



Hawai`i County Reimagined Crisis Response

Recommendations from Adult Mental Health Summit held August 2023



Behavioral
Health Link



BEEN A BAD DAY

A **Modern** Crisis Care System

POLICE

Hawai`i Island

“Someone to Call”

Services Currently Offered

Hawai`i Cares: 988

1. Behavioral Health Crisis & Suicide Call Center:
 - 24 hours a day, 7 days a week
 - Statewide
 - Adults and children
2. Crisis Counselors focusing on:
 - Supportive counseling
 - Urgent or emergency mental health or substance use needs
 - Recommendations/Referrals for
 - Behavioral health assessment
 - Behavioral health services
 - Crisis intervention

Opportunities for Growth

- ❖ 988 Awareness Campaign
- ❖ Answer every call and coordinate overflow coverage (97% of all calls answered)
- ❖ Expand call center to include neighbor island locations/staff
- ❖ Reduce Burnout through training and sufficient staffing

Hawai`i Island

“Someone to Respond”

Services Currently Offered

Care Hawai`i:

1. Crisis Mobile Outreach - CMO
 - Face-to-Face Crisis Interventions
 - Arrive to client within 45 minutes
 - Complete Risk Assessment'
 - Referral to Shelter or Stabilization Beds

Hawai`i 911 responders:

1. Standard emergency services (Police, Fire, EMS)
2. Police Crisis Intervention Team (CIT) 4th class in March 2024

Hope Services:

1. Street Medicine Outreach

Opportunities for Growth

❖ Crisis Mobile Outreach - CMO

1. Decreasing response time

❖ HPD/CIT:

1. Continue to train Police Officer with the goal of 40-50% of force trained
 - A. Establish an HPD CIT Response Unit

❖ Data Collection:

1. 911 calls related to behavior mental health for impact assessment

❖ Explore Response Team Options:

1. Models such as ACT, ART, COPE, CAHOOTS, etc.

Hawai`i Island

“A Place to Go”

Services Currently Offered

HCCC / Jail

Hospital Emergency Rooms

Behavior Health Units:

1. Hale Hoola –Hilo (6 beds)
2. Kalani Ola – Kona (10 beds)

Care Hawai`i:

1. LCRS in Hilo (8 beds)
2. Crisis Group Home in Kona (8 beds)

Mental Health Kokua:

1. Group homes

Opportunities for Growth

- ❖ Behavior Health Crisis Centers (BHCC) -“23/59” – in Hilo & in Kona
- ❖ Residential Crisis Stabilization Facility (16 beds) – Longer term stay up to 30 days
- ❖ Certified Community Behavior Health Center (CCBHC) – Service Hub/One Stop Center and Long Term Case Management

Hawai`i Island

“Someone to Support Us”

Services Currently Offered

NAMI:

1. Support Groups

Care Hawai`i :

1. Crisis Support Management:
 - 30-day temporary case management
 - Safety planning & linking to community supports
 - Available to those without case management
2. Ongoing Case Management (CCS)

Mental Health Kokua

1. Long-term Case Management (CCS)

DOH - AMHD:

1. Ongoing Case Management (CCS)
2. Jail Diversion Program - 704
3. Club Houses in Hilo & Kona

Opportunities for Growth

- ❖ Relocate Kona Paradise Club
- ❖ Establish Club House in Pāhoa
- ❖ Expand Peer Specialist Program
- ❖ Expand Telehealth Access
- ❖ Increase Mental Health Providers
 1. Retention – Loan Repayment
 2. Workforce Housing
 3. Reform of Licensing Process
- ❖ Community Engagement & Awareness to reduce stigma



FUNDING OPPORTUNITIES

Sources

- Federal
- State
- Philanthropic
- Donations

Opportunities

- ❖ Simplify Med-Quest Billing
- ❖ Funding Coalitions - Task Force & Working Groups
- ❖ Comprehensive Service Mapping
- ❖ Identify Grant Opportunities

How can YOU get involved?

<https://www.hawaiicounty.gov/our-county/mayor>

- Hawai`i County Service Area Board On Mental Health And Substance Abuse
([https://hawaii\[1\]gov.zoom.us/j/91366820129?pwd=R25PQJJKVUYORkE2TGRQVGd1bVh2QT09](https://hawaii[1]gov.zoom.us/j/91366820129?pwd=R25PQJJKVUYORkE2TGRQVGd1bVh2QT09))
- National Alliance on Mental Health (NAMI)
(<https://namihawaii.org/big-island/>)
- UH Hilo & Hawai`i Community College courses
(<https://hilo.hawaii.edu/>) & (<https://hawaii.hawaii.edu/>)
- Peer Specialist Certification
(<https://health.hawaii.gov/amhd/consumer/hcps/>)
- Let your voice be heard!
 - Elected officials
 - Letters to the Editor
 - Anyone who will listen