

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-08-24 | SUBJECT TO CHANGE

Logistics	What is the best way to confirm if they received our PPE request after filling out form? Is there a point of contact or email? Have not heard back in two weeks. Thank you	Requests are reviewed weekly by the logistics team. If the forms are filled out completely and there are no questions, the request is added to the tracking system and updates come as donations and supplies are available. If you have any questions, please email DOH.BHA.BHHcovid19response@doh.hawaii.gov .
Homeless Outreach Strategies	Is there a reach out program in Maui and how do we contact it?	The outreach provider on Maui is Family Life Center. For more information, please visit https://homelessness.hawaii.gov/outreach-programs/ for a list of providers statewide. Lori Tsuhako is the the Director of the Department of Housing and Human Concerns LoriAnn Tsuhako LoriAnn.Tsuhako@co.maui.hi.us
Homeless Outreach Strategies	Great work!! How can we get the contact numbers of the outreach workers? Are they connected with CARES or is this separate. What crisis shelters do you use?	Again, for information about outreach programs throughout the state – including contact information – please visit https://homelessness.hawaii.gov/outreach-programs/ . The homeless outreach programs are not directly connected to the CARES line, but works in coordination with the CARES staff and other services within the system. Contact information and vacancies for emergency shelters, including crisis shelters, are found online at https://homelessness.hawaii.gov/daily-emergency-shelter-vacancy/ . You may also call (808) 586-0193 or e-mail gov.homelessness@hawaii.gov for more information.
Other	Has there been any improvement on testing availability for high risk providers such as residential homes for special needs community or nursing homes? I would very much like to have our staff and clients tested to ensure we are not exposing any of them to any infectious individuals.	For information about testing, please contact the CARES line at (808) 832-3100 on Oahu or (800) 753-6879 on the neighbor islands. You can also visit the BHHSURG website at https://health.hawaii.gov/bhhsurg/covid19-guidance/ for more specific information about COVID-19 guidance for

Homeless Outreach Strategies	Major Lambert, what do you see as the future of POST? Back to HONU and mobile navigation at different sites?	The POST will return to the HONU once the pandemic is over.
Homeless Outreach Strategies	When homeless individuals are encountered or cited by law enforcement will the police report mention that the individuals are homeless? I would like to be able to use law enforcement reports as a 3rd party verifier to prove chronicity of homelessness as required by Outreach agencies to assist individuals to be housed	Individuals that do not report a home address are listed as "No Local" I would say most people experiencing homelessness would fall under that category, but that number will also include people that are not cooperative and refuse to provide information. It would be a good baseline as I would say less than 1% of people refuse to provide information. Though some people that are homeless give an address, but they don't live there. Basically, it's just where they receive mail, but are actually unsheltered.
Homeless Outreach Strategies	How can these Vacancy rates and shelter availabilities be accessed?	<p>Please email gov.homelessness@hawaii.gov and we can add you to the distribution list.</p> <p>Contact information and vacancies for emergency shelters, including crisis shelters, are found online at https://homelessness.hawaii.gov/daily-emergency-shelter-vacancy/.</p> <p>You may also call (808) 586-0193 or e-mail gov.homelessness@hawaii.gov for more information.</p>