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# A BILL FOR AN ACT

RELATING TO HEALTH.

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

- 1           SECTION 1. The purpose of this Act is to:
- 2           (1) Improve the quality of, and access to, behavioral
- 3           health crisis services;
- 4           (2) Reduce stigma associated with suicide and mental
- 5           health and substance use conditions;
- 6           (3) Ensure that mental health and substance use disorders
- 7           are addressed equitably;
- 8           (4) Ensure a culturally and linguistically competent
- 9           response to behavioral health crises;
- 10          (5) Save lives;
- 11          (6) Build a new system of equitable behavioral crisis
- 12          services that recognizes that, historically, crisis
- 13          response has placed marginalized communities,
- 14          including those communities experiencing mental health
- 15          crises, at a disproportionately high risk of negative
- 16          outcomes; and



1 (7) Comply with the National Suicide Hotline Designation  
2 Act of 2020 and the Federal Communication Commission's  
3 rules adopted July 16, 2020, to ensure that each  
4 resident of, and visitor to, the State receives a  
5 consistent level of 988 and crisis behavioral health  
6 services regardless of where the individual lives,  
7 works, or travels in the State.

8 SECTION 2. Chapter 334, Hawaii Revised Statutes, is  
9 amended by adding a new part to be appropriately designated and  
10 to read as follows:

11 "PART .

12 **CORE STATE BEHAVIORAL HEALTH CRISIS SERVICES SYSTEM**

13 **§334- Definitions.** Notwithstanding any provision of  
14 section 334-1 to the contrary, as used in this part:

15 "988 administrator" means the administrator of the 988  
16 suicide prevention and mental health crisis hotline.

17 "988 crisis hotline center" or "hotline center" means a  
18 state-identified center participating in the national suicide  
19 prevention lifeline network to respond to statewide or regional  
20 988 calls.



1 "988 suicide prevention and mental health crisis hotline"  
2 means the National Suicide Prevention Lifeline or its successor  
3 maintained by the Assistant Secretary for Mental Health and  
4 Substance Use pursuant to section 520E-3 of the Public Health  
5 Service Act, as amended.

6 "Community mental health center" or "certified community  
7 behavioral health center" means a facility described in section  
8 1913(c) of the Public Health Service Act or section 223(d) of  
9 the Protecting Access to Medicare Act of 2014, as amended, or  
10 both. "Community mental health center" or "certified community  
11 behavioral health center" includes community behavioral health  
12 organizations licensed and certified by the relevant state  
13 agencies.

14 "Crisis receiving and stabilization service" means a  
15 facility providing short-term care with capacity for diagnosis,  
16 initial management, observation, crisis stabilization, and  
17 follow up referral services to all persons in a home-like  
18 environment.

19 "High risk and specialized population" includes gender,  
20 sexual, racial, ethnic, religious, and other minority  
21 populations; rural populations; populations comprising



1 individuals having co-occurring substance use disorders; or any  
2 combination of the foregoing.

3 "Mobile crisis team" includes behavioral health  
4 professionals and peers providing professional onsite community-  
5 based intervention, including de-escalation and stabilization,  
6 to individuals who are experiencing a behavioral health crisis.

7 "National suicide prevention lifeline" is a national  
8 network of local crisis centers providing to individuals in  
9 suicidal crisis or emotional distress free and confidential  
10 emotional support twenty-four hours a day, seven days a week.

11 "Peer" means an individual employed based on the  
12 individual's personal experience of mental illness or addiction,  
13 or both, and recovery, and who meet any applicable state peer  
14 certification requirements.

15 "Short term" means a period of time under twenty-four  
16 hours.

17 "Veterans crisis line" means the hotline maintained by the  
18 Secretary of Veterans Affairs pursuant to section 38 United  
19 States Code section 1720F(h), as amended.

20 **§334- Crisis hotline centers; designated; requirements.**

21 (a) The department shall designate one or more crisis hotline



1 centers to provide crisis intervention services and crisis care  
2 coordination to individuals accessing the 988 suicide prevention  
3 and behavioral health crisis hotline from any jurisdiction  
4 within the State.

5 (b) Each crisis hotline center designated pursuant to this  
6 part shall:

7 (1) Be operational twenty-four hours a day, seven days a  
8 week;

9 (2) Have an active agreement with the 988 administrator to  
10 participate within the national suicide prevention  
11 lifeline network;

12 (3) Fulfill national suicide prevention lifeline  
13 requirements and best practices guidelines for  
14 operational and clinical standards;

15 (4) Provide data and report to, and participate in  
16 evaluations and related quality improvement activities  
17 as required by, the 988 administrator;

18 (5) Ensure cohesive, coordinated crisis care by using  
19 technology, including instant messaging and text  
20 messaging, that is interoperable between and across  
21 crisis and emergency response systems used throughout



1 the State, including 911, emergency medical services,  
2 and other non-behavioral health crisis services, and  
3 with the 988 administrator;

4 (6) Actively collaborate with mental health and substance  
5 use disorder treatment providers, including hospital  
6 emergency departments and inpatient psychiatric  
7 settings; local community mental health centers,  
8 including certified community behavioral health  
9 clinics and community behavioral health centers;  
10 crisis receiving and stabilization centers; and mobile  
11 crisis teams throughout the State to coordinate  
12 linkages for persons who contact 988 with ongoing care  
13 needs; provided that the crisis hotline centers may  
14 establish formal agreements as necessary to effectuate  
15 the purpose of this paragraph;

16 (7) Share service availability information to coordinate  
17 access to crisis receiving and stabilization services  
18 for individuals accessing the 988 suicide prevention  
19 and behavioral health crisis hotline;

20 (8) Satisfy the national suicide prevention lifeline's  
21 requirements for serving high risk and specialized



1 populations identified by the United States Substance  
2 Abuse and Mental Health Services Administration,  
3 including training requirements; policies for  
4 transferring callers to an appropriate specialized  
5 center or subnetworks within, or external to, the  
6 national suicide prevention lifeline network; and  
7 providing linguistically and culturally competent  
8 care; and

9 (9) Provide to persons who access the 988 suicide  
10 prevention and behavioral health crisis hotline  
11 follow-up services that are consistent with the  
12 guidance and policies established by the national  
13 suicide prevention lifeline.

14 (c) The department shall:

15 (1) Establish rules pursuant to chapter 91 that facilitate  
16 appropriate information sharing and communication  
17 among crisis and emergency response systems to ensure  
18 real-time crisis care coordination, including but not  
19 limited to deployment of crisis and outgoing services  
20 and linked, flexible services specific to crisis  
21 response;



1 (2) Collaborate with the National Suicide Prevention  
2 Lifeline and veterans crisis line networks to ensure  
3 consistency of public messaging about 988 services;  
4 and

5 (3) No later than twenty days prior to the convening of  
6 each regular session, submit to the legislature a  
7 report of the 988 suicide prevention and behavioral  
8 health crisis hotline's usage and the services  
9 provided.

10 (d) Each crisis hotline center shall have the authority to  
11 deploy crisis and outgoing services, including mobile crisis  
12 teams, and coordinate access to crisis receiving and  
13 stabilization services or other local resources as appropriate  
14 and according to guidelines and best practices established by  
15 the national suicide prevention lifeline.

16 **§334- Onsite response services.** (a) The department  
17 shall provide to crisis callers onsite response services using  
18 state or locally funded mobile crisis teams, or both state and  
19 locally funded mobile crisis teams.

20 (b) Each mobile crisis team shall:

21 (1) Comprise:





- 1 (A) Jurisdiction-based behavioral health teams,  
2 including licensed behavioral health  
3 professionals and peers;
- 4 (B) Behavioral health teams embedded in emergency  
5 medical services, including licensed behavioral  
6 health professionals and peers; or
- 7 (C) Both jurisdiction-based behavioral health teams  
8 and behavioral health teams embedded in emergency  
9 medical services;
- 10 (2) Collaborate with local law enforcement agencies; and
- 11 (3) Include law enforcement officers as co-responders in  
12 behavioral health teams only as needed to respond to  
13 high-risk situations that cannot be managed without  
14 the use of law enforcement officers.
- 15 (c) Each applicable mobile crisis team and the applicable  
16 receiving and crisis stabilization services shall:
  - 17 (1) Be designed in partnership with community members,  
18 including persons who have used crisis services;
  - 19 (2) Be staffed by persons who reflect the demographics of  
20 the community served; and



1           (3) Collect demographic data from persons served,  
2           including race and ethnicity, as set forth by the  
3           United States Substance Abuse and Mental Health  
4           Services Administration and consistent with the state  
5           block grant requirements for continuous evaluation and  
6           quality improvement.

7           **§334- Crisis receiving and stabilization services;**  
8           **funding.** (a) The State shall fund the treatment for crisis  
9           receiving and stabilization services related to each call  
10          received by the 988 crisis hotline center; provided that these  
11          crisis receiving and stabilization services shall only be funded  
12          by the State if the individual receiving treatment meets the  
13          State's definition of uninsured person or the crisis  
14          stabilization service is not a covered service under the  
15          individual's health insurance coverage; provided further that  
16          for Medicaid recipients, the Med-QUEST division of the  
17          department of human services shall cooperate with the entity  
18          responsible for the development of crisis receiving and  
19          stabilization services to explore options for the appropriate  
20          coding of, and payment for, crisis management services.



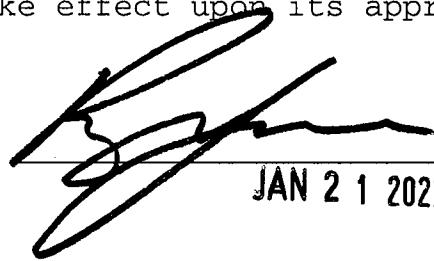
1 (b) The State shall determine the method of making  
2 payments pursuant to subsection (a) to a provider of service.

3 **§334- National suicide prevention lifeline membership;**  
4 **certification.** The department shall ensure that each crisis  
5 hotline center receives any nationally-recognized certifications  
6 required for national suicide prevention lifeline membership,  
7 including any certifications that require the provision of  
8 evidence-based training for all staff and volunteers in the  
9 management of calls."

10 SECTION 3. This Act shall take effect upon its approval.

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INTRODUCED BY:



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JAN 21 2022



# H.B. NO. 1665

**Report Title:**

DOH; Core State Behavioral Health Crisis Services; National Suicide Prevention Lifeline; Crisis Hotline Centers

**Description:**

Establishes a core state behavioral health crisis services system. Provides for the designation of 1 or more crisis hotline centers to provide crisis intervention services and crisis care coordination to individuals accessing the suicide prevention and behavioral health crisis hotline. Requires the Department of Health to provide to crisis callers onsite response services using mobile crisis teams. Requires the State to fund treatment for crisis receiving and stabilization services related to 988 calls.

*The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.*

