

Central Pacific College

Short-Term English Program (STEP)

Welcome to Central Pacific College!



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Short Term English Program (STEP)

Student Handbook

Vision

To transform people's lives through English language learning for self-realization.

Mission

To provide high-quality English language teaching for multicultural communication among all learners.

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Central Pacific College 2024-2025 School Goals

- A. To provide high quality English-language educational programs at reasonably competitive prices.
- B. To familiarize English language learners with a recognized framework of linguistic skills known as the Global Scale of English (GSE) so that they can take control of their learning at an individual pace in a program at CPC.
- C. To empower English language learners with strategic communicative skills for academic, professional, or personal purposes.
- D. To diversify our student population through increased efforts to recruit English language learners from various learning backgrounds and academic purposes.
- E. To provide English language learners with qualified instructors who have the education, training and teaching experience to develop, guide, enhance, and assess students' language and cultural competence.
- F. To provide English language learners with activities to practice English and become aware of local celebrations, traditions, and attractions.

CPC Principles of Ethics

***Adapted from the ACCET PRINCIPLES OF ETHICS**

- Integrity is a central, indispensable, and defining characteristic of Central Pacific College. It is demonstrated by striving to uphold the following principles of professional ethics:
 - To provide programs of study that are educationally sound, up to date, of high quality and integrity, and visibly effective.
 - To prevent and do not tolerate discrimination on the basis of age, race, ethnic origin, gender, sexual orientation, or religion.
 - To maintain fair, ethical, and clear advertising, admission, and enrollment campaigns by accurately representing the institution and its services to all people.
 - To provide effective student services that recognize individual differences and promote high student retention, enrollment completion, and personal success.
 - To demonstrate the benefits of Central Pacific College educational language programs through satisfied students.
 - To ensure proper and ethical administration of all financial aspects of the institution.
 - To embrace voluntary self-regulation through an accreditation process supervised by ACCET.
 - To demonstrate a commitment to the people of Hawaii by promoting local community involvement and outings in Honolulu.
 - To increase the effectiveness of Central Pacific College educational programs by providing essential intercultural skills to support students' cultural adaptation.

Short-Term English Program (STEP) 1 to 12 weeks

The Short-Term English Program (STEP) is a sixteen-hour per week program for temporary part-time students. They do not hold an F-1 student visa. This eight-level program mirrors the EPP and enhances the students' communicative skills and grammar use. Classes are Monday through Thursday (four lessons per day).

CPC Placement Test Score Chart

	Multiple Choice Cut Scores (2 skills and grammar) Form A/B/C	GSE Ranges for CPC Levels (4 skills)	CEFR Equivalency (4 skills and domains)
True Beginner	0-15	10-20	A1
Beginner	0-29	10-30	A1
High Beginner	30-47	25-45	A1 – A2
Low Intermediate	48-60	40-55	A2 – B1
Intermediate	61-74	50-65	B1 – B2
Low Advanced	75-84	60-75	B2
Advanced	85-100	75-85	B2 – C1
Proficiency	100	75- or higher	B2 – C1

Can-do Goals per Level

Each level has specific goals that students should meet. These are benchmarks that will allow them to succeed in an academic and professional setting.

True Beginner Level - Grammar Use and Integrated Skills

This level familiarizes learners with new sounds, simple vocabulary, and basic concepts of English grammar.

Beginner Level - Grammar Use and Integrated Skills

This level provides learners with the foundational skills needed to participate in basic English conversation.

High Beginner - Grammar Use and Integrated Skills

This level encourages learners to expand the development of basic conversation and grammar skills further.

Low Intermediate - Grammar Use and Integrated Skills

This level emphasizes the use of practical grammar and conversational structures needed to participate in everyday discussions.

Intermediate - Grammar Use and Integrated Skills

This level focuses on enhancing and improving students' use of complex grammar and conversation structures.

Low Advanced - Grammar Use and Integrated Skills

This level focuses on developing students' critical thinking skills via interaction with complex grammar structures and high-interest discussion topics.

Advanced - Grammar Use and Integrated Skills

This level focuses on communicative fluency through the development of academic vocabulary and writing skills.

Proficiency - Grammar Use and Integrated Skills

This level develops proficiency through high-level test-taking strategies and academic task-based activities.

Short Term English Program Guidelines

STEP Assessment and Advancement

All STEP students are assessed with the following criteria:

Grading for STEP Students

Participation: 20%
Homework: 5%
Weekly Assessments: 20%

Students who enroll at CPC for 5 weeks or more will take an Exit Test.

Schedule an appointment to take the test during the last week of your enrollment. Exit test 55%

STEP Certificates of Participation can be provided upon request. STEP students who do not attend classes by 80% or who do not get 80% of a combined score will not receive a Certificate of Participation.

Attendance Policy

Students must attend **all** classes (a minimum of 80% cumulative attendance per quarter and across all quarters).

- Instructors will take attendance at the start of every class and will follow the guidelines below:
 - 9:00-9:10: Present
 - 9:06-9:10: Tardy/Late (Being late three times counts as one absence).
 - 9:10 < : Absent
- Students who leave their classroom for twenty-five minutes or more will be marked as absent for the entire class. Students will not be allowed to enter the class twenty-five minutes after it has started.

Daily Student Participation

An important part of the learning process is participating in pair and group activities, asking questions, and contributing your opinion on different discussion topics. For each class, EPP students are given an excellent (2), good (1), or no (0) participation grade.

Participation Score	Scoring Guidelines
0	<ul style="list-style-type: none"> ▪ Student is absent. ▪ Student makes no effort to participate in class.
1	<ul style="list-style-type: none"> ▪ Student makes an adequate amount of effort to participate in class by occasionally engaging in class/pair discussions, asking questions, putting forth opinions on a given topic and completing in class assignments/projects. ▪ Student uses English for an adequate amount (at least 50-60%) of class time.
2	<ul style="list-style-type: none"> ▪ Student makes a substantive effort to actively contribute to class and group discussions by asking questions, putting forth opinions that engage other students to think critically, and completing in class assignments/projects. ▪ Homework for the day has to be presented at the beginning of the class. ▪ Student uses English for a large majority (at least 80%) of class time.

Homework

All STE students must do daily homework to earn credit for their grades. If there is no homework assigned, all students can review what they studied in class and bring questions to the class. Your instructor will check whether you did your homework or not. If you did, you get the homework point for the day. If there was no homework, the instructors will ask you and confirm that you reviewed the previous class.

Weekly Assessments

All students will complete a Weekly Assessment. It is very important for the students to reflect on how they did during the week. Instructors will choose two goals for that week that they want their students to focus on. The goals are connected to the unit and set goals for the week (based on the syllabus). Then students will choose two things they learned or improved on. They will also give examples using the item they learned. Based on how the instructor thinks a student does on the goals and exemplifying what they've learned, will determine the score that a student gets (see criteria below the chart). Makeup assessments will only be administered by the instructor or Director of Studies to students who have a valid reason for missing their work (e.g., sickness, travel). Proof must be provided to the academic staff before starting any makeup assignments (e.g., doctor's note, plane tickets, etc.). Students who miss weekly assessments without a valid excuse will be given a zero. If the student has a valid excuse and proof of excuse they can turn in their weekly assessments the next day they will be present. However, it is the students responsibility to receive the assessment from the instructor before they are absent (if they are aware of their absence) or on the day they return to school and turn it in on the same day of receipt. If the weekly assessment is turned in at any point after their return date the student will receive only up to 50% of their total assessment score. Check your syllabus for more details.

Weekly Assessment
Term: _____

Name: _____

Date: _____

Class/Instructor: _____

Week: _____

For Instructors only : Please type or write your two goals below for the week	
Weekly Goal #1:	
How did the student do?	_____/25
Weekly Goal #2:	
How did the student do?	_____/25
Additional Comments (if any):	

Instructions (for students): Please choose two (2) things you learned this week in class or improved on. Write what you learned (or improved on) in complete sentences. Also, write at least 1 example for each thing you choose.

1. What did you learn?

For Instructor use only	_____/25
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2. What did you learn?

For Instructor use only	_____/25
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For Instructor use only	Total: ____/100
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Criteria

Goal One	Break down:	Points
	Very well	25
	Well	20
	Almost	15
	Barely	10
	Needs more time	5
	Didn't do/not present	0
Total Points		/25
Goal Two	Break down:	Points
	Very well	25
	Well	20
	Almost	15
	Barely	10
	Needs more time	5
	Didn't do/not present	0
Total Points		/25
First thing the student learned	Showed _____ Understanding or improvement	Points
	Excellent	25
	Close to excellent	20
	Average	15
	Less than average	10
	Little to no	5
	didn't do/not present	0
Total points		/25
Second thing the student learned	Showed _____ Understanding or improvement	Points
	Excellent	25
	Close to excellent	20
	Average	15
	Less than average	10
	Little to no	5
	didn't do/not present	0
Total points		/25
Cumulative Points:		/100

Changing Class Levels

Because STEP students typically stay for shorter periods, they may or may not continue their studies from one term to another. If they do, they will remain at the same class level. Exceptions may be considered if teachers make a strong recommendation and the Director of Studies approves. Students may take the Achievement test if they wish to do so.

Changing levels for new students

- Incoming students who receive a placement score putting them between levels (for example, High Beginner and Low Intermediate) will be placed in either level depending on their level of confidence.
- If they think that the level is too challenging, they may request to move to the lower level within the first week of classes. The students may consult with the Director of Studies who will then review their placement test scores.
- Students who achieve a 'solid' placement test score (for example, an average equivalent to Low Intermediate) will be advised to remain in the level and to consult with the instructor(s) for additional assistance and to boost their self-esteem.

Changing levels for continuing students

- STEP students may ask their current instructor permission to change levels during the first week of a new term. The instructor will notify the Director of Studies, who will consult with the student's previous instructors. Please consult with the Director of Studies for further information.

Students may change their class time depending on availability. They may only change their class once per term. Classes are offered depending on enrollment.

Making Up Classes

In some instances, classes may be canceled due to unforeseen circumstances. Students will be given the option to do an extra activity or have an additional day added to their enrollment.

Exit Surveys

All completing students must take an exit survey before leaving CPC. The exit survey will allow the student to evaluate such areas as curriculum, instructors, facilities, student services, housing (if applicable), and administrative staff. The office assistant will notify the completing student of the dates/times that are available for taking the exit survey.

Student Code of Conduct

Students are expected to follow these guidelines of appropriate student behavior. Students are also prohibited from any of the conduct listed below. Depending on the severity of the violation, students will be subjected to the following procedures:

If a student violates any of the rules, they will be subjected to the following:

1. A verbal warning and counseling by the Director of Studies
2. A written warning issued by the Director of Studies
3. Dismissal from school

*Please note that if behavior is severe enough, immediate termination or dismissal from school may take place

Prohibited Conduct:

1. Any type of insubordination or disrespectful behavior towards others in the CPC community. For example: other students, faculty and staff. Disrespectful behavior is considered to be (but not limit to):
 - a. Purposefully not listening to an instructor or staff member including management staff (e.g. Managing Director and Director of Studies)
 - b. Use of abusive, harsh or bad language towards other students, faculty (teachers or academic staff) and staff (admin staff)
 - c. Refusing to do work in class or reporting to class or school functions that are mandatory or not optional
 - d. Arguing or fighting verbally or physically with other students, faculty or staff.
 - e. Acting or showing aggressive behavior

2. All forms of dishonesty, for example: cheating, fabrication (using something that is invented or created as your own work), plagiarism (copying someone else's work and using it as your own) or helping someone in any type of dishonesty.
3. Endangering, threatening, or causing physical harm to anyone at CPC. This includes oneself, other students, staff (office workers) and faculty (instructors or academic staff). Also participating in actions or communications that a person would think as or seems like a serious expression of wanting to harm on or off CPC campus.
4. Not following, or trying not to follow other rules that CPC may come up with.
5. Starting, causing, or participating in any false report, warning, or threat of fire, explosion, or other emergency.
6. Not following the directions of CPC admin staff, instructors/teachers, law enforcement (e.g. police), security guards who are following their rules and policies. This section is not meant to take away a person's right to protect themselves from self-incrimination (making oneself a criminal).
7. Creating or producing fake or false documents that are connected to or relating to CPC.
8. Bringing a person or people who have not been permitted beforehand or using CPC property, resources or facilities without prior permission.
9. Bothering or interfering with CPC related activities, which may include: classroom related activities, studying, lessons, teaching, out-of-class activities or administration.
10. Students should not engage or participate in, out of class or school activities, lessons or field trips with any of the CPC staff or faculty unless conducted through CPC. This is to uphold the integrity of student - teacher relations.
11. Incorrect use, theft, illegal use of one's identity, destruction, damage, or unauthorized use, access, or reproduction of property, data, records, equipment or services belonging to CPC or belonging to another person or entity.
12. Any sale or distribution of alcohol that is not allowed or permitted by CPC.
13. The use of controlled substances without prior permission from a professional or having or taking illegal drugs or drug paraphernalia.
14. Gambling.
15. Participating in activities that are discriminatory (unfair treatment of people based on their race, sex, age or disability). Also any type of harassment that is against the law or CPC policy.
16. Sexual misconduct (behavior that is not appropriate) which includes but is not limited to:
 - a) Sexual harassment – unwelcomed behavior that is verbal, written, or physical, and is sexual in nature that creates an uncomfortable environment
 - b) Sexual violence – sexual intercourse or physical contact/assault that is not wanted, domestic violence (verbal and physical), or stalking
 - c) Nonconsensual sexual contact – any touching, with or without any object by a person upon another person, without permission.
17. Having, using, displaying or storing any weapon, dangerous item, explosive/explosive material, torch or chemical.
18. Committing any crime or doing anything that is considered illegal by state, federal or local law.
19. Smoking tobacco products, vapes or e-cigarettes on CPC campus that are not designated smoking areas. Also, the sale of any tobacco products, e-cigarette or vape are strictly prohibited.

Attendance

CPC offers sixteen hours of class per week to international visitors who wish to study English in the Short-Term Program. Students should attend class regularly and bring all necessary materials (i.e., textbooks, writing utensils, etc.) to class every day. Instructors will take daily attendance at the beginning of class. Students must maintain at least 80% attendance per term and cumulatively across all terms in order to make good progress.

Participation

Active participation in class is assessed by regularly completing class assignments and homework. Your teachers will determine your involvement daily, and this will serve as part of your total course grade.

Respect

Respectful and appropriate behavior is expected toward classmates, teachers, and staff. Bullying or harassment (physical/verbal) in class or on school premises towards anyone **will not be tolerated**. Students who are caught doing so will be automatically dismissed from CPC and will have their I-20 terminated.

English Only

To enhance the students' learning experience while studying at CPC, all students are asked to follow the English Only Policy:

1. Teachers will issue an **oral warning** to students who disrupt the class by speaking their own language.
2. If the student does not follow the initial warning, the teacher will give a **final oral warning (2nd warning)** and dismiss the student from the class until the next class begins. This may affect the student's attendance.
3. If a student is removed from the class, the Director of Studies will issue a **formal warning letter**, stating that the student may face withdrawal (termination) from the school if their behavior does not improve, and have the student sign, and keep the original in the student files.

*If the student doesn't sign, they will be withdrawn (terminated) from the school.

Course Materials.

All students are required to purchase and have the appropriate course materials and to bring them to class.

Copying Materials

Students are not allowed to make copies of their textbooks or exams for themselves or their peers. Copying textbooks and other copyrighted material are against the law. Any student caught copying material (or in possession of copied material) violates the Student Code of Conduct and will be subjected to the full range of consequences.

Cheating and Plagiarism

In American schools, there are strict rules about cheating and plagiarism that may be different in your home country:

- ***Cheating*** includes giving or receiving answers on assignments and tests, submitting someone else's work as your own, or using notes, books, or dictionaries for a test when these are prohibited.
- ***Plagiarism*** is copying from a book or other sources and submitting it as your work. Plagiarism or cheating on exams will result in automatic dismissal from school.

Cheating and plagiarism will be handled via the instructor and Director of Studies. If a student is caught cheating on an exam or plagiarism is proven to be done on assignments the student will receive only 50% of their total score for cheating and students will receive a zero on an assignment with plagiarism no matter the type of cheating and plagiarism that is done.

Cleanliness

CPC wants its campus to look as clean as possible. All students must clean up any messes they have made and dispose of it properly.

Cell Phones

Using a cell phone to make or receive phone calls, to text, and to surf the internet during class time is **prohibited**. If your phone has access to the internet, you may use it only for class-related activities, such as consulting a dictionary.

Smoking

Smoking inside the building is illegal. It is also unlawful to smoke in front of the entrance to CPC. Electronic cigarette smoking is also banned from school property.

Belongings

Please take your belongings home every day. If you choose to leave your belongings at CPC, please store them in the bins in the student lounge. CPC is not responsible for lost or damaged items.

Bulletin Board

It is your responsibility to stay informed. Please check the bulletin board daily so as not to miss any important announcements and activities.

Dismissal Policy

A student can be dismissed from school for the following violations:

- Violation of the student code of conduct
- Violation of the attendance policy
- If they become a risk to students, teachers, and staff

Food and Drink

Students may drink tea, coffee, or water in the classroom. However, it is prohibited to eat in the school during class hours. Please eat in the lounge before or after classes or during breaks.

Progress Report

Students may receive a Progress Report at the end of their complete enrollment. They may request an additional copy of their Progress Report by the Family Education Rights and Privacy Act (FERPA). Students can refer to §99.10, §99.11, and §99.12 of the FERPA for more information.

Certificates

STEP students who get a passing score and complete their enrollment with 80% attendance may request a Certificate of Participation a week before leaving. There is a fee for the Certificate.

Children Policy (Students with Children)

Any CPC students who have children are allowed to bring them to CPC with previous authorization from the Director of Studies/Managing Director. You must notify CPC ahead of time if you plan to bring your children to CPC. You may bring your children to CPC if there is an emergency or situation when you have no other alternative. CPC staff cannot supervise children while you are in class. Therefore, CPC is NOT responsible or liable for anything that may occur with your child(ren).

Late Payments

New students:

Tuition payment must be submitted no later than the first day of classes. Students who fail to submit payment by the deadline will be charged a \$100 late fee and will not be able to attend classes. After the period, students must pay their tuition fee in full along with the \$100 late fee before they can attend classes.

Continuing students:

Tuition payment must be submitted before the start of classes. Failure to pay by the deadline will result in a \$100 late payment fee. If payment is not made before the first day of the extended period, the student will not be able to attend classes until payment is submitted.

Student Complaint Policy and Procedure

Students who have questions/concerns or complaints about their classes or the program may consult directly with their instructors. The students or instructors will be asked to fill out an Academic Difficulty Form. The instructor will inform the Academic Program Assistant, the Senior Instructor or the Director of Studies immediately of the grievance/concern/feedback. The Director of Studies will address the issue as needed. If the Director of Studies is unable to come to a satisfactory resolution, the Managing Director will be consulted and will assist making the final decision.

Central Pacific College is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET-accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure, which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints that involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred
4. The names and titles/positions of all persons involved in the problem(s), including faculty, staff, and/or other students
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
6. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved
7. The status of the complainant with the institution (e.g., current student, former student)

Please include copies of any relevant supporting documentation (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

Note: Complainants will receive an acknowledgment of receipt within 15 business days.

Online Complaint Submission Form



Natural Disasters

If CPC must cancel classes due to the possible danger of natural disasters or other unforeseen circumstances, classes will have to be canceled. In such an event, teachers and staff will provide students with possible ways to study on their own.

Refund and Cancellation Policy

Students may request a refund at any time during the program. Students must cancel their enrollment before the start of the program to receive a full refund. If a student is expelled from CPC, they may still receive a refund.

Financial Aid

CPC currently does not offer financial aid assistance to students.

Job Placement Assistance

CPC currently does not offer placement assistance to students.

Student Safety Tips

Although Hawaii is one of the safest states in the United States, please be aware that it may **NOT** be as safe as where you come from. Here are a few tips that can keep your property and person safe.

- **Be aware of your surroundings:** Avoid going alone to areas that are unfamiliar or have few people around. Avoid going out late at night by yourself.
- **Do not leave bags and things unattended:** Thieves will often take the opportunity to steal things that are left alone.
- **Do not leave purses, shopping bags, suitcases, cell phones or valuables visible in vehicles:** Thieves will often break into cars if they see such valuables.
- **Lock your cell phone with a PIN or biometric lock:** Cell phones contain valuable information that thieves can use.
- **Be cautious of who you trust:** Although most people from Hawaii are friendly and trustworthy, many criminals target tourists due to their naivete.
- **If you need help in an emergency, call 911:** This number is used for crime, fire, and medical emergencies.

Other English Programs

English Proficiency Program (EPP) 32 months in total

The English Proficiency Program is a twenty-hour per week program for international students with an F1 student visa. This program develops students' communicative skills and grammar use with the purpose of mastering the English language for academic purposes. Classes are Monday through Friday (four lessons a day). The eight levels are True Beginner, Beginner, High Beginner, Low Intermediate, Intermediate, Low Advanced, Advanced, and Proficiency.

Conversation Program (CP) 24 months in total

The Conversation Program (CP) is an eighteen-hour per week program for international students who have an F-1 student visa. This four-level program enhances students' fluency and conversational/public speaking skills. Classes are Monday to Thursday (four lessons per day).

TOEFL (Test of English as a Foreign Language) 24 weeks

The TOEFL program is a twenty-hour per week program designed for students who have completed the Low Intermediate level. This course provides students with an overview of the exam and the necessary strategies and practice needed to take the TOEFL exam successfully.

Club Keiki Seasonal Program 1-5 weeks

The Club Keiki program is a seasonal children's program held in the spring and summer. Children enrolled in this program are engaged in four hours of activities in the morning and two and a half hours of study in the afternoon. Students may register for one week in the spring and a maximum of five weeks in the summer.

Emergency Contact Information

Please contact Central Pacific College if you need assistance.

1585 Kapiolani Blvd. Suite 1705,

Honolulu, HI 96814

Phone

(808) 791-7800

Fax

(808) 748-0897

Email

info@cpchawaii.edu

CPC Student Services

Students who require assistance in finding suitable housing or seek counseling for a personal problem may consult with the administrative staff.

Housing

(808) 791-7800

Advising

(808) 791-7800

Community Resources

Emergency Dispatch

911

Hawaii Immigrant Justice Center

(808) 536-8826

Hawaii Poison Center

(808) 941-4411

Health Center (Waikiki)

(808) 922-4787

Health Center (Diamond Head)

(808) 733-9281

Help Line

211

Legal Aid Society

(808) 536-4302

Mental Health Access

(808) 832-3100

Mental Health America of Hawaii

(808) 521-1846

National Suicide Hotline (24 hours)

(800) 273-8255

Suicide/Crisis Center (24 hours)

(808) 832-3100