



STATE OF HAWAII
DEPARTMENT OF HEALTH
ADULT MENTAL HEALTH DIVISION
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In reply, please refer to:
File:

Adult Mental Health Division
CRISIS LINE OF HAWAII (formerly known as ACCESS Line)
Questions and Answers (Q&A)
May 14, 2015

1.	<p>Q: Why was the ACCESS Line program first developed, and how long has it been in operation?</p> <p>A: The ACCESS Line program was launched in mid-2002 in response to a need to provide a comprehensive, statewide crisis response system and to streamline entry into Adult Mental Health Division (AMHD) funded services.</p>
2.	<p>Q: Why did the Hawaii State Department of Health, Adult Mental Health Division (AMHD) change the name of the ACCESS Line to the Crisis Line of Hawaii?</p> <p>A: The change was made to accurately reflect the primary focus and mission of the program, which is to provide telephone counseling and crisis support to persons in the community and to authorize and dispatch mobile crisis services to those who are in need of immediate, direct support.</p>
3.	<p>Q: What services does the Crisis Line of Hawaii provide?</p> <p>A: The Crisis Line serves as the statewide suicide prevention hotline. The program is a member of the National Suicide Prevention Lifeline (NSPL) network and provides both warmline and hotline support. Warmline callers are those who need someone to talk with and often do not require any additional follow-up at the time. Hotline services include dispatch of crisis mobile outreach staff who can meet face to face with individuals who are experiencing an emotional or psychiatric crisis and need immediate support and authorization for ongoing crisis support services. The program may also request emergency services (police, fire or ambulance) to intervene in cases where someone's life is in immediate danger.</p>
4.	<p>Q: Will the Crisis Line of Hawaii have a different number?</p> <p>A: No, the telephone and fax numbers will remain exactly the same: From Oahu: (808) 832-3100 From Neighbor Islands: 1-800-753-6879 toll-free FAX: (808) 453-6391</p>
5.	<p>Q: How many calls does the program receive?</p> <p>A: In 2014, the ACCESS Line received an average of 7,500 calls per month. Establishing the Crisis Line strictly for crisis support frees up this line to better serve the community. A separate line is devoted to taking care of eligibility questions for mental health services.</p>

6.	<p>Q: How is the Crisis Line staffed during the week and on the weekends?</p> <p>A: The program has 16 full-time staff, 1 full-time program supervisor, and several on-call staff. The daily schedule is built around the pattern of incoming call traffic, with staff arriving throughout the morning as the call volume increases. The program will generally have between 6 and 8 individuals taking calls during the peak times of the day. There are never fewer than 2 staff in the program at any given time.</p>
7.	<p>Q: What are the qualifications of staff who work in the program?</p> <p>A: Minimum qualifications for Crisis Line staff are a bachelor’s degree or designation as a Certified Peer Support Specialist. Every staff person working in the program has experience in the field, providing face-to-face services in the community to persons with mental illness. Many have experience working as part of an ACT Team or with Intensive Case Management programs. The program supervisor is a Qualified Mental Health Professional. Each staff person receives 40 hours of training on a wide range of topics, including program policy, crisis and suicide intervention, and telephone counseling skills, plus up to 80 hours of “on-the-job” training prior to working independently to respond to calls.</p>
8.	<p>Q: Where do calls to the Crisis Line come from?</p> <p>A: Most of the calls that come in to the program (approximately 65%) originate on Oahu. Approximately 17% of calls originate from Hawaii County, 10% from Maui County (including Molokai and Lanai) and 5% from Kauai. A small percentage of calls are received from outside of the state.</p>
9.	<p>Q: What is the nature of the calls received by the Crisis Line?</p> <p>A: The majority of calls received by the Crisis Line fall into the “warmline” and other business-related calls category. Many individuals call into the program because they are troubled and would like to speak to someone. In most cases, this level of intervention provides just the right amount of support and the intervention is over. In other cases, individuals may need or want to meet with someone face to face and the AMHD contracts with agencies to provide mobile outreach and support to persons in crisis. In a small percentage of cases, the caller may need emergency services and the staff will recommend or request an ambulance response.</p>
10.	<p>Q: How is the Crisis Line funded?</p> <p>A: The majority of the funding for the program comes directly from the AMHD general fund budget. The program receives a small, annual stipend from the federal Substance Abuse and Mental Health Services Administration’s (SAMHSA) National Suicide Prevention Lifeline program (NSPL) as a member of that network.</p>

11.	<p>Q: Will the Crisis Line still manage the process for screening and scheduling Eligibility Determination (ED) appointments?</p> <p>A: No. The entire eligibility process, from initial screening and scheduling to case assignment, is now managed by the AMHD Utilization Management Assessment Team. Questions related to eligibility for AMHD funded services may be directed to 643-AMHD (2643). This is a statewide, toll-free number.</p>
12.	<p>Q: Who may I contact for questions that are AMHD service-related but non-crisis?</p> <p>A: The point of contact for service-related questions is the AMHD Service Coordinator. Complaints or concerns may be forwarded to the AMHD Service Coordinator or the AMHD Provider Relations office.</p> <ul style="list-style-type: none"> • Case Management and Support Services: Kathleen Merriam 808-453-6944 or Kathleen.Merriam@doh.hawaii.gov • Housing and Homeless Outreach Services: Yara Sutton 808-453-6940 or Yara.Sutton@doh.hawaii.gov • Crisis and Residential Treatment Services: Steve Balcom 808-453-6398 or Steven.Balcom@doh.hawaii.gov • AMHD Provider Relations: Dawn Mendiola 808-586-4689 or Dawn.Mendiola@doh.hawaii.gov