

## ADULT MENTAL HEALTH DIVISION (AMHD)

### Array of Services by County

#### CASE MANAGEMENT/SUPPORT SERVICES

1. **Community-Based Case Management (CBCM):** Community-Based Case Management services coordinate services for the individual living with mental illness. A professional is responsible for the assessment of need, care planning, implementation of care plans, and the regular review of services to assist the individual's recovery. Case management services could include: assistance to acquire health insurance; coordination of medical, health, and coverage benefits; assist with acquiring/maintaining housing; maintain and foster contact with the family; consumer supports and collaterals, and advocate on behalf of the consumer.
  - Islands served: Oahu, Hawaii, Maui, Molokai, Lanai, and Kauai
  
2. **Bi-Lingual Interpreter Services:** Cultural and linguistic care coordination is arranged in conjunction with a CBCM team for consumers who speak little or no English to support them in their recovery and to provide better access to formal mental health services.

Island served: Oahu
  
3. **Homeless Intensive Case Management (ICM-Plus) Pilot Project:** The Homeless ICM-Plus provides twenty-four (24) hours per day, seven (7) days per week support at an intensity level between what is provided through Assertive Community Treatment (ACT) and Intensive Case Management (ICM). A primary goal of this service is to provide rapid linkage with continuing support services for homeless individuals who are being frequently arrested or are the subject of frequent calls for an MH-1 (MH-1 – Involuntary Application for Mental Health Evaluation; police respond, assess and if appropriate, transport the individual to the hospital for psychiatric evaluation/treatment; the hospital may hold the individual for up to 48 hours for evaluation).

Island served: Oahu
  
4. **Homeless Outreach:** This service identifies and engages with homeless individuals with mental illness and provides the support necessary to link them with formal mental health and social services. Homeless Outreach workers interact with homeless individuals, who are suspected of having a mental illness and assist them to obtain an Eligibility Determination and appropriate linkage into services.
  - Islands served: Oahu, Hawaii, Maui, and Kauai
  
5. **Peer Coach:** Peer coach services provides structured, scheduled activities that promote socialization, recovery, self-advocacy, development of natural supports, and development and maintenance of community living skills through the eyes of someone who received or is receiving mental health services. Peer coaching involves providing increased attention and support to consumers when they are under high stress, beginning to decompensate, or returning to the community after a hospitalization.
  - Islands served: Oahu, Hawaii, Maui, and Kauai

6. **Representative Payee:** The Representative Payee Program is intended to provide money management for registered consumers who have the capability to learn how to manage their own finances within two (2) years of initial services authorization. It is an educational component of our community recovery services which teaches the consumer how to budget, save, and pay bills. The consumer learns to manage their financial resources and to be responsible for the debt they incur.
  - Islands served: Oahu, Hawaii, Maui

## COMMUNITY HOUSING

7. **24 Hour Group Home:** The 24-hour Group Home provides twenty-four (24) hours a day, seven (7) days a week supervision. Services are directed to consumers being discharged from the hospital and to consumers who, without twenty-four (24) hour care, would further decompensate and increase their likelihood of hospitalization. It is also directed to consumers whose goal is to move to more independent living options from a higher level of care. This service is designed to be individualized, to integrate individuals into the community to the most normal, least restrictive placement, and to be consistent with the individual's needs.
  - Islands served: Oahu, Hawaii, Maui, and Kauai
8. **8-16 Hour Group Home:** This housing service is designed to be individualized, to integrate individuals into the community to the most normalized and least restrictive placement, and to be consistent with the individual's needs. Supportive staff is on-site between eight (8) to sixteen (16) hours a day, seven (7) days a week.
  - Islands served: Oahu, Hawaii, Maui, and Kauai
9. **Semi-Independent Housing:** This housing service provides group living with property management staff on-site eight (8) hours a day, plus some weekend coverage. This service applies to individuals who are capable of handling non-crisis issues for a day or two until a scheduled staff visit. This program is also designed to be individualized, to integrate individuals into the community to the most normalized and least restrictive possible and to be consistent with the individual's needs. The service focuses on home and community integration and enhances the independence, dignity, privacy of the consumer and personal choice.
  - Islands served: Oahu, Hawaii, Maui, and Kauai
10. **Shelter Plus Care (S+C) for the Homeless:** This is a United States Department of Housing and Urban Development (HUD) rental subsidy program in which a residential specialist locates housing for homeless individuals with serious mental illness (SMI). Housing is selected by consumers with 24-hour housing support team available to landlords and consumers. The rental subsidy allows consumers to pay no more than 30 percent of their entitlements for rent.
  - Islands served: Oahu, Hawaii, Maui, Molokai, and Kauai
11. **Supported Housing/Bridge Subsidy:** Supported housing provides consumers the option to live in permanent housing of their choice with service to successfully assume the role of tenant and neighbor. This occurs in settings where an individual can live either alone, with a relative, or with friends in a home or apartment without regularly structured supervision from supported housing and mental health staff. Mental health staff provides support that is separated from the living arrangements, but in-home support is encouraged as needed.
  - Islands served: Oahu, Hawaii, Maui, Molokai, and Kauai

12. **Therapeutic Living Program (TLP):** The TLP provides ongoing residential/treatment support for individuals that are not ready to manage their medication in a more independent housing setting. Nursing services are available on site during the week, including support for basic physical health and medication management. Some Psych-social Rehabilitation Programming is provided on-site, but residents are encouraged to engage in community-based support such as Clubhouse or Day Treatment.
  - Island served: Oahu
13. **Transitional Housing, Safe Haven:** This HUD-funded transitional housing program, called Safe Haven is primarily for homeless consumers. Twenty-four (24) hour supervision is provided along with primary care and case management services.
  - Islands served: Oahu, Hawaii, Maui

### CRISIS SERVICES

14. **Crisis Line of Hawaii:** This is a 24-7 Crisis and Suicide Hotline with membership in the National Suicide Prevention Lifeline (SAMHSA). The Crisis Line staff provides supportive listening and crisis counseling, dispatch, and authorization of 24-hour crisis services, and serves as the after-hour's link for oral *Ex-Parte* orders.
  - Islands served: Statewide
15. **Crisis Mobile Outreach (CMO):** CMO provides assessment and intervention services for adults in an active state of crisis. This service is available twenty-four (24) hours a day, seven (7) days a week and can occur in a variety of settings including the consumer's home, local emergency department, etc. This service provides an opportunity for immediate crisis intervention and de-escalation, which includes a thorough assessment of risk, mental status and medical stability, and exploration of service options in the community.
  - Islands served: Oahu, Hawaii, Maui, Molokai, Lanai, and Kauai
16. **Crisis Support Management (CSM):** CSM provides time-limited support and intervention services to individuals who are in crisis and not linked with services or who do not have a Division-assigned case manager. Services assist the individual in returning to a pre-crisis state and gaining access to necessary services.
  - Islands served: Oahu, Hawaii, Maui, Molokai, Lanai, and Kauai
17. **Licensed Crisis Residential Services (LCRS):** The LCRS offers short-term, acute interventions to individuals experiencing or recovering from a psychiatric or behavioral health crisis. This is a structured residential alternative or diversion from psychiatric inpatient hospitalization. LCRS services are for individuals who are experiencing a period of acute stress that significantly impairs the capacity to cope with normal life circumstances. This program provides services which address the psychiatric, psychological, and behavioral health needs of the individual.
  - Islands served: Oahu, Maui, Hawaii

### FORENSIC SERVICES

18. **Clinical Assessment & Referral Services: Court Based Clinician:** Clinical assessment and referral services in the District Court are provided by a Court Based Clinician. The Court Based Clinician provides services in support of AMHD's mission to coordinate and promote integrated mental health services to individuals with serious mental disorders, many of whom have criminal

justice involvement. The primary purpose of this position is to provide consultation and liaison services to courts and criminal justice agencies; evaluate and monitor consumers with serious mental illness (SMI) and criminal justice involvement regarding their risk level, engagement with treatment planning determining eligibility based on psychological evaluation, and adherence to court ordered conditions; and provide recommendations regarding risk management and reduction strategies to support maintenance of community tenure. This position serves as a technical expert regarding admission procedures and eligibility criteria for mental health programs (i.e. post-booking jail diversion, and Oahu Mental Health Court).

- Island served: Oahu

19. **Community-Based Fitness Restoration:** This program provides fitness restoration in a community setting, after a defendant has been released on conditions to the community on a 704-406(1) legal status. This program is an alternative approach to restoration in a hospital setting. Outpatient competency restoration offers an effective alternative to lengthy hospital commitments for consumers who can safely be restored to fitness within a community setting. Like Hale Imua, the program is tailored to meet the unique needs of each individual, including linkages to community programs and resources, such as Clubhouses.
  - Islands served: Statewide
20. **Conditional Release Exit Support and Transition Program (CREST):** This program provides an avenue for consumers on Conditional Release (CR) to prepare for potential discharge from CR. It involves a multi-session group format with a primary focus on identifying warning signs, triggers, crisis plans, and other issues related to life after CR. Additional support and resources are provided to consumers to understand the court system and other parties that are involved in the legal process.
  - Islands served: Statewide
21. **Consultation/Liaison with Law Enforcement and Public Safety Department:** AMHD provides support for training law enforcement first responders with the skills needed to effectively interact with people who are mentally ill and those in crisis and delivering effective services in the crisis context. This service takes the form of mental health consultation and liaison by Mental Health Emergency Workers (MHEW). Service delivery of consultative services varies by county. In Honolulu County, Honolulu Police Department employs police psychologists to serve as a MHEW with financial support for the program provided by AMHD. Maui County has developed a formal Crisis Intervention Team (CIT) program that receives consultation from Crisis Mobile Outreach teams. Both Hawaii and Kauai counties have developed informal arrangements for consultation between law enforcement personnel and the local mental health authority. AMHD collaborates with the Public Safety Department Corrections Division in providing consultation on challenging clinical cases involving detainees and inmates with mental illness and through the MH-9 process, the ability to transfer a person to Hawaii State Hospital from a correctional facility when hospital level of care is indicated.
  - Islands served: Statewide
22. **Consultation to Specialty Courts– Mental Health Court (MHC):** The Mental Health Court team is led by the Hawaii State Judiciary in collaboration with staff from the Department of Health, Adult Mental Health Division who provide clinical support to the team. The Court Based Clinician serves as the liaison to criminal justice and other community agencies regarding the interface between mental health and criminal justice issues including risk assessment, management, and reduction. The Court Based Clinician provides initial clinical evaluations and re-evaluations specifically related to referrals and current Mental Health Court participants.
  - Island served: Oahu

23. **Court Ordered Forensic Evaluation Services (Courts Branch):** Court evaluation and liaison services are delivered through the AMHD Courts Branch which provides consultation services to the Judiciary in accordance with Hawaii Revised Statutes (HRS). The Branch maintains a list of certified examiners for the Judiciary. Examiners perform court ordered evaluations of adults for Circuit and District Courts statewide pursuant to HRS 704 including examination of mental disease, disorder or defect; fitness to proceed; penal responsibility; risk assessments to assist in the court's disposition related to discharge, release on conditions, or commitment to the custody of the Director of Health; and examination of the mental condition of a defendant to assist in the court's disposition of an application for discharge, conditional release, modification of conditions of release, or discharge from conditional release. Examiners also perform court ordered evaluations of juveniles for Family Court. Examiners prepare relevant reports and provide testimony in support of court ordered evaluations.
- Islands served: Statewide
24. **Forensic Coordination:** Services are provided by Forensic Coordinators who are psychologists. The function of the Forensic Coordinators is to provide coordination and consultation regarding court related elements of treatment and follow-up for persons receiving AMHD services who are involved with the criminal justice system. The primary purpose of the Forensic Coordinators is to provide consultation and liaison services to treatment teams and criminal justice agencies; evaluate and monitor consumers with serious mental illness (SMI) and criminal justice involvement regarding their risk level, engagement with treatment planning and adherence to court ordered conditions; and provide recommendations regarding risk management and reduction strategies to support maintenance of community tenure. Forensic coordinators also oversee the Jail Diversion Program, the Community Fitness Restoration Program, and the Conditional Release Transition Program.
- Islands served: Statewide
25. **Hale Imua:** This program serves criminal justice involved consumers on Conditional Release (CR) status and its programming is based on a multidisciplinary approach to integrated treatment in a safe setting focusing on the consumer's strengths. The program is tailored to meet the unique needs of each individual including linkages to community programs and resources. The model is based on a continuity of care incorporating evidence-based practice techniques including classes that address recidivism. Each resident is provided with comprehensive clinical team that includes psychiatrist, psychologist, nurse, and case management. This is a state pilot project that started in 2005 and services are primarily supported by the Windward Oahu Community Mental Health staff. Hale Imua is implemented in a 24-hour group home setting focusing on a consumer's strengths.
- Island served: Oahu
26. **Honolulu Police Department Central Receiving Division Services:** This program provides two Advanced Practice Registered Nurses (APRNs) for up to 80 hours per week (2 FTE) at the HPD's Central Receiving Division (CRD). The APRNs work in partnership with the Crisis Line of Hawaii, which provides the capability to cross-reference individuals and determine if they were currently receiving AMHD services. Information about arrests is relayed from the Crisis Line of Hawaii back to the case management team for follow-up. Major activities include reviewing medication and medication needs and making recommendations to the court on behalf of the consumers, and providing the court with community treatment alternatives to hospitalization. Data is also collected on the frequency of mental health consumer arrests and rates of homelessness among persons arrested.
- Island served: Oahu

27. **Pre-Booking Jail Diversion:** This program operates as a joint effort between the AMHD and the Honolulu Police Department (HPD). When a person is suspected of mental illness at a crime scene, the HPD officer can request consultation from one of three HPD-employed psychologists who have been designated by the Director as Mental Health Emergency Workers and who are available for consultation 24-hours a day. **See Consultation/Liaison with Law Enforcement and Public Safety Department** below for additional information. Consultation services to law enforcement provide additional diversion opportunities.

- Island served: Oahu

28. **Post-Booking Jail Diversion:** Post-Booking Jail Diversion is a supportive case management service provided for potential consumers in post-booking and pre/post arraignment situations. The intent of this service is to reduce criminal recidivism by diverting eligible, non-dangerous mentally ill arrestees and detainees from incarceration. The service provides and/or coordinates outreach and therapeutic support to eligible consumers in accordance with evidence-based best practices to assure each consumer's jail diversion plan addresses legal, public safety, and community tenure issues. The service coordinates activities that eligible consumers obtain basic needs including food, housing, clothing, transportation, and money; apply for and receive benefits and entitlements and have access to peer support and recovery opportunities.

- Islands served: Oahu, Hawaii, Maui, Molokai, Lanai, and Kauai

#### PSYCHOSOCIAL REHABILITATION SERVICES

29. **Clubhouse:** The Clubhouse Model of Psychosocial Rehabilitation is a comprehensive and dynamic program of support and opportunities for people with serious mental illness (SMI). In contrast to traditional day-treatment and other day program models, Clubhouse participants are called "members" (as opposed to "patients" or "clients") and restorative activities focus on their strengths and abilities, not their illness. The Clubhouse is unique in that it is not a clinical program, meaning there are no therapists or psychiatrists on staff. All clinical aspects of the program have been removed to focus on the strengths of the individual, rather than their illness. Additionally, all participants in a Clubhouse is strictly on a voluntary basis. The members and staff of a Clubhouse work side-by-side to manage all the operations of the Clubhouse, providing an opportunity for members to contribute in significant and meaningful ways; therefore, a Clubhouse is operated in a partnership model with members and staff working side-by-side as colleagues. Through this environment of support, acceptance, and commitment to the potential contribution and success of each individual, Clubhouses are places where people can belong as contributing adults, rather than passing their time as patients who need to be treated. The Clubhouse Model seeks to demonstrate that people with mental illness can successfully live productive lives and work in the community, regardless of the nature or severity of their mental illness. Clubhouse services include Transitional Employment (TE), Group Transitional Employment (GTE), Supported Employment (SE), Supported Education (SE), Advocacy and Case Management. Other components of the Clubhouse are: Day, Evening, Weekend, and Holiday Programs where members are involved in operational activities, which enhance their social skills. Members are also an integral part of the management and decision-making of the Clubhouse.

- Islands served: Oahu, Hawaii, Maui, Molokai, and Kauai

30. **Hawaii Certified Peer Specialist Program:** The primary goal of the Adult Mental Health Division (AMHD) Hawaii Certified Peer Specialist (HCPS) program is to provide interns with the basic knowledge and skills for direct-care human service employment with an AMHD agency. The field

placement/internship experience provides an environment for continued growth and the practical application of skills learned. A HCPS is a person who has not only lived the experience of mental illness, but also has had formal training in the peer specialist model (Georgia's Model) of mental health supports. Interns must pass HCPS examinations, both oral and written, after approximately 80 hours of training. They are prepared for employment as Certified Peer Specialists, Peer Educators, or Peer Coaches in the evolving healthcare environment. A subgroup of HCPS has received specialized training and certification as Forensic Peer Specialists. Forensic Peer Specialists provide peer support that is offered to individuals with psychiatric and/or co-occurring challenges who are involved in the Criminal Justice System, from initial contact with law enforcement through re-entry into the community.

- Islands served: Statewide

31. **Supported Education (SE):** This Clubhouse service provides consumers with a full range of educational services from basic literacy through gaining of a General Equivalency Diploma (GED) to educational counseling for college, technical education, or other courses. Necessary supports are provided such as study skills training and social skills training.

- Islands served: Oahu, Hawaii, Maui, Molokai, and Kauai

32. **Supported Employment (SE):** Supported employment is based on models of: 1) "Individual Placement and Support (IPS)," a "place-train" approach, or, 2) "choose get, keep and leave (jobs)" as opposed to engaging in pre-vocational training. These services are intended for consumers for whom competitive employment has not traditionally occurred, or has been interrupted, or intermittent because of their disability. Supported employment is paid, competitive work that offers ongoing support services in integrated settings for consumers and their employers. Elements include zero exclusion, consumer preference, rapid job search, integration with mental health services; and personalized benefits planning.

- Islands served: Oahu, Hawaii, Maui, and Kauai

33. **Transitional Employment (TE):** This Clubhouse service offers members the opportunity for paid employment various hours a day and lengths of time depending on individual needs. Clubhouse staff assumes the paid TE job in the member's (temporary) absence.

- Islands served: Oahu, Hawaii, Maui, Molokai, and Kauai

## TREATMENT SERVICES

34. **Day Treatment:** This service is a structured day program for individuals diagnosed with co-occurring, mental illness, and substance use disorders (MISA). The programming consists of three or six hours of treatment per day depending on the assessed clinical needs of the consumer. Day treatment is designed to assist the consumer with developing illness management skills to prevent relapse to substances, increase strategies to cope and/or manage severe symptoms of mental illness and improve overall life skills deficits.

- Islands served: Oahu, Maui

35. **Hospitals (Inpatient, General, Non-Forensic):** The provision of inpatient care within a unit designed to service seriously mentally ill patients who have just been admitted or are experiencing an acute phase of their illness during an extended hospitalization. Services are primarily oriented toward developing a differential diagnosis, developing treatment plans to fully respond to the acute needs and stabilization of the patient's psychiatric condition, and intensive intervention.

- Islands served: Oahu, Hawaii, Maui, and Kauai

36. **Hospitals (Inpatient, Specialty/State, Forensic):** The provision of secure care within a hospital setting that is designed to: 1) serve seriously mentally ill patients who require secure care beyond the acute phase of their illness with psychiatric rehabilitation services with the goal of achieving the highest level of functioning possible before returning to community living; 2) serve patients who are committed by a court to evaluate competency to stand trial, assess criminal responsibility, or provide recommendations to the referring judge or county department regarding court disposition or department resolution; 3) provide psychiatric treatment and fitness restoration to enable patients competent participation in court proceedings; 4) provide recommendation to the referring judge or county department to facilitate court disposition.
- Island served: Oahu (Hawaii State Hospital)
37. **Intensive Outpatient (IOP) Hospital:** IOP outpatient hospital services for providing stabilization of psychiatric impairments as well as enabling the individual to reside in the community or to return to the community from a more restrictive setting. The goals of the service are clearly articulated in each consumer's individualized plan of care. Treatment is time-limited, ambulatory, active, and offers intensive, coordinated clinical service, which is provided by a multi-disciplinary team.
- Island served: Oahu
38. **Outpatient Treatment:** Outpatient Clinic Services include an array of services that are provided to the consumer in an outpatient clinic setting in combination with CBCM. Interventions include medication management, prescribing, monitoring, and administration along with evidence-based integrated substance use treatment and trauma-informed care to persons with serious mental illness (SMI). Services include community case management of individuals of varying levels of care in the community, including those with forensic encumbrances in conjunction with judicial partners. Individual therapy, group therapy, family therapy, and psycho-education interventions are designed to promote self-efficacy and build independent living skills.
- Islands served: Oahu, Hawaii, Maui, Molokai, Lanai, and Kauai
39. **Specialized Residential Treatment - Mental Health:** This service is a residential program which has a goal to increase the consumer's independent functioning in the community living work settings. The continuum of care includes: observation, monitoring, and treatment twenty-four hours a day, seven (7) days a week. This service is also designed for consumers who have co-morbid medical conditions, including physical disabilities, who have suffered the effects of institutionalization in long-term psychiatric hospitals, and who may require unique and highly specialized services that do not typically exist in the community.
- Islands served: Oahu, Maui

#### OTHER SERVICES

40. **Expanded Adult Residential Care Home (E-ARCH):** This is a care home placement service supported by RN and psychiatric case managers. It primarily serves to successfully discharge AMHD consumers who are currently residing in the hospital (Hawaii State Hospital, Kahi Mohala, Castle and Queen's Medical Center), who meet the intermediate care facility (ICF) level of care and are appropriate for admission to an E-ARCH.
- Island served: Oahu



41. **Primary & Behavioral Health Integrated Care:** The integrated primary and behavioral health care “Living Well Hawaii” project serves Hawaii residents with serious mental illness (SMI) who receive healthcare services from the state-operated West Honolulu (Kalihi Palama CMHC), and the Leeward (Central Oahu CMHC) in collaboration with the Kalihi Palama Community Health Center (CHC). The project integrates primary healthcare into the behavioral health service setting to increase access to comprehensive healthcare and improve the health status and outcomes of individuals with SMI, co-occurring substance use disorders and medical co-morbidities. Kalihi Palama Community Health Center primary healthcare providers and AMHD Community Mental Health Center behavioral healthcare providers collaborate in providing integrated “whole person” health services to enrollees. The project is jointly funded by the State of Hawaii Department of Health (DOH) and a four (4) year federal Substance Abuse and Mental Health Services Administration grant awarded to the DOH, Adult Mental Health Division.
- Island served: Oahu
42. **Substance Abuse and Mental Health Services Administration (SAMHSA) Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) Outreach, Access and Recovery (SOAR):** This program is designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who are experiencing or who are at risk for homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder.
- Islands served: Statewide