

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE

Council of the County of Maui

MINUTES

July 12, 2016

Council Chamber, 8th Floor

CONVENE: 9:03 a.m.

PRESENT: VOTING MEMBERS:

Councilmember Stacy Crivello, Chair
Councilmember Gladys C. Baisa, Vice-Chair
Councilmember Robert Carroll
Councilmember Michael P. Victorino

EXCUSED: VOTING MEMBERS:

Councilmember Don Couch
Councilmember Don S. Guzman
Councilmember Riki Hokama

STAFF:

Carla Nakata, Legislative Attorney
Tammy M. Frias, Committee Secretary

Ella Alcon, Council Aide, Molokai Council Office (via telephone conference bridge)
Denise Fernandez, Council Aide, Lanai Council Office (via telephone conference bridge)
Dawn Lono, Council Aide, Hana Council Office (via telephone conference bridge)

ADMIN.:

Mayor Alan M. Arakawa
Carol K. Reimann, Director, Department of Housing and Human Concerns
Jan Y. Shishido, Deputy Director, Department of Housing and Human Concerns

OTHER:

Maui Homeless Alliance panelists:
Maude Cumming, Family Life Center
Thelma Akita-Kealoha, Catholic Charities Maui
Monique Yamashita, Ka Hale A Ke Ola
Greg Payton, Mental Health Kokua

PRESS:

Akaku--Maui County Community Television, Inc.

CHAIR CRIVELLO: . . .*(gavel)*. . . Good morning. The meeting of the Housing, Human Services, and Transportation Committee will now come to order. It's about 9:03 a.m. on Tuesday July 12, 2016. Before we begin, may I please request that we all turn off or silence our cell phones or other noise-making devices? I'd like at this time to introduce our Committee voting Members. I want to thank you, first of all, for allowing us at least to have a quorum, even if it's a bare quorum. I'm the Chair,

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Councilmember Stacy Crivello. And my Vice-Chair is Councilmember Gladys Baisa. Thank you.

VICE-CHAIR BAISA: Good morning, Chair.

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

COUNCILMEMBER CARROLL: Good morning, Chair.

CHAIR CRIVELLO: Good morning. Member Don Couch, and Member Don Guzman, and Member Riki Hokama are excused today. At this time, Councilmember Mike Victorino.

COUNCILMEMBER VICTORINO: Aloha and good morning, Madam Chair.

CHAIR CRIVELLO: Aloha and thank you for being here. I'd also like at this time to introduce our Administration representatives. Of course we have the honor of having Mayor Arakawa with us this morning.

MAYOR ARAKAWA: Good morning.

CHAIR CRIVELLO: And with us today is Director of Housing and Human Concerns, Carol Reimann.

MS. REIMANN: Good morning.

CHAIR CRIVELLO: Thank you for being here.

MS. REIMANN: Thank you.

CHAIR CRIVELLO: And Deputy Director of Housing and Human Concerns.

MS. SHISHIDO: Good morning.

CHAIR CRIVELLO: Thank you. And of course, I don't think we'll need a Corporation Counsel representative today, so we'll excuse our Corporation Counsel's presence. With us today is our Committee Staff, Tammy Frias, Committee Secretary. Thank you. And Carla Nakata, Legislative Attorney. Members, we have a single item on the agenda today. So we'll get started with public testimony. I'd like to also note that we have interactive communication from our outlying Districts of Molokai, Lanai, and Hana. Assisting us this morning from the Hana District Office is Dawn Lono.

MS. LONO: Good morning, Chair. This is Dawn Lono at the Hana Office.

CHAIR CRIVELLO: Do you have any testifiers? 'Cause I understand we're probably gonna get...

MS. LONO: There is no one waiting to testify.

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CHAIR CRIVELLO: There's no one waiting? Members, power...a notice has been made that power will be turned off in Hana in a little bit, so. Molokai District Office, Ella Alcon.

MS. ALCON: Good morning, Chair. This is Ella Alcon on Molokai and there is no one here waiting to testify.

CHAIR CRIVELLO: Thank you, Ella. And from the Lanai District Office is Denise Fernandez.

MS. FERNANDEZ: Good morning, Chair. This is Denise Fernandez on Lanai. And there is no one waiting to testify.

CHAIR CRIVELLO: Thank you, Denise. At this time, I'm just going to...because we have no testifiers in the District Office, we'll just await for further notice via e-mail, if we'll have any testifiers. I won't be going back to the District Offices. At this time, for individuals who will be testifying in the Chamber, please sign up at the desk located in the 8th floor lobby, just outside the Chamber door. If you will be testifying from the remote testimony location specified on the meeting agenda, then please sign up with the Council Staff at that location. Testimony will be limited to the item listed on the agenda today. Pursuant to the Rules of the Council, each testifier will be allowed to testified for up to three minutes per item. When testifying, please state your name, and the name of any organization you are representing. At this time, we'd like to call our first testifier.

MS. NAKATA: Madam Chair, there is no one who is signed up to testify in the Chamber.

CHAIR CRIVELLO: Thank you. Members, as you know, we have no testifiers in the Chambers, nor at the District Offices. So at this time if we have no objections, I'd like to close public testimony.

COUNCILMEMBERS: No objections.

CHAIR CRIVELLO: Thank you.

ITEM HHT-38: HOMELESSNESS IN MAUI COUNTY (CC 16-131)

CHAIR CRIVELLO: Our one particular item today on our agenda, HHT-38, is Homelessness in Maui County. The Committee is in receipt of County Communications 16-131, from myself, Councilmember Stacy Crivello, relating to the matter of homelessness in Maui County. The Committee may receive a presentation from the Maui Homeless Alliance and the Department of Housing and Human Concerns on the homeless population in Maui County, and available programs and services. The Committee may also consider the filing of County Communication 16-131 and other related action. So at this time, I'd like to ask the Department of Housing and Human Concerns to introduce our panelists today. Because today we have our Maui Homeless Alliance panelists. Director? Oh, Mr. Mayor?

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MAYOR ARAKAWA: If I may, Chairman?

CHAIR CRIVELLO: Yes you may.

MAYOR ARAKAWA: I'd just like to make a few brief comments, introductory comments, and then I have appointments in my office. The homeless situation is growing increasingly and we're having a lot of complaints at various facilities and areas around our County. One of the strongest...one of the biggest strengths that we have are the groups that are working with the homeless in our nonprofit agencies. And when we came down to talk to you in November, we pointed out very clearly that our plan is to incorporate the nonprofits that are already working with the homeless population in their various capacity and try to get them to expand facilities and...mic's moving...try to expand facilities and personnel to be able to absorb the growing numbers of homeless that are occurring in our community. Now I personally believe, and I think you'll hear it in testimony, that the group that is best situated on Maui to handle the homeless population are the experts that we have in the nonprofit agencies. The challenge has been that they are underfunded, and the facilities that they have are not adequate to meet the demand of all the homeless population that we have. It's a growing population. They literally handle hundreds and hundreds of situations throughout their different organizations on a regular basis. And it's not for lack of trying, it's for lack of resources that we're not being able to catch up with all the homeless that are occurring in our community. I believe that if we have more resources put to the agencies, we'll be able to facilitate much better care and be able to absorb most of the homeless into the process that we already have in place. So part of the program that we have to be able to incorporate is housing and in the next meeting I believe we'll talk about housing in and of itself. But the greater need is for the support services that most of these agencies already supply and could supply at a higher level if they were given the resources to be able to handle the higher level demand. I have no doubt in my mind that the homeless population is going to continue to grow unless we take some really dramatic action to be able to alleviate the lack of personnel and the lack of support services that we have. It's something that is happening nationwide. And I'm seeing this in many, many other communities, not only in our nation but in the world. So we're not unique to Maui. The reality is that many of our home prices right now are out of the reach for normal working people...working families. So even if they have a job, many of our homeless are homeless because they can't afford the rents because we have no available housing for them to be able to buy or get into. And that's very, very problematic as well. And that's something that, at the next meeting or subsequent meetings, hopefully, we'll be able to get into. But please listen to the group that's here today. And understand that all the money that we put into homeless...what the Council puts into nonprofits is not going directly to homeless at this point. All the nonprofit agencies here have numerous different clientele that they're working with in the nonprofit area. And the Department will explain to you that it's just a small proportion that is actually going to deal with homeless as an issue. And we need to be able to expand that amount of funding to be able to alleviate this growing cancer in our community. And mark my word, it is a growing cancer. We're seeing situations and I just got complaints over at Ukumehame. There's a

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concern that homeless may have set the fire and it's only by faith and the act of God that some weren't killed in the fire that's there. So as they're hiding in various places, and we're having these kinds of disasters occurring, we're going to put ourselves more and more at risk as a County for not taking care of these situations. The homeowners who are bordering the County area, are very, very much afraid that lawsuits will occur if the homeless are forced into the area and something happens on their properties. But they're living in the County areas now. So this is something to take into consideration. We need to deal with this for economic reasons as well as social reasons. And it's something that needs to be dealt with very quickly. I'm also gonna point out that with the Governor's declared emergency, right now we can get things through the permit process and we can do sole-source allocations. And that will disappear once the declaration is gone. So we won't be able to deal sole source and be able to go directly to the agencies that are currently handling some of our client...some of the clients. But we'll have to go out to bid, which lengthens the process considerably. And that time delay which is months and sometimes years is very, very costly to our community. So I'm very, very thankful that the Chairman is putting this issue up before the Council today, this Committee. It's a very, very serious issue. And you'll notice that Honolulu and the Governor are on front page of today's *Advertiser...Star Advertiser* having to deal with it and all of the trash that's piling up. We're having sweeps but we do need to create homes and real situations that we can get the homeless population into sanitary, livable conditions. And at some point, in the next few meetings, we'll discuss the actual types of unison we may need to purchase. The...we do need to be able to get restroom facilities, shower facilities, all the general health amenities put into this picture as well. And I'm sure that with our partners in the nonprofit agencies that we have, we'll be able to take care of much of the problem. Perhaps not a 100 percent but much of the problem. So thank you very much. I apologize, I'm going to be leaving. If there's any questions that you have of me, the Director can call me and I'll come down.

CHAIR CRIVELLO: Thank you, Mayor.

MAYOR ARAKAWA: But thank you very much.

CHAIR CRIVELLO: Thank you. At this time, like our Mayor said, homelessness is a serious situation. And, you know, it's our kuleana to try and provide homes for our residents of Maui County. Yes?

MAYOR ARAKAWA: I forgot just one thing. Dealing with the homeless is actually less expensive than not dealing with the homeless.

CHAIR CRIVELLO: Yes.

MAYOR ARAKAWA: It costs us almost double. On a national average, it cost over double to not deal with the homeless as we should. So by actually building the homes, creating the support service, we will save the taxpayers' money. Probably close to 50 percent. So it's incumbent on us to deal with the situation. Thank you.

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CHAIR CRIVELLO: Thank you. Thank you. Director, I'd like to ask you to introduce the panelists and give us a little...and have them give us a little background before we do our presentation.

MS. REIMANN: Aloha, Chair. Thank you so much for the opportunity for the Maui Homeless Alliance to present today. Deputy Jan Shishido has been a part of the Homeless Alliance for many years. So...and she's worked hard with this group to effect this presentation. So at this time I'd like to turn the mic over to Deputy Jan Shishido.

Note: Computer-generated presentation.

MS. SHISHIDO: Yay. Thank you. Good morning, Chair Crivello and Members of the Council.

CHAIR CRIVELLO: Good morning.

MS. SHISHIDO: Thank you for this opportunity to...for us to share with you about the Maui Homeless Alliance. Oh, sorry. Jan Shishido, Deputy Director, Department of Housing and Human Concerns, we gotta be proper on this 'cause you'll get me later, Councilmember Victorino. And so...and also a member of the Maui Homeless Alliance. So as the Mayor said, thank you for the opportunity to have us share with you about the Maui Homeless Alliance. And this morning we're here to share with you a PowerPoint, which you have in hand. And also for your reading pleasure, I did hand out the 2015 Homeless Utilization Report, the annual report. And it's 2015 'cause that just came out in April or May. So the 2016 is now being prepared. So this annual report is produced by the Center of the Family at the University of Hawaii at Manoa and the Homeless Program Office, which is with the Hawaii State Department of Human Services. And so this report also has a lot to do with the data collected in the Homeless Management Information System, or HMIS. And yes you'll hear a lot of acronyms today. But we will get to...you'll hear more about data collection as the presentation goes on. Before we continue, I would really like to thank the Maui Homeless Alliance members who are in the audience. As I wave to them and they're waving back to me. Thank you so much for your support here today. And so now for the panel, I'd like to introduce the Executive Board of the homeless...Maui Homeless Alliance. I have Co-Chairs, Maude Cumming, who is the Executive Director of Family Life Center. Next we have our Co-Chair, Thelma Akita-Kealoha, and she is with Catholic Charities Maui. And our Secretary, Monique Yamashita, she is the Executive Director of Ka Hale A Kc Ola Central and West Side. And we're so honored this morning to have with us the Executive Director of Mental Health Kokua, Greg Payton. Thank you, Mr. Payton, coming all the way from Oahu and he is a member of PIC, Partners in Care. Which is the other part of the Continuum of Care, CoC, which we will...it'll be part of the slideshow. So just bear with me as I keep rattling off these acronyms. Okay, so I know I looked at this PowerPoint hundreds, literally hundreds of times. And yet I want to thank Carla Nakata and Thelma for catching some of the typos. But I want to apologize in advance as well that there's still typos in there. So, I don't care how much you look at these things, you always have typos. Okay, so here

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we go. Maui Homeless Alliance, a chapter of Bridging the Gap, BTG, Continuum of Care, CoC, Balance of State. Maude, you want to elaborate on that?

MS. CUMMING: I just wanted...

CHAIR CRIVELLO: You can take it off. If it's easier.

MS. CUMMING: I just wanted to preface by saying that our goal is to end homelessness. Our goal is to work ourselves out of a job. I need to be out of a job. There are many other things that we need to be doing. Primarily it's working on housing, not homelessness, so at the very outset I just wanted to make sure that everyone understands that we are not here because we need to...any of us need to create empires or create longevity in our work because we want to end this problem. And we want to work ourselves out of a job. And that is really the goal of the Maui Homeless Alliance, which started over 25 years ago as a brown bag, grassroots efforts. And it was just a group of people that began gathering together to discuss some of the issues of homelessness. And along the way, it has developed and to a more organized structure right now. And but we still have the same goal. We want to dispel any myths and we want to look for solutions. And we want to have a strategic way to end homelessness where we have a plan. We're not just picking solutions out of the sky. We don't want to be solutions looking for a strategy. We want to have a strategy that creates solutions.

MS. AKITA-KEALOHA: I just wanted to add. Maui...

CHAIR CRIVELLO: You introduce yourself, please, Thelma.

MS. AKITA-KEALOHA: Oh, I apologize. Thelma Akita-Kealoha, Catholic Charities Hawaii, and I wanted to add to what Maude is saying because Maui notoriously...and I don't know that notoriously is always a bad word, but we do have a reputation for working together more than some of the other islands and counties. And when Maude was talking about that brown bag group that they started with, this is no way had anything to do with what the State was doing. It wasn't regulated. It was a bunch of concerned people and organizations that wanted to do something in the community. And we still do. I know, even now when we meet with all of our member agencies, and you're gonna see them, and even nonmember agencies, we do get questioned about why are we in this? Are we getting funding? And I can honestly say as the Co-Chair that we're not getting funding from the County to do this job. We do it because we care about the community and this is how we help our community and Maui County. Thank you for the...

CHAIR CRIVELLO: Thank you. Thank you.

MS. SHISHIDO: Thank you. And, Councilmembers, just letting you know that if in case you need to ask questions, please...

CHAIR CRIVELLO: We'll let you go through with your presentation --

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MS. SHISHIDO: Okay. Okay.

CHAIR CRIVELLO: --Ms. Shishido. And then we'll come up with our questions, and if participation need to come from your panel, just introduce them.

MS. SHISHIDO: Okay.

CHAIR CRIVELLO: Thank you.

MS. SHISHIDO: Thank you. And so we thought we would start out with, sort of defining who are the homeless and why are people homeless? And so we know that there are many reasons and one of the biggest reasons, of course we know is housing, our economy, as well as just poverty in our nation and in our State. Anyone wants to elaborate on this?

MS. AKITA-KEALOHA: You're gonna get the slideshow, or you probably have a hard copy but it shows here that there are three...the top three reasons for homelessness is poverty, of course you folks all knew that, lack of jobs and of course the lack of affordable housing. And right now, nobody in this State has the supply to meet the demand. We never have. And when, you know, if we don't have housing for our regular people, where are these people gonna go into? And they already have other issues that they're dealing with. You know, some of them do work, some of them don't. And a lot of them are in poverty. The other thing to think about is that we all had...well we know about that foreclosure crisis that we've...we had. Well there's been 5 million families that were affected in this foreclosure crisis. So those 5 million families are either homeless or looking for rentals just like everybody else.

CHAIR CRIVELLO: Thank you.

MS. SHISHIDO: We also wanted to define homeless. And I think one of...the definition at the top is someone who is not meant for...somewhere...a place that is not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, on the streets, and also those in the transitional emergency shelters. And we wanted to be sure to really explain how you define homeless. And HUD also has their definition...strict definitions as well. Okay. So what does it...what does not meet the HUD definition of homeless? So as you can see if you're living with a friend, if you're persons living in motels, and this is a place where maybe one of you can help us define, which we rarely hear, but there is that big question about. You hear about what are the...where and what are the hidden homeless? Monique?

MS. YAMASHITA: Hello. Hi. I'm Monique Yamashita with Ka Hale A Ke Ola Homeless Resource Center. So one of...just to kind of speak to what you're talking about, Jan, is one of the populations that we actually deal with at Ka Hale A Ke Ola on our waitlist are those who are at risk. So everyone that you see on this slide right here, these all...these are what we consider at-risk individuals in our community who, while they may have a dwelling place to stay, at any time they could lose that dwelling place

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because it is at risk. It's a place that's not permanent. It's not supported. And so we definitely feel that this is another vulnerable population that should get the attention that they need for being at risk to be on the beach as opposed to living on some...staying on somebody's couch, or staying in their car. So I just wanted to make sure that you understood that.

MS. CUMMING: The other category that we talk about frequently are the chronically homeless. There's a lot of attention paid to chronically homeless because generally the...this is what people put a face to homelessness is those who are chronic homeless. And that is those who have a disability and who have at least 12 months of continuous homelessness or 4 or more episodes of homelessness in the last 3 years, that totaled up to 12 months. And it...one of the statistics in the past has been that the chronically homeless represent 10 to 15 percent of the homeless population. But they use up probably 50 percent of the resources. So there's a large effort to end chronic homelessness so that more of the resources can be freed up for the rest of the population.

CHAIR CRIVELLO: Thank you.

MS. SHISHIDO: Greg, did you want to comment on that?

MR. PAYTON: Just a couple of things. There's a...

CHAIR CRIVELLO: Please introduce yourself.

MR. PAYTON: Our experience...I'm sorry.

CHAIR CRIVELLO: And the entity you represent.

MR. PAYTON: My name is Greg Payton and I'm the Chief Executive Office for Mental Health Kokua.

CHAIR CRIVELLO: Thank you.

MR. PAYTON: What we have discovered too is that there's many people these days, which is, and I've been in this business for a 100 years and I was surprised at this myself, there's a large number of people who are actually working that are homeless and they're working. But they don't make enough money to afford a place to live so they live in their car or live with friends or something else. Those are hidden homeless people. And it's really kind of a shame that in our society, somebody could be working full time and still be homeless.

CHAIR CRIVELLO: Thank you.

MS. SHISHIDO: Thank you. Okay. So this is a homeless...the homeless individuals on Maui. The 2015 Utilization Report did show that in emergency and transitional shelters 1,557 individuals, those who are unsheltered, 1,328, for a total of 2,885. So

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this report only counts those individuals who have requested assistance. They did complete the six-page intake form and have that intake form entered into homeless...the Homeless Management Information System, or as you heard before, the HMIS database. Now, I think Maude can explain the rest.

MS. CUMMING: So as Jan mentioned that this...these numbers, the 2,885 are only those individuals that have actually been recorded into the HMIS database. While we cannot enter individuals who have not completed the full intake, but our outreach estimates that probably at least 50 percent of the people they encounter out on the streets and parks, we do not get an intake completed for various reasons. And it takes maybe six to eight months sometimes for us to be able to gain their trust to be able to complete an intake. We have to gather information such as social security numbers, date of birth, there's a lot of information that is gathered. And so that at least 50 percent of that...of the people they encounter are not in this count. So if you add another 1,328 to that total, that would come out to 4,213. That would be an annual count, not a point-in-time count.

MS. SHISHIDO: Thank you, Maude. So just to explain about PIT, there goes another acronym. It stands for point-in-time count. And this point-in-time count is conducted one day a year...one day in a year. Every January or that last Sunday in January, the homeless are asked where were you sleeping on, in this case January 24, 2016. And so this is where we just get a...just a snippet or a glimpse of what the homeless count is. And this is where we are really, really in need of community support. There is a training where you can come out and help us survey and count the homeless. But Partners in Care, PIC, represents Oahu, which Mr. Payton is a member of. And Bridging the Gap, BTG, representing Hawaii County, Maui County, and Kauai County, we are the Continuum of Care for the State of Hawaii, CoC. So the CoC is a planning body designed to promote community-wide commitment to the goal of ending homelessness. Any comments on the PIT count?

MS. CUMMING: . . . *(inaudible)* . . .

COUNCILMEMBER VICTORINO: You're not on. You're not on.

VICE-CHAIR BAISA: Mic.

MS. CUMMING: I'm sorry. The point-in-time count is just a one-day snapshot of homelessness. And so you have to remember that when you're looking at the information that is presented, and be sure that you take other data points such as the Homeless Utilization Report.

MS. AKITA-KEALOHA: The other thing I wanted to add, is weather has a lot to do with our point in time count as well. So I believe it was 2015 when it rained? I thought that that's what Jan was saying.

MS. SHISHIDO: Twenty fifteen or '14.

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MS. AKITA-KEALOHA: So last year...right. So the numbers go down when the weather is bad because people are always trying to find shelter and someplace to stay. So, you know, I've been doing research about this and I continuously see how accurate this count is. But I have to beg to differ because it is not accurate.

MR. PAYTON: There's also another term that you may hear out there called a by-name list. And that's the people that are actually in the HMIS that...whose name was being referred to, the Homeless Management Information System. We're hoping sooner than later, that in some communities they've done this, where the point-in-time count has really sort of become irrelevant and the by-name list is more important because we actually know who everybody is. So for example on Oahu we have 5,000 people in the Homeless Management Information System that we know by name. We know who they are, where they are, where they are in getting their documents together to be housed, so it's another feature. The point-in-time count is that snapshot in time. As you say, that snapshot in time always has some problems with the methodology. But it gives us at least a little bit of an average record of kind of a guesstimate of where...of how many people are out there that are homeless that are...on at least once a year.

MS. SHISHIDO: Thank you. So just to clarify on another acronym, I think we've heard a lot about CoC, and so CoC, these are state, cities, counties, communities, districts, and then there are Continuum of Care. And like it says, like those other terms, a CoC simply refers to an administrative geographical unit, the local or regional body that coordinates funding and services for homeless people. So, in Hawaii we have two CoCs. We have the Oahu PIC, Partners in Care. And then we have the Maui, Hawaii, and Kauai group called Bridging the Gap. Okay. So numbers, numbers play a really big important part of all of this. And I know you folks wanted to see numbers, so this is the 2016 PIT count Statewide statistics and trends. And I've highlighted Maui. And as you can see there, it shows a 1 percent increase. But I really wanted to emphasize that Maui County showed a 10 percent increase in shelter count and a 4 percent increase in unsheltered. And so efforts to the transit...to transition individuals to permanent housing from shelters have increased. Any more comments?

MR. PAYTON: If I could just give a brief comment. This is a phenomena that's true across CoCs, across the United States, every city in the United States has a CoC, that receives funding from HUD, and this is a phenomena that happens across the United States. That number that you see there, the total count, if you take that and multiple by 30 percent about one-third of those people have a serious and persistent mental illness. So those are homeless adults with mental illness that are out there. So about 30 percent of the total population. And that's not just true of Maui, that's the...a phenomena that happens across the United States.

MS. SHISHIDO: And I do see an error in this slide where the unsheltered should be 2016 unsheltered, on the top. We have the 2015 total count but the unsheltered and sheltered is the 2016.

COUNCILMEMBER VICTORINO: They made note of that in our --

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MS. SHISHIDO: I did.

COUNCILMEMBER VICTORINO: --copy. Yeah. You did, thank you.

MS. SHISHIDO: Okay more figures. So the bed count...and I will have each group explain their bed count.

MS. YAMASHITA: Okay. So this is again Monique Yamashita with Ka Hale A Ke Ola. So for our facility, we do have two facilities on the island. We have one in Central Maui and then we have our other facility in...on the West Side in Lahaina. And so we have different bed counts according to which facility you're referring to. In our Central location we do have 114 beds. So we would have 40 studios, 32 2-bedroom units, in our transitional housing. We have 32 beds in our men's dormitory and 10 beds in our women's dormitory. The numbers might fluctuate though, because when you look at studios, while it says a studio, it doesn't mean there is only going to be one person in that studio. The maximum...I would say probably the maximum we could have in a studio would be three persons. So we would be able to have a mother and a father or, you know, two partners and a child in that studio. And then with our 2-bedrooms, the numbers may fluctuate as well. And then in our West Side facility, we have 24 studios, 24 2-bedroom units, 32 men's...beds in our men's dorm and 10 beds in our women's dorm. So it says a...it says the total is 90 but again, please keep in mind that that may fluctuate. It may actually account for a little bit more than 90. We're able to accommodate more than that. Thank you.

CHAIR CRIVELLO: Thank you. Panel and Ms. Shishido, I'm going to ask for a short recess and we have bare quorum and some of our Members have some needs to address. Thank you. . . .(gavel). . .

RECESS: 9:40 a.m.

RECONVENE: 9:46 a.m.

CHAIR CRIVELLO: . . .(gavel).at this time, reconvene our Housing, Human Services, and Transportation Committee meeting. Ms. Shishido?

MS. SHISHIDO: Thank you, Chair. I'd like...we'd like to continue with Family Life Center and their bed count.

MS. CUMMING: So we have an emergency shelter with 50 beds, 15 for men and 35 for women and children.

MS. SHISHIDO: Maude, did you want to speak about your permanent housing?

MS. CUMMING: We also have two projects of permanent housing. And one is in Happy Valley. It's a 16-unit apartment building in...on Mokuhaui. And another project is on Lower Main Street. And there are 6 units there, 6 apartments. They...we will shortly

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have 10 apartments. We're converting some storage areas and commercial areas, another...to create another four units. So that'll be ten units all together.

MS. YAMASHITA: Sorry I just wanted to add. Speaking to what Maude's talking about, we also have affordable housing with Ka Hale A Ke Ola, which is our Hale Makana O Waiale affordable housing units. We actually have 200 units in Central and we have 30 units on the West Side for affordable housing. And if I may, I wanted to just represent the domestic violence community as well because one of the bed counts that you're not gonna see on this, that's not here on this slide is the beds that are available at the domestic violence shelter. Now while it's not actually considered a homeless shelter, it is a domestic violence emergency shelter. And they do have 26 beds that they could utilize for victims of domestic violence who need housing and shelter. Thank you.

MS. SHISHIDO: Thanks, Monique. Greg, Mental Health Kokua.

MR. PAYTON: The Mental Health Kokua beds that you see there, those are part of a group...a series of group homes that we have here in Maui with 66 beds total. We're also looking at adding a...we have another contract for what's called...you've heard the term housing first and so this would be for individual-supported housing and we're looking...we have a total goal this year of five of those placements as well. In addition to that we are renovating a building where we hope to have another five to ten units depending on how far the money goes to be able to develop. And then finally we have a proposal in for...to open what's called a safe haven type of facility. That is taking the chronically homeless people with mental illness off the street and put them into a...well it's a safe haven. It's a place where there's low barriers. There's no entry criteria except that you're mentally ill, and you come in. And this is a model that's been across the United States and people stay for as long as they want to. Almost about 8 out of 10 people choose to move onto something else. But they can stay there permanently if they want to. And that'll be...we hope to open that in the next 12 months.

CHAIR CRIVELLO: Thank you.

MS. SHISHIDO: Yeah. And we really want to emphasize and thank the Council for supporting Mental Health Kokua's safe haven. So thank you for the budget, the line item budget.

MR. PAYTON: If I could just mention, well you mentioned it earlier. I want to underscore this, that the...when you talk about the people who are chronically homeless out there, the...these are the folks that cost the most money. Even though it's maybe what, 30 percent or so of the total population out there that are homeless, they cost 2 to 3 times as much as anybody else does. For example, in our housing projects--and this is true across the country--the average cost per person per year is about \$16,000. Depending on what location it is, it could be 16,000 to \$20,000 a year per person. That includes housing, food, psychiatry, nursing, all that stuff, wrapped in case management. It's about 16,000 to \$20,000 a year. The cost for a person that's

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homeless, as the Mayor was saying earlier, is at least 3 times that. It's about \$75,000 a year for somebody to be in an institution or actually to be in and out of emergency rooms. So for example somebody who goes...we have...I'm sorry, let me take 30 seconds here. What happens many times is they call...there's even a word for this in the emergency room, they're called frequent flyers. People that go into the hospital, into the emergency room, they're treated for a day or two, and then they're discharged back to being homeless. And so they come back in the next week or a couple of weeks later. Average hospitalization is anywhere from four to six times a year. Depending on what it is we...there's one...Hawaii Pacific Health quotes one person came into the emergency room 142 times in one year. It was basically their shelter. And each time they come in, they have to do a work up because of Federal laws, the EMTALA laws. They do a workup, they keep 'em. They do professional fees. Each one of those visits costs anywhere from 15,000 to \$20,000. So you can see just a visit, a few visits per year pays their rent for an entire year in a program like ours. So it's very cost effective to...for us to deal with them rather than the system and society.

CHAIR CRIVELLO: Thank you.

MS. SHISHIDO: Thank you. Okay. Now you're probably wondering where is Maui Homeless Alliance? Well we're trying to...we're getting there, but we wanted to continue to give you some more background on why we are here. And just to let you know and kinda clarify about Bridging the Gap, which is the Hawaii, Maui and Kauai group that is part of the Continuum of Care. So I just learned how to do this slide. So if anybody is techie, ask me. But I'm still not that good at it. But I wanted to be sure to say...show that Hawaii, Maui, and Kauai really work well together. And so that's why I really wanted to show it as a group that really pulls together and works together. We meet every other month. Every...I'm sorry...yeah. Every even months, set the first Friday at...on Oahu. So that's...anybody want to talk about Bridging the Gap? I'm gonna continue?

MS. CUMMING: So our involvement in a Statewide effort is part of the way that we collaborate and ensure that the State plans and all the County plans work together, and that funding is aligned. And we develop our systems together. And we also apply for HUD funding together. And we're...our entire system is measured. We have a performance based measures that are measured system-wide not just Maui but on the entire CoC. So it's an important step to collaboration and to working together to ensure that all our plans are aligned in the same way.

MS. SHISHIDO: So like we said the Bridging the Gap, our mission is to eliminate homelessness through open communication, inclusive participation, and coordinated integrated response. So on the Bridging the Gap, the Maui representatives are Maude and Thelma and myself. Maude is the Co-Chair. I'm sorry, Maude is the Chair of the Maui...of Bridging the Gap. And Thelma is a member as well as I am the County representative to Bridging the Gap. These are some of our goals. As well as our objectives. Some of the other objectives, which I notice didn't come on the screen, is to engage in planning and evaluation to minimize the use of existing resources like Maude mentioned. Also to advocate for policy changes that promote a comprehensive

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long-term approach for eliminating homelessness and for developing affordable housing. And to work collaboratively with other agencies and groups throughout the State of Hawaii. And to change the public perception of homelessness. Okay? And just wanted to give you an idea of some of the key entities that we work with, with Bridging the Gap. So we have the Hawaii Interagency Council on Homelessness, HICH. The HUD Hawaii Office, the Department of Human Services, the Homeless Program Office. As well as we work close with Partners in Care, PIC. The State's largest CoC is working on ending homelessness on Oahu. Mr. Payton, did you want to elaborate a little bit on PIC?

MR. PAYTON: Partners in Care has about 30 nonprofit providers. A little more...I guess 35 I think this year that are a part of that continuum. The same exact work that is done here. It's a group of people working together to end homelessness. What does that mean? Does that mean home...there are never gonna be any more homeless? No. It actually means, here a new buzz word for everybody, we are trying, as Maude is too, is to get something called functional zero. That means we have the people placed off the streets and we have enough housing inventory to be able to place somebody in 30 to 60 days. That's a mean trick. But there are cities, there are CoCs out there that have done it, Houston, Salt Lake, 2 of the cities that have done that. Phoenix has done it for veterans. In Oahu we placed more than 700 veterans in housing in the last 18 months. So that was the...a part of the Mayor's challenge. And placing people that are homeless, and the biggest obstacle, I always say this as you've probably gotten the idea of so far, homeless is a very complicated topic. 'Cause you have regular homeless, you have homeless people with mental illness, other kinds of issues, families. It's a very complicated topic with one simple solution, and that's housing. The housing is not so simple because you...finding affordable housing in Hawaii is also challenging. There's not a lot of inventory out there to choose from. So creating affordable housing is really the biggest goal for Partners in Care on Oahu.

MS. SHISHIDO: Thank you. And so we did mention about the Department of Human Services, the Homeless Program Office, and Bridging the Gap really thanks the Homeless Program Office, as they are our collaborative applicant who helps us get the funding from HUD. Maude, any other comments?

MS. CUMMING: No just that last year we...so all of the programs that are in existence right now that are funded by HUD, every year have to be...have to apply for renewal. It's not an automatic renewal. The...all of us have to apply. The applications are scored and rated and ranked, and then there's what's called a tier one of...there's not enough money to go around. So we have to rank all the projects and see who, based on performance really. And so...and then there's another tier after that, a tier two where we can apply for new projects, and last year we scored well enough nationwide, Bridging the Gap did, that all of the new projects got approved and funded. And so that added some permanent supportive housing projects to the Bridging Gap...the Gap, so Hawaii, Maui County, and Kauai.

MS. SHISHIDO: Okay. So Maui Homeless Alliance. Yay, here we are. MHA, our mission. To bring together organizations and individuals dedicated to increasing opportunities

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for compassionate community responses to homelessness. So just to let you know that Maui Homeless Alliance, like Maude was saying, has been around for a long, long time. But then because of funding purposes we became a charter...chartered member of Bridging the Gap. As well as...so we became a chapter of the BTG. So Maui Homeless Alliance meets every third Wednesday at noon time at the MEO classroom number one. And it is open to the public and we welcome many of you to come and join us. Maude?

MS. CUMMING: So we wanted to talk about some of the solutions to address homelessness and one of the primary strategic ways that we believe we're gonna end homeless is by doing coordinated entry and getting to the point that Greg talked about which is functional zero. And so in order to do that, we have to have a coordinated system where we prioritize and identify individuals and identify the resources that are available, and ensure that the right individuals are matched with the right resources because there's only so many...so much in resources that is available. So in order to do that then we all have to get together and we...as we're doing outreach and as we're doing intake, we begin to identify...not begin to, we've already identified a number of homeless individuals in our community. We come together and everyone is assessed. We use a tool call the VI-SPDAT, which is pretty much a triage tool, it stands for Vulnerability Index Service Prioritization Decision Assistance Tool. Anyway, it's a seven-minute assessment that can be done very quickly. And it helps us to prioritize what the needs are. It's sort of like being in an emergency room where you have triage and you have to decide who needs the most help, what kind of help they need, and how do they get it. And so we do this quick assessment. People get a score. And it's just an initial thing. And after that there's more assessments that come into play. But when we do that then we will have a case--what do you call it?--not case, case conferencing, where we get together probably every two weeks. All of the agencies that get funding will get together and will go over the list and identify who needs what help, and who is going to be providing the services. And in this way, it doesn't matter who has the contract to do what. Because if I have a contract, Family Life Center has a contract, Ka Hale A Ke Ola, whoever it is, it...the...it is not our contract, it is the contract for the community. So after people are identified we don't just say oh well, I pick this person, or I pick this person. We say this is the next person on the list that needs assistance. And they're gonna be the next person that is served with the money that's available, with the appropriate funding. And so...and then develop a system for ongoing. How do we put people onto the list again? Every person that comes in, we ensure that they're assessed and that they get into this list, then we begin to prioritize. Then we know who we're working with, how many people we have, how many people we still need, what resources we still need to ask for. And do we have enough capacity to handle the people that are out there? And we can have some real data on how best to serve them.

MS. AKITA-KEALOHA: So this list will go to the most needy obviously first, the chronically homeless. But that's not to say the people who are homeless that also need services aren't gonna be served. You know, you're gonna do the assessment, you're gonna see what resources are out there. These guys are gonna work with the most needy, the

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highest on that index. But those other folks, they'll get referrals, you know, they'll know that there's places for them to go as well. So this is serving everybody.

CHAIR CRIVELLO: Thank you.

MR. PAYTON: If I could just add something to this?

CHAIR CRIVELLO: Yes.

MR. PAYTON: I know...I want to be sure they underscore what Maude just said. Because what...it's not just a bunch of talking points that Maude just said. What...it's interesting to underscore the fact that this is actually what Maude just described, is a state-of-the-art business model for homelessness which is in every CoC across the United States right now. So I want to be sure that that's understood. Maui is really on the cutting edge of what's going on in the world of homelessness. And that's a...it's very simply, it's a coordinated entry through that long acronym, VI-SPDAT. So you assess people to figure out what their needs are in a coordinated placement system through the Homeless Management Information System, HMIS. It's kinda like match.com right? You're trying to match somebody with the right relationship. And we didn't have that before. And that's only what, about three years old or so. It's been developing across the CoCs, across the United States. So that's state of the art. So Maui can be proud that you're a part of a state-of-the-art system.

CHAIR CRIVELLO: Thank you. Ms. Shishido?

MS. SHISHIDO: Thank you. So just wanted to share the Maui Homeless Alliance goals. I think just to sum it up is that we care. And like the last bullet says, we're here to ensure that homeless persons are treated with dignity and respect. And I cannot emphasize that enough. Sorry I'm cracking up. I'm sorry. But I think being out there in the trenches and talking to them really is...I can...I am just so proud of our outreach that are out there that are doing it every day, you know, at all of the centers and the programs. So thank you very much. So again, you've heard about some of the things that happen at the Maui Homeless Alliance and we really do welcome you to come to our meetings as we try to provide direction in response to HUD's Continuum of Care annual competition for homeless assistance funds. But it's not just that. It's a community that is working collaboratively together. And we really appreciate all of that going on, moving forward. Wanted to share with you the members of the Maui Homeless Alliance. As you can see, that we have quite a plethora of community members as well as business members, and as well as our agencies that are right there in the trenches. So our call to action at the Maui Homeless Alliance is, like Mr. Payton says, we're trying really hard to become part of that coordinated entry system, rapid re-housing, permanent supportive housing, acquire and build affordable housing. It's all about housing...if you can see. So what are the...some of the accomplishments of Maui Homeless Alliance? And maybe we'll go down the line and just talk about, let's say, Advocacy Committee. Thelma? I think...are you...you're on the Advocacy Committee.

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- MS. AKITA-KEALOHA: Yes, I am. Thank you. So we do have an Advocacy Committee and this Advocacy Committee is very grateful to PIC, because we sit on their monthly Advocacy Committee. And they're the ones that have their feet to the ground. They're the ones that are out there. They have the priority issues. They've done all their research. They've taught us how to do testimonies. And they give us the blast that come out for those homelessness issues that, you know, we're all interested in. So they do most of the work for us. And we bring that to our current Homeless Alliance. And we talk about what those bills are that need our attention. And we request support for those. So we really appreciate having PIC do all of that legwork for us. Because, you know, we all know how crazy it gets. And, you know, we just don't have the time to put that kinda attention to our advocacy issues. But, you know, they pay attention to the Statewide issues, not just the Oahu issues. So for us that's important because that housing first piece, we're all saying we need housing first, 'cause that's one of the solutions. And if not for them drawing their attention...drawing our attention to those bills, we don't, you know, we're not there to be able to testify in favor of those. So thank you.
- MS. SHISHIDO: Another accomplishment is every year in the third week of November we have the Hunger and Homelessness Awareness Week. It starts out...this year it's gonna be November 14, 15, 16, 17, and 18. And so we start out Monday with a proclamation from the Mayor...by the Mayor, to proclaim November or proclaim that the Hunger and Homeless Awareness Week. And then on Tuesday, we have a sign waving campaign where we have--we're blessed that we're all over--we're on the West Side and we're also centrally, and we have a huge sign waiving just to get public attention. And on Wednesday at Kaahumanu Shopping Center we have a candlelight vigil. We have a short program. And then on Thursday, is the Homeless Health Fair at the Salvation Army. On Friday there is a Statewide conference on homelessness. Another accomplishment this year for the first time in our Housing Committee at the...with MHA, was the Maui Landlord Summit. And thank you, Councilmember Baisa, for attending that. And it was...as it says it's addressing the escalating crisis situation of homelessness impacting the entire State, including our local community on Maui. And so we had guest speakers. We had representative from the Governor's Office, we had Scott Morishige, who is the Homeless Liaison for the Governor. We had the Mayor. We had Director Reimann speak on the issues. We had our local landlords as well as a tradeshow that represent...that had a lot of representation of the different agencies for housing. What was interest...and what we...what was really great was that we also honored a landlord. And in this, we had honored Donna Ting, who is a realtor who serves and who does property management and has a lot to do with providing housing for rentals and et cetera. So and this event, the Maui Landlord Summit, could not have been possible if not for the efforts of the REALTORS® Association of Maui. So a big kudos and mahalo goes out to the REALTORS® Association of Maui. So any comments on the Landlord Summit?
- MS. CUMMING: Just that we have begun to hear from some of the landlords that we hadn't previously heard from before, and offering assistance in offering housing. So that's been a positive result.

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MS. SHISHIDO: Yes. Okay. And then also we do support...the Department of Housing and Human Concerns does support Maui Homeless Alliance as well as just giving them assistance in as much as we can. And we also did have a homeless community forum which we would probably like to look at again so that we can share more things with the community. Thelma?

MS. AKITA-KEALOHA: I just wanted to add one more thing. We're really fortunate on Maui because we have the community police officers that often join us. The Director from Parks also joins us. You know, we have a really good representation. So while you see the voting members on this sheet, they don't represent all of the agencies that come to our meetings, and partner with us, and work with us, and collaborate with us. So we appreciate all of them.

MS. SHISHIDO: Thank you, Thelma, for reminding me on that. So yes, kudos to the County of Maui's different agency...or departments like Maui Police Department, Parks Department, Public Works. We're all in it together. Yeah. Thank you. And speaking of Department of Housing and Human Concerns, I know it's really tiny, but then this is the sheet of the grant funding for the homeless program. And so just wanted to really say that all the grant amounts and homeless served figures here have been adjusted so that it reflects the percentage of homeless that are served. So the bottom figure is a total from 2011 to 2016. The total for the 6 years was \$15,430,064. So we just wanted to leave you with...this is a quote that many of us...almost like a mantra for us. Our legacy to end homelessness, our goal to be out of a job. So I just wanted to thank again...I'm sorry are there any other comments before I close?

MS. YAMASHITA: Thank you. I just have a couple thoughts I wanted to share. When we looked at the bed count and we looked at the homeless situation on Maui, I just wanted to give a quick snapshot. 'Cause I look back at this and it was helpful to me. So if you turn to Page 5, Councilmembers, of your slideshow. Or, I'm sorry you may not have it on Page 5. But when you look at the homeless individuals in Maui County, you see the 2015 Homeless Utilization Report. There's approximately, when you look at the unsheltered numbers, there's approximately 1,228, so just an approximate number. I don't know what slide it was. It says homeless individuals in Maui County. Yeah. It's Page 5. I don't know what it is on your slide. So probably Slide 5. Yes. So you'll see that. It says unsheltered approximately 1,328. And then when we talked about all the bed space that we have, which seems like it's great. So if you go to the Maui bed count slide, which should be Slide 9, we have approximately 250 beds that are available in our County. That leaves us about 1,708 individuals who don't have shelter. Just wanted to point that out, because that would be a great thing to look at. And even when we look at our data basis that we have and how we are capturing the data that we have, the data is great, but we need permanent housing. So I just wanted to point that out, as permanent housing would be the answer and the solution to all of these numbers that we have here that we continue to count. So thank you, I just wanted to point that out real quick.

CHAIR CRIVELLO: Thank you.

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MS. SHISHIDO: Any closing remarks before I end this presentation? Okay. So we hope that after viewing this presentation that's...it's...you've been taken a better understanding of the complexity of the issues of homelessness. And on behalf of the Maui Homeless Alliance, we want to thank you for this opportunity to share about homelessness in Maui County. And again thank you, Maui Homeless Alliance members in the audience, appreciate your support. And don't forget, Maui Homeless Alliance meets every third Wednesdays of the month at 12:00 noon at the MEO, Maui Economic Opportunity's classroom number one. Thank you.

CHAIR CRIVELLO: Thank you, Deputy. Before we open up for further discussion and further comments from the Administration, on behalf of our Committee as well as our Council, I'd like to thank all of you for your dedication and commitment to help us to rid of homelessness. And that will be a word that we can bury someday. But sincerely, we truly appreciate. It takes commitment and I always call that the social workers' heart that allows us to have people like you to resolve or find solutions. So, Director, do you have any more comments before I open up the...for the Committee to ask questions?

MS. REIMANN: No. I just wanted to reiterate Deputy Shishido's sentiment to the Councilmembers and Chair, for allowing us the opportunity to present. Homelessness is a tough and very complex issue and we really need to do more to help these people. Thank you.

CHAIR CRIVELLO: Thank you. Members, I'd like to open the floor for questions, comments, further discussion with our panel as well as Administration. Councilmember Baisa?

VICE-CHAIR BAISA: Thank you very much, Chair. And I'd like to thank the panel very much for being here today and beyond that, for all the work that you do on a daily basis. And I do know that...I know most of you and I know that this is not a 9:00 to 5:00 job. I know you folks live this work and that you all try to do the very best you can with what you have. So imua to you and thank you very much. I was very interested in a lot of the things that we heard today and I have a list of questions but, number one, on Page 19 of your handout, you mentioned the membership. And I think it might be very helpful, because you have obviously tried to highlight, in the little time you have, what is being done. But maybe a one liner on each of these members and what they provide might be helpful for those that were not covered. I think it'd be very helpful. You know, the public wants to help many times and we're asked or are asked, where do I go, what do I do? But unless you understand the services that are being provided, you can't really help. I'm often asked, you know, where can this homeless person go, or where can this person who needs food stamps, or transportation, or whatever it is that they need. And I know that our community also wants to help. But if they don't know what is being done, they can't help. So maybe a real...like I said, a one liner, because you can't get into describing everyone. But the ones that we haven't talked about, could you briefly tell us what they are doing? If you don't mind, Chair?

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CHAIR CRIVELLO: No. Thank you. Department? Or panelists? For instance, Salvation Army, give us...we did --

VICE-CHAIR BAISA: Yeah. What do they do?

CHAIR CRIVELLO: --not talk about it. Yeah. What is it that...

VICE-CHAIR BAISA: And you have a whole list on this page.

CHAIR CRIVELLO: Yeah. So it's just a one liner.

VICE-CHAIR BAISA: Yeah.

MS. SHISHIDO: So Salvation Army, they have a mobile outreach that they go out to all the communities to serve, whether it's a meal...not to...not maybe, they do serve a meal as well as distribute toiletries, medical supplies...I shouldn't say medical supplies, but, you know, little ointments and bandages and some....and I guess they also provide case management. So they do some intake as well.

VICE-CHAIR BAISA: Great.

CHAIR CRIVELLO: Do they provide shelter?

MS. SHISHIDO: They don't provide shelter at this time.

CHAIR CRIVELLO: I see. Okay. Thank you.

MS. CUMMING: No. I see Salvation Army is here, but I think that one of the most valuable things they do is to provide assistance with obtaining an ID. So we refer most of our clients there and they assist with getting birth certificates and identification.

VICE-CHAIR BAISA: You see it's all those kinds of little things --

CHAIR CRIVELLO: You're right.

VICE-CHAIR BAISA: --that people have no idea and don't know where to go. I'm intrigued, you start your list with this Cup of Cold Water. I've heard about them, what do they do?

CHAIR CRIVELLO: Cup of Cold Water, does anyone...would like to speak on their behalf?

MS. SHISHIDO: Cup of Cold Water is a faith-based organization of, I believe there's about three churches involved. And they go out into the community as well to provide linen or toiletries, as well as feeding stations out as well.

CHAIR CRIVELLO: So do you think it'd be helpful if Staff can follow up with the panelists or the Alliance, to give us a...your one liner? Sort of like a directory for us or--

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VICE-CHAIR BAISA: I was think...

CHAIR CRIVELLO: --when people call us as to how we can... So I'll ask Staff to make note.

VICE-CHAIR BAISA: Thank you, Chair.

CHAIR CRIVELLO: And to follow up on that.

VICE-CHAIR BAISA: I think a resource directory would be really _____.

CHAIR CRIVELLO: Yes.

VICE-CHAIR BAISA: Because, you know, this changes constantly. Programs come and programs go and most of us don't have any clue what's going on. So I think that would be extremely helpful. We don't want to put them on the spot here. But, you know, maybe just a little bit of information. That would be a really helpful thing. And it does...the problem is it changes all the time. So this might be a real good thing to put online somewhere. So that folks and, you know, just one stop look and say, oh okay. My friend needs this, I can go get it. Anyway I wanted to comment on the Landlord Summit. I was able to attend and I really am glad that, that morning was free because it was really, really an educational for me. And I'm sure that the public also learned a lot from listening. What I thought was really unique was the ability to listen to the landlords' side of the story. You know, we all hear about the homeless and we hear about the problems and we hear about we can't find a house. And listening to the landlords I thought was really, really helpful to get their perspective on what they see are the issues and essentially where they would like help. And it was very interesting to me, particularly to hear about their fear of asking to become Section 8 approved because they were so afraid that somebody might turn them in for a non-compliance issue. And I think that's something that we as legislators need to take a look at because we don't want to make them so afraid to come forward and say I have a room but it may not, you know, meet all the specifications. And for that reason we lose that space or that accommodation because they're afraid. So I think that's something that we might want to talk about at some time, Chair.

CHAIR CRIVELLO: Thank you.

VICE-CHAIR BAISA: And that was one of the biggest things I brought away from that summit. Even though it was just marvelous and I enjoyed so much being there and, you know, talking to everybody. I have more, but I'll give somebody else a chance.

CHAIR CRIVELLO: Mr. Victorino, Mr. Carroll? Any comments or questions?

COUNCILMEMBER VICTORINO: Well thanks, Chair.

CHAIR CRIVELLO: Mr. Victorino?

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COUNCILMEMBER VICTORINO: Yes, thank you very much, Chair. And again, thank you to the panel, very much so. And many of you I've known for many, many years. Some of these boards I've...I presently serve on. So I'm acutely aware of what's going on out there. And I want to thank them very much for all their endless effort, Madam Chair, endless. It is with heart they do this. And I think that's what I'm so proud of Maui County, is our people when the need is there, they step up to the plate. The one concerning issue I have with all of this, and this was brought up by some members in the back, specifically looking for land to build facilities for our homeless was the adage, not in my backyard. Not in my backyard. And I think that's across the board. Wailuku, my district, has the largest per capita, on all aspects of homelessness, mental health, and other facilities. I'm often badgered by people saying why do we have it all here? And my response is basically, aren't they human beings? Don't they deserve the same respect and dignity? As you mentioned, Ms. Shishido. Basically they back away at that point. Because they know my sentiment is I don't care where they're put, they should be given the same dignity and respect as anyone else. But the challenge we face and I've said it, this many times, I'm gonna keep repeating it is the word inventory. We can talk the talk. We can give all this money and Ka Hale and Hale Kau Kau, and Maui Food Bank do great jobs. But until we take care of the homeless, the chronic inventory that we lack here in Maui County, none of this will come to fruition. And the hidden homeless is even bigger than the homeless we see on the streets. I know of many families and you know that, Madam Chair, you know that, Members, that live, sons, daughters, grandchildren, living under one roof because they don't have no alternative. They cannot find rentals. It's a domino effect. It is really a domino effect. All of this is affected by something else. So I want to pledge our support and our continued effort to do what we can. Not only in this area, but I still believe in the area of building. We've got to take down the barriers and start building. And those who don't want us to become like Oahu, then I tell them, then maybe they should look to live somewhere else then. Because, you know what? We need to do something now. It's acute. We're bleeding so badly that triage is past. We're past triage, we're at the critical stage. And unless we start doing something about it, it is never gonna happen. So I wish the Salvation Army and others that are here...that are here that are trying their best, you as nonprofits, trying your best to bring forth services and facilities. We as government should continue to support. I agree with the Mayor in that respect. They're the experts, let's have them help us. And businesses, if you think it's expensive now, I agree with the statement that was said that, you know, the people that go to emergency? I had recently, for myself, experienced a day and a half emergency when I was up in the mainland. The bill came out nearly \$40,000. I have medical insurance so I'm blessed in that respect. But you think about somebody else who doesn't. Two days, Madam Chair, day and a half actually, not even two days, \$40,000 was the bill, unbelievable. So what does that tax our medical system? Our hospital is in dire need right now. And we're having all kinds of problems. And a lot of it is associated...or some of it is associated to Medicare and reimbursement, and also our chronic homelessness. So, we gotta quit talking about it. We gotta start putting our money where our mouth is, really. Enough is enough. And we've got to build inventory. We've got to build affordable housing for all aspects. 'Cause once the inventory reaches a peak, then prices will drop and more availability on rentals. All the changes you make in HUD and all that

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is great. But unless you have the facilities available, you think they're going rent out to HUD when they can make probably twice as much on the open market? Probably not, Madam Chair.

CHAIR CRIVELLO: Thank you. Thank you, Mr. Victorino. Mr. Carroll, any comments, questions?

COUNCILMEMBER CARROLL: Thank you, Chair. And thank you to all the people that are over here today, we really appreciate it. It's something that is gonna take a lot of different ways in order to be able to solve the problem. I have several bills out there hopefully, that will be able to increase housing that would be open to Section 8. Because we're not be able to...we're not able to utilize all of our Section 8 monies. And it's just the matter of doing what we can, when we can. If we can get the numbers down, then we can start addressing the really, really, really difficult ones. The ones where we have our mentally ill outside there, that no matter what we do, we don't seem to be able to get them in. Those that are out there to, for other reasons which we don't need to get into now. But we need to go over there and get the numbers down and get all the people that we can that really want help inside there. So we can get the total numbers down and we can start addressing the really, really difficult ones. And I...we have a good start. And I think Maui is doing really well. And we just need to continue what we're doing. And thank all of you over there for contributing. Mahalo, Chair.

CHAIR CRIVELLO: Thank you, Mr. Carroll. I'd like to ask the Administration at this time when we talk about how we...or Council or Administration, helps to address some of our homeless issues. This fiscal year, you've...your Department, we approved two new positions to address homeless issues. And I assume part of that will be coordination and collaboration with these entities that are before us, as well as the Maui Housing Alliance. So can you tell us where you're at with that? What sort of status and how soon do you suppose your Department will be able to provide or actually implement the new positions that have been provided for your Department?

MS. REIMANN: Thank you, Chair. Right now we are trying to get some job descriptions of existing homeless positions within the State and within Oahu, City and County of Oahu. We understand that it's smoother process when positions already exist with job description and language that already exists in the government system. So we hope to have that by the end of this week and try to move forward on getting some people in the positions. Thanks to Council we have a Homeless Coordinator position and a Homeless Specialist position that will be coming to fruition.

CHAIR CRIVELLO: So if I hear you right, you're...should be receiving some sort of job description from our sister counties or the other...Oahu in particular.

MS. REIMANN: Correct.

CHAIR CRIVELLO: And this would be processed through Personnel?

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MS. REIMANN: Absolutely. Yes, it will go through Personnel. It will be Civil Service positions.

CHAIR CRIVELLO: I see. Okay, we're holding you to the fire on that one, you know.

MS. REIMANN: Yes we're excited.

CHAIR CRIVELLO: Also we've been in receipt for...from Administration as well as my discussion with you for considerations to reduce homelessness. And from the Committee's behalf, we'd like...of course you have all your bullet points as to what...I guess this wish list can be for us to address and look at possible solutions. Are you able to attach to this cost factors? Because when it comes before the Council, that would be our first consideration, as to what we would have to set aside to be able to be part of the reduction of homelessness.

MS. REIMANN: Yes absolutely. So I think earlier this month, Mayor transmitted a shelter expansion plan which includes all of our service providers here today. And so we are now working on getting fact...figures, dollar amounts, to associate with each of the facilities. And that will be coming probably next week.

CHAIR CRIVELLO: Members, before I ask further questions, do any of you have any questions? Ms. Baisa?

VICE-CHAIR BAISA: Yes. First of all, I want to comment. I want to say that I heard you mention it earlier, Thelma, and I think you're absolutely so correct when you talk about this unique spirit that is here on Maui. You know, it's interesting but, you know, I participated a lot in a lot of networks before I got here as a nonprofit director but, there is a spirit on Maui which is precious and I don't want us to ever lose it because it does take us a cut above and we are very effective 'cause we work together. And I want to compliment all of you on working together. Nobody can do it alone. You know, this stuff about it takes a village to raise a child, it sounds trite but it's not really. It's true. We can't do it alone. We don't have the resources. And then we always are held...people ask questions about duplication. Well you're all doing homelessness so, you know, you're all duplicating. But the fact that you are collaborating and you're saying okay, you do this, and I'll do this, and somebody else do something. We stretch the money and do it effectively. So again I want to say thank you for doing that and not having walls, but, you know, working together we will get much farther. And that works, I don't care what we're doing. But it is exemplary here with the Maui nonprofits. And I do want to thank all of them. The other thing I was curious about was this past weekend, you know, I'm a Facebooker and I love paying attention to what's going on on Facebook. And I spent quite a bit of time watching a thing that was going on on the Big Island. Something called the Convoy of Hope. And it reminded me, Chair, of that thing that Joe Pontanilla led a few years ago where the military came --

CHAIR CRIVELLO: Right.

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VICE-CHAIR BAISA: --and he got all of them together and we all spent a week. I went to visit it. I was so impressed with people could get glasses in a day, and get their teeth looked at. And, you know, all kinds of medical help for free. Essentially a Convoy of Help did that on the Big Island this past week. And it was an incredible array of services. Along with entertainment and tents and food and whatever. I'm just wondering, are we looking into anything like that? Is anybody thinking about it? I think you have to apply, I'm sure. 'Cause this cannot be something that's easily done. But it would be so good for us to do. Curious, maybe --

CHAIR CRIVELLO: Any...

VICE-CHAIR BAISA: --the Director knows, or anybody knows?

CHAIR CRIVELLO: Ms. Cumming, you have some...

MS. CUMMING: We have some...done some things similar in the past. I think it was three years ago the military actually --

VICE-CHAIR BAISA: That's right.

MS. CUMMING: --had...this is what they're in preparation for...it was like an exercise though.

VICE-CHAIR BAISA: Correct.

MS. CUMMING: They came over and did in, I think they were in Kihei, they set up places. They went to all the islands. And those kinds of services were available. I know Convoy of Hope does across the nation. And so we haven't recently looked into it, but there's been efforts in the past and they...it is on our radar. And something we continually want to --

VICE-CHAIR BAISA: I really think...

MS. CUMMING: --participate in.

VICE-CHAIR BAISA: Thank you. I think, Chair, somebody should really look into it. Because this is a excellent way to get services to people who really need it who cannot afford. But it does take a lot of coordination. So somebody's gonna have to take it on as a project. But there's nothing wrong with Maui County taking it on.

CHAIR CRIVELLO: Right. When we have our new positions filled, how's that?

VICE-CHAIR BAISA: Okay. I'll leave that one to you then, Chair.

CHAIR CRIVELLO: Thank you.

VICE-CHAIR BAISA: But it was very impressive to see.

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CHAIR CRIVELLO: Thank you.

MS. AKITA-KEALOHA: We're actually looking at our homeless veterans. And we've been talking about having a veteran's stand-down. And they're looking at November for this. And it'll be like that Convoy of Hope. May not be as...it probably won't be as big. I don't know about the entertainment. But they actually want to have the services right there for the veterans. And they're talking about bussing the veterans in. And they want to have it centrally located. So we're just starting to work on this. Iwie Tamashiro, who's with the Office of Social Ministry with the diocese, the catholic diocese, she's spearheading this. So, you know, we've only had one meeting so far. And so we can learn from this and we can see what we can do for the general population. And of course, we're gonna find out how much it costs. The true cost, you know, everything so maybe that'll be a good segue into something like this.

VICE-CHAIR BAISA: You know, thank you. You know, my favorite price is free. So if you can get free, go chase it. Thank you.

CHAIR CRIVELLO: Thank you. Thank you, Ms. Baisa. Mr. Victorino, question?

COUNCILMEMBER VICTORINO: Yeah. You know, you bring up an interesting point with the military. 'Cause right now, presently Oahu is going through a military exercise with RIMPAC and they --

UNIDENTIFIED SPEAKER: Yeah.

COUNCILMEMBER VICTORINO: --have a big emergency service where they're bringing in people and taking care of, you know, people for a big military emergency. But they're also taking civilians in. But I'd like to see, you know, not only that, Madam Chair, but a program where we had success a few years ago, and you remember they were right out here, they had their tents as the main communication center right out here on the lawn of the County Building. That was three years ago, which we were talking about, not only the military but talking to our various professionals here on the islands, because I've heard doctors and dentists have told me that...and I know the community college does, they have an outreach program and others. But continue to, you know, at the Department, if you would continue to work with these professional groups, they offer their services all the time. You know, and I was just at my dentist and he told me that he...for years, he would reach out and help, you know, and go to various mobile locations and help. So I believe, you know, that's another area, Madam Chair, we should be looking at. Because you take care of their hunger and their sustenance, but there's the physical part. And dentistry and doctoring is very, very important, you need that.

CHAIR CRIVELLO: That's for health and hygiene, that --

COUNCILMEMBER VICTORINO: Yeah. Well the whole nine yards.

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CHAIR CRIVELLO: --you're referring to. Yeah.

COUNCILMEMBER VICTORINO: Yeah, Madam Chair. So I would like us to look into that continuum, you know, the University of Hawaii Maui College does that. But I think we can do a lot more. But we need to reach out. And they're willing to help. And I believe being positive, and I agree they do a fabulous job. There's no question about it. My take back is, sometimes the public's reaction to what is happening out there is not as positive as I'd like it to be. So I'm just putting that out. So thank you for what you do. And look into that and other areas where we can continue to work together. Thank you, Madam Chair.

CHAIR CRIVELLO: Thank you, Mr. Victorino. We'll make notes on the...both of the suggestions that we can follow up with Administration or your participation with the Maui Housing [sic] Alliance. Any further comments, Administration or our Committee? Yes, Ms. Baisa?

VICE-CHAIR BAISA: Just one last thing that I'd like to ask the Committee. You know, we are looking at you to help us solve a problem and it's more than a problem. It's really...it's right here sitting in this room. And I think every single one of us is affected by it. But the question I want to ask you is, how can...we know what you can do. How can we help you? Tell us.

MS. YAMASHITA: Thank you, Councilmember Baisa. We need land.

VICE-CHAIR BAISA: You need land?

MS. YAMASHITA: We need land. We would need land because we can build additional buildings for permanent housing, but the number one thing we need is land to build those...the permanent housing on. And I just want to thank all of you for your support as well. It's amazing to have us here to ask us questions and to find out more about the Maui Homeless Alliance. So I really appreciate you taking that time out of your busy days to listen to what we have to say and to ask us for that information. Because it's just phenomenal. It shows your professionalism and your caring for the community as well. So I thank you all.

CHAIR CRIVELLO: Thank you. Mr. Payton?

MR. PAYTON: You know, the three things that most landlords say that they are afraid of, as far as renting to people that are homeless. One is the rent gonna be...so I call them the three R's. Is the rent gonna be paid? What...are they...what's gonna happen to repairs if there's any damage to the property? And is there any kind of responsiveness? Who's gonna be there to follow up 24/7 in case something happens? What...that's the fear when you approach somebody. If...once the person is there, they usually say they're the best tenants they've ever had because they have organizations like the one sitting here, as backup. So there's not that kind of concern. But the one thing that other CoCs have done, the one thing that has been helpful, if I'm not mistaken I think Los Angeles did this. They had a pot of money that they had

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put together. I don't know what it was. It was like \$10,000 or something. Where they would say, here's a damage fund, or a risk fund. So if there's any damage to the property we can go to this. And I think the United Way held it. But it was just a...it really was hardly ever used. But it was there to help defray the fear of landlords that are out there to say well, we do have some...we do have a contingency fund for any risk that might be for the...for damages to the property. As I said, the folks that we place for example, and we had the hardest of the hardest people to place, they almost always say that they're the best tenants they have because they're so happy to have a house. You know, their biggest problem is they invite all their friends over to show them their house. So it's a little bit different. But those are the three things. Anyway that we can help with existing inventory that's out there, how can we maximize existing inventory, even ohanas on people's houses, anything. How can we help people to understand what the risk is to them. 'Cause it's a fearful thing. If you're a landlord, if you have a place that you've rented before, you're gonna say well, you're gonna rent somebody that can pay full fair with good credit and a steady job or are you gonna rent to a homeless person, who are you gonna pick? You know, it's that fear of the unknown. Who are these people? What...are they gonna be...are there gonna be violence? Is there gonna be drugs and trafficking? Is there gonna be illegal activity? All of those fearful things come into it. Well, as providers, we wouldn't put our name behind it if it wasn't somebody that we were sure was gonna be successful there, but I think that kind of thing...if there's a way that we can come up with a united effort to educate the public on how we can place people into affordable housing, permanent housing in the community, it'd be helpful.

CHAIR CRIVELLO: Thank you. Maude? Thelma?

MS. CUMMING: So I agree with Greg that funding flexibility is one of the keys. I know with the County Rental Assistance Program, which four of our agencies share, there has been that flexibility. And we have been able to do some of the damages or some of the repairs that are necessary in order to have the housing pass say a Section 8 inspection. And flexibility in funding for positions to respond on a 24-hour basis. Right now our staff, we will respond because that is one of the great fears. And so we respond, you know, just at any time. But there really is no specific funding that allows for that, 'cause it is costly. And the other thing is, to fund...I know that the Mayor put together some...he asked us what might be some of the solutions. And so we provided some solutions including a plan for acquiring a building to convert to permanent housing and some other temporary kind of solutions. So anything that can be done. I don't...it's difficult, I don't know if we can build our way out of this. That is a long-term solution and we do need land but we also need to acquire properties.

CHAIR CRIVELLO: Thank you. Thelma, any?

MS. AKITA-KEALOHA: I agree with everyone here. I also feel that we need to have navigators, you know, the people that are actually gonna be working with these folks, in permanent housing. So our housing...first housing focused model that we're all pushing for, we can get the money to do that, but we need to build those services in as

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well for those people in order to make them successful. You know, a lot of us right now we don't have case managers or navigators. So we're stretching the staff.

CHAIR CRIVELLO: Thank you. I appreciate that question, Councilmember Baisa. It's...we'll definitely make note of all of that for us to navigate through also. You have a questions or a comment? No. Okay. I'm sorry. Okay well, Members, this concludes our discussion. But before I go further, I'd like to thank our observers or I would actually say a continuance of entities out there that you too continue to give the kind of heart that helps us to address many of our social problems as well as lack of infrastructure so that we can take care of the needs of our people of Maui County. Because I did not see a list checked off here for Maui...I see for Maui but no notice of Molokai and Lanai. And we do have homeless problems on Molokai as well. And lots of times it's the hidden. And then we call them back home, the malihini homeless. Those who overflow to our island and maybe camp out at our beaches or under our bridges too back home. So we're not isolated from that situation. So I think the HUD voucher outreach would be of value for our smaller islands also. Just a comment on that. I don't know how your Department outreaches...you know, most of our, I would think, they don't have access to computers to go online to apply or what have you. So I think an outreach process as you do your intakes, I'm sure you do that. But there are people that I've come in contact with on my own island, that just don't know how to do it. And I've referred it to the Department so hopefully that can be. So, Members, without objections, I will defer this matter. If we have no further discussion.

COUNCILMEMBER VICTORINO: No objections

CHAIR CRIVELLO: Excuse me. I'm going to reverse on that and, Member Baisa?

VICE-CHAIR BAISA: I'm sorry, I'll make this quick. You jogged my memory. I wanted to ask, do we still have a list or a line of people that want Section 8 vouchers or is that gone now that we cannot find places for them to rent?

CHAIR CRIVELLO: I would ask the Department to respond to that question.

MS. REIMANN: Thank you, Councilmember Baisa, for that important question. You'd be pleased to know that our Section 8 has reopened the waitlist. So currently the waitlist is open. It's been open since July 1st and it will close on July 15th. Applicants can go online to our website to fill out the information, the application or they can call our office and we'd be glad to walk them through the process, our Section 8 office...I don't have the phone number with me off the top of my head, but, you know, our Section 8 team has, I say, worked like amazingly and they cleared waitlist of 3,000 names earlier last year. It's quite a Herculean effort. And many people were on that waitlist for 5, 6, 7 years. So the fact that they've cleared it, 3,000 names off the waitlist, they opened up the waitlist last year. And then we've opened up the waitlist once again this year. So, you know, kudos to our Section 8 team for doing such a great job. And contrary to popular belief, yes it is very difficult to find housing, but people are having some success in finding homes. And thanks to the Homeless Alliance for putting out the Landlord Summit. You know, we've had some success with that as well. I've heard

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some of our nonprofit providers telling me that they have landlords that are willing to rent now. So it's all good.

CHAIR CRIVELLO: Thank you.

VICE-CHAIR BAISA: Thank you very much, Chair.

MS. REIMANN: I have a phone number for Section 8. It is 270-782...7731, 270-7731, is the number for Section 8.

CHAIR CRIVELLO: Thank you. Thank you, Director.

VICE-CHAIR BAISA: Thank you, Chair. I appreciate that. You jogged my memory when you talked about Section 8, thank you.

CHAIR CRIVELLO: Thank you. So I guess we've completed discussion again, thank you. Thank you, Members, and thank you for your heart of aloha, I guess I would say it more. And so, Members, I'm...like I said, if there are no objections, I will defer this matter.

COUNCILMEMBERS: No objections.

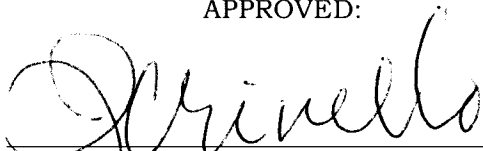
COUNCILMEMBERS VOICED NO OBJECTIONS (excused: DC, DSG, RH).

ACTION: DEFER pending further discussion.

CHAIR CRIVELLO: And, Members, we have completed today's agenda. I'd like to thank representatives from the Maui Homeless Alliance and the Administration for their participation. And also I'd like to thank Carla Nakata and Tammy Frias from our Staff for their due diligence and patience. So most of all, I thank you and have a good afternoon, and this meeting is adjourned. . . .(gavel). . .

ADJOURN: 10:54 a.m.

APPROVED:



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

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CERTIFICATE

I, Tiare del Castillo, 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 2nd day of August, 2015, in Pukalani, Hawaii

A handwritten signature in black ink, appearing to read "Tiare del Castillo", is written over a horizontal line.

Tiare del Castillo