
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 two separately contracted entities; one
5 specializes in behavioral health crisis response, and the other
6 specializes in substance use disorder treatment referrals. On
7 October 1, 2019, contracts commenced to form a statewide network
8 of service providers that is focused around crisis intervention,
9 substance use disorder treatment, mental health, and other
10 behavioral health services. These service providers are
11 contracted through the administration's three behavioral health
12 divisions: adult mental health division, child and adolescent
13 mental health division, and alcohol and drug abuse division.
14 Hawaii CARES, through its crisis helpline, a statewide
15 crisis call line open twenty-four hours a day, seven days a
16 week, connects Hawaii residents who are experiencing a mental
17 health crisis with appropriate service providers to reduce



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

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

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

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



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

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 individuals 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 individuals 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 individuals 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, now known
19 as the 988 Suicide and Crisis Lifeline, a national network of
20 two hundred local crisis centers established by the federal
21 government to assist individuals in suicidal crisis or emotional



1 distress to connect with suicide prevention and mental health
2 support services at any time of the day or night. Calls to the
3 988 Suicide and Crisis Lifeline, which can be made by dialing
4 "9-8-8" or a ten-digit, toll-free number, 1-800-273-TALK (8255),
5 are routed to a certified local crisis center closest to the
6 caller, as determined by the caller's area code. For Hawaii,
7 calls made from within the State to the 988 Suicide and Crisis
8 Lifeline are routed to 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 has increased following the
12 transition of the National Suicide Prevention Lifeline's
13 telephone number to a new, easy-to-remember, three-digit dialing
14 code "9-8-8" in July 2022.

15 To accommodate the increase in volume of calls and ensure
16 that individuals who access the Hawaii CARES crisis helpline
17 directly or through the 988 Suicide and Crisis Lifeline are
18 provided with appropriate crisis intervention services and
19 crisis care coordination, the behavioral health administration
20 requires funds to improve or establish the necessary technology
21 and 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 professionals 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 the 988 Suicide and
12 Crisis Lifeline with ongoing 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 much thereof as may be necessary for fiscal year 2023-2024 and
 2 the same sum or so much thereof as may be necessary for fiscal
 3 year 2024-2025 to fund the expansion and enhancement of the
 4 suicide crisis hotline and crisis management services provided
 5 by contracted service providers through the Hawaii CARES crisis
 6 helpline. The funding shall be used to cover expenses for
 7 services, including the provision of high-quality crisis
 8 counseling and in-person intervention by trained mental health
 9 professionals as an alternative to law enforcement; improvement
 10 of coordination with individuals who contact the Hawaii CARES
 11 crisis helpline directly or through the 988 Suicide and Crisis
 12 Lifeline with ongoing care needs; and enhancement and expansion
 13 of the use of tele-crisis support technology.

14 SECTION 3. 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 and enhancement of the crisis
 19 mobile outreach services provided by contracted service
 20 providers through the Hawaii CARES crisis helpline; provided
 21 that, of the sums appropriated:



1 (1) \$ 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) \$ 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 \$ or so
12 much thereof as may be necessary for fiscal year 2023-2024 and
13 the same sum or so much thereof as may be necessary for fiscal
14 year 2024-2025 for the expansion of licensed crisis residential
15 shelter services provided by contracted service providers
16 through the Hawaii CARES crisis helpline, by acquiring a
17 facility to house sixteen sub-acute beds to help stabilize
18 youth, improve their condition, and prevent future
19 decompensations, homelessness, hospitalizations, and involvement
20 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 2023-2024 and
4 the same sum or so much thereof as may be necessary for fiscal
5 year 2024-2025 to fund the expansion of bed stabilization
6 services provided by contracted service providers through the
7 Hawaii CARES crisis helpline, by adding forty adult
8 stabilization beds across all counties.

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

12 SECTION 7. This Act shall take effect on December 31,
13 2050.



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

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; and expansion of bed stabilization services provided by contracted service providers through the Hawaii CARES Crisis Helpline. Effective 12/31/2050. (SD1)

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