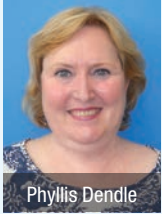


WAIKIKI HEALTH PEOPLE CARE

Waikiki Health Senior Medical Assistant
Jasmine Manuo (right).

Volume XXVI, Issue 1 | SPRING 2019



Letter from the CEO

*Changes at
Waikiki Health*

To all of Waikiki Health's donors and supporters, please know that I am honored to have been named by the health center's Board of Directors as Chief Executive Officer (CEO) of this award-winning and nationally recognized nonprofit organization. Now in its 52nd year of service to the community, Waikiki Health has assisted so many vulnerable and high-risk individuals, welcoming and providing non-judgmental care to underserved populations, including those who are homeless, uninsured, living at or below poverty level, struggling with mental illness and/or substance use disorders, HIV/AIDS and other conditions, or who experience language, cultural or other barriers to accessing care.

For the past four months I served as Interim CEO, and was on Waikiki Health's Board of Directors for 10 years, holding the position of Board President for two of those years.

The work of the team here at Waikiki Health has always inspired my devotion and I feel that more and more each day. Our patients and clients include extremely underserved and marginalized individuals who deserve—and have been receiving—the best care, regardless of their ability to pay. Needless to say, we could not provide the help that many in our community desperately need—without you.

(Continued on page 2)

Pu'uhonua Prison Program: Blueprint for Success

Seeing that a disproportionate number of Native Hawaiians and Pacific People are incarcerated in Oahu correctional facilities, Francine Dudoit-Tagupa, Waikiki Health's Director of Native Hawaiian Healing, decided to do something about it: She conceived and now directs Waikiki Health's innovative and highly acclaimed "Pu'uhonua Prison Program."

While Pu'uhonua ("A Safe Place of Healing") is presented in a cultural framework—targeting Native Hawaiians and Pacific Islanders—the program welcomes everyone. Pu'uhonua assists offenders in creating their "Going Home Plan for Success," and in filling out applications for Med-QUEST, SNAP and other benefits. Furloughed prisoners receive on-site health services from Waikiki Health outreach teams. Post-release, participants are offered referrals and transportation to shelters or clean & sober facilities, to Waikiki Health's primary care clinics, or to partner



Pu'uhonua Prison Program Staff

agencies' programs, as needed. Job opportunities are available from businesses that have agreed to employ and help give a fresh start to Pu'uhonua participants.

From October 2017 to September 2018 **Pu'uhonua served 970 men and women** at Oahu Community Correctional Center (OCCC), Laumaka Work Furlough Center, OCCC women's facility, Honolulu Federal Detention Center, and Halawa Correctional Facility. Of these 970, only 94 (less than 10%) have re-entered correctional facilities, and none for a new crime, only for parole or probation violations.

(Continued on page 2)

A Young Boy With a Big Heart

A little boy named Daniel Ishii just turned seven a few weeks ago. At his birthday party, he asked for donations to Waikiki Health instead of presents! So far, Daniel has raised \$175 for Waikiki Health. People have been donating through PayPal in honor of Daniel and his lovely request. Thank you, Daniel!



CEO Message *(Continued from page 1)*

Waikiki Health's Board of Directors is continuing to move our work forward as health care and community social service evolve and progress. In regard to these planned and past advances, I would like to speak on behalf of our Board in recognizing the health center's former CEO by saying, "We appreciate Sheila Beckham's work and contributions in growing Waikiki Health."

Going forward, I am completely optimistic that we will continue to excel in serving our community. We are revising our procedures to improve our patient and client experience – beginning with the first phone call to schedule an appointment all the way through treatment and follow-up services. We are focusing on the use of our electronic medical records system to increase the accuracy of our data collection, and thereby improve the quality of our care and provide more detailed and useful information for decision making.

I am so fortunate to have Dr. Elliot Kalauawa, our Chief Medical Officer, as my partner on this journey. Most importantly, I am delighted to be on this adventure with Waikiki Health's talented providers and staff as we do everything in our power to assist our island ohana.

Phyllis Dendle
Chief Executive Officer, Waikiki Health

You can learn more about our CEO and other leadership team staff by visiting our website: www.waikikihealth.com/leadership-team

Pu'uhonua Program

(Continued from page 1)

Their race/ethnicity includes: Native Hawaiian (454), Pacific Islander (116), Caucasian (132), Filipino (106), Japanese (67), African American (29), Hispanic (15), Native American (11), Other (40). Ages ranged from 19 to 72; and 3% (30) are women.



Waikiki Health offers health care to Pu'uhonua participant.

Pu'uhonua is the **only re-entry program in Hawaii**—and the **first of its kind nationwide**—to provide a continuum of services to help offenders avoid a cycle of recidivism and incarceration.

Hawaii spends \$51,100 annually per inmate. By working to avert recidivism, Pu'uhonua helps reduce the prison population and enable the State to direct more funds expended on the criminal justice system toward other important needs.

Grant support from HMSA and the Chamber of Commerce Hawaii Public Health Fund helped expand and enhance Pu'uhonua, introduced in 2016. Now, Pu'uhonua's success is waiting to be replicated many times over – on other Hawaii islands and on the mainland.

"Pu'uhonua" participants:

J.T., whose father also had been in prison, spent 17 years incarcerated. He says that the Pu'uhonua Program "helped me to see that people care. I need to acknowledge that, accept it and keep it going. It uplifted me and I want to uplift people, too." **A.K.** is only 20, and was just released from OCCC, where he first met Pu'uhonua staff. He says, "I'm going to do better now that I have you guys helping me."

R.C. was assisted by Pu'uhonua staff at Halawa Correctional Facility. After serving 30 years, he moved into a halfway house, and received medical, behavioral health and other services at Waikiki Health. After leaving prison, he felt "helpless, depressed, scared and unwanted." R.C. says he "owes it all to the Pu'uhonua Program and Waikiki Health for helping me learn how to live outside of incarceration." Now, he says he "can't stop smiling."

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.

People Care is published twice a year for our donors. If you would like to contact us, please call us at 808-537-8400 or send an email or regular mail to: mlohman@waikikihealth.org; Waikiki Health, c/o Development Office, 935 Makahiki Way, Honolulu, HI 96826

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Folks with Good Hearts, Souls and Minds...Want to Help



Dr. Peter Hoffenberg, a professor at the University of Hawaii at Manoa, has always had an interest in finding ways to help the homeless. But homeless youth? “I was shocked to hear that so many young men and women were living on the streets,” Peter said. Once Peter got involved with helping the youth, he was hooked and he got others hooked too.

“There are a lot of folks with good hearts, souls and minds out there who want to help, but often do not know about a particular problem or do not realize that they, too, could help. So, I took the ‘throwing the pasta against the wall’ approach: reach out, touch base, connect with friends and colleagues and see what would stick. The support has been great. We have given countless amounts of shoes, clothing, personal hygiene items, financial donations, socks, you name it. These donors are all different. Folks with different jobs, religious, ethnic and racial backgrounds. Some of them are affiliated with organizations, and others are responding as individuals. In this case, social media and e-mail were essential to get things started.”

Dr. Hoffenberg was asked why helping the homeless is so crucial to him. He said, “I think it is important to help all of those living on the street. In this case, there was a specific program to help a very specific group, and that seemed like an effective strategy. I was also struck by the shock of so many youngsters on the streets, youngsters who could be in school, or with their families, or even working. There was certainly something that tugged at my heart strings when I thought about teens on the streets. Their youth was withering away, they were vulnerable to others, and this was a crucial period in their lives.”

Dr. Hoffenberg’s last project with our Youth Outreach clinic in Waikiki was networking to help fill back packs for the kids for the holidays and boy, did he come through. We had donations pouring in from Peter’s friends and family. We received monetary donations, toiletries and hygiene items. It’s donors like Peter who truly make a difference in these kids’ lives.

We are grateful that Dr. Hoffenberg and so many generous souls have supported our cause to help the homeless youth in Waikiki.

PATH Clinic’s Gift Angel

A mom of five (boys age 11, 9 and 3 and girls 6 and 5), a PATH Clinic client, wanted nothing more than to provide presents for her kids. She was hoping to get her family on the Angel Tree Network, but missed the deadline. Still hopeful, she asked PATH’S Manager, Jacque Tellei, if the clinic had received any donations that could be wrapped and given to her kids.

One of the staff at PATH shared that she and her husband typically adopt a family for Christmas, in lieu of giving one another presents, but she had been busy this year. She asked the mom to write a wish list for each of the children as well as their clothing sizes. She insisted that mom also put down her wishes.

Gifts for the family in need were delivered to PATH—including stockings bearing each child’s initials, as well as thoughtful gifts for mom, who did not put down anything on the list for herself. “All I want is to have gifts for my kids,” she said.

Thank you, PATH Clinic’s Gift Angel, for ensuring this family enjoyed a happy Christmas.



Students From Tokyo Health Care University Visit Waikiki Health

Every year, a group of Nurse Practitioner students from the Tokyo Health Care University in Japan came to Oahu to visit Waikiki Health. In the past, the group only visited Ohua clinic, but this year they toured both Ohua and Makahiki clinics. Mineko Kaisho, Nurse Practitioner from Kapiolani Women’s Center organizes the program and also is the groups’ translator.



Tokyo Health Care University team at Makahiki clinic.

The group started at 9 AM at Ohua clinic in Waikiki. They were greeted by Director of Clinical Operations Kei Wee, who showed them around Ohua and answered any questions the group had. They then arrived at Makahiki clinic in McCully-Moiliili around 10:30 AM and were met by PSR/Eligibility Worker Cheryl Moreno, who showed them around the clinic. The tour ended with a brief Q & A from Ryan Erlenbach, Nurse Practitioner, and some group photos and many kind exchanges of thanks. The group also donates back to Waikiki Health and have been doing so since 2015. Mahalo to Mineko for organizing the tours.

Reducing Emergency Room Over-Use

Crowds gather at football stadiums, swap meets, Hawaii's beautiful beaches, and other places—as expected—but no one wants to join a crowd at their hospital's Emergency Room.

Forty-three Waikiki Health patients—ED (Emergency Department) “Over-Utilizers”—made a total of 617 visits to hospital EDs over a 12-month period (June 8, 2017 through June 8, 2018), each patient visiting EDs 4 to 53 times. Some visits were necessary; others weren't.

This pressing issue is confronted by the health care industry in Hawaii and nation-wide: How to reduce costly, over-use of ED services, while improving patients' access to appropriate and less-costly primary medical care in a Federally Qualified Health Center (FQHC) setting.

To address this concern, Waikiki Health launched its “ED Diversion Plan,” supported by a grant from the AlohaCare Community Innovation Investment Program “Waiwai Ola” (Health Richness). This plan involves close collaboration between Waikiki Health and The Queen's Medical Center, Straub Medical Center, and others to re-direct our patients who visit EDs with non-emergency concerns to our clinics, where they will receive care as needed.



To assist our ED “Over-Utilizers” we are expanding RN care coordination, providing case management, learning why they visit EDs so frequently, and encouraging them to turn to Waikiki Health in non-emergency situations.

Waikiki Health's “ED Diversion Plan” will help our “Over-Utilizers” address common concerns such as substance abuse, tobacco dependence and depression. Waikiki Health also offers chronic disease management, medication management and other services. As a Federally Qualified Health Center, we focus on assisting medically underserved populations, and provide services regardless of our patients' ability to pay.



Mahalo to our Donor Circle members who support Waikiki Health's mission generously and frequently. We greatly appreciate your *kokua* and dedication to our non-profit community health center. Your ongoing support helps us succeed in our mission to provide medical care, dental care and social services to everyone, regardless of ability to pay.

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Homeless to Housed Places 44 Households

At last count, Waikiki Health's "Homeless to Housed" pilot program has helped 44 households (48 individuals or couples) move from our Next Step Shelter into their own homes—thanks to a \$57,000 grant from the Chamber of Commerce Hawaii Public Health Fund. A total of \$42,830 in vouchers—up to \$1,200 per household—covered their security deposit and/or first month's rent. More housing placements are in progress, which will utilize the grant's remaining funds.

These 44 households lacked only the funds to cover their "moving-in costs," as they are either employed or are receiving government benefits. Jason Espero, Waikiki Health's Director of Homeless Services, says Chamber's grant "allowed Next Step to move more clients into housing, and a lot quicker." These housing placements also will free up room at our shelter to accept more currently unsheltered homeless people. Mahalo, to the Chamber's Public Health Fund!



(L-R): Chamber Chief of Operations & Communications Lori Abe, Chamber CEO & President Sherry Menor-McNamara, Waikiki Health's Director of Homeless Services Jason Espero, and Chamber Public Health Fund Administrator Licia Hill.

"Treat YO! Self" – Wellness Event at YO!



Students from Paul Mitchell School of Design at YO!

For many of the Youth Outreach (YO!) kids, self-care and wellness can seem like a luxury because of the daily struggle to find ways to meet basic needs like food and safety. In the spirit of promoting total wellness as an important part of life for everyone, we recently organized an event called "Treat YO! Self." The idea was to give the youth a mental break and

allow them to take advantage of things that promote self-care and well-being.

The Paul Mitchell School of Design's students came to provide haircuts, water-less manicures and also braided some of the kids' hair. Overall, the event was a huge hit! Sarah Combs, YO! Program Manager, led staff and youth through some restorative yoga to help them relax and rest. Biki Hawaii and Hawaiian Humane Society also attended to provide free helmets and pet food for those kids with animals in their care. It was a wonderful event and there were smiles all around. Hopefully this will become an annual tradition at YO! because emotional and spiritual health are so important to overall well-being and everyone deserves the chance to be healthy!

Long-Time Donors Help to Feed Homeless Kids

The kids at Youth Outreach (YO!) can depend on the generous support from our donors, especially when it comes to making the holidays special. This December was no exception. Long-time donors, Rosanna and Peter Hsi, made sure that the YO! kids had plenty of food on Christmas Eve with pans of food from Tamura's Kitchen who also helped support the initiative by throwing in free haupia desserts, as well as providing the donors with a non-profit rate and free delivery on Christmas Eve. According to YO! program manager, Sarah Combs, a "bunch of kids came from Waikiki and the Windward side (from RYSE), so it was great that we had extra pans of food. The whole

evening was awesome and the kids left with full stomachs and plated leftovers, all thanks to two donors who cared." Mahalo Rosanna and Peter, and mahalo to Tamura's Kitchen for their generous service.



Van's Off The Wall

Van's Off The Wall has been donating to our Next Step Shelter since May of 2018. They have donated countless amounts of shoes, clothing and accessories that have gone a long way. We have homeless men and women who enter our shelter with next to nothing. Having simple items like shoes and clothing can lift someone's spirits and give them hope. We are so grateful for Van's Off The Wall, Ala Moana and Pearl Ridge locations for the continuous support. Jared Tomi, Manager at the Ala Moana location said, "Helping out the community is rewarding and I hope other companies jump on board to help the homeless and those who are less fortunate."



Next Step's Volunteer Coordinator Kapua Tani (left) with Van's Off The Wall Manager Jared Tomi.

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Waikiki Health Employees "Get Connected"

Philanthropy means the love of humanity. Waikiki Health is a non-profit organization that relies a great deal on donations. This support is what keeps non-profits going. Staff giving programs are just another way we as a team can show our humanity and kind spirit by giving back to the organization that is our 2nd home. Team Waikiki Health raised \$26,379 in 2018 efforts! It simply shows how much we care and want to help others in our community who face many challenges.



Legacy Giving

Waikiki Health Planned Giving

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, Director of Marketing & Development at 537-8400 or email mlohman@waikikihealth.org. Mahalo!