



PARTNERS IN CARE

Oahu Continuum of Care

Partners in Care is a coalition of Oahu's homeless service providers, government representatives and community stakeholders working together in partnership to end homelessness.

MINUTES

AWARENESS Committee Meeting

November 7, 2017

TIME: 10:00am to 12:00pm

LOCATION: Steadfast Housing Development Corporation
888 Iwilei Road, Training Room 2nd Floor, Honolulu, HI 96817

Attendees: Names: Maile Montallana, Randy Villanueva-Ahue, Sharaleen McShane , Ashlen Keomaka, Ruth Ann Balbin, Gregg Suzuki and Kimberley Cook

| Agenda Topic | Discussion | Outcome/Action | | | | | | | | | | | | | | | | |
|--|---|----------------|--|-------|----------|--------|-----------|-------|-----------|---------|-----------|-----|-----------|-----|----------|--------------|-----------|--|
| Intro: | Welcome everyone.... | | | | | | | | | | | | | | | | | |
| I. Call to Order | Maile Montallana called the meeting to order at 10:01 am. | | | | | | | | | | | | | | | | | |
| II. Approval of Minutes | October 3rd, 2017 minutes approved. | | | | | | | | | | | | | | | | | |
| III. Special Events: | None | | | | | | | | | | | | | | | | | |
| V. Continuing Business: a. Objective #3 | <p>Open discussion held regarding different aspects of coordinating the conference. Discussions are as follows:</p> <p><u>T-Shirt Report:</u> Maile provided the current t-shirt inventory. Just be aware that some pre-orders did not yet pick up their shirts, so the actual totals of shirts available may be a bit less.</p> <table border="1" style="margin-left: 20px; border-collapse: collapse; text-align: center;"> <tr> <td style="padding: 5px;">Size</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Small</td> <td style="padding: 5px;">8</td> </tr> <tr> <td style="padding: 5px;">Medium</td> <td style="padding: 5px;">16</td> </tr> <tr> <td style="padding: 5px;">Large</td> <td style="padding: 5px;">21</td> </tr> <tr> <td style="padding: 5px;">X-Large</td> <td style="padding: 5px;">13</td> </tr> <tr> <td style="padding: 5px;">2XL</td> <td style="padding: 5px;">13</td> </tr> <tr> <td style="padding: 5px;">3XL</td> <td style="padding: 5px;">3</td> </tr> <tr> <td style="padding: 5px;">TOTAL</td> <td style="padding: 5px;">74</td> </tr> </table> <p><u>Cost Analysis:</u> Maile provided the updated invoice from KROC with 370 boxed sandwich lunches. New total cost is \$22,412.56. The balance of \$13,771.20 is due the day of the event. Maile already emailed Jen and Gladys (Treasurer) the newly revised invoice so payment can be promptly made.</p> | Size | | Small | 8 | Medium | 16 | Large | 21 | X-Large | 13 | 2XL | 13 | 3XL | 3 | TOTAL | 74 | |
| Size | | | | | | | | | | | | | | | | | | |
| Small | 8 | | | | | | | | | | | | | | | | | |
| Medium | 16 | | | | | | | | | | | | | | | | | |
| Large | 21 | | | | | | | | | | | | | | | | | |
| X-Large | 13 | | | | | | | | | | | | | | | | | |
| 2XL | 13 | | | | | | | | | | | | | | | | | |
| 3XL | 3 | | | | | | | | | | | | | | | | | |
| TOTAL | 74 | | | | | | | | | | | | | | | | | |

Maile provided the CURRENT budget with ACTUAL receivables as of 10/26/17.

- 127 early bird registrants = \$6,985
- 152 regular registrants = \$9,880
- 19 late registrants = \$1,130
- 1 Platinum Sponsor = \$2,500
- 8 Gold Sponsors = \$4,000
- 4 Silver Sponsors = \$1,200
- 3 Bronze Sponsors = \$450
- City and County Sponsor = \$1,200
- 5 CEUs = \$50
- 18 shirt sales = \$295
- **TOTAL Receivables = \$27,690.00**

NOTE: This budget does not include the additional attendees that have signed up AFTER 10/26/17 and the expenditures was not updated on the report provided when we increased the head count from 315 to 370.

Total CORRECT projected COST is **\$26,679.11** making us **\$1,010.89** OVER budget.

Maile anticipates the overage will be MORE because:

- 1) The additional attendees still need to be added to the receivables and
- 2) Marc Alexander's office has graciously offered to print all our documents (except for the sponsorship page which we will do separately with FedEx) which will save us about \$1,600.

Maile will update CURRENT BUDGET once final head count is completed, all sponsorships are received and final costs of printing (and purchase of breakfast bars) come in.

Items discussed:

- 50% of event balance of initial invoice was paid to KROC on October 12th in the amount of **\$8,141.36**.
- Final food selection and guest count was emailed to KROC on November 2nd. CURRENT HEAD COUNT IS **359**.
- 100% of the event balance is due the day of the event which is November 17, 2017.

Jen will email a more updated report and Maile will then update the committee via email.

Maile will update CURRENT BUDGET once final head count is completed, all sponsorships are received and final costs of printing come in.

Sponsorships/Gift Card Donations:

Maile reported on the sponsorship changes since the last meeting.

Platinum:

- Catholic Charities: \$2,500

TOTAL: \$2,500

Gold:

- City and County of Honolulu: \$1,200

- Aloha United Way: \$500

- Waianae Coast Comprehensive Center: \$500

- Project Vision Hawaii: \$500

- U.S. Vets: \$500

- State of HI/HPO: \$500

- I. H. S. : \$500

- Salvation Army: \$500

- WellCare: \$500 (pending)

TOTAL: \$5,200

Silver:

- The CHOW Project: \$300

- Kealahou West Oahu: \$300

- Housing Solutions, Inc. : \$300

- Healthcare for the Homeless Project: \$300 (coming)

TOTAL: \$1,200

Bronze:

- Steadfast Housing Dev. Corp: \$150

- PHOCUSED: \$150

- State of HI/DHS: \$150

TOTAL: \$450

TOTAL: \$9,350 (or \$8,850 w/out wellcare)

Maile reported that WellCare's sponsorship has not yet been received per Jen, although they voiced interest in being a sponsor. Leslie emailed that MHK is also interested in sponsoring, but did not mention what level. Maile emailed Leslie to please inform these agencies that the deadline to submit sponsorship is Thursday, November 9th. This way, Holly can be given the final list for printing on 11/13/17.

Maile has already emailed KROC on 11/2/17 to place 10 sponsor tables in the ballroom and 4 in the atrium. If the sponsorship count changes, Maile will inform KROC immediately.

Maile provided a copy of the "Certificate of Appreciation" that will be given to all sponsors. The committee approved.

Maile to provide Holly the final Sponsorship list for printing.

Maile reported on the gift card donation changes from the last meeting:

1. Big Island Candies - 2 / \$25 cards donated
2. Hawaii USA FCU - 4 / \$25 Longs cards donated
3. Walmart (Keeaumoku) - 1 / \$50 gift card donated
4. Walmart (Mililani) - 1 / \$50 gift card donated
5. Zippy's - 5 / \$5 gift certificates donated

Maile will update the committee via email if more donations are received.

The committee approved that 1 - \$25 Big Island Candies card be donated to Kahu Kordell Kekoa for his contributions.

Maile provided a "Thank You" letter template in the meeting packet for committee review. This letter will be given to ALL sponsors and businesses who supported the conference - from ASI (paying for CEU application) to Marc Alexandar's office (sponsorship and printing) to the businesses that donated gift cards. The letter was reviewed by all in attendance and the committee agreed it was fine to distribute. Maile will create the individualized letters. Leslie will pass them out to the sponsorship providers at the conference with their certificate. Maile will mail the letter to the businesses who donated gift cards.

Registration:

Maile provided the committee a copy of the letter Ana received from NASW Hawaii affirming our conference was approved to offer 6 CEU contact hours.

Maile reported that Cora emailed her that she does not plan to issue certificates at the conference, but that she plans on issuing them electronically via email after the conference has ended.

At the last meeting, Cora suggested pre-printing attendees name tags and clipping it to their folders and organizing the folders in alphabetical order during the stuffing party - so that when each person checks in at the registration table, they will be given their own folder with their name tag and the registration people wouldn't have to fuss with finding and giving out name tags. This took up a lot of time at last year's conference during registration. Maile will forward Cora the final registration list once she merges Jen's report with the EventBrite report. Her due date is 11/14/17,

Maile will create the individualized Thank You letters. Leslie will pass them out to the sponsorship providers at the conference with their certificate. Maile will mail the letter to the businesses who donated gift cards.

Maile to email Cora the final registration list so she can make each attendees name tag before the stuffing party.

Maile reported to the committee that absentee voting will occur at the conference. The registration table will be given a list of who to pass these out to upon attendee check-in.

Conference Breakout Sessions Discussions:

Thank you to Holly for putting all the speaker information and conference agenda together. Maile reported that yesterday, Holly sent the FINAL versions of our conference documents to Marc Alexander for printing:

- Conference Agenda
- Session Descriptions Packet
- Speakers Biography and Picture Packet

Maile reported that Holly will print the sponsorship page separately via FedEx once all Sponsorships have been received by 11/9/17 and Leslie has agreed to pick them up.

Maile will print on own:

- Evaluation Forms
- CEU forms
- Kroc Facility Map

Maile provided the updated conference outline worksheet for review. All morning speakers have been confirmed. All breakout session speakers have been confirmed.

Updates:

Opening Speakers - Holly confirmed Scott Morishige, Harold Brackeen, Marc Alexander and Ryan Okahara. Maile confirmed Jon Berliner and Jen Stasch via email. No pending items for the morning session.

1) *Strategies for Increasing Housing Inventory in an Affordable Housing Crisis (lead-Dr. Kim)* - No items pending for this session.

2) *Public Health - Public Safety Partnerships to End Homelessness (lead - Dr. Kim)* - No items pending for this session.

3) *Crisis Intervention / De-escalation Techniques (lead- Maile)* - No items pending for this session.

4) *Spotlight on Hawaii's Keiki Without Homes - Birth to Age 8 (lead - Dr. Kim)* - No pending items for this session.

5) *Continuation of NVP communication from keynote speaker. (lead-Maile)* - This will be a continuation of the keynote speaker. No pending items for this session.

6) *Coordinated Entry System Overview (lead-Maile)* - Maile has not yet heard back from Jen on their IT needs. No other pending items for this session.

7) *Community Policing (outreach, warm hand-off) (lead - Holly)* - No pending items for this session.

8) *Bridging the Gap - Best Practices on Solving Homelessness (lead-Holly)* - IT needs pending. No other pending items for this session.

Maile reported the only MAJOR change was the lunch hour. The Housing ASAP Group has requested to present during the conference and the only time available was the lunch hour. Maile has assigned them to present at 12:45pm. They have a 4 minute video and some closing remarks.

Maile also discussed the inquiry from Marc Alexander if the Mayor was invited to present. Maile reported she filled out the online invitation to the Mayor a few weeks ago and heard back from Marc on October 31st that the Mayor is unavailable to speak. IF the Mayor was going to present, we would have made time for him in the morning session or during lunch. At this time, because he is unavailable, we will not need to modify the agenda.

Reminder for Leads:

- Leads need to ensure they remind their presenters of the conference date as it approaches. Presenters can check in at the registration table. Maile asked Leads to please make any copies of handouts for their sessions if they have any.

Conference Overview:

Maile provided the committee a 4 pg general overview of the conference so all are aware of duties and responsibilities.

Schedule of Events:

| | |
|-----------------|---|
| 7:30am | Setup |
| 8:00am-9:00am | Registration (Courtyard Pavilion) |
| 9:00am-10:45am | Welcome Session (Auditorium) |
| 10:45am-11:00am | Break |
| 11:00am-12:15pm | Breakout Sessions #1 |
| 12:15pm-1:15pm | Lunch (Ballroom) |
| 1:15pm-2:30pm | Keynote Speaker (Ballroom) |
| 2:30pm-2:45pm | Break |
| 2:45pm-4:00pm | Breakout Sessions |
| 4:15-4:30pm | Closing Remarks; Collect Evaluations; Raffle Prize Drawings |

Registration Tables:

- Letters A-H - Keala/Randy
- Letters I-P - Ana/Ruth
- Letters Q-Z - Dr. Kim/Sharaleen
- T-Shirt and Bag Table - Sharaleen
 - At 10am, registration staff will

Leads - please remind your presenters of the conference as the date approaches and inform them they can check in at the registration table.

move to the ballroom.

- Leis/Sponsor Tables/Support to Holly - Leslie
- Front Greeter: Ashlen
- Back Greeter: Gregg
- AV Point of Contact: Cora

Sponsor Tables:

- 10 in Ballroom
- 4 in atrium of Auditorium
- All will be dressed

Rooms:

- Ballroom (A)
- Breakout Facilitator: Gregg
 - L-shape table at entrance (late registration, PIC Membership, t-shirt/bag sales)
 - 35 Round Tables (10 chairs each)
 - Raised Stage for Projector Screen
 - Podium and Microphone (no laptop)
 - Maile to provide laptop and HDMI chord
 - Buffet and Beverage lines setup
 - 10 sponsor tables
- Auditorium (B)
- Breakout Facilitator: Ashlen
 - Full projection package (projector and computer provided)
 - Podium and (2) wireless microphones
 - Need a microphone stand for **Alexis Bugarin, performing an original song "Lucky"**
 - Front row of seats reserved for speakers (9 seats)
 - Use of back entrance to access Auditorium to allow guests to visit vendor tables**
- Hibiscus Classroom (Double) (C)
- Breakout Facilitator: Ruth
 - Theater seating for 80 (facing the Hibiscus whiteboard)
 - AV table
 - Table up front for facilitator
 - No projector/computer from KROC
 - Holly to provide projector and laptop for 2nd breakout session
 - KROC to provide 8 ft screen

- Pikake Classroom (D)
- Breakout Facilitator: Randy
 - Seating for 40
 - AV table
 - Table up front for facilitator
 - No computer from KROC
 - Projector from KROC
 - Cora to supply laptop/HDMI chord
 - KROC to provide 8 ft screen

Meals:

- Continental Breakfast - pastries, danish, muffins (8:30am in Courtyard)
- Beverage Station - coffee, iced tea, water
- The Sandwich (Pre-Packaged) includes:
 - Prepared Salad
 - White and Wheat Bread
 - Ham or Turkey
 - Variety of Cheeses
 - Variety of Veggies (Lettuce, Tomatoes etc.)
 - Bags of chips
 - Cookies are the afternoon snack
 - Beverage Buffet

Maile originally asked KROC to make 2 vegetarian lunch boxes, but Maile will email them to prepare 5 just in case more attendees are vegetarian. Committee agreed.

Closing:

- Holly - closing remarks
- Randy, Ashlen, Gregg, Ana, Ruth, Dr. Kim - assist in collecting evaluations
- Keala - assist in selecting from evaluations and business card fishbowl for prize drawings
- ALL to help in clean up.

Maile reported that the Board of Directors requested to announce the new Board members at the end of the conference. Therefore, in addition to doing the raffle prizes, we'll have Janet (Chair of Org Dev) make that announcement at the end. We may go over 4:30pm - so long as we are done by 5pm.

Stuffing Party:

- Wednesday, November 15th - 10am to 1pm
- Potluck
- Keala - folders from Salvation Army; Maile emailed Salvation Army for an additional 25 folders. They will provide to Keala.

Maile to email KROC to increase vegetarian meals to 5 in anticipation of meal restriction requests.

- Maile to print:
 - Facility Map
 - Evaluation Form (blue)
 - CEU Form (yellow)
- Leslie
 - Coordination of retrieving brochures
- Holly to professionally print:
 - Agenda
 - Session Descriptions
 - Conference Sponsors
 - Speaker Information Packet

Maile provided the committee with the facility map which will be provided in each attendee folder. This was a suggestion from attendees last year.

Maile provided the committee with a layout of the ballroom (from KROC) which shows 35 round tables, 10 sponsor tables and an L shaped table near the entrance for late registration, PIC Membership and t-shirt/bag sales.

Maile is awaiting an updated report from Jen regarding FINAL registration and sponsorship numbers. Once she sends the report, Maile will combine the EventBrite report with hers for one MASTER report for the registration table. The Registration List will include a column if:

- 1) The person paid for a CEU (so a form can be provided to him/her) and
- 2) If that person did not yet vote as part of the absentee voting. Registration staff will provide the voting form to that individual.

Maile reviewed some final responsibilities of the Room Coordinators:

- 1) Hook up laptops to projectors;
- 2) Ask attendees to select another session of the classrooms become filled;
- 3) Introduce speakers;
- 4) Show the "5 min" "1 min" and "END" signs to the speakers from the back to ensure all stay on schedule.
- 5) Stamp CEU forms as attendees leave;
- 6) After the Breakout Session #2, leads need to remind attendees to meet back at the Ballroom for closing.

Leslie will make contact with all the PLATINUM and GOLD sponsors to retrieve their brochures in time for the stuffing party.

Maile will await final registration report from Jen in order to combine it with EventBrite to create ONE master registration list.

Dr. Kim mentioned she will write a summary introduction for her sessions for the Room Coordinators to say.

FINAL DISCUSSIONS:

1) Walk-Ins:

Maile reported that due to the current number of attendees at 359, we have to limit walk-ins to just 10. Dr. Kim, however, offered a great suggestion. She mentioned offering an option to all walk-ins in the following way:

- 1) Registration + lunch = \$70
- 2) Attend Conference with NO lunch = \$30
- 3) CEU certificate = additional \$10

The committee agreed to the suggestion. Sharaleen is assigned the walk-ins at the registration table. Maile will prepare a sheet of the options to provide to Sharaleen. Sharaleen will review the options with walk-ins and that's how we'll monitor whether or not we'll have enough lunches.

For those walk-ins that want to attend the conference with NO lunch, they will receive a plain black and white agenda page. Maile will make extra copies.

2) Maile reported she has a large box full of bags from last year's conference which the committee can sell at this year's conference to make extra money. The committee agreed on selling them for \$3 per bag.

3) Maile reminded the committee that we have an option of purchasing breakfast bars for the conference to put on the tables in the ballroom - since we are only providing boxed sandwich lunches. Sharaleen offered to pick up the bars using SHDC's Costco card. Maile will speak with Linda (SHDC ED) first to see if she'll approve SHDC paying the tab up front with reimbursement from PIC. Sharaleen will make the purchase thereafter and bring the boxes to the event.

4) Dr. Kim inquired who will be purchasing the leis for the conference. Maile reported Leslie will be doing that. The committee counted the number of speakers and agreed that purchasing 35 leis will be sufficient.


5) Randy asked what is our contingency plan if it rains on the day of the event. Maile reported she would like the registration table put in the atrium near the auditorium with the continental breakfast setup in the ballroom. Maile will email this plan to KROC to see if they agree and to get their feedback.

Maile to prepare a separate registration sheet for walk-ins and an options list for Sharaleen.

Maile will make extra black and white copies of the agenda for walk-ins if we run out of folders.

Maile to speak with SHDC ED to approve purchase of breakfast bars with a reimbursement from PIC.

Leslie to purchase 35 leis for the conference and seek reimbursement from PIC.

| | | |
|-----------------------------|---|---|
| | <p>6) Dr. Kim asked if the sponsor tables in the ballroom will have chairs. Maile reported she was unsure, but she can request for 1 chair per table from KROC. Maile will also request for 6 chairs at the registration table outside and 7 chairs at the L shaped PIC table in the ballroom. This will help alleviate seat availability in the ballroom. Right now, the table layout in the ballroom allows for only 350 people. Any overflow of people during lunch can utilize the tables in the courtyard.</p> <p>7) Maile reported that she emailed KROC on 11/6/17 with the SIGNS for the front entry, Worship Center, Ballroom, Hibiscus Classroom and Pikake Classroom. The signs inform attendees the schedule for each room so they know where to go. Maile also shared signs created for the #Hoohana2017, CEU purchases, T-Shirt Purchases and Registration Tables. Maile will bring ALL the signs to the event along with sign holders, pens, highlighters, receipt book and everything the registration table needs.</p> <p>8) Two banners will be posted in the ballroom. One for Catholic Charities and one for Housing ASAP. Maile needs assistance from committee in helping to hand them on the stage in the ballroom.</p> <p>Maile reported she will be at the KROC center the day of the event at 7am. Ariel, our contact with KROC will also be there at 7am and will let us in for setup. Maile will help all with setting up technology and will float the entire day.</p> | <p>Maile to email KROC regarding our requests.</p> |
| New Business: | None | |
| Other Issues | <p>The stuffing party is on Wednesday, 11/15/17, from 10am to 1pm with a potluck.</p> <p>The committee unanimously voted to cancel December's meeting due to the holidays.</p> | |
| Next Meeting | <p>The meeting ended at 11:45am. Next committee meeting will be in January.</p> | |
| Minutes Prepared by: | <p>Maile Montallana, Awareness Committee Chair </p> | |

(NOTE: Minutes must be distributed to Committee members and posted on the PIC website prior to the next Committee meeting. Committee Chair/designee must also forward minutes to the PIC Chair prior to the PIC general meeting (held on 3rd Tuesday of month).