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

January 6, 2026

Announcement: INSPIRE PLUS Response Center Transition, For Immediate Release

To our Providers, Partners, Supervisors and Staff,

As of December 30, 2025, the live support INSPIRE PLUS Response Center has transitioned to regular Helpdesk operations so the team can devote more time and attention to (1) continued one-on-one consultation and (2) hands-on training to support your individual needs.

- **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 or to Schedule a Session:**
 - For one-on-one consultations, please contact the INSPIRE PLUS Helpdesk at DOH.ADAD.InspirePlus@doh.hawaii.gov.
 - For requesting hands-on training sessions:
 - Provide a list of attendees.
 - Confirm all attendees have the right access security roles for INSPIRE PLUS.
 - Propose a few dates and times for the session (minimum of three (3) hours is recommended).
 - Brief description of the area(s) for training.
 - Any issues or concerns on the use of INSPIRE PLUS.
 - **Please note: When emailing a request for assistance do not share any client ID number or any information that includes ePHI or PHI.**
- **Additional Support:**
 - Visit the <https://health.hawaii.gov/substance-abuse/project-alakai-inspire/> site for videos and training guides and the latest release updates.
 - If the assistance needed is system-related, contact the INSPIRE PLUS Helpdesk at: DOH.ADAD.InspirePlus@doh.hawaii.gov.
 - To add, edit, or delete an INSPIRE PLUS account, submit updates on the [Account Provisioning Form](#) and copy your Contract Manager.

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- **For prevention providers** with prevention content-related questions (e.g., content for prevention plans, prevention group notes, service notes), direct questions to spfhi@hawaii.edu and copy your contract manager.

Thank you for continuing to work with us as we address your needs.

Sincerely,



John Valera, AICP

Administrator

Alcohol and Drug Abuse Division