

Oahu Outreach-Emergency Shelter Provider Meeting
May 27th, 2021

Call to Order/Client Success Stories

- OHN continues to provide so many opportunities for collaboration between outreach providers, shelters, and other partners. One recent example of this is an unsheltered client who was able to be connected to the OHN case manager by DLNR, and is in the process of being navigated to housing. OHN has housed 62 households (almost 200 individuals!) so far and continues to house more clients every day.

Government Agency/CoC Updates

- City & County of Honolulu – Mayor’s Office of Housing
 - Recently received an inquiry from an individual looking for their family member who may be homeless and has not been in touch for several years. Ailina will forward contact information to Scott and Laura for dissemination to outreach providers and other agencies that may know how to get in touch with the individual and let them know that their family is looking for them.
- Partners in Care
 - OHN program is moving forward quickly! See PIC Dashboards for updated information: <https://www.partnersincareoahu.org/dashboards-ohn>
 - Both the City & County of Honolulu and Hawaii Public Housing Authority have accepted their allocations of Emergency Housing Vouchers.
 - CES may be in contact with providers about clients to prioritize.
 - Special emphasis on DV providers, sex trafficking providers, HOPWA providers, other special subpopulations
 - PIC will be using the Strategic Outreach meeting on June 23rd to focus on coordinating services in the Waikiki area. Please attend if your organization offers services in the Waikiki area.

Presentations and Discussion

- Adult Protective Services (APS) – Kris Shimogawa and Sharon Adric **please see attached slides for additional information**
 - APS receives and investigates reports of abuse to vulnerable adults:
 - Age 18+;
 - Has mental, development or physical impairment; AND
 - Unable to make responsible decisions, or carry out essential daily activities, or protect oneself from abuse.
 - Abuse is defined in HRS Chapter 346-222 and includes: Self-neglect, physical abuse, caregiver neglect; financial exploitation; psychological abuse; sexual exploitation.
 - Self-neglect and financial exploitation are likely the most common scenarios for the population of people experiencing homelessness.
 - To meet the definition of self-neglect, the individual would need to be:
 - A vulnerable adult;
 - Appear to lack understanding or capacity; AND
 - Be at immediate risk of death or serious physical harm.
 - APS would need specific info or examples as to how you believe that someone lacks capacity to make decisions for themselves.

- If APS doesn't accept the referral, we still document this referral and investigation in our database - can help if further information arises later.
- Financial exploitation
 - Could be misuse of POA, unauthorized taking of assets, etc.
 - Financial institutions are mandated to report potential financial abuse for those 62+.
 - Could be done through coercion, undue influence, manipulation, threats, intimidation, and misrepresentation.
- Investigation process
 - Once accepted, assigned to a caseworker
 - Unannounced visits
 - Ensure safety, stability, right to self-determination
 - May need to petition the court for an order for immediate protection (OIP)
 - If capacity is in question for a vulnerable adult, may need to appoint legal guardian
- Police involvement
 - Don't often use this, but if perpetrator refuses access, HPD can assist investigators with right of entry to ascertain the vulnerable adult's welfare.
 - APS will report to police of AG's office when APS suspects that a crime has been committed.
 - If someone needs immediate attention and it is urgent, call police first and follow up after with APS report. APS is not a 24/7 hotline, so if there is a chance that the vulnerable adult could be in immediate harm (e.g. report is being made after-hours on a Friday), you should call 9-1-1 to ensure someone can respond right away.
- Mandated reporters
 - Have protection from liability
 - Mandated reporters who knowingly fail to report can be charged with a petty misdemeanor
- APS reporting line: 808-832-5115
 - Need as much relevant information in report to APS as possible in order for them to determine whether or not to accept the case for an investigation
 - Form DHS 1640 on DHS website
- Q&A
 - Does someone with ambulatory issues meet the qualification of having a physical impairment?
 - Yes, ambulatory issues can be considered a physical impairment.
 - Some providers have found that APS will decline a referral if there has not been a capacity assessment already. How does this work?
 - APS doesn't expect people out in the community to actually be able to assess capacity -- need you to provide as much info as possible as to why capacity is in question for APS to assess.
 - If you as the service provider think that the assessment is not accurate, can always ask to discuss with Kristine (supervisor)
 - Does APS have psychiatric nurses on staff?
 - APS does not use psych nurses, just regular RNs.
 - Does substance abuse meet the qualification of being a vulnerable adult?

- Substance abuse issue or mental health condition does not necessarily mean that they are a vulnerable adult --- we would need to assess if those things lead to capacity issues.
 - How long is the turnaround time from referral/intake to opening an investigation?
 - The investigative supervisors need to determine prioritization and triage, which may take a few days before APS can get back to the complainant. Really depends case by case.
 - How many staff does APS have?
 - Staffing at APS - have 7 workers here on Oahu to respond to reports (have about 3 other positions that need to be filled once hiring freeze lifted). Other islands have smaller staff.
- Legal Aid Society of Hawaii – Janet Kelly
 - DOH will no longer be accepting mail-in fee waivers, but will continue to honor the fee waiver for requests submitted by LASH and I.H.S. on behalf of homeless individuals.
 - LASH can accept these requests through the online intake available on their website: <https://www.legalaidhawaii.org/>
 - Please see instructions included with the meeting materials to assist in completing the online request.
 - LASH outreach staff are also familiar with the process and can forward requests to Janet for processing.
 - Processing with DOH has been taking about one week.

Provider Updates

- Radical Hale – Kara England
 - Started in June of 2020
 - Have three programs, which all include compassion care (offer food, clothing, etc. during any encounter; help people with SNAP apps, ID docs, etc.)
 - Medical Navigation Program - we become their medical advocate, attend doctor's appointments with them. Ultimate goal to decrease visits to the ER.
 - Wound Care Bandage Change
 - Housing Navigation Program
 - Pending 501c3 status; run on donations; will be expanding soon as get full 501c3 status and additional donations
 - Hope to open shelter for the medically fragile in the future
- Hui O Hauula – Dotty Kelly-Paddock
 - Have been very active with the houseless community
 - Do outreach for homeless individuals and all community members
 - Got a grant through Castle Foundation to hire staff to better serve the community
 - Looking to build our capacity in serving our houseless community
- U.S. VETS Waianae – Tanya Brown
 - Tanya is the new Program Director for U.S. VETS Waianae, which currently includes Waianae Civic Center, Housing First program, and Rapid Rehousing.
 - As an update/reminder, Waianae Civic Center is pet-friendly!