

# CAMHD PROVIDER RELATIONS LIAISON

The CAMHD recognizes that our contracted provider agencies and their staff play an important and vital role in the provision of quality services to our consumers. This role calls for a strong partnership between CAMHD and it contracted network of providers.

The CAMHD Provider Relations Liaison serves as CAMHD's continuous communication linkage with the providers to promote positive relationships and satisfaction with the CAMHD staff, including its Family Guidance Centers. The broad goal of Provider Relations Liaison is to strengthen the relationship between CAMHD and its network of contracted providers.

If a provider agency or one of its staff has an issue or concern regarding their contracted provision of services, the agency or staff may submit the issues by phone (808-733-9857), e-mail (carol.evans@doh.hawaii.gov), U.S. Postal Service (to the Provider Relations Liaison at 3627 Kilauea Avenue, Honolulu, Hawaii 96816). The fax is: 808-733-9357.

Issues or concerns must contain at minimum:

- Providers Name
- Providers Contact Information
- Clear Explanation of the Issue/Concern
- Providers Position on Such Issue/Concern



# **CAROL EVANS**

Provider Relations Liaison

Child & Adolescent Mental Health Division 3627 Kilauea Ave., Room 101 Honolulu, HI 96816

Email: Carol.Evans@doh.hawaii.gov

Phone: 808-733-9857

Facebook & Instagram: @CAMHDhawaii

The Provider Liaison will acknowledgment receipt of the issue/concern and will respond back to you, if the issue or concern has been referred to a specific department, specializing in your area of concern/need, the Provider Liaison will follow-up to insure the issue/concern has been resolved.

Below is a description of the activities and services of the Provider Relations Liaison:

- Resolve Provider Related Issues:
- Review issues in light of patterns/trends for improvement opportunities and from the perspectives of both CAMHD and the providers and bring them to the attention of the various CAMHD Sections and Leadership;
- Assist and support providers to effectively and efficiently work through the labyrinth of CAMHD processes and systems;
- Respond to Provider inquiries and concerns regarding CAMHD policies and procedures.
- To communicate CAMHD activities that impact the providers through coordinating the annual Provider Satisfaction Survey and the twice yearly Data Party, as well as, through routinely scheduled provider meetings.

# **PROVIDER AGENCIES**

#### **A1 ALOHA HOUSE, INC.**

Nicole Hokoana, CEO

**Excellence and Aloha Promoting** recovery and healthy lifestyles to individuals and families by providing compassionate, effective and comprehensive behavioral health services with the spirit of Aloha.

#### **B1 BENCHMARK BEHAVIORAL HEALTH SERVICES**

Steve Blotzke, ED

Community Based Residential I (CBR) – Statewide

Psychosexual Evaluation Statewide

#### **B2 BOBBY BENSON CENTER**

Sione (Ford) Naeata, CEO

Our Mission - To free youth in Hawaii from chemical dependency and co-occurring disorders through residential treatment services employing best practices for the you their and their families.

#### **C1** CARE HAWAII, INC. (MOBILE CRISIS **OUTREACH**)

Brian Morton, President

CARE was founded in 1999 to provide outpatient mental health services to Hawaii's children. adolescents and adults through a network of mental health professionals committed to best practices in service delivery.

#### **C2 CATHOLIC CHARITIES HAWAII**

Rob Van Tassell

Serving Hawai'i since 1947, Catholic Charities Hawai'i provides a wide range of social services with dignity, compassion, social justice, and a commitment to excellence. Through programs and advocacy efforts. Catholic Charities Hawai'i serves all people, especially those with the greatest need, regardless of their faith or culture.

As part of the largest private network of social service organizations in the United States, Catholic Charities Hawai'i offers much needed programs and services statewide, serving 40,000 individuals each year.



#### **C3 CHILD & FAMILY SERVICES**

Karen Tan, President

Our family-centered, full-service nonprofit is dedicated to "Strengthening families and fostering the healthy development of children". Through nearly 50 programs statewide. CFS works with those most in need - meeting them where they are, connecting them with the resources they need, and helping them envision and plan a future in which they can live successfully in the community.

#### H1 HALE OPIO KAUAI, INC.

Vonn Ramos, ED

Hale 'Ōpio Kaua'i started out serving youth from across the state in our group home on Kaua'i over forty years ago. Now we provide over twenty programs, annually reaching more than 500 young people that teach skills, strengthen relationships, and offer many other opportunities to nurture the positive development of our youth. Hale 'Ōpio Kaua'i Inc. is dedicated to improving young people's quality of life, enhancing a sense of belonging, increasing self-awareness, and strengthening 'Ohana by providing residential and community programs for education, prevention, court diversion, and treatment. Our programs and services are offered at no cost to the participating youth and their families. Whether you want to enroll in one of our programs or desire to help us achieve our mission, reach out to Hale 'Opio and become part of a legacy that has enriched the lives of over 10,000 island youth and their families.



## **H2** HALE KIPA, INC.

Venus Rosete-Medeiros. CEO

Hale Kipa provides opportunities and environments that strengthen and encourage youth, their families and communities to actualize their potential and social responsibility.

#### H3 **HAWAII BEHAVIORAL** HEALTH

Oscar Salgado (Local Contact)

Hawaii Behavioral Health is the leading regional resource for high quality community-based educational, social, and behavioral health services for children, adolescents, and families throughout the State of Hawaii.

#### **H4 HINA MAUKA**

Colleen Fox, ED

For over 40 years, Hina Mauka has been committed to assisting people with mastering their addictions through encouragement and evidencebased practices. We help individuals overcome their dependence on alcohol and other substances through a mutual effort that builds longlasting freedom from addiction. Applicants who are pregnant and or intravenous drug users will be given first priority for treatment.

# M1 MAUI YOUTH & FAMILY **SERVICES**

Nicole Hokoana, ED

Empowering youth and families challenged with behavioral health issues to become responsible, self-fulfilled and contributing members of the community.

#### **P1 PARENTS AND CHILDREN TOGETHER (PACT)**

Ryan Kusumoto, CEO

Parents And Children Together promotes meaningful and healthy relationships between parents and children, while creating support systems that empower people who often have nowhere else to turn. Our community-based services have grown into a multi-faceted organization with over 400 employees on Oahu, Kauai, Maui, Molokai, Lanai and the Island of Hawaii.



#### **S2 SUTTERHEALTH, DBA KAHI MOHALA**

Mark Linscott

Sutter Health Kāhi Mōhala is a center of excellence for behavioral healthcare services. We are dedicated to improving the quality of life and restoring hope for individuals and families affected by mental illness.

We offer individualized and diverse treatment programs and the maximum opportunity for personal growth. An interdisciplinary healthcare team coordinates patientcare. This team provides the behavioral healthcare and education that our patients need.

### **UH CENTER FOR** U1 **COGNITIVE THERAPY** (A CAMHD UNIQUE AFFILIATE)

Dr. Brad Nakamura, Co-Director

The Child Section of the CCBT (C-CCBT) currently offers psychological assessment and treatment services for youth and their families. The C-CCBT has special expertise in the psychosocial treatment of childhood anxiety, depression, trauma, inattention/ hyperactivity, oppositional behaviors. Under the supervision of directors and licensed psychologists Charles Mueller and Brad Nakamura, C-CCBT graduate students and post-doctoral fellows provide all intervention services, including brief consultations, child therapy, parent education and training in both individual and group formats. These evidencebased services (see the State of Hawaii's Help Your Keiki website for more information on youth problems and supported treatment approaches) can be delivered in the clinic and/or at the youth's home or school. Assessments and treatment arranged by the State of Hawai'i Departments of Education or Health are free for clients. Self-referred clients are offered a sliding fee scale. No third party insurance is accepted.

# U2 UH SCHOOL OF **PSYCHIATRY** (A CAMHD **UNIQUE AFFILIATE)**

Anthony Guerrero, M.D., Chair

The Department of Psychiatry provides psychiatric teaching and training to medical students, residents in General Psychiatry, Child and Adolescent Psychiatry, and Geriatric Psychiatry; and psychiatric services throughout Hawai'i.

