

Behavioral Health & Homelessness Statewide Unified Response Group

— BHHSURG.HAWAII.GOV —

August 31, 2020



Presentation to the Senate Special Committee on COVID-19
Deputy Director Eddie Mersereau

Submitting per request – response to the attached Letter



Chair Dela Cruz, Committee members,

Mahalo for the opportunity to provide the following information per your request in the form of a "public facing" document that highlights and details our efforts in expanding and supporting Isolation and Quarantine efforts of the Department of Health.

The slides contained in this document are designed with the purpose of dissemination to your constituency in mind. Please feel free to contact me if additional information is needed.

Respectfully,

Eddie Mersereau

Senator Kurt Fevella

Cc: Senate President

Overview of Isolation sites and locations

** information as to the location of some of the sites are not disclosed per the request of the participating hotel site.*

There are currently 6 sites on Oahu:

4 that are Hotel sites (233 units total)

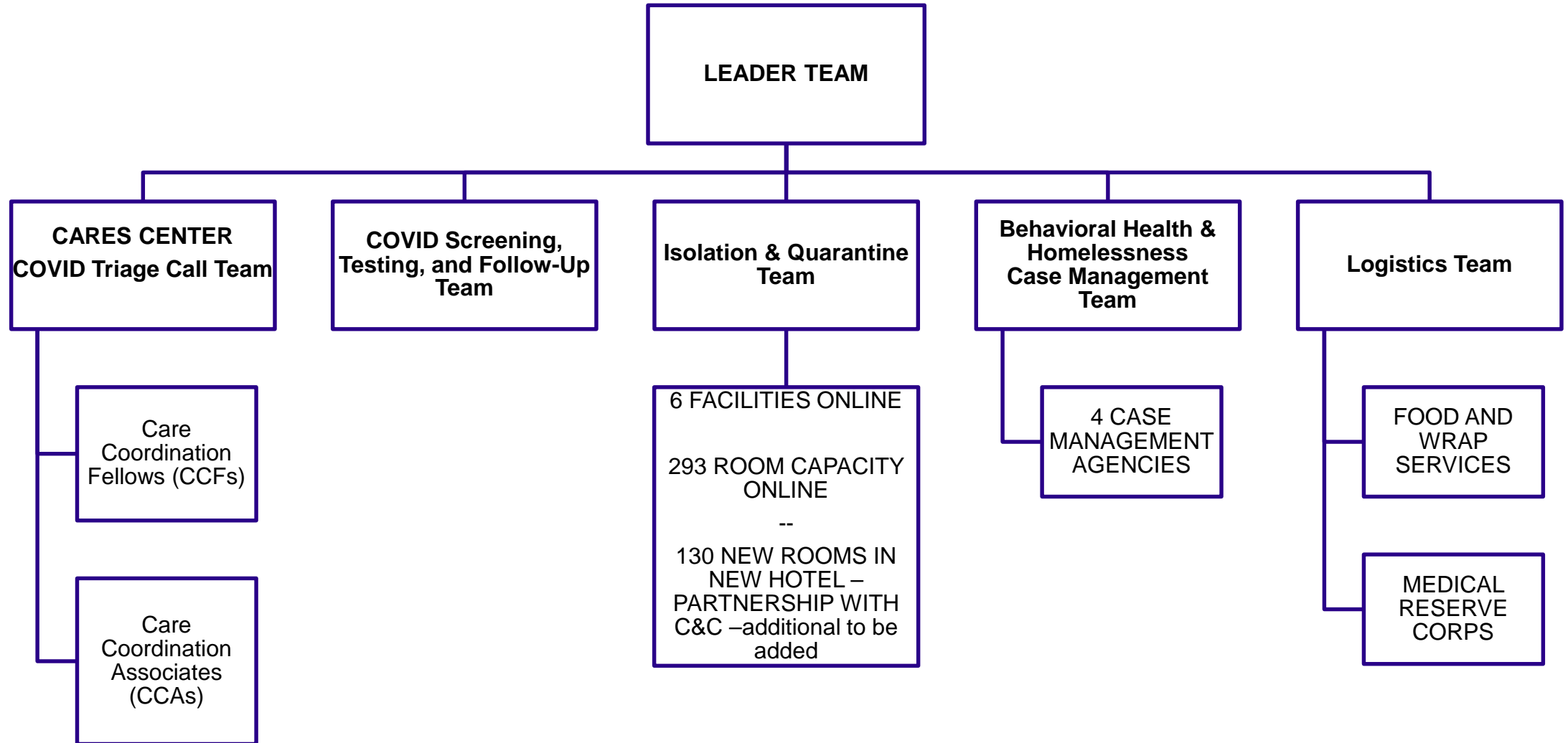
1 is the Kaaahi st. site for individuals with behavioral health and homelessness problems (26 units total)

1 is the state hospital which is reserved for any individuals who are court ordered to the hospital with COVID-19 (34 units total)

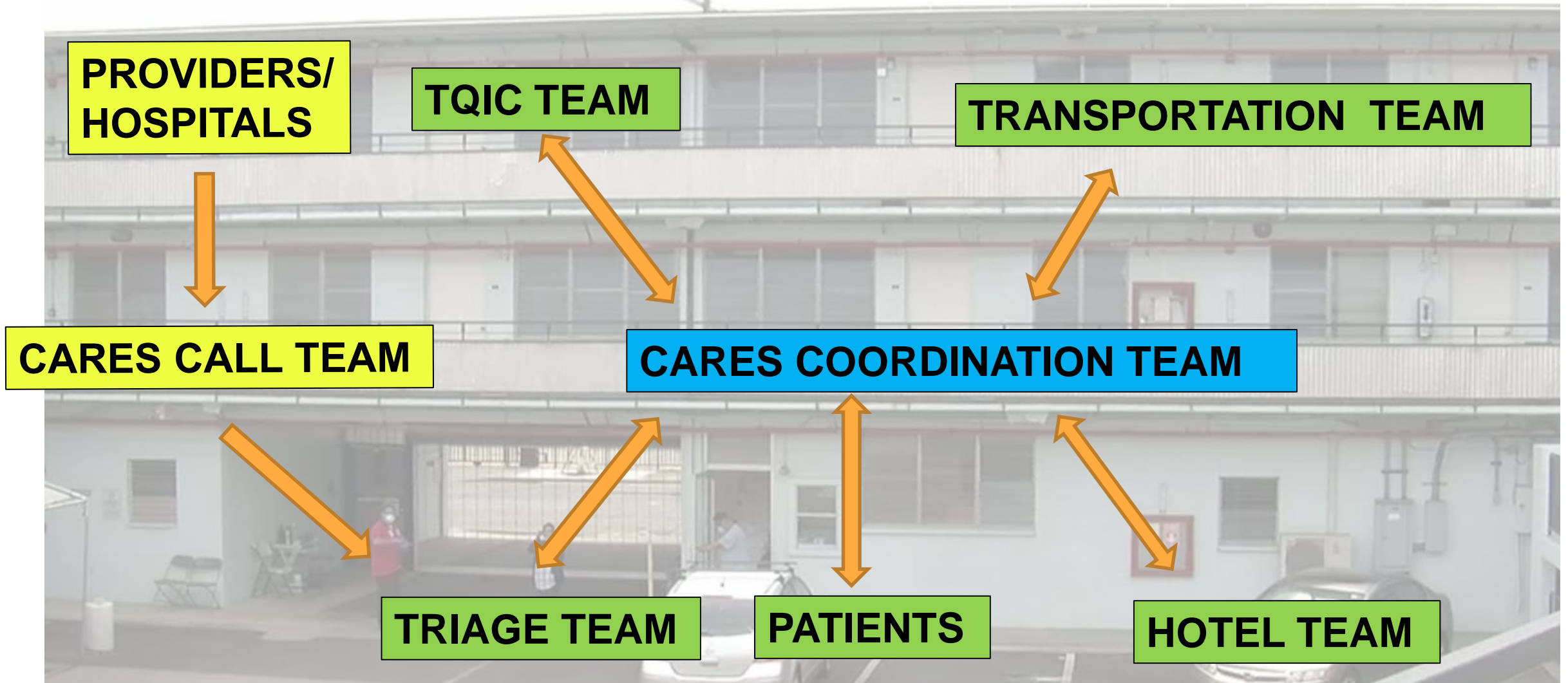
**There are currently a total of 85 units spread across the neighbor island counties in various hotel and other locations. We are working on expanding capacity in the neighbor island counties.*

BHHSURG ISOLATION & QUARANTINE UNIT

OVERVIEW OF ORGANIZATION STRUCTURE SINCE MON 8/10

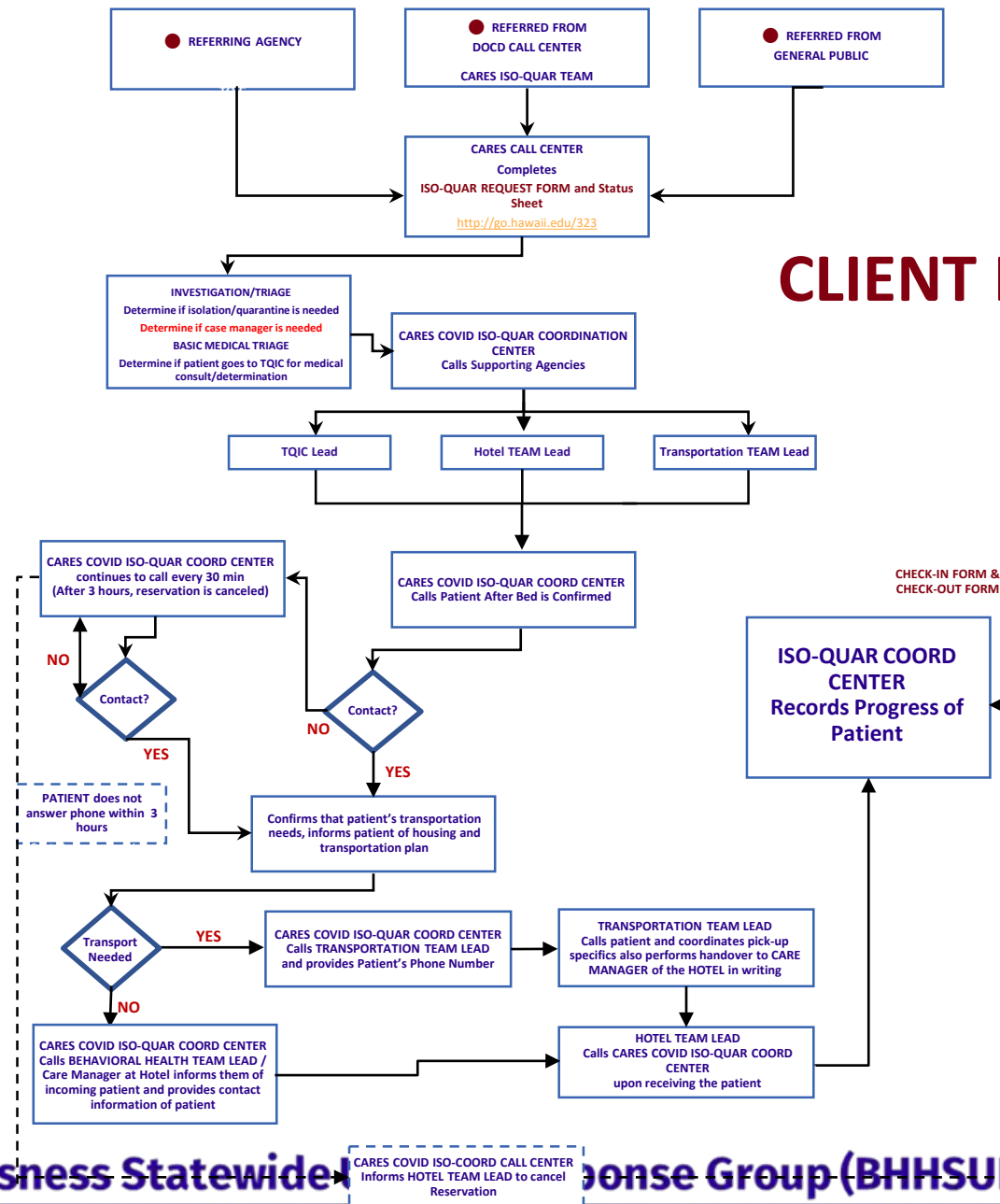


BHHSURG ISOLATION & QUARANTINE UNIT CARES COORDINATION TEAM APPROACH



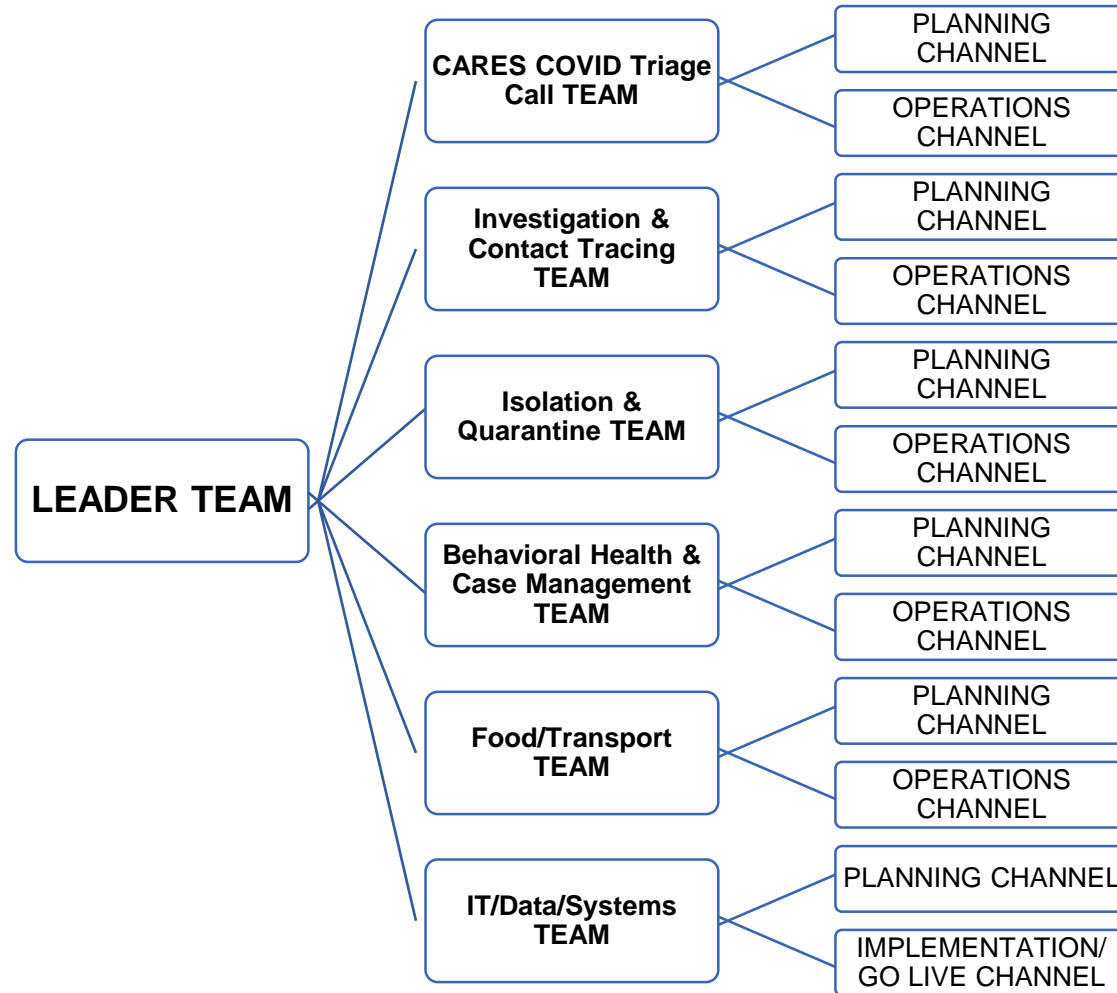
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CLIENT INTAKE AND TRANSFER PROCESS



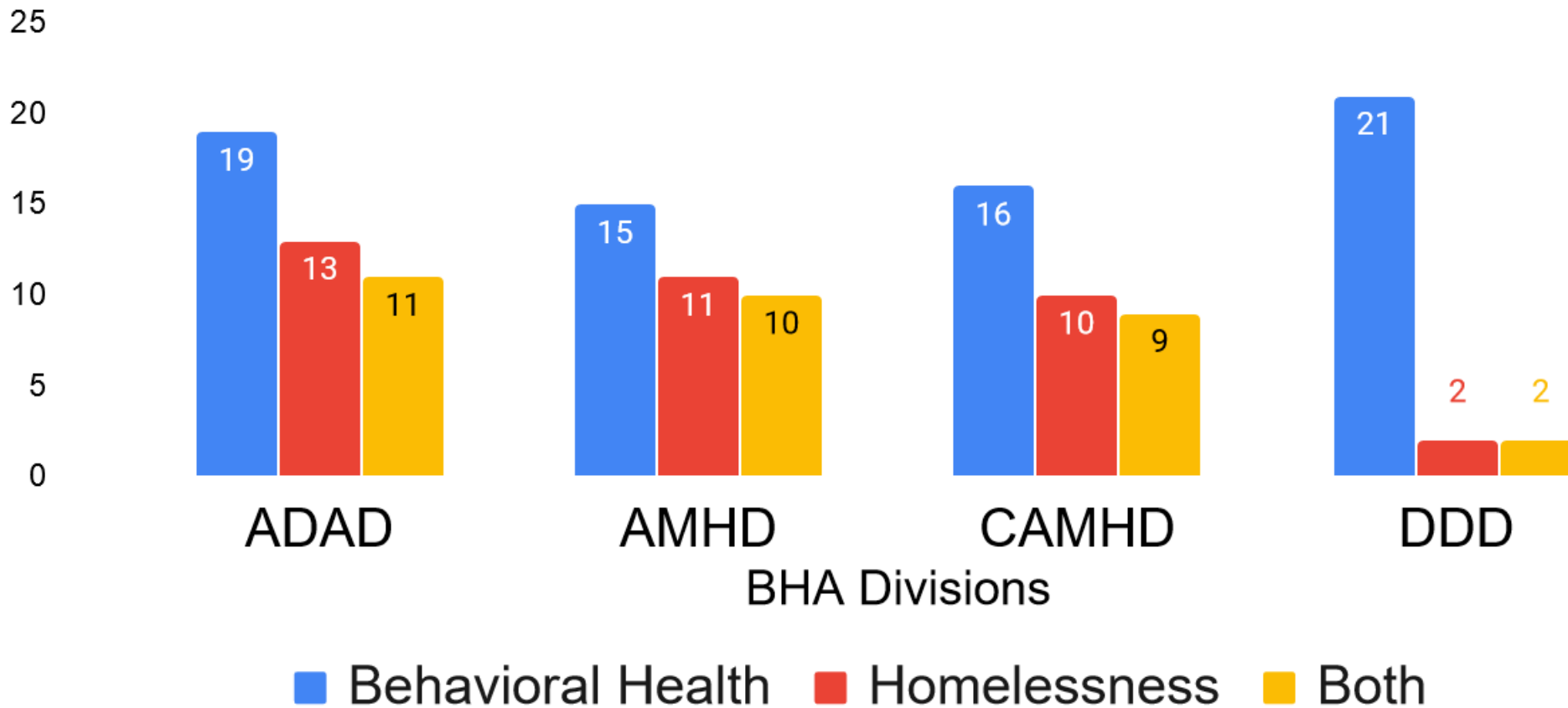
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How the referrals and needs are communicated to each component of the continuum



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Key Message: The majority of BHA-contracted providers also provide homelessness services and BHA is drawing on those contracted providers to help with staffing of the sites.



SOURCE: Preliminary BHHSURG policy analysis results of BHA providers conducted by University of Hawaii Pacific Health Analytics Collaborative Dr Victoria Fan and team of undergraduate and graduate students

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IT IMPLEMENTATION SINCE MON 8/10

LIVE WEBFORMS SINCE 8/17

- ISO-QUAR REQUEST WEBFORM FOR PROVIDERS AND COMMUNITY ORGS
- ISO-QUAR DAILY ROOM CENSUS WEBFORM – completed by participating facilities daily to track room availability

LIVE SINCE 8/18

- **TigerText** – industry standard for HIPAA-compliant secure messaging for patient care coordination
- **ISO-QUAR ROOM AVAILABILITY DASHBOARD**

ISOLATION & QUARANTINE COP

EXAMPLE OF DATA TRACKING

**This is a snapshot of the numbers we track and report to our state county and federal partners We track this data daily as it changes each day.*

CURRENT ROOM AVAILABILITY

Total Units	Available Units	Occupied Units	Units in Cleaning	Number of People
293	134	128	31	140

BHHSURG: Short Term Goals



- Continuing to connect clients with essential behavioral health and homelessness services.
- Increasing providers' access to local and federal resources to enhance and scale up essential services throughout the pandemic.
- Amplifying communication with clients, providers, and the public about how to stay connected to behavioral health and homelessness resources and efforts.
- Obtaining and distributing personal protective equipment (PPE) and other critical supplies to providers via Resilience Hubs.
- Developing safe spaces for individuals without shelter to adequately isolate and quarantine in the face of active symptomology and/or while awaiting test results.



**HAWAI'I
CARES**

**Hawai'i Coordinated Access Resource Entry
System (CARES)**

Call the Hawai'i CARES line @ (808) 832-3100

Other Related Efforts

Resilience Hubs

Personal Protective Equipment and Supplies Request Survey

- Survey developed in order to assess and coordinate requests for PPE and other supplies through HiEMA and other efforts
- Launched March 2020 -> Ongoing
- On website to allow providers to revise and submit additional requests as needs change
- Developed algorithm based on risk of COVID-19 exposure to ensure providers at highest risk will have access to necessary PPE



Public-Private Partnership to Secure PPE: Resilience Hubs

Donate Homemade & Un-Opened Store-Bought PPE at O'ahu Resilience Hubs



MASKS



FACE SHIELDS



DISPOSABLE GLOVES



GOGGLES

KROC Center in Kapolei

91-3257 Kualakai Parkway
Ewa Beach, HI 96706

Hours: Mon – Fri, 9:00 am – 11:00 am

Phone: (808) 682-5505

KEY Project

47-200 Waihee Road
Kāne'ohe, HI 96744

Hours: Mon – Fri, 9:00 am – 12:00 pm

Phone: (808) 239-5777

Kalihi YMCA

1335 Kalihi Street
Honolulu, HI 96819

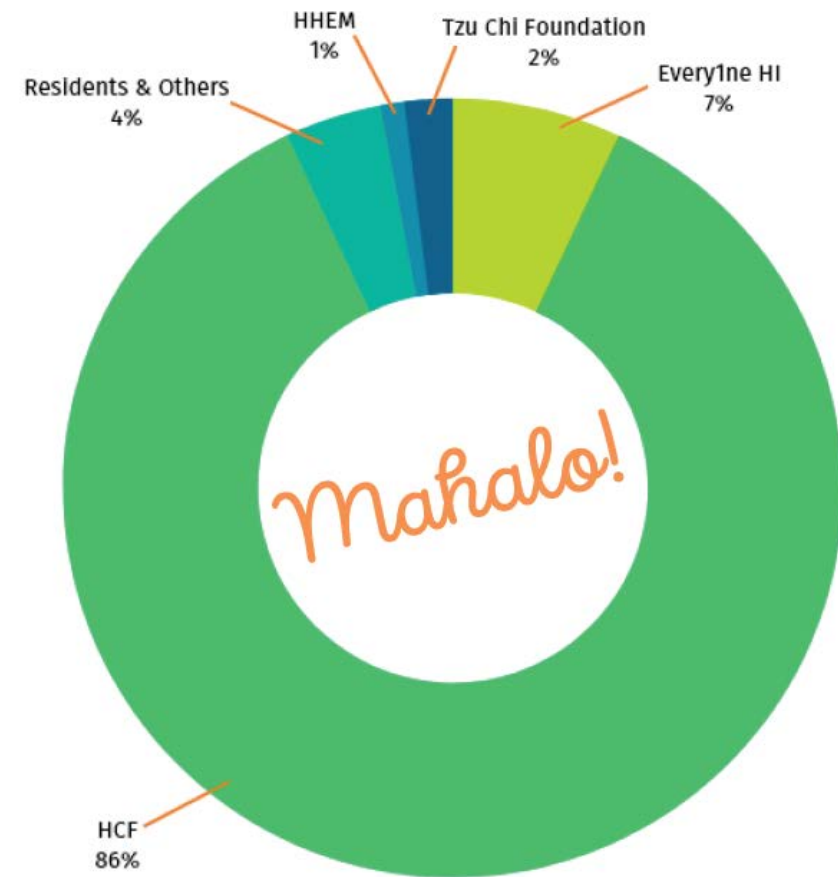
Hours: Mon – Fri, 9:00 am – 11:00 am

Phone: (808) 848-2494

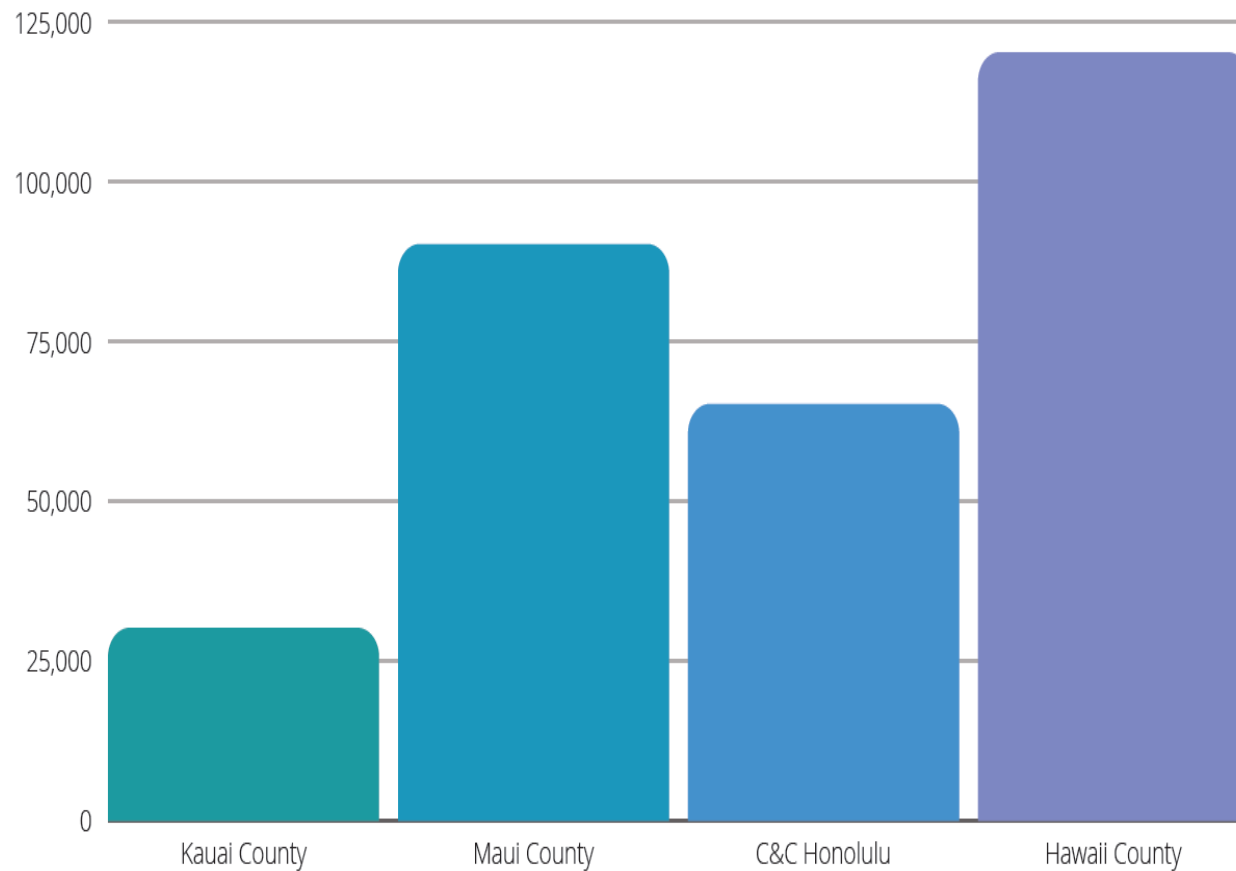
- “Resilience Hubs” developed to receive PPE for essential behavioral health and homelessness service providers
- Mahalo to:
 - Hawaii Community Foundation
 - KROC Center (Salvation Army)
 - KEY Project
 - Kalihi YMCA
 - BlackSand Capital

Personal Protective Equipment (PPE) Donations

- Three Oahu Resilience Hubs (YMCA of Honolulu – Kalihi Branch, Salvation Army Kroc Center, and KEY Project) were established on April 9, 2020 to accept PPE donations including surgical masks, homemade masks, N95 respirators, face shields, goggles, gloves, and gowns.
- Between April and July 2020, over 476,000 donated units of PPE was received from major donors such as the Hawaii Community Foundation (HCF), the Tzu Chi Foundation, Every1ne Hawaii, Iolani School, Hawaii Health Care Emergency Management, and generous residents.
- Donations from the Home Depot and numerous hotels represented by the Local 5 are, in part, being used at the Temporary Quarantine and Isolation Center (TQIC) in Honolulu.



Personal Protective Equipment (PPE) Distributions



- Of the 476,000 donated units that were received, the Resilience Hubs on Oahu and distribution partners on the Neighbor Islands, including Kamehameha Schools, on-island DOH team members, and the Hawaii Foodservice Alliance, LLC. distributed approximately 305,000 units between April and July 2020.
- Remaining units are being distributed to providers and have been assembled into "Go Kits" to be used by providers when responding to urgent community needs.

One Stop Hotline for the Public

- Crisis support to individuals experiencing a mental health crisis
- Referral to mental health services
- Identification of available beds for residential treatment to reduce wait time for entry into programs
- Triage and referral for quarantine and isolation center/facilities for unsheltered individuals
- Currently running PSAs on radio and TV and developing print collateral to reach individuals who might need the resource most



Mahalo!

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