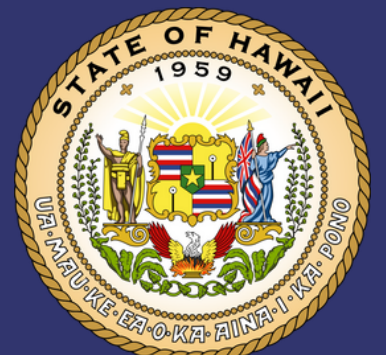




Connecting on **The Road to Home**

MAY 23, 2022 - 12:00 P.M. TO 1:00 P.M. HST

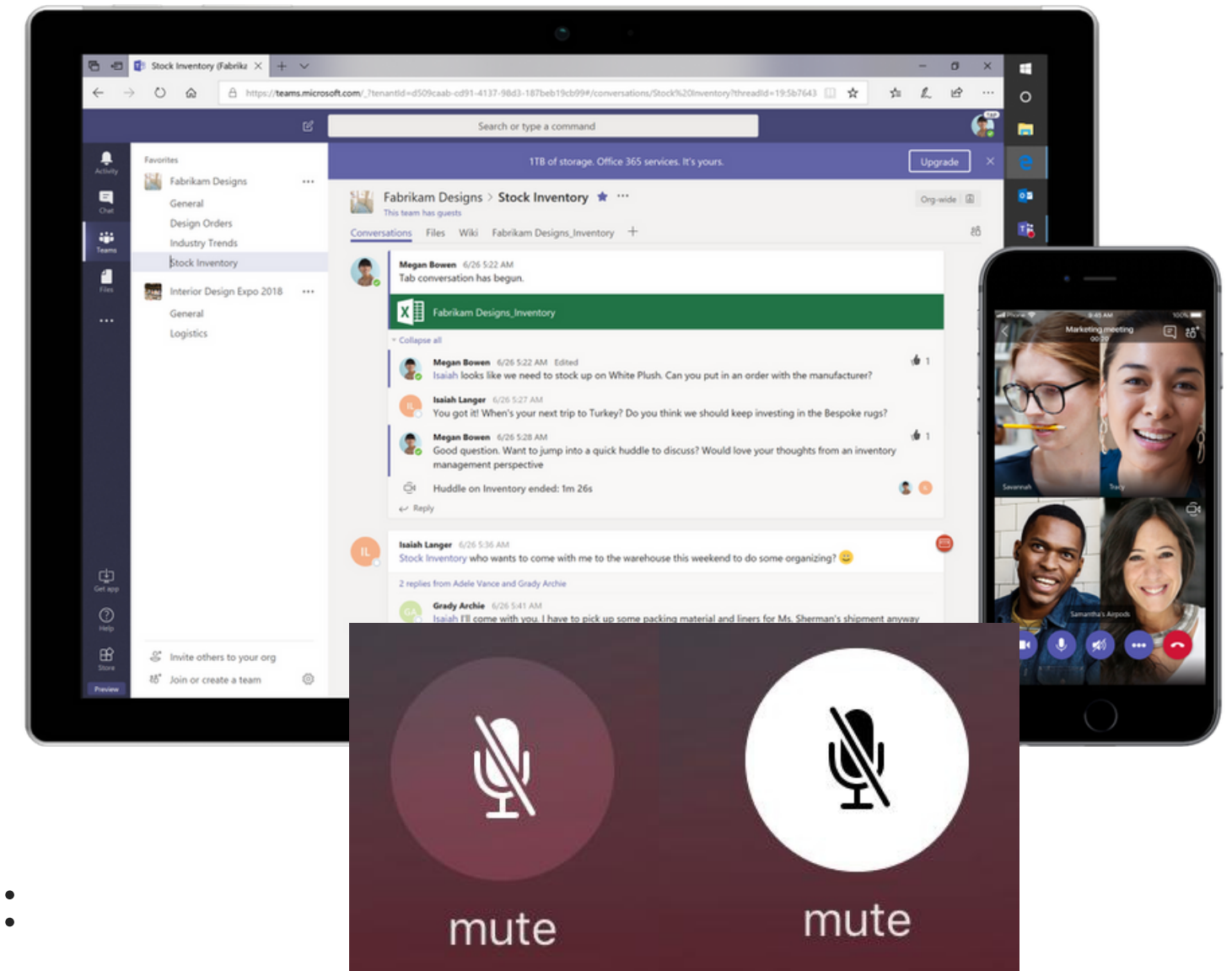


Housekeeping Reminders

**Please Mute Your Microphone.
Enter Questions in the Chat Box
or Raise Your Hand.**

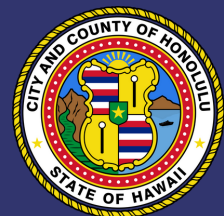
A recording of this webinar and copies of the presentation materials will be available online at:

<https://homelessness.hawaii.gov/monthly-webinars/>



May 2022

Guest Speakers



Kali French from the Institute for Human Services will provide updates on the implementation of Community Integration Services (CIS) for qualified Medicaid members with health and housing risk factors.



Andrea Gaines
Kumuwai Senior Housing
City & County of Honolulu,
Department of Community Services



Kali French, Clinical Director
Institute for Human Services, I.H.S.

Andrea Gaines will discuss resources available to seniors and other people experiencing homelessness. The presentation will include identification of chronically homeless seniors through the TEAM WorkHawaii outreach program and the set-side Kumuwai permanent supportive housing project.

General Updates

May 2022

Advocacy Resource Page

National Homeless & Housing Resources

Local Continuum of Care (CoC) Updates



The Executive Budget Worksheets were recently posted online at: <https://www.capitol.hawaii.gov/leginfo.aspx> (Look for '2022' and click on 'Budget Worksheets')



The weekly advocacy meetings have shifted to a monthly basis moving forward. The next meeting will be on Friday, May 27th and feature a discussion with House Housing Committee Chair Nadine Nakamura. For more information or to be added to these meetings, e-mail cheryl.a.bellisario@hawaii.gov.



We have continued to build out County Council Navigation Guides and have recently added our newest guide for the Hawaii County Council. Check out the latest information here: <https://homelessness.hawaii.gov/main/county-council-website-navigation-guide/>.

General Updates

May 2022

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The SAMHSA Homeless and Housing Resource Center is offering a webinar on 'Disaster Response Planning for Homeless Service Providers' on **May 26, 2022 at 8:00 a.m. HST**. For more information, visit:
<https://hhrctraining.org/events-webinars/>.



The Council of State Governments, Bureau of Justice Assistance, and Corporation for Supportive Housing are hosting a webinar on **June 23, 2022 at 8:00 a.m. HST** regarding 'Prioritizing Housing Resources for People with Justice Involvement.' This is the second in a four part series regarding expanding housing opportunities.

- To learn more and register, visit:
<https://csgjusticecenter.org/events/the-action-points-framework-four-key-steps-to-expanding-housing-opportunities>.

General Updates

May 2022

Advocacy Resource Page

National Homeless & Housing Resources

Local Continuum of Care (CoC) Updates



The Oahu CoC (Partners in Care) is offering a five-part Homeless Prevention and Diversion webinar series in partnership with the Legal Aid Society of Hawaii, Mediation Center of the Pacific, and GCH. The next session focuses on **Subsidized Housing and Rental Assistance: Keeping Vulnerable People Housed** and is on **Wednesday, May 25, 2022 at 12 noon HST**. For more information, please contact: elliottw@partnersincareoahu.org.



Partners in Care recently released the Point in Time (PIT) count data for Oahu. The 2022 report and dashboards can be found online at: <https://www.partnersincareoahu.org/pit>. [https://](https://www.partnersincareoahu.org/pit)



Homeless Prevention & Diversion Series: **Subsidized Housing and Rental Assistance— Keeping Vulnerable People Housed**

Wednesday, May 25 | 12-1PM | via Teams

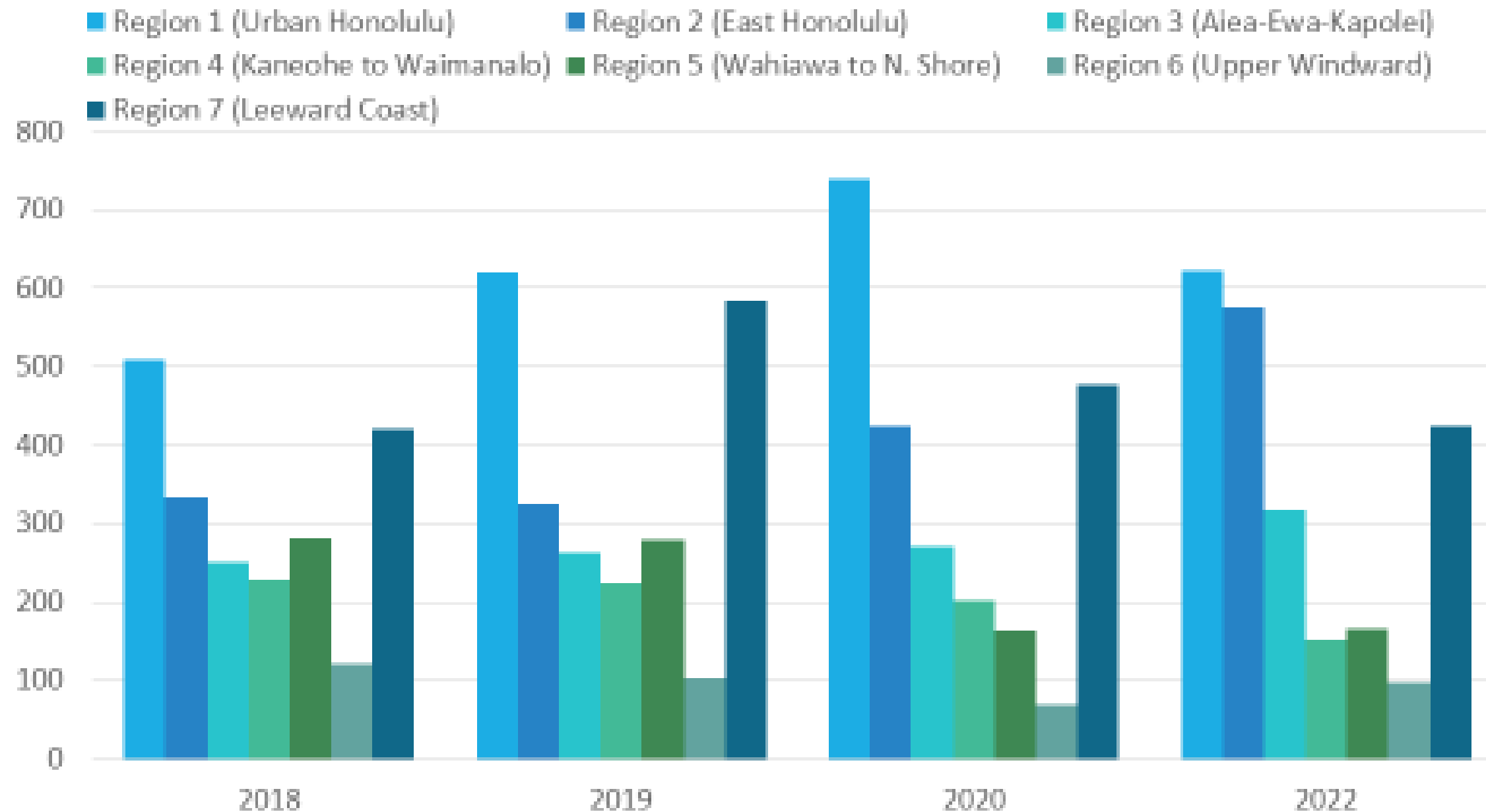
The purpose of this session is to educate a wide range of organizations, especially those who serve this target population, about how to help participants in programs like public housing, Section 8, or COVID-19 rent relief programs: maintain good standing, address minor problems before they worsen, and connect to additional resources.

Panelists:

Hakim Ouansafi, Hawaii Public Housing Authority
Jayne Lee, City & County of Honolulu, Section 8 Program
Jillian Okamoto, Catholic Charities Hawaii
Dan O'Meara, Legal Aid Society of Hawaii

Unsheltered PIT Count – Oahu (By Region)

2018 – 2022 Point in Time Count

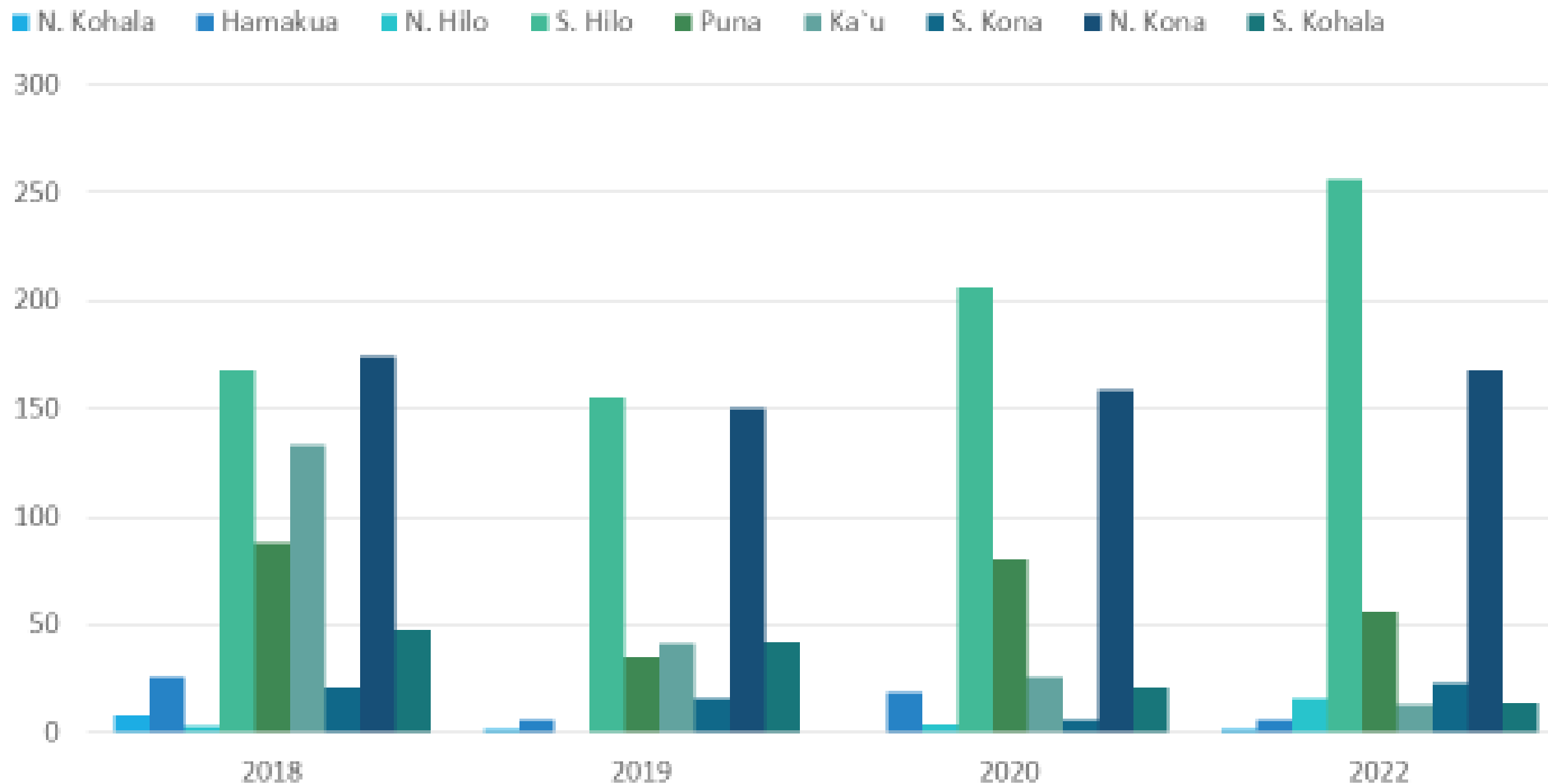


Key trends on Oahu (2018 – 2022):

- Overall, the count declined, primarily driven by reductions in family homelessness and in the sheltered homeless population.
- Unsheltered homelessness has decreased in the following areas:
 - ☐ **Region 1 (Urban Honolulu):** Increased by 22% (+113 individuals)
 - ☐ **Region 2 (East Honolulu):** Increased by 73% (+242 individuals)
 - ☐ **Region 3 (Aiea-Ewa-Kapolei):** Increased by 27% (+68 individuals)
- While Region 1 showed an increased count between 2018 and 2022, the region saw a decrease between 2020 and 2022 of 16% (-117 people).
- The increased unsheltered count appears to be driven by increases in single adults and adult-only households.

Unsheltered PIT Count – Hawaii Island (By Region)

2018 – 2022 Point in Time Count

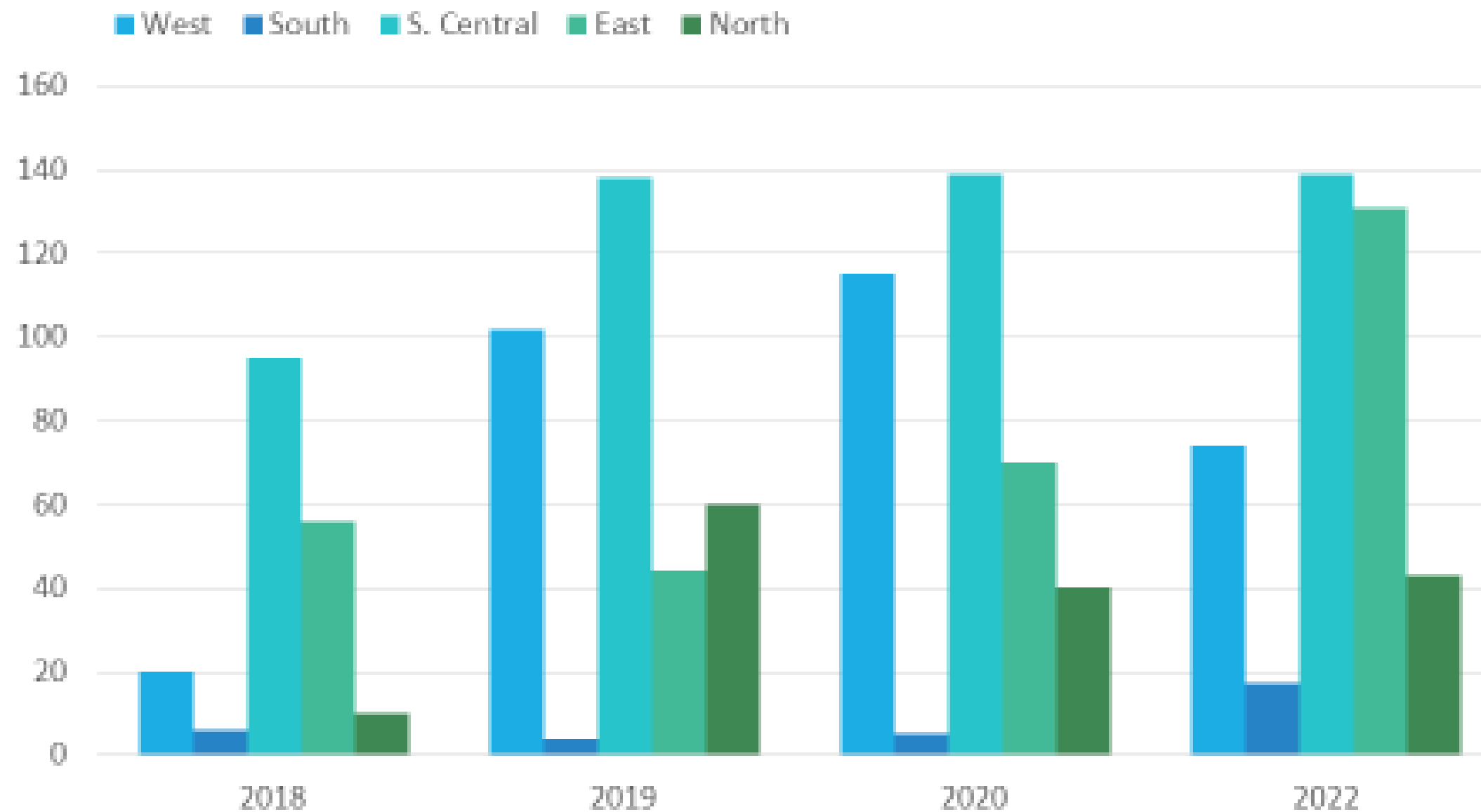


Key trends on Hawaii Island (2018 – 2022):

- Unsheltered homelessness in **South Hilo** increased by 53% (+88 individuals)
- Unsheltered homelessness has decreased in the following areas:
 - Ka'u**: Decreased by 90% (-120 individuals)
 - S. Kohala**: Decreased by 71% (-34 individuals)
- Unsheltered homelessness in **North Kona** and **South Kona** appeared to remain level.
- The number of individuals in families decreased by 74% island wide (-166 individuals in families).

Unsheltered PIT Count – Kauai (By Region)

2018 – 2022 Point in Time Count

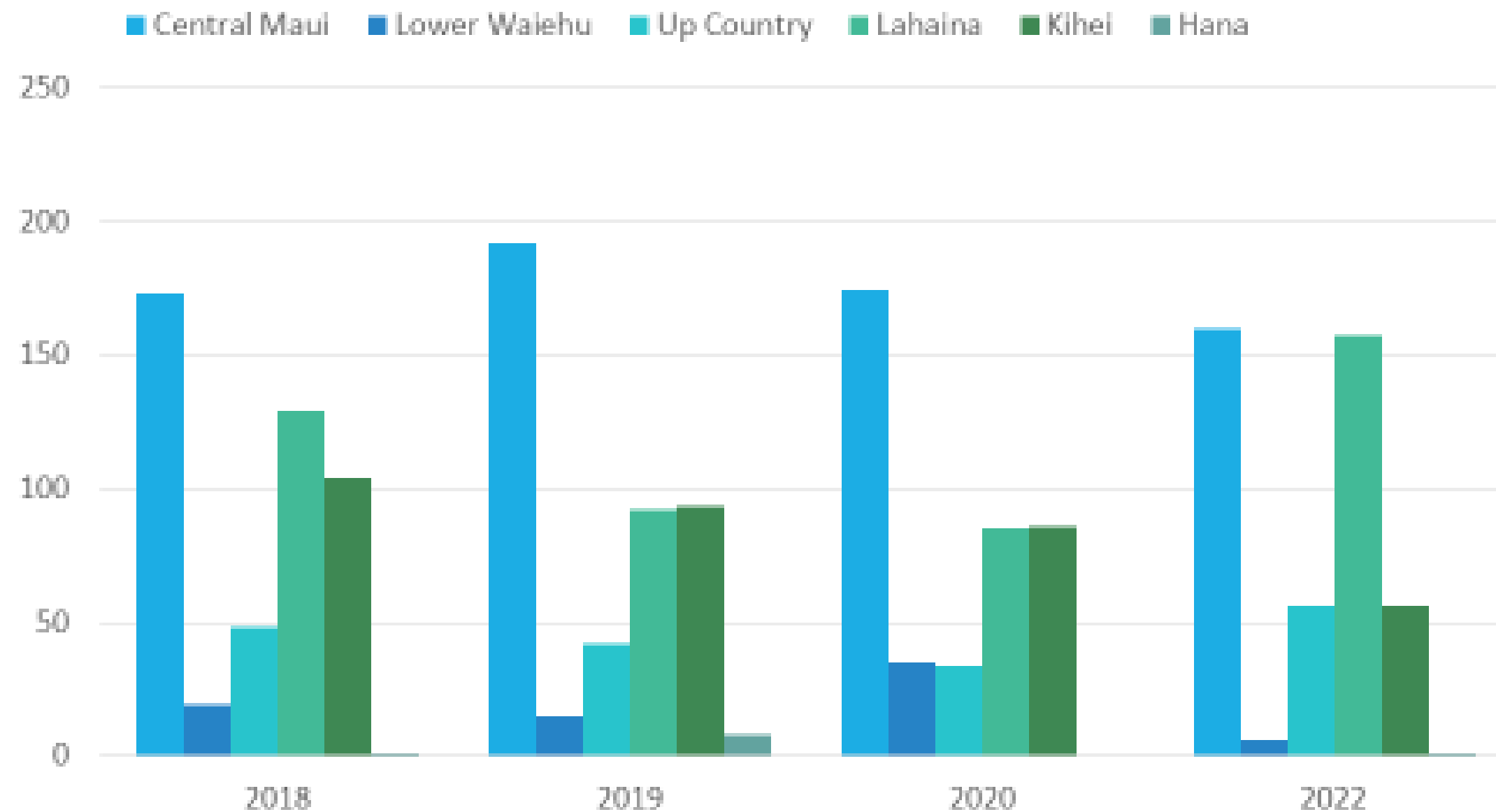


Key trends on Kauai (2018 – 2022):

- Unsheltered homelessness has increased in multiple areas of the island, including:
 - **East Kauai (Anahola, Kapaa Canal, Kapaa Beach Park, Kapaa Lih)**: Increased by 134% (+75 individuals)
 - **North Kauai (Haena Beach Park, Hanalei Pavillion, Anini Beach, Kilauea)**: Increased by 330% (+33 individuals)
 - **South Kauai (Koloa, Poipu)**: Increased by 183% (+11 individuals)
- Unsheltered homelessness in **S. Central Kauai (Lydgate, Ahukini Pier, Hanamaulu Beach Park, Niumalu Small boat Harbor, etc.)** remained level over the past four years (2019-2022).
- Between 2020 and 2022, the number of unsheltered individuals in **West Kauai** showed a 36% decrease (-41 individuals).
- The number of individuals in families decreased by 41.1% (-49 individuals) islandwide, including a 53% decrease (-53 individuals) in unsheltered individuals in families between 2020 and 2022.

Unsheltered PIT Count – Maui (By Region)

2018 – 2022 Point in Time Count



Key trends on Maui (2018 – 2022):

- Unsheltered homelessness increased in the following areas:
 - Up Country:** Increased by 17% (+8 individuals)
 - Lahaina:** Increased by 22% (+28 individuals)
 - Between 2020 and 2022, unsheltered homelessness in this area increased more significantly by 85% (+72 individuals).
- Unsheltered homelessness decreased in the following areas:
 - Lower Waiehu:** Decreased by 68% (-13 individuals)
 - Central Maui:** Decreased by 7.5% (-13 individuals)
- Unsheltered homelessness in **Hana** remained relatively level.

HICH Performance Metrics: Housing Inventory Count



- Since 2015, the composition of beds in the HIC has changed significantly:
 - ES bed inventory increased 52% (+749 beds)
 - TS/TH bed inventory decreased 68% (-1987 beds)
 - RRH inventory increased over 2000% (+1, 558)
 - PSH/OPH inventory increased 158% (+2,067)
- 2022 OPH includes Emergency Housing Vouchers (EHVs) for HPHA, and all counties except Honolulu.
- Trends reflect change in federal, state and local funding and policy.
- TS/TH has in some cases been converted to ES beds.
- Not all OPH inventory is captured in the HIC – there may be additional projects prioritizing homeless individuals not included in this count.

Community Integrated Services (CIS)

Presenter: Kali K. French
Director of Clinical Operations
Institute for Human Services, Inc



For description of Services and eligibility
for CIS, Please refer to Link..

<https://homelessness.hawaii.gov/cis/>

Overview of CIS Operations



- IHS and HOPE Services Hawai'i (Big Island) are the first two organizations in the state to contract for CIS
- Self Assessment for Credentialing Readiness
- Dialogue/Meetings with QI Plans
- Planning and workflow
- Creating and building a Team
- Credentialing and contracting
- Administrative trackers
- Billing
- Start up cost
- Electronic Health Record
- Tracking



NEEDS ASSESSMENT.. WHATCU GOT?



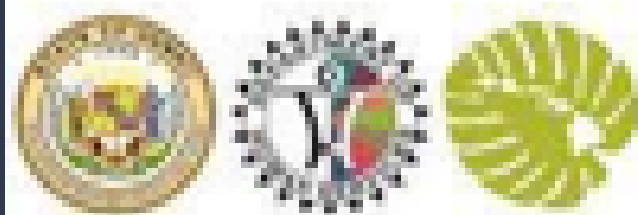
Self-Assessment for Credentialing Readiness

1. What current Case Management Programs does your organization have?

2. Is your agency accredited by CARF?
☐ Yes
☐ No
3. Do you have the following policies and procedures in place?
**Check all that apply
☐ Case Management
☐ Disaster Recovery Plan
☐ Cultural Competency
☐ Strategic Plan
☐ Fraud, Waste and Abuse (FWA)
☐ Emergency Response
☐ Risk Analysis
☐ None of the Above
4. Number of consumers with Mental Illness
(Select: None, 5-10, 11-21, 22-35, 36-55, 57-99, 100+)
How many total consumers with Severe Mental Illness? _____
How many total consumers with Severe Persistent Mental Illness? _____
How many total consumers with Lower-level Mental Illness? _____
How many consumers with Substance Abuse? _____
How many consumers with co-occurring mental illness and substance abuse _____?
How many consumers with complex or serious Medical issues? _____
5. Number of Licensed staff in your organization (LCSW, LMHC, LMFT, APRN, APRN-RX)?
6. What kind of assessment does your Organization use? Does it include Behavioral Health Assessment and a crisis plan?
☐ Yes
☐ No
7. Does your Organization currently have an Electronic Health Record(Electronic Medical
8. Does your organization currently have relationships with treating psychiatrist(s) or APRN/RX?
☐ Yes
☐ No
9. Is your organization Credentialed with MedQuest and/Medicare?
☐ Yes
☐ No
10. Is your Organization credentialed with any of the following insurance carriers?
☐ Chana Health
☐ Aetna Care
☐ United Health Care
☐ HMOA
☐ Tricare
☐ Kaiser
☐ Medicare
11. What is the structure of your Organization's progress notes?
☐ Data, Assessment and Plan (DAP)
☐ Subjective, Objective, Assessment and Plan (SOAP)
☐ Other (Please indicate type of note) _____
12. Does your Organization have a Case Manager Job Description?
☐ Yes
☐ No
13. Does your organization utilize Individual Treatment Plan (ITP)?
☐ Yes
☐ No
**If Yes, Please attach blank template
14. Does your organization have access to MedQuest website in order to check consumers' insurance status?
☐ Yes
☐ No

CREDENTIALING & CONTRACTING PROCESS

- Medicaid Application submit through HOKU
- Obtain a Provider ID and NPI Number.
 - Madi Silverman can work with you in regards to provider ID
- Credentialing with the QI Health Plans
 - Ohana
 - HMSA
 - AlohaCare
 - United Health
 - Kaiser
- CIS Contract with the QI Health Plans
- Billing Setup
 - Payspan
 - HMSA Clearing house
 - 3rd Party Biller?



State of Hawai'i Department of Human Services

Med-QUEST Division
HOKU Provider Enrollment System

QI Plans meetings and phone calls



- Bi-weekly Meetings - with QI plans (AlohaCare, HMSA, Ohana, Kaiser) to discuss CIS operations and any recommendations or feedback from providers (IHS/HOPE)
- Separate meeting with UHC to discuss workflow, authorizations or member eligible in their system
- Individual QI plan meetings to discuss specific member in their plan and PHI information for organization to provide CIS services.
- Occasional check in's with Madi Silverman on updates, what's working, suggestions, etc.

PLANNING...PROGRAM BUILD OUT

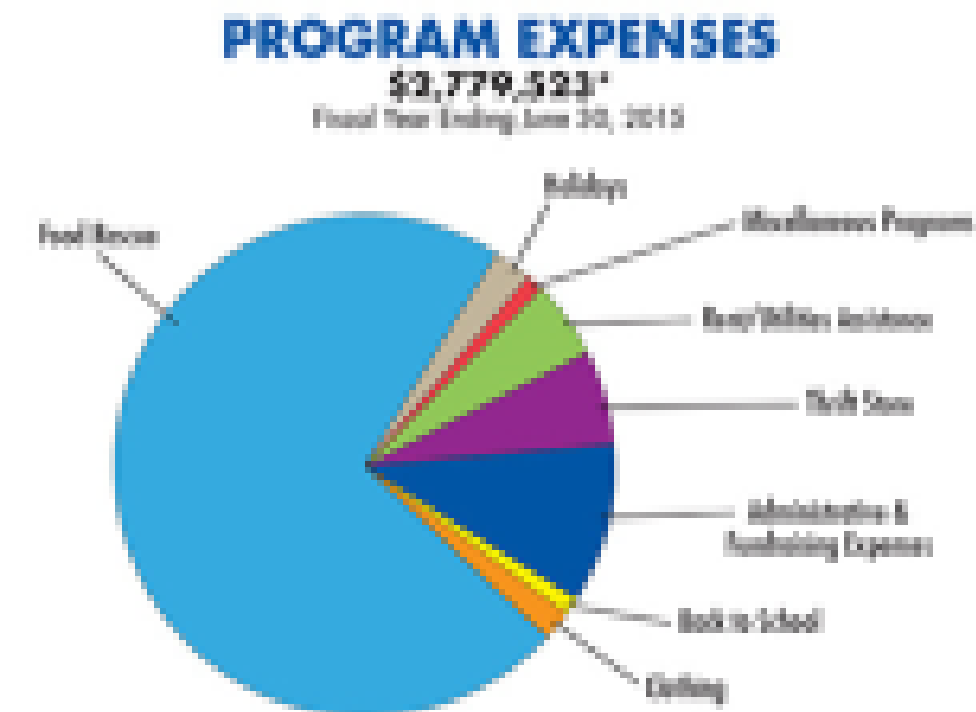
- Staffing (Existing Shelter Case Management or specific CIS Team)?
- Creating a workflow/Algorithm for Organizations existing programs for appropriate triage
- Needs Assessment (Credentialing with Medicaid, NPI and Provider ID Number, Credentialing with Insurance plans and contracting.
- Budgets (Projections and Cost)
- Start Up Cost (Ramp up time)
- Electronic Database (EHR)
- CMS 1500 Billing (Payspan)
- Progress Notes (DAP)
- CIS Program Build out into EHR
- Tracking of CPT codes and Billing Claims
- Creating Consumer Files



Startup Program Cost: YR 1, 2 & 3

- Labor & Allocations
- Payroll Taxes
- Health Insurance (Fringe)
- Operations Cost
- In Direct Admin

*YR 1, 2 & 3 ask for fundraising, donor or grants



CIS TEAM



- CIS Supervisor/Director
 - Strategic Planning
 - P & P's
 - Program Oversight
 - Supervision
- CIS Team leader
 - Operations
 - Administrative Tracking
 - POC w/QI Plans
 - Data Tracking
 - Supervision
- CIS Housing Navigators (4)
 - Pre and Post Tenancy Services
 - Intake and Assessment
 - Documentation
 - Cont. Authorization Request
- Billing Specialist
 - CMS 1500 forms
 - Decrease in denials
 - Finance Audit and reporting
 - Data
 - Collaborate with Team Leader

ADMINISTRATIVE TRACKING

CIS Program Tracker

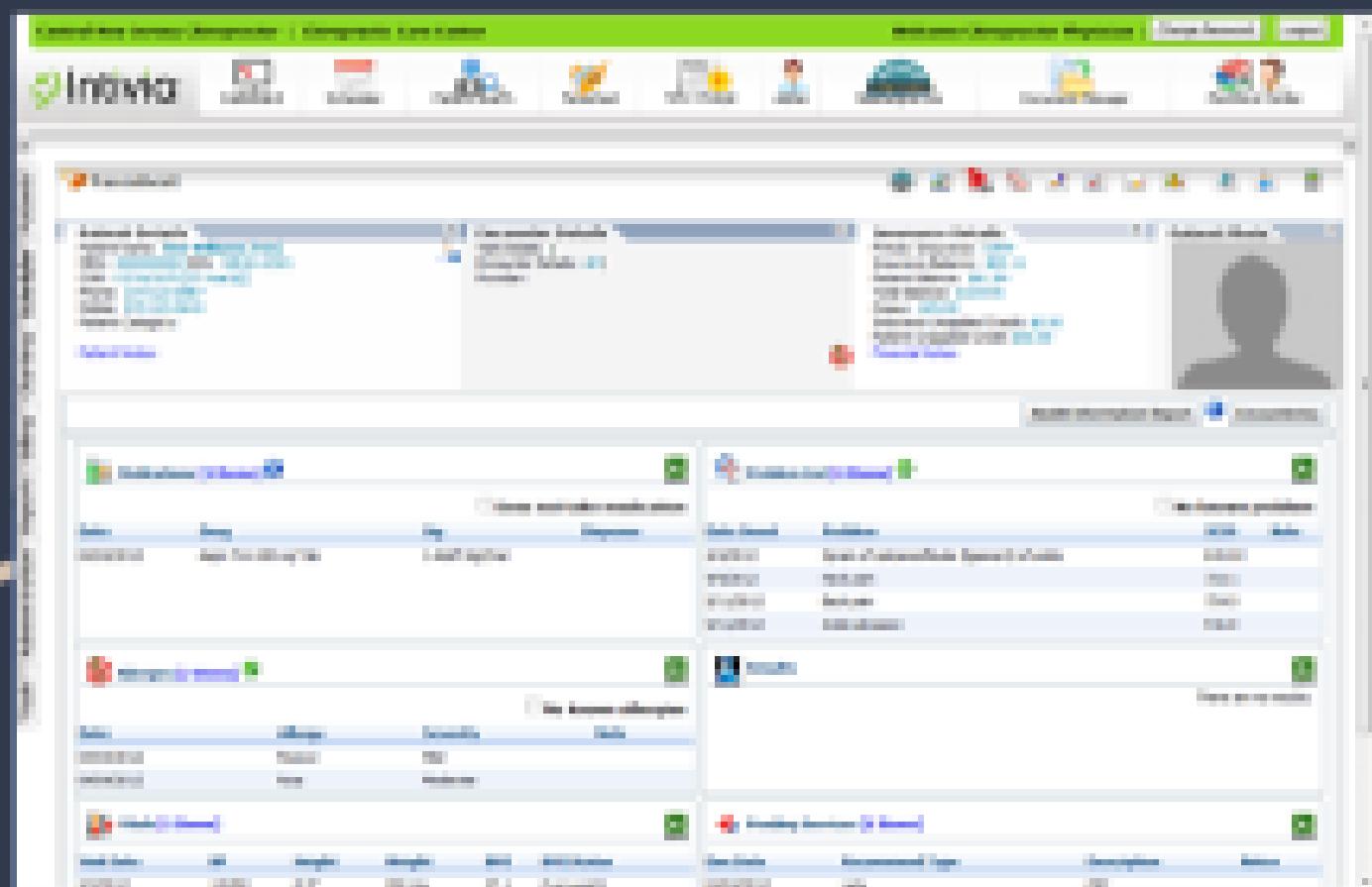
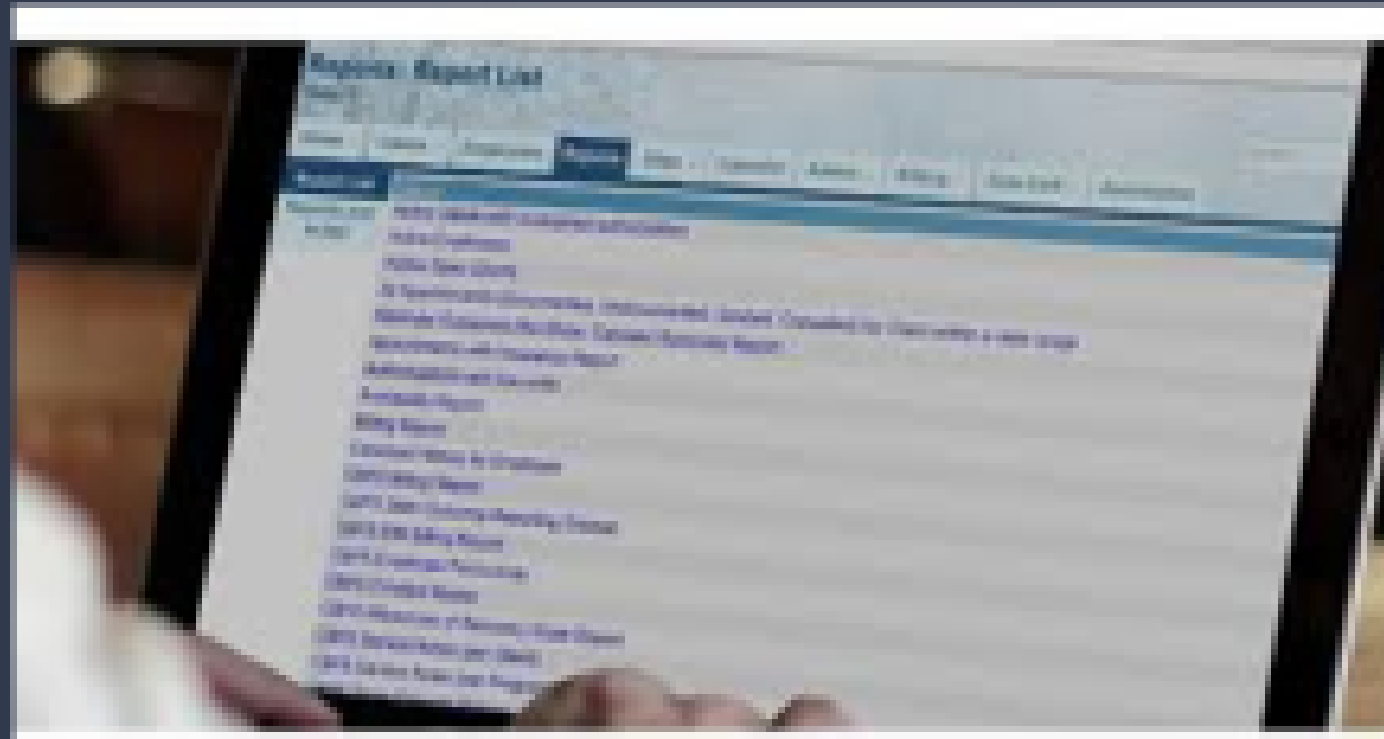
- Name, DOB, HMIS ID, Referred from, Date of Initial engagement, VISPDAT Score, Consent, QI Health Plan, Medicaid #, CCS Enrolled, Signed Referral/Consent Date, FAXED Referral/Consent Date, Auth Number, Admit/Auth Received, DX, Assessment Complete, Assessment Faxed, PMPM Auth Received, HAPA, HAPA Reassess, CM, Psychiatrist, Clinical Slip Submitted

Clinical Slip - Billing

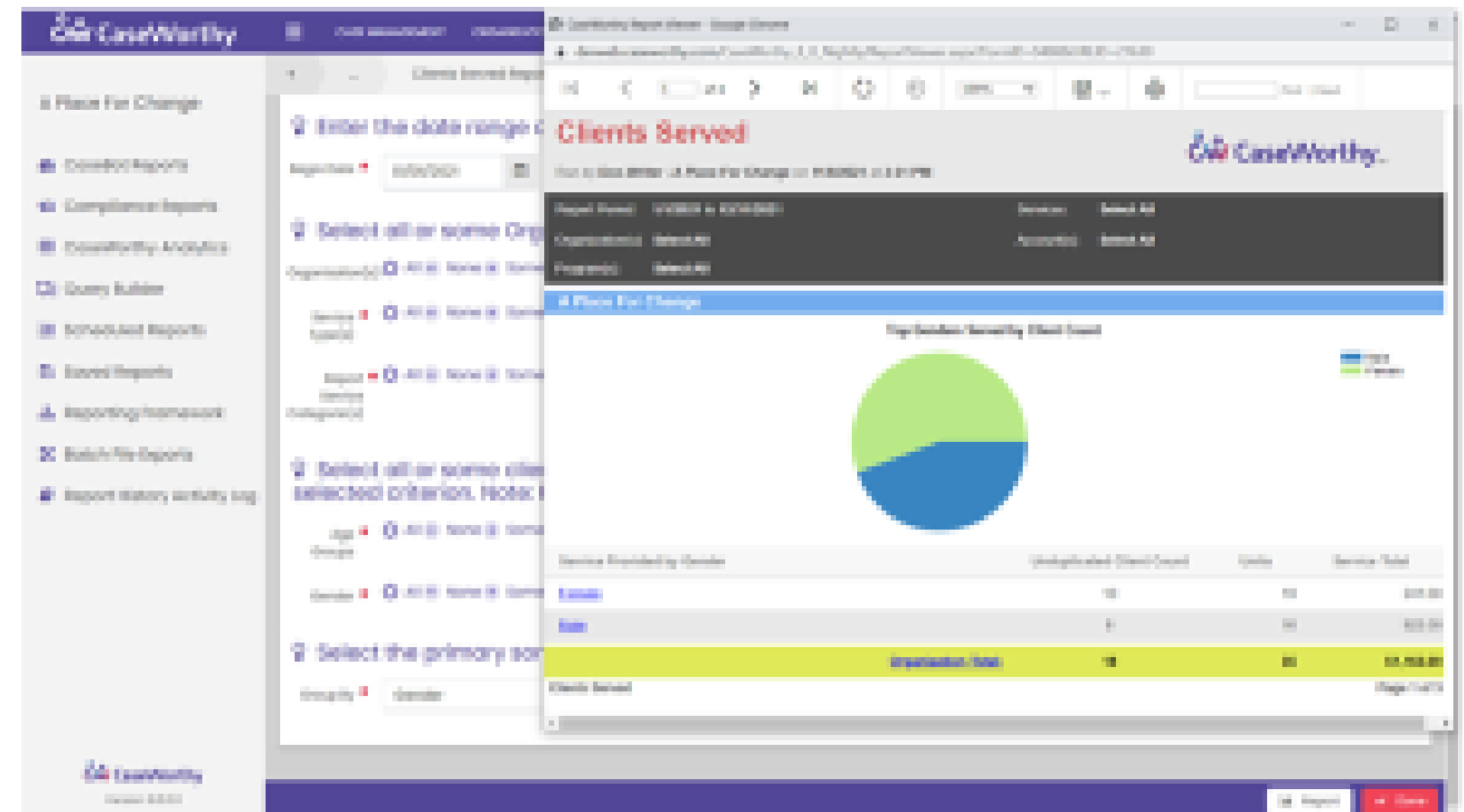
- Date, name, DOB, Insurance Carrier, Member ID, Provider Name, NPI, Facility name, Tax ID, Diagnostic Code, CPT Code, Modifier, Authorization, Auth Start Date, Auth End Date, Description of Service, Date of Services, CMS 1500 Submitted



Electronic Health Record (EHR)



Finding an EHR that fits your organization and case management services.



**Few Examples of EHR: eHana, insync, CaseWorthy (CW)

Create and Maintain Consumer Charts



Billing Receivables & Number of QI Plan Active Auths

HOPE Services (2 Housing Navigators)

- 25% of Billables Received as of 5/17/22
- Aloha Care - 5
- HMSA - 11
- United Health - 5
- Ohana - 12
- Kaiser - 0

Total: 33

IHS (2 Housing Navigators)

- Billables - Data not available
- Aloha Care - 7
- HMSA - 4
- United Health - 2
- Ohana - 20
- Kaiser - 4

Total: 37

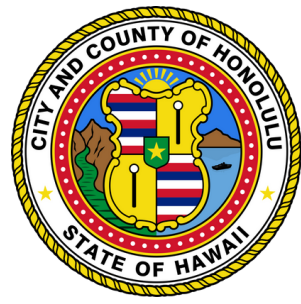
***CM to Consumer Ratio 1:20

Mahalo!

Kali K. French

Email: kalif@ihshawaii.org





Housing Assistance Programs for the Kupuna



Elderly Affairs Division (EAD)

Housing Placement Program

- Housing Assistance Services as needed for seniors that are 60+ yrs.
- Annual income does not exceed 60% of the area median income
- Must be able to live independently

KUMUWAI PROGRAM

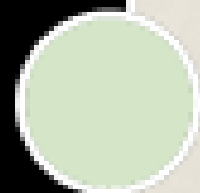
- Permanent Supportive Housing Program
- Wrap around intensive case management
- HOH must be 62+ yrs. old
- Chronically homeless
- Location: 1902 Young St. Honolulu, HI 96826
- Studio units w/full bath

City and County of Honolulu, Department of Community Services, WorkHawaii Division
Housing Assistance Programs for the Kupuna – 680 Iwilei Rd, Suite 700 Honolulu, HI 96817
FOR MORE INFORMATION CALL (808) 768-5727

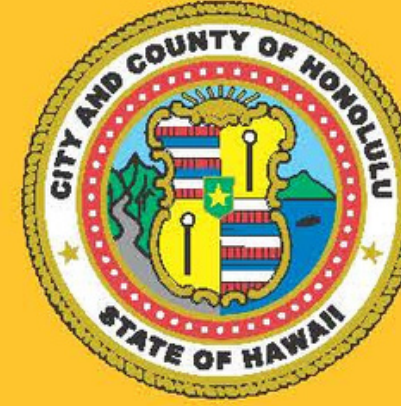


KUMUWAI

PERMANENT HOUSING FOR FORMERLY HOMELESS SENIORS



Navigating YOU to Resources for Employment, Housing and Financial Assistance...



City and County of Honolulu
Department of Community Services
WorkHawaii Division
T.E.A.M. WorkHawaii

Mission Statement: "We are a community partner creating opportunities to improve the quality of life for the people of O'ahu."

(Federally funded by a HUD CDBG-CV grant)
Equal Employment Opportunity Program
TDD/TTY Dial 711 Then Ask For (808)768-5701

T.E.A.M. WorkHawaii Outreach/Case Management Services:

To prevent homelessness and prolonged unemployment of the underemployed, early release detainees, individuals in clean & sober environments, treatment facilities and low to moderate low income persons;

- Resume building/Basic interview skills
- Paid internship/Apprenticeship application assistance

Location:

85-670 Farrington Hwy, Rm. 6

Waianae, HI 96792

Phone: (808) 768-5736

Phone: (808) 768-5733

Phone: (808) 768-5807

Business Hours: 7:45 am – 4:30 pm

Mon-Fri

- Direct Hire/Job Placement
- Daily/monthly bus passes
- Utilities or security deposit or 1st month's rental assistance
- Dual enrollment with AJCH for employment services
- Dual enrollment with Rent to Work subsidized housing

Stay In Touch

If you have any questions regarding the webinars, or have suggestions for future topics, please contact our office.

Justin Limasa

GCH Homelessness Assistant

808-586-0193

gov.homelessness@hawaii.gov





Connecting on **The Road to Home**

NEXT INSTALLMENT

JUN

MONTH

27

DAY

2022

YEAR

12:00 P.M. TO 1:00 P.M.