

Hawaii Interagency Council on Homelessness (HICH) Honolulu
International Airport Conference Rooms 3&4

September 18, 2017
10:00 am – 12:00 pm

Council Attendees:

Mr. Scott Morishige	Chair
Deputy Director Bridget Holthus for	Director of the Department of Human Services (DHS)
Deputy Director Lynn Fallin for	Director of the Department of Health (DOH)
Ms. Elaine Young for	Director of the Department of Labor & Industrial Relations (DLIR)
Deputy Director Renee Sonobe-Hong for	Director of the Department of Public Safety (PSD)
Mr. Jesse Souki for	Director of the Department of Business, Economic Development, and Tourism
Mr. Kama'ano Mills for	Director of the Department of Hawaiian Home Lands
General Arthur "Joe" Logan	Adjutant General of the Department of Defense
Ms. Deja Ostrowski for	Chairperson of the Office of Hawaiian Affairs
Ms. Melissa Lewis for	Attorney General
Ms. Tobi Portner for	Superintendent of the Department of Education
Representative John Mizuno	Hawaii State House of Representatives
Senator Josh Green	Hawaii State Senate
Mr. Ben Park for	Executive Director of the Hawaii Public Housing Authority
Mr. Jay Parasco for	Mayor of the City & County of Honolulu
Mr. Lance Niimi for	Mayor of the County of Hawaii
Ms. Kanani Fu for	Mayor of the County of Kauai
Ms. Natalie Okeson	Continuum of Care for the City & County of Honolulu
Ms. Brandee Menino	Continuum of Care for the County of Hawaii
Ms. Debra Deluis	Continuum of Care for the County of Kauai
Ms. Maude Cumming	Continuum of Care for the County of Maui
Mr. Andrew Dahlburg	U.S. Department of Veterans Affairs
Mr. Brian Johnson	U.S. Department of Housing & Urban Development, Office of Community Planning & Development
Pastor Daniel Kaneshiro	Faith-Based Representative
Mr. Dave Rolf	Business Community Representative

Absent: Representative from the Department of Human Services, Homeless Programs Office; Representative for the Mayor of the County of Maui

Staff: Mr. Eric Lopez, Homelessness Assistant; Ms. Ipo Paia, Administrative Assistant on Homelessness; Ms. Monica Bailey, Practicum Student; Ms. Andrea Suzuki, Deputy Attorney General

Special Guests: Ms. Katherine Keir, United Healthcare; Dr. Daniel Cheng, Queen's Medical Center; Lieutenant Mike Lambert, Honolulu Police Department

- I. **Call to Order, Taking of the Roll.** Roll taken and there was a quorum established with 22 out of 27 members. The meeting was called to order at 10:03 a.m. by the Chair.

Chair Morishige welcomed everyone and noted that all material was sent out electronically. Council members were asked to sign up at the registration desk if they did not receive handouts in advance of the meeting. Members of the public were also asked to request a copy of materials from staff, and were advised that a sign-up list was available to receive a copy of the meeting packet and handouts by e-mail.

The Chair introduced Ms. Monica Bailey, practicum student with the Masters of Social Work (MSW) program at the University of Hawaii at Manoa. Ms. Bailey will be assisting the Chair on

Mondays and Fridays, and will be helping to support the work of the council.

The Chair provided a brief overview of the agenda for today's meeting, and acknowledged the continued progress that the council and other stakeholders are making in addressing homelessness statewide.

- II. **Overview and Approval of Agenda.** The Chair presented the agenda and asked for a motion to approve the agenda.

Motion to approve the agenda was made by David Rolf and seconded by Kama'ana Mills. The Chair opened the floor for discussion, and seeing none the Chair called the question. The motion passed unanimously.

- III. **Approval of Minutes.** The Chair reminded members that the June 19, 2017 meeting minutes were e-mailed to members and that copies of the minutes were included in the members' packets. The Chair provided time for members to review the minutes, and asked if there were any additions/corrections. Noting none, the Chair asked for a motion to approve the minutes of the June 19, 2017, Hawaii Interagency Council on Homelessness meeting.

Motion to approve the minutes was made by Bridget Holthus and seconded by David Rolf. The Chair called the question. The motion passed unanimously.

- IV. **Public testimony.** Chair Morishige opened the floor to public testimony. The public was asked to keep testimony limited to no more than one minute.

a. **Mr. Michael Peacock, Hawaii Vet to Vet.**

Mr. Peacock thanked everyone for their support of the Hawaii Interagency Council on Homelessness. He expressed the need to continue conversation in regard to the Coordinated Entry system, and about coordination of communications on homeless issues. Mr. Peacock mentioned the need to keep Coordinated Entry as a top priority, and that he had been in contact with both Partners in Care and the City & County of Honolulu in regard to the need to include faith-based organizations as access points for Coordinated Entry.

b. **Mr. George Massengale, Kapiolani Community College**

Mr. Massengale introduced himself and mentioned that he is formerly with Hawaii Habitat for Humanity, and is now working as the Health Apprenticeship Coordinator at Kapiolani Community College. Mr. Massengale wanted to inform council members and the public about the health apprenticeship program and the opportunity to serve as an apprentice community health worker. Mr. Massengale stated that the apprenticeships could provide a learning and career opportunity for homeless individuals, or for those who are interested in serving the homeless population. He encouraged council members and the public to contact him for more information.

During public testimony, five members of the council arrived.

At 10:20 a.m., Ms. Okeson arrived.

At 10:30 a.m., Ms. Young arrived.

At 10:33 a.m., Mr. Dahlburg arrived.

At 10:35 a.m., Pastor Kaneshiro arrived.

At 10:40 a.m., Mr. Souki arrived.

Quorum was revised to reflect 25 out of 27 members present.

V. New Business

a. Discussion regarding current community efforts to address homelessness – including specific efforts to address the needs of homeless individuals who have frequent interaction with the criminal justice and healthcare systems.

The Chair provided background on this agenda item for the council. The Chair mentioned that the community, on all islands, continues to face the challenge of unsheltered individuals living out of doors. Many of these individuals have overlaying medical needs in addition to their lack of housing and economic challenges. In addition, many of these individuals have frequent interaction with the law enforcement and criminal justice system. Over the past several months, a number of new community initiatives have emerged to specifically address the needs of unsheltered individuals who engage with the healthcare and criminal justice systems. To inform council members of these new initiatives, the Chair has invited special guests from United Healthcare, Queen's Medical Center, and the Honolulu Police Department to provide presentations on the new initiatives emerging, and to answer questions.

Presentation by Ms. Katherine Keir (United Healthcare).

Ms. Keir introduced herself as the Hawaii State Director for myConnections. Ms. Keir provided a presentation on the Hawaii Accountable Health Communities (AHC) model, as funded by the Centers for Medicare and Medicaid Services (CMS) and the Center for Medicare and Medicaid Innovation (CMMI). A copy of Ms. Keir's PowerPoint presentation is attached.

Ms. Keir stated that United Healthcare was recently awarded a AHC grant from CMS and CMMI to address identified social needs for low-income individuals in Hawaii who frequently accessed emergency department services in two specific geographic target areas.

Ms. Keir informed the council that the grant period will be five years starting from May 1, 2017 to March 31, 2022. UnitedHealthcare currently anticipates that the program will go "live" in April 2018. The grant is funded in one-year increments, and subsequent years' awards are dependent on prior performance. The total financial investment over the five years is \$4.5 million in CMMI grant funds, plus additional support from United Healthcare.

Ms. Keir stated that the two geographic areas targeted for the grant are Waianae and Honolulu. The three clinical delivery site partners for the grant are the Queen's Medical Center, Kalihi-Palama Health Center, and Waianae Coast Comprehensive Health Center. Patient navigators will be assigned at each of the three clinical sites to address identified social needs.

According to Ms. Keir, the grant will specifically address eight identified social needs: housing instability and quality; transportation gaps; employment and income needs; food insecurity; utility needs; family and social supports; educational gaps; and interpersonal violence. The AHC model establishes a bridge organization to create linkages between health delivery organizations and the delivery of social services. The pilot is intended to address the specific social needs identified above. Individuals who are identified as "high risk" with two or more emergency department visits in the past 12 months will receive navigation services from the pilot. Individuals who are identified as "lower risk" with less than two emergency department visits in the past 12 months will receive a summary of community referrals to address their needs.

Ms. Keir explained that a Hawaii Accountable Health Communities Advisory Board (HAAB) had been established to provide oversight for this project. The advisory board consists of local representatives from community partners, such as Aloha United Way, Catholic Charities Hawaii, Child & Family Service, the City & County of Honolulu, Goodwill Hawaii, Hawaiian Community Assets, the Institute for Human Services, Kalihi-Palama Health Center, Lanakila Pacific, Oahu Transit Services, Parents and Children Together, Papa Ola Lokahi, and PHOCUSED.

Ms. Keir informed the council that she was available to answer any questions about the project.

Presentation by Dr. Daniel Cheng (Queen's Medical Center).

Dr. Cheng introduced himself as the Assistant Chief & Medical Director of the Queen's Medical

Center, Punchbowl location. Dr. Cheng also serves as an Assistant Clinical Professor at the University of Hawaii, John A. Burns School of Medicine (JABSOM). Dr. Cheng provided a brief presentation on the Queen's Care Coalition effort to address the needs of super utilizers of emergency department services. A copy of Dr. Cheng's PowerPoint presentation is attached.

Dr. Cheng began by providing a definition of "super utilizers." CMS defines a "super utilizer" as "beneficiaries with complex unaddressed health issues and a history of frequent encounters with health care providers." He clarified that Queen's Medical Center defines a "super utilizer" more specifically as individuals with three or more emergency department visits in one week, or three admissions in a month or 12 emergency department visits in a quarter. According to Dr. Cheng, the percentage of homeless individuals accessing emergency department services has significantly increased between 2013 and 2016. Dr. Cheng indicated that Queen's Medical Center is the hospital on Oahu that is most impacted by frequent emergency department utilization of homeless individuals, compared to other Oahu hospitals such as Straub, Kapiolani Hospital, and Castle Hospital. He presented information that the number of emergency medical services transports to Queen's Medical Center at Punchbowl for homeless individuals identified as "super utilizers" far exceeded the number of transports to other Oahu hospitals.

According to Dr. Cheng, 70 percent of "super utilizers" are individuals experiencing homelessness. Dr. Cheng presented a slide indicating that the top diagnosis of homeless individuals visiting Queen's Medical Center at Punchbowl was "psychiatry and substance abuse," followed by "infectious disease," general medicine" and "dermatology." Dr. Cheng estimated that homeless individuals represented only three percent of the population utilizing Medicaid services in Hawaii, but utilized over sixty percent of the state's overall Medicaid budget.

To address the needs of "super utilizers," Queen's Medical Center established the Queen's Care Coalition, which is modeled after the Camden Coalition. Dr. Cheng informed the council that the Camden Coalition had decreased emergency department utilization by 46% and was resulted in \$5 million in cost savings per year.

The Queen's Care Coalition is led by Dr. Cheng and Queen's Medical Center Vice President Kathy Morimoto. The Queen's Care Coalition management also includes an APRN-Rx and Social Work manager. The coalition leverages existing community resources and provides referrals to a network of partners, including the Institute for Human Services, Kalihi-Palama Health Center, Waikiki Health, Waianae Coast Community Health Center, Department of Human Services, Hawaii Foodbank, and the Hawaii Judiciary.

Dr. Cheng concluded his presentation by providing an example of a 58-year-old female who presented with dialysis, homelessness, methamphetamine dependence, heart failure, and schizoaffective disorder. Prior to intervention, the female average 10 emergency department visits per month, and 13 hospital days per month at Queen's Medical Center. Post-intervention, which included foster care home placement and care coordination, the female has zero emergency department visits or hospital admissions for the past four months.

Dr. Cheng informed the council that he was available for any questions.

Presentation by Lt. Mike Lambert (Honolulu Police Department).

Lt. Lambert introduced himself, and explained that he is with the Honolulu Police Department (HPD) and currently serves in District 1, which covers the downtown Honolulu area from Liliha Street to Punahou Street, and from Round Top Drive to Ala Moana Beach, including Aloha Tower. Lt. Lambert provided a brief presentation to the council on the H.E.L.P. Honolulu initiative, whose mission is to responsibly facilitate resources through partnerships and unified strategies focused on providing improved services to Honolulu's at-risk homeless community. A copy of Lt. Lambert's PowerPoint presentation is attached.

Lt. Lambert began by explaining that H.E.L.P. was an acronym that stood for Health, Efficiency, Long-term, Partnerships. According to Lt. Lambert, H.E.L.P. is designed to leverage existing resources and to better align these resources to assist the homeless community in urban Honolulu.

Lt. Lambert stated that prior to the establishment of H.E.L.P. Honolulu, social service providers

and law enforcement would work in silos. Although law enforcement and homeless outreach providers often encountered the same individuals, they would rarely – if ever – share information with each other and lacked knowledge about the resources and strengths the other brought to the table.

According to Lt. Lambert, H.E.L.P. has four goals: (1) Reduce instances of arrest or MH-1 by intervening with at-risk homeless individuals before extreme circumstances exist; (2) Reduce the number of homeless individuals by placing them into appropriate housing options; (3) Train new and existing officers on accurate referral strategies that are delivered in a manner that builds trust between the at-risk community and HPD; and (4) Improve on information sharing between various service providers in order to reduce redundancy, so that more people can be assisted at any point in time. HPD will utilize data to track the program's ability to meet these four goals.

Lt. Lambert explained that outreach providers and HPD officers currently conduct outreach four times a month in the Urban Honolulu and Chinatown areas. In addition, HPD recently partnered with the Governor's office and homeless service providers to conduct training for officers in District 1's fourth watch. The homeless service providers that currently partner with H.E.L.P. Honolulu include the Institute for Human Services, the Judiciary's Community Outreach Court, Kalihi-Palama Health Center, the CHOW Project, and ALEA Bridge.

Lt. Lambert informed the council that he was available for any questions.

Discussion and Questions.

Mr. Rolf asked Ms. Keir about the measurement of success for the Hawaii AHC grant and pilot.

Ms. Keir responded that the grant would specifically look at decreased utilization of emergency department services, and decrease in healthcare costs as a measurement of success.

Mr. Rolf asked Ms. Keir what processes were in place to ensure that navigators for the AHC grant and pilot were producing results. Specifically, Mr. Rolf was interested in what process would be used for formal evaluation of the navigators and partner organizations.

Ms. Keir responded that an advisory board has been established to provide oversight for the project. Staff is currently working together with the advisory board to develop a formal process for evaluation.

Chair Morishige shared with members that, while the three initiatives highlighted are focused on identifying homeless individuals and providing navigators, it is also important that these initiatives be linked to the coordinated entry system. Chair Morishige asked Ms. Okeson to provide more information to the council on the coordinated entry system and process.

Ms. Okeson explained that coordinated entry is being mandated by the U.S. Department of Housing & Urban Development (HUD), and that local Continua of Care (CoCs) must comply with this mandate by January 2018. Ms. Okeson explained that the organization PHOCUSED is the administrator for coordinated entry on Oahu for families, and that Aloha United Way is the administrator for coordinated entry for families.

Ms. Menino mentioned that coordinated entry is also being implemented in Hawaii, Maui, and Kauai Counties. In these three counties, the coordinated entry system is administered by county staff. Ms. Menino noted that Hawaii, Maui, and Kauai Counties were currently implementing coordinated entry for families only, but were in the process of launching coordinated entry for singles and couples.

Ms. Okeson further explained that the coordinated entry system is designed to connect homeless individuals to housing resources based on their level of need. The idea is to increase efficiency within the homeless service system, and to eliminate "side doors" to access resources, so that the most vulnerable homeless individuals are better able to access and utilize limited resources. Ms. Okeson stated that homeless individuals access the coordinated entry system when their name is placed on a by-name list, as a result of being contacted by a homeless service provider and being assessed with a common assessment tool.

Chair Morishige shared an observation that unsheltered homeless individuals he has encountered in encampments do not appear to be on the by-name list, and may be unable to access services from the coordinated entry system.

Ms. Menino responded to the Chair by explaining that in Hawaii County families are placed on the by-name list if they are identified as document ready. Ms. Menino stated that families are placed on the by-name list through access points, such as emergency shelter or a homeless outreach provider.

Ms. Cumming also responded to the Chair by explaining that recent State contracts for homeless outreach place an emphasis on placing homeless individuals into permanent housing. Because of this new emphasis, Ms. Cumming stated that homeless outreach providers are focusing on individuals who express interest in housing and are identified as "housing ready." Ms. Cumming stated that she understands the Chair's concerns, and the State may want to consider revising performance metrics and expectations for State-contracted service providers.

Mr. Rolf asked a question about the percentage of unsheltered homeless individuals who decline services.

Chair Morishige responded that DOH has begun collecting information on the percentage of homeless individuals who decline services from an outreach provider. The Chair's understanding is that this number is about one-third.

Deputy Director Fallin responded to the Chair that the data collected by DOH has been revised, and that the revised numbers reflect that 51% of homeless individuals encountered by DOH homeless outreach providers have declined or refused services. Deputy Director Fallin stated that it is important that both DOH and DHS look at this data and better understand the numbers, and what are potential reasons for the refusal of services.

Chair Morishige agreed that the data needs to be further examined.

Chair Morishige asked a clarifying question of Dr. Cheng of when services began for the Queen's Care Coalition.

Dr. Cheng responded that services had begun in July 2017, and were continuing to ramp up.

The Chair asked if there was further discussion on this subject and if there were further questions for the presenters and, seeing none, moved the discussion to the next item on the agenda.

VI. Permitted Interaction Group.

- a. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5 to review and recommend potential revisions to the ten-year strategic plan to end homelessness, and the Hawaii State Framework to Address Homelessness.**

This permitted interaction group was established at the June 19, 2017 meeting of the council, and consists of six members – Chair Morishige; representatives from the Continuum of Care for Hawaii County, Kauai County, and the City & County of Honolulu; a representative from DBEDT; and a representative from the faith-based community.

Chair Morishige mentioned that representatives from Hawaii have recently been invited to participate in a number of national conferences both to share information about Hawaii's progress and to learn about the progress of other communities. The Chair recently attended a U.S. Interagency Council on Homelessness convening with 17 other communities to discuss family homelessness, and Mr. Marc Alexander from the City & County of Honolulu is currently participating in a West Coast Mayors convening on homelessness. In addition, the Chair mentioned that the DHS Homeless Programs Office administrator Mr. Harold Brackeen is

currently attending an Administration for Children & Families (ACF) convening on the east coast. Following Mr. Alexander and Mr. Brackeen's return, they will share information and the permitted interaction group will convene and take the feedback and suggestions from other communities into consideration.

Homelessness Assistant Mr. Eric Lopez will be in touch with permitted interaction group members to schedule the next meeting of this group.

- b. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5, and in accordance with House Concurrent Resolution 148, to review and address the issue of squatting in the State of Hawaii.**

This permitted interaction group was established at the June 19, 2017 meeting of the council, and consists of five members – Chair Morishige; a representative from the Department of the Attorney General; representatives from the Continuum of Care for Hawaii County and the City & County of Honolulu; and a representative from DHS.

Due to scheduling conflicts, this permitted interaction group has not yet convened.

Homelessness Assistant Mr. Eric Lopez will be in touch with permitted interaction group members to schedule the next meeting of this group.

- c. Report and discussion of the permitted interaction group established pursuant to Hawaii Revised Statutes (H.R.S.) §92-2.5 to review and provide support for the 2017 homeless point in time count.**

This permitted interaction group was established at the June 19, 2017 meeting of the council, and consists of five members – Chair Morishige; a representative from HUD; a representative from the faith-based community; a representative from PSD; and a representative from DHS. The permitted interaction group was also directed to work in alignment with a representative from the Department of Land & Natural Resources (DLNR).

Chair Morishige circulated a list of three vacant parcels in the Honolulu urban core that have been preliminarily identified by DLNR. The three parcels still need to be further vetted, as it appears that some of the parcels may have leases or encumbrances that did not appear during the initial review. The Chair mentioned that he has also requested DLNR to expand its review of vacant parcels to the entire island of Oahu, instead of limiting its search only to the Honolulu urban core.

The Chair noted he has also been in discussion with Hawaii County in regard to the county's sanctioned encampment Camp Kikaha in West Hawaii. The Chair is scheduled to meet with the Hawaii County Mayor and county staff on September 27, 2017, and also expects to visit Camp Kikaha. The Chair will share this information with permitted interaction group members, and a meeting of the group will be scheduled following the Chair's September 27th meeting.

Homelessness Assistant Mr. Eric Lopez will be in touch with permitted interaction group members to schedule the next meeting of this group.

VII. General Announcements

A. Chairperson and staff reports: July/August/September 2017 Status Report.

The Chair referred to a handout entitled "Highlights of Hawaii Interagency Council on Homelessness Staff Activities, Monthly Report for July to September 2017."

The Chair again noted that Hawaii has been invited to national convenings to share our experiences in addressing homelessness with other communities. In particular, the Chair noted

that he was recently one of 17 communities invited by the U.S. Interagency Council on Homelessness to participate in a meeting with thought leaders to address family homelessness.

The Chair also noted that in July 2017, the Hawaii Department of Transportation began a coordinated clean up and outreach effort prioritizing encampments along the H-1 and Nimitz Highway corridors on Oahu that posed an immediate health and safety risk. As a result of coordinated outreach efforts, 50 individuals from these encampments were placed into shelter or housing, including two placed directly into permanent housing.

B. Written reports from council members.

The Chair noted that written reports have been provided by members of the council.

VIII. Executive session.

Chair Morishige determined there is no need to enter executive session at this time.

IX. Topics for upcoming meetings.

The Chair asked members for suggestions on topics for upcoming meetings. There was no further discussion. Members were encouraged to contact the Chair's office prior to the next meeting with any suggestions or feedback.

X. Meeting schedule.

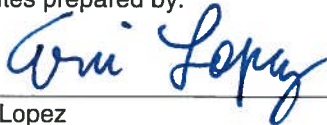
Chair Morishige reminded members that the next meeting is scheduled for Monday, December 18, 2017. The meeting will be held from 10:00 a.m. to 12:00 p.m. at the Honolulu International Airport in the Interisland Terminal, Conference Rooms 3 & 4.

XI. Adjourn.

Chair Morishige entertained a motion to adjourn. Motion was made by Andrew Dahlburg, and seconded by Natalie Okeson. The Chair called the question. The motion passed unanimously. The meeting was adjourned at 11:23 a.m.

MINUTES CERTIFICATION

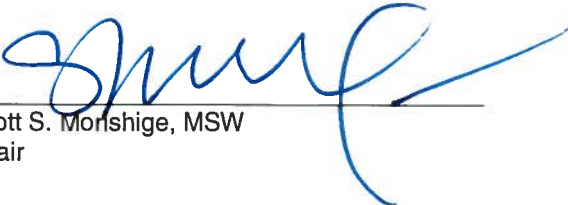
Minutes prepared by:



Eric Lopez
Homelessness Assistant

12/18/17
Date

Approved by the Hawaii Interagency Council on Homelessness at their Regular Meeting on December 18, 2017:
 As Presented As Amended



Scott S. Morishige, MSW
Chair

12/18/17
Date