

HOUSE OF REPRESENTATIVES
THE THIRTIETH LEGISLATURE
INTERIM OF 2019

COMMITTEE ON HUMAN SERVICES & HOMELESSNESS

Rep. Joy A. San Buenaventura, Chair
Rep. Nadine K. Nakamura, Vice Chair

Rep. Della Au Belatti Rep. Calvin K.Y. Say
Rep. Bertrand Kobayashi Rep. James Kunane Tokioka
Rep. John M. Mizuno Rep. Gene Ward

NOTICE OF INFORMATIONAL BRIEFING

DATE: Thursday, January 10, 2019
TIME: 1:30 pm
PLACE: Conference Room 325
 State Capitol
 415 South Beretania Street

A G E N D A

HOMELESS SUMMIT III

The legislature finds that homelessness is one of the State's most significant and challenging social concerns. According to the U.S. Department of Housing and Urban Development Point-in-Time count in January, Hawaii has 6,530 homeless people. While this is a 9.6% decrease from 2017, this still places Hawaii as the State with the highest per capita homeless in the nation.

This briefing will focus on evaluating current programs for their efficacy and identifying areas where support is needed. The main topics of discussion include, but are not limited to, Ohana Zones, Housing First, and Rapid Rehousing.

We have invited the following officials, departments, and organizations to participate in this briefing.

Scott Morishige, Governor's Homeless Coordinator
County of Maui Housing Division
Marc Alexander, Honolulu County Office of Housing
Sharon Hirota, Hawaii County Office of Housing and Community Development
Kanani Fu, County of Kauai Housing Agency Director
Sam Millington, Partners in Care
Dr. Danny Cheng and Andy Mounthongdy, Queen's Health Systems

No public testimony will be accepted.

If you require special assistance or auxiliary aids and/or services to participate in the informational briefing (i.e., sign language interpreter or wheelchair accessibility), please contact the Committee Clerk at **586-6530** to make a request for arrangements at least 24 hours prior to the briefing. Prompt requests help to ensure the availability of qualified individuals and appropriate accommodations.

For further information, please call the Committee Clerk at **586-6564**.



Rep. Joy A. San Buenaventura
Chair

Rep. Scott K. Saiki
Speaker of the House



Governor's Homeless Coordinator

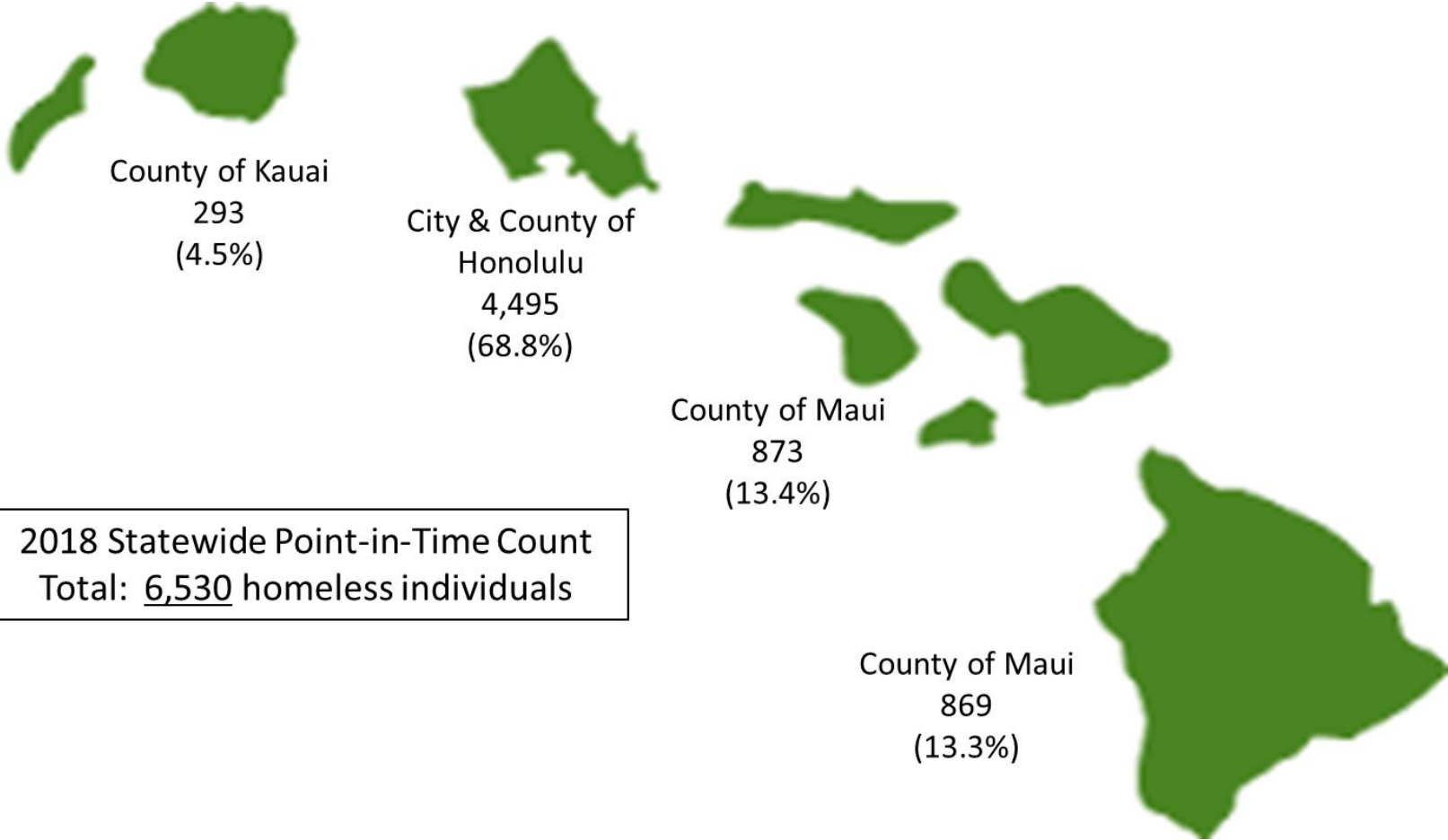
Homeless Summit III: Status of Homelessness in Hawaii

SCOTT MORISHIGE

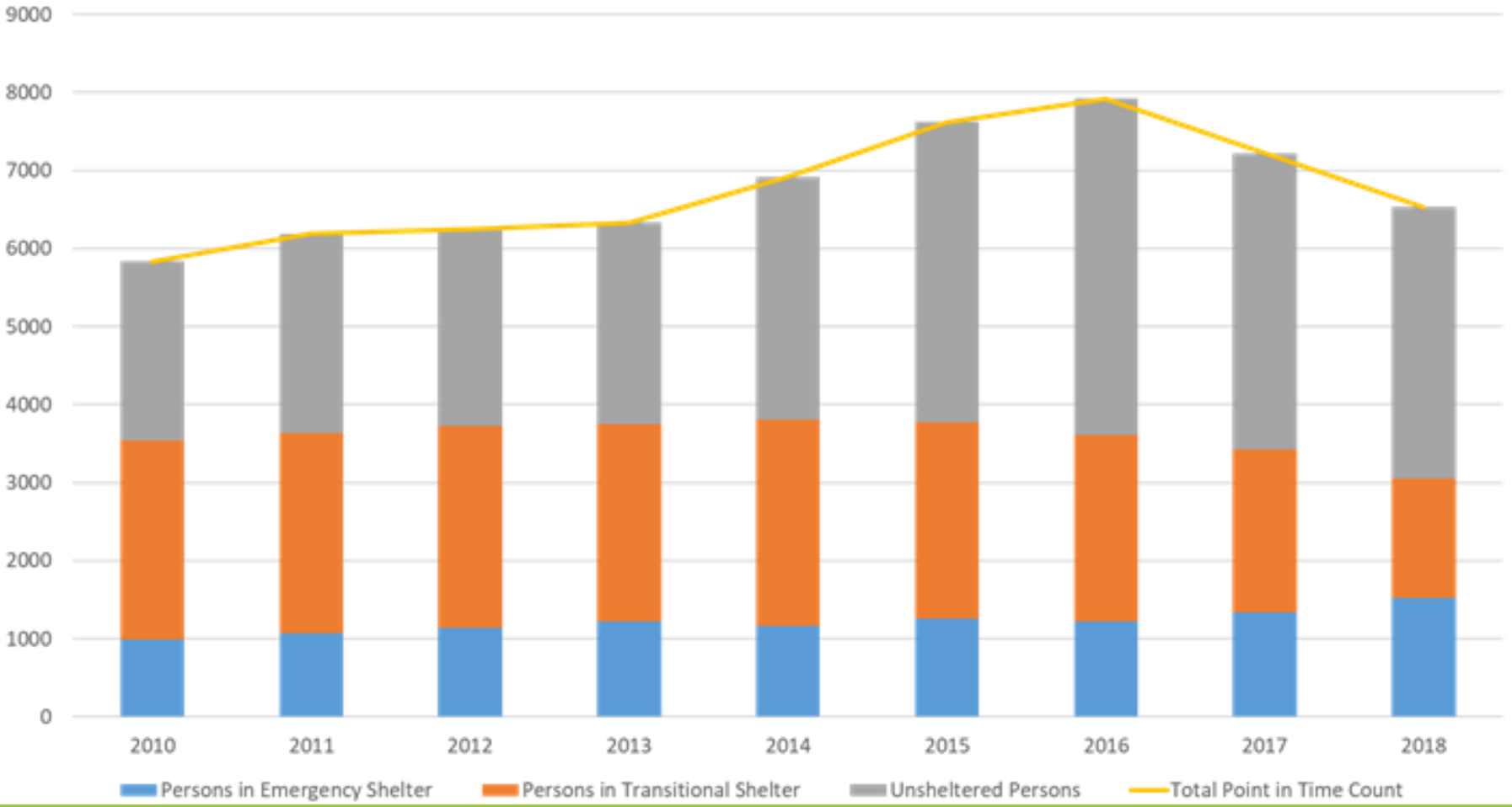
GOVERNOR'S COORDINATOR ON HOMELESSNESS

JANUARY 10, 2019, 1:30 P.M.

Point in Time Count Numbers by County (2018)



Point in Time Count (2010 to 2018)



2017-2018: Largest Decreases in Homelessness by State (2018 Annual Homeless Assessment Report)

1. California	-1,560 people	-1.2%
2. Florida	-1,160 people	-3.6%
3. Michigan	-700 people	-7.7%
4. Hawaii	-690 people	-9.6%
5. Georgia	-675 people	-6.6%

2016-2018: Reductions in Key Homeless Sub-Populations

- ↓ **22%** reduction in homeless families
- ↓ **29%** reduction in children experiencing homelessness
- ↓ **21%** reduction in veteran homelessness
- ↓ **19%** reduction in unsheltered homelessness
- ↓ **12%** reduction in chronic homelessness
- ↓ **38%** reduction in unaccompanied homeless youth

2016-2018: Reductions in Homelessness by County

- ↓ **9%** reduction in the City & County of Honolulu
- ↓ **38%** reduction in the County of Hawaii
- ↓ **34%** reduction in the County of Kauai
- ↓ **24%** reduction in the County of Maui

Hawaii Framework to Address Homelessness



Affordable Housing

- Building more permanent housing.
- Maximizing use of rental subsidies and vouchers to better utilize existing inventory.



Health & Human Services

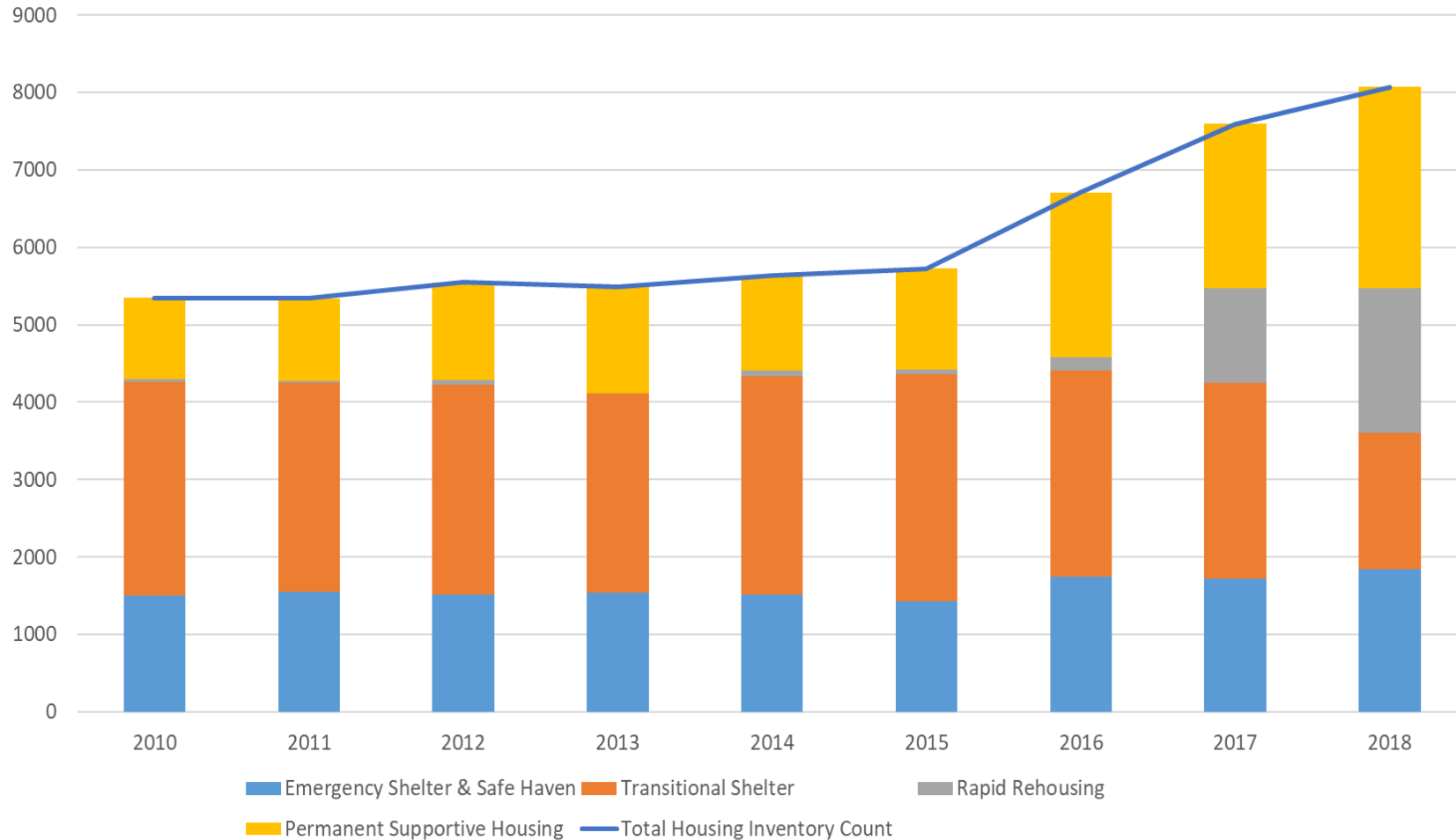
- Implement data-driven and evidence-based practices.
- Housing-focused services.
- Implement performance measures across homeless service contracts.



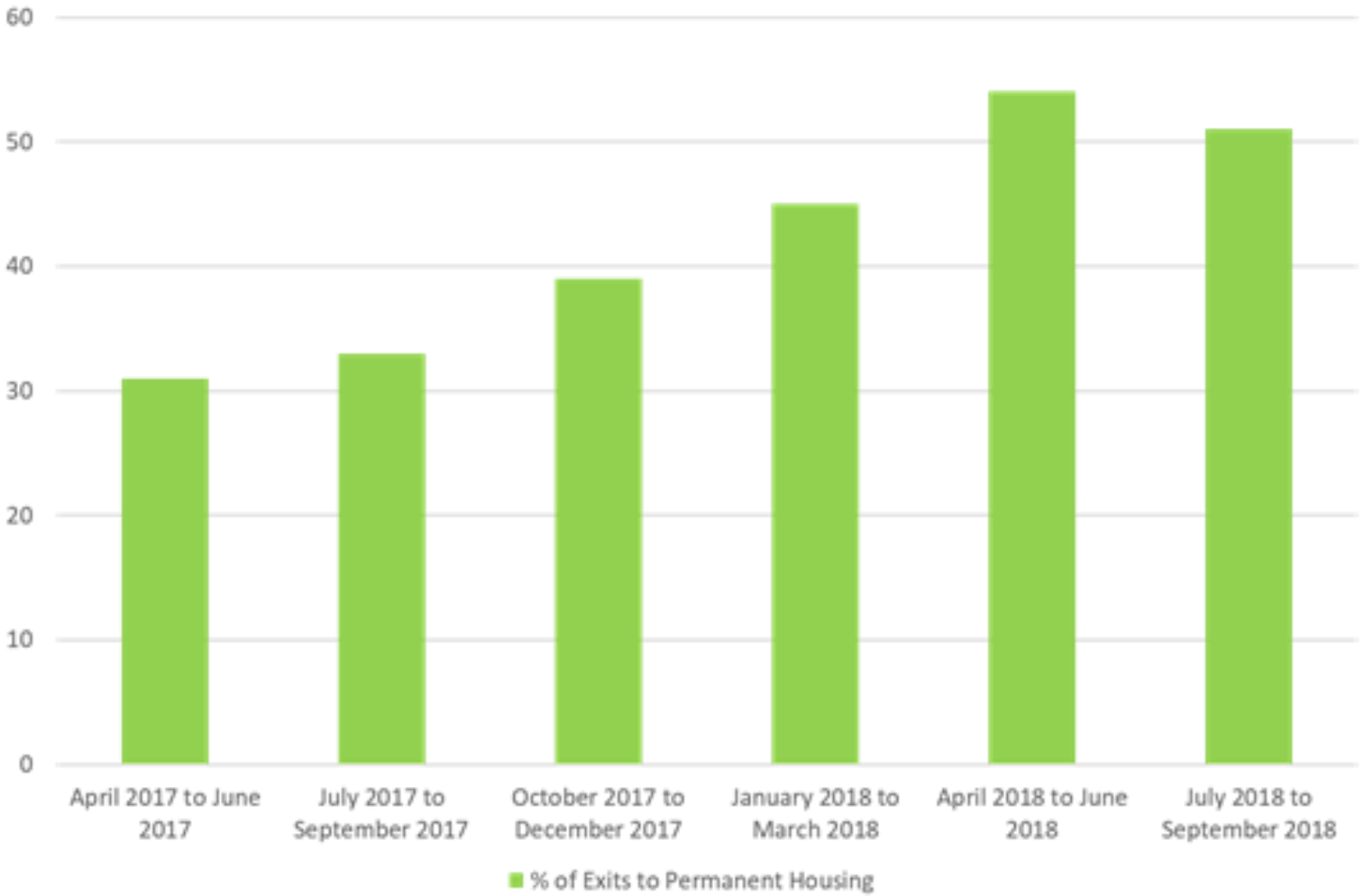
Public Safety

- Maintain safety in public spaces for all members of the community.
- Connect unsheltered persons in public spaces to housing and services.

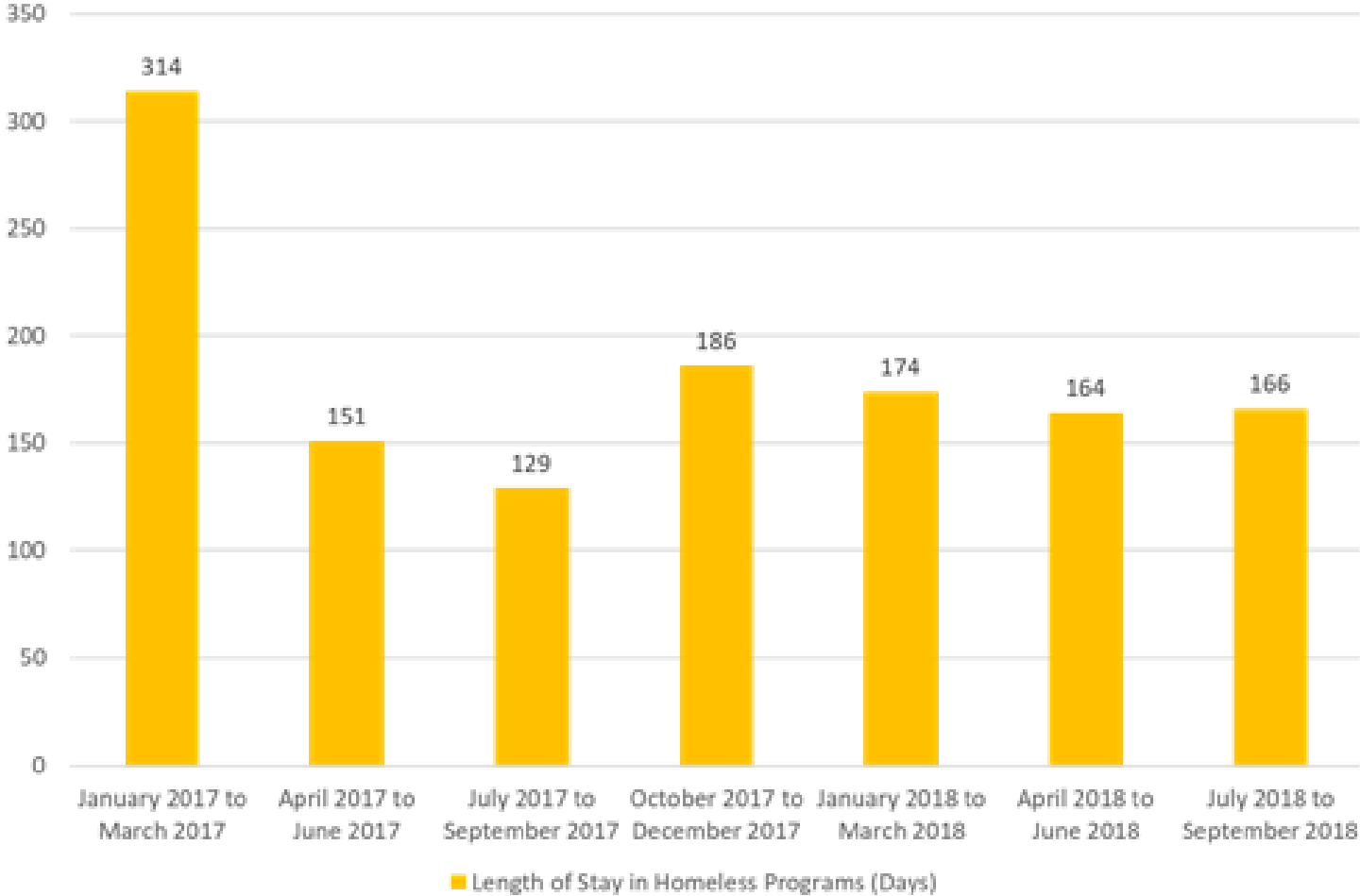
2010-2018: No. of Beds for Homeless Persons



Housing Placement – Exits to Permanent Housing



Length of Stay – Time Spent in Homeless Programs



Funding Priorities

- Housing First
- Rapid Re-Housing
- Family Assessment Center
- Outreach & Civil Legal Services
- Property Storage
- Aftercare Services for Homeless Families

Total Homeless Population Statewide
6,530 individuals



Services to address Unsheltered Homelessness

Permanent Housing Programs

Outreach Services

Stored Property & Enforcement Support

Additional Positions for State Law Enforcement

Mental Health & Addiction Services (ex: LEAD)

Civil Legal Services for Homeless Persons

Housing First

Rapid Rehousing

Shelter Services for Homeless Individuals and Families

Emergency Shelters

Transitional Shelter

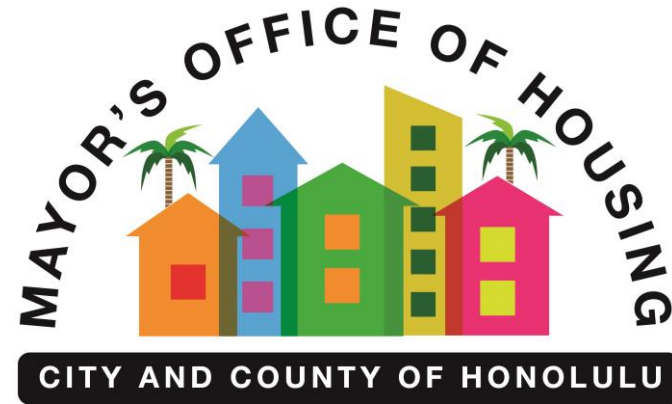
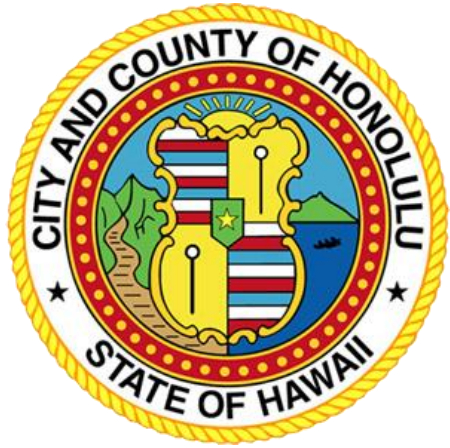
Family Assessment Center

New Resources

- Ohana Zones
- Law Enforcement Assisted Diversion (LEAD)
- Medical Respite
- Emergency Department Assessment Pilot
- 1115 Medicaid Waiver Amendment (Tenancy Supports)

Questions?

Honolulu County Office of Housing



Summary of City Strategies Addressing Homelessness, 2019

10 January 2018

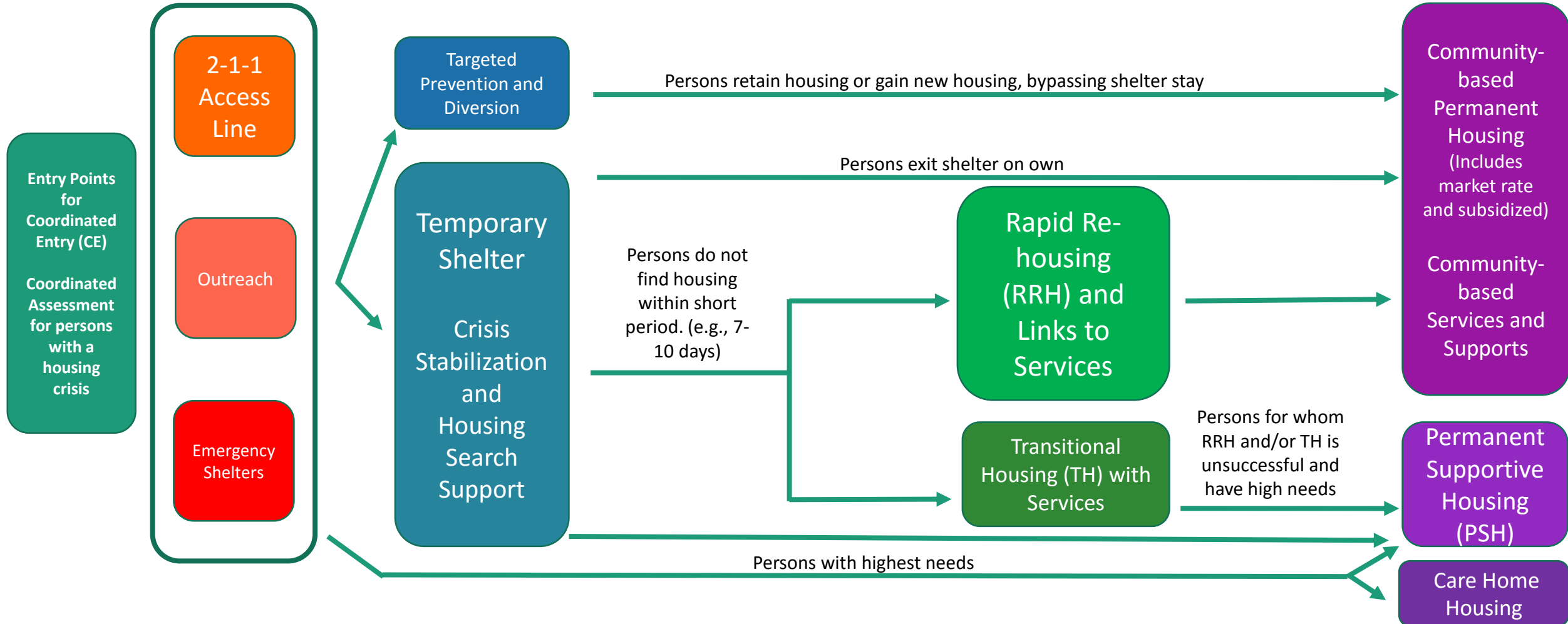
What Does It Mean to End Homelessness?

“To end homelessness, every community needs to be able to implement a systemic response that ensures homelessness is prevented whenever possible or, if it can’t be prevented, it is a rare, brief, and onetime experience ...”

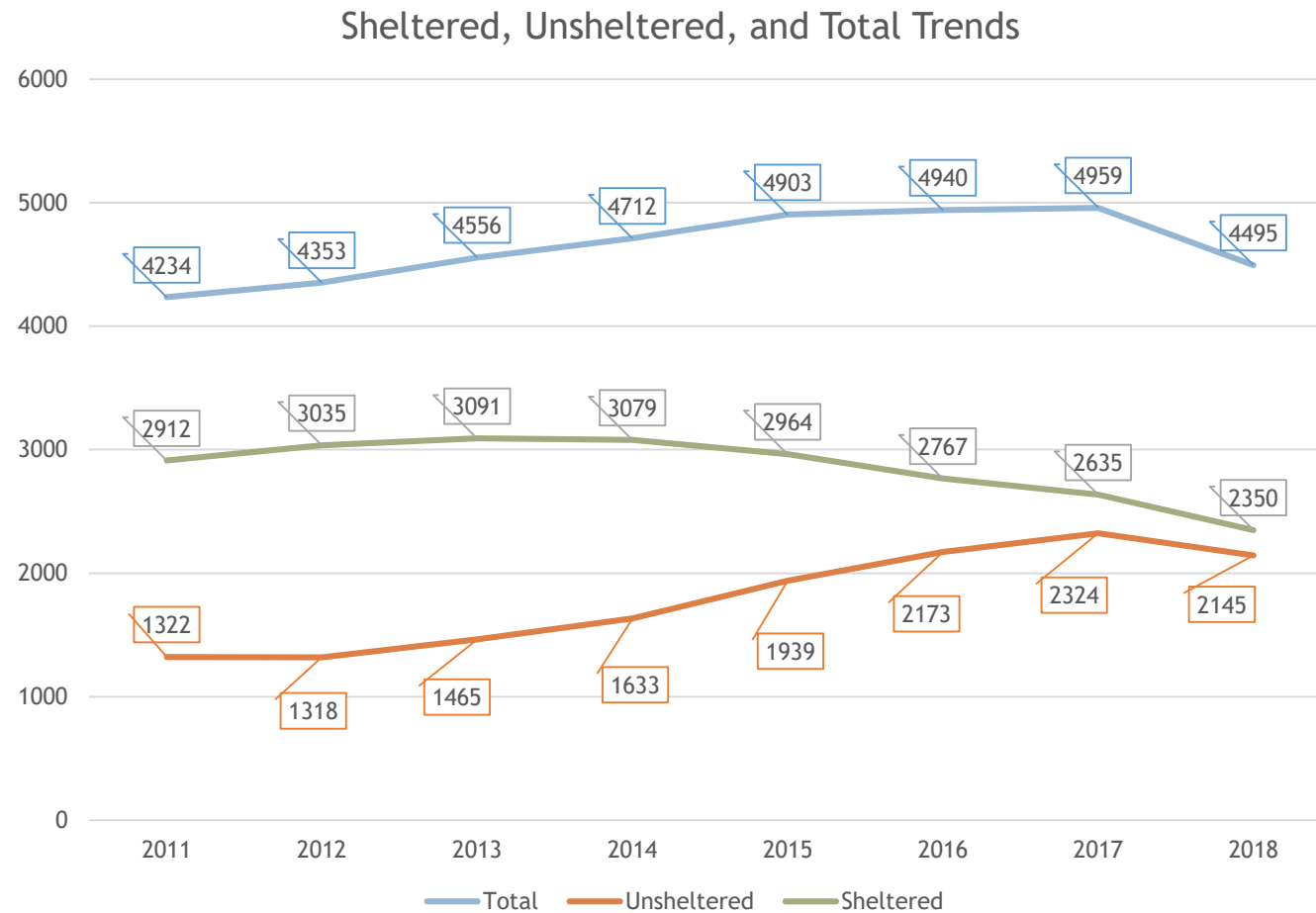
(p. 9, Home, Together: The Federal Strategic Plan to Prevent and End Homelessness, *United States Interagency Council on Homelessness*, 2018)



Hawaii's Coordinated Homeless Crisis Response System



Oahu Sheltered/Unsheltered Trends: 2011-2018



Total: 4,495 (-464 or -9.4%)
-Sheltered: 2,350 (-285)
-Unsheltered: 2,145 (-179)

Unsheltered homelessness
had first decline since 2012

2018 Oahu Point-In-Time Targets

- ▶ Decrease the Homeless Point-In-Time Count by 250 people (-5%)
 - ▶ Result: 4,495 in 2018 from 4,959 in 2017, 9.4% decrease (-464 persons)
- ▶ Decrease veteran homelessness by 45 people (-10%)
 - ▶ Result: Veteran homelessness declined by 9.4% to 407 from 449 (-42 persons)

Overall Strategy

- ▶ Systems approach
 - ▶ Collaboration
 - ▶ Coordinated entry system
- ▶ Implementation of evidence-based and best-practices
- ▶ Data driven
- ▶ Housing-focused
 - ▶ With support services, including employment & health services
 - ▶ Affordable housing, including culturally appropriate options
- ▶ Community engagement

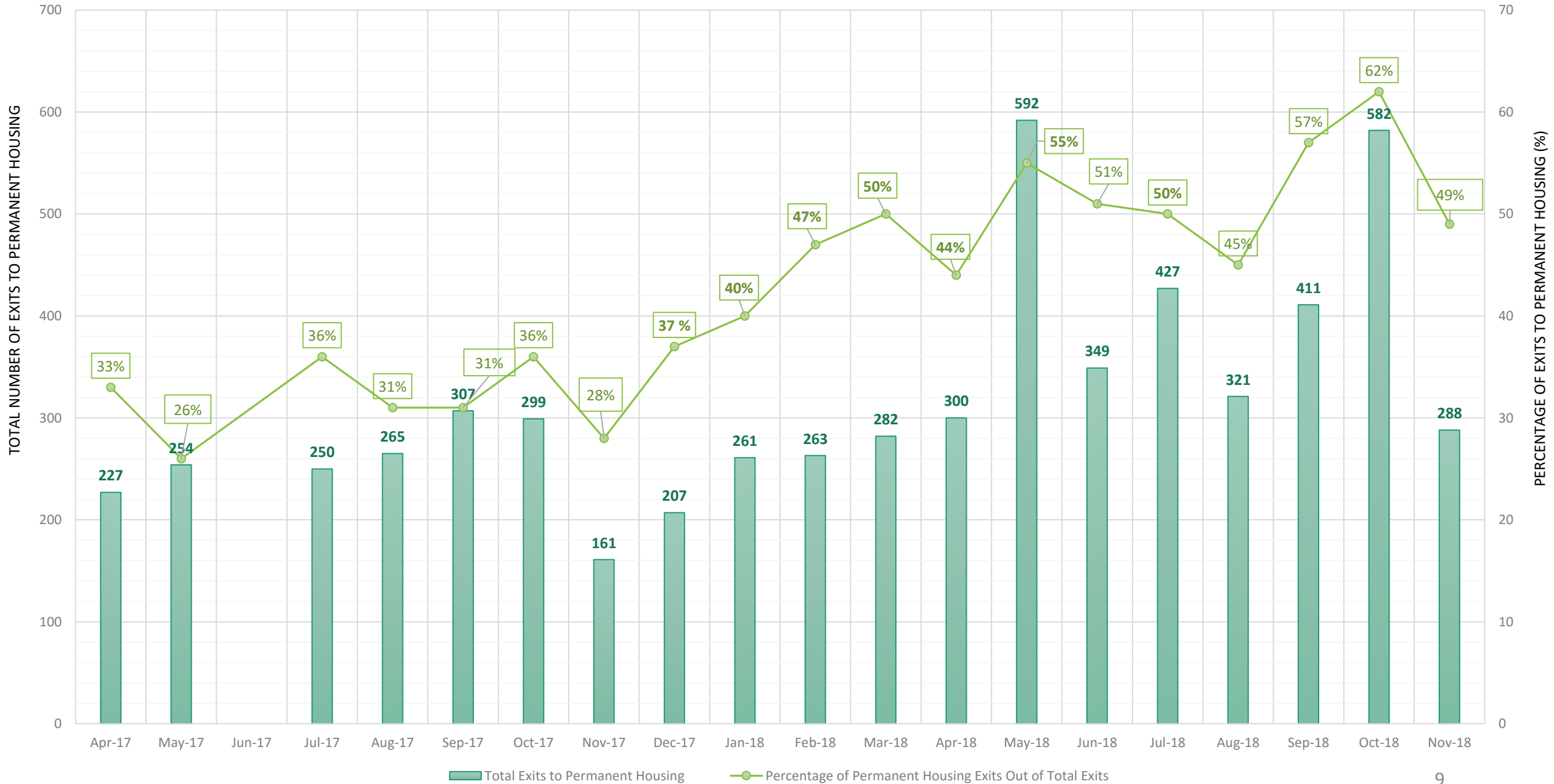
What Works

- ▶ Housing-focused approach, e.g., Housing First and Rapid Re-Housing, with support services (including mental health and addiction services, employment services, and educational services)
- ▶ Data, data, data: measure performance and outcomes
- ▶ Housing projects which target homeless persons
- ▶ Interagency targeted outreach to unsheltered populations
- ▶ Integration of healthcare into the Coordinated Entry System

What Works (continued)

- ▶ Coordination and alignment of programs and funding: City, State, Federal, providers, and funders
- ▶ Low-barrier shelters
- ▶ Permanent Housing supports: Accessory dwelling units, public-private partnerships, City acquisitions and new construction, Affordable Housing requirements and incentives
- ▶ Coordinated Entry System: assesses clients and matches highest need clients with available resources
- ▶ Compassionate disruption: offering services and maintaining the community standard

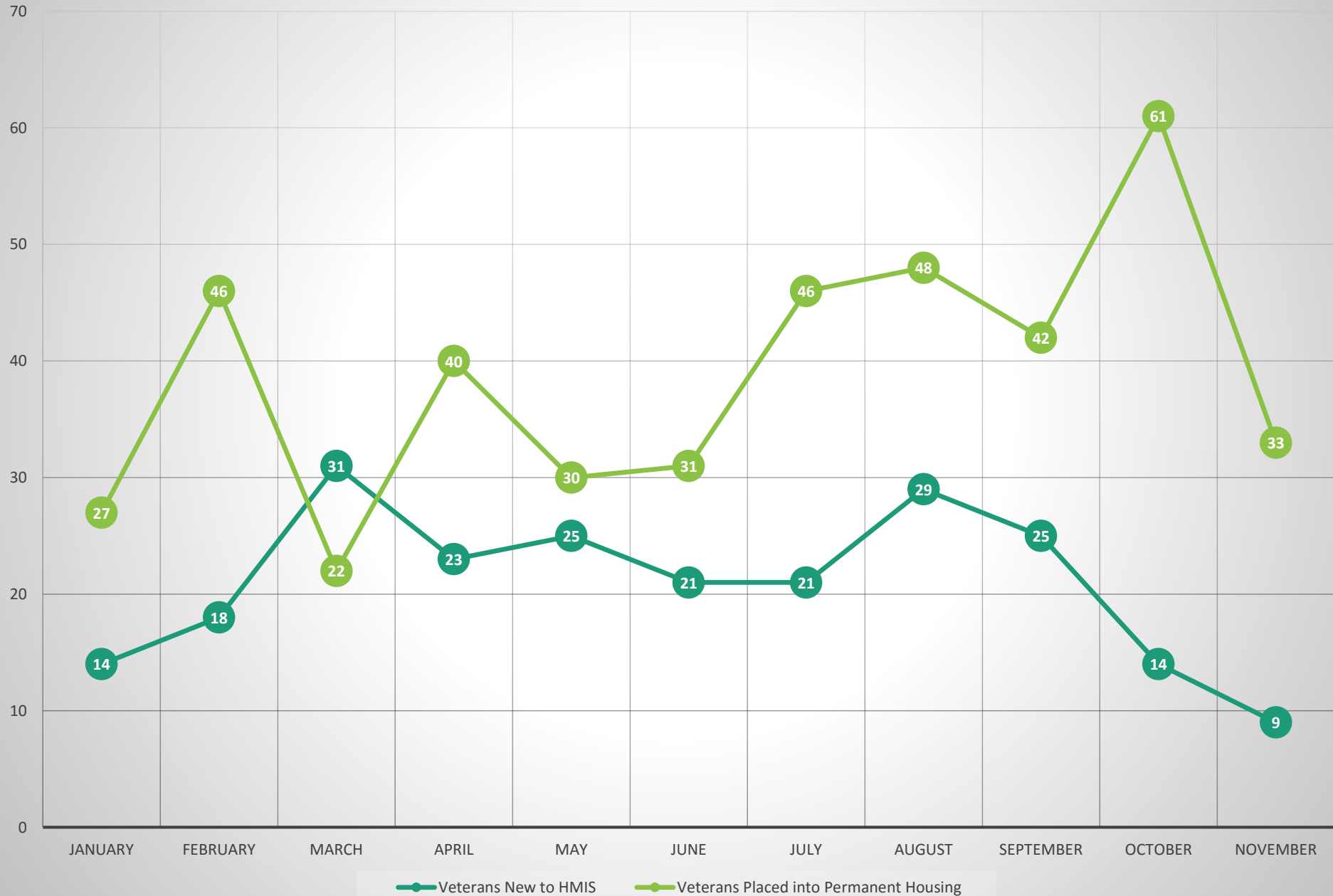
Total Number of Exits to Permanent Housing & Permanent Housing Exit Percentage Rates



Total Number of Exits to Permanent Housing from Emergency Shelters, Rapid Rehousing (RRH), & Transitional Housing



Veterans New to Homeless Management Information System (HMIS) & Homeless Veterans Moving into Permanent Housing (PH) 2018



2019 Oahu Point-In-Time Targets

- ▶ Decrease the overall Homeless Point-In-Time Count by **225 people (-5%) to 4,270**
- ▶ Decrease veteran homelessness by **41 people (-10%) to 366**

In order to reach these targets we need to continue what works and move forward ...

Moving Forward

- ▶ Centralized and coordinated landlord engagement program: guaranteed rent, 24/7 support, and remediation and other flexible support funds (RFP in process)
- ▶ Outreach navigation: street psychiatric and legal supports for highest need clients (RFP in process)
- ▶ Rapid Resolution and Problem Solving programs
 - ▶ First Oahu training held 8/10/18; follow up training 12/12/18
 - ▶ New pilot program proposed for FY2020

Moving Forward (continued)

- ▶ Section 8 alignment:
 - ▶ Project-based housing implementation (veteran pilot in process)
 - ▶ Use of vouchers for homeless subpopulations drawn from the Coordinated Entry System
- ▶ Increased community engagement:
 - ▶ City Council members as district collaborators
 - ▶ Community driven practices

Predictors of Homelessness: Unaffordable Housing

- ▶ Rent costs is a strong predictor of homelessness rate
- ▶ Change in rental rates is a strong predictor of change in homelessness rates
- ▶ High median income is associated with increases in homelessness rates

(Jack Barile and Anna Pruitt, University of Hawaii)

State Special Action Team on Affordable Rental Housing, Final Report (7/27/18)

- ▶ State rental need and targets validated
- ▶ \$100 million annually is needed for next 10 years for the Rental Housing Revolving Fund, and \$10 million annually for the Dwelling Unit Revolving Fund in order to achieve the goal
- ▶ Goal by December 31, 2026: 22,500 affordable rental units
- ▶ Categorized all State and County properties into three tiers
- ▶ Full Report: Affordable Rental Housing Report and Ten-Year Plan at
http://files.hawaii.gov/dbedt/op/spb/AffordableRentalHousingReport_10YearPlan.pdf

Additional Actions to Accelerate Affordable Rental Housing Production

- ▶ Incentivize and accelerate small infill rental projects, e.g., 2-4 story walkups in apartment zoned districts, and remove obstacles.
- ▶ Maximize accessory dwelling unit production (opening of Kailua-Kaneohe Gravity Sewer Tunnel, 30 June 2018); new tax break bill just introduced
- ▶ Review other cities' successful strategies to increase affordable rental housing: on the continent and internationally.
- ▶ Encourage development of single room/resident occupancy (SRO) properties and dormitory style housing options.
- ▶ Maximize affordable housing in transit-oriented development zones.

Additional Actions to Accelerate Affordable Rental Housing Production (continued)

- ▶ Address the transient vacation rental units issue
- ▶ Adjust zoning in selected areas to allow more apartment-type housing
- ▶ Public-Private Partnership (P3) opportunities, e.g., Kahauiki Village model, redevelopment of school properties
- ▶ Develop culturally appropriate housing, e.g., Kauhale model
- ▶ Address infrastructure needs
- ▶ Update 201H criteria (done) and land use ordinance
- ▶ Implement the affordable housing requirements and incentives ordinances

Ohana Zone Funds Utilization: Oahu

- ▶ Three permanent supportive housing sites with a total of 60 units: \$4.4 million over three years to the City and County of Honolulu
- ▶ Villages of Maili with 80 units total, providing permanent supportive housing and assessment center units: \$7.5 million over three years to Catholic Charities Hawaii
- ▶ Youth shelter services for a total of 30 beds, targeting homeless youth ages 18-24: \$1.8 million over three years to Residential Youth Services & Empowerment (RYSE)
- ▶ Renovations to existing shelter facilities at two state-owned facilities: \$2 million total
- ▶ Proposal in process for consideration: Mobile Navigation Center designed to provide staging area when shelter capacity is approaching capacity (City and County of Honolulu)

Table 19 – Act 127 Goal by County and AMI, 2016-2026

AMI		< 30%	30% – 50%	50% - 60%	60% - 80%	80% - 100%	100% - 120%	120% - 140%	Total
TOTAL UNITS		5,400	4,350	2,210	3,290	2,884	1,870	2,503	22,505
40%	Honolulu	2,160	1,740	884	1,316	1,154	748	1,001	9,002
22%	Maui	1,188	957	486	724	634	411	551	4,951
30%	Hawaii	1,620	1,305	663	987	865	561	751	6,752
8%	Kauai	432	348	177	263	231	150	200	1,800

Source: DBEDT Housing Demand Study

How Much Permanent Housing?

We estimate that Oahu needs this amount of housing; divided by individual and family households:

	Permanent Supportive Housing	Rapid Rehousing	Developed @ 30% & below or long-term subsidies	Diversion	Totals
Individual Households	1,645	1,097	1,097	1,395	5,234
Family Households	162	367	367	321	1,217
Totals	1,807	1,464	1,464	1,716	6,451

Source data comes from the Annual Homeless Assessment Report (AHAR) for 2016, the Housing Inventory Chart (HIC) for 2016, Annual Performance Reports (APR's) for 2016 as well as the Point in Time (PIT) Count for 2016.

Mahalo

Partners In Care



PARTNERS IN CARE

Oahu's Continuum of Care

Our mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.

2019 Priority Issues

Homelessness Services - Increase Funding and Improve Funding Stability

Add \$15 million to the base budget to provide a stable and secure funding source for proven-effective homelessness programs. Year after year PIC returns to the legislature to request funding for homelessness services programs, never knowing how much will be appropriated to fulfill these critical needs. The programs suffer from insufficient funding and certainty, hindering long-term planning.

Outreach: Without outreach services, we could not connect people to the proven effective programs such as Housing First that bring them out of homelessness. Outreach teams connect those on the streets—youth, families, kupuna, adults, and people suffering from mental illness—to all available housing options: Emergency Shelters, Transitional Shelters, Housing First, Rapid Rehousing with rent stipends, and/or treatment (i.e., substance use). For many chronically homeless mentally ill persons, it can take 50 or more individual outreach contacts spread out over several months or even years to build up trust and move them off the streets. Outreach teams may also do wound care, distribute hygiene kits or snacks, and offer to obtain identification documents.

Rapid Rehousing: Rapid rehousing is designed to help individuals and families exit homelessness quickly and return to permanent housing by providing, rental stipends, assistance in finding housing, and case management services.

Housing First: Housing First targets chronically homeless individuals and families with disabling conditions (mental health, substance use, and physical disabilities). It provides subsidized housing, case management services, and other support services. State and City-funded Housing First programs served 231 clients, both individuals and families, in the fiscal year ending June 30, 2016, with 96.7% being stably housed as of that date. Housing First saves the state approximately \$59,000 in health care costs per client per year, a net savings of \$28,000 per client per year after factoring in Housing First program expenses.

LEAD: LEAD (Law Enforcement Assisted Diversion) is a pre-booking diversion program that grants police officers the discretionary authority to redirect low-level offenders – typically drug-involved and homeless - to case managers if they choose to do so. Twenty-eight percent of Hawai'i's unsheltered homeless individuals identify as having substance use disorders. A pilot project funded by the Legislature in 2017 is showing promise in breaking the ineffective, destructive, and expensive revolving cycle of arrest, incarceration, release, and back to addiction and the streets. In 2018, the program was expanded from Oahu to Maui and Hawai'i Island.

Family Assessment Center: The Family Assessment Center (FAC) in Kakaako has had tremendous success. In its first year, the FAC housed 91% or 54 of the homeless families it served within 81 days, with 100% of those families remaining housed. The much-needed capacity provided by the FAC in Kakaako is also needed on neighbor islands and in other areas of Oahu, and the 2018 legislature appropriated funding for an additional FAC on a neighbor island. With over 600 homeless families in the state as of the 2018 Point in Time Count, disregarding opportunities to fund proven programs and additional shelter capacity is not an option.

Low-Income Housing Funding, Prioritizing Permanent Supportive Housing

Appropriate \$200 million for low-income housing, with \$75 million going toward Permanent Supportive Housing. Even with an efficient system for delivering services to people experiencing homelessness and connecting them with housing, there is simply not enough housing to meet the need. The 2018 legislature made a serious investment in addressing Hawai'i's housing crisis by appropriating \$200 million for low-income housing. That amount must become a new baseline if Hawai'i is going to gain ground on the housing crisis.

PARTNERS IN CARE, OAHU'S CONTINUUM OF CARE

200 North Vineyard • Suite 210 • Honolulu, Hawaii 96817 • www.PartnersinCareOahu.org

Low-income housing appropriations should prioritize *chronic homelessness*. For the 1,700 people in Hawai'i experiencing chronic homelessness, it costs significantly less to provide them with permanent housing and treatment than it does to treat them on the street. By investing \$75 million a year for ten years, we can house everyone experiencing chronic homelessness in Hawai'i while saving \$3 billion in medical and other costs associated with chronic homelessness.

In addition to focusing on chronic homelessness, we need to continue to create low-income housing so desperately needed for Hawai'i's struggling families. Forty-seven percent of housing demand is for Hawai'i households making under \$45,000 a year. Investing \$125 million in the Rental Housing Revolving Fund will help build the housing Hawai'i's residents need.

Rental Assistance and Homelessness Prevention Funding

CSHI: CSHI (Coordinated Statewide Homelessness Initiative) provides a one-time cash infusion for people on the cusp of homelessness. In just eighteen months of operation in 2017, at a total cost of \$3.7 million, CSHI helped 4,944 individuals retain housing or obtain a housing placement. The program is credited as playing a significant role in a 25% reduction in evictions on Oahu. According to judges, property managers, and eviction attorneys, the program had a dramatic and immediate effect on the prevention of evictions. PIC supports a \$1.5 million appropriation for this program, the same amount as appropriated in 2018.

Short-Term Rental Assistance Pilot Program for Families: Many homeless families are working and have failed to secure housing simply because their wages are not enough to cover Hawaii's exorbitant housing costs. The gap for families earning minimum wage and affording a fair market rental is over twenty-five dollars per hour. A Short-Term Rental Assistance Pilot Program for Families that provides time-limited rental assistance of up to \$500, coupled with financial case management and financial products like matched savings accounts, could launch families teetering on the edge of homelessness on a trajectory toward economic stability. PIC supports a \$800,000 appropriation for this pilot program.

Long-Term Rental Assistance Pilot Program for Kupuna: Skyrocketing housing costs are an especially serious threat to Hawai'i's kupuna living on fixed incomes. A Long-Term Rental Assistance Pilot Program for Kupuna can address the needs of this especially vulnerable population. The program would provide rental assistance of up to \$1,000 per month, such that Kupuna in the program would pay 50% of their income toward rent. PIC supports a \$1.5 million appropriation for this pilot program.

Mental Health Treatment with Assisted Case Management

The existing tools for addressing homelessness are ineffective for some people who are homeless as a result of severe mental illness/substance abuse (e.g., people experiencing psychosis, who are unable to make informed decisions regarding treatment, are not responsive to outreach, are cycling in and out of hospitals and jails, and are posing a threat to their own health). Under the Assisted Community Treatment (ACT) Act, a judge can order community treatment for these individuals, but in the five years since its passage, ACT has been infrequently used due to various barriers. PIC supports legislative changes, including:

1. tweaking/resubmitting HB2021 (a pilot program providing shelter and mental health treatment for persons under ACT or Guardianship orders, giving them time to stabilize);
2. clarifying that the Office of Public Guardian has the right to consent to treatment that includes psychiatric medication; and
3. providing funding for dedicated Attorney General, dedicated Family Court Judge, and dedicated position in the Office of Public Guardian for ACT cases, thereby establishing an "ACT team" similar to other jurisdictions with successful ACT programs.

Hope Services



National Alliance to
END HOMELESSNESS



Encampments and Unsheltered Homelessness Initiative

Learning Together and Creating Solutions for Encampments and Unsheltered Homelessness

The Challenges We Face

Communities across the country are seeking housing and service solutions for people who are living unsheltered and people staying in encampments. Finding the best solutions to these challenges is especially difficult in communities with large numbers of people living unsheltered, significant encampments of people experiencing homelessness, and with high costs and low vacancy rates within their housing markets.

We must work – and learn – together to respond to these urgent local needs but we must also be careful to not repeat past mistakes of focusing only on where people can stay in the short-term without also planning for where people will live successfully for the long term.

The Partners and Our Shared Focus

The [U.S. Interagency Council on Homelessness](#), the [U.S. Department of Housing and Urban Development](#), and the [National Alliance to End Homelessness](#) are working together on a collaborative *Encampments and Unsheltered Homelessness Initiative* to help communities – particularly those with the largest increases in unsheltered homelessness – to innovate, to test approaches, and ultimately to implement solutions that will prove effective for reducing and ultimately ending unsheltered homelessness.

We do this work – together, and in partnership with local community and Continuum of Care leaders – knowing that the solutions are not simple and that there is no off-the-shelf playbook of proven practices. To make real progress, however, we are focused on helping communities respond to their local needs with an appropriate balance of: outreach and engagement of people in encampments or otherwise unsheltered; low barrier access to emergency shelter or crisis housing; and permanent housing solutions.

Our Collaborative Work

We will be implementing a range of strategies that will help communities drive toward lasting solutions. We're taking action in the following areas concurrently, with the intention that the work in each area will inform and shape the work in the others.



Deepening our Collective Knowledge and Strengthening the Evidence-Base: We'll be working with researchers and practitioners and analyzing data to deepen our current knowledge of the demographics, characteristics, and needs of people who are unsheltered and developing evidence regarding the strongest and best practices for linking people who are unsheltered to crisis services, permanent housing, and future opportunities.



Partnering with State and Local Officials and Policy Makers: Leaders and expert staff from USICH, HUD, and NAEH will work with state and local elected officials, policy makers, and leaders within homelessness and housing systems to help them to develop and test strategies that will lead us to the strongest approaches and solutions for unsheltered homelessness and encampments within efforts to prevent and end all homelessness.



Providing Technical Assistance to Communities: HUD is funding targeted technical assistance within several communities with large populations of people living unsheltered to support innovation, try out new approaches, develop stronger practices, and increase exits into permanent housing for people who are living in encampments or are otherwise unsheltered. Technical assistance will be tailored to each community's specific needs and challenges, but can focus on any or all of the following areas:

- Data-sharing and data analysis to strengthen the targeting of efforts and to better project the housing and services needs that must be addressed;
- Improving outreach efforts to better engage people into housing and services options;
- Strengthening the crisis response system by implementing low-barrier, housing focused emergency shelter and crisis housing options and practices;
- Preventing entries into unsheltered homelessness through stronger discharge planning;
- Creating opportunities for increased access to affordable, permanent housing within challenging rental markets;
- Expanding the availability of rapid rehousing interventions for people exiting unsheltered homelessness and encampments;
- Developing connections to employment and career development opportunities to help increase incomes and enable people to access and sustain permanent housing; and
- Increasing rapid exits from homelessness into other stable housing arrangements, such as shared housing models, reunification with family or other supportive people, and other creative approaches to ending people's homelessness quickly.



Sharing Tools and Information to Benefit All Communities: This effort will bring a targeted focus to a small number of communities facing some of the most significant challenges, and these communities will form a "learning collaborative" to share successes, challenges, strategies, and tools. The work with these communities will also be implemented with a purposeful focus on developing and disseminating information, tools, and guidance that will make it possible for leaders across the country to learn from these efforts and to strengthen their own practices for reducing – and ultimately ending – unsheltered homelessness and the presence of encampments in our communities.

For more information, please contact usich@usich.gov or kkenney@naeh.org or SNAPInfo@hud.gov.

B.T.G.

Bridging The Gap

Continuum of care of

- * Hawai`i Island
- * Maui
- * Kauai

HOMELESSNESS

it's complicated

SOLUTION

housing-focused assistance and **critical support** to keep people housed

the metrics that matter

	Hawai`i Island	Maui	Kauai
People who moved into permanent housing	621	588	107
Exit rate to permanent housing	58%	39%	27%
Length of stay in shelter	135 days	113 days	165 days
Successfully remained housed for 2+ years	88%	93%	95%

July 2017 - June 2018

EXPERIENCING HOMELESSNESS FOR THE FIRST TIME



32.5%



34.1%



42.4%

SOLUTIONS



Affordable housing



Funding to support homeless programs



Diversion



Funding for prevention

Bridging the GAP

The Continuum of Care of Hawai`i, Maui and Kauai Counties

Service Demographics

July 2017 - August 2018	Hawai`i County	Maui County	Kauai County
<i>Total served</i>	2,453 individuals 1,341 households	3,347 individuals 2,003 households	949 individuals 593 households
<i>Families with children (17 years and younger)</i>	333 households	432 households	110 households
<i>Children 5 years old and younger</i>	328 keiki	400 keiki	95 keiki
<i>Families led by a single-mother</i>	199 households	237 households	53 households
<i>U.S. Veterans</i>	156 individuals	237 individuals	46 individuals
<i>Hawaiian</i>	64% of households	53% of households	28% of households
<i>Have lived in Hawai`i for 20 years or longer</i>	67% of households	56% of households	57% of households
<i>Have lived in Hawai`i for 1 year or less</i>	8% of all served	12% of all served	11% of all served
<i>Kūpuna or senior citizens</i>	9% of all served	8% of all served	7% of all served
<i>Experience chronic homelessness</i>	27% of adults	18% of adults	28% of adults

For more information, please contact:

Bridging the Gap
c/o Brandee Menino, Chair
357 Waiānuenuē Avenue, Hilo, HI 96720
bmenino@hopeserviceshawaii.org, (808) 938-3050

Queen's Health System



THE QUEEN'S HEALTH SYSTEMS

To: The Honorable Joy A. San Buenaventura, Chair
The Honorable Nadine K. Nakamura, Vice Chair
Members, Committee on Human Services & Homelessness

From: Daniel Cheng, MD, Assistant Chief, Emergency Department, and Medical Director, Queen's
Care Coalition, The Queen's Medical Center - Punchbowl

Date: January 10, 2019

Hrg: Informational Briefing, 1:30 P.M., Conference Room 325

Re: Homeless Summit II

My name is Dr. Danny Cheng and I am the Assistant Chief for the Emergency Department at The Queen's Medical Center - Punchbowl (Queen's) and Medical Director for the Queen's Care Coalition (QCC). As a mission driven organization, Queen's plays a central role as a leader in health care for our community and provides the majority of medical care to our homeless population in Hawai'i

Hawai'i has the highest per capita rate of homelessness in the nation, with roughly 5,000 homeless individuals heavily distributed on Oahu and concentrated in Honolulu and on the Waianae Coast.^{1,2} As an island state, our geographical and isolated position presents unique challenges in serving a homeless population that is densely concentrated. As the primary health system serving this population, by focusing resources for maximum access to this population, we are able to see over 400 unique homeless patients per month and provide them with the care they need. As we continue to develop and deploy the QCC Team, there is the potential for efforts to be replicated on the neighbor islands for greatest reach and reduced costs and strain on the health care system. An upwards of 64% of all hospital visits by the homeless are at Queen's, where care is delivered at partial or no reimbursement. High utilization of Emergency Medical Services (EMS) and Emergency Department (ED) resources by homeless individuals also impacts Hawaii's Medicaid program.

Care Navigation is considered the gold standard model to address the complex needs of the homeless population and the high medical utilization that providers are dealing with across the nation. The QCC is applying this model within our community to address the disparities in care for homeless patients and over the utilization of emergent services for non-emergent needs. The QCC navigates approximately 225 homeless patients annually, providing them coordinated care and connecting them to community resources such as supportive housing services, social services, behavioral health, etc. to address underlying issues that may stem from their unique circumstances. These homeless patients are identified as having the highest utilization of emergency services and the QCC works aggressively within a short amount of time to provide care, resources, and support for our homeless patients, to get them connected to the right community providers for housing and supportive services.

¹ The Department of Housing and Urban Development, "The 2017 Annual Homeless Assessment Report (AHAR) to Congress", December 2017

² State of Hawaii, Homeless Point-in-Time Count, January 22, 2017

The mission of The Queen's Health Systems is to fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.

To: The Honorable Joy A. San Buenaventura, Chair
The Honorable Nadine K. Nakamura, Vice Chair
Members, Committee on Human Services & Homelessness

From: Andy Mounthongdy, Executive Director, Hawaii Homeless Healthcare Hui (H4)

Date: January 10, 2019

Hrg: Informational Briefing, 1:30 P.M., Conference Room 325

Re: Homeless Summit II

My name is Andy Mounthongdy and I am the Executive Director for the Hawaii Homeless Healthcare Hui (H4). H4 goal is to be part of a comprehensive public/private homeless service facility that offers hygiene, urgent care, medical respite, and permanent housing all in one physical location.

In recent years there has been a dramatic surge in health care utilization by the homeless, including ambulance services, emergency department services, and inpatient admissions at local hospitals. With the highest rate of homelessness per capita, Hawaii continues to face a lack of available resources and supports for our homeless population. H4 strives to provide a safe space for Hawaii's homeless to receive healthcare and social services.

The first floor of H4 will be a hygiene center and as the main point of entry, the hygiene center will provide shower, laundry, mail, social services, etc. The City and County of Honolulu have contracted Mental Health Kokua to run the hygiene center. On the second floor, urgent medical services will be provided as needed. These services include but are not limited to medication refills, wound and lacerations, vaccinations, and treatment for cold and flu. The third floor will provide medical respite services, allowing an extended time of healing for individuals that may have been discharged from a hospital and require additional post-acute care services or those directly from the urgent care below who need medical respite. The fourth floor will offer housing for those who are chronically homeless and highest need individuals as determined by the Coordinated Entry System.

By reducing the strain on health care resources and alleviating the financial burdens on the health care system, coupled with improved access to hygiene and wellness care, H4 challenges the current system to remove barriers to the delivery of services to the homeless and underserved populations through this innovative model.

“H4” Vision on Kuwili Street

