

Hawaii State Department of Health  
Adult Mental Health Division

**Request for Information (RFI)**  
**RFI Number: AMHD 420-1-22**  
**Stabilization Intensive Case Management Program**  
**Statewide**  
**Response Summary**

A Request for Information (RFI) for the Stabilization Intensive Case Management (SICM) program services was issued on August 17, 2021, to obtain community input in preparation for developing a Request for Proposals for this service. The AMHD received one response from the community in response to this RFI. Below is a summary of the response received through this process as they relate to the questions from the RFI.

The AMHD asked Respondents for a description of how the proposed SICM service shall help to satisfy the treatment needs of persons with serious mental illness (SMI). The Respondent acknowledges the need for stabilization beds are crucially important. The Respondent understands the gaps in services which the State of Hawaii needs for serious mental illness. The Respondent understands some existing crisis programs experience challenges with caring for consumers with a high acuity, while hospitals are also experiencing challenges of linking clients successfully to community-based supports. SICM provides a crucial function to clients that may fall into the continuum of care gap.

The AMHD asked Respondents to describe the importance for the need of stabilization beds, interfacing with emergency room systems, ability to provide services, culturally competent experience and training and continuity of care.

The Respondent informed AMHD that they are well qualified and capable to provide the proposed services with experience in the field of mental health and co-occurring disorders for over 15 years in the state of Hawaii. The Respondent has operated an SICM type of proposed services in the State of Hawaii. The Respondent uses services such as engaging with emergency personnel including the Altered Mental Status (AMS) and Emergency Medical Services (EMS) to ensure appropriate and efficient client treatment. Cultural competency is a crucial component with the Respondent, the Respondent ensures providing multiple cultural competency training annually to include LGBTQ+, homelessness and various Hawaii cultural concepts. The Respondent has diverse and experienced staff to engage in client's treatment and connect them with appropriate resources for continuity of care. The Respondent understands the need for stabilization beds and the gaps of services in the state of Hawaii.

The AMHD appreciates the feedback received from the community in response to this RFI. The constructive feedback and recommendations will be reviewed and taken into consideration when developing the scope for this service. The AMHD plans to release an RFP for this service.