

SUBSTANCE USE DISORDER (SUD) CARE COORDINATION

Help your clients connect with support for addiction recovery. Refer clients to Substance Use Disorder (SUD) Care Coordination – a free, confidential service available through the 211 Statewide Helpline and Hawai‘i CARES for anyone who struggles with the repeated misuse of alcohol and/or drugs.

HOW IT WORKS

SUD Care Coordinators provide universal intake, screening, care coordination, and referrals to treatment programs and recovery services across the full spectrum of care.

- We use a thorough, thoughtful screening process to identify the individual’s needs, strengths, and identify the behavioral health needs of each client/individual that informs the next level of care
- We handle service utilization requests, contract reviews for appropriate billing, transitions in care, and ensure complete, HIPAA compliant electronic records
- We provide referrals for other resource needs, such as food, housing, employment, and transportation.
- In some cases, with consent, Care Coordinators will follow up with a treatment provider, the judiciary (probation/parole), or other case managers to coordinate SUD services and care.

By participating in the Hawai‘i CARES network of providers/systems, we gain a better understanding of the mental and behavioral health of our communities and are better equipped to serve with the best possible care that promotes healthier futures for the people of Hawai‘i.

HOW TO REFER

Dial 2-1-1 (808-ASK-2000) and press “7”

Hours of Service

Monday - Friday: 7am-10pm

Saturday, Sunday, and Major Holidays: 7am-5pm

After hours, dial 9-8-8 or 808-832-3100

Learn More: ***AUW211.ORG/SUD-CARE-COORDINATION***

Provided by the 211 Statewide Helpline in partnership with Hawai‘i CARES and the Hawai‘i State Department of Health Alcohol & Drug Abuse Division

