

COMMISSION ON HEALING SOLUTIONS FOR HOMELESSNESS  
DEPARTMENT OF HOUSING AND HUMAN CONCERNS  
COUNTY OF MAUI  
ON-LINE VIA BLUEJEANS  
THURSDAY, MARCH 23, 2023

**REGULAR MEETING MINUTES**

CALL TO ORDER AND ROLL CALL

The meeting was called to order by Chair Lindo at 1:30 p.m., followed by a brief recess to allow additional members to log onto the online meeting. The meeting was called back to order at 1:43 p.m. A quorum was present as noted below:

*Commissioners Present:*

Zhantell Lindo, Chair (in-person)  
Rochelle Kim Tempo, Vice Chair (in-person)  
Lisa Darcy  
Lisa-Ann Kahaleauki  
Faith Chase  
Charleen Naomi Crozier

*Commissioners Excused:*

Saul Kahihikolo  
John Tomoso

*Present Staff:*

Lori Tshako, Director, Department of Housing & Human Concerns (DHHC)  
Christie Trenholme, Deputy Corporation Counsel (DCC)  
Christopher Kish, Acting Homeless Program Coordinator  
Kimberly Ferguson, Secretary

1. PUBLIC TESTIMONY ON ALL ITEMS

There was no one present requesting to testify, either in person or online, at anytime during the meeting.

2. NEW BUSINESS

- A. Presentation - Wahi Ho`omaluku O Wailuku: Outcomes from the Program (Director Tshako) [https://mauicounty.gov/DocumentCenter/View/139308/WAHI-HOOMALU-O-WAILUKU-Presentation\\_Final-03162023](https://mauicounty.gov/DocumentCenter/View/139308/WAHI-HOOMALU-O-WAILUKU-Presentation_Final-03162023)

DHHC Director Lori Tshako shared a PowerPoint presentation.

Discussion:

Commissioner Darcy: Thanked Director Tsuhako and asked if there was a financial report for the project available.

Director Tsuhako: Replied there was not as the cost of the purchase of the pallets was not done through DHC. Stated the department was responsible for operating the pallet home shelter for the first six months and aside from the time for staffing, goods and supplies were purchased from other sources outside the department.

Commissioner Darcy: Asked where she could obtain that information.

Director Tsuhako: Responded she believes it might be with the former managing director's office since they worked with the Finance Department on the purchase. After procurement was completed, and an award granted to the provider, Family Life Center was able to use other sources of funding to pay for the balance of the cost of that operating that shelter.

Commissioner Darcy: Stated she was curious about the number of individuals that came into the project who had already been connected with agencies and services, but yet they're still experiencing homelessness. Asked how that informs DHC in terms of where the project was successful and where it needs to go, and what pieces clearly needed to be implemented.

Director Tsuhako: Explained there were multiple nuance issues involved. Stated we were in a pandemic and people felt very vulnerable because of the health issues that were present. Those with conditions which made them more susceptible to COVID were given first access to that shelter and priority for placement was done in that way. In terms of how the department's programming is affected by that, having a lower barrier, a shelter opportunity may have contributed to more people being willing to enter into the shelter versus maybe some ways that our traditional shelters may not have been able to offer, especially during COVID with the spacing requirements. It's really nuanced and perhaps we haven't done as comprehensive an analysis as could have been to determine exactly how the outcomes from this project can be generalized into the department's larger work.

Commissioner Chase: Asked who decided to go with the pallet homes as she thought it may have not been the best choice. Stated she asked former Managing Director Baz but never received an answer.

Director Tsuhako: Responded that she was not present when discussions took place but thinks that decision to purchase the pallet homes and to deploy them as a way to try and keep people safe during the height of the pandemic was made by former Mayor Victorino.

Commissioner Chase: Commented that she found the statistics on pallet shelter residents who passed away and were incarcerated startling and wondered what could have been done to mitigate it.

Director Tsuhako: Explained that she personally knew the two gentlemen who died during their placement at the shelter and stated they were chronically homeless gentlemen, both aged, and both with pre-existing health conditions. Stated they were really nice men who experienced a significant health issue during their residency. They had a medical emergency and were hospitalized but were not able to survive and everyone who worked with them was saddened. Director stated she did not think there was anything preventative that could have been done. Also explained that those who were incarcerated had pre-existing bench warrants. She wasn't sure about the circumstances related to their arrests, but stated eventually people with bench warrants do get arrested at some point in time, and that in this case, occurred while they were residents at the shelter. Didn't know exactly how that could have been precluded unless the person disclosed it prior.

Commissioner Crozier: Commented that she was a part of one of the agencies who worked with the pallet shelter and thought it was successful. Stated all agencies worked hard to get folks case management and housing and commended the department.

Vice Chair Tempo: Congratulated Director Tsuhako and acknowledged the work done by DHHC prior to the project being contracted out. Commented that there was no "blueprint" and everyone did the best they could under the circumstances.

Chair Lindo: Stated she was happy with the data collected and the success rate and didn't want the negative to overshadow the positive. Commented on remarks previous made by director about this shelter having less of a hindrance with policies and rules that prohibited people from entering the shelter and that might have been one of the factors to getting people help. Asked if director could foresee the department doing a hybrid plan or something similar after the department reviews everything and maybe in the future of some kind of project like this that might be beneficial to helping eliminate more of the homeless population or getting them housed.

Director Tsuhako: Informed the group about the kauhale or communal living type project being promoted by Governor Green and also the emergency proclamation (EP) that is forthcoming once administrative rules have been established. Stated the county has been communicating with the Governor's staff to see how a pilot project might work on Maui, along with the ability to use the EP to fast track housing.

Commissioner Darcy: Asked how many people who were exited were still housed or if there was any data available.

Director Tsuhako: Did not have the information readily available but would be happy to provide it. Reminded the group that the data that was presented in the slide deck has been vetted through the Homeless Management Information System (HMIS). Stated there is a key finding report that documents all of the data that was provided and produced through HMIS.

Commissioner Darcy: Commented that the two-application system used for entry into the pallet homes was cumbersome and difficult. Asked if the department would use this system again for a future project.

Director Tsuhako: Asked for clarification on the 2-application system.

Commissioner Darcy: Stated that there was a lot of confusion as people had to apply with Family Life Center, get the verification, and also apply with the department, and it was the department who made the selection. Asked Director if she would do that differently the next time, or if she would maintain the same process.

Director Tsuhako: Responded that if there was a lot of confusion, she wouldn't do the same thing as she would want to make it more efficient and less confusing for people. Department did want to verify that people who entered the pallet homes were indeed homeless because that was the purpose and didn't think there was any way to work around that. Stated the department's application, as she recalls, was a single piece of paper that contained people's names and their phone numbers for registration purposes so that they could be called in case of an emergency. She didn't believe that department went through a very exhaustive intake process for the county itself. Thought once people engaged in case management, they were probably engaged a little bit further with more detail so that some of those barriers there were identified earlier could be dealt with and overcome. Also reiterated that the answer was no, she would not.

Commissioner Darcy: Questioned the percentages noted in the presentation and stated she had additional questions for the director and would send them via email.

Director Tsuhako: Requested that communications go through the commission so it could be memorialized as part of the commission's work and Chair Lindo agreed.

Commissioner Chase: Excited about the EP and supports fast tracking. Commented she liked the fishbone diagram with data and the new way barriers, such as lack of ID or social security cards, were presented. Questioned why only 23 of the pallet shelters were erected and used when there were many more purchased by the County and asked if it was due to lack of aia.

Director Tsuhako: Restated that she wasn't sure how many were originally purchased as she wasn't involved in the conversation but stated 23 were erected at Waiale Park, based on the land available there. Also stated that it was a challenge to find alternate spaces for another project or to place the pallet shelters once the Waiale project was done due to lack of necessary infrastructure needed to operate them.

Commissioner Chase: Hopes that the Dept. of Parks & Recreation will be a part of the larger conversation with DHC and the Commission.

Commissioner Crozier: Stated that although it was unfortunate, the folks who passed were surrounded by services and housed, and were not alone in the bushes. Circled back to say everyone did the best they could with what they had, and everyone worked together and worked really hard.

Vice Chair Tempo: Reiterated what Commissioner Crozier said. Stated she thought given the circumstances, agencies tried to help as many people as they could that wanted to be housed and that wanted to get assistance. There were more agencies than not coming together for the purpose of helping people in our community so hat's off to everybody.

Chair Lindo: Commented that she's been in touch with several agencies to provide financial deposits for HUD vouchers that have been issued and thought it might be necessary to have some kind of a fund, or pool of unrestricted funds, that could be disbursed within a 24-48 hour period so people are not at risk of losing permanent housing because they cannot make the deposit or meet the voucher timeline. Also thanked Director for her presentation and asked if she had any closing comments.

Director Tsuhako: Responded that the county granted almost two million dollars to four agencies (Family Life Center, Ka Hale A Ke Ola, MEO, and Women Helping Women), for the Rental Assistance Program. Those four agencies help applicants to make those payments for deposits or utility deposits for rental subsidies over a short period of time, so those funds should technically be available. If anyone is working with a family who is on the verge of losing a subsidy or emergency housing voucher situation because of the inability to pay the deposit, please send an email off-line. Stated the department can help find those resources, and she doesn't think there's a need to reinvent the wheel as there are resources out there to meet those needs

- B. Election of Acting Chairperson due to Chair and Vice Chair terms expiring on March 31, 2023. See Rule 07-801-08, Rules of Practice and Procedure for the CHSH

Nominations were made for Acting Chair and roll call votes were taken; however, no one was elected as the members present could not come to a consensus before quorum was lost. Item was tabled and will be placed on the April agenda.

3. ADJOURNMENT

Chair Lindo adjourned the meeting at 2:56 p.m. due to lack of quorum. No motions were made and no votes were taken.

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