

Hawaii State Department of Health

# **ADULT MENTAL HEALTH DIVISION**

February 2022

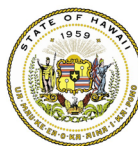
*Yara Sutton, AMHD PIER Branch Manager*

*Belinda Vaovasa Danielson, AMHD Community Programs Supervisor*

An Overview of the AMHD

# **CRISIS SERVICES**

**HOW TO ACCESS  
BEHAVIORAL HEALTH CRISIS SERVICES**



# CRISIS SERVICES

Crisis Mobile Outreach (CMO)  
Crisis Support Management (CSM)  
Mental Health Emergency Workers (MHEW)

Licensed Crisis Residential Services (LCRS)

Stabilization Bed Units (SBUs) 3-14 day stays

Behavioral Health Assessment and Nursing  
Services in County Police Department  
Central Receiving Division Cellblock

Walk-in Urgent Care at Community  
Mental Health Centers (CMHCs)

24/7 CARES Crisis Line



Crisis Text Line\*

\*standard text messaging rates apply

Text ALOHA to 741741



### STEP 1. Call 24/7 CARES CRISIS Line

For individuals needing behavioral health crisis support in the community.

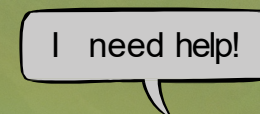
The Department of Health (DOH), Adult Mental Health Division (AMHD) procures this service. The contractor is responsible for operating the CARES Crisis Line with guidance from the DOH and AMHD staff.



### CRISIS MOBILE OUTREACH

CARES Crisis staff will provide telephonic crisis support and when appropriate, will dispatch a Crisis Mobile Outreach (CMO) worker to the individual's location.

**Where: Statewide When: 24/7**



### CRISIS SUPPORT MANAGEMENT

After the crisis situation is stabilized, the individuals may need linkage to community supports. If needed, Crisis Support Management (CSM) is provided.

**Where: Statewide When: 24/7**



### LICENSED CRISIS RESIDENTIAL SHELTER

A Licensed Crisis Residential Shelter (LCRS) bed may be arranged when an individual is not appropriate for hospital admission and cannot remain in the community. They receive nursing services and other supports.

**Where: Oahu (16 beds), Maui (8 beds)  
Hawaii (8 beds) When: 24/7**

### STABILIZATION BED UNITS

A Stabilization Bed Unit (SBU) may be arranged when an individual does not meet medically necessary criteria for psychiatric inpatient hospitalization but needs short-term (3 -14 day) stabilization with wrap-around case management services are provided.

**Where: Oahu (38 beds/2  
locations), Hawaii (8 beds)  
When: 24/7  
up to 40 beds coming on-line  
statewide this year**



24/7 hotline

Are you or a loved one experiencing a crisis, need access to substance use treatment, mental health or COVID-19 isolation and quarantine services?

For assistance, call the  
CARES CrisisLine

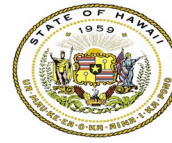
O'ahu 1-808-832-3100  
Toll-free 1-800-753-6879

An Overview of the AMHD

# MHEW Program

**HOW THE MH-I PROCESS WORKS**





# MENTAL HEALTH EMERGENCY WORKER (MHEW)

## HRS 334-59

If a law enforcement officer has reason to believe that a person is imminently dangerous to self or others, the officer shall call for assistance from the mental health emergency workers (MHEW) designated by the director. Upon determination by the mental health emergency workers that the person is imminently dangerous to self or others, the person shall be transported by ambulance or other suitable means, to a licensed psychiatric facility for further evaluation and possible emergency hospitalization.

# THE PROCESS

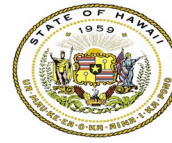
- Law enforcement officer encounters the **Person in Crisis (PIC)** and believes they are imminently dangerous to self or others;
- Calls the designated number for the **MHEWs**;
- Provides identifying information to the call center;
- Call center will connect the call to the on-call **MHEW** for consultation and approval for **MHI**;
- If **MHI** is approved, law enforcement will be notified;
- **MHEW** determines actions/statements and inform the officer which hospital to take the **PIC** (based on algorithm);
- **MHEWs** will call hospitals and provide them the report.
- Law enforcement and/or ambulance will transport.

An Overview of the

# ORAL EX-PARTE

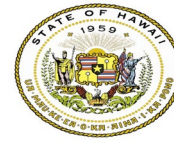
HOW THE MH-2 PROCESS WORKS





# ORAL EX-PARTE

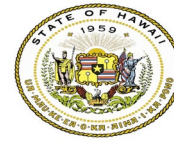
- An Oral Exparte is a Court Order from a Family Court Judge authorizing an emergency psychiatric examination.
- Police will transport the subject/patient to a hospital emergency room for an evaluation.



# BASIS FOR REQUESTING AN ORAL EX-PARTE?

## HRS 334-1

“DANGEROUS TO SELF” – means the person recently has threatened or attempted suicide or serious bodily harm; or the person recently has behaved in such a manner as to indicate the person is unable, without supervision and the assistance of others, to satisfy the need for nourishment, essential medical care, shelter or self-protection, so that it is probable that death, substantial bodily injury, or serious physical debilitation or disease will result unless adequate treatment is afforded.



# BASIS FOR REQUESTING AN ORAL EX-PARTE?

## HRS 334-1

“DANGEROUS TO OTHERS” – means likely to do substantial physical or emotional injury on another, as evidenced by a recent act, attempt or threat.

“Imminently dangerous to self or others” – means that without intervention, the person will likely become dangerous to self or dangerous to others within the next forty-five (45) days.

# THE PROCESS

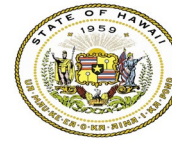
- **An oral application can be submitted by any licensed physician, advanced practice registered nurse, psychologist, attorney, member of the clergy, health or social service professional, or any state or county employee in the course of employment;**
- **Calls Family Court hotline (808) 945-8146 Monday through Friday (excluding Holidays) only between 7:45 am – 4:30 pm;**
- **The court clerk will take the statement and present it to the Family Court Judge;**
- **The Family Court Judge will review the information presented and either grant or deny the ex-parte;**
- **After hours call the Hawaii CARES line at (808) 832-3100;**
- **If granted, the court clerk will contact HPD and request the officers be sent to the scene to transport the patient to the hospital designated in the ex-parte request;**

# THE PROCESS

- If granted or denied the “Application for Emergency Examination and Treatment” for must be completed and delivered in person (because a signature is required on the original application) to:  
**FAMILY COURT of the First Circuit**  
**4675 Kapolei Parkway**  
**Kapolei, HI 96707-3272**

**NO LATER THAN NOON THE FOLLOWING DAY**

- **Attention: Legal Research and Records Unit (please call (808)954-4144 and let the staff know that you will be delivering the form).**



<https://health.hawaii.gov/amhd/>

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Employment Opportunities

Mission, Vision, Guiding  
Principles

**CONSUMERS / FAMILY /  
FRIENDS**

Access To Services

Advance Mental Health Care  
Directive

Clubhouses

## PROVIDER FORMS

### Administrative

- [Business Compliance \(BC\) Report/Referral Form for Suspected Fraud & Abuse \(Information on how to report suspected fraud and abuse\)](#)
- [Consumer Update Form](#)
- [Provider Contact Change Form](#)
- [Provider Claim & Payment Inquiry Form](#)
- [Provider Quarterly Self Report](#)
- [Provider Service Authorization Inquiry Form](#)

### Clinical

- [Application for Emergency Examination and Treatment \(MH-2 Application\)](#)



An Overview of the

# **AMHD Homeless Outreach Interim Case Management**

# THE PROCESS

- **Mobile outreach teams provide homeless outreach while seeking and engaging with individuals and families experiencing homelessness at places and areas in which they congregate including beaches, tents and parks.**
- **Outreach teams make assessments of their needs, and connect individuals with community resources to improve their way of living with the primary goal of stable housing.**
- **Outreach teams help individuals and families with health care services, mental health, social security benefits, workforce development, job training opportunities, emergency shelters, transitional housing and assist with finding them a home to live independently.**

## Homeless

- Moving from place to place throughout the month
- Living in uninhabitable housing, outside or in shelters
- Living temporarily “doubled-up”
- Living in hotels and motels paid for by Federal, State, or local government programs

## At-Risk for Homelessness

- Living in unstable or non-permanent housing
- Exiting jails/prisons with no stable place to live
- Permanent housing for those recently experiencing homelessness with limited income or relying on grant funding to sustain housing
- Youth transitioning out of foster care

# AMHD Homeless Outreach Providers

- **Hope Services Hawaii**- Serving Hilo and Kona
  - **Institute for Human Services**- Serving Oahu (Upper Windward, Downtown Honolulu, East Honolulu, Waikiki Area)
  - **Kalihi Palama Health Center**- Serving Oahu (Wahiawa, North Shore and Lower Windward)
  - **Mental Health Kokua**- Kauai, Maui and Oahu (Chinatown, Pearl City, Ewa Waipahu)
- \*Although each provider have a designated geographical region, there WILL be events for all providers to participate in a collaborative homeless outreach due to enforcements by the city and/or state.

# MAHALO!

*QUESTIONS?*