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Testimony to City Council

June 5, 2013

Re: Operating Budget Bill 11 (2013), CD2 for Fiscal Year 2014

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C & C OF HONOLULU  
2013 JUN - 5 AM 10: 54

I am Connie Mitchell, Executive Director for IHS, The Institute for Human Services testifying in strong support of Bill 11 CD2. In particular, IHS wishes to voice support for at least \$250,000 to be appropriated for the provision of support services and/or rental assistance for individuals or families experiencing homelessness, specifically for programs serving Central Oahu and the North Shore. There has been considerable amount of work begun this past year to coordinate more services, and housing support in particular, for homeless persons.

Some of the homeless persons encountered have migrated from other areas of Oahu, some because of focused clean ups in urban Honolulu. However, 41% people served in the North shore area are lifetime residents and many more are long time residents of the area. Many have been displaced by rising housing costs and decreasing employment opportunities with the recent economic downturn of the past 4 years.

A weekly service "fair" has been established at the Waialua Community Association that has brought many local and service providers together and also engaged other island wide agencies that are delivering services to create a one stop shop for homeless persons. This has resulted in growing trust of service providers and a renewed hope among many who have been homeless for quite a while now. We consistently serve 70-90 people each week with the last week of the month usually seeing about 130-150 people.

While there was a decrease in unsheltered homelessness in the 2013 Point in Time Count in January of this year, there were many who refused to be interviewed or were not interviewed because of the area they were camped in that, after working in the area, we know are homeless. We also continue to see new homeless people in the area. Comparatively speaking, the North Shore has more local families who have been living in that area for along time. 27 households representing over 40 people have been placed. We have leveraged another grant that was given for homeless outreach that involves psychiatry residents from the UH School of Medicine to provide mental health evaluation via Video conferencing (VTC) technology to them as there is a lack of mental health services available to homeless in the area.

Attached is a report of outreach and Homeless Assistance program currently in place. A young man recently assisted was hit by a car and suffered lacerations to his liver. When he was released by QMC, he came to IHS in urban Honolulu and is now in recovery at his family's home and being motivate to seek substance abuse treatment. Another gentleman was a veteran with multiple medical conditions that prevented mobility and his access to services He is now housed after being on the streets for many years.

Each community needs to develop their own strategies for ending homelessness. The North Shore residents have invested much effort and resources into creating a coordinated system of services for the homeless in their neighborhoods. IHS would like to continue our efforts to help in the area of developing housing options and engaging more homeless person in a trajectory toward employment. We laud the North Shore Neighborhood Board's initiatives in designing a local response to homelessness and urge you to continue funding these efforts.

SECTION I - GRANT & GRANTEE INFORMATION				GRANT		
AGREEMENT NUMBER	CONTRACT START	CONTRACT END	REPORTING PERIOD START                  END		REPORT TYPE	DATE
CT-DCS-1200162	2/7/2012	2/6/2014	11/1/2012	1/31/2013	MO# _____ QTR# <u>4</u> FINAL <u>YR 1</u>	3/15/2013
NAME AND ADDRESS OF GRANTEE IHS, The Institute for Human Services, Inc. 546 Kamahi Street Honolulu, HI 96817			CONTACT Business Phone      Rose Gladstein & Gaylen Shintaku 447-2839; 447-2830 Cell Phone Email                      rose@ihs-hawaii.org; gaylens@ihs-hawaii.org			
<b>For Final Report, include updated:</b>						
1) Non-Gratuity Affidavit ( <a href="http://www1.honolulu.gov/dcs/nongratuity.pdf">http://www1.honolulu.gov/dcs/nongratuity.pdf</a> ) <b>AND</b>						
2a) Tax Clearance & Certificate of Compliance for Final Payment <b>OR</b>						
2b) Statement of Vendor Compliance (obtained through <a href="http://www.vendors.ehawaii.gov/hce/splash/welcome.html">http://www.vendors.ehawaii.gov/hce/splash/welcome.html</a> )						
SECTION II - PROJECT OR PROGRAM MEASURES						
Report only for period indicated above. <b>Attach client lists, project list, or other proof of performance.</b>		Specify measures of performance as described in proposal and work plan.				
	Period Events and Activities	Q1	Q2	Q3	Q4	Year 1
1	# Persons outreached	59	72	106	123	90 Average
2	# Program intakes and Assessment	47	45	75	71	238 Total
3	# Persons accepting outreach case management	37	35	35	46	38 Average
4	# Persons accepting treatment MI	18	20	15	14	17 Average
5	# Persons accepting treatment SA	8	2	4	2	4 Average
6	# Persons accepting treatment MI or SA	22	21	25	22	23 Average
7	# Psychiatric evaluations	7	5	8	6	7 Average
8	# People Housed - IHS or other shelter	17	23	15	13	68 Total
9	# People Housed - Stable Housing	5	3	12	15	35 Total
10	# People Outreach from North Shore (subset)			38	71	55 Average
Unduplicated - Year 1 Totals						
1	# Persons outreached	258				Total
2	# Program intakes and Assessment	238				Total
3	# Persons accepting outreach case management	106				Total
4	# Persons accepting treatment MI	61				Total
5	# Persons accepting treatment SA	14				Total
6	# Persons accepting treatment MI or SA	63				Total
7	# Psychiatric evaluations	23				Total
8	# People Housed - IHS or other shelter	66				Total
9	# People Housed - Stable Housing	35				Total
10	# People Outreach from North Shore (subset)	90				Total

Presented in this report are the results from the first full year of IHS' Outreach Program in Collaboration with the University Of Hawaii John A. Burns School Of Medicine. During the year, 258 adults were served; 168 people were served in Urban Honolulu and 90 were from the North Shore. Unduplicated intakes totaled 242 persons; 90 were from the North Shore region. Using HMIS data exports from self reported information, we know the following:

The outreached population on the North Shore is somewhat older and includes more women than in urban Honolulu. Ethnicities in Honolulu are more diverse; the North Shore Caucasian and Hawaii groups were larger. The length of homelessness for both groups was equivalent at about 65% reporting homelessness for 1 year or more. The Honolulu population reported significantly more episodes of homelessness per person, 55% reporting more than one episode compared to the North Shore population with 35% reporting more than one episode. More people in urban Honolulu reported financial supports including employment 56% compared to 49% on the North Shore. Overall, the urban Honolulu population's self reports indicate significantly more vulnerability, complex medical conditions, higher substance abuse and mental illness and higher use of emergency services. As IHS increases the amount of time serving the North Shore, the outreach team will gather additional information to try to add to these findings.

Regarding the **Urban Honolulu** Population (Data from on 152 intakes)

- **Ages:** Most people served were aged 40 to 59 years old: 20 to 39 years old – 21%; 40 to 59 years old - 65%; 60 years old and older – 15%
- **Gender:** Males 86%; Females 14%
- **Veteran Status:** 15% Vets; 80% not Vets; 5% no information.
- **Primary Racial Identification:** Caucasian 38%; Hawaiian 25%; African American 7%; Portuguese 5%; Filipino 4%; with the remaining either Chinese, Japanese, Samoan, Other Pacific Islander, Native American, Other Asian or Micronesian.
- **State Residency:** 71 people reported being a resident of the Hawaii for one year or more and an additional 59 reported being lifetime residents (in total 86% with State residency of at least 1 year); 17 reported less than one year in Hawaii (no information – 11 people).
- **Length of homelessness:** 97 people (64%) reported being homeless for 1 year or longer; of these 67% reported homelessness for 3 years or more (65 people).
- **Number of times homeless:** 55% reported more than one episode of homelessness.
- **Financial supports:** 56% reported some income primarily through SSI, SSDI, or GA, on average \$692 per month, and 55% reported receiving food stamps. Twelve persons reported employment. Two people reported VA benefits.
- **Mental Illness:** 47% (72 people) reported mental illness diagnosis and 40 indicated they received MH services in 2012; 42 reported at some point hospitalized for mental illness.
- **Substance Abuse:** 41% (63 people) reported substance abuse, with 11 who received treatment.
- **Vulnerability:** Other vulnerabilities and conditions included stroke, kidney disease, liver damage, hepatitis, HIV, diabetes, loss of limb, blindness, cancer, asthma, heart conditions, back injuries, infections, developmental disability.
- **Emergency Services** – self reported: 96 people (63%) used some form of emergency services accounting for 405 emergency room visits, 100 days of hospitalizations, 227 uses of ambulance services and 55 calls to the Access Line. Sixty-two people used more than one form of emergency service.

Regarding the **North Shore** Population (Data from on 90 intakes)

- **Ages:** Most people served were aged 40 to 59 years old: 17 to 19 years old – 3%; 20 to 39 years old – 14%; 40 to 59 years old - 60%; 60 years old and older – 22%
- **Gender:** Males 62%; Females 38%
- **Veteran Status:** 15% Vets; 81% not Vets; 4% no information.
- **Primary Racial Identification:** Caucasian 47%; Hawaiian 28%; Filipino 10%; with the remaining, Native American, African American, Japanese, Samoan, or Micronesian.
- **State Residency:** 35 people reported being a resident of the Hawaii for one year or more and an additional 37 reported being lifetime residents (in total 82% with State residency of at least 1 year); 8 reported less than one year in Hawaii (no information – 9 people).
- **Length of homelessness:** 60 people (66%) reported being homeless for 1 year or longer; of these 65% reported homelessness for 3 years or more (39 people).
- **Number of times homeless:** 35% reported more than one episode of homelessness
- **Financial supports:** 49% reported some income primarily through SSI, SSDI, VA benefits, Social Security; on average \$711 per month, and 58% reported receiving food stamps. Three people reported employment; three people reported VA benefits; one person reported unemployment benefits.
- **Mental Illness:** 28% (22 people) reported mental illness diagnosis with 10 indicating they received MH services in 2012; 8 reported at some point hospitalized for mental illness.
- **Substance Abuse:** 8% (12 people) reported substance abuse, with 5 who received treatment.
- **Vulnerability:** Other vulnerabilities and conditions included physical disabilities, hepatitis, liver disease, diabetes, cancer, asthma, back injuries, and developmental disability.
- **Emergency Services** – self reported: 43 people (47%) used some form of emergency services accounting for 77 emergency room visits, 28 uses of ambulance services. Fifteen people used more than one form of emergency service. (No data were available for Access line or hospitalizations)

During the year, 66 people outreached by IHS' team moved off the streets into emergency shelter. Of these 66 persons and 17 moved into stable housing. In addition, 18 unsheltered homeless persons moved directly into stable housing.

Housing Placements Included:

- Shelter Plus Care Permanent Supportive Housing Programs (8)
- Transitional Housing Programs (7)
- North Shore Homeless Assistance Program (5)
- Reunification with families or friends (5)
- "Housing First" Projects (4)
- Care Homes (3)
- Other permanent housing rental (1)
- VASH voucher housing (1)
- Clean and sober house (1)

Other Outcomes Included:

- People accepting treatment for mental illness (61)
- People accepting treatment for substance abuse (14)
- People accepting treatment for MI or SA (63)
- People received psychiatric evaluations (23)

Instructions: Please fill in the shaded areas with information for the relevant period.

IHS, The Institute for Human Services, Inc.

CT-DCS-1300034

Report Period

Start	9/17/2012	End	12/31/2012
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**Number of People Served**

Activity (See description below)	Served this period		Served to date		Target	
	Households	Persons	Households	Persons	Households	Persons
Housing Placement and Support	8	13	8	13	35	42
Community Drop In Center Participants (wkly Avg)	81	81	81	81		
Persons Outreached (Total)	67	88	67	88		150
Actively engaged during period -# Persons	25	30	25	30		
Access to Treatment (SA) - #Persons	0	0	0	0		
Access to Treatment (MI) - # Persons	2	2	2	2		

**Grant Expenditures**

Description	Budget	Spent this period	Spent to date	Balance
Financial Assistance	489,000.00			489,000.00
Salaries, Taxes, Benefits	198,127.00			198,127.00
Operational Costs	25,373.00			25,373.00
Administration	37,500.00			37,500.00
	750,000.00	0.00	0.00	750,000.00

**Challenges and Plans to Address Them**

The main challenge for the NS clients are to increase their income with the year. A lot have fixed incomes, but many are in the process of getting jobs. The clients are told at intake that their budget/income will be revisited every 3 months to insure they are in the process of increasing their income. This is to ensure that the year doesn't end without the clients reaching their goals. Slowly increasing their rent is another step in transitioning them to pay their full amount of rent.

**Notable Accomplishments**

The NS clients came with various situations; from living in cars and having a poor outlook on life and wanting to kill everyone around them to being unsanitary, and feeling like being homeless limited or restricted them from getting medical attention and surgical procedures needed. After being helped with the program now has an optimistic look on life, they are referring their friends for help, applying to Public Housing, seeking the medical attention that they need, taking advantage of VASH vouchers and clean and well groomed.

**Additional Notes**

**Housing Placement & Support:** number of persons/households that moved into housing during quarter with services and financial assistance from this project. Of the 13 persons housed, 7 had been outreached by IHS' North Shore outreach team. The remaining 6 established contact through referral or the drop in center.

**Community Drop In Center Participants:** average number of participants per week that attend. IHS coordinates provider agencies for the Wednesday weekly "drop-in center" (Aloha Harvest, North Shore Food Bank, Action with Aloha) and monthly providers on last Wednesday of the month (Gateway Enterprises, Helping Hands Hawaii, WorkHawaii Division, Legal Aid Society, Veterans Affairs, Mobile Vet Center).

**Persons Outreached:** Total for period is the unduplicated number of people that were outreached and have an intake and 1 or 2 encounters during the quarter. Actively engaged is the number of people with 3 or more encounters during the period.