

# **BRIDGING THE GAP**

## **The Hawai‘i Neighboring Islands’ Continuum of Care (Hawai‘i, Kaua‘i, Maui)**

### **MINUTES**

BTG Board Meeting

Monday, April 3, 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)  
Sharon Hirota, Office of Housing & Community Development  
Elizabeth Murph, Catholic Charities Hawaii

Kaua‘i County: Debra deLuis, Catholic Charities Hawaii (BTG Secretary)  
Sharon Graham, Kauai County Housing Agency (via Webex, AM Session)  
Bricen Moritsugu, Kauai County Housing Agency (via Webex, AM Session)

Maui County: Maude Cumming, Family Life Center  
Jan Shishido & David Nakama, County of Maui  
Thelma Akita-Kealoha, Catholic Charities Hawaii

HPO: Harold Brackeen III (AM Session)  
Judy Ishida  
Yuet Mui Kong  
Michi Kanoura-Hatare

Guest(s): Carlos Peraro, C. Peraro Consulting

<b>Agenda Topic</b>	<b>Discussion</b>	<b>Outcome/Action</b>
<b>Welcome &amp; Housekeeping</b>	BTG Chair Brandee Menino conducted roll call and having determined quorum was met, called the meeting to order at 9:15 AM. Members present introduced themselves for the record.	
<i>Minutes from 1/18/2017</i>	Minutes from the January 18, 2017 BTG board meeting were reviewed. Motion to approve by Maude Cumming; second by Thelma Akita-Kealoha. Chair called for discussion. None offered. Vote: All Ayes.	Outcome: Minutes approved by consensus.
<i>WHW RR Funds Reprogramming (\$142,452)</i>	HPO (Michi) provided a summary of the Women Helping Women (WHW) CoC Rapid Rehousing program (see two attachments: letter from WHW and summary/questions). Two responses were received by HPO (from Elizabeth Murph and Debra deLuis). Discussion summary: (1) Judy (HPO) suggested FLC work with WHW since WHW felt their staffing is insufficient for the contract. Explored possibility of WHW providing supportive services in partnership with FLC Maui for the housing. (2) Budget overview: \$142,452 for 2 years; Projected budget year 1 to serve 11 (10 RRH, 1 HP) (same goals for year 2). Budgeted expenses (approximate) Staff \$14K, Direct Services \$57K + some Admin fees.	Action: Hawaii BTG Board representatives (Brandee or Beth) will approach CFS about

<p><i>ESG/CoC Contract Awards for FY2017</i></p>	<p>(3) Kauai's YWCA DV Program was contacted by Debra and someone from the program spoke with HPO, but didn't contact HPO after asking initial questions.</p> <p>(4) Judy (HPO) inquired about the feasibility of getting the target population changed, assuming HUD would accept this since this was bonus funding and HUD preferred DV programs. Unknown if agencies would respond if HPO put out another RFP for DV RR. Will explore other options first.</p> <p>HPO provided information and spreadsheet (attached) relating to recent Emergency Solutions Grant contract awards. Thanks offered to Sharon, Beth, Jan, and Mui for evaluating the submissions.</p> <p>Focus of the discussion was on the allotments for Kauai because Kauai lost funds. (Normally Kauai receives 16% of the total BTG ESG allocation; this year for the Shelter Operations allocation, Kauai receives 0%.) The only Kauai SO applicant, KEO, didn't score above the required minimum and no other providers in Kauai county applied for SO funds. HPO staff noted there is "Much to be concerned about in Kauai County." KEO lost their CoC grant and 2 ESG grants (HPRP and SO).</p> <p>Question asked about the problems with KEO's application. In general, comments from reviewers indicated scores have been in the lower range for some time. This score was low this round because of a history of findings, problems with spending down/reprogrammed funds removed (reassigned to off-island providers) in the past, lack of clear focus on Housing First/best practices, and reviewers also stated difficulties reading the proposal.</p>	<p>partnering with Hope Services on this. Hope would accept clients leaving the DV shelter for permanent housing and CFS would continue with follow-up.</p> <p><b>Action:</b> Kauai BTG board members will follow-up with KEO and other Kauai agencies after they receive formal notification.</p>
<p>Development of CoC Policies and Procedures IAW HUD CES</p>	<p>Discussed CoC Policies and Procedures update and review. Reviewed possibility of using Planning Grant funds to engage OrgCode to develop the policies for CE System for families and singles. An experienced contractor would be sure the policies/procedures met HUD standards. Deliverables would be draft policies and procedures for CE for families and for CE for single adults. Motion by Beth to contract with OrgCode, assuming a bid for the service is within the available budget. Motion second by Thelma. Chair called for discussion. No further discussion. Vote: All Ayes.</p>	<p><b>Outcome:</b> Motion approved by consensus.</p> <p><b>Action:</b> Brandee will engage with OrgCode to get a proposal for documentation added to the proposal for May/June training (previously discussed).</p>
<p>Appoint BTG member to Statewide Data Committee (SDC)</p>	<p>The SDC seat previously held by Sharon Graham was vacated and the SDC needs another nominee from the neighboring islands. Maui representative David Nakama nominated by Jan. Beth seconded. No discussion. Vote: All Ayes.</p> <p>To provide time to develop talking points, identify county data highlights, and plan a joint press release with PIC, the</p>	<p><b>Outcome:</b> Motion approved by consensus.</p> <p><b>Action:</b> Brandee will notify the SDC chair of the new nominee.</p> <p><b>Action:</b> Homeless PIT Committee will review</p>

2017 Homeless Point in Time Count Report Planning  Added Item: Charter Amendment related to ESG/CoC funds for travel costs.	<p>tentative schedule is to receive the draft report from Carlos by 4/17. PIC wanted to release the information May 3, but BTG will suggest changing press conference to 5/10. A committee to review the information and prepare proposed report/talking points was formed. Homeless 2017 PIT Committee members: Sharon Hirata, Brandee, and Maude.</p> <p>Discussion: The current BTG charter states BTG will cover airfare only (not rental car) and page 6 states reimbursement is only available for up to 2 individuals, but not county staff. Discussed amending the charter to make it more flexible and broader in coverage (so that BTG will cover airfare for two people who are members of the BTG Board). An additional proposed amendment to this section would reimburse the cost of 1 rental car per BTG chapter. Board members agreed the update makes sense but needs general membership review. Since the charter needs to be reviewed annually, this opportunity will include a review of the document and other updates may be proposed.</p>	<p><b>proposed release and share with BTG Board for final review prior to public release.</b></p> <p><b>Action:</b> BTG Chair to coordinate with PIC Chair.</p> <p><b>Action:</b> A committee led by Sharon H will review charter, develop proposed revisions and send to the BTG Board by 4/28. After board review (by 5/10), will go to general membership and added to agenda for the 5/17 general meeting.</p>
<b><u>HMIS Updates and Training with Carlos Peraro</u></b>		
<i>NOFA Prep, Part 3</i>	Carlos presented feedback related to the recent NOFA. BTG lost points for PIT (numbers increased), and didn't have a CE System Manual. Group discussed the need to review the draft Family CES Policies and Procedures Manual, propose updates, and provide the edited version to BTG members for review by 5/9 so a vote can be taken to ratify the updated manual 5/17.	<p><b>Action:</b> Committee members (the 3 county coordinators/conveners) will propose updates to CES manual for families.</p>
<i>Review Monitoring Reports</i>	Will be reviewed at the next meeting.	
<i>HMIS Capacity</i>	Will be reviewed at the next meeting.	
<i>HMIS Training: BNL for County CES Coordinators/Conveners</i>	<p>Carlos provided a step-by-step training/walk-through for the Coordinators/Conveners. Attendees were all reminded to the HelpDesk feature on the HMIS dashboard when they experience problems. Staff are available to respond weekdays to HelpDesk inquiries.</p> <p>To access the system, including reports available for the general public, visit <a href="http://www.hawaiihmis.org">www.hawaiihmis.org</a>.</p> <p>To create an account, select Training and Support, Help Desk Info – Create an Account, or use the following link:  <a href="http://helpdesk.hawaiihmis.org/account.php?do=create">http://helpdesk.hawaiihmis.org/account.php?do=create</a></p> <p>Carlos reviewed ways to run reports and export data to an Excel spreadsheet for easy editing.</p>	

	<p>Hawai‘i Island announced the launch of CES for families on 4/6/2017.</p> <p>Carlos is adding a User Manual, an HPP User Manual and a help file for CES Family Policies and Procedures. PDF documents will outline training material.</p> <p><u>Helpful hints provided during the training:</u></p> <p>When logging in, be sure the role shown is “Coordinated Entry” (vs data entry, case management, etc.).</p> <p>The BNL report can access singles as well as families but the system will only access records for clients who agreed to share. As a result, providers need to actively engage and get client consents. Carlos is working on a report to show clients who were assessed and have/need consents (so organizations can keep up with need).</p> <p>Conveners will run the “County” report and will only see data for their approved county. Note: reports show up via pop-up; be sure your browser allows pop-up or it will block the report.</p> <p>Carlos demonstrated easy ways to navigate the report pages and pointed out the legend on the last page of the report.</p> <p>Reports are prioritized. If a family is assessed more than once, the most recent assessment will be pulled into the report.</p> <p>Note that the time on the report will show Mountain Time (because the server is located in Utah).</p> <p>Priority column is based on criteria established by the CoC in the CE Policy, regardless of documentation readiness.</p> <p>Client ID is a fast way of searching for a client.</p> <p>Reminder: the coordinator/convener can only access data that is Shared. If a provider/client doesn’t opt to share data, there is no way now to get on the BNL.</p> <p>The ability to show the programs the family/individual has enrolled with makes it easier to reach the client.</p> <p>First intake date possibly useful to determine who has been in the system the longest – also show the homeless history and whether chronically homeless – also could use for prioritizing services.</p> <p>If Emergency Services is “1” the family uses a lot of emergency services.</p>	
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	<p>Fields – Provider Assigned, Date Assigned, etc., will be used by Conveners who will update and can “refresh report” then see assignment info.</p> <p>Because of unspecified “pushback,” scans of vital documents were removed from the system (the module exists, but access isn’t available). Statewide data committee is revising the consent form, so this is an ideal opportunity to add to the form to specify permissions to share vital documents. Carlos encouraged getting something done on a statewide level for this. Discussion: BTG board members expressed concern about removing this module from HMIS since lack of vital documents presents an ongoing challenge and obstacle for clients. If this isn’t implemented statewide, BTG may seek approval to implement for the neighboring islands only.</p> <p>Q: When would people be taken off the list? A: When the organization that entered the assessment deletes the record. However, IT discourages deleting records. Need to view the records and clients as belonging to BTG (not a particular agency).</p> <p><u>Reminders:</u></p> <p>Conveners will need to look at Date Housed to filter out people who have been housed. This isn’t done automatically.</p> <p>Access points will need to do certain things, like get the documents the client needs</p> <p>County conveners need to communicate with the agencies about timelines for case assignments (weekly at first) and/or agencies need to check HMIS daily for their referrals. Will look at metrics later about the length of time between a referral and the move-in date.</p>	<p>Action: BTG members on the SDC will advocate for using the system to store vital documents since this benefits providers and eliminates a common obstacle for consumers.</p>
<b>Hawai‘i’s Coordinated Entry System</b>		
Ratify Centralized CES & requirement of being document ready prior to being added to By Name List (BNL)	<p>Discussed additional implementation schedule and agreed on the following:</p> <p>April 2017: Implement CES for Families for RR (including ESG, SHEG, and HPP) and PSH.</p> <p>June 2017: Implement CES for Families at Transitional and Emergency Shelters (in the interim, beds designated for singles and/or families will continue being filled using current process).</p> <p>August 2017: Implement CES for Singles for RR and PSH.</p> <p>October 2017: Implement CES for Singles for Transitional and Emergency Shelter.</p>	<p>Action: BTG chapter reps will notify providers of this schedule</p>

	Ratification of Centralized CE System for BTG and Ratification of requirement that consumers must be document-ready prior to being added to the by-name-list (BNL). In the interim, a motion was proposed that conveners will be responsible for editing out folks who are not document ready before case conferencing. Maude moved. Sharon Hirata seconded. No additional discussion. Vote: All Ayes (passed by consensus).	Action: Conveners will develop skills to edit out those who are not document-ready.
	Conveners will notify providers that all Assessments (VI-SPDAT) must be entered into the HMIS at least 48 hours before case conferencing in order for clients to be considered.	Action: Conveners will begin making this known
BNL from HMIS - Identify and confirm CES Coordinators in each County	The CES Coordinators/Conveners from each county were identified as follows: Kaua'i – Sharon Graham (Backup Bricen Moritsugu) Hawai'i Island – Sharon Hirata (Backup Lance Naimi) Maui – David Nakama (Backup Jan Shishido)	
How to incorporate DV families - how will each community operate this?	The incorporation of DV families was discussed. In general, Kaua'i and Hawaii will adopt a "ghost" list (format provided previously by OrgCode excludes all personal and identifiable information) maintained by DV providers and given to the convener prior to the case conferences. Maui is working with Women Helping Women to determine how they'll coordinate with the convener to be sure DV shelter residents are included.	Action: Maui to report on their method for including DV clients in the CES
Self Assessment Checklist	Discussed hiring OrgCode to complete an assessment of BTG and implement a plan for full compliance. Need to follow up with OrgCode regarding costs.	Action: Brandee to follow-up with OrgCode.
Next Steps email from OrgCode	OrgCode suggested other areas needing attention, including: <ul style="list-style-type: none"> <li>• Developing a timeline (see implementation schedule, CoC and CES Policies/Procedures discussed on previous pages)</li> <li>• Completing related training (Trauma-Informed Services (Kaua'i, 4/12); OrgCode trainings statewide in May and June)</li> <li>• Marketing – seeking exposure on talk shows, developing talking points, creating printed materials like brochures that list access points and describe CES in simple terms, and creating a marketing committee/working group to develop a marketing plan/strategy.</li> </ul>	Action: Timeline to be discussed at General Meeting Action: Will determine additional needs in July. Action: Marketing Committee pending. Debra will develop draft print materials to get process started.
To consider other sub-populations with the same implementation schedule	To be discussed at a later date.	
<b>Closing Summary/Next Steps</b>	Reviewed pending actions.	Next BTG Meetings: Board Meeting 5/9 9A-3P @DHS Honolulu

	Announced governor's office is coordinating a Hawaii delegation trip to Houston to include BTG chair and DHS HPO Admininstrator. Meeting adjourned at 3:38 p.m.	<a href="#"><b>BTG General Meeting 5/17 at 2P, BESSD VTC.</b></a>
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(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.