FLC Outreach Encounter – March 17, 2022 Location-Bus Stop across from Maui Memorial Medical Center

#### 2 individuals

- Individual #1
- States he was hospitalized for 8 months, then discharged
- Has been at bus stop for 2-3 weeks
- Has wheelchair but limited use of arms, cannot pull himself into chair or manipulate the wheelchair
- Open wound on foot

- Individual #2
- Unable to articulate length of hospitalization stay
- At bus stop for 1 week
- States unable to walk



Prepping individual for lifting into van

Using a canvas sheet to lift individual





Carrying individual into van



Completing transport into van



2<sup>nd</sup> individual



# Encountering 2<sup>nd</sup> individual



2 individuals loaded in back of van

### FLC staff cleaning area





Full truckload of trash picked up after removing individuals



# Unloading at FLC campus

FLC staff assisting with showering



### Collaborations made

- Social Security-stopped Rep Payee-arranged new Rep Payee
- Adult Protective Service
- Medicaid Provider Ohana
- VA
- Medical care-Podiatrist
- ID & other documentation
- Temporarily located in handicap bathroom at FLC campus
- FLC attempted placement in hotel, did not work out due to high level of care
- June 2, 2022 individual continues stay at FLC campus-anticipate housing in supportive housing program on Monday, June 6, 2022



## Friday, May 27, 2022 4:30 pm

- Male, discharged from hospital after 20 day stay
- FLC Outreach responded not a client however Outreach team leader recognized individual from personal contacts
- Team Leader made phone calls, located family friend who confirmed that individual stays on his property in Kula
- FLC transported male to bus stop at Kaahumanu Center to facilitate easier access to appropriate bus line
- FLC followed up with family friend of male, confirmed that male made it back home



	Family Life Center contracted Performance Measures
PMO 1	At least 75% of all households served will have an engagement date
PMO 2	20% of all households exiting will exit to permanent housing exit destinations
PMO 3	50% of all households exiting will exit to temporary housing & institutional exit destinations
PMO 4	10% of households exiting will increase earned income (i.e. employment income)
PMO 5	15% of households exiting will increase non-earned income (e.g. SSI, SSDI, GA)

### Next steps

- Discharge protocols understanding MMMC processes
- Roles of community service providers
  - Family Life Center
    - Outreach
  - Ka Hale a ke Ola Respite beds
  - Malama I ke Ola connections to Medicaid providers
  - Other
- Gaps in service