

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2021-10-26| **SUBJECT TO CHANGE**

Topic	Question	Response
<i>Aloha United Way – Isolation and Quarantine Intake Updates</i>	Does a live person answer the phone, or does the client have to wait for a return call?	A live person answers the 211 line and completes a screening with the client, and then an IsoQ staff member calls them right back.
<i>Aloha United Way – Isolation and Quarantine Intake Updates</i>	Is there a cost to the recipient for this isolation?	No. There is no cost charged to the recipient.
<i>Aloha United Way – Isolation and Quarantine Intake Updates</i>	Can the person going into isolation/quarantine have a mental health issue or drug addiction, or does this impact eligibility for isolation/quarantine services?	It will depend on the client’s specific situation. Mental health conditions by themselves will not necessarily exclude a person from receiving services. However, if an addiction or behavioral health condition may result in an adverse impact on the person’s health upon isolation – for example, if a person would need to rapidly detox – this could impact eligibility because the isolation/quarantine facilities are not medical facilities. The screening for isolation/quarantine does include detailed questions regarding addiction and other medical need that are reviewed before eligibility for isolation/quarantine is determined.
<i>Aloha United Way – Isolation and Quarantine Intake Updates</i>	How many people have been served in isolation/quarantine for the month of October?	AUW 211 has taken 115 calls so far in October 2021.
<i>Aloha United Way – Isolation and Quarantine Intake Updates</i>	What is the availability of these options? Is there more “space” than there was in the past?	Yes. There is currently vacancy available for isolation/quarantine. As of today, there are over 130 vacant rooms in isolation/quarantine available on Oahu.

GCH Monthly Webinars (October 2021)

<i>Aloha United Way – Isolation and Quarantine Intake Updates</i>	Out of the 115 calls taken, how many people were actually connected and entered into an isolation/quarantine facility?	The 115 calls were all screened eligible to enter into isolation/quarantine and referred to the IsoQ program team. AUW does not currently have the data to show if individuals were later screened out following the referral to the IsoQ team. In addition, there may be more actual intakes than 115 as some people have family members, friends, or children that will actually entered isolation/quarantine with them.
<i>Aloha United Way – Isolation and Quarantine Intake Updates</i>	Will the IsoQ dashboard at https://health.hawaii.gov/bhhsurg/iso-quar-dashboard be updated?	This question has been forwarded to the Hawaii Department of Health Behavioral Health Administration for follow up, and is pending a response.
<i>Aloha United Way – Isolation and Quarantine Intake Updates</i>	What about the isolation/quarantine capacity on the neighbor islands, such as Maui? What is approximate bed space for Maui island?	<p>AUW handles intake and screening only for isolation/quarantine facilities on Oahu. For the neighbor islands, AUW 211 can provide phone numbers for local resources.</p> <p>In general, screening and eligibility determination for isolation/quarantine in Maui, Hawaii, and Kauai counties is handled by the local DOH District Health Office in coordination with County emergency management.</p> <p>Specifically, on Maui island, there is a total capacity of 16 isolation/quarantine beds across two locations.</p>
<i>Domestic Violence Resources</i>	What does the acronym VAWA stand for?	Violence Against Women Act (VAWA).
<i>General Information</i>	Who can I contact for more information about PIC Lunch and Learn sessions or topics?	You may contact Elliot Woods at Partners in Care via e-mail at elliottw@partnersincareoahu.org for more information about Lunch and Learn topics and the schedule of future Lunch and Learn sessions.