

COMMUNITY CRISIS RESPONSE AND INTERVENTION



Amanda Gilchrist, LPC
Program Director, CCRI

- Operational 24/7/365
- Staffed through local CMHC's
- Requires strong partnerships with local law enforcement offices and probate courts, local emergency departments, and inpatient facilities

THE PURPOSE

To enhance the crisis services array to include a statewide community crisis on-site emergency psychiatric screening and assessment.




SCDMH

DMH South Carolina Department of Mental Health

COMMUNITY CRISIS RESPONSE & INTERVENTION

COMMUNITY MENTAL HEALTH SERVICES

Program Director:
Amanda Gilchrist

CCRI Access Line:
833-DMH-CCRI
833-(364-2274)

Email: ccri@scdmh.org

www.state.sc.us/dmh/







COMMUNITY CRISIS RESPONSE & INTERVENTION
SC Department of Mental Health

To provide services 24/7/365 within 60 minutes of contact with the CCRI team to meet the mental health needs of residents of South Carolina.

- Active in all 46 SC Counties
- The toll free line to access services is 833-364-2274 (833-DMH-CCRI)

ABOUT CCRI

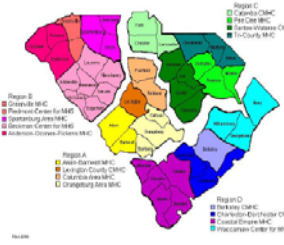
We provide adults and children with clinical screening either

-  in person at the location of the crisis,
-  in person at a community mental health center,
-  via phone, or
-  Telehealth Communication Software,

In order to de-escalate the crisis and provide linkage to ongoing treatment and other resources.

HOW IT WORKS

Each call that is received via the CCRI Access Line will be directed to the appropriate triage clinician based on geographical location (region).



South Carolina Department of Mental Health

Region A: Midlands
Region B: Upstate
Region C: Pee-Dee
Region D: Coastal

PROGRAM GOALS

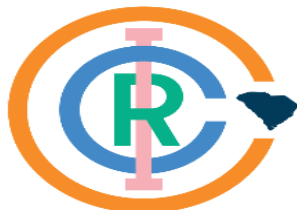
- Provide access and link patients to appropriate levels of care and divert from unnecessary hospitalizations and incarcerations.
- Build partnerships with local law enforcement, hospitals, judges, community partners, and local mental health providers.

WHEN IS IT AVAILABLE?

Each region will be phased in. The local DMH centers are available for services to the community based on their current county of residence.



Mental health crisis phone lines



COMMUNITY CRISIS RESPONSE & INTERVENTION

833-DMH-CCRI

833-364-2274

**NATIONAL
SUICIDE
PREVENTION
LIFELINE™**

1-800-273-TALK

1-800-273-8255

www.suicidepreventionlifeline.org



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Substance Abuse and Mental Health Services Administration
www.samhsa.gov

Printed 2005 • Reprinted 2009 • CMHS-SVP05-0125

CRISIS TEXT LINE |

Text HELLO to 741741

Free, 24/7, Confidential

Embedded clinicians in Law Enforcement Organizations



The South Carolina Department of Mental Health has 9 Mental Health Professionals embedded in 10 Law Enforcement Organizations. Expansion efforts are underway.



2016 = (CDMHC and Charleston City PD)

2017 = (CDMHC and Mount Pleasant, N. Charleston, Charleston County; BCMHC and Berkeley County)

2018 = (CDMHC and Summerville PD; BCMHC and Moncks Corner PD, Hanahan PD, Goose Creek PD)

2019 = (CAMHC and Richland County Sheriff's Office)

Embedded clinicians in Law Enforcement Organizations


▶ Purpose

- Provide immediate and easily accessible mental health resource/treatment for those who are victims of crime

▶ Process

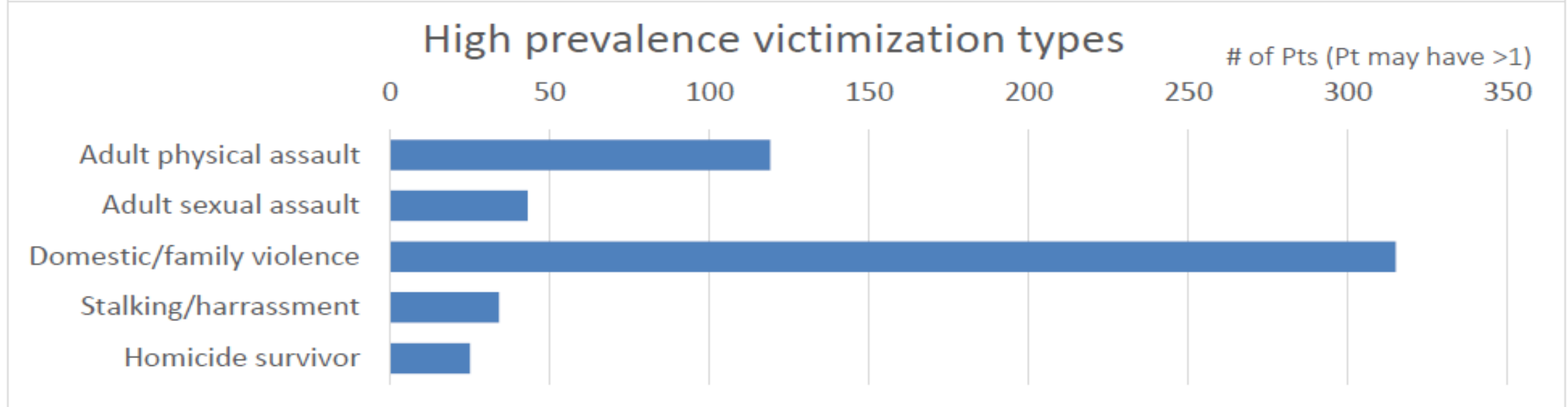
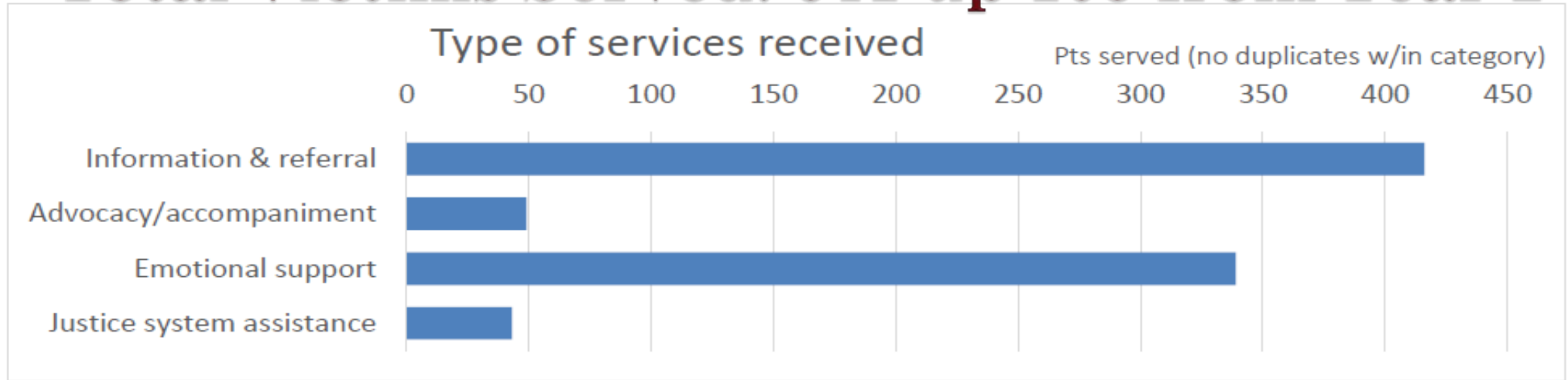
- Embed trained clinicians in LEO
 - Clinicians skilled in Evidence Based Trauma Treatment for adults, children and families
 - Clinicians understand the complexity of abuse cycle

▶ Goals

- Provide comprehensive mental health treatment and support to victims of crime who may otherwise not seek treatment
- 

VOCA Year 3 data report (Q1, Q2, Q3, Q4)

Total Victims Served: 641 up 105 from Year 2



Emergency Management Services (EMS) Assessment/Mobile Crisis Telehealth Project

- ▶ On May 1, 2017, the Assessment Mobile Crisis (AMC) team at Charleston Dorchester Mental Health Center (CDMHC) began a Telehealth Pilot Project with Charleston County EMS (CCEMS)
- ▶ Funded by an MUSC Telehealth Grant, the pilot project was created in an effort to appropriately divert behavioral health patients from local Emergency Departments and hospitals.

Before this program:

- Approximately 5 calls per year
- 80%-100% Transported to ED

May 1, 2017-Oct. 31, 2019:

- 1501 Calls (About 60 calls/mo.)
- 6% Transported by EMS after Assessment*

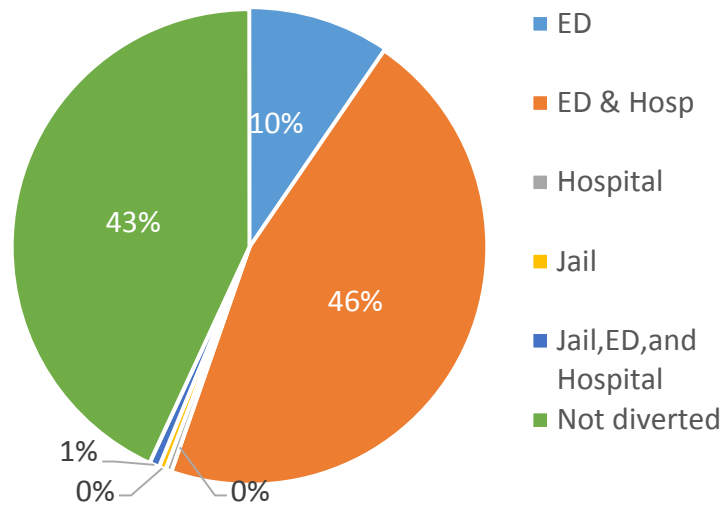
** Percentage based on calls received by Mobile Crisis, not all CCEMS calls*

- ▶ The estimated cost savings for the healthcare system in the first 13 months (cost of ambulance transport and a basic ED visit) was: \$1,153,738.

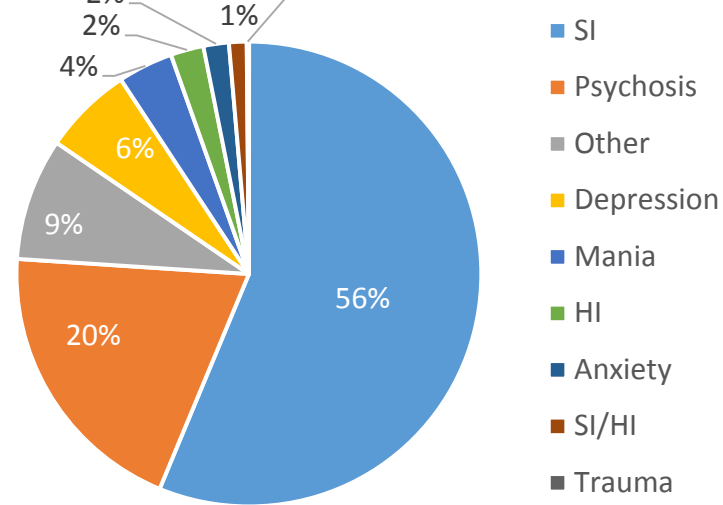
(Based on approximate costs of \$350/ ambulance ride and \$2000/ basic ED visit)

CCEMS Assessment/Mobile Crisis Telehealth Project (5/1/17-10/31/19)

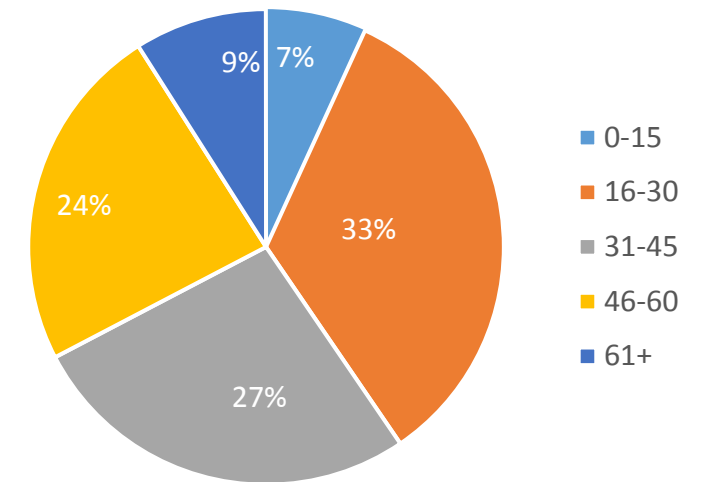
Diversion(s)



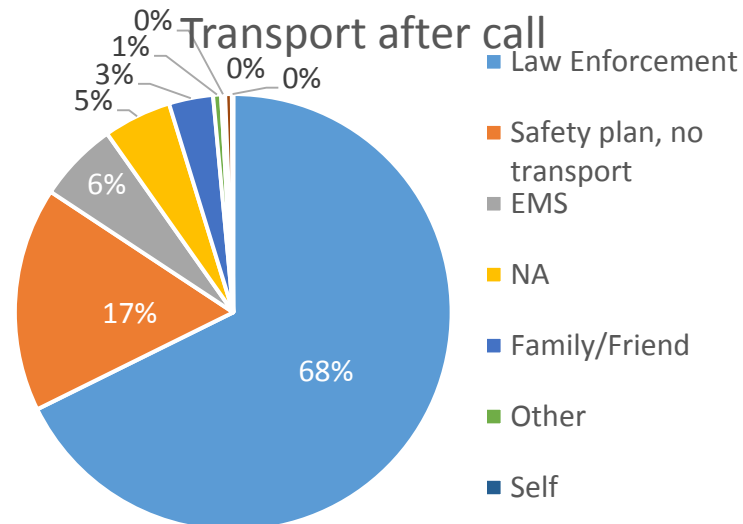
Primary MH concern



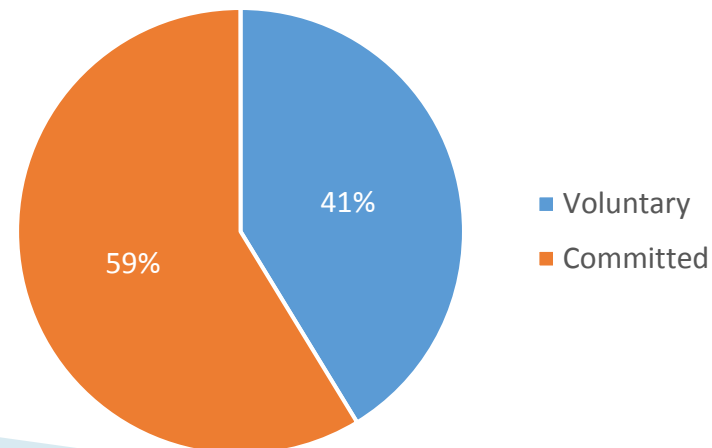
Call length (mins)



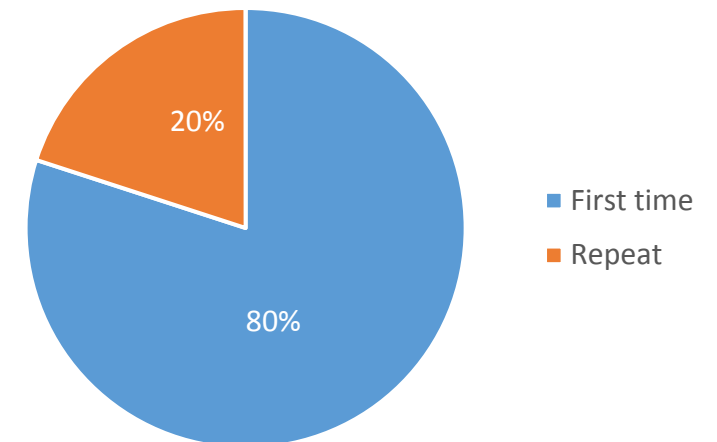
Transport after call



Inpatient disposition



Repeat EMS Telehealth call

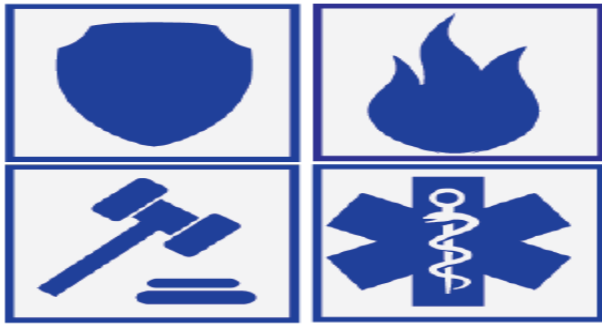


FRST

First Responder Support Team

Counseling & Consulting





FRST

FIRST RESPONDER SUPPORT TEAM

- ▶ **In the last 12 months...**
- ▶ **1520 treatment services provided**
- ▶ **261 first responders served**



- ▶ **Quiet and separate location**
- ▶ **Highly confidential environment**

- ▶ **Crisis Intervention**
- ▶ **Individual Counseling**
- ▶ **Family Counseling**
- ▶ **Couples and Family Counseling**
- ▶ **Alcohol and Substance Use Counseling**
- ▶ **Trauma Focused Therapy**
- ▶ **Medical Assessment**
- ▶ **Community Outreach & Social Support**

- ▶ **2090 Executive Hall Road, Suite 150 - Charleston, SC 29407**
- ▶ **www.charlestandorchestermhc.org**
- ▶ **(843) 212-8980**

TriCounty Crisis Stabilization Center (TCSC)

An ED, Hospital, Jail Diversion Program

Appropriate level of care at the appropriate time by the appropriate staff; therefore:

- ▶ Clinically appropriate emergency department (ED) diversion
- ▶ Clinically appropriate inpatient hospital diversion
- ▶ Legally appropriate jail diversion and triage option for law enforcement
- ▶ Clinically and legally appropriate shortened length of stay (LOS) in ED, inpatient bed, jail
- ▶ Option for stepdown/transfer from ED, jail, inpatient hospital or transfer from Sobering Center (soon to be opened next door)
- ▶ A Community need run with community support (MUSC, Roper, Trident, Chas. Cty. Sheriff's Office, Charleston Center, CJCC, Berkeley Mental Health, CDMHC, SCDMH)

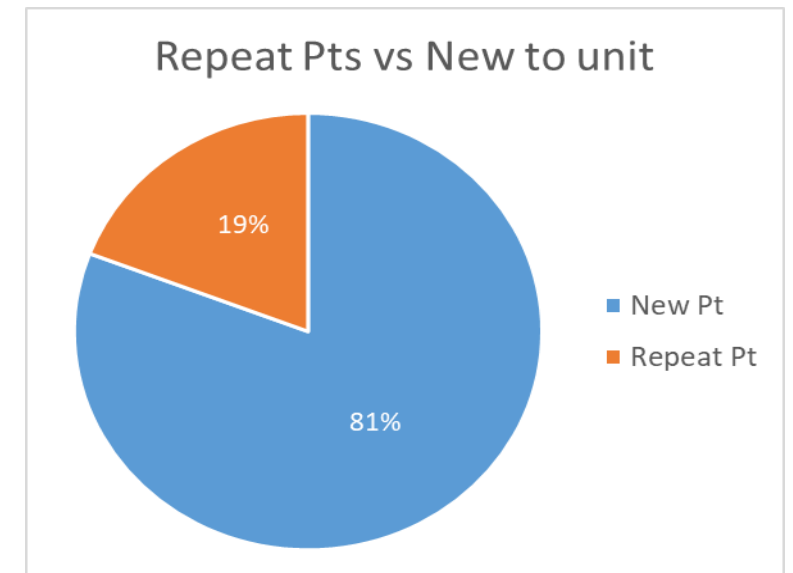
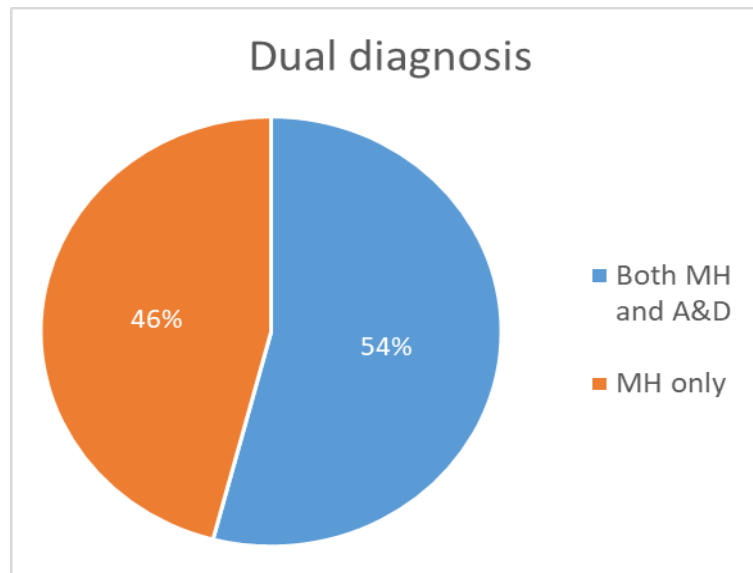
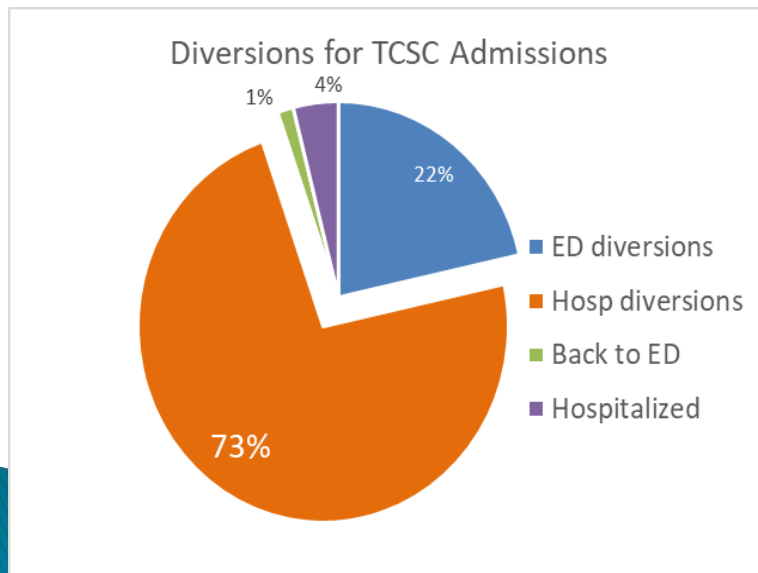
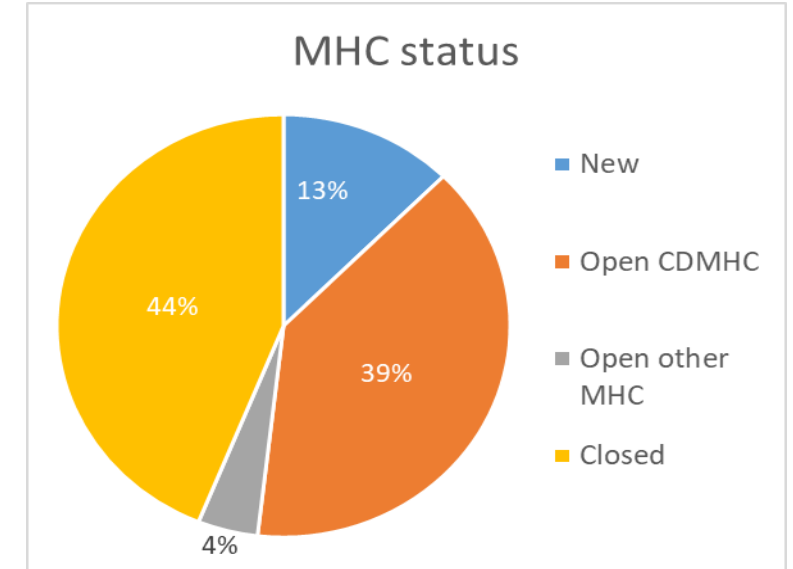
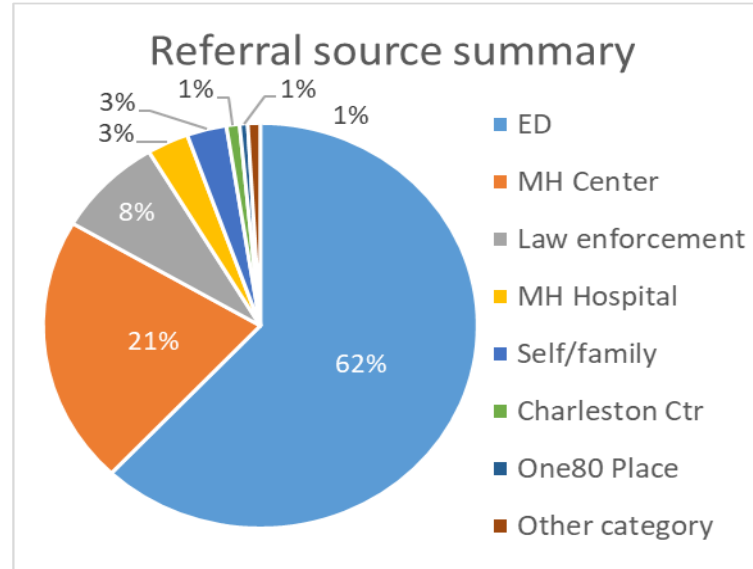
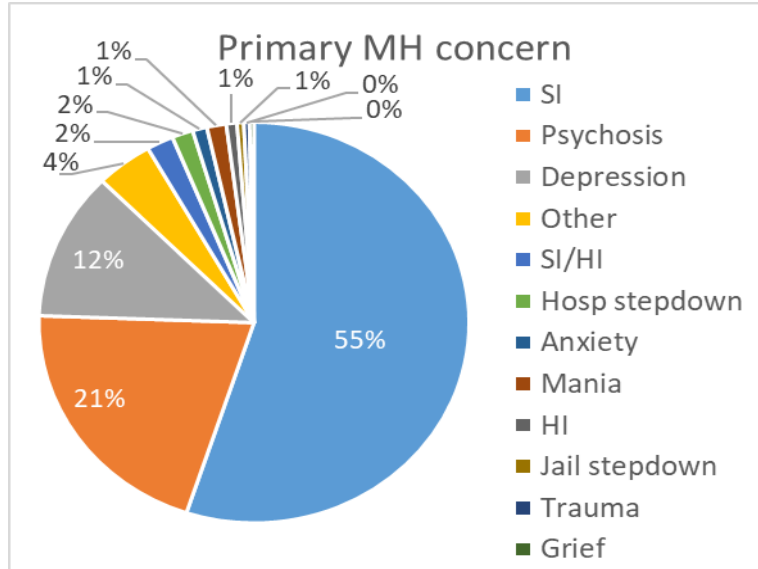


TCSC

- CDMHC reopened TCSC on June 5, 2017.
- 24/7/365, 10 bed unit housed in Charleston Center (DAODAS) critical location. Next to Sobering Center – soon to be open.
- Currently licensed as CRCF by SCDHEC – not a locked unit. **Crisis Stabilization license now approved for use.
- Criteria –18+, voluntary, medically stable, in psychiatric distress, not violent, not intoxicated, able/willing to participate in rigorous treatment regime.
- Staffing – Psychiatrists (on-call 24/7), nurses, bachelors and masters level clinicians, peer support, admin.
- MD and nursing services, mental health assessments, individual and group counseling, care coordination, Certified Peer Support, housing assistance, vocational services, entitlements, etc.

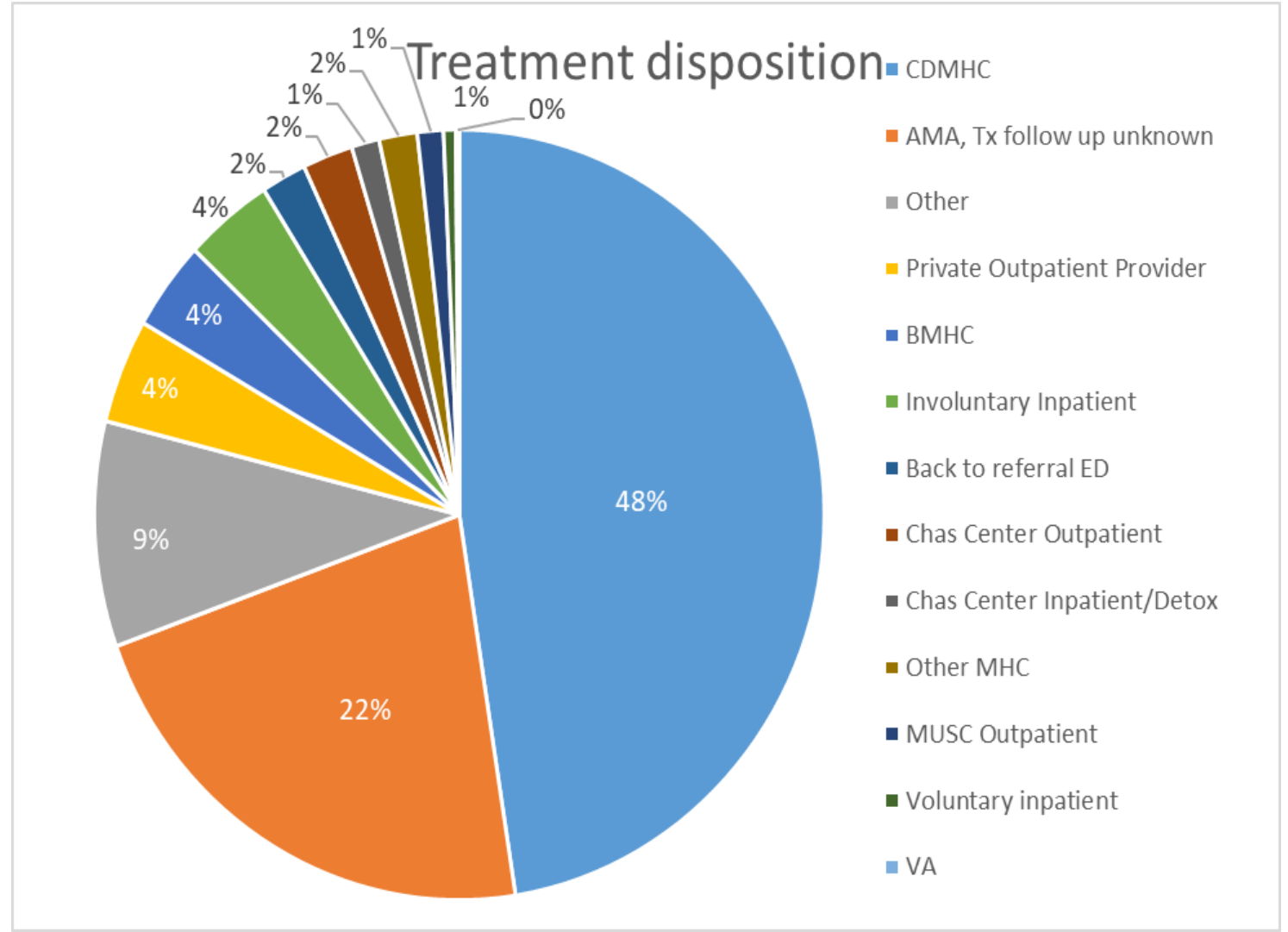


Tri-County Crisis Stabilization Center (TCSC) 5/17 through 11/19



Tri-County Crisis Stabilization Center (TCSC) 5/17 through 11/19

Area of residence	Referrals	Admissions
Homeless	744	520
N Charleston	427	271
W Ashley	189	111
Downtown	114	71
Summerville	108	75
Mt Pleasant	68	39
James Island	59	34
Johns Island	42	22
Moncks Corner	37	15
Ladson	36	19
Goose Creek	29	16
Hollywood	22	13
Out of state	13	6

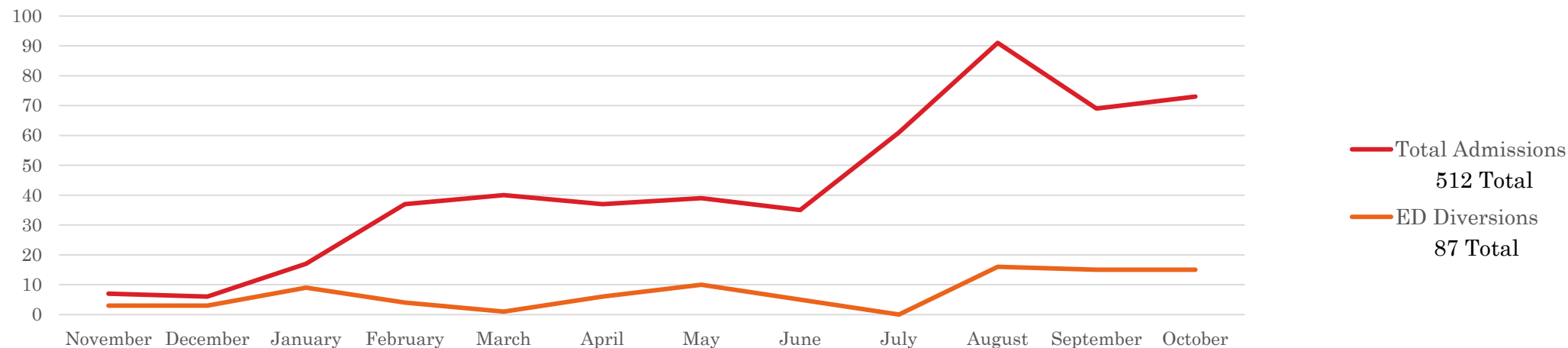


Eubanks Center

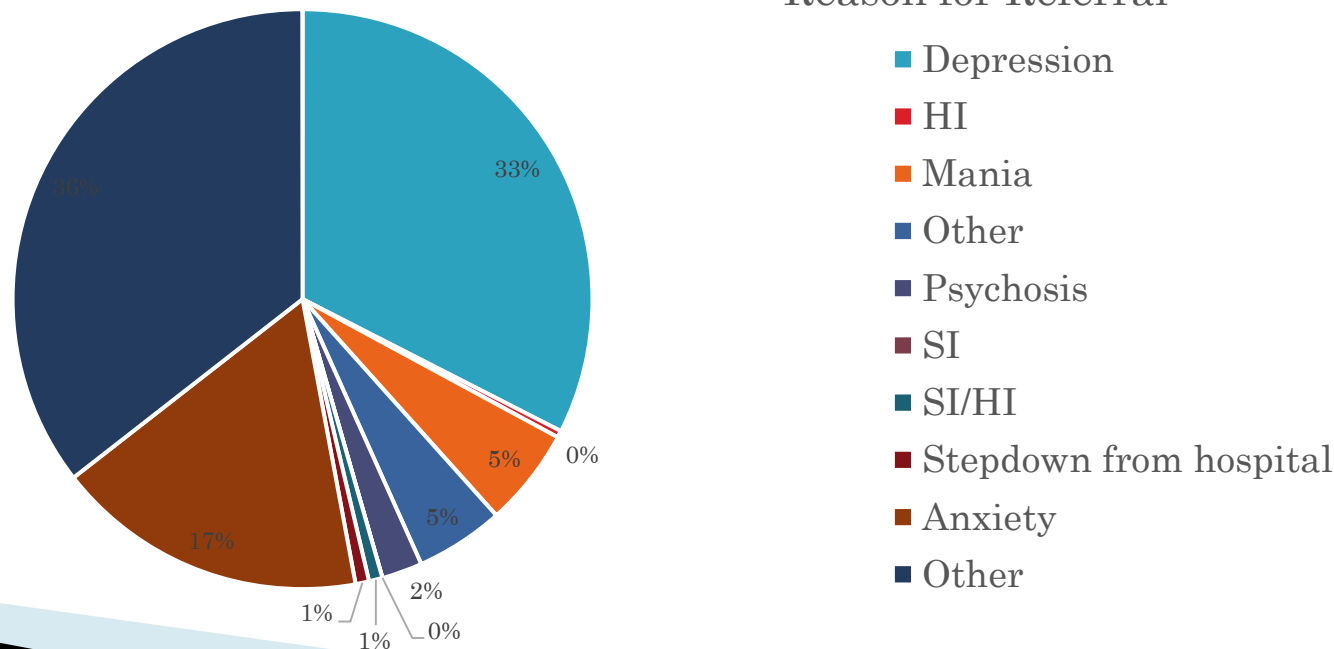


- ▶ The Peer living room is a hospital diversion program
- ▶ It provides individuals with a mental illness an additional support system outside of the clinical setting

Eubanks Center Outcomes Since Opening



Reason for Referral



Access to Care

- ▶ Available to anyone in the community who is seeking recovery from a mental illness from the age of 16 and older
- ▶ The home-like structured building is nestled between Spartanburg Area Mental Health Center and Spartanburg Medical Center's Emergency Department
- ▶ The program operates from 1:00 PM to 9:00 PM, Monday through Friday, no appointment required

