

# BRIDGING THE GAP

The Hawai'i Neighboring Islands' Continuum of Care (Hawai'i, Kaua'i, Maui)

## MINUTES

### Board Meeting

Friday, May 4, 2018, 9:00am - 4:00pm

1822 Ke'eaumoku St, 'Ulu Boardroom, Honolulu, HI 96822

- Attendees:**
- Hawai'i County: Brandee Menino, Hope Services Hawaii (BTG Chair)  
Elizabeth Murph, Catholic Charities Hawaii (Chapter Co-Chair)  
Sharon Hirota, Hawaii County Housing Agency (Hawaii County CES)
- Kaua'i County: Debra deLuis, Catholic Charities Hawaii (BTG & KCA Secretary)(by phone)  
Crystal Caday-Bargayo, Catholic Charities Hawaii (Chapter Chair)  
Lawrence (Larry) Graff, Mental Health Kōkua, (Chapter Vice Chair)  
Sharon Graham, Kauai County Housing Agency (Kauai County CES)
- Maui County: Maude Cumming, Family Life Center (BTG Past Chair)  
Monique Yamashita, Ka Hale A Ke Ola (Chapter Vice Chair)  
Jan Shishido, County of Maui  
Thelma Akita-Kealoha, Catholic Charities Hawaii (Chapter Chair)
- HPO: Judy Ishida  
Yuet Mui Kong  
Harold Brackeen, III
- HMIS Admin: Carlos Peraro  
Alison Hinazuma
- Guests: Jason Hakamoto, Governor's Office & PIC Communications Chair  
Heather Lusk, PIC Vice Chair  
Scott Morishige, Governor's Office, Homelessness Coordinator

<b>Agenda Topic</b>	<b>Discussion</b>	<b>Outcome/Action</b>
<b><u>Welcome &amp; Housekeeping</u></b>	BTG Chair Brandee Menino conducted roll call and having determined quorum was met, called the meeting to order at 9:05AM. Attendees introduced themselves for the record.	
Approval of Minutes	March minutes were not reviewed. Minutes will be distributed electronically.	Minutes to be distributed.
<b><u>Review of OrgCode Proposal</u></b>	Motion by Maude to consider the proposal (attached) to contract with OrgCode for additional training related to HF and the CES. Second by Jan. Discussion summarized the proposal: Motion includes a total of 5 days in each county. Of those, 2 will be in the classroom and 3 days of job shadowing with Iain. In addition, the contract includes training on the SPDAT tool (by webinar), some costs that will be charged to O'ahu (Diversion Training). Sites can determine which trainings are most needed in each community. Vote: All ayes.	Motion approved to contract with OrgCode for additional training.  Judy will be sure this can be covered with Planning Grant funds.  Chapters will reserve a space and coordinate dates and topics.

### BRIDGING THE GAP

c/o Homeless Programs Office,  
1010 Richards St., Suite 312, Honolulu, HI 96813

<b><u>Governance Change</u></b>		
	<p>Motion to modify the language of the governance document to “Past Chair” and to add the past chair as a voting member of the BTG Board. Motion offered by Beth; second by Sharon Graham.</p> <p>Discussion: No significant discussion (a few suggestions made relating to rewording.)</p> <p>Vote: all ayes</p>	<p>Motion carried to update the governance charter dated May 2017.</p>
<b><u>NOFA Preparation and Planning</u></b>		
	<p>HPO requested volunteers to review the NOFA submissions and suggested distributing electronic copies rather than sending printed copies. Volunteers: Sharon Graham (Kaua’i), Beth Murph (Hawai’i), David Nakama (Maui).</p> <p>Discussion about how to best provide the documents. May be a combination of hard copy and electronic/flash drives for each reviewer.</p> <p>HPO reminder that there are only 2 to 3 weeks for them to finish their submissions. Any agencies interested in applying can contact HPO for technical assistance but only until the NOFA is released (in other words, planning needs to be done now). Generally the areas addressed are expected to include TH, Youth-TH, RRH attached to TH, RRH, PSH programs (housing only). Potential emphasis may be on RRH.</p> <p>Carlos reminded everyone that there will a short-term for turn-around. The current moratorium on consolidating grants continues, so grants won’t be merged. Expect the same process as in the past with a similar application time. The funding (\$2.3M) has been slowly increasing, in part because the Housing Inventory Count appears to be growing (RRH programs increase beds). Currently HPO and Carlos are busy with the registration process and other preparation.</p> <p>HUD is also expected to release NOFA relating to Non-Aged Disabled and Youth, but the discussion during the meeting related to CoC Funding.</p>	
<b><u>HMIS Activities</u></b>		
HMIS Lead	<p><u>Debrief 4/27 teleconference with Chris Pitcher</u></p> <p>Some key points from the teleconference with Chris:</p> <ul style="list-style-type: none"> <li>• Better to seek the HMIS lead via an RFI/RFP process</li> <li>• Okay to have Mainland companies</li> <li>• Will help with identifying potential funding sources</li> <li>• Better to work together with PIC as one entity; Chris will serve as liaison</li> </ul>	

<p>Review of BTG Resources</p>	<p>Harold suggested a focus on current resources and user fees for planning for HMIS Administration.</p> <p><u>Current costs include:</u>  \$31K Caseworthy contract; BTG portion \$11K  Current statewide admin contract; ~\$100K (actually \$130k with 30k in funding from City/County of Honolulu) for statewide HMIS.</p> <p><u>Current resources include:</u>  Funds from PIC grants from state; PIC is consolidating 3 grants into 1 to make it easier to transfer funds to another vendor (such as AUW). (This funding covers a contract for Carlos for (pre-paid) HMIS Admin expenses.  New HMIS project funds grant :\$68k (one of few CoC getting these funds)  Homeless report funds: \$41k (to be reprogrammed to get dashboards for ongoing capability to get reports as well as share information with the public). Note that HUD considers this modernizing the existing report rather than a new approach.</p> <p><u>Strategy:</u> In areas where BTG doesn't do as well, seek additional funding to support the weak areas.</p> <p>Brandee pointed out OrgCode could take on the HMIS lead. In this case, funds would go to a nonprofit agency and the agency would have monitoring responsibility, then contract with the for-profit provider.  Harold provided an example of how well it works when HPO contracts with Brandee/HOPE Services and they subcontract for the work to be done by other entities (including for-profit businesses).</p> <p>HPO seeking a transition away from HMIS Admin duties since their duties are expanding from a base budget of \$15M, they added \$12M for RRH, HF, outreach, and legal services increasing contracts to \$28M for 3 staff.</p> <p>For this legislative session, discussed some key areas, including:  Projected cuts to legal services to \$250K for IDs only.  Approved this session \$15M to HPO (\$5M storage and debris removal, leaves \$10M already spoken for except for \$70k that will be folded into existing service(s)).  Announced \$33M sitting in the governor's office: \$30M for 'Ohana Zones (being discussed and defined) plus \$3M that includes two Queens projects (\$1M emergency outreach, \$1M medical respite); \$1M LEAD and \$800k for new Assessment Center.</p> <p>Because of the work already assigned and potential additional funding, this year HPO needs to get more help with the NOFA from BTG.</p>	
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	A question regarding AUW arose about the relationship between the PIC position and HMIS Lead; AUW is employer of PIC position and HMIS lead for PIC.	
Future direction of Collaborative Applicant	<p>Need to put some serious thought into handling of the duties of the Collaborative Applicant given HPO cannot continue to perform this work.</p> <p>The process is that HPO gathered info in spreadsheets. Carlos handles the data-related gathering for SAGE entry, helps with RFI preparation and review, and provides tech support. Carlos shared estimates that the process takes 150 hours to put together the application pieces for CoC, ESG, and HOPWA funds (including federal transparency reports, environmental reviews, and related reports).</p> <p>Brandee mentioned she asked if OrgCode could do Collaborative Applicant work and they provided a rough estimate of \$15K-\$25K, though that's not their favorite activity.</p> <p>CoC Planning eligible activities related to serving as the Collaborative Applicant include preparing application for CoC Funds, participation in Consolidation Planning, and PIT planning.</p>	
<b>2018 PIT Report</b>		
	<p>Reviewed proposed "topline" report and after some discussion, leadership decided this is a good time to show unity since both CoC show declining homeless numbers. In addition, the funding from the state legislature offers many opportunities so approaching from a collaborative perspective seems important.</p> <p>Overview of the report:  PIC speaker will be Heather as vice chair; she will focus on PIC data and summary. BTG speaker will be Brandee as chair; she'll cover BTG data. Scott reviewed the report, as did Marc from Mayor Caldwell's office. Added to the report was a statement against criminalizing homelessness (how we're treating people and investing in diversion programs, like LEAD).</p> <p>The intent is to address the total statewide decrease and decreases for specific sub-populations. Information will be distributed at the press conference and shared with HUD, HCF, and related stakeholders.</p> <p>The press conference is scheduled at the state capitol, 10A, by the St Damien statue. A copy of the full report and topline report are attached.</p> <p>Reviewed Legislative Summary (attached) with Harold and Scott:  \$15M includes \$5M not flexible (as mentioned previously)  HPHA some reductions in positions, but evaluating impact.</p>	

	<p>HB2748 Omnibus requires HHFDC to do a report for vulnerable populations (elderly, mentally ill, etc.) and prohibits discrimination of fund recipients against HCV holders. Money is current FY \$\$, so money has to be quickly encumbered before the end of June or it goes away. Not enough funding in pipeline now to encumber \$200M. Is positive, but expectations need to be reasonable. (Smoke and mirrors.)</p> <p>\$30M a year in general income tax exemptions up to 140% AMI positive but focuses on “affordable” for 140% AMI (not the people most in need).</p> <p>Other “presents” include \$30M for ‘Ohana Zones (without any clear definition). Funding goes to the governor’s office and the governor will allocate. Must be located on public land and there must be at least 3 on O’ahu and 1 each on each NI. These funds are exempt from procurement: funds can be given to providers without going through the procurement process. \$30M total must be spent down in 1 year. Concerns: There are still empty shelter beds in the inventory, so no guarantee people who avoid shelter will go to Zones. Can an agency use Zone funds for a HF program?</p> <p>The need for medical respite seems clear, but most of the funds awarded are geared toward Queens and for programs already being done (for reimbursement) which equates to a government subsidy for corporations.</p> <p>\$800K for the Family Assessment Center will most likely be used for an Assessment Center since there are few families in need and more individuals.</p> <p>\$400k for a LEAD pilot program; hasn’t been fully implemented yet in spite of much hard work in Honolulu to get it set up and started; expanding to Hawai’i and Maui Counties only, for 1 year only, with no plans for Kaua’i.</p> <p>SB2027 restarts CSHI program with \$1.5M; will go through state procurement for this contract. Law specified CSHI full amount provided to agency at start of contract (not quarterly funds released).</p> <p>HB2694 waives fees for state ID for homeless consumers (with a verification letter); need to understand how this will be implemented.</p> <p>\$1M to the tourism authority as flexible funds to address initiatives in tourist areas. These may include the “Return to Home” program, although funded providers appear to be having problems spending down and the data doesn’t show this is helping a lot of people.</p>	

<p><b><u>Homeless PIT Press Conference</u></b></p>	<p>Previously discussed the details.</p> <p>Anyone with comments/concerns can address them to Jason. The report is confidential until after the press conference. The goal is to be optimistic, but carefully so.</p> <p>Scott suggested trying to strike a balance between affirming this is just a snapshot/point-in-time but supplementing that with other data points that show increased housing inventory count (added about 3000 new bed units in 3 years through programs like RRH program) and the increased number of housing placements into permanent housing (418 going into permanent housing). The message: PIT is not the only indicator.</p> <p>PIC is working with SMS research seeking data on housing placements over time.</p> <p>PIC explained they added comments regarding criminalizing homelessness but using outreach and others to reduce homelessness in the future.</p> <p>Monday: High level talking points will be provided to PIC/BTG members. 10A press conference with 2 main speakers only: Brandee for BTG, Heather for PIC. Looking at success stories still for both individuals and the system (CES). Topline report will be released to the mayors Monday morning at 8A.</p> <p>There is an in-depth 7-page handout and a 2-page topline report in the media kit (both attached). Reminders repeated: Info is confidential until after the press conference.</p>	
<p><b><u>BYOB Lunch w/ PIC</u></b></p>		
	<p>The intent of the meeting was presented as an opportunity to rebuild a relationship with PIC leadership since the organizations seem to have been moving in different directions (for example, in PIT survey questions, HMIS Lead, and CES policies). Discussed how to repair the rift and the possibility of rebuilding the SDC.</p> <p>PIC vice chair and leaders explained and described their 11-member Executive Committee that includes the Chair, Vice Chair, Secretary, and Treasurer, as well as committee leaders in areas such as Advocacy, Outreach, Planning, Communications, and Membership.</p> <p>PIC stated they want to be good partners and inclusive/not O’ahu-centric. At this time they’re hiring new staff, rebuilding</p>	

	<p>PIC leadership, and rebooting relationships. About half of the board/ExCo members are new.</p> <p>BTG Chair explained BTG leadership and the meeting schedule as well as the status of CES implementation and training received through our technical assistance provider, OrgCode.</p> <p>PIC explained they attempt to accomplish most of their work through committees. They have a similar board structure, with many new board members in the last year. PIC is working toward 501c3 status.</p> <p>Maude mentioned issues with SDC and governance. Initially PIC and BTG appeared to be moving in the same direction, but last year PIC began to want different policies. Some members thought the process involved the SDC making recommendations, a CoC vote on the recommendations; if either CoC rejected the recommendations, neither would implement them. In reality, after a split vote, the CoC went in different directions. Maude suggested seeking a governance structure with “more teeth” that supports a statewide HMIS and includes policies relating to how both CoC coordinate and is clear about the structure of SDC and how it functions statewide. Another point related to the way some HMIS changes requested by one CoC impact the other CoC, creating problems and leaving HMIS Admin stuck in the middle, knowing how changes impacted the whole system.</p> <p>PIC attendees responded that they are trying to understand the history and mentioned uncomfortable experiences related to HMIS since many discussions didn’t make it clear there were any issues. Leaving BTG feeling marginalized was not intentional and many members were unaware.</p> <p>Attendees agreed that discussing the HMIS Lead proved helpful in that it helped everyone understand the consequences of making a quick change, learn how BTG felt or was impacted, and offered an opportunity to reset and rebuild.</p> <p>Next steps: Discussed the option of removing all duties from the SDC and moving them to the CoC Boards versus reinstating the SDC.</p> <p>If reinstating the SDC, BTG and PIC board leaders present would recommend 5 members to SDC. SDC members would vote on the SDC chair and vice-chair (one from each CoC).</p> <p>Suggested waiting until the matrix is completed by Chris Pitcher and he can convene a meeting relating to next-steps.</p>	
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	<p>Still need to request RFP for HMIS Lead.</p> <p>Discussion continued about 4 agencies that purchased off-the-shelf systems and assumed individual systems would all be able to connect with HMIS. Even though Caseworthy told folks the systems were compatible, the agencies didn't coordinate with HPO/Carlos prior to purchase and didn't analyze the situation thoroughly enough to understand the upgraded HMIS system isn't necessarily compatible with the off-the-shelf software.</p> <p>HPO offered the example of HOPE Services. HOPE planned to purchase Caseworthy and instead spoke with Carlos and HPO first. Instead of investing \$50k, they spent \$8K on upgrades to HMIS to make it useful to their agency.</p> <p>The four organizations would like data integration; this is very time consuming. In addition, concerns were expressed about applying modifications from HMIS on an ongoing basis to the agencies with standalone Caseworthy systems (all of the systems need to be upgraded).</p> <p>ASI appears to be planning to work in the statewide system. Caseworthy is pushing for the others (IHS, CCH, and Gregory House) to get the state modifications free for their systems so they can integrate their data, assuming agreements can be made as to which data is retained when there are duplicates.</p> <p>Discussion about keeping these issues in mind at this time. Not expecting to offer time-consuming services to agencies when they didn't coordinate prior to purchase. (Note that I.H.S. owned Caseworthy prior to the selection for HMIS.)</p>	
<p><b>CES Policies &amp; Procedures</b></p>	<p>Reviewed updated HMIS CES agreement (attached).</p> <p>Discussed automatically exiting records meeting specific criteria (such as no encounters/services from a local provider in a particular period of time). This way, older records don't pop up on the CES, generating referrals that don't move forward because the consumers are difficult to find.</p> <p>For O'ahu, single adult list will go from 5,000 to less than 2,000 after implementing the criteria.</p> <p>For BTG need all providers to meet the standards: securing consent to share, meeting document-readiness, and completing the VI-SPDAT (even providers that only do VI-SPDAT).</p> <p>Significant discussion about making policies more restrictive.</p>	

	<p>One area discussed by FLC and HOPE related to households declining housing. Suggested limiting those opportunities to decline. Because Housing First best practices focus on participant choice, no agreement reached about this type of restriction.</p> <p>Another area focused on selecting a timeframe for HMIS Admin to auto-exit records from the CES for Households with an enrollment of (90 days / 180 days / one year) if there is no active HMIS enrollment (outreach, emergency, or RRH). Discussion wandered and determined it might be useful to look into other standards, including those being implemented by PIC, and HUD suggestions before making a decision.</p> <p>Other discussion topics:</p> <ul style="list-style-type: none"> <li>• Whether there should be restrictions related to the household’s placement category.</li> <li>• Setting a consistent standard for exiting referrals after they’re referred by CES (for example, when folks can’t be found).</li> <li>• Taking the new HMIS CES participation agreement to local CoC chapters and requesting folks sign the revised Participation Agreement</li> </ul>	<p>Schedule ratification vote on updated HMIS CES agreement.</p> <p>Remind members that user fees are going to be required in the future.</p>
<p><b>Development of next BTG Agenda &amp; Next Steps</b></p>	<p>Requesting feedback from communities/chapters regarding what’s important, where there are problems, what’s working, and what the obstacles arise relating to CES implementation.</p> <p>Will look at the program descriptions and eligibility in CES P&amp;P describing different programs. One suggestion was adding a column that mentions specific program providers in each community. Another option would be to expand the appendix to include a sheet (updated annually) showing which agencies provide the services. Adding O’ahu providers could be helpful as well for clients.</p> <p>Would like to use the workshop time in Maui to:</p> <ul style="list-style-type: none"> <li>• Work on strategic planning updates.</li> <li>• Looking at diversion and diversion tools.</li> <li>• Look at the example from Texas or other locations and how other locations addressed these concerns.</li> </ul> <p>Suggested agenda for workshop:  Day 1: Policy Development  Day 2: Eligibility Matrix Updates, Diversion, Dashboards</p> <p>Location: Maui Beach Hotel, Maui Room, Kahului, HI  Dates/Times: June 12, 10A to 5:00P, June 13 8:30A to 3P</p>	<p>Each Chapter will have meetings with providers to come up with responses to share in June.</p> <p>Beth and Brandee to complete the draft updates using the older P&amp;P revised at this meeting.</p> <p>Let Jan Shishido know if any attendees have food restrictions.</p>
<p><b>HPO Updates</b></p>	<p>HPO will be visiting sites. Maui visit May 30.</p> <p>Scheduling a visit for Kaua’i and Hawai’i Island.</p>	

<b>Next Meeting</b>	<p>Motion to adjourn by Sharon, seconded by Larry. Vote: all ayes. Adjourned at 3:15 p.m.</p> <p>Next board meeting is the workshop/strategic planning in Maui, June 12 and 13.</p> <p>Checking availability of VTC system for a General Membership Meeting the week of June 18</p>	<p>Motion to adjourn approved.</p> <p>HPO staff will check on VTC availability.</p>

(NOTE: Minutes must be distributed to Committee members prior to the next Committee meeting. Committee Chair/designee must also forward minutes to the BTG Chair within 10 days for posting to the HPO website.)