

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

Updated: 2021-09-27 | **SUBJECT TO CHANGE**

Topic	Question	Response
<i>CORE (Crisis Outreach Response &amp; Engagement)</i>	Is the program only for those 18 years and older? Can the program also provide services for unaccompanied minors?	The program is a crisis response, so it will respond to the crisis situation and not necessarily a specific age group.
<i>CORE (Crisis Outreach Response &amp; Engagement)</i>	Will CORE have some beds at its headquarters in Iwilei that will be designated for people served by the program?	<p>The program is currently working to contract beds out to different service providers in the community. For example, beds may be contracted for substance abuse treatment services, such as those offered by the Sand Island Treatment Center. Clients would be transported to these contracted providers and they would eventually be transitioned into the program’s normal course of treatment.</p> <p>There may also eventually be beds offered at the Iwilei facility, but the program will need to ramp up staffing to support that additional function. In the short-term, beds will primarily be provided by contract with different community providers as explained above.</p>
<i>CORE (Crisis Outreach Response &amp; Engagement)</i>	Is the program based on the CAHOOTS (Crisis Assistance Helping Out On The Streets) program from Eugene, OR, which has been in place for over 30 years? Has the City & County of Honolulu looked at the CAHOOTS model?	Yes, the City has looked at the CAHOOTS program, as well as similar programs such as the Denver STAR (Support Team Assisted Response) program. The City observed that both CAHOOTS and Denver STAR have a demonstrated record of success.
<i>CORE (Crisis Outreach Response &amp; Engagement)</i>	Would the outreach worker or case manager working with a CORE client be contacted if they do get into a shelter or other program? Also, will anyone have access to the Homeless Management Information System (HMIS) to check if anyone is currently working with the individual?	It will be critical for a resource mapping to be conducted prior to CORE’s launch so that staff are familiar with existing resources in the homelessness system, and that CORE can be a part of the homelessness response system.

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		The City wants to make sure that homeless service providers will be informed and engaged as the CORE program is implemented. If there are any questions, service providers may contact City Housing & Homelessness Director Antony Krucky directly by e-mail at <a href="mailto:anton.krucky@honolulu.gov">anton.krucky@honolulu.gov</a> .
<i>CORE (Crisis Outreach Response &amp; Engagement)</i>	How long will a CORE client/consumer be able to stay in a program while they are in the process of being linked to longer term services?	If the person becomes a part of a contracted provider they are transitioned to, the intent is that they will be engaged in the program in the longer-term.  The role of CORE will be to determine how best to engage a client in being receptive to services and be connected to the system of services. Once a client is connected to the homelessness system, the system will determine how best to serve the individual.
<i>CORE (Crisis Outreach Response &amp; Engagement)</i>	Is CORE a program specific for homeless individuals, or is it more of a crisis response program to serve anyone experiencing a crisis regardless of housing status?	The goal of CORE is to address issues on the street. It is not designed for individuals experiencing crisis in a home/residence. Again, it is designed specifically to address crisis issues on the street.
<i>DOH AMHD Services (General Information)</i>	What kind of jail-based services are available at OCCC?	The DOH services at OCCC are jail diversion services, as well as services for individuals who are deemed unfit to proceed. In addition, jail diversion services are being implemented in cell block on Oahu, as well as on Maui.
<i>Forensic Peer Specialists</i>	How are peer specialists made available?	This is a good question. The Adult Mental Health Division (AMHD) is developing peer specialist training and is making them available to the community. They are actively looking for different groups to engage for this training. Please also keep in mind that the training is two part, and the forensic training is a second specialized training that needs to be completed after the initial peer specialist training.
<i>Forensic Peer Specialists</i>	Do forensic peer specialists have lived experience with the forensic system? Or are they just trained in how to address forensic issues?	They are supposed to have some experience with the criminal justice system, including lived experience to some extent.

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<i>Forensic Peer Specialists</i>	How can providers get the assistance of a peer specialist if they really feel that somebody needs one?	DOH is working to connect with community providers to encourage them to embed peer specialists into their existing programs, included contracted DOH Adult Mental Health Division (AMHD) services such as outreach, intensive case management, case management, and stabilization services. DHS Med-QUEST Division is also looking into how providers can bill for peer specialists so Medicaid providers are able to utilize this service as well.
<i>Act 26, Session Laws of Hawaii 2020</i>	Does Act 26 allow for people held over for evaluation and civil commitment to be placed under a petition for court ordered treatment upon release?	<p>Yes, if you are referring to Assisted Community Treatment (ACT), the Hawaii State Hospital (HSH) is now allowing ACT for up to one year after an individual leaves HSH. This is a change from the prior policy of allowing ACT for up to only three months.</p> <p>DOH is working to ensure that when someone leaves an inpatient setting that services and treatment will continue.</p>
<i>Act 26, Session Laws of Hawaii 2020</i>	Will you be able to do a follow up longer-term on these that have been assisted by Act 26?	Yes, we are following these individuals and looking at the data for a long-term evaluation to see how individual's conditions change over time, as well as what works well and what does not. It takes many parties to follow up, so it takes ongoing conversations with the courts, prosecutors, public defenders, and the health care provider.
<i>Act 26, Session Laws of Hawaii 2020</i>	Is there any data on those that were re-arrested, and what they were re-arrested for?	DOH will follow up on this request, and will need to look at whether the re-arrests are related to an older charge or to a new charge. In addition, DOH will be looking at if it is a new charge, what was the charge for.
<i>Act 26, Session Laws of Hawaii 2020</i>	Do you follow your clients impacted by Act 26 if they get re-incarcerated at OCCC?	From a data perspective, we follow the individuals and look at the data over a period of time, including if there have been additional charges and what they are.