

**Oahu Outreach Provider Meeting**  
**December 9<sup>th</sup>, 2021**

Call to Order/Client Success Story

- A long-time homeless client who frequented the Main Library has been successfully housed at Kumuwai for the past couple of years as a part of Housing First IV. Recently, we learned that she is one of the first few individuals to transition to the EHV program. This will keep her stably housed for years to come.

Announcements and Discussion

➔ **HONU Updates**

- The suburban HONU location has moved from Oneula Beach Park to Keaau Beach Park as of December 1<sup>st</sup>.
- Due to severe weather, both HONU locations are not currently accepting new intakes (emergency exceptions possible). HPD and HONU staff are working to clean and clear the park areas that have been damaged so that guests may return from the evacuation shelter.
- HONU is looking at a different model for referrals to Keaau, which would engage Kealahou West Oahu as the primary access point for regional referrals. This may improve efficiency since KWO is being subcontracted for on-site support services and is more directly connected to the unsheltered people in the area.
  - The HONU main line (768-4668) will continue to take calls.
- Updates will be shared when the HONU sites are fully back in operation.

➔ **Achieve Zero's Outreach Tracking Tool**

- Achieve Zero has developed a password-protected online tracking page for the outreach team to streamline responses/feedback to legislators and funders who request outreach services.
- All outreach requests are sent to a central email, which are then triaged to the team. A staff person enters filtered information into the online tracking page so that State and County offices can receive updates about outreach efforts, without sharing personally identifying information.

➔ **Kamaoku Kauhale Updates**

- U.S. VETS continues to accept applications. The first Kamaoku resident moved in yesterday, and two others are in the process.
- Applications that have not been successful have been for a couple of reasons: lack of appropriate VI-SPDAT score (needs to be 8+), unable to contact after application, and decline due to Kamaoku being a permanent housing option.
- Eligibility criteria:
  - Homeless or chronically homeless
  - VI-SPDAT score of 8+
  - Not a convicted sex offender
  - Not convicted of arson or violent crime in the past two years
  - Below 60% AMI
  - Single occupancy only (no pets)

- Project-based subsidies are available, so residents would pay 30% of their income toward the \$500 rent.
- Application and materials: <https://homelessness.hawaii.gov/kamaoku/>
- Contact Lindsey Moore at [lmoore2@usvets.org](mailto:lmoore2@usvets.org) with questions.

#### → Outreach Events

- Ka Poe O Kakaako's resource fair will be on January 12<sup>th</sup> at Kakaako Makai. KPOK has been connecting with agencies that work in this area to request participation.
- The Blue Zones Initiative will be restarting its work in the Moiliili area and would welcome an opportunity to partner with outreach workers and service fairs that might be happening in the area. We will continue to discuss more at PIC's Strategic Outreach calls.

#### → Requirements for Accessing Reopened Public Buildings

- DHS is looking for input on strategies to ensure that vulnerable clients will have access to in-person services (e.g. SNAP, GA, MQD, etc.) when offices reopen. Like other public offices, DHS anticipates that there will be a vaccination/testing requirement for people to access services. Providers were also asked to share any problems with DHS benefits.
  - There has been some difficulty reported with checking the status of online applications.
  - Paper applications have been somewhat more successful than online applications.
  - Replacement EBT cards have been a challenge. In one instance, the replacement card took 90+ days, and the client's benefits were cut off due to inactivity on the card.
  - Emails to the DHS shared mailboxes have been hit-or-miss.
  - If unvaccinated clients need in-person services, is there any way for a case manager to assist them or obtain information for them, and what would that process look like?

#### Provider Updates

- Hale Kipa
  - Youth MCR will be hosting a pop-up event at Sewers next Wednesday, 12/15 from noon – 4 p.m.
- HHHRC
  - Welcome back, Jenn Tehotu!
- IHS
  - Will be doing some outreach with HPD in the Chinatown area this week in the evenings.
- KWO
  - Continuing to support HONU operations in Keaau. Outreach is continuing to operate as normal.
  - Some challenges at the Makaha emergency shelter due to isolation from transportation and a lack of on-site resources for those who arrived on foot and had no change of clothes.
- LASH
  - Office will be closed from 12/24 through the end of the year, so no outreach services. Phone line support will still be available but it will be limited.
- Punawai Rest Stop

- Punawai had flooding during the storm, but the cleanup went smoother than expected and the facility is back in operation again.
- PVH
  - Vaccination team will be off during the last week of December, but testing will still be available.
- Revive + Refresh
  - Continuing operations, also working with authorities who have requested help with providing showers and laundry services at Red Hill.
- Waikiki BID
  - Have noticed a lot of new people in Waikiki, particularly those who are mentally ill and display somewhat aggressive behaviors.
- PIC
  - Thank you to all providers who worked hard to keep people safe this week. PIC will be debriefing with the City's Emergency Management team to go over some of the lessons learned.