

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2021-05-24 | **SUBJECT TO CHANGE**

Topic	Question	Response
<i>Homeless Outreach & Crisis Mobile Outreach (Care Hawaii)</i>	What data can you share around the success rate of maintaining housing once placed?	According to the most recent DHS report on the State Housing First program , the housing retention rate for Housing First is 94%, which reflects the percentage of participating chronically homeless individuals and families who sustained placement in permanent housing with the assistance of rental subsidies and supportive services. A 2019 report of the City & County of Honolulu's Housing First programs similarly found that 92% of all City Housing First recipients have not returned to homelessness. The retention rates for the State and City Housing First programs are higher than the general average nationally for these programs, which is approximately 80%.
<i>Homeless Outreach & Crisis Mobile Outreach (Care Hawaii)</i>	What happens if the person experiencing a mental health crisis refuses Crisis Mobile Outreach (CMO) or cannot consent to be seen?	Unfortunately, if the client refuses help, then CMO is not equipped to provide further services.
<i>Homeless Outreach & Crisis Mobile Outreach (Care Hawaii)</i>	For CMO services, does the consumer need to request for CMO? Not a staff or hospital worker?	Yes, the consumer would need to request CMO services when calling the Hawaii CARES line. In addition, if you are with the consumer, you can call on their behalf. However, Hawaii CARES will ask that if you are calling on someone's behalf, that you stay with the consumer to be present if CMO is dispatched. In addition, social workers can call from the hospital for services on behalf of an individual as well.
<i>Homeless Outreach & Crisis Mobile Outreach (Care Hawaii)</i>	Please share how business leaders are involved measurably financially do they get the social-economic value of creating a solution?	A real life example of connecting with the business community around outreach is a recent outreach training for businesses and their security representatives in the Downtown-Chinatown area on Oahu. This training resulted in positive feedback both from the businesses that attended, as well as from outreach staff. Through these types of partnerships, the community as a whole can benefit by increasing access to information and educating businesses on different programs that may be able to help.

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		With this being said, there is also a need for additional outreach to businesses and the private sector in other parts of the State. In addition, there is a need to highlight data about the effectiveness of homeless programs. For example, one program many people may not be aware of is the CARE Hawaii LCRS crisis shelter, which can provide stability for a person experiencing a mental health crisis.
<i>Homeless Outreach & Crisis Mobile Outreach (Care Hawaii)</i>	For CSM services, I know it was mentioned short-term case management will be provided with a one month authorization. Sometimes it takes a little longer than a month to get consumers linked with services (psych evaluation, 1157 referral, etc.) will CSM services authorization be extended to provide the services?	CSM authorization can be extended dependent on need and approval.
<i>Homeless Outreach & Crisis Mobile Outreach (Care Hawaii)</i>	What are the LCRS admission criteria?	LCRS admission approval is done by a Qualified Mental Health Professional who will either deem the individual safe to enter into the shelter. The basic requirement is that the individual cannot be actively under the influence. If they take medication, LCRS will need at least two weeks of medication with the client. LCRS is also co-ed, it is not restricted to one type of gender.