

NAMI HAWAII STATE CONFERENCE 2026



REIMAGINE

Crisis Response

April 13, 2026
8:30AM - 4:30PM
Prince Waikiki Hotel

So glad you are with us today!!!

▶ **Welcome**

Kathy Hammes,
Board President

▶ **Opening**

Susan McGovern,
NAMI Big Island Affiliate Leader

So glad you are with us today!!!

▶ Overview

Kumi Macdonald,
NAMI Hawaii Executive Director

▶ Purpose

Tim Hansen,
Policy Director

Agenda for the Day



REIMAGINE
Crisis Response

***Every person in a mental
health crisis deserves a
mental health response***



POLICE KILL MAN IN MENTAL HEALTH CRISIS SECONDS

These reflect actual headlines. Headlines may have been altered to remove specific community names or for brevity.

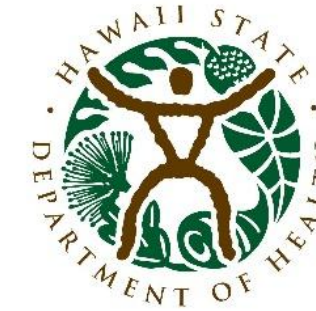
Where Are We Now?

Someone to Contact

- ▶ **FAMILIES!**
- ▶ Hawai'i CARES 988
- ▶ Warmlines



**HAWAI'I
CARES 988**



A Coordinated Approach to Behavioral Health Care in Hawai'i

Department of Health, AMHD
Belinda Danielson, MSCP, LMHC

CARE Hawai'i Inc.
Sherrie Freitas, MA, LMFT

*A'ohe Hana Nui Ka Alu'ia
No task is too big when done Together*

What is HAWAI'I CARES 988?

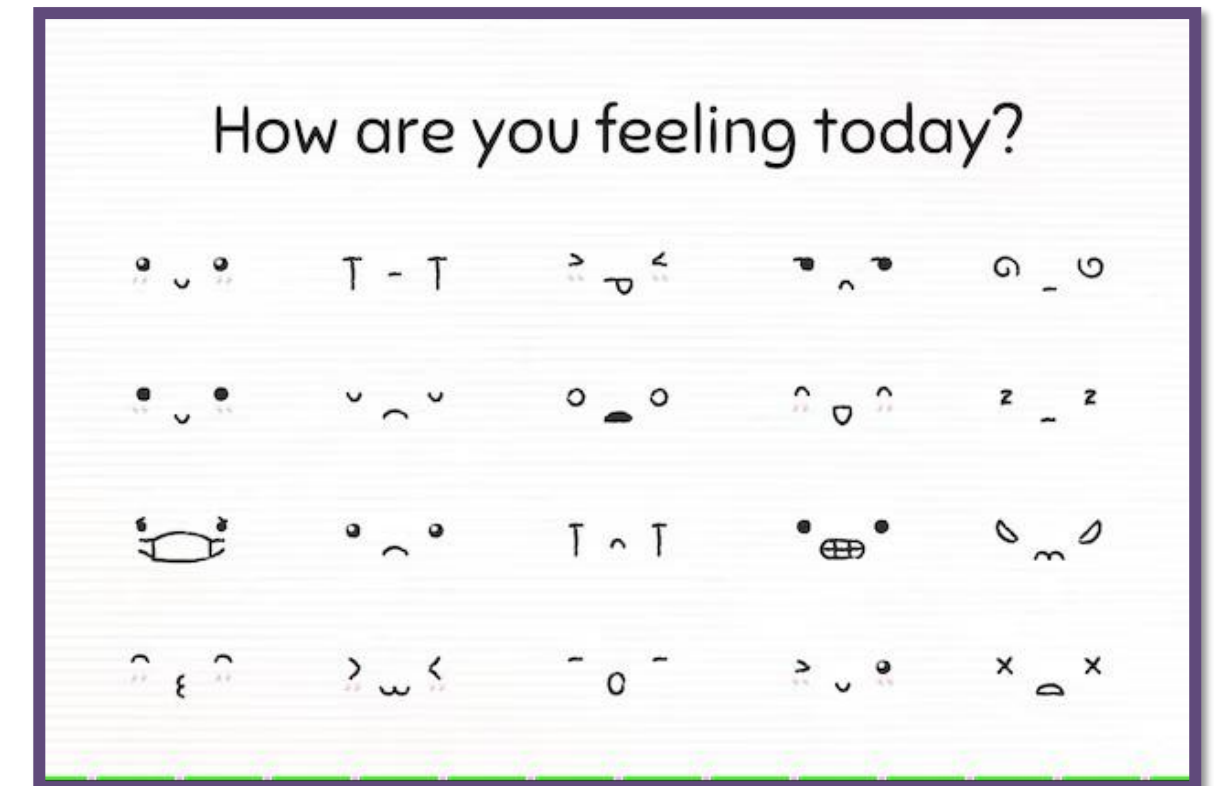
- **Behavioral Health Crisis & Suicide Call Center**
 - 24 hours a day, 7 days a week
 - Provides Services to adults & children
 - Statewide & American Samoa Services
 - Calls, Texts, & Chats
 - Culturally Competent Services
 - Interpretive Services Offered
 - Sud Cares Hours: 8am-5pm, but still accessible after hours through Hawaii CARES 988
- **Crisis Counselors specialize in**
 - Risk Assessments, Crisis Intervention, Suicide Prevention, Safety Planning, Follow Up Calls & Brief Counseling
 - Urgent or emergency mental health or substance use needs
 - Recommendations for behavioral health & crisis intervention



Text & Chat Services

Launched September 1st, 2022, in Hawai'i

- Available 24 hours per day, 7 days a week for all ages
- Useful to engage youth, teens, and young adults in seeking out help
- Helpful for the hearing impaired



More information at 988lifeline.org
Or, call/text/chat 988

Where Are We Now?

Someone to Contact

- ▶ FAMILIES!
- ▶ Hawai'i CARES 988
- ▶ Warmlines

Someone to Respond

- ▶ **FAMILIES!**
- ▶ CMO - Crisis Mobile Outreach
- ▶ CIT - Crisis Intervention Team
trained officers

Crisis Support Services

Crisis Mobile Outreach (CMO)

- Face-to-Face Crisis Interventions
- Arrive to client within 45 minutes
- Risk Assessment
- Referrals to Shelter/Stabilization

Crisis Support Management (CSM)

- 30-Days Temporary Case Management
- Safety Planning & Linkage to Community Supports
- Available to those without Case Management
- Referrals to Shelter/Stabilization

Where Are We Now?

Someone to Contact

- ▶ **FAMILIES!**
- ▶ Hawai'i CARES 988
- ▶ Warmlines

Someone to Respond

- ▶ **FAMILIES!**
- ▶ CMO - Crisis Mobile Outreach
- ▶ CIT - Crisis Intervention Team
trained officers

Safe Place to Go

- ▶ **FAMILIES!**
- ▶ BHCC - Behavioral Health Crisis Centers

Behavioral Health Crisis Center (BHCC)

Placement to prevent escalation into higher level of care such as hospitalization or incarceration

- 23:59 Observation and Stabilization beds
- Referrals from CMO, MHEWs, and Community Walk-ins
- Includes:
 - Care coordination
 - Peer support
 - Treatment
 - Supervision
 - Nursing services

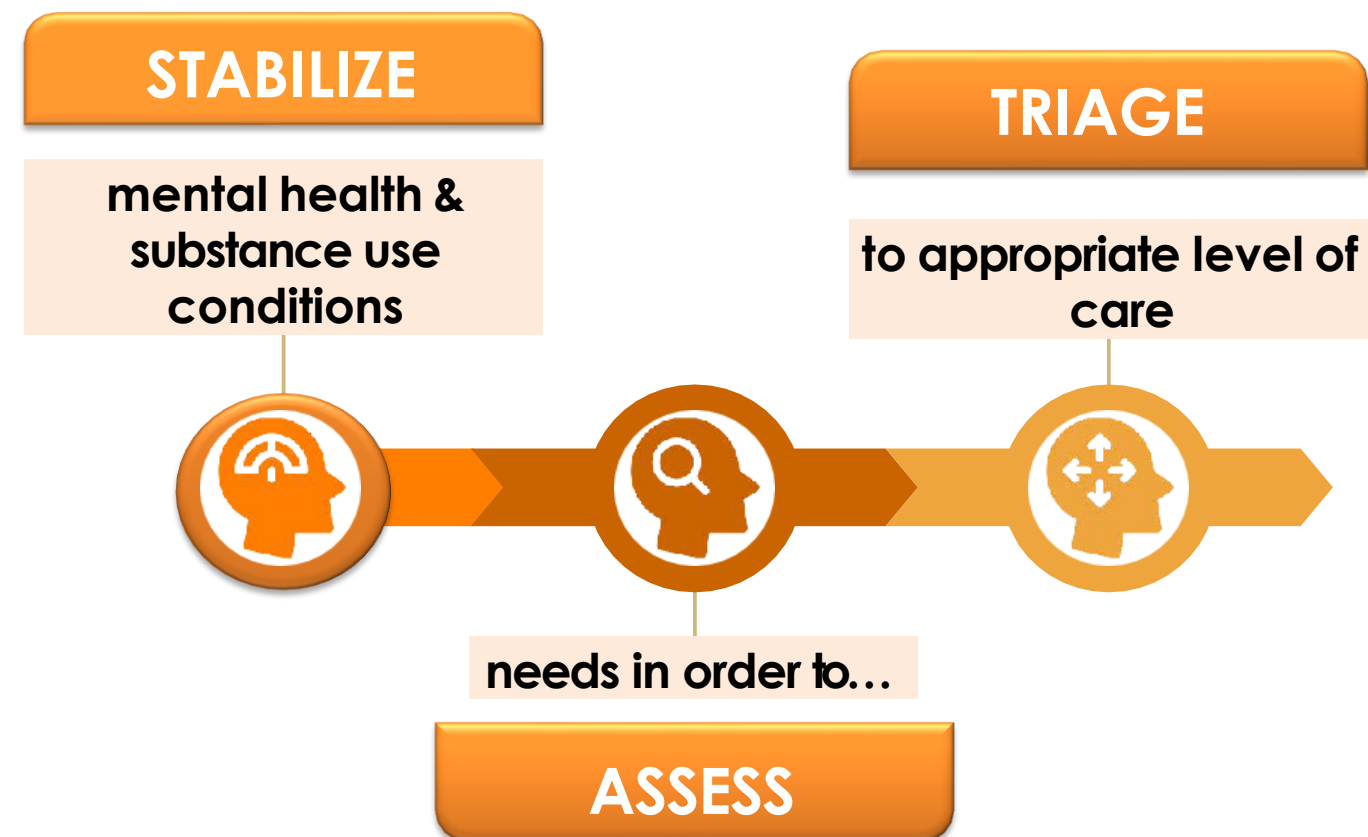


Crisis Stabilization Beds

Placement to provide a subacute level of care

- Short-term stays (3–10 days)
- Access through Hawaii CARES
- LCRS and SICM
- Includes:
 - Care coordination
 - Peer support
 - Treatment
 - Supervision
 - Nursing services
 - 23/59 observation

Designed to...



Where Are We Now?

Someone to Contact

- ▶ Families, Hawai'i CARES 988 Warmlines

Someone to Respond

- ▶ Families, CMO, CIT

Safe Place to Go

- ▶ Families, BHCC

Ongoing Support

- ▶ **FAMILIES!**
- ▶ Case Management
- ▶ Clubhouses

Ongoing Support

▶ Case Management Clubhouses



Kathleen Rhoads Merriam

DOH AMHD Mental Health Supervisor,
Windward Community Mental Health Center

Mindfulness Moment

Hidden Wisdom

Dr. Mestisa Gass, PsyD



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Keynote Presentation



Kody Green

<http://youtube.com/c/schizophrenichippie>

<https://www.kodygreen.com/>

My Story...



FROM SURVIVING TO THRIVING:

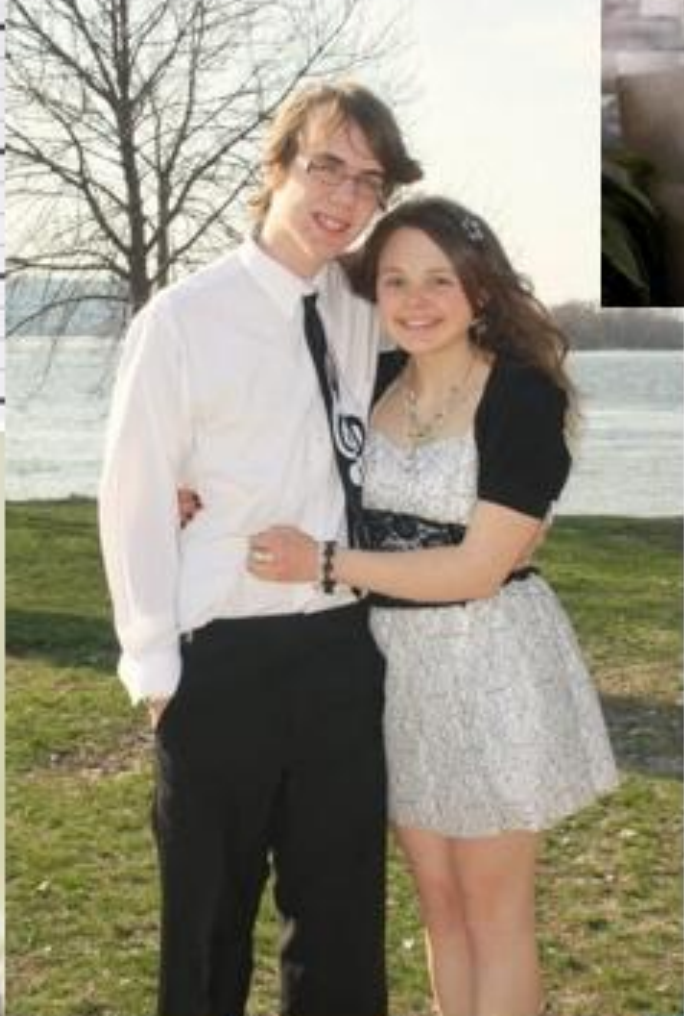
A STORY OF ADDICTION, MENTAL ILLNESS, AND
INCARCERATION



ABOUT THE SPEAKER:

- Who am I?
- Speaker/ Content Creator
- Recovery Coach
- Peer Support Specialist
- Trained in Suicide Prevention
- Over 1.8 Million Followers

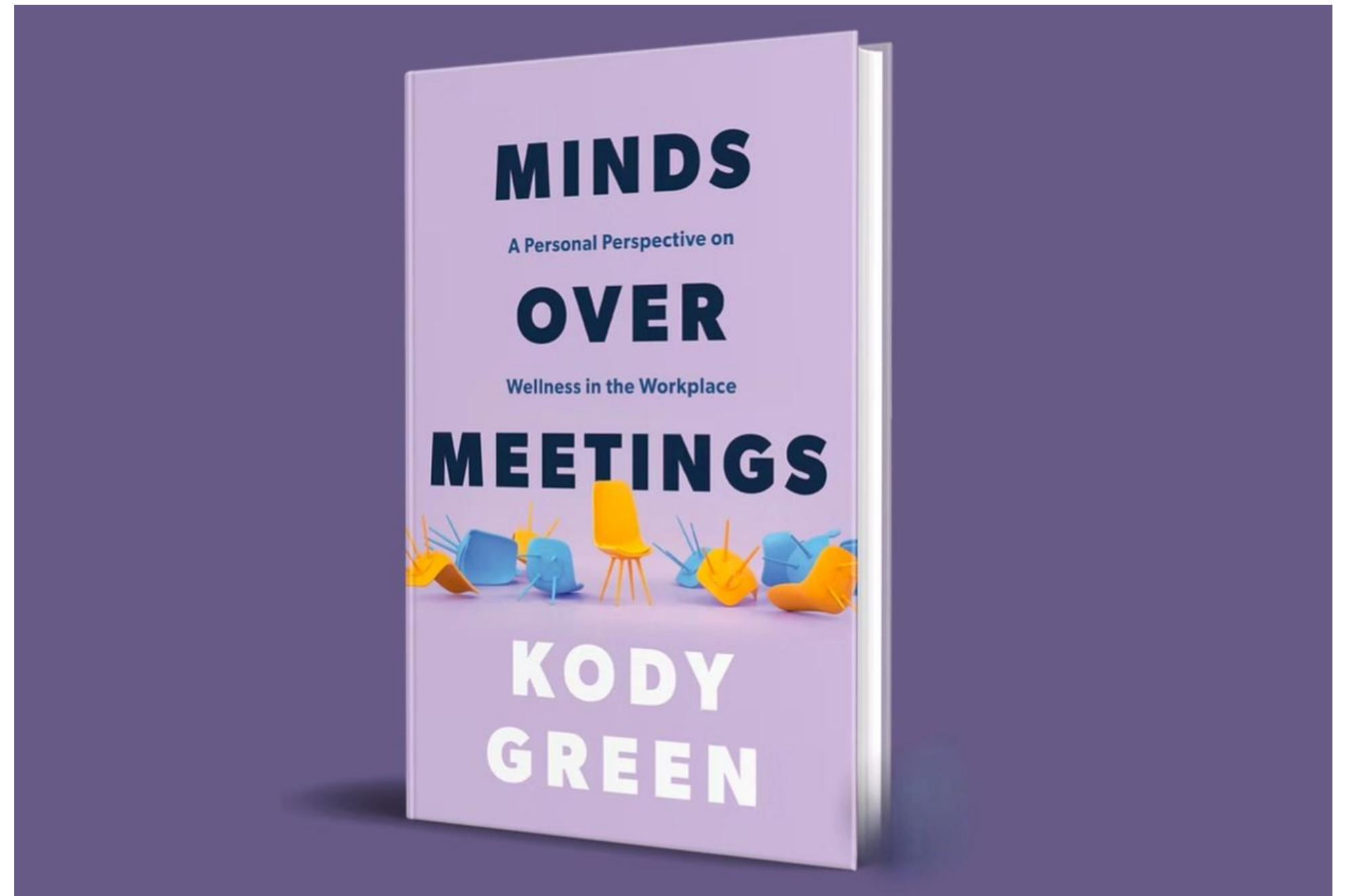
My Story...





HOW SHARING MY STORY
SAVED MY LIFE

Minds Over Meetings: A Personal Perspective on Wellness in the Workplace



CONTACT INFORMATION

Email: info@kodygreen.com

Instagram, TikTok, YouTube:

@SchizophrenicHippie

LinkedIn:

[https://www.linkedin.com/in/](https://www.linkedin.com/in/kodyjgreen)

kodyjgreen



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Crisis Response

Lunch

*Did you order a lunch?
See registration table for availability!*

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Hawaii Mental Health Reform

Overview by Governor's Advisor on Mental Health



Dr. Michael Champion

Crisis Intervention Team Training

Current Status of CIT Training State Dept. of Law Enforcement



Director Michael Lambert
Officer Corbin Matsumoto



Crisis Intervention Team

Prevention through Intervention

Crisis Intervention Team (CIT) Overview

“CIT is a community partnership of law enforcement, mental health, and addiction professionals, individuals who live with mental illness and/addiction disorders, their families and other advocates”

- CIT International

Why CIT Matters

1. Increasing mental health-related calls
2. Repeat crisis cycling
3. Limited patrol resources
4. Focus on prevention, not just response

The Team

- Launched in November 2025
- Housed under the Major Events Division
- Community Partnerships
 - Officer Tiare Perry
 - Officer Derrick Chaffin
- Threat Mitigation
 - Corporal Christopher Barsatan
 - Officer Robert Cuizon



Our Approach

1. De-escalation over enforcement
2. Rapport over control
3. Stabilization over displacement
4. Active listening over aggression



A Different Mindset



- If you take a *less* authoritative, *less* controlling, and *less* confrontational approach, you will have *more* control.
- You are trying to give the person a sense that he/she is in control.
- Why? Because he/she is in a crisis, which, by definition, means that he/she is feeling out of control and normal coping mechanisms are not working at this time.

Core Services

- MH-3 Initiatives
- Assisted Community Treatment (ACT) Order
- Crisis Outreach
- Threat Assessment
- Training and Education
- Encampment Mitigation



Community Impact

- 28 MH-3s
- 26 Outreach Assists
- 6 ACT Orders
- 10 Threat Assessments
- 22 Events



Training Impact

- 40-hour CIT Certification Course
- Recruit academy training
- Patrol referral process
- 294 CIT-trained officers



Role of CIT

- Coordination across systems
- Building partnerships
- Prevention-focused response
- Collaboration is key!



Current Gaps

- Limited personnel
- Increasing demand
- Coordination challenges
- Aligning interests
- Prevention is hard to measure







What Success Looks Like

- Fewer repeat crisis calls
- Real-time stabilization
- Better coordination
- Diversion from Jail and ER





Contact Information

-  Sergeant Corbin Matsumoto
-  808-723-3926
-  cmatsumoto2@honolulu.gov
-  www.joinhonolulupd.org

Free NAMI Programs



Find dates and registration @ namihawaii.org/programs

NAMI ON CAMPUS (NOC)

- A student-led mental health club program in high schools and colleges designed to support student well-being and reduce stigma.
- Mental health awareness, education, and advocacy focus
- Intended for high school and college age students
- 6 clubs on Oahu



ENDING THE SILENCE (ETS)

- Free and interactive presentation
- 50-minutes total - includes videos and a personal story from a young adult in recovery
- Teaches students how to recognize mental health warning signs, support themselves and others, and get help.
- Focuses on stigma reduction
- ETS Student and ETS Staff trainings available
- Looking for volunteers 18-35 that want to be trained in presenting



NAMI VOLUNTEERS!!!



Go to: namihawaii.org/volunteer
Email: Michelle@namihawaii.org
Check out our resource table to connect





TOGETHER *we are*

NAMIWalks



Save the Date:
Saturday, October 10th 2026





TOGETHER we are

 **NAMIWalks**
Hawaii

2026

Join the joy!

When:
Saturday, October 10th 2026
9am-12pm


Where:
Kaka'ako Waterfront Park
102 Ohe St. Honolulu, HI


How to Participate:


Register at
namiwalks.org/hawaii

**1K & 5K Options*

Why We Walk


To promote awareness
of mental health and
reduce stigma


To raise funds for NAMI's
free, top-rated mental
health programs


To build community and
let people know they are
not alone

Oahu:

Saturday, October 10th 2026

Kaka'ako Waterfront Park

9am-12pm

Register at

namiwalks.org/hawaii

How to Participate:

Register at:

namiwalks.org/hawaii

- Individual
- Team Captain
- Team Member



How to Participate:

Register at:

namiwalks.org

- In-person member

Register today to win!



There's a NAMIWalks near You!



Big Island



Molokai



Kauai



Maui



Lanai

There's a NAMIWalks near You!



Big Island



Molokai



Kauai



Maui



Lanai

Find out more:
namihawaii.org

Mahalo to Our Sponsors:



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HAWAI'I STATE RURAL HEALTH ASSOCIATION

Bronze Sponsor



HAWAI'I
CARES **988**



HAWAII
DISABILITY
RIGHTS
CENTER



Mestisa Gass, PsyD
Program Director

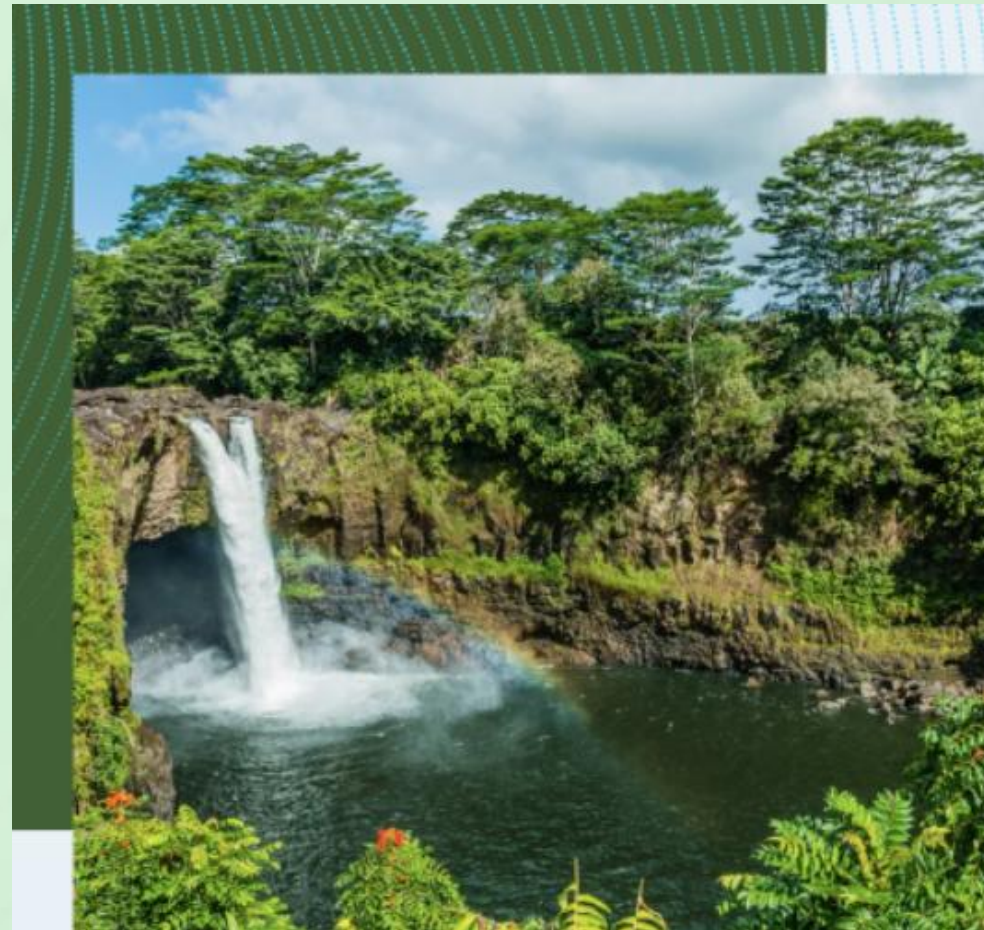
Contact information:

(808)521-1846

info@mentalhealthhawaii.org



Ending Stigma Workshops



ENDING STIGMA

Starts with a
Conversation

A COMMUNITY CONVERSATION
ON MENTAL HEALTH AND
ADDICTION, INCLUDING OPIOID
USE DISORDER.

Jana Ortiz-Misiaszek

Hawaii State Rural Health Association - CIT & Ending Stigma Workshop

Real Life Stories: Navigating a Mental Health Crisis



Family & Peer Panel



NAMI

National Alliance on Mental Illness

Hawaii



COMMUNITY EDUCATION WEBINAR

UNDERSTANDING LONG-ACTING INJECTABLES (LAIs)

SUPPORTING PEERS & FRIENDS AND FAMILY MEMBERS OF PEERS, WITHIN THE COMMUNITY

- ✓ What are LAIs?
- ✓ Advantages & Disadvantages
- ✓ Lived Experiences with LAI, from peers & family members
- ✓ Strengthening Families & Community Wellness



April 25



10 am - 12 pm (HST)



Virtual Webinar via Zoom

Why this Matters

LAIs ARE NOT FOR EVERYONE, BUT EVERYONE DESERVES TO KNOW THEY EXIST AND HAVE A CHOICE IN THEIR CARE.



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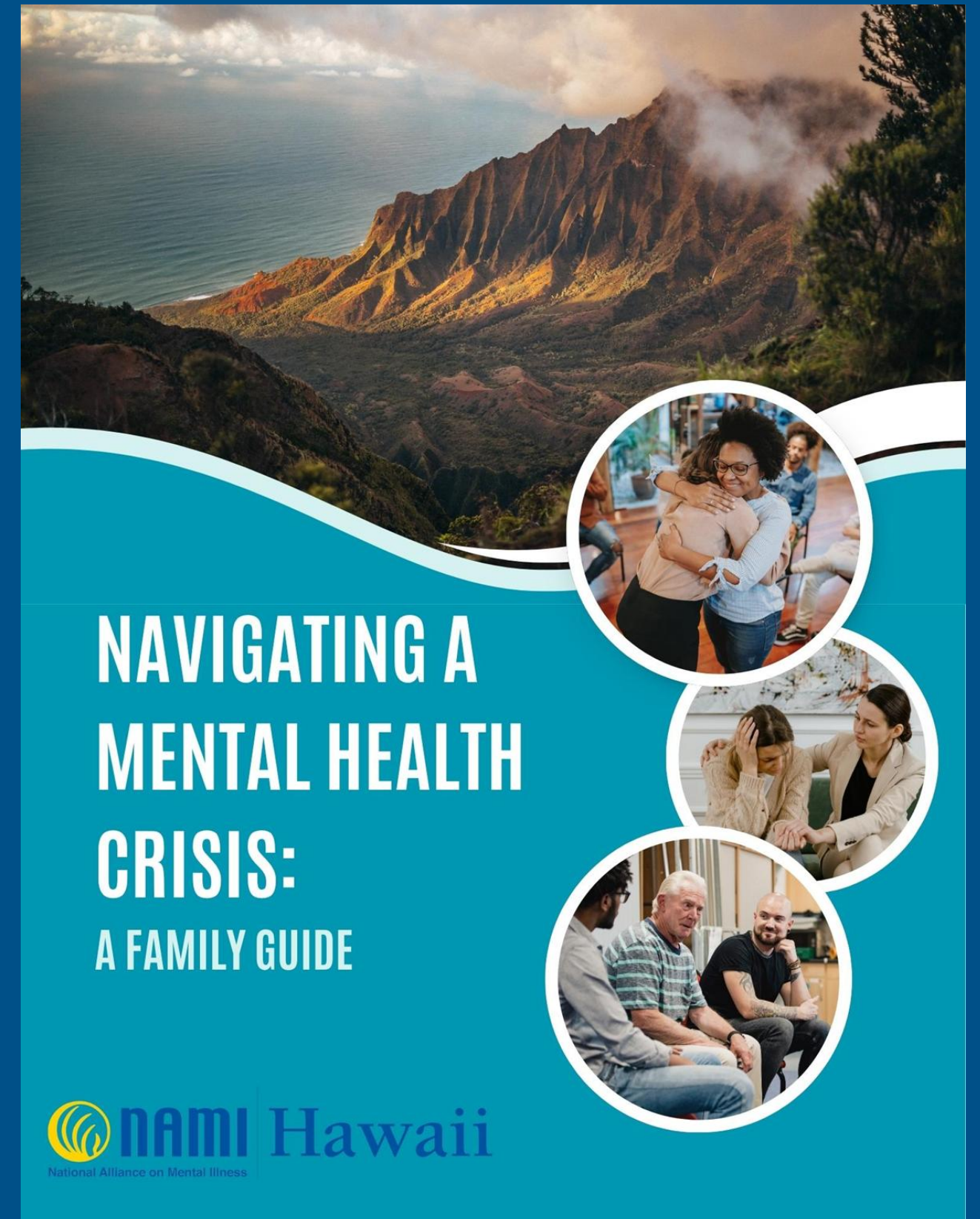
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Navigating a Mental Health Crisis

A Family Guide

Haley Pruett,
2026 CMHC Candidate at the
University of Kentucky

Tim Hansen, LCSW, MSW
Kumi Macdonald, NAMI Hawaii ED
Anisa Wiseman, NAMI Hawaii DD



Purpose

- **Provide clear, step-by-step guidance during a crisis**
- **Reduce confusion about who to call & when**
- **Explain available mental health & legal options**
- **Promote safety using the least restrictive approach**
- **Support families emotionally & practically**

Important Note

- **This guide is for education & support only**
- **It is NOT a substitute for medical or legal advice**
- **Situations, laws, and services may change**
- **Always consult professionals when needed**

What is a *Mental Health Crisis*?

Significant change in thinking, mood, or behavior

May affect:

- Safety
- Judgment
- Ability to function

Can be sudden or gradual

Examples:

- Suicidal thoughts
- Severe depression
- Psychosis
- Extreme anxiety or agitation

Warning Signs

- Talking about death, hopelessness, or feeling trapped
- Major mood or personality changes
- Withdrawal from others
- Changes in sleep, eating, or hygiene
- Paranoia or disorganized thinking
- Decline in work or daily functioning



Assessing Immediate Danger



Ask yourself: “Is there immediate danger right now?”

Immediate danger may include:

- Suicide attempt or clear plan
- Threats of harm to others
- Severe psychosis with unsafe behavior
- Access to weapons
- Inability to maintain basic safety

When to Call 911

Call 911 if immediate danger is present

- Clearly state: “This is a mental health crisis”
- Describe the immediate safety concern
- Request a CIT-trained officer
- Provide relevant details (weapons, behavior, location)



When to Call 988

Use 988 when:

- Situation is urgent but not immediately dangerous
- You need guidance or support

988 can help with:

- De-escalation
- Safety planning
- Decision-making
- Local referrals
- Possible mobile crisis response

The logo for the 988 Suicide & Crisis Lifeline. It features the number '988' in a large, bold, white font on a dark blue background. To the right of the number is a vertical line, followed by the text 'SUICIDE & CRISIS LIFELINE' in a smaller, white, sans-serif font. Below this, a white rectangular box contains the text '24/7 CALL, TEXT, CHAT' in a bold, black, sans-serif font.

988 | SUICIDE & CRISIS
LIFELINE
24/7 CALL, TEXT, CHAT

Early Intervention

If stable but declining, connect to care:

- Primary care provider
- Therapist or counselor
- Psychiatrist or APRN
- Community mental health centers
- Outpatient behavioral health clinics

Documentation



Track:

- Behavioral changes
- Dates and timeline
- Exact statements when possible
- Safety concerns
- Medication adherence
- Sleep, hygiene, functioning

When Crisis Becomes a Pattern

Repeated cycle:

- Crisis → Hospital →
Discharge → Refusal →
Crisis

Consider:

- Emergency admission
- Involuntary hospitalization
- ACT
- Guardianship

What to Say When Calling 988

Use calm, simple language:

- Describe behavior changes
- Share timeline
- Identify safety concerns

Ask:

- “What is the safest next step?”
- “Is mobile crisis available?”



What to say when calling 911

Be brief and direct:

- Location
- Behavior
- Immediate risk
- Presence of weapons
- Request CIT officer

Add:

- “They may be confused or scared”



What to say to your Loved One

Helpful:

- “I want to understand”
- “You’re not alone”
- “Let’s focus on today”

Avoid:

- Arguing about beliefs
- Lecturing
- Escalating conflict



Providers and Levels of Care

Possible providers:

- Psychiatrist / APRN
- Psychologist
- Therapist / counselor
- Social worker
- Primary care
- Crisis clinician

Key Point:

- Care is collaborative



LEGAL 
PATHWAY

- Emergency Admission (HRS §334-59)
- Involuntary Hospitalization (HRS §334-60.2)
- Assisted Community Treatment (ACT)
- Guardianship

Focus:

Safety + Least Restrictive Care

Assisted Community Treatment (ACT)

- Court-ordered outpatient treatment
- For repeated crisis patterns
- Requires:
 - Psychiatric evaluation (MH-10)
 - Treatment plan
 - Court approval

ACT is NOT immediate emergency intervention

Planning Ahead (AMHCD)

Advanced Mental Health Care Directive:

- Created when stable
- Documents treatment preferences
- Identifies trusted decision-maker
- Guides care during crisis



Takeaways & Support

- Start with safety
- Use 988 for guidance
- Use 911 for immediate danger
- Document patterns
- Seek least restrictive care
- Support for families matters






You are not alone. Help is available.



Family Caregiver HelpLine
Campaign Toolkit



Support for the Caregivers

-  Call [1-800-950-NAMI](tel:1-800-950-NAMI) (6264), press "4"
-  Text 'Family' to 62640
-  Email helpline@nami.org

**Available soon on
NAMI Hawaii's website**



www.namihawaii.org

Mahalo!

988 Telecommunication Surcharge

- **What is a telecommunication surcharge?**
- **How does collecting a surcharge work?**
- **What could the impact be for 988 and our crisis continuum of care in Hawaii?**
- **How can you get involved and help?**

911 Telecommunication Surcharge

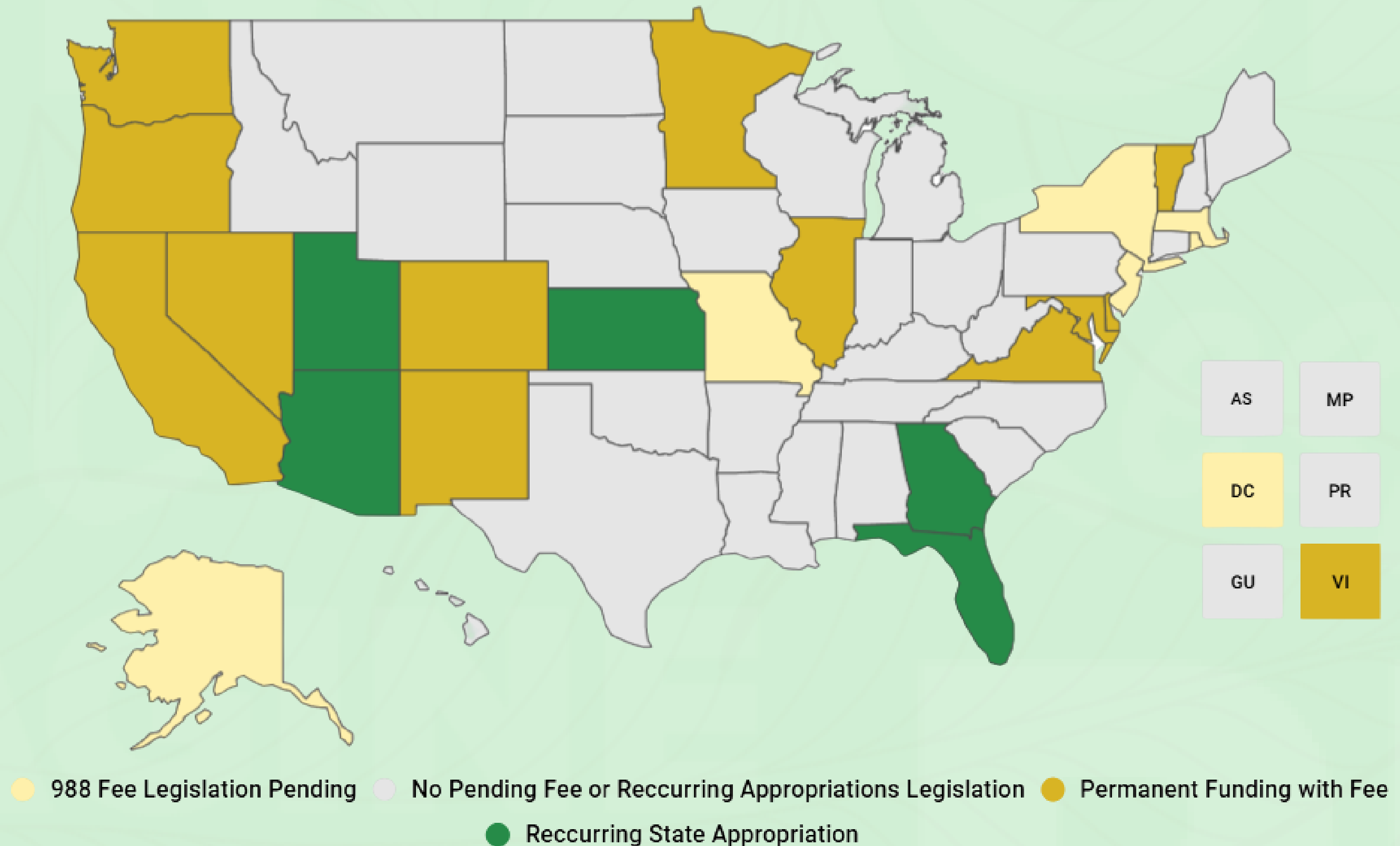
- All States collect a 911 Telecommunication Surcharge
- Hawaii collects 60 cents for each phoneline
- Generates approximately \$12 million annually to support 911 operations

How it works

- Telephone companies simply add the surcharge to your monthly bill
- Funds are transferred to the state and deposited into a Trust Fund
- An Independent Board makes decisions regarding funding based on state statute

We anticipate that the handling of a 988 surcharge would work the same!

12 States have already implemented this surcharge



Potential Impact for Hawaii Residents

A proposed 98.8 cent monthly surcharge could generate \$18 million annually to support our crisis continuum of services

- **988 Crisis Line**
- **Expanded Crisis Response Team Models**
- **Behavioral Health Crisis Centers in ALL of our communities**

Guaranteeing there will always be ~

A proposed 98.8 cent monthly surcharge could generate \$18 million annually to support our crisis continuum of services

- ▶ Someone to Contact
- ▶ Someone to Respond
- ▶ A Safe Place to Go for Help
- ▶ Ongoing Support



**We will need
your help,
your guidance,
and your support!**

NAMI Affiliate Updates



National Alliance on Mental Illness

nami | **Kauai**

Karin Medigovich



National Alliance on Mental Illness

nami | **Oahu**

Dominique Mundt



National Alliance on Mental Illness

nami | **Maui**

Amber Drake



National Alliance on Mental Illness

nami | **Big Island**

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