

## HHT Committee

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**From:** Monique Yamashita <Monique.Yamashita@khako.org>  
**Sent:** Tuesday, August 15, 2017 4:32 PM  
**To:** HHT Committee  
**Subject:** KHAKO Response: KHAKO Westside Shelter HHT-20  
**Attachments:** KHAKO Westside Shelter Info Response HHT-20.pdf

Attn: Councilmember Stacy Crivello, Chair

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*"Breaking the Cycle of Homelessness"*



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August 14, 2017

**Councilmember Stacy Crivello  
Chair, Housing, Human Services,  
and Transportation Committee  
County Council  
County of Maui  
200 S. High Street  
Wailuku HI 96793**

**Subject: Ka Hale A Ke Ola Westside Shelter (HHT-20)**

**Dear Councilmember Crivello,**

**Thank you for your inquiry regarding the KHAKO Westside facility.**

**The answers to the request for information is as follows:**

**1. What is the Westside Shelter's current occupancy? If there are vacancies, please explain why and what is being done to fill these units.**

**As of today's date, the occupancy rate for KHAKO's Westside Shelter Facility is as follows: We have 8 of 10 beds (80%) filled in our Women's dormitory, 16 of 32 beds (50%) filled in our Men's dormitory, 21 of 24 Studio's filled (87%), and 22 of 24 filled for the two-bedroom units (91%).**

**There may be various reasons for vacancies. I have contacted the Salvation Army and the Family Life Center (Homeless Services outreach providers) to inquire and seek information regarding a homeless family or individual's choice to obtain shelter. There are alternatives to services for individuals and families experiencing homelessness and some homeless individuals may opt to remain unsheltered. In June 2017, KHAKO's Housing Program Director (HPD) accompanied A Cup of Cold Water to do outreach on the island. It was found out by the HPD that many homeless individuals and families have pets and will not seek shelter and leave their pets behind. There are a number of homeless individuals who "self-resolve" from homelessness and obtain permanent housing without utilizing shelter services.**

**Today, the lowest occupancy in the shelter is in the men's dormitory. The Men's dorm is not well ventilated due to the design and the way the building sits on the property. It can be very warm in the dorms and may be a reason there are less men entering the shelter during the summertime. I have sought bids to install an air-conditioning unit in the dormitory however the cost is quite high and not an expense**

the agency can cover. We are constantly putting fans in the dorms to keep the temperature cool but this also creates an increase in the noise levels.

The agency's time frame to fill these unit and bed spaces is on-going. While we would like to have a 100% occupancy rate, we consistently have a small percentage of units that are in maintenance (cleaning, repairs and maintenance) after a family has moved out and in preparation for a new family moving in. Our goal is to increase the shelter occupancy to 95%. This would optimize the space we have available and minimize a wait-list.

Efforts to increase awareness of Shelter Services and bed availability include:

- a. In June of 2016, KHAKO began a concerted effort to increase awareness of the homeless shelter services available to the community by creating a "one line" phone number for individuals and families seeking services. This number is (808) 242-HOME or (808) 242-4663. This number was printed on wallet sized business cards and distributed to the Maui Homeless Alliance members and other agencies in an effort to reach out to the community and streamline the intake process. On July 5, 2016 this same number was published in the Maui News for the community's information.
- b. Several newspaper articles have been published with the information regarding the shelters newly reduced barriers.
- c. Partner agencies, specifically those conducting outreach to the homeless have been made aware of the reduced barriers to enter KHAKO's services.
- d. On May 10, 2017 KHAKO staff and Housing Specialists conducted outreach to the Baldwin Beach homeless campsite in Paia. Three individuals sought services with our agency and are now residing at the Emergency Shelter. Plans for additional outreach to the Kihei area are in place and should be accomplished by the end of July.
- e. KHAKO leadership and staff continue to network and collaborate with outside organizations and agencies to ensure awareness of the services the agency has to offer.
- f. On May 31, 2017, Monique Yamashita went on the Maui Non-Profit Directors, KAOI radio show to speak of the reduced barriers at both Emergency and Transitional Shelters.
- g. Advertising of services is in the Community Pulse, Community and Support Group section of the *Maui Bulletin*.
- h. KHAKO has met with the Aloha United Way and the Maui United Way to ensure information is shared in the 211 for information phone call process.
- i. KHAKO's CEO and Housing Program Director are members of the Maui Homeless Alliance and participate in monthly meetings to share and gather information regarding resources available to the homeless community.

The Westside Affordable Rental unit occupancy rate is 96%. Twenty-nine of the 30 units are currently occupied. The vacant unit is scheduled to have a tenant move in by September 1, 2017.

- 2. Provide a matrix showing the Westside Shelter’s occupancy levels compared to the point-in-time count for homeless individuals on the Westside for the past three years. Explain any variances.**

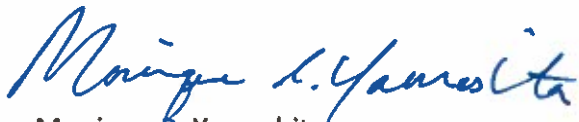
Point in Time Count Day	KHAKO WS Shelter Occupancy	PIT count Westside data	Variances
2015 (January 25, 2015)	200	131 unsheltered	The shelter has bed space for 210 individuals. The occupancy for the facility was at 95%. We had a waitlist at this time and not enough beds to take additional applicants into shelter.
2016 (January 24, 2016)	180	133 unsheltered	Shelter occupancy was at 85% during this time.
2017 (January 27, 2017)	158	93 unsheltered	The Shelter had 9 vacant units under repair and maintenance. A concerted effort was made to move families into permanent housing and to reduce the waitlist prior to the DHS contract start date of February 1, 2017. The increase in exiting families into permanent housing creates vacant units at a faster rate. In March 2017, the agency created a second maintenance staff job position to prepare the units for occupancy on a faster pace.

**3. Has the Westside Shelter been built out to its fullest capacity? Are there any additional phases pending being built? If so, when are the remaining phases expected to be completed?**

The Westside Shelter has been built out to its fullest capacity for the acreage the facility sits on. No other phases will be built.

I'm thankful to share this information with the committee and will be available to the committee if there is more information that is needed. Additionally, I'd like to add that KHAKO is in a transitional phase of program development as we went from being a "high-barrier" shelter to a low-barrier shelter with increased responsibilities and safety risks in a very short time span. I'd like to assure the committee that KHAKO continues to make every effort possible to notify the homeless population of the services that are available to them.

Sincerely,



Monique R. Yamashita  
Chief Executive Officer

Attachment – Westside map of facility

CC: Carol Reimann, Director of Housing and Human Concerns

# KHAKO Westside Shelter & Affordable Rental Units

## 15 Ipu Aumakua Lane, Lahaina

### Homeless Shelter

24 2-bedroom units, 24 Studio units, 32 Beds Men's Dorm, 10 Beds Women's Dorm

### Westside Affordable Units

30 two-bedroom Units

