

JAN 21 2022

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 department of
2 health's behavioral health administration manages and oversees
3 the Hawaii coordinated access resource entry system (CARES), a
4 partnership with the University of Hawaii, that works with a
5 statewide network of service providers focused around crisis
6 intervention, substance use disorder treatment, mental health,
7 and other behavioral health services. These service providers
8 are contracted through the administration's three behavioral
9 health divisions: adult mental health division, child and
10 adolescent mental health division, and alcohol and drug abuse
11 division.

12 Hawaii CARES, through its crisis helpline, a statewide
13 crisis call line open twenty-four hours a day, seven days a
14 week, connects Hawaii residents who are experiencing a mental
15 health crisis with appropriate service providers to reduce
16 unnecessary hospitalizations and arrests, and provides continual
17 care by staying in touch with the individual and providers



1 throughout the duration of treatment. Services provided through
2 Hawaii CARES include:

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

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

14 (3) Crisis mobile outreach services that send out local
15 crisis therapists to callers experiencing a mental
16 health crisis in a variety of community settings to
17 provide them with face-to-face, short term, intensive
18 mental health services; trauma informed care response
19 with initial screening and comprehensive assessment;
20 and assistance in returning to their baseline level of
21 functioning;



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

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

14 In addition to receiving calls made directly to its crisis
15 helpline, Hawaii CARES also serves as Hawaii's local crisis
16 center for the National Suicide Prevention Lifeline, a national
17 network of over one hundred eighty local crisis centers
18 established by the federal government to assist individuals in
19 suicidal crisis or emotional distress connect with suicide
20 prevention and mental health support services at any time of the
21 day or night. Calls to the National Suicide Prevention



1 Lifeline, currently made by dialing a ten-digit, toll-free
2 number, 1-800-273-TALK (8255), are routed to a certified local
3 crisis center closest to the caller, as determined by the
4 caller's area code. For Hawaii, calls made from within the
5 State to the National Suicide Prevention Lifeline are routed to
6 the Hawaii CARES crisis helpline.

7 In 2020, the Hawaii CARES crisis helpline received 138,856
8 calls, which amounts to over three hundred thirty calls a day on
9 average. The volume of calls is anticipated to increase by
10 thirty per cent after July 16, 2022, following the transition of
11 the National Suicide Prevention Lifeline's telephone number to a
12 new, easy-to-remember, three-digit dialing code "9-8-8".

13 To accommodate this significant increase in the volume of
14 calls and ensure that individuals who access the Hawaii CARES
15 crisis helpline directly or through "9-8-8" are provided with
16 appropriate crisis intervention services and crisis care
17 coordination, the behavioral health administration will need
18 funds to improve or establish the necessary technology and
19 infrastructure, retain necessary personnel, and expand and
20 enhance existing services provided by contracted service
21 providers through the Hawaii CARES crisis helpline, including:



- 1 (1) Expanding and enhancing suicide crisis hotline and
2 crisis management services by:
 - 3 (A) Providing high-quality crisis counseling;
 - 4 (B) Providing in-person intervention by trained
5 mental health professional as an alternative to
6 law enforcement;
 - 7 (C) Improving the coordination of linkages for
8 individuals contacting the Hawaii CARES crisis
9 helpline directly or through 9-8-8 with ongoing
10 care needs; and
 - 11 (D) Improving and expanding the use of tele-crisis
12 support technology;
- 13 (2) Expanding and enhancing crisis mobile outreach
14 services in each county by:
 - 15 (A) Adding a registered nurse, emergency medical
16 technician, or paramedic to the crisis mobile
17 outreach teams; and
 - 18 (B) Establishing preventive youth crisis teams that
19 respond to calls from law enforcement personnel
20 requesting behavioral health assessment,
21 referral, and crisis care for youth who witnessed



1 or participated in potentially traumatic events,
2 to address current behavioral health crises and
3 also prevent future crises;

4 (3) Expanding licensed crisis residential shelter services
5 by acquiring a sixteen-bed facility to house sub-acute
6 beds to help stabilize youth, improve their condition,
7 and prevent future decompensations, homelessness,
8 hospitalizations, and the involvement of law
9 enforcement; and

10 (4) Expanding bed stabilization services by adding forty
11 adult stabilization beds across all counties.

12 The purpose of this Act is to appropriate funds for fiscal
13 year 2022-2023 to accommodate the anticipated thirty per cent
14 increase in the volume of calls received by the Hawaii CARES
15 crisis helpline following the transition of the National Suicide
16 Prevention Lifeline's dial code to "9-8-8" on July 16, 2022, and
17 ensure that individuals who access the Hawaii CARES crisis
18 helpline directly or through "9-8-8" are provided with
19 appropriate crisis intervention services and crisis care
20 coordination.



1 SECTION 2. There is appropriated out of the general
2 revenues of the State of Hawaii the sum of \$2,900,000 or so much
3 thereof as may be necessary for fiscal year 2022-2023 to fund
4 the expansion and enhancement of the suicide crisis hotline and
5 crisis management services provided by contracted service
6 providers through the Hawaii CARES crisis helpline. The funding
7 shall be used to cover expenses for services, including the
8 provision of high-quality crisis counseling and in-person
9 intervention by trained mental health professional as an
10 alternative to law enforcement; improvement of coordination with
11 individuals who contact the Hawaii CARES crisis helpline
12 directly or through "9-8-8" with ongoing care needs; and
13 enhancement and expansion of the use of tele-crisis support
14 technology.

15 SECTION 3. There is appropriated out of the general
16 revenues of the State of Hawaii the sum of \$13,925,469 or so
17 much thereof as may be necessary for fiscal year 2022-2023 for
18 the expansion and enhancement of the crisis mobile outreach
19 services provided by contracted service providers through the
20 Hawaii CARES crisis helpline; provided that, of the sum
21 appropriated:



- 1 (1) \$1,048,209 shall be expended for the addition of a
- 2 registered nurse, emergency medical technician, or
- 3 paramedic to crisis mobile outreach teams; and
- 4 (2) \$12,877,260 shall be expended for the establishment of
- 5 preventive youth crisis teams that respond to calls
- 6 from law enforcement personnel requesting behavioral
- 7 health assessment, referral, and crisis care for youth
- 8 who witnessed or participated in potentially traumatic
- 9 events.

10 SECTION 4. There is appropriated out of the general

11 revenues of the State of Hawaii the sum of \$5,256,000 or so much

12 thereof as may be necessary for fiscal year 2022-2023 for the

13 expansion of licensed crisis residential shelter services

14 provided by contracted service providers through the Hawaii

15 CARES crisis helpline, by acquiring a facility to house sixteen

16 sub-acute beds to help stabilize youth, improve their condition,

17 and prevent future decompensations, homelessness,

18 hospitalizations, and involvement of law enforcement.

19 SECTION 5. There is appropriated out of the general

20 revenues of the State of Hawaii the sum of \$5,000,000 or so much

21 thereof as may be necessary for fiscal year 2022-2023 to fund



1 the expansion of bed stabilization services provided by
2 contracted service providers through the Hawaii CARES crisis
3 helpline, by adding forty adult stabilization beds across all
4 counties.

5 SECTION 6. The sums appropriated in sections 2 through 5
6 of this Act shall be expended by the department of health for
7 the purposes of this Act.

8 SECTION 7. This Act shall take effect on July 1, 2022.

9

INTRODUCED BY:

A handwritten signature in black ink, appearing to read "Gil Rivera", is written over a horizontal line.

S.B. NO. 2529

Report Title:

Behavioral Health; Mental Health; Crisis Services; National Suicide Prevention Lifeline; 9-8-8 Hotline; Department of Health Behavioral Health Administration; Hawaii CARES Crisis Helpline

Description:

Appropriates funds for fiscal year 2022-2023 to accommodate the anticipated increase in the volume of calls to Hawaii CARES Crisis Helpline following the transition of the National Suicide Prevention Lifeline's dial code to "9-8-8" on July 16, 2022.

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