

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE

Council of the County of Maui

MINUTES

September 3, 2015

Council Chamber, 8th Floor

CONVENE: 1:32 p.m.

PRESENT: VOTING MEMBERS:

Councilmember Stacy Crivello, Chair
Councilmember Gladys C. Baisa, Vice-Chair
Councilmember Robert Carroll
Councilmember Don Couch (Out 3:00 p.m.)
Councilmember Riki Hokama (In 1:37 p.m.)
Councilmember Michael P. Victorino (In 1:34 p.m.)

EXCUSED: VOTING MEMBERS:

Councilmember Don S. Guzman

STAFF:

Carla Nakata, Legislative Attorney
Tammy M. Frias, Committee Secretary
Denise Fernandez, Council Aide, Lanai Council Office (via telephone conference bridge)

ADMIN.:

Jan Shishido, Deputy Director, Department of Housing and Human Concerns
Sananda K. Baz, Budget Director, Office of the Mayor (Item HHT-7)
Jeffrey T. Ueoka, Deputy Corporation Counsel, Department of the Corporation Counsel

Seated in the gallery

Margaret (Margie) M. Santos, Immigrant Services Assistant II, Immigrant Services Division, Department of Housing and Human Concerns (Item HHT-1(3))
Lydia R. Tattsuke, Immigrant Services Assistant II, Immigrant Services Division, Department of Housing and Human Concerns (Item HHT-1(3))

OTHERS:

Erin Lowenthal, Chief Executive Officer, Ka Hale A Ke Ola Homeless Resource Centers, Inc. (Item HHT-7)
Steve Miller, Board Member, Ka Hale A Ke Ola Homeless Resource Centers, Inc. (Item HHT-7)
Additional attendees (4)

PRESS:

Akaku--Maui County Community Television, Inc.

CHAIR CRIVELLO: ...*(gavel)*... Good afternoon. The meeting of the Housing, Human Services, and Transportation Committee will now come to order. It is 1:32 p.m. on

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Thursday, September 3, 2015. Before we begin, may I please request that we all turn off or silence our cell phones or other noise-making devices as well as the conversation that is going on. At this time I'd like to introduce our Committee, I'm Stacy Crivello, Chair, and we have with us Committee Vice-Chair Gladys Baisa.

VICE-CHAIR BAISA: Good afternoon, Chair.

CHAIR CRIVELLO: Thank you. Thank you for being here. Member Bob Carroll.

COUNCILMEMBER CARROLL: Good afternoon, Chair.

CHAIR CRIVELLO: Good afternoon. Member Don Couch.

COUNCILMEMBER COUCH: Good afternoon, Chair.

CHAIR CRIVELLO: Member Don Guzman is excused at this time. And joining us later will be Member Riki Hokama and Member Mike Victorino. From the Administration we have with us from the Department of Housing and Human Concerns, Jan Shishido, Deputy Director.

MS. SHISHIDO: Good afternoon, Chair.

CHAIR CRIVELLO: Good afternoon. And I guess joining us later or probably in the gallery, Margie Santos, Immigrant Services Assistant, as well as Lydia Tattsuke, Immigrant Services Assistant. And joining us later I suppose will be our Budget Director, Sandy Baz. With us from the Department of Corporation Counsel, our Deputy Corporation Counsel, Jeff Ueoka. Thank you for being here.

MR. UEOKA: Good afternoon, Chair.

CHAIR CRIVELLO: And our resource personnel from Ka Hale A Ke Ola Homeless Resource Centers Incorporated is, Erin Lowenthal, Chief Executive Officer.

MS. LOWENTHAL: Good afternoon.

CHAIR CRIVELLO: And Board President, Mr. Steve Miller.

MR. MILLER: Good afternoon, Chair.

CHAIR CRIVELLO: And with us my most hard working Staff, our Committee Secretary, Tammy Frias, and Legislative Attorney, Carla Nakata. Thank you, ladies. Members, we have two items on the agenda today. So I will open up with public testimony.

MS. FRIAS: There is no public testimony in the Chamber, Madam Chair.

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CHAIR CRIVELLO: Thank you. With us will just be our Lanai Office, Denise Fernandez. The Hana and Molokai Office we will not have any interactive service due to the excuse, personal reasons from our Staff. So, Denise, any testifiers?

MS. FERNANDEZ: Aloha, Chair. This is Denise Fernandez on Lanai and there is no one waiting to testify.

CHAIR CRIVELLO: Thank you. So, Members, we have no one in the gallery nor at our District Offices willing and able to or available for testimony. So if there's no objections, Members, I'd like to close testimony?

COUNCILMEMBERS: No objections.

CHAIR CRIVELLO: Thank you.

**ITEM HHT-7: HALE MAKANA O WAIALE RENTAL REHABILITATION FACILITY
AND KA HALE A KE OLA HOMELESS RESOURCE CENTERS, INC.**
(MISC/CC 13-204)

CHAIR CRIVELLO: So at our last meeting, Members, we came up with approval of a resolution authorizing forgiveness of Ka Hale A Ke Ola Homeless Resource Centers. It's a outstanding debt related to the construction of the Hale Makana O Waiale Affordable Housing Rental Project. That being passed and approved by the Committee, I have arranged to have with us from Ka Hale A Ke Ola Homeless Resource Center our, Erin Lowenthal, Chief Executive Officer, and Board President, Steve Miller, and from the Administration, Jan Shishido, Deputy Director of Housing and Human Concerns, and Sandy Baz, Budget Director. So I've requested them to attend today's meeting and provide us with a presentation. I've asked Ms. Lowenthal to prepare an overview of the organization and its facilities, its reserve fund and plans for the use of the savings realized from the settlement of the outstanding debt relating to the construction of Hale Makana O Waiale, no, Waiale. It's approved by Council Resolution 15-103, on August 25, 2015. I felt that or feel that this presentation would help to bring Members as well as hopefully the public some clarity and a better understanding of how the organization Ka Hale as well as Hale Makana O Waiale will be operating moving forward. Board President, Steve Miller is also here to assist with question posed to the Ka Hale O Ke Ola Homeless Resource Center. Your Chair's view is that as CEO and Board President, respectively, these individuals have special expertise in the subject matter being considered by the Committee today. Are there any objections to designating Ms. Lowenthal and Mr. Miller as resource persons pursuant to Rule 18(A), of the Rules of the Council?

COUNCILMEMBERS: No objections.

COUNCILMEMBERS VOICED NO OBJECTIONS (excused: DSG, RH).

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CHAIR CRIVELLO: Thank you. And, Members, for your information you should have distributed to you a copy of Resolution 15-103. That was adopted by the Council last week. As noted in the resolution the Council expressed its desire that savings realized from forgiveness of the outstanding debt be used in furtherance of Ka Hale A Ke Ola's mission. With that, Ms. Lowenthal and Members, I'm going to ask the Executive Director to proceed with her presentation. You should also have a printout of her presentation.

Note: Computer-generated presentation.

MS. LOWENTHAL: Testing, testing, alright we're good. Am I able to walk with this?

CHAIR CRIVELLO: Sure.

MS. LOWENTHAL: Okay. I just I think better on my feet and I can give you a more lively presentation if I can move around a little bit. So first let's just forgive my wet dog appearance this afternoon I got caught in the rain just as I was coming in. And let me also just express my gratitude and appreciation. I know we just had a huge success and win for the community and for the agency last week. And you've also dedicated a lot of time to vetting through these issues. So I really appreciate your time and allowing me the opportunity to present to you today.

CHAIR CRIVELLO: Excuse me, Ms. Lowenthal, before we continue I'd like to recognize the attendance of Member Mike Victorino and Member Riki Hokama.

COUNCILMEMBER VICTORINO: Good afternoon, Chair.

COUNCILMEMBER HOKAMA: Madam Chairman.

CHAIR CRIVELLO: Thank you.

MS. LOWENTHAL: Alright so I wanna just start with a brief overview of who we are as an agency. So we were established in 1986, we started from a very small church in Puunene. And from there based on the needs of the community we've grown and developed into two comprehensive resource centers and two affordable housing properties, one of which is Hale Makana and one of which is 30 affordable units that are located adjacent to our Westside Resource Center. We provide one of two emergency shelters on Maui and we are the only transitional housing shelter on Maui. And we also provide the largest single-site affordable housing project on island, which is the 200-unit Hale Makana property. Our mission is to break the cycle of homelessness in Maui County. And I really want to emphasize Maui County because we work very, very closely with the neighbor islands. They often don't have the resources available that we have here on Maui. So there are often residents coming from both Lanai and Molokai to access services when they're in need. So we carry out this mission in two distinct but equally important ways. The first is through our homeless programs. So these are programs that are designated for individuals and families experiencing homelessness. We have emergency shelter programs. This

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program lasts for up to six weeks. So people are often coming in, they're in crisis and we're using the six weeks to stabilize them. We are, our goal is always to have them move into permanent housing after the end of that six weeks. But for those who were enduring job transitions or medical emergencies or facing different barriers it's not possible to get everything that needs to be done, done in six weeks. So they then have the opportunity to move into our transitional housing program. They remain in the transitional housing program until they are stabilized and can access permanent housing. Now the very max amount of time that they are able to stay in the transitional housing program is two years. Now we really want to capitalize on this opportunity we have with all the individuals and families we service by not only providing meals and housing but really addressing individual barriers with the hopes that it lessens recidivism over time. So we also provide childcare, this allows parents to go on interviews or attend jobs and do a, you know, attend medical appointments, a variety of things that they need to do. We also provide case management. Navigating the social resource system is difficult and it, they need a champion and an advocate can help them at every step along the way. We then have special programs for chemical dependency, about 25 percent of our population is experiencing some challenges with a substance. And this is where we're really targeting and providing classes and specialized case management to address those issues. And then we have a variety of life skills classes to try to bolster, you know, _____. So we have financial management classes, we have stress management classes, we have employment support classes that assist with resume building, interview skills, and those sorts of things. And then we have special programs from time to time. So we have a lot of wonderful community partners that will come in and they will provide self-defense classes and hula classes and all kinds of wonderful cultural programs. And then lastly we provide rental assistance. So this not only enables those living with us to move out by providing some short-term rental assistance, this is also a really proactive approach. So if a family comes to us and says I'm being evicted or I am being asked to leave my property at the end month we say okay, we don't want you to have to enter this program, why don't we give you some assistance to move you from one permanent housing unit to another so you're not having to enter the shelter at all. So we have two homeless resource centers that carry out all these programs. The first of course is our Wailuku facility. This was our first facility and you can see the composition and make-up of the different units and beds that are available. And what I really want to point out is so the area circled in red both on the screen and in your own packets shows that's the homeless resource center component of our agency. Now we'll get to it a little bit later but next door to that where the County park is and down toward the bottom that is Hale Makana; that is our affordable housing project. So these are two very distinct entities that we organize and run. As of this week we have 254 residents living at our central facility and we have another 327 individuals on the wait list. So you can see that on, not only are we serving a lot of people, there is still a lot of need in the community. Our second resource center is located in Lahaina, this is a little bit of a smaller facility. We don't have as many studios and two-bedroom units. And this facility is currently serving 181 residents and we have 151 individuals on the wait list. Now again I just wanna point out that the area circled in red is the homeless resource center component. The three buildings that are not included in this photograph are our affordable units in Lahaina. So how are we able to carry out these programs?

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Our funding comes from a variety of different sources. So our primary funder is the State of Hawaii, and then of course the County of Maui also provides support. And we also receive grant funding from the U.S. Department of Housing and Urban Development and the U.S. Department of Veteran Affairs, and then in addition to private foundations and donations. So we do our very best to use every, all the funding we get very, very effectively. We try to make every dollar really count and be as efficient as possible. And the way that we're able to do that is partnering with the community. So if you will, you know, on the left-hand side you will see all the different community agencies that are, that provide services on site. And this is important for two reasons, one this was the entire intent behind the resource center. It was a place where people could access social services without having to take a bus here and get a ride there, because people don't have transportation and they already have a lot of different things going on in their life that make it more and more difficult. So we try to consolidate and do as much possible on site. So MEO, they have a Head Start Program at our Wailuku facility. Maui Family Support Services also has a dedicated space where they have a Head Start Program for our younger children on site. We have a community health clinic at both facilities that our residents can use in addition to a whole host of community health initiatives. We know that a healthy community is a more productive community so we're constantly inviting different agencies to come and do wellness screenings including the Department of Health, the National Kidney Foundation, dental screenings, we've also had chiropractic screenings, and of course AA/NA support groups are held at our facilities regularly. And then of course we work very, very closely with a lot of offsite partners. And that's the column to the right and these are conversations that we're having daily. This isn't a, you know, once a month, once a year type of thing. We're on the phone with these agencies daily trying to make sure that the individuals we're working with have a support system in place to address the barriers they are facing. So this, I'm now going to move to the, you know, how we carry out our mission in a second way is by providing affordable housing. So this is distinguish for our homeless programs and that we are serving low-income individuals and families at 50 percent or below the area median income. So oftentimes we have residents at our resource centers who have made great strides and they're ready to move into permanent housing and they will move into our two affordable housing properties. But this is also available to the broader community and with the rents that we have we're able to provide housing to a lot of the individuals that make this County run. So our police officers, our teachers, our nurses, and so Hale Makana O Waiale is our 200-unit facility and our Westside Affordables are 30 units. So I'm going to start with Hale Makana. So again I just provided the picture to give you a visual to, so you can see the distinction between our homeless resource center and our affordable housing project. And then I'm gonna briefly go through the construction financing because it ties in to how we have to operate as an agency to this day. So we received HOME program funding and Low-Income Housing Tax Credit funding. One is regulated by HUD and the other is regulated by the IRS. And it incentivizes private capital and return for tax credits. So up until a few months ago Sun America was a partner in Hale Makana but that is no longer the case. And then we also receive funding from the State of Hawaii and of course the County of Maui, both monetarily and then of course the land that was provided to get this facility built. So the, so for both the HOME program and the

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Low-Income Housing Tax Credit program, these were programs that were created to subsidize the creation of affordable housing because these properties don't have the ability here or elsewhere to have debt service toward a traditional mortgage, it's just not possible because we have to follow maximum allowable rents that are set by HUD and come out annually. So our sole source of revenue for Hale Makana O Waiale is rental income. I can't stress that enough that we do not rely on the State of Hawaii or the County of Maui for operational funding annually. And I also want to point out that there is a lot of oversight on this property. So at both the State level and County level we are required to have someone come out to our property and do physical inspections annually. So they're looking at the property and they're also looking at files to make sure that we're adhering to the income limits and the rent requirements of both the HOME and Low-Income Housing Tax Credit programs. We're also required to submit annual reports. So we have a constant relationship and discussion with the Housing Division of the Department of Housing and Human Concerns here on Maui and at the State level. So I messed up my order a little bit here but here I just wanna show the gradual rent increases that have been made over, since 1997 when the property first opened. So it's a constant balance for me as I recognize that this property needs to be self-sustaining and our only way of being self-sustaining is rental income that is contributed by our residents. And yet I also recognize the need to maintain affordability in Maui County and I do my very best to do that. So currently where we are is the column in 2015 and you can see a four bedroom right now approximately \$1,000. And this is really affordable and contrasts the fair-market rents that we're seeing on Maui County right now. And then I'm gonna jump back, so this County really had the foresight and the awareness that we needed affordable housing for our community members. And we made that investment and in return you're getting a tremendous benefit of providing housing for 395 adults and 356 children. And that's really, it's a tremendous project, a tremendous number, and I really applaud you for making that investment, and I'm privileged to be able to continue to carry out the mission that we collectively knew needed to happen for this County. Now again just as our homeless resource centers have a lengthy wait list, we also have a wait list for Hale Makana. So right now it stands at 382 individuals, and we still have residents from the very beginning of Hale Makana. So people aren't moving out because there's not a lot of options and other affordable units on Maui. So this wait list, it can take, you know, years for someone to get into the property. So we know there's a growing need to have more affordable housing on Maui. Oh now I skipped too far. Alright so now that we're in a better financial position thanks to the County and our collective efforts, our plans moving forward are to really catch up on a lot of deferred maintenance. So there are several rooftops that need to be replaced and it's critical and we need to do it now. So that is one thing that we're really hoping to do in the coming year. We also have a lot of both kitchen and bathroom appliances that need to be replaced that are the original appliances from 1997 and things are really showing their age, so deferred maintenance is a huge priority for us. Once we've done, well not even once, in addition to that at the same time we're also replenishing and we're making regular contributions to a reserve fund. So that when we do have crisis come up, when we do have emergency needs, we're able to take care of them and we don't need to run to the County or the State to help subsidize those costs. And then thirdly we're really planning to establish a long-term property maintenance

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schedule, so we want to make sure that we're caring for this property in perpetuity and that means, you know, recognizing the need to do regular maintenance and that is what we will do from this point forward. So this brings me to our third arm which is our Westside Affordables. So this is entirely distinct from Hale Makana, these are our 30 units that are adjacent to our Lahaina Resource Center, and they provide permanent housing for 90 adults and 43 children. Now the huge benefit that we see due to these 30 rental units is that it helps subsidize the costs of running our homeless resource centers. So our government funding has been gradually decreasing from 2009 and we're able to manage that because we have a source of income that is able to help with the costs of running our homeless resource centers. And then briefly I just wanna talk about what's happening at the national level. So there are three big priorities that are affecting funding streams for our homeless providers. Right now the priorities are to end veteran homelessness and chronic homelessness, and support housing first programs. So HUD is saying we're a housing agency, we don't wanna invest in housing, we no longer wanna invest in programs and services. Now there's a practical application problem for Maui because we don't have affordable housing units available and there's still a need to provide shelter and other services until we can fully implement a housing first approach. So we're going to continue to see our funding decrease at the State and national level. And we recognize that, you know, we don't want to have to then have the County make up for that, which is again why it's so important that we have these 30 affordable units to rely on that income. And then the last thing I wanna touch on is everyone in this area and in this field is looking at Utah right now. So this a very, very conservative State who has really grasped onto the housing first approach which means subsidizing housing for unsheltered individuals and putting them directly in housing, and then providing wraparound services. Now I feel a moral obligation to care for the people of this community. But if I set aside the heart and the compassion of this there's, also it makes good fiscal sense. You save and this has been documented study by study a lot of money by investing up front, investing in housing and not having to pay for hospital visits and police, and other emergency services. So I hope, you know, we're able to navigate the remaining issues we have left and then also look towards the future about how we're going to really advance, you know, our community in terms of homelessness. And that is all I have for you. So I would happy to answer any questions now.

CHAIR CRIVELLO: Thank you, Ms. Lowenthal. Before I open the floor for questions I'd like to recognize Mr. Baz, Budget Director, for being here. Thank you. And I'd like to ask if, Deputy Director, Ms. Shishido, if you have any opening remarks as well as, Mr. Baz. Can we...what about you, Jan? Nothing? Okay, thank you. Members, the floor is now open for questions of our Administration and resource personnel. Mr. Baz can be with us only till 2:30 so if you have any questions in regards to the budget you may want to start with those. Any questions? Comments? I appreciate the presentation and hopefully that gives us more clarity how the organization is truly structured. Ms. Baisa? And then Mr. Couch.

VICE-CHAIR BAISA: Thank you very much, Chair. And I'd like to thank the people that are here today to help us look at this again. You know, this situation that we're in right now of course is very difficult and I think I hear it referred to as a crisis. I refer to it

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that way myself. Because I'm very concerned about the fact that it seems like as I travel through the community I see this problem growing. And you see more and more as you drive around people that are camped out under trees or market baskets here and there, or all kinds of things that tell me that this is not gonna go away. And that it seems to be getting bigger. You know, we all know that we have a problem but what I seem to be stuck on and this community seems to be stuck on is how do we solve it? And I think that that's where I think I would like to put our energy is what can we do to somehow get some housing built and I think that's going to be a variety of things. We can no longer be thinking about the single-family home with the white picket fence, we've got to find some kind of quickly done, fairly inexpensive places for people to be sheltered. And I'm just wondering what you folks have in mind? Do we need to build another Hale Makana O Waiale? Do we need to build another shelter? I mean what would...what is it, what are we going to do? Thank you.

CHAIR CRIVELLO: Ms. Lowenthal?

MS. LOWENTHAL: So one of the problems about talking about homelessness is that you're talking about 15 to 20 other sub-issues.

VICE-CHAIR BAISA: Right.

MS. LOWENTHAL: But what, the commonality in my opinion is affordable rental housing. So homeownership is not going to be obtainable for a lot of individuals immediately so we need not affordable but low-income rental housing if we really make strides on this issue. And I'll let Jan also, I'm sure she has thoughts.

MS. SHISHIDO: Thank you for that question. You know, it's been...it's, you're right it's been quiet daunting for our community and for the State itself, but for Maui County in particular as well as the other neighbor islands and I'm talking about Kauai and Big Island as well, we don't get the funding that we would like to have and this is all to do with the housing first concept. So the housing first is to really serve the chronic homeless and to be able to house them and then give them the proper wraparound services. Even though I may say that Maui doesn't have it I believe that there are agencies and I can cite like Family Life Center for example, you know, they've been housing people, they've been taking care of them, and they've been treating the chronic, chronically homeless. To answer your question about having, what are we going to do moving forward and it is getting critical here on Maui, and moving forward, you know, I'm happy to report there are some business people, there are some people out there that have come forward in helping the situation whether it's helping us with removal of abandoned cars. And but again going back to your question I know that the Mayor is quite adamant now in seeing how much this homeless situation has progressed that he is looking into helping with looking at areas to have some type of transitional spot. So we're looking for areas that can be changed into some type of a transitional housing and also being prepared to have the wraparound services available. So it's, it is, it's a really hard question but we all need to get together and to support each other. And I really appreciate Erin and Ka Hale A Ke Ola. I really appreciate all the other agencies, Family Life Center, you know, for all what they're

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doing, and I really appreciate County of Maui for supporting the many, many agencies that are involved when we talk about the Maui Homeless Alliance.

CHAIR CRIVELLO: Thank you.

VICE-CHAIR BAISA: Thank you very much for your answer. I realize that the question I'm asking is not easily answered. And that people have been studying this issue not from today but for years, in fact many years ago when I was at MEO the Homeless Alliance already existed. And we were looking at all kinds of solutions and frankly outside of Ka Hale A Ke Ola and Family Life Center not a whole lot has happened. And so I'm very grateful for what we have but I think we need to, this Committee needs to be very involved and very supportive of whatever efforts people try to do so that we can help, you know, with this issue. And we can't sit here talking about it forever, when somebody comes up with a viable idea I think we need to support and try to make it happen because I just, I'm worried, I think eventually this is going to have a long-term effect. And that long-term effect is something we don't want because if we become known and I'm watching, you know, I'm a Facebook'er and I'm reading today about the aggressive homelessness that I'm hearing now, that's a new term I haven't heard that before and it's people acting out and people attacking people and, you know, talking ugly to them and threatening them and whatever. We've got to move fairly quickly so that we don't get to there because people are going to say I don't want to go to Maui it's not safe. So we don't want that. So we have a real issue here and, Chair, I don't envy your leadership in this area because it's complicated. And it requires so many pieces to come together in order to take this away. But I think if we all keep in mind what we are trying to do we probably can pull it off. Maui is known to do miracles.

CHAIR CRIVELLO: Right.

VICE-CHAIR BAISA: Thank you.

CHAIR CRIVELLO: Thank you. Mr. Baz?

MR. BAZ: Thank you. If I could just add a little bit to the conversation here from, you know, from a budgetary perspective from the Mayor's just overall vision of, you know, the services that the County provides for homeless is not just about the direct services that are being provided by Ka Hale A Ke Ola or Family Life Center. The, as we prepare the budget, you know, the network of services that Member Baisa mentioned, you know, that's something that our County depends on for these services to be provided for our community so that our community can be a better community, can be a better place to live and even be able, possible to live. So when he's, when we're looking at different things, not just police services or the rescue services that are provided by our Fire Department, we're looking at the agencies that are also receive grants from our non, you know, from our grant, our nonprofit grants that we provide throughout our network of systems. And it's, it is really that safety net of all of those aspects that we have to be able to work together to provide those services so we don't have a significant amount people falling through the cracks. And that's really what we, we try to do it, we're not successful all the time obviously but and that's where, you know,

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the funding that is required sometimes is a daunting item because it's an amount that I mean it could be unwieldy at a certain point. But it's something we actually need to really dissect each individual aspect but not determine the funding level at each individual and say okay well this is all we're going to provide but as a whole looking at the aspects of how we're going to be able to serve our community. And, you know, what Mayor's looking at and he'll be coming up with a very large proposal to you guys here fairly soon but, you know, we're looking at the comprehensive approach. So it's not just the, you know, and it's interesting that, Ms. Lowenthal, you know, on one of her slides talks about the agencies and the services that they provide that are provided either on site or with other networks and a community partners slide that she has there 'cause that's really what it's about and that's really what we're trying to do the best we can. You know, the Mayor believes that a lot of the homeless issues are related to dual diagnosis or mental health issues and not just that they're drug abusers and that, you know, they're, they don't deserve help. A lot of them are using drugs because they are self-medicating without those type of services being provided to them, and so if we can work on that aspect of it then we'll have a better community because they are being served for the right treatment. And then they can be productive members for our society, you know. Ms. Lowenthal mentioned the Utah, they're providing, you know, tracking people, they're providing them the home and then what you look at once that home is provided and the actual reduction in real cost to, of that person's life is reduced because of that safety net. You know, we, you look back at Maslow's hierarchy of needs, one of the major, you know, things is safety and shelter, right? And if we can provide safety and shelter, then from there we can move forward to education to, you know, quality of life and different things like that. So that's really what we're trying to do from an, from the Mayor's Office as an aspect of looking at all the services are being provided through our Department of Housing Human Concerns, even OED aspects relate to that to a certain extent. And the more that we can partner and the more resources that are leveraged from the Federal government or from the State then that can help as well, and we look forward to community partners providing those resources as well, so yeah.

CHAIR CRIVELLO: Thank you. Ms. Baisa, and then Mr. Couch.

VICE-CHAIR BAISA: Chair, if I might follow up just for a second. I don't know if Mr. Baz or maybe our Deputy Director can help, but, you know, on that list of services that are provided that Mr. Baz is talking about is rental assistance. And my question is do we have enough rental assistance or do we have long waiting lines for rental assistance?

CHAIR CRIVELLO: Ms. Shishido?

MS. SHISHIDO: Thank you for that question. I brought my notes this time.

VICE-CHAIR BAISA: Very good.

MS. SHISHIDO: So this year the total for affordable rental program is at 946,500. There are four agencies that receive rental assist monies and they are Ka Hale A Ke Ola, Family Life Center, Women Helping Women, and MEO. And it's interesting that last year we

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did have some monies returned from the rental assist program. And but I think this year it's going a lot better. But I think it's interesting that the four agencies get together every month and they are able to discuss who they've been, who, which names have come up and so there's no duplication or nobody going to one agency then going to the next agency and it's a very, I think it's a really cordial kind of a meeting. And everybody helps each other out. So we do have needs out there for sure and the County is helping as much as we can.

VICE-CHAIR BAISA: The reason why I ask the question about rental assistance is, you know, I'm kind of familiar with the program and I think it's really important that we not only provide the money for the rent but that we provide the ancillary services that go with that, the case management. So that we help them learn budgeting, learn how to manage their affairs, get a job and, you know, be a good employee, and hopefully we get them out of the cycle. So for me I think rental assistance is really key.

MS. LOWENTHAL: Our rental assistance program is incredibly helpful to our residents. So many of them would not be able to move out of a shelter setting unless they had that initial help with a rental deposit and security deposit. And for our program they are required to meet with the rental assistance coordinator monthly to check in, see how they are doing, whether they are facing other difficulties, and then we also ask that they attend our financial management class. So we are doing more than just handing out money, we're really, it's a comprehensive approach to ensure that this is going to be a one-time assistance and set them up for a very successful future.

VICE-CHAIR BAISA: Thank you, Madam Chair.

CHAIR CRIVELLO: Okay. Thank you. So, Mr. Couch, any questions or comments in regards to the presentation on the Hale Makana and Ka Hale A Ke Ola?

COUNCILMEMBER COUCH: Yeah. Thank you. You talked about in, one of your comments was talking about affordable rentals, we need more affordable rentals. I know the Department keeps coming up with 201Hs for affordable homes and we keep saying we need more affordable rentals, that, this body has been trying to push that. What's causing that not to happen I guess? 'Cause we still get 201Hs for single-family dwellings.

MR. BAZ: I'll try to take that one on. The County is working on the affordable rentals project in Kulamalu, it went out to bid, bids were received, and so we should be starting construction on that very shortly. I forget exactly how many units are but that's going to be some help. I think one of the biggest challenges that I've seen from a developer's perspective is that affordable rentals have a very, very long-term payback. It's an investment that might take 40 years to get your return on your investment. So when developers come in they're looking for providing, you know, projects like what you've seen so far, you know, the payback on a for-sale unit is significantly quicker than affordable rentals. So I don't know if that's a majority of the problem but I've heard anecdotally from a couple of developers that that's one of the major issues is that. That's why organizations like Ka Hale A Ke Ola and Hale Makua, I mean Hale Makua,

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Hale Mahaolu, EAH, that's why those agencies have been pretty much the only ones that have been successful because they're doing it on a nonprofit status and are getting tax credits and having for-profit partners like Hale Makana had where, you know, so there is some, you know, extra money coming in but there's not a need for that payback. And so when you're looking at it from a, the applications you're receiving from a development perspective, that's the kind of applications you're getting. Hale Mahaolu is going to be, is working on their Ewalu project right now in Kula as well so that's another affordable rental project. While it's for senior's specifically any extra housing that's provided is something that's going to benefit our community because those people are living in probably private rentals right now. And so having them be renting these affordable units provides more affordable housing availability.

COUNCILMEMBER COUCH: Okay.

MS. LOWENTHAL: So I just want to add two notes, first is that oftentimes our homeless resource center is serving as senior housing and that's something really heart breaking for us to see because it's not that they're facing a chemical dependency issue or that they are, you know, have mental illness, they no longer have the ability to work and they also don't have the ability to afford private housing. So we as a homeless shelter are serving as senior housing in a lot of situations. And then the second thing I want to add is that with the right foresight and with the right community partnerships Hale, a project like Hale Makana can be very self-sustainable. We need, you know, we were fortunate to have land dedicated to us for this project and that was a huge help. And we also took on some debt and we are where we are now. Had that not happened this project can make money, it can support itself, so I think it's a great idea for the future to really consider how similar projects can be set up and provide housing for the community.

COUNCILMEMBER COUCH: Okay. Well you mentioned Hale Makana in your presentation and just now. I know you have the transitional housing at Ka Hale A Ke Ola and then they get to stay there two years and if there's room they end up going to potentially Hale Makana and whatnot. Is there, I thought the intent of that was to also be kind of a transitional housing until they can move into unsubsidized housing, 'cause I know pretty much Hale Makana is subsidized housing and we, you know, 50 percent of the income, median income is pretty low bracket. So the question is how did Hale Makana become a permanent or was it always going to be a permanent place? Because we had a testifier there says they've been there since 1999 or somewhere along there and I thought the whole idea was to help people move into the regular mainstream?

MS. LOWENTHAL: So Hale Makana was always intended to be permanent housing. Now once people, you know, have a better job and they're paid more they may electively decide to move on to something else. But they are not required to do so, and this is something I really studied when I first came in. The success of the Low-Income Housing Tax Credit program, and it has been very successful across the country in getting affordable housing built, is that it incentivizes people to better themselves so

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people aren't turning down jobs or doing the minimum because they're afraid of losing their housing because they're going to then going to become over income. We encourage people to do that and then of course they very may well of their own volition decide to move on.

COUNCILMEMBER COUCH: Okay. So maybe I know it was intended to be a permanent thing but maybe we can work on a, something, maybe a five year or something like that just so that people have a chance to move out of there. Because there are like you said you've got a whole bunch of people waiting to move in. And right now because we are at such a dearth of affordable rentals we need to be able to help more people. And, you know, Mr. Baz mentioned Hale Mahaolu and it's a great organization and whatnot but you take a look at some of those places and it's all people who retired and from the mainland and moved here. I know they can't do anything like that but it's one of those things where I wish there was something we could do to at least have somebody that have been here for a little before they can go into a place like that. But I know in my neck of the woods a lot of the people there are people who get on the list on the mainland and then oh, a room's up and then here they come. So a little of both. I know we wanted to deal with the permanent, permanency of Hale Makana which maybe we can make it temporary and then also the other issue. There's many issues, Madam Chair, I'm sorry we're kind of going off...

CHAIR CRIVELLO: No, no, but what I've heard about Hale Makana is that it provides some sort of permanency and the way I'm hearing it, we need to build more of those. Because people can't afford the fair-market rate.

MR. MILLER: Just to clarify...

CHAIR CRIVELLO: Could you speak into the mic please.

COUNCILMEMBER COUCH: Get a little closer. Yeah.

MR. MILLER: The reason that they are allowed to stay is it's a HUD rule and the reason there is a HUD rule is because there is HUD funding. So for any of these housing units that are what's called the HOME program which limits the income to 50 percent of median area income, once they're in there unless they disobey rules or can be evicted by virtue of the same rules that affect the rest of the real estate law in Hawaii, they can stay as long as they want. So I agree with you a 100 percent it would be great if there was throughput and they could stay for so long. But they would have to have a place to go obviously, that's part of the problem of, with that. But it's recognized by HUD as an issue but that's the rules so there's really nothing that we can do about it other than building more affordable housing. And then if you do like Erin said, the financing for the construction is probably available through public/private partnerships similar to what was done with Hale Makana. The key missing element is the land. And you really need "free" land, government land or land that can be leased at a dollar a year or something like that. And that's largely what I think the County is probably hurting for in terms of developing new apartments.

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COUNCILMEMBER COUCH: Thank you, Chair. I got plenty more but we'll move on.

CHAIR CRIVELLO: Yes, thank you.

MR. BAZ: Madam Chair, I do wanna add one comment to Mr. Couch that actually was kind of a revelation to me. I was at a meeting recently and found out one of the major issues with Hawaii is that somebody can basically land here and immediately qualify for public services. There are other states in this country where you have to be a resident for two months or six months or something before you can qualify for those public service benefits. So, you know, there's blogs out there that are telling veterans to move to Hawaii because you as soon as you land you can apply and you can get all of these services immediately. And that's something that maybe we could work with the State Legislature on. I mean I don't want to sound unsympathetic, you know, because there are definitely people that need our help and we're morally obligated to help them, but if, you know, there's this loophole out there that is creating a situation where, you know, people are moving here specifically because they can get services immediately, I'd like to work with the State and try to maybe reduce that and remove that loophole.

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER COUCH: I agree wholeheartedly.

COUNCILMEMBER VICTORINO: Chair?

CHAIR CRIVELLO: Members...Mr. Victorino?

COUNCILMEMBER VICTORINO: Thank you, Chair.

CHAIR CRIVELLO: Any comments in regards to the presentation?

COUNCILMEMBER VICTORINO: Thank you, Chair. And I can feel, I can speak freely today 'cause there's no money involved.

CHAIR CRIVELLO: Yes, we're not voting.

COUNCILMEMBER VICTORINO: Yes.

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER VICTORINO: Anyhow first of all, thank you, Sandy, you took one of my two discussion points right out of the equation, so thank you, Sandy. The other part and this is probably the bigger part of this whole discussion and nobody wants to talk about it, nobody wants to really deal with it but the statement not in my backyard. Let's be honest, we have tried Spreckelsville, Lahaina, there's other places we've tried to put these kinds of community, these kinds of people in need and right away the neighbors like no I don't want this. Now when this was built there was nothing in this

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constituents from the area surrounding and saying why are these housing, why are these people in my neighborhood? Wailuku has a prevalent number of homelessness more than any other area right now. And they're on the streets, we're trying to do things to try to get 'em off the streets. One of the attractions is we have, Madam Chair, groups like Good Shepherd Church and others that feed them. And by feeding them they come to the area, same problem in your area with Hale Kau Kau, oh I get it all the time with that one. So the challenge is we need to build but where? Because every time we've tried we get resistance from the people that are in our neighboring. Right, Steve, I mean we've had this, you know, we've had this discussion many times. So what do, how do we do that, that's number one. Number two, you mentioned the finances and the return, it is almost never comes back to be perfectly honest. So we can build it, we can get land, there are private partners out there would give us land. But the moment we put that, the neighbors will say not here, put it somewhere else. Madam Chair, there's nowhere else, this is an island, we can't ship 'em out somewhere. You're correct, Mr. Baz, but this has been going on for a number of years as far as them coming here because of the real ease of getting benefits. Oahu is even exasperated because of the fact that they have Tripler and the military are going down there in big numbers, that's why their homelessness has grown expediently [sic] because they can get services at Tripler but there's no housing. So we all know the problems, solutions, it's going to take a commitment and whether the Administration commits or not it's going to take all the faith-based groups, it's going to take all the other community groups, and more importantly it's going to take the people of Maui County to say we have a problem and we need to all work together. Instead of some of the e-mails I get from people saying throw them in jail, get 'em out of here, send 'em back, they're human beings, how do you do that? So let's put this, you know, let's call a spade a spade, let's put it on the table. I've, I have, you know, I'm looking for answers because my community right now is inundated. And per capita in this small community we have more mental health services in Wailuku. Right, Mr. Baz? We have given how many homes and other facilities right here in Wailuku Town. We have a large number so that congregates, they come here for help and we don't have the help to offer sometimes, Madam Chair. I've given all the problems, I'm waiting for everyone to say it's time to quit talking and now let's start doing. Do we need another Ka Hale? Maybe, we may need two or three and we'll never close but we need to start saying we need help and we got to do it now.

CHAIR CRIVELLO: Right.

COUNCILMEMBER VICTORINO: You know, tiny houses like Mr. Couch has and all these other, you wanna use containers like they're doing in Honolulu, there's many answers but you have to get the place --

CHAIR CRIVELLO: The land.

COUNCILMEMBER VICTORINO: --and area to put 'em.

CHAIR CRIVELLO: Yeah.

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COUNCILMEMBER VICTORINO: --and area to put 'em.

CHAIR CRIVELLO: Yeah.

COUNCILMEMBER VICTORINO: Thank you, Madam Chair.

CHAIR CRIVELLO: Thank you, Mr. Victorino. Any more comments or questions to further this discussion? If not, I thank you...Mr. Couch?

COUNCILMEMBER COUCH: Sorry I thought some others had questions. Mr. Victorino hit upon something that has been kind of bugging me too. A lot of talk, you know, I know we need the land but we have this organization called the Homeless Alliance, is that what it is called? How can we get them to move a little bit in a more positive direction? I'm not saying they're in a negative direction, it's just kind of from what I've been seeing it's at a stalemate. Like to, I mean you got all the people that are involved in that, in the homelessness in one room and you already have a core group of people. So how do we get them to bust out a little bit? Bust out of the, kind of the holding pattern they're in?

CHAIR CRIVELLO: Mr. Baz?

MR. BAZ: Madam Chair, thank you. Member Couch, I'll, I'm going to go back a little bit about 13 years ago when I was actually involved in the Homeless Alliance. We worked very hard developing plans for a homeless shelter, transitional housing. I mean we had an architect draw a wonderful looking place, you know, that we we're going to be putting in Kihei for homelessness. I mean it was going to be yes, the next Ka Hale A Ke Ola. Land was the issue, I mean it was the sole issue. The State would even fund, DHS came over here and they said you build it, we'll fund it. But land was the issue. So, you know, I feel bad because they're still working on those same issues and they saw the testimony the other day to the Planning Commission about the one that they're trying to do in Lahaina and I mean it's heart-wrenching testimony because you can see the need and it's, this is now 13 years later and it's still there. But yeah I, my answer would be, you know, that land right now is problem, and I'm sure more recent communications with the Deputy Director, and she might be able to provide some other situations . . .(inaudible) . . .

CHAIR CRIVELLO: Ms. Shishido?

MS. SHISHIDO: Thank you, Madam Chair. It's interesting on the evolution of the Maui Homeless Alliance. Thank you, Director Baz. Because the Maui Homeless Alliance is a vehicle whereby the HOME program which is the Department of Human Services or the Homeless Program with the State has involved the Maui Homeless Alliance as becoming a chapter within the, Bridging the Gap. Let me kind of explain. So when we have the continuum of care, which is, sorry, the overall umbrella you have the Oahu group, which is PIC, or Partners in Care, and then because of the funding Maui, Kauai, and Big Island are not able to do it on their own. So we've come all together as neighbor islands and formed the Bridging the Gap or the balance of State and some of

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you may have known it to be. So Bridging the Gap is, so Maui Homeless Alliance now is chartered because of the new HEARTH Act and so this is all through HUD. That we, that's I think the really big picture of what the Maui Homeless Alliance is about. But then you have also the side where all the agencies get together and we are focusing on what's going on out there. I think that's where when we see what the issues are, what, where the, where all the homeless are congregating or some of the, some of the things that are happening here on, here in Maui as well as Lanai and Molokai. This is where we do get together and we try to solve many of the problems, and I think Erin can speak more about the Homeless Alliance but we, it is a, it's in, it's a time when we all share each other's stories and ask for help, and so it's a viable organization and we're trying the best we can.

CHAIR CRIVELLO: Mr. Couch, Members, I think we're kind of going off our agenda for Hale Makana O Waiale, the presentation, and the, I think the Homeless Alliance topic we can bring it back and perhaps bring representatives of that alliance through the Department and be more precise in answering the questions that we have. If you don't mind, Mr. Couch? Thank you. So if we have no further questions or comments or discussion in regards item HHT-7, with, in regards to the presentation that we've had, Members, I would like to at this time defer this item. Before doing it, I would like to thank, thank Ms. Lowenthal and Mr. Miller, and Ms. Shishido for being here and for your presentation.

MS. LOWENTHAL: Thank you, Chair.

CHAIR CRIVELLO: Members, no objection, I will defer this item?

COUNCILMEMBERS: No objections.

COUNCILMEMBERS VOICED NO OBJECTIONS (excused: DSG).

CHAIR CRIVELLO: Thank you.

ACTION: DEFER pending further discussion.

ITEM HHT-1(3): PRESENTATION ON RESOURCES AND SERVICES PROVIDED BY IMMIGRANT SERVICES DIVISION, DEPARTMENT OF HOUSING AND HUMAN CONCERNS

CHAIR CRIVELLO: I would like at this time for us to move on to the second item on our agenda, HHT-1(3). Thank you. So, Members, I have requested that the Department of Housing and Human Concerns provide the Committee and the public with an informational presentation on its Immigrant Services Division pursuant to Rule 7(B) of the Rules of the Council. Specifically I thought it I would be helpful for us to hear what County resources and services are available to assist our immigrant population. And invite the public to contact the County to take advantage of these resources. So,

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Ms. Shishido, would you please proceed with your presentation. I'd like you to note that distribution of this presentation is available.

MS. SHISHIDO: Thank you. I think the PowerPoint will start in a few minutes.

CHAIR CRIVELLO: Do we need a brief recess? At this time I'm going to call for a brief recess.
...*(gavel)*...

RECESS: 2:35 p.m.

RECONVENE: 2:38 p.m.

CHAIR CRIVELLO: ...*(gavel)*... At this time I'd like to ask the Deputy Director Jan Shishido to start her presentation. Members, you also have a handout for this. Thank you.

Note: Computer-generated presentation.

MS. SHISHIDO: Good afternoon, Chair Crivello and Councilmembers. Thank you for this opportunity for me to share about our wonderful grants, Immigrants Services Division. Okay and let's see, here we go. So Immigrants Service Division, is a division of Maui County's Department of Housing and Human Concern. And our mission is to assist new residents of Maui County to become fully integrated, productive members of our community. We provide free assistance to non-immigrants, immigrants, and non-migrant, and citizens with a wide range of immigration-related matters including family-based petitions, permanent residency, and citizenship. If you have any questions you can stop me at any time. I wanted to introduce the staff at Immigrant Services Division, and this picture was taken last year at the 2014 employee of the year recognition luncheon. And this is my immigrant services team and they were the team of the year for our Department. So we have Mayor, and we have our former Director, Jo-Ann Ridaio, and if you're watching, Jo-Ann, I really miss you. And then we have Lydia, I'm sorry we have Margie Santos, Lydia Tattsuke, and Nicole Kealoha, and of course missing from this picture is our Office Manager, Jenny Kaihewalu. And their just diligence and perseverance in serving our community is second to none to assist our immigrant residents. So here we have our summary of activities and services. And the four main areas actually that I will be speaking upon is direct client assistance, education, outreach, and referrals from the different agencies within our community. And as you can see some of the services that we provide are on the right-hand side. So our direct services, as you know we are, we have four offices here with the, in the County of Maui. We have our Wailuku office, which is at the One Main Plaza. We have our Lahaina Office, the West Maui Senior Center. On Molokai, on the, in the Moore Center, in Kaunakakai, and in Lanai we have our Immigrant Services Office in the Lanai Senior Center. So if you check out our website which is on, which is the www.mauicounty.gov and go to our Department and click onto our Immigrant Services Division, you'll see a disclaimer that says that Maui County Immigrant Services is not staffed by attorneys and [*sic*] meant as a substitute for legal counsel. So if your situation is complicated or involves the risk of financial loss,

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criminal liability, removal or deportation, you should seek the advice of an attorney. We are not immigration. Immigration is found with United States Citizenship and Immigration Services, on Oahu. And I'll be referring to, I'll be referring them as USCIS. So our offices provide free assistance in filling out USCIS forms, and so we provide and review accuracy and completeness, and of course again we do not adjudicate cases or provide legal advice. And if you can see that, I think one of the things that I appreciate this Division the most is because they take care of the barriers that are involved when it comes to all the forms and documents that are out there, and so when it comes to language barrier and especially the knowledge of what these are like, it gets quite complicated and so the gals are just phenomenal in helping each of the clients go through all the verbiage and the forms, and the applications. Okay. So the second one is education. So Immigrant Services Division, and this is part of the outreach as well for our Division, we provide naturalization classes to prepare participants for the naturalization test and interview at the USCIS Office in, on Oahu. We also partner with MEO, and Enlace Hispano Program, and we partner with them to provide a safe learning environment to lawful permanent residents who seek in becoming U.S. citizens. Among our staff we have Lydia, who's in the audience if you have any questions you can ask Lydia, who is fluent in Ilocano and Tagalog, I always have trouble with that one, sorry. And then MEO, MEO is Enlace Hispano's Leonardo, he is fluent in Spanish. But then we do encourage students to bring someone into these classes such as family members who speak their language to serve as their interpreter, and there are exceptions to the English requirements; however, applicants must be eligible. You also have before you the naturalization workbook that is used in the classes for the participants. And I'm wondering if you can pass the test? It's quite interesting and there's a lot of details in there about American history, and then there's also a lot of vocabulary. Oh, I should mention this is one of our classes and its usually held at the Maui Mall, the Maui County Business Center, so just want to give a shout out and thank you for the business center for allowing us to use their space in the back. Outreach, so this is a third area of focus that we have with Immigrant Service Division and this would be the outreach and in this particular when I say outreach it's kind of two-fold because the outreach comes from the consulates. So we do have for example in this particular case the Philippine Consulate outreach. So they do an outreach to our community, and here again I better give a shout out to Department of Finance who allows us to use the DMV facility for the outreach. And so the picture on the left is at the DMV, and you can see the amount of people that were being, that are being served. As well as on the right is a photo of Consul General Gina Jamoralin, and she's the new Congen that is swearing in, the new dual citizenship; it's a ceremony that has the U.S. citizens become again Philippine, Filipino citizens. So now it become dual citizenship. So that ceremony is also done and that's at the DMV as well. Just to let you know, this picture was taken just recently in our August outreach with the Philippine consulate. And we had approximately a little over 250 people that we served that weekend. It's, they come in on Saturday all day and then Sunday most of the day. And I wanted to mention also that we had two from Molokai that came in to get their, either their passports done as well as four from Lanai that came in that day. Again to kind of, to talk about outreach we have the consulates like the Mexican consulate who comes to Maui, they do their outreach, but then I just have to add in that like the Philippine consul outreach work it happens way before

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they come. And who does all the work? It's the staff at Immigrant Services here on Maui. Because they're the ones who put together all the forms, they're the ones who check all the, making sure the documents are correct. Because if no documents, if the documents aren't correct then it just gets thrown out and they have to start all over again. So kudos to the staff at Immigrant Services. And so just to...this was a slide that wanted to give you an idea of the Philippine consulate outreach on Maui that, and my bad, I was corrected that it wasn't June that they came it was April. So in April-August of this year they were here. And they are coming back October 3rd and 4th. Can I publically say that now? 'Cause they'll start coming to our office. Come on down to our office. And so the next outreach is, mostly it has to do with renewal of passports. And we're really going to scrutinize and prioritize this time because we want to be sure that we do get our residents that need their passports renewed and that they are pretty, that it's going to be expiring soon. So we are hoping that there'll be a smoother process. Again we do dual citizenship and we also, we're getting a lot of marriage abroad status information meaning the Filipino marrying Americans. So just as an overview again we did have over 250 clients over a two-day period, and this, when I, when they talk about biometrics it has to do with their screening of their eyes and their fingerprinting for their passports. And again a big shout out to Finance Department for helping, having us, their facility at the DMV. And I think the main, one of the biggest benefits that we have Philippine consulate come to us is the cost savings for families and having, not having to go to Oahu, 'cause when you think about the rising costs of airfare, a family of four, five, it's easy to spend about a thousand dollars now to just get to Oahu to be able to go and see the Philippine consulate. And not to mention possibly the cost of rent-a-car or even and then their shopping. So anyway, that's one, that's the, I think the most heartfelt thing for me when the Philippine consul can help us on Maui, Molokai, and Lanai for that cost savings. As I mentioned, when we have interagency involvement, that's our fourth biggest involvement with the immigrant service. We are, this is a picture that recently in June of this year the USCIS, which is located on Oahu was sent over, Katy Leung, which is which she is the Regional Field Officer, and Darlene Kutara, who's the Community Relation Officer, and they spent three days on Maui going from private sector to government, to just areas that would involve immigration. And they were, it was very comprehensive and the list goes on and on. They went to HC&S, talk to the employees, they went to Ka Hale A Ke Ola because there's a lot of COFA immigrant that is there and so they were able to talk to the COFA people as well as some of the agencies included Social Security and the Welfare Office as well. So they were really happy to dialogue with the USCIS. So some of our major accomplishments and this is over time we have seen about 200 residents on Maui become citizens and nearly 300 became employment eligible as lawful permanent residents. And I think when we also talk about outreach I really wanna see and I think we are starting to do more is on the term acculturation. So acculturation has to do with really getting involved with community and going out there to be able to develop a relationship whether from, like I mentioned here, high schools. And looking at some of the clubs that are in the high schools and being able to be able to give out information like on the DACA, which is the deferred action for childhood arrivals students. And also acculturation I'm just so proud of the Lahaina tutoring program and they, which whereby the English language learners are provided with the help they need in reading, and in reading and language

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arts. As well as because of the testing as well as with social studies and I believe and math. And so Immigrant Services, that's our address and you can reach us in our Wailuku Office at 270-7791, and I am open to questions.

CHAIR CRIVELLO: Thank you, Deputy Director. Members, the floor is now open for questions of our Administration in regards to the Immigrant Services Division as provided by our Department of Housing and Human Concerns.

COUNCILMEMBER VICTORINO: Madam Chair?

CHAIR CRIVELLO: Yes, Mr. Victorino?

COUNCILMEMBER VICTORINO: You know, I did quick, take a quick...I could pass, no problem. But I like the way they have it set up, you know, you know, and when they ask you how many wars were fought in the 1800s, how many wars, you know, all the answers are correct but they give you a lot of good choices, and so I like the way it's all set up. And I think sometimes I wish this was taught in our schools today 'cause too many of our schools have lost history and civics as part of their core values. And so how does our students know what the future can hold if they don't understand the past. But that's a commentary. I wanna thank you first of all for bringing this to our attention, it has served many of our citizens and especially of various ethnicities, and immigration has always been a challenge and we are a country of immigrants and we are State of immigrants, every one of us except the host culture, and even the host culture came here by canoe but didn't have immigration at that time. All came at some point of our history. My question to you is do we have, are we giving you enough funding to continue the onslaught of immigrants? And we have a lot, we have a lot of illegal immigrants who are just too afraid to come out of the woodwork to come forward to even try to become legal citizens. So is there enough outreach for those areas? So that's the two questions I have. One, do we give you enough funding to do your job that you see in front of you? And do we have enough outreach to make sure that those who are for lack of a better term hiding because they are afraid to come out where we could assist them at least to get them on the right track? What is your feeling in this respect?

MS. SHISHIDO: Madam Chair?

CHAIR CRIVELLO: Yes, thank you.

MS. SHISHIDO: Thank you, Mr. Victorino, for that question. First answer for the budget, we could use more. We could definitely use more. I'll always ask for more and the reason for that is because if you look at our Lahaina Office for example we're in a very, very tiny I would say closet, you know, but because we're just there one day a week. But if we had the staffing, if we had the staffing and the support, and the money, that we could open the Lahaina Office more often. So we just open it every Thursday from I believe it's 7:45 to, oh they're saying no, 8 o'clock.

UNIDENTIFIED SPEAKER: Eighty thirty.

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MS. SHISHIDO: Oh, 8:30 till 3:00 I believe.

COUNCILMEMBER VICTORINO: Okay.

MS. SHISHIDO: Yeah. So that would be question number one, so yes. Thank you for that question. Question number two in regards to how can we better get out there and that would be the acculturation portion of my presentation. And acculturation is something that I think that we are, we will need to be more strong in. And one of the ways is through some of the internship programs that we have. One with the University of Hawaii Maui College, we do have the cooperative learning partnership. So they provide many of the internships. Also we work with Job Corps, and Job Corps is, has a lot, we've had many Marshallese students that come down. But interestingly enough our last UHMC intern was from, I believe he was from Chuuk. So he, his eyes pretty much opened up to see that immigrant services can provide so much for his community and so he's been even helping us with the Philippine consulate and is going out there and really helping his community be able to use our services as well. And I think being part of FACE, which is the faith-based community action team, and we are trying to be more I guess active in seeking some of the COFA residents as well 'cause yes you are right, they are shy. And I've been to many of the church meetings as well and involved with some of the Marshallese community.

COUNCILMEMBER VICTORINO: Do we get any, and my last question, I'll let others ask, do we get any outside funding from any other sources beyond what the County gives you?

MS. SHISHIDO: No.

COUNCILMEMBER VICTORINO: So nothing from Feds or any other of the, yeah...do we have an immigration office here in Maui County for immigrants? Not you guys, Fed and State?

MS. SHISHIDO: No.

COUNCILMEMBER VICTORINO: No, nothing right?

MS. SHISHIDO: No.

COUNCILMEMBER VICTORINO: Everything goes to Honolulu.

MS. SHISHIDO: Everything goes to Honolulu.

COUNCILMEMBER VICTORINO: Yeah. And that's what I thought and I...okay. Thank you for that clarification 'cause I've believed that to be true and now you've answered that question. Thank you. I'll let other ask questions, Madam Chair.

CHAIR CRIVELLO: Thank you, Mr. Victorino. Members, any other questions, comments? Mr. Hokama?

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COUNCILMEMBER HOKAMA: So, Mr. Ueoka, if we do the processing, we responsible for that individual's legal status in this County?

CHAIR CRIVELLO: Mr. Ueoka?

MR. UEOKA: Thank you, Chair. I don't believe we actually do any of the processing, we're strictly assisting with the filling out of forms and stuff. No legal...

COUNCILMEMBER HOKAMA: So background checks, that's not our responsibility?

MR. UEOKA: I don't believe we go to that extent, it's just form filling out and stuff. It's very assistance based. Yeah.

COUNCILMEMBER HOKAMA: So, Director, who does the background checks if anything that's required for the application for...

MS. SHISHIDO: That would be --

COUNCILMEMBER HOKAMA: The application.

MS. SHISHIDO: --that would be the USCIS, that would be the United States Citizenship and Immigration.

COUNCILMEMBER HOKAMA: So they would still need to do Oahu?

MS. SHISHIDO: Yes.

COUNCILMEMBER HOKAMA: Kind of interested because, you know, we don't have borders where they just cross the border to entire Hawaii. So what is the level of so-called illegal immigrants? 'Cause it'd be, I mean somehow they got on one plane or a one boat, they couldn't cross the ocean, just walk across. So what is the status of this so-called illegal immigrants group?

MS. SHISHIDO: I'm thinking...may I ask one of my girls?

COUNCILMEMBER HOKAMA: Sure.

MS. SHISHIDO: But I'm thinking that they probably came here on a visa?

COUNCILMEMBER HOKAMA: So which is a legal document. So how they became illegal?

MS. SHISHIDO: They expired and they never went back.

COUNCILMEMBER HOKAMA: See I got issues with taking, you know, that kind of decisions made by individuals and then now we have put up government assistance to get it corrected, I get problems with that. Okay. I'm not that sympathetic to pay for

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somebody else's conscious decision not to follow the law. So you get hard time asking me for money for that kind stuff 'cause I understand before they could come they had to verify residence and employment. So I don't know how we end up with all of this additional services we have to pay for, not the Feds, not the State. We shouldn't even be in this situation. What the hell is the State doing? They control the airports and the harbors. How is all these things happening and why isn't the State doing their job? Have you asked the State for money, Director? Can we assist you getting...I mean --

MS. SHISHIDO: No.

COUNCILMEMBER HOKAMA: --immigration is a Federal thing. And it's a big issue right now on what we're gonna do to secure the borders. Hawaii's a front line, I'm sure we're gonna do more securing also. So, you know, for me I have, you know, for me it's hard enough to just pay what we got to do as a County then ask me for give money to things that we not truly responsible for. Okay. Thank you, Chair.

CHAIR CRIVELLO: Thank you, Mr. Hokama. Any other Members' comments or further discussion? Thank you. Before we conclude I'd like to repeat at least for the public that, about direct assistance and maybe more indulgence into what sort of direct assistance we provide. So in Wailuku it's at the One Main Plaza. In Lahaina at the West Maui Senior Center at 788 Pauoa Street, and on Molokai at the Moore Center on Kamo'i Road, and at the Lanai Center at 309 7th Street. And then to contact the Immigrant Services Division of the Department call 270-7791. Members, if you...yes Mr. Hokama?

COUNCILMEMBER HOKAMA: May I ask you to consider sending the Director a letter? I would be interested in how each office, the four locations, the number of clients, if that's the right term that they assist and what is the breakdown of the clientele? Is it...I know for Lanai it makes sense, it's going to be mostly our immigrant Filipino residents and I understand that. But I mean I'd be interested if we're dealing with some other groups that may have some specific issues. So whether it be the Micronesians, the Marshallese, you know, my thing is I think there's a point for us to get Federal assistance for that one at least.

CHAIR CRIVELLO: Right.

COUNCILMEMBER HOKAMA: Since it was a Federal directive on where these peoples had to go --

CHAIR CRIVELLO: Right.

COUNCILMEMBER HOKAMA: --after we bombed the hell out of their land.

CHAIR CRIVELLO: Yeah.

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COUNCILMEMBER HOKAMA: So, you know, for certain things I think we can get assistance because it was a Federal decision. And, you know, I think that would assist Ms. Shishido and her Division to provide what they feel is appropriate for our County.

CHAIR CRIVELLO: Thank you. I'll have note, Staff note that. Thank you. If we have no further discussion I'd like to and if you have no objection, I'd like to defer this item?

COUNCILMEMBERS: No objections.


COUNCILMEMBERS VOICED NO OBJECTIONS (excused: DC, DSG).

ACTION: DEFER pending further discussion.

CHAIR CRIVELLO: Thank you. Members, we have completed today's agenda, and I would to thank representatives from the Administration and our resource personnel from Ka Hale A Ke Ola Homeless Resource Centers for their participation. With that, the September 3, 2015 meeting...before I complete adjournment I'd like to thank my Staff, Tammy Frias and Carla Nakata as well as you, Members, for being here. The meeting is now adjourned. . . .(gavel). . .

ADJOURN: 3:07 p.m.

APPROVED:



STACY CRIVELLO, Chair
Housing, Human Services, and
Transportation Committee

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Transcribed by: Jean Pokipala

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CERTIFICATE

I, Jean Pokipala, hereby certify that the foregoing represents to the best of my ability, a true and correct transcript of the proceedings. I further certify that I am not in any way concerned with the cause.

DATED the 28th day of September, 2015, in Wailuku, Hawaii

A handwritten signature in cursive script, appearing to read "Jean Pokipala", is written over a horizontal line.

Jean Pokipala