

MSMHS Eastern Shore Crisis Response System and Program Enhancement Services

A crisis is generally defined as *any mental and/or emotional state and/or behavior that endanger life or safety.*

The Eastern Shore Crisis Response System is designed to offer a continuum of community based mental health services that promote the wellness and recovery of individuals experiencing a mental health or co-occurring disorders crisis. The framework seeks to match resources to need serving the consumer in the least restrictive environment, fostering continuity of care, and maximizing the provision of care through community based services.

24/7 Eastern Shore Operations Center (ESOC)

Serves as the behavioral health emergent, urgent and information and referral call center for all nine counties of the Eastern Shore: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico and Worcester Counties. The ESOC is available 24 hours a day, 7 days a week to assess and respond to calls from consumers, family members, community members, businesses and human services agencies. ESOC staff provides linkage to community resources through referral to all appropriate and existing behavioral health and human services. Information and referral to all resources defined in this document can be access through the ESOC.

1-800-422-0009

Mobile Crisis Teams (MCT)

Two regional Mobile Crisis Teams (MCT) cover eight (8) counties* of the Eastern Shore: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot and Wicomico. Mobile Crisis Team members intervene with callers referred from the ESOC who are experiencing a mental health emergency. Mobile Crisis Teams assist law enforcement and emergency responders, providing behavioral health crisis consultation and intervention to stabilize the consumer in the least restrictive environment through a range of services including assessment, crisis intervention, supportive counseling, information and referrals, linkage with appropriate community based mental health services for ongoing treatment, and follow up.

*Worcester County is served by an existing Crisis Response Team.

Mobile Treatment Teams (MTT) / Assertive Community Treatment (ACT)

Mobile Treatment Teams are a team treatment approach designed to assist the individual to: achieve recovery, fully participate in community life, obtain stable permanent housing, and reduce the individual's unnecessary admissions to emergency rooms and inpatient psychiatric services. Two teams are available on the Eastern Shore and both are working toward ACT fidelity. ACT is an evidenced based treatment approach proven effective in working with individuals with severe, persistent mental health and/or co-occurring disorders.

Urgent Care Clinics

No more waiting lists when you need immediate mental health care. Urgent Care Clinics provide prompt assessment and consultation to prevent the individual's condition from worsening. This service is available in all nine counties of the Eastern Shore within 48 business hours. If a need for psychiatric care is identified, an evaluation will be scheduled with a psychiatrist within a 30 day period.

Emergency Department Services

Mental health and substance abuse professionals are available for individuals in need of evaluation for inpatient or residential level of care for mental health and co-occurring disorders at Atlantic General

Hospital, Chester River Hospital Center, Peninsula Regional Medical Center, Shore Health Systems (Dorchester General Hospital & Memorial Hospital at Easton) and Union Hospital.

Community Hospital Acute Psychiatric Capacity

Acute psychiatric care is available for brief inpatient treatment until an individual has been stabilized and can return to their community. Acute psychiatric care on the Eastern Shore is provided through Adventist Behavioral Health, Peninsula Regional Medical Center, Shore Behavioral Health Systems (Dorchester General Hospital), and Union Hospital.

Community Residential Mental Health and Substance Abuse Program

The expansion of the A F Whittitt Center, a residential substance abuse program operated through the Kent County Health Department will provide additional capacity for those individuals with behavioral health issues that include co-occurring substance abuse and mental health disorders.

Residential Rehabilitation Bed Expansion

Residential Rehabilitation Programs have been expanded to provide additional intensive and general level of care beds. Twelve new beds are available for individuals with mental health and substance abuse co-occurring disorders.

Supportive Employment: Evidence –Based Practice (SEP-EBP)

Current Eastern Shore providers of Supported Employment will be engaging in the Collaborative Learning Program (CLiP) offered by the Evidence-Based Practice Center, Department of Psychiatry, University of Maryland School of Medicine to achieve fidelity with EBP standards. The participating programs include: Shapiro Training and Education Program (STEP) /Goodwill Industries of the Chesapeake; Crossroads Community, Inc and Go Getters, Inc.

Aging and Mental Health Integrated Care Programming

MSMHS will continue to work to develop provider capacity in evidence-based disciplines which sustain the quality of life of older individuals and allow our rapidly growing geriatric population with mental illness to “age in place”. Partnerships with Eastern Shore long term care and rehabilitation facilities have been established.

Peer Support/Wellness & Recovery

A 16-week certification program will be offered for Peer Support Specialists in the region. The training prepares peer specialists to promote hope, personal responsibility, empowerment, education, and self-determination in the communities in which they serve. Eighteen (18) consumers will participate in this training, particularly those consumers currently working as peer support specialist for all Eastern Shore Peer Support Organizations and the Mobile Treatment Teams.

In addition to obtaining information directly from the Eastern Shore Operations Center, questions regarding these services or others in the Public Mental Health System of the Eastern Shore can be directed to your local Core Services Agency (CSA):

Cecil County Mental Health Department	410-996-5112
Mid-Shore Mental Health Systems, Inc	410-770-4801
Somerset –Wicomico Core Service Agency	410-543-6981
Worcester County Core Service Agency	410-632-3366