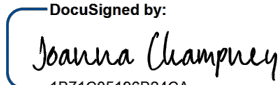


POLICY AND PROCEDURE

<u>POLICY TITLE:</u> Crisis Intervention Services Standard Operating Procedures Policy	<u>POLICY #:</u> DSAMH052
<u>PREPARED BY:</u> CIS and Policy Committee	<u>DATE ISSUED:</u> 6/5/2023
<u>RELATED POLICIES:</u>	<u>REFERENCE:</u>
<u>DATES REVIEWED:</u> 6/1/2023	<u>DATES REVISED:</u> 3/29/2023
<u>APPROVED BY:</u>  <u>DATE SIGNED:</u> 4/15/2024 4:36 PM PDT	<u>NOTES:</u> <input checked="" type="checkbox"/> DSAMH Internal Policy <input type="checkbox"/> DSAMH Operated Program <input type="checkbox"/> DSAMH State Providers <input type="checkbox"/> Delaware Psychiatric Center <input type="checkbox"/> Targeted Use Policy (Defined in scope)

I. PURPOSE:

The purpose of this policy is to establish processes and guidelines for the operations of Crisis Intervention Services including, but not limited to, training topics and goals, best practices, and necessary job functions.

II. POLICY STATEMENT:

CIS provides services to Delaware residents or anyone within the State 18 years of age or older who are experiencing a behavioral health crisis. These interventions consist of, at minimum, a phone call with a client or third party, but can also evolve to include face-to-face assessment or involvement of emergency services. The goal of CIS is to interrupt and/or ameliorate a crisis with services including assessment, de-escalation, debriefing, and referral to appropriate community-based services in order to meet needs in the least restrictive environment possible.

III. DEFINITIONS:

“**CBHSD**” means the Bureau of Community Behavioral Health and Social Determinants.

“**CIS**” means Crisis Intervention Services.

“**Delaware resident**” means an individual who is not eligible for an out-of-state Medicaid plan and meets either of the following criteria:

1. An individual is domiciled in a permanent location or maintains a place of abode that they stay in that is a building, structure, or vehicle within the limits of the State, and spends more than 183 days in the State.
2. A person who possesses a valid Delaware-issued identification card such as driver's license or non-driver identification card.

"DHSS" means Department of Health and Social Services.

"DSAMH" means the Division of Substance Abuse and Mental Health.

"DSAMH staff" means any staff, contracted workers, or employees working within a DSAMH-operated program. This extends to interns and volunteers as well.

"SOP" means Standard Operating Procedures.

IV. SCOPE:

The scope of this policy is limited to Crisis Intervention Services (CIS) and DSAMH staff working in CIS.

V. PROCEDURES/RESPONSIBILITIES:

- A. The policies within the SOP must include, but are not limited to:
 1. Personnel Policies and Procedures
 2. Staffing
 3. Clinical Documentation
 4. CIS Practices
 5. CIS Emergency Procedures
 6. Quality Assurance
- B. The Chief of Community Mental Health and the CIS Administrator are responsible for developing, maintaining, and updating an SOP that governs CIS policies, procedures, and processes.
- C. This SOP will be reviewed at least annually but may be updated more frequently as industry best practices change and operational needs shift. Any changes must be approved by both the Chief of Community Mental Health and the CIS Administrator.

VI. POLICY LIFESPAN: This policy will be reviewed annually from date of issuance. This policy does not replace any requirements in Delaware State Code. Policy may require revision periodically beyond annual review if state and/or federal regulations are updated.

VII. RESOURCES: N/A