

# BRIDGING THE GAP

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

### MINUTES

BTG Board Meeting

Tuesday, May 9, 2017 9:00AM– 3:30PM

DHS Homeless Programs Office

820 Mililani Street, Ste. 606, Honolulu, HI 96813

- Attendees:**
- Hawai'i County: Brandee Menino, Hope Services Hawaii (BTG Chair)  
Lance Niimi & Sharon Hirota, Office of Housing & Community Development (both via Webex)  
Elizabeth Murph, Catholic Charities Hawaii
  - Kaua'i County: Debra deLuis, Catholic Charities Hawaii (BTG Secretary)(via Webex)  
Sharon Graham, Kauai County Housing Agency
  - Maui County: Maude Cumming, Family Life Center  
Jan Shishido & David Nakama, County of Maui  
Thelma Akita-Kealoha, Catholic Charities Hawaii
  - HPO: Harold Brackeen III  
Judy Ishida  
Yuet Mui Kong  
Michi Kanoura-Hatare
  - Guest(s): Carlos Peraro, C Peraro Consulting

Agenda Topic	Discussion	Outcome/Action
<p><b>Welcome &amp; Housekeeping</b></p> <p><i>Minutes from 4/3/2017</i></p>	<p>BTG Chair Brandee conducted roll call and having determined quorum was met, called the meeting to order at 9:09 AM. Members present introduced themselves for the record.</p> <p>Minutes from the April 3, 2017 BTG board meeting were reviewed. Motion to approve (with corrections, adding attendees David Nakama and Carlos Peraro) by Elizabeth Murph; second by Jan Shishido. Chair called for discussion. None offered. Vote: All Ayes.</p>	<p style="color: blue;">Outcome: Minutes approved by consensus.</p>
<p><b><u>DHS Updates (Harold)</u></b></p>	<p>Harold Brackeen provided updates, including: Currently procuring for RR and HF. Appears to be interest so expecting more than one proposal for Kauai (where there were no HF applicants). If no applicants are approved, HPO may try to approach other potential applicants. HPO is in the process of scheduling a meeting with Scott Morishige and the mayor to discuss concerns with Kaua'i performance. Debra commented the mayor's office is aware.</p>	

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	<p>HPO has started monitoring contracts using the USICH checklist to help agencies prepare procedures to align with HF policies. In about 6 months, HPO will follow-up with providers to review files, then 3 to 6 months following that, will look at performance outcomes.</p> <p>Reminded attendees of trainings with OrgCode/Iain planned in May and June.</p> <p>HPO consultant, Suzanne Wagner from Housing Innovations (a NY firm), is returning in late July to complete trainings in Outreach, RR, and other services related to HF. She is working with OrgCode to be sure the messages will be consistent. She will be providing trainings for 2 days on each island. Also planning to include higher level training for senior leaders/officials.</p> <p>Maude mentioned Housing ASAP is offering participating agencies another funding opportunity (\$75K for each member agency).Funding is meant for training, coaching, creating video training so everyone has the same information, etc. Maude sees a need for community understanding from outreach to shelter to permanent housing so that everyone understands the process. Some Housing ASAP agencies may work together on a project relating to training.</p> <p>Harold commented he can include Suzanne in the conversation with BTG agencies so needs are met, including understanding the roles and responsibilities within HF and the continuum. One possibility would be to expand the planned training. HPO also suggested PIC connect with Iain to see if OrgCode can offer the same training on Oahu that he has provided statewide so all agencies statewide develop the same level of understanding.</p>	
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<p><b><u>2017 Homeless PIT Count Report &amp; Planning</u></b></p> <p><i>Distribute &amp; review 2017 draft HPIT report</i></p>	<p>Chair Brandee Menino provided an update of the 2017 PIT Report. PIC was still editing their sections and expected their edits to be complete by noon. Permanent housing numbers for Hawai'i and Maui Counties were added. A Top Line Report was designed for mayors and other officials. After an evening briefing for HUD, the mayors, and other officials to prepare them for</p>	

<p><i>Review County Data Highlights</i></p> <p><i>Review Joint Press Release</i></p> <p><i>Review Press Release logistics and planning</i></p>	<p>the official release, a press conference is scheduled for Wednesday at noon at 1506 Piikoi, Honolulu, a new complex for homeless families. Julie Ford in the Office of the Governor is coordinating the press release. The chairs of PIC and BTG will speak at the press conference.</p> <p>In summary, BTG homeless count decreased by 33% in Hawai'i County, 22% in Maui County, and 7% in Kauai. Some edits were suggested to the Stakeholder "Top Line" report.</p> <p>In-person attendees reviewed the PIT Report for their counties. Discussed the gap between individuals who are encountered and entered into HMIS by providers throughout the year and the persons who are surveyed during the PIT. Each year, Carlos reminds agencies to be sure their outreach contacts are counted during the PIT. Note that some outreach contacts may not be entered into HMIS because they are not interested in permanent housing, but they may appear during the PIT. In addition, it's possible that outreach staff are missing some consumers who are found by volunteers.</p>	
<p><b><u>BTG Charter</u></b></p>	<p>Beth Murph provided an overview of proposed changes to the BTG Charter. These are highlighted on the attached marked-up document. Attendees were encouraged to comment if they had any concerns as the changes were discussed. Some general areas of discussion:</p> <p>Preliminary updates to the document will be completed in time for it to be circulated prior to the BTG General meeting.</p> <p>Contact information will be added for each BTG chapter so community members who want to attend any meetings can attend or request Webex guest authorization to attend.</p> <p>Discussed Code of Conduct updates in coordination with OrgCode and other policy/procedure updates, including ethics and conflict of interest policies. Secondary updates will be made (after the BTG general meeting) to add Governing Policies as an attachment, instead of included in the body of the document. Governing Policies will address Transparency,</p>	<p>Committee will make updates and email updated document.</p> <p>Committee will add an Attachment with proposed Governing Policies.</p>

	<p>Conflict of Interest, and Code of Conduct in a manner that satisfies HUD’s requirement for more detail to hold providers to higher standards. At the general meeting an announcement will be made that this will be reviewed and revised.</p>	
<p><b><u>C. Peraro Consulting Updates</u></b> (Added to agenda)</p>	<p>C Peraro joined the meeting to answer any questions and present an overview of key concerns. Some concerns:</p> <ul style="list-style-type: none"> <li>*Only 30-40% of active outreach clients show up on the PIT.</li> <li>*Discovered a lot of missing data. Some challenges with the new contracts and changes in HMIS that required attention but the system is continually improving.</li> </ul> <p>Other comments:</p> <ul style="list-style-type: none"> <li>*The auto-exit feature in HMIS helps reduce the number of outreach clients who are not actually active.</li> <li>*Carlos inquired about ways to be sure more active HMIS outreach clients can be accessed during PIT. Next year he could provide lists of current outreach clients in advance if that info would be used by agencies.</li> </ul> <p>Board members inquired about getting PIT report tables broken down by neighboring island (instead of BTG as a whole).</p>	
<p><b><u>Statewide Data Committee</u></b></p>	<p>Maude Cumming provided the following updates from the Statewide Data Committee:</p> <p>Some confusion exists about the purpose of the committee.</p> <p>Discussed request to share info with MEDQUEST. (The purpose of the request involved matching data – comparing lists of HMIS clients and Medicaid consumers to find matches. The people on both lists would be eligible for Medicaid Waiver. If approved (in DC), at least a portion of eligible support services would be covered by Medicaid (such as housing focused case management).)</p> <p>Chair requested a motion to approve the request for processing IAW policies and procedures. Discussion with Harold/HPO determined</p>	<p><a href="#">Review the by-laws of the SDC and determine how they relate to BTG and look at the BTG charter to determine the same.</a></p> <p><a href="#">Explore the option of using Webex with SDC to make it easier to follow meetings.</a></p>

	<p>approval may not be in alignment with current policies and procedures. Harold previously consulted with Chris Pitcher because of inconsistencies in the policies and procedures.</p> <p>In addition to concerns about the lack of anticipated increase in Medicaid funds to cover additional costs, this additional expense would possibly drain the funds more quickly and have other unintended but negative consequences. However, the primary concerns are that the current consent forms for HMIS participants don't give BTG consent to share with MEDQUEST and the privacy notice doesn't have any info regarding sharing (beyond stating we need consent to share). Another challenge is that Hale O Malama consent forms currently in use are only good for 3 years so many have expired. HPO believed erroneously that TA consultant Chris and SDC Chair were in communication. As shepherds of clients' data, when Harold discovered they weren't, he withdrew approval.</p> <p>Board further discussed circumstances under which data might be shared. For example, the Department of Education wants to access HMIS so their homeless liaisons can have access to HMIS and enter data. Want to support this (they contribute by entering data and covering costs related to reports they may need); we receive additional data for planning purposes.</p> <p>Harold also mentioned Paul will be returning the SDC. Harold will begin attending.</p>	
<p><b><u>Hawai'i's Family Coordinated Entry System</u></b></p> <p><i>Women Helping Women reprogrammed funds</i></p> <p><i>How to incorporate DV families (Implementation in each community)</i></p>	<p>Brandee Menino provided the following updates from the Family CE System:</p> <p>WHW HUD funds, in collaboration with CFS and Hope Services, are being reprogrammed to Hawaii county from Maui county.</p> <p>WHW expressed their concerns had to do with confidentiality, other CE System questions, and how DV providers fit in the CE system. For example, although entry into the system has some protections, they are concerned about what happens when their protected clients are referred to RR and other programs. For initial entry into the CE system, DV providers are completing paper VI-SPDAT and have manual</p>	

<p><i>Draft questions for Iain to cover in upcoming trainings</i></p> <p><i>Draft brochure</i></p> <p><i>Updated CES Policies and Procedures Manual</i></p> <p><i>County updates on CES implementation progress</i></p>	<p>processes to implement to have clients added to the BNL.</p> <p>Per Harold, HPO is seeking specifics from OrgCode on how to progress and how this is working elsewhere. HPO is asking DV providers to prepare specific questions and HPO is engaging with HUD (requesting guidelines in writing) and conducting research.</p> <p>HPO stressed the importance of keeping DV providers engaged, supported, and included. In addition, it's important to keep DV providers informed about BTG priorities and feeling heard and involved.</p> <p>With the transition of funds from Maui, HPO addressed some negative impressions relating to SSO projects and how they're scored. As a practical matter, the CoC needs to address HUD priorities, so it shouldn't surprise agencies when funding priorities change. When this happens and providers are surprised, either the information isn't being shared or agencies are not sending the right folks to meetings.</p> <p>Question areas for Iain:</p> <ul style="list-style-type: none"> <li>• How to work with DV clients while protecting their rights/safety.</li> <li>• How to work with HOPWA clients while protecting their rights.</li> <li>• Permanent supportive housing and how that works in successful housing arrangements.</li> </ul> <p>Discussed the brochure as a starting point. David will update the brochure for Maui and Beth for Hawaii Island.</p> <p>Sharon Hirota reviewed the manual and made some recommendations. Seeking Income Verification form to use for everyone.</p> <p>Checklist of documents needed for each program can be added to the manual by adding a column (to turn the list into a checklist).</p> <p><u>Hawaii Island</u> implemented Family CES 4/6 and they are meeting every Thursday at 9A in Hilo with Kona by video. First meetings were about getting to know the system and process. By last</p>	<p>Brochures for Maui and Hawai'i counties will be updated.</p> <p>Thelma will send the CCH income verification form to Sharon for review as a possible standard CE form.</p>
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	<p>week the process seemed to fall into place. Data clean-up is ongoing.</p> <p>Question for Carlos: When referring a consumer to a provider in HMIS using the dropdown form, what should be done when the County Rep doesn't know which program the consumer qualifies for? Is it okay to just refer to the provider in general so they can determine where the client best fits?</p> <p>Answer: It's okay to do that, but as new grants come on line it should be easier to know which programs to refer to. Suggest communicating with providers to understand the best match.</p> <p>Question for Carlos: If someone is assigned and the client says they're not interested in going to that provider, okay to unassign and reassign?</p> <p>Answer: Yes.</p> <p>Question: Getting questions from agencies with emergency beds when clients aren't in HMIS yet. How should that be handled?</p> <p>Answer: Emergency shelters are access points (along with outreach) and they can move eligible people into shelter as soon as they know they're appropriate and beds are available (first come, first served still okay)(eventually will look at priority). At the emergency shelter, after diversion fails, staff should complete a VI-SPDAT, get the client onto the BNL to see where to transition them. At emergency shelter and outreach, it's an opportunity to get the VI-SPDAT and start securing documents, if needed. Then they can go to the CE System and move along to a more appropriate placement.</p> <p>Q: What if a client doesn't want to get into housing but wants shelter?</p> <p>A: Right now most shelters are first-come, first-served, so that's a shelter issue. Discussion followed about a Maui ES completing a VI-SPDAT with individuals when they apply for shelter, and using that score to determine placement. Folks scoring 0-7 go into emergency shelter (where performance measures include % to permanent, % to transitional) and folks with scores of 8+ go into Transitional. The challenge is that the higher acuity clients going into transitional then lose their chronic homeless designation.</p>	
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	<p>HPO responded that this points to a need for more training so everyone uses the same policies/procedures to move people quickly from shelter (get their documents and benefits, for example) to permanent housing through RR or other programs (whichever are appropriate). ES should be filled by outreach or people walking in. TH should be filled by ES referrals.</p> <p><u>Hawai'i Island CE System Schedule (weekly):</u>  Weds: Run BNL and export into Excel; Merge lists (if DV list is available) and sort by VI-SPDAT score  Weds: Providers share # of beds to fill  Thurs: Meet at 9AM  At end of meeting, review people who are missing docs and send reminder to agency that needs to help secure vital docs for the consumer so they can be housed.  Note: It's important that providers know what "document ready" means specifically.  Suggestions:  *HMIS doesn't notify the agency that a referral was made, so the convener has to send an email about this; would be more effective to have the system notify the agency (alert email, for example, when assigned and unassigned)  *Be sure the right people are at the table; need case workers or supervisors familiar with the program requirements and data entry needs, as well as people who do the work and know the clients.</p>	
<p><b><u>HMIS Monitoring Tools &amp; NOFA Prep</u></b></p>	<p>Judy Ishida from the HPO provided the following information:</p> <ul style="list-style-type: none"> <li>• Since the NOFA hasn't been released, it's a good time to start putting ideas together because the turnaround time will be brief.</li> <li>• HPO submitted the inventory worksheet; this is a final step before the NOFA.</li> <li>• They're working to consolidate Maui FLC grants (consolidating 2 per year so eventually 9 will become 3).</li> <li>• HPO plans to base reports on HMIS data.</li> </ul>	
<p><b><u>Draft BTG Agenda for May 17 General Membership Meeting</u></b></p>	<p>Brandee Menino and Sharon Graham presented the draft agenda. Key points for the agenda (to be distributed tomorrow):  Roll Call (need voting member lists)  Intro members/guests  Determining quorum  Approval of minutes from Oct 2016</p>	<p>Need to send voting member lists to Debra (Kauai list already received) for roll call.</p>

	<p>Action Items:  BTG Charter Updates  Family CE Revision Policy/Procedures  OrgCode Training Reminder (dates, sites)  PIT Report  Prioritization criteria for families</p> <p>Other issues mentioned:</p> <ul style="list-style-type: none"> <li>• Webex – Bricen to set up access for others so we can share the account (for example, with SDC)</li> <li>• Would be useful to know the HPHA preference for housing and how that relates to homeless consumers.</li> </ul>	
<p><b><u>County Updates</u></b></p>	<p><u>Kauai</u>  KCHA Housing Director in talks with the mayor; discussing bringing in a facilitator to help the day center improve  Looking at homeless contracts through CDBG being executed (KEO Day Center, Employment Services through Hoomana, WIN)  Anticipate 134 new affordable rental units being built through HOME funds in Po'ipū; awaiting approval for tax credits  Landlord Summit is scheduled for June 27</p> <p><u>Maui</u>  Judy and Harold visited and were inspired by 3 folks who hadn't wanted help but came in and worked with the housing case manager, a landlord, and outreach staff who all assisted in achieving a happy ending  As a community, really seriously working on housing; good energy; working with local landlords; learning to be more creative  Reminder: the end result of paper pushing=people housed  Working to help other service providers to understand HF  Landlord Summit planned July 11</p> <p><u>Hawaii</u>  Mayor talks a lot about his passion for homeless; there are many aspects, including affordable housing (many new units coming online in the next few months)  Concerns and approaches include dealing with enforcement (addressing complaints, particularly in Kona) so tried to put into place a site alternative to the beach and met with many</p>	

	<p>challenges; issues finding alternative sites ongoing; enforcement side telling police to enforce no camping</p> <p>Meeting with outreach workers from different agencies to coordinate when police are asking people to leave so they have some resources to offer help</p> <p>Everyone wants homeless problem to be solved yesterday; need to have a comprehensive plan and a vision people can understand and support</p> <p>CE work is important and complex; glad it's being done</p> <p>2 summits coming up on family homelessness: Kona 9/22 at the old airport pavilion in Kona Town and Hilo 10/4. Both are in planning mode.</p>	
<b>Closing Summary/Next Steps</b>	<p>We need dedicated, compassionate workers who care about people and see housing as a human right. We need creative approaches that bring all stakeholders together.</p> <p>Meeting adjourned at 3:43 p.m.</p>	<p><b>Next BTG Meetings:</b>  <a href="#">BTG General Meeting 5/17 at 2P, BESSD VTC.</a>  <a href="#">Board Meeting 7/18 9A-3P via Webex</a></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.