



AMHD eBulletin

March 11, 2022

ANNOUNCEMENT

New DOH Hawaii CARES Crisis Call Center Operator

Effective April 1, 2022, the DOH Hawaii CARES Crisis Call Center will be Operated and Staffed by CARE Hawaii, Inc.

The Adult Mental Health Division ("AMHD") is pleased to announce effective April 1, 2022, CARE Hawaii, Inc. is the new operator of the DOH Hawaii CARES Crisis Call Center ("DOH Hawaii CARES"). We thank all organizations who submitted a response to the Request for Proposal solicitation for the crisis and suicide call center ([HTH 420-5-22](#)) and would like to share the following details:

Transfer of DOH Hawaii CARES Operations

While the contractor who operates and staffs DOH Hawaii CARES will change effective, April 1, 2022, the DOH continues to maintain oversight through AMHD and Child and Adolescent Mental Health Division (CAMHD) staff.

DOH Hawaii CARES has physically moved several times in the past when location or operational changes occurred. "We want to assure the public that coordination is underway to ensure that the upcoming change in operations is seamless" stated Belinda Danielson, AMHD Community Programs Supervisor.

Who is CARE Hawaii, Inc.

CARE Hawaii, Inc. has provided a range of behavioral health and disaster response services for the State of Hawaii since 1999. Some of these services include Crisis Mobile Outreach (CMO), residential housing/group home services, day treatment, substance abuse treatment, and intensive case management to adults and youth diagnosed with a mental health and/or substance abuse disorder. CARE Hawaii, Inc. provided disaster relief services in East Hawaii providing support to community members experiencing trauma related to the eruption of the Kilauea Volcano. They also operate behavioral health stabilization bed units (SBUs) in Kona and on Oahu which include residential care and wrap-around services such as nursing, intensive case management (ICM+), Forensic Peer Specialist support, and psychiatry consultation. Since 2000, CARE Hawaii, Inc. has earned national accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) and continues to succeed in all areas of service provision.

"CARE Hawaii has had an excellent rapport with the DOH, including staff from CAMHD and AMHD for over 20 years" according to Sherrie Yamagishi, Director of Crisis Services for CARE Hawaii, Inc. "We believe the transition of operations will be smooth, unified and transparent."

CARE Hawaii, Inc. is ready, willing and able to begin DOH Hawaii CARES operations. "It was a tremendous honor to receive the award as we were waiting in anticipation for the announcement" Yamagishi said, commenting further, "To say that we were surprised was an understatement, because we understand how competitive and competent other agencies are at providing similar behavioral health services."

Continued on page 2

Continued from page 1

CARE Hawaii, Inc. has a multidisciplinary team in place to help those in need. According to Yamagishi, "This is what makes CARE Hawaii unique and flexible in providing an array of services for the community."

On behalf of CARE Hawaii, Inc. Yamagishi expressed gratitude for this opportunity by thanking the "DOH and the AMHD for all their support, encouragement and guidance [especially during] these past few years. We would also like to thank members of the community who believe in helping those with mental health or behavioral health challenges, and finally, [to] all the employees at CARE Hawaii who are making a difference in the community and helping those in need; please continue to be an inspiration to others and an advocate for the people we serve."

Services Provided by DOH Hawaii CARES

Any individual experiencing an emergency or believe they are a danger to themselves or to others, should call 911 or go to the nearest emergency room for immediate assistance.

When calling DOH Hawaii CARES, callers may receive the following assistance:

- Supportive Counseling from trained local behavioral health staff
- Linkage to caller's existing behavioral health support (e.g., Case Manager/Social Worker)
- Triage to a Crisis Mobile Outreach (CMO) worker for community-based, in-person response for all age groups
- Authorization for admission to Crisis Support Management (CSM) Licensed Crisis Residential Services (LCRS), and behavioral health Stabilization Bed Units (SBUs)
- Provide information and referral for treatment of substance use disorders (SUDs) and/or serious mental illness (SMI)
- Assistance with diverted behavioral health crisis calls from 911 through telephonic crisis intervention and stabilization

For questions regarding the DOH Hawaii CARES, please contact Belinda Danielson, AMHD Community Programs Supervisor, at (808) 453-6920 or via e-mail at belinda.danielson@doh.hawaii.gov.