

# Approaches to Encampment Resolution

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Mayor's Office of Housing

San Diego, CA – 21 February 2019

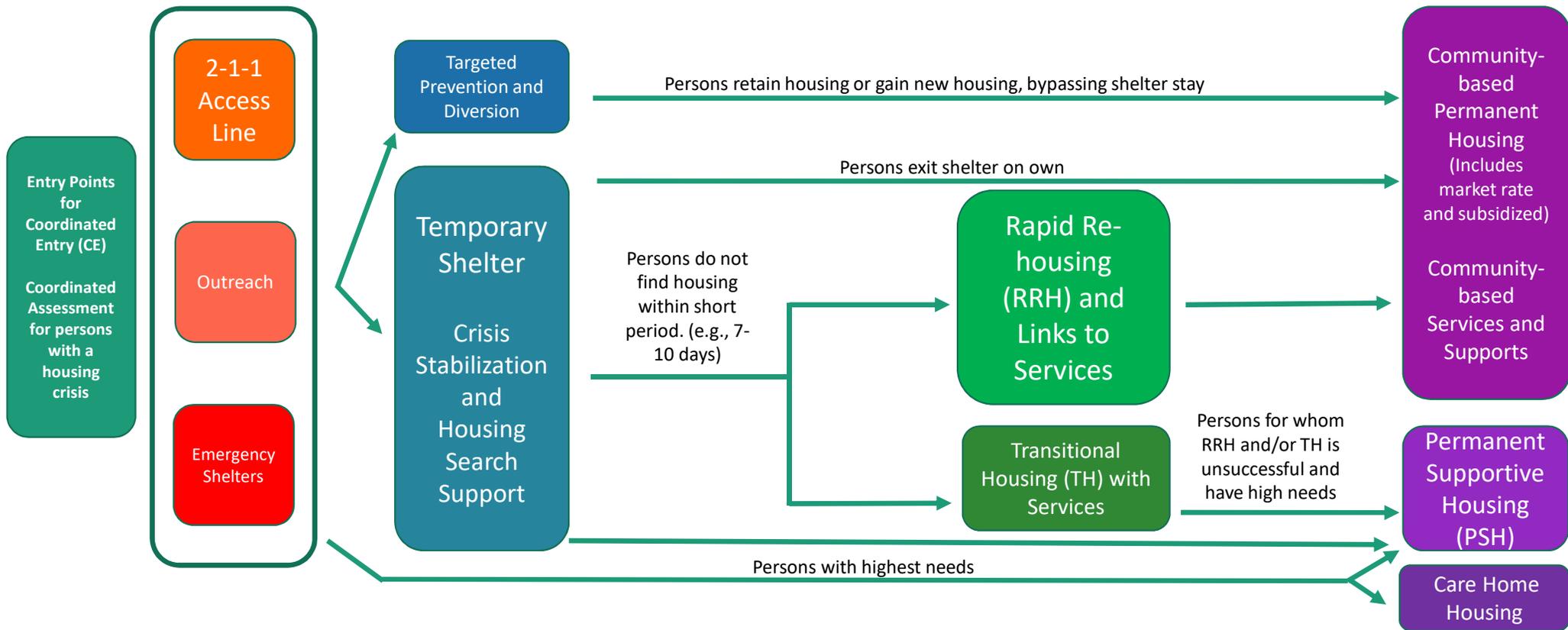
## What Does It Mean to End Homelessness?

“To end homelessness, every community needs to be able to implement a systemic response that ensures homelessness is prevented whenever possible or, if it can’t be prevented, it is a rare, brief, and onetime experience ...”

*(Home, Together: The Federal Strategic Plan to Prevent and End Homelessness, United States Interagency Council on Homelessness, 2018)*



# Hawaii's Coordinated Homeless Crisis Response System



# Housing is the Solution

“The only permanent solution to homelessness is housing and an effective support system and the only way this can be achieved is through the city, state, and service providers working closely together.”

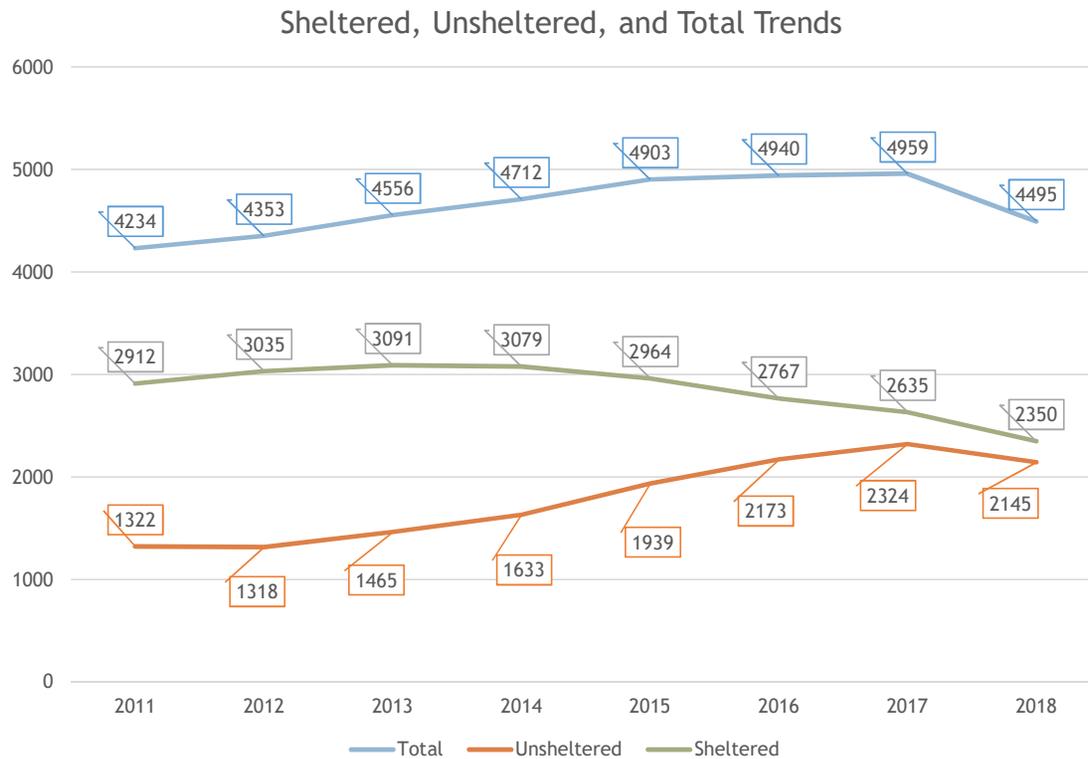
(Honolulu Mayor Kirk Caldwell)

## Keys: Collaboration and Best Practices

“... De Jong said, ‘There’s reason to celebrate. Years ago, I would have said there was frustration and defeat. Now success is possible.’ All of the major players concerned about homelessness across the islands are now embracing ‘the wave of best practices currently going on throughout the country,’ De Jong said. ‘It’s yet another proof positive point that collaboration can lead to greater success in addressing complex problems like homelessness.’”

(Iain De Jong as quoted in “Authority on issue lauds city’s joint effort,” by Dan Nakaso, Honolulu Star-Advertiser, 8/12/18)

# Oahu Sheltered/Unsheltered Trends: 2011-2018



Total: 4,495 (-464 or -9.4%)  
 -Sheltered: 2,350 (-285)  
 -Unsheltered: 2,145 (-179)

Unsheltered homelessness had first decline since 2012

Showing Each Region's Change in Unsheltered Homeless Population Compared to 2017. **The unsheltered population decreased by 179.**

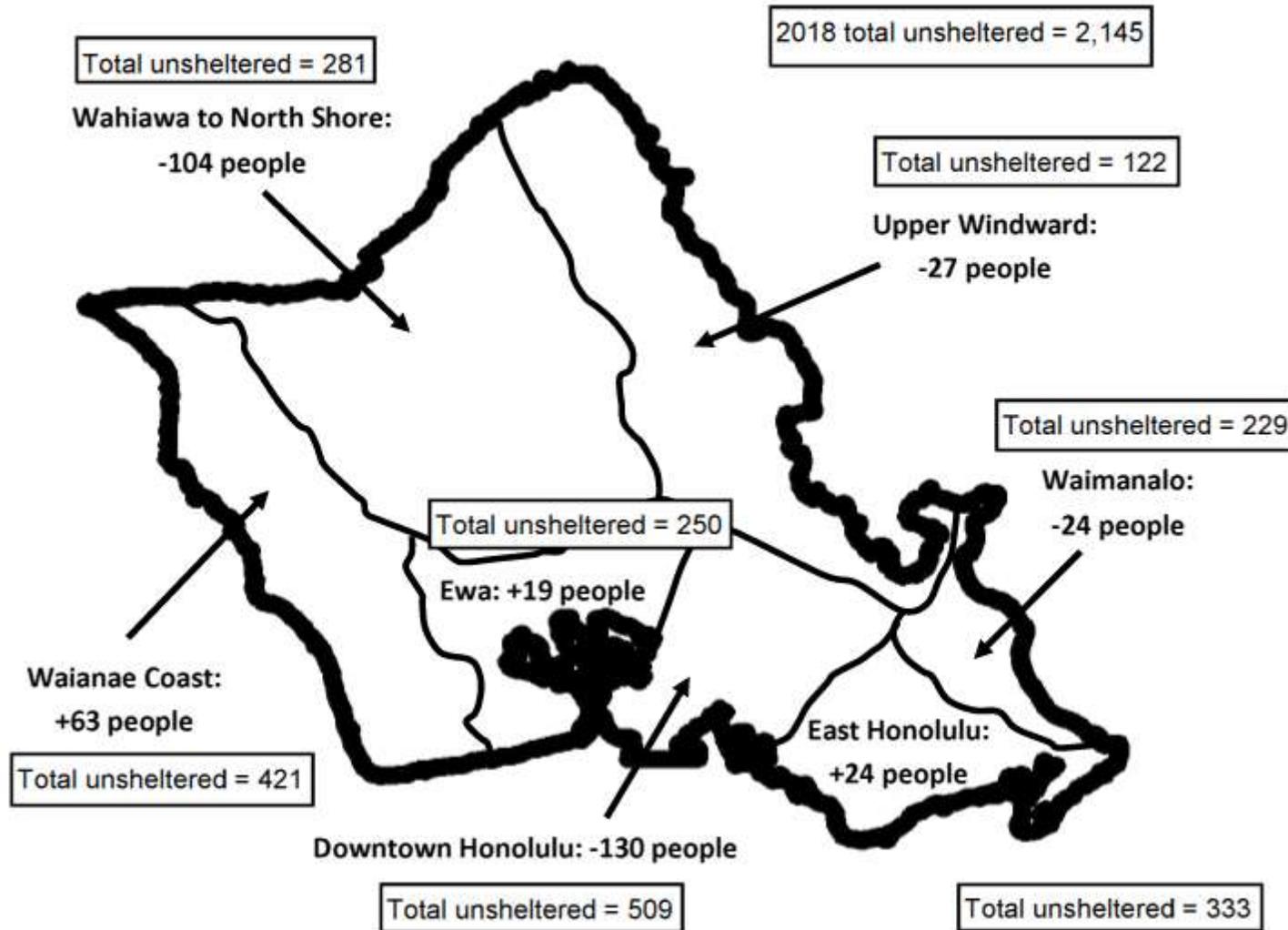
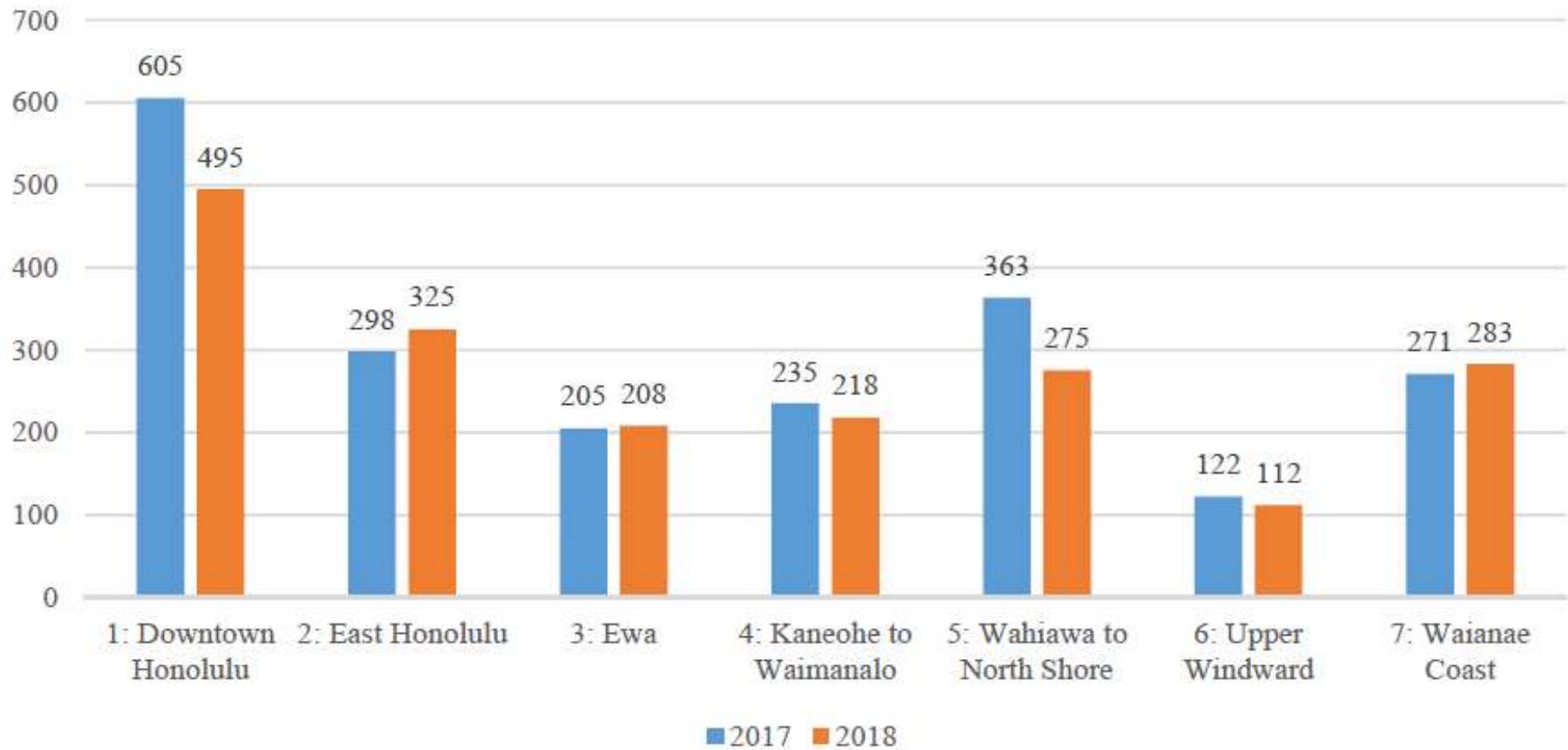


Figure 3: Oahu Unsheltered Singles Summary, 2017-2018



# Overall Strategy

- ▶ Systems approach
  - ▶ Collaboration
  - ▶ Coordinated entry system
- ▶ Implementation of evidence-based and best-practices
- ▶ Data driven
- ▶ Housing-focused
  - ▶ With support services, including employment & health services
  - ▶ Affordable housing, including culturally appropriate options
- ▶ Community engagement

# Previous Approach to Encampments

- ▶ Contracted outreach regional provider was on their own
- ▶ Very little collaboration and coordination between city, state, and providers
- ▶ Little sharing of encampment data and demographics among city, state, and providers
- ▶ No common assessment tool or system to prioritize unsheltered clients
- ▶ Focus on counting client engagements and getting unsheltered population into emergency shelters
- ▶ High-barrier shelters with difficult access and verification of availability

# New Approach

- ▶ Different philosophy: humane engagement, choice, lower barriers, housing-focused
- ▶ Interagency targeted outreach to unsheltered populations: city, state, and providers, organized under Honolulu Police Department's (HPD) new H.E.L.P. (Health, Efficiency, Long-term, Partnerships) initiative



## New Approach (continued)

- ▶ Coordinated Entry System: assesses clients with VI-SPDAT and matches highest need clients with available resources
- ▶ Onsite verification of emergency shelter, detox, adult mental health beds, and other services
- ▶ Transportation services - including use of city van and TheBus - provided to shelters, detox, and other services - pets included



## New Approach (continued)

- ▶ Welcoming staging area or service building site: greet clients, food service, intake and coordination of services, shower facilities, including use of mobile hygiene trailers
- ▶ Clients in the area are prepared, letting them know of the special scheduled effort and inviting their participation, e.g., clients are lined up for transport



# H.E.L.P. HONOLULU COORDINATED NIGHT OUTREACH – AT A GLANCE

## COORDINATED NIGHT OUTREACH OVERVIEW

H.E.L.P. Honolulu's coordinated night outreach is an interagency effort, organized by the Honolulu Police Department, the Department of Human Services Homeless Programs Office, Kalihi-Palama Health Center, and other homeless service providers and government agencies. Individuals encountered during night outreach are offered transportation to shelter or substance abuse treatment, food, showers, and connections to other services. Coordinated outreach efforts have been conducted in Chinatown, Aala Park, Kamamalu Park, Iwilei, Thomas Square, Pawaa In-Ha Park, River Street/College Walk, Ala Moana Beach Park, Old Stadium Park, Waikiki, Crane Park, and the Downtown/Capitol District.

## PEOPLE ASSISTED BY H.E.L.P. HONOLULU NIGHT OUTREACH: MONTH BY MONTH

A total of 107 people have been assisted through coordinated night outreach efforts since April 2018.

### APRIL 4, 2018 – 7 PEOPLE ASSISTED

7 WENT TO SHELTER 

### MAY 16, 2018 – 15 PEOPLE ASSISTED

15 WENT TO SHELTER 

### JUNE 13, 2018 – 18 PEOPLE ASSISTED

16 WENT TO SHELTER  
1 WENT TO DETOX  
1 WENT TO THE HOSPITAL 

### JULY 11, 2018 – 23 PEOPLE ASSISTED

22 WENT TO SHELTER  
1 WENT TO DETOX 

### AUGUST 8, 2018 – 23 PEOPLE ASSISTED

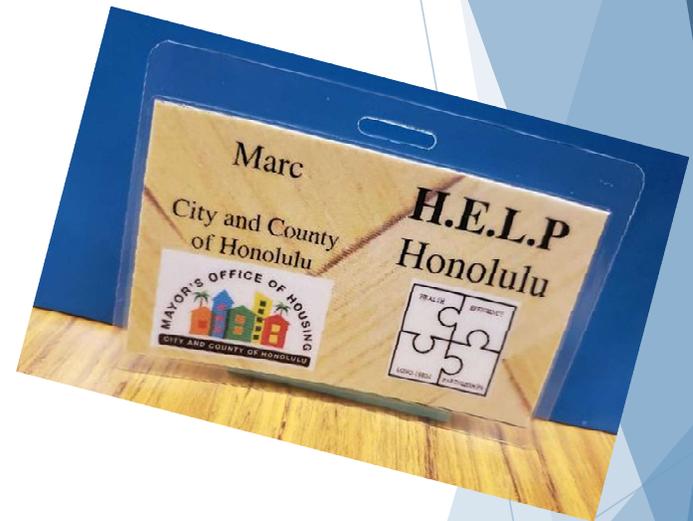
23 WENT TO SHELTER 

### AUGUST 28, 2018 – 21 PEOPLE ASSISTED

18 WENT TO SHELTER  
1 WENT TO DETOX  
2 WENT TO RESIDENTIAL TREATMENT 

## AGENCY PARTNERSHIPS

Honolulu Police Department · TheBus · City & County of Honolulu, Office of Housing · Mental Health Kokua/Safe Haven · Kalihi-Palama Health Center · Hawaii Health and Harm Reduction Center · Institute for Human Services · RYSE · The Salvation Army · Legal Aid Society of Hawaii · Waikiki Health Medical & Legal Partnership · Helping Hands Hawaii · Action with Aloha · Department of Human Services, Homeless Programs Office · Department of Health, Alcohol and Drug Abuse Division · Office of the Governor



## April 2018 - February 2019 Summary

- ▶ From its inception in April 2017 until February 2019, the HELP coordinated outreach events have helped **234 persons** move from the streets to shelter, detox, residential treatment, or hospitalization.

# Lessons Learned

- ▶ We need to use data better to understand the character and demographics of encampments and their residents - they are very diverse
- ▶ More attention needs to be directed to the sense of community - good and bad - in encampments, especially those that are long-established
- ▶ When people are treated with respect, receiving a warm welcome, some food, the opportunity for a shower and clean clothing, they are often more open to receiving services



## Lessons Learned (continued)

- ▶ Sometimes the simple things make a big difference, e.g., having an accessible air-conditioned bus ready to take clients to their destination
- ▶ Giving people a choice of shelter options, whenever possible, gives them some sense of ownership and power over their lives



# The Future: Lift Mobile Navigation Center

- ▶ Co-chaired by the City Department of Community Services and HPD
- ▶ A mobile navigation center, in a designated area of a park for a limited period of time, not to exceed 90 days
- ▶ Assists unsheltered individuals, families and couples who want to be housed and take steps toward achieving just that
- ▶ Low-barrier, 24/7 mobile triage center with a team of trained case managers and key community partners who can assist an individual or family to become sheltered and receive services, including mental health services

# INFLATABLE SHELTERS

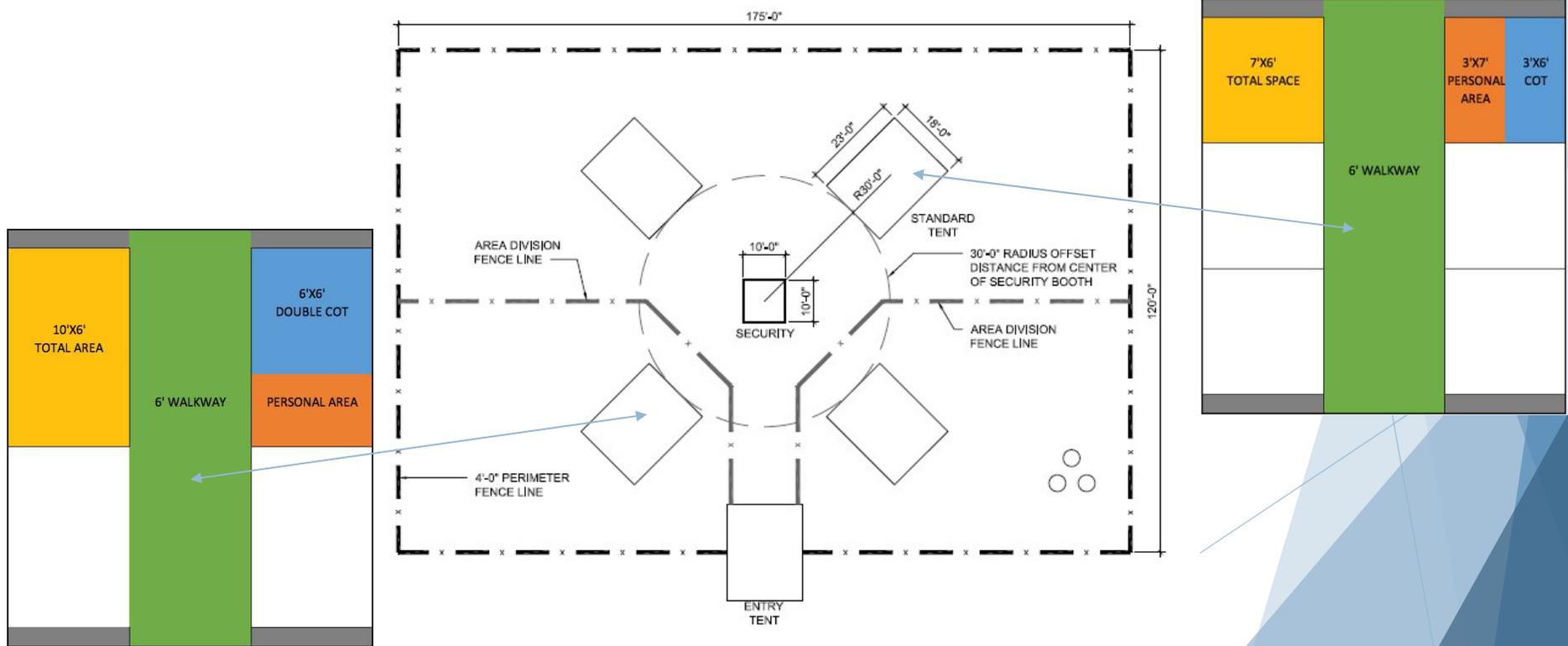


**FAST Shelter** based out of Philadelphia provides temporary, inflatable shelters to industrial, commercial, and government customers.

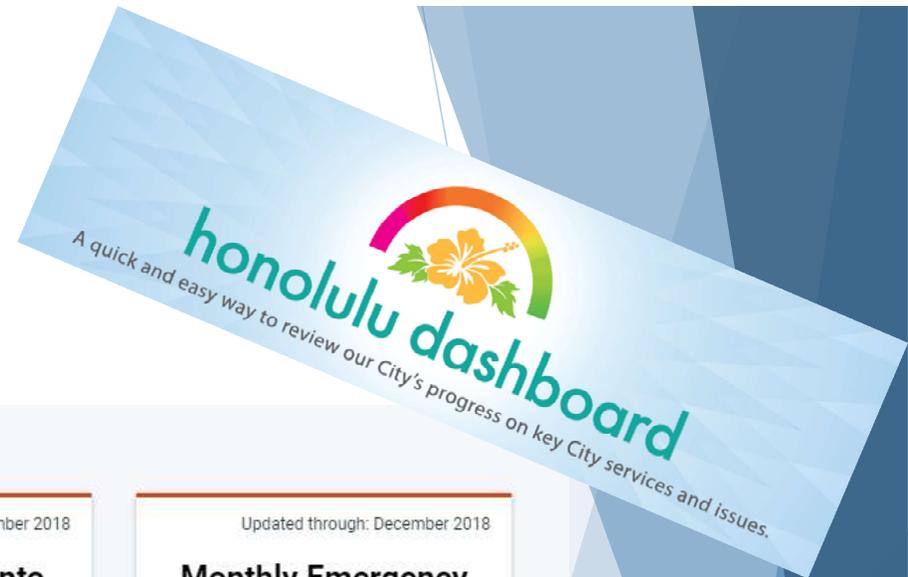
- Inflatable Rigid Frame Shelter
- Provides 414 sq. ft of space.
- Unpacked to operational in approximately seven minutes.
- NFPA 701 fire rated, UV coated, waterproof, and 35 mph wind rated.



# POSSIBLE CONFIGURATION



# Together we can end homelessness



## Homelessness

Updated through: 2018

### Homeless Point-in-Time Count



Reduction in the number of homeless persons on Oahu

4,495

On Track



Updated through: December 2018

### Homeless Clients into Permanent Housing



Total number of people housed

4,349

Near Target



Updated through: December 2018

### Homeless Vets into Permanent Housing



Total number of veterans housed

448

Near Target



Updated through: December 2018

### Monthly Emergency Shelter Occupancy



Percentage of beds utilized

83

Near Target



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**Mahalo!**