

Oahu Outreach Provider Meeting March 11th, 2021

Call to Order/Client Success Stories

- Emma: Thank River of Life & ALEA Bridge for emergency support yesterday for those on North Shore. Have delivered 800 meal bags and provided other services.
- Emma: HPD CPT collaboration with providers – CPT D7 will be on our next meeting to share some of their efforts to connect in the Moiliili area, and D3 has connected with U.S. VETS to set up ride alongs in their area. Officer Ibrao can connect providers with local CPT teams.
- Scott: Woman that has lived in Nimitz bike path area was there for ~15 years, was difficult b/c several dogs. LEP team, KPHC, and DOT were able to facilitate housing - have all built up relationship and trust over time, which eventually led to this success. Have to always think outside of the box and collaborate.

Government Agency Updates

- Mayor's Office of Housing (Anton)
 - Embarking on journey to change initial point of contact for emergency calls to contact the providers. I'm open to any comments, ideas, suggestions to incorporate into our plans.
- DLNR (Pua)
 - Posted Sand Island yesterday - IHS and KPHC came out. DLNR will clean up Sand Island March 22-25. Please alert clients.
- OHA (Jen)
 - Nina Ki will be working on issues related to houselessness. Welcome, Nina!
- Scott, on behalf of DOH
 - There is a new registrar at DOH - Lorrin Kim --- if request BC for clients, best to mail in (takes about 1 week) but if online (takes about 3-4 weeks)
- Emma, on behalf of HPHA
 - Training from HPHA for open HCV apps March 22-26 is up on the HPHA website --- helpful to review to help and advise clients. At least 1 non-elderly disabled person in the household. Will send out PPT slides from training and news release following this call. Palolo family homes (4-bedroom units) will be open the following week. For regular public housing apps, need to pick up paper apps. Please see additional information about elderly housing units that have been posted to HPHA's website:
<http://hpha.hawaii.gov>.

Presentations and Discussion

- Severe weather and flooding impacts to providers/services
 - Le'a Minton: MI-HOME program has had to cancel appointments due to flooding in Le'a's area - may see some disruption/impact on medical visits for clients.
- PIC Updates (Laura) – vaccines, outreach, etc.
 - HPHA openings - if more than one app is filed for a person, both apps thrown out --- if more than one provider working with client, be careful.
 - Vaccination clinics --- working to do one urban setting per week & one rural setting per week. Will have both 1 shot J&J and 2 shot Moderna. Let us know if you want us to go out to certain areas. Trying to go out as well with outreach. Some of the mobile clinics will be open to walk-ins, others not. Next week probably going to HONU, Safe Haven, Chinatown, Waimanalo Beach Park, RYSE, Waimanalo Emergency Shelter. Also not

wasting doses at the end of the day. Doing coordinated outreach on King Street ~ March 30th with vaccines and testing available.

- Connie: Coordinated outreach on King Street - where?
 - Laura: Trying to figure out hub to start at - may be Piano Park down to Iwilei.
- Pua: For our Kapena Falls people, if you let us know where can send them on King Street if they want services, let me know. Sand Island?
 - Laura: Looking to do Sand Island as well. Will let you know for both.
- Connie: For Sand Island, can also do HMO at same time.
- Le'a: Central place for vaccination cards to confirm if clients have been vaccinated?
 - Laura: PV and HMIS team working to get vaccine card in HMIS.
- Connie: We do ask if had vaccine already, but PVH has access to master list, so do check on it.
- Laura: Alex also working on addition in HMIS for checkoff box
- Madi: Just finished foster homes for vaccines, moving on to elderly homes.
 - Laura: Have not yet spoken to CCH about that
 - Emma: Trying to ensure that senior transitional housing is on list. Work group planning vaccines to special sub-pops, working on identifying public housing sites.
- Connie: There are two streams of vaccine coordination - DOH Behavioral Health and DOCD
- Laura: Oahu Housing Now has started, will start to house families this week, very short timeliness standards for this -- will start to be contacting case managers. Sent out first big referral batch of about 20, will be going deeper into the list as the weeks go on. Please be on the lookout if you are contacted by an ASI or Family Promise case manager.
- Hawaii CARES (Steve)
 - This past Friday, PSA from Gov office about the Ku Makani warm handoff line for individuals having concerns about COVID-19. Call Hawaii CARES on weekdays 4-9pm and weekends 9am-9pm and select option #1. If calling Hawaii CARES outside of these hours, staff would forward to warm handoff line and for them to leave a message. Have received calls for this already. Toll-free phone #: 1-800-753-6879.
 - Regular services offered by Hawaii CARES: We receive calls that are not 911 calls (will refer to 911 if needed) - we deal with individuals in crisis - client calls into line itself, screeners determine if the situation is truly a crisis, and if so, whether Crisis Mobile Outreach or law enforcement is the more appropriate response. Hawaii CARES is the "hub" that dispatches and refers to services, such as CMO or Intensive Case Management.
 - Scott: Pua and I have used Hawaii CARES to connect individuals to services before, has helped to connect to ICM.
 - Anton: For you to dispatch, what information is required? City is looking at overhauling its own dispatch system and wants to collaborate with and learn from Hawaii CARES.
 - Steve: Case-by-case, but the primary goal is to ensure the CMO's safety.
 - Anton: With our program, we want to learn from you and work with you.
 - Le'a: Can Hawaii CARES do 3-way calls with a case manager for clients who don't have a phone? Also, 100% of my patients with suicidal ideation have been

discharged from ER with no follow up or support -- at what point can provide additional services following discharge from ER?

- Steve: Yes, we can do 3-way calls. For ER/hospital discharges, we would look at situation, may be able to send out CMO depending on the scenario.
- Le'a: What is the average timeframe for CMO response? My experience is 4+ hours.
 - Steve: Care Hawaii (organization) is contracted to provide CMO services. Hawaii CARES is the dispatch service for CMO.
 - Scott: For the transportation piece - Hawaii CARES and DOH working to decrease amount of time for response. Our experience has been taking ~1 hour for CMO to respond. DOH working with contractor Care Hawaii to improve response times.
 - Belinda: Can contact her if have any issues with CMO responses --- 453-6920 or belinda.danielson@doh.hawaii.gov
- HONU/H.E.L.P. Honolulu (Officer Tiyani Meade)
 - We are in planning stages of bringing back H.E.L.P. monthly joint coordinated outreach as HONU is getting settled again. Looking at mid-end of April.
 - We will have meeting early next week to confirm and finalize details - looking to open second HONU site --- probably Wahiawa/Whitmore area.
- Public Health Nursing program (Emma, on behalf of DOH)
 - Public Health Nurses have been busy with vaccine clinics and are not able to join today, but wanted to make providers aware of this additional non-emergency resource for medical and health-related outreach. Will send out copy of request for services form and contact information for statewide PHN offices.
 - Public Health Nursing is not the same as street medicine, but they can help especially with those clients with complex needs. They are willing to go out to meet with provider and clients in the community to assist with health-related referrals and assessments.