



Child & Adolescent Mental Health Division

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 Niihau. 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

OVERVIEW

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.

FAMILY GUIDANCE CENTERS

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

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) 322-1535
Waimea (808) 887-8100

KAUAI

(808) 274-3883

MAUI COUNTY

Maui/Lāna'i (808) 243-1252
Moloka'i (808) 553-7878

CENTRAL ADMINISTRATION OFFICE

3627 Kilauea Avenue, Room #101
Honolulu, HI 96816
Phone: (808) 733-9333
Fax: (808) 733-9357
Toll Free: +1 (800) 294-5282
TTY Access: (808) 733-9335

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

Follow on social media:
[Facebook](#) and [Instagram](#) @camhdhawaii



Child & Adolescent Mental Health Division

Helping Hawaii families and their keiki.



Youth Who Need Help

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

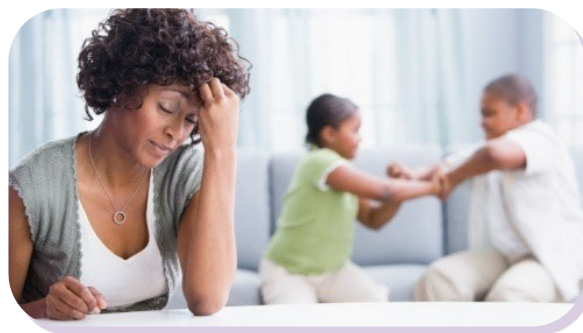


How CAMHD Can Help

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.

Service Eligibility

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:

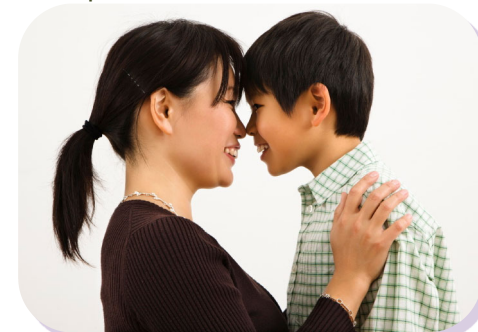
- Have an **Individualized Education Plan (IEP)** that identifies the need for mental health services, or
- Have **MedQuest** and meet "Support for Emotional and Behavioral Development" (SEBD) program requirements, or
- Referred by the **Office of Youth Services (OYS)** and meet program requirements.

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.





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
 - Crisis Services
 - Intensive Home-Based Therapy
 - 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.

OAHU

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

MAUI COUNTY

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

HAWAII ISLAND

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

KAUAI

(808) 274-3883

FOR MORE INFORMATION: <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](https://www.domesticviolenceactioncenter.org)



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

Call: (808) 832-5300

Toll-free: 1(800) 494-3991



In an immediate emergency call:

 **911**

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





Free, 24/7, confidential crisis support by text

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

CRISIS TEXT LINE |



HAWAI'I CARES

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

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.

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**

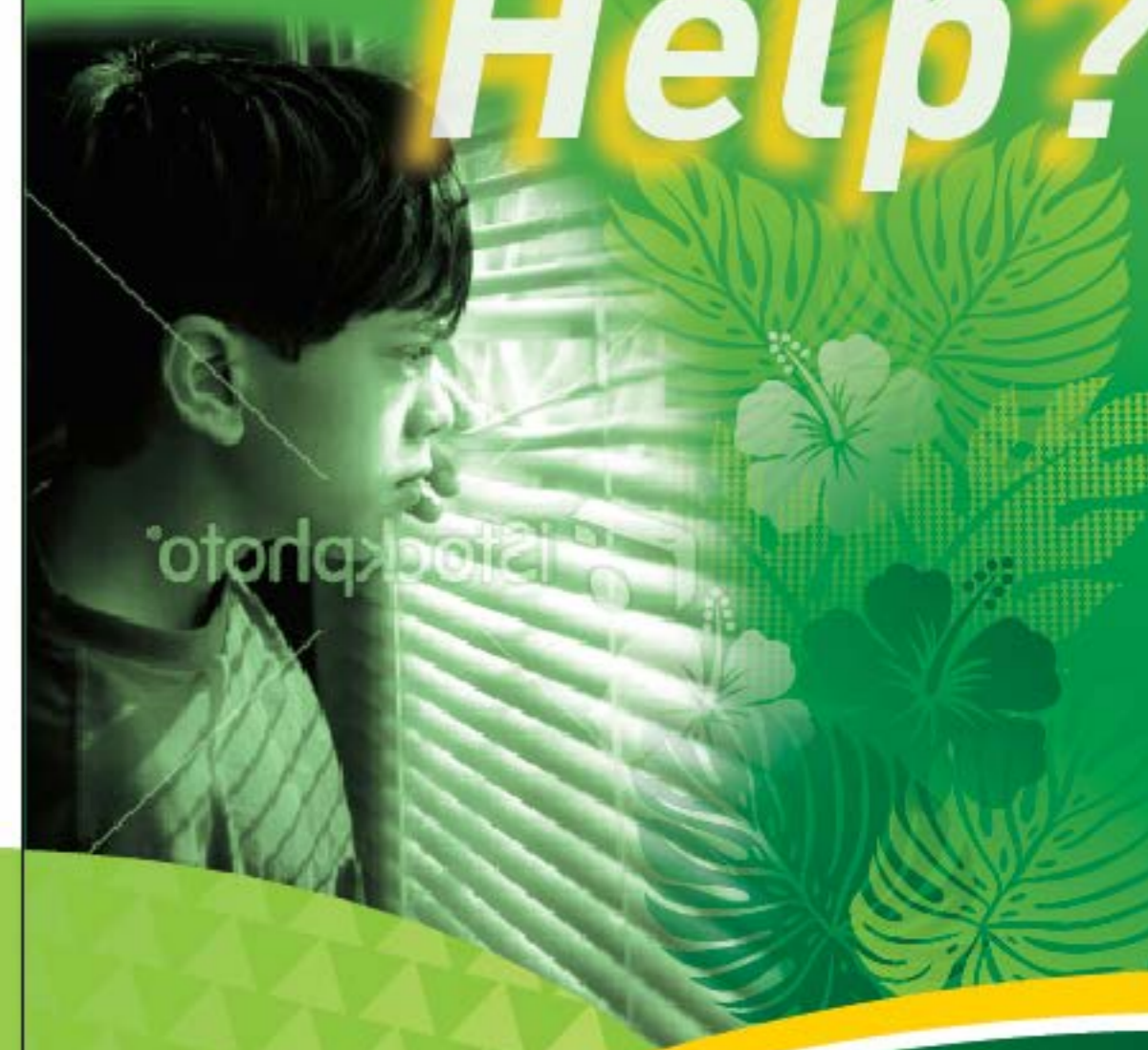
Parent Line: www.theparentline.org

O'ahu: **526-1222**

All other islands: **1-800-816-1222**

Mentally Healthy, Physically Fit

Does My Child Need Help?



HAWAII MHT SIG

► 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 over reacts 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 bone thin;
- ▶ 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.spinhawaii.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/00s/

Warm line: 844-748-3070 (Statewide)

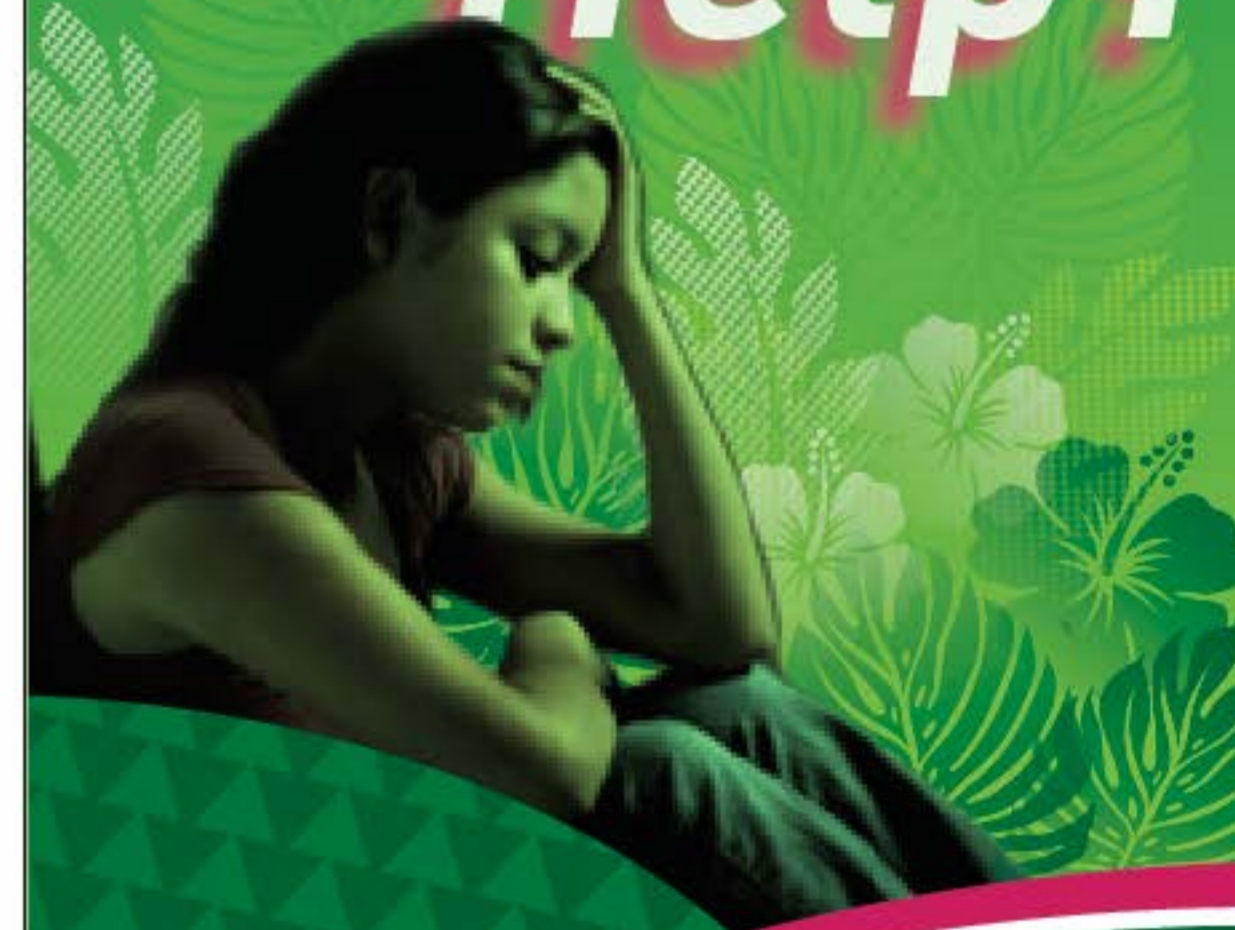
Parent Line: O'ahu: **526-1222**

All other islands: **1-800-816-1222**

Website: www.theparentline.org

Mentally
Healthy,
Physically
Fit

Does My
Teen Need
Help?



HAWAII MHTSIG

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.



EBS Committee

Since 1999, the Evidence-Based Services (EBS) Committee has been promoting best practices to serve children and adolescents with mental health needs.



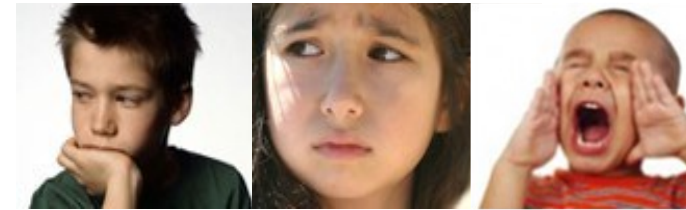
Multiple reports, recommendations, trainings, and studies have been provided to alert mental health professionals, administrators, and parents with special needs children of the best ways mental health needs can be met.



CAMHD
3627 Kilauea Avenue, Room 101
Honolulu, HI 96816



Does your child have emotional and/or behavioral concerns?



<http://www.helpyourkeiki.com>



State of Hawaii
Department of Health
Child & Adolescent Mental Health Division
(CAMHD)

3627 Kilauea Avenue
Honolulu, HI 96816

Common Problems

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.



Some common problems include:

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



For more information on understanding your keiki's symptoms, visit:

<http://www.helpyourkeiki.com>

Find Help

By visiting the [Help Your Keiki](http://www.helpyourkeiki.com) 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](http://www.helpyourkeiki.com) website, you can find useful resources to find help for your child's emotional and/or behavioral health.

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

What Works

On the <http://www.helpyourkeiki.com> 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](http://www.helpyourkeiki.com) website, you can find more information on skills, tools, and appropriate treatments for your child.

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.

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

HOME ABOUT US MORE RESOURCES

EBS Hawaii

Help Your Keiki

COMMON PROBLEMS

WHAT WORKS

FIND HELP

ADDRESSING ANXIETY CONCERNS IN PRIMARY CARE
A CLINICIAN'S TOOLKIT

EVIDENCE-BASED CHILD AND ADOLESCENT PSYCHIATRY (PWERS) DATABASE, available at www.practicewise.com. This is not the most current version. Please refer to the current version.

Problem Area	Level 1 - BEST SUPPORTS	Level 2 - BEST SUPPORTS
Anxious or Avoidant Behaviors	Cognitive Behavior Therapy (CBT), CBT and Medication, CBT with Parents, Education, Exposure, Modeling	Assessment, Training, CBT for Children and Family Psychoeducation, Supportive Therapy, Medication
Attention and Hyperactivity Behaviors	Behavior Therapy and Medication, Self-Verbalization	Behavioral Training, Parent Management Training, Self-Verbalization, Self-Verbalization, Self-Verbalization

02:33 HD Vimeo



Child & Adolescent Mental Health Division

Mental Health Promotion & Prevention Resources



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 |

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
27/7 Hotline: (808) 524-7273
satchawaii.org/contact

'OHANA SUPPORT SERVICES

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

WHAT WE DO

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.

CONTACT US

WE WALK WITH YOU

808.681.1438 Toll Free: 844.748.3070

www.childandfamilyservice.org



@CFShawaii



ChildandFamilyService



Child & Family
SERVICE

A private nonprofit serving Hawai'i since 1899

LOCATION & HOURS

Services are available Statewide out of
Child & Family Service Offices
and your Local CAMHD
Family Guidance Centers

Monday - Friday
8:00AM - 4:30PM

FUNDING

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

WE CAN ASSIST WITH:

EMPOWERING CAREGIVERS
PROVIDING ADVOCACY

SUPPORT WITH EVERYDAY NEEDS
POSITIVE PARENTING SKILLS

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”



‘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!



Brought to you
by the



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.



[facebook.com/camhdsafespacescommittee](https://www.facebook.com/camhdsafespacescommittee)

Volunteer & Community Activities

Maui Pride Events TBA
alohamauipride.org

Aloha Maui Pride on Facebook & Instagram

LGBTQ Trainings Contact Robin Lee at
robin.lee@doh.hawaii.gov



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 808-243-1252 or shoot us an email: camhd.ssc@gmail.com

Resources
for
Maui's



Youth &
Their
Families

Ahupuaa Counseling Services

Contact Tina Boteilho, LMFT 808-283-8640

Alu Like

Prevention Programs on Molokai, contact Jana Sasada jacaria@alulike.org

American Civil Liberties 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 808-242-4363

Child and Adolescent Mental Health Div.

CAMHD provides an 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)

Maui Family Guidance Center
CAMHD provides an array of mental health services to children and youth with emotional and behavioral challenges and their families. 808-243-1252

Department of Health

Hawaii Sexual and Gender Minority Report 2019
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 Children's Justice Center

Support for abused children in Maui County
Contact Paul Tonnessen 986-8634

GLSEN

National Organization that strives to assure that each member of every school community is valued and respected regardless of sexual orientation or gender identity/expression. www.glsen.org

Hawaii Cares Line

If you or someone you know is feeling overwhelmed with a crisis, the Hawaii Crisis Line is available 24/7. Contact number: 988

Hawaii Civil Rights Commission

The HCRC enforces state laws prohibiting discrimination in employment, housing, public accommodations, and access to state and state-funded services.
808-586-8636 or www.labor.hawaii.gov/hcrc

Hui O Anuenue Teen Support Group

Ages 14-18, monthly every third Wednesday, 4p-6p, Cameron Center, Building 5, Room 28-2B
email huioanuenue@gmail.com to RSPV or for more information.

Maui Economic Opportunity (MEO)

Youth Services Prevention Program (focuses on cyber bullying, suicide prevention, and underage drinking) Contact Shayna Manlapao 808-276-8682

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

Mental Health America, Maui Office

Contact Danielle Bergan
danielle.bergan@mentalhealth.org

Maui Youth and Family Services (MYFS)

Intensive outpatient and outpatient substance abuse services. Contact: 808-280-1150

OutServe Hawaii

An association for actively serving LGBT military personnel, veterans, & their families, dedicated to bringing about full LGBT equality to America's military and strengthening the military's culture of inclusion. hawaii@outserve.org

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. Contact: Kelia Deming, Community Outreach Educator kelia.deming@ppgnaik.org
www.plannedparenthood.org/hawaii

Safe Spaces Committee, CAMHD

Offers 45 minute to 1 trainings on how to provide safe spaces for LGBTQ youth and adolescents. Contact: Robin Lee at robin.lee@doh.hawaii.gov

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 Kealii Z. Ballao and Paul Thornton, Commissioners for LGBTQ+ Equality Contact: uhmc_lgbt@hawaii.edu
Website: maui.hawaii.edu/lgbtq-plus

The Trevor Project

National suicide prevention and crisis intervention line for LGBTQ+ 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

Youth Suicide & Bullying Prevention Project

Provides advocacy and education to identify prevention and intervention strategies in youth bullying and suicide situations. 808-521-1846
www.mentalhealth-hi.org

LGBT-Affirming Religious & Spiritual Resources

Iao United Church of Christ
Wailuku Union Church

St. John's Episcopal Church
Kula Contact Rev. Kerith Harding
808-878-1485

Trinity By The Sea Episcopal Church, Kihei
Contact Rev. Bruce DeGooyer
808-879-0161

Unity Church of Maui Wailuku
Contact Rev. Gary Canier
808-249-9327

Maui Schools Gender Sexuality Alliance (GSA)

Baldwin High School

Contact: Oudlay Tom 808-727-3160

Hawaii Technology Academy- Kihei

Contact: Allison Trapp atrapp@myhta.org

Hawaii Tech Academy -Lahaina

Contact: Kaleo Ramos: kramos@myhta.org

Kalama Intermediate School "Diversity Club"

Kamehameha Schools

Contact: Waiyanuhea Getgen wagetgen@ksbe.edu

Kihei Charter High School

808-264-7861

King Kekaulike High School

Contact: Mr. O'Conner 808-573-8710

Lahaina Intermediate School

Contact: Katherine Hedden Katherine.Hedden@k12.hi.us

Lahainaluna High School

Contact: Jennifer Ariemma Jennifer.ariemma@k12.hi.us

Lokelani Intermediate

Contact: Linda Rector linda.rector@k12.hi.us

Maui High School

Contact: Carol Holland: carol.holland@k12.hi.us
808-727-4192

Nanna Lindbergh:

nanna.lindbergh@k12.hi.us 808-727-4004

Maui Waena Intermediate

Contact: David Diaz David.diaz@k12.hi.us

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 808-243-1252. Last updated: 11-01-2024

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

Hawai'i 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

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.

Child and Family Services (CFS):

'Ohana Support Services

Warm line: 844-748-3070 (Statewide)

www.chidandfamilyservice.org/programs/oss/

Parent Line: theparentline.org

O'ahu: 526-1222

All other islands: 1-800-816-1222



HAWAII MHT SIG

Mentally healthy,



Physically fit

teens helping



teens get help

services for teens

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.



What kind of person can help teens?

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.

When in doubt, best to consult an expert.

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.

School based services

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.

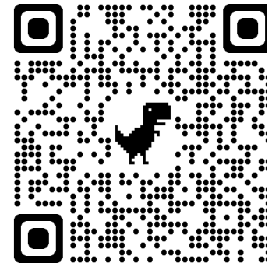


The mission of Ho'oiikaika Partnership is to strengthen and expand the system of supports in Maui County by building a strong prevention and provider network that supports collaboration, shares knowledge and resources, and shapes policy to prevent child maltreatment.

What Assistance is available to me and my family?

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

Ho'oiikaika 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](https://www.facebook.com/hooikaikapartnership)
Instagram: [hooikaikapartnership](https://www.instagram.com/hooikaikapartnership)





Child & Adolescent Mental Health Division

THRIVING CHILDREN · HEALTHY FAMILIES · SUPPORTIVE COMMUNITIES

The Ohio Scales

AN IMPORTANT WAY TO USE YOUR VOICE IN TREATMENT



1

WHAT IT IS

The Ohio Scales is a form that asks how often certain thoughts, feelings, and behaviors occur in your daily life. It serves as a monthly temperature check on your mental health and is a way for YOU to voice YOUR OPINION about treatment progress.

QUESTIONS?

If you want to know more about the form or how to complete it, talk to your family guidance center treatment team. You can also ask to see your scores at any time.

2

WHO DOES IT

Young people (10 years+) and all caregivers complete the same form every month. It usually takes 5-10 minutes and can be completed online or on paper. Though it is voluntary, it provides important information to you and your treatment team about how you are doing.



FUN FACT

On the Ohio Scales, lower scores mean more progress.

3

HOW IT IS USED

You and your family guidance center treatment team will look at changes to your scores over time to track progress. You will use this information when you and the treatment team make decisions about starting, stopping, or changing the types of services that you receive. The Ohio Scales is just one of many ways that we use data together to make informed decisions for YOU.



health.hawaii.gov/camhd