

**Children's Service Center
Crisis Services
Luzerne/Wyoming Counties**

Introduction:

In fiscal year 2015-2016, Children's Service Center served 2,881 children and adolescents through our **Crisis Intervention Program**. We project to serve approximately 4148 in January 1, 2017 to June 30, 2017 and July 1, 2017 to June 30, 2018.

CSC's Plan for development of a resiliency oriented system:

System Indicators:

1. Affirmative Action hiring policy that supports accommodations:
Children's Service Center's hiring policy is one of affirmative action; in addition, our HR department has an established track record of providing accommodations for staff that request them, both for physical as well as mental health needs.
2. Resiliency oriented mission statement:
Children's Service Center continues to review our mission statement to ensure a resiliency oriented mission statement drives our services.
3. Board Representation:
Children's Service Center is proud that consumers have representation on our Board. A significant officer on our Board of Directors is a consumer of services here at CSC. We are planning to increase consumer participation on our Board.

1. Soundness of Approach:

A. Project Description:

Crisis intervention services are immediate, crisis-oriented services designed to diffuse or resolve precipitating stress which are provided to adolescents and children and their families who exhibit an acute problem of disturbed thought, behavior, mood or social relationships. The services provide rapid response to crisis situations, which threaten the well being of the individual or others. Mental Health Crisis Intervention includes intervention, assessment, counseling, screening and disposition services which are commonly considered appropriate to the provision of mental health crisis intervention.

Crisis intervention services include:

- **Walk-in Crisis Service**
This service provides a face-to-face meeting with a person in crisis, or a person seeking help for a person in crisis, at the provider's designated facility.
- **Telephone Crisis**
This service is a 24-hour a day, 7 days a week service available on site during weekdays or through Help Line service, which screens incoming calls and refers each call to a mental health crisis worker.
- **Mobile Crisis**
This service is provided 24 hours a day, 7 days a week at a community site, which is the place where the crisis is occurring or a place where a person in crisis is located. This service shall be available with prompt response. Services are individually delivered by a mental health professional or crisis worker.
- **Mobile Team**
Crisis Intervention Services during the weeknights, weekends and holidays have historically been team delivered. CSC recently expanded the mobile team capacity to the daytime, evenings, weekends, and holidays. The team consists of two clinicians employed by Children's Service Center. The mobile crisis team is dispatched to a client's home or a place in the community where the crisis is occurring.

B. Description of Target Population:

Crisis Intervention Services at Children's Service Center are an immediate response service designed to treat children and adolescents up to age 18, or up to age 21 if the child is enrolled in a school setting. Children's Service Center provides services to children and adolescents who reside in the catchment areas of Wyoming County and the upper portion of Luzerne County.

C. Statement of Need:

Crisis Intervention Services are immediate, crisis oriented services designed to diffuse or resolve precipitating stress which are provided to children, adolescents and their families who exhibit an acute problem of disturbed thought, behavior, mood or social relationships. The services provide a rapid response to crisis

situations, which threaten the well being of the individual or others. Crisis intervention services include:

- Telephone Assessment
- In-Person Evaluations
- Respite
- Inpatient referral
- Rapid Connection to Appropriate Treatment Services
- Psychiatric Consultations
- Community Crisis Outreach

D. Project Outcomes:

Crisis Intervention will diffuse stressful situations and provide support to children, adolescents, and families, refer and link to appropriate services and ensure the safety of the client and family while preventing unnecessary psychiatric hospitalizations.

Outcomes for Fiscal year 2015-2016 are as follows:

Telephone Contacts	1582
Walk-In Contacts	378
Mobile Teams	61
Mobile Individual Day	222
<u>Mobile Individual Evening</u>	<u>638</u>
Total Contacts	2881

Of the 2881 contacts there were 766 individuals served.
77% of the clients served by Crisis were not hospitalized.
There were 303 hospital admissions.

In addition to JCAHO credentialing, the CSC Crisis program is reviewed annually under licensing by the department of OMHSAS. CSC has held the Crisis license for over 15 years.

E. Potential for Success:

Children’s Crisis Intervention Services are available 24 hours a day, 7 days a week. Crisis can be contacted during weekdays at Children’s Service Center in Wilkes-Barre, PA. Crisis can be contacted 24 hours a day, Saturdays, Sundays and Holidays by contacting Help Line, who will access the covering crisis worker.

Anticipated response time when contacted by Help Line is 5 minutes by telephone to the family/child/adolescent in crisis and 30 minutes for the crisis worker or team to arrive at the place of crisis.

Individuals who access Crisis Intervention Services will receive an immediate assessment, intervention and treatment disposition. Clients who are in need of an in-person evaluation will receive a mental health assessment provided with counseling to diffuse the current situation, and provided with treatment options. The crisis worker will survey the presenting problems and mental status, provide support and directions to children, adolescents and families, consult with a psychiatrist in person or by phone when needed, and facilitate the recommended disposition.

2. Overall Qualifications of the Agency:

Children's Service Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and is Sanctuary Certified. Children's Service Center has an extensive history of providing quality behavioral health care to the youth in our community and is committed to the highest standard of availability and continuity of care. We have been committed to the needs of children, adolescents and families for 154 years and currently serve over 5,000 individuals.

A. Experience with this service:

Children's Service Center has provided children and adolescent Crisis Intervention Services since 1992.

B. Experience working with the proposed population:

Children's Service Center is a community based mental health agency whose mission is to provide and promote quality services with care and compassion to enhance the emotional well being and mental health of children, adolescents and their families, providing services involving case management, individual, group and family therapy, as well as residential treatment.

CSC has an extensive history of providing quality behavioral health care to the youth in our community and is committed to the highest standards of availability and continuity of care. CSC works in collaborating with area schools, families and other community agencies and has been committed to the needs of children, adolescents and their families for over 150 years.

C. Experience coordinating community resources:

At the intake/crisis level, the consumer and their family are asked to sign appropriate release of information forms so that successful coordination with community resources is ensured. All parties who are already involved with the consumer are encouraged to participate in the crisis evaluation. Depending on the

needs of the consumer and their family, referrals to community programs are made at the time of the crisis. During the evenings, weekends and holidays, CSC coordinates with Helpline who triages all crisis calls.

D. Current, valid license or certifications:

Children's Service Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and is Sanctuary Certified. Crisis is licensed by the Office of Mental Health and Substance Abuse Services. (OMHASAS)

3. Qualifications of Individuals Performing the Service:

All employees of CSC crisis team are provided orientation and training upon hire that include Safe Crisis Management skills training, which is updated annually, along with CPR training. Employees are expected to complete 20 hours of training annually and are provided with listings of monthly trainings available at CSC and encouraged to attend whenever possible. Trainings offered outside of the agency are also available for employees to increase knowledge and improve performance. Currently, the Crisis Director and Crisis Clinician have attended a 6-month training program on Co-Occurring Issues sponsored by NBHCC. CSC clinicians are trained to evaluate the mental health status of each individual who comes into crisis. The crisis clinician works closely with CSC psychiatrists and collaborates with individual treatment servers whenever possible.

At this time, Children's Service Center employs four different Board Certified Child Psychiatrists who provide emergency evaluations and consultation to all of the crisis staff 24 hours, 7-days a week. All four Psychiatrists are very skilled in emergency mental health services for children and bring a total of more than 65 years experience. The Director oversees the program and is a LCSW, and brings 15 years experience in children's mental health. The other workers include the Crisis Supervisor, plus one additional daytime salaried clinician who bring more than 6 years crisis experience. During evening hours, CSC employs 10 different part-time workers; three have master's degrees and seven bachelor's degrees. All have a minimum of 4 years experience in children's mental health programs. During this past year, CSC developed a dedicated crisis team for Wyoming County.

4. Budget:

A. Overall analysis of budget:

Please see attached