



STATE OF HAWAII  
DEPARTMENT OF HEALTH  
KA 'OIHANA OLAKINO  
ALCOHOL AND DRUG ABUSE DIVISION  
KAKUHIHEWA BUILDING  
601 Kamokila Boulevard, Room 360  
Kapolei, Hawaii 96707  
PH: (808) 692-7506  
FAX: (808) 692-7521

In reply, please refer to:  
File: DOH/ADAD

November 20, 2025

**Announcement: INSPIRE PLUS Response Center Open November 24-25, 2025**

To our Providers, Partners, Supervisors and Staff,

**For Thanksgiving week the Response Center will open November 24-25, 2025:**

- **To access the system or helpful resources:**
  - Go to the [INSPIRE PLUS Production environment](#).
  - Go to the [Provider Portal](#).
  - Check the [Project Site](#) for all guides and other resources you need.
- **Need help?** Join a session at the Response Center for live support with INSPIRE PLUS.
  - [November 24-25, 2025](#)
  - **[NEW HOURS: 1:00 PM – 3:00 PM HST](#)**
  - This adjustment is necessary for staff to better respond to requests received, resolve bugs, and develop plans for hands-on learning.
  - **PLEASE NOTE:**
    - General questions or topics may be addressed in the main meeting room. Breakout rooms with one of our support staff are open if you have specific questions or need one-on-one support.
    - Please do not share any ePHI or PHI on the screen, in the chat, or verbally in the main meeting room.
    - **If you need assistance involving a specific client ID number or with any information that includes ePHI or PHI, please request to be placed in a breakout room.**

If you have an immediate question or need support outside of those hours, reach out to [doh.adad.inspireplus@doh.hawaii.gov](mailto:doh.adad.inspireplus@doh.hawaii.gov). We are monitoring the rollout and will provide updates as needed. Mahalo for your engagement and support.

Sincerely,

John Valera, AICP  
Administrator  
Alcohol and Drug Abuse Division