



DSCYF
Department of Services for
Children Youth & Their Families

Presentation to the Delaware Healthcare Commission

Stephanie Traynor, PsyD, MBA—Deputy Director,
Division of Prevention and Behavioral Health

July 6, 2023



kids.delaware.gov

| follow us



Today's Agenda

1

Overview of the Department of Services for Children, Youth, and their Families, Division of Prevention and Behavioral Health Services

2

Continuum of Services, Youth Served

3

Responding to Changing Needs

4

Suicide Prevention and 988 Implementation



About DSCYF

Created in 1983 to enable efficient services for children and families experiencing child maltreatment, delinquency and behavioral health challenges by avoiding fragmentation and duplication

- Mission: *Engage families and communities to promote the safety and well-being of children through prevention, intervention, treatment, and rehabilitative services*
- Vision: *Safe and healthy children, resilient families, strong communities*
- 4 Divisions (DFS, DYRS, DPBHS, DMSS) with approximately 1400 employees





Division of Prevention and Behavioral Health Services

Our Mission

To develop and support a family-driven, youth-guided, trauma-informed prevention and behavioral health system of care

Our Vision

Resilient children and families living in supportive communities

Our Framework

Systems of Care and Trauma Informed Approach



PBHS Services and Eligibility

PBHS provides **voluntary** behavioral health **prevention, early intervention and treatment services** for **Delaware** children.

- Prevention services available to all Delaware youth.
- Early intervention for Delaware children based on referrals from early learning centers and schools.
- Crisis intervention available to all children in Delaware (mobile crisis - MRSS).
- Treatment services for Delaware children covered by Medicaid or uninsured.

Most treatment services are provided through contracts with in-state and out-of-state providers.

- Exceptions are two state-run facilities, **Silver Lake Treatment Consortium** and **Terry Center**.
- Contracted providers can decline to accept referrals.



PBHS Prevention and Early Intervention Services

PREVENTION

- Block grants and SOR funding
- Promoting Safe and Stable Families (PSSF)
- Families and Centers Empowered Together (FACET)
- Out of school time prevention programming
- Gang violence prevention programming
- Suicide prevention campaign

EARLY INTERVENTION, school-based services

- Early Childhood Mental Health Consultants (ECMHC's) – based on referrals from early learning centers and schools
- Family and Student Interventionists (FSI's) – in 54 elementary schools
- Behavioral Health Consultants (BHC's) – in 31 middle schools

kids.delaware.gov

follow us



PBHS Treatment Continuum of Services

- Community-based, intensive outpatient treatment services
 - Mobile outpatient therapy, Therapeutic Support for Families
 - Family Peer Support
 - Evidence based treatments: MST, MST-IDD, MST-PSB, FBMHS, FFT, DBT
- Partial-hospital programs
- Inpatient psychiatric hospitals
- Crisis-bed program
- Residential Treatment
 - Out-of-state psychiatric residential treatment facilities (PRTF)
 - In-state residential treatment
 - Silverlake Treatment Center-Odessa House and Middletown Manor
 - Terry Children's Psychiatric Center-Crisis Bed Program, Diagnostic and Stabilization Program



Diagnostic and Stabilization Unit

We are transforming the Terry Center and revitalizing Wharton Hall on the DSCYF administrative campus to better meet the needs of today's youth.

- Transition begins this summer at Terry Center with a Wharton Hall completion date of 2025.
- 10 crisis beds serving youth ages 7 to 17
- 6 diagnostic assessment and stabilization beds serving youth ages 12 to 17
 - Provide additional psychological evaluation, behavioral assessment, stabilization of high-risk behaviors with the goal of transitioning back to a home environment
- Adding 24/7 nursing care and behavioral analyst



Mobile Response Stabilization Services

Mobile Response and Stabilization Services (MRSS) are provided to any youth under 18 who is physically present in the state and requires assessment regarding imminent danger to self or others as a result of a mental health or substance use disorder.

Crisis Hotline

1-800-969-HELP (4357)

available 24/7



DPBHS Intake Unit

This unit receives and processes requests for behavioral health treatment services. Families, providers, and schools may call this unit to determine service eligibility and apply for PBHS services. The unit also helps families by providing information about other programs and services.

**Referrals can be made by calling
1-800-722-7710 or sending an email to
DSCYF_Intake_General@delaware.gov**

- **Higher Level of Care Referrals (HLOC)**
- **Outpatient Funding Request (OPFR)**



Number of Youth & Families Served

Unduplicated Youth Served By Service				
CY 2019 - 2022				
SERVICE	2019	2020	2021	2022
Inpatient Hospital	1128	864	854	1021
Partial Hospital or equivalent	563	430	425	491
Psychiatric Residential Treatment	135	141	107	89
Mobile Crisis (MRSS)	2820	2243	2513	2412
Outpatient Therapy	1319	1102	843	772
Functional Family Therapy	55	54	43	73
Multi-Systemic Therapy	57	36	41	68
Family Based Mental Health Service	262	175	126	105
All Outpatient Treatment Services	1693	1367	1043	1018
Therapeutic Support for Families	778	699	563	514
Family Peer Support Services	247	231	207	207



Recent Challenges

Over the last 12 months, PBHS has experienced:

- Increases in referrals for youth with high levels of aggression
- Periods where all inpatient hospital beds are unavailable
- Longer waits for admission to out of state residential treatment facilities
- Increased youth presenting to the emergency departments for behavioral health crisis
- Increased referrals for youth with co-occurring intellectual and/or developmental disabilities



Responding to Changing Needs

- Monthly hospital collaboration meeting
- Strategic grant applications
- Substance use needs assessment and evaluation of current continuum
- Expansion of services
 - Crisis Beds
 - Diagnostic and Stabilization Program
 - ABA for conditions other than autism
- Suicide prevention campaign



DSCYF SUICIDE PREVENTION CAMPAIGN

Launched January 2023

Two target populations: teens and caregivers of teens

- #notalonedede
- 23 billboards
- Print ads
- Social media
- Streaming
- Radio
- Bus exteriors/interiors/shelters
- Posters/keychains/pins/window clings/door tags



It's okay to...
ASK
for help.



You are not alone.

#NotAloneDE

Text DE to 741-741
or Call 1-800-969-HELP (4357)

Learn more at de.gov/notalone



DSCYF PREVENTION CAMPAIGN

Overall impact of paid digital media: over 5.6M impressions, 25K clicks, .45% CTR

Web Traffic

- As of 7/1 26,902 unique page views (up from 15,393 on 5/1 and 9,572 on 4/1)
- Most frequent page visited on DSCYF website

Social Media

- Over 2M impressions on each of Snapchat and Facebook, with over 16K swipe ups on Snapchat (.69% CTR) and 4K on Facebook (.2% CTR)
- Facebook
 - Teens: 1.6M impressions and almost 2K clicks
 - Caregivers: 560K impressions and 2.5K clicks

Plan

- Extend current campaign through August
- Add 988 to materials in September, continue campaign through December



Delaware's INITIAL 988 IMPLEMENTATION

- Contact Lifeline began accepting 988 calls in July 2022
 - May data: 435 dialed, 321 answered (74%), 69 transferred and 45 abandoned
 - Very few text/chat, currently routed to out of state NSPL
- Contact Lifeline, DSAMH and DPBHS maintain current crisis numbers
- DSAMH (DE's lead) submitted application to be credentialed as the NSPL backup for DE. Target is to start taking 988 calls this summer.
- Formed monthly team meeting of Contact Lifeline, DSAMH, 911 and DPBHS/DGS to review call data and discuss high risk calls
 - Goal is to ensure warm handoff



DE 988 IMPLEMENTATION- NEXT STEPS

- Establish a Behavioral Health Crisis Communications Center (BHCCC)
 - Central hub for receiving 988 calls
 - Cross training for call center staff in youth and adult crisis management
 - Capacity to dispatch mobile team when needed using geolocating
- Establish a contract for managing text/chat
- Develop and implement DSAMH-DPBHS 988 media campaign
- DSAMH and PBH will phase out other crisis numbers



Contact Us

- Dr. Aileen Fink, DPBHS Director
 - Aileen.Fink@delaware.gov
- Dr. Traynor, PBHS Deputy Director
 - Stephanie.Traynor@delaware.gov
- Shelly Lazorchak, Prevention Services Unit Manager
 - Rochelle.Lazorchak@delaware.gov
- Jocelyn Langrehr, Manager of Intake, Early Intervention, and Assessment
 - Jocelyn.Langrehr@delaware.gov
- Tracey Frazier, Care Coordination Unit Manager
 - Tracey.Frazier@delaware.gov



Questions?

