

**Oahu Outreach Provider Meeting
July 8th, 2021**

Call to Order/Client Success Stories

- Today's success story involved a multi-agency care coordination effort to assist a person with complex behavioral health needs. Mental health outreach workers from I.H.S. were able to partner with one of HPD's D3 CPT officers to conduct outreach to the person, which resulted in him accepting assistance from I.H.S. after attempts by other providers and programs were unsuccessful. The trusting relationship that the person had with the HPD CPT officer was a critical factor in creating the connection to services. Thank you to I.H.S., HPD D3 CPT, and the CIT team for this great example of coordination!

Government Agency Updates

- HPO
 - All contracts had been fully executed. In process of getting updated info and contacts together - will get that out to the community in the next couple of weeks.
- City & County of Honolulu, Mayor's Office of Housing
 - The City will be working on setting aside additional units from the City's housing inventory, such as 58 studio units at West Loch, to voucher programs like OHN. This will greatly help to meet the demand for more landlords that accept vouchers.
- DOH AMHD
 - Homeless LMI (less than severely mentally ill) outreach contracts on Oahu were set to end in August of this year, but they have been extended through August 2022.
- DOE
 - Mobile Yes programs are ongoing.
 - Homeless Liaison Roster:
https://docs.google.com/spreadsheets/d/14bLiX0YVH59fEo_IiV825fX2D0S3kiVuKN1W7WisDWo/edit#gid=1131496463
- DHS-SSD
 - SSD is receiving some ARPA funds that may be able to serve people fleeing from domestic violence.
- City & County of Honolulu, Department of Transportation Services
 - Day passes vs. one-way vouchers
 - Day passes refer to the \$5.50 fee for an all-day ticket to ride the bus.
 - One-way vouchers are the tickets that non-profits and other providers give to clients, and these are still being accepted.
 - Disability bus passes
 - No changes to the policy, but some providers have been told that clients need a valid ID when applying for the disability bus pass. Previously, other documentation (e.g. a medical record) was accepted if they had no other ID. More information to follow on this.
 - Case managers should not need to accompany a client unless it is necessary to assist them or pay for the bus pass on their behalf.
 - Additional questions can be directed to Dre Kalili: dreanalee.kalili@honolulu.gov
 - Disability bus pass application:
http://www.thebus.org/fare/Disability%20Bus%20Pass%20Application_English.pdf
- MQD

- Reminder that the Meet and Greet session with the contracted Med-QUEST health plans is this afternoon from 1 p.m. – 2 p.m. Providers are encouraged to attend to learn more about what to expect from the ramp up of the Community Integration Services pre-tenancy and tenancy support services through the plans.

Presentations and Discussion

- PIC & Oahu Housing Now – Laura Thielen
 - 99 households physically housed now through OHN, due to the collaboration with many partners.
 - This year’s Statewide Homeless Awareness Conference in November will be virtual.
 - PIC will be hosting a big donation drive Saturday 7/24 from 10 a.m. – 1 p.m. to help those through OHN and beyond that program.

- HPD Community Outreach Unit/HELP Honolulu – Officer Alan Ibrao
 - Information for Chinatown outreach planned for 7/9 was sent out to providers that operate in/around Chinatown or statewide, but please reach out if you haven’t gotten the information and would like to attend.
 - Meet up is 8:30 a.m. at the Joint Outreach Center next to the Chinatown substation on Hotel St.
 - Placements at HONU and any other available shelters will be offered but the intent of the outreach is to go beyond just offering shelter placements.
 - HPD’s Community Outreach Unit is hoping to ramp up outreach efforts now that things are becoming more manageable with HONU and the pandemic. COU is working on creating an outreach plan for Chinatown and neighboring areas that are frequently on everyone’s radar. Provider input and collaboration is welcomed and more information will be shared as it becomes available.
 - COU does not have coordination with HPD or SNO/SPO enforcement, so the team unfortunately cannot predict when HPD patrol or SNO/SPO will be in any area to conduct any type of enforcement activities.

- Eviction moratorium and rental assistance
 - As a reminder, the eviction moratorium for unpaid rent is set to end on August 6th.
 - LASH has informational materials on their website to educate providers on the updates to the end of the eviction moratorium and temporary changes to the Landlord-Tenant Code in Act 57.
 - Please connect with LASH if you are contacted by any households who may be facing an illegal eviction or whose landlords are unwilling to accept rental assistance from the programs that are available.
 - The State and the County departments who administer the federal rental assistance programs are working on coordinating more messaging to renters and landlords, as well as ensuring providers are aware of the types of assistance households can receive from these programs. We hope to divert people away from homeless programs if they qualify for other resources that can help them remain housed or find a new place to live.
 - It is much more difficult to assist clients once a household moves out of a unit, so it’s best to contact LASH right away so they can advise the household about their options.
 - LASH’s next Tenant Eviction webinar for providers will be on July 14th – please be on the lookout for the meeting invite.

- State ID appointments and changes
 - I.H.S. is continuing their partnership with the City & County of Honolulu to schedule set-aside appointments for State IDs. They are close to filling up the additional slots available on Saturday, 7/24, and are hoping to get another Saturday in August to help meet demand.
 - Set-aside appointments are currently at Kapalama Hale only.
 - Email: vitaldocuments@ihshawaii.org
 - As a reminder, the HDOT admin rule changes that waive the required documentation of Social Security number (e.g. Social Security card, W-2, etc.) went into effect on June 18th. All other documentation requirements remain the same.
 - If anyone is still asked for proof of their SSN after June 18th, you should politely ask if a supervisor could clarify. It may be helpful to have clients bring a printout of the updated rule changes from the HDOT website as a backup.
 - GCH has worked with PIC and HDOT to update the list of authorized agencies who can verify a person's homeless status for the purpose of getting the State ID fee waived. If your organization was looking to be added to the list, those changes should be taking effect imminently. We will be following up with HDOT on this to ensure that the County offices have received the updated list of agencies.

- Shelter and services for people who need long-term care or who are unable to meet ADLs without assistance
 - Connecting to the client's health plan (if they are Medicaid-eligible) is an important first step. Health plans can assist with coordinating services in shelters or referring to other types of programs.
 - MQD is working on expanding services in foster homes to temporarily provide these types of services.
 - Certain services are available in a community-based setting, including on the streets or in shelters. MQD is working to improve messaging and coordination with the health plans on what they should expect to provide to homeless members.
 - HHHRC's Mobile Medical Unit will have a schedule soon and this can also assist with community-based services.