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/attempt
  - 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
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24 hours a day
7 days a week
365 days a year