

Hawaii Department of Health  
Adult Mental Health Division (AMHD)  
Request for Information (RFI) Response Summary  
**RFI No. AMHD 420-1-18**  
**Homeless Outreach and Interim Case Management Services**  
Statewide

A Request for Homeless Outreach and Interim Case Management services was issued on July 14, 2017. A written response was received from one organization. Below is a summary of the response received through this process as they relate to the questions from the RFI.

The respondent is currently providing homeless outreach and interim case management services. The respondent indicated some concerns and challenges:

1. Need for better competitive reimbursement since it contains behavioral health component.
2. Need to bring City and State staff together to help coordinate services by holding cross-agency meetings. Respondent indicated that cross-agency communication is lacking.
3. There is a never-ending cycle of eligibility verification. Often the consumer disappears before eligibility can be determined. Respondent suggested the AMHD provide training for providers.
4. Inform providers of sweeps in their community.
5. Need HMIS (Homeless Management Information System) training.

The AMHD appreciates the level of interest, observation, and participation of the organization that submitted a response to the RFI for Homeless Outreach and Interim Case Management services. These observations and recommendations will be reviewed and taken into consideration when drafting the Scope of Service for the program. An RFP is planned to be issued for this program.