

# Child Priority Response Mobile Crisis Service

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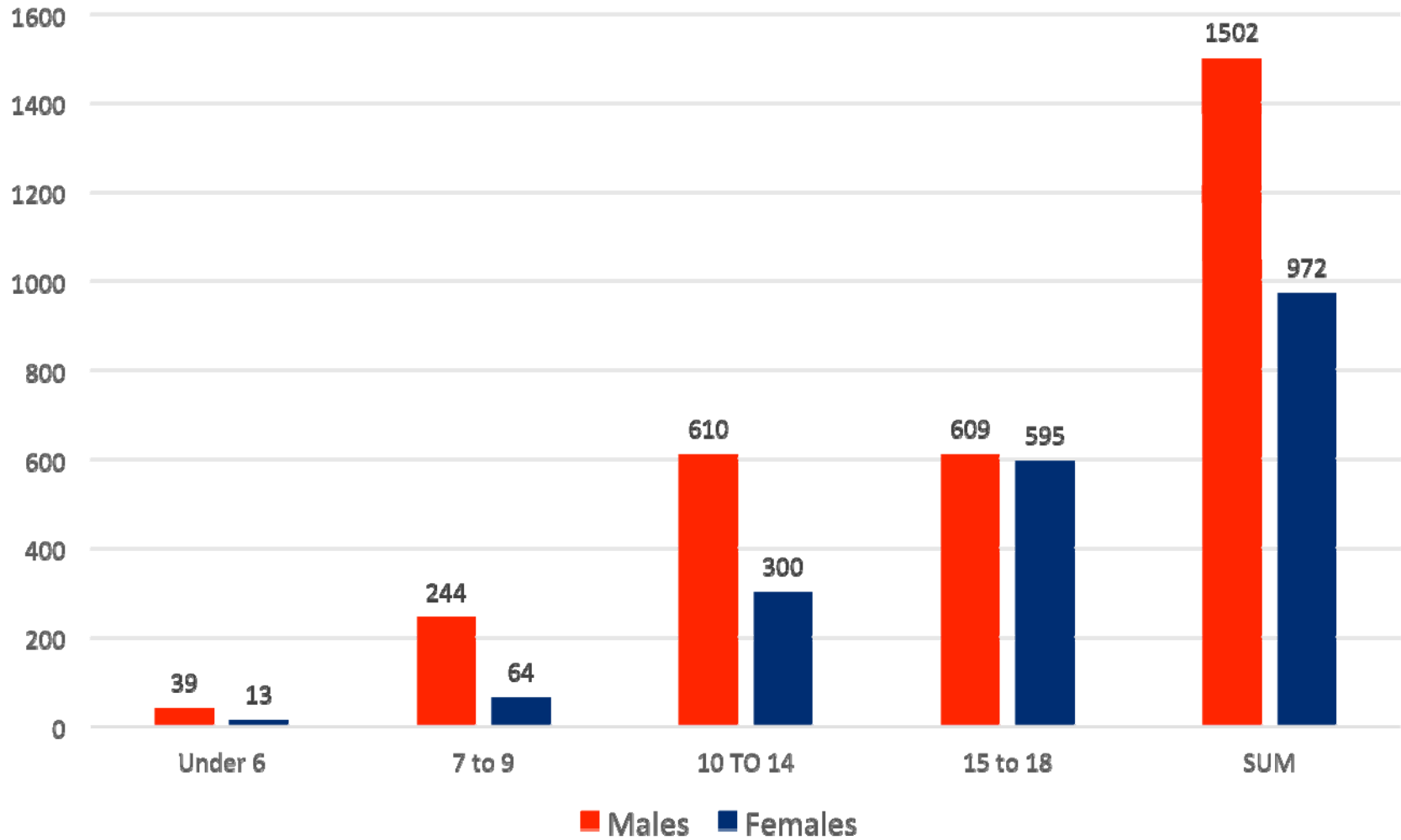


Department of Services for Children, Youth, & Their Families  
Division of Prevention and Behavioral Health Services

# CPR: Child Priority Response

Who We Are:	What we Do:
Started 1996	Hotline Triage
Funding	Assessments
Eligibility	Connect to Services
Restraints	Routine Visits & Wellbeing Checks
Transportation	Gatekeeper to Levels of Care

## Crisis Data by Age and Male and Female - 2015



# With GLS Support

## Grant 2011 to 2014

- Added workers to CPR who also did training

## Current GLS Grant (2014 – 2019)

- Added 2 workers to provide intensive, IOP type service
- Behavioral Health Screen: web-based screening tool

# Behavioral Health Screen Data Report

& Location	# Screened	Suicide	Depression	Anxiety	Trauma	Eating Disorder	Substance Abuse	Already in Services	Referred
Priority									
ides Out of	0	0	0	0	0	0	0	0	0
ides in Kent	8	7	8	6	8	1	0	1	0
ides in New e Co.	0	0	0	0	0	0	0	0	0
ides in Sussex	9	7	9	8	5	1	1	0	0
	17	14	17	14	13	2	1	1	0

# Hotline to Handoffs

1. Phone Triage
2. Preparing for Initial Contact
3. Assessment
4. Planning for Safety
5. Continuity of Care
6. Completing the Referral Process

# Who calls the Hotline?

Parents

Kids and Teens

Schools

Police

Emergency Departments

Treatment and Service Providers

# Responding to the Hotline

## PHONE TRIAGE

- Scope of the Problem
- Understanding Risks and Supports
- Priority of Response

## PREPARING FOR CONTACT

- Who needs to be there? (parent, guardian, referral source)
- What you know/what you don't know?  
(acting out trigger or part of larger issue)
- Where to assess? (time/place/who transports)



# Responding in the Field

## Assessment

- Key Contacts for Info Gathering
- Communications Workflow

## Risk Formulation

- Considerations to Stabilization

## Collaborative Safety Planning

## Putting Plans into Action

- Handoff? Or arrange next contact

# Continuity of Care

Scheduling visits

Case Management

Aftercare Planning

Handoffs

# Challenges

## 1. Safety (*for youth and workers*)

- Home Environments
- Transportation

## 2. Repeat Clients

## 3. Community Therapists

## 4. Stigma

# Quality Assurance

Review why CPR did not go out to see child

Review all youth seen by CPR and admitted to hospital

PBH review of records

Record Phone Calls

Satisfaction Survey

Complaints

Consistency across workers