

Oahu Outreach-Emergency Shelter Provider Meeting
August 26th, 2021

.....
Changes to Isolation/Quarantine (ISOQ) Eligibility and Coverage (as of 8/26/21)

→ DOH continues to prioritize COVID+ individuals who live in congregate facilities (e.g. shelters, group homes, etc.) for ISOQ. Additional groups have been added in order of priority.

1. COVID+ individuals who live in congregate facilities (e.g. shelters, group homes, etc.) and cannot safely isolate.
 2. COVID+ individuals who are being discharged from an acute care setting back to a congregate facility where they cannot safely isolate.
 3. COVID+ individuals who are being discharged from an acute care setting to an unsheltered setting.
 4. COVID+ individuals who do not have housing at all.
 5. COVID+ individuals who are living in overcrowded settings with other people who are at high-risk.
- The significant reduction in available ISOQ beds (from 400 to around 60) has resulted in changes to the inclusion criteria to ensure that beds are assigned to individuals with the greatest risk of transmission to others.
 - Referrals are evaluated on a case-by-case basis, and particularly vulnerable individuals may still be able to receive a referral even if they are not congregate shelter residents.
 - Regardless of prioritization, providers should be aware that the surge in COVID-19 cases may result in a wait list for ISOQ beds, even for those who are in the priority groups.
 - ISOQ facilities do not include medical staff on-site to assist people with medical conditions or nursing care. Due to the physical structure of some of the existing facilities, individuals must be able to ambulate on their own and may need to be able to climb stairs.
-

Call to Order/Success Stories

- Achieve Zero shared a recent success story involving a homeless veteran who had finally agreed to engage in outreach services. AZ was able to transition him to the HONU and facilitate a reconnection with the VA, who was able to provide a cell phone and assistance with VHA benefits. Finally, the veteran was able to be reconnected to his family after being estranged for the past 13 years, and was able to relocate to live near them.
- Kaimbrea at I.H.S. has been working with a woman with substance use issues who had lost custody of her two children. After receiving assistance with applying for public benefits and connecting to outpatient treatment, she was referred to a PSH program and, with the ongoing support from the I.H.S. outreach team and the Housing Navigator, she was finally able to move into an apartment this month. She is continuing to make progress toward her goal of reuniting with her children and establishing a successful co-parenting relationship, continuing outpatient treatment, and rejoining the work force.

Government Agency Updates

- DHS Homeless Programs Office – no updates
- City & County of Honolulu, Mayor's Office of Housing & Homelessness

- The City will continue to offer free COVID-19 testing through September 4th at the airport.
- City & County of Honolulu, Department of Community Services – no updates
- DOH, Adult Mental Health Division
 - See above updates to ISOQ provided on behalf of Hawaii CARES and DOH Disease Outbreak and Control Division.
- DHS MedQUEST Division
 - Working on getting provider training rescheduled, hopefully next week.
- VA
 - Status of reopening admissions at Barbers Point is still pending.
 - VA is continuing to participate in community outreach events to test and vaccinate homeless veterans. In addition to the events scheduled at Daybreak Church next Tuesday and Kakaako on 9/8, the VA is looking to set something up in Waikiki as well.

Resources, Reminders, and Events

- Free weekly COVID-19 test kits are available to homeless shelters through Operation: Expanded Testing. If you missed the webinar and would like more information, visit our website at <http://homelessness.hawaii.gov/covid> for a link to the recording and additional information.
 - Sign up for the program directly at <http://letsendthistogether.com>.
 - Weekly office hours are available every Wednesday at 12 p.m. HST for enrolled agencies.
- We will be adding a page to the GCH website (<http://homelessness.hawaii.gov>) with a roundup of FAQs and information about vital documents for people experiencing homeless, including State IDs, Hawaii birth certificates, and some information about other documents. Our website will compile information we have shared in one place that providers can refer to.
- The Emergency Housing Vouchers (EHV) through HPHA will begin next week. PIC is collecting EHV assessments from specific programs identified in the move-on strategy through HMIS.
 - 182 vouchers through HPHA will hopefully be filled by the end of the year.
 - 312 vouchers through the City & County of Honolulu will hopefully begin next spring, prioritizing youth and elderly households.
- Oahu Housing Now has housed 149 households so far.
- Oahu PIT Count is scheduled for the night of January 26th, 2022, but plans will depend on COVID-19 protocols.
- HUD CoC NOFO was released. PIC will send out information about the RFP process soon.
- Providers can request free masks through PIC by filling out this form: <https://forms.office.com/Pages/ResponsePage.aspx?id=zAUOuT36aUy-kKedI92TWU3TQAQxZ5RNgUp1ZJFP05JURjVKU1VENEdHSUdUM1JYOTthHRVVSOUFXQy4u>.

Discussion

➔ PIC Advisory Board draft template to assist with contact tracing and notification of COVID+ cases at shelters and encampments

- The purpose of this tool would be to streamline communication between CoC providers when COVID+ cases are identified at shelters, drop-in centers, or outreach locations.
- While each program should notify their funder of an outbreak at their facility, it is also important for other providers to know because so much interaction occurs between providers. Prompt notification

will allow affected parties to take the appropriate steps to prevent the spread of COVID-19 among their own staff and clients.

- Using the template will be voluntary but would help to ensure that other providers receive the information they need in order to respond appropriately.
- The information would be sent to the PIC listserv. No names or other identifying information will be included.
- Please send feedback to Laura. The PIC Advisory Board will be reviewing the document next Thursday.

➔ Solutions for COVID+ shelter guests who cannot or refuse to comply with on-site isolation protocols

- I.H.S. is seeking solutions for how to address a COVID+ guest who repeatedly violates isolation protocols. Due to a delay in ISOQ placement, the guest has been isolating in a separate room but often sneaks out of the room to smoke and talk to others and will not follow mask-wearing guidance.
 - To curb smoking, some providers suggested nicotine patches or allowing the guest to temporarily smoke indoors.
 - WCCHC suggested contacting the DOH investigator assigned to the case, or the DOH Standby Office at 586-4586, for suggestions or additional help.
 - Waianae Civic Center staff have been escorting COVID+ guests to their designated bathroom and smoking areas to ensure they are not mingling with others. While this can be effective, it is very taxing on staff.

Provider Updates – Shelters

Shelter Provider	Any Recent Changes to Existing Intake Policies?	Other Updates or Announcements
ASI Waimanalo	Still asking screening questions, but looking at including testing as a part of the intake process	None
Family Promise	No changes to intake process yet, but may go back to asking for proof of a negative test before admission	Shelter referrals have been increasing
Gregory House	Currently asking for vaccination cards and requiring a negative test prior to entry if unvaccinated	Working through the process of helping a client isolate in place, but it is difficult because the unit is shared with another person (separate bedrooms)
I.H.S.	Sumner is not receiving new clients at this time. Kaaahi and HMO are accepting referrals but incoming guests must provide proof of a negative test within the last 72 hours. I.H.S. has on-site testing that can assist with this.	

HONU	Testing is offered weekly at the HONU on Saturdays. Clients may be able to easily transition from HONU to a facility that needs proof of a negative test if coordination is done.	
RYSE	Canoe House will not be taking new intakes right now due to being an isolation site for two COVID+ guests.	
KWO	No changes to intake procedures.	Registered for Operation: ET test kits so will be able to offer testing to clients and staff.
Shelter of Wisdom	No changes to intake procedures.	
U.S. VETS WCC	No changes to intake procedures.	
Waikiki Health	No changes to intake procedures. Encouraging all new intakes to take a test as much as possible.	

Outreach and Other Service Providers

Outreach/Service Provider	Updates or Announcements
Achieve Zero	No updates.
HHHRC	No updates.
I.H.S.	Saturday appointment slots for State IDs are available on the last Saturday of September. There will be up to 64 slots. If clients are document-ready, contact I.H.S. to request an appointment at vitaldocuments@ihshawaii.org . (Remember: you no longer need to present your Social Security card when applying for a State ID!)
KWO	No updates.
Legal Aid	No updates.
MHK Safe Haven and Punawai Rest Stop	Punawai Rest Stop is fully open again after having to close for one day last week. Safe Haven is still accepting referrals but asking for vaccination cards.
Helping Hands Hawaii	SNAP Outreach is still covering mot of Oahu except the Waianae Coast (covered by WCCHC). HHH's website has translated SNAP flyers in many commonly used languages other than English: https://helpinghandshawaii.org/programs/supplemental-nutrition-assistance-program-snap-outreach/ .
Project Vision Hawaii	PVH is very busy with testing and vaccinations. Homeless clients and providers are still the priority. Need to ensure that testing is conducted in the

appropriate timeframe, so please be ready to share information about date of exposure, date of symptoms, etc.

Revive + Refresh

Laundry truck will be postponing Waikiki partnership due to volunteers being a high-risk group and wanting to avoid potential exposure in a high-traffic area. R+R still partners with the HONU sites and other locations where unsheltered people are living.