



DEPARTMENT OF  
**HOUSING AND HUMAN CONCERNS**  
 COUNTY OF MAUI

ALAN M. ARAKAWA  
 Mayor  
 CAROL K. REIMANN  
 Director  
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 Deputy Director

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February 11, 2016

Honorable Alan M. Arakawa  
 Mayor, County of Maui  
 200 South High Street  
 Wailuku, Hawaii 96793

For Transmittal to:

Honorable Riki Hokama  
 Chair, Budget and Finance Committee  
 Maui County Council  
 200 South High Street  
 Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

*Alan Arakawa* 2/11/16  
 Mayor Date

Dear Chair Hokama:

**SUBJECT: AMENDMENTS TO THE FISCAL YEAR 2016 BUDGET (GRANT TO MAUI FAMILY LIFE CENTER; GRANT TO KA HALE A KE OLA; ESTABLISHING A HOMELESS PROGRAMS DIVISION; AND ACQUISITION OF SPACEMAX SHELTER UNITS) (BF-38(26))**

Thank you for your correspondence of February 2, 2016. The following are answers to your questions:

**1. Information on how you measure the effectiveness of current programs that benefit homeless individuals and families:**

Housing Placement Program is measured by:

- total number of participants served
- number of participants placed in housing with program assistance including
  - financial assistance
  - case management
  - budgeting
  - employment referrals

Affordable Rental Housing Program is measured by:

- total number of participants placed in housing

Homeless Outreach Program is measured by the number of participants served in:

- obtaining birth certificate/ID
- SNAP benefits (food stamps)
- Medical/Dental Insurance

- GATANF Benefits
- SSI/SSDI
- detox/substance abuse treatment
- psychiatric appointment(s)
- medications for mental illness
- case management services
- domestic violence services
- employment
- permanent housing, permanent supportive housing and transitional shelter/housing

Homeless Shelter Program is measured by:

- number of participants exited to permanent housing/transitional shelter or other transitional programs
- enrolled in training or educational program and/or job training
- obtaining employment
- enrollment in substance abuse treatment program if needed
- accessing mental health services if needed

**2. The number of homeless individuals and families served by existing services and programs of Maui County for the last five years, by year.**

| Year                                    | 2011  | 2012   | 2013  | 2014   | 2015  | 2016   |
|---|-------|--------|-------|--------|-------|--------|
| <b>Homeless Served Via Maui Funding</b> | 9,545 | 12,367 | 9,156 | 10,770 | 9,821 | 10,372 |

**3. For existing transitional housing, information on the timeframe for each transition and the criteria for moving to a different level, and information on the length of time that individuals or families can occupy a unit at each level of transition.**

Clients are in emergency shelter for 6 weeks, allowing them time to apply for benefits, seek employment and start to address the barriers to being housed. As soon as individuals are admitted to transitional housing, a Housing Plan is created which provides a list of goals/task that are necessary for them to accomplish. Case workers work with clients along each step of the way, and individuals move at various paces to accomplish their goals.

The State Homeless Program allows a two year stay for clients who are actively searching for housing, filling out housing applications and seeking employment. Individuals are encouraged to start saving and as soon as they are able in order to move out on their own. Service providers work with clients to move them out as soon as housing is secured.

Individuals are referred to a Rapid Re-housing Program as soon as it is verified that they have enough income. There are not necessarily different levels in transitional housing, as individuals – working with case workers – move forward based on the accomplishments that they are able to achieve toward securing housing and employment/benefits.

**4. Information on how the above information for Maui County compares to national data.**

The tables depicted below provide comparative national information from published reports and are reported by state. NOTE that data for individual islands are not tracked.

**The 2014 Annual Homeless Assessment Report to Congress ranked Hawaii as the 2<sup>nd</sup> highest of Unsheltered Chronically Homeless individuals per capita:**

| State            | Homeless     | Unsheltered | Percentage   |
|------------------|--------------|-------------|--------------|
| 1. Nevada        | 999          | 903         | 90.4%        |
| <b>2. Hawaii</b> | <b>1,109</b> | <b>964</b>  | <b>86.9%</b> |
| 3. California    | 28,200       | 23,783      | 84.3%        |
| 4. Arkansas      | 516          | 434         | 84.1%        |
| 5. Oregon        | 2,207        | 1,702       | 77.1%        |

Largest Change in the Numbers of Chronically Homeless individuals (2007 – 2014) shows that **Hawaii ranks 3<sup>rd</sup> largest percentage increase:**

| State         | Increase   | Percentage   |
|---------------|------------|--------------|
| Montana       | 173        | 208.4%       |
| Kansas        | 131        | 82.4%        |
| <b>Hawaii</b> | <b>331</b> | <b>42.5%</b> |
| Louisiana     | 181        | 32.2%        |
| Georgia       | 161        | 6.5%         |

Number of Homeless People 2007 – 2014, based on the **2014 Homeless Service Utilization Report-UH Manoa Center on the Family** that compares the three rural islands. NOTE that Maui County's numbers are four times greater than Kauai, and two times greater than Hawaii Island.

|               | 2007          | 2008          | 2009          | 2010          | 2011          | 2012          | 2013          | 2014          |
|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <b>STATE</b>  | <b>11,070</b> | <b>12,455</b> | <b>13,717</b> | <b>14,653</b> | <b>14,200</b> | <b>13,980</b> | <b>13,853</b> | <b>14,282</b> |
| Honolulu      | 7,295         | 8,412         | 9,422         | 10,432        | 9,781         | 9,650         | 9,693         | 9,548         |
| Hawaii Island | 1,120         | 1,204         | 1,421         | 1,555         | 1,422         | 1,336         | 1,184         | 1,770         |
| Kauai         | 519           | 638           | 670           | 597           | 595           | 636           | 699           | 632           |
| <b>Maui</b>   | <b>2,136</b>  | <b>2,201</b>  | <b>2,204</b>  | <b>2,069</b>  | <b>2,402</b>  | <b>2,358</b>  | <b>2,277</b>  | <b>2,332</b>  |

Statewide comparison of the number of people served by Program Type, based on the **2014 Homeless Service Utilization Report**:

| <b>Homeless Programs Total</b>      | <b>Hawaii Island<br/>1,770</b> | <b>100%</b> | <b>Kauai<br/>632</b> | <b>100%</b> | <b>Maui<br/>2,332</b> | <b>100%</b> | <b>Honolulu<br/>9,548</b> | <b>100%</b> | <b>State<br/>14,282</b> | <b>100%</b> |
|-------------------------------------|--------------------------------|-------------|----------------------|-------------|-----------------------|-------------|---------------------------|-------------|-------------------------|-------------|
| Rapid Rehousing                     | 74                             | 4%          | 24                   | 4%          | 40                    | 2%          | 686                       | 7%          | 824                     | 6%          |
| OUTREACH                            | 1,401                          | 79%         | 328                  | 52%         | 1,488                 | 64%         | 4,391                     | 46%         | 7,608                   | 53%         |
| Shelter                             | 746                            | 42%         | 341                  | 54%         | 1,448                 | 62%         | 6,039                     | 63%         | 8,574                   | 60%         |
| <b>Shelter Program Total Served</b> | <b>746</b>                     | <b>100%</b> | <b>341</b>           | <b>100%</b> | <b>1,448</b>          | <b>100%</b> | <b>6,039</b>              | <b>100%</b> | <b>8,574</b>            | <b>100%</b> |
| Emergency                           | 516                            | 69%         | 214                  | 63%         | 1,212                 | 84%         | 2,727                     | 39%         | 4,669                   | 54%         |
| Transitional                        | 287                            | 38%         | 152                  | 45%         | 770                   | 53%         | 3,759                     | 68%         | 4,968                   | 58%         |

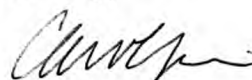
*Note: Total number of clients is an unduplicated count of people served. Some clients accessed multiple types of homeless programs during the reporting period; therefore, the sums of percentages in the program type subcategories exceed 100%.*

Please also find attached data compiled by DHHC that depicts Maui County expenditures for Homeless Programs. The figures are based on information collected from service providers, as the numbers of homeless served for each grant varied. The figures on the attached were adjusted to reflect the percentage of each grant that actually affected the homeless population.

Lastly, it is important to note that Maui County's Department of Housing and Human Concerns is not the only department that services the homeless. We also need to take into consideration of the amount of labor and expenditures that are incurred by Police, Fire, Parks & Recreation and Public Works. The collaboration from the other departments are much appreciated.

Once again, thank you for your thoughtful questions. We would be happy to answer any additional questions.

Sincerely,



CAROL K. REIMANN  
 Director of Housing and Human Concerns

Attachment  
 xc: Sandy Baz, Budget Director

**DEPARTMENT OF HOUSING & HUMAN CONCERNS - GRANT FUNDING FOR HOMELESS PROGRAMS**

|   | 2011              |                 | 2012              |                 | 2013              |                 | 2014              |                 | 2015              |                 | 2016              |                 |
|---|-------------------|-----------------|-------------------|-----------------|-------------------|-----------------|-------------------|-----------------|-------------------|-----------------|-------------------|-----------------|
|   | County Funding    | Homeless Served | County Funding    | Homeless Served | County Funding    | Homeless Served | County Funding    | Homeless Served | County Funding    | Homeless Served | County Funding    | Homeless Served |
| Homeless Programs   | \$ 500,000        | 3747            | \$ 540,000        | 3971            | \$ 450,000        | 2669            | \$ 579,000        | 4055            | \$ 641,000        | 3187            | \$ 641,000        | 3500            |
| Affordable Rental Housing Programs  | \$ 425,000        | 278             | \$ 725,000        | 635             | \$ 825,000        | 766             | \$ 849,750        | 710             | \$ 962,063        | 444             | \$ 943,500        | 440             |
| <b>**Note that all Grant Amounts &amp; Homeless Served Figures Listed below Have been Adjusted to Reflect Percentage of Homeless Served**</b> |                   |                 |                   |                 |                   |                 |                   |                 |                   |                 |                   |                 |
| Feed My Sheep (12% of total clients are homeless)   |                   |                 |                   |                 |                   |                 |                   |                 |                   |                 | \$ 7,800          | 99              |
| Maui Food Bank (25% of total clients are homeless)  | \$ 75,000         | 4193            | \$ 75,000         | 5646            | \$ 81,250         | 4643            | \$ 83,750         | 5096            | \$ 86,263         | 4733            | \$ 86,250         | 4700            |
| Hale Kau Kau (50% of total clients are homeless)  | \$ -              |                 | \$ 30,000         | 417             |                   |                 |                   |                 |                   |                 | \$ 15,000         | 415             |
| Salvation Army (100% of total clients are homeless)   | \$ 117,000        | 475             | \$ 117,000        | 460             | \$ 117,000        | 249             | \$ 134,000        | 511             | \$ 138,020        | 494             | \$ 138,020        | 490             |
| <b>Sub Total (Food-Related)</b>   | <b>\$ 192,000</b> | <b>4668</b>     | <b>\$ 222,000</b> | <b>6523</b>     | <b>\$ 198,250</b> | <b>4892</b>     | <b>\$ 217,750</b> | <b>5607</b>     | <b>\$ 224,283</b> | <b>5227</b>     | <b>\$ 247,070</b> | <b>5704</b>     |
| Self-Sufficiency Programs   | \$ 104,000        | 334             | \$ 80,000         | 512             | \$ 24,000         | 12              | \$ 25,700         | 16              | \$ 35,700         | 514             | \$ 32,865         | 506             |
| Maui Redevelopment Agency Clean & Safe Program (budget increase, not a grant)   |                   |                 |                   |                 |                   |                 |                   |                 |                   |                 | \$ 100,000        |                 |
| Substance Abuse Programs  | \$ 230,300        | 406             | \$ 172,550        | 598             | \$ 193,250        | 705             | \$ 183,100        | 279             | \$ 302,700        | 349             | \$ 112,050        | 122             |
| Community Partnership Grants  | \$ 67,437         | 101             | \$ 67,437         | 118             | \$ 63,500         | 101             | \$ 63,500         | 93              | \$ 63,500         | 90              | \$ 63,500         | 90              |
| KHAKO loan forgiveness  |                   |                 |                   |                 |                   |                 |                   |                 |                   |                 | \$ 4,055,000      |                 |
| Mental Health Association in Hawaii (5% of clients homeless)  | \$ 1,188          | 11              | \$ 1,188          | 10              | \$ 1,188          | 10              | \$ 1,224          | 10              | \$ 1,260          | 10              | \$ 1,260          | 10              |

| SUMMARY | 2011         |                 | 2012         |                 | 2013         |                 | 2014         |                 | 2015         |                 | 2016         |                 |
|---------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|
|         | County Funds | Homeless Served | County Funds | Homeless Served | County Funds | Homeless Served | County Funds | Homeless Served | County Funds | Homeless Served | County Funds | Homeless Served |
|         | \$ 1,519,925 | 9,545           | \$ 1,808,175 | 12,367          | \$ 1,755,188 | 9,156           | \$ 1,920,024 | 10,770          | \$ 2,230,506 | 9,821           | \$ 6,196,245 | 10,372          |

**TOTAL 2011-2016 \$ 15,430,064 62,030**