



**AMHD**  
ADULT MENTAL HEALTH DIVISION



**HAWAI'I  
CARES 988**

# The National Model: Tailored to Hawai'i

**Someone to talk to:** Hawai'i Cares/988 (**HI CARES**)

**Someone to respond:** Crisis Mobile Outreach (**CMO**)

**Safe places to go:**

Licensed Crisis Residential Shelters (**LCRS**)

Stabilization Beds (**SICM**)



KA 'OIHANA OLAKINO

***“Someone to talk to”***

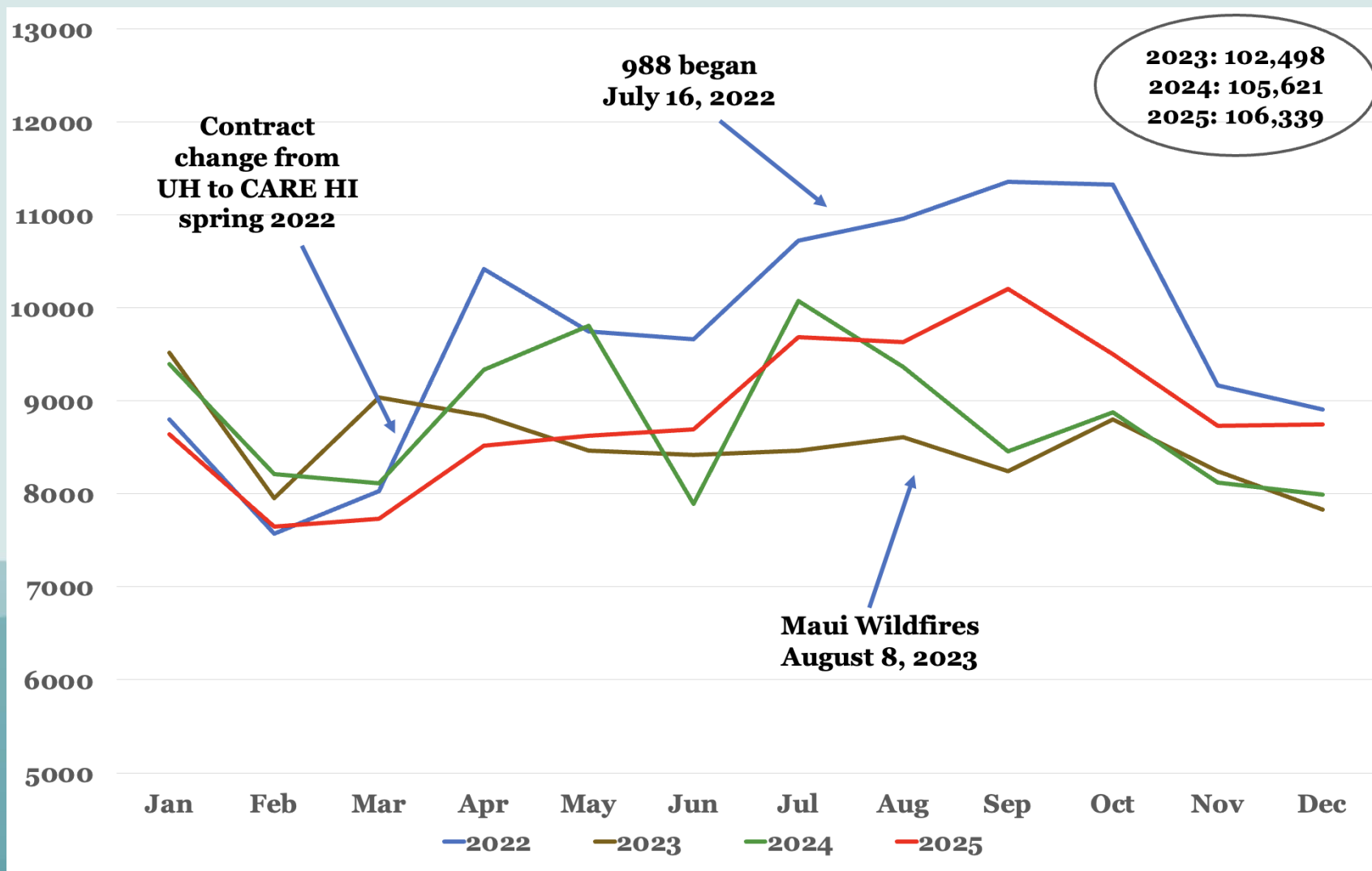
**Hawai‘i CARES/988 (HI CARES)**



KA 'OIHANA OLAKINO

# “Someone to talk to”

## Monthly Inbound Volume: 2022 – 2025





# Hawai'i CARES/988

## CY 2025 Overview

Someone to talk to.....



### Contact Sources:

70.9% Local Lines

25.8% 988 calls, texts, chats

0.9% 911

92.4%

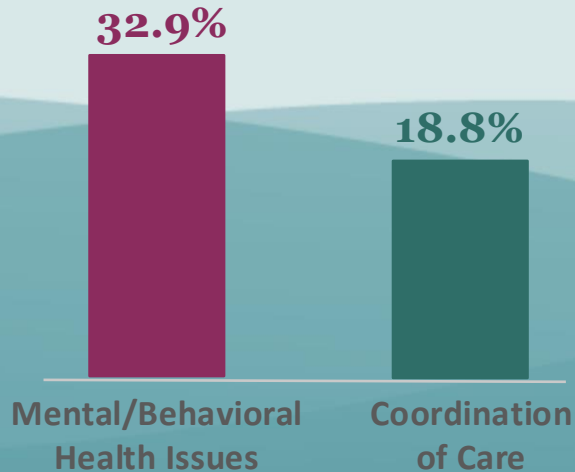
Adults\*

7.6%

Youth (under 18)\*

\* For the 36.6% that self-reported their age

### Top Reasons for Contacts:



In 2025, Hawaii's crisis system responded to...



5,630

Crisis Texts



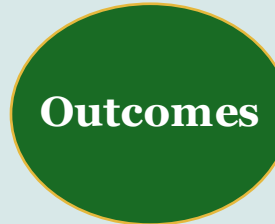
97,503

Phone Calls



3,209

Crisis Chats



Outcomes

Phone Calls Resolved by Crisis Counselor

84.0%

Texts Resolved by Crisis Counselor

94.9%

Chats Resolved by Crisis Counselor

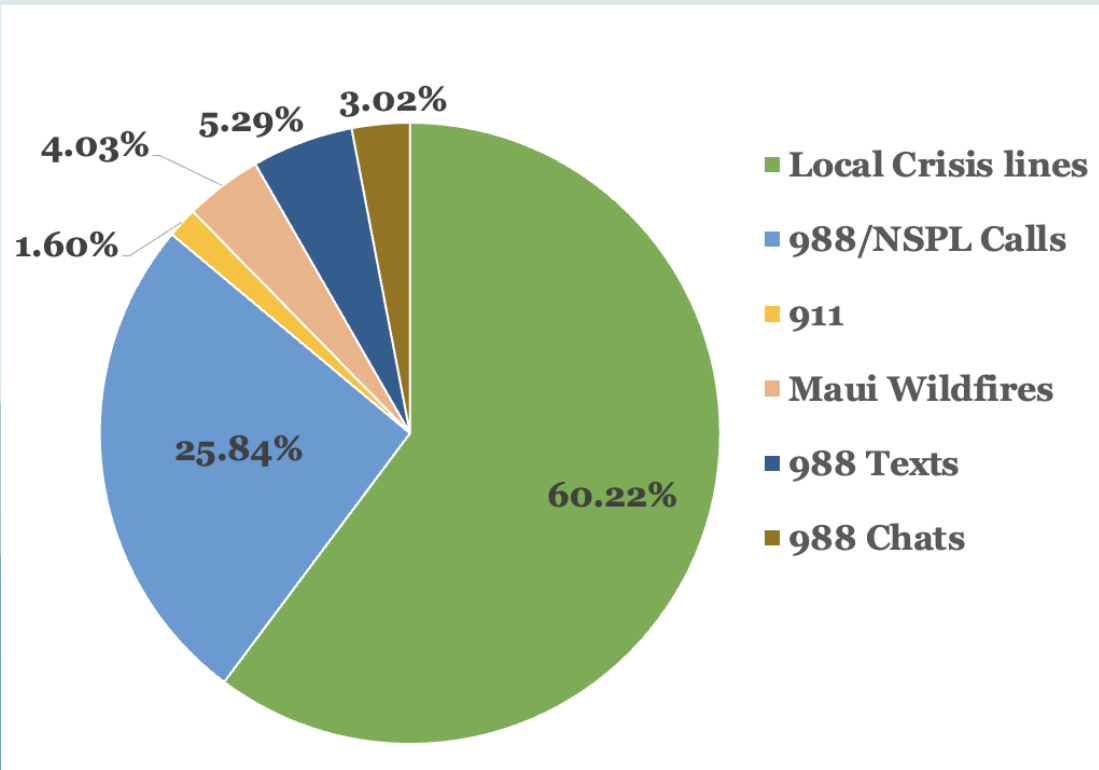
92.4%

# “Someone to talk to”

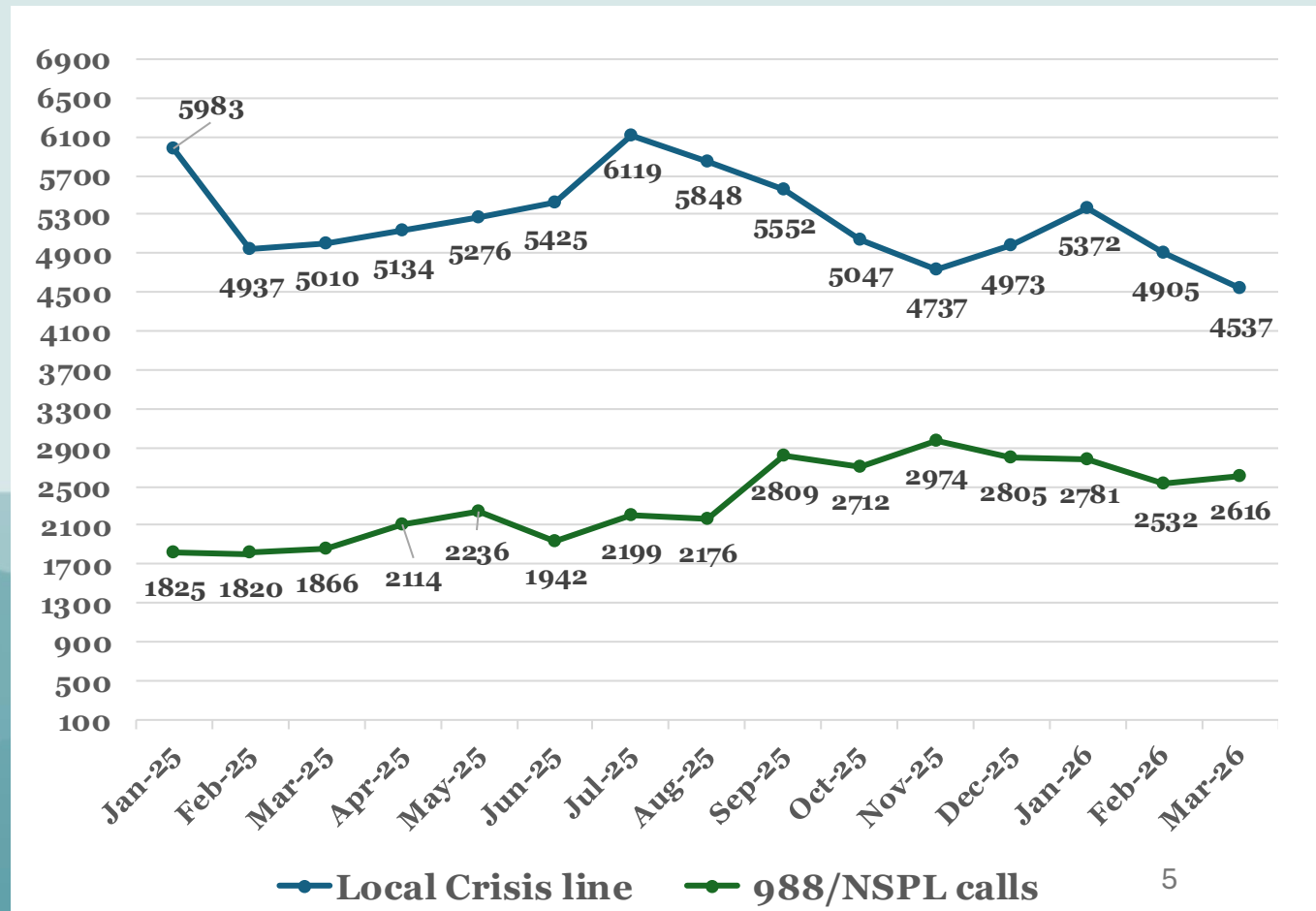
## Month-to-month dynamics

### JANUARY 2025 – MARCH 2026

Volume of inbound calls by line



Trend of inbound calls: 988 vs Local lines



# “Someone to talk to”

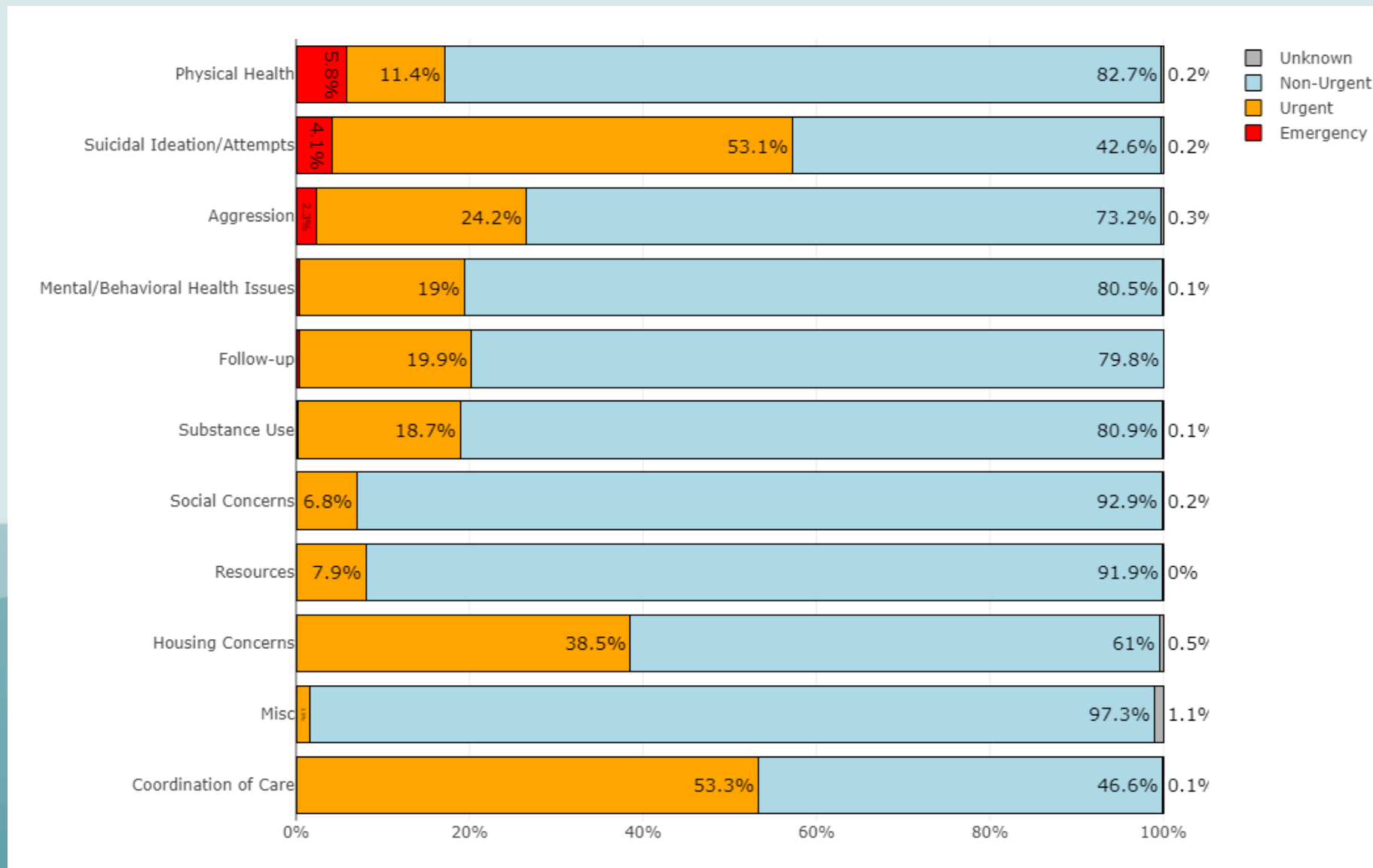
## Top Presenting Concerns in 2025

Primary Presenting Concern	Percent
Mental and/or Behavioral Health Issues	32.87%
Coordination of Care	18.80%
<u>Misc</u> : Wrong Number, Unknown, etc.	17.11%
Social Concerns	8.21%
Suicide Ideation/Attempts	7.22%
Resources	7.18%
Substance Use	3.62%
Housing Concerns	1.86%
Follow-up	1.78%
Abuse/Domestic Violence	0.79%
Physical Health	0.58%



# “Someone to talk to”

## 2025 Presenting Concerns by Triage Level



***“Someone to respond”***

**Crisis Mobile Outreach (CMO)**





# “Someone to respond”

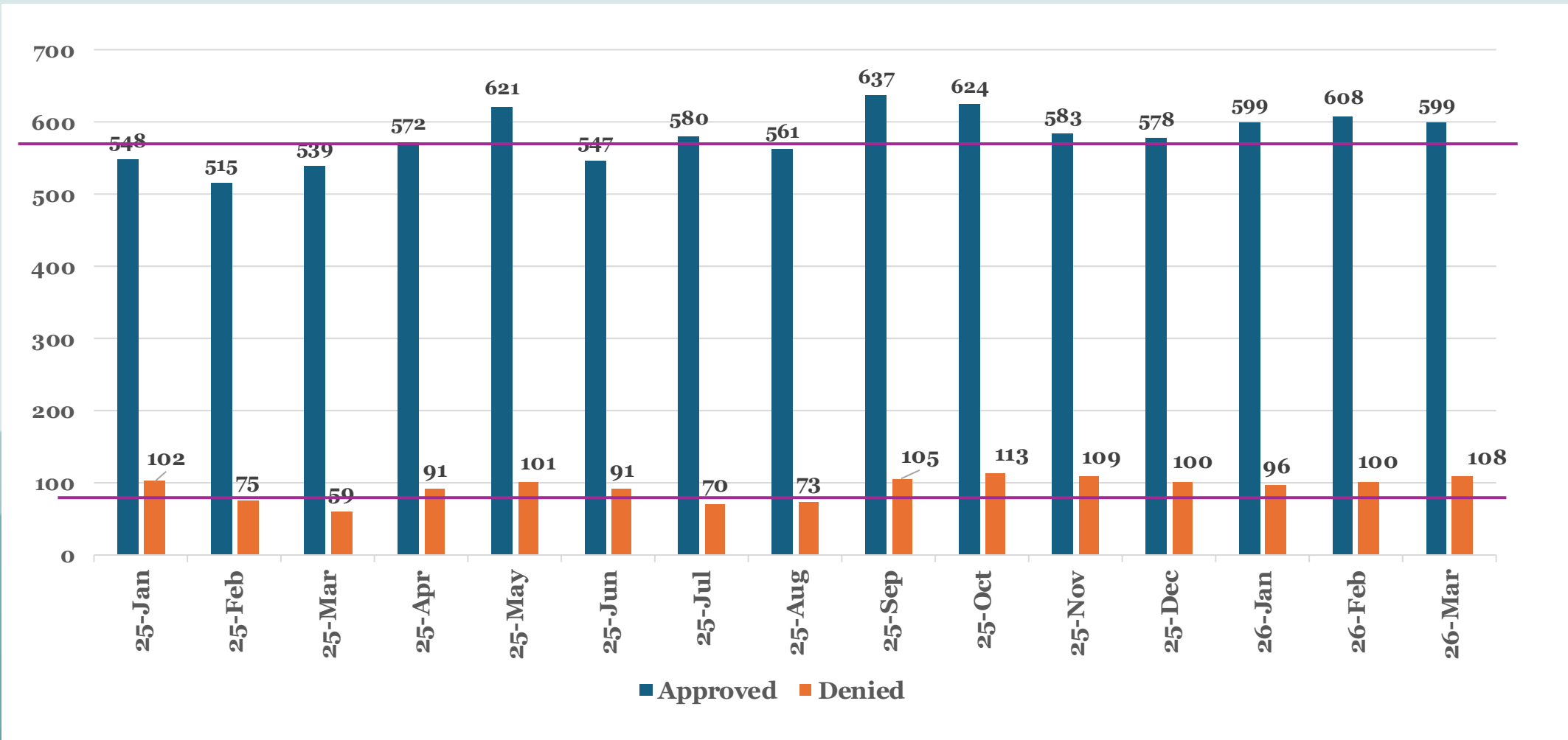
## CMO Dispatches

JANUARY 2025 – MARCH 2026

Total Approved  
8711

Average Monthly Approved  
580.8

Average Monthly Denied  
93.1

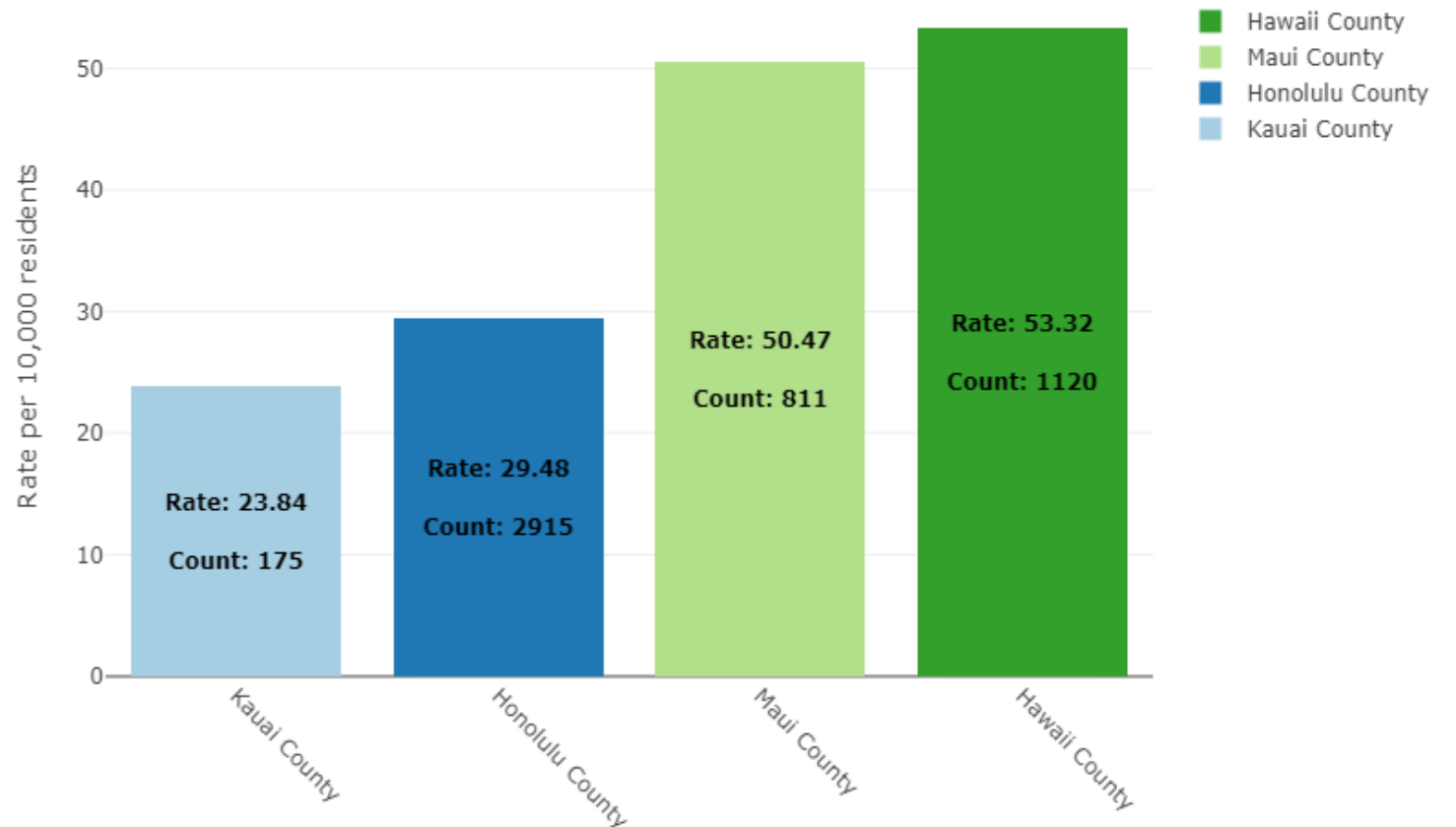
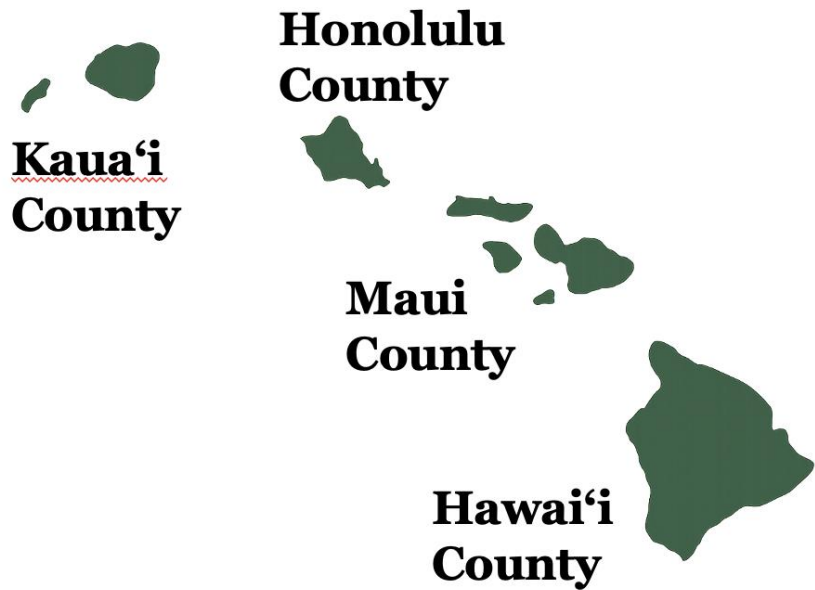


Approximately **10.97%** of approved CMO visits were for High Utilizers ( $\geq 4$  visits) during the 15-month period.

# *“Someone to respond”*

## Rate of CMO Clients per 10,000 County Residents

JANUARY 2025 – MARCH 2026



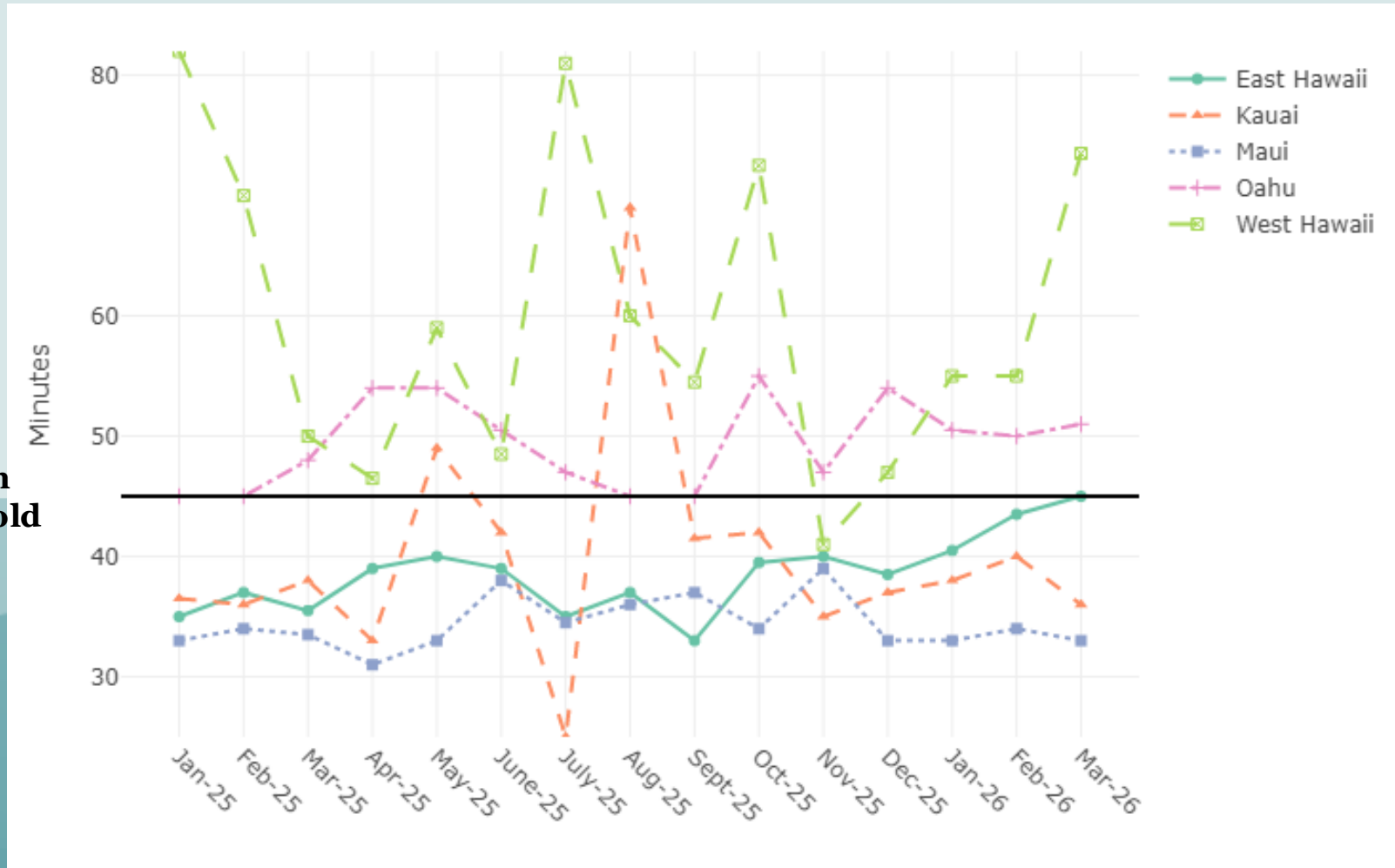
# “Someone to respond”

## Median CMO Response Times



JANUARY 2025 – MARCH 2026

\*45 min threshold



Provider Island	Median
East Hawai'i	39
Kaua'i	38
Maui	34
O'ahu	48
West Hawai'i	60



# “Someone to respond”

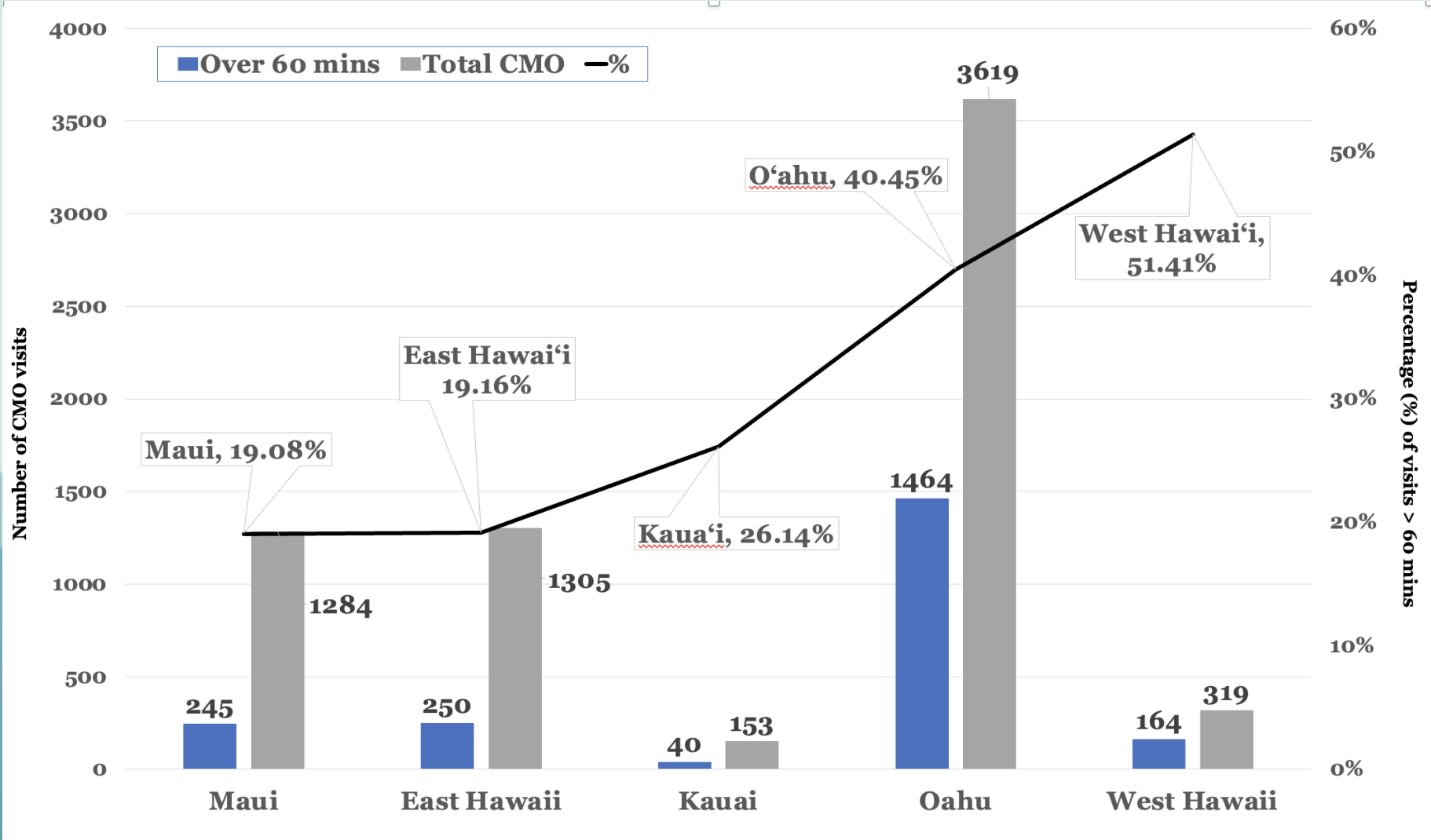
## 2025 % CMO dispatches that met 45 min threshold

Island Regions	Total CMOs	% 45 mins or less
<b>O'ahu</b>		
North Shore <u>O'ahu</u>	52	36.54%
Windward <u>O'ahu</u>	421	41.81%
Leeward <u>O'ahu</u>	622	45.82%
Honolulu South Shore	1897	50.55%
Central <u>O'ahu</u>	473	51.37%
<b>Maui</b>		
East Maui/Hana	19	36.84%
West Maui	523	67.69%
Central Maui	169	69.82%
Upcountry Maui	343	70.85%
South Maui/Kihei	174	73.56%

Island Regions	Total CMOs	% 45 mins or less
<b>East Hawai'i</b>		
Hamakua, East Hawai'i	24	70.83%
Puna, East Hawai'i	488	73.57%
Hilo, East Hawai'i	799	74.72%
<b>West Hawai'i</b>		
Kohala, West Hawai'i	69	34.78%
Kau, West Hawai'i	33	45.45%
Kona, West Hawai'i	291	54.30%
<b>Kaua'i</b>		
<u>Kaua'i</u>	189	59.26%
<b>Lanai</b>		
Lanai	5	60.00%
<b>Moloka'i</b>		
<u>Moloka'i</u>	24	62.50%

# “Someone to respond” 2025 CMO service gaps by island

*CMO > 60 min as a proxy for gaps in service*

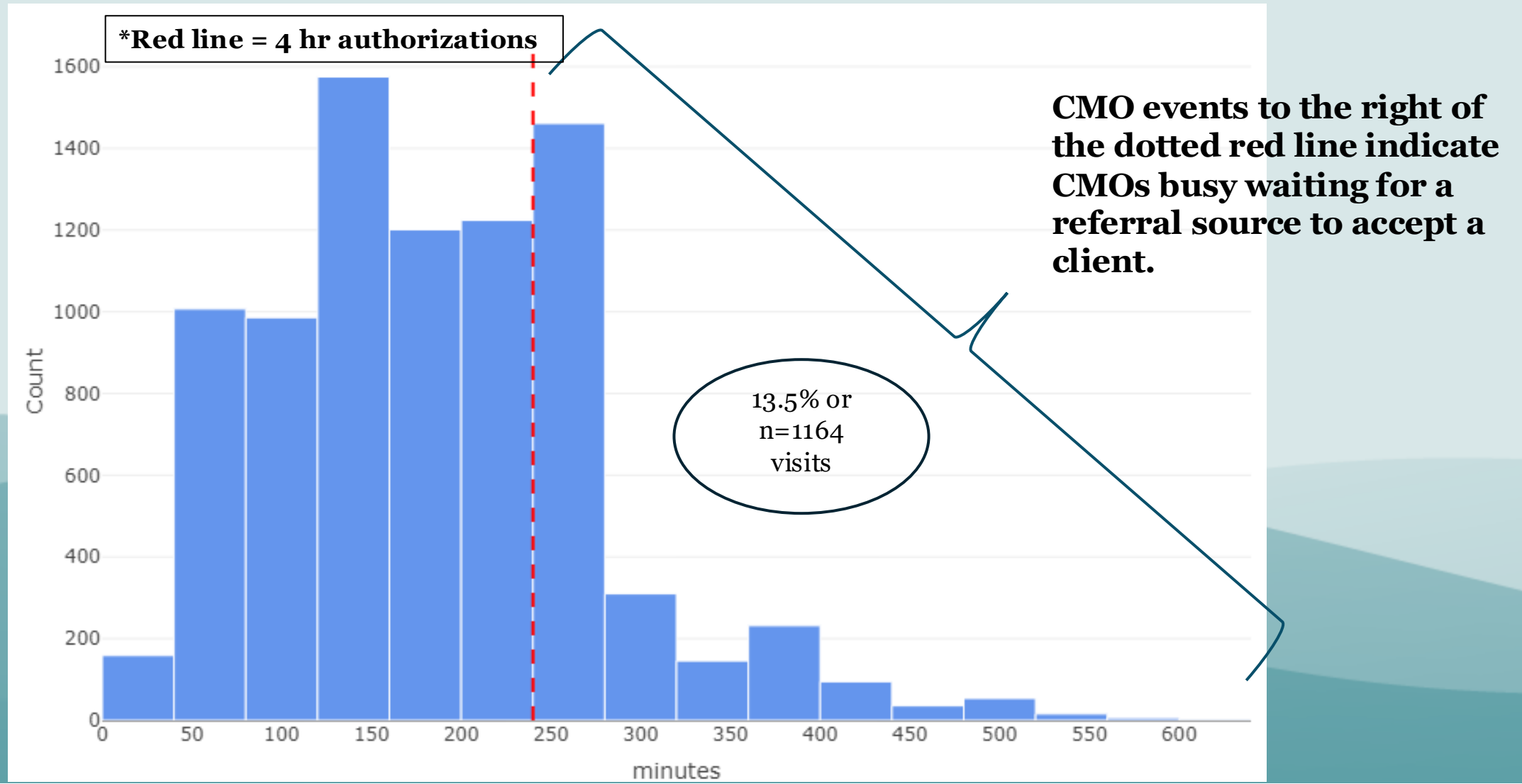


# *“Someone to respond”*



## Distribution of CMO on scene (with client)

JANUARY 2025 – MARCH 2026

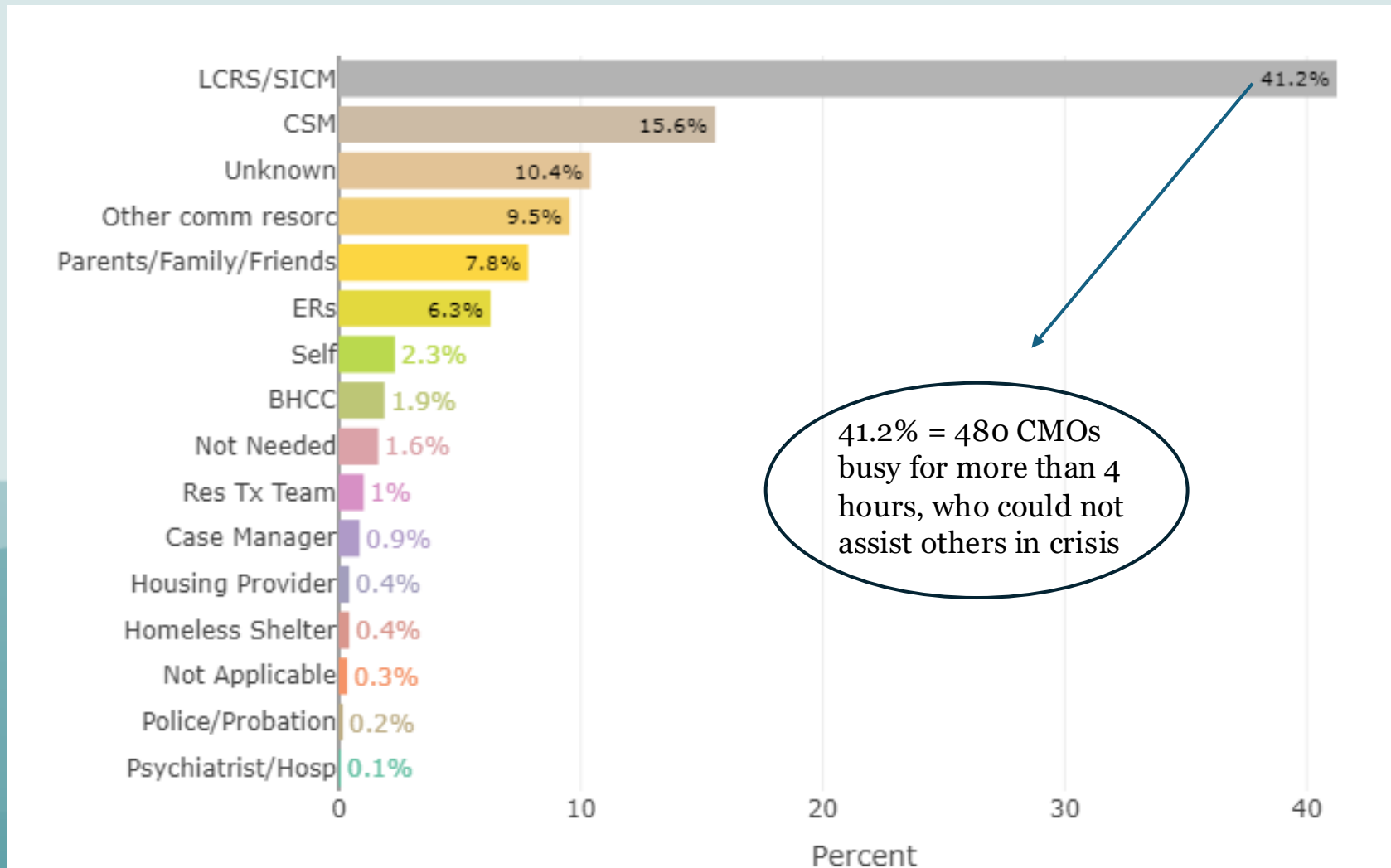




# *“Someone to respond”*

## CMO > 4 hours: where were they referred?

JANUARY 2025 – MARCH 2026

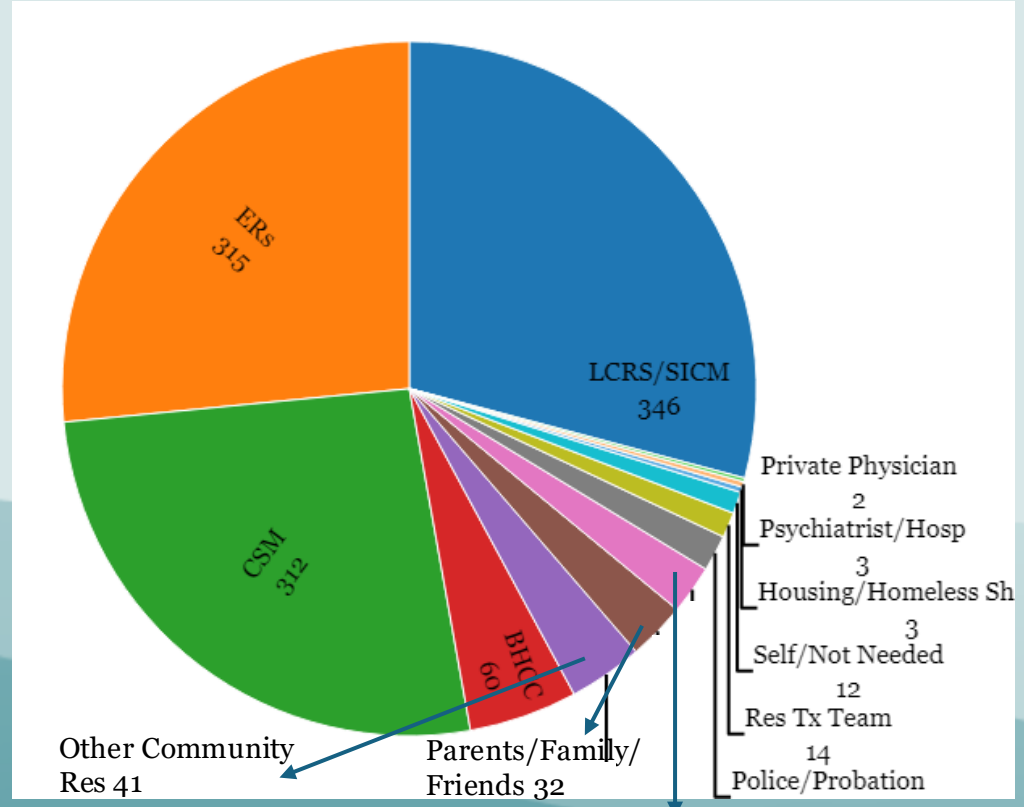
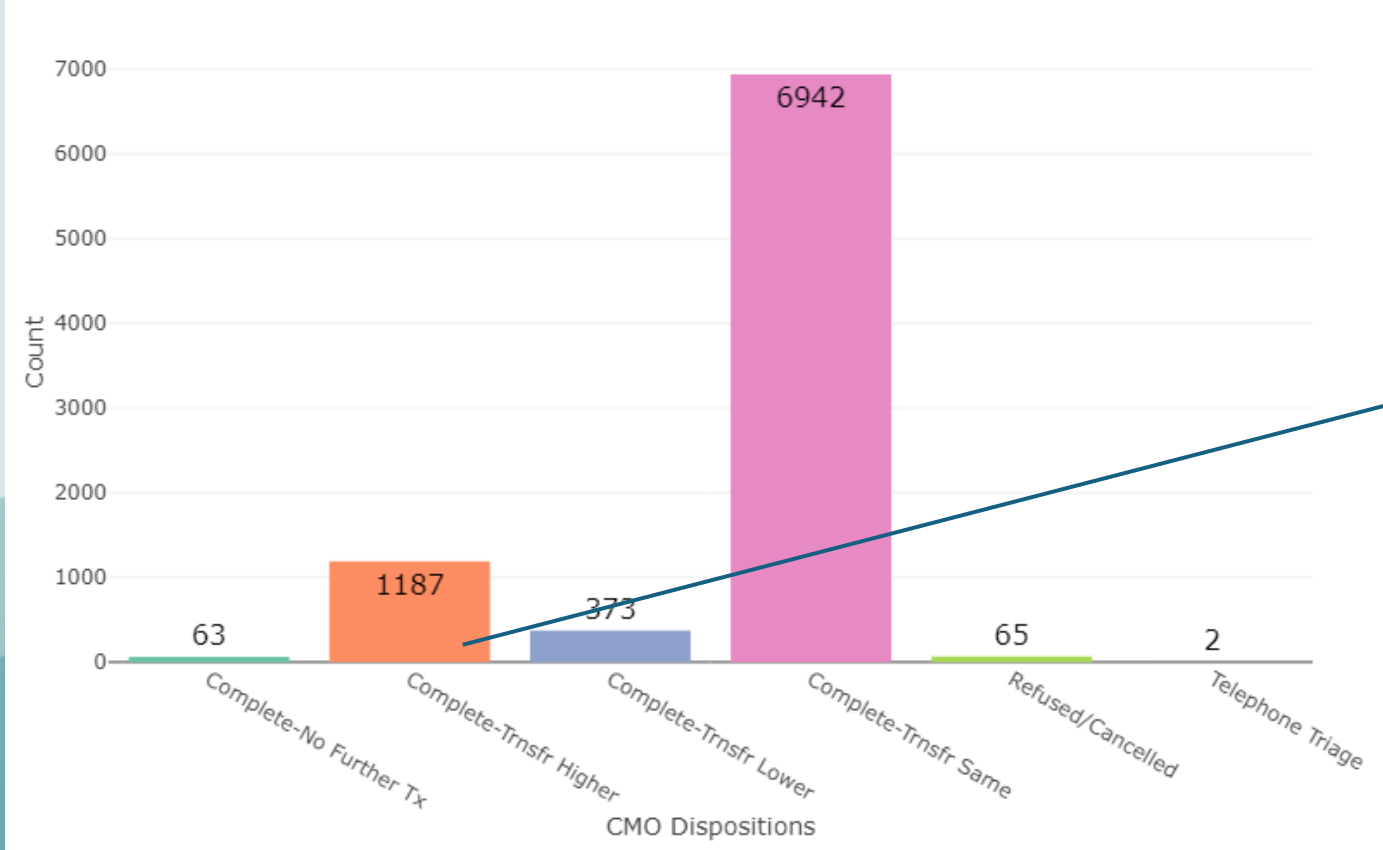




# “Someone to respond”: CMO Dispositions

JANUARY 2025 – MARCH 2026

If Disposition was “Completed – Transferred Higher”, where was the CMO client referred to next?



# ***"Someone to respond"***

## **Expanded Crisis Support (ECS) for Youth**

- **Pilot program in 2025**
  - Hawai'i & O'ahu islands
  - 152 clients served
- **Statewide rollout 2026**

**ECS is a low-barrier, post-crisis service that provides up to 8 weeks of therapy & case management to youth & families.**

**Clients typically begin services within 2 business days of referral and are connected with longer-term resources.**

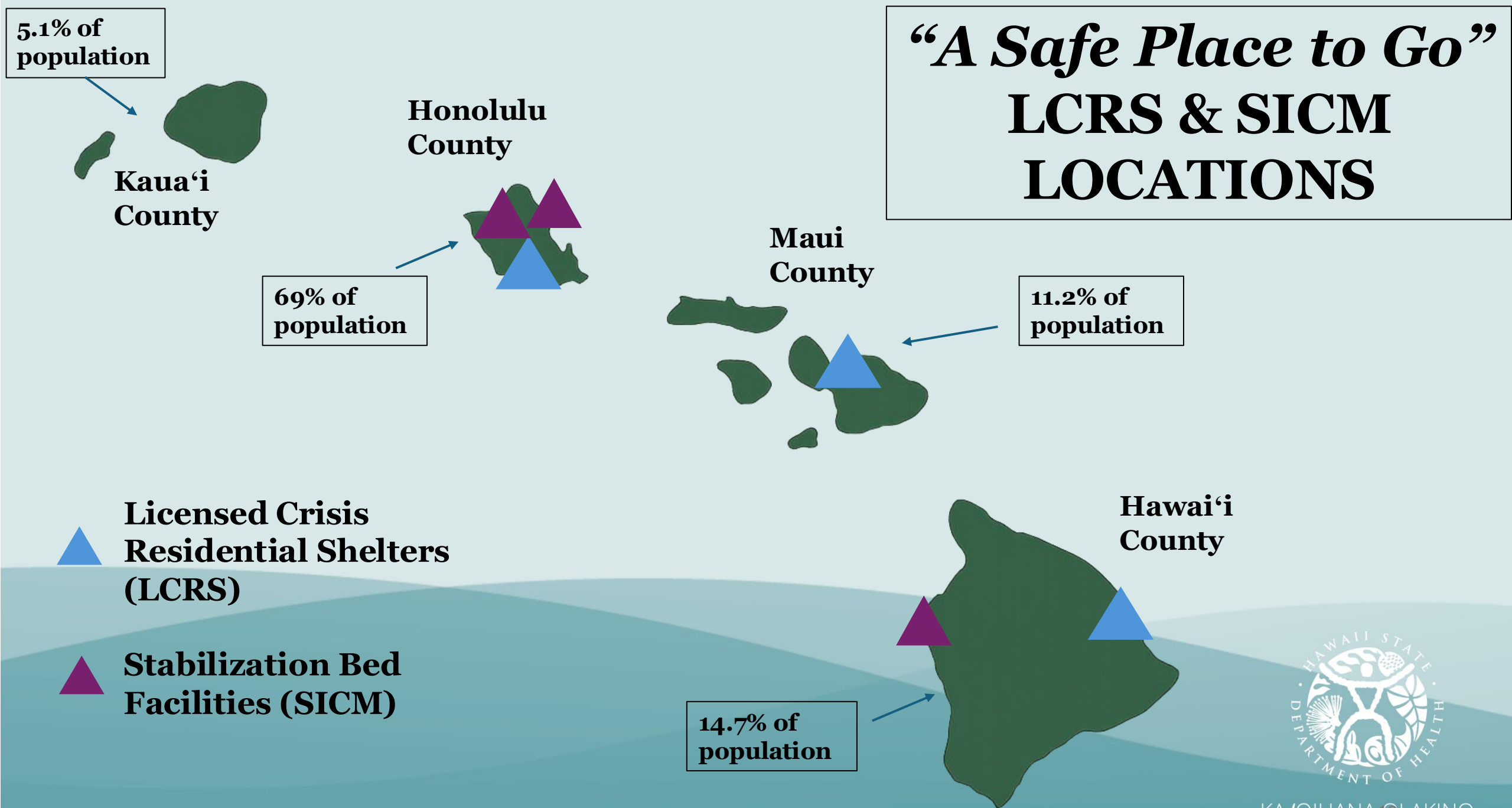
***“A Safe Place to Go”***

**Licensed Crisis Residential Shelters (LCRS)**

**Stabilization Beds (SICM)**



# *“A Safe Place to Go”* LCRS & SICM LOCATIONS



5.1% of population

Kaua'i County

Honolulu County

69% of population

Maui County

11.2% of population

Hawai'i County

14.7% of population

▲ Licensed Crisis Residential Shelters (LCRS)

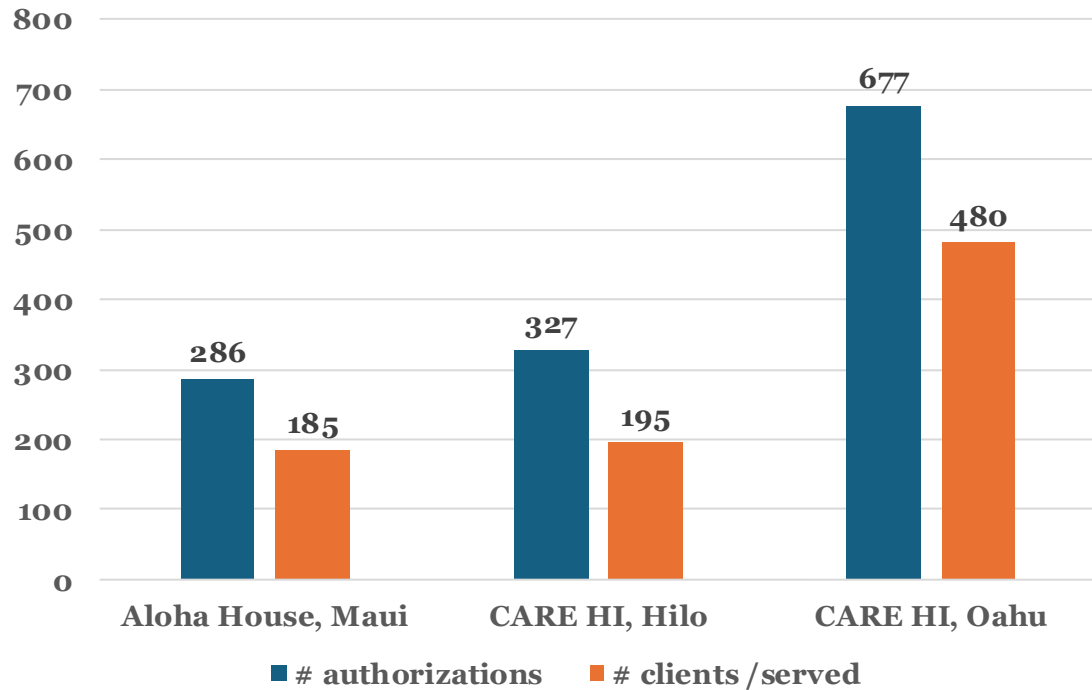
▲ Stabilization Bed Facilities (SICM)



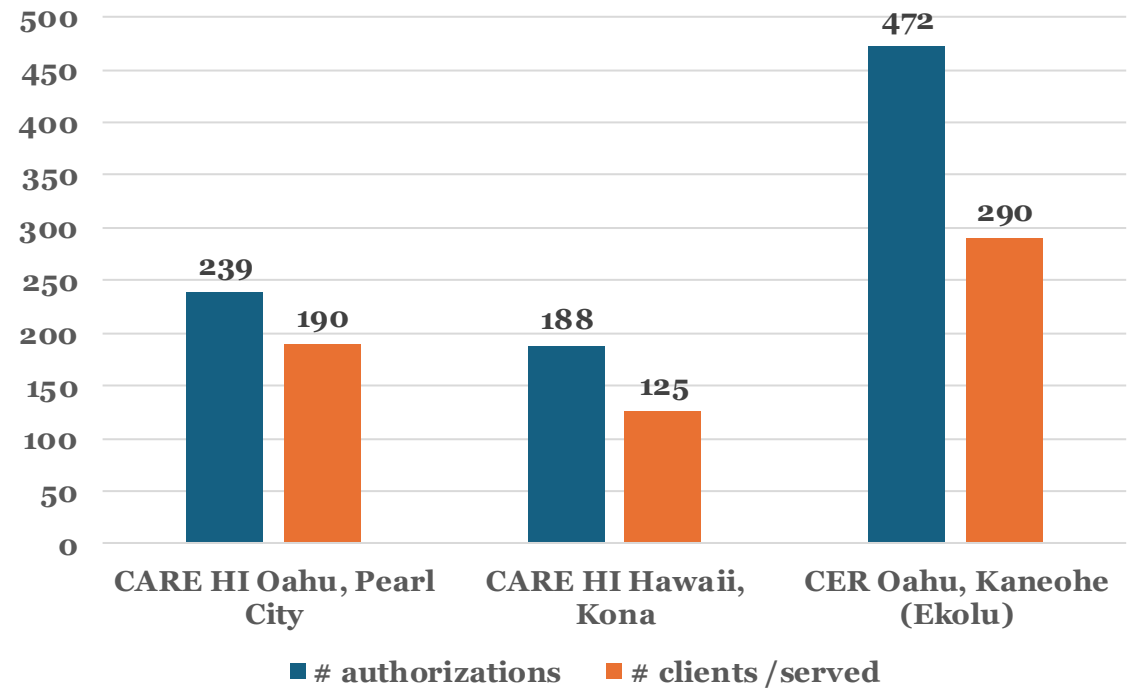
# “A Safe Place to Go” LCRS & SICM Authorizations

JANUARY 2025 – MARCH 2026

### LCRS Authorizations



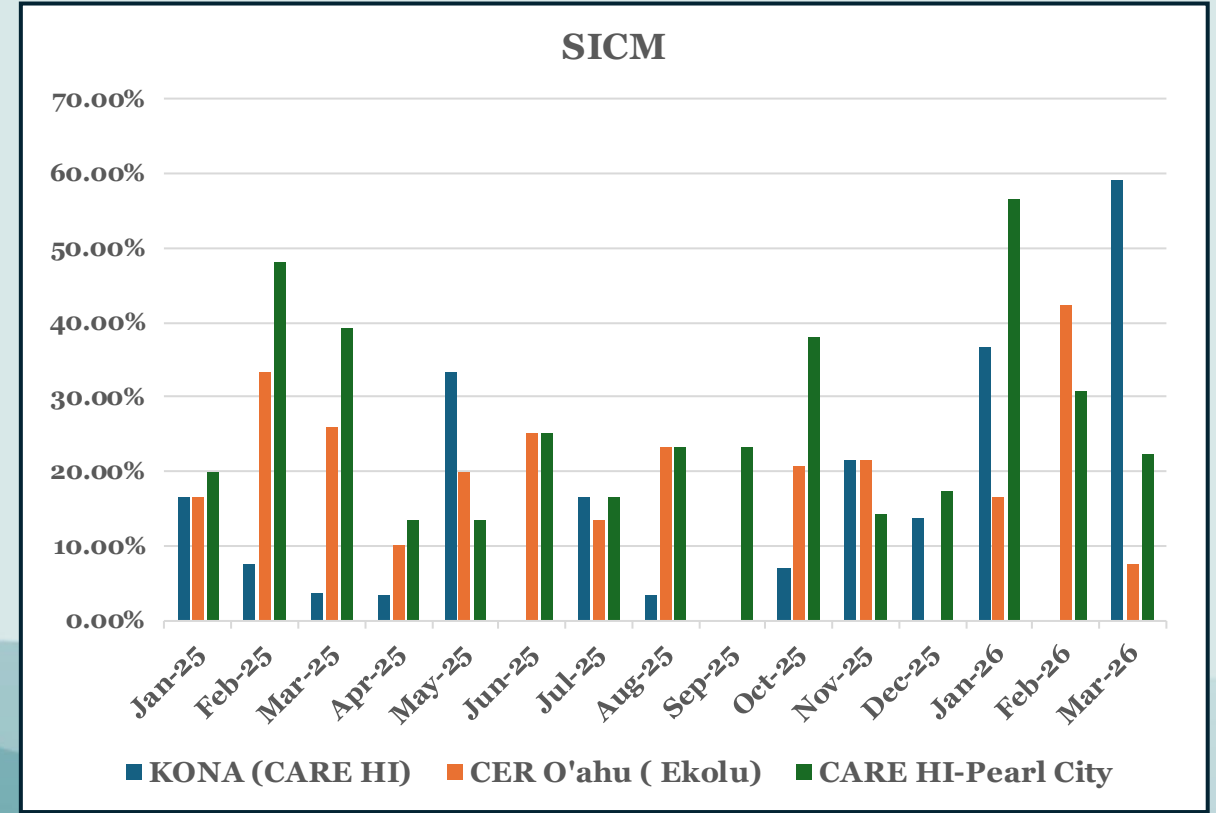
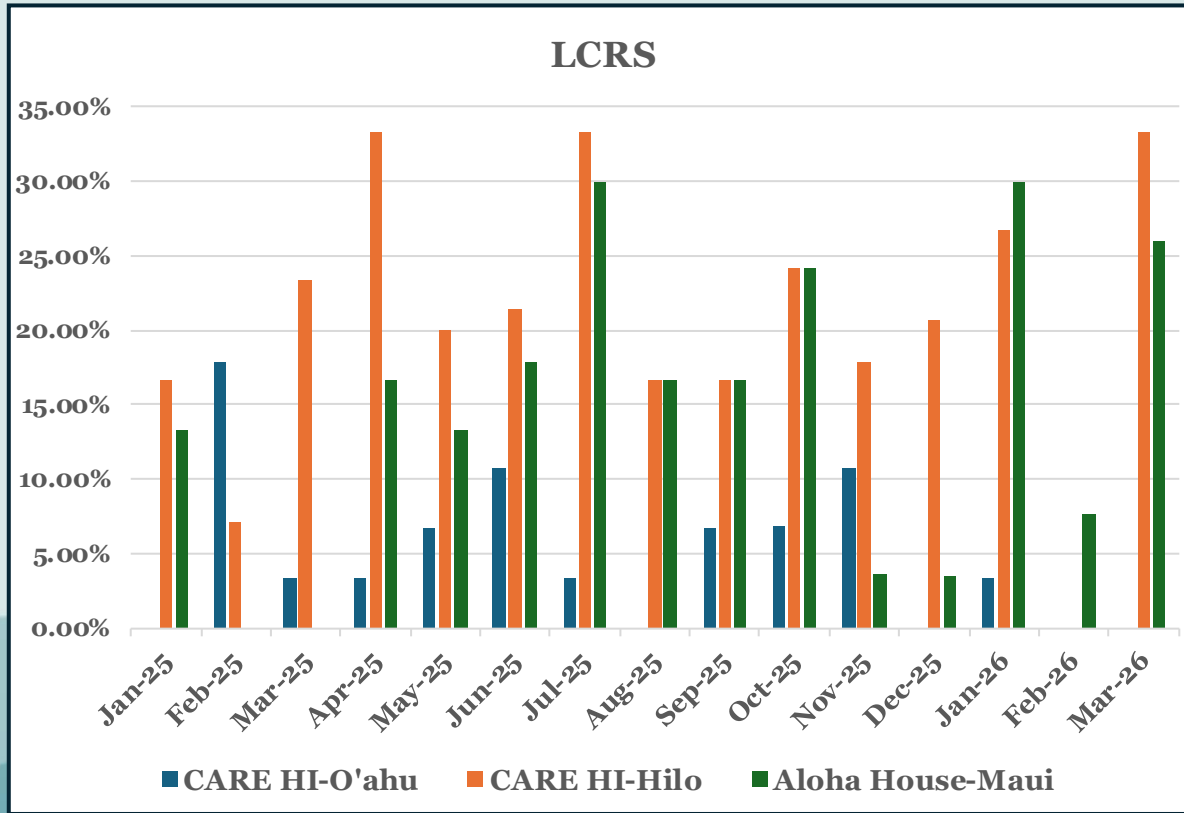
### SICM Authorizations



# “A Safe Place to Go”

## Percentage full capacity

### JANUARY 2025 – MARCH 2026



LCRS 15 months	CARE HI-O'ahu	CARE HI-Hilo	Aloha House-Maui
Average	4.86%	20.75%	14.62%

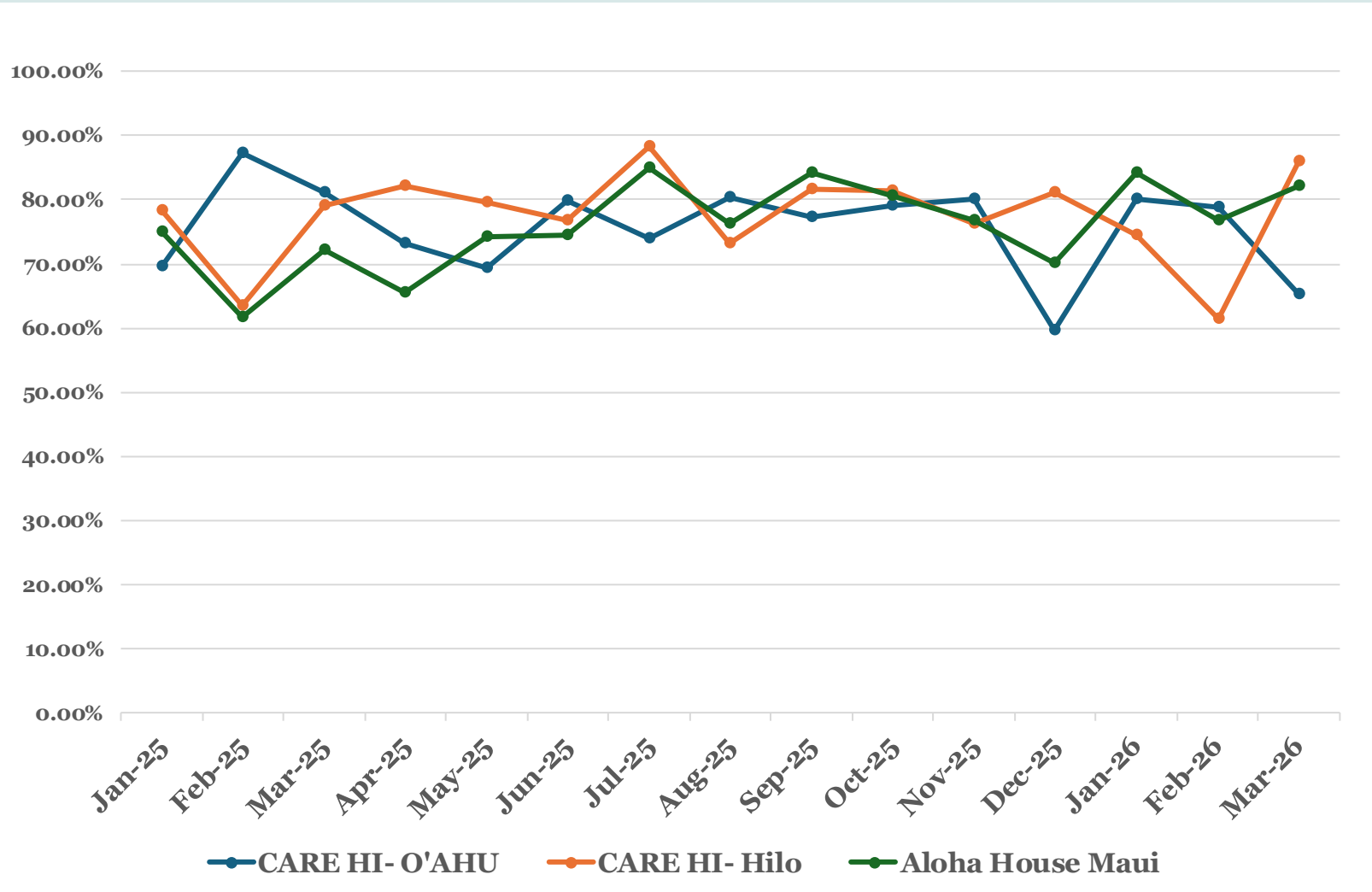
SICM 15 months	KONA (CARE HI)	CER O'ahu (Ekolu)	CARE HI-Pearl City
Average	14.83%	18.41%	26.77%



# “A Safe Place to Go”

## LCRS: Average monthly occupancy rate

JANUARY 2025 – MARCH 2026



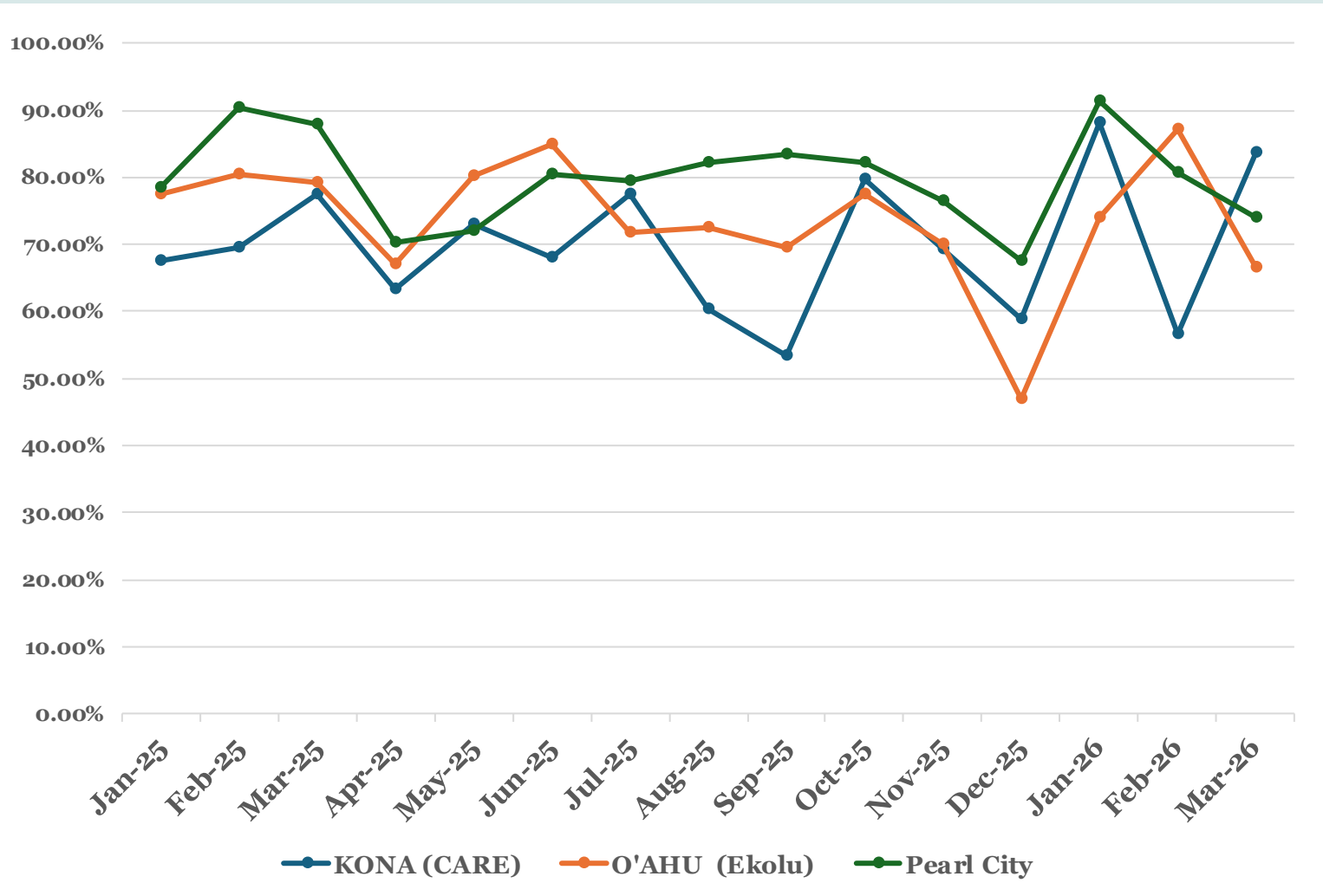
LCRS Facility	Range	Average	Median
CARE HI- O'AHU	59.8% - 87.3%	75.69%	78.73%
CARE HI- Hilo	61.5% - 88.3%	77.58%	79.17%
Aloha House Maui	61.6% -85.0%	75.94%	76.25%



# “A Safe Place to Go”

## SICM: Average monthly occupancy rate

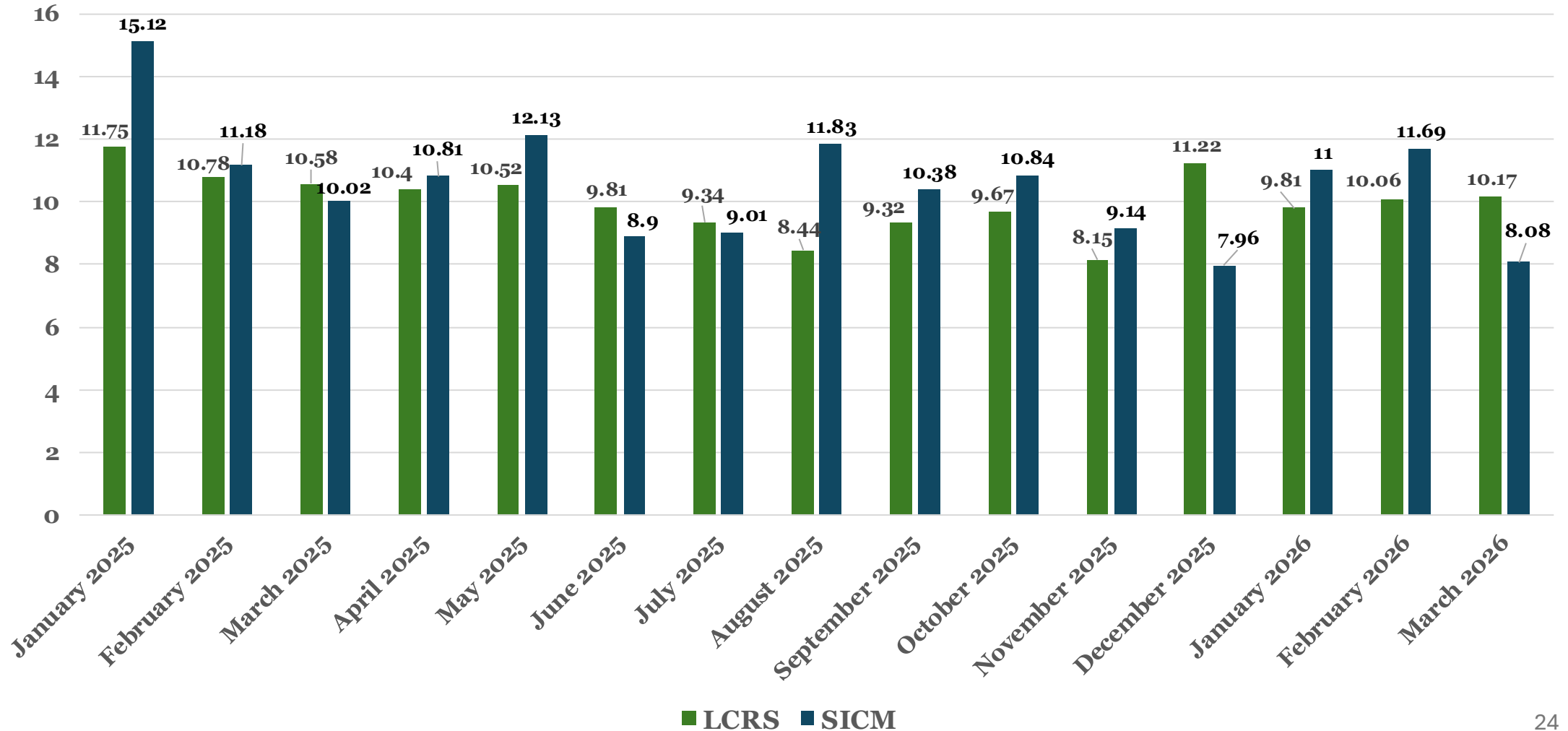
JANUARY 2025 – MARCH 2026



SICM Facility	Range	Average	Median
<b>KONA (CARE)</b>	56.7% - 88.0%	69.77%	69.39%
<b>O'AHU (Ekolu)</b>	46.9% - 87.1%	73.71%	73.95%
<b>Pearl City</b>	67.5% - 90.5%	79.85%	80.53%



# LCRS & SICM: Monthly Average length of stay (days) JANUARY 2025 – MARCH 2026



# **Mahalo**

## **Any Questions?**

**Belinda Danielson**  
**Community Programs**  
**Supervisor**

- **DOH AMHD, PIER Branch**
- **[Belinda.Danielson@doh.Hawaii.gov](mailto:Belinda.Danielson@doh.Hawaii.gov)**
  - **808-453-6924**



# Improving Information Systems and Data Infrastructure at the Adult Mental Health Division

Tiana Fontanilla

Adult Mental Health Division  
Hawaii State Department of Health

Hawaii State Council on Mental Health  
June 9, 2026



KA 'OIHANA OLAKINO

# Avatar NX Implementation

## Project Launch



### Objectives

- Conduct official Project Launch meeting
- Reintroduce Netsmart Solution Architects & Project Teams
- Review data collection progress to date & outstanding items
- Conduct workflow assessments
- Identify improvement opportunities
- myAvatar NX Demonstration

### Preparation

#### AMHD:

- Participate in pre-Launch data collection sessions
- Assist with preparation of the Project Launch Agenda
- Secure facilities & equipment

#### Netsmart:

- Prepare Project Launch Presentation
- Review completed data collection questions
- Prepare for workflow assessments & demonstration

### Event Deliverables

#### AMHD:

- Data collection assignments
- Change Management Plan
- Data conversion file extract layouts

#### Netsmart:

- Begin build & unit testing
- Initial Design Review
- Workflow Assessments
- myAvatar NX Demonstration

# Avatar NX Implementation – updates

- Avatar NX goes live – January 2025
- Clinic site visits (in-person and virtual)
  - Discovery, staff feedback, refresher trainings, hands-on technical assistance
- Electronic prescribing of controlled substances
- Prescription Drug Monitoring Program integration
- Electronic routing, review, and sign off for treatment plans
- Tracking “to-do” or pending items, e.g., draft or unsigned documents
- Certified Community Behavioral Health Clinic (CCBHC) Quality Reporting Measures
- Standardized screening and assessment tools
  - PHQ-9, GAD-7, AIMS Scale



# Avatar NX Implementation – in progress

- Diagnostic Laboratory Services, Hawaii Immunization Registry integrations in progress
- Streamline billing and service authorization processes within NX
  - 835 & 837 for contracted providers
  - Approvals and denials
- Automatic review of claims prior to submission



KA 'OIHANA OLAKINO

# Avatar NX Implementation – “End goals”

- Discontinue paper charts.
- Workflow efficiency.
- Electronic prescribing.
- Coordination with laboratory services (DLS).
- Increased collaboration with external providers.
- Improvement in:
  - billing and reimbursement processes
  - utilization management
  - performance & quality improvement
  - evaluation and research
  - data collection, monitoring and reporting across the state.

- ▶ **What data fields are collected?**
- ▶ **How are data collected?**
- ▶ **How are data entered into NX?**
- ▶ **Can we consolidate or reduce data collection?**



# Avatar NX Implementation – Ongoing Training

<b>System Essentials</b> Core setup and navigation basics for all users <b>Navigation &amp; Home</b> <ul style="list-style-type: none"><li>Guide Getting Started with myAvatar</li><li>eLearning Intro to myAvatar Navigation for New Hires</li><li>Guide myAvatar Reviewing Documentation</li><li>Guide Customize your Homeview</li><li>eLearning Introduction to myAvatar Day View</li><li>eLearning Introduction to myAvatar Client Dashboard</li></ul> <b>Preferences &amp; Alerts</b> <ul style="list-style-type: none"><li>Guide Configure alerts in myAvatar NX</li></ul> <b>Mobile Devices</b> <ul style="list-style-type: none"><li>Guide Use NX on Smartphones</li></ul> <b>Quick tips</b> <ul style="list-style-type: none"><li>Video Smart search in myAvatar NX</li><li>Video Create a Favorite</li><li>Video Access a Form in myAvatar</li><li>Video About the NX Control Panel</li></ul> <b>Billing &amp; Finance</b>	<b>Scheduling, Front Desk, &amp; Admissions</b> For administrative and front desk staff <b>Appointment Scheduling</b> <ul style="list-style-type: none"><li>Guide myAvatar Scheduling Calendar</li><li>eLearning Intro to myAvatar Scheduling Calendar</li><li>Guide Waiting Room in myAvatar NX</li></ul> <b>Client Intake &amp; Management</b> <ul style="list-style-type: none"><li>Guide PM - Intro to Client Management</li><li>Guide PM - Intro to Client Information</li></ul> <b>Admissions &amp; Bed Management</b> <ul style="list-style-type: none"><li>Guide myAvatar services (inpatient)</li><li>eLearning Introduction to myAvatar BedBoard</li></ul> <b>Medications &amp; Orders</b> For clinical staff managing medications and orders <b>Orders Management</b> <ul style="list-style-type: none"><li>eLearning Introduction to myAvatar Orders View</li></ul> <b>Medication Administration</b> <ul style="list-style-type: none"><li>eLearning Introduction to myAvatar eMAR View</li></ul>	<b>Care Delivery &amp; Documentation</b> For providers and clinical staff <b>Viewing Information</b> <ul style="list-style-type: none"><li>Video About my Clients</li><li>eLearning Introduction to External Documents</li><li>Video Carequality Consent Workflow</li><li>Guide Introduction to Clinical Workstation</li></ul> <b>Clinical Documentation</b> <ul style="list-style-type: none"><li>Guide Progress Notes</li><li>Video Progress Notes</li><li>Guide Progress Note Corrections</li><li>eLearning Introduction to Bells</li><li>Guide Treatment Plans</li><li>Guide Assessments</li><li>eLearning Introduction to myAvatar Flowsher</li><li>Video Nursing Workflow</li><li>Guide CCBHC Clinic-Led Documentation</li></ul> <b>Task List</b> <ul style="list-style-type: none"><li>eLearning Introduction to myAvatar Task List</li></ul> <b>CareConnect Inbox</b> <ul style="list-style-type: none"><li>eLearning Introduction to myAvatar CareCon Inbox</li><li>Video About CareConnect Inbox for myA</li></ul>
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- One-on-one and group trainings
- Regular demo and Q&A sessions
- Resources available on-demand
  - Recordings
  - Documents



Hawai'i Department of Health  
Adult Mental Health Division  
*Electronic Health Record Training Manual*



**Comprehensive End User Guide**

# New State of Hawaii Data and AI guidelines

<https://data.hawaii.gov/policies-and-documents/>

## Data Quality

Monitor & improve data:

- Accuracy
- Completeness
- Consistency
- Timeliness
- Uniqueness
- Validity

## Data Privacy

Ensure Personally Identifiable Information (PII) data is identified and protected during data collection, processing, storage, usage, and sharing.

## Data Cataloging

Inventory all data

- What is it?
- Who has access?
- How is it/can it be used?

## Data Classification

Classify data based on sensitivity for proper protection and access control. Facilitates secure data sharing.

## Data Retention

How long data set shall be stored to ensure compliance and to prevent data loss by ensuring regular backups.

## Open Data

Ensure that publicly accessible data is consistently shared and updated, outlining how to identify open data according to the OIP policies.

## GenAI Assistant Technologies Usage

Safe and responsible use of GenAI assistant technologies. Dos and don'ts, best practices, and key features of specific tools.

# Need to organize more data, metadata

## Technical metadata

*What is this data? How is it organized? What does it have?*

- Names of tables, columns, files, reports
- Data types, e.g., numeric, dates, text fields
- Schema (how tables connect to each other)
- Database version, location

## Business metadata

*What does the data mean? How can we use it? Can we trust it?  
Who uses it?*

- Definition of “patient ID”, “census”, “service date”, “episode”
- Description of how “service date” is used in billing or quantified in reports
- Notes about data quality issues (missingness, lag) or when to use certain data sources
- Tags for topic or sensitivity

## Operational metadata

*Where is this data coming from? How often is it updated?  
How has it been modified? Who is accessing it and how often?*

- Last refresh date, last accessed by
- Pipelines, automated jobs
- Errors or fails in loading
- Data lineage



KA 'OIHANA OLAKINO

# Using Microsoft Purview to generate a data catalog, assess data quality

The screenshot displays the Microsoft Purview interface for a Fabric POC environment. The main view is the 'Data Quality' section for the 'AMHD Avatar New' dataset. The interface includes a search bar at the top, a navigation pane on the left, and a central content area with several key metrics and a trend chart.

**Microsoft Purview | Fabric POC**

Search for solutions, users, articles, and more

Copilot

Unified Catalog > Data Quality >

AMHD Avatar New

Run quality scan Profile data Set score threshold

**Overview**

- Active rules: 18 (View all)
- Total scans in last 30 days: 0 (View all)
- Actions: 4 (View all)

**Latest quality score**

94.1 (High)

4/17/2026, 12:18 PM (View scan report)

**Governance domain**

DOH AMHD

**Data product**

AMHD Avatar New Dataset

**Quality score trend**

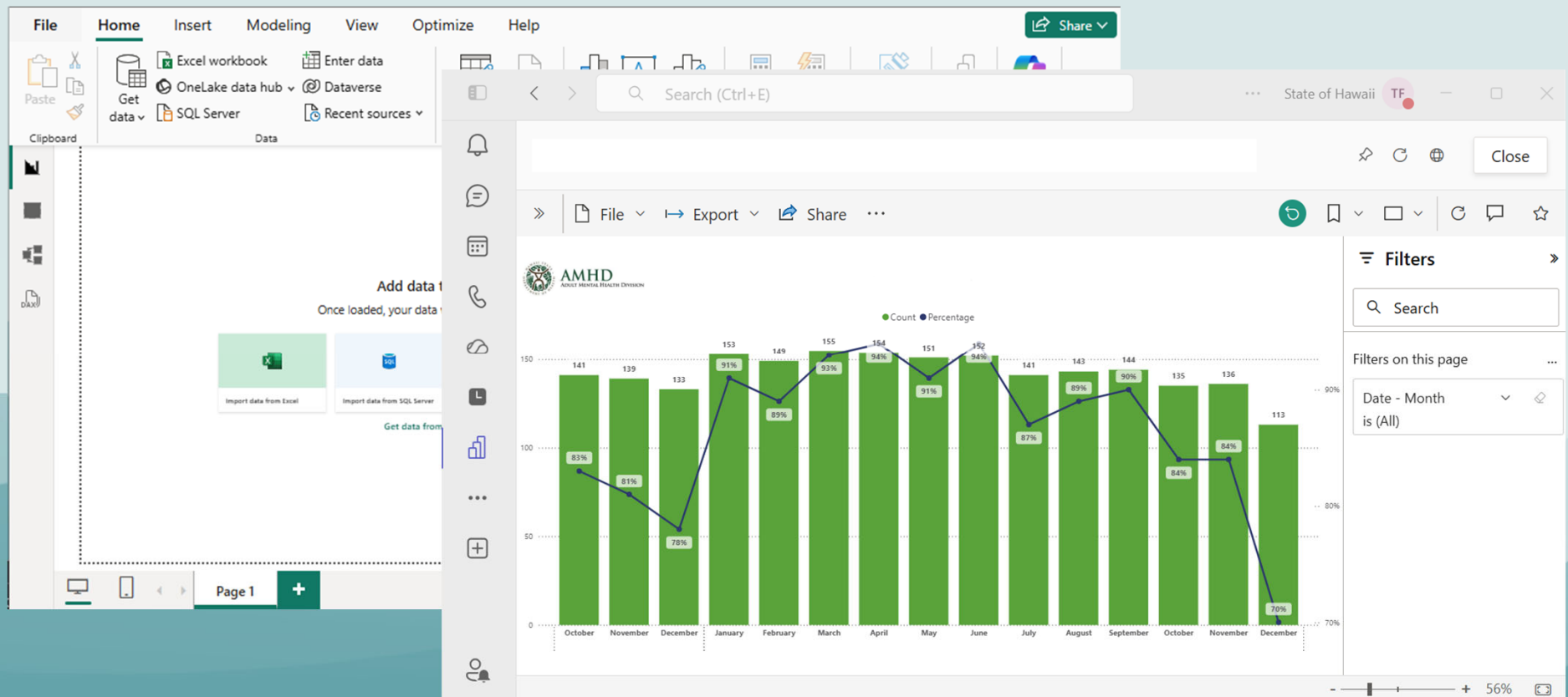
Score: 94.1 (Filter: Last 50 scores)

Change: +0.1

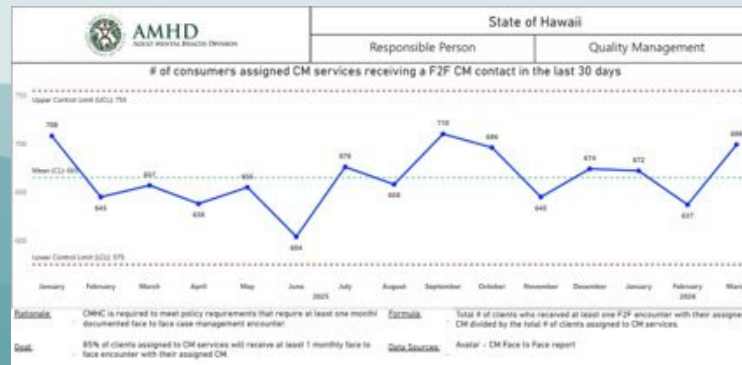
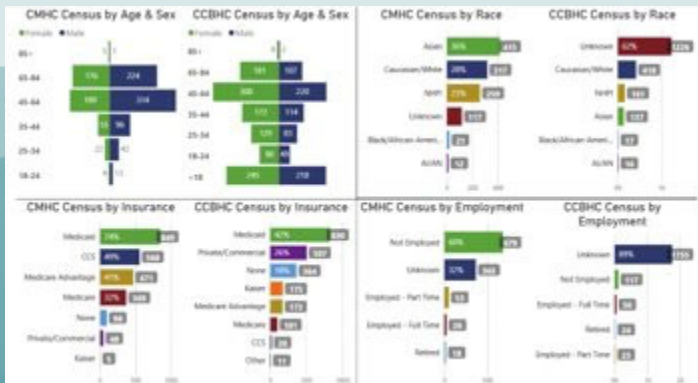
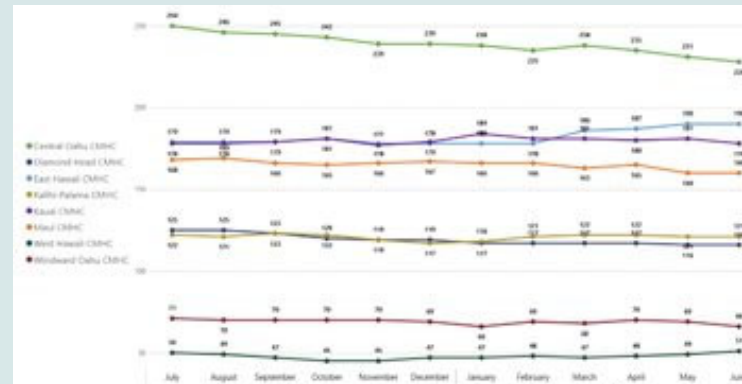
Previous score: 0



# Using **Microsoft Power BI** to create data visualizations and interactive dashboards

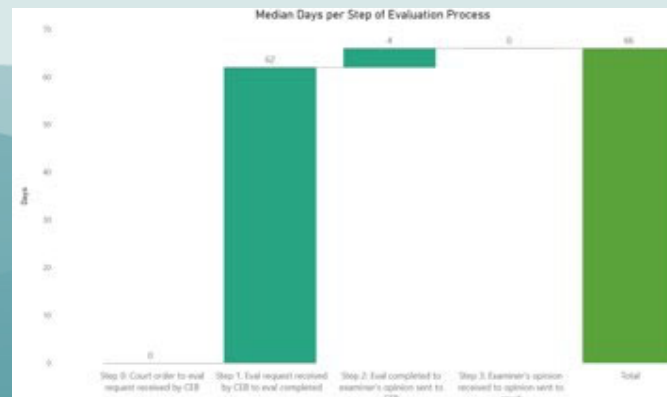
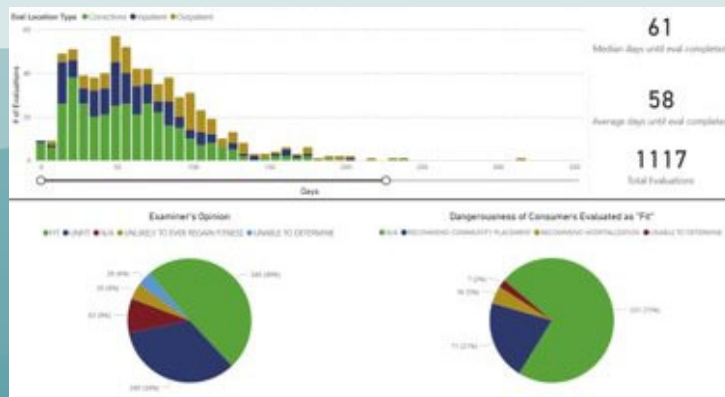
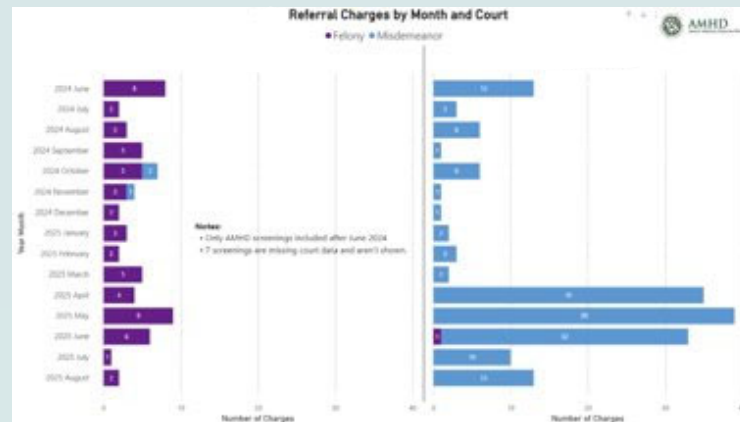
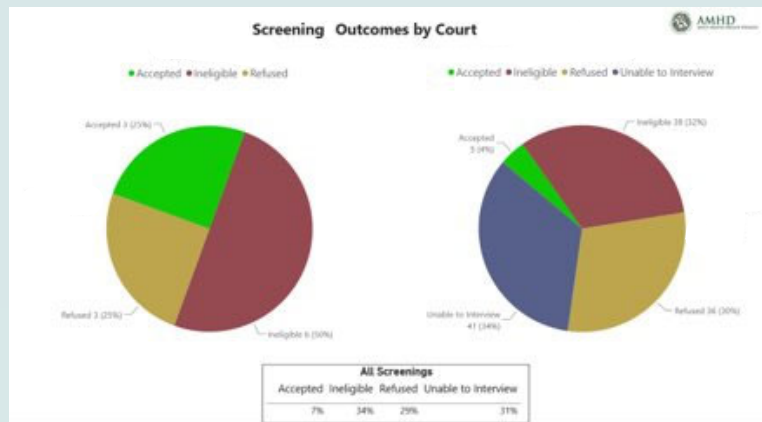


# Using Microsoft Power BI to create data visualizations and interactive dashboards



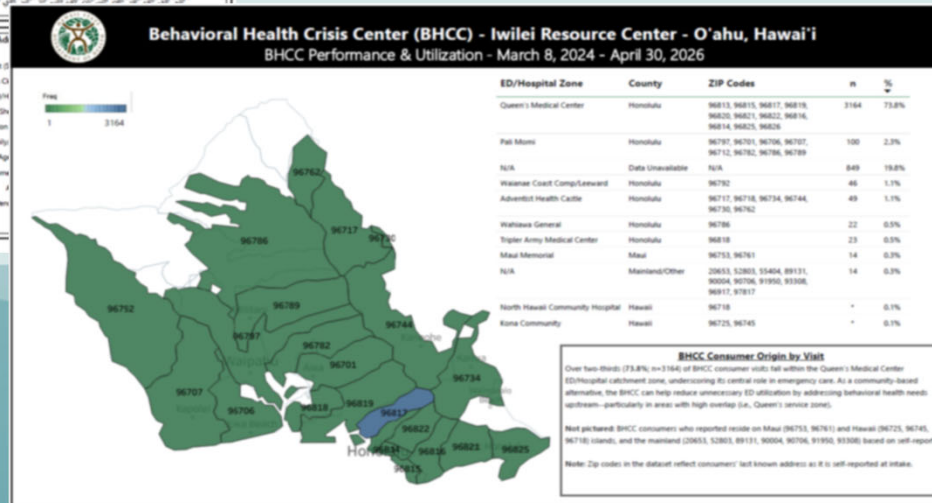
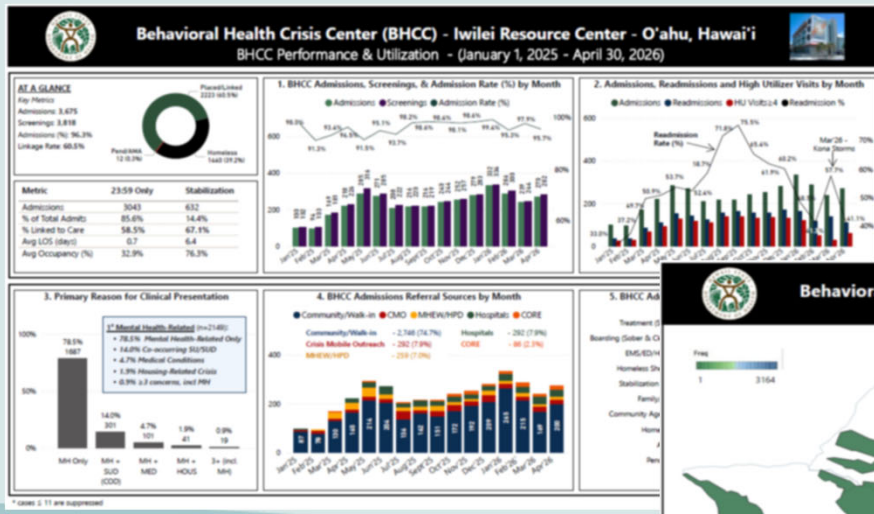
KA 'OIHANA OLAKINO

# Using Microsoft Power BI to create data visualizations and interactive dashboards



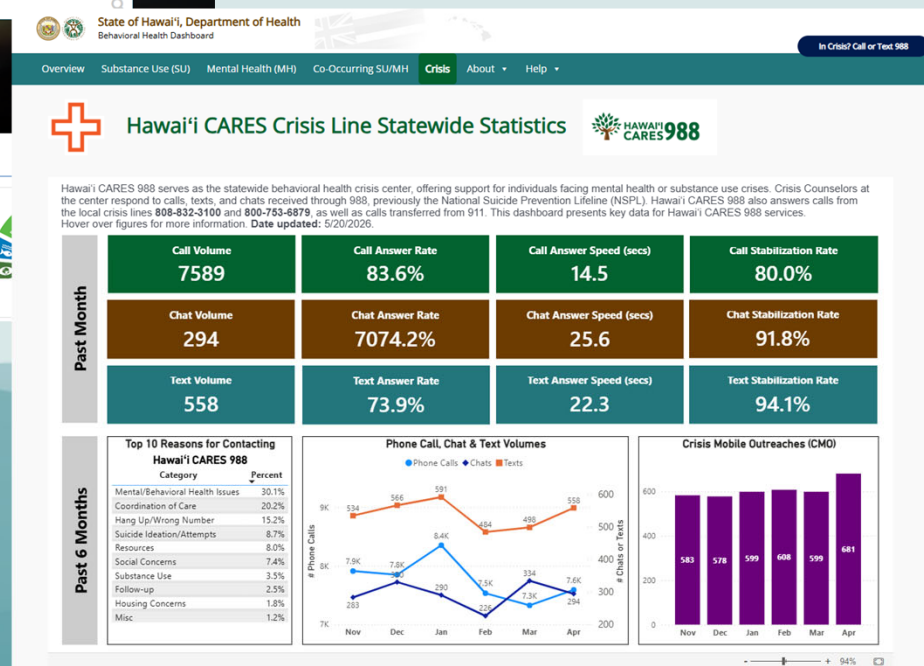
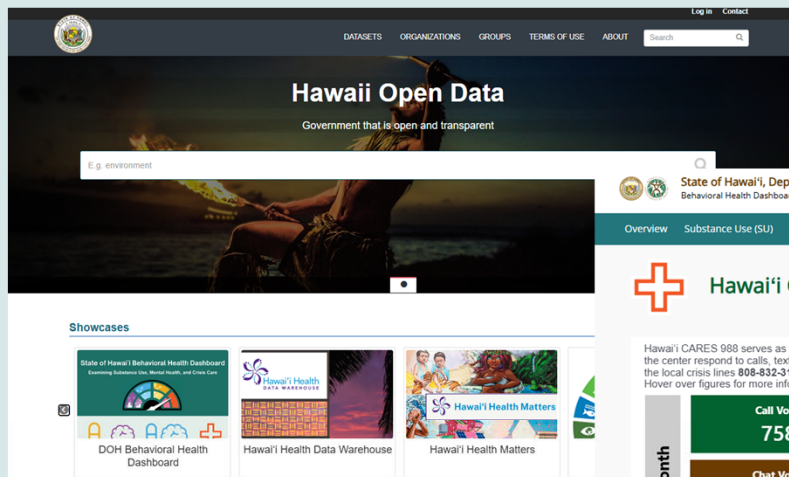
KA 'OIHANA OLAKINO

# Using Microsoft Power BI to create data visualizations and interactive dashboards



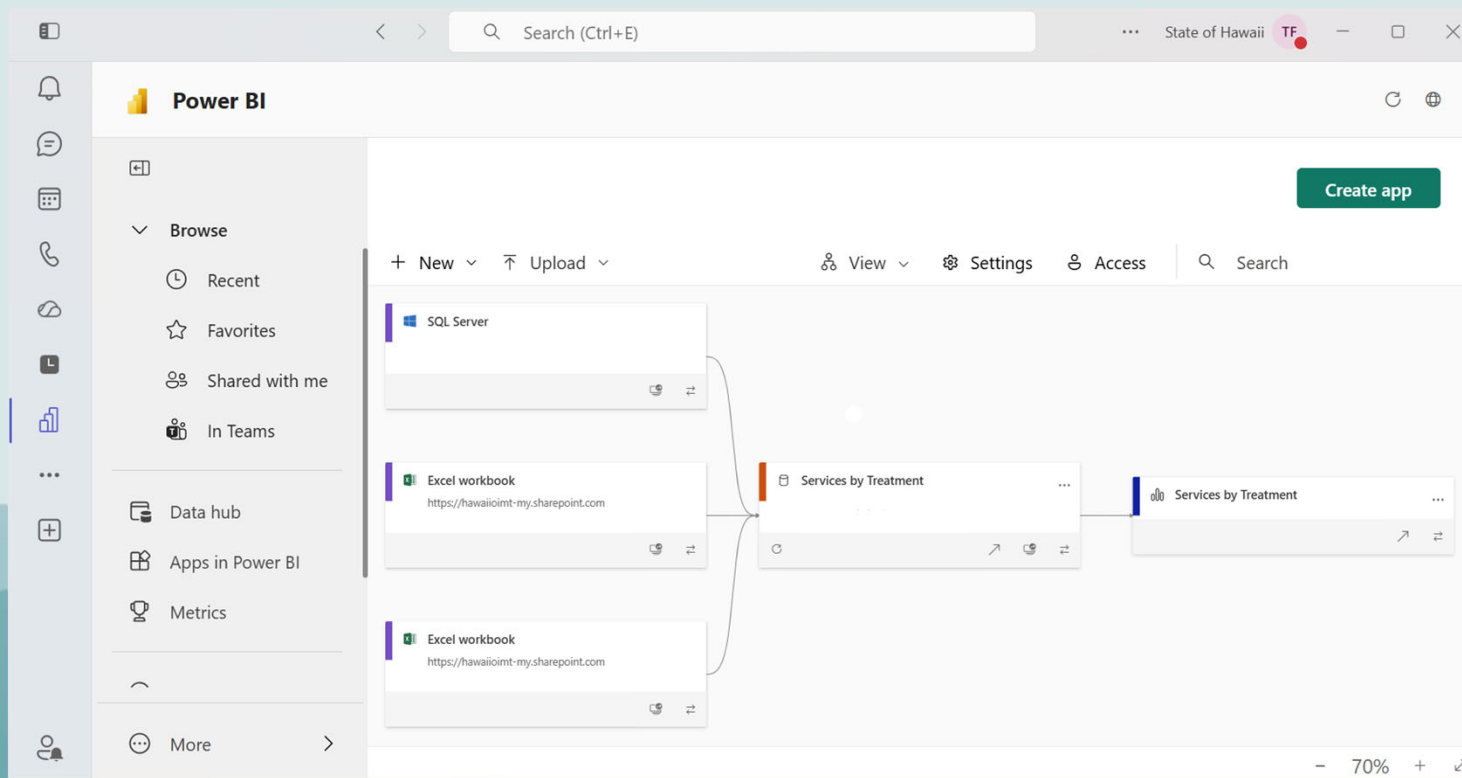
# Using Microsoft Power BI to create data visualizations and interactive dashboards

<https://bh808.hawaii.gov/behavioral-crisis/>



KA 'OIHANA OLAKINO

# Using **Microsoft Power BI** to create data visualizations and interactive dashboards



# Providing support for required data reporting, e.g. Uniform Reporting System, Mental Health Client-Level Data, State Profiling System

URS Table Number	MHBG Report Table Number	Brief Description	Change Status
Tables 2A & 2B	Tables 8A & 8B	Profile of Persons Served, by Age, Gender, and Race, and Ethnicity	No Changes
Tables 2C & 2D	Tables 8C & 8D	Profile of Persons Served, by Sexual Orientation, Race, and Ethnicity (Optional Reporting Tables)	No Changes
Table 3	Table 9	Total Served by Setting, Age, and Gender	No Changes
Table 4	Table 15A	Adult Employment Status	No Changes
Table 4A	Table 15B	Adult Employment Status/Primary Diagnosis	No Changes
Tables 5A & 5B	Tables 10A & 10B	Profile of Clients by Type of Funding Support	No Changes
Table 6	Table 11	Profile of Client Turnover	No Changes
Table 7A	Table 2A	State Mental Health Agency Expenditure Report	No Changes
Table 7B	Table 2B	SMHA Early Serious Mental Illness & FEP Expenditures	No Changes
Table 7C	Table 2C	MHBG State Agency Crisis Services Expenditure Report	No Changes
Table 8	Table 4	Profile of MHBG Expenditures for Non-	
Table 9	Table 16	Social Connectedness and Functioning	
Table 10	Table 5	Profile of Agencies Receiving MHBG Fu	
Tables 11	Table 17A	Consumer Evaluation of Care	
Tables 11A	Table 17B	Consumer Evaluation of Care (optional)	
Table 12	Table 12	State Mental Health Agency Profile	

**URS Table 2A (MHBG Table 8A), Profile of Persons Served, All Programs by Age, Gender, and Race**

This table provides an unduplicated aggregate profile of persons served in the reporting year. The reporting year should be the latest state fiscal year for which data are available. This profile is based on a client receiving services in programs provided or funded by the state mental health profile takes into account all institutional and community services for such programs. States and jurisdictions are to provide this information on all programs by age, gender, and race.

**PLEASE DO NOT ADD, DELETE OR MOVE ROWS, COLUMNS AND/OR CELLS!**

Please report the data under the categories listed - "Total" are calculated automatically.

Table 2A  
Reporting Period: From: To:  
State Identifier:

	Total							American Indian or Alaska Native									
	Female	Male	Transgender (Trans Woman)	Transgender (Trans Man)	Gender Non-Conforming	Other	Not Available	Total	Female	Male	Transgender (Trans Woman)	Transgender (Trans Man)	Gender Non-Conforming	Other	Not Available	Female	
0-5 years	0	0	0	0	0	0	0	0									
6-12 years	0	0	0	0	0	0	0	0									
13-17 years	0	0	0	0	0	0	0	0									
18-20 years	0	0	0	0	0	0	0	0									
21-24 years	0	0	0	0	0	0	0	0									
25-44 years	0	0	0	0	0	0	0	0									
45-64 years	0	0	0	0	0	0	0	0									
65-74 years	0	0	0	0	0	0	0	0									
75+ years	0	0	0	0	0	0	0	0									
Not Available	0	0	0	0	0	0	0	0									
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pregnant Women	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Are these numbers unduplicated?  Unduplicated  Duplicated between hospitals and community  Duplicated Among Community Programs  
 Duplicated between children and adults  Other: describe:

Comments on Data (Age):

## Hawaii 2024 Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System

Utilization Rates/Number of Consumers Served	U.S.	State	U.S. Rate	States
Penetration Rate per 1,000 Population	7,945,185	6.58	23.46	59
Community Utilization per 1,000 Population	7,710,249	6.33	22.77	59
State Hospital Utilization per 1,000 Population	116,320	0.55	0.34	54
Other Psychiatric Inpatient Utilization per 1,000 Population	366,246	0.05	1.24	43

Adult Employment Status	U.S.	State	U.S. Rate	States
Employed (Percent in Labor Force)*	836,862	33.4%	53.6%	59
Employed (percent with Employment Data)**	836,862	13.2%	28.9%	59

Adult Consumer Survey Measures	State	U.S. Rate	States
Positive About Outcome	66.7%	76.7%	49

Child/Family Consumer Survey Measures	State	U.S. Rate	States
Positive About Outcome	63.0%	71.3%	47

# Providing support for required data reporting, e.g. Uniform Reporting System, Mental Health Client-Level Data, State Profiling System

**SAMHSA**  
DATA TOOLS

Data Analysis System    Interactive NSDUH State and Substate Estimates    Get Help    [Go to SAMHSA Data Collections](#)

Mental Health Client-Level Data (MH-CLD), 2024 [View Previous Crosstabs](#)

## Choose your variables to add to Crosstabs.

*Build your crosstab by selecting variables to add for Row and Column. Choose your variables within the topics below or use the search bar.*

Drug Use +

Facility Information +

Mental Health +

Patient Demographics +

Subset Data by D (optional):

State (STATEFIP):

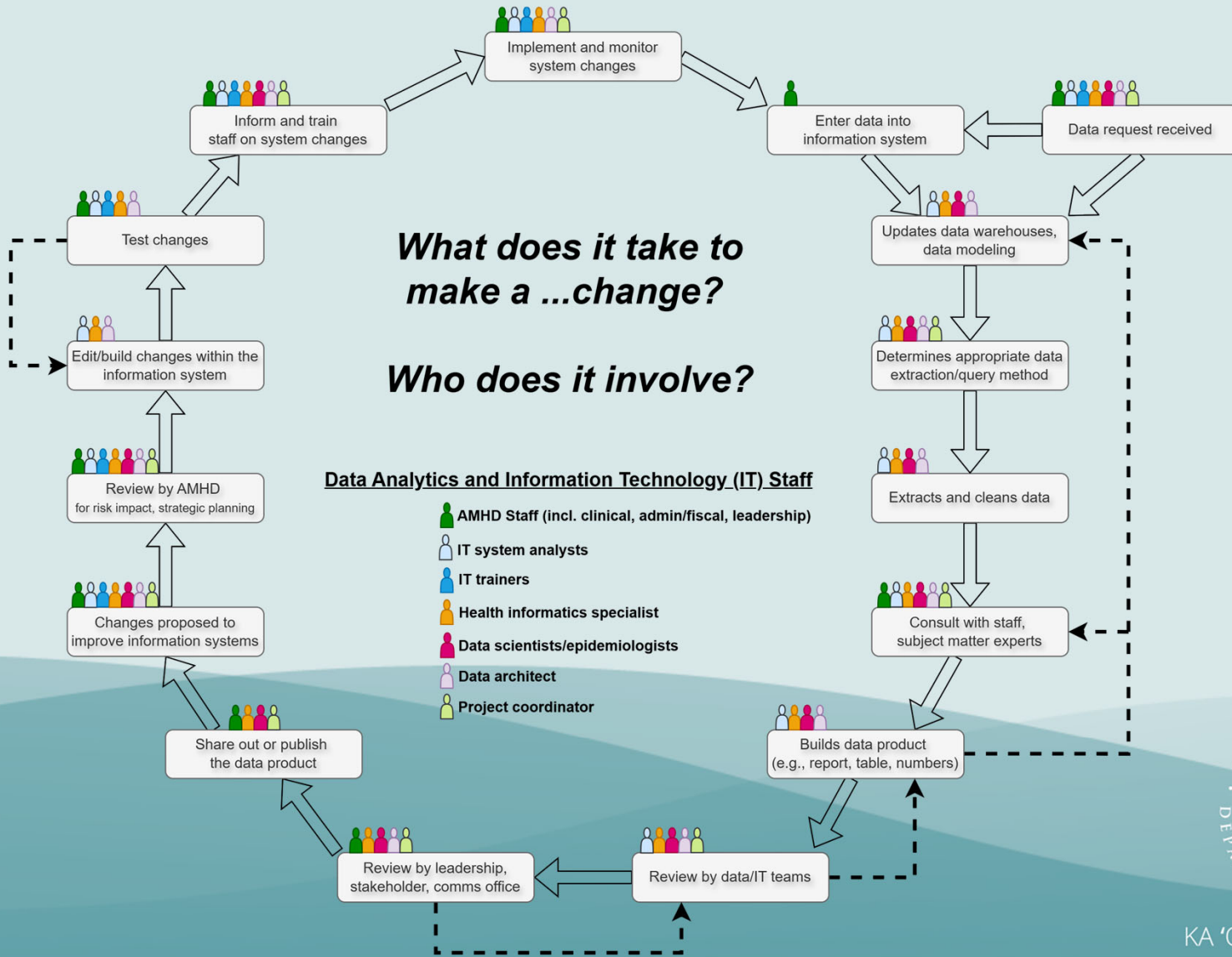
Values:

Hawaii

Idaho

**Value Options**  
Display values:

Disorder	Percent of Population
Trauma- and stressor-related disorders	30%
Personality disorder	~2%
Schizophrenia or other psychotic disorders	30%
Alcohol or substance-related disorders	~0.5%
Other disorders/conditions	~4%
Anxiety disorders	~6%
Attention deficit/hyperactivity disorder (ADHD)	~3%
Conduct disorders	~1%
Delirium/dementia/di	~0.5%
Bipolar disorders	~8%
Depressive disorders	~15%
Oppositional defiant	~2%
Pervasive development	~0.5%



KA 'OIHANA OLAKINO

# Any Questions?

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