

RICHARD T. BISSEN, JR.
Mayor

JESSICA CROUSE
Acting Director

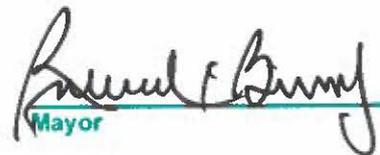


DEPARTMENT OF HUMAN CONCERNS
COUNTY OF MAUI
2200 MAIN STREET, SUITE 546
WAILUKU, MAUI, HAWAII 96793
PHONE: (808) 270-7805

February 11, 2026

Honorable Richard T. Bissen, Jr.
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

 **2-13-26**
Mayor Date

For Transmittal to:

Honorable Shane M. Sinenci, Chair
Water Authority, Social Services,
and Parks Committee
Maui County Council
200 South High Street
Wailuku, Hawaii 96793

Dear Chair Sinenci:

SUBJECT: UPDATE ON EVICTION MEDIATION AND RELATED SOCIAL SERVICES (WASSP-1(15))

Thank you for your communication dated January 28, 2026, and for the opportunity to provide the Council's Water Authority, Social Services, and Parks Committee with this information for further understanding and awareness.

As related to this request, the Department's operations support the infrastructure of homeless services in a few key areas. The first is our participation in the local Continuum of Care (CoC), which is a regional planning body that coordinates housing and services funding for homeless families and individuals. The Department also assists with the Coordinated Entry System (CES), which is a HUD-mandated, centralized process designed to efficiently assess, prioritize, and match people experiencing homelessness to available housing and appropriate services. Our local homeless service providers who participate in the CES process utilize a technology system called the Homeless Management Information System (HMIS), which retains and tracks client-level data relating to client assessments and matches clients with available resources.

TO SUPPORT AND EMPOWER OUR COMMUNITY TO REACH ITS FULLEST
POTENTIAL FOR PERSONAL WELL-BEING AND SELF-RELIANCE

Honorable Shane M. Sinenci, Chair
Water Authority, Social Services,
and Parks Committee
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While HMIS does enable the Department to identify and follow trends relating to homelessness in our community, this system does not collect information specific to entering homelessness because of a household's eviction. Upon reviewing HMIS data relating to the number of persons entering homelessness in 2025, I did not identify data trends that might clearly determine a direct correlation between the conclusion of the eviction moratorium on February 4, 2025, and the number of individuals entering homelessness.

In addition to reviewing available HMIS data, I consulted with community partners who provide homelessness services to obtain additional insights on this subject. Those insights provided anecdotal context to further understand the potential impact of an eviction on a renter's credit history: housing providers may screen for eviction history as a component of their credit checks, and depending on the provider's policies the applicant may be denied tenancy as a result of their eviction history. Generally speaking, the more barriers a household faces while attempting to enter or maintain permanent housing, the higher the possibility becomes that the household may be at risk of homelessness at some point in their housing journey. In these scenarios, resources that help to stabilize tenants' rental status, including but not necessarily limited to rental assistance programs, may have a significant impact on helping tenants to avoid eviction and maintain good tenancy histories.

Thank you for the opportunity to provide this information. Should you have any additional questions, please feel free to contact me at Ext. 7805.

Sincerely,

A handwritten signature in black ink, appearing to read "Jess Crouse", with a long horizontal flourish extending to the right.

JESSICA CROUSE
Acting Director of Human Concerns

WASSP Committee

From: Estrelita B. Dahilig <Estrelita.B.Dahilig@co.maui.hi.us>
Sent: Friday, February 13, 2026 2:31 PM
To: WASSP Committee; Shane M. Sinenci
Cc: Jessica C. Crouse; kimberly.ferguson@co.maui.hi.us; Josiah K. Nishita; Erin A. Wade; Cynthia E. Sasada; Didi A. Hamai; Kelii P. Nahooikaika
Subject: TRANSMITTAL: UPDATE ON EVICTION MEDIATION AND RELATED SOCIAL SERVICES (WASSP-1(15))
Attachments: MT#11394.WASSP Committee.Chair.Sinenci.pdf

Aloha,

Please see attached transmittal dated February 11, 2026, from Acting Director of Human Concerns Jessica Crouse, regarding the above subject matter.

Thank you and have a great day!

Mahalo,

Lita



Lita B. Dahilig

Secretary

County of Maui
Office of the Mayor
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