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 Communications Committee Meeting
Thursday, 9/28/18, 10-11:30 a.m.
State Capitol, Room 415
MINUTES

Attendees: David Sayre, Morgan Esarey, Jason Kasamoto. BY PHONE: Jillian Okamoto

Agenda Topic	Discussion	Outcome/Action
I. Meeting called to order	10:18 a.m.	
II. Introductions	Morgan Esarey, AUW	
III. Approval of August 2018 minutes		Deferred until October meeting; too few people
IV. Continuing Business		
A. Homelessness Information Card	Marc Alexander and Roberta Maldonado were unable to attend the meeting, but Marc sent an email outlining their work on the homeless information card: - They've begun formatting the list of service providers into the new format - When that's done, committee should review it first before sending it out to PIC membership - Really need help with selecting and answering FAQs. Also need help with graphic design of information card - In the past, only government and PIC member organizations were included. The new, larger format allows for more info, but there is still limited space - Still targeting Homeless Awareness Conference (Nov. 16) for release of card - City will cover cost of printing	Prepare list of FAQs for next meeting, so committee can whittle down the list to a manageable amount Determine who will answer FAQs

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	and make digital versions available for all	
	Because of objectivity concerns, Jillian suggested that a government entity (city or state) answer the FAQs instead of service providers	
B. PIC Communications Newsletter	Jason shared a rough draft of the newsletter, which is scheduled for publication around mid-October — about a month before the Homeless Awareness Conference — once the Communications Committee sees the final draft. Length of newsletter is likely to increase from 4 pages to 6 pages, to accommodate a photo page from Project Homeless Connect and/or Men's March Against Violence, and a longer message from the PIC Board (Jon and Heather)	**At next meeting:** discuss how many newsletters would be printed, if any. City & County of Honolulu (Marc and Roberta) would handle the printing
	Revisions need to be made and the newsletter still needs to be proofread before publishing. **Suggested changes:** - Jason fixed taglines on the Member Spotlight and Message from the PIC Board - Jillian suggested boldfacing "Faith Action" in the header for the Member Spotlight - Sharon Baille (PIC planning coordinator) suggested getting Jon involved in the PIC Board message - David suggested adding the Salvation Army Thanksgiving Dinner to the calendar on the last page	**By next meeting:** Proofread newsletter and fill in last pukas
	Targets: The newsletter is for PIC members, but there are other potential audiences: - Elected officials	**At next meeting:** Determine whether we want to target these potential audiences now or later

	- Neighborhood boards - Potential partners and other community stakeholders who might become PIC members at some point - The general public Reaching out to the Org Development Committee makes sense because the newsletter can be used as part of a welcome kit for new members, and as a recruiting tool.	**Jason:** Share and discuss newsletter with Kim Cook, chair of PIC Organizational Development Committee
V. New Business		
A. CES Communications Plan	Morgan gave a presentation on the basics of the Coordinated Entry System. Some of the system's highlights: • Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner • Facilitates case conferencing by region (Honolulu, North Shore, Leeward, etc.) to discuss cases with providers to see what works for clients and what they need • There is a way to make a special request for prioritization in special cases • Offers support, monitoring, reporting and collaborating David asked what is the goal of the CES communications plan: Is it to inform the public? The homeless provider community? - Morgan said the providers (the ones that get federal funds) have all been trained in CES - Our community has created CES from scratch, as there	

	were no best practices to follow at the time. They get guidance from HomeBase to improve the system Morgan shared that since start of CES in August 2017: - CES system has provided 2,600 referrals across the families and singles systems - Healthcare providers are getting more involved with CES as they see the value of working collaboratively Working with Queen's Care Coalition: - Of 102 high ER utilizers, 75 percent are homeless - Since December, 75% reduction in ER usage - 20% reduction by homeless patients since November - Average length of stay is less for a homeless person than a non-homeless person - As of June, readmission rate hospitalwide is lower for homeless patients compared with non-homeless patients - In Native Hawaiian care coordination program, monthly recidivism dropped to 0% - Total recidivism since December dropped to 3%	
Adjourned	11:38 a.m.	
Next Meeting	Thursday, Oct. 18 at 1 p.m. at State Capitol, Room 415	

Minutes prepared by Jason Kasamoto, Communications Committee chair