

# Connecting the Dots in Honolulu: Updates on Outreach and Homelessness Response



July 15, 2021



Photo: HPD Coordinated Outreach Effort in Downtown-Chinatown and Capitol District, July 8, 2021

# Objectives

- Overview of State and local efforts to address homelessness
- Introduction to New Homeless Outreach Provider in Chinatown/Downtown/Nuuanu area
- Behavioral Health Resources and Supports
- Role of HPD and Community Policing Team
- Role of DLNR and State Law Enforcement
- Partnerships with Business Sector in Other Areas
- Key Resources to Contact for Homelessness Concerns, including Partners in Care.



# A Person-Centered Approach

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Meet the needs of the person, and don't assume "one size fits all."

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Listen to the person, don't assume you know what they need.

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Realize that not all people experiencing homelessness will want to go to shelter.

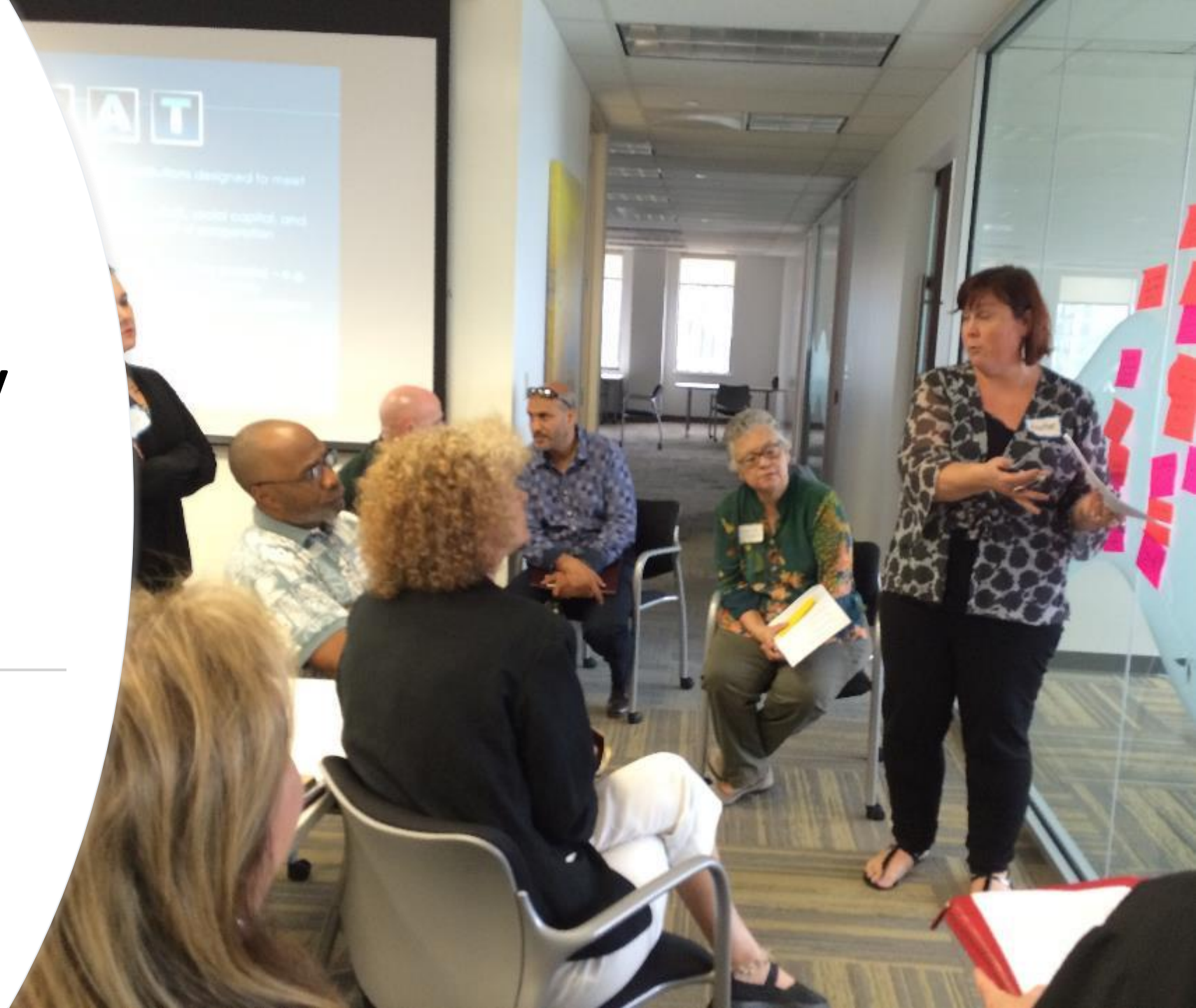
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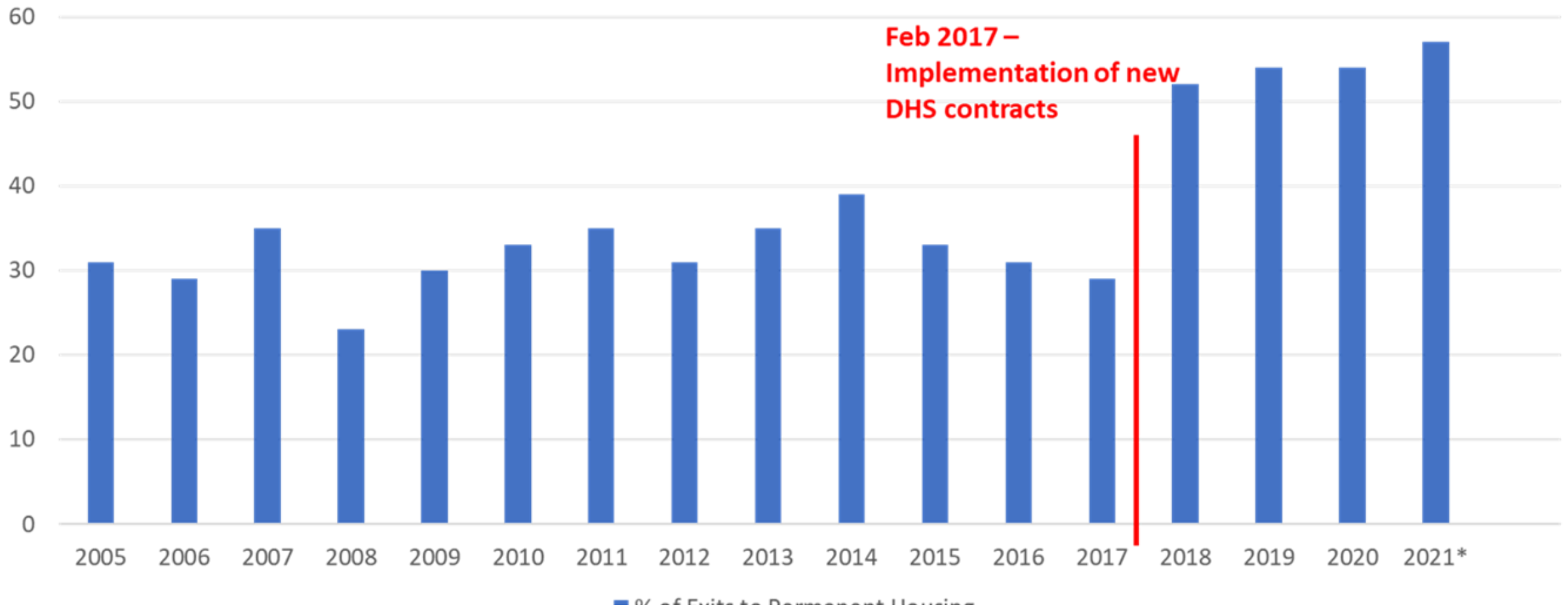
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Building rapport and trust over time improves long-term outcomes.

# Focus on Accountability and Systems Performance

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Setting Clear Metrics and Expectations  
Improved Housing Outcomes Over Time

Trends in housing  
placements over time  
(2005 to 2021)





# Balancing Services with the Management of Public Lands and Public Safety

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- Designate homelessness coordinators for departments, such as DLNR and DOT.
- Actively coordinate with homeless outreach, social services, and other law enforcement agencies (e.g. HPD and Sheriffs).
- Train land management and State law enforcement in homelessness and behavioral health approaches.
- Establish a process to store items and remove trash/debris.
- Regularly address health/safety concerns and manage impacts on natural and cultural resources.



New Outreach Provider:

# Hawaii Health & Harm Reduction Center

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- **Region 1:** Downtown Honolulu, Kakaako, Nuuanu, Liliha, Kalihi, Iwilei, Halawa Heights, Hickam Village, Salt Lake
- **Region 6:** Kahaluu, Waiahole, Waikane, Kaaawa, Hauula, Kahuku, Kawela



## Street Wound Care:

- Tuesday: 9 a.m. – 12 p.m.
- Friday: 9:30 a.m. – 12 p.m.

For questions, call the wound care clinic line at (808) 683-5484.



Photo Credit: Honolulu Civil Beat

## Mobile Medical Unit (*Ka`a Lawe Pono*):

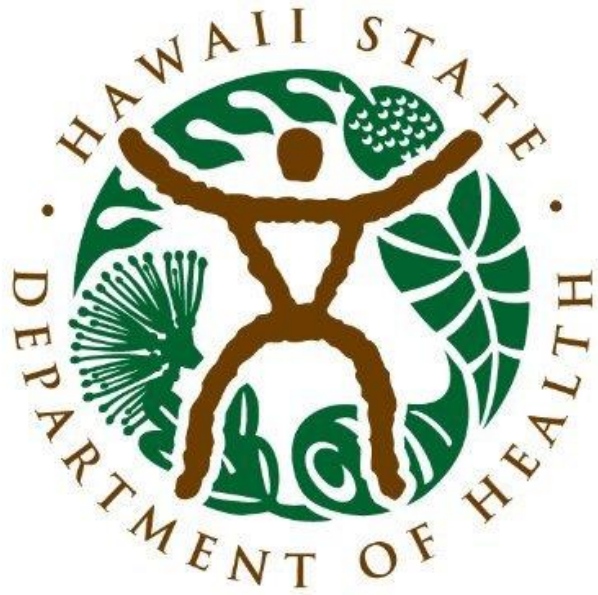
MMU launched June 2021, and will serve the whole island of Oahu. The MMU provides basic medical services, including free HIV and Hepatitis C testing, acute care, wound care, syringe exchange, and behavioral health services.

The unit is staffed by medical providers, an intensive care coordination navigator, a tester, and a medical assistant.



Photo Credit: Honolulu Star-Advertiser





**Call 832-3100 or  
1-800-753-6879  
Available 24 hrs  
7 days a week**

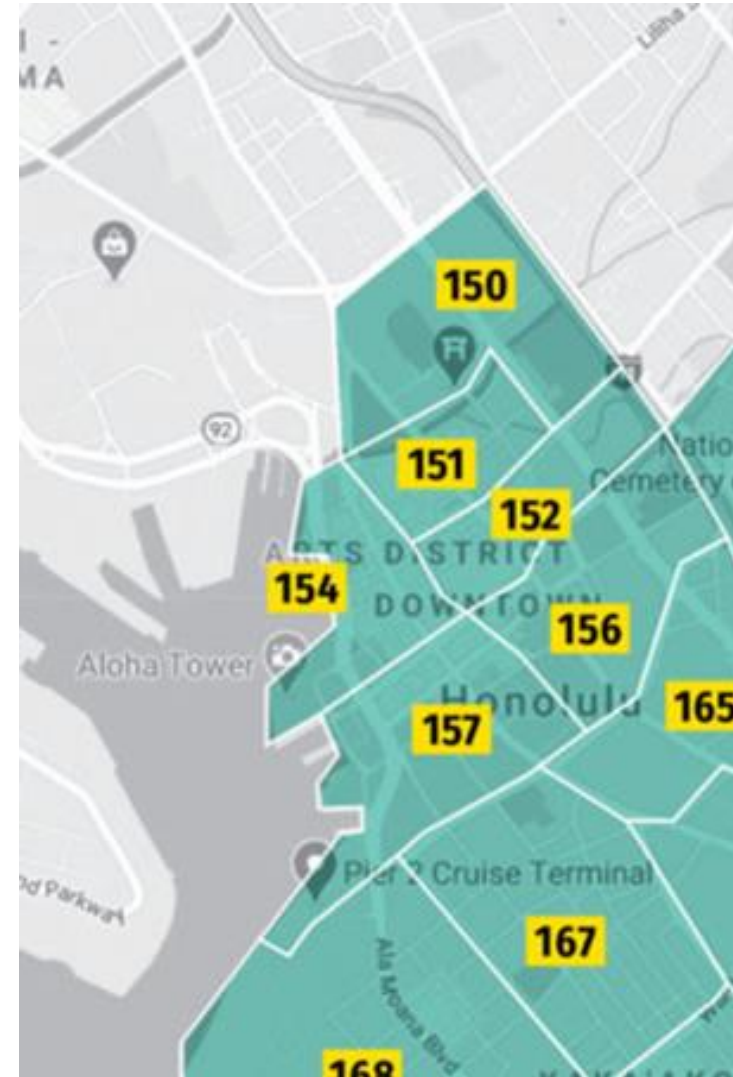
## Partnership with DOH for Behavioral Health Resources & Supports

- Connection through Hawaii CARES to case management, stabilization, and assessment for treatment.
- Referrals to the Department of Health's Homeless Intensive Case Management (HICM) program.
- Outreach Navigation Program to assess and support petitions for Assisted Community Treatment (ACT).

# Honolulu Police Department

## District 1 Urban Honolulu

- **Georgraphic Coverage:**  
Includes Aala Park, Downtown Honolulu, and Chinatown areas, bounded on Ewa side by Liliha and N. King St., and on Mauka side by School Street and Pali Highway.
- **District 1 Community Policing Team:**  
Phone: (808) 723-3927

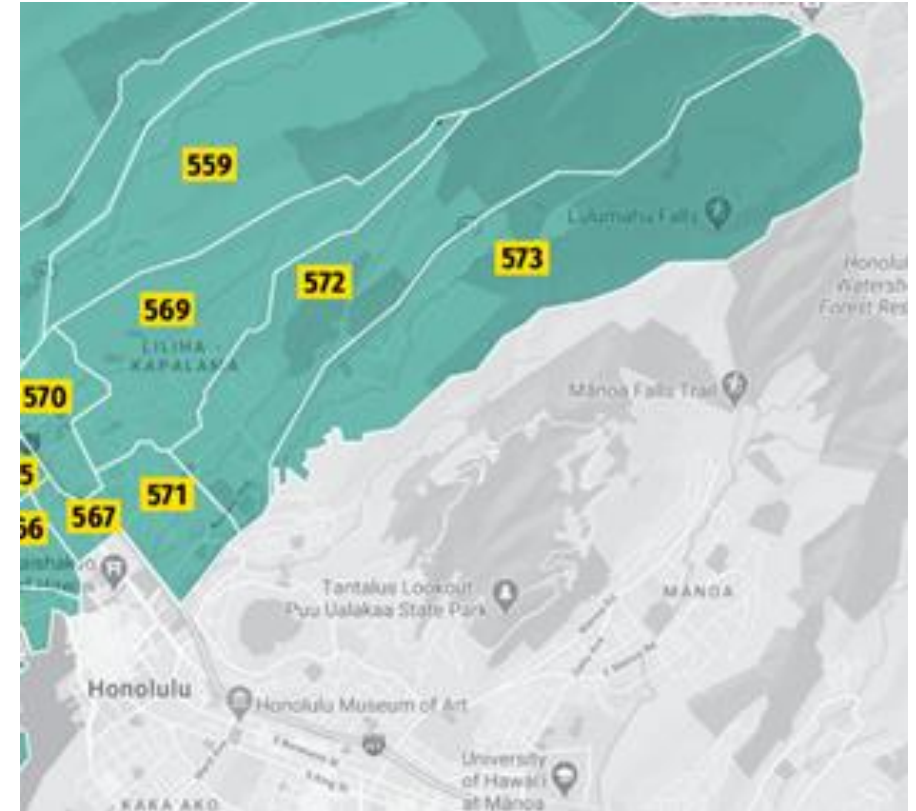




# Honolulu Police Department

## District 5 Kalihi

- **Geographic Coverage:**  
Includes the Nuuanu and Kapena Falls area, and areas located mauka of School Street and on the Ewa side of Pali Highway.
- **District 5 Community Policing Team:**  
Phone: (808) 723-8231



# Homeless Outreach and Navigation for Unsheltered (HONU)

- Phone: (808) 768-HONU
- State, City, HPD partnership
- 24/7 access and free transportation
- Navigation to longer-term resources, such as shelter and housing
- Two locations (Keehi Lagoon and Whitmore Village)







### Updates for Nuuanu / Kapena Area:

- Monthly clean ups scheduled at Kapena Falls.
- Regular coordination with homeless outreach providers and animal organizations.
- Coordination with HPD and private property owners (e.g. HBA and Community Church of Honolulu).
- Since November, reduced number of camps from over ten to about four regular camps.

### Challenges

- Steep and/or muddy terrain.
- Heavy rains prevent easy stream crossing.

### Looking Forward

- Exploring strategies to preserve cultural resources in the area and preserve public access for hiking, etc.

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# Example of Partnerships Between Homeless Service Providers & Business Sector







## Example of Downtown-Chinatown Coordinated Outreach: July 9, 2021

- Six (6) homeless individuals transported to the HONU program.
- Six (6) homeless individuals received COVID-19 vaccinations.
- Additional individuals received wound care, and navigation to other social services.





## Other Examples of Partnership: Social Work Students in the Hawaii State Library





## Partners in Care – Oahu's Continuum of Care

- Membership includes community, providers, government agencies, and local businesses.
- Administers federal funding, as well as specific programs such as Landlord Engagement and Oahu Housing Now.
- Provides support and training to homeless service providers island-wide.
- Meetings on 3<sup>rd</sup> Tuesday of each month.

**Phone:** (808) 380-9444

**E-mail:** [laurat@partnersincareoahu.org](mailto:laurat@partnersincareoahu.org)

**Website:** <https://partnersincareoahu.org>

## Other Helpful Resources



Honolulu 311:

<https://Honolulu.citysourced.com>

- Submit a request for homeless concerns, broken street lights, potholes, homeless concern, parking complaint, graffiti, etc.



Hawaiian Humane Society:

(808) 356-2250

E-mail: [info@HawaiianHumane.org](mailto:info@HawaiianHumane.org)

- Submit a complaint about animal nuisances, dangerous or loose dogs, or feline concerns.



# Questions?

- Phone: (808) 586-0193
- E-mail:  
[gov.homelessness@Hawaii.gov](mailto:gov.homelessness@Hawaii.gov)
- Website:  
<https://homelessness.Hawaii.gov>

