



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Substance Abuse and Mental Health

1901 North DuPont Highway, New Castle, Delaware 19720

Crisis Intervention Service, Northern Delaware

Components of CIS-No. DE

- Covers all of New Castle county and greater Smyrna area in northern Kent county
- Hotline Services
- Community Outreach
- Office Visits and Follow-up Services
- Crisis Assessment and Psychiatric Emergency Services (CAPES)
- St. Francis Hospital

Hotline Services

- Available 24/7/365
- Northern Delaware: 800-652-2929 or
- Southern Delaware: 800-345-6785
- Provide Information and Referrals
- Provide Consultation over the phone
- Provide Crisis Counseling
- Utilizes TTY and Deaf Contact
- Provide Well-Being Calls

Community Outreach

- Provide emergency psychiatric and substance abuse assessments
- Evaluate the client where they are
- Assist with voluntary and involuntary hospitalizations
- Provide trainings on mental health issues and the role of CIS to public and private agencies

Office Visits and Follow-up

- Provide crisis counseling and hospital screening in the office
- Provide referrals to CMHC Front Door or outside agencies
- Provide short-term psychiatric assessment, including medication assistance
- Link clients to the help they need

Confidentiality

- Federal and State regulations mandate it
- Unless person is a danger to self and/or others
- Only information relevant to the safety requirements of the situation can be released
- Memorandum of Understandings with local hospitals (Christiana Care, St Francis)

CAPEs

- Emergency room based program for patients suffering from psychiatric issues
- Collaboration between doctors, nurses, and crisis staff
- Assess walk-ins, police referrals and people brought to the unit for medical clearance due to substance abuse or suicide attempts.
- A safe, least restrictive place for psychiatric patients to avoid long waits in the ER

CAPEs

- Police can drop off patients in a secure area with trained staff, separate from other parts of the hospital
- Staff complete evaluations, admit to hospital or make referrals to community providers
- Check patient names against DSAMH community provider census lists and contact responsible agency to respond to the patient (for ACT, ICM, CRISP and TCM teams)

St. Francis Hospital

- CIS collaborates with ER MDs and nurses to provide emergency psychiatric services
- No permanent MCIS staff housed there – report on an as needed basis
- Provide psych assessments and assist with psychiatric hospitalizations when appropriate

Important Phone Numbers

- Division of Developmental Disabilities
1-866-552-5758
- Child Priority Response
1-800-969-4357 or 633-5128 (NCC)
- Delaware Helpline
1-800-464-4357 or 211
- Adult Protective Services
1-800-223-9074

CIS Assistance

- By checking a given name against a Client Active List that provides the CMHC or Case Management Program Provider
- During normal business hours the CMHC treatment team can be contacted
- Case Management programs can be contacted at any time and are responsible for emergency responses

CIS Assistance

- If the call involves a NAMI house, CIS will respond as needed, especially if it involves a non-case management client
- CIS can check CIS client files in emergency situations and provide info on:
Family contacts, previous suicide attempts, previous hospitalizations, diagnosis, hx of substance abuse, hx of violent behavior, previous treatment providers

CIS Assistance

- Provide phone assessments to determine
 - If a field visit is warranted
 - If a person is not suicidal
 - If a person will need WBC or WBV's
 - Provide support to a family member who has lost a loved one
 - Provide referrals for follow-up counseling

CIS Assistance

- CIS won't do a phone assessment if
 - The person is under the influence of a substance
 - The person is not fully cooperating
 - Significant gaps in the story
 - The person is difficult to understand

In any of the above cases a field visit would be completed.

CIS Assistance

- Provide referrals
- Arrange for an office visit and short-term counseling, including evaluation by a psychiatrist
- Arrange for follow-up treatment with CMHC, if the person meets admission criteria

CIS Assistance

- CIS will seek hospitalization for those who are:
 - suicidal, made suicidal gestures/attempts
 - homicidal
 - destroying property due to mental illness/extreme distress
 - danger to themselves/others because of psychosis
 - danger to themselves due to poor self-care

CIS Assistance

- If someone is being hospitalized, we can:
 - Call the ER and provide info
 - Arrange for a direct admit to an IMD (DPC, MeadowWood, Rockford, Dover Behavioral)
 - Transport voluntary clients, if it is safe
 - Arrange alternate transportation if safety is questionable

CIS Assistance

- Clients can be brought into CIS office for an evaluation and disposition planning
- Perform well-being calls or receive calls from chronic 911 callers
- Assist officers at the residence of chronic 911 callers to clear the officer faster
- Perform Lock-Up assessments

CRISIS INTERVENTION SERVICES

Northern DE: 800-652-2929

Southern DE: 800-345-6785

24 hours a day

7 days a week

365 days a year