

**HONOLULU CITY COUNCIL**  
**KE KANIHELA O KE KALANA O HONOLULU**  
CITY AND COUNTY OF HONOLULU

No. 25-109, CD1

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**RESOLUTION**

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REQUESTING THE CITY AUDITOR TO CONDUCT A PERFORMANCE AUDIT OF THE CITY'S RESOURCE MANAGEMENT AND ADMINISTRATION OF THE CRISIS OUTREACH RESPONSE AND ENGAGEMENT PROGRAM AND THE HONOLULU EMERGENCY SERVICES DEPARTMENT.

WHEREAS, Section 3-501 of the Revised Charter of the City and County of Honolulu 1973 (Amended 2017 Edition), as amended ("Charter"), establishes the Office of the City Auditor, which is responsible for conducting performance audits of the agencies and operations of the City and County of Honolulu ("City") to promote accountability, transparency, and efficiency in government; and

WHEREAS, pursuant to Charter Section 3-114, the City Council ("Council") may direct the City Auditor to conduct a performance audit of any City agency or program; and

WHEREAS, the Crisis Outreach Response and Engagement Program ("CORE") was established by the City in December 2021 under the administration of the Honolulu Emergency Services Department ("HESD") to provide a non-law enforcement, health-centered approach to responding to individuals experiencing homelessness and behavioral health crises; and

WHEREAS, CORE's mission includes providing rapid, island-wide crisis response and social service referrals, reducing reliance on police officers, alleviating the strain on emergency rooms, and improving long-term outcomes of homeless individuals; and

WHEREAS, the Council believes that a comprehensive and objective performance audit of CORE and of HESD's overall administration, particularly with regard to resource management, is necessary to assess the effectiveness of the CORE program and recommend improvements to improve the City's emergency and crisis response systems; now, therefore,

BE IT RESOLVED by the Council of the City and County of Honolulu that the City Auditor is requested to conduct a performance audit of the City's resource management and administration of the Crisis Outreach Response and Engagement Program ("CORE") and the Honolulu Emergency Services Department ("HESD"); and



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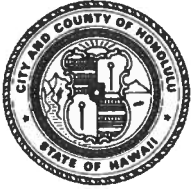
**RESOLUTION**

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BE IT FURTHER RESOLVED that the performance audit is requested to address, but not be limited to, the following areas:

1. The overall effectiveness of the CORE program in fulfilling its stated mission, including its alignment with public health and safety goals;
2. The management and oversight of CORE and other HESD functions, including but not limited to organizational structure, staffing, supervision, and resource allocation;
3. The coordination and integration of CORE services with other emergency response and social service agencies;
4. The adequacy of internal systems used by HESD to measure program outcomes, evaluate staff performance, and ensure operational accountability; and
5. The extent to which policies, procedures, and leadership practices support effective service delivery, staff development, ethical conduct, and public trust; and

BE IT FURTHER RESOLVED that the City Auditor is requested to complete the performance audit within one year of the adoption of this resolution and to file the final report with the City Clerk as a public record; and



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BE IT FINALLY RESOLVED that copies of this resolution be transmitted to the Mayor, the Managing Director, the Director of Emergency Services, and the City Auditor.

INTRODUCED BY:

Andria Tupola

Val A. Okimoto

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DATE OF INTRODUCTION:

April 3, 2025  
Honolulu, Hawai'i

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Councilmembers

CITY COUNCIL  
CITY AND COUNTY OF HONOLULU  
HONOLULU, HAWAII  
CERTIFICATE

RESOLUTION 25-109, CD1


Introduced: 04/03/25 By: ANDRIA TUPOLA VAL OKIMOTO Committee: INTERNATIONAL & LEGAL AFFAIRS (ILA)


Title: REQUESTING THE CITY AUDITOR TO CONDUCT A PERFORMANCE AUDIT OF THE CITY'S RESOURCE MANAGEMENT AND ADMINISTRATION OF THE CRISIS OUTREACH RESPONSE AND ENGAGEMENT PROGRAM AND THE HONOLULU EMERGENCY SERVICES DEPARTMENT.

Voting Legend: \* = Aye w/Reservations

04/03/25	INTRO	Introduced.
08/20/25	ILA	Reported out for adoption as amended in CD1 form.  CR-286  9 AYES: CORDERO, DOS SANTOS-TAM, KIA'ĀINA, NISHIMOTO, OKIMOTO, TULBA, TUPOLA, WATERS, WEYER
09/03/25	CCL	Committee report and Resolution as amended were adopted.  9 AYES: CORDERO, DOS SANTOS-TAM, KIA'ĀINA, NISHIMOTO, OKIMOTO, TULBA, TUPOLA, WATERS, WEYER

I hereby certify that the above is a true record of action by the Council of the City and County of Honolulu on this RESOLUTION.

  
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GLEN I. TAKAHASHI, CITY CLERK

  
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TOMMY WATERS, CHAIR AND PRESIDING OFFICER