Frequently Asked Questions

Welcome to Maui Family Guidance Center!

We know it can be a long journey to get here, and this packet is designed to help answer questions you may have. Below is a short FAQ with some general mental health questions and others more specific to our services. Thank you for taking the time to read through these materials, and please feel free to ask any questions we haven’t thought of. It’s very likely you aren’t alone in wondering, and we want to update this packet regularly with customer questions and answers.

Q: What is Maui Family Guidance Center?

A: Maui Family Guidance Center (MFGC) is one of several FGC’s around the state. They exist on most islands, with the exception of Lana‘i and Ni‘ihau. They are the frontline location for access to Hawai‘i Department of Health, Child and Adolescent Mental Health Division (CAMHD) services. MFGC is unique in that we have satellite offices in Lahaina and on Moloka‘i. Lana‘i is served by our Lahaina staff who travel there at least once a month to coordinate needs and services with local schools and the Keiki Network.

Q: Who is my team at MFGC?

A: Every family receiving services through MFGC has a team consisting of the Care Coordinator, who is the primary contact and individual who coordinates services throughout your time in our Center, and the Clinical Lead, who supervises clinical decision making and makes adjustments to the treatment plan through high-level supervision and coordination with the treatment provider.

Care Coordinators are supervised by the Mental Health Supervisor (MHS-1), who often is the first individual families talk with in the process of coming into our services. Clinical Leads are typically psychiatrists or psychologists who are full-time employees of CAMHD. We have two Clinical Leads at MFGC; Dr. Adam Coles, child and adolescent psychiatrist and Dr. Alisha Yoshitsugu, child and adolescent psychologist.

Family therapy, the cornerstone of our services, is provided via contracted therapists who meet with clients and families in the home and out in the community, removing the need for frequent travel to the MFGC except for monthly treatment team meetings.

Q: What can, or should, I do if I’m concerned about mental, emotional or behavioral symptoms or problems my child is experiencing?

A: You’re already doing it by coming to see us! More generally, the first place to ask for help is your child’s primary care provider (PCP) or pediatrician. They can help identify the
resources you can access through your insurance provider. If you lack insurance, your child can still access Medicaid through Quest in Hawai’i. Talking with your child’s teachers, school counselors and other adult care providers as well can give you a sense of their day-to-day behavior, and what is part of normal development versus something that requires further evaluation. Many mental health issues respond to weekly therapy and sometimes careful use of medication as add-on treatment. Some don’t or continue to worsen.

CAMHD services are designated for severe emotional and behavioral distress that is beyond the aid of initial therapy, school-based care and primary care services. Our schools and many providers on Maui can help families complete an application for CAMHD services. If your child is experiencing a mental health emergency such as wanting to harm themselves or others, it’s important to call 911 for help getting to the hospital or take them to an emergency room. If your child or a loved one is experiencing a crisis that does not require immediate hospital evaluation, call Hawai’i Coordinated Access Resource Entry System (CARES) at 1-800-753-6879 (toll free) or 808-832-3100. The Department of Health operates a Crisis Mobile Outreach Program statewide that can assist.

Q: How do I know if what my child is experiencing need attention?

A: This is a difficult question to answer, especially for worried parents. Our position is it never hurts to ask. It’s important to remember every child develops in a unique way, so the boundaries of what’s “normal” are broader than most people think. In general, when a child or adolescent is having difficulty in more than one area of life, or when they seem to experience a change or decline in behavior, mood, sleep or appetite from their previous level of function it’s probably time to seek help. Thoughts of death, suicide, self-harm or urges to harm others should trigger immediate evaluation as soon as possible.

Q: Can life events like a death in the family, a move or divorce trigger symptoms?

A: Yes, everyone experiences change and stressful life events differently. Some emotional reaction to stressful events is normal. When symptoms impact daily life either much longer than anticipated, or much more severely than they can tolerate and makes it difficult to succeed in school and relationships, then it may be time to seek help.

Q: What is mental illness and how is it diagnosed?

A: Let’s take the answer in two parts. First, our current understanding of mental wellness and illness is very much like physical health and illness, in that any disease can be the result of a combination of genetic and biological risk factors and external factors that together trigger and sustain the illness. Much like the combination of poor diet and lack of exercise in a person with a genetic predisposition (family history) of type 2 diabetes combine to cause diabetes. It’s important to note that a family history of a disorder is not enough to diagnose any disorder, nor is the lack of a family history, unfortunately, complete protection against it.
A family history simply carries an increased risk, not only for the disorder in question, but usually related disorders as well. For example, a person with a family history of bipolar disorder carries a modest increased risk of mood disorders in general, not just bipolar. Also, there is no guarantee they will experience any mental illness at all.

Mental health can be evaluated by an astonishingly large (and often confusing) array of professions. The typical clinicians who evaluate and diagnose mental illness in children you may encounter here on Maui include child and adolescent psychiatrists (M.D.), clinical psychologists (Ph.D. or Psy.D.), licensed clinical social workers (LCSW’s), licensed marriage and family therapists (LMFT’s), licensed mental health counselor (LMHC’s) or psychiatric nurse practitioners (NP’s or APRN’s). Some other physicians, particularly in primary care, are comfortable evaluating some mental health problems such as depression and anxiety. In children, many pediatricians diagnose and manage Attention Deficit / Hyperactivity Disorder (ADHD).

In all cases, the clinician will interview the child, and parents if possible, and gather additional information such as school reports, assessments like testing, psychological evaluations, etc. They may perform specialized diagnostic tests if necessary. Psychiatrists, who are physicians (Medical Doctors, MD’s; or Doctors of Osteopathic Medicine, DO’s) and nurse practitioners will often perform a brief physical exam, take vital signs and may order lab tests as appropriate.

At MFGC, Dr. Coles and Dr. Yoshitsugu are the in-house evaluating clinician. We also accept evaluations from our contracting licensed clinicians, outside psychologists and psychiatrists licensed to practice in the State of Hawaii. Our Clinical Leads review all outside evaluations and obtains additional information or clarification if needed before accepting them.

Evaluation is a work-in-progress, and as such it can change, just as any diagnosis in medicine can change when new information or symptoms arise. We strive to make the process of diagnosis as accurate as possible, but it’s important to note that it’s a moment in time, and new information can alter our understanding significantly.

Q: What happens next?

A: If your evaluation indicates that your child is experiencing a psychiatric disorder of a severity requiring intensive services and not due to another process that may require different treatment (such as a medical illness best treated by a different specialty, a primary substance abuse problem or developmental disorder), you may be opened for services. A Care Coordinator would be assigned, and you’ll come to your first Welcome Meeting and read this packet!

Q: What are the treatment options for my child?

A: There are usually several options depending on everyone’s unique case. In child and adolescent mental health, we tend to favor a trial of therapy initially before recommending an evaluation for adding medication. However, there are important exceptions to this; for
example, in cases of clear ADHD that’s impacting school, there often is a benefit to trying medication right away to prevent further academic decline.

In cases of severe psychosis that isn’t a result of a drug of abuse or medical problem, it can be recommended to start right away. Similarly, cases of bipolar mania may need treatment as soon as possible to maintain safety and normalized sleep and behavior. In any case, your doctor will discuss these possibilities, choices and the risks and benefits before you make a decision. Therapy can be provided by an even larger number of professions, including all those listed above, as well as licensed mental health counselors (LMHC’s) and other licensed, supervised, or specialized therapists (such as behavioral or occupational therapists). Therapy can take many forms.

**Q: What therapy is offered at MFGC?**

**A:** Our system is designed to provide intensive, family-based therapy to the children and families in our services. On Maui we have three main types: Intensive In-Home family therapy (IIH), Functional Family Therapy (FFT), and Multi-systemic therapy (MST). The first two work with children and family together and separately to identify challenge and strength areas and work toward meeting treatment goals over a period of 5-6 months on average. MST work primarily with the family, typically parents or caregivers, of the client to identify drivers of behavior and develop systems of rules, rewards, consequences and a sustainability plan.

We do have higher levels of care such as transitional family homes, which are therapeutic short-term settings, and we contract for community and hospital-based residential treatment. Community and hospital based residential treatment are currently available only on Oahu, so children from Maui County must be transported there for treatment. We at MFGC coordinate and assist this process. Your Care Coordinator will brief you on these options in more detail should it be necessary.

**Q: Do you work with schools?**

**A:** Yes, our Care Coordinators and Clinical Leads are used to helping coordinate services, sharing information and advocating for youth and their families. We work with schools to maintain and update Individualized Education Plans (IEP’s) and behavioral plans to help maximize academic success.

**Q: What if my child is placed on probation or sent to juvenile detention?**

**A:** CAMHD operates the Family Court Liaison Branch and has resident staff within the Hawai‘i Youth Correctional Facility (HYCF) as well as Detention Home (DH). We also work with probation officers and Family Court on Maui to coordinate and make treatment part of the overall probation and rehabilitation plan.

**Q: Are medications available and how do they work?**

**A:** Medications used in mental health, primarily in psychiatry, can be helpful add-on treatment during and following a course of therapy. They can also be the primary mode
of treatment in certain disorders as noted above. Most psychiatric, or psychotropic, medications either affect how fast or slow our brains and bodies break down and get rid of brain chemical messengers called neurotransmitters or change how easily they send messages.

At MFGC we have a small medication clinic through the University of Hawaii, Manoa Department of Psychiatry. A Child Psychiatry Fellow, supervised by Dr. Coles, evaluates youth for potential medication as well as other treatment alternatives and diagnostic clarification. Dr. Coles also sees a small percentage of our clients focusing primarily on very challenging or complex cases. It’s important to note these services are intended for families currently receiving our family-based services. We are not a primary medication management clinic.

In all cases, we review the potential risks and benefits of medications, as well as other treatments. Youth and the families are the most important members of the team, and all decisions are made together. It is our goal that no one walk out of MFGC confused about medication or any aspect of their case.

**Q: Do medications work differently for children than adults?**

**A: In many cases, yes. Many medications are absorbed, then broken down and disposed of by the body at different rates in children than adults. Body weight is another factor. Finally, the development of the brain is incomplete and so some medications work differently, not at all or even opposite to how they do in adults in some children. Some medications should be avoided entirely in children and adolescents. This is why we recommend child-trained psychiatrists or psychiatric nurse practitioners be the primary prescriber or work in consultation with the prescriber for all but the simplest medication regimens.**

Mahalo!
The Maui Family Guidance Center
Hawai'i Department of Health, Child and Adolescent Mental Health Division
The Child & Adolescent Mental Health Division (CAMHD) provides mental health services free of charge for eligible children and youth who have severe emotional and/or behavioral challenges. Services include assessment, case management, and an array of therapeutic supports provided in the home and community, or temporary out-of-home placements. We make every effort to provide culturally sensitive, child and family centered services, and include the youth and family in all aspects of the service planning and treatment decisions.

The CAMHD is committed to providing services affirming the race, ethnicity, national origin, color, religion, disability, sex, sexual orientation, and gender identity of the youth and families we serve. If you experience any form of discrimination, please contact the CAMHD Central Administrative Office.

If you think your child might need help, contact a CAMHD Family Guidance Center in your area.

**OAHU**
Honolulu 733-9393
Central-Kaneohe 233-3770
Central-Pearl City 453-5900
Leeward 692-7700

**FAMILY COURT LIAISON BRANCH**
266-9922

**HAWAII ISLAND**
Hilo (808) 933-0610
Kona & Waimea (808) 887-8100

**KAUAI**
(808) 274-3883

**MAUI COUNTY**
Wailuku (808) 243-1252
Lahaina (808) 662-4045
Lanai (808) 264-5423
Molokai (808) 553-7878

**CENTRAL ADMINISTRATION OFFICE**
3627 Kilauea Avenue, Room #101
Honolulu, HI 96816
Phone: 733-9333 | Fax: 733-9357
Toll Free: 1-800-294-5282
TTY Access: 733-9335

For more information on CAMHD, visit: health.hawaii.gov/camhd

Follow on social media:
Facebook and Instagram @camhdhawaii
Sometimes youth face stress in life and they have problems coping. Family financial problems, bullying in school, illness in the family, peers who use drugs or alcohol and other issues can add to the pressure of growing up. Youth sometimes also have changes within their brain or body that can lead to emotional difficulties. 

Warning signs that your child may need help include:

- Frequent truancy or suspension
- Runs away repeatedly
- Change in eating habits
- Talks about suicide and death
- Neglects appearance
- Uses drugs or alcohol
- Often aggressive, angry or irritable
- Cannot pay attention or sit still
- Frequent nightmares or bed-wetting
- Hurts other children or animals
- Avoids a certain family member or acts strange when that person is around
- Makes unusual sexual gestures
- Gets into physical fights often
- Excessive worry, fearfulness, or hopelessness
- Steals, vandalizes, defies authority
- Has no friends or has problems getting along with other kids

We offer a variety of services for families with children and youth who have serious emotional and/or behavioral challenges. Even if your child is already receiving help, the CAMHD may be able to provide additional supports.

**Family Guidance Centers**

Staff at our Family Guidance Centers will work with you to address the needs of your child and family. The Psychiatrist or Psychologist at the Family Guidance Center will meet with you to assess your child’s needs and offer treatment options. A Care Coordinator will be your ongoing point of contact. They will build a team of doctors, social workers and other providers to help address your family’s needs.

**Help for Parents**

Parents sometimes need help understanding the system and services recommended for their child. It can be helpful to talk with another parent who has experienced many of the same challenges and is familiar with the children’s mental health system. Each Family Guidance Center has a Parent Partner who is available to listen, answer questions, and share information about valuable community resources. Parent Partners also offer workshops, support groups, and assistance at meetings.

The CAMHD serves children as young as 3, teens, and young adults up to age 20. They can be referred by anyone, but are most often referred by parents, school staff, doctors, or professionals in the juvenile justice system. To receive services, youth need to meet at least one of the following criteria:

- Have an *Individualized Education Plan (IEP)* that identifies the need for mental health services, or
- Have *MedQuest* and meet “Support for Emotional and Behavioral Development” (SEBD) program requirements, or
- Referred by the *Office of Youth Services (OYS)* and meet program requirements.

If your child is not eligible, the Family Guidance Center can provide a list of other resources that may be available.

Depending on your child’s needs, the CAMHD services may be provided in:

- Your home and community
- A Transitional Family Home
- A residential program
- A hospital

Whenever possible, the Family Guidance Center staff will try to have services provided in your home and community. If your child is treated in an out-of-home placement, services will be aimed at returning the child to your family home as soon as possible.
Dear Youth and Families,

Subject: Updates to CAMHD Operations Considering COVID-19

Your health and safety are very important to us! The Behavioral Health Administration is closely watching the latest updates of COVID-19 and is working to ensure essential services throughout this season and beyond. Each of us plays a role in continuing to prevent the spread of illness and we want to let you know about some updates to your services:

1. Our physical offices will be open to the public on July 1, 2020. Many of your care coordinators will continue working outside of the office until further notice. Please continue to contact your care team via phone, email or the main line of your Family Guidance Center. We welcome faxes and regular mail but might be slightly slower to respond in this season.

2. We recommend that in office meetings be held generally by appointment only. If you are scheduled for a meeting at our office, we will call to remind you of the meeting and ask you to reschedule if you or someone you have contact with are experiencing flu symptoms (fever, cough or shortness of breath), have been exposed to COVID-19, or have traveled out of the state within the past 14 days. We will assist those callers by rescheduling appointments as soon as possible.

3. We ask that all visitors to our offices wear masks and be prepared to have their temperatures taken upon entry. Our staff are working hard to keep you healthy and will be wearing masks, getting their temperatures taken, rearranging the office, and cleaning spaces daily.

4. You will still receive medication refills and telehealth sessions. Please contact your Family Guidance Center or care coordinator for more information.

5. We will still work to hold most meetings by phone or video conference. Your care coordinator can work with you to figure out the best way for you to join meetings.

6. We will continue to authorize and encourage therapists to use telehealth for treatment services (if it works for you).

7. All youth and family travel are allowable (when part of the treatment plan) for admission and discharge from programs, family visits and home passes.
8. Residential programs have developed their own excellent procedures to keep you and your family safe. Please contact them if you have questions about their program changes.

9. Finally, we want to hear your thoughts about your experiences with the CAMHD! In mid-July, primary caregivers will be contacted by email to complete a survey. Please be sure that your care coordinator has your best email contact. If you do not have easy access to email, please let them know and they can arrange for a phone interview, as needed.

We also wanted to share a few other helpful resources:

2. Child and Adolescent Mental Health Division’s (Social Media: @CAMHDHAWAII) COVID-19 Updates for Families: https://health.hawaii.gov/camhd/covid-19-updates/
3. Behavioral Health and Homelessness Statewide Unified Response Group (Social Media: @BHHSURG) resources for clients and consumers: https://health.hawaii.gov/bhhsurg/everyday-prevention/

We are committed to ensuring that you continue to receive quality services. Please talk to your care coordinator if you have questions or concerns. Thank you so much for your partnership with us in this season.

Sincerely,

Scott Shimabukuro, Ph.D., ABPP
Acting Administrator, Child and Adolescent Mental Health Division
State of Hawaii, Department of Health

CENTER AND BRANCH CONTACT INFORMATION:

OAHU
Honolulu (808) 733-9393
Central-Kaneohe (808) 233-3770
Central-Pearl City (808) 453-5900
Leeward (808) 692-7700

FAMILY COURT LIAISON BRANCH
(808) 266-9922

HAWAII ISLAND
Hilo (808) 933-0610
Kona (808) 322-1534
Waimea (808) 887-8100

KAUAI
(808) 274-3883

MAUI COUNTY
Wailuku (808) 243-1252
Lahaina (808) 662-4045
Lanai (808) 264-5423
Molokai (808) 553-7878
Any youth in Hawaii experiencing a mental health crisis can receive services by contacting:

- **Hawai‘i CARES** (Coordinated Access Resource Entry System)
  - Oahu: 832-3100
  - Neighbor Islands: 1-800-753-6879 (toll free)
- **Crisis Text Line of Hawaii** by texting ALOHA to 741741.

### Who is eligible to receive services from CAMHD?

- A youth who is:
  - 3-20 years old
  - Has significant impairment in functioning – at home, at school or in the community
  - Has MedQuest/Medicaid insurance
  - Qualifies for a mental health diagnosis (not only a substance abuse or developmental disability)
  - Youth who qualify for Special Education due to emotional or behavioral needs (if referred by the Department of Education).

### What services does CAMHD provide?

- CAMHD Care Coordinators provide intensive case management services as part of a clinical team with CAMHD psychologists and psychiatrists.
- CAMHD contracts with private providers and cases are co-managed between the treatment provider and the CAMHD psychologist or psychiatrist.
- A wide array of home and community-based mental health treatment services are offered, based on the youth’s specific needs:
  - Transitional Family Home Programs
  - Intensive Home-Based Therapy
  - Crisis Services
  - Residential Programs
  - Independent Living Skills
  - Hospital-Based Services

CAMHD promotes the use of therapeutic approaches that have been shown to be effective through research in all levels of care. Two specific evidence-based programs are available:

- Multisystemic Therapy (MST)
- Functional Family Therapy (FFT)

### How can I refer a youth for CAMHD services?

- A parent or legal guardian can contact their local Family Guidance Center.
- If the child receives special education services, the parent or legal guardian should contact the school and discuss a referral to CAMHD.
- If the youth has a Probation Officer, the parent or legal guardian should discuss a CAMHD referral with the Probation Officer.

**FOR MORE INFORMATION:** [https://health.hawaii.gov/camhd/](https://health.hawaii.gov/camhd/)
You are not alone

there is help.
Are you being controlled, harmed or are afraid of your partner? Or do you know someone who seems to be afraid of or controlled by their partner?

You may get help by calling, confidentially and anonymously:

Call: (808) 531-3771
Toll-free: 1(800) 690-6200
Text: (605) 956-5680
Chat: domesticviolenceactioncenter.org

If you believe that a child is being hurt or neglected, call

Call: (808) 832-5300
Toll-free: 1(800) 494-3991

If you or someone you know is having suicidal feelings, a mental health crisis, or problems with substance use, call Hawai‘i CARES

Call: (808) 832-3100
Toll-free: 1(800) 753-6879
Text ‘ALOHA’ at 741741

If you or someone you know is a victim of trafficking, call

Call: (808) 832-1999
Toll-free: 1(800) 398-118

If you are a parent and need support, call

Call: (808) 526-1222
Toll-free: 1(800) 816-1222

In an immediate emergency call: 911

As of November 2020
**A SIMPLE RESOURCE FOR A MASSIVE PROBLEM**

**The Problem:** 65 million Americans suffer from mental illness each year. They quietly struggle with depression, anxiety, eating disorders, bullying, suicidal thoughts, and more.

**A Simple Resource:** Crisis Text Line provides free, 24/7 support for people in crisis, via text. Volunteer Crisis Counselors are superheroes with laptops instead of capes.

---

**HOW IT WORKS**

**Step 1:**
Text ALOHA to 741741

**Step 2:**
A trained Crisis Counselor will respond (>85% in under 5 minutes.)

**Step 3:**
Crisis Counselor will help bring texter from hot to cool moment and plan for future health and safety.

**WHO Responds to Texters?**

**Algorithm.** The system reviews for severity. Imminent risk texters are taken first.

**Crisis Counselors.** These are people over the age of 18 who apply, go through a background check, are accepted, and complete 34 hour training including role plays and observations.

**Supervisors.** These are full-time paid staff who have a Masters degree in mental health or a related field.

---

**HOW DO YOU BECOME A CRISIS COUNSELOR?**

**Step 1:**
Fill out the 30-minute application
(find it here: crisistextline.org/volunteer)

**Step 2:**
Consent to a background check

**Step 3:**
Complete the 34-hour web-based training

**Step 4:**
Take your first shift and start changing lives!
Volunteering can be done in 2 hour increments.
We encourage Crisis Counselors to commit to 200 hours a year. We are flexible about when you log on to help but need the most support during late night shifts when we have our highest volume of texters.

**THE PERKS**

**Learn skills.** In 34 hours, you’ll walk away knowing active listening, collaborative problem solving, and crisis management. (These are skills that will help in your personal relationships too!)

**Train from anywhere.** In your PJs. In a coffee shop. Whatever.

**Oooh, impressive!** Our Crisis Counselors highlight the training on their resumes when interviewing for jobs, applying to grad school, and building out their LinkedIn profile.

**Feel supported.** This is a community. We support each other. We are a big awesome family.

---

**GET INVOLVED**

Visit our website at crisistextline.org to learn more about us and get involved as a volunteer Crisis Counselor.

**Questions?** Email: support@crisistextline.org

**In crisis?** Text ALOHA to 741741
Are you or a loved one experiencing a crisis, need access to substance use treatment, mental health or COVID-19 isolation and quarantine services?

For assistance, call the Hawai‘i CARES (Coordinated Access Resource Entry System)

O‘ahu 1-808-832-3100
Toll-free 1-800-753-6879

hicares.hawaii.gov      hicares@hawaii.edu
**Warning Signs**

- Displays frequently or excessively the following behaviors:
  - Does poorly in school and does not want to attend or has an unexplained decline in school work
  - Numerous minor illnesses or accidents, excessive complaints about physical ailments
  - Anxiety, fearfulness or hopelessness
  - Cannot pay attention or sit still
  - Often aggressive and/or irritable and yells and screams at people, frequent outbursts of anger
  - Frequent nightmares or irregular sleep habits including wetting the bed, marked changes in sleep habits
  - Refuses to eat or has marked changes in eating habits
  - Hurts other children or animals
  - Refuses to be alone with another family member or acts disturbed when that person is present
  - Is inappropriately affectionate or makes unusual sexual gestures
  - Talks about suicide and death
  - Neglects appearance
  - Runs away
  - Defies authority, steals or vandalizes
  - Uses or abuses drugs or alcohol
  - Has no friends or difficulty getting along with other children

**Stay Healthy**

- Make sure your family gets outdoor exercise - walking is a great family activity and a great time to talk. Drink lots of water.
- Make time for some activity for your child that is both enjoyable and promotes self-reliance, accomplishment and/or relaxation.
- Eat healthy! Eat more fruits and vegetables!!
- Eating together and sharing the day is good for everyone.

**Helpful contacts and resources**

**Hawaii CARES 24/7 crisis and referral line:**
- O'ahu: 832-3100
- Toll Free: 800-753-6879
- This service includes Crisis Mobile Outreach as well as Crisis Stabilization. It serves children, youth, and adults.

**Mental Health America of Hawai’i:**
- www.mentalhealth-hi.org
- Click on “Finding Help.” This is a very complete resource of statewide help for people of all ages with contact information.

**State of Hawai’i Network of Care for Mental / Behavioral Health**
- www.Hawaii.networkofcare.org
- Child and Adolescent Mental Health Division (CAMHD)
- https://health.hawaii.gov/camhd/
- O'ahu: 733-9333
- All other islands: 800-294-5282

**Child and Family Services (CFS): ‘Ohana Support Services**
- www.childandfamilyservice.org/programs/oss/
- Warm Line: (Statewide) 844-748-3070

**Parent Line:**
- www.theparentline.org
- O'ahu: 526-1222
- All other islands: 1-800-816-1222
It is often difficult to know if a child needs help, and parents are often unable to tell if a child is having problems. Divorce, death of a family member, moving, change or loss of parent’s job, illness in the family, or going to a new school may all cause stress for children – but also for parents.

When deciding whether your child needs help, keep in mind that an appropriate reason to consider treatment for a child is if he or she is generally unhappy. You may want to find help for your child if any of the following warning signs have been present for a period of time. Some of these problems may be helped by working with a teacher, counselor or school psychologist. Help can also come from concerned family members.

It is normal for parents to experience feelings of guilt because their child is having emotional or behavioral problems. But a child’s problems are not necessarily caused by problems at home. A tendency to have certain emotional or behavioral problems can be inherited. Also, it is possible that problems may be caused by changes within a child’s brain or body, so the child should always have a complete medical examination.

How do I choose a mental health professional for a child?

A mental health professional for your child should be warm and caring and also professional and objective. Parents and children should begin to feel comfortable after several sessions, though both of you may be anxious, frightened, angry or resistant to treatment at the beginning. Effective mental health professionals are trained to anticipate and work with those emotions so that open communication can take place. To select a mental health professional, you may want to talk to more than one person to see who you feel most comfortable with.

When in doubt, consult an expert.

**It is better to “over-react” than to ignore problems until they are extremely serious.**

How do I talk to my child’s teacher/school about mental health needs?

You don’t have to talk to the school at all, but if you choose to, you can talk to the child’s teacher, school counselor, or administrator about how the school might support the child in the school setting.

Public schools are required to make changes to help every child be successful in school. Parents may ask for an educational assessment to determine how the child’s mental health needs might be impacting the child’s ability to successfully learn.

The child may be eligible for services based upon that assessment. The assessment is not meant to “label,” but to be sure that a child is being taught and supported in a way that will help the child be most successful.

Private schools may provide similar services. Don’t be afraid to ask.
Warning signs

The teen is troubled by feeling:
► very angry most of the time, cries a lot or overreacts to things;
► worthless or guilty a lot;
► anxious or worried a lot more than other young people;
► grief for a long time after a loss or death;
► extremely fearful – has unexplained fears or more fears than most kids;
► constantly concerned about physical problems or appearance;
► frightened that his or her mind is controlled

The teen experiences big changes, such as:
► does much worse in school;
► loses interest in things usually enjoyed;
► has unexplained changes in sleeping or eating habits;
► avoids friends or family and wants to be alone all the time;
► daydreams too much and can’t get things done;
► feels life is too hard to handle or talks about suicide;
► hears voices that cannot be explained.

The teen is limited by:
► poor concentration;
► can’t make or makes inappropriate decisions;
► inability to sit still or focus attention;
► worry about being harmed, hurting others, or about doing something “bad;”
► the need to wash, clean things, or perform certain routines dozens of times a day;
► thoughts that race almost too fast to follow;
► persistent nightmares.

The teen behaves in ways that cause problems, such as:
► uses alcohol or other drugs;
► eats large amounts of food and then forces vomiting, abuses laxatives, or takes enemas to avoid weight gain;
► continues to diet or exercise obsessively although bonethin;
► often hurts other people and/or destroys property.

For help contact

Hawai’i CARES 24/7 crisis and referral line:
O’ahu: 832-3100
Toll Free: 800-753-6879
This service includes Crisis Mobile Outreach as well as Crisis Stabilization. It serves children, youth, and adults.

Family Guidance Centers:
https://health.hawaii.gov/camhd/family-guidance-centers/
O’ahu: 733-9333
All other islands: 1-800-294-5282

Parent Line: www.theparentline.org
O’ahu: 526-1222
All other islands: 1-800-816-1222
Teen Line: www.teenlinehawaii.org

Other helpful resources

State of Hawai’i Network of Care
Website: hawaii.networkofcare.org

Mental Health America of Hawai’i
Website: www.mentalhealth-hi.org
Click on “Finding Help” This is a very complete resource for statewide help with contacts.

Special Parent Info Network:
Website: www.splnhawaii.org
O’ahu: 586-8126;
All other islands: 1-800 486-4644 ext 68126

Child and Family Services (CFS):
‘Ohana Support Services
www.childandfamilyservice.org/programs/oos/
Warm line: 844-748-3070 (Statewide)
Parent Line: O’ahu: 526-1222
All other islands: 1-800-816-1222
Website: www.theparentline.org
Services for Adolescents/Teens

Parents of teens and adolescents with emotional problems need to know what the full range of services for their children could be. The options may range from home-based to more intensive services.

Ask your pediatrician, child’s school counselor or your local Family Guidance Center for help finding and arranging for the services described below. Many children, adolescents, and their families are effectively served by outpatient office-based assessment and therapy services. Often these services occur after school, in the evenings or during weekends.

Care Coordination

Families who do not have private insurance coverage, but may have QUEST or Medicaid, there are state-funded Family Guidance Centers to assist families in receiving the appropriate outpatient treatment or other referral for children and adolescents. Each youth served is assigned a Care Coordinator, who helps the youth obtain and coordinate the mental health services needed.

How do I choose a mental health professional for my teen?

A mental health professional for your child should be warm and caring and also professional and objective. Parents and children should begin to feel comfortable after several sessions, though both of them may be anxious, frightened, angry or resistant to treatment at the beginning. Effective mental health professionals are trained to anticipate and work with those emotions so that open communication can take place. To select a mental health professional, you may want to talk to more than one person to see who you feel most comfortable with.

When in doubt, consult an expert

If a decision is made to seek professional help, it is very important that the adolescent or teen be aware of choices and be involved in making a plan.

School-Based Services

The Hawai'i Department of Education provides an array of comprehensive student support services for students experiencing any difficulty that might impact their learning. When emotional distress or behaviors affect a child/teen, he or she can seek help from a school counselor at anytime.

If your child/teen has emotional or behavioral problems that affect school attendance or educational performance, talk to a teacher, counselor, student services coordinator, social worker and/or principal. As a parent, you can request an evaluation for Section 504 or special education services for your child if you think your child’s emotional distress is impacting their learning. If you want to consider mental health support services other than Section 504 or special education, school counselors, social workers or student services coordinator can assist you in seeking help from other state agencies or provide a private health provider so that your child / teen can access the support he or she needs.

Private schools may provide similar services. Don’t be afraid to ask.
Since 1999, the Evidence-Based Services (EBS) Committee has been promoting best practices to serve children and adolescents with mental health needs.

Multiple reports, recommendations, trainings, and studies have been provided to alert mental health professionals, administrators, and parents with special needs children of the best ways mental health needs can be met.

http://www.helpyourkeiki.com
It’s easy to know when your child has a fever. A child’s mental health problem may be harder to identify, but you can learn to recognize the symptoms.

**Common Problems**

Some common problems include:

- Inattention
- Depression
- Trauma
- Autism
- Disruptive
- Anxiety
- Eating Concerns

**Find Help**

By visiting the Help Your Keiki website, you can learn about:

- What to expect from a good therapist
- Questions to ask your child’s therapist
- What evidence therapies are based on

On the Help Your Keiki website, you can find useful resources to find help for your child’s emotional and/or behavioral health.

**What Works**

On the Help Your Keiki website, parents and caregivers can access information on mental health treatments for youth.

These treatments, with the help of mental health professionals, such as therapists, school-based behavioral health specialists, and counselors may help with some of your child’s emotional and/or behavioral concerns.

On the Help Your Keiki website, you can find more information on skills, tools, and appropriate treatments for your child.

**Parent Resources**

Hawaii CARES & Crisis/Suicide Hotline: 832-3100 or 1-800-753-6879 (all other islands)

Learning Disabilities Association of Hawaii: Town—536-9684; Waianae—696-5361; Other islands—1-800-533-9684

Special Parent Information Network: 586-8126

Child and Family Services: 681-3500

**Keiki Skills**

Learn about skills your child can learn and develop to cope.

**Parent Tools**

Discover tools you as a parent, caregiver or therapist can use to help your child. Find important questions to ask your doctor, practical tips, and more.

**Treatments that work**

Read about the best, proven, evidence-based treatments for meeting your keiki’s mental health needs.

For more information on understanding your keiki’s symptoms, visit: http://www.helpyourkeiki.com
What Every Parent Should Know

Visit the following website for more information

http://helpyourkeiki.com

- Questions to ask your therapist
- What to expect from the treatment
- Descriptions about the best supported treatments
Mental Health America of Hawai‘i
Education and Advocacy Organization
O‘ahu: (808) 521-1846 | Maui: (808) 242-6461
mentalhealthhawaii.org

Hawai‘i Coordinated Access Resource Entry System (CARES)
Hawai‘i’s 24/7 crisis and referral line
O‘ahu: (808) 832-3100
Toll Free: 1-800-753-6879

National Suicide Prevention Lifeline
24/7, free and confidential
1-800-273-TALK (8255)
suicidepreventionlifeline.org

Crisis Text Line of Hawai‘i
Free 24/7 support at your fingertips
Text ALOHA to 741741
crisistextline.org

National Disaster Distress Helpline
24/7 emotional support related to any natural or human-caused disaster
Call: 1-800-985-5990 or Text: TalkWithUs to 66746

The TREVOR Project
National 24/7 hotline for LGBTQ Youth
Call: 1-866-488-7386
Text: START to 678-678
thetrevorproject.org

Kokua Life
Free suicide prevention app for Hawaii

Child Welfare Services
Child Abuse or Neglect
O‘ahu: (808) 832-5300 | Toll Free: 1-888-380-3088
Child Trafficking
O‘ahu: (808) 832-1999 | Toll Free: 1-888-398-1188

Domestic Violence Action Center
O‘ahu: (808) 531-3771
Toll Free: 1-800-690-6200
Text: (605) 956-5680
domesticviolenceactioncenter.org

Sex Abuse Treatment Center
Kapiolani Medical Center for Women & Children
24/7 Hotline: (808) 524-7273
satchawaii.org/contact
‘Ohana Support Services

A program of Child & Family Service in collaboration with CAMHD Family Guidance Centers

Caring for children with emotional or behavioral challenges can be overwhelming at times. ‘Ohana Support Services is here to support you as a caregiver and help you navigate systems, have your voice heard, learn new skills, and access community resources. Parent Partners work with you and encourage you to define and achieve your own goals through offering options and resources.

Our Parent Partners have been in your shoes. They know what it is like trying to get loved ones the help needed, and the stress it can add to your family. They will walk with you throughout your journey by offering non-judgmental peer-to-peer support. Parent Partners help to empower you to be in the driver’s seat of your child’s team.

We Are All About Family

www.childandfamilyservice.org
ChildandFamilyService
@CFShawaii

Contact us at:
808.681.1438
Toll Free:
844.748.3070
What We Do:

- Empower caregivers to be heard, build collaborative relationships with CAMHD/DOH, DOE and/or other system of care teams
- Provide advocacy and support at important meetings
- Connect caregivers with community and educational resources
- Offer information on positive parenting skills and different ways to come together as a family
- Support with everyday needs like paperwork, housing and accessing necessary benefits for your family
- Encourage self-care and suggest ideas for your own well-being

Interested in Working with a Parent Partner?

- If youth is receiving services from CAMHD, please ask your Care Coordinator about a referral for a Parent Partner.
- Not working with CAMHD? Not a problem! Call us at 808.681.1438 for information on the self-referral process.

“Strengthening Families & Fostering the Healthy Development of Children”

Location & Hours:

‘Ohana Support Services Offered Statewide from Child & Family Service Offices and your Local CAMHD Family Guidance Centers

Monday – Friday
8:00am – 4:30 pm

Funding

This program is supported by the State of Hawai‘i Department of Health, Child and Adolescent Mental Health Division.

Updated September 2021
‘Ohana Support Services

Parent Support Groups

The Parent Support Group is an opportunity for Parents/Caregivers to gain support, share ideas, and learn from others who may be experiencing similar issues with their children.

The group is offered to all Parents/Caregivers throughout Hawaii. Sessions are conducted virtually via Zoom.

To register to participate in any of the support groups, please call: (808) 748-3085

Sessions:

1. Parents as Leaders
2. Self-Care/Coping for Parents
3. Coping with Crisis
4. Positive Connections: Growing Your Circle of Support
5. Organizing for Success
6. Parenting a Transition Age Youth
7. Assisting Communication: Collaboration with Your Team
8. Diagnosis and Parenting Skills

We’re All About Family!

www.childandfamilyservice.org  @ChildandFamilyService  @CFShawaii
Volunteer & Community Activities
Alternative Prom: to be determined
LGBTQ Pride Events Week:
Lanai Pride Parade June 18, 2022
LGBTQ Trainings
Contact Robin Lee at robin.lee@doh.hawaii.gov

A collection of CAMHD staff and community members whose mission is to create and maintain an LGBT-affirming system of care that promotes the use of inclusive language, encourages accepting attitudes, embraces diversity, and provides education to the greater community.

We're always looking for new outreach opportunities and additional members!

If you're interested in joining or want more information about the CAMHD Safe Spaces Committee, give us a call at 243-1252 or shoot us an email: camhd.ssc@gmail.com
Ahupuaa Counseling Services
Contact Tina Boteilho, LMFT 808-283-8640
Alu Like
Prevention Programs on Molokai, contact Jana Sasada jacaria@alulike.org
American Civil Liberty Union Hawaii
Provides education & advocacy for the protection of individual freedoms under federal & state constitutions. 808-522-5900
Boys and Girls Club
Contact Kelly Pearson at 242-4363
Bridge Murphy, LCSW bmurphy.lcsw@gmail.com
HMSA, HMSA Quest, HMMA, UHA. Ages 15 and over
Child and Adolescent Mental Health Div.
CAMHD provides and array of mental health services to children and youth with emotional and behavioral challenges and their families. www.health.hawaii.gov
Child & Adolescent Mental Health Div. (CAMHD)
Maul Family Guidance Center CAMHD provides an array of mental health services to children and youth with emotional and behavioral challenges and their families. 243-1252
Department of Health
Hawaii Sexual and Gender Minority Report 2018
Download at: health.hawaii.gov/surveillance
Equality Hawaii Foundation
The state’s largest organization dedicated to securing equality for all LGBT people and their families through educational programs. www.equalityhawaii.org
Friends of Childrens Justice Center
Support for abused children in Maui County Contact Paul Tonnessen 986-8634
GLSEN
Strives to assure that each member of every school community is valued and respected regardless of sexual orientation or gender identity/expression. Offers Safe Space Training as well as Professional Development Workshops to teachers and school staff. www.glsen.org/chapters/hawaii
Hawaii Civic Rights Commission
The HCRC enforces state laws prohibiting discrimination in employment, housing, public accommodations, and access to state and state-funded services. 586-8636 or www.labor.hawaii.gov/hcrc
Hawaii Care Line
If you or someone you know is feeling overwhelmed with a crisis, the Hawaii Crisis Line is available 24/7. Oahu: 808-832-3100 Outer Islands: 808-753-6879
Health: Laulea Health Center
Dr. Samuel Johnsen
190 Dickenson Square, Suite 103
Lahaina, HI 96761
sjohnsenmd@gmail.com
Honor Thy Children, Inc.
Al and Jane Nakatani
Support for parents of LBTQ youth.
Contact alnakatani@gmail.com or 495-1550
Maui AIDS Foundation: Empower’d Support Group
Serves LGBTQI and allies of LGBTQI adolescents and young adults ages 13 to 26. Contact Tiare Sua at 242-4900, ext. 229 or tiare@mauiaids.org
Maui Economic Opp
Outreaches to support individuals with a crisis, the Hawaii Crisis Line is available 24/7. Oahu: 808-832-3100 Outer Islands: 808-753-6879
Health: Laulea Health Center
Dr. Samuel Johnsen
190 Dickenson Square, Suite 103
Lahaina, HI 96761
sjohnsenmd@gmail.com
Honor Thy Children, Inc.
Al and Jane Nakatani
Support for parents of LGBTQ youth.
Contact alnakatani@gmail.com or 495-1550
Maui AIDS Foundation: Empower’d Support Group
Serves LGBTQI and allies of LGBTQI adolescents and young adults ages 13 to 26. Contact Tiare Sua at 242-4900, ext. 229 or tiare@mauiaids.org
Maui Economic Opportunity (MEO)
Youth Services Prevention Program (focuses on cyber bullying, suicide prevention, and underage drinking) Contact Shayna Mantapalo 808-276-8082
Maui Equality Coalition
501(c)(3) Non-Profit founded to encourage, celebrate, and educate all people of the positive diversity of the LGBTQ community. Online substance abuse recovery support group, ages 15-20, facilitator Summer Solt. Retreats on weekends www.mauiequality.org info@mauiequality.org
Youth Suicide & Bullying Prevention Project
Provides advocacy and education to identify prevention and intervention strategies in youth bullying and suicide situations. 521-1846 www.mentalhealth-hi.org
Mental Health America, Maui Office
Contact Danielle Bergan danielle.bergan@mentalhealth.org
Maul Youth and Family Services (MYFS)
Intensive outpatient and outpatient substance abuse services. Contact Susan Pirsch, Clinical Director 280-1150
OutServe Hawaii
An association for actively serving LGBT military personnel, veterans, & their families, dedicated to bringing about full LGBTQ equality to America's military and strengthening the military's culture of inclusion hawaii.outserve.org
PACT (Parents and Children Together)
Upluono Family Strengthening Program Contact Mele Andrade at 847-3285 Maui Peace Centers Contact Connie Meekhof at 565-9191
PFLAG National: rsilverman@pflag.org
Planned Parenthood of Hawaii
Offers reproductive health services, education, and advocacy for people of all ages, religions, and sexual orientations throughout the state. The Honolulu, Kahului, and Kailua-Kona centers now provide Hormone Therapy to MTF transgender patients www.plannedparenthood.org/hawaii
Safe Zone UH Maui
Safe Zone Program training for staff and students at UH to be allies and advocates for the LGBTQ students. UHMC Commissioners Keali‘i Z. Ballao and Paul Thornton, Commissioners for LGBT+ Equality Contact: uhmdgbt@hawaii.edu Website: maui.hawaii.edu/lgbtq-plus
The Trevor Project
National suicide prevention and crisis intervention line for LGBT+ youth. 1-866-488-7386
Transgender Care Clinic: TRANSCEND MAUI @ Mālama I Ke Ola Health Center Medical and behavioral health services for transgender and gender variant individuals. (808)872-4087
Walies Wellness Counseling Services
Contact Michaan Walies, LCSW 808-371-9517
LGBT-Affirming
Religious & Spiritual Resources
Iao United Church of Christ
Contact Rev. Tino Cordova 244-7353
St. John’s Episcopal Church
Kula Contact Rev. Kerith Harding 878-1485
Trinity By The Sea
Episcopal Church, Khei Contact Rev. Bruce DeGoyer 879-0161
Unity Church of Maui
Wailuku Contact Rev. Gary Carrier 242-9327
Maul Schools Gender Security Alliance (GSA)
Baldwin High School Contact: Outday Tom 808-727-3160
Kalama Intermediate School “Diversity Club” Contact: Jody Brown, Advisor 808-573-8752
Kamehameha Schools
Contact: Wai’anae Gelgen wagelgen@ksbe.edu
Kihei Charter High School 808-264-7861
King Kekaulike High School
Contact: Mr. O’Conner, Student Advisor 808-573-8710
Lahaina Intermediate School
Contact: Katherine Hedden, Advisor Katherine_Hedden/LAHAINA/HIDOE@notes.k12.hi.us
Lahainaluna High School
Contact: Jennifer Ariemma: Jennifer.ariemma@k12.hi.us
Maui High School Contact: Laurance Mulah 808-873-3000
Seabury Hall
Contact: Renee Kruger, Advisor rkruger@seaburyhall.org
This list is by no means exhaustive. If you know of other resources we should add or notice a mistake, please let us know at 243-1252. Last updated: 06-15-2022
when my friend acts this way, i should get him or her help

Feelings
- Feels angry, throws things, really mad all the time
- Cries a lot because of sadness
- Feels bad about him or her self
- Extremely scared that something bad is going to happen to them or people they care about
- Constantly concerned about physical problems or appearance;
- Worries about being harmed, or about doing something “bad;”

Changes
- Cannot get school work done
- Cannot sleep at night
- Has lots of nightmares
- Wants to run away from family
- Says that life is too hard to handle, and is thinking about suicide;

Risky Choices
- Drinks alcohol or uses drugs
- Wants to hurt other people, destroy property, or break the law
- Wants to hurt self
- Doesn’t want to hang around friends, wants to be alone all the time.

when teens need help contact

Hawaii CARES 24/7 crisis and referral line:
O’ahu: 832-3100
Toll Free: 800-753-6879
This service helps children, youth, and adults.

Family Guidance Centers:
O’ahu: 733-9393
All other islands: 1-800-294-5282
Website: https://health.hawaii.gov/camhd/family-guidance-centers/

Teen Line:
Website: www.teenlinehawaii.org

State of Hawaii Network of Care:
Website: hawaii.networkofcare.org

Mental Health America of Hawaii:
Website: www.mentalhealth-hi.org.
Click on “Finding Help” This is a very complete resource for statewide help with contacts.

Child and Family Services (CFS):
‘Ohana Support Services
Warm line: 844-748-3070 (Statewide)
Website: www.chidandfamilyservice.org/programs/oss/

Parent Line: theparentline.org
O’ahu: 526-1222
All other islands: 1-800-816-1222

other helpful resources

mentally healthy, physically fit teens helping get help
Teens with emotional problems need to know they can get help from people who care. There are many options for help. A teen can ask a parent, other family member, doctor, school counselor, a friend, call the crisis hotline or call the local Family Guidance Center for help.

Many teens can get services after school, in the evenings or during weekends. Schools are also a place where a teen gets the help he or she needs.

A mental health professional should be a warm, caring professional. Teens may feel a little awkward at first, but should begin to feel comfortable after meeting with a person who can help them. It is not unusual to feel a bit anxious, frightened, angry or resistant to help at the beginning.

Effective mental health professionals are trained to anticipate and work with all kinds of feelings so that open communication can take place. To select a mental health professional, a teen may want to talk to more than one person to see who he or she feels most comfortable with.

If a decision is made to seek professional help, it is very important that the teen is aware of choices and be included in making a plan for positive changes.

In public schools, each school provides student support services for students experiencing any difficulty that might impact their learning. When emotional distress or behaviors affect you, you can seek help from a school counselor at any time. That person should be able to help you with your concerns.

If you notice your friend might have emotional or behavioral problems that are affecting school attendance or grades, you could suggest that your friend talk to someone he or she likes, such as a teacher, counselor, student services coordinator (SSC), social worker and/or principal. One of those people can assist your friend in seeking help from other state agencies or a private mental health provider so that you can access the support needed.

Private schools may provide similar services. Don’t be afraid to ask.
The mission of Ho‘oikaika Partnership is to strengthen and expand the system of supports in Maui County by building a strong prevention and provider network that supports collaboration, shares knowledge and resources, and shapes policy to prevent child maltreatment.

What Assistance is available to me and my family?

The Ho‘oikaika Navigator is available if you have questions about what supports are available in the community and how to access them.

Ho‘oikaika Navigator, Heidi Allencastre
Phone: 808-242-0900 Ext. 245 Fax: 808-249-2800
Email: heidi@mfss.org
Agency Referral Form: https://bit.ly/3yBtRD8 or use QR Code
Facebook: @hooikaikapartnership
Instagram: hooikaikapartnership