

## WASSP Committee

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**From:** Tamara A. Paltin  
**Sent:** Monday, May 12, 2025 10:46 AM  
**To:** WASSP Committee  
**Subject:** FW: Homeless Verification Letter

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**From:** Tamara A. Paltin  
**Sent:** Monday, May 12, 2025 10:41 AM  
**To:** Tamara A. Paltin <Tamara.Paltin@mauicounty.us>  
**Cc:** Campos, Joseph H <jcampos@dhs.hawaii.gov>  
**Subject:** RE: Homeless Verification Letter

Aloha e Mr. Morishige,  
Did you send a letter to Director Tsuhako on May 9 contradicting this email that you had send me? Director Tsuhako indicated that is what happened in why they are still only allowing the one entity to do HVL  
Mahalo,  
Tamara

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**From:** Tamara A. Paltin <Tamara.Paltin@mauicounty.us>  
**Sent:** Thursday, April 24, 2025 7:13 PM  
**To:** Morishige, Scott S <smorishige@dhs.hawaii.gov>; Campos, Joseph H <jcampos@dhs.hawaii.gov>  
**Cc:** Staff BFED <Staff.BFED@mauicounty.us>; nicolehuguenin@gmail.com <nicolehuguenin@gmail.com>; Josiah.Nishita@mauicounty.gov <Josiah.Nishita@mauicounty.gov>; Erin Wade <Erin.wade@co.maui.hi.us>; Cynthia Lallo <Cynthia.D.Lallo@co.maui.hi.us>; Naomi Crozier <charleen.n.crozier@co.maui.hi.us>; loriann.tsuhako@co.maui.hi.us <loriann.tsuhako@co.maui.hi.us>; Richard Bissen <Richard.Bissen@co.maui.hi.us>  
**Subject:** Re: Homeless Verification Letter

Aloha e Scott,  
This is VERY helpful for our situation here on Maui.  
Thank you very much,  
Tamara

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**From:** Morishige, Scott S <smorishige@dhs.hawaii.gov>  
**Sent:** Thursday, April 24, 2025 6:22:03 PM  
**To:** Tamara A. Paltin <Tamara.Paltin@mauicounty.us>; Campos, Joseph H <jcampos@dhs.hawaii.gov>  
**Cc:** Staff BFED <Staff.BFED@mauicounty.us>; nicolehuguenin@gmail.com <nicolehuguenin@gmail.com>; Josiah.Nishita@mauicounty.gov <Josiah.Nishita@mauicounty.gov>; Erin Wade <Erin.wade@co.maui.hi.us>; Cynthia Lallo <Cynthia.D.Lallo@co.maui.hi.us>; Naomi Crozier <charleen.n.crozier@co.maui.hi.us>  
**Subject:** RE: Homeless Verification Letter

Aloha Councilmember Paltin,

Thank you for your email, and my apologies for the delay in response. In the Request for Proposals for DHS Homeless Programs Office current shelter contracts (RFP No. HMS-224-19-11-HPO), page 2-8 of the Service Specifications explains the process for shelters regarding Homeless Verification Letters and states that the shelter provider “*shall contact the Outreach Program provider(s) and/or shall verify and maintain adequate documentation*” for homeless verification. This language allows the emergency shelters to verify homeless status based on available information, such as third party

verification as I mentioned earlier. In addition, the shelter provider can check in the Homeless Management Information System (HMIS) and shelter providers are also allowed based on their professional judgment to have 5% of the individuals or families they serve self-certify their homeless status.

I did speak to Director Tsuhako yesterday regarding this and confirmed the information I provided to you earlier. The HPO Administrator is currently away at a conference, but when he returns I will confirm that his staff did reach out to Maui shelter providers regarding this information, and if not will ask that he follow up regarding this matter.

I hope this information is helpful. If you have any further questions, please don't hesitate to reach out.

Sincerely,

Scott

**Scott Morishige**  
**Division Administrator**  
**State of Hawaii, Department of Human Services**  
**Benefit, Employment and Support Services Division**  
**1010 Richards Street, Suite 412**  
**Honolulu, Hawaii 96813**  
**Phone: 808-586-5238**  
**E-mail: [smorishige@dhs.hawaii.gov](mailto:smorishige@dhs.hawaii.gov)**

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**From:** Tamara A. Paltin <[Tamara.Paltin@mauicounty.us](mailto:Tamara.Paltin@mauicounty.us)>  
**Sent:** Tuesday, April 22, 2025 10:20 PM  
**To:** Campos, Joseph H <[jcampos@dhs.hawaii.gov](mailto:jcampos@dhs.hawaii.gov)>; Morishige, Scott S <[smorishige@dhs.hawaii.gov](mailto:smorishige@dhs.hawaii.gov)>  
**Cc:** Staff BFED <[Staff.BFED@mauicounty.us](mailto:Staff.BFED@mauicounty.us)>; [nicolehuguenin@gmail.com](mailto:nicolehuguenin@gmail.com); [Josiah.Nishita@mauicounty.gov](mailto:Josiah.Nishita@mauicounty.gov); Erin Wade <[Erin.wade@co.maui.hi.us](mailto:Erin.wade@co.maui.hi.us)>; Cynthia Lallo <[Cynthia.D.Lallo@co.maui.hi.us](mailto:Cynthia.D.Lallo@co.maui.hi.us)>; Naomi Crozier <[charleen.n.crozier@co.maui.hi.us](mailto:charleen.n.crozier@co.maui.hi.us)>  
**Subject:** RE: Homeless Verification Letter

Aloha e Jo and Scott,

Mahalo for your assistance on this issue. Just wanted to verify, that when Human Concerns Director Tsuhako says, "The State of Hawaii Department of Human Services Homeless Programs Office is the entity that dictates which outreach providers administer homeless verification for shelter placement eligibility. The State of Hawaii is the primary funder of homeless shelters, and thus the shelters that receive State funding are contractually obligated to accept homeless verifications only from HPO funded Outreach contractors. The State DHS Homeless Programs Office currently includes language in its contracts that a homeless verification letter for the purposes of accessing services must come from another HPO contracted provider. A main reason for this is that HPO does not have oversight over agencies that are not contracted by it for homeless services."

That you folks still stand by the email sent that clarifies that the process for homeless verification is not just limited to the outreach provider, but also allows the shelter to verify homeless status based on available information. The available information to the shelter provider could include any current open enrollment in a homeless program in the Homeless Management Information System, or could be based off of third-party verification provided by Maui Police Department, County Homeless Coordinator, Churches or other social service providers and/or businesses who the homeless individual is known to. Has HPO staff followed up with Maui shelter providers and the Director to remind them of the shared responsibility they have to provide homeless verification, and that verification is not solely dependent on homeless

outreach? That flexibility is needed so a shelter can serve a client that may not be connected to homeless outreach even though the completion of Homeless verification letter for its programs is limited to HPO contracted providers. Has the Department been able to remind Director Tsuhako and the HPO contracted providers that shelter programs are allowed based on their professional judgement to have 5% of the individuals or families they serve to self certify their homeless status?

Mahalo nui for your time and attention to this matter,  
Tamara

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**From:** Campos, Joseph H <[jcampos@dhs.hawaii.gov](mailto:jcampos@dhs.hawaii.gov)>  
**Sent:** Friday, April 11, 2025 10:26 PM  
**To:** Tamara A. Paltin <[Tamara.Paltin@mauicounty.us](mailto:Tamara.Paltin@mauicounty.us)>; Morishige, Scott S <[smorishige@dhs.hawaii.gov](mailto:smorishige@dhs.hawaii.gov)>  
**Cc:** Staff BFED <[Staff.BFED@mauicounty.us](mailto:Staff.BFED@mauicounty.us)>; [nicolehuguenin@gmail.com](mailto:nicolehuguenin@gmail.com)  
**Subject:** Re: Homeless Verification Letter

Scott,

Please assist in examining the singular entity approach on Maui.

Thanks

Joseph H. Campos II  
Deputy Director  
Department of Human Services  
1390 Miller Street, Room 209  
Honolulu, Hawaii 96813  
(808) 586-4998

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**From:** Tamara A. Paltin <[Tamara.Paltin@mauicounty.us](mailto:Tamara.Paltin@mauicounty.us)>  
**Sent:** Friday, April 11, 2025 11:52 AM  
**To:** Campos, Joseph H <[jcampos@dhs.hawaii.gov](mailto:jcampos@dhs.hawaii.gov)>  
**Cc:** Staff BFED <[Staff.BFED@mauicounty.us](mailto:Staff.BFED@mauicounty.us)>; [nicolehuguenin@gmail.com](mailto:nicolehuguenin@gmail.com) <[nicolehuguenin@gmail.com](mailto:nicolehuguenin@gmail.com)>  
**Subject:** Homeless Verification Letter

Aloha e Joseph,

I am writing to inquire about entities qualified to provide Homeless Verification Letter procedures. We have been informed by our Department of Human Concerns Director Lori Tsuhako, that Maui County has one entity qualified to give Homeless Verification Letters and that decision has been made by and is controlled by the State DHS BESS Division. Constituents have commented only Maui County has only one entity and that is not the case for other counties in the State. My question is, why with our Homeless population ballooning in light of the fires, people falling through the cracks and those indirectly related to the fires losing housine, the end of the eviction moratorium, why Maui County is now only allowed to have entity qualified to provide Homeless Verification Letters per DHS BESS Division this is not helpful. Constituents have relayed previously Police, Hospital, Homeless coordinator and others have been qualified to provide Homeless Verification Letters and this is a hardship on top of everything else that Maui County has endured.

Mahalo,  
Tamara

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