

# Hawai'i CARES Crisis Center Definitions

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## Level

1. **Emergency:** Contacts in imminent risk of harm to self or others, and requiring emergency intervention.
2. **Routine:** All contacts who don't fall under Emergency or Urgent levels.
3. **Urgent:** Contacts at risk of harm to self or others or in crisis, and requiring crisis intervention.

## Presenting Problem

1. **Abuse/Violence:** Abuse is deliberate mistreatment or harm inflicted upon someone through various forms of manipulation and/or control. In contrast, violence is the use of physical force or aggression with the intent to cause harm or damage, often resulting in physical and/or emotional injuries or destruction.
2. **Behavioral Issues:** A consistent pattern of behaviors that are not typically considered acceptable and interferes with a person's ability to cope with others.
3. **Bereavement and Loss:** Experiencing someone close to us passing away. It is a deeply emotional and often traumatic experience that involves the permanent loss of someone we care about. The grieving process typically involves feelings of sadness, pain and mourning, as we come to terms with the absence of the deceased person in our lives.
4. **Bullying:** Repetitive and intentional aggressive behavior, often involving verbal, physical, and/or relational harm, aimed at asserting power or control over another person, typically in a social or educational setting.
5. **CMO:** Caller requesting for CMO (crisis mobile outreach).
6. **CMO Closeout:** A Crisis Mobile Outreach (CMO) worker calls the crisis center with the disposition of their outreach, which might include therapeutic support, suicide risk assessment, and/or a higher level of care (hospitalization), etc.

- 7. CMO Providers:** Crisis Mobile Outreach (CMO) contracted providers include CARE Hawai'i, Aloha House and Child & Family Services. CMO provides community-based services to individuals experiencing psychiatric and psychosocial emergencies. CMO providers respond to emergencies with timely (within 45 minutes) face-to-face crisis stabilization services. Services are designed to assess an individual's needs regarding the crisis they are experiencing and then implement a plan to assist the individual to be safe and to ensure the safety of the community. Individuals are referred to a CMO team by the Hawai'i CARES 988 Crisis Center. CMO services are provided by crisis workers with education, experience, and training in crisis intervention and crisis management. CMO providers have services statewide.
- 8. Community Follow-Up:** Established contacts within the community, such as with a case manager or social worker or probation officer. An individual may call the Crisis Center to reestablish a connection with a former behavioral health provider.
- 9. Community Resources:** Facilities, services, organizations, or assets available within a local area or neighborhood that provide support, assistance, and opportunities to residents, promoting the well-being and development of the community, besides Hawai'i CARES/988.
- 10. Co-occurring Substance Use (SU) and Mental Health (MH) disorders:** A citizen that is suffering from both a substance use and mental health disorder.
- 11. Economic Problems:** Financial difficulties, including issues like debt, unemployment, low income, or financial instability, which can lead to financial stress and hardship for the person involved.
- 12. Family Problem (parent/kids):** Conflicts or challenges that occur within the parent-child relationship. These problems can include disagreements, communication breakdowns, or differences in values or expectations. Resolving these issues often requires open communication, understanding and seeking help or support.
- 13. Gender Identity Issues:** Related to the personal and psychological experience of an individual's gender identity, which may not align with the gender assigned to them at birth.
- 14. Hang Up/Wrong Number:** Terminating a telephone call by ending the connection before a presenting problem can be determined. A wrong number refers to dialing or connecting to an incorrect or unintended recipient when making a phone call.

- 15. Housing/Homelessness Issues:** Challenges faced by individuals and families who lack stable, safe, and/or adequate housing, often due to factors such as poverty, unemployment, mental illness, and/or substance abuse, requiring solutions that address not only immediate shelter needs, but also the underlying causes of homelessness.
- 16. Information on Hawai'i CARES/988 Services:** A contact requesting information about the scope of services provided by Hawai'i CARES/988.
- 17. Information on Suicide (Info/Referrals):** A contact requesting information that explains suicide and/or resources for suicide prevention. Suicide resources might include providing links to websites or phone numbers.
- 18. Jail Diversion/Act 26:** Hawai'i's Jail Diversion programs divert mentally ill criminal defendants to AMHD programs in order to reduce overcrowding in prisons, decrease recidivism, and help arrestees receive the care they need.
- 19.** Act 26 is one of AMHD's jail diversion programs in which defendants charged with a petty misdemeanor that does not involve violence or attempted violence, and where fitness is an outstanding issue, are sent to HSH and then released to the community.
- 20. LCRS/Stabilization Bed Follow-Up:** When providers want an update on the availability of Licensed Crisis Residential Shelter (LCRS) or Stabilization bed, or the outcome of a client who was referred for admission to a LCRS or Stabilization bed.
- 21. Loneliness:** A feeling of being alone or socially isolated, often accompanied by a sense of sadness or longing for connection with others. It is a subjective experience that can occur even when surrounded by people and it can have negative effects on a person's mental and emotional well-being.
- 22. Mental Health/Issues:** Anything that adversely affects a person's emotional, psychological, and/or social well-being.
- 23. NSPL Text Chat:** Captures NSPL (National Suicide Prevention Line) contacts through text chat.
- 24. Other:** Any contact that does not fit into any other category.
- 25. Pandemic:** Concerns or issues related to the COVID-19 pandemic that started in the spring of 2020.
- 26. Physical Illness:** A condition or disease that affects the body's normal functioning. Physical illness includes a wide range of conditions, from common ailments like the flu or a cold, to a more serious illness like cancer or heart disease.

- 27. Post-Disaster Needs:** Support that individuals, communities, and infrastructure require after a natural or man-made disaster (e.g., hurricanes, fires). Necessities include shelter, food, clean water, medical care, psychological support, and the resources to rebuild and recover from the event's effects.
- 28. Relationship Problems:** Difficulties or conflicts that arise between individuals in a romantic or interpersonal relationship. These problems can include issues such as communication breakdowns, trust issues, conflicts in values and goals, lack of emotional or physical intimacy or unresolved past issues.
- 29. Sex Trafficking:** A form of exploitation in which individuals, often coerced or deceived, are forced or manipulated into engaging in commercial sexual activities against their will, with the traffickers profiting from their suffering.
- 30. Sexual Orientation Issues:** A range of challenges and discrimination faced by individuals, based on their romantic or sexual attraction to people of the same gender, different genders, or more than one gender, including societal prejudice or legal inequity. Contacts are provided with support and resources to address these concerns.
- 31. SI/24 Hour Follow-up Program:** When a suicidal at-risk citizen calls/texts the crisis center, further risk monitoring is conducted to make sure the client engages in safe behaviors and seeks help. Crisis counselors work with the client to develop a personalized safety plan, which includes ways to limit access to lethal means such as firearms, pills, or poisons. The plan also lists coping strategies and people and resources that can help the client during a crisis. At least two follow-up contacts are made with each client experiencing suicidal ideation.
- 32. Substance Abuse/Addiction:** A disease that affects a person's brain and behavior and leads to an inability to control the use of a legal/illegal drugs or pharmaceuticals.
- 33. Suicidal Crisis/Thoughts:** Suicidal ideation (SI) is when a person thinks about killing themselves. Suicidal thoughts may or may not include a plan to die by suicide. A suicidal crisis situation involves a person attempting or seriously planning to kill themselves.
- 34. SUICIDE ATTEMPT IN PROGRESS:** A suicide attempt is when a person is actively harming themselves with the intent of ending their life, and first responders are sent to rescue them.
- 35. Unknown:** Presenting problem data was not collected.
- 36. Youth Related Issues:** Issues related to challenges or concerns that specifically affect young people.

