



# Provider Bulletin

November 21, 2019



## ANNOUNCEMENT: AMHD Staff Changes

The Adult Mental Health Division's (AMHD) mission is to provide integrated mental health services to consumers who live with a serious mental illness (SMI), who are uninsured or underinsured, those who are court ordered for evaluation, care and custody to the Department of Health, and individuals in crisis.

To achieve its mission, the AMHD needs qualified and experienced team members who are passionate about serving consumers. AMHD currently employs 82 team members in its two Oahu administrative offices; 36 team members at its Waimano Program Support Services office and 48 team members at its Honolulu Kinau Hale office. Please join the AMHD in welcoming and congratulating the following team members on their recent transitions.

*\*Recognizes individuals who recently joined the AMHD team.*

**Amy B. Curtis, Ph.D., MPH** is the Administrator for the AMHD. She earned her Ph.D. from the University of Michigan in Epidemiologic Science with a focus on social determinants of health. Dr. Curtis spent eight years at the Centers for Disease Control and Prevention (CDC), including as an Epidemic Intelligence Officer as well as a Senior Epidemiologist. She served as a faculty member in the Interdisciplinary Health Sciences Ph.D. Program at Western Michigan University (WMU) for 12 years, including overseeing work in mental health research. She founded and served as Director of the HDReAM health center, a partnership between WMU and local public health departments from 2012 through 2017. She has more than 20 years of experience with transitional public health research and local application of evidence-based practices, including authorship on approximately 50 peer-reviewed publications, and has served as a national scientific lead in projects aimed at improving hospital care. She has been with the AMHD since 2017. To contact Amy, please call (808) 586-4770 or e-mail her at [amy.curtis@doh.hawaii.gov](mailto:amy.curtis@doh.hawaii.gov).

**\*Toni Naone** joined the AMHD team on 8/12/19 as Secretary to our AMHD Administrator. She previously worked for the Department of the Attorney General, and for the Corporation Counsel and Parks and Recreation Departments of the City & County of Honolulu. She came to the Department of Health in 2012 as the Clerical Supervisor for the Office of Health Status Monitoring (OHSM) and then Secretary to the State Registrar and Chief of OHSM. To contact Toni, please call (808) 586-4770 or e-mail her at [toni.naone@doh.hawaii.gov](mailto:toni.naone@doh.hawaii.gov).

**\*Amy K. Naylor, MA**, is an AMHD Services Coordinator advocating for consumers who receive AMHD's Community-Based Case Management (CBCM), Intensive Case Management Plus (ICM+), Representative Payee, Supported Employment, and Intensive Outpatient Hospitalization (IOH) services. She also oversees the Honolulu Police Department (HPD) Central Receiving Division (CRD) nursing services contract. She has a Bachelor of Science degree in pre-professional English, and a Master of Arts degree in Curriculum and Instruction. She previously worked as a case manager; served in Florida as the President of Key West National Alliance on Mental Illness (NAMI) and as a member of the Florida State Mental Health Planning Council; and was appointed to the Monroe County Mental Health Planning Council in New York. She contributed on a national level with NAMI. In addition, she worked as a consultant with the National Mental Health Planning Council and with the Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Mental Health Services (CMHS). She can be reached at (808) 453-6953 or by e-mail at [amy.naylor@doh.hawaii.gov](mailto:amy.naylor@doh.hawaii.gov).

**\*Charlotte Loa** is an AMHD Financial Resource Specialist. She has many years of experience in the medical and insurance health care sector. She has worked as a claim examiner, adjudicator, a provider service representative, and most recent as a biller at the University Health Partners of Hawaii with the John A. Burns School of Medicine for multiple psychiatry providers at the Queen's Medical Center. She has contributed most of her years in the health care industry with on-the-job experience. To contact Charlotte, please call her at (808) 586 4109 or e-mail her at [charlotte.loa@doh.hawaii.gov](mailto:charlotte.loa@doh.hawaii.gov).

**Cheryl Higa** is an AMHD Resource Management Development (RMD) Specialist assisting the RMD unit. You may be thinking her name sounds very familiar. She previously worked in AMHD as an Office Assistant for Dr. Fridovich for little over five years. We are happy to have her back at AMHD! To contact Cheryl, please call her at (808) 586-8276 or e-mail her at [cheryl.higa@doh.hawaii.gov](mailto:cheryl.higa@doh.hawaii.gov).

**Erin Snyder** is an AMHD Service Coordinator who oversees AMHD funded community housing placements statewide including 24-hour and 8-16-hour group home beds, therapeutic living program (TLP) beds, supported housing, and semi-independent placements. Her primary responsibilities include working with the Hawaii State Hospital and with AMHD housing providers to efficiently process AMHD community housing referrals for new admissions, transfers and discharges; conducting housing inspections; providing technical assistance on difficult placements; and maintaining the daily housing report. Erin's previous experience as an AMHD Utilization Management Specialist and as a community-based behavioral health case manager provides her with critical baseline knowledge and skills to work with AMHD consumers and their treatment team members. To contact Erin, please call (808) 453-6772 or e-mail her at [erin.snyder@doh.hawaii.gov](mailto:erin.snyder@doh.hawaii.gov).

**Jean Tanaka** is an AMHD Service Coordinator who primarily focuses her time on analyzing and reporting on AMHD program data. She has a Bachelor of Arts degree in U.S. History, a teaching certification in secondary social studies, and a master's degree in Public Affairs. She comes to AMHD by way of the Hawaii State Hospital, where she helped to maintain various HSH databases and to produce its annual legislative report. Previously, Jean taught on Molokai and worked to increase college access among low-income students statewide; she advocated for cost-effective pharmaceutical care strategies at the Hawai'i State Legislature and in Austin, Texas; and contributed to Office of Inspector General federal oversight evaluations by the U.S. Department of the Treasury and the U.S. Department of Transportation. Jean can be reached at (808) 453-6944 or [jean.tanaka@doh.hawaii.gov](mailto:jean.tanaka@doh.hawaii.gov).

**Kimberly Neal, MA** is an AMHD Performance Management Specialist working to ensure that AMHD state-operated and purchase-of-service contracted providers deliver safe, effective, and quality-oriented programs to AMHD consumers who utilize various AMHD services such as case management and support services, housing, treatment, crisis services, and services provided by the Community Mental Health Centers. Kim was born and raised in Hawaii, earned her Bachelor of Arts degree in Psychology in Illinois, and returned home where she obtained her Master of Arts degree in Marriage and Family Therapy. She has provided nearly 20 years of direct mental and behavioral health services to diverse populations in Hawaii as a skills trainer, therapist, and community liaison at Kula Kokua Intensive Learning Center, as a crisis therapist at CARE Hawaii, Inc., and most recently as a member of the Crisis Line of Hawaii providing telephonic crisis counseling and referral services. To contact Kim, please call (808) 453-6945 or [kimberly.neal@doh.hawaii.gov](mailto:kimberly.neal@doh.hawaii.gov).

**Stacy Haitzuka, MPA, MPH, CHES** is AMHD's Communication and Training Specialist, a newly created position, assisting with the development of AMHD's internal and external communication plan, including guideline and policy development, publications and community awareness, AMHD website maintenance (<https://health.hawaii.gov/amhd/>), staff development and training initiatives, staff development and training opportunities, legislative activities, and assisting staff with event and activity logistics. She has been with the AMHD for over 14 years in several positions; most recently as an AMHD Service Coordinator assisting consumers with continuity of care for long-term care placements. She's known for pitching creative solutions; volunteering with the Hawaii Government Employees Association (HGEA) and other local non-profit organizations; and advocating for equality and equity. For fun, she's a Candy Crusher, an Instagram product chaser, and a Tuesday night league bowler. On Sundays, she can sometimes be found in the wee hours of the morning waiting to buy pints of local-kine sherbert. Stacy can be reached by phone at (808) 590-9047 or by e-mail at [stacy.haitzuka@doh.hawaii.gov](mailto:stacy.haitzuka@doh.hawaii.gov).

**\*Taylor R. Schultz, MSW** is an AMHD Clinical Operations Specialist. She is a recent graduate from the Myron B. Thompson School of Social Work at the University of Hawaii at Manoa where she completed her undergraduate and master's degrees in social work with a specialization in behavioral and mental health. Her interests are both micro and macro level, working with individuals with behavioral and mental health disorders, substance use challenges, and gender/sexuality, specifically within the LGBTQ+ community. Previously, she facilitated group therapy sessions for individuals with substance use disorders at Action with Aloha. She also worked as a Public Affairs Coordinator with Planned Parenthood where she established and led Generation Action, a student activism organization on campus which mobilized advocates for reproductive freedom. She has engaged in several legislative initiatives both federally and statewide. On the weekends you can find her at Pacific Skydiving packing parachutes and diving for seashells 😊. To contact Taylor, please call (808) 586-4684 or e-mail her at [taylor.schultz@doh.hawaii.gov](mailto:taylor.schultz@doh.hawaii.gov).

**\*Teri Murphy** is an AMHD Service Coordinator providing support to consumers who live in an AMHD funded Expanded Adult Residential Care Home (AMHD E-ARCH Program) or in the Specialized Residential Services Program (SRSP). She also coordinates AMHD Homeless Outreach services. She has a Bachelor of Science degree in Social Anthropology, BS in Sociology and a Certificate in Democratic Principles and Social Justice. She derives knowledge coming from a non-profit organization background, previously working with Veterans and civilians as a case manager, Homeless Outreach Housing Coordinator and Homelessness Prevention and Rapid Re-Housing Program (HPRP) Housing Coordinator. Working with a multitude of different non-profit organizations and federal agencies for Hawaii, she served diverse populations in the community and advocated for Citizens' rights at the international, national, regional and local levels emphasizing equality, promoting social rights and recognizing socio-economic inequalities. To contact Teri, please call (808) 453-6941 or e-mail her at [teri.murphy@doh.hawaii.gov](mailto:teri.murphy@doh.hawaii.gov).

**Yara Sutton, MBA, MS**, is the Program Support Services Manager for the AMHD. She manages the Program Support Services Branch which includes case management and support services, communication and training, consumer affairs, crisis, housing, jail diversion, long-term care, performance improvement, and planning. Yara has a BS in Criminal Justice, a MBA, and a MS in Psychology. She has over 18 years of experience in the field of mental health and developmental disabilities in various cities and states with non-profit organizations and city and state agencies, overseeing clinical and quality management programs. She continues to collaborate and partner with stakeholders, other state agencies and providers to assist consumers who live with mental illness in the community. To contact Yara, please call (808) 453-6940 or e-mail her at [yara.sutton@doh.hawaii.gov](mailto:yara.sutton@doh.hawaii.gov).