

CRISIS INTERVENTION SERVICES (CIS)

Department of Health and Social Services

Division of Substance Abuse and Mental Health

Glenn Owens, MS, Clinical Administrator CIS

Benjamin Griffith, MA, LPCMH, CIS North Clinical Site Manager

Ericka Sample, MSW, LCSW, CIS South Clinical Administrator

CIS VISION, MISSION AND GOAL

- ▶ **Vision:** To provide a range of crisis intervention services 24 hours per day 7 days per week for adults experiencing behavioral health emergencies.
- ▶ **Mission:** To oversee an array of emergency response services to individuals who are experiencing a crisis in a supportive and safe environment with the core values of respect, dignity and professionalism.
- ▶ **Goal:** To divert individuals from the criminal justice system and psychiatric hospitalization, if applicable, and restore them to their adequate level of functioning by utilizing comprehensive screening and assessments, brief intervention, information and referral, linkages to community providers, peer support and/or wrap-around services.

WHAT IS CIS?

- ▶ **Crisis Intervention Services (CIS) is offered through the Department of Substance Abuse and Mental Health (DSAMH) for individuals who are experiencing distress and functional impairment in the community.**
 - ▶ **It is the most widely used form of brief intervention with the main focus on screening, crisis stabilization, and referral. It measures the magnitude of a crisis episode and may initiate the continuum of care for the individual.**
 - ▶ **A crisis intervention initiates the helping process.**
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CORE ELEMENTS

▶ Crisis Hotline

- ▶ A toll-free statewide telephone system that individuals can utilize for emotional support, information, referrals, and access to local providers and resources.
- ▶ Hot line is staffed 24 hours per day-7 days per week.
- ▶ Responders may dispatch a crisis mobile team, if necessary, to assess the individual in crisis , identify the major issues, and develop a plan to access care.

▶ Mobile Crisis Team

- ▶ Credentialed staff respond to individuals wherever they are in the community.
- ▶ Staff identify presenting issues and stabilize individuals with behavioral health needs.
- ▶ Staff conduct an initial screening to ensure a pathway of care.
- ▶ Staff explore least restrictive alternatives to maintain individual and public safety.
- ▶ Collaborate with law enforcement and community providers to maintain individual and community safety.
- ▶ Staff may initiate a 24 hour detainment for those individuals who are clinically eligible.

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▶ **Walk-in Centers**

- ▶ Crisis walk in Centers are available in New Castle County and Sussex County for individuals in crisis-staffed 7 days per week-24 hours per day.
- ▶ Walk-in Centers are staffed with credentialed personnel to screen and refer individuals to appropriate resources and community providers. The individual is provided immediate attention to restore a level of functioning.
- ▶ Staff provide brief intervention with the goal of keeping the individual safe in his or her home and/or in the community.
- ▶ Staff work with law enforcement personnel to maintain individual and public safety.

▶ **Peer Support**

- ▶ Peer Recovery Specialists are available 7 days per week from 8:00 a.m. to Midnight to provide emotional support by sharing their lived experiences. Services include:
 - ▶ Linkages to community resources and providers
 - ▶ Well-being checks
 - ▶ Coordination of care with referrals and transitions
 - ▶ Recovery information
 - ▶ Outreach services

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▶ Trainings

- ▶ CIS staff provide education and training on crisis situations, de-escalation, detainment procedures, risk and protective factors and the continuum of care paradigm



**Crisis Workers and Peer Recovery Specialists meet the consumer
where he or she is at;**

assesses the level of risk;

stabilizes the crisis;

mobilizes client resources;

links the individual to the needed resource; and

improves functioning.



Crisis Intervention Offices

New Castle County

Central Avenue
New Castle, DE
800-652-2929

Kent/Sussex County

700 Main Street
Ellendale, DE
800-345-6785