
A BILL FOR AN ACT

RELATING TO BEHAVIORAL HEALTH SERVICES.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. The legislature finds that the Hawaii
2 coordinated access resource entry system (Hawaii CARES) is
3 overseen by the department of health's behavioral health
4 administration and is managed by two separately contracted
5 entities: one specializing in mental health crisis response,
6 and one specializing in substance use disorder treatment
7 referrals. On October 1, 2019, contracts commenced to form a
8 statewide network of service providers that is focused around
9 crisis intervention, substance use disorder treatment, mental
10 health, and other behavioral health services. These service
11 providers are contracted through the administration's three
12 behavioral health divisions: adult mental health division,
13 child and adolescent mental health division, and alcohol and
14 drug abuse division.

15 Hawaii CARES, through its crisis helpline, a statewide
16 crisis call line open twenty-four hours a day, seven days a
17 week, connects Hawaii residents who are experiencing a mental



1 health crisis with appropriate service providers to reduce
2 unnecessary hospitalizations and arrests, and provides continual
3 care by staying in touch with the individual and providers
4 throughout the duration of treatment. Services provided through
5 Hawaii CARES include:

6 (1) Suicide crisis hotline services that provide
7 therapeutic support and de-escalation techniques to
8 active suicidal callers and connects them with crisis
9 services;

10 (2) Crisis support management services, a temporary
11 thirty-day case management service provided when
12 requested by the crisis mobile outreach team, which
13 provides face-to-face contact with each individual
14 within twenty-four hours after receiving a referral
15 and maximum effort to support and assist while linking
16 the individual to additional services;

17 (3) Crisis mobile outreach services that send out local
18 crisis therapists to callers experiencing a mental
19 health crisis in a variety of community settings to
20 provide them with face-to-face, short term, intensive
21 mental health services; trauma informed care response



1 with initial screening and comprehensive assessment;
2 and assistance in returning to their baseline level of
3 functionality;

4 (4) Licensed crisis residential shelters offered on a
5 temporary ten-day admission basis for purposes of
6 stabilizing and preventing serious mental health
7 decompensation, psychotic breaks, or hospitalization
8 to individuals in crisis who would continue to be at
9 high risk without the benefit of the twenty-four-hour
10 support services; and

11 (5) Bed stabilization services, provided to individuals in
12 crisis with mental health concerns or a substance use
13 disorder and in need of a stabilization bed as a
14 bridge or a long-term solution in their continuum of
15 care, with case managers assigned to individuals to
16 ensure wrap-around service as needed.

17 Hawaii CARES will also coordinate crisis intervention and
18 diversion for individuals who may be appropriate to receive
19 services provided through a certified community behavioral
20 health clinic. Hawaii's certified community behavioral health
21 clinic model includes state-operated clinics that are



1 responsible for coordinating with contracted service providers
2 to provide crisis behavioral health services and integrate
3 behavioral health with physical health care.

4 In addition to receiving calls made directly to its crisis
5 helpline, Hawaii CARES serves as Hawaii's local crisis center
6 for the National Suicide Prevention Lifeline, now known as the
7 988 Suicide and Crisis Lifeline, a national network of two
8 hundred local crisis centers established by the federal
9 government to assist individuals in suicidal crisis or emotional
10 distress to connect with suicide prevention and mental health
11 support services at any time of the day or night. Calls to the
12 988 Suicide and Crisis Lifeline, which can be made by dialing
13 "9-8-8" or a ten-digit, toll-free number, 1-800-273-TALK (8255),
14 are routed to a certified local crisis center closest to the
15 caller, as determined by the caller's area code. For Hawaii,
16 calls made from within the State to the 988 Suicide and Crisis
17 Lifeline are routed to the Hawaii CARES crisis helpline.

18 In 2020, the Hawaii CARES crisis helpline received 138,856
19 calls, which amounts to more than three hundred thirty calls per
20 day on average. The volume of calls has increased following the
21 transition of the National Suicide Prevention Lifeline's



1 telephone number to a new, easy-to-remember, three-digit dialing
2 code "9-8-8" in July 2022.

3 To accommodate the increased volume of calls and ensure
4 that individuals who access the Hawaii CARES crisis helpline
5 directly or through the 988 Suicide and Crisis Lifeline are
6 provided with appropriate crisis intervention services and
7 crisis care coordination, the behavioral health administration
8 requires funds to improve or establish the necessary technology
9 and infrastructure, retain necessary personnel, and expand and
10 enhance existing services provided by contracted service
11 providers through the Hawaii CARES crisis helpline, including:

- 12 (1) Expanding and enhancing suicide crisis hotline and
13 crisis management services by:
 - 14 (A) Providing high-quality crisis counseling;
 - 15 (B) Providing in-person intervention by trained
16 mental health professionals as an alternative to
17 law enforcement personnel;
 - 18 (C) Improving the coordination of linkages for
19 individuals contacting the Hawaii CARES crisis
20 helpline directly or through the 988 Suicide and
21 Crisis Lifeline with ongoing care needs; and

- 1 (D) Improving and expanding the use of tele-crisis
2 support technology;
- 3 (2) Expanding and enhancing crisis mobile outreach
4 services in each county by:
- 5 (A) Ensuring that the mobile crisis outreach system
6 meets standards as defined by title 42 United
7 States Code section 1396w-6; and
- 8 (B) Establishing preventive youth crisis teams that
9 respond to calls from law enforcement personnel
10 requesting behavioral health assessment,
11 referral, and crisis care for youth who witnessed
12 or participated in potentially traumatic events,
13 to address current behavioral health crises and
14 also prevent future crises;
- 15 (3) Expanding licensed crisis residential shelter services
16 by acquiring a sixteen-bed facility to house sub-acute
17 beds to help stabilize youth, improve their condition,
18 and prevent future decompensations, homelessness,
19 hospitalizations, and the involvement of law
20 enforcement agencies;



- 1 (4) Expanding bed stabilization services by adding forty
- 2 adult stabilization beds across all counties; and
- 3 (5) Expanding the crisis care continuum to include the
- 4 operation of a certified community behavioral health
- 5 clinics on Kauai, Maui, and Hawaii islands.

6 The purpose of this Act is to appropriate funds to
 7 accommodate the increase in the volume of calls received by the
 8 Hawaii CARES crisis helpline and ensure that individuals who
 9 access the Hawaii CARES crisis helpline directly or through the
 10 988 Suicide and Crisis Lifeline are provided with appropriate
 11 crisis intervention services and crisis care coordination.

12 SECTION 2. There is appropriated out of the general
 13 revenues of the State of Hawaii the sum of \$ or so
 14 much thereof as may be necessary for fiscal year 2023-2024 and
 15 the same sum or so much thereof as may be necessary for fiscal
 16 year 2024-2025 to fund the expansion and enhancement of the
 17 suicide crisis hotline and crisis management services provided
 18 by contracted service providers through the Hawaii CARES crisis
 19 helpline; provided that the funds shall be used to cover
 20 expenses for services, including the provision of high-quality
 21 crisis counseling and in-person intervention by trained mental



1 health professionals as an alternative to law enforcement
2 personnel; improvement of coordination with individuals who
3 contact the Hawaii CARES crisis helpline directly or through the
4 988 Suicide and Crisis Lifeline with ongoing care needs; and
5 enhancement and expansion of the use of tele-crisis support
6 technology.

7 The sums appropriated shall be expended by the department
8 of health for the purposes of this Act.

9 SECTION 3. There is appropriated out of the general
10 revenues of the State of Hawaii the sum of \$ or so
11 much thereof as may be necessary for fiscal year 2023-2024 and
12 the same sum or so much thereof as may be necessary for fiscal
13 year 2024-2025 for the expansion and enhancement of the crisis
14 mobile outreach services provided by contracted service
15 providers through the Hawaii CARES crisis helpline; provided
16 that, of the sums appropriated:

17 (1) \$ shall be expended for providing access to
18 an on-call registered nurse, emergency medical
19 technician, or paramedic to crisis mobile outreach
20 teams for on-call remote real-time consultation;



1 (2) \$ shall be expended for on-call remote real-
2 time consultation to be used by an on-call registered
3 nurse, emergency medical technician, or paramedic for
4 real-time consultation with crisis mobile outreach
5 teams; and

6 (3) \$ shall be expended for the establishment of
7 preventive youth crisis teams that respond to calls
8 from law enforcement personnel requesting behavioral
9 health assessment, referral, and crisis care for youth
10 who witnessed or participated in potentially traumatic
11 events.

12 The sums appropriated shall be expended by the department
13 of health for the purposes of this Act.

14 SECTION 4. There is appropriated out of the general
15 revenues of the State of Hawaii the sum of \$ or so
16 much thereof as may be necessary for fiscal year 2023-2024 and
17 the same sum or so much thereof as may be necessary for fiscal
18 year 2024-2025 for the expansion of licensed crisis residential
19 shelter services provided by contracted service providers
20 through the Hawaii CARES crisis helpline, by acquiring a
21 facility to house sixteen sub-acute beds to help stabilize



1 youth, improve their condition, and prevent future
2 decompensations, homelessness, hospitalizations, and involvement
3 of law enforcement agencies.

4 The sums appropriated shall be expended by the department
5 of health for the purposes of this Act.

6 SECTION 5. There is appropriated out of the general
7 revenues of the State of Hawaii the sum of \$ or so
8 much thereof as may be necessary for fiscal year 2023-2024 and
9 the same sum or so much thereof as may be necessary for fiscal
10 year 2024-2025 to fund the expansion of bed stabilization
11 services provided by contracted service providers through the
12 Hawaii CARES crisis helpline, by adding forty adult
13 stabilization beds across all counties.

14 The sums appropriated shall be expended by the department
15 of health for the purposes of this Act.

16 SECTION 6. There is appropriated out of the general
17 revenues of the State of Hawaii the sum of \$ or so
18 much thereof as may be necessary for fiscal year 2023-2024 and
19 the same sum or so much thereof as may be necessary for fiscal
20 year 2024-2025 for nineteen full-time equivalent (19.0 FTE)



1 positions to support the operations of the certified community
2 behavioral health clinics on Kauai, Maui, and Hawaii islands.

3 The sums appropriated shall be expended by the department
4 of health for the purposes of this Act.

5 SECTION 7. This Act shall take effect on June 30, 3000.



Report Title:

Behavioral Health; Mental Health; Crisis Services; National Suicide Prevention Lifeline; 988 Suicide and Crisis Lifeline; Department of Health Behavioral Health Administration; Hawaii CARES Crisis Helpline; Certified Community Behavioral Health Clinic; Appropriation

Description:

Appropriates funds for the expansion and enhancement of the suicide crisis hotline and crisis management services provided by contracted service providers through the Hawaii Coordinated Access Resource Entry System (CARES) Crisis Helpline; expansion and enhancement of the crisis mobile outreach services provided by contracted service providers through the Hawaii CARES Crisis Helpline; expansion of licensed crisis residential shelter services provided by contracted service providers through the Hawaii CARES Crisis Helpline; expansion of bed stabilization services provided by contracted service providers through the Hawaii CARES Crisis Helpline; and expansion of certified community behavioral health clinics with services coordinated through the Hawaii CARES crisis helpline. Effective 6/30/3000. (HD1)

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