
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 establish a core
2 state behavioral health crisis services system.

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

6 **"PART . CORE STATE BEHAVIORAL HEALTH CRISIS SERVICES SYSTEM**

7 **§334- Definitions.** Notwithstanding any provision of
8 section 334-1 to the contrary, as used in this part:

9 "988 administrator" means the administrator of the 988
10 suicide prevention and behavioral health crisis hotline.

11 "988 crisis hotline center" or "hotline center" means a
12 state-identified center participating in the national suicide
13 prevention lifeline network to respond to statewide or regional
14 988 calls.

15 "988 suicide prevention and behavioral health crisis
16 hotline" means the national suicide prevention lifeline or its
17 successor maintained by the Assistant Secretary for Mental



1 Health and Substance Use pursuant to section 520E-3 of the
2 Public Health Service Act, as amended.

3 "Community mental health center" or "certified community
4 behavioral health center" means a facility described in section
5 1913(c) of the Public Health Service Act or section 223(d) of
6 the Protecting Access to Medicare Act of 2014, as amended, or
7 both. "Community mental health center" or "certified community
8 behavioral health center" includes community behavioral health
9 organizations licensed and certified by the relevant state
10 agencies.

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

16 "High risk and specialized populations" includes gender,
17 sexual, racial, ethnic, religious, and other minority
18 populations; rural populations; populations comprising
19 individuals having co-occurring substance use disorders; or any
20 combination of the foregoing.



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

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

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

13 "Short-term" means a period of time under twenty-four
14 hours.

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

18 **§334- Crisis hotline centers; designated; requirements.**

19 (a) The department shall designate one or more crisis hotline
20 centers to provide crisis intervention services and crisis care
21 coordination to individuals accessing the 988 suicide prevention



1 and behavioral health crisis hotline from any jurisdiction
2 within the State.

3 (b) Each crisis hotline center designated pursuant to this
4 part shall:

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

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

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

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

16 (5) Ensure cohesive, coordinated crisis care by using
17 technology, including instant messaging and text
18 messaging, that is interoperable between and across
19 crisis and emergency response systems used throughout
20 the State, including 911, emergency medical services,



1 and other non-behavioral health crisis services, and
2 with the 988 administrator;

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

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

19 (8) Satisfy the national suicide prevention lifeline's
20 requirements for serving high risk and specialized
21 populations identified by the United States Substance



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

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

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

19 **§334- Onsite response services.** (a) The department
20 shall provide to crisis callers onsite response services using



1 state funded mobile crisis teams, locally funded mobile crisis
2 teams, or both.

3 (b) Each mobile crisis team shall:

4 (1) Comprise:

5 (A) Jurisdiction-based behavioral health teams,
6 including licensed behavioral health
7 professionals and peers;

8 (B) Behavioral health teams embedded in emergency
9 medical services, including licensed behavioral
10 health professionals and peers; or

11 (C) Both jurisdiction-based behavioral health teams
12 and behavioral health teams embedded in emergency
13 medical services;

14 (2) Collaborate with local law enforcement agencies; and

15 (3) Include law enforcement officers as co-responders in
16 behavioral health teams only as needed to respond to
17 high-risk situations that cannot be managed without
18 the use of law enforcement officers.

19 (c) Each applicable mobile crisis team and the applicable
20 crisis receiving and stabilization services shall:



- 1 (1) Be designed in partnership with community members,
- 2 including persons who have used crisis services;
- 3 (2) Be staffed by persons who reflect the demographics of
- 4 the community served; and
- 5 (3) Collect demographic data from persons served,
- 6 including race and ethnicity, as set forth by the
- 7 United States Substance Abuse and Mental Health
- 8 Services Administration and consistent with the state
- 9 block grant requirements for continuous evaluation and
- 10 quality improvement.

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



1 responsible for the development of crisis receiving and
2 stabilization services to explore options for the appropriate
3 coding of, and payment for, crisis management services.

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

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

13 **§334- Department; duties.** The department shall:
14 (1) Establish rules pursuant to chapter 91 that facilitate
15 appropriate information sharing and communication
16 among crisis and emergency response systems to ensure
17 real-time crisis care coordination, including but not
18 limited to deployment of crisis and outgoing services
19 and linked, flexible services specific to crisis
20 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 SECTION 3. This Act shall take effect on July 1, 2060.

11



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 one 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. Effective 7/1/2060. (HD1)

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