

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

Monday, April 29, 2019
10:00 a.m. – 12:00 p.m.

Council Attendees:

Mr. Scott Morishige	Chair
Ms. Daisy Lynn Hartsfield for Mr. Harold Brackeen III	Director of the Department of Human Services (DHS) Administrator of the Homeless Programs Office of DHS
Ms. Jodie Maesaka-Hirata for Mr. Craig Hirai for	Director of the Department of Public Safety (PSD) Director of the Department of Business, Economic Development, and Tourism (DBEDT)
Ms. Yara Sutton for	Director of the Department of Health
Mr. Bruce Oliveira for	General of the Department of Defense (DOD)
Ms. Kamaile Maldonado for	Director of Office of Hawaiian Affairs (OHA)
Ms. Melissa Lewis for	Attorney General
Ms. Cheryl Bellisario for	Sen. Breene Harimoto, Hawaii State Senate
Ms. Sharon Graham for	Mayor of the County of Kauai
Mr. Marc Alexander for	Mayor of the City & County of Honolulu
Ms. Lori Tzuhako 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)
Mr. Ben Park for	Director of the Hawaii Public Housing Authority (HPHA)
Ms. Brandee Menino	Continuum of Care for the County of Hawaii
Ms. Connie Mitchell	Continuum of Care for the County of Honolulu
Ms. Maude Cumming	Continuum of Care for the County of Maui
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:

Chairperson of the Department of Hawaiian Home Lands (DHHL);
Representative of the Hawaii House of Representatives; Faith-
Based Representative; Director of the Department of Labor &
Industrial Relations (DLIR); Continuum of Care for the County of
Kauai

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. Chris Pitcher, ICF; Ms. Heather Dillashaw, ICF

- I. **Call to Order. Taking of the Roll.** Roll taken and there was a quorum established with 21 out of 27 members. The meeting was called to order at 10:05 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 provided a brief overview of the agenda for today's meeting and thanked the council for their continued work and participation. The Chair also welcomed special guests Mr. Chris Pitcher and Ms. Heather Dillashaw of ICF, who will be providing technical assistance regarding the Homeless Management Information System (HMIS) to Partners in

Care.

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

Motion to approve the agenda was made by Ms. Menino and seconded by Ms. Mitchell. 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 December 17, 2018, 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.

Mr. Rolf asked the Chair to clarify the purpose for canceling and rescheduling the meeting originally scheduled for March 18, 2019.

The Chair responded that a technical error resulted in a delay with posting the HICH agenda to the State calendar in compliance with the Sunshine Law. Due to the delay, the meeting was postponed to a later date.

Noting no further comments, the Chair asked for a motion to approve the minutes of the December 17, 2018, Hawaii Interagency Council on Homelessness meeting.

Motion to approve the minutes was made by Ms. Menino and seconded by Mr. Rolf. 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. **Ms. Karen Carlen**

Ms. Carlen introduced herself as a tenant and president of the Senior Residences at Iwilei Association. Ms. Carlen stated that security is the main concern of both tenants and businesses in the area, noting that local residents have dealt with complete sidewalk obstruction along Iwilei Rd. prior to the implementation of the Sit/Lie ordinance. Ms. Carlen noted that City and State enforcement efforts are ineffective, as individuals simply wait for the crews to leave the area or temporary relocate to private property. During the past several years, Ms. Carlen recounted ongoing instances of drug trafficking and violence, including a recent sexual assault and possible drug overdose along Iwilei Rd. Ms. Carlen stated that the only safe option is to identify land where unsheltered individuals can go, rather than spending money on enforcement activities. Ms. Carlen also suggested that government invest in ongoing security presence in the Iwilei area to deter individuals from congregating and engaging in unwanted activities.

Chair Morishige acknowledged Ms. Carlen's comments and noted that later agenda items will be discussing data and vacancies in shelter and other housing programs within the community, which may be helpful in understanding the options available to people experiencing unsheltered homelessness.

In response to the Chair's comments, Ms. Carlen added that she has met with the Honolulu Police Department, the Police Commission, and the Department of Public Safety, and stated that the actions discussed in those meetings should be executed.

b. **Mr. David Cannell**

Mr. Cannell commended Ms. Carlen's previous statements and expressed doubt toward

the progress made toward getting people housed. Mr. Cannell referenced an article describing environmentally-friendly tiny homes to potentially be used for homeless housing. Mr. Cannell recounted his family's experiences while homeless, noting that he and his wife had been criminalized for living in poverty. Mr. Cannell was critical of the nationwide lack of commitment to getting people off the streets and public spaces, remarking that individuals living outdoors experience shorter lifespans than those who are housed. Mr. Cannell expressed support for the Singapore plan proposed by Senator Chang to reduce the cost of homelessness while diverting funds from shelters and programs that are ineffective.

Chair Morishige thanked Mr. Cannell for his testimony and asked him to provide copies of the tiny home article to staff for distribution.

Ms. Maesaka-Hirata arrived at 10:24 a.m. Quorum was revised to reflect 22 out of 27 members present.

Mr. Rolf departed at 10:32 a.m. Quorum was revised to reflect 21 out of 27 members present.

V. **New Business**

- a. **Discussion regarding data and data systems related to homelessness, including the Homeless Management Information System (HMIS), Coordinated Entry System (CES), By-Name List (BNL), and other available public data related to homeless systems performance. The discussion will include current and future plans to resource and sustain the various data systems related to homelessness. The council may request additional data from the Continuum of Care and other parties as needed. (Vote)**

The Chair introduced Ms. Brandee Menino, Chair of Bridging the Gap (BTG), to discuss data collection and on behalf of the counties of Maui, Kauai, and Hawaii. The Chair asked members to hold questions until both presenters concluded their presentations.

Presentation by Ms. Brandee Menino, Bridging the Gap.

Ms. Menino introduced herself and special guests Mr. Carlos Peraro and Ms. Alison Hinazumi on behalf of Ka Mana O Na Helu, the new HMIS lead and collaborative applicant for Bridging the Gap.

Ms. Menino provided a brief overview of the 2019 Point in Time (PIT) Count results for the neighbor islands, highlighting a 2% overall decrease in the total number of people experiencing homelessness on the night of January 22, 2019. A 7% reduction in unsheltered homelessness was observed across the three counties, and the Continuum observed significant decreases in family and veteran homelessness.

Ms. Menino asked Mr. Peraro and Ms. Hinazumi to introduce some of the new PIT dashboards and specific breakdowns for subpopulations.

Mr. Peraro further described the observed trends among families and veterans. Overall, family homelessness decreased by approximately 18% since the 2018 PIT Count. Veteran homelessness decreased by approximately 3%.

Ms. Hinazumi displayed samples of several system performance dashboards developed for BTG, including the total numbers of individuals experiencing sheltered and unsheltered homelessness and specific subpopulations (e.g. veterans, chronically homeless, people with disabilities, etc.). The dashboards allow users to select view aggregate data for the past five years across all three counties.

Ms. Menino discussed the implementation of the Coordinated Entry System (CES) beginning

in 2017. The CES process developed in conjunction with C. Peraro Consulting allows providers to receive multiple referrals to maximize efficiency. Case conferencing is convened by County staff.

Mr. Peraro explained that all three counties use a unified system for CES that is based out of the current HMIS system. Mr. Peraro's team has created an automated referral system within the HMIS to maximize efficiency and ease of use for providers across counties.

Ms. Hinazumi further clarified that the CES process, from the point of assessment to program assignment, operates in real-time. Because of the automated process, staff resources are not needed to sort and filter the By-Name List in accordance with the prioritization criteria and funder requirements. BTG has noticed an increase in the number of referrals being requested, as well as positive feedback regarding the built-in email notification system.

Mr. Peraro summarized future planning for BTG's data collection and reporting. At this time, BTG will continue to use the current HMIS software and will focus efforts on building out additional dashboards and customized reports within the system.

Presentation by Ms. Connie Mitchell, Partners in Care.

Ms. Mitchell introduced herself as the new Chair of Partners in Care (PIC), the Continuum of Care for the island of Oahu.

Ms. Mitchell provided a brief overview of the purpose of the HMIS and the By-Name List, which is to provide evidence of system-wide progress and to connect households to the Coordinated Entry System. Service providers have cited numerous concerns with the current HMIS system, including dissatisfaction with the vendor and the lack of reports that accurately reflect the services being provided. Ms. Mitchell also identified several drawbacks to the development process within the organization, such as an ongoing lack of stable executive leadership and changes with the contracted HMIS administrator and key board members.

Ms. Mitchell explained that PIC has taken various steps to solidify its data operations, including the recent hiring of a Data Manager and current recruitment of a Data Specialist. The current HMIS administrator serves on a part-time basis, and PIC is seeking to decrease reliance on external parties to administer and manage data systems.

Ms. Mitchell also shared PIC's efforts to increase data sharing capacity between homeless service providers, health plans, and hospitals. Some examples of the cross-system data sharing include the Joint Outreach Center (JOC) pilot between the Institute for Human Services, Hawaii Homeless Healthcare Hui, and the Queen's Care Coalition. PIC is seeking to expand data sharing capacity to other organizations and systems, such as Emergency Medical Services, the Department of Public Safety, the Department of Education, and Child Welfare Services.

Ms. Mitchell introduced Mr. Jay King and Ms. Morgan Esarey of Aloha United Way, who currently administers the CES platform for PIC.

Ms. Esarey explained the history of the CES mandate by HUD, which was intended to shift the housing placement process from being program-centered to person-centered. The current model emphasizes on finding the right programs for the individual seeking assistance, rather than requiring the individual to seek assistance from multiple programs.

Ms. Esarey described the current CES platform used by PIC as an online, cloud-based communication platform that allowed staff to implement features that did not currently exist in the HMIS database. The platform is consistent with HUD technical guidance regarding the use of CES platform separate from the HMIS system.

Ms. Esarey also described several functions of the CES team, including hosting case conferencing meetings on a weekly basis at different locations across the island and

maintaining the special request for prioritization process. Real-time information regarding active referrals is available to all service and housing providers within the CES platform. Since its implementation, the CES team has processed over 3,600 referrals, and has successfully referred all chronically homeless families to housing resources at the end of March 2019.

Ms. Mitchell summarized the overview of PIC's CES system and remarked that the case conferencing meetings convened by the CES team have been helpful in bringing service providers, healthcare plans, and other stakeholders together.

Discussion and Questions.

The Chair summarized the three main data spheres discussed by both Continua: PIT Count data, CES By-Name List data, and the collective data of all households enrolled in homeless services within the HMIS. The Chair also asked Mr. Brackeen III to clarify any specific data collection measures linked to performance metrics within State contracts.

- Mr. Brackeen III explained that the Homeless Programs Office within the Department of Human Services utilizes the HMIS system to evaluate programs according to the deliverables proposed in the service contracts. HPO began implementing these performance-based contracts approximately two years ago to be more aligned with HUD's recommendations, and contracts with C. Peraro Consulting to administer performance metric reports for HPO.

The Chair asked Mr. Alexander to describe the City & County of Honolulu's engagement with C. Peraro Consulting as a contracted vendor.

- Mr. Alexander stated that the City & County of Honolulu maintains a separate contract with C. Peraro Consulting to create reports for the City's participation in the Built For Zero initiative focused on veteran homelessness. The Mayor's Office of Housing also uses these reports to develop the City's public dashboard system to highlight progress made toward ending homelessness. Mr. Alexander noted that the City & County of Honolulu is one of the few municipalities nationwide that publishes its target numbers related to homelessness.

The Chair remarked that some providers had expressed dissatisfaction with the current HMIS vendor and asked both presenters to clarify whether their respective Continua may be deciding to switch vendors.

- Ms. Menino stated that BTG will not be switching vendors at this time.
- Ms. Mitchell stated that PIC has not yet made a final decision, and that the evaluation of the current system is still ongoing.

The Chair asked Ms. Mitchell if PIC had an estimated timeline for this decision-making process.

- Ms. Mitchell stated that PIC will be renewing the current contract with the vendor for one year while other options are considered.

The Chair stated that, while each Continua retains a separate HMIS administrator, HPO also retains a separate contract for program evaluation of State-funded programs in all counties.

- Ms. Mitchell clarified that each Continua oversees the HMIS, although HPO has contracted a separate party to provide reports from the HMIS.

The Chair inquired as to the impact of a decision by either or both Continua to change HMIS vendors.

- Mr. Brackeen III stated that any change to the current HMIS vendor would have a significant impact on the State's ability to monitor contract performance.

- Mr. Chandler remarked that the HMIS system is intended to meet the needs of the Continua of Care, not the State.

The Chair asked each County representative to clarify whether the County contracts for HMIS reporting services.

- Mr. Alexander stated that the City & County of Honolulu does maintain a separate contract for HMIS reports and requires all contracted providers to input data into the HMIS.
- Ms. Tshako stated that the County of Maui requires contracted providers to input data into the HMIS, but the County has not invested funds into the HMIS system at this time.
- Ms. Graham stated that the County of Kauai requires contracted providers to input data into the HMIS.
- Ms. Hirota also stated that the County of Hawaii requires contracted providers to input data into the HMIS.

The Chair restated the importance of understanding all stakeholders' current investments in the current HMIS system.

- Ms. Mitchell offered a perspective from a service provider, noting that the Continua still retain the ability to select another software vendor.

The Chair asked if there is any current funding for the CES platform on Oahu.

- Mr. King explained that the CES platform is currently embedded into Aloha United Way's IT infrastructure. He added that there is currently no fee or charge to users to access the CES platform.

The Chair noted that there had been previous questions about security and data sharing, and asked representatives from HUD and the VA to explain how these issues have been addressed.

- Mr. Chandler stated that HUD's policy has always been to find ways to lower barriers to serving individuals needing assistance.
- Mr. Taylor stated that the VA has recognized the importance of treating homelessness as a crisis, and encouraging providers to share information as appropriate to help immediately resolve an individual's homelessness situation.
- Mr. King added that the health plans on Oahu have been working with the CES team to improve communication and stated that providers have embraced this new approach to data sharing.

The Chair asked Ms. Menino to share BTG's data sharing policy.

- Ms. Menino stated that the local chapters of BTG must approve an organization's request to have HMIS access, after which the request will be sent to the BTG Board of Directors for final approval. This access would also include data sharing with other partner agencies. Ms. Menino stated that BTG has also recently implemented a fee structure for participating organizations.

The Chair asked if PIC is considering a similar fee structure.

- Ms. Mitchell stated that the PIC Board will be evaluating a proposed fee structure later in the week.

The Chair emphasized the importance of understanding the different data sources, and noted that HMIS only captures data on those who are engaged in services or known to outreach providers.

- Ms. Mitchell added that, in the early stages of CES implementation, some individuals without a connection to a service provider were included on the By-Name List.

Ms. Mitchell asked if the State has any plans to fund development of the HMIS system.

- The Chair responded that the reallocation of State contract funds toward the HMIS system would like result in funding being diverted from existing programs. However, the Chair noted that it is important for the State and the Council to understand which agencies are picking up the cost for the system administration.

The Chair asked if the Council could convene regular check-ins with each Continua regarding data collection, fees, etc. to inform potential policy recommendations.

- Mr. Chandler estimated that the average cost of administering an HMIS system had been approximately \$200,000 and suggested that the State might be asked to pay for the types of reports being requested. Mr. Chandler asked special guest Mr. Chris Pitcher to elaborate on the actual costs of administering and maintaining an HMIS system.
- Mr. Pitcher responded that the actual costs of administering an HMIS system vary in each community.

The Chair further clarified that obtaining a monthly update from the Continua regarding these discussions would still be helpful, as several HICH member agencies have made data requests to one or both Continua (e.g. OHA, DOE, MQD, etc.).

- Ms. Menino stated that the Hawaii HMIS Advisory Council meets with HUD technical assistance providers monthly to discuss some of these matters.
- Ms. Mitchell suggested that agencies with an interest in data from the HMIS contribute to the cost of the HMIS system.

The Chair entertained a motion to request data reports from each Continua.

Special guest Mr. Pitcher stated that the HUD TA provider has been working with both Continua for several years, and PIC has experienced challenges due to many of the reasons stated earlier by Ms. Mitchell. Mr. Pitcher stated that the groups will be meeting this week to address some of these ongoing issues related to data management and collection.

- The Chair stated that it may be helpful for the Council to obtain reports on the outcomes of these meetings.
- Mr. Pitcher stated that there will be a public report documenting the activities paid for by HUD funds.

Mr. Chandler asked the Chair to clarify the frequency of the requested information and which entity would be paying for it.

- The Chair stated that the intent is to get a report similar to those that HICH members are already being asked to provide, as conversations about data are difficult to have without this information.

Special guest Mr. King asked the Chair if the Council is requesting minutes from the meetings and work groups focused on HMIS data.

- The Chair affirmed that the Council is seeking high-level updates for situational awareness regarding any changes to either Continua's data collection or management policies.

Ms. Menino noted that the statewide group does not make decisions regarding policies, as those decisions are made at the local Continua levels. Ms. Menino added that BTG's policies are available on their website.

The Chair again entertained a motion to request data reports from each Continua. Motion was made by Mr. Brackeen and seconded by Mr. Rolf. The Chair called for the question. The motion passed unanimously.

- b. Discussion regarding efforts to address homeless individuals who are frequent users of health and criminal justice programs. The discussion will include an overview of programs to target frequent users of these systems, such as the FUSE Initiative, Law Enforcement Assisted Diversion (LEAD) program, Intensive Case Management (ICM) Pilot, HELP Honolulu, and the Queen's Care Coalition.**

The Chair noted that Ms. Mitchell had addressed these items in the earlier presentation and proceeded to the next agenda item.

Mr. Hirai departed at 12:04 p.m. Quorum was revised to reflect 20 out of 27 members present.

VI. Continuing Business

- a. Discussion regarding legislative advocacy priorities for the 2019 session of the Hawaii State Legislature.**

The Chair referenced the written updates provided by Senator Ruderman and PIC, noting the following legislative priority measures for the 2019 session:

- SB 471 – funding for Housing First, Rapid Rehousing, Family Assessment Center, and street outreach
 - HB 1312 - \$50 million infusion into the Rental Housing Revolving Fund
 - SB 1124 and SB 567 – streamlining Assisted Community Treatment orders and appropriating \$100,000 to the Department of Health to assist with legal proceedings
 - HB 999 – establishes the position of the HICH Chair in statute
 - SB 398 – State procurement training for homeless service providers, particularly smaller agencies or those in rural areas
- b. 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.**

The Chair referenced the Systems Performance Report included in the HICH materials packet for members to review.

Ms. Graham departed at 12:06 p.m. Quorum was revised to reflect 19 out of 27 members present.

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: January/February/March 2019

The Chair shared the staff report for the period from January through March 2019 and noted that a copy of the report will be provided. Chair Morishige also introduced new staff members Mr. Justin Limasa and Mr. Randy Gonce.

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 Public Safety (PSD)*
- *Department of Health (DOH)*
- *County of Hawaii*
- *County of Kauai*
- *County of Maui*
- *City & County of Honolulu*
- *Continuum of Care – Honolulu*
- *Department of Human Services, Homeless Programs Office*
- *Department of Hawaiian Homelands (DHHL)*
- *Office of Hawaiian Affairs (OHA)*
- *Department of Education (DOE)*
- *Hawaii Appleseed Center for Law and Economic Justice*
- *Queen's Care Coalition*
- *Faith-based Representative*
- *Hawaii Public Housing Authority (HPHA)*

- *Department of Defense (DOD)*
- *Hawaii State House of Representatives*
- *Hawaii State Senate*

Ms. Mitchell added that the Faith-Based Summit is being held this Saturday, May 4th at Aloha Tower.

Mr. Alexander stated that the City & County of Honolulu is hosting two training sessions with Iain De Jong on May 17th. The trainings will be held at Catholic Charities Hawaii.

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:

- June 17, 2019, 10 a.m. to noon
- 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. Maldonado and seconded by Ms. Menino. 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

6/17/19
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

6/17/19
Date