

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**M I N U T E S**

**Council Chamber**

**October 11, 2016**

**CONVENE:** 9:04 a.m.

**PRESENT:** VOTING MEMBERS:

Councilmember Stacy Crivello, Chair  
Councilmember Gladys C. Baisa, Vice-Chair  
Councilmember Robert Carroll (arrived at 9:05 a.m.)  
Councilmember Don Couch  
Councilmember Don S. Guzman (arrived at 9:30 a.m.)  
Councilmember Riki Hokama

**EXCUSED:** Councilmember Michael P. Victorino

**STAFF:** Michele Yoshimura, Legislative Analyst  
Pauline Martins, Committee Secretary

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

**ADMIN.:** Edward Kushi, Jr., First Deputy Corporation Counsel, Department of  
the Corporation Counsel  
Janice Shishido, Deputy Director, Department of Housing and  
Human Concerns  
Carol Reimann, Director, Department of Housing and Human  
Concerns  
Kaala Buenconsejo, Director, Department of Parks and Recreation  
Aylett Wallwork, Community Officer, Department of Police

**OTHERS:** Maude Cumming, Executive Director, Family Life Center  
Dre Espeleta, Boy Scout  
Kaponu Hillen, Boy Scout  
Brock Lovell, Boy Scout  
Caleb Pena, Boy Scout  
Dylan Pena, Boy Scout  
LeeAnn Pena-Araki  
Leola Waikiki-Lovell

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

Bill Takiguchi  
Plus (4) other people

**PRESS:** *Akaku Maui Community Television, Inc.*

---

CHAIR CRIVELLO: *... (gavel) ...* The meeting of the Housing, Human Services, and Transportation Committee will now come to order. It is 9:04 a.m. on Tuesday, October 11, 2016. Before we begin, may I please request that we all turn off or silence our cell phones or other noisemaking devices? At this time, I'd like to introduce our Committee Voting Members. Our Committee Vice-Chair, Gladys Baisa.

VICE-CHAIR BAISA: Good morning, Chair.

CHAIR CRIVELLO: Good morning. Thank you for being here. Member Don Couch.

COUNCILMEMBER COUCH: Aloha, good morning, Chair.

CHAIR CRIVELLO: Aloha. Member Riki Hokama.

COUNCILMEMBER HOKAMA: Madam Chairman.

CHAIR CRIVELLO: Thank you, good morning. Excused at this time is Councilmember Bob Carroll, Councilmember Don Guzman, and Councilmember Mike Victorino. I'd like at this time to introduce our Administration representatives, Jan Shishido, Deputy Director of Housing and Human Concerns, thank you for being here; Kaala Buenconsejo, am I saying that right, Kaala? E kala mai.

MR. BUENCONSEJO: Whatever.

CHAIR CRIVELLO: Okay. Director of Parks and Recreation. Also with us today is Community Officer Aylett Wallwork; as well as Maude Cummings [sic] from the Housing Alliance, right? Actually from Family Support Center. And in the gallery we have our Director of Housing and Human Concerns, Carol Reimann. Also with us today is our Committee Secretary, Pauline Martins and our Legislative Analyst, Michele Yoshimura. Thank you for all of your work. Members, before we start on with public testimony, I am going to request point of personal privilege. And we are privileged this morning to have with us Boy Scouts from Troop 40, Wailuku Hongwanji Shark Patrol and Falcon Patrol. They are here this morning to observe our Committee meeting and it's part of their requirements to fulfill their citizenship in the community merit badge. One of our Staff member's son, Dre, is also included with this group. We'd like to welcome you. Will you please stand for us? Aloha. Thank you. And before you know it, you'll be registered to vote. Members, we have one item on the agenda today. And so we're gonna start with public testimony. I'll check with...there's no testimony...testifiers before us from the Chamber. I'm going to check with our

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

District Offices. Our Lanai District is unavailable for today's meeting so we'll start with the Hana District, Dawn Lono?

MS. LONO: Good morning, Chair. This is Dawn Lono at the Hana Office and there is no one waiting to testify.

CHAIR CRIVELLO: Thank you, Dawn. Ella Alcon from the Molokai District?

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. I guess there's no further testimony in the Chambers and none in our District's Offices, if there are no objections at this time, I'd like to close testimony.

COUNCILMEMBERS: No objections.

**ITEM HHT-38: HOMELESSNESS IN MAUI COUNTY**

CHAIR CRIVELLO: Our agenda item today is Homelessness in Maui County, HHT-38. The Committee is in receipt of County Communication 16-131, from myself, relating to the matter of homelessness in Maui County. The Committee may receive an update of the homeless population in Maui County; the impact of the closure of Kanaha Beach Park Campsite; the impact of homelessness to parks and parks facilities; and the status of Homeless Program approved in the Fiscal Year 2017 Budget. The Committee may also consider the filing of County Communication 16-131 and other related action. And before I go any further, I'd like to welcome Councilmember Bob Carroll. Thank you for being here. At this time, I'm going to ask comments from the Department of Housing and Human Concerns as well as from the Department of Parks and Recreation. Ms. Shishido?

MS. SHISHIDO: Good morning. Good morning, Chair Crivello. Good morning, Councilmembers. My name is Jan Shishido. I'm the Deputy Director of Department of Housing and Human Concerns. This morning I am here to continue the ongoing discussions on homelessness. As we have come to know, homelessness is a huge concern and issue that is truly...that it truly takes a whole community to get involved and assist with solutions. May I say that we are faced with a broken system that requires much more case management, facilities, outreach and especially the understanding of the needs of the homeless. Many of the homeless have severe mental health issues and as we saw last week in Chair Victorino's Policy and Intergovernmental Affairs meeting, a testifier was threatened by a homeless man who I later found out has severe and escalating mental health problems. Yes, he is a known homeless man who needs case management for his meds but only can receive three hours per month for services--I did say a month--but only can...but...and so I take off

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

my hat to the testifier especially since she also made a police report of the incident to assist our Maui Police Department gather those much needed statistics on record that is so important. We have today the Community Police Officer that daily tackles the homeless and I do see the need to increase their division as their efforts go way beyond their duties. They know most of the homeless by name. They gather the shopping carts. They even assist in the opala efforts. They do a lot of the cleanup too. They understand and deal with the homeless in a very compassionate manner. The Department is grateful to the Council for the Homeless Division that will be made up of a Coordinator and a Specialist. We are very close in getting those positions approved by our Department of Personnel Services as they are finalizing the class specifications and job descriptions with other municipalities. The Department is also very appreciative of the budget increase for our Homeless Program. That will assist in the outreach efforts to get our homeless housed. And it is much more than housing the homeless, it also goes with the many services that each homeless person, family and youth will need in case management efforts to get them back into society. I wanna thank Maude Cumming, Executive Director of Family Life Center, for her staff that does an amazing outreach effort and the 24/7 care for the homeless. I thank you, Maude, for being here today. Thank you, Chair Crivello, for the opportunity for the public to better understand the homeless and how the Mayor and the other County departments are collaborating with the service providers to minimize the increasing concerns of the homeless. Thank you.

CHAIR CRIVELLO: Thank you. Members, we'll receive comments from our representatives from the Administration before we open up the floor for more questions or discussion. Department of Parks and Recreation?

MR. BUENCONSEJO: Good morning, Chair, Councilmembers. This morning...at this morning's meeting we're here just to represent the Parks Department based with the homeless situation. As we're all aware, our park system has become a homeless shelter and has been affected with the community aspect. With our limited resources that we already have through Parks, having this issue at parklands has become strenuous within the Department to keep it clean, safe and just for the community to use and enjoy peacefully. Great examples of that in the areas that we all know is Kanaha Beach Park. We also have issues at Kalama and a lot of our Open Space Park Funds; Ukumehame and other areas; River Mouth have also big fluctuation of homeless. So from a Parks' standpoint, we just wanna try and find some solutions but having the community realize that the Parks Department is not a Housing and Human Concerns or a homeless shelter that would, it has become. So we're here to answer any questions on behalf of the Parks Department today. Thank you.

CHAIR CRIVELLO: Thank you. At this time, I would like to hear from Maude Cumming, who's Chair of the Maui Homeless Alliance and Executive Director of Family Life Center.

MS. CUMMING: So I'm here to answer your questions.

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

CHAIR CRIVELLO: The bottom.

MS. CUMMING: Okay. So I'm here to answer any questions that you might have but also to share that I don't believe that Maui County does homeless sweeps as are done on Oahu. What we do are compassionate responses because prior to anytime that park is gonna be cleared out, the homeless service providers are notified and notices passed out to individuals who are in the parks. And we go out prior, we're not part of enforcement so we go out prior to any activity to remove people and offer them services. We try to identify who is there. We try to do a mapping. We actually pull down a Google map and we identify how many people are out there where they're at, what the camp sites look like, what their...the family configuration is especially if there are any children, offer services, offer to transport people. We work with the community policing officers and frequently get calls from the community police to ask me about certain areas and we will go out and check it out. We have worked together with the Parks Department. In one instance at...in one of the parks, the rangers were having difficulty moving people out because it was one elderly Filipino man that was 79 that felt like...he kept...since he kept the place clean it was okay for him to stay there and so it was difficult to move everybody out without moving this one man out. So we did work with the policing officers and I went down there with the officers and convinced the individual to come with us. And fortunately, a unit had opened up in one of the apartments that we manage and own and we were able to house him there. We did not have any resource for paying his rent. We looked for resources but he was there in the apartments for five months without paying any rent and he...then he passed away. During that time that he was housed, the...my staff really...because he did not have any family for support, the staff essentially became his family, taking him to doctor's appointments, taking him to food shopping. In fact the community, because our name would be in...as an emergency contact, the community would call us and say, your grandpa is here, can someone please come and get him? So it...but that was a coordinated effort that between the Parks and the community policing officers and us. So we try to use whatever available resources we have. We have an emergency shelter that can house up to 50. One of the difficulties is that our emergency shelter consists of two large areas, one for males and one for females. Families or couples often do not want to be separated. And so they don't want to come into the shelter. We examined...we examine all our services on a regular basis to identify why if we have a shelter, why aren't people coming in? What's the reason? Is there something we need to change? Is there a different way we need to operate? And so we're always looking at those things. Our goal is to end homelessness. There may be other programs out there. There are maybe feeding programs to distribute food and other things such as hygiene items but that is not our goal. Our goal is to end homelessness so there's a difference in some of the services. They may serve people who are homeless but the goal may not be to end homelessness, and that is what our goal is.

CHAIR CRIVELLO: Thank you, Maude. Mr. Wallwork, any comments at this time?

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

MR. WALLWORK: I'm just here to answer questions regarding anything you have for the Police Department. We work with the Homeless Alliance and the Parks Department as far as trying to keep the areas clean. Our job as community police officers is we are an extension of patrol, patrol responds to cases as far as when you call they'll handle the matter now. Community policing is more of a long-term problems that we have in certain areas. So I'm just here to answer those question. Thank you.

CHAIR CRIVELLO: Thank you. Thank you for the work that you do. Thank you. Members, I will open up the floor for any questions or comments. Ms. Baisa?

VICE-CHAIR BAISA: Thank you very much, Chair, and thank you for the resources for being here this morning. I have a question for Mr. Wallwork. How large is the group that you work with? You mentioned...you know we know you're here but how many of you are there?

MR. WALLWORK: One, two, three...there's five officers in the District of Wailuku, which is Upcountry, Wailuku, Kahului. We have two in Kihei. We have two in Lahaina --

VICE-CHAIR BAISA: So --

MR. WALLWORK: --and one sergeant.

VICE-CHAIR BAISA: --all of the community police officers help with this work?

MR. WALLWORK: Yeah.

VICE-CHAIR BAISA: Wow. 'Cause I know you have an awful lot of things that you do and to have to take this on too is very difficult. But, Chair, I wanted to ask Jan a follow-up, she mentioned that the homeless positions that we have funded, I guess at this point you've received the descriptions but you're not actually recruiting yet?

MS. SHISHIDO: Correct. So the whole process of developing a new division had to come with looking at job...came with class specifications and job descriptions as also Department of Personnel of Services needed to go out to the other municipalities to find out the other job descriptions and class specs, and it's just about done. So we should be hearing any minute now from DPS.

VICE-CHAIR BAISA: So based on our normal timing, when do we think we're actually gonna see some people hired?

CHAIR CRIVELLO: Good question.

MS. SHISHIDO: That's a very good question --

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

CHAIR CRIVELLO: Yes.

MS. SHISHIDO: --and so once positions are formally in our system then the recruitment will begin. And that will be...that may take up to...I don't even wanna guess but hopefully by the beginning of the year we should have a Housing...a Homeless Division.

VICE-CHAIR BAISA: Thank you very much. You know, I know that that's a real problem. I've sat here for ten years listening to this recruitment process, which drives me crazy. Because, you know, we fund it and then we go through all of this and we wait, and wait, and wait, and we have people that want jobs and we have jobs that need to be done but we're caught up in paperwork, which to me makes no sense. But anyway, I'm not gonna be able to change that, obviously. But the other thing I was really curious was for Maude or you, Jan, if you know, do we have waiting lists at the shelters that we have?

CHAIR CRIVELLO: Ms. Cummings [sic]?

MS. CUMMING: We don't establish a waiting list because we are...we operate on a first-come, first-serve basis. The...I know Ka Hale A Ke Ola does have a waiting list and I don't know what that looks like right now. The...our Family Life Center's shelter can accommodate 15 men and 35 women and children. The male shelter is generally always full. If it is full, we will do a lottery that night and pull names and the first 15. Sometimes we have an outside courtyard area that is covered that if it's raining we will allow more than 15 with the understanding that we don't have the accommodations that what we would normally have for more than 15, but we will allow up to 17-18 men. Our female shelter with children can accommodate up to 35 and it is generally not full. It is not full right now.

VICE-CHAIR BAISA: Thank you. Maybe, Jan, can you tell us about the others? Thank you, Maude.

MS. SHISHIDO: So I know that Ka Hale A Ke Ola, they do have their permanent housing --

VICE-CHAIR BAISA: Yes.

MS. SHISHIDO: --or their low-income housing rental units. But then on the other side, with their transitional emergency shelter, they have about...there is about I wanna say 90 units and this would also include the West Side, the West Maui Resource Center in Lahaina.

VICE-CHAIR BAISA: Right.

MS. SHISHIDO: My understanding is there is a waitlist but there usually is emergency beds available. But as far as numbers as the waitlist, I would have to get that from Ka Hale A Ke Ola.

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

VICE-CHAIR BAISA: Thank you very much. I think that's relevant. Chair, I have a whole lot of questions but I'll stop for now. Thank you.

CHAIR CRIVELLO: Thank you, Ms. Baisa. Mr. Couch?

COUNCILMEMBER COUCH: Thank you, Madam Chair. And thank you, folks, for being here. Got a ton as Ms. Baisa says. But first, Madam Chair, did you ever get a response to your correspondence dated July 27, 2016 for item number 3 and 4? They requested extension to August 3<sup>rd</sup>. Did you ever get any response back from that? 'Cause those are really good questions.

CHAIR CRIVELLO: I'll refer to Staff.

COUNCILMEMBER COUCH: Okay.

MS. YOSHIMURA: Chair, no, the Committee did not receive a response. The Department is still working on it.

COUNCILMEMBER COUCH: Okay. 'Cause those are some key questions, and thank you for asking them. I...

CHAIR CRIVELLO: Ms. Shishido has a --

COUNCILMEMBER COUCH: Oh, okay.

CHAIR CRIVELLO: --response. Yes?

MS. SHISHIDO: Councilmember Couch, just wanted to first of all, apologize. We did not respond to that, but I think it came with the just the amount of information that we needed to gather as well as the changing initiative that initially was brought up by our Mayor. And when it was time to start looking at the different structures or many units or many houses that we were supposed to gather, it got quite intense. And I know that the Director was really working hard in getting those numbers and trying to get figures but it just kept getting...the vendors were getting different types of information to us, wasn't giving information to us. And so basically, we're...I guess we're still searching but we do apologize for not getting you that information.

COUNCILMEMBER COUCH: Okay. Thank you.

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER COUCH: Ms. Cummings [sic], thank you for being here. You know, you said you had a certain amount for women and children and only 15 for men, what

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

it...is it physical size of the building or your land space or what is the limitation, why do you have those numbers?

MS. CUMMING: It was the physical size of the building. So we have two areas, one area downstairs and that is where the men are, and that is a small area. It's about a 1,000 square feet. Upstairs we have about 4,000 square feet. So we just...that's how it fell.

COUNCILMEMBER COUCH: Is there any possibility if that's where your issue is, is that you...the men's side is always overflowing or mostly overflowing, to partition off the upstairs to have a portion, a little bit more for the men or that...until you can get more space which I think that was something in the package that came to Council last week for getting more space over there, but...

MS. CUMMING: We have gone round and round trying to figure out different configurations, how it would work in terms of bathrooms, and the location of the bathrooms. And as far as oversight, we have a female monitor and a male monitor that work as long as the shelter is open. And so there's a difficulty if we would have to add additional staff. And so at this point, we...and we have considered even maybe possibly putting the men upstairs, putting the women downstairs. But generally, the women are the ones with the children and the downstairs area is also used dual duty for...that's also the eating area. So we have the females and children eat first. They come in at 4:30 and then when they leave, the men come in at 6 o'clock and then they eat, then everything is cleaned up, put away and then the beds are rolled out. Upstairs we are able to leave the beds out so it works out better for children as far as homework and getting to bed, that kind of thing.

COUNCILMEMBER COUCH: Okay. And by the way, thank you for what you guys do. You know, you at least help alleviate some of the problem and it's very important that...the work that you do. You did ask what you may wanna...what can you change or whatnot. It's my understanding that you don't allow people on...with drugs and alcohol issues in there or do you?

MS. CUMMING: No. We are a low-barrier shelter. In some areas, it's considered a damp shelter, which is you don't have to be clean and sober. You can be actively using, you can come in drunk, you can come in high. We just ask that you be...our main rule is that you have to be peaceable. So we don't do drug testing as a means of entry. And that is...actually that is the latest Housing First. Housing First is not just about permanent housing, it is also about all the housing services that are offered that we need to offer low barrier 'cause we need to get people in and then see what we can do to help them. So frequently, a large population, about 50 percent of our population has a mental health issue. Probably another 25 percent has drug addiction, substance abuse issue. So it is quite an intense time for the monitor because people do come in drunk. They...but they have to be peaceable. If they are not, then they will be asked to leave.

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

COUNCILMEMBER COUCH: Okay. And thank you, Madam Chair, I do...I too have quite a few more questions but I'll just --

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER COUCH: --pass.

CHAIR CRIVELLO: Before I ask Mr. Hokama, I'd like to recognize at this time, Mr. Guzman. Thank you for being here. Mr. Hokama?

COUNCILMEMBER HOKAMA: Thank you. I had hoped for better news this morning but I understand the difficulty of collecting and putting forth a smart assessment of information and data. But I hope the agencies can perform for the Department because it will impact how we view grants next year, let me tell you. One thing I find interesting is how much support does the County of Maui receive from the State and Federal government regarding mental health because that is not a County function. It's a State of Hawaii function by State Constitution and State law. So I would like to ask what type of support can you receive or have received regarding programs and funding that is their responsibility?

CHAIR CRIVELLO: Ms. Shishido?

MS. SHISHIDO: Thank you, Chair. Thank you for that question. Because I think in my initial opening, I did mention how we have such a broken system. And I don't want to say this in a very negative way, but we don't have the greatest support when it comes to the mental health. We have Mental Health America who does a great job in trying to educate our community. We do have Mental Health Kokua who does have outreach here, and they have Federal and State funding as well as County funding. As far as other mental health for the...from the State itself, from our local State offices, it's very...it's unfortunate that there is minimal help out there. And as we see the mental health issues grow and most of it is mental health issues out in the streets in the homeless population, they don't get the service that they really need. And sometimes I think Maude can attest to some of the reactions that they get when they go out and find that they need someone who can help with a person with mental issues, and help is very rare.

COUNCILMEMBER HOKAMA: So where in the current process is the screening done where it is diagnosed to be a mental health issue? Is it done at the cellblock when the Police Department responds and arrests? There's an assessment done and then it comes on the County's dollars? Or is this done in the field during an assessment of the makeup of the community whether it be X percent of youth or minors below the age of 18 or whatever? When do we come to the conclusion that for an assessment that it is a mental health issue versus a issue of choice?

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

MS. SHISHIDO: So when you have...I think most of the intakes, once they're done with a...finished with an intake and a case manager is assigned to them and that's where the process usually begins. And I may wanna defer to Maude 'cause she sees it all --

COUNCILMEMBER HOKAMA: Okay.

MS. SHISHIDO: --when it comes to the initial assessment, case management, mental health processing.

COUNCILMEMBER HOKAMA: Okay. Well, I will ask Ms. Cummings [sic] if she would like to give a response please, Chairman?

MS. CUMMING: So --

CHAIR CRIVELLO: Thank you.

MS. CUMMING: --one of the reasons we encourage people to come into our shelter is we can do a better assessment. So once they're in a shelter we do several things. One is we have a Certified Substance Abuse Counselor that does the substance abuse screening. We also do a mental health review. We don't have any...we don't offer any therapeutic services. And we work with Mental Health Kokua to refer those people that either have had mental health services in the past and are no longer connected or ones that either exhibit behavior or tell us it's self-report. They tell us what they're experiencing and we try to get them an appointment. Out in the field, the same thing. We try to get them appointment and it is difficult though because it depends on what kind of insurance they have. Sometimes they don't have the right kind of insurance so then we have to go through the process of getting them enrolled for Medicaid to make sure that they get the services they need. I also wanna say that I do sit on a...the Hawaii Interagency Council on Homelessness, which is a body that is chaired by Scott Morishige from the Governor's Liaison. And on that committee, our supposed to be the heads of the departments or they're someone that is in a position of authority to ensure that all the other services, Department of Health, DHS, Department of Labor, Public Safety, all those that the systems are all coordinating together. And I must say that I have advocated for, badgered, questioned, done everything I can to, because I see that the mental health services are not adequate, they are far inadequate. There's some, probably some legislation that needs to happen. And because, you know, when the laws were changed and people were no longer...we did not...the process to get into long-term treatments such as the State facility in Kaneohe, when those laws changed and it was felt that people would be able to function better in the community and receive the services in the community, well it hasn't happened. The services haven't kept up with the need. And so now we have a whole population of people who need services that you cannot make them. We have called the access line. We work with the police. It is just really a difficult thing to do. So there's probably some legislation that needs to happen.

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

COUNCILMEMBER HOKAMA: Thank you for that comment. Yeah, especially I'm concerned about our veterans who have already given service to the country. And the need of the...those that come within the veterans arena, I have a great heart since my dad was also a veteran. So I appreciate your comments. But my befuddlement is those agencies that by law or Constitution were given responsibility hasn't come...stepped forward and shown us what they're planning to do. I'm disappointed with State Department of Health. Where is that Director in that Department coming forth with a State plan on how counties can participate, not take the responsibility but participate and help the State do their job as I understand it well through the State Constitution regarding the health and safety of our people, especially the indigenous people of this lands? It concerns me greatly because our County can assist but it's not for us to take over their jobs. So one thing I would like to ask since we have Mr. Wallwork, there is a concern on the flip side of the issue about the protection of the greater community and the needs of the greater community to feel safe and secure, to be able to go to their parks, their streets without feeling endangerment about being threatened or choose to deny use of their own public assets. Can you give us some comment about the flip side of how the Department is dealing with trying to protect the greater community? What kind of challenges have you found in your experience?

MR. WALLWORK: Well, some of the challenges are that being homeless is not a crime.

COUNCILMEMBER HOKAMA: That is correct.

MR. WALLWORK: They can use the facilities during the normal park hours. The issues that we try to handle with the park rangers is finding the campsites and then getting it cleared out because they can't be there during closing time. The only time they're allowed to be there is during the times of operation. That in itself is hard to do because first you gotta find them. I mean we have a lot of people that with social media and everything else is saying, you know, these places are not safe but until they call us and let us know what happens, you know, it's a case by case. It...we can't...I can't make a statement that will blanket all the parks --

COUNCILMEMBER HOKAMA: Understood.

MR. WALLWORK: --because every area is different. And the biggest thing you can identify someone, oh okay that person is homeless but we can't keep him out of the place if it's during normal park hours. So again, it's a case by case.

COUNCILMEMBER HOKAMA: In the levels of confinement or arrests for breaking the law, does the Department do any assessment, physical, mental assessment at the time of booking?

MR. WALLWORK: Yes. So once you get arrested, the receiving desk officers will go through a series of questions. If anything as far as injuries or mental health come up, we are mandated to take them up to the hospital. And whether they get cleared from the ER

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

doctors or they get admitted, you know, it's...we basically work with the hospital regarding that.

COUNCILMEMBER HOKAMA: Right, right, right. Do you know if the hospital then assesses and charges your Department for those services?

MR. WALLWORK: I believe so because they are in our custody. Until the courts take over, whether they let them go or they go into the MCCC, then it becomes a State issue. Until that, the County pays for it from my understanding.

COUNCILMEMBER HOKAMA: Okay. Madam Chairman, I would request if we can forward for response the level or and cases and the current amounts that the County does ante up to provide some level of servicing assessment regarding this subject, please.

CHAIR CRIVELLO: Thank you. Staff will note that. Thank you.

COUNCILMEMBER HOKAMA: And my last one is for of course, our Parks Director, you know. I know you're the face, you lead a large Department and you have great challenges, Director Buenconsejo. Is your staff, well I would say trained and informed of how to deal with difficult situations? Because I still, even if you have a mental health problem, that's no excuse for breaking the law to me. We can be compassionate but there is still the greater community also. So when you burn vehicles in our parks and whatnot, I have low tolerance, very low tolerance. How has your Department and your staff approached this difficult subject?

MR. BUENCONSEJO: Chair?

CHAIR CRIVELLO: Mr. Buenconsejo?

MR. BUENCONSEJO: Thank you, Member Hokama. To answer your question as far as our park rangers are trained, I think for the most part when it comes to Parks and Recreation, those are probably be our most trained aspect of Parks. But as far as our park caretaker staff, as far as formal training, I would have to say no. No one is formally trained to deal with the homeless situation that we currently have. I think a lot of it is through just learning experiences that they deal with. We have a lot of regulars at the park that our staff is aware of and have communications with. But to actually say that they were trained to deal with homeless, no. The answer would be no for physical training.

COUNCILMEMBER HOKAMA: And, you know, maybe I'm using the wrong terms, Director. Maybe be informed of giving informed information, you know, let's say a person say, are you aware, we know, we have this program, you might wanna contact Ms. Cummings [sic] for some support or whatnot. But just general information that maybe the individual if the person was informed may make some better choices or be referred to a place where appropriate support and assistance can be provided.

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

MR. BUENCONSEJO: Yeah. So, Member Hokama, what we do currently right now, how the system kinda works is when we do have a situation with, say if a park caretaker who happens to work at 6:00 in the morning, they get there first and find any situations, they're kinda been told to notify the park rangers if available and also MPD. As far as the personal training, we do let them know there are resources out there. But currently they've been told to call their supervisor, let our park ranger staff know and then as well if it's something that's really an emergency, it's to call 911. The biggest challenge we have again is, you know, parks being the open space. So they're all there and I think with the most recent situation we have at Kanaha, it's become a control factor. And I think the community needs to understand when we talk about campsites and as you mentioned, Mr. Hokama, with, you know, being usable for the community, when the campsites become housing, that's not the intent of what the Parks and Recreation Department is for. So, but we are training our staff to be more educated as far as the resources available for our homeless situation.

COUNCILMEMBER HOKAMA: Okay. And my last question, Chair --

CHAIR CRIVELLO: Yes.

COUNCILMEMBER HOKAMA: --is for of course our Deputy Director of Housing and Human Concerns, do we have a sense of how many chooses to be homeless? How many for unforeseen circumstance has no choice for homeless? And I know there's many different kinds. On Lanai, I'm dealing with working homeless just like on Maui, there is working homeless. I know a County employee that works full time, lives in her car--fulltime and County employee--'cause she cannot make the rent as a single income provider, which I find really difficult, you know. I mean plus she has Lanai ties so it kinda hurts. But there's also homeless within a home where under State Health Department regulations and whatnot, that home should have no more than maybe six-eight people. There's over a dozen people in this small little unit, okay. That's the type of homeless that concerns me too, the unseen homeless hidden within structures. Do we have a assessment or is there a need for this assessment to be done? Because I think we need to be aware that homeless is not just what you see on public areas.

MS. SHISHIDO: Chair?

CHAIR CRIVELLO: Yes, Ms. Shishido?

MS. SHISHIDO: Thank you, Councilmember Hokama, for that question. And it is a huge number, unfortunately. If we take it case by case, I know for example Kanaha, there may have been about I wanna say 20 that were outreached and...

COUNCILMEMBER HOKAMA: Percent or 20 individuals?

MS. SHISHIDO: Twenty...

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

COUNCILMEMBER HOKAMA: Okay. Thank you.

MS. SHISHIDO: Twenty campsites.

COUNCILMEMBER HOKAMA: Thank you.

MS. SHISHIDO: Thank you. Twenty campsites that were outreached, you know, looking for services if they needed. And of the 20, maybe 2 sought some shelter and housing and the rest chose not to. So we're looking at maybe at least 80 percent, 90 percent. It's a high number that choose not to. And it's interesting that you mentioned about the working homeless 'cause I've encountered many working homeless as I go through the bushes and meet with homeless people. That you're right, they can't...they choose to be out there working and it's not even not being able to pay your rent. It's just that they choose to live that lifestyle. So the number is quite high. And again I'm very happy to call upon Maude 'cause she may have more of those statistics as well. 'Cause when we went to River Mouth, many of them went back to their families. Not many were housed although there was a couple or two that were able to be housed. We talk about the harbor that was recently outreached. And there's quite a bit out there that are new homeless and that are...do not choose to be housed as well.

COUNCILMEMBER HOKAMA: Thank you. Chairman, if you would allow Ms. Cummings [*sic*] to give comment, I would ask for your --

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER HOKAMA: --approval.

CHAIR CRIVELLO: Ms. Cummings [*sic*]?

MS. CUMMING: Just comment about the hidden homeless. I don't believe there've been any recent studies. I think it was probably 15 or 20 years ago when SMS did a phone survey to identify people who were overcrowded, doubled up and in those kinds of living situations where they're about to be homeless. But I don't believe there are any recent studies that have been conducted. One of our difficulties always is what we call travelers. They're here for...to experience the world. Our goal is to end homelessness. So if they do not wanna participate in a plan of care that says I will work towards the goal with you towards homelessness then we say then you are not eligible for our services. Because we can be incredibly busy but remarkably ineffective --

COUNCILMEMBER HOKAMA: Understood.

MS. CUMMING: --if that's all we do.

COUNCILMEMBER HOKAMA: Understood.

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

MS. CUMMING: So our goal is to end homelessness. So sometimes this means that we have to...we don't pick and choose but it's up to the individual. We...there's a list of things that we are now...a questionnaire that we give that identifies all the things that we will work towards together and about every sentence says, and the goal is to participate in a plan to end your homelessness. That could be whether they're permanently housed here, that could be they're in a shelter for temporarily until they build up their resources, increase their income. We also last year received some money from the Hawaii Hotel and Lodging Association to assist people to return to home, that could be in the mainland, that could be in another island. But we did not wanna create a system where people hear just go to Maui and then you can get a free ticket home. So we absolutely do not want that system to be created so the program requires that you pay half and that we establish a contact wherever it is home is. We will call that person. We will make sure that they're going to house you not just temporarily but they're gonna provide for your care. You can live there on a permanent basis. We probably sent about 25 people, returned to home and we probably had about a 100 inquiries, people who just want to travel here and then find themselves stranded and want to return home but they return to homelessness. We are not returning people to homelessness. We're returning people to situation that is gonna end their homelessness. Sometimes it takes...we worked with one individual, it took us probably nine months to...his family wanted him but he did not want to return. And so we don't force anybody to do that, of course. But after nine months of being in the rain, he finally got tired of being cold and agreed. And in that case, we had to actually send someone to accompany him because of medical issues. He could not travel on his own. So we look at all possibilities. Is there some place you can go back to? Maybe...there are sometimes family members that have been looking for people that want them home and so we try to make that connection. But it's still to end homelessness. This is not just a trip back. So we try to use those kinds of resources. There are other people that due to their current addictions find it difficult to live with structure. That is probably one of the main reasons why people don't come into a shelter, is because of structure and after you've been homeless for four-five years, it's difficult. Even if...our one rule is you have to be peaceable. We don't have many other rules besides that but that is also difficult. If you have a mental health issue, living with 15 other people that also may have issues is difficult. Some people cannot be in an enclosed space. There are a lot of other reasons why people don't come into the emergency shelter but we find that that's a...the...a good start to getting a good assessment. One of the things we're moving towards as a system is developing a coordinated assessment system. And so...and we use a...using a tool called the VI-SPDAT. It's a vulnerability...it's a triage tool that kind of measures where they're at in terms of vulnerability socially, medically and otherwise. And so that we connect the right resources to the right people. Some people just need a light touch. Some people need intense care. So some of us receive permanent support of Housing Fund so we can pay for rent. So that if I have say 30 slots that are funded by HUD for people with severe and persistent mental illness or a disability that those are not...those do not belong to me. They belong to the community. So with the coordinated entry system,

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

whatever access point the person comes in at, we will develop a system to rate them. And then the next opening, say then I have in my program...we...you have to select from this pool of people that have the highest vulnerability and that way nobody picks and chooses, nobody creams and we work...we're trying to work in subpopulations so chronically homeless, veterans, families, youth and give the people...match the resources to the right people so that we don't waste our resources.

COUNCILMEMBER HOKAMA: Okay. Thank you very much for your response. Thank you.

CHAIR CRIVELLO: Thank you, Mr. Hokama. Mr. Guzman?

COUNCILMEMBER GUZMAN: I have a question. On the homeless service utilization report, it indicates roughly 23.9 percent or 24 percent of those that are homeless have only lived in Hawaii for 12 months or less. What is the percentage here on Maui for those homeless that have lived here 12 months and less?

MS. CUMMING: I don't have the report with me but I would say that it's about the same. It's about 20 percent.

COUNCILMEMBER GUZMAN: Okay. So the overall State is 24 percent and we're 20 percent you're --

MS. CUMMING: Yes.

COUNCILMEMBER GUZMAN: --saying? Okay. Yeah, I just wanted to...let me also ask the Department whether the...I know there's...when I was practicing law and I was a...did a court appointment case for the Mental Health Calendar and that was years ago, there was a paradigm shift wherein it was more difficult to institutionalize people. And the theory back then was to do more outpatient so there was a State, I guess the legislation cut the funding for a lot of the institutions, and so it made it more difficult when you were assigned by the court to handle these type of cases. I think I believe my case lasted about 18 months but my client was arrested just on a petty misdemeanor case. And to prevent her from going to jail or that person from going to jail, which was only 30 days, we put over her head the ability to work with social workers at the intake. And a lot of these, I believe the mental illness, they can be resolved by medication and social work. I know that we periodically had to bring her back into court and make sure that she was going to the doctor then eventually got her housing and then eventually she went off to take classes and very stabilized. But it took about 18 months and this was working with the social workers to get them into court. I mean it was just a long process. I just feel that, yeah just...and that's just one individual being I guess not forced into it but so happened was picked up by MPD, did the intake and was then assigned by the judge to the Mental Health Calendar. I can't even imagine those who are not in the...you know. I don't think we would have ever seen that type of person in the system had it not been for the arrest. But I can sympathize with those who don't wanna voluntarily go into that type of system. But is

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

it the...still the same process? Is there still like a three-panel decision for institutionalization and...it's very...there's a lot of red tape that goes along with just working with one individual, is it still the same process? Has it --

CHAIR CRIVELLO: Can you --

COUNCILMEMBER GUZMAN: --gotten better?

CHAIR CRIVELLO: --answer that, Ms. Cumming?

MS. CUMMING: It is still the same process. Unfortunately, you can't make anybody take medication. We see people all the time that we believe would benefit from medication. We can't enforce that. Quite often that is the route that...what we believe is...although the punitive route is not the route that is, I believe is the best way, sometimes it is the only way that a person receives the treatment that they need. And so we have unfortunately had to watch people get arrested. But the outcome is where they do get the treatment that they need. And unfortunately that's the way the laws are.

COUNCILMEMBER GUZMAN: I think it's, you know, Chair, it's gotta be a collaborative effort because --

CHAIR CRIVELLO: Right.

COUNCILMEMBER GUZMAN: --I could have easily, you know, convinced that person to just take the jail time. But to work with the social workers, to make sure that this person or these individuals go through the system, it was such a huge transformation from the time that I had initially taken that case and met with that person. She was grungy, didn't, you know, wasn't well kept at all and living...there's...living in the parking lots I think. And then at the end of the case 18 months later, very groomed, you know, had taken part-time classes by that time, and medication and the ability to see physicians on a monthly or weekly basis is key. I think there's a lot of them that are, you know, just in that situation where if they had the medication that their minds would maybe be more willing to work together with the system. But I remember it was a struggle in the beginning, but once --

CHAIR CRIVELLO: Eighteen months --

COUNCILMEMBER GUZMAN: --she was on the medication...yeah.

CHAIR CRIVELLO: --for one client.

COUNCILMEMBER GUZMAN: Yeah.

CHAIR CRIVELLO: Yeah.

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

COUNCILMEMBER GUZMAN: I think it was such a huge transformation. So anyways, thank you.

CHAIR CRIVELLO: Thank you. Thank you for sharing. Any other questions or comments, Members? Ms. Baisa? Mr. Carroll, any...thank you. Ms. Baisa?

VICE-CHAIR BAISA: Yes. I think I'm trying to figure out how all this works. And, you know, we had a meeting here the other day where we're talking about the results from the temporary investigative group we had in regards to how we can get affordable housing. And it was repeated over and over and over that we need to deal with the homeless issues first because it's immediate and we have to deal with it right away. So what you folks are doing is very important. And first of all, I wanna thank every single one of you for this hard work. I know it's difficult. It's not easy work and sometimes you wonder 'cause, you know, you just step forward one and step back two but keep on going. And thank you for what you do. But I am kinda curious how our system works. What was brought up during that meeting that we have some recurring situations where homeless people are and then we clean it up and we move them out and then they go back again and they start all over again. And it was brought up that we were concerned about what's happening at the Wharf now. It looks like there's a whole bunch of people again. What does it...what triggers a cleanup or a bunch of people to go and say, no you can't be here and move them?

CHAIR CRIVELLO: Mr. Wallwork?

MR. WALLWORK: When it's on public property, if we have a complaint, we'll respond to it. As far as the...you're talking about the harbor?

VICE-CHAIR BAISA: Yes.

MR. WALLWORK: We are not responding to that at this time 'cause it's on private property. It's on A&B property along the--what's that--Kahului Beach Road?

VICE-CHAIR BAISA: That's correct.

MR. WALLWORK: Yeah, right now it's on private property. And I believe the harbor police is working on that along with A&B.

VICE-CHAIR BAISA: It's just curious 'cause, you know, it starts with 1 or 2 and before you know it, there's 4 and before you know it, there's a 100 of 'em like we saw before, which is kinda sad that, you know, we just let it go and let it go and then all of a sudden we have a huge big problem. So what I'm hearing is we need to make a complaint to the property owner?

MR. WALLWORK: Yes.

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

VICE-CHAIR BAISA: Okay. Interesting.

MR. BUENCONSEJO: Chair?

VICE-CHAIR BAISA: Yes.

CHAIR CRIVELLO: Mr. Buenconsejo?

MR. BUENCONSEJO: Chair, if I could jump in. Ms. Baisa, just to kinda clarify that as far as how did it start...the process. You know, unfortunately some of these homeless situations we have know the system very, very well. And what I mean by that is when we go to do certain sweeps, because of some of the land issues that we have where parks are tied into private, tied into State, if the County per se is initiating the certain cleanup, they'll just go take a footstep over to the private property. And now it becomes they, you know, for that particular cleanup we had, they're fine because that wasn't initiated by say A&B or per se even sometimes the State. So all of the parties need to kinda work together. And I think from my experience with certain things that we try to cleanup is the agencies actually communicating with each other and not dishing it off to say, oh that's State, oh that's County, oh that's A&B. And that's the challenges we face internally that we need to fix immediately and work together as a group instead of saying, hey get off of my Parks property and go sit on the State property. So those are the things we gotta communicate better and work well together. But that's one of the challenges that we face on a regular basis when it comes to cleanups.

VICE-CHAIR BAISA: Thank you very much. It...to me it adds emphasis to the fact that we need to fill those positions that Jan is trying to get as quickly as we can so that, you know, everybody, somebody, and nobody, but if we have a coordinator and that's their job, well they better do this coordination and maybe it will help some of these problems. But we really need to work on it. Chair, I also have one more question. I mean I have many, I'll just ask one more and then give somebody else a chance --

CHAIR CRIVELLO: Thank you.

VICE-CHAIR BAISA: --but, you know, apparently and I know this 'cause I've been involved with it, this kind of work takes a lot of intense staff time. And you have to work with people closely, one on one and, you know, today it's a doctor appointment, tomorrow it's a dealing with court, another day it's medical. I mean it goes on and on so the...in...the case management is really intense. Is there an issue with case management in this area or do we have enough people? If we don't have enough people, exactly what are we dealing with? What is the need?

CHAIR CRIVELLO: Ms. Shishido?

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

MS. SHISHIDO: Thank you, Chair. Thank you, Councilmember Baisa, for that question. It is definitely a high need when it comes to case management. When I hear...and see I'm getting chicken skin because when I hear of all the...when we talk about clients who miss their appointments because of a mental health issue, and they miss appointments because they forget and they don't know. And then case manager say, they didn't make the appointment and so maybe I'll drop them, maybe I'll drop them from my case. But they don't know, they don't have a calendar. They don't have a sense of priority to be able to get to those appointments. I've heard many, many cases in that matter. And I know of one in particular who sat in my office for a term because she was not able to get into her appointment 'cause she missed it just by half an hour. And so it is a huge difficulty when it comes to case management and the lack of case managers and to be able to really get out there and to serve their clients.

VICE-CHAIR BAISA: I am very much aware of that, what that work is, you know. Everyday there is a new barrier and a new problem. Today, I don't have transportation or my car doesn't have gas or I need a haircut or I'm sick today or I don't have the clothes or whatever it is, it just goes on and on and on. But if you stick with them and you gradually take away one by one, eventually you'll get to the bottom where they'll run out of excuses and taking care of everything, they show up. I can tell you this personally, I have several friends that...close people that have made that transition but it's not easy. And, you know, I think what Mr. Hokama brings up is really important. It also--I'll do this quickly, Chair--issue of medical coverage, outside of just mental health issues, they have a lot of medical needs. How are they covered? How do we take care of 'em?

CHAIR CRIVELLO: Ms. Shishido or Ms. Cummings [sic], would you...any of you wanna answer that?

MS. CUMMING: You know, frequently, the people will miss their appointments and they'll lose their medical coverage because they didn't go for the review. We encourage...sometimes we'll have the mail sent to us so that we can...when we know that something is coming up so that we can intervene and make sure that they make their appointments. So they frequently lose their coverage and then it's a whole process to get it back again. And even once a person is housed what we found for example, last week Monday, I calculated just on Monday alone between the five of us that worked on one situation, the person was housed. But after housing for four months and constantly dealing with some of the issues because of a substance addiction, he finally agreed to go to treatment. But in one day, it took 20 hours of staff time to actually get him into Aloha House, just 1 day, that 1 day. And so it is intense. Once they do get housed, they need support services, it's daily life skills. After you've been on the streets for a year or more, you don't know how to wash your clothes, you don't know how to use the facilities properly. Even though you are housed, you don't know how to clean it, and then the landlord gets really upset. That's one of the reasons why we have housing. We have apartments because we will take the people who we know would not make it in the normal...the housing market

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

outside. We might be a little bit more lenient but we also attach case management to it to help them with some of the daily life skills that they need, to remind them of their appointments. If they have an appointment at 12 o'clock, we'll pick them up at 8 o'clock and make sure we keep an eye on them. So there's a lot of support that goes after a person gets housed, and that's one of the considerations we also have to have every time we house someone.

VICE-CHAIR BAISA: Thank you.

MS. CUMMING: But it is intense.

CHAIR CRIVELLO: Thank you. Mr. Couch?

COUNCILMEMBER COUCH: Thank you, Madam Chair. One of those statistics you guys mentioned is kind of astonishing but it also points to something that we need to...we really need to look at. The people...there's a large percentage of people who choose to be homeless because in their mind it's easier for them. That's what it sounds like you guys were saying. I think that's where we need to say it can't be easier for them. That's where we need those laws that are in the PIA Committee. Because if it is easy, there is no incentive for them to get a home. I was really astonished that, Ms. Shishido, that you said that people can afford the home, they just choose not to. And they just move around because like you said, it's easy and they don't have the laws that they have to, you know, abide by. Is it really...Ms. Cumming said 90 percent of the people that she gets or I'm sorry, you said 20 percent. Of the 20 people, 18 chose not to get shelter. Is that the norm? Is that...you're saying that 20, 90 percent of the people out there who were...are homeless, are homeless by choice?

CHAIR CRIVELLO: Ms. Shishido?

MS. SHISHIDO: Chair? Thank you, Councilmember Couch. You know, maybe I misrepresented the numbers, but there is a large group of people who choose not to find housing. And I'm...all the outreach that Maude's staff does can attest to the fact that they'll come in and do some intakes. But most of them when we have the assistance by community police and we do, you know, some of the compassionate responses that are there, it's usually a lot of them will go back in with relatives as well. But then it doesn't take very long for them to get back out into their car or their...to another location. And I think as I look at what Maude and all the outreach people do, unfortunately it takes time and it takes a lot of effort and it takes a lot of things that...it takes a lot of movement that allows the homeless to finally say enough is enough and help me find housing. But, you know, I've witnessed, I've seen, I've...I know of individuals who are out there for years as long as 10-15 years who finally say, okay I will get housed. But in those 10-15 years, Maude knows them, you know. The outreach people they know them all by name. They know their circumstances. They know how they...how they're able to help them and it is a great barrier when it comes to their finances, when it comes to their insurance, medical insurance. And I might be

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

premature in saying this but it's...it gives me great honor to say that our Office on Aging, we will be...we are looking into and have established a relationship with the Veterans Affairs. So when Councilmember Hokama brings up the veterans, there is gonna be a veterans directive in regards to helping the veterans within our Office on Aging to alleviate some of the barriers that persist within getting them into housing or just getting them in for services. It might be a nice time since I bring up veterans to do a short commercial break and say that November 3<sup>rd</sup>, that there is going to be a veterans stand down. And we're hoping to be able to get veterans and the homeless in to find jobs, housing, to learn how to do resumes, so have a job fair, have services, providers there to assist them. But getting back to your question, it is a very difficult time and very...a lot...the statistics are high that most of them choose not to get housing.

COUNCILMEMBER COUCH: You know, that's very eye opening, Chair. I do have a couple more questions on a different approach. You know, there's a 2015 State Assessment of Homeless. It says that the State of Hawaii and Honolulu are conducting a Housing First approach, which we've discussed. The study notes that Maui's numbers are a total of 14 individuals and families in the program where Honolulu has 190. It seems like that there are enough people that we can get more than 14 individuals into this Housing First. What are the limitations, why are we not expanding that number? And is it that, you know, the choice factor?

MS. SHISHIDO: That would be one but then I think the biggest crisis is because we don't have enough affordable rentals or places that would allow the homeless to be able to get housed. And that's why one of the initiatives that the Mayor would really like to see is to be able to purchase some of the apartments and land, some land acquisition so that Maude, Ka Hale A Ke Ola, would be able to provide more shelter or more permanent housing for the homeless.

COUNCILMEMBER COUCH: Thank you, Madam Chair. The last thing is, you know, we have some issues going on in, everywhere, but South Maui that I'm well aware of and we have staff working on that. And some of the things that we're noticing is that the groups aren't quite all together and working together. Some groups are saying, oh that's not our kuleana and we don't wanna do something outside of our box. How are we working with those individual groups to say no, look, you gotta get out of the silos and work together, help each other so that the information can get out? Because there are certain groups that have different relationships with the homeless that they might be able to give them information if they're willing to and point them to the right places. So how are you as a Department getting them to work together? Because we're giving them the funding, a lot of the funding, not all of it but a lot of it, and we'd like to see more collaboration as opposed to silos.

MS. SHISHIDO: Chair?

CHAIR CRIVELLO: Ms. Shishido?

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

MS. SHISHIDO: Thank you for that question. And I think just last week, we met with some of the neighbors and some of the entities that you're talking about, and it is very clear for us that we do need to put our foot down and to request that some of the reports that have been set months ago be provided for our...for us to do our work. And so there is discussion with the different I guess leaders of that group.

COUNCILMEMBER COUCH: Well, it's not just that one area, it's the whole County. They...the...you know, at least the nonprofits that we fund or help partially fund, need to work together as opposed to individually. And it seems like that there's still some of that, you know, that's not my job so I'm gonna not do that.

CHAIR CRIVELLO: I think in all fairness, I think Ms. Cumming sort of identified that, you know, what the intent is. Some...the mission is just...is to feed --

COUNCILMEMBER COUCH: Right.

CHAIR CRIVELLO: --others are like to end homelessness. I think we've had that discussion. And there's also the Homeless Alliance. There's also the FACE group. There are entities out there that have opened their doors for everyone to come together. I've gone to these meetings and there are lots of them in there that are trying to find solutions. So what you're experiencing would be interesting for you to put that more into details as far as the separate silos that you're indicating that's going on. I basically don't see that but then you may see something that I don't.

COUNCILMEMBER COUCH: Okay. Well, yeah, we can look into that again.

CHAIR CRIVELLO: Yeah.

COUNCILMEMBER COUCH: Thank you.

CHAIR CRIVELLO: Thank you. Ms. Cummings [sic], any more comments or questions or what have you that you wish to share?

MS. CUMMING: I did have a comment about Housing First. Housing First is both a philosophy and an intervention. So as far as the way we operate, we try to use the Housing First approach, which is a low barrier that housing is a right, it's not a reward for compliant behavior. So that we don't look at the behavior and say, you are not entitled to housing because you behave this way. So then that means we have to gear our programs to be able to support that. If somebody's gonna behavior that would be difficult for a landlord to tolerate then we have to provide the support services. So...but there's also Housing First as an intervention. The Department of Health received a \$3½ million grant from SAMHSA to conduct a Housing First project, pilot project. It ended in August of this year and I think they were able to house 62 individuals. Also the City and County of Honolulu I think had a \$1½ million

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

Housing First grant and I think they're increasing it, yesterday I heard to \$2 million. The State of Hawaii is putting out some RFPs supposedly at the end of the...this month. The Housing First money was not available to the neighbor islands but it is going to be with this round of grants. So there is a...we should...we're already following the Housing First philosophy but as far as money, there should be...we've been promised money to come out. And as far, you know, people working in silos, one of the things, I had a conversation with the department of...the person who's in charge of the Medicaid, and they're working on a system where...to be able to have Medicaid pay for some of the services. But specifically, you know, there's mental health services, but mental health services are just geared towards crisis prevention. It doesn't really help for housing stabilization. So I advocated for more training for housing stabilization, mental health kind of services. That whatever is threatening their housing stability that that's what we should work on, not just preventing a crisis. And so I'm advocating all the time for services to be more coordinated so that we don't just address an issue in a way that doesn't allow someone to become stable in housing. And then the last thing about people choosing to be homeless, I don't think that anyone chooses to be homeless. What they...what is difficult is because of the number of issues, they have a difficult time working with the systems that are in place to allow them to access housing because those are barriers. So we're always asking ourselves as service providers, what...if we've been working with somebody for ten years and they aren't housed yet, are we doing something wrong? Are we offering our services in a way that is not helpful? So we're always examining what we're doing to ensure that what we offer is what people need and what they're able to access so that we don't just be busy and don't have results.

CHAIR CRIVELLO: Thank you. I appreciate your comments. Thank you. Parks and Recreation, any further comments or discussion?

MR. BUENCONSEJO: Chair, thank you, Chair. From Parks and Recreation, no other comments but just being aware that a lot of our park open space that we have acquired throughout the years basically have become homeless encampments. And with the continued purchase of lands and if we don't have the funding or resources to police those areas, it will continue to grow until we can find a solution for the homeless situation.

CHAIR CRIVELLO: Correct.

MR. BUENCONSEJO: Thank you.

CHAIR CRIVELLO: Thank you. Ms. Shishido?

MS. SHISHIDO: Thank you, Chair Crivello. I just wanted to again thank you and the Committee for the opportunity to be able to publicly have the public see what's the concerns, what the issues and what we face here on Maui. I wanted to thank also

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

**October 11, 2016**

---

Maude Cumming from Family Life Center and Officer Wallwork for his well works. Anyway, thank you.

CHAIR CRIVELLO: Thank you. Members, any more questions or comments? Ms. Baisa?

VICE-CHAIR BAISA: Chair, there's one more one question that I'd like to look into and you probably need to find out later. But years ago when I was in public rotary, we had discovered that there were a number of apartments at Kahekili Housing that were vacant because they needed renovation. I'm just wondering if that situation has been cleared up or do we still have an issue there?

CHAIR CRIVELLO: Staff, will you note that first to have some sort of respond to our inquiry?

VICE-CHAIR BAISA: Thank you very much.

CHAIR CRIVELLO: Thank you. Members, thank you for participating. I appreciate. We know that this is an ongoing problem. This just is discussion at this time that we continue to work towards the resolve so we can find homes for our Maui residents, those that have the different challenges, and provide the kind of human infrastructure we need to case manage. There's lots of work in this. So if the Members have no objections, I will defer this matter 'cause it will be coming up more than once.

COUNCILMEMBERS: No objections.

**COUNCILMEMBERS VOICED NO OBJECTIONS** (excused: MPV).

**ACTION: DEFER pending further discussion.**

CHAIR CRIVELLO: Thank you. Members, we have completed today's agenda. I'd like to thank representatives from the Administration, Maude Cumming and the Maui Police Department, Mr. Wallwork. And with that I'd also like to thank the Staff for their diligence. And with that, the October 11, 2016 meeting of the Housing, Human Services and Transportation Committee is now adjourned. Thank you. . . .(gavel). . .

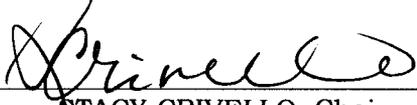
**ADJOURN: 10:28 a.m.**

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

October 11, 2016

---

APPROVED:



---

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

hht:min:161011:acqp

Transcribed by: Ann Carmel Q. Pugh

**HOUSING, HUMAN SERVICES, AND  
TRANSPORTATION COMMITTEE**  
Council of the County of Maui

October 11, 2016

---

CERTIFICATE

I, Ann Carmel Q. Pugh, 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 28<sup>th</sup> day of October, 2016, in Kula, Hawaii



Ann Carmel Q. Pugh