

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.

PIC CES Oversight Meeting Minutes

August 17th, 2023, 10AM – 11:00AM

Attendees:

PIC: Sara Ironhill, Laura Thielen, Morgan Esarey, Julia Wolfson, Brandie Morales, Brynn Miranda, Aubrey Pellicano, Joshua Fuentes, Joshua Roach, Berta Maldonado

AlohaCare: Rhea Nuguid
Care Hawaii: Jennifer Tehotu
Child & Family Services: Jessica Oda
Domestic Violence Action Center: Lydia Pavon
EPIC Ohana: Chassidy Shino
HMSA: Desiree Vea
IHS: Kanui Bell
Kaiser: Charisse Solomon
Kinai Eha: Melissa Waiters
Mana Pono Holomua: Angel Heath
Ohana Health Plan: Duke Maele
Queens: Danny Cheng, Tiffany Mukai
United Healthcare: Roddy Marengo
US Vets: Macy Sevaaetasi
VA: Lindsey Kaumeheiwa, Art Minor
Waikiki Health: Richard Kaai

Discussion	Next Steps
<p>I. Welcome / Introductions Safety Story</p> <p>Lindsey: There is a team on Maui working to get clients to hotels through SSVF, and assisting clients with basic needs and obtaining documents</p> <p>Angel: Friend scheduled donation drive for those impacted on Maui and will be sending out to any clients in the area.</p> <p>Regarding Maui: PIC/the CoC is following lead from James Koshiba on any assistance the CoC can offer. Once the federal government withdraws their assistance and leave the island, there will likely be more of a need for O'ahu/local non-profit support.</p> <p>Lydia: The Office of Language Access has a list of volunteer interpreters as needed for those displaced in Maui.</p>	<p>How to approach prioritization re: natural disaster. Would this be a special request? How to make this equitable?</p> <p>Add additional question to 2024 PIT count re: impact of Maui fires</p>
<p>II. Meeting Minutes Motion to approve July 2023 minutes approved by Danny Cheng, seconded by Lindsey Kaumeheiwa</p>	<p>July 2023 minutes approved</p>
<p>III. Resource/Policy Updates</p> <p>a. CES P&Ps</p> <p>a. Special Requests Dashboard Overview – 7/1/22-7/31/23</p> <p>i. Program submitting the most requests is IHS Hale Mauliola Emergency Shelter, followed by Queens Care Coalition</p>	<p>Look at national averages for 1. PSH placements and 2. special request data</p>

PARTNERS IN CARE, OAHU'S CONTINUUM OF CARE

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<ul style="list-style-type: none"> ii. A number of special requests made are already within the PSH housing pathway, but are much lower in that bucket. There are also a number of special requests that fall in a category below PSH on the By Name List (RRH or TH) iii. 70% of special requests have been housed in a PSH program iv. 638 referrals have been made to PSH programs within this time period. A large amount have gone to Steadfast, MHK Safe Haven (Requires SMI code), or VASH. There are not 638 PSH beds in our CoC – this is reflective of the number of referrals sent <ul style="list-style-type: none"> 1. About 5% of this number, or 30 referrals, are made up of special requests v. https://www.hudexchange.info/resource/6643/coordinated-entry-data-and-system-performance/ <p>b. P&P updates</p> <ul style="list-style-type: none"> i. Proposal to change language re: emergency services hours of operation <ul style="list-style-type: none"> 1. All in favor, none opposed to removing the following paragraph from page 15 of the CES P&Ps: “All access points will have clearly defined hours of operation for providing in-person and/or telephonic intake and assessments. If the access point has designated hours for assessments, they should also be clearly defined and regular” <ul style="list-style-type: none"> • Change to: “The Partners In Care Vacancy Grid aims to provide the most up to date information on beds and units available in shelters around the island and is updated daily by Partners In Care through updates from shelter providers and the Office of the Governor’s Coordinator on Homelessness. Providers are encouraged to contact the shelters listed for up-to-date information on hours of operation and availability for intake, even if the shelter is listed as having no vacancy.” <p>b. Special requests for non-chronic households</p> <p>c. Emergency Housing Vouchers (EHVs)</p> <ul style="list-style-type: none"> a. Hawaii Public Housing Authority (HPHA) b. City Public Housing Authority (City PHA) <ul style="list-style-type: none"> i. Temporary opening – providers were notified on 8/11 that the City EHV program has temporarily reopened for those housed in RRH/PSH, as well as Kupuna 62+ who meet EHV eligibility. This opportunity will close on 8/25. The goal is to utilize all 312 vouchers, which must be issued by 9/30/23. <p>d. Program utilization</p> <p>e. Data Committee</p> <p>f. Planning Committee</p> <ul style="list-style-type: none"> a. Written standards <ul style="list-style-type: none"> i. CES has been editing written standards ii. Planning will be working on community driven standards workgroups to cover things like housing first, onboarding/training standards, etc. 	<p>Consider creating a goal of % of housing referrals that are special requests</p> <p>CES to publish updated P&Ps</p>
<p>IV. New Business</p> <ul style="list-style-type: none"> a. Coordinated Assessment Workgroup <ul style="list-style-type: none"> a. VISPDAT feedback survey review <ul style="list-style-type: none"> i. 49 responses, 18 of which have identified themselves as having lived experience ii. Data shows providers are mostly satisfied with the VISPDAT 	<p>Next step: schedule lunch & learn to review these responses, and identify providers who are interested in joining workgroups to spearhead this work</p>

<ul style="list-style-type: none"> iii. Themes for hx of housing and homelessness: no definition of what permanent stable housing means, accumulated length of time homeless should be considered over how many times homeless. iv. Responses also said that the VISPDAT is wordy, triggering, does not honor TIC, traumatic, and difficult to understand <ul style="list-style-type: none"> 1. Providers are encouraged to view this report and read through the responses and themes v. Other comments: fixation on a score to indicate level of need is frustrating for providers. VISPDAT does not address any client strengths, only vulnerabilities <p>b. NAEH: Reimagining a Racially Equitable and Just CES Lab</p> <ul style="list-style-type: none"> i. Client feedback survey <ul style="list-style-type: none"> 1. CES is seeking feedback from housing program participants and their experience with CES. Please contact Michael Kleiber for more details: michael.k@coordinatedentrysystem.org <p>c. CES Oversight Committee Refinement</p> <ul style="list-style-type: none"> i. Oversight description & role ii. Data Measures to focus on <ul style="list-style-type: none"> 1. September meeting is data focused. CES will try to present on these measures. iii. Oversight participation <ul style="list-style-type: none"> 1. Missing stakeholders <p>d. New Sub-populations</p> <ul style="list-style-type: none"> i. Hospitalized ii. Higher Level of Care iii. Incarcerated <ul style="list-style-type: none"> 1. iv. Oahu Initiative to End Veteran Homelessness 	<p>CES to keep refinement on agenda until we're satisfied with description, role, missing stakeholders, data measures.</p> <p>Laura working on including local government leaders into more discussions re: CES in the future</p>
<p>Adjourn. Next meeting Thursday, September 21st 10:00-11:30am</p>	