

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

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

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

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

VII. General Announcements

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

- Accomplishments / Highlights
- Planned Activities

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

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

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

VIII. Executive Session

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

IX. Topics for Upcoming Meetings

A. Open for Council Suggestion

X. Meeting Schedule

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

- December 18, 2017

XI. Adjourn (Vote)

**Item III.**  
**Approval of Minutes**  
**(June 19, 2017)**

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

June 19, 2017  
10:00 am – 12:00 pm

Council Attendees:

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

Absent:

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

Staff:

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

Special Guests:

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

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

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

#### Presentation from the Office on Planning.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Presentation by Deputy Attorney General Lance Goto.

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

Discussion.

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

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



## **VI. Permitted Interaction Group.**

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

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

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

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

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

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

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

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

## **VII. General Announcements**

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

- Accomplishments / Highlights
- Planned Activities

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

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

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

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

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

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

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

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

- D. Written reports from council members.**

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

**VIII. Executive session.**

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

**IX. Topics for upcoming meetings.**

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

**X. Meeting schedule.**

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

**XI. Adjourn.**

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

**MINUTES CERTIFICATION**

Minutes prepared by:

\_\_\_\_\_  
Tamah-Lani S. K. Noh  
Community Engagement Specialist

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Scott S. Morishige, MSW  
Chair

\_\_\_\_\_  
Date

## Item V.a.1

United Healthcare:  
myConnections and the  
Accountable Health  
Communities program



The Hawaii Accountable Health Communities (AHC) Model  
as funded by:  
The Centers for Medicare & Medicaid (CMS)  
Center for Medicare and Medicaid Innovation (CMMI)

September 2017

Katherine Keir, Hawaii State Program Director

1

## Overview

### **CMMI AHC Grant Core Elements:**

- Key Dates and Grant Provisions
- Geographic Target Area and Social Needs
- Structure and Processes
- Screening Tool
- Local Partners
- Advisory Board
- Data Sharing

2

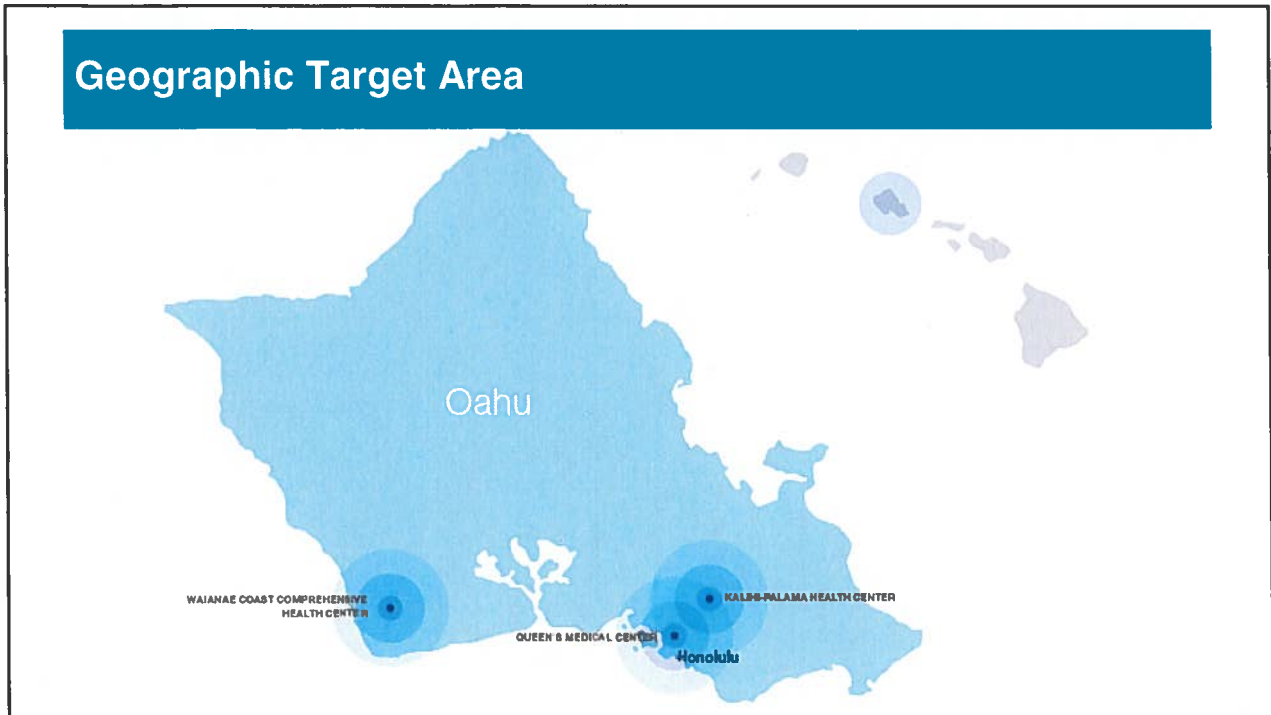
Key Dates and Grant Provisions	
Application Deadline	May 18, 2016
Grant Award Notice Date	April 7, 2017
Contract Period	5 Years: May 1, 2017- March 31, 2022
Implementation Go Live	April 2018
Funding Increments	Grant is funded in 1- year increments. Subsequent years' awards are dependent on prior performance.
Geographic Target Areas	Waianae, Honolulu
Clinical Delivery Site Partners	The Queen's Medical Center Kalihi-Palama Health Center Waianae Coast Comprehensive Health Center
Financial Investment	(\$4.5 million in CMMI grant funds plus additional support from UHC)

3

### CMMI AHC Grantees Selected Across the U.S. (for Tracks 2 & 3)

Assistance Track	State	Alignment Track	State
Alexian Brothers Network	Illinois	Baltimore City Health Department	Maryland
Allina Health System	Minnesota	Camden Coalition of Healthcare Providers	New Jersey
CHRISTUS Santa Rosa	Texas	Care New England Health System	Rhode Island
Community Health Network Foundation	Indiana	Danbury Hospital	Connecticut
Hackensack University	New Jersey	Delta Health Alliance, Inc.	Mississippi
Mountain States Health Alliance	Virginia	Denver Regional Council of Governments	Colorado
Nevada Primary Care	Nevada	Dignity Health dba St. Joseph's Hospital & Medical	Arizona
Partners In Health, Inc.	West Virginia	Health Net of West Michigan	Michigan
St. Josephs Hosp. Health Ctr.	New York	MyHealth Access Network, Inc.	Oklahoma
TiH County Hosp. Authority	Georgia	Oregon Health & Science University	Oregon
UT Health Sciences Center	Texas	Parkland Center for Clinical Innovation	Texas
Yale-New Haven Hospital	Connecticut	Presbyterian Healthcare Services	New Mexico
		Reading Hospital	Pennsylvania
		Rocky Mountain HMO	Colorado
		The Health Collaborative	Ohio
		The New York and Presbyterian Hospital	New York
		United Healthcare Service Inc.	Hawaii
		United Way of Greater Cleveland	Ohio
		University of Kentucky Research Foundation	Kentucky
		VHQC dba Health Quality Innovators	Virginia

4



5

Social Needs in Honolulu and the Waianae Coast	
<b>Housing Instability and Quality</b>	<ul style="list-style-type: none"> <li>• Governor has declared a state of emergency due to homelessness crisis- rate is 2.7 times national average.</li> <li>• Oahu accounts for approximately 80% of Hawaii's homeless.</li> <li>• Of the unsheltered homeless on Oahu, 34% are in downtown Honolulu and 23% are on the Waianae Coast.</li> </ul>
<b>Transportation Gaps</b>	<ul style="list-style-type: none"> <li>• Long wait times/ Inaccessible bus stops</li> <li>• Limited service in rural and urban fringe areas</li> </ul>
<b>Employment and Income Needs</b>	<ul style="list-style-type: none"> <li>• 20% of the people of Honolulu live below the poverty level and the people in the Waianae Coast have rates of poverty as high as 32%.</li> <li>• Honolulu has the second lowest minimum wage in the U.S. when adjusted for cost of living (\$4.33), second to New York City (\$3.61).</li> <li>• Honolulu has a 70% higher cost of living than the national average:               <ul style="list-style-type: none"> <li>- Groceries cost 56% higher;</li> <li>- Housing costs 163% higher;</li> <li>- Utilities cost 107% higher;</li> <li>- Transportation costs 25% higher; and</li> <li>- Health care costs 12% higher.</li> </ul> </li> </ul>
<b>Food Insecurity</b>	<ul style="list-style-type: none"> <li>• 13% of people in Honolulu County experience food insecurity (123,760 individuals)</li> <li>• Food insecurity among Native Hawai'ian or Other Pacific Islanders is higher at 35.7%.</li> <li>• The U.S. average monthly recommended minimum amount of money for food per person is \$332.77; in Honolulu, that amount is \$519.17, or 156% higher.</li> </ul>
<b>Utility Needs</b>	<ul style="list-style-type: none"> <li>• Average Oahu resident spends \$314 monthly on electricity, water and sewage bills- twice mainland costs.</li> </ul>
<b>Family &amp; Social Supports</b>	<ul style="list-style-type: none"> <li>• Honolulu County has not met Healthy People 2020 target of 56% for intended pregnancies (disparities among Native Hawaiian and Pacific Islanders)</li> <li>• Infant mortality rate is much higher in Honolulu County than all other Hawai'i counties.</li> </ul>
<b>Educational Gaps</b>	<ul style="list-style-type: none"> <li>• 5.5% of adults in Honolulu do not have a high school degree, and it is even higher for Native Hawai'ians (11.8%) and Other Pacific Islanders (16.3%).</li> <li>• The student-to-teacher ratio in Honolulu County is in the worst quartile of US counties</li> </ul>
<b>Interpersonal Violence</b>	<ul style="list-style-type: none"> <li>• Between 2008 and 2013, elder abuse cases rose 300%.</li> <li>• In 2015, in a single day in Hawai'i, domestic violence programs served 505 victims.</li> </ul>

6

## Model Structure

AHC model establishes a bridge organization to create linkages between health delivery organizations and the delivery of social services

Pilot intends to address specified social needs which are required to be addressed once identified:

**Core Health Related Social Needs:**

- Housing,
- Food security,
- Utility needs,
- Interpersonal violence,
- Non-medical transportation

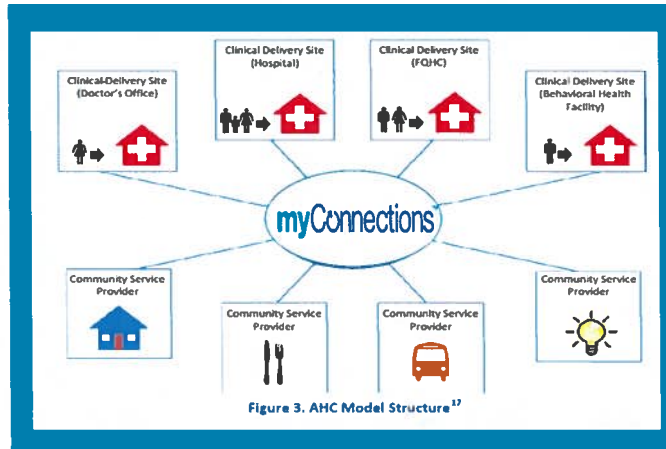
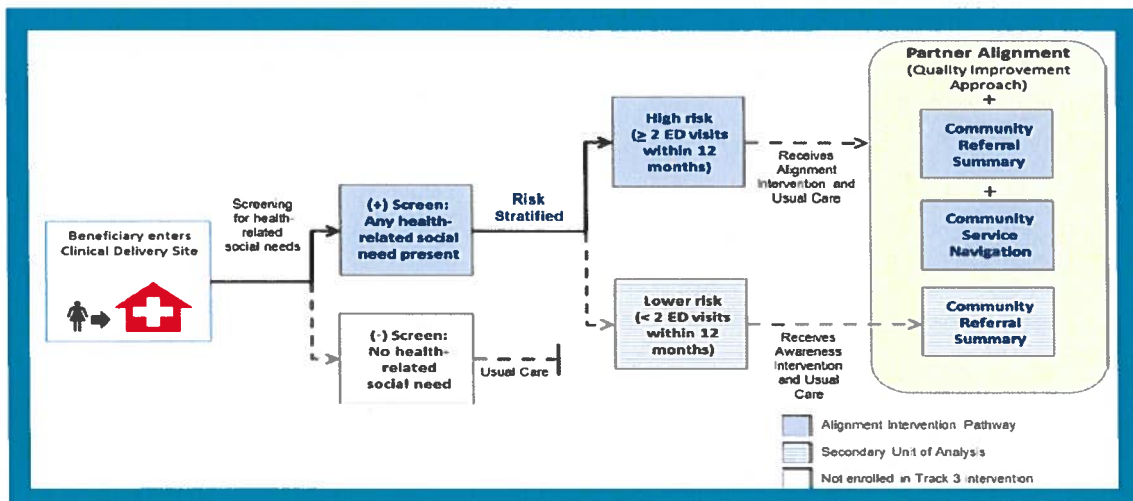


Figure 3. AHC Model Structure<sup>17</sup>

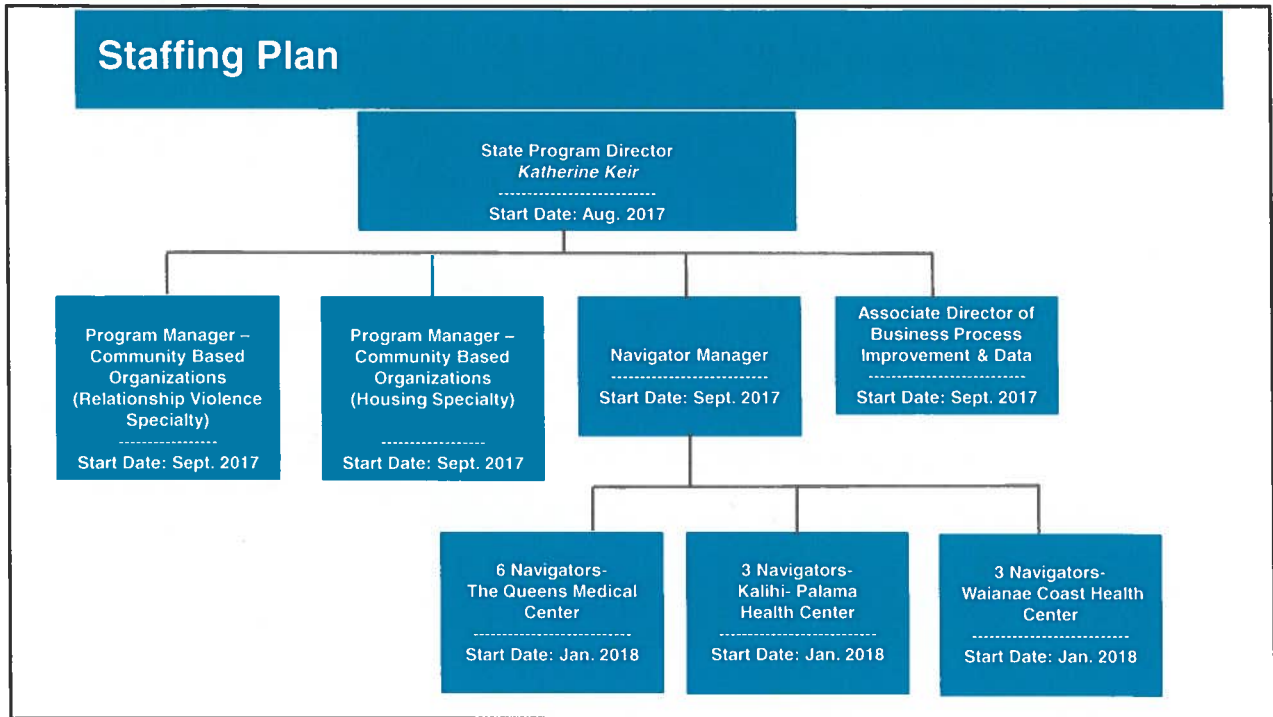
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## Model Intervention Pathway



8





9

## Clinical Delivery Site Locations\*\*

\*\*Final locations still being determined

Waianae Coast Comprehensive Health Center	The Queen's Medical Center	Kalihi- Palama Health Center
<ol style="list-style-type: none"> <li>1. Adult Medicine Clinic (main campus)</li> <li>2. Women's Health Clinic (main campus)</li> <li>3. James and Abigail Campbell Nanakuli Clinic</li> <li>4. Kapolei Health Care Center Clinic (Kapolei)</li> </ol>	<ol style="list-style-type: none"> <li>1. Punchbowl Emergency Department (downtown)</li> <li>2. Maternity Ward (downtown)</li> <li>3. Queen's West Emergency Department</li> <li>4. Behavioral Health Ward (in-patient)</li> <li>5. Outpatient Clinics (women's health/ primary care/ pediatric care)</li> </ol>	<ol style="list-style-type: none"> <li>1. 89 S. King St.</li> <li>2. 952 N. King St.</li> <li>3. 915 N. King St.</li> <li>4. 710 N. King St.</li> </ol>

10

## Screening Questions

**Box 1 | Accountable Health Communities  
Core Health-Related Social Needs Screening Questions**

Underlined answer options indicate positive responses for the associated health-related social need.  
A value greater than 10 when the numerical values for answers to questions 7-10 are summed indicates a positive screen for Interpersonal safety.

**Housing Instability** Source: PRAPARE

1. What is your housing situation today?

I do not have housing (I am staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, abandoned building, bus or train station, or in a park)

I have housing today, but I am worried about losing housing in the future.

I have housing

2. Think about the place you live. Do you have problems with any of the following? (check all that apply)

Bug infestation Source: Nuruzzaman et al.

Mold

Lead paint or pipes

Inadequate heat

Oven or stove not working

No or not working smoke detectors

Water leaks

None of the above

**Food Insecurity**

3. Within the past 12 months, you worried that your food would run out before you got money to buy more.

Often true

Sometimes true Source: USDA Household Food Security Survey

Never true

4. Within the past 12 months, the food you bought just didn't last and you didn't have money to get more.

Often true

Sometimes true

Never true

**Transportation Needs** Source: PRAPARE

5. In the past 12 months, has lack of transportation kept you from medical appointments, meetings, work or from getting things needed for daily living? (Check all that apply)

Yes, it has kept me from medical appointments or getting medications

Yes, it has kept me from non-medical meetings, appointments, work, or getting things that I need

No

**Utility Needs** Source: Children's Sentinel Nutrition Assessment Program (C-SNAP)

6. In the past 12 months has the electric, gas, oil, or water company threatened to shut off services in your home?

Yes

No

Already shut off

**myConnections™**

11

## Screening Questions

**Interpersonal Safety**

7. How often does anyone, including family, physically hurt you?

Never (1)

Rarely (2)

Sometimes (3)

Fairly often (4)

Frequently (5)

8. How often does anyone, including family, insult or talk down to you?

Never (1)

Rarely (2)

Sometimes (3)

Fairly often (4)

Frequently (5)

9. How often does anyone, including family, threaten you with harm?

Never (1)

Rarely (2)

Sometimes (3)

Fairly often (4)

Frequently (5)

10. How often does anyone, including family, scream or curse at you?

Never (1)

Rarely (2)

Sometimes (3)

Fairly often (4)

Frequentiv (5)

Source: Hurt, Insult, Threaten and Scream (HITS) Instrument

**myConnections™**

SOURCE: The above-noted health-related social need screening items are used with permission from their respective owners.

12

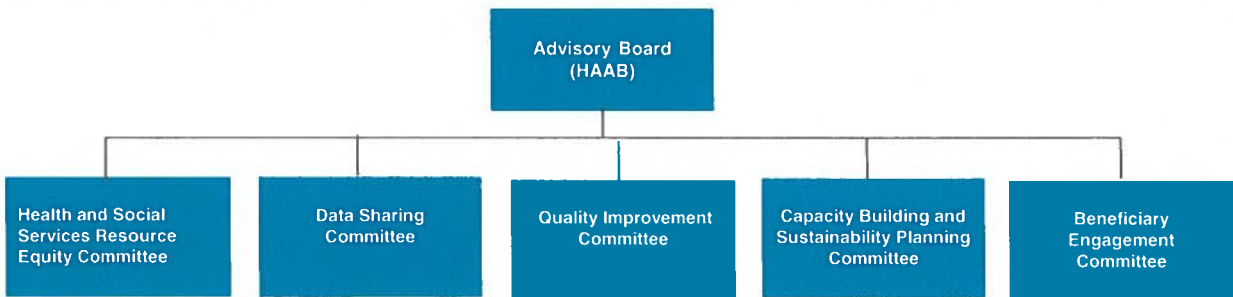
## Local Partners

These organizations will serve as the basis of our health and social service network and will participate in the strategic development of the approach including serving on the advisory committee, sharing data, developing quality improvement protocols and addressing identified gaps

Clinical Delivery	Social Services	Domain
Kalihi-Palama Health Center	Aloha United Way	TBD
The Queen's Medical Center	Catholic Charities Hawai'i	Housing, Employment, Welfare
Waianae Coast Comprehensive Health Center	Child & Family Service	Education, Interpersonal Violence
	City of Honolulu	Employment, Housing, Transportation
	Goodwill Hawai'i	Employment and Education
	Hawaiian Community Assets	Housing
	The Institute for Human Services	Housing, Utilities, Interpersonal Violence
	Kalihi-Palama Health Center	Food, Housing, Education, Employment, Healthy Behaviors
	Lanakila Pacific	Food, Employment
	Oahu Transit Services	Transportation
	Parents and Children Together	Housing, Food, Utilities, Interpersonal Violence
	Papa Ola Lokahi	Food, Housing, Education, Employment, Healthy Behaviors for Native Hawaiians
	PHOCUSED	Housing

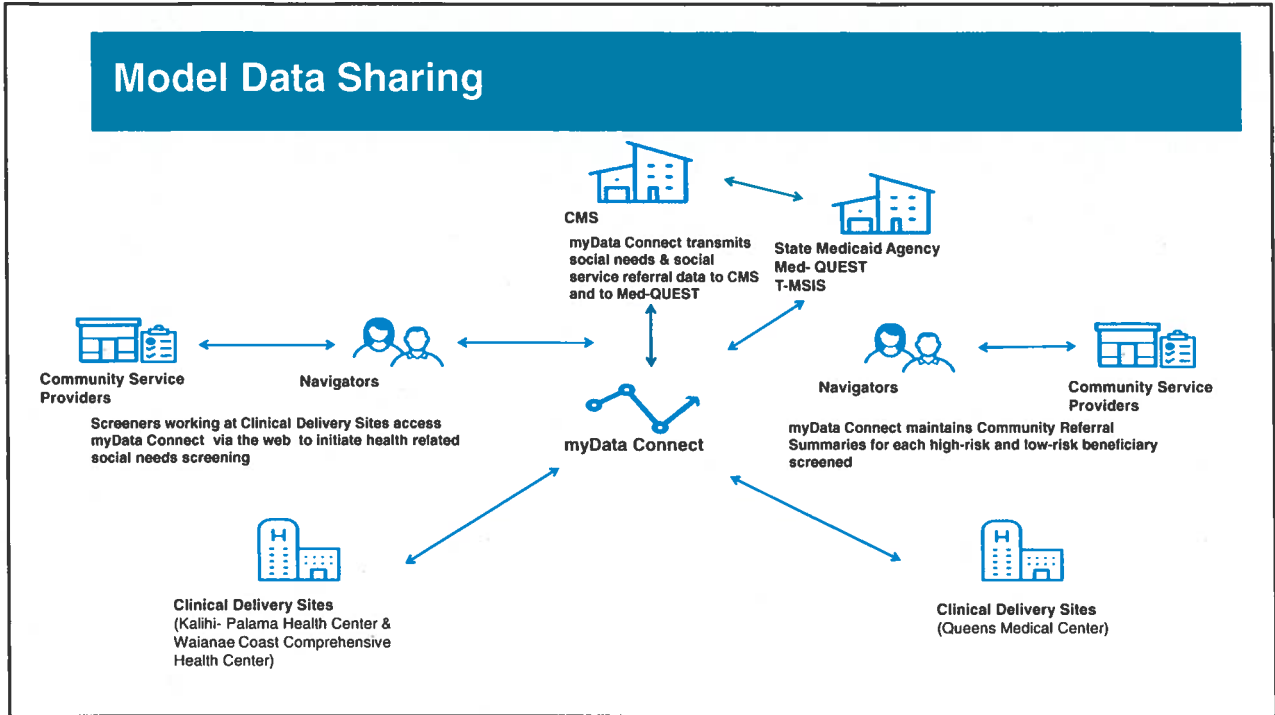
13

## Hawaii Accountable Health Communities Advisory Board (HAAB)



<b>Health and Social Services Resource Equity Committee</b>	Reviews, updates and reports on the Health Resource Equity Statement (HRES) every 6 months and submits quarterly reports on how interventions included in the action plan are impacting the identified d subpopulations.
<b>Data Sharing Committee</b>	Monitors data sharing infrastructure, policies and procedures, and practices among model participants and the HAAB.
<b>Quality Improvement Committee</b>	Identifies data sharing barriers and develops/ implements solutions to solve them. Implements, coordinates, and integrates QI activities.
<b>Capacity Building and Sustainability Planning Committee</b>	Develops QI program description, QI work plan and QI program evaluation.
<b>Beneficiary Engagement Committee</b>	Uses information from Gap Analysis and QI processes to foster community-wide realignment of resources to more effectively address needs, and to identify new sources of funding to increase capacity. Provides input on issues impacting access.
	Assures high levels of participation among CDBs and helps develop CDB communication materials about the AHC model.

14



15

# Questions?

[Katherine\\_Keir@uhc.com](mailto:Katherine_Keir@uhc.com)

16

Item V.a.2.

Queen's Medical center:

Queen's Care Coalition

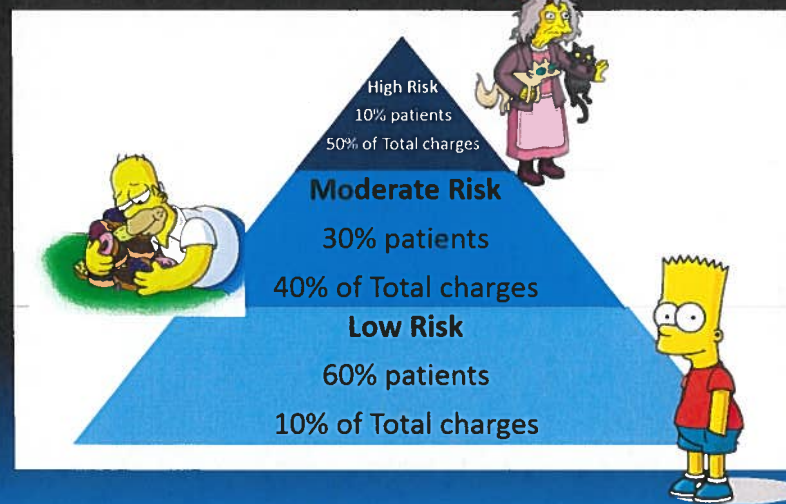
# SUPER UTILIZERS IN HAWAII

Daniel Cheng MD MPH

Assistant Chief & Medical Director Queens Medical Center Punchbowl  
Assistant Clinical Professor JABSOM

1

## Who Are They?



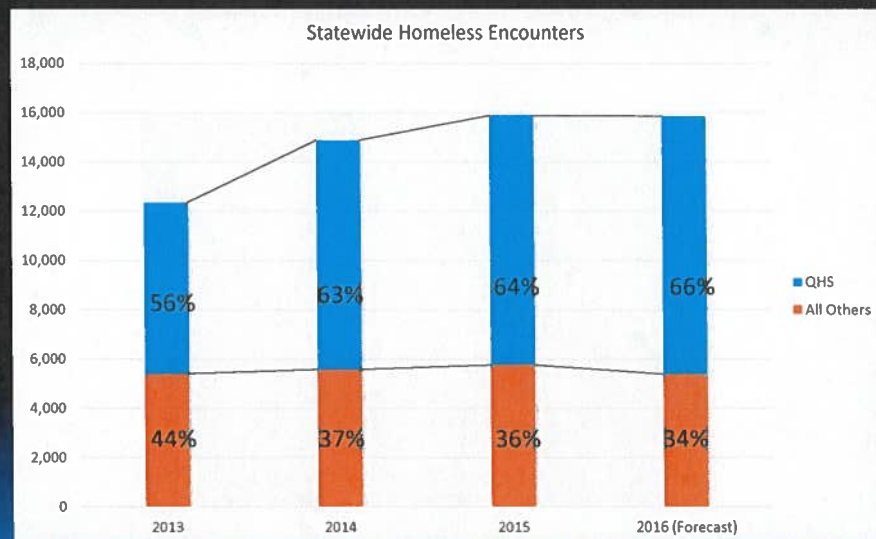
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## Definition of a Super Utilizer

- CMS - "beneficiaries with complex, unaddressed health issues and a history of frequent encounters with health care providers"
- QMC – 3 ED visits in a week OR 3 Admissions in a month OR 12 ED visits in a Quarter
- C&C EMS – 5 Transports or Refusals in a month

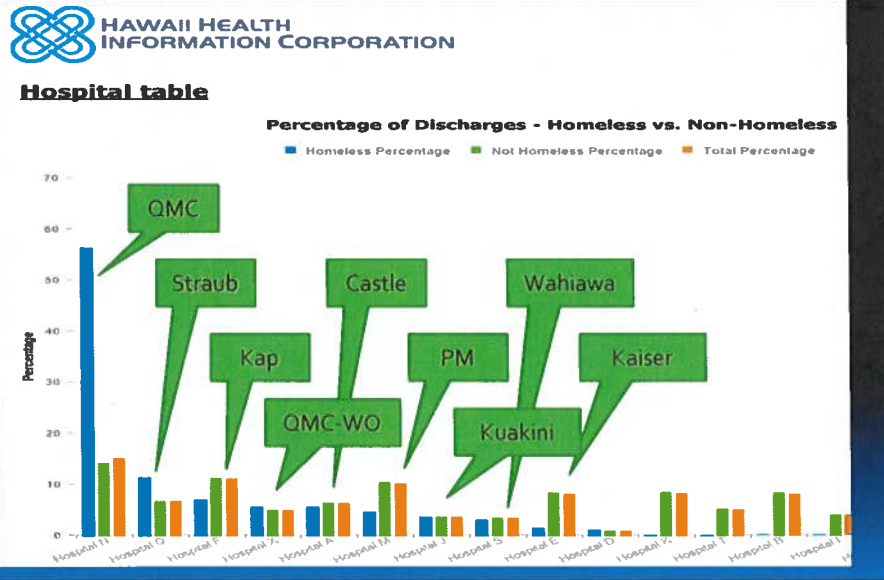
3

## Oahu Trend 2013-2016



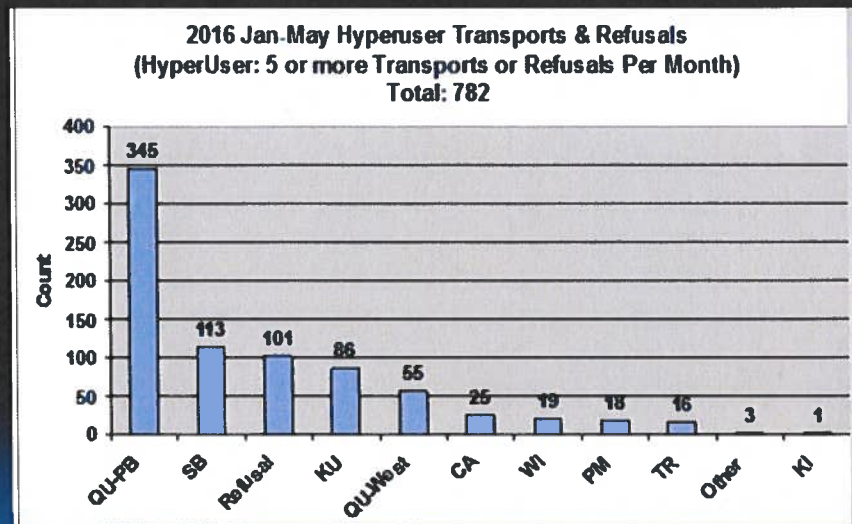
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## Distribution on Oahu by Discharge



5

## Distribution on Oahu by EMS



6

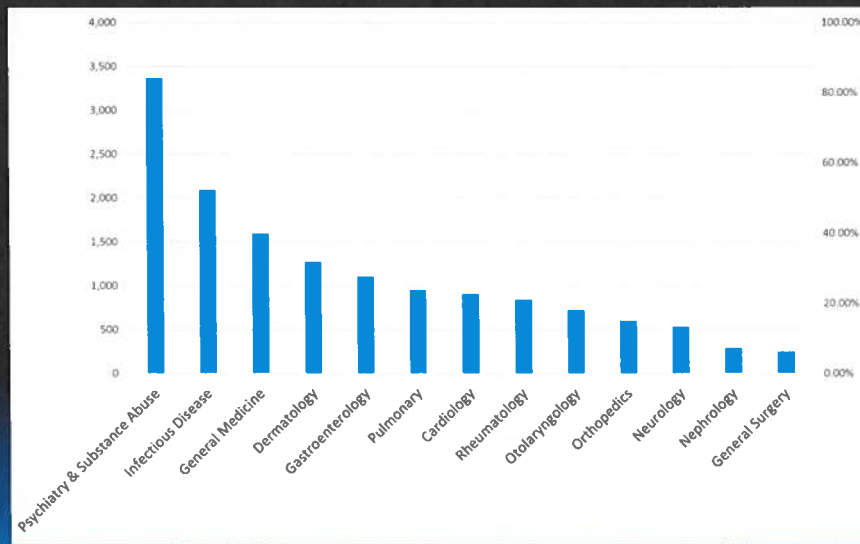


## Perfect Storm In the 808?

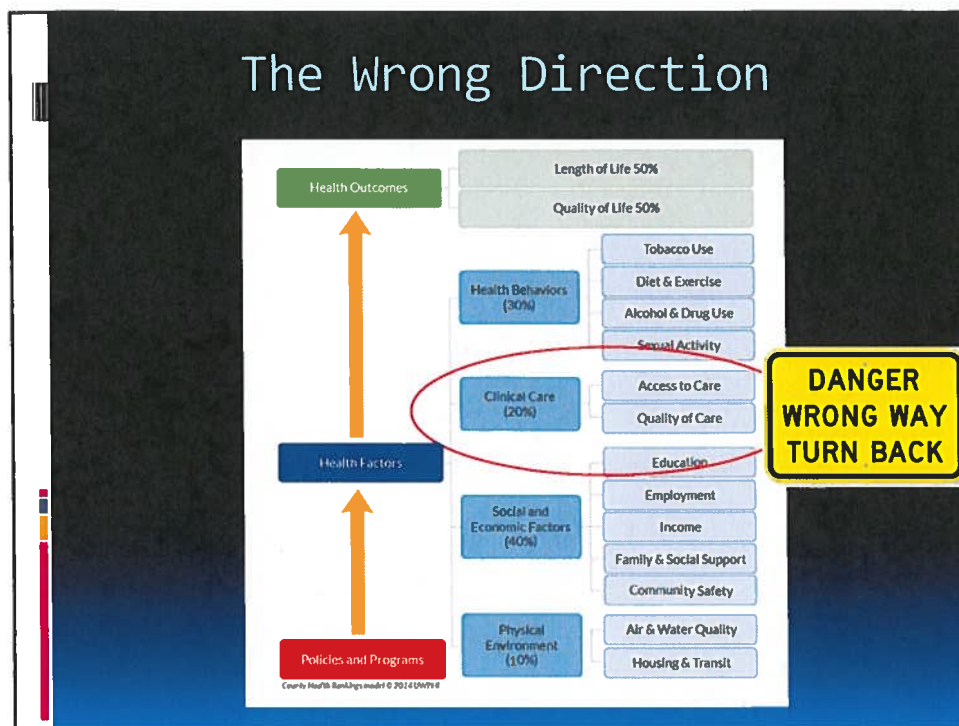
- 70 % of our super utilizers are homeless
- Hawaii has ranked #1 homeless per capita 49.3/10,000
- 18.2% of Hawaii make less than \$27,950 & average rent in 2016 was \$2332 for Honolulu
- Behavioral health and Substance abuse make up the majority of acute care Dx
- 1 in 10 used illicit drugs in the past month; Hawaii has #1 total admissions for methamphetamine related Dx

7

## Top Diagnosis of QMC Homeless



8



9

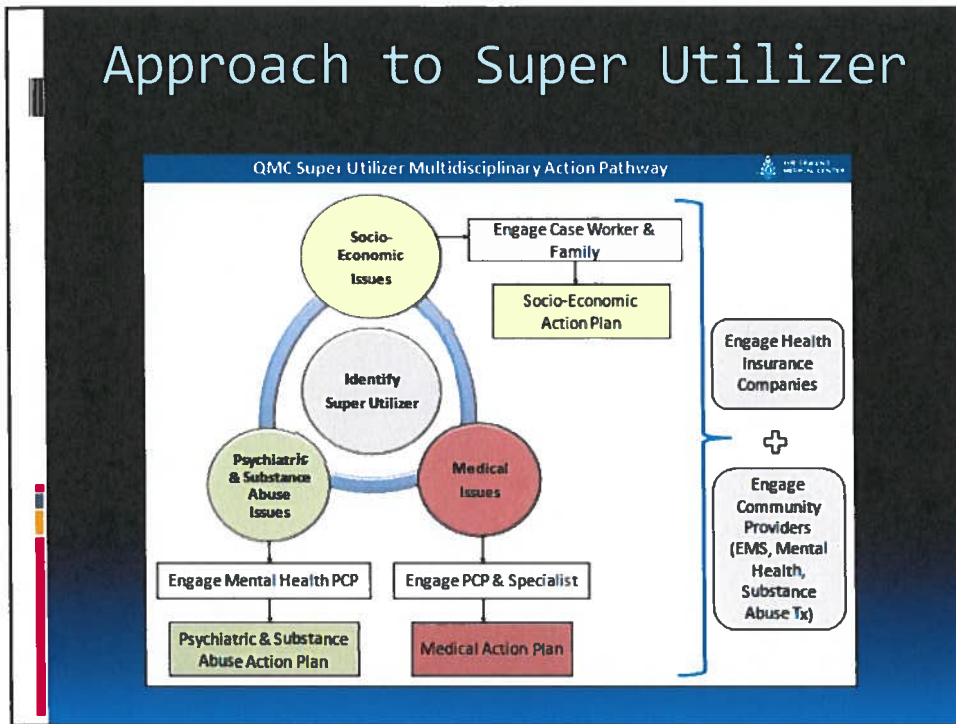
## Camden Coalition

The video player shows a video from the Camden Coalition of Healthcare Providers. The title is "About the Camden Coalition" and the subtitle is "Get the care at lower costs". The video content shows a healthcare worker interacting with an elderly patient in a home care setting. To the right of the video player is a photograph of a multi-story residential building in an urban area.

- Focus on care coordination, rapport building, harm reduction etc
- "Hot Spotting" + Care Coordination → 46% decrease utilization → \$5 million/yr

10

# Approach to Super Utilizer



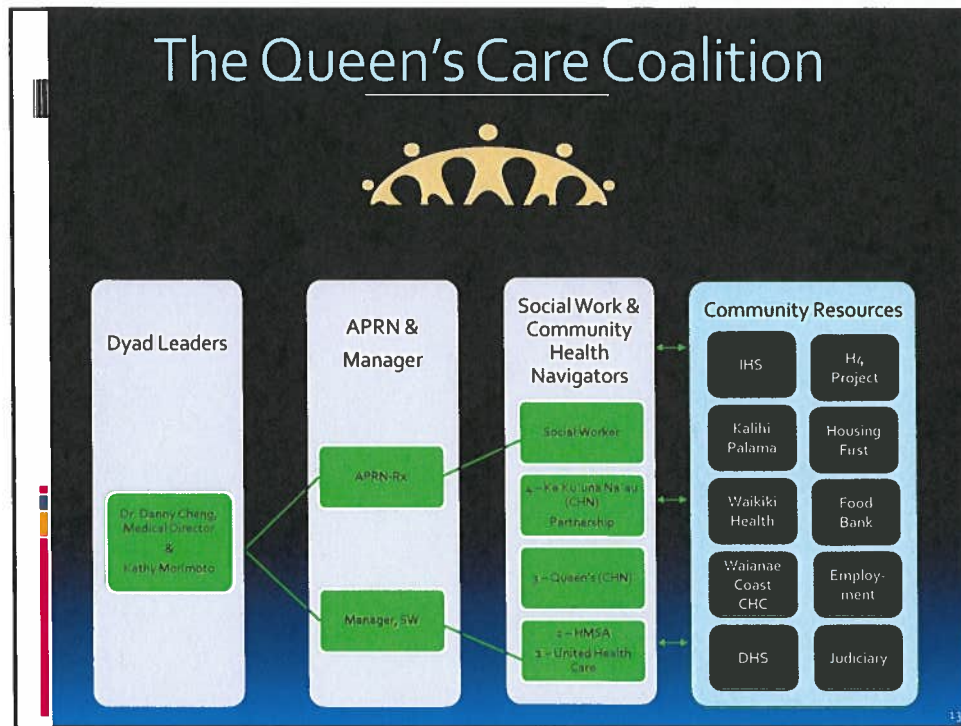
11

# The Queen's Care Coalition



- Taking ownership of this patient population
- Breaking the cycle of reliance on the acute care hospital
- Leveraging the resources offered by the community by being a leader

12

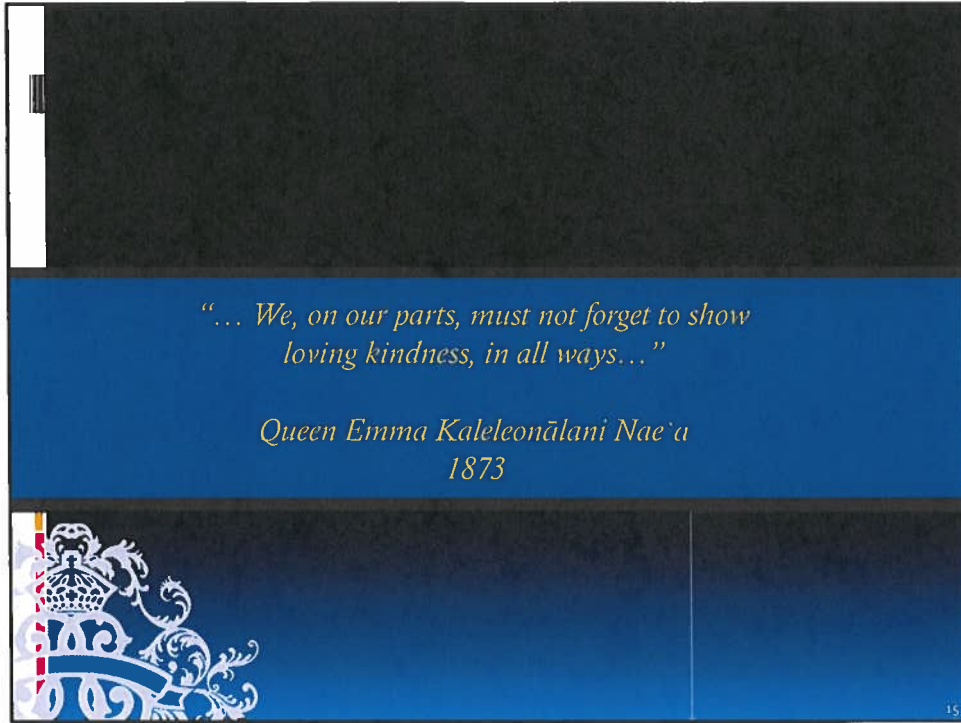


13

## Case Studies

- 58Y Female ESRD on Dialysis, Homeless, Methamphetamine Dependence, Heart Failure, Schizoaffective disorder
  - ~10 ED visits / month at QMC
  - ~5 Admission / month at QMC
  - ~13 Hospital days / month at QMC
  - Post Intervention (psychiatry, foster care home, care coordination with pcp) → ZERO ED visits or Hospital Admissions now 4 months going strong

14



**Item V.a.3.**

**Honolulu Police Department:**

**HELP Honolulu**




1

## H.E.L.P. Honolulu

Mission:

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



2

## H.E.L.P. Honolulu

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



3

## H.E.L.P. Honolulu

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

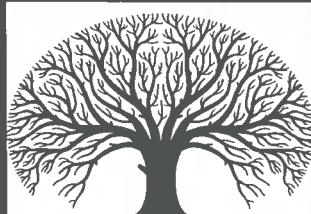


4



## H.E.L.P. Honolulu

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



**"A society grows great when old men plant trees whose shade they know they shall never sit in."** Greek Proverb

5

## H.E.L.P. Honolulu

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



6

## H.E.L.P. Honolulu



VS



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

7

## H.E.L.P. Honolulu

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

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

8

## H.E.L.P. Honolulu

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

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

9

## H.E.L.P. Honolulu

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

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

10

## H.E.L.P. Honolulu

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

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

11

## H.E.L.P. Honolulu

### PERFORMANCE INDICATORS:

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

12

**Item VII.a.**  
**Chairperson & Staff Report**

# Highlights of Hawaii Interagency Council on Homelessness Staff Activities

## *Monthly Report for July - September 2017*

This report summarizes highlights of Hawaii Interagency Council on Homelessness (HICH) staff activities and publications for the months of July through September 2017. 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 586-7556 or by e-mail at [scott.s.morishige@hawaii.gov](mailto:scott.s.morishige@hawaii.gov).

### Reports and Plans

Staff prepared brief travel reports for one trip conducted during the month of August 2017. A summary of the travel report is provided below:

- **U.S. Interagency Council on Homelessness – Convening of Family Thought Leaders (August 22-24, 2017)**

Chair Morishige was invited to participate in a convening in New Orleans, LA of 17 thought leaders selected by the U.S. Interagency Council on Homelessness (USICH). The purpose of the convening was to share insights from communities, and to provide feedback on the development of USICH strategies to address family homelessness. The Chair shared the work of the Department of Human Services (DHS) in revamping State contracts for homeless services, and shared the State's progress in achieving the first statewide decrease in homelessness in eight years. The Chair attended a site visit to a New Orleans family homeless facility, and participated in a case conferencing session. The Chair also attended breakout sessions with representatives of other West Coast communities to share best practices and challenges.

### Community Meetings and Conferences Attended

The Governor's Coordinator on Homelessness and staff participated in the following meetings over the past three months:

- **Meeting with Iolani School and Honolulu Police Department (July 7, 2017)** – The Chair and staff met with representatives from Iolani School, the Honolulu Police Department (HPD), and the Department of Land & Natural Resources (DLNR) to address concerns regarding homeless encampments located along the Ala Wai Canal. A plan was developed, outreach to the encampments was conducted, and maintenance activities for the area were scheduled.
- **Hawaii State Bar Association – “We the People” Program**– The Chair participated in a panel discussion as part of a leadership program for attorneys interested in social justice issues, such as homelessness. Other participants in the panel were Honolulu Mayor Kirk Caldwell, Honolulu Corporation Counsel Donna Leong, Honolulu Office on Housing Director Marc Alexander, and Honolulu Department of Community Services Director Gary Nakata. The meeting also included a walking tour through Downtown Honolulu / Chinatown to visit the City's permanent supportive housing units at Winston Hale.
- **Maui County Landlord Summit (July 11, 2017)** – The Chair attended the Landlord Summit on Maui, and met with local service providers from Ka Hale A Ke Ola and Family Life Center. The Chair also

met with Maui County staff to discuss issues related to Coordinated Entry and efforts to address unauthorized encampments on public lands.

- **Meeting with Citizens for a Safer Windward (July 13, 2017)** - The Chair met with representatives of a Kailua citizens group formed to address public safety concerns in Windward Oahu. The group identified homeless encampments believed to be associated with illegal activities in Windward Oahu.
- **Hawaii Youth Services Network Forum on Youth Homelessness (July 13, 2017)** – The Chair participated in a forum on youth homelessness facilitated by the Hawaii Youth Services Network (HYSN). The Chair provided an update on State efforts to address homelessness. Other speakers included a youth with lived experience, homeless youth service providers, and HYSN staff.
- **Meeting with Queen’s Hospital (July 14, 2017 and August 29, 2017)** – The Chair participates in a regular monthly meeting with Queen’s Hospital staff. The purpose of the meeting is to share updates in efforts to address homeless individuals with health concerns, with a particular focus on individuals who are high utilizers of emergency department services.
- **Meeting with United Healthcare (July 17, 2017)** – The Chair and staff participated in a discussion with staff from United Healthcare and the Department of Human Services (DHS) to discuss the upcoming Accountable Health Communities grant opportunity, as well as how to integrate this initiative with DHS ‘Ohana Nui pilot implementation.
- **Nanakuli Neighborhood Board Meeting (July 18, 2017)** – The Chair attended a meeting of the Nanakuli Neighborhood Board and provided information about the State’s efforts to address homelessness. The Chair answered questions from the board regarding the State’s specific efforts to address a homeless encampment located on DLNR property near the Waianae Boat Harbor.
- **Department of Attorney General training on issues related to homelessness and law enforcement (July 19, 2017)** – The Chair participated in a training for Deputy Attorney Generals and Attorney General investigator staff on issues related to homelessness and law enforcement, specifically the new criminal trespass law impacting state lands. The Chair provided examples of current efforts to address homelessness on state lands, and information about available services for people experiencing homelessness.
- **Presentation to Honolulu City Council (July 25, 2017)**– The Chair participated in a presentation to the Honolulu City Council on efforts to address homelessness. Other presenters included Honolulu Director of the Office on Housing Marc Alexander, as well as various homeless service providers.
- **Housing First Training Session (July 25-27, 2017)**– The Chair and staff participated in a Housing First training session for state-funded homeless service providers. The training was organized by the DHS Homeless Programs Office and provided by technical assistance consultant, Housing Innovations.
- **Meeting with Honolulu Prosecutor’s Office (July 26, 2017)**– The Chair and staff met with Deputy Prosecutors and staff from the Office of the Honolulu Prosecuting Attorney. The purpose was to discuss the role of the Prosecutor in the State’s upcoming Law Enforcement Assisted Diversion (LEAD) initiative.
- **Meeting with Kakaako area stakeholders (July 27, 2017)** – The Chair participated in a meeting between the Hawaii Community Development Authority (HCDA), Children’s Discovery Center, John

A. Burns School of Medicine, and other Kakakaako area stakeholders to discuss homeless encampments in the area. The Chair provided an overview of current state efforts and challenges.

- **Meeting with Family and Youth Services Bureau Administrator Debbie Powell (August 1, 2017)** - The Chair met with Ms. Powell and the Hawaii Youth Services Network Executive Director Judith Clark. The Chair provided an overview of issues related to youth and family homelessness in Hawaii.
- **Governor's Site visit for Housing and Homelessness (August 4, 2017)** – The Chair and staff participated in a site visit to HCDA along with the Governor and other state housing agencies. The Chair provided an overview to the Governor and housing agency staff regarding the state's approach to addressing homelessness, including challenges and opportunities. The Chair answered questions from state agency staff regarding the state's efforts.
- **Meeting with the City & County of Honolulu Emergency Medical Services staff and homeless outreach providers (August 14, 2017)** – The Chair participated in a meeting convened by the City with EMS staff and homeless service providers. There was a discussion on how better to integrate City EMS and homeless outreach services to target the needs of individuals who were frequent utilizers of EMS and hospital emergency department services.
- **Meeting with Kauai Continuum of Care and Faith-Based Leaders (August 15, 2017)** – The Chair participated in a site visit to Kauai, and participated in meetings together with the Kauai CoC, Hawaii Community Foundation and local faith-based leaders.
- **Training for State Law Enforcement and Land Owners (August 17, 2017)** – The Chair and staff participated in a training for state law enforcement officers and land owners on the implementation of the new criminal trespass law relating to state lands. The Chair provided an overview of homeless services and provided examples of current operations to address unauthorized encampments on state lands.
- **Meeting with U.S. Senator Brian Schatz and staff (August 17, 2017)** - The Chair and DHS Med-QUEST Administrator Judy Mohr Peterson attended a meeting with U.S. Senator Brian Schatz and key staff regarding issues related to homelessness. The Chair provided an update on state efforts, and Ms. Mohr Peterson provided an update on the state's efforts to amend its 1115 Medicaid waiver.
- **Meeting with Honolulu Police Department (August 30, 2017)** – The Chair met with representatives from HPD to discuss potential for partnership in Windward Oahu. The Chair and staff also facilitated a training for HPD and City Parks & Recreation staff, which took place on August 31<sup>st</sup>. The training included presentations from the Institute for Human Services (I.H.S.) and provided an overview of homeless services in Windward Oahu.
- **Waipahu Housing Resource Fair (August 31, 2017)**– The Chair and staff facilitated a housing resource fair to address homeless encampments in the Waipahu area. The fair was a partnership between Waipahu Plantation Village, the Office of the Governor, State and City agencies, and homeless service providers. Approximately 45 homeless individuals attended the fair, and 250 contacts with service providers were made.



- **Native Hawaiian Education Summit (September 7, 2017)** – The Chair participated in a panel discussion together with the Department of Hawaiian Home Lands (DHHL) on efforts to address homelessness and the Native Hawaiian community.

### **Ongoing Activities**

The Governor's Coordinator on Homelessness and HICH staff continue work in collaboration with State agencies, county staff and legislators to respond to concerns about homeless encampments on public lands. The Chair and staff played a critical role in organizing and supporting the Hawaii Department of Transportation's efforts to address unauthorized encampments in the right-of-way along the H-1 corridor (from Middle Street to Kahala) and the Nimitz corridor (from River St. to the Pearl Harbor interchange) – between July 2017 and present, at least 50 individuals have been placed into shelter or housing from these locations as a result of state outreach efforts.

In addition, the staff continue efforts to work together with staff from the Department of Health and Department of Human Services to develop and strengthen housing-focused programs to address homelessness statewide.

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](mailto:gov.homelessness@hawaii.gov).

**Item VII.b.**  
**Written Reports from**  
**Council Members**

# Written Updates to the Hawaii Interagency Council on Homelessness

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

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

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

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

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

## Department of Health

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

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

**Department of Public Safety**

The department has no further updates at this time.

**Department of Defense**

The department reports the following updates:

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

**Department of Hawaiian Home Lands**

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

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

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

### **County of Maui**

The County of Maui shares the following written updates:

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

### **County of Kauai**

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

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

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

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

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

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

Housing First Training – Held by Housing Innovations July 28

Upcoming in-service training:

Org Code Training – CoC 101 – October 17.

**Kauai Continuum of Care (aka Kauai Community Alliance)**

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

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

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

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