



# PARTNERS IN CARE – O'ahu Continuum of Care Oahu's Coalition of Homeless Providers

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

## ORGANIZATIONAL DEVELOPMENT COMMITTEE MEETING MINUTES

**Date:** 4/10/18 **Time:** 10:01am – 11:05am

**Location of Meeting:** Aloha United Way – 200 N. Vineyard Blvd. 5<sup>th</sup> Floors

**Attendees:** Kim Cook, Chair (U.S.VETS), Dana Manners (U.S.VETS), Alika Campbell (Hale Kipa), Sharon Ballie (PIC), Connie Mitchell (IHS)

Agenda Topic	Discussion	Outcome/Action
<b>Call to Order</b>	<ul style="list-style-type: none"> <li>Meeting called to order by Chair Cook at 10:01am.</li> </ul>	
<b>Approval of Minutes</b>	<ul style="list-style-type: none"> <li>March 2018 minutes provided &amp; approval needed (Quorum of 50% needed = at least 3 members)</li> </ul>	
<b>Continuing Business:</b>	<ul style="list-style-type: none"> <li>Meeting minutes sent out and accepted as approved after approval received from members: Janet, Vicki, &amp; Alika</li> <li>Orientation packet (Welcome letter, about us flyer, and meeting calendar) created and sent to PIC Director to complete section on About Us Flyer that is pertinent to PIC. Received feedback on the letter but have not received About Us Flyer as of yet. Please see "New Business" section for proposition.</li> </ul>	<b>Follow Up Needed:</b> None
<b>New Business:</b> Goal Setting 2018	<ul style="list-style-type: none"> <li>New member orientation packet               <ul style="list-style-type: none"> <li>Welcome letter – completed                   <ul style="list-style-type: none"> <li>Changed signature line from Jen to John per Jen's request; PIC will mail out after new PIC Planning Coordinator gets stamps system set up</li> <li>Committee proposed and approved revisions; Chair Cook to update and send out to committee for final review-                       <ol style="list-style-type: none"> <li>Committee Chairs     alphabetized by last name</li> <li>Change Phelps to Phillips</li> <li>Adjust margins</li> <li>Change Suite 700 to A210</li> <li>Bullet #2: that our group is a part of → about partners in</li> </ol> </li> </ul> </li> </ul> </li> </ul>	<b>Follow Up Needed:</b> None

**Contact for Organization Development Committee: Chair - Kim Cook, Psy.D.**  
(Email: [kcook@usvetsinc.org](mailto:kcook@usvetsinc.org), Phone: 808-291-8198)

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	<p style="text-align: center;">care</p> <ul style="list-style-type: none"> <li>▪ John sign</li> <li>▪ Sharon email (hard copy secondary option)</li> <li>▪ Chair Cook email packet documents to Sharon (for distribution)</li> <li>○ About Us Flyer – Outstanding <ul style="list-style-type: none"> <li>▪ Revisions sent to Chair Cook by Jen</li> <li>▪ Committee proposed and approved revisions; Chair Cook to update and send out to committee for final review</li> </ul> </li> <li>○ Glossary – TBD</li> <li>○ Calendar – Completed <ul style="list-style-type: none"> <li>▪ Org D. meetings have been updated in the new calendar</li> </ul> </li> <li>○ PIC Brochure – TBD <ul style="list-style-type: none"> <li>▪ Includes: basic PIC info, what does PIC do section, photos &amp; highlights of awareness activities to include PIT, Leg Breakfast, &amp; Homeless Awareness Conference</li> </ul> </li> <li>○ Welcome Powerpoint – TBD <ul style="list-style-type: none"> <li>▪ Includes a welcome video link for those who can't participate in person</li> </ul> </li> <li>○ Meet &amp; Greet Planning – TBD <ul style="list-style-type: none"> <li>▪ Goal is 1x/year in April, pending PIC budget</li> </ul> </li> <li>• Steps to Developing Recruitment Plan: <ul style="list-style-type: none"> <li>○ Discussion on increasing community members (not paid members, unable to vote) to participate with PIC – separate application from paid members <ul style="list-style-type: none"> <li>▪ Simply increase participation and informing the community of what PIC is all about</li> <li>▪ Inviting community agencies to PIC meetings to share about their services</li> <li>▪ FY17 members who are not an FY18 member <ul style="list-style-type: none"> <li>○ Is list updated?</li> <li>○ Is it accurate?</li> <li>○ How do we want to follow up on members submitting FY18 application, some of which are currently on the board and/or an active participant in PIC</li> </ul> </li> </ul> </li> </ul> </li> </ul>	
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	<p>meeting(s)?</p> <ul style="list-style-type: none"> <li>▪ Chair Cook to provide Sharon current list</li> <li>▪ Sharon to confirm list</li> <li>▪ Chair Cook and Connie to follow up with agencies on renewal application reminder</li> <li>▪ Chair Cook to follow up with Board on succession plan of Director; to further discuss impact on org. development in next meeting(s) re: 501c3 duties</li> </ul> <ul style="list-style-type: none"> <li>• Plan for Jen's departure (late April – mid May), <ul style="list-style-type: none"> <li>○ What is the Board of Directors Succession Plan for transition?</li> <li>○ How is this going to impact org. development and recruitment process while maintaining current members' participation with PIC?</li> </ul> </li> <li>• Retention – learning about reasons for not continuing membership with PIC from FY17 to FY18 (if any)</li> <li>• Proposed benefits/incentives to offer during recruitment <ul style="list-style-type: none"> <li>○ 10% off November Homeless Awareness Conference</li> <li>○ Free shirt</li> </ul> </li> <li>• Develop Plan Task List <ul style="list-style-type: none"> <li>○ If new members attend meetings (meetings open to new members), and the agenda is not of interest- it may turn new members away</li> </ul> </li> </ul> <p>Follow up task- develop a recruitment letter template to be sent out as an invitation – Chair Cook to send brochure to committee for feedback – Assigned to Alika</p>	
<b>Other Issues</b>	<ul style="list-style-type: none"> <li>▪ Chair Cook requested list of members who listed interested in joining org. development; Chair Cook to follow up with Board for list and reach out to invite them to the next meeting</li> <li>▪ Meeting location – changed to U.S.VETS, offer conference call option; Chair Cook to announce at next PIC general meeting</li> </ul>	
<b>Next Meeting</b>	<p><b>May 8, 2018 @ U.S.VETS – Barber's Point Lokahi Room</b>  (91-1039 Shangrila Street Kapolei, HI 96707) Guest parking located behind the building  <i>Meetings are held on the second Tuesdays of the month 10:00AM</i></p>	
<b>Minutes Prepared by:</b>	Dana Manners, U.S.VETS – Barber's Point Meeting Adjourned at 11:05 AM	

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# PARTNERS IN CARE – O’ahu Continuum of Care Oahu’s Coalition of Homeless Providers

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## PIC MEMBERSHIP RECRUITMENT PLAN Brainstorming Session

### Steps to Developing Recruitment Plan:

1. Obtain gauge on where you are at and where you want to go
2. Develop a plan by determining your recruitment target date and work backwards to make sure all items are completed within suggested time frame
3. Goal should be about 3 months to complete

### STEP 1: WHERE ARE WE AT AND WHERE DO WE WANT TO GO?

- **Membership (as of 2/19/18) Statistics:**
  - Total Paid Members – 42 (2 Waivers)
    - Social Service: 23 (55%)
    - Education: 0 (0%)
    - Government: 4 (10%)
    - Housing Developers: 3 (7%)
    - Public Service: 0 (0%)
    - Funding Agencies: 1 (2%)
    - Legal Service: 1 (2%)
    - Landlords/Property Managers 0 (0%)
    - Health Services: 1 (2%)
    - Managed Care: 2 (5%)
    - Other: 7 (17%)
  - Total Community Members - 0
  - # of members missing from the year before – 13
- **Membership (as of 3/20/18) Statistics:**
  - Total Paid Members – 43 (2 Waivers)
  - HCAP added so only stat that changed from February is social service category increased from 55% to 56%
  - Total Community Members - 0
- **Potentials list by category (discussed in February meeting):**

CATEGORY	POTENTIALS
Social Service	None
Education	KCC, UH, HPU, Chaminade, DOE
Government	Judiciary (Vet Court, MH Court, Drug Court, DHS-CPS)
Housing Developers	Stanford Carr, Alexander Baldwin, HUNT
Public Service	HPD Parks & Recs with Outreach Providers (by region), HFD (with neighborhood boards), EMS (with neighborhood boards)
Funding Agencies	HCF, USDA
Legal Service	Volunteer Legal Services, Mediation Center of the Pacific
Landlords/PMs	Get a list
Health Services	Native Hawaiian Health Centers, School of Nursing at UH, Chaminade, HPU, Hospitals ER/Social Work Depts – Queens, HPH, VA/Tripler, Kaiser
Managed Care	None

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Other	EAH, Senate/House Dept. of Housing, DHS, DOH, Office of Aging, City Council
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**STEP 2: DEVELOP A PLAN (SAMPLE BELOW)**

**Company/Agency:** \_\_\_\_\_  
**Membership Category:** \_\_\_\_\_  
**PIC Org D Member:** \_\_\_\_\_

TASK	SUGGESTED TIME	TARGET DATE
<b>Initial Contact:</b> Send an introductory recruitment letter, include a membership benefits brochure & flyer, calendar of events	N/A	
<b>2<sup>nd</sup> Contact:</b> Send a follow up recruitment letter, membership application	2 weeks after Initial contact	
<b>3<sup>rd</sup> Contact:</b> Send invitation to an upcoming meeting or networking/recruitment event with RSVP request	1 week after 2 <sup>nd</sup> contact	
<b>4<sup>th</sup> Contact:</b> Member attends meeting or networking/recruitment event (include a short presentation about membership and benefits, give out materials to remind of benefits, ask member to join)	N/A	
<b>5<sup>th</sup> Contact:</b> Member receives new member orientation packet, gets assigned with a mentor from PIC to support them if needed, send an email to PIC group announcing new members and welcoming them	Within 1 week after 4 <sup>th</sup> contact	
<b>6<sup>th</sup> Contact:</b> Annual member engagement events?	N/A	

**Organizational Development Committee:**

- **Company/Agency PIC Membership Type:**  Paid PIC Member  Community Member
- **Membership Category:** \_\_\_\_\_
- **Start Date of Membership:** \_\_\_\_\_
- **Date Member Docs Sent:** \_\_\_\_\_

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# PARTNERS IN CARE

## Oahu Continuum of Care

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### PARTNERS IN CARE

### BOARD OF DIRECTORS

Jon Berliner, Chair  
Heather Lusk, Vice Chair  
Anna Stone, Secretary  
Robert Boyack, Treasurer

### COMMITTEE CHAIRS & MEMBERS

Dr. Kim Cook  
Marc Gannon  
Marya Grambs  
Jason Kasamoto  
Tom McDonald  
Maile Montallana  
Justin Phillips

Jen Stasch, JD, MPH  
Director

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O'AHU'S CONTINUUM OF  
CARE

200 N. Vineyard Blvd, Ste 210  
Honolulu, HI 96817  
www.PartnersinCareOahu.org

### DATE

Dear \_\_\_\_\_

On behalf of Partners in Care (PIC)'s Board of Directors, committee chairs, and members, we extend our warmest welcome to you! As a member of PIC, you have joined a noteworthy coalition comprised of representatives of organizations from non-profit homeless providers, government stakeholders, private businesses, community advocates, public housing agencies, hospitals, universities, affordable housing developers, law enforcement, planning, coordinating, and advocacy alliance that develops recommendations for programs and services to fill needs within O'ahu's Continuum of Care (CoC) for homeless persons and families. Our mission is to eliminate homelessness through open and inclusive participation, and the provision and coordination of integrated services. Your membership to our organization is vital to finding a collaborative solution to address the homeless crisis in our state.

We hope that you will take advantage of the many benefits that are a part of your membership such as the opportunity to participate and vote on annual legislative advocacy priorities, the amazing network of providers that you now have access to, with varying levels of expertise, and guiding policy that impacts funding and quality of service to homeless persons in our state.

Here are some resources and tips to help get you started as a member of PIC:

- Visit our website at [www.partnersincareoahu.org](http://www.partnersincareoahu.org) for all the latest information and initiatives about PIC. Participation in our efforts by members is always welcomed.
- Please find attached a calendar of general & committee meetings that are held for PIC, along with an attached overview sheet that explains what each meeting/committee is responsible for. Meetings are open and at least 75% committee participation is required.
- If you have any questions about your membership, please email our Organizational Development Committee Chair, Kim Cook, Psy.D. at [kcook@usvetsinc.org](mailto:kcook@usvetsinc.org).

Again, on behalf of our coalition, we are pleased to welcome you to our 'ohana! We look forward to seeing you at a future meeting and gaining a greater perspective from your experience.

Respectfully,

Jon Berliner, CHAIR – Partners in Care



# PARTNERS IN CARE

## Oahu Continuum of Care

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### About Us

Partners in Care (PIC), *O'ahu's Continuum of Care (CoC)*, is a membership organization that is composed of representatives from nonprofit homeless providers, government stakeholders, private businesses, community advocates, public housing agencies, hospitals, universities, affordable housing developers, law enforcement, homeless and formerly homeless persons, and other interested parties. The 2009 HEARTH Act amendments to the McKinney-Vento Homeless Assistance Act codified into law the role and functions of the CoC as a local network that plans and coordinates funding for services and housing to assist homeless individuals and families. PIC aims to promote a community-wide commitment to the goal of ending homelessness; provide funding for efforts for rapidly re-housing homeless individuals and families; promote access to and effective use of mainstream programs; and optimize self-sufficiency among individuals and families experiencing homelessness.

### Our Mission

PIC's mission is to eliminate homelessness through open and inclusive participation, and the provision and coordination of integrated services.

### Our Objectives

1. Build and maintain a community-based process that supports O'ahu's Continuum of Care for homeless persons,
2. Develop a full continuum of services, ensuring that homeless individuals are treated with *dignity and respect*,
3. Engage in planning and evaluation to maximize the effective use of existing resources,
4. Advocate for policies that promote a comprehensive, long-term approach to solving homelessness,
5. Work collaboratively with other agencies and groups throughout the state of Hawai'i.

### Our Relationships with other Key Planning Processes:

- **Hawaii Interagency Council on Homelessness (HICH):** PIC is a voting and statutory member of the HICH. PIC works in concert with the other members of the HICH to create and implement the State Plan to End Homelessness and relevant portions of "Opening Doors", the national plan to end homelessness. PIC works closely with the State Coordinator for Homelessness, who is the Chair of the HICH.
- **Bridging the Gap (BTG):** As a member of Hawaii's Statewide Continuum of Care, PIC works collaboratively with the rural counties' CoC, Bridging the Gap. The two Continua work together on issues that impact all members; these include Statewide Governance of the Homeless Information Management System (HMIS) and Advocacy Committee.

## **Our Governance**

### **Board of Directors**

The Board of Directors (BOD) establishes the mission and strategic goals of the organization; and selects and supervises the Executive Director who oversees the day to day operations of PIC. The BOD is comprised of four Officers (Chair, Vice-Chair, Treasurer, and Secretary), six Committee Chairs (Advocacy, Awareness, Communications, Data, Organizational Development, and Planning), and two At Large members including a homeless or formerly homeless person.

### **Advocacy Committee**

The Advocacy Committee tracks city, state, and federal legislation and educates legislators and the public regarding homeless issues on O‘ahu. It also follows national legislation directly related to issues affecting homelessness. The Advocacy Committee testifies on behalf of PIC on relevant issues at the state and city levels. This testimony reflects the results of discussion of the issue and a majority approval vote by voting members at a PIC General Meeting. The Advocacy Chair (or their designee) schedules and leads committee meetings, coordinates both local and state advocacy initiatives, represents PIC at related task force meetings, and documents agency participation in committee activities as required for HUD’s annual funding application. They also answer questions from, and prepare and give legislative testimony to, the State Legislature and the City Council.

### **Awareness Committee**

The Awareness Committee works to increase awareness of the issue of homelessness through it’s coordination in planning the annual Statewide Homeless Awareness Week events and other awareness and educational activities within the community and political arenas. The Awareness Chair (or their designee) schedules and leads committee meetings, assigns tasks to committee members, and documents agency/members participation in committee activities as required for HUD’s annual funding application.

### **Data Committee**

The Data Committee coordinates the Point-In-Time count of sheltered and unsheltered persons. It also provides oversight and recommendations to PIC regarding the Homeless Management Information System (HMIS) which is used by government and non-profit agencies to coordinate and document services provided to homeless people on Oahu. The Data Committee Chair (or their designee) schedules and leads committee meetings, assigns tasks to committee members, represents PIC at Point-In-Time or HMIS policy meetings, and documents agency/members participation in committee activities. The Chair (or their designee) also participates in the Statewide governance of the HMIS system.

### **Organizational Development Committee**

The Organizational Development Committee is chaired by the Organizational Development Committee Chair. The Committee develops membership packets to solicit and orient new members, and documents agency/members participation in committee activities as required for HUD’s annual funding application. The Committee manages the PIC elections. The Organizational Development Chair (or their designee) schedules and leads committee meetings, assigns tasks to committee members, and coordinates membership activities and recruitment for PIC. The committee works with the Awareness Committee to invite new members to join PIC.



## **Planning Committee**

The Planning Committee coordinates with the city on the annual McKinney-Vento/HEARTH Act homeless funding application and regularly updates Hawaii's Plan to End Homelessness. It develops recommendations for funding priorities and strategies, and other cross-agency funding opportunities. It may also recommend to the Executive Committee the criteria by which new and ongoing HUD CoC funded projects are evaluated and scored locally, as well as whether new projects will be included in each year's application (vs. limiting the application to renewals only). It trains the members of the Evaluation Committee regarding PIC's process and criteria for making funding decisions. The Planning Committee Chair (or their designee) schedules and leads committee meetings, assigns tasks to committee members, and documents agency/members participation in committee activities. The Planning Committee represents PIC for State and city planning on homelessness issues, as well as at task force meetings to develop policies regarding long-range planning, funding, and evaluation of initiatives to prevent and reduce homelessness.

## **Communications Committee**

As one of the newest committees to PIC, the Communications Committee is responsible for developing and implementing PIC's communications plan. This committee assists in developing *specific strategies for community partnerships and outreach, media and online communication channels to reach target segments most effectively.* The Communications Committee Chair (or their designee) schedules and leads committee meetings, assigns tasks to committee members, and documents agency/members participation in committee activities.

## **Join Us**

PIC membership is open to the general public and all are invited to share their opinions and ideas and to join our collaborative effort.

Community Members (non-voting) are encouraged to provide their contact information, attend two PIC meetings a year, and contribute to informed dialogue on issues facing our clients and the community. To apply, please complete the Community Member Application or email [sbaillie@auw.org](mailto:sbaillie@auw.org) for more information.

Voting Members are expected to sign a membership agreement; attend 75% of meetings; join a committee (Advocacy, Awareness, Communications, Data, Organizational Development and/or Planning); participate in PIC activities such as the Point in Time count, the legislative breakfast and awareness week activities; participate in strategic planning and retreats; inform clients and the community of PIC events; and provide timely data entry if required. Please see the [PIC Voting Membership Application](#) for more information.

## **Participating Organizations / Individuals**

(Updated March 2018)

Alea Bridge  
Aloha United Way  
Carrie INL (2<sup>nd</sup> Chance Group Home)  
Catholic Charities Hawaii  
Catholic Charities Housing Development Corp  
Child and Family Services  
City and County of Honolulu – Mayor's Office of Housing  
Cloudbreak Communities  
Cynthia L. Rezentes  
Family Promise of Hawaii

Gregory House Programs  
Hale Kipa  
Hawaii Appleseed Center for Law & Economic Justice  
Hawaii H.O.M.E. Project  
Hawaii Housing Development Corporation  
Hawaii Kai Homeless Task Force  
Hawaii Youth Services Network  
Hawaiian Humane Society  
Helping Hands Hawai'i  
HMSA  
Holomua Na 'Ohana  
Housing Solutions, Inc.  
Imi Pono Foundation  
Kealahou West Oahu  
Marya Grambs  
Mental Health Kokua  
Office of the Governor  
Ohana Health Plan  
PHOCUSED  
Project Vision  
RYSE  
State of Hawai'i – Homeless Programs Office  
Steadfast Housing Development Corp.  
The Institute for Human Services, Inc.  
The Salvation Army  
U.S.VETS  
VA Pacific Islands Health Care System Homeless Programs  
Waikiki Health Center  
Waimanalo Health Center  
Walker E. Kelley  
Women in Need