

**UNDERSTANDING HOW TO BETTER SUPPORT FAMILIES INVOLVED IN HOUSING PROCESS – Oahu Only**

This reference sheet is designed to provide quick overview of the Oahu housing process and ways supporting providers can help families & young people maintain forward movement toward viable housing referrals.

EARLY PROCESS	WAYS TO PROVIDE SUPPORT
<p><b>Clarifying the circumstances of “homelessness”</b> experienced by the family. How does it fit into the formal HUD/provider definitions of “true homelessness?” <i>i.e. completely unsheltered vs. doubled-up</i></p> <p><a href="https://www.partnersincareoahu.org/definitions">https://www.partnersincareoahu.org/definitions</a></p> <p><u><a href="#">Terminology and definitions</a></u></p>	<p>List out details to get a clear understanding the level of homelessness being experienced.</p> <ul style="list-style-type: none"> <li>• Are they completely unsheltered? (i.e. on the beach, at a park, under a bridge, abandoned building)</li> <li>• Are they doubled-up? (i.e. couch surfing, only “houseless” during day?)</li> <li>• Are they employed? Would they be able to pay rent?</li> <li>• Are there any medical considerations?</li> <li>• Willing to be housed? Or prefer to stay homeless?</li> </ul>
<p><b>Connecting to a Housing Outreach Provider</b> (by geographic location)</p> <p><a href="#">HMIS’ map</a></p> <p><a href="#">State of Hawaii Homeless Initiative map</a></p>	<p>Explain the importance of connecting and working with a provider agency. The overall process is lengthy and complex. Support from these key partners is critical.</p>
<p><b>Obtaining the Homeless Verification Letter</b></p> <p>This is achieved after several successful “encounters” by the outreach provider. This may require the individual/family to be easily located and observed as being homeless.</p>	<p>Encourage coordination between individual and outreach worker. Sometimes, encounters can be difficult for those who are employed during the day (outreach workers work mostly during regular business hours).</p> <p>On Oahu, there are several “entry points” where self-declared “encounters” can be recorded. These can serve as viable substitutes when encounters out in the community are not possible. Can also include health centers, youth drop-in center.</p> <p>Hawaii Homeless Healthcare Hui</p> <ul style="list-style-type: none"> <li>• Kanē’ohe Joint Operation Center</li> <li>• Chinatown Joint Operation Center</li> </ul> <p>Mental Health Kokua</p> <ul style="list-style-type: none"> <li>• Punawai Rest Stop</li> <li>• Safe Haven (Severe Mental Illness)</li> </ul> <p>Youth Outreach YO!</p>

<p><b>Completing the VI-SPDAT application</b> Outreach Homeless Providers can assist with the completion of the VI-SPDAT. It contains a very detailed questionnaire that assesses “critical need” for housing support. Each VI-SPDAT is given a score that determines priority based on vulnerability.</p> <p>VI-SPDAT forms can be found <a href="#">here</a>.</p>	<p>Encourage importance of tracking the VI-SPDAT once it is completed. Missing info or added clarification should be provided asap.</p>
<p align="center"><b>MID PROCESS</b></p>	<p align="center"><b>WAYS TO PROVIDE SUPPORT</b></p>
<p><b>Collecting Vital Documents</b></p> <ul style="list-style-type: none"> <li>• Driver’s license, State ID, or Passport</li> <li>• Birth Certificate</li> <li>• SS Card</li> <li>• SSI/SSDI benefits &amp; other income verification</li> <li>• Current paystubs</li> <li>• State financial benefits (SNAP, TANF)</li> <li>• Bank statement</li> <li>• Immigration documentation (I-94 form)</li> <li>• Chronic homeless verification packet</li> </ul> <p><a href="https://www.partnersincareoahu.org/id-resources">https://www.partnersincareoahu.org/id-resources</a></p>	<p>Any assistance (completing applications and payment of fees) you can provide is helpful.</p> <p>For many CWS-involved families, written verification of reunification as a case goal is very helpful. It informs key people that even though the children are not currently with parent(s), work is being done to try and reunify. CWS need not confirm or commit to reunification; only that it is part of the case direction.</p> <p>If working “under the table” it <i>might be possible</i> to get a letter from the employer attesting to hours worked and verifying income.</p>
<p><b>VI-SPDAT entry into HMIS system</b> Scores are calculated upon completion of the VI-SPDAT and entry into HMIS. This is where the level of housing support is determined.</p> <p><a href="#">Prioritization Matrix</a></p> <p><a href="#">Detailed outline of the prioritization found in the CES Policies and Procedures document.</a></p>	<p>Stay in contact with outreach providers to verify if individual has submitted all required information. A thoroughly completed VI-SPDAT is critical for forward movement.</p>
<p><b>CES Case Conferencing</b> Issues regarding individuals are discussed here. An agenda and list of clients to be discussed are available prior to the case conferencing. Representatives for these clients should attend these meetings.</p> <p>More information on case conference meetings can be found <a href="#">here</a>.</p>	<p>Stay in contact with outreach providers to verify if individual is added to the case conferencing agenda. Providing the requested info and/or answers to questions is critical for forward movement.</p> <p>Pressing CWS timelines can help move things forward if it is shared at Case Conferencing.</p>

END PROCESS	WAYS TO PROVIDE SUPPORT
<p><b>Monitoring the By-Name List and Number-Next Reports</b>            By-Name lists is a comprehensive collection of individuals in queue for housing support. Number-Next report is listed by priority and shows next set of individuals to be considered for housing support.</p>	<p>Help individual prepare for housing support and assignment by providing any necessary documentation that you may have on hand or assist with connection to replacement documents. Community resources may help provide furniture, household goods, clothes, etc.</p> <p>Provide reunification letter to verify children will be housed with parents to ensure successful housing placement.</p>
<p><b>CES referral to housing providers and case managers</b>            This step is where housing is obtained.</p>	<p>Encourage individuals to stay connected and engage with assigned providers.</p>

**Helpful Websites**

- Statewide Map of Outreach Providers - <https://homelessness.hawaii.gov/outreach-programs/>
- Statewide list of Emergency Shelters (incl # of available beds) - <https://homelessness.hawaii.gov/daily-emergency-shelter-vacancy/>
- Oahu Vacancy Grid – <https://www.partnersincareoahu.org/shelter-vacancies>
- Oahu Prioritization Matrix - <https://www.partnersincareoahu.org/prioritization-matrix>
- Oahu CES Partnerships with Health Care Providers - <https://www.partnersincareoahu.org/health-plans-ces>
- Info for non-citizens in Hawaii - <https://sites.google.com/coordinatedentrysystem.org/pichousing808/community-housing-resources/non-citizens>

*Information compiled in partnership with the Hawai'i Partners In Care-CES team and EPIC `Ohana.*