

Oahu Outreach-Emergency Shelter Provider Meeting
February 24th, 2021

Service Providers in Attendance: Hale Kipa, Hawaii Health & Harm Reduction Center, Helping Hands Hawaii, Institute for Human Services, Kalihi-Palama Health Center, Kealahou West Oahu, Legal Aid Society of Hawaii, Mental Health Kokua, Oahu Mutual Aid Society, Project Vision Hawaii, The Radical Hale, Revive & Refresh, River of Life, RYSE, UnitedHealthcare Justice Liaison, Waikiki BID/BBB, Family Promise, Waikiki Health, Partners in Care

**Please note that this list may not include providers calling in from unknown phone numbers.*

Call to Order/Client Success Story

- There is a small group of residents that have been at the HONU Suburban site for a few months due to special circumstances and needs. We see these residents every week for COVID testing and have gotten to know a few of them over the past several months, so it was a very bittersweet experience to learn that a couple of long-time residents had moved out into other housing, including Kamaoku. Thank you to the outreach providers, partner agencies, and HONU staff who continue to support the residents through the housing navigation process.

Government Updates

- City & County of Honolulu
 - CORE has recently gotten a second vehicle and is continuing to work on expanding operations. They have been in Chinatown, Moiliili, and other neighboring areas.
 - All departments that have any relation to housing have been meeting in the City's Affordable Housing Group to strategize and move forward together. They have meetings set up with community stakeholders, developers, and non-profit organizations.
- Hawaii CARES
 - The UH contract for Hawaii CARES administration will end on March 31st. This does not mean that Hawaii CARES services will end, but UH will not be the contracted provider.
- VA
 - There has been a reduction in female veteran beds at the Barber's Point location because of the transition away from the transitional housing model. There are still 7 female beds at the site and females can also be accommodated at the set-aside beds at WCC.
- PIC
 - The PIT Count is coming up on March 10th.
 - HPHA has extended PIC's EHV service contract for up to another two months, which will allow the CoC to continue utilizing the EHV's. The City's allocation of EHV's will be starting soon and there will be trainings for providers.

Presentations and Announcements

- **AMHD Behavioral Health Crisis Services – Belinda Danielson, DOH AMHD**
 - AMHD provided a high-level overview of certain behavioral health crisis services that may be helpful for frontline providers.
 - Mental Health Emergency Worker (MHEW) Program – MH1

- This is a law enforcement tool used when a law enforcement officer encounters a person in crisis whom they believe to be imminently dangerous to themselves or others.
- Law enforcement contacts the MHEW number and the MHEW makes a determination for MH1 if appropriate.
- The person in crisis is transported to a designated hospital for evaluation by a psychiatric professional and possible emergency hospitalization.
 - Emergency hospitalization or admission is not a guarantee – the MH1 simply authorizes the officer to initiate involuntary transport of the person to a hospital for evaluation.
- Oral Ex-Parte – MH2
 - An Oral Ex-Parte is a court order from a Family Court judge authorizing an emergency psychiatric examination.
 - This can be initiated by medical or psychiatric professionals, attorneys, clergy, health or social service professionals, or any state or county employee in the course of their work. The concerned party would contact the Family Court hotline at (808) 945-8146 weekdays between 7:45 a.m. – 4:30 p.m. to give a detailed statement to the court clerk. If it is after hours, the call should be made to Hawaii CARES at (808) 832-3100, where you can be connected to the judge.
 - It is important to provide as many details as possible about why the person is dangerous to themselves or others, or will likely become dangerous to themselves or others within the next 45 days without intervention. The court clerk conveys this information to the judge.
 - The Family Court judge will review the information and make the determination.
 - If granted, the court clerk will contact HPD and request officers to transport the person to the appropriate hospital.
 - It is important to know the location of the person so that officers can find them.
 - Referring parties must submit the original signed “Application for Emergency Examination and Treatment” to the Family Court of the First Circuit at 4675 Kapolei Parkway, Attn: Legal Research and Records Unit. Please call (808) 954-4144 to inform staff that this form will be delivered. This must be done by noon the following day.
 - The form is available at <http://health.hawaii.gov/amhd>.
- AMHD Homeless Mobile Outreach
 - Oahu SMI
 - Institute for Human Services – Upper Windward, Downtown Honolulu, East Honolulu, Waikiki
 - Kalihi-Palama Health Center – Wahiawa, North Shore, Lower Windward
 - Mental Health Kokua – Chinatown, Pearl City, Ewa, Waipahu
 - Oahu LMI
 - Institute for Human Services – urban core
 - Hope Treatment Services – North Shore, Central Oahu, West Oahu
 - Hawaii
 - HOPE Services – Hilo and Kona
 - Maui and Kauai
 - Mental Health Kokua

- Providers can collaborate across designated geographic regions when necessary.

Q&A and Follow-Up

- The list of providers will be updated as discussions with existing providers continue. There may be some expansions to the regions listed.
- AMHD to follow up on time limit for the ex-parte order.
- **DHS SNAP/Financial Program Updates – Chris Wong and Amanda Stevens, DHS** (see attachments)
 - DHS recently announced the restarting of in-person services at many Processing Centers and First to Work offices statewide. The first day of in-person services was February 23rd. Hours are from 10 a.m. – 2 p.m.
 - For a list of office locations, see the attached PDF or click [here](#).
 - There will be COVID protocols in place, but people will not be turned away if they cannot provide proof of vaccination or a negative test. Masking is required and people will be given a mask if they do not have one.
 - DHS still has temporary waivers in place through March 31st so interviews are only required if information must be verified.
 - Over the past few months, DHS has been working to increase staffing for the Statewide Branch Support Desk toll-free line at 1-855-643-1643.
 - The Support Desk can answer basic questions about the status of case, how much in benefits someone has, when they are due for a recertification, etc. However, they are not eligibility workers.
 - Please try to utilize the Support Desk when possible.
 - Wait times may sometimes be long (30+ minutes), but this is likely due to the increase in monthly applications. For context, DHS is receiving an average of 8,400 applications each month, when the previous monthly average before the pandemic was 5,000.
 - The total number of people applying for and renewing benefits has increased substantially since the start of the pandemic. More information is available on the [DHS website](#).
 - The number of SNAP recipients increased by almost 20,000 households between March and April 2020.
 - The number of SNAP recipients increased by almost 50,000 households between March 2020 and March 2021.
 - Over 100,000 new Medicaid enrollments occurred since March 2020.

Q&A and Follow-Up

- Do people need to have their case number or ID when calling the Statewide Branch Support Desk, and what if they don't know it or don't have one because their application is still pending?
- Some clients are still getting denial notices for missed interviews, when no interview was scheduled. What should they do?
- **Helping Hands Hawaii Community Clearinghouse & Ready to Learn – Mae Gallardo, Helping Hands Hawaii**
 - Helping Hands Hawaii's Community Clearinghouse (CCH) programs provide free essentials to needy families referred by a partner agency.

- If you are interested in becoming a partner agency, please reach out to CCH@helpinghandshawaii.org or (808) 440-3800.
- CCH also operates two seasonal programs, including Ready to Learn and Adopt A Family.
- Ready to Learn (school supplies) is accepting applications from CCH partner agencies through February 28th. A reminder email was sent out to all registered agencies.
 - Please email RTL@helpinghandshawaii.org with questions.

Provider Updates/Questions

- FPH
 - Seeking suggestions from others on how to obtain homelessness verification letters for people living in vehicles or other areas that are not easily accessible to outreach workers.
 - HHRC: Referrals can be made in order for outreach staff to make contact with the family and document their situation.
 - IHS: If it is for your own shelter, you may be able to have your staff observe the situation (e.g. family has all their items packed into their car so it substantiates the claim that they are living in the car). Many funders also allow for a percentage of clients to self-certify if no other options are available.
 - GCH: Usually best to check with the funder(s) to see if there are specific requirements or workarounds allowed by the funding source or contract. There are sometimes acceptable alternatives if the preferred documentation is not available.