

Oahu Outreach Provider Meeting
September 9th, 2021

Call to Order

- Client success stories will resume on our next call due to a packed agenda.

Government Agency Updates

- DHS Homeless Programs Office – no updates
- City & County of Honolulu, Mayor's Office of Housing & Homelessness
 - Kea'au Beach Park will be closed for repairs from September 27th – November 21st. Outreach providers are encouraged to visit the area before the closure to assess where clients might be moving to if they are not accessing shelter.
 - Both Pokai Bay and Waimanalo Beach Park will be undergoing parking lot repairs but it will not impact the entire park.
 - The vaccination clinic sponsored by Ka Poe O Kakaako yesterday was able to successfully vaccinate 12 unsheltered individuals and provide them with hot meals.
 - Updates on the new C.O.R.E. program will be coming soon.
- VA – no updates
- DHS Social Services Division
 - Partnerships between CWS and the two CoCs have been ongoing and leading to a lot of collaboration on vouchers for former CWS-involved youth.
- HPD
 - HONU Whitmore has transitioned to Oneula Beach Park as of September 1st. HONU was briefly experiencing a high volume of referrals while in the process of transitioning, but the processes have returned to normal. HONU may experience unusually high volumes of requests from time to time which may temporarily slow down intake appointments.
 - Oneula is up and running and Achieve Zero has been working to engage people from the surrounding area and has made several direct referrals.
 - Providers may continue to call 768-4668 for referrals (both sites) or text 551-4632.

Resources, Reminders, and Events

- The HUD Continuum of Care Notice of Funding Opportunity was posted on the HUD website last week. PIC will be sending out a notice of the Oahu CoC RFP next week. Please continue to look for emails from the PIC listserv or the PIC website at <http://partnersincareoahu.org>.
- The Hawaii Public Housing Authority has given PIC a Notice to Proceed with the Emergency Housing Vouchers (EHV) program. They will begin processing the first batch of referrals next week.
- The COVID-19 reporting form is now available for all providers to use when reporting positive cases in shelters/facilities or in encampments.
- Providers can request free masks through PIC by filling out this form: <https://forms.office.com/Pages/ResponsePage.aspx?id=zAUOuT36aUy-kKedl92TWU3TQAQxZ5RNqUp1ZJFP05JURjVKU1VENEdHSUdUM1JYOTHRVVSOUFXQy4u>.

Presentations

Partners in Care Case Conferencing – Brynn Miranda and Darrell Edelhoff

- The Case Conferencing process helps to monitor the needs and progress of homeless households and to support the providers working with them. Participants work together to troubleshoot individual client needs, connect to other wraparound services, and ensure that clients receive appropriate navigation to the programs for which they may qualify.
- Case Conferencing meetings happen every Wednesday depending on region.
- Information about how to sign up for Case Conferencing is available on the PIC website from the “CES” tab and selecting “Case Conferencing” from the drop-down menu.
 - Providers may request to add their clients to the upcoming Case Conferencing agenda for a variety of reasons, including specific client problems, checking on the status of the client’s position on the By-Name List, or requesting to transfer between programs under special circumstances.
- Clients do not need to have a VI-SPDAT to be added to the agenda. Agencies who do not have a current CES login can reach out to the CES team at pichousing@coordinatedentrysystem.org to receive access.
- In-depth CES trainings are available on Fridays and are recommended for new staff or those who need a detailed refresher on how CES processes work.
- Further questions about Case Conferencing can be sent to brynn.m@coordinatedentrysystem.org and darrell.e@coordinatedentrysystem.org.

Q&A

- Is it possible to see where clients are on the BNL?
 - The BNL changes constantly due to circumstances that come up, since the list is not organized in chronological order. The addition or subtraction of programs also impacts the BNL.
 - Households with higher vulnerability, multiple disabling conditions, etc. may be prioritized above others in their tier.
- How many people are on the BNL?
 - As of today, there are approximately 1,964 active clients on the BNL (approximately 1,488 households). This includes households that are in need of a referral and those who have been unassigned from a previous referral.
 - This does not include people who are currently housed and seeking a transfer to another program (e.g. currently in transitional shelter but in need of a more long-term resource).
- Does the Case Conferencing process include clinical decision-making or supervision?
 - A variety of agencies, including health plans, are involved in the discussions and the goal is to come up with options that work best for the household.

Volunteer Legal Services Hawaii – Grant Teichman and Serena Pascual

- Volunteer Legal Services Hawaii (VLSH) is a non-profit organization that works with volunteer attorneys in the community to offer low-cost and pro-bono civil legal services to low-income households (250% FPL).
- Clinics and programs are currently all virtual due to the pandemic.

- One of the most popular programs is the Re-Employment and Community Service (RACS) program, which also includes the Restricted License program. Many people who are currently homeless and trying to get back into the work force have been able to use this program to clear old tickets.
 - The primary purpose of RACS is to enable people to clear their old ticket balances that have been sent to collections and are preventing them from getting/renewing their driver's license (e.g. a "license stopper").
 - Through a partnership with the court system, RACS can convert every \$15 in old tickets into one hour of community service, up to a maximum of \$5,000.
 - Tickets must have been issued on Oahu and cannot be DUI or criminal-related. Examples of qualifying citations include driving with expired registration, parking tickets, etc.
 - The court will need to see that the individual does not have the ability to pay the old tickets but does have the ability to do community service instead.
 - A \$40 admin fee applies to utilize this program, which includes a volunteer attorney who will meet the client at court to help them through the process.
- For those who are not appropriate for RACS due to the fact that they are working and cannot do a lot of community service hours, the Restricted License program may be able to help.
 - The purpose of the program is the same as RACS, except that it allows a currently employed person to drive to/from work while keeping up with a monthly payment plan to pay off their old balance.
 - Clients must be employed full-time to qualify for this program.
- If clients are unsure of what kind of tickets they have and which ones may be eligible for conversion to community service, VLSH can assist with looking up their records and helping them through the process.
- Clients can access these programs by calling the VLSH intake line at 528-7046 or by completing an online pre-screening intake form on their website at <http://vlsh.org>.

Q&A

- Do clients need to be homeless to receive help from VLSH?
 - No, clients do not need to be homeless. Their income must not exceed the current limit of 250% FPL.
- What is the difference between the RACS/Restricted License programs and the services offered through the Community Outreach Court and other specialty courts?
 - RACS/Restricted License are non-criminal programs that can assist with old ticket balances that have been sent to collections. The tickets must have been issued on Oahu.
 - Community Outreach Court and other specialty courts may have the ability to negotiate community service for minor criminal offenses and current outstanding tickets as a part of the process.

Discussion/Future Agenda Topics

- ➔ **Has your agency received inquiries for homeless verification letters for clients you have never worked with? How do you respond to those requests?**
 - Some agencies have gotten these types of requests lately.
 - One agency suggested a staggered encounter process where the provider aims to have at least three encounters before being able to verify that the client is engaged in services with

their agency. Initial referrals and phone calls may count as encounters, but the outreach staff must observe that the person is experiencing homelessness.

- Asking for more information about the request is helpful, along with information about where the person is currently living if they are not in a shelter so outreach can meet them where they are at.

→ Has your agency noticed an uptick in people seeking services who are recent arrivals to the state? Is anyone tracking this data in any way?

- The VA team has noticed an increase in new arrivals and inquiries to their call center.
- Discussion may be continued on the next call due to time constraints.