# BRIDGING THE GAP
The Hawai‘i Neighboring Islands’ Continuum of Care (Hawai‘i, Kaua‘i, Maui)

## BTG Board Meeting
Friday, June 5, 2015; 9:30AM – 3:30PM; (ACTUAL TIME 9:29AM – 3:18PM)
State of Hawai‘i – Department of Human Services Homeless Programs Office
Millilani Building, 6th Floor Conference Room

### Attendees:
- **Hawai‘i County:** Rita Palma, Hawai‘i Island Home for Recovery
  Kaloa Robinson, County of Hawai‘i – Office of Housing (BTG Vice-Chair)
- **Kaua‘i County:** Debra deLuis, Catholic Charities Hawai‘i
  Bricen Moritsugu, Kaua‘i County Housing Agency
- **Maui County:** Thelma Akita-Kealoha, Catholic Charities Hawai‘i
  Maude Cumming, Family Life Center (BTG Chairperson)
  Jan Shishido, County of Maui
- **HPO:** Judy Ishida
  Lori Tshuhako
- **Guest(s):** Beth Murph, Catholic Charities Hawai‘i
  Charlene Robles, Catholic Charities Hawai‘i
- **Absent:** Sharon Graham, Kaua‘i County Housing Agency (BTG Secretary)

<table>
<thead>
<tr>
<th>Agenda Topic</th>
<th>Discussion</th>
<th>Outcome/Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call to Order</strong></td>
<td>BTG Chairperson Maude Cumming called the meeting to order at 9:29AM. Members present introduced themselves to the group and for the record.</td>
<td>Thelma moved to accept the minutes with Jan seconding. Minutes accepted by a vote of 6 ayes, 0 nays, 1 absent.</td>
</tr>
<tr>
<td><strong>Approval of Minutes</strong></td>
<td>Minutes from the April 17, 2015 BTG Board meeting with no corrections or additions.</td>
<td></td>
</tr>
<tr>
<td><strong>Continuing Business:</strong></td>
<td>Paul Ruddell was invited in to present updates to HMIS.</td>
<td></td>
</tr>
<tr>
<td><strong>HMIS Update</strong></td>
<td>a. HMIS Implementation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The contract was executed retroactively to April 15th. Implementation team has met and moving forward with Tien Lum contacted.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lori clarified that Tien (legacy HMIS provider) will need to work with the new contractor to migrate the HMIS data.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rita inquired about Big Island training that was in planning stages with Carlos Perraro. Paul reported that there is a Train-the-Trainer style training forthcoming that will train users with various system roles.</td>
<td>Paul to send an email to financial assistance providers requesting information on eligibility and approval that will assist in the design of the system for users.</td>
</tr>
</tbody>
</table>
Paul noted that the system will have the capability to generate reports. Customized reports that require specific data points can be included, but it might come at a financial cost to the requestor (i.e. county) and such requests might have to be phased into the system depending on priorities.

With all the extra and anticipated work with the new system, Maude inquired if additional technical admin staff would be hired. Lori is not sure at this time if additional staff will be added.

Maude inquired on HMIS rollout or timeline. Paul noted that the contract states “within 6 months”. However, they are looking at 12-16 weeks for rollout.

Data migration into the new HMIS system will focus on active programs. Paul noted that the integration team is looking at data going back 7 years for migration into the new system.

b. Participation in Statewide Data Committee

Paul noted the committee now has participants from all the counties.

The committee has selected the following BTG committee members as voting members: Debra, Maude, Beth, Angie & Carol.

<table>
<thead>
<tr>
<th>HEARTH Act Compliance</th>
<th>a. Revised BTG documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Judy reported that a policies and procedures manual is being drafted with copies to be shared amongst the members. Summer high school interns will be at the DHS office that will be tasked with putting the manuals together.</td>
<td></td>
</tr>
<tr>
<td>It was noted as to the difficulty of keeping track of the numerous BTG documents both centrally and amongst the neighbor island chapters. Judy will keep electronic records on the HPO shared network drive.</td>
<td></td>
</tr>
<tr>
<td>Rita acknowledged Maude for coordinating and facilitating the recent BTG general meeting via teleconference despite the audio/visual challenges.</td>
<td></td>
</tr>
<tr>
<td>b. Memorandum of Understanding (MOU) between</td>
<td></td>
</tr>
</tbody>
</table>

Paul requested that county-level users who need specific data to please email him.

Anticipate having the manuals to distribute by the next BTG Board meeting in August.

Bricen will work with Judy on looking at an external cloud drive to store documents that can be accessed by BTG members such as Box or Dropbox.

Bricen to research other videoconference or teleconference options and report back to the BTG Board.
<table>
<thead>
<tr>
<th><strong>Additional Agenda Discussion Items:</strong></th>
<th>Lori and Maude formally signed the MOU with copies distributed to each chapter leadership.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status on Governor's Liaison</strong></td>
<td>Jan moved to amend the meeting agenda and add the additional questions/items for discussion with Rita seconding.</td>
</tr>
<tr>
<td><strong>General Membership Roster</strong></td>
<td>Agenda amended with 6 ayes, 0 nays, 1 absent.</td>
</tr>
<tr>
<td><strong>CoC Clarification Questions</strong></td>
<td>Debra motioned for chapters to submit to BTG Chair eligible voting rosters at minimum 30 calendar days before the BTG general meeting with Rita seconding.</td>
</tr>
<tr>
<td></td>
<td>Motion passed with 7 ayes, 0 nays.</td>
</tr>
</tbody>
</table>

Lori reported that the MOU between BTG and HPO formalizing the relationship, roles and responsibilities of both parties is ready for formal signing.

Maude indicated that she had additional questions/items to be discussed not on the agenda. Rita and Beth also had questions/items to add. In total, there were 6 questions/items to add and discuss:
1. Status on Governor’s liaison
2. General membership roster
3. CoC questions
4. Point-In-Time (PIT)
5. Data committee
6. Question regarding Hawai’i Inter-Agency Council on Homelessness (HICH)

Lori reported that at this time Brian Matson, Colin Kippen’s assistant has been offered a 1-year extension and Colin has not heard on whether he will be re-appointed or not re-appointed. Colin’s appointment ends on June 30th. The position of the Governor’s Coordinator on Homelessness exists by statute.

Maude noted that BTG should establish a set time period for local chapters to submit their rosters of eligible voting members before a general BTG meeting after recent difficulties during the last BTG general meeting.

Currently, eligible voting members by chapter are:
- Maui: Those who paid dues and have 75% attendance over the previous 12 concurrent months (not necessarily calendar year).
- Kaua‘i: Those who paid dues and have 75% attendance.
- Hawai‘i: Those who paid dues and have 50% attendance over the calendar year.

Maude requested a clarification of what are the CoC programs. Lori clarified that the old Shelter Plus Care (SPC) and old Supportive Housing Programs (SHP) are the CoC programs.

Lori explained that the Emergency Solutions Grant (ESG) and Housing Opportunities for Persons with AIDS (HOPWA) are formula grants based on population while the CoC programs are competitive.

Judy noted that the Consolidated Plan and Action Plan have both been recently completed for ESG and HOPWA (and HOME and CDBG). Lori created a visual graphic...
showing the flow of programs and funding within the CoC and formula grant system.

Lori noted that there is a disconnect in that the counties (HOME & CDBG) need to include the CoC in the planning for the Consolidated Plan. This is currently not being done resulting in missed opportunities for better leverage with ESG to address homelessness in a more coordinated way.

Maude requested an update on the results of the PIT. Lori reported there are two separate versions of the results. One version has data for the City & County of Honolulu (C&CH) only and the other version has data for the neighbor islands and the C&CH. A problem occurred when the draft of the C&CH report was sent to the PIC Chair which was then inadvertently sent to the entire PIC membership upon which it was compiled with a narrative of one PIC agency and then sent to the media.

The C&CH later requested to do a joint release with HPO on the report after they make revisions to their report. It is anticipated that the report will be released sometime next week.

Beth noted that the data committee is in need of a vice-chair. Beth recommended that the vice-chair come from the neighbor islands to balance out management of the committee. The committee chair is Erin Rutherford. It was recommended that Angie Evans from HOPE Services or Carol Matayoshi be named vice-chair. Rita called Angie to inquire, however Angie declined. The consensus amongst the group was that the position would be better served by an individual who is a current HMIS user. Amongst the data committee members in BTG, Maude and Debra are on the committee and both declined the position.

Beth requested clarification if BTG members should attend or could attend the HICH meetings. It was clarified that anyone can attend the meeting in the audience. The HICH members meet at the table for discussion and official business.

Lori noted that the meetings are more on a policy level discussion. Debra noted that Maude is the BTG representative to HICH. Lori noted that Jan represents the Maui mayor, Kalena represents the Hawai‘i island mayor Kauai has not been sending any representative. Debra noted that she attended along with Mayor Carvalho for Kaua‘i early on. Lori stated that Kaua‘i’s Housing Director Kamuela Cobb-Adams attended several times but stopped afterward. He later indicated to her that there wasn’t any

See Attachment 1.

After discussion, the group decided to let the position go to a member of PIC.

Sharon to follow-up on
| Island Reports: |  |
|---------------|-----------------
| Hawai'i Island | Kaua'i's representation on HICH. |
| Kaua'i |  |
| Maui |  |

**Hawai'i Island**

Kalaoa reported on updates on his micro unit grant. An environmental assessment followed by procurement are the next steps with funds expected by September. 32 units located next door to the west Hawai'i emergency shelter will be covered by the grant. The units will target the chronic homeless population. The units will be built in China and delivered pre-fabricated to the site as 40' containers with 4 units per container. The units will have hookups for electricity and water, but the site will have communal bathrooms and no kitchen facilities. Full amenities plans are still being drawn up at this time.

Rita reported that their chapter is now collecting dues.

The Big Island has a second homeless action group that started as a task force from the mayor's office. Both groups will have a joint meeting on June 25th. The groups are looking to merge and come under the CoC chapter after Mayor Kenoi and his administration leaves office.

Debra reported on the leadership change for the chapter from a chairperson to a 5-person management team. The chapter continues to adjust to the new structure. The chapter bylaws were revised and ratified for the change. It was questioned how BTG would communicate with the Kaua'i chapter as the BTG bylaws indicate communication and work through the chapter chairs. For time being, Debra can continue as chapter lead for those purposes for the time being.

Bricen noted the small size of the Kaua'i chapter and the reluctance of the members to take on a leadership role.

Bricen also reported on the recent blessing and move-in at the Kaniko'o senior housing project as well as upcoming completion of Kolopua on the north shore. In the rental assistance side, the island is facing very low FMR's and payment standards.

Debra noted that the chapter has started planning for Homeless Awareness Week. Debra had contacted the PIC contact regarding the conference date but hasn't responded. Lori confirmed the date of the Statewide Homeless Awareness Conference as Friday, November 20th. Lori reminded everyone that neighbor island representatives can join the PIC committee to plan the conference. This is a way to get your voices heard.

Maude reported on the development of the Homeless Action Team (HAT).
Lori met with one of HAT’s organizers to clarify key facts and arguments. HAT felt that the Maui CoC chapter existed to decide funding. Lori clarified that only 5 agencies within the Maui CoC chapter receive funding and that the chapter is a community planning tool.

Maude reported that Salvation Army announced the transition of delivery of homeless services to 6 outreach locations. As a result, Family Life Center has seen an increase of people seeking food and other services because Salvation Army is offering services in a different format.

Maude and Jan also reported that Maui Section 8 is issuing many vouchers to catch up from underspending. Maude is anticipating many SPC clients to move out due to the issuance of Section 8 vouchers as their SPC clients are required to apply for Section 8 vouchers.

Overall there is a multi-island issue of clients being “dumped” onto agencies like Family Life Center and KEO by other service providers.

### New Business:

<table>
<thead>
<tr>
<th>Confirm Dates/Time of Local CoC Chapter Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinated Entry System</td>
</tr>
</tbody>
</table>

Lori requested confirmed dates and times for the next chapter meetings:
- Kaua‘i: June 24th at 11:30 AM
- Hawai‘i Island: June 25th at 1:00 PM
- Maui: June 17th at 12:00 PM

HEARTH Act compliance requires a coordinated entry system. PIC will use the VI-SPDAT and PHOCUSED will administer, score and maintain case conferencing for service prioritization. BTG and PIC will need to articulate how people will be prioritized. The prioritization is currently being done by hand, but the new HMIS will include a VI-SPDAT. Currently, there is a lot of pushback within PIC on the prioritization process as agencies want the continued ability to choose who they serve. Training will be critical on the system.

It is recommended that BTG starts this process and training with Maui. Lori recommends BTG starts with Maui because Hawai‘i island and Kaua‘i face similar dynamics in that there is one large provider and one or several smaller providers whereas on Maui, there is really no one large commanding provider.

---

Debra motioned for a rotating implementation of the coordinated entry system starting with Maui then to Hawai‘i island and then to Kaua‘i.

Lori countered to wait on a decision until after she visits Hawai‘i island (6/25/15) and Maui (6/17/15) in the coming weeks and sees what the providers are doing and
Lori noted that HPO administers ESG and CoC funds giving them a wide perspective of performance. Some contractors such as HOPE Services and KEO receive multiple contracts. Performance depends on program.

a. What type of information is vital to do a transparent, fair and comprehensive assessment of agency performance?

The following data points were recommended:
1. Who is receiving money and for what purpose (funding per island and per program).
2. Description of the service or scope of services or outcome measures to be provided.

b. In what format could this evaluation be accomplished?

The following were recommended:
1. Collecting the agency work plan and reconcile at the end of the year.
2. Collect the year-end activity report and/or APR/CAPR.

In either case, it was discussed to have it become known to providers at procurement/RFP that program outcomes will be a matter of public record. Agencies will therefore know ahead of time that performance is being tracked and monitored as part of the CoC/BTG collaborative process.

Kaloa inquired if it was possible to get the agencies performance data twice a year. Lori noted that state grantees are required to report twice a year at 6-months and end of year. Maude noted that the 6-month report is received at the 8-month timeframe making it difficult to monitor.

Lori inquired if BTG would like a copy of a grantee’s Program Compliance Report (PCR) and Corrective Action Plan for grantees that are monitored by HPO with the caveat that not all grantees are monitored every year due to staffing to which BTG agreed to receive.

Additionally for the county representatives, HPO can offer the representatives to shadow the HPO auditor for monitoring.

<table>
<thead>
<tr>
<th>Provider Performance Evaluation</th>
<th>None</th>
</tr>
</thead>
</table>

County representatives to work with HPO if desired.
<table>
<thead>
<tr>
<th>Other Issues</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adjournment</strong></td>
<td>BTG Chairperson Maude Cumming adjourned the meeting at 3:18PM.</td>
</tr>
<tr>
<td><strong>Next Meeting</strong></td>
<td>Friday, August 14, 2015 at 9:30AM, Department of Human Services Homeless Programs Office - Mililani Building, 6th Floor Conference Room.</td>
</tr>
<tr>
<td><strong>Minutes Prepared by:</strong></td>
<td>Bricen Moritsugu</td>
</tr>
</tbody>
</table>

(NOTE: Minutes must be distributed to Committee members prior to the next Committee meeting. Committee Chair/designee must also forward minutes to the BTG Chair within 10 days for posting to the HPO website.)
Planning Process
required for formula grants

Consolidated Plan (5 yrs)
1. Year 1  Annual Action CAPER
2. Year 2  Annual Action CAPER
3. " " "
4. " " "
5. " " "

Diagram:
- Formula grants
- Fed #
- CDBG
- HOME
- ESG
- NSP
- HOPWA

- City
- State
- HPO
- ESC
- HOPWA

Counts

HOME
CDBG
NSP