

**Oahu Outreach-Emergency Shelter Provider Meeting
September 23rd, 2021**

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Upcoming Changes to Isolation/Quarantine (ISOQ) Eligibility and Coverage (as of 10/1/21)

➔ **The Oahu ISOQ triage services will shift from the Hawaii CARES program to Aloha United Way 2-1-1 effective October 1st.**

- The referral line will be open from 7 a.m. – 10 p.m. Providers may call 2-1-1 to speak with a representative who will conduct the ISOQ eligibility assessment.
 - Transportation and meals will continue to be provided.
 - 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. The addition of ISOQ units has helped DOH expand access to ISOQ for those outside of congregate facilities and hospital discharges.
 - 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.
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Call to Order/Success Stories

- From I.H.S. team:

This is Mr. L, a Korean immigrant. Mr. L has been homeless for many years in downtown Honolulu. In and out of the ER multiple times for psychotic behaviors, frequently arrested for acting out in public. A vicious cycle of repeated offenses that drew more tension and frustration with his biological sisters. Oftentimes found half clothed, swinging punches in the air and screaming in public, convincing this man to take any medications was more than a task in itself. As he found himself burning bridges with our shelter services, the JOC and the river he was often unable to gain any control over his circumstances. A lot of you know him from calling HPD on him, trying to calm him down with a hot meal from Sumner or outreaching him in Chinatown. Normally folks would say send him to jail..there's no hope, BUT everyone here at IHS from the shelter, Dr Koyanagi, Outreach, to the CCS team you guys have all contributed to where he is today....Successfully housed and stable.

When the "I" is replaced by "WE", illness becomes wellness!

Orin you are truly appreciated for all your efforts.

- In April, GCH got a request to assist Mr. M, an older gentleman who was stranded in Hawaii due to COVID restrictions preventing him from being able to return to his place of residence in the Philippines. The man was legally blind and legally deaf, and communicated exclusively through writing in large type print. As a last resort, HPD accepted him into the HONU and began the process of trying to navigate the process of contacting the Philippine Consulate and family members in the Philippines. While at the HONU, the HOME Project was able to get him referred for cataract surgery and cardiology appointments, but the hospital was only willing to provide services if a HONU staff member accompanied him at all times. Tisha, a Customer Service Specialist at the HONU, took on the

role of driving, accompanying, and providing communication services to Mr. M for all of his doctor's visits. HONU hopes to be able to reunite Mr. M with his family in the Philippines next month.

Government Agency Updates

- DHS Homeless Programs Office
 - Thank you to all of the providers continuing to do the work they are doing. Success stories and examples of collaboration remind us all of the great things that are happening on a daily basis.
- City & County of Honolulu, Mayor's Office of Housing & Homelessness
 - The City was able to assist with the process of getting much-needed repairs to 8 of the units at the Waimanalo Emergency Shelter. The project went through procurement and the winning bidder was a member of the community group that had wanted to help with the repairs from the beginning. The repairs began last Monday.
- City & County of Honolulu, Department of Community Services
 - DCS was not on the call, but most providers have probably received an email from the PIC listserv to let interested applicants know that the City has released its FY23 ESG NOFA.
- 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
 - Thank you to providers who have registered through the HOKU system, and we encourage more to do so.

Resources, Reminders, and Events

Due to time constraints, these updates were provided in the chat.

- Register for the 2021 Virtual Homelessness Awareness Conference today! The conference is on Friday, November 19th and registration is \$10.
 - Registration link: <https://www.eventbrite.com/e/2021-hawaii-statewide-homeless-awareness-conference-hoohanohano-tickets-168500823499>
- I.H.S. still has State ID appointment slots this Saturday. If your client is document-ready, email vitaldocuments@ihshawaii.org to schedule an appointment.
 - If you have questions about documents required to get a State ID or how to complete the address and/or fee waiver affidavit forms, visit the GCH website: <http://homelessness.hawaii.gov/id-assistance/>.

Discussion

➔ **HMIS Date of Engagement data element updates (outreach and services-only programs)**

- Outreach and services-only programs will see the "Date of Engagement" data field in HMIS. The date of engagement is the date when the client begins to accept services or has agreed to connect with services.
- It is possible to enroll a client into the outreach program on one date, and not enter a date of engagement until later on when they are ready to move forward with services (or at all, if they decline services). The program enrollment and the date of engagement may be the same date.
- HMIS's intent is to "build data" to slowly input more and more information as providers build rapport.

Follow-up Questions

- How can agencies enter incomplete HMIS data about individuals (e.g. “red shirt man”) without contributing to bad data quality or duplication if another agency is serving that person under a different name/alias?
- Will providers be penalized if they enroll people into their program with incomplete data (e.g. missing last name, missing SSN, etc.)?
- What is the objective of the enrollment vs. engagement? Providers can engage with someone before they are enrolled in the outreach program and this is often the case.
- What has brought on this change?
 - Note: Date of Engagement is a HUD HMIS data standards requirement. The HMIS team is just making sure that providers are aware.
- Should providers enter people as “engaged” if they are already enrolled?

➔ **Volunteer Legal Services Hawaii**

- 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>.