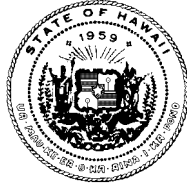


DAVID Y. IGE
GOVERNOR



PANKAJ BHANOT
DIRECTOR

BRIDGET HOLTHUS
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P. O. Box 339
Honolulu, Hawaii 96809-0339

January 27, 2017

TO: The Honorable Senator Josh Green, Chair
Senate Committee on Human Services

FROM: Pankaj Bhanot, Director

SUBJECT: **SB347 - RELATING TO MOBILE CLINICS**

Hearing: January 27, 2017, 2:45 p.m.
Conference Room 016, State Capitol

DEPARTMENT'S POSITION: The Department of Human Services (DHS) appreciates the intent of this measure and provides comments. DHS respectfully requests that the Legislature support the Governor's budget request of \$1.5 million in additional funding for homeless outreach.

PURPOSE: The purpose of the bill is to appropriate \$1.4 million in general funds to establish, staff, and operate two mobile clinics to serve the homeless population.

DHS Homeless Programs Office (HPO) currently contracts homeless outreach services with providers statewide, which may include health services. The primary purpose of outreach providers is to connect unsheltered homeless individuals to assistance with basic needs and to access medical care.

While two mobile clinics may be worthy additions to the array of homeless services, the proposed \$1.4 million appropriation would adversely impact the Governor's budget request of \$1.5 million for homeless outreach services. While statistics for state fiscal year (SFY) 2016 are pending, in SFY 2015, state-funded outreach programs served 8,030 homeless people statewide. The current goal is to increase outreach services as outreach is essential to

meet unsheltered homeless households in the community and to build rapport that connects them to housing and services, such as Housing First, Rapid Rehousing, or shelter. Outreach workers provide a comprehensive array of services, including completing applications for housing and services, housing search, and obtaining identification and other necessary documents. Without the assistance of homeless outreach, many homeless individuals are unable to access care and unable to navigate Hawaii's system of homeless services.

Without detail as to how many clients a mobile clinic could serve in a year or information about associated operational and the professional administrative costs, we are currently unable to compare and respectfully ask for the Legislature's support of the Governor's executive budget request of \$1.5 million for statewide outreach services.

Additionally, the proposal contemplates the delivery of medical services and identifies a minimum staff of a doctor, nurse, pharmacist, and a psychiatrist. DHS HPO does not procure professional medical services, the committee may want to consult with the Department of Health who would be better able to provide the relevant administrative information.

Thank you for the opportunity to testify on this bill.



EXECUTIVE CHAMBERS
HONOLULU

DAVID Y. IGE
GOVERNOR

January 27, 2017

TO: The Honorable Senator Josh Green, Chair
Senate Committee on Human Services

FROM: Scott Morishige, MSW, Governor's Coordinator on Homelessness

SUBJECT: SB 347– RELATING TO MOBILE CLINICS

Hearing: Friday, January 27, 2017, 2:45 p.m.
Conference Room 016, State Capitol

POSITION: The Governor's Coordinator on Homelessness appreciates the intent of this measure and offers comments. Existing outreach service providers already provide similar services, and the Coordinator asks the Legislature to support the Governor's Executive Budget request that support these services, particularly \$1.5 million in additional funding for homeless outreach; \$1 million for homeless individuals with serious and persistent mental health challenges; and \$800,000 for outreach and counseling services for chronically homeless persons with severe substance use disorders.

PURPOSE: The purpose of the bill is to appropriate funds to the Department of Human Services (DHS) for establishing, staffing, and operating two mobile clinics to serve the homeless population.

DHS Homeless Programs Office (HPO) currently contracts homeless outreach services with providers statewide, some of which offer mobile health services that are partially funded through private and other government sources. In general, homeless outreach providers help connect unsheltered homeless individuals with basic needs, including medical care. For example, the Institute for Human Services homeless outreach team includes a nurse and a psychiatrist to address medical needs.

However, outreach is about more than just medical care, and is essential to meet unsheltered homeless households in the community and to build rapport that connects them to housing and services, such as Housing First, Rapid Rehousing, or shelter. Outreach workers provide a comprehensive array of services, including completing applications for housing and services, housing search, and obtaining identification and other necessary documents. Without the assistance of homeless outreach, many homeless individuals are unable to access care and unable to navigate Hawaii's system of homeless services.

In addition to homeless outreach provided by HPO contracted providers, the Department of Health (DOH) is requesting funding in the Executive Budget for targeted mental health and substance use treatment services for the unsheltered homeless population. These services are part of the State's comprehensive framework to address homelessness, which includes a focus on three primary leverage points – affordable housing, health and human services, and public safety. All three of these leverage points must be addressed to continue forward momentum in addressing the complex issue of homelessness. The Executive Budget specifically increases resources for outreach, mental health and substance use treatment, as well as addressing housing costs through programs such as Housing First, Rapid Rehousing, and the State Rent Supplement.

Thank you for the opportunity to testify on this bill.



THE QUEEN'S HEALTH SYSTEMS

To: The Honorable Josh Green, Chair
The Honorable Stanley Chang, Vice Chair
Members, Committee on Human Services

From:  Paula Yoshioka, Senior Vice President, The Queen's Health Systems

Date: January 25, 2017

Hrg: Senate Committee on Human Services Hearing; Friday, January 27, 2017 at 2:45PM in Room 016

Re: **Support for SB 347, Relating to Mobile Clinics**

My name is Paula Yoshioka, and I am a Senior Vice President at The Queen's Health Systems (QHS). I would like to express my **support** for SB 347, Relating to Mobile Clinics. This bill would appropriate \$1.4 million in fiscal years 2018 and 2019 respectively to purchase, staff, and operate two mobile clinics to service the homeless population.

At QHS we are committed to providing care for Hawaii's most underserved. This legislation recognizes the great cost that many health care providers take on to care for this vulnerable and underserved population. The costs to the entire continuum of care—from hospitals to long-term care facilities to home-based services—of treating the homeless population are large and growing. Mobile clinics would help to provide needed non-emergency medical care to homeless individuals in the community. Preventive services assist with mitigating many illnesses and go a long way to reducing the demand for high cost medical services down the road.

QHS shoulders majority of the burden of care for our homeless population in Hawaii. The Hawaii Health Information Corporation (HHIC) reports that our hospitals provided 64 percent of the care for homeless individuals with 10,459 encounters in FY15 as opposed to 5,381 encounters by all other facilities. Over 90 percent of the care QHS provided occurred in the emergency room setting. QHS experienced a net loss of \$10.6 million in FY15 providing unfunded and underfunded care for homeless patients.

I commend the legislature for introducing this measure and urge you to support it. Thank you for your time and attention to this important issue.

The mission of The Queen's Health Systems is to fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.

From: mailinglist@capitol.hawaii.gov
Sent: Tuesday, January 24, 2017 2:26 PM
To: HMS Testimony
Cc: mbelardo@hawaii.edu
Subject: Submitted testimony for SB347 on Jan 27, 2017 14:45PM

SB347

Submitted on: 1/24/2017

Testimony for HMS on Jan 27, 2017 14:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Maria Teresa Belardo	Individual	Support	No

Comments: Mobile clinic for homeless population: Please pass this bill and have the services available to neighbor islands as well. Thank you.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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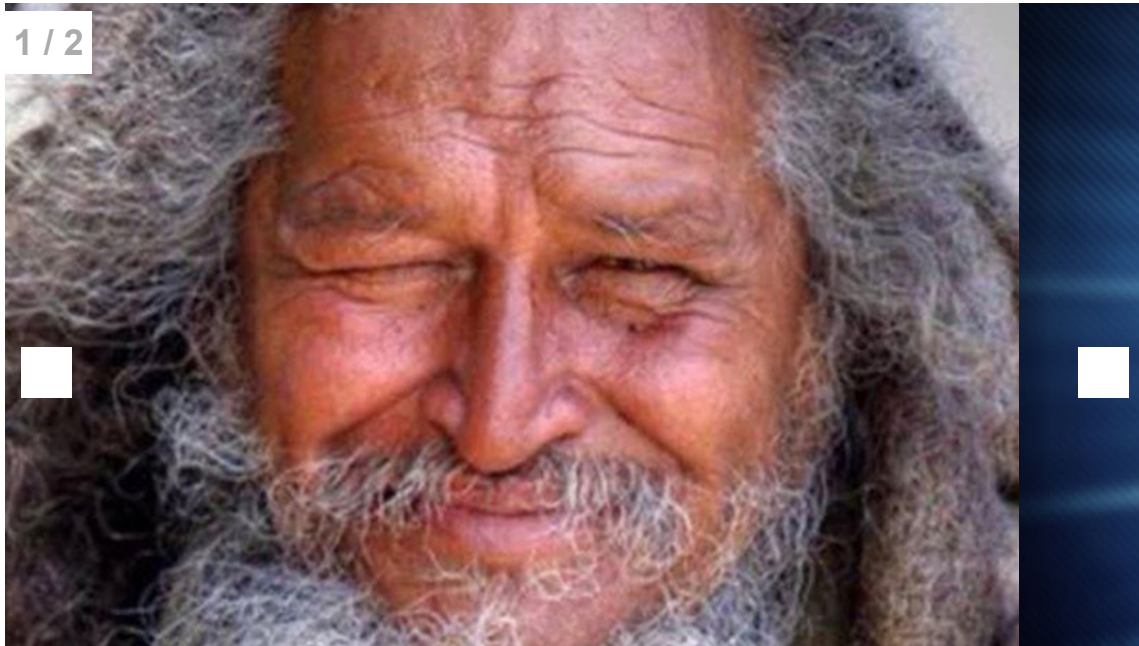
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Hawaii News

Community unites to aid Windward homeless man

By [Susan Essoyan](#)

June 1, 2015



COURTESY
John Cruz also goes by "Mango Man."

CRAIG T. KOJIMA
The unofficial
kindness has i

At a time when people often turn away from street dwellers, John Cruz drew people to him without a word, without even trying.

The husky 6-footer, better known as "Mango Man," has been a gentle, enigmatic presence on the streets of Kaneohe and Kailua for decades, standing silently by the roadside with a soulful look in his eyes and matted gray hair that hung past his waist.

He is intensely private and yet he chose to live his life in public, most recently on a grassy shoulder along Hamakua Marsh, where the call of ducks mixes with the woosh of passing cars.

He would ask for nothing, yet people would bring him food or drink. He'd thank them with a twinkle in his eyes or wave them off with a weathered hand.

A couple of weeks ago, on Keolu Drive near Enchanted Lake Elementary School, an unofficial street sign went up bearing his likeness, a shaggy silhouette of a large man with a walker, a symbol of the aloha the community feels for him.

CALL FOR HELP

To request help for a homeless person, call Waikiki Health's Care-A-Van at 922-4790 and leave a message.

In the virtual world, an outpouring of good wishes has flooded the "My Kailua" Facebook page in tribute to Cruz and to Dr. Chad Koyanagi and Waikiki Health's Care-A-Van, who recently joined forces to bring him much needed medical care. The post on the online community bulletin board quickly generated more than 2,700 "likes" and 772 "shares," and reached more than 100,000 people, according to Bill Hayes, an administrator of the site.

"He taught us to be kind, without saying a word," Debbie Silk posted. "God bless you John aka mango man."

Another contributor, Adrian Samu Kahawaii, remembered "as a little boy growing up in Kaneohe we would be afraid of him ... until one day we said hello ... super nice, mellow man ... he is an iconic figure on the windward side aloha 'Mango Man.'"

"Thank you so much for posting the update, we've been so worried about John," wrote Tiffany DeZee. "We had cookies in the car for several days to pass off to him. Our son was beside himself when he 'went missing.'"

A Castle High School graduate, Cruz served in Vietnam, and he wore the same grubby camouflage jacket and blue jeans, rain or shine. At 66, he had given up his big walking stick in favor of an aluminum walker.

As his health began to fail in recent months, community members tried to reach out, even calling ambulances in hopes he would accept medical care. He would just wave them off.

"I've seen him around Kailua for 35 years, but it's just in the last year that I saw him kind of going downhill and he seemed more compromised," said Cynthia Rubinstein, a Realtor who would bring lunch and eat with him, leaning against the guardrail.

"I would talk with him what little bit I could, try to get him help. But he kept saying, 'No, no — pau, done.' I would say, 'No, it's not pau.'"

Each time she left, she gave him a kiss on his cheek, undeterred by curious looks from passersby.

"I wanted to give him the feeling that we really cared about him," she said.

Hayes, the website administrator, and Rubinstein were hesitant to speak to the Honolulu Star-Advertiser about Cruz out of respect for his privacy. But they agreed to an interview to set the record straight after rumors and misinformation swirled about what had happened to "Mango Man."

And they felt obliged to highlight the work of Koyanagi and the staff of Care-a-Van, who are on the front lines daily.

Koyanagi, a community psychiatrist, offers his healing art to the growing number of people on the streets of Honolulu who would never make their way to a psychiatrist's office. "Dr. Chad," as he is affectionately known, spends one day a week alongside outreach workers from the Institute for Human Services, the homeless services provider, and also collaborates with Waikiki Health.

"The community has been trying to help John for a long time, and it wasn't till Dr. Chad got involved that it tipped," Hayes said. "It was amazing to see Dr. Chad and Waikiki Health do their things."

Rubinstein had asked Hayes to check up on Cruz, and he found him under a bridge. He alerted fellow Kailua resident Malia Espinda, who has a health care background and sent Koyanagi a text.

"We have a well-loved individual here in Kailua who seems to be having severe health issues," Espinda told the doctor in her text on April 29. "Do you know Mango Man?"

Koyanagi's response was immediate.

"Call me," he said. "I'm not going to let anyone die out there if I can help it."

Waikiki Health's Care-A-Van, a mobile medical unit that offers care and social services to the homeless, had assisted Cruz a few years earlier, according to Jason Espero, the outreach worker on that case and now director of the program. Cruz allowed a nurse to painstakingly tend to a badly infected leg but refused the offer of a trip to the hospital. He also waved them away whenever the van came back later to follow up.

On any given day, Care-a-Van helps half a dozen to several dozen homeless people with medical care, sustenance, links to housing or social services, or a listening ear. It also operates a drop-in clinic in Kaimuki.

"We try to do what we can to make each person's quality of life a little bit better," Espero said. "Sometimes it does take multiple encounters, multiple years until you can say a success has occurred."

A desperate situation met the outreach team on April 30 when they arrived under the bridge. Cruz was suffering from a severe infection that had festered unchecked, Espero said.

"The consequences could have been catastrophic for him," Espero said. "Instead of writing a story about how we all helped him, you might be writing his eulogy."

This time, a chain of caring converged — nurses and the doctor, emergency medical workers, police officers, friends — at the spit of waterfront land, keeping a respectful distance.

The scene overwhelmed even the most seasoned of observers.

"It was so intense," said Hayes, who gently talked to Cruz, man to man, and stayed with him as a Care-A-Van nurse worked to cleanse his wounds. "It hit all my senses. There were HPD officers with tears in their eyes."

He added, "I come from a family of cops. You've got to be tough. But you could see how much the officer really cared and was deeply touched. And seeing him was enough to set me off."

Eventually, Cruz struggled to his feet and made his way to a waiting ambulance.

Asked what message he took away from the experience, Hayes said, "Don't stop trying, don't ever stop trying."

Cruz is being cared for in an undisclosed hospital and is expected to be there for some

time. He seems content, according to a source who is in touch with him.

He has a public guardian. Asked how he is faring, a spokesman for the state Office of the Public Guardian said only: "We acknowledge everything the community has done for Mr. Cruz, and also appreciate the community respecting his privacy as he continues to recuperate."

In the past, people have offered shelter to "Mango Man," but he preferred to live outside, with the soaring Koolau mountain range as his backdrop.

"His heart seems to connect to nature, and I think that's why this is where he hung out," Rubinstein said at the patch of land that he called home. "He's got a real Hawaiian soul."

Koyanagi, who has made it his mission to minister to patients who are the toughest to reach, declined to discuss the situation, citing confidentiality rules. Still, the physician marveled at the heartfelt connection forged between the Windward community and this individual.

"I've never heard of anything like it happening anywhere in the country," Koyanagi said. "The case was outstanding in showing what common purpose and common caring for a person can achieve. Hopefully that spirit will translate to people who are not pleasant, who are not icons."

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From: mailinglist@capitol.hawaii.gov
Sent: Thursday, January 26, 2017 8:02 AM
To: HMS Testimony
Cc: mmiyoshi@hawaii.edu
Subject: Submitted testimony for SB347 on Jan 27, 2017 14:45PM

SB347

Submitted on: 1/26/2017

Testimony for HMS on Jan 27, 2017 14:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Mari Miyoshi	Individual	Support	No

Comments: Hello senators, my name is Mari Miyoshi and I am a constituent from the Honolulu area. I strongly support this bill. As we all know, homelessness is an enormous problem here, but we need to provide health care and create a safe and healthy environment for all people, as this bill would do. Mahalo.

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From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, January 25, 2017 8:56 PM
To: HMS Testimony
Cc: aprilhail1@gmail.com
Subject: Submitted testimony for SB347 on Jan 27, 2017 14:45PM

SB347

Submitted on: 1/25/2017

Testimony for HMS on Jan 27, 2017 14:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
April Hail	Individual	Support	No

Comments: Aloha, my name is April Hail and I'm a resident of Manoa. I enthusiastically support the designation of state funds towards health outreach to our homeless population. So many of our residents lack not only funds to pay for healthcare, but the means to travel to see a health provider. ANY measure that can help us reach the ill and needy before their health situation becomes too dire is of benefit not only to the individuals served, but our health system as a whole.

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