with these individuals, as they will continue to have needs, especially if unable to receive the type of housing they are anticipating.

The Chair also noted that the increase in police activity in the area over the past few weeks had resulted in several leaders being arrested for citations or other violations.

- Ms. Lusk commented that the increase police activity did have a noticeable impact on outreach efforts and the overall tension in the area.

Mr. Alexander stated that it was unfortunate that the members of Hui Aloha were not present to participate in this discussion, adding that the City's focus is on connecting people to safe and stable housing, and to maintain the health and safety of all persons in the community. Mr. Alexander reinforced that the City remains committed to working with all groups who are willing to engage in constructive dialogue regarding this issue.

Ms. Rezentes asked whether people believed they were getting free public land for housing.

- The Chair clarified that Lieutenant Governor Green has had conversations with certain groups, but is unable to comment on what has been told to these groups. The Chair

also noted that these projects are separate from the Ohana Zone projects that are currently being implemented.

Ms. Mitchell stated the importance of looking at annualized data from the PIT Count, as the data shows that providers are moving people through shelters quicker and getting people into housing. Ms. Mitchell also stated that PIC is working on data sharing agreements with other agencies but does need help with the costs of building out the HMIS system. It is critical for PIC providers to be able to connect with other systems of care, as many case managers and staff do not have a thorough understanding of these systems and how to navigate their clients through the services offered.

Seeing no further questions, Chair Morishige thanked Ms. Lusk and introduced Ms. Heather Henderson of Collaborative Quality Consulting.

Presentation by Ms. Heather Henderson, Collaborative Quality Consulting.

Ms. Henderson introduced herself and the purpose for the three-year evaluation contracted by the Department of Human Services. The evaluation will review the following items:

- Impact of Housing First and Ohana Zones on improving access to permanent housing
- Identifying other interventions required to improve access to permanent housing

Ms. Henderson explained that this approach will differ from traditional evaluations that focus on specific areas, and will instead use a systems approach to evaluate the implementation drivers that will help the Department achieve its goals of ending homelessness in Hawaii.

Ms. Henderson stated she looks forward to meeting with various providers and stakeholders throughout the evaluation process.

Discussion and Questions.

Chair Morishige thanked Ms. Henderson and informed the Council and members of the public that staff are available to assist with coordinating meetings with Ms. Henderson.

Mr. Rolf asked Ms. Henderson if the evaluation will be included an analysis of each agency's operating budget.

- Ms. Henderson stated that the evaluation process is only beginning, but that a cost-benefit is beyond the scope of the evaluators' expertise.
- The Chair noted that PIC has been working on a similar project over the past several years.

Mr. Rolf asked about the budget for the evaluation for the next three years.

- Ms. Henderson stated that the evaluation budget is \$225,000.

Mr. Alexander thanked Ms. Henderson and the Department of Human Services for including the City & County of Honolulu in the evaluation, and commended the use of funds for the project.

Mr. Brackeen III added that the Department will receive ongoing reports during the evaluation, rather than a single report at the end of the period.

Ms. Lewis departed at 11:56 a.m. Quorum was revised to reflect 18 out of 27 members

present.

VI. New Business

- a. **Discussion and possible action regarding the formation of a working group, in accordance with House Concurrent Resolution 36, Session Laws of Hawaii 2019, to prioritize homeless efforts in the area surrounding the Hawaii Children's Discovery Center pursuant to HRS §92-2.5 (b)(2). (Vote)**

The Chair distributed copies of HCR 36 to members of the Council and proposed establishing a Permitted Interaction Group consisting of the Chair, a representative from the City & County of Honolulu, and a representative from Partners in Care. This group will complement existing membership on the Task Force established by HCR 36.

Mr. Chandler suggested including a representative from the business community to the PIG.

- The Chair updated the recommendation to include a representative from the business community on the PIG.

The Chair opened the floor to discussion, and seeing no further questions or comments, the Chair entertained a motion to establish the PIG. Motion to approve was made by Mr. Mersereau and seconded by Mr. Brackeen III. The Chair called for the question. The motion passed unanimously.

- b. **Discussion and possible action regarding the appointment of a member of the Hawaii Interagency Council on Homelessness to serve on a working group established by Senate Bill 1491 CD1, Session Laws of Hawaii 2019, to evaluate current behavioral health care and related systems and identify steps that may be taken to promote effective integration and more effectively respond to and coordinate care for persons experiencing substance abuse, mental health conditions, and homelessness. (Vote)**

The Chair briefly discussed the behavioral health working group established by SB 1494 CD1 and noted that the HICH has been asked to send a representative. Because many HICH member agencies are already represented in the working group, the Chair recommended a designee from Partners in Care.

Mr. Alexander commented that the designee from Partners in Care have a background in mental health care, given the nature of the working group.

The Chair opened the floor to discussion, and seeing no further questions or comments, the Chair entertained a motion to designate a representative from Partners in Care to represent the HICH on the behavioral health working group established by SB 1494 CD1. Motion to approve was made by Mr. Mersereau and seconded by Ms. Maesaka-Hirata. The Chair called for the question. The motion passed unanimously.

VII. 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.**

The Chair stated that the Permitted Interaction Group continues to meet on a regular basis.

VIII. General Announcements

A. Chairperson and Staff Reports: April/May/June 2019

Chair Morishige shared the staff report for the period from April through June 2019 and noted that a copy of the report will be provided. The Chair noted several key updates from the office, including working with Lieutenant Governor Green to advise on any public lands that might be available for homeless projects and working with DHS to open a new Joint Outreach Center in the Kaneohe Civic Center building.

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 Health (DOH)*
- *Department of Labor and Industrial Relations (DLIR)*
- *County of Hawaii*
- *Department of Human Services, Homeless Programs Office*
- *Department of Education*

IX. 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.

The Chair stated that an Executive Session is not necessary at this time.

X. Topics for upcoming meetings.

The Chair asked members to contact his office with additional suggestions for upcoming meetings. The office can be reached at 586-0193 or by e-mail at gov.homelessness@hawaii.gov.

XI. Meeting schedule.

The following Council meetings are proposed for the 2019 calendar year:

- September 16, 2019, 10 a.m. to noon
- December 16, 2019, 10 a.m. to noon

XII. Adjourn.

Chair Morishige entertained a motion to adjourn. Motion was made by Ms. Menino and seconded by Ms. Mitchell. The Chair called the question. The motion passed unanimously. The meeting was adjourned at 12:11 p.m.

MINUTES CERTIFICATION

Minutes prepared by:

Emma Grochowsky
Homelessness Community Development Specialist

Date

Approved by the Hawaii Interagency Council on Homelessness at their Regular Meeting on April 29, 2019:
☐ As Presented ☐ As Amended

Scott S. Morishige, MSW
Chair

Date

DRAFT

Agenda Item V a.

- **Youth Homeless Demonstration Program**
 - **Law Enforcement Assisted Diversion**

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FY 2018 (Round 3) Youth Homelessness Demonstration Program Community Selection Announcement

August 29, 2019

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To help end youth homelessness, HUD is awarding \$75 million to 23 local communities, including eight rural communities through its **Youth Homelessness Demonstration Program (YHDP)** (<https://www.hudexchange.info/programs/yhdp/>). This program supports a wide range of housing programs including rapid rehousing, permanent supportive housing, transitional housing, and other innovative housing models such as host homes.

HUD developed the YHDP in close collaboration with young people who have experienced homelessness and other federal agencies. Young people who have experienced homelessness had a direct impact on the Notice of Funding Availability (NOFA) and in the application review process. This has helped to ensure that the program, which is in its third year of funding, meets the needs of young people currently experiencing homelessness. HUD also worked closely with its federal partners to help develop the program and review applications, including the Departments of Health and Human Services (HHS), the Department of Education (DOE), and the U.S. Interagency Council on Homelessness (USICH).

The selected 23 communities will collaborate with a broad array of partners including a Youth Action Board (YAB) and the local or state Public Child Welfare Agency (PWCA). These communities will develop a coordinated community plan to prevent and end youth homelessness and will fund projects that are consistent with this plan. They will also participate in a program evaluation to inform the federal effort to prevent and end youth homelessness going forward and will serve as leaders in the nation on the work to end homelessness among young people.

HUD is awarding grants to the following communities who highlighted numerous successes in their applications, including robust Youth Action Boards, youth-specific coordinated entry processes, and collaboration between the Continuum of Care (CoC) and vital youth stakeholders including PCWAs, schools, law enforcement, and behavioral health:

Continuum of Care	Grant Award
Alaska Balance of State (rural)	\$1.65 million
Allegheny County, Pennsylvania	\$3.49 million
Baltimore, Maryland	\$3.70 million
Clackamas County, Oregon	\$1.78 million
Cook County, Illinois	\$6.08 million
Des Moines, Iowa	\$1.87 million
Erie and Niagara Falls Counties, New York	\$3.59 million
Fairfield County, Connecticut	\$3.01 million
Franklin County, Massachusetts (rural)	\$1.96 million

Continuum of Care Gulf Coast, Mississippi (rural)	Grant Award \$2.05 million
Honolulu, Hawaii	\$3.8 million
Indianapolis, Indiana	\$3.88 million
Northeast Wyoming (rural)	\$1.08 million
Ohio Balance of State (rural)	\$1.47 million
Palm Beach County, Florida	\$4.92 million
Prince George's County, Maryland	\$3.48 million
San Antonio/Bexar County, Texas	\$6.88 million
Springfield, Massachusetts	\$2.43 million
State of Maine (rural)	\$3.35 million
State of Montana (rural)	\$3.43 million
Tucson, Arizona	\$4.56 million
Waco County, Texas (rural)	\$2.23 million
Washington, D.C.	\$4.28 million

Tags: CoC YHDP

Agenda Item VI. a.

- Review of Information submitted by Partners in Care and Bridging the Gap regarding HMIS and resource needs for data collection**
- Review of technical assistance efforts to address homelessness**

PARTNERS IN CARE

Oahu's Continuum of Care

Our mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.

Scott Morishege
Governor's Coordinator on Homelessness
Department of Human Services
P.O. Box 339
Honolulu, HI 96809-0339

- 1. Describe the systems that Partners In Care uses to collect and report data related to homelessness. For example, this could include the Homeless Management Information System (HMIS) or other related systems set up to capture data related to Coordinated Entry or other purposes. If you utilize a system(s) other than HMIS, please explain the reason for utilizing the separate system(s).**

Partners In Care utilized the Homeless Management Information System (HMIS) to collect and report data related to homelessness. CaseWorthy is the vendor for this system. CES utilizes a secure, on-line referral and communication platform that expands communication, coordination, and community resources as well as provides access to real-time reporting in order to administer a collaborative data-drive system.

- 2. Names of key staff or entities that are responsible for the administration and review of data (including administration of the HMIS), and the development and oversight of data use and sharing policies for Partners In Care.**

- a. Norm Baker – Aloha United Way, Lead Agency for HMIS Contract
- b. Laura Thielen – PIC Executive Director
- c. Alex Dale – HMIS Data Manager, Overall management of system
- d. Jen Hill – Data Assistant, user trainer
- e. Daniel Gore – Third Party Contractor, HMIS Consultant
- f. Carla Houser – RYSE, PIC Data Committee Chair
- g. Tom McDonald – ASI, CES Oversight Committee Chair
- h. Jay King – PIC/CES Lead, overall management of CES
- i. Morgan Essary – PIC/CES Specialist
- j. Tani Fujimoto- Kim – PIC/CES Specialist

The Partners In Care CES and HMIS Teams work closely to integrate CES and HMIS to provide a user-friendly access to both systems seamlessly. The CES Lead Administrator works with the PIC ED, the CES Oversight Committee and PIC partners, and is responsible for CES implementation and operations. The Lead Administrator provides oversight of day-to-day CES operations, coordinated entry evaluation and improvement processes, ensures compliance with funding requirement and CES partnership development. CES Specialists monitor and facilitate the matching and referral process, address barriers to project admissions and continuously develop and build upon a community-wide open access housing resource repository. CES Specialists maintain and develop the CES platform in compliance with HUD policies and

HMIS data standards, and provides coordinated entry training, supporting and promoting data integrity throughout the CoC

3. The level of funding, funding type, and funding period for all resources related to data administration and oversight for Partners In Care, including for HMIS administration.

AUW is currently the Lead for the Oahu CoC HMIS program. Partners In Care has an agreement with AUW to conduct all of the oversight of the system including fiscal responsibility. Currently, the HMIS grant from HUD is for \$124,462.00. We are currently working on the concept of User Fees to augment the current budget and we have requested an expansion to our HUD grant to cover at least 1 FTE to add to the HMIS Team.

4. Describe whether the level of resources for data administration and oversight is sufficient to meet current needs, or whether additional resources are required. If there is a need for additional resources, describe the level of additional resources required and efforts that Partners In Care is considering to address the resource gap.

Currently, there is not enough funding to administer the HMIS at a level that is necessary based on the number of programs and users. Current HUD guidelines cite that there should be 1 dedicated HMIS staff to every 75 users. Currently we have 1.5 FTE to cover 381 users. We need to increase HMIS staffing by a minimum of 3 people. The additional FTE would allow PIC to increase its monitoring and evaluation of agencies, respond more quickly to request for data, provide more training, and engage in collaboration projects with the community that will improve the entire CoC's level of care. We have requested an expansion of our HUD CoC grant and are pursuing other sources of revenue to fill this gap. We are currently working on user fee options, City resources and State resources. Additional resources in the form of technology are also required. The addition of a mobile computer lab, would allow the HMIS administration team to host supervised data entry sessions to increase skills and abilities of user and improve data quality. PIC currently has three laptops to take to training sessions. More laptops are needed to cover this service to all training attendees. A mobile charging cart is needed to ensure safety and utility of the laptops. Cases are needed to protect laptops from wear and tear caused by frequent use and transportation. A mobile hotspot device is needed to create a secured and consistent wifi connection. Currently, the trainer creates a hotspot on her personal cell phone. A padded suitcase is needed to ease the burden of transport. Currently, the trainer makes several trips to and from her car when traveling to service provider locations across the island.

Both personnel and technical resources are needed and necessary to increase services and improve data collection and data output.

5. Describe any reports that your Continuum of Care regularly generates from the HMIS or other data systems. For example, this could include the Monthly Census Report, Custom Timeliness Report, Key Findings Report, Vet-Zero Report, Household Listing with VISPDAT Coverage, CES Evaluation Report, or other reports developed in HMIS to assist the Continuum of Care. If the reports are not generated through HMIS, please specify the system used to generate the reports.

Reports include Timeliness, Agency Data Quality, APR, BNL, Duplicate Client Check, Household Listing with VISPDAT Coverage, Key Findings of Homelessness, CES Referral Tracker, and Monthly Census Summary Report, Longitudinal System Analysis, Homeless Inventory Count, System Performance Measures, Point In Time Count. The HMIS Team is also able to create reports based on provider requests and CoC Stakeholder requests.

6. Describe any technical assistance that Partners In Care is currently receiving related to data administration and oversight.

PIC contracts with Daniel Gore who is a HMIS Specialist. His consulting firm has administered HMIS in Texas, Maryland, Hawaii, Pennsylvania, Florida and New York. PIC is currently receiving HUD TA from Chris Pitcher of ICF. Chris is the LEAD Homeless Services Specialist for ICF. He has been working with both CoC's in Hawaii on HMIS vision and direction for the last 1 ½ - 2 years.

7. Describe any requests that Partners In care has received from the State, Counties, or private sector (e.g. health plans, hospitals, etc.) related to data sharing and access.

Partners In Care receives requests from multiple sources, including City and County officials, state officials, stakeholders, funders etc. for a variety of training, data sharing and access. The HMIS Team works with all requests to determine what type of data is needed, what access is appropriate and the type of training necessary. All requests for access follow the policies and procedures created for the HMIS. Approval for access must go through the PIC data committee prior to access being provided. Once approval for access at a specific level is approved, individuals and agencies must complete user agreements and complete training based on their role within the system. Ongoing and updated training is completed on an ongoing basis as needed. When requests for reports are sent to the HMIS Team, the request is vetted and determined whether or not it can be accomplished and who will take the lead in the development of the report. Some reports require assistance from CaseWorthy while others can be completed by the HMIS Team. Requests are based on urgency of request as well as availability and time. The HMIS Team gives estimated completion times and works to have requests completed as quickly as possible.

8. Describe any efforts between Bridging the Gap and Partners in Care related to the administration, reporting and analysis of data or efforts to address resource gaps related to data administration and oversight.

Over the last several years there has been a strained relationship between PIC and BTG in relation to the HMIS. There is currently one HMIS that covers the entire state but due to differences in how each CoC operates, we have determined that the systems need to be split. Although this means that there will be two different HMIS in the State, this is a necessary change that will hopefully improve the data being collected and the data being pulled from the 2 systems. Changes to the system took months to be approved by the state data team and often there were disagreements about changes being suggested and therefore changes were not made at all. Trainings were conducted in different ways that increased confusion within the CoC and affected the data that was collected. On September 5th, the Oahu CoC, PIC and the HMIS Lead Agency AUW, voted unanimously to separate from the Statewide HMIS. On September 6th, we met with BTG, HPO and the contracted HMIS lead for the Balance of State, KMNH, and confirmed this decision. We are open to continuing to work together with BTG on data issues, but will do this from the standpoint of 2 separate systems. It was made clear in this discussion that the HPO administrator intends to have all HPO funded programs input into the non-Oahu CoC HMIS. This is a concern that must be addressed as we move forward. The ultimate responsibility of the HMIS Lead Agency and PIC is to provide the best HMIS possible as well as training and data outcomes. This is our goal.

9. Describe how Partners In Care utilizes and reviews data captured in reports available at <https://www.hawaiihomelessprogramshmis.org/reports-publications/> (e.g. HMIS Chronic Homeless Data Reports, HMIS Exit data Reports, Monthly Monitoring Reports, etc.).

- a. These reports are reviewed throughout each month. PIC uses these reports for a variety of reasons.
 - i. PIC's HMIS trainer uses these reports to know which concepts and skills to highlight during training sessions.
 - ii. PIC's HMIS team sends emails to service providers who already have an account with HMIS regarding common errors that are reflected in the reports.
 - iii. PIC's HMIS team uses data to monitor and evaluate specific users. Users who make frequent or impactful mistakes are required to attend training sessions.
 - iv. PIC's HMIS team identifies errors in the reports after thoroughly reviewing client data.
 - v. PIC looks at these report to identify system gaps and determine new funding opportunities and address.
 - vi. These reports also allow PIC to engage in monitoring and evaluation of the agencies. When necessary, PIC takes corrective actions when a service provider is found to not be in compliance with contract stipulations.

10. Provide the completed 2019 Housing Inventory Count (HIC) and Point in Time (PIT) count data for Partners In Care, which was submitted to the U.S. Department of Housing and Urban Development earlier this year. Please see attached.

Please contact me if you have any questions regarding the content of this response. PIC looks forward to working with the State of Hawaii, Department of Human Services, the Hawaii Interagency Council on Homelessness and the community to assist in the goal of ending homelessness in Hawaii through open and inclusive participation and the coordination of integrated responses.

Laura E. Thielen

Executive Director

Partners In Care HMIS Evaluation: 2019

Introduction

In the spring of 2019, ICF conducted a final onsite visit in Honolulu to assess the outstanding need for HMIS technical assistance. The visit was structured to obtain feedback and information from a multitude of stakeholders. The information gleaned was transformed into action items that can be taken by Continuum of Care (CoC) leadership to strengthen the data driven culture for the Partners In Care (PIC) CoC. The assessment focused on PIC HMIS staff capacity and the current HMIS implementation shared with Bridging the Gap (BTG) CoC.

The following meetings were held in late April-early May:

- Hawaii Interagency Council on Homelessness
- Hawaii HMIS Advisory Council
- Honolulu HUD Field Office
- PIC HMIS Leadership (series of three meetings)
- PIC HMIS User forums (two sessions)
- PIC Data Committee
- PIC Board of Directors (BOD)
- PIC Coordinated Entry System Committee

The following recommendations are not detailed in the order of importance, rather PIC leadership will need to determine the priority order of these recommendations.

Recommendations

Recommendation: It is recommended that PIC set a strategic plan for sufficient funding and staffing for HMIS.

Rationale: PIC has lacked sufficient HMIS staff and budget support since changing the HMIS Lead responsibility from Hawaii Homeless Programs Office (HPO) to the Aloha United Way (AUW). The relationship between HPO and PIC has deteriorated and is driving the instability of HMIS, further it has become apparent that the relationship between BTG, HPO and PIC is neither productive nor sustainable. The CoC Board voted in the Spring of 2019 to implement HMIS User Fees, but the CoC will need to set a long-term plan for the larger vision for a PIC data driven culture. PIC cannot convince its partners within the CoC, at the state-level and in BTG that they are good stewards of HMIS, if there is not more consistent and sufficient staffing.

PIC is now an official nonprofit, and plans to move its HMIS responsibilities from AUW, where HMIS staff currently sit, to its new nonprofit. The HMIS budget and staff need to stabilize prior to transitioning HMIS from AUW to PIC (the nonprofit). Failure to shore up the budget and staffing resources will put PIC in a position for increased failure. PIC needs to diversify HMIS knowledge and staffing around HMIS to include the CES team, so staffing losses to either the HMIS or CES teams will not be devastating and institutional knowledge will not be lost.

The HMIS Committee and the HMIS Lead should review the [HMIS Budgeting and Staffing Toolkit](#) (this is being updated currently). Upon review, ICF will work with the HMIS Committee and HMIS Lead to develop a sustainable HMIS staffing and budget plan that can be shared with partners.

Partners In Care HMIS Evaluation: 2019

Recommendation: It is recommended that PIC integrates the CES and HMIS teams together in one Data team that can leverage the CES capacity and funding to support HMIS management and operations.

Rationale: The CES team is better resourced and staffed than the HMIS team, and currently operating completely outside of the HMIS team. This has created an ineffective structure, and siloed use of data in the CES. Additionally, the creation of separate CES data management tools is fueled by the lack of knowledge of HMIS by the HMIS and CES teams. It is far more efficient to modify HMIS to accommodate CES data collection and reporting needs (BTG has accomplished this for their CES). When both the CES and HMIS Teams efforts are combined into a Data team, the HMIS and CES will operate more efficiently and, most importantly, more effectively for those experiencing homelessness within the CoC.

This combined effort should begin with the implementation of the HMIS improvements that the CES team and CES Oversight Committee have approved. With a combined Data team, the loss of staff will be minimized as the HMIS members of the team will understand CES intimately and the CES members of the team will understand HMIS intimately. It should be noted that not all aspects of the CES may be achievable through HMIS alone, but those data management processes outside of HMIS should be used as minimally as possible (only when the HMIS solution is clearly incapable of the data management process).

HUD's CES Management and Data Guide states the following: "The HMIS Lead should be included in planning for managing data in the coordinated entry process. The HMIS Lead can provide information about HMIS capacity and limitations; help identify which data system will best support coordinated entry implementation consistent with the data collection expectations; and provide information about HMIS requirements and regulations as they apply to the chosen CE data system" and "HUD does not require CoC to use their HMIS as part of their coordinated entry process. However, many communities recognize the benefit of using this option to complement their mandatory HMIS recordkeeping and have incorporated HMIS into their coordinated entry. HUD encourages communities to use HMIS but recognizes that other systems might be better or more quickly able to meet the community's coordinated entry needs. HUD expects that, even when using a data management system other than HMIS, the CoC works toward being able to use HMIS for coordinated entry or toward having a system that seamlessly shares data with HMIS."

Because PIC receives a HUD CES grant, PIC will be required to collect CES data in HMIS as outlined in the document entitled "HUD's New Coordinated Entry Data Elements: May 2019" and in the "2020 HMIS Data Standards". The community should engage in a collaborative HMIS and CES discussion on the management of data or CES in HMIS (The Data Committee and CES Oversight Committees will likely both need to be involved). This effort should be completed prior to the 4.1.2020 deadline for CES data collection. Further, given the funding imbalance between HMIS and CES, PIC leadership needs to evaluate the funding investments and create a more equitable budgeting structure potentially by shifting financial resources from CES to HMIS.

Recommendation: It is recommended that PIC develop and implement an HMIS Lead monitoring and improvement planning process.

Partners In Care HMIS Evaluation: 2019

Rationale: The HMIS Lead transition from HPO to AUW was meant to be a temporary transition as PIC (the nonprofit) gained legal status. Now that legal status has been gained PIC wants to move the HMIS staff to PIC (the nonprofit). An ideal transition would be thoughtful, deliberate and follow the stabilization of the HMIS staff and budget. To accompany this stability, the CoC will need to implement an HMIS Lead monitoring and improvement process. This process should be within the scope of the HMIS Committee and be undertaken prior to transitioning any HMIS Lead responsibilities.

HUD is developing an HMIS Lead Monitoring tool which should be used when published. In the meantime, ICF can assist in the development of a monitoring tool and improvement process for HMIS.

Recommendation: It is recommended that PIC implement a regular and ongoing HMIS User Group forum.

Rationale: The users of HMIS within PIC are noticeably frustrated with multiple areas of the operation and management of HMIS (most notably the lack of consistent and sufficient staffing). As the HMIS Lead transitioned from HPO to AUW and as Carlos Peraro Consulting transitioned to AUW staff and consultants, the support for HMIS was greatly diminished. Since that transition, there has been very inconsistent staffing and that has exacerbated existing HMIS issues and created ongoing frustrations from participating homeless organizations.

The implementation of a regular and ongoing HMIS User Group will allow the HMIS lead to speak to users in a meaningful way and acquire significant feedback on training, help desk support, system issues and bugs among others. This will allow the HMIS Lead to be nimble and make slight adjustments in the management and operation of HMIS throughout the year independent of the annual HMIS Lead Monitoring and improvement process. The User Group can be established to be flexible and be in-person, remote, remote with video or any number of modalities and will not be a heavy burden on the HMIS Staff.

Recommendation: It is recommended that PIC work with HPO to regain HMIS help desk responsibility for HPO-funded programs that operate within PIC and use the PIC HMIS to establish clear and consistent HMIS support for these programs.

Rationale: The memo sent by HPO on 8.10.2018, entitled "HMIS Support Services" has done little to stem confusion between HPO-funded program, BTG leadership and PIC leadership. This separation of HMIS assistance for programs that operate solely within PIC has been confusing and inefficient. PIC's instability of HMIS budget and staff resources has contributed to the HPO decision to move HMIS assistance outside of the PIC HMIS Lead structure, but this is a situation that can be corrected with proper PIC HMIS staff and budget resources. HPO should revisit and reverse this policy as it has caused as much confusion and clarification.

PIC HMIS leadership must demonstrate an ability to properly manage and operate HMIS in order to repair the relationship with HPO.

Point-in-Time Count HI-501 Honolulu City and County CoC

Population: Sheltered and Unsheltered Count

Persons in Households with at least one Adult and one Child

	Sheltered		Unsheltered	Total
	Emergency	Transitional		
Total Number of Households	111	143	71	325
Total Number of persons (Adults & Children)	450	581	290	1,321
Number of Persons (under age 18)	263	343	151	757
Number of Persons (18 - 24)	25	40	21	86
Number of Persons (over age 24)	162	198	118	478

Gender (adults and children)	Sheltered		Unsheltered	Total
	Emergency	Transitional		
Female	254	292	162	708
Male	196	289	128	613
Transgender	0	0	0	0
Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	0

Ethnicity (adults and children)	Sheltered		Unsheltered	Total
	Emergency	Transitional		
Non-Hispanic/Non-Latino	401	514	253	1,168
Hispanic/Latino	49	67	37	153

Point-in-Time Count HI-501 Honolulu City and County CoC

Race (adults and children)	Sheltered		Unsheltered	Total
	Emergency	Transitional		
White	8	20	15	43
Black or African-American	16	6	5	27
Asian	12	20	11	43
American Indian or Alaska Native	0	1	0	1
Native Hawaiian or Other Pacific Islander	274	403	112	789
Multiple Races	140	131	147	418

Chronically Homeless (adults and children)	Sheltered		Unsheltered	Total
	Emergency	Transitional		
Total number of households	12		14	26
Total number of persons	42		56	98

Population: Sheltered and Unsheltered Count

Persons in Households with only Children

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total Number of Households	6	3	0	15	24
Total Number of children (under age 18)	13	7	0	17	37

Gender (adults and children)	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Female	11	2	0	12	25
Male	2	5	0	5	12
Transgender	0	0	0	0	0
Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	0	0

Ethnicity (adults and children)	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Non-Hispanic/Non-Latino	13	6	0	14	33
Hispanic/Latino	0	1	0	3	4

Race (adults and children)	Sheltered			Unsheltered	Total
	Emergency	Transitional			
White	3	1	0	2	6
Black or African-American	0	0	0	0	0
Asian	3	1	0	0	4
American Indian or Alaska Native	0	0	0	1	1
Native Hawaiian or Other Pacific Islander	6	3	0	3	12
Multiple Races	1	2	0	11	14

Chronically Homeless (adults and children)	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total number of persons	0		0	0	0

Point-in-Time Count HI-501 Honolulu City and County CoC

Population: Sheltered and Unsheltered Count

Persons in Households without Children

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total Number of Households	622	302	0	1,973	2,897
Total Number of persons (Adults)	651	312	0	2,096	3,059
Number of Persons (18 - 24)	33	12	0	99	144
Number of Persons (over age 24)	618	300	0	1,997	2,915

Gender (adults and children)	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Female	210	100	0	711	1,021
Male	435	207	0	1,358	2,000
Transgender	6	5	0	23	34
Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	4	4

Ethnicity (adults and children)	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Non-Hispanic/Non-Latino	577	268	0	1,797	2,642
Hispanic/Latino	74	44	0	299	417

Point-in-Time Count HI-501 Honolulu City and County CoC

Race (adults and children)	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
White	206	99	0	407	712
Black or African-American	49	33	0	63	145
Asian	90	43	0	275	408
American Indian or Alaska Native	2	4	0	15	21
Native Hawaiian or Other Pacific Islander	124	50	0	505	679
Multiple Races	180	83	0	831	1,094

Chronically Homeless (adults and children)	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total number of persons	189		0	853	1,042

Date of PIT Count: 1/22/2019

Population: Sheltered and Unsheltered Count

Total Households and Persons

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total Number of Households	739	448	0	2,059	3,246
Total Number of Persons	1,114	900	0	2,403	4,417
Number of Children (under age 18)	276	350	0	168	794
Number of Persons (18 to 24)	58	52	0	120	230
Number of Persons (over age 24)	780	498	0	2115	3,393

Gender

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Female	475	394	0	885	1,754
Male	633	501	0	1491	2,625
Transgender	6	5	0	23	34
Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	4	4

Ethnicity

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Non-Hispanic/Non-Latino	991	788	0	2064	3,843
Hispanic/Latino	123	112	0	339	574

Race

Point In Time Summary for HI-501 - Honolulu City and County CoC

		Sheltered			Unsheltered	Total
		Emergency	Transitional	Safe Haven		
	White	217	120	0	424	761
	Black or African-American	65	39	0	68	172
	Asian	105	64	0	286	455
	American Indian or Alaska Native	2	5	0	16	23
	Native Hawaiian or Other Pacific Islander	404	456	0	620	1,480
	Multiple Races					
Chronically Homeless		Sheltered			Unsheltered	Total
		Emergency	Transitional	Safe Haven		
	Total number of persons	231		0	909	1,140

HIC Total Summary for HI-501 - Honolulu City and County CoC

Total Year-Round Beds - Household without Children

1. Current Year-Round Beds for Households without Children	2,948
1A. Current Year Round ES Beds for Households without Children	662
1B. Current Year Round TH Beds for Households without Children	344
1C. Current Year Round Safe Haven Beds for Households without Children	44
1D. Current Year Round RRH Beds for Households without Children	341
1E. Current Year Round PSH Beds for Households without Children	1,557
2. New Year-Round Beds for Households without Children	0
2A. New Year Round ES Beds for Households without Children	0
2B. New Year Round TH Beds for Households without Children	0
2C. New Year Round Safe Haven Beds for Households without Children	0
D. New Year Round RRH Beds for Households without Children	0
2E. New Year Round PSH Beds for Households without Children	0
3. Total Year-Round Beds for Households without Children	2,948
3A. Number of DV Year-Round Beds for Households without Children	26
3B. Subtotal, non-DV Year-Round Beds for Households without Children	2,922
4. Total Year Round HMIS Beds for Households without Children	2,337
4A. Total Year Round ES HMIS Beds for Households without Children	624
4B. Total Year Round TH HMIS Beds for Households without Children	336
4C. Total Year Round Safe Haven HMIS Beds for Households without Children	44
4D. Total Year Round RRH HMIS Beds for Households without Children	341
4E. Total Year Round PSH HMIS Beds for Households without Children	992
5. Total Year Round HMIS Beds for Households without Children	2,337
6. HMIS Bed Coverage: Beds for Households without Children	79.98%

Total Year-Round Beds - Households with Children

1. Current Year Round Beds for Households with Children	2,675
1A. Current Year Round ES Beds for Households with Children	554
1B. Current Year Round TH Beds for Households with Children	673
1C. Current Year Round Safe Haven Beds for Households with Children	0
1D. Current Year Round RRH Beds for Households with Children	485
1E. Current Year Round PSH Beds for Households with Children	903
2. New Year Round Beds for Households with Children	0
2A. New Year Round ES Beds for Households with Children	0
2B. New Year Round TH Beds for Households with Children	0
2C. New Year Round Safe Haven Beds for Households with Children	0
2D. New Year Round RRH Beds for Households with Children	0
2E. New Year Round PSH Beds for Households with Children	0
3. Total Year Round Beds for Households with Children	2,675
3A. Number of DV Year-Round Beds for Households with Children	49
3B. Subtotal, non-DV Year-Round Beds for Households with Children	2,626
4. Total Year Round HMIS Beds for Households with Children	2,375
4A. Total Year Round ES HMIS Beds for Households with Children	505
4B. Total Year Round TH HMIS Beds for Households with Children	649
4C. Total Year Round Safe Haven HMIS Beds for Households with Children	0
4D. Total Year Round RRH HMIS Beds for Households with Children	444
4E. Total Year Round PSH HMIS Beds for Households with Children	777
5. Total Year Round HMIS Beds for Households with Children	2,375
6. HMIS Bed Coverage: Beds for Households with Children	90.44%

Total Year-Round Beds - Households with only Children

1. Current Year Round Beds for Households with only Children	22
1A. Current Year Round ES Beds for Households with only Children	16
1B. Current Year Round TH Beds for Households with only Children	0
1C. Current Year Round Safe Haven Beds for Households with only Children	0
1D. Current Year Round RRH Beds for Households with only Children	6
1E. Current Year Round PSH Beds for Households with only Children	0
2. New Year Round Beds for Households with only Children	0
2A. New Year Round ES Beds for Households with only Children	0
2B. New Year Round TH Beds for Households with only Children	0
2C. New Year Round Safe Haven Beds for Households with only Children	0
2D. New Year Round RRH Beds for Households with only Children	0
2E. New Year Round PSH Beds for Households with only Children	0
3. Total Year Round Beds for Households with only Children	22
3A. Number of DV Year-Round Beds for Households with only Children	0
3B. Subtotal, non-DV Year-Round Beds for Households with only Children	22
4. Total Year Round HMIS Beds for Households with only Children	22
4A. Total Year Round ES HMIS Beds for Households with only Children	16
4B. Total Year Round TH HMIS Beds for Households with only Children	0
4C. Total Year Round Safe Haven HMIS Beds for Households with only Children	0
4D. Total Year Round RRH HMIS Beds for Households with only Children	6
4E. Total Year Round PSH HMIS Beds for Households with only Children	0
5. Total Year Round HMIS Beds for Households with only Children	22
6. HMIS Bed Coverage: Beds for Households with only Children	100.00%



1. Describe the systems that Bridging the Gap uses to collect, and report data related to...

BTG response: HMIS

2. Names of key staff or entities that are responsible for the administration and review of data...

BTG response: Ka Mana o Na Helu

3. The level of funding, funding type, and funding period for all resources related to data administration and oversight for BTG

BTG response: Funding through 3 sources –

- ***\$141,000 NOFA CoC HMIS Grant***
- ***\$65,000 NOFA CoC Planning grant***
- ***\$40,000 User Fees***
- \$246,000 Total revenue***

4. Describe whether the level of resources for data administration and oversight is sufficient to meet current needs, or whether additional resources are required. If there is a need for additional resources, describe the level of additional resources required....

BTG response: resources are sufficient to meet current need

5. Describe any reports that your Continuum of Care regularly generates from the HMIS ...

BTG response: See attached excel spreadsheet document

6. Describe any technical assistance that Bridging the Gap is currently receiving related to ...

BTG response: No technical assistance at this time

7. Describe any requests that Bridging the Gap has received from the State, Counties...

BTG response: HMIS has received many requests for information. All requests are handled through the process in place. Requestors must fill out the Data Request form, BTG Board will review and make decision. Requests made with inadequate information will be denied and referred to the requestor. The request must mutually benefit BTG clients as well as the requestor and must not conflict with the mission of BTG.

8. Describe any efforts between Bridging the Gap and Partners in Care related to the administration, reporting and analysis of data, or efforts to address resource gaps ...

BTG response: BTG has submitted an MOU to PIC. PIC has reviewed but has not signed the MOU. A meeting is scheduled for September 6 to discuss.



9. Describe how Bridging the Gap utilizes and reviews data captured in reports available at <https://www.hawaiihomelessprogramshmis.org/reports-publications/...>
BTG response: *Participating agencies and BTG both review data for use in informing current and future decisions and strategies.*
10. Provide the completed 2019 Housing Inventory Count (HIC) and Point in Time (PIT) count data for BTG, which was submitted to the U.S. Department of Housing and Urban Development earlier this year. **BTG response:** *Available here:*
<https://www.hawaiihomelessprogramshmis.org/reports-publications/>

KA MANA O NA HELU

CUSTOM DATA OR REPORT REQUEST FORM

Date: _____

Name: _____

Organization: _____

Requested Completion Date: _____

Description of Custom Data or Report Request:

Funding Source (select one):

☐ County: _____ ☐ Organization: _____ ☐ Bridging the Gap

Requestor is responsible for securing funding for all custom data and report requests. If requests requires the inclusion of client specific data, requestor is responsible for securing approvals as applicable.

Please email completed request form to carlos@kamanaonahelu.org.

Once request is received, KMNH will respond within 5 business days.

For KMNH Use Only:

Estimated Cost: _____

Timeframe for Completion: _____

KMNH Budget for Request for Completion: _____

HMIS Agency Admin

Custom

Household Listing Report
Household Listing with VI SPDAT Coverage Report
Key Findings Report
HI Custom Export Report
Custom Timeliness Report Jan 2018
Custom Hawaii PIT Report

Operational

Clients in Program
Clients Exited from Programs
Family Members missing from Enrollment
Clients in Programs - Analytics
Services by Program
Program Summary Report

Agency Data Quality Report Feb 2018
Agency Chronic Homeless List
Agency HOPWA
Agency HUD CoC APR (Fall 2018)
Agency HUD CoC APR (Oct 2017)
Agency ESG Caper (Fall 2018)
Agency ESG Caper (Oct 2017)
Agency Outreach Activity Report
Agency PATH 2017
Agency RHY Export
Agency Shelter Activity Report
Agency SSVF 6.1
Agency System Performance Measures

BTG VI SPDAT

CES Operational Reports

BTG CES Referral Tracker
VI SPDAT Consent Summary
BTG Unassignment Summary Report
CES Evaluation Report (Dec 2018)

BTG CES Agency Reports

Agency CES VI SPDAT Family Report
Agency CES VI SPDAT Singles Report

HPO Reporting Role

HPO Reports

Custom Data Quality Report - Nov 2018

Homeless Programs Office (HPO) Activity Reports

HPO HPP Activity Report
HPO Shelter Activity Report
HPO Outreach Activity Report
HPO Legal Services Activity Report
HPO SHEG Activity Report
HPO Housing First Activity Reports
HPO Rapid Re-housing Activity Report
HPO QMC Medical Respite Activity Report
HPO QMC Emergency Department Activity Report

Compliance Reports

PATH 2019
CoC APR - Fall 2018
ESG Caper - Fall 2018

Technical Assistance Efforts Related to Homelessness (as of September 2019)

Who is Receiving TA?	Organization Providing TA	Individuals providing TA	Email	Active TA?	Scope
Partners in Care	Cloudburst Group and Clutch Consulting	Melanie Zamora (The Cloudburst Group)	melanie.zamora@cloudburstgroup.com	YES	Clutch Consulting and Cloudburst are providing TA focused on reducing unsheltered homelessness as part of TA initiated by HUD, USICH, and the National Alliance to End Homelessness. The TA has loose parameters, but includes a connection to strengthening outreach efforts, reducing barriers to shelter entry, and increasing the use/flow into permanent housing.
		Mandy Chapman Semple (Clutch Consulting)	mandy.chapmansemple@clutchconsultinggroup.com	YES	
Partners in Care	Homebase	George Martin	george@homebaseccc.org	YES	HomeBase is contracted by HUD to provide TA to the Honolulu CoC focused on three main areas: (1) CoC Governance; (2) Coordinated Entry Systems for Youth and Domestic Violence; and (3) CoC Grant and Financial Management.
		Matt Olsen	matt@homebaseccc.org	YES	
		Piper Ehlen		YES	
		Gillian Morshedi	gillian@homebaseccc.org	YES	
Partners in Care	ICF	Chris Pitcher	chris.pitcher@icf.com	YES	ICF is contracted by HUD to provide TA to the Honolulu CoC through its Priority Community Initiative since 2013. The TA is focused on re-establishing an HMIS governance structure, developing governance documents to formalize the HMIS governance structure, assisting with the HMIS Lead and System Administration transition process, and creating an HMIS funding plan that includes HMIS user fees.
Hawaii Department of Human Services	National Council for Behavioral Health	Laura Leone	LauraL@TheNationalCouncil.org	YES	To provide technical assistance in improving shelter services for homeless individuals with severe mental illness (SMI), with or without a co-occurring substance use disorder.
Hawaii Health and Harm Reduction Center	LEAD National Support Bureau	N/A		YES	The LEAD National Support Bureau is providing training and assistance to organizations participating in the LEAD Huis on Oahu, Maui, Kauai, and Hawaii Island.

Agenda Item VIII

- Chairperson and Staff Reports (July-September 2019)**
- Written Reports from Council Members**

Highlights of Hawaii Interagency Council on Homelessness Staff Activities

Report for July 2019 to September 2019

This report summarizes highlights of Hawaii Interagency Council on Homelessness (HICH) staff activities and publications for the months of July through September 2019. Please feel free to share any of this information with your agency leadership and colleagues. For more information, please contact Scott Morishige, Coordinator on Homelessness, at 586-0193 or by e-mail at scott.s.morishige@hawaii.gov.

Reports and Plans

Staff produced the following documents to illustrate efforts to address homelessness in Hawaii:

- **Hawaii Interagency Council on Homelessness – Systems Performance Benchmarks (September 2019)**
This document provides an overview of four measures that can be used to evaluate implementation of the State Framework to Address Homelessness and the ten-year strategic plan. The measures include – Count, Capacity, Housing Placement, and Length of Stay. Staff intends to update this document quarterly, and for the document to be reviewed at regular meetings of the council.
- **Hawaii Law Enforcement Assisted Diversion Pilot Program (September 2019)** - This one-page document provides a summary of the Law Enforcement Assisted Diversion (LEAD) program, and efforts to scale the program statewide.
- **Quick Guide of Hawaii's Homeless Service System – Oahu and Neighbor Islands (July 2019)** – There are two front and back documents that provide a quick summary of the homeless service system. The guide is intended for State and County government agencies and provides guidance on how to offer assistance if staff encounter an individual experiencing homelessness. State intends to update this document on a regular basis.

Staffing Update

The Governor's Coordinator on Homeless continues to supervise a practicum student from the University of Hawaii School of Social Work:

- **Helena Kama, Bachelor of Social Work Practicum Student**
Helena is a current student at the University of Hawaii at Manoa pursuing a Bachelors of Social Work degree. She is currently assigned to the Hawaii State Library and the Governor's Coordinator on Homelessness as part of a project to integrate social work services into the main branch of the State Library.

Travel Reports

Staff traveled to participate in the following events:

- **Maui County Landlord Summit (July 2019)**
Administrative Assistant Randy Gonce traveled to Maui in July to attend and speak at the Maui County Landlord Summit. In addition, staff took the opportunity to meet with homeless service providers, including Ka Hale A Ke Ola, Mental Health Kokua, and the Maui County Police Department.

Staff will also be participating in a site visit to Seattle, Washington during the week of September 16-20, 2019 to visit the LEAD National Support Bureau, and to learn more about implementation of the LEAD program model.

Ongoing Activities

The HICH Chair and staff continue to support efforts to address homelessness through a variety of activities as follows:

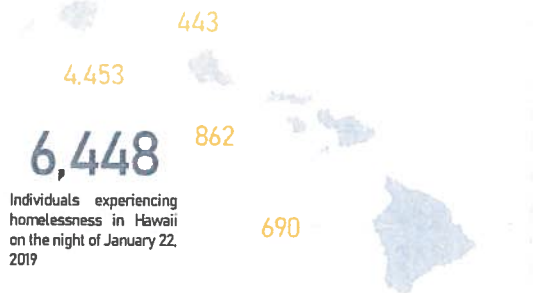
- **Support for HELP Honolulu and other law enforcement related partnerships.**
The Chair and staff continued to support the strengthening of partnerships between the homeless services system and law enforcement agencies (e.g. County police departments, State Sheriff Division, Division of Conservation and Resource Enforcement, etc.). In addition, other activities included supporting the development of LEAD partnerships and pilot programs in the counties of Kauai, Hawaii, and Maui, as well as active participation in LEAD working group meetings on Oahu. Staff is also coordinating with homeless service providers and the Department of Health to provide additional training to State law enforcement partners related to opioid use, infectious disease, and the MH1 process.
- **Support for partnerships with the healthcare sector.**
The Chair and staff continued support the strengthening of partnerships between the homeless services system and the healthcare sector. These partnerships include regular monthly meetings with the Queen's Care Coalition, as well as meetings with DHS Med-QUEST Division staff tasked with implementation of the 1115 Medicaid waiver amendment for tenancy supports. Staff have also been engaged in active referrals to the Queen's Care Coalition, and assisted with coordination between shelter providers, outreach providers, and the emergency department navigation staff to facilitate better coordination of care.
- **Coordination of homeless outreach and land management/public safety actions.**
The Chair and staff continue work in collaboration with State agencies, county staff and legislators to respond to concerns about unauthorized encampments on public lands. Staff worked closely with the Hawaii Department of Transportation, Department of Hawaiian Home Lands, Department of Land and Natural Resources, and the University of Hawaii to support coordinated outreach and enforcement actions on Oahu and the neighbor islands. In particular, staff facilitated coordination with the counties of Maui, Hawaii, and Kauai to arrange enforcement of unauthorized camping/trespass on State lands in those respective counties.
- **Expanding access to the homeless service system.**
The Chair and staff continued to expand access to the homeless service system through the building of new partnerships, such as partnerships with the Hawaii State Library and the private sector. Specifically, the Chair worked together with the State Librarian and the University of Hawaii School of Social Work to integrate social work services into the main branch of the State library. The social work partnership has been helpful in connecting homeless individuals at the library to shelter, outreach, and other mainstream homeless services. In addition, the Chair and staff participated in an initial meeting between Lowe's, HPD, and service providers to discuss how Lowe's may refer homeless individuals encountered at their store to services.

The Coordinator also regularly receives and responds to correspondence from members of the general public via telephone, e-mail, and letters. In calendar year 2018, the Coordinator's office received over 1,900 separate inquiries related to homelessness.

For more information, please contact the Governor's Coordinator on Homelessness and HICH staff at **(808) 586-0193** or by e-mail at gov.homelessness@hawaii.gov.

Homeless Service System

FOR STATE AND COUNTY PARTNERS



A person is considered "homeless" if...

1. They are living in a place not meant for human habitation, in an emergency shelter, or a safe haven.
2. They are living in transitional housing.
3. They are exiting an institution where they have resided for 90 days or less and were living in a situation described in 1 or 2 prior to entering the institution.
4. They are fleeing or attempting to flee a domestic violence situation and lack any other housing resources.
5. They are imminently losing their housing within the next 14 days.

PREVENTION AND DIVERSION programs offer one-time financial and supportive services to help households avoid becoming homeless, or to facilitate a quick return from homelessness into stable housing.



19,215

Individuals served by statewide homeless programs in 2018



STREET OUTREACH programs meet unsheltered households where they are and assist them with connecting to homeless services and other mainstream resources.

EMERGENCY AND TRANSITIONAL SHELTERS provide short-term accommodations for individuals and families. Households work with case management staff to transition to permanent housing in the community.



14,262

Individuals who reported being diagnosed with a disability or chemical dependency



RAPID REHOUSING programs offer temporary rental assistance and supportive services for a limited period of time, typically between three to twelve months.

PERMANENT SUPPORTIVE HOUSING provides long-term housing with supportive services for people with disabilities. Permanent supportive housing includes site-based subsidized housing and tenant-based vouchers.



5,910

Children in households served by statewide homeless programs in 2018

ACCESSING RESOURCES THROUGH THE Coordinated Entry System

The U.S. Department of Housing and Urban Development (HUD) requires all communities receiving federal funds for homeless programs to utilize a Coordinated Entry System (CES) for housing resources. CES utilizes a system of vulnerability-based prioritization for limited resources, rather than a first-come, first-serve waitlist. Long-term, service-intensive resources are assigned to households with high levels of need, while short-term, "light touch" resources are assigned to households with less acute needs. On Oahu, CES policies and procedures are maintained by Partners in Care, Oahu's Continuum of Care. The Continuum of Care for the neighbor islands, Bridging the Gap, oversees CES for Maui, Kauai, and Hawaii counties.

If possible, household is **DIVERTED** to other community resources to help resolve housing crisis*

If appropriate, service provider completes **VI-SPDAT** assessment with household to determine eligibility for housing resources**

HOUSING PROGRAM works with household and service provider to complete program enrollment

HOMELESS household is identified by a service provider

If unable to be diverted, service provider assists household with accessing **EMERGENCY RESOURCES** depending on needs

COORDINATED ENTRY SYSTEM refers household to homeless housing resources based on level of need and availability

Household receives ongoing **SUPPORTIVE SERVICES** depending on level of need

Notes

* Diversion may occur at any time during the process. Homeless households are always encouraged to seek resolution outside the homeless service system when possible.

** Completion of a VI-SPDAT does not guarantee that a household will be referred for any resource, or the resource of their choice.

Households seeking assistance must be referred to the Coordinated Entry System (CES) by a qualified service provider. Households should contact their service provider directly with questions about housing referrals.



Office of the Governor's Coordinator on Homelessness
415 S. Beretania St. Room 415 Honolulu, HI 96813
(808) 586-0193 | gov.homelessness@hawaii.gov

How to Offer Help

TO PEOPLE EXPERIENCING UNSHELTERED HOMELESSNESS

Many public workers interact with people experiencing homelessness on a frequent basis, whether or not it is a part of their regular duties. While most people have the desire to help those who need it, the process may seem confusing or daunting. To ensure people experiencing homelessness receive the help they want and need, it is critical for anyone offering assistance to be mindful both of their own abilities and those of the programs and agencies that offer services.

Before the encounter...

✓ Understand your capabilities.

Know what you are able to do (e.g. make a phone call for someone, answer a question about programs that are available, or just listen) and when you might need to refer the person to other resources. Do not offer resources that you are unable to provide.

✓ Be mindful of safety for all persons involved in an encounter.

Do not put yourself or others at risk. If the situation seems unsafe or uncomfortable, ask for help or report the situation to a qualified service provider so they can follow up.

✓ Be aware of the many issues impacting a person who is unsheltered.

Homelessness is rarely the only issue impacting a person living outside, but it is usually the most visible. The person may have a variety of needs (e.g. physical or mental health issues, domestic violence, substance abuse, etc.) that require specialized care outside of homeless services. Properly addressing these special needs often takes repeated encounters and progressive engagement with the person needing help.

When you encounter someone who is unsheltered...

DO

- ✓ Determine whether the person is experiencing a medical emergency, including mental health and overdose. Follow appropriate procedures to notify emergency services.
- ✓ Introduce yourself and explain why you are approaching them. You are there to offer help, but the person might not know that right away.
- ✓ Ask the person if they need any help, and what kind of help they need. Allow the person experiencing homelessness to tell you what types of resources they are looking for. Acknowledge that the person might not want your help at that time.

DO NOT

- ✗ Pressure the person to accept offers of shelter or other services. If the person declines, offer to leave them with a provider's contact information in case they change their mind later.
- ✗ Enter a person's living space without permission. Respect the person's boundaries and possessions.
- ✗ Make promises to the person that you cannot keep. Do not commit yourself or others to services or resources that you cannot provide. Unkept promises erode trust between people who are homeless and those who offer help.

Homeless Outreach Providers

Downtown Honolulu and Kahaluu - Kahuku
Kalihi-Palama Health Center 791-6370

East Honolulu and Windward (Kaneohe -
Waimanalo)
Institute for Human Services 447-2929

Central Oahu and Wahiawa - North Shore
U.S. VETS 630-0771
ALEA Bridge 379-2352

Leeward Oahu (Kapolei - Kaena Point)
Kealahou West Oahu 696-5687

When contacting an outreach provider...

In most cases, it is best to refer individuals to outreach providers who are specially trained to triage their needs. When contacting an outreach provider, remember to:

- Give as much information as possible, especially the person's full name and a detailed description of what they look like and where they are. This will help the provider locate the person and coordinate a response. Outreach workers may already be familiar with the person seeking help.
- Respect the provider's limitations. Due to the volume of outreach requests, they might not be able to respond immediately or follow up with you after an encounter.
- Allow the provider to work with the person to assess their needs. The provider will need time to build rapport with the person to ensure they are linking them to the appropriate resources.



Call 9-1-1 if the person is experiencing a medical emergency, or is presenting a danger to themselves or others.

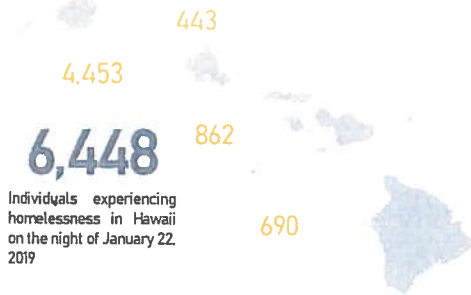
Homeless outreach programs are not equipped to provide emergency response to people experiencing acute medical or psychiatric crises.



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Homeless Outreach Providers

Maui
Family Life Center (808) 877-0880
95 S. Kane St. Kahului, HI 96732

Hawaii
HOPE Services (808) 935-3050
135 Kalanianaʻole Hwy. Hilo, HI 96720

Kauai
Kauai Economic Opportunity (808) 245-4077
2804 Wehe Rd. Lihue, HI 96766

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Written Updates to the Hawaii Interagency Council on Homelessness
September 16, 2019 – 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)

Homeless Programs Office (HPO)

- Homeless Programs Office would like to acknowledge June Tong, Program Specialist, who retired on June 28, 2019 after 25 years of service.
- Homeless Programs currently has 7 staff members.
- HPO currently working to fill 4 vacant positions, 1-Office Assistant, and 3-Program Specialists.
- HPO posted a Request for Proposals (RFP) on August 19, 2019 for Homeless Shelters and held required Statewide orientation meetings.
 - Feedback from those in attendance were positive. HPO will evaluate current process to continue improving future procurement activities.
- HPO posted a Request for Information (RFI) on September 9, 2019 for Homeless Outreach services.
- HPO continues to monitor contracts. Monitoring efforts continue to help and support providers with recent changes in the homeless service provision model from "housing readiness" to Housing First.
- HPO will be presenting a series of trainings on Performance Measure Outcomes (PMOs) and the Homeless Management Information System (HMIS). The trainings will be conducted in every county. Each one-day training will consist of three parts encompassing the following subject matters:
 - HPO: Philosophy and strategy behind PMOs.
 - HMIS Administrator: Technical aspects of how PMOs are calculated, and the importance of the interrelationship between HMIS and PMOs.
 - Homeless Service Leaders: Peer to peer support to align program strategies with successful outcomes.
- HPO currently working on a variety of trainings to support Homeless Service Providers. Training anticipated to take place as early as October 2019 with on-going trainings throughout the next fiscal year. Training topics will focus on strategies to strengthen contract expectations, Housing First approach, and other models essential to the Housing First approach.

Department of Hawaiian Home Lands (DHHL)

- Department of Hawaiian Home Lands has issued an RFP regarding "The Villages of Maili" (Ulu Ke Kukui) for when the lease ends with HPO and Catholic Charities later this year. The RFP is to procure the services of a developer to renovate, operate and maintain the Ulu Ke Kukui multi-family residential housing facility in Maili, Wai`anae, O`ahu.
- The Scope of Work objectives are:
 - To provide a housing opportunity to native Hawaiians in the moderate and low-income brackets (below 100% of AMI as determined by HUD).
 - To develop a prototype rental program that provides housing for beneficiaries who need time to become financially qualified to purchase a house on a homestead lot
 - To provide a housing opportunity to native Hawaiians who are homeless.
 - Kupuna housing may be considered, however the distance to bus stops on Farrington Highway may be too far to walk, so transportation services would be required.

County of Maui

Current Initiatives:

- On Friday, September 6, 2019 a proposed bill for Maui County to enter into an intergovernmental agreement with the State to support the renovation of the University of Hawaii at Maui College dorms was brought before the council. At that meeting, the proposed bill was referred to go before committee (Affordable Housing Committee) for approval.
- Under the bill, \$865,000 in Ohana Zone funding would be utilized for social services and property management.
- A separate \$5 million in State funding will come from the Hawaii Housing Finance & Development Corporation for the building renovations or construction.
- Currently, we are still awaiting the results of an assessment regarding the structural integrity of the buildings, whether they can be remodeled or if they need to be torn down to the foundation.

County of Hawai'i

Current Initiatives:

- Keolahou Emergency Shelter and Assessment Center on Hawaii Island is scheduled to open in late September 2019.
 - At full operations, the shelter will provide 50 emergency shelter beds 50 single men. HOPE Services Hawai'i has been selected as the Service Provider.
- The Family Assessment Center in Hawaiian Paradise Park (Puna) is operated by Neighborhood Place of Puna.
 - The FAC opened its doors in early June 2019, providing emergency shelter "tiny homes" for up to 9 families.
 - As of August 31, 2019, the FAC has served 16 families, of which 3 have exited to permanent housing, 3 to transitional housing and 2 families who have left the program without connecting to housing. To date, the FAC has served a total of 27 adults and 27 children.
- The Draft Environmental Assessment has been completed for the Kukuioia Emergency Shelter and Village 9 Affordable Housing Project. A public meeting was held on August 14, 2019 in West Hawaii. The comment period ended on September 9, 2019. The County anticipates that the EA will be finalized before the end of the calendar year.
- The County is finalizing its plans to set aside space at its Na Kahua Hale O Ulu Wini, a multi-family housing project that provides both transitional and permanent housing opportunities.
- LEAD Program – Law Enforcement Assisted Diversion Program will be launch in West Hawaii on October 1, 2019.
 - LEAD is an innovative program, supported by Hawaii County's Police Chief and Prosecuting Attorney will give law enforcement officers a non-arrest option when dealing with minor offenses by homeless individuals.
 - Hawai'i County Lead Agency: Big Island Substance Abuse Council.

City & County of Honolulu

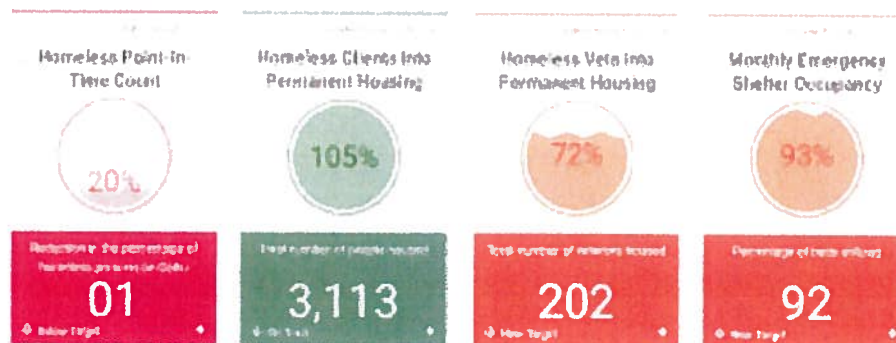
Updates from the Mayor's Office of Housing:

- For the first time in over 50 years, The United States Conference of Mayors held their annual meeting here in Honolulu (June 28 to July 1, 2019). Over 220 mayors attended. Highlights included:

- Mayor Caldwell's proposed resolution, "Address the Crisis of Homelessness and Housing Affordability," was adopted by the conference.
- Mayor Caldwell also moderated a best practice forum during the conference: Homelessness and Housing: Government, Philanthropy, and the Private Sector. Two of Hawai'i's own, Micah Kāne and Duane Kurisu presented, as well as, Mayors Garcetti (Los Angeles), Lickard (San Jose), Vinis (Eugene), and Weiers (Glendale). Matthew Doherty of the USICH and Anthony Love of VA Homeless Programs also spoke.
- Mayor Nan Whaley of Dayton and Mayor Marty Walsh of Boston were given a tour of Chinatown which included city-supported programs at the Chinatown Joint Outreach Center, Safe Haven, and Punawai Rest Stop. H3RC Executive Director Heather Lusk, along with Tina Oh, and David Shaku, and HPD Captain Mike Lambert and team, and Mental Health Kōkua, provided an on-the-street engagement with those struggling with mental health and substance use disorder.
- Honolulu organized an off-site visit entitled, "Community, Permanent Housing, and Hygiene Services," which took nine mayors and other participants to both Kahauiki Village and the Pūnāwai Rest Stop.
- The Mayor's Communications Team produced a special video, "Kahauiki Village and Punawai Rest Stop: Community, Permanent Housing, and Hygiene Services," featuring both facilities.
- The Department of Planning and Permitting has launched a dedicated webpage on Short-Term Rental Regulations (7/24/19)
- Many have heard about the City's new Lift Mobile Navigation Center/HONU program which will better facilitate services to the unsheltered community. We hope to have the first one operational by early November. A transportation contract is also provided.
- The contractors (providers) for two new programs under the City Department of Community Services have been announced:
 - Outreach Navigation Program (Institute for Human Services): This program is intended to serve the most service-resistant, chronically homeless clients, and those suffering from mental illness and/or substance use disorder. Funding supports include psychiatric services to develop and implement treatment plans and/or file for Assisted Community Treatment (ACT) orders, as well as, legal services for ACT orders.
 - "State's only psychiatric street medicine team gets \$500,000 from city" (HNN, 8/26/19)
 - "Honolulu Invests \$500,000 To Reach Hardest-To-Serve Homeless People" (Civil Beat, 8/26/19)
 - "Homeless people with mental illness to get court-ordered help" (Star Advertiser, 8/27/19)
 - "Courts should OK care for homeless" (Star Advertiser -- Our View, 8/30/19)
 - Outreach Navigation Program: Scope, Core Proposal, and Outcomes (accepted August 2019)
- Landlord Engagement Program (Partners in Care/Aloha United Way): This program is intended to create a link between landlords with vacant units and households experiencing homelessness and at risk of become homeless. Landlord incentives and supports are funded, as well as support for direct assistance to clients in finding appropriate housing and preventing evictions.
- The City's Honolulu 311 app has been updated extensively, including an option to report "homeless concerns." We really encourage the use of this app which allows pictures to be taken, locations identified, and automated processing of requests. Concerns can even be reported anonymously. There are both iOS and Android versions available, as well as, the web version.

- The Mayor's Office of Housing has expanded its social media presence with the addition of Instagram and a YouTube Channel, in addition to our Twitter and Facebook presence. Our website, www.honolulu.gov/housing, continues to be the main portal for up-to-date information on affordable housing and homelessness for Honolulu. Videos include:
 - US Surgeon General at the Joint Outreach Center in Chinatown (published 8/20/19)
 - A Conversation on Homelessness in Hawaii (published 8/2/19)
 - Kahauiki Village and Punawai Rest Stop: Community, Permanent Housing, and Hygiene Services (published 7/9/19)
- Using Google Maps, we have published the Oahu Homeless Services Locations interactive map. The purpose is two-fold: To facilitate easier identification of helpful resources and educate the general public about the breadth of services available. Please let us know of any suggested edits and additions. It is a work in progress.
- The Kāneʻohe Joint Outreach Center opened its doors with a blessing on August 16th. It is a public-private partnership which includes funding from several foundations, H4, IHS, as well as, state and city funds. It will offer medical care and other services to the homeless community and anyone in need.
- The United States Interagency Council on Homelessness (USICH) and Council of State Governments Justice Center's June publication, "Strengthening Partnerships Between Law Enforcement and Homelessness Services Systems," referenced city and state programs – including H.E.L.P. Honolulu – as practice examples.
- The VA recently merged their suicide and crisis lines into one system: Veterans Crisis Line, 1-800-273-8255 (press 1), also accessible via chat at VeteransCrisisLine.net or text to 838255. This service is available to veterans, family and friends of veterans, and even landlords. It's 24/7.
- Our Honolulu Dashboard was recently updated. On homelessness and housing see:

Homelessness



Affordable Housing



County of Kauai

- Kauai County assisted Department of Hawaiian Home Lands compassionate response to those in the Anahola area in August.
- Planning is currently ongoing with KC H.A.W events, plan is to have a Project Connect day on 11/18, with services provided all day. Mini summits the week prior, still in planning phase.
- TBRA vouchers for KC increased from 15 to 30 to increase assistance with our houseless populations.
- All Continuum of Care agencies continue to provide monthly reports at our general membership meeting.
- Several projects in development: Koa'e Makana- affordable rentals; Kauai Habitat-homeownership



PARTNERS IN CARE
OAHU'S CONTINUUM OF CARE

Report to the Hawaii Interagency Council on Homelessness

New Executive Director:

Laura E. Thielen started as the Executive Director in May of 2019. Laura has a long history working on the issue of homelessness here on Oahu spanning multiple agencies and working with many different subpopulations of homelessness. Laura has worked at Kalihi-Palama Health Center, Health Care for the Homeless Project, Affordable Housing and Homeless Alliance and most recently sat on the Board of Directors of Family Promise Hawaii. Since Laura has joined the team at Partners In Care, the agency has seen multiple grants be awarded and is dedicated to making these new programs successful while continuing the good work on current grants and projects. PIC became its own 501c3 in May of this year and we are continuing to work on our development. We will remain under the umbrella of Aloha United Way until we have organized our finances and policy development.

Point In Time Count:

The 2020 PITC will be held on the week of January 22nd of 2020. We are excited to announce that this will be the first PITC in Honolulu where we will be utilizing an app to collect all of the data for the count. This digital app will allow the count to be more accurate, less subjective and faster. Our new Data Manager, Alex Dale, has vast knowledge of GIS and will be incorporating these skills in putting together the count through Survey 123. Our biggest need for this count will be volunteers to actually do the counting and surveying.

HMIS:

The Oahu CoC decided last week that we needed to split from a one system HMIS for the entire state of Hawaii. For the last 2 years we have struggled to meet the needs of Oahu providers while addressing the needs of the entire state HMIS program. Our split will enable us to further develop our HMIS to improve the data for the Oahu CoC. We will continue to work with Statewide programs and funders to make this a smooth transition that will not disrupt the important work done by providers across the state.

Landlord Engagement Program (LEP):

This new program is funded by the City and County of Honolulu and focuses on reaching out to potential landlords, working with current landlords and improving relationships between providers, landlords and individuals and families accessing housing through programs with housing vouchers. This program is set to start on November 1st and provides yet another tool to providers to insure that participants get into housing and remain housed.

Youth Homelessness Demonstration Program (YHDP):

Honolulu was selected as a 3rd round grantee for the YHDP. This program will include an intensive planning period where we will bring all youth stakeholders such as DOE, youth providers and youth themselves together. The work will be led by the youth with assistance from providers such as RYSE, YO, Partners In Care and many more. We already have an OYAB (Oahu Youth Advisory Board) who was intricately involved in the RFP process. Honolulu will be receiving \$3.8 million to plan and implement programs directed at Youth Homelessness over the next 2-3 years. Once the demonstration project ends, we will be able to include a request for funding in the future through the regular HUD NOFA process. We have already begun to work with our HUD Technical Assistance Team and look forward to updating you all in the near future.

Coordinated Entry System (CES):

Our Coordinated Entry System continues to improve and include more providers every month. We are excited that the Domestic Violence providers have applied for funding to create a DV CES and if they are funded by HUD, the current CES will work closely with them to develop the new system.

Community Led Service Fair H.E.L.P./Joint Outreach:

Over the last 2 months, PIC has assisted the HELP/Joint Outreach in 2 events. Laura has taken on the role that Scott Morishege has held for the last 2 years in this effort. The HPD leads, Officer Ibrao, Captain Lambert and other officers have done an amazing job of bringing providers together on these outreach efforts and have assisted with getting dozens of individuals, couples and families into emergency shelter where they can access more services and permanent housing. We will continue to work with HPD on these projects and we are already working on improvements on how the outreach is conducted and how to track individuals who get emergency shelter during these outreach efforts. During last weeks HELP Outreach effort, we added a service fair that was coordinated by the leadership group Ka Poe' O Kaka'ako (KPOK). This group includes the folks who currently live on the streets around Kaka'ako and former residents. They requested assistance with the logistics of the fair including getting the providers to be present, setting up tents, tables and chairs. The main goal of this event was to raise trust between the folks in Kaka'ako and the providers so that steps can be taken to assist folks into housing and meet their other needs. Providers at the fair included: Hawaii Humane Society, Kalihi-Palama Health Center, I.H.S., H3RC, Health Plans, Rent to Work Programs, Community Outreach Court, haircuts by a community volunteer, Hei Hei hygiene center and much more. KPOK conducted outreach prior to the event and invited folks from all over to come to the fair. Although we don't have all the statistics in at this point, we do know that we were able to get more than 13 people into emergency shelter that day and dozens of people met with the vendors to get their needs met. This was a successful partnership between many stakeholders. Unfortunately, a sweep of a portion of the area occurred within 15 hours of the event, which caused a lot of distrust to seep back into the area. Laura was able to go out to Kaka'ako during the sweep and talk to an officer about the sweep. Although we know that we do not have any control over the sweeps, it was disappointing that it happened so close to the successful fair. We will continue to work with our stakeholders and improve communication going forward.

Networking Workshop:

Our first networking workshop is occurring tomorrow, and we are expecting a large crowd. We had to change the venue to accommodate everyone. We will be focusing on coming together to discuss barriers to service and ideas on how we can better work together going forward. We will be breaking into sessions that will focus on Outreach, Shelter and Families. We hope this will be the first of many workshops that will help our providers access more resources.

HUD NOFA (Notice of Funds Available):

AUW is currently the collaborative applicant for the HUD CoC funding process although PIC has taken the lead active role this year. Our application request total for the 2019 NOFA is over \$11 million and includes a request for funding of DV programs.

Homeless Awareness Conference:

Our Homeless Awareness Conference is set for November and it promises to be a great event. We have already reached our limit on attendees and we are still more than 2 months out from the event. Due to the increased interest in the event, coordinators have decided to move the conference for 2020 to a larger venue.



Hawaii Interagency Council of Homelessness Bridging the Gap (BTG) Report

September 16, 2019

Homeless Management Information System (HMIS):

BTG contracts a non-profit organization, Ka Mana O Na Helu, as their HMIS Administrator, HMIS Lead and Collaborative Applicant. Executive Director: Alison Hinazumi

Recent HMIS activities to BTG's data system in the last quarter include:

- Improvement to the Coordinated Entry System (CES) within HMIS:
 - Created CES dashboards for participating organizations – identify all active referrals, un-assignments, missing docs, in real time.
 - Automated CES referrals for VASH and SSVF program clients
 - Developed a VAMA compliant automated CES referral system for clients fleeing from domestic violence (DV).
 - Next steps:
 - Local chapter to inform their DV providers of this opportunity.
 - When DV provider is ready (ie. agree to the HMIS participation agreement and CES policies as any other HMIS participating agency), DV provider must seek approval from their local chapter for HMIS access.
 - Upon approval, local chapter leadership will seek approval from BTG board to approve their HMIS access.
 - Upon BTG Board approval, HMIS Administrator will contact DV provider(s) and begin their on-boarding/training experience.
 - Updated the CES policy for **Survivors of Domestic Violence**:

While individuals and families currently experiencing homelessness have often previously survived domestic violence, the Violence Against Women Act (VAWA) prevents providers dedicated to serving this subpopulation from inputting their personally identifiable information within a Homeless Management Information System



(HMIS) because of the additional safety precautions specific for these individuals. While the VI-SPDAT is not primarily a domestic violence-specific triage tool, providers dedicated to serving survivors of domestic violence can assess individuals and families who desire access to the broader range of housing options dedicated to people experiencing homelessness.

BTG has developed a VAWA-compliant electronic system within the current HMIS. Participating DV specific providers can add individuals/families anonymously to the CES in order to be matched with the appropriate housing resource. The DV provider will serve as the primary contact for their DV specific individuals/families and will be responsible for communication between the individuals/families fleeing from DV and housing provider. The DV provider will be responsible for ensuring that the individual/family is "document ready" for housing placement and attend case conferencing meetings.

- New partnership with State Dept of Health, Adult Mental Health Division (AMHD) – is being incorporated into automated referral process
- Effective April 2018, based on the projected shortfall of costs to manage the HMIS, BTG approved the implementation of user fees based on agency's use and access.
 - Alison, add fee description here:
 - HPO Contracted Organizations \$1,500 base fee per year
 - Access Point non-HPO contracted Organizations fee is \$750 per year
 - Base cost per Program is \$120/year
 - Additional HMIS user fee is \$120/year. Two users are already included in the agency base fee.
- Working on completing the NOFA Continuum of Care Application
- BTG Chair met with informed PIC Executive Director
- Notified by PIC leadership on September 6, 2019, that PIC will be separating their system from the current "shared" HMIS system. PIC assured that BTG developed forms and client level data would be not copied and not compromised. On September 11, 2019, BTG provided a list of items to CaseWorthy to ensure the transition does not impact BTG HMIS and CES system.

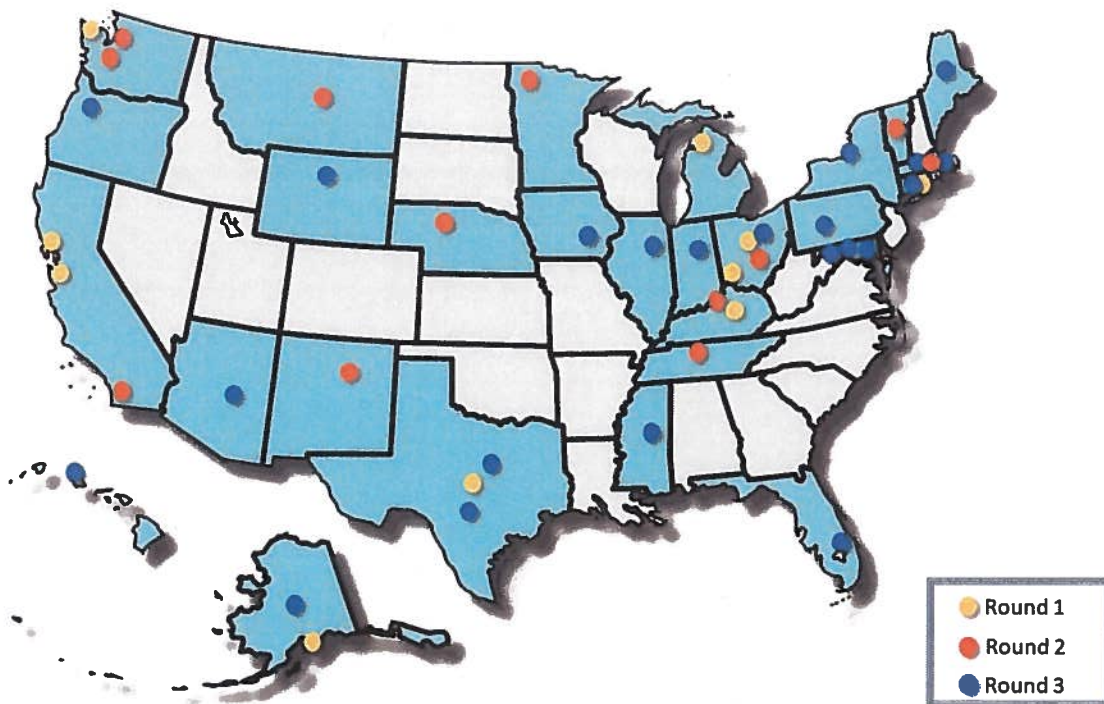


Youth Homelessness Demonstration Program

HUD, its federal partners, and youth with lived experience of homelessness designed the Youth Homelessness Demonstration Program (YHDP) to drastically reduce the number of youth experiencing homelessness, including unaccompanied, pregnant and parenting youth.

What YHDP Requires

- Communities must bring together a wide variety of stakeholders, including housing providers, local and state child welfare agencies, school districts, workforce development organizations, and the juvenile justice system.
- Communities must convene Youth Action Boards, comprised of youth that have current or past lived experience of homelessness, to lead the planning and implementation of the YHDP.
- Communities must assess the needs of special populations at higher risk of experiencing homelessness, including racial and ethnic minorities, LGBTQ+ youth, parenting youth, youth involved in the foster care and juvenile justice systems, and youth victims of human trafficking.
- Communities will create a coordinated community plan that assesses the needs of youth at-risk of and experiencing homelessness in the community and addresses how it will use the money from the YHDP grant, along with other funding sources, to address these needs.
- Communities may propose innovative projects and test new approaches to address youth homelessness.





Youth Homelessness Demonstration Program

Round 1	Round 2	Round 3
10 Communities \$33 million	11 Communities \$43 million	23 Communities \$75 million

YHDP Round 1 & 2 Communities

Round 1

Anchorage - \$1.5 million
 Austin/Travis County - \$5.2 million
 Cincinnati/Hamilton County - \$3.8 million
 Connecticut Balance of State - \$6.6 million
 Kentucky Balance of State - \$1.9 million
 Northwest Michigan - \$1.3 million
 Ohio Balance of State - \$2.2 million
 San Francisco - \$2.9 million
 Seattle/King County - \$5.4 million
 Watsonville/Santa Cruz - \$2.2 million

Round 2


City of Boston - \$4.92 million
 Columbus/Franklin County - \$6.07 million
 Louisville/Jefferson County - \$3.45 million
 Nashville/Davidson County - \$3.54 million
 Nebraska Balance of State - \$3.28 million
 New Mexico Balance of State - \$3.37 million
 Northwest Minnesota - \$1.41 million
 San Diego City and County - \$7.94 million
 Snohomish County - \$2.39 million
 Vermont Balance of State - \$2 million
 Washington Balance of State - \$4.63 million

YHDP Round 3 Communities

Alaska Balance of State (rural): \$1.65 million
 Allegheny County, Pennsylvania: \$3.49 million
 Baltimore, Maryland: \$3.70 million
 Clackamas County, Oregon: \$1.78 million
 Cook County, Illinois: \$6.08 million
 Des Moines, Iowa: \$1.87 million
 Erie & Niagara Falls Counties, New York: \$3.59 million
 Fairfield County, Connecticut: \$3.01 million
 Franklin County, Massachusetts (rural): \$1.96 million
 Gulf Coast, Mississippi (rural): \$2.05 million
 Honolulu, Hawaii: \$3.8 million
 Indianapolis, Indiana: \$3.88 million

Northeast Wyoming (rural): \$1.08 million
 Ohio Balance of State (rural): \$1.47 million
 Palm Beach County, Florida: \$4.92 million
 Prince George's County, Maryland: \$3.48 million
 San Antonio/Bexar County, Texas: \$6.88 million
 Springfield, Massachusetts: \$2.43 million
 State of Maine (rural): \$3.35 million
 State of Montana (rural): \$3.43 million
 Tucson, Arizona: \$4.56 million
 Waco County, Texas (rural): \$2.23 million
 Washington, D.C.: \$4.28 million

YHDP projects will have 2-year grant terms and may be renewed under the Continuum of Care (CoC) Program if they meet program statutory requirements. For more information, FAQs, and community planning resources, visit:



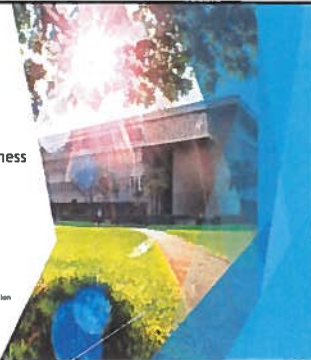
Act 162 Briefing

Hawaii Interagency Council on Homelessness

State Procurement Office
Health & Human Services Division

John Yeager
Purchasing Specialist
Health & Human Services Section Chief
State Procurement Office

Christopher Amundt
Purchasing Specialist
Health & Human Services Section
State Procurement Office




The SPO Mission for Health & Human Services

- ▶ Helping those who help others.
- ▶ Dedicated to supporting procurement professionals and our provider partners perform their vital roles.
- ▶ Creating transformative leadership for public procurement excellence.




Act 162 - Purpose

Act 162 directs the department of human services, in partnership with the SPO, to provide training on procurement and other relevant procedures to nonprofit organizations that offer homeless outreach services or manage homeless housing programs in rural areas of the State.



Act 162 - Goals

Knowledge	• Increase the knowledge base, tools and resources available to non-profit homeless outreach and homeless housing programs providers.
Capacity	• Expand homeless outreach services and homeless housing programs in rural areas of the state.
Effectiveness	• Foster coordination between the service providers and state and county governments to increase effectiveness and successful outcomes.



Act 162 - Implementation

Training

- State Procurement Office (SPO) & the DHS Homeless Program's Office (HPO) is currently developing specific training for non-profit homeless outreach and homeless housing programs providers.
- Training will focus on the proposal and bid processes, procurement systems and minimum state requirements, as well as, strategies on influencing the state's planning process and building rural service capacity.

Act 162 - Implementation

Outreach

- SPO, HPO, and a federal grants expert will provide training sessions on Oahu, Maui, Kauai and Hawaii in the January 2020 timeframe.
- SPO, HPO and Office of the Governor's Coordinator on Homelessness are working on a media strategy (i.e. direct email from existing agency lists, social media, newsletter, etc.) to invite a broad base of current and prospective homeless programs service providers to attend the training.

Act 162 - Implementation

Sustainment

- The SPO is expanding online training, tools and resources available to non-profit homeless outreach and homeless housing programs providers.
- The SPO's Health & Human Services section is committed to long-term engagement, training and support of our provider partners as they perform their vital roles.

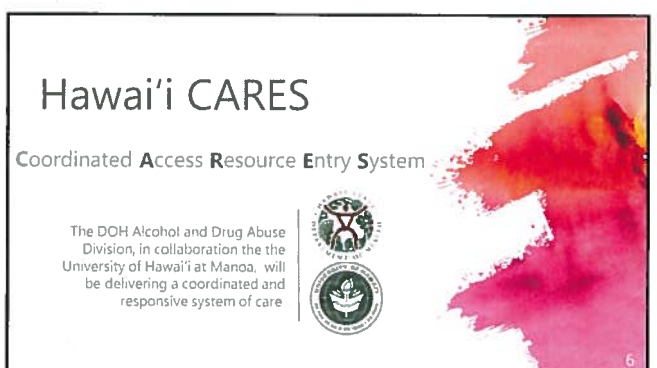
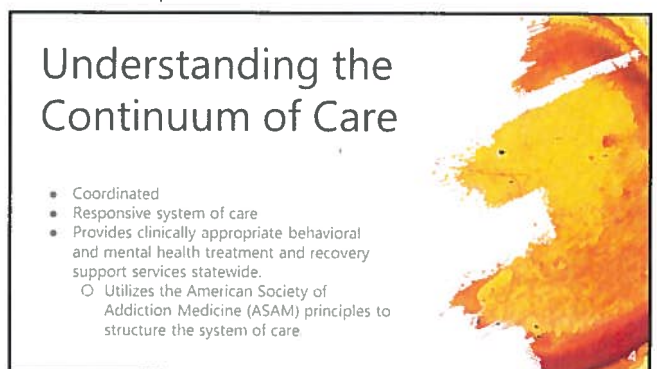
Questions for the Health and Human Services Procurement Division



Health and Human Services Procurement Division

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Myron B. Thompson School of Social Work

University of Hawai'i at
Mānoa

- Person in environment perspective: individual and community context to care
- Evidenced based: incorporate the most current practices into the field
- Evaluation and research: data driven implementation and quality improvement
- Workforce development: Training future behavioral health providers

CARES Primary Functions

Entry-point and **coordinating** center for statewide treatment and recovery support services

CARES has three primary functions:

- 1) around-the-clock call and referral center for treatment using a universal intake process;
- 2) a managing entity for service placement and authorization into the continuum of care; and
- 3) a mechanism for continuous service and systems quality improvement.

Opportunity for Service & System Improvement

- Unified network of providers
- Data-driven process and outcomes tracking
- Improved oversight of treatment placement and individual providers
 - ASAM Patient Placement Criteria
 - Prioritization for expecting mothers and IV users
- Continuous quality improvement
- Centralized waitlist; inventory of bed space

The Status Quo

- X *Services delivered in Fragmented silos*
- X *Limited coordination of services*
- X *Barriers to treatment access*
- X *Limited availability to all levels of care*

CARES Impact

- ✓ *De-secured* system of care within all BMH services
- ✓ Client care will be *continuous* across all levels & providers
- ✓ Comprehensive treatment, 24/7 *on demand*
- ✓ *Link and sync* system

An Example of a Coordinated System of Care

Santa Clara County's → Drug Medi-Cal Organized Delivery System

- Provides the state with an opportunity to overcome challenges including
 - patient movement through a continuum of care;
 - evidence-based practices;
 - coordination with primary care;
 - training and technical assistance;
 - telehealth;
 - overcoming the Institute for Mental Disease exclusion caps on the number of beds in residential facilities
- Ability to reach a broader population and treat patients who do not wish to participate in specialty care due to the stigma or logistical hurdles involved

Linking Clients to CARES

Service Linkage

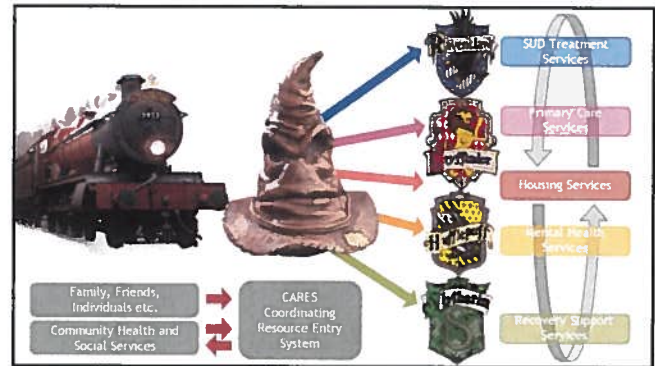
- Clients enter the Continuum of Care through CARES

Client enters into CARES via two routes

1. Outside referral
2. Provider

"No Wrong Door" Approach

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Next Steps

Challenges & Opportunities

1. Adopting a common health information technology system
2. Transitioning from independent screening and referral to universal processes
3. HIPAA and 42CFR Part 2 regulations
4. Financing behavioral health in primary care settings
5. Workforce shortages
6. Service shortages

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Planning & Implementation



- CARES implementation begins October 2019
- Collaborate with ADAD and treatment providers to develop policies and procedures
- Assemble a CARES team
- Connect with community stakeholders

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For Questions,
Please Contact

HICARES@hawaii.edu

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