



Family Education & Support Caregiver Program Session 5

~ Navigating Systems ~
Connecting the Dots
Parents Can Be the Key
Handouts



Outpatient Treatment Providers

DCMHS Intake Office
302-633-2571
 (Mon.- Fri., 8:00 a.m.—4:30 p.m.)
OR TOLL FREE STATEWIDE
1-800-722-7710

Questions about eligibility?
 Please call us!



NEW CASTLE COUNTY: (302 area code)

Aquila (SA)	999-1106
Catholic Charities (MH & SA)	655-9624
Children & Families First (MH)	734-2388
Crossroads (SA)	652-1405
Delaware Guidance (MH)	652-3948
Jewish Family Services of Del (MH)....	478-9411
Open Door (MH & SA)	731-1504
Phoenix (MH & SA)	736-6135
SODAT (SA)	656-4044

KENT COUNTY: (302 area code)

Aquila (SA)	376-8610
Catholic Charities (MH)	674-1600
Children & Families First (MH)	734-2388
Delaware Guidance (MH)	678-3020
Open Door (SA)	678-4911
People's Place (MH & SA)	422-8026
Phoenix (MH & SA)	736-6135
SODAT (SA)	656-4044

Crisis Services
Northern New Castle County
 (North of canal) **1-302-633-5128**
Southern New Castle County
 (South of canal) **1-800-969-HELP**
Kent and Sussex Counties
1-302-424-HELP (1-302-424-4357)

SUSSEX COUNTY: (302 area code)

Aquila (SA)	856-9746
Catholic Charities (MH)	856-9578
Children & Families First (MH)..	734-2388
Delaware Guidance (MH) Seaford....	262-3505
Delaware Guidance (MH) Lewes.....	645-5338
People's Place (MH & SA)	422-8026
Phoenix (MH & SA)	736-6135

Advocacy Resources and Information

For Children And Families In Care With The Division Of Child Mental Health Services

State Mental Health Agencies

For more information about admission, care, treatment, release, and patient follow-up in public or private psychiatric residential facilities, contact your State mental health agencies:

For Children Services:

Division of Child Mental Health Service
Department of Services for Children, Youth
and their Families
1825 Faulkland Road
Wilmington, DE 19805
Phone: 302-633-2573
Fax: 302-633-2614
Website: <http://www.state.de.us/kids/cmhhome.htm>

For Adult Services:

Division of Alcoholism, Drug
Abuse and Mental Health
Dept. of Health and Social Services
1901 North duPont Highway
New Castle, DE 19720
Phone: 302-577-4460
Fax: 302-577-4484

Each of these organizations has complaint processes in place and can provide information to families about how to make a complaint about services through the state agency system.

State Protection and Advocacy Agency

Each State has a protection and advocacy agency that receives funding from the Federal Center for Mental Health Services. Agencies are mandated to protect and advocate for the rights of people with mental illnesses and to investigate reports of abuse and neglect in facilities that care for or treat individuals with mental illnesses. Contact:

Brian J. Hartman, Director
Disabilities Law Program
913 Washington Street
Wilmington, DE 19801
Phone: 302-575-0660
Fax: 302-575-0840

Advocacy Organizations

Statewide consumer organizations are run by and for consumers of mental health services and promote consumer empowerment. These organizations provide information about mental health and other support services at the State level and are active in addressing and advocating for mental health system issues. For information about consumer activities in your area, contact:

Mental Health Association in Delaware:

812 D Philadelphia Pike
Wilmington, DE 19809
Phone: 302-765-9740
Fax: 302-765-9745
Toll-free: 800-969-6642

website: www.mhainde.org
email - pgalonsky@mhainde.org
or information@mhainde.org

Alliance of the Mentally Ill in Delaware

2500 West Fourth Street, Suite 5
Wilmington, DE 19805
Phone: 302-427-0787
Fax: 302-427-2075
Toll-free: 888-427-2643 (Statewide)
email: alliance@diamond.net.udl.edu

The Parent Information Center of Delaware

PIC provides: Education Advocacy Training for parents of children with disabilities, information on special education laws and processes, information on the rights and entitlements of persons with disabilities and disability awareness training for schools and communities. In addition, PIC sponsors a Parent-to-Parent Support program with support group meetings to help families cope with a disability in the family. PIC sponsors a statewide conference each year which focuses on issues and topics of interest to families of children with disabilities.

North Delaware:

700 Barksdale Road, Suite 16
Newark, DE 19711
302-366-0152
FAX: 302-366-0276
e-mail: picofdel@picofdel.org
Website: www.picofdel.org

South Delaware:

109 N. Bedford Street
Georgetown De. 19947
Phone 302-856-9880
FAX 302-856-9882
Toll-Free for Families in
Kent County - 1-888-547-4412

Medicaid clients and their families may contact the following for advocacy assistance and information:

Delaware Medicaid Consumer Hotline :	1-800-372-2022
Health Benefits Manager:	1-800-996-9960

GENERAL INFORMATION ABOUT CHILDREN'S BEHAVIORAL HEALTH ISSUES:

The Substance Abuse and Mental Health Services Administration's Center for Mental Health Services maintains a very informative website: www.mentalhealth.org

The National Institute of Mental Health also may have information of interest: www.nimh.nih.org

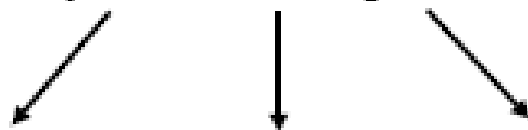
The Bazelon Center for Mental Health Law maintains a children's Issues section on their website which contains information which is of interests to children and their families: www.bazelon.org/children.htm

The Division of Child Mental Health Services website (www.state.de.us/kids/cmhhome.htm) has information and links to sites of interest in this topic area.

DCMHS Client Complaint/Appeal Process

Clinical Coordinators work hard to address issues raised by children and families regarding services provided through DCMHS. If you are dissatisfied with DCMHS Services, follow the steps below to resolve your situation.

If you have a complaint



About a Treatment Provider

About DCMHS

NOTE: Medicaid clients may appeal to the DHSS Medicaid Office at any time by contacting:

*Health Benefits Manager
1-800-996-9969*

*or
Medicaid Customer Service
1-800-372-2022*

*or
asking for the Fair Hearing Officer* at
(302)577-4900.*

*DHSS Fair Hearing Office
1900 N. du Pont Highway
PO Box 906 - Lewis Building
New Castle, DE 19720

Level 1 Complaint presented to Treatment Provider.
*Your DCMHS coordinator will assist if requested.
(If not resolved go to Step #2.)*

Level 1 Complaint presented to DCMHS Team Leader.
(If not resolved go to Step #2.)

Level 2 Complaint presented to DCMHS Clinical Services Management Director.
(If not resolved go to Step #3.)

Level 2 Complaint presented to DCMHS Clinical Services Management Director.
(If not resolved go to Step #3.)

Level 3
DCMHS Quality Improvement Director appoints Independent Review Panel to consider complaint. Decisions are final.
(Medicaid clients may appeal to Medicaid Office.)

Question: What happens when my child is turning 18 and still needs services?

Answer: Delaware has services for adults with Mental Health & Substance Abuse Needs

Division of Substance Abuse and Mental Health (DSAMH)
provides these services for individuals 18 years and older
& Medicaid eligible.

If your child is almost 18 and is currently assigned to a DCMHS Clinical Services Treatment Team:

in some situations, DCMH can complete and submit application to the adult system for a seamless transition. Otherwise, your DCMHS coordinator will provide guidance about transitioning to the adult system.

Be sure to ask your child's current treatment provider if they will be able to serve your child after s/he turns 18.

Some counseling agencies do not serve individuals over the age of 18. If this is the case, ask for help in finding a new provider. Ask the current provider how they will help in transitioning your child to the new provider.

You and your child can contact DSAMH or one of their providers directly for assistance.

DSAMH (302) 255-9399

What about Medicaid?

If your child has Medicaid, is it because of a *disability* or because of *income*?

Eligibility: Disabled and low income children can continue to receive Medicaid through age 18.

At age 19, the individual may be eligible under another coverage group such as uninsured adults at 100% of the Federal Poverty Level. A disabled child may qualify for SSI at age 18.

Medicaid Customer Service 1-800-372-2022



Division of Substance Abuse and Mental Health (for 18 years and older & Medicaid eligible)

- Mobile crisis intervention services
- Community mental health treatment, counseling & support services
- Supported housing services that promote independent living & community integration
 - Inpatient psychiatric evaluation, diagnosis & treatment
 - Substance abuse treatment & prevention services
- Assessment & case management services for clients sentenced by the Drug Court
 - Problem gambling services

~ **DSAMH Contact Information** ~

Emergency Crisis Intervention Services: 1-800-652-2929

General Information and Services

Location

Division of Substance Abuse and
Mental Health (DSAMH)

[Delaware Psychiatric Center](#)

[Treatment Access Center](#)

Phone Numbers

(302) 255-9399

(302) 255-2700

(302) 577-2711

Mental Health Programs

Location

Wilmington

809 Washington Street

Newark

University Plaza - Stockton Building
Suite 101 and 102

Dover

James Williams State Service Center

Sussex

Georgetown State Service Center

Phone Numbers

(302) 577-6490

(302) 283-7530

(302) 739-4275

(302) 856-5490

Substance Abuse Programs

Location

New Castle County

Brandywine Counseling, Inc.

Connections Community Support Programs, Inc.

Connections Community Support Programs, Inc.

New Castle County Detoxification (Kirkwood)

(302) 472-0381

(302) 672-9360

(866) 477-5345

(302) 691-0140

Phone Number

Kent County

Connections Community Support Programs, Inc.

Connections Community Support Programs, Inc.

Kent County Counseling

Kent/Sussex Detoxification (Ellendale)

(302) 672-9360

(866) 477-5345

(302) 735-7790

(302) 422-8338

Sussex County

Sussex County Counseling

Thresholds

Kent/Sussex Detoxification (Ellendale)

(302) 854-0172

(302) 856-1835

(302) 422-8338

A Note about Children in Special Education and/or with Developmental Disabilities

Children with developmental disabilities receive most services they need through the school system (Department of Education) through their IEP.

**Once your child graduates from high school,
DOE no longer provides services!!!**

**As long as your child has not graduated from high school,
*DOE provides IEP related services until your child's 21st birthday.***

**You can apply to DDDS to see if your child is
eligible to have a case manager and/or to
receive respite reimbursement payments
NO MATTER HOW OLD YOUR CHILD IS.**

**DO NOT WAIT UNTIL YOUR CHILD GRADUATES
TO APPLY FOR DDDS SERVICES!**

Intake & Information (302)739-5524

Division of Developmental Disabilities Services

(for individuals of all ages with developmental disabilities)

DDDS services can help in the development of work skills, self care skills, community living skills, leisure/social skills, and academic/communication skills. Services are arranged according to each person's special needs and are available to help the family continue caring for them at home.

Community-based services including family supports, foster care placements, respite, neighborhood homes, supported living, pre-vocational, vocational and supported employment as well as day habilitation services

Case management, nursing, psychology, therapy and other professional supports to ensure that individuals receive the quality and level of supports needed

Early intervention services as part of the DHSS Child Developmental Watch program which works with families in order to prevent or minimize developmental delays in children at risk who are ages 0-3

Stockley Center which is an intermediate care facility providing residential services and day services

Community education and advocacy

Intake & Information (302)739-5524



Meditation

Set aside up to about 20 minutes for this process. You can use a timer or alarm. As you become proficient at meditation, you may find you do not need a timer. It is better to not have eaten for half an hour or so.

Find a quiet place where you can have the least disturbance. Using a noise making machine or low static on the radio or TV can help to reduce external sounds. If you cannot eliminate other sounds, you can incorporate those sounds into your relaxed focus. After a few minutes, you may find that you do not even notice those sounds.

Sit upright with your back straight. You can sit cross legged on a pillow on the floor or in a strait back chair with no head rest with feet flat on the floor. Rest your hands naturally on your legs. Allow your eyes to close or almost close or not.

Chose a focus for your attention. This can be a “mantra” or just the sound of your own breathing. A mantra is a word or verbalization that has meaning to you, e.g. peace, home, etc. or not. Having a word or sound that has little or no meaning in itself , e.g. “one,” “ohm,” can help you from attaching meaning and then thoughts about the meaning, which moves you from your focus.

Breathe evenly and comfortably and silently repeat the mantra or sound you have chosen. You may want to repeat the sound as you exhale.

As you repeat the mantra, let all of your focus rest on that word. When you become aware of thoughts emerging, gently redirect your focus back to your mantra. As you repeat your mantra, you may find the thoughts fade like leaves floating down a stream.

As you become more and more relaxed, you may notice physical sensations, e.g. lightness or heaviness in your arms or hands, soft tingling on your scalp... again you can incorporate those sensations into the experience of being relaxed and focused.