

## Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2021-02-25 | **SUBJECT TO CHANGE**

Topic	Question	Response
<i>Homeless Case Management</i>	Thank you I.H.S. for your services. Yes, we do need these services. How would a Community Health Worker (CHW) assist?	I.H.S. would like to see the health plans add more CHWs. We need more advocacy in this area. CHWs link disadvantaged populations with existing healthcare resources. The work of CHWs include providing basic health screening services, identifying needs, providing information, making referrals to appropriate health care providers or agencies, and following up on referrals. Other job titles for CHWs include patient navigator, case worker, eligibility worker, and similar.
<i>Homeless Case Management</i>	How many of your staff people at I.H.S. actually experience homelessness or are low-income, and can understand the challenges their clients face?	I.H.S. has good representation of staff with various lived experiences, and have a number of staff providing direct client services who have either experienced homelessness, had interactions with the criminal justice system or are in recovery for substance use and mental illness.
<i>Homeless Case Management</i>	How long does the credentialing process with DHS take? We have submitted our application in October.	The credentialing process can be a lengthy process. The length of time depends on a variety of circumstances. You need to obtain credentialing, not only with Med-QUEST Division, but also with the individual health plans. If you have not heard back in a few months, it is recommended that you follow up with Med-QUEST Division or the health plan and be proactive in following up on the status.
<i>Maui Pallet Homes</i>	The Biden housing initiative is asking for 500,000 new housing vouchers for permanent housing. Would the County of Maui be willing to dedicate some of the vouchers to homeless, e.g. like in the program being discussed? Is this something to work on?	The County is open to considering this, however there needs to be further understanding about the specific parameters of the new vouchers. The Biden housing initiative is still being considered by Congress, and is not yet final.
<i>Maui Pallet Homes</i>	What will happen to the people in PH (permanent housing) after the 2 year limit on the rent subsidy? Is there continued Case Management to try to move them to more permanent solutions?	The case managers will continue working hard with the household to see if they are signed up for all available affordable housing projects, and will continue to working with the household on increasing household income. This includes also assisting households to sign up on wait lists for public housing or Section 8 Housing Choice Vouchers to ensure the household has support to continue after the two years ends.