

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

Introduction:

In FY 2015-2016, staff at CSC completed **Emergency Services** on 303 children and adolescents. We can project providing emergency services for approximately 420 youths 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:

These are emergency related activities and administrative functions undertaken to proceed after a petition for a voluntary or involuntary commitment has been completed.

Emergency Services are provided by trained staff following the disposition of hospitalization for children and adolescents seen by a member of Children's Service Center Crisis Staff.

The duties performed under Emergency Service include:

- Outreach to psychiatric hospital for bed availability
- Communication with admissions departments of psychiatric hospital to share relevant clinical information.
- Await acceptance/denial for admission
- Pre-certification of insurance for hospitalization
- Facilitate ambulance transport to psychiatric unit

B. Description of Target Population:

The target population is limited to children and adolescents seen by CSC Crisis with a disposition of hospitalization.

C. Statement of Need:

During the fiscal year of 2015-2016, 303 children or adolescents required psychiatric hospitalizations.

D. Project Outcomes:

During the fiscal year of 2015-2016, 303 children or adolescents required psychiatric hospitalizations were placed in inpatient units to meet their immediate need.

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 Emergency 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 are attending 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 24hours 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 who is a MSW, 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