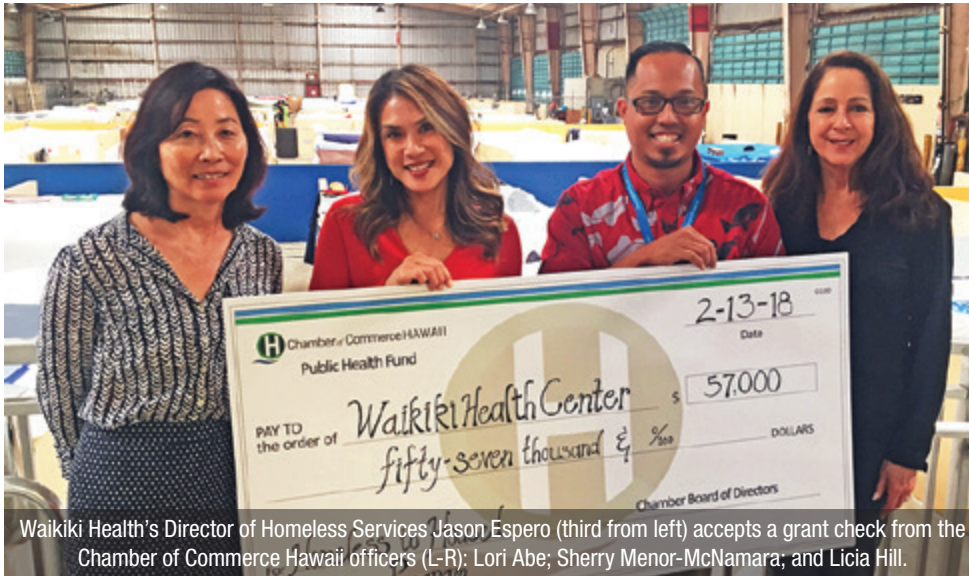




Public Health Fund Supports “Homeless To Housed”



Waikiki Health’s Director of Homeless Services Jason Espero (third from left) accepts a grant check from the Chamber of Commerce Hawaii officers (L-R): Lori Abe; Sherry Menor-McNamara; and Licia Hill.

Waikiki Health’s *Homeless to Housed* pilot program, which will help Next Step Shelter residents move into their own homes more quickly, is being launched thanks to a \$57,000 grant from the Chamber of Commerce Hawaii’s Public Health Fund. The grant fills a financial gap for Next Step residents by providing Housing Vouchers up to \$1,200 per household to cover their first month’s rent or security deposit.

Sherry Menor-McNamara, the Chamber’s President & CEO, visited Next Step Shelter on February 13 to present Chamber’s grant check to Jason Espero, Waikiki Health’s Director of Homeless Services. “As the administrator for the Public Health Fund, the Chamber is pleased to steward this grant to the Homeless to Housed program and honored to have the opportunity to help homeless individuals and families,” Ms. Menor-McNamara said. “We encourage accelerating solutions and developing more collaborative efforts to help address homelessness in Hawaii.”

Homeless to Housed will help approximately 50 households (40 individuals and 10 couples). The program is targeting those who are employed or receiving government benefits, but who lack “moving-in costs.”

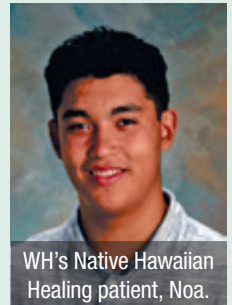
Next Step Shelter clients have various forms of income because they are eligible to apply for various government benefits or participate in the Shelter’s job training programs. One Shelter program offers on-the-job janitorial/maintenance training while providing trainees with a pay check. Other Shelter residents are employed at Goodwill, food service or other jobs.

Next Step Shelter has the capacity to shelter up to 135 homeless individuals (single males, single females and couples) on any given night and 500 persons annually. The success of this program will serve the added purpose of freeing up room in Next Step Shelter to accommodate additional homeless persons.

Native Hawaiian Healing Helps Keiki

Five years ago, 10-year-old Noa was playing basketball during recess at school. He and another boy accidentally collided on the court and Noa hit the ground hard. Shortly after that is when the headaches started, his mother Jean said.

Noa’s parents had taken him to the family pediatrician and a neurologist and kept getting the same answers. Everyone, including Noa’s parents thought it was a concussion and that it would get better over time.



Weeks and weeks had passed and Noa was not getting better. He went back to school only to be in the nurses’ office every other day with awful headaches. “The school was so worried,” Jean said. “I even started taking him to work with me and he would crawl under my desk in pain.”

The Schneider family was frustrated and running out of options. A family friend recommended they see the Director of Native Hawaiian Healing at Waikiki Health, Francine Dudoit-Tagupa (aka Auntie Francine), after their son suffered a similar injury. Without hesitation, an appointment was made and they were on their way to Waikiki Health.

As soon as Auntie Francine saw the boy she knew he was suffering with a bad headache. She then asked Noa what had happened. Jean immediately started to

(Continued on page 2)



Letter From the CEO

Changes With Care-A-Van (CAV)

Many of you will recall that in February 2017, the State stopped funding Waikiki Health's homeless outreach program.

Without funding, we decided we would expand clinical operations at the CAV stationary site. We increased the exam rooms, added a mid-level provider and a nurse care coordinator. We continued to provide medical services using our mobile medical unit for Hina Mauka and the Salvation Army Treatment Center. Even with these efforts, it was necessary for us to use many undesignated grant funds to maintain overhead and personnel costs.

Our CAV lease expires in 2018 and the facility requires numerous upgrades and repairs. A major electrical overhaul well above \$100K is required to ensure the safety of staff, patients, and neighboring businesses. For these reasons, we came to the difficult decision of closing CAV and relocating all staff to other clinics.



We have increased our outreach, providing medical and behavioral health services to enhance and augment other Waikiki Health programs and have established walk-in capacity at Ohua and Makahiki clinics to address on-going needs of our patients. We are also continuing mail service at both Ohua and Makahiki for homeless CAV patients if they continue to receive services at Waikiki Health.

Sheila Beckham, MPH
Chief Executive Officer, Waikiki Health

Native Hawaiian Healing

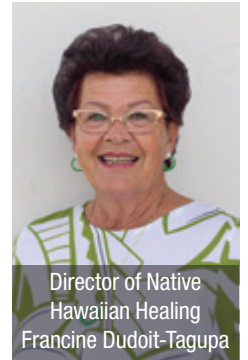
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answer for him and she stopped Jean, saying "Let Noa tell me exactly what happened at recess that day." A shy Noa then began his story of how he collided with the other boy, where he was hit and how he fell and landed. Auntie Francine then took Noa's jaw and did one small adjustment.

"I swear, I could see it in his face, Jean said. He was instantly better. I'm tearing up now just thinking about it." Later that evening Noa simply said to Jean, "Mom, I feel better!"

"It's easy for me to tell when people have headaches. I can see it in their eyes," said Auntie Francine. "After resetting Noa's jaw, I wanted to wait a half hour to see if he started to feel better, so we just sat and talked story for a while. I had him drink water as well. They were such a pleasant family and I truly wanted Noa to feel better. After some time had passed, I said, sweetheart, how are you feeling? He was feeling better! Before they left, I gave them my cell phone number and said if it comes back, you call me day or night. I haven't heard from Noa since."

Waikiki Health's Native Hawaiian Healing Program is directed by Francine Dudoit-Tagupa and based at our Ohua Clinic. The program builds upon cultural values to promote, preserve and perpetuate the Hawaiian cultural and herbal healing traditions and lifestyle. She has more than 20 years of education, is a Registered Nurse and has over 40 years of practice in traditional healing modalities of Lomilomi, Ho'oponopono, La'au Lapa'au and La'au Kahea.



Director of Native
Hawaiian Healing
Francine Dudoit-Tagupa

MISSION AND VISION

The mission of Waikiki Health is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay. Waikiki Health provides compassionate healing and expert care that result in improved health and quality of life for all in our island community.

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Next Step Shelter Helping Its Members Secure Employment

Graduates of Next Step Shelter’s pilot job training program – “*Best Foot Forward with Pam Chambers*” – recently celebrated their achievements at the last class session, taking part in mock job interviews and discussing their employment plans. Two members of the class already have secured employment, and the other graduates are currently looking for work.

The 5-session course is built around improving job interview and personal presentation skills. Participants learned how to project confidence, create a professional image, improve communication skills, learn about the power of body language and what to wear to interviews.

Participants received vouchers to shop at Goodwill, where Pam Chambers helped them select job interview clothes. They also received bus passes for job interviews, and certificates in recognition of their graduation from the course.

Waikiki Health received a \$4,000 grant from the Adams Family Foundation to offer “*Best Foot Forward*,” and is seeking funding to provide future courses. Pam Chambers has been providing seminars in Hawaii since 1985. Her Pam Chambers Consulting website is www.pamchambers.com.



Communications consultant Pam Chambers (far right) with her first graduating class.

HMSA Grant Supports “Pu’uhonua” Program

HMSA awarded a 2-year \$800,000 grant to expand Waikiki Health’s *Pu’uhonua* program. *Pu’uhonua* (A Safe Place of Healing) was developed and implemented by Francine Dudoit-Tagupa, Waikiki Health’s Director of Native Hawaiian Healing. *Pu’uhonua* is presented in a cultural framework—targeting Native Hawaiians and Pacific Islanders in Oahu correctional facilities—but is designed to engage, motivate and benefit any inmate.

Waikiki Health helps incarcerated men and women create a “Going Home Plan for Success”; offers linkages to post-release resources, including a Patient-Centered Medical Home (PCMH) at Waikiki Health; and helps released inmates transition to our Next Step Shelter to prevent homelessness and have access to job training programs. Our Insurance Eligibility Specialist helps inmates apply for QUEST, SNAP, birth certificates and State IDs.

The HMSA grant will support the hiring of additional *Pu’uhonua* and Next Step Shelter staff, twice-monthly visits by our medically-equipped van to provide physical exams and TB tests to furloughed inmates seeking employment, and provide additional program enhancements.

Biki Access for Waikiki Health Patients

Waikiki Health is partnering with Bikeshare Hawaii, and as of January 2, 2018, Biki is offering access to 10 Waikiki Health patients (who qualify with low income verification or as an EBT user) to Biki without a cost restraint, by providing auto-renewable 300 minute passes to be used over a 4-week period, with a free helmet for safety and pre- and post-access interview with Biki staff. Patients must be 16 years or older and have the ability to safely ride a bike and abide by rules of the road.



Bikers receive Biki Bicycling Basics training.

Biki is a cost-effective form of transportation with an opportunity for our patients to become more physically active. While Biki is easily accessible, many of our low-income patients do not have a credit card, which is needed to access the bikes. If a bike is lost or stolen a \$1,200 fee is charged. However, Biki has received funding which will be used as a liability fund. Waikiki Health’s Care Coordinators and program staff will be referring patients to the Biki access program. The Hawaii



Bicycling League offered a 2-hour Biki Bicycling Basics course for free to participating patients on January 23 at the Ohua Clinic. Waikiki Health is also the first organization in Hawaii to offer full reimbursement to all staff for using Biki.

Montessori Students Donate To Youth Outreach

“Each year during the Holiday season we put out a ‘giving jar’ in our classrooms and ask the students to complete extra jobs around the house to earn money to donate to the giving jar.”

Cindy Shyne, a teacher at Montessori Community School in Honolulu, included the above message in her letter to Waikiki Health, along with a check for \$734.48, representing the combined donations of students, their parents and teachers.

Students attending the school’s 6-9 and 9-12 programs joined together to donate to the giving jar. Parents, who want to give teachers gifts at Holiday time, were encouraged to donate to the giving jar instead, adding to their children’s contributions.

Montessori students study other cultures, and their curriculum includes learning about “fundamental needs” of people, including the need for food, and a bed. This year, the focus was on local needs, and on youth helping youth, Cindy says.

“We hope this donation is able to assist the youth in the Youth Outreach Program,” Cindy wrote on behalf of the students, parents and teachers of the Montessori Community School.

Montessori Community School has supported Waikiki Health’s homeless outreach programs before: In 2017, a total of \$308.69 was donated to Next Step Shelter.



\$2 Donation Made Our Day at YO!

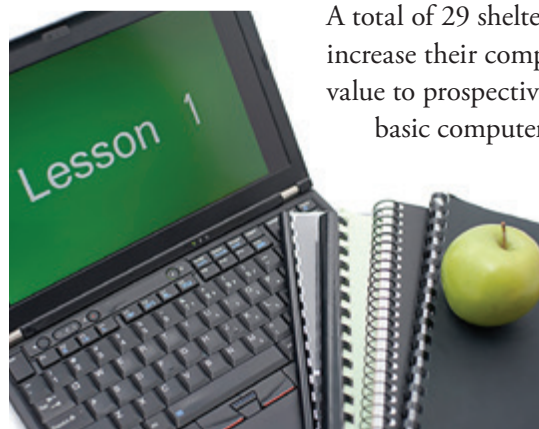
Youth Outreach (YO!) Program Manager Sarah Combs, recently shared an uplifting story. A \$2 cash donation came in the door from a young man who walked by YO! drop-in clinic and wanted to help. She said he was very kind and that he himself was at risk of becoming homeless in the near future. He saw that we were handing out plates of food after 6 p.m. to the “aged-out adults” (over age 22) who were too old to receive program services at YO! during regular drop-in hours.

He went on to say that he really appreciated what we were doing, as he might need our help sometime soon himself. Since all he had was \$2, it was all he could donate. Sarah could see that it was a very significant thing for him to do considering his apparent lack of financial resources.

Currently he is housed somewhere nearby because when asked if we could send him a thank-you letter, he provided a Waikiki address. Sarah said “I think it will feel really great for him to get an official thank you letter even for something that is just so small, because to him, it was huge.” Monday morning, he received a personal thank-you letter from Waikiki Health because no donation is ever too small, and no known kindness is ever left un-thanked!

29 Job Seekers Receive Computer Training

The *SuperGeeks* COG (Chief Operating Geek, Tim Caminos) recently presented four 3-part “Computer 101” training sessions to Next Step Shelter members, thanks to a \$5,000 grant awarded to Waikiki Health by Cooke Foundation, Ltd.



A total of 29 shelter residents took part in the classes to increase their computer knowledge, self-confidence and value to prospective employers, as many jobs require basic computer skills. Training curriculum included:

Class #1 – The Basics and Backing up Data, How the Internet Works;
Class #2 – Email: Applying for a free Gmail address, sending and receiving email; and Class #3 – Free Software: How to use Google Docs templates to create résumés and cover letters.

As Next Step Shelter follows the Housing First approach (which focuses on placing homeless individuals in housing as quickly as possible), there is no requirement that shelter residents participate in any skills-building opportunities, including job training programs. For that reason, it is encouraging that 29 shelter residents were self-motivated to improve their computer literacy, putting them on a more equitable level with others seeking employment.



Honolulu Hale Recognizes Youth Outreach Services to Runaway Youth

Kirk Caldwell, Mayor of the City and County of Honolulu, proclaimed November 2017 Runaway Prevention Month in recognition of Waikiki Health and Hale Kipa's "dedicated efforts and services on behalf of our community."

An estimated 1.6 to 2.8 million youth run away in the U.S. each year. Runaway and homeless youth face an increased likelihood of substance abuse, early parenthood, depression, and vulnerability to being trafficked. The Mayor's Proclamation cites Waikiki Health and Hale Kipa's joint operation of YO! since 1989, offering street outreach, drop-in services, case management, counseling, medical care and other services to this vulnerable population.

National Runaway Prevention Month aims to raise awareness of the runaway and homeless youth crisis and the issues that these young people face; and to educate the public about solutions and the role they can play in ending youth homelessness.



City and County of Honolulu presented a proclamation to Youth Outreach and Hale Kipa. (L-R): Kent Anderson, WH Chief High Risk Services Officer; Sarah Combs, YO! Program Manager; Georgette Deemer, Deputy Managing Director of the City and County of Honolulu; Deborah Smith, YO! Supervisor at Hale Kipa; Jaque Kelley-Uyeoka, Deputy CEO of Hale Kipa.

Waikiki Health Benefits from Charity Walk

Mahalo to the Hawaii Lodging & Tourism Association (HLTA) for their annual Visitor Industry Charity Walk (VICW). Waikiki Health was presented with a \$5,500 check to start-up "Movin' Moms" fitness class for mothers 6-months postpartum and their babies at our PATH Clinic. This new patient wellness initiative is designed to increase sociability, strength and bonding between mom & baby and other moms & babies. Of the total \$5,500 award, \$880 was funded by Waikiki Health employees who walked in the event. Hooray for community partners like HLTA & Waikiki Health!



Waikiki Health's Development Specialist Julia Davies (second from left), received \$5,500 from the Hawaii Lodging & Tourism Association for our participation in the 2017 Visitor Industry Charity Walk.

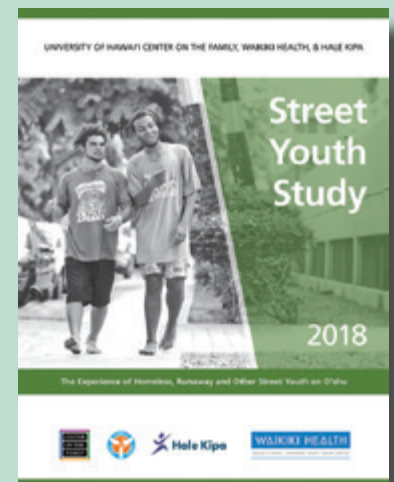
First Comprehensive Street Youth Study

Two leading organizations serving street youth through the Youth Outreach program (YO!) – Waikiki Health and Hale Kipa – in collaboration with the UH Center on the Family, released the first comprehensive research study of its kind since the 1980s on homeless and runaway youth in Hawaii. The study offers a detailed look at homeless and unaccompanied youth on Oahu, allowing for a more current and relevant understanding of this population's experiences and service needs.

Surveys for the *Street Youth Study* were completed between July and October 2016, with 151 young people age 12-24 who were homeless or had run away from their homes.

The study shows a range of demographic backgrounds among street youth:

- Nearly a quarter were between the ages of 12-17, with 76% between the ages of 18-24.
- Nearly half (44.4%) of those surveyed were Hawaiian or part-Hawaiian.
- The majority of the respondents (58.9%) were male.
- Almost half (48%) had their first homeless experience with their families.



The full report and additional findings can be found at the UH website: www.hawaii.edu/news/2018/02/15/street-youth-study/.

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"Get Connected" Fundraiser has 100% Participation

Waikiki Health had another successful year of *Get Connected* with **100% staff and board member participation!** This was a record-setting year for the annual employee fundraiser which brought in more than \$33,000. Our staff have gone above and beyond with their participation, and it shows just how much it means to be a member of the Waikiki Health family.

Get Connected contributions are helping those in greatest need in our community and each and every dollar has a huge impact on Waikiki Health as a whole.



Our staff enjoyed pizzas for getting "Connected." (L-R): HEIS and PATH Clinic; Care-A-Van; and CPB Office.

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WAIKIKI HEALTH
LEAVE A LEGACY

Please consider including a gift to Waikiki Health in your will or estate plan. A legacy gift allows you to continue to support our agency for future generations of patients. For more information, please call Mary Beth Lohman, Chief Marketing & Development Officer at 791-9331 or email mlohman@waikikihealth.org. Mahalo!