

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-05-06 | **SUBJECT TO CHANGE**

Other Topics	Has any decision been finalized regarding which MCOs will be available on the Neighbor Islands as of July 1, 2020?	The decision is on hold with DHS-MQD. The new contracts were postponed due to the COVID-19 public health emergency. Any decisions that are made will be publicized by DHS/Medicaid.
Other Topics	How do we access the QI health plan service coordinators for medical and behavioral health in our respective communities?	Please call the particular health plan customer service, which should be able to link you with the lead care manager.
Other Topics	How does shelter screening differ from symptomatic testing?	Early in the course of a COVID-19 infection, a person may not have any symptoms (i.e., in the first day or two). Symptoms may come a few days later. Thus, timing is very important. In healthier populations, persons are less likely to have severe symptoms. The emphasis in Hawaii has been for screening to be in place to allow quick response. Symptomatic screening is important because if you are testing asymptomatic individuals you might be getting false negatives because the virus is in a incubation period where it wouldn't get picked up in a test. It may be worthwhile to consider how to methodically do better surveillance with the homeless population.
Other Topics	With Punawai going 24 hours, will unaccompanied minors be allowed to be there, come and go during curfew hours?	We don't have a direct response to this question, but practice has been "if someone needs to use the bathroom, they need to use the bathroom."

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Other Topics	I really would like to know what the new normal will be in the areas of child abuse and neglect investigation, intervention, and judicial handling of maltreated children.	Enhancing supports for families and caregivers is essential to ensure the wellness of families post-COVID-19 by: addressing economic/financial stressors and vulnerabilities, such as increased substance use, domestic violence, and PTSD; expanding public-private partnerships; expanding the behavioral health response for children as they return to schools and child care sites; advocating for pro-working family supports; focusing on an "economy of well-being"; investing in new modalities, rather than cutting budgets for social services.
Other Topics	I'm just wondering if anything can be done NOW to identify child abuse even though we don't have the usual reporters.	There is an increased need for providers to check-in with parents, regarding financial, economic, and relationship stressors, and to provide support. Providers should be using all technological means to check-in with their clients. When working with children, ensure that you are able to physically see them and also emotionally check-in. See Responding to Child Abuse During a Pandemic from the Zero Abuse Project: https://cdn2.zeroabuseproject.org/wp-content/uploads/2020/04/Responding-to-Child-Abuse-During-a-Pandemic-2.pdf You may check Legal Aid Society of Hawaii's website for resources and information: https://www.legalaidhawaii.org/covid-19-legal-help-resources.html
Other Topics	What's the possibility of getting DOE to put mental health services and mental health crisis workers back into the schools? Is DHS working closely with DOE to help prepare schools/teachers to be ready for the trauma that children will be bringing back to school once schools open back up and for ensuring that the school personnel are taken care of as well.	Teachers can do emotional check-ins with their students. DOE and DHS are working to prepare for the aftermath and trauma of children who have not been able to see and to hug their friends.

Other Topics	<p>Is there a training or webinar for people who want to know what to do if they suspect abuse (how to approach family, what not to say, etc.), so that well-meaning folks do not create more harm? Not an official assessment training but for family and neighbors.</p>	<p>The Hawaii State Coalition has a blog post about how to help a loved one or someone you know who is experiencing domestic violence, https://www.hscadv.org/post/how-to-help-a-loved-one-in-an-abusive-relationship. Additionally, the National Network to End Domestic Violence has a great resource on the topic specific to Covid-19, https://nnedv.org/wp-content/uploads/2020/04/Library_COVID_helping_a_friend.pdf</p> <p>Technology offers essential tools victims can use to access help, strategically maintain safety and privacy, and remain connected to family and friends. It can also be used to collect evidence. Please see resources from NNEDV's Safety Net project, https://nnedv.org/content/technology-safety/ and DocuSAFE, https://www.techsafety.org/docusafe. DocuSAFE is a new technology, we recommend you work with an advocate on using the tool.</p>
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Updated: 2020-05-22 | SUBJECT TO CHANGE

Other Topics	Is there any effort to share information to minimize duplication of financial assistance between agencies? I just want to make sure our agency is not paying the same month of rent/mortgage assistance with other agencies.	Each program has different set of criteria and eligible expenses which makes coordination difficult. There is a weekly rental assistance teleconference held every Tuesday at 10 a.m. to coordinate activities among providers. Providers who are interested in participating in the weekly teleconference may contact Norm Baker, norm@auw.org . The C&C IRF Program will be using an online application to track awards which could assist with preventing multiple awards to the same client. Norm will check with C&C to see if this could be used more broadly.
Other Topics	Are those who call to 211 or AUW asked which Health Plan they have?	No.
Other Topics	Is the C&C Individual Relief Fund (IRF) money provided on a reimbursement basis only?	Information on the City & County of Honolulu's COVID-19 Household Hardship Relief (HHRF) Program may be found online at https://www.honolulu.gov/cms-dcs-menu/site-dcs-sitearticles/38479-household-hardship-relief-fund-program.html
Other Topics	I may have misunderstood, but is this strictly for Oahu residents only?	The DHHL COVID-19 Emergency Rental Assistance Program is available statewide to beneficiaries who are on the DHHL waitlist. The City & County of Honolulu's COVID-19 Household Hardship Relief Fund (HHRF) Program is available on Oahu only. https://www.honolulu.gov/cms-dcs-menu/site-dcs-sitearticles/38479-household-hardship-relief-fund-program.html
Other Topics	Is the DHHL assistance available only to Native Hawaiians who currently reside on DHHL homeland or are currently on the DHHL waitlist?	The DHHL COVID-19 Emergency Rental Assistance Program provides rental assistance to beneficiaries who are on the DHHL waitlist or received an Undivided Interest Lease but is renting. https://dttl.hawaii.gov/2020/05/11/dttl-aloha-united-way-launch-beneficiary-rental-relief-program/ . Information about assistance for current DHHL beneficiaries may be found online at https://dttl.hawaii.gov/covid-

		19/.
Other Topics	Does AUW keep track for each island? Can Kauai get that same info?	Yes, here is the link, https://www.auw.org/covid-19-rent-utilities-assistance-programs .
Other Topics	Do we know yet if the core homeless services of Housing First, FAC, RR, Outreach and civil legal assistance have been stable funded for FY 21?	Act 62, Session Laws of Hawaii 2019, appropriated funding for the State Housing First, Rapid Re-Housing, Family Assessment Centers, and Homeless Outreach and Legal Services programs for State Fiscal Years 2020 and 2021. At this time, it does not appear that the budget bill HB2200 SD1 impacts the funding for these specific programs. As of May 22, 2020, the Legislature will be recessing again and is anticipated to reconvene session in June 2020 to further address issues related to the State budget. For more information about the status of the budget bill and other legislation, please visit http://capitol.hawaii.gov .

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Other Topics	Mahalo Rep. Belatti for being so open about the Mental Health and Substance Abuse special fund and the \$25 mil. used by the Legislature. Can you share if DOH will be given access to the rest (above the current cap) and whether the CIP that was in bills earlier this would be allowed with the fund, for example for stabilization beds?	There is a commitment by the Legislature for DOH to move forward with its plan. The Legislature recognizes the progress made within DOH and the need for mental health services.
Other Topics	When does CARES money need to be spent by counties: by end of fiscal or calendar year?	CARES money needs to be spent by the end of the year 12/31/2020.
Other Topics	Suicide prevention currently receives very little funding in our state. Is there a possibility that it could be increased? Or should we be concerned that it even stays at the current level and isn't cut?	We need to understand the data that is coming out now to justify more funding. It would be helpful to get statistical and trend data, such as rates of suicide and attempted suicides, number of calls to CRISIS hotline, etc.
Other Topics	Are there any guidelines or expectations with how the monies are spent locally? Are there any percentages aligned with goals?	Providers are encouraged to contact county officials, such as the office of the Mayor or council members, on how CARES funding will be allocated and expended by the counties.
Other Topics	Thank you for the opportunity to dialogue. As a substance use disorder (SUD) treatment provider, we've been hearing about reductions in various existing state contract funding for FY2021. Please comment on what we may expect as we plan for increased "re-opening" in the near future. Thank you!	The Legislature is looking to see how funding from the federal CARES Act is used to address essential services, since CARES funds must be spent by 12/31/2020. With the existing state contracts funding, there has been no information or talk that there may be a decrease in funding. With shelter in place orders, there is the likelihood of behavioral issues arising. Individuals with health insurance (through Med-QUEST or employer plans) have coverage for mental health and SUD treatment. Providers are encouraged to apply for approval as participating providers with health insurance plans.

Other Topics	Will the Legislature look at actually funding to create more affordable rentals in June perhaps in alternative formats? Infrastructure is good, but people will leave Hawaii if there is no more affordable housing.	There is a need to understand the federal monies coming in and to better target housing assistance when the Legislature returns in mid-June.
Other Topics	The State’s ongoing Rent Supplement Programs shortfall of \$750,000 was not funded in HB 2200. This could result in 150 families or elders losing this vital subsidy, or possibly all families getting a severe reduction, or other options to fill this shortfall. This puts these very vulnerable people at great risk for homelessness. Will this \$750,000 funding be considered in the June session (for DHS-HPHA)?	Each county received direct funding of federal CARES Act monies. There are rental supplement programs in each county, except Hawaii County. You may wish to check the list of federal awards to Hawaii: https://federalawards.hawaii.gov
Other Topics	Once children go back to school, will there be funds appropriated for the DOE to prepare to handle and service the trauma that many of our youth will be bringing to the school campus?	The Legislature allocated \$40 mil. to the Department of Education. The Legislature needs to understand how this is being spent and how DOE will roll out their plan to start the new school year.