

## Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2022-03-30 | **SUBJECT TO CHANGE**

Topic	Question	Response
<i>General Questions</i>	Where can I find state and county legislative resources? And who can I contact if I want to be involved with policy and advocacy matters related to homelessness?	<p>You may find state and county legislative resources at: <a href="https://homelessness.hawaii.gov/advocacy">https://homelessness.hawaii.gov/advocacy</a>.</p> <p>If you would like to get more involved with policy and advocacy issues and participate in weekly advocacy meetings, please contact GCH Administrative Assistant Cheryl Bellisario at <a href="mailto:cheryl.a.bellisario@hawaii.gov">cheryl.a.bellisario@hawaii.gov</a>.</p>
<i>General Questions</i>	Where do you get the data on rates of folks returning to homelessness?	<p>The data shared is from the Continuum of Care (CoC) Performance Profile Reports page on the U.S. Department of Housing &amp; Urban Development’s HUD Exchange page: <a href="https://www.hudexchange.info/programs/coc/coc-performance-profile-reports/#:~:text=Continuum%20of%20Care%20(CoC)%20Performance,and%20exits%20to%20permanent%20housing">https://www.hudexchange.info/programs/coc/coc-performance-profile-reports/#:~:text=Continuum%20of%20Care%20(CoC)%20Performance,and%20exits%20to%20permanent%20housing</a>.</p> <p>Each CoC also produces dashboards with different data related to homelessness:</p> <ul style="list-style-type: none"> <li>• Partners in Care (Oahu CoC): <a href="https://www.partnersincareoahu.org/dashboards">https://www.partnersincareoahu.org/dashboards</a></li> <li>• Bridging the Gap (Balance of State CoC): <a href="https://www.btghawaii.org/reports/dashboards/">https://www.btghawaii.org/reports/dashboards/</a></li> </ul>
<i>Hawaii Island – Safe Parking Program</i>	How do both Episcopal Church of the Holy Apostles and Church of the Holy Cross encourage homeless individuals to participate in the Coordinated Entry System (CES) if they are not currently participating?	To be candid, the churches do not push hard for CES participation. Church staff may ask “Have you worked with HOPE Services, etc.?” and if they say no, we would provide a referral to possible organizations that may be able to help and provide a brief summary of some of the potential benefits (e.g., quicker assess to housing, etc.).

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<p><i>Hawaii Island – Safe Parking Program (Cont.)</i></p>		<p>However, beyond this, the churches do not push because the pastoral thing to do is to allow individuals to take action for themselves on their own terms. This is the same approach taken for individuals who walk into the safe parking areas on their own, and starts with an inquiry if you are currently working with a provider. In general, if individuals are asking for entry to the program, a low-barrier approach is preferred.</p>
<p><i>Hawaii Island – Safe Parking Program</i></p>	<p>Are your parking lots monitored at night for noise or drug use? Do vehicles have to be properly registered and leave every morning? How do you monitor for this?</p>	<p>The churches do not have video surveillance for the parking lot areas. Admittedly, noise and drug use can sometimes be a problem.</p> <p>Participants are given a signed permit to be on the church grounds and have a number for a designated staff person they can contact if there is a problem in the middle of the night. Participants are also encouraged to call 911 if there are problems. While occasionally there are problems, these are not with clients, but instead with individuals who stay in the parking lot areas without permission.</p> <p>Proper vehicle registration is not a requirement. While the church asks for a driver’s license ID number, we do not ask for vehicle registration, car insurance, or the operation condition of the vehicle. We have towed at least one vehicle because it was not operational.</p> <p>Safe zone parking participants are asked to leave the parking lot by 7 a.m. each day.</p>
<p><i>Hawaii Island – Safe Parking Program</i></p>	<p>How many cars or households stay at each safe parking site on average per night?</p>	<p>It is difficult to say because each site has a different capacity per night.</p> <p>For Church of the Holy Apostles, we have never had more than one client ask to stay there at the same time. However, we can accommodate up to six vehicles (households) at one time if needed.</p> <p>The Church of the Holy Cross has two sites, and their policy is to accommodate up to a max of four different vehicles. Similar to Church of the Holy Apostles, they have not had more than one family group staying in safe parking at a time. However, Church of the Holy Cross has assisted a large extended family in the past that was one family but utilized three separate vehicles and spanned three generations.</p>
<p><i>Hawaii Island – Safe Parking Program</i></p>	<p>Is there a limit to how many nights at a time that a household can stay in safe parking per month?</p>	<p>No, there is not a hard restriction. The churches understand that placement into transitional housing can sometimes be a lengthy process. If a family is in process of being placed into housing through CES, flexibility is provided.</p>

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<i>Hawaii Island – Safe Parking Program (Cont.)</i>		For families who are not participating in CES, the church staff follow up regularly to ensure that the families know that they cannot stay permanently in safe parking. However, again, there is no firm restriction.
<i>Hawaii Island – Safe Parking Program</i>	Do the churches own your property, or do you lease the property?	Both churches own their properties and do not lease from a third party.
<i>Hawaii Island – Safe Parking Program</i>	How often do your churches reach maximum capacity for your safe parking program?	We have never reached maximum capacity.
<i>Ohana Christian Fellowship – Kauai Outreach</i>	How many clients do you work with at one time, or per year?	<p>There are four major camps that we outreach to on Kauai. In total, we estimate there are about 40-50 individuals at these locations that we regularly outreach to. The area we primarily focus on is from Lihue to Kealia, which is approximately an 8-mile area.</p> <p>The number of individuals we work in-depth with at a given moment ebbs and flows, but is typically a small number so that we can provide personalized services. A critical part of our work is getting to know individuals experiencing homelessness by name, and focused on building a relationship with each individual.</p>
<i>Family Promise Hawaii – Shifting Approach in the Context of COVID-19</i>	Regarding the new model you spoke about at the Nuuanu Congregational Church, does this involve families staying in doors, or outside in a tent or a car?	The new model focuses on individuals staying indoors and physically sleeping inside in a room.
<i>Family Promise Hawaii – Shifting Approach in the Context of COVID-19</i>	Does Family Promise intend to continue the student/dorm accommodation for families?	<p>We anticipate continuing this model at least until May 2022, and perhaps slightly longer dependent on availability of funding.</p> <p>The longer-term model for our agency includes two main things:</p> <ol style="list-style-type: none"> <li>1. Relationship with the congregation partners and hosting 1-2 families at a few different sites on Oahu.</li> <li>2. Our organization is in the process of acquiring our own facility.</li> </ol>