
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 (CARES) is overseen by
3 the department of health's behavioral health administration and
4 is managed by the University of Hawaii Myron B. Thompson school
5 of social work. On October 1, 2019, contracts commenced to form
6 a statewide network of service providers that is focused around
7 crisis intervention, substance use disorder treatment, mental
8 health, and other behavioral health services. These service
9 providers are contracted through the administration's three
10 behavioral health divisions: adult mental health division,
11 child and adolescent mental health division, and alcohol and
12 drug abuse division.

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



1 care by staying in touch with the individual and providers
2 throughout the duration of treatment. Services provided through
3 Hawaii CARES include:

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

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

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



1 and assistance in returning to their baseline level of
2 functioning;

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

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

16 In addition to receiving calls made directly to its crisis
17 helpline, Hawaii CARES also serves as Hawaii's local crisis
18 center for the National Suicide Prevention Lifeline, a national
19 network of over one hundred eighty local crisis centers
20 established by the federal government to assist individuals in
21 suicidal crisis or emotional distress to connect with suicide



1 prevention and mental health support services at any time of the
2 day or night. Calls to the National Suicide Prevention
3 Lifeline, currently made by dialing a ten-digit, toll-free
4 number, 1-800-273-TALK (8255), are routed to a certified local
5 crisis center closest to the caller, as determined by the
6 caller's area code. For Hawaii, calls made from within the
7 State to the National Suicide Prevention Lifeline are routed to
8 the Hawaii CARES crisis helpline.

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

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



1 enhance existing services provided by contracted service
2 providers through the Hawaii CARES crisis helpline, including:

3 (1) Expanding and enhancing suicide crisis hotline and
4 crisis management services by:

5 (A) Providing high-quality crisis counseling;

6 (B) Providing in-person intervention by trained
7 mental health professional as an alternative to
8 law enforcement;

9 (C) Improving the coordination of linkages for
10 individuals contacting the Hawaii CARES crisis
11 helpline directly or through 9-8-8 with ongoing
12 care needs; and

13 (D) Improving and expanding the use of tele-crisis
14 support technology;

15 (2) Expanding and enhancing crisis mobile outreach
16 services in each county by:

17 (A) Adding a registered nurse, emergency medical
18 technician, or paramedic to the crisis mobile
19 outreach teams; and

20 (B) Establishing preventive youth crisis teams that
21 respond to calls from law enforcement personnel



1 requesting behavioral health assessment,
2 referral, and crisis care for youth who witnessed
3 or participated in potentially traumatic events,
4 to address current behavioral health crises and
5 also prevent future crises;

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

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

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



1 appropriate crisis intervention services and crisis care
2 coordination.

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

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



1 Hawaii CARES crisis helpline; provided that, of the sum
2 appropriated:

3 (1) \$ shall be expended for the addition of a
4 registered nurse, emergency medical technician, or
5 paramedic to crisis mobile outreach teams; and

6 (2) \$ 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 SECTION 4. 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 2022-2023 for
15 the expansion of licensed crisis residential shelter services
16 provided by contracted service providers through the Hawaii
17 CARES crisis helpline, by acquiring a facility to house sixteen
18 sub-acute beds to help stabilize youth, improve their condition,
19 and prevent future decompensations, homelessness,
20 hospitalizations, and involvement of law enforcement.



1 SECTION 5. There is appropriated out of the general
2 revenues of the State of Hawaii the sum of \$ or so
3 much thereof as may be necessary for fiscal year 2022-2023 to
4 fund the expansion of bed stabilization services provided by
5 contracted service providers through the Hawaii CARES crisis
6 helpline, by adding forty adult stabilization beds across all
7 counties.

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

11 SECTION 7. This Act shall take effect on January 1, 2050.



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. Effective 1/1/2050. (SD1)

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