



ARRAY OF SERVICES BY ISLAND

CRISIS

1. **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 per day, seven (7) days per 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: O’ahu, Maui, Moloka’i, Lana’i, Kaua’i, Hawai’i
2. **Crisis Support Management (CSM)** - CSM provides time-limited support and intervention services to individuals who are in crisis and are not linked with services or who do not have a DIVISION assigned case manager. Services assist the individual in returning to their pre-crisis state and gaining access to necessary services.
 - Islands served: O’ahu, Maui, Moloka’i, Lana’i, Kaua’i, Hawai’i
3. **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 are for individuals who are experiencing a period of acute stress that significantly impairs the capacity to cope with normal life circumstances. The program provides services which address the psychiatric, psychological, and behavioral health needs of the individual.
 - Islands served: O’ahu, Maui, Hawai’i
4. **23/59** - The purpose of the 23/59 crisis stabilization service is to provide immediate stabilization for an acute psychiatric crisis and a site for observation and stabilization for less than twenty-four (24) hours when disposition is uncertain. The 23/59 crisis stabilization service may be an appropriate intervention when an individual has presented in crisis and does not meet criteria for hospital or LCRS admission yet presents in a condition whereby CMO is concerned that being alone or un-monitored may result in further de-compensation or increased risk of harm.
 - Islands served: O’ahu, Maui, Hawai’i
5. **Pre-booking Jail Diversion** – This program operates as a joint effort between 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. A decision on treatment need is made, and arrangements are made in conjunction with AMHD crisis services to transport to a psychiatric emergency room and provide aftercare services (or transition to/from

admission to the hospital), to provide appropriate crisis services in lieu of hospitalization, or link with services as appropriate if arrest is made.

- Island served: O'ahu

CLUBHOUSE / PSR

6. **Clubhouse** - A Clubhouse program is a voluntary program whose participants are called members not patients or clients. Members' strengths and needs shall be emphasized rather than their mental illness, symptoms or psychiatric history. The clubhouse community operates as an *ohana*. Members and staff work side by side in the running of the community and work as partners in the rehabilitation and recovery process.
 - Islands served: O'ahu, Maui, Moloka'i, Kaua'i, Hawai'i
7. **Supported Employment** - Supported employment services are intended for consumers for whom competitive employment has not traditionally occurred or has been interrupted or intermittent as a result of a most severe disability. Supported employment is paid competitive work that offers ongoing support services in integrated settings for consumers with the most severe disabilities.
 - Islands served: O'ahu, Maui, Moloka'i, Kaua'i, Hawai'i
8. **Supported Education** - These programs provide assistance in locating or providing to people with severe mental illness a full range of educational services from basic literacy through GED (General Equivalency Diploma) and educational counseling for college, technical education, or other courses. It provides necessary supports such as study skills training and social skills training, etc. It may be an intensive college preparatory program designed specifically for persons with serious mental illness or a specialized vocation program.
 - Counties served: O'ahu, Maui, Moloka'i, Kaua'i, Hawai'i
9. **Transitional Employment** – This program is part of clubhouse services which offers members a chance for paid employment for 6-9 months, 15-20 hours per week.
 - Islands served: O'ahu, Maui, Moloka'i, Kaua'i, Hawai'i
10. **Vocational Assessment / Counseling** - Vocational Assessment and Counseling services are largely provided in the context of the other above-listed vocational/PSR services, particularly in view of the emphasis placed on the Individual Placement and Support (IPS) model. AMHD clients registered with the agency are provided with a long-term process including vocational assessment and counseling in order to establish a vocation or to engage in supported education in preparation for eventual work.
 - Islands served: O'ahu, Maui, Moloka'i, Kaua'i, Hawai'i
11. **Psychosocial Rehabilitation (PSR)** - A therapeutic day rehabilitative social skill building service which allows individuals with serious mental illness to gain the necessary social and communication skills necessary to allow them to remain in or return to naturally occurring community programs. Psychosocial rehabilitation program is part of a larger continuum of rehabilitation services or activities providing opportunities to develop functional skills, foster social role integration and make

informed life and work choices in a supportive and flexible atmosphere, including such activities as work exploration, volunteering, trying out work, or any activity that may lead toward more traditional vocational rehabilitation services or employment.

- Islands served: O'ahu, Maui, Kaua'i, Hawai'i - Hilo

COMMUNITY HOUSING

12. **24 Hour Group Home** - The 24-hour group home shall provide supervision twenty-four (24) hours a day, seven (7) days a week. Housing service is directed to those consumers who are being discharged from the HOSPITAL and to those consumers who, without twenty-four hour care, would further decompensate and increase their likelihood of hospitalization or those consumers whose goal is to move to more independent living options from a higher level of care. The service is designed to be individualized, integrated into the community, and the most normal and least restrictive possible consistent with the individual's needs.
 - Islands served: O'ahu, Maui, Kaua'i, Hawai'i
13. **8-16 Hour Group Home** - This housing service is designed to be individualized, integrated into the community, and the most normal and least restrictive possible consistent with the individual's needs. Supportive staff is on site between eight (8) to sixteen (16) hours per day, seven (7) days per week.
 - Islands served: O'ahu, Maui, Kaua'i, Hawai'i
14. **Semi-Independent Housing** - This housing service provides group living with property management staff on site 8 hours per day, 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 designed to be individualized, integrated into the community and the most normal and least restrictive possible, 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: O'ahu, Maui, Kaua'i, Hawai'i
15. **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 friends in a home or apartment without regularly structured supervision from supported housing and mental health staff. Supports provided by mental health staff are separated from the living arrangements but in home support is encouraged as needed.
 - Islands served: O'ahu, Maui, Moloka'i, Kaua'i, Hawai'i
16. **Shelter plus Care for the Homeless (S+C)** - HUD rental subsidy program with AMHD supported housing specialist locating housing for homeless persons with severe and persistent mental illness. Housing selected by consumers, 24-hour housing support team available to landlords and consumers; rental subsidy allows consumers to pay 30% of their entitlements for rent.
 - Islands served: O'ahu, Maui, Moloka'i, Kaua'i, Hawai'i

17. **Transitional Housing** - Safe Haven HUD funded **transitional housing** program for homeless consumers. This service provides 24-hour supervision, primary care and case management.
 - Islands served: O'ahu, Hawai'i, Maui

FORENSIC

18. **Post-booking Jail Diversion** - Jail Diversion is a crisis support 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 and into the appropriate level of community behavioral health services. This service strives to balance the individual service needs of the arrestee /detainee, the legal requirements of the courts, and the safety needs of the community.
 - Islands served: O'ahu, Maui, Moloka'i, Lana'i, Kaua'i, Hawai'i
19. **Hale Imua** - This program serves forensically encumbered consumers on Conditional Release status and its programming is based on Contingency Management theory. Hale Imua offers a multidisciplinary approach to integrated treatment in a 24 hour group home setting focusing on consumer strengths. The program is tailored to meet the unique needs of each individual, including linkages to community programs and resources, such as Clubhouses.
 - Island served: O'ahu
20. **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. The setting is a 5-bed 24-hour group home, with similar supports to the Hale Imua program. It also has a 24-hour security person and fencing on site to monitor elopements and alert the appropriate authorities. 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.
 - Island served: O'ahu
21. **Secure Forensic Specialized Residential Treatment** (effective 1/1/2008) - This program is designed to provide high supervision and moderate or high treatment for Conditional Release (CR) consumers who are at risk for either a 72-hour hold or a CR revocation. This program will divert consumers from what would be an otherwise likely admission into an inpatient hospital. Typically these consumers will be in some sort of crisis that is implicated in their non-adherence to the terms and conditions of their CR. If it is determined that a consumer may be able to again follow the terms and conditions of his/her CR with a short period of intensive treatment services and recovery planning, and that the person does not require hospital-level care, then the consumer may be placed in the CR Specialized Crisis Residential Program.
 - Island served: O'ahu

22. **Community Re-Integration Program** (effective 12/01/07) - This program provides 8-16 and 24 hour supervised group home living with treatment programming customized to address the unique needs of mentally ill individuals returning to the community following incarceration. The goal is to build on consumer strengths to develop new skills, coping strategies, and natural individual and community supports to achieve recovery and reduce recidivism.
 - Island served: O'ahu
23. **Conditional Release Exist Support and Transition Program (CREST)** - This program provides an avenue for consumers on CR to prepare for potential discharge from CR. It involves a multi-session group format with primary focus on identifying warning signs, triggers, crisis plans, available resources, and other issues related to life after CR. Additional supports and resources are provided to help the court take action on the case in a timely manner.
 - Island served: O'ahu

TREATMENT SERVICES

24. **Assertive Community Treatment (ACT)** - ACT is a multi-disciplinary, all-inclusive community based treatment service for adults whose symptoms and impairments are not generally remedied by current available treatments or who resist or avoid involvement in mental health services. This service provides individual restorative interventions for the development of interpersonal, community coping and independent living skills, services to assist the individual develop symptom monitoring and management skills, medication prescription, administration and monitoring medication, self medication, and other support services indicative to maintaining community status, inclusive of representative payeeship, conditional release, outpatient commitment, probation and parole.
 - Islands served: O'ahu, Maui, Hawai'i
25. **Hospitals (Inpatient) - GENERAL (NONFORENSIC)** - 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 in the course of an extended hospitalization. Primary services are oriented toward developing a differential diagnosis, attending treatment plans to more fully respond to the acute needs of the stabilization of the patient's psychiatric condition and aggressive intervention.
 - Islands served: O'ahu, Maui, Kaua'i, Hawai'i
26. **Specialty/State - Forensic** - The provision of secure care within a location designed to: 1) serve seriously mentally ill patients who require secure care beyond the acute phase of their illness. Primary services are oriented toward providing 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 the unit to evaluate competency to stand trial, assess criminal responsibility, or provide recommendations for treatment. Services include clinical assessment, forensic evaluation, and short-or long-term treatment as appropriate based on the nature of the court commitment.
 - Island served: O'ahu (HSH)

27. **Intensive Outpatient (IOP) Hospital** - Outpatient hospital services for the purpose of 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 and active offering intensive, coordinated clinical service provided by a multi-disciplinary team.
 - Island served: O'ahu
28. **Specialized Residential Treatment – Co-occurring Mental Illness & Substance Abuse** - This service provides intensive support and treatment on a 24 hour basis within a licensed facility. The service is designed for those with serious and persistent mental illness or those who have co-occurring disorders. All programs are comprehensive and all inclusive rehabilitative services to aid in developing daily living skills that enable individuals to manage symptoms and regain functioning lost due to mental illness and co-occurring mental illness and substance abuse.
 - Island served: O'ahu
29. **Specialized Residential Treatment – Mental Health** - This service provides specialized residential services that are delivered by staff who are on duty twenty-four (24) hours per day, seven (7) days per week to adults with severe and persistent mental illness ("consumers") on the island of Oahu. This level of service shall be directed to consumers who are being discharged from the STATE's Hawaii State Hospital ("HOSPITAL"), consumers who, without twenty-four (24) hour care, would further decompensate and increase their likelihood of hospitalization, or those consumers whose goal is to move into more independent living options from a higher level of care. 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.
 - Island served: O'ahu
30. **Day Treatment** - A structured day program for persons with a dual disorder of substance abuse and mental illness consisting of three (day program) or six (intensive day program) hours a day. The program is focused on treatment, relapse prevention and recovery with specific interventions aimed at the person preparing for work, becoming re-involved in education and/or gaining community living and interpersonal skills.
 - Islands served: O'ahu, Maui, Kaua'i, Hawai'i
31. **Outpatient Treatment** - Outpatient Clinic Services are a series of services that are provided to the consumer in an outpatient clinic setting in combination with Intensive Case Management, Targeted Case Management, or Care Coordination. Interventions include somatic treatment, individual therapy, group therapy, and family therapy and education.
 - Islands served: O'ahu, Maui, Moloka'i, Lana'i, Kaua'i, Hawai'i

CASE MANAGEMENT / SUPPORT SERVICES

32. **Community-based Case Management (CBCM)** – Community-based Case Management services are provided by a multi-professional team for consumers with severe and persistent mental illness. Consumers shall generally be assigned to a particular CM service team based upon each consumer’s geographical location and preferences, whereby the CM team shall access the necessary medical, nursing, social, restorative, and rehabilitative services needed to optimize consumer goals and community living.
 - Islands served: O’ahu, Maui, Moloka’i, Lana’i, Kaua’i, Hawai’i
33. **Community-Based Intervention (CBI)** - CBI resources are used to purchase wrap-around, home care services and goods for skill building and the enhancement of self care capability, crisis intervention, stabilization, monitoring and assistance for psychiatric and medical care, and assistance for persons with physical disabilities and impairments. CBI services can also be used to facilitate discharge to a consumer’s home or other independent setting, thereby eliminating the need for transitional housing or residential services.
 - Island served: O’ahu
34. **Consumer Resource Funds (CRF)** - Consumer Resource Funds (CRF) funds are used to purchase services/goods necessary to obtain/maintain housing and vocational placements. This is an adjunct service to housing and vocational services and is not a stand-alone service. Consumers will be actively engaged in vocational pursuits and/or housing that increases the consumer’s independence.
 - Islands served: O’ahu, Maui, Moloka’i, Lana’i, Kaua’i, Hawai’i
35. **Warm Line** - The warm line is for mental health consumers who would like someone to talk with.
 - Islands served: O’ahu, Maui, Moloka’i, Lana’i, Kaua’i, Hawai’i
36. **Transportation** – Transportation services are available first to consumers who have a County of Hawaii Community Mental Health Center (“CENTER”)-issued Pass, second to consumers who have a Courtesy Pass, and in need transportation to medical appointments, service facilities, work sites, and to commercial centers for purchase of medicines food, social events, and other necessities. This type of service uses buses with a fifteen (15) passenger capacity.
 - Island served: Hawai’i
37. **Family Education** – Education and outreach services are provided to family members of adults with mental illness. Outreach will be provided through brochure distribution and family individual and group meetings. This structured mental illness education program incorporates the following information in structured educational program: 1) Fundamental information about the major mental illness, 2) How to prepare for and handle each cycle of symptoms, 3) Communication with the mentally ill relative as well as to other family members, 4) How to cope with mental illness, 5) Co-occurrence of mental illness and substance use, addressing treatment issues and family supports, and 6) Recovery as a personal process of empowerment in overcoming the negative impact

of a psychiatric disability, and instilling hope and maximum independence despite continued presence of illness.

- Islands served: O’ahu, Maui, Hawai’i
38. **Representative Payee** – Services provided by a professional, para-professional or advocacy organization to assume responsibility for being a representative payee for a person who qualifies for and is receiving SSI or SSDI. The representative payee shall be directly responsible for the payment of rent, utilities, transportation, food, and clothes for the consumer and the provision of a daily or weekly amount of money for the consumer’s personal use from their entitlements.
- Islands served: O’ahu, Kaua’i, Hawai’i
39. **Homeless Outreach** – Homeless Outreach interacts with persons who are homeless to encourage them to engage in treatment, either to provide support where they are or to help them access the system based on their readiness and willingness to do so. The purpose of the service is to engage and provide support and assistance in a non-threatening manner first before getting them more involved in services unless the person is dangerous to self or others regardless of their level of severity of symptoms.
- Islands served: O’ahu, Maui, Kaua’i, Hawai’i
40. **Respite** – Respite services provide short-term, 24-hour supports of individuals who need non-crisis care outside their primary residence for a limited period of time or who need additional supports in their own residence (in-home) for a limited period of time. Distinct respite settings must be home like and integrated into the community (including Respite Housing services).
- Islands served: O’ahu, Maui, Kaua’i, Hawai’i
41. **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. Peer coaching involves providing increased attention and supports to consumers when they are under high stress, beginning to decompensate, or returning to a community after a hospitalization.
- Islands served: O’ahu, Maui, Kaua’i, Hawai’i

OTHER SERVICES

42. **Expanded Adult Residential Care Home (E-ARCH)** (+RN-Case Managers) – This program serves to successfully discharge AMHD consumers who are currently residing in the hospital (HSH, Kahi Mohala and Queen’s Medical Center), who meet the intermediate care facility (ICF) level of care and are currently appropriate for admission to an E-ARCH.
- Island served: O’ahu
43. **Psychiatric Emergency** (urgent walk-in) – This service provides components of critical care to comprehensive psychiatric emergency services.
- Islands served: O’ahu, Maui, Moloka’i, Lana’i, Kaua’i, Hawai’i