

What is expected of the family

- Provide the crisis clinician with any information that is requested. A well-informed worker can better assess the situation.
- Keep any and all follow up appointments made for the child or adolescent.
- Contact the crisis clinician whenever you feel it is necessary.
- If you choose to refuse service, please let the crisis department know. If appointments are missed, crisis staff will call to determine whether services are desired or not.



For mental health and substance use disorder services, we serve children and adults in the following locations.

1-877-433-5112

Wilkes-Barre: 570-825-6425
Tunkhannock: 570-836-2722
Danville: 570-275-9770
Hazleton: 570-497-4282
Honesdale: 570-253-0321

For more information, call

Director of Crisis Services
1-877-433-5112
or
570-825-6425

**Children's Service Center is a
Sanctuary Focused Organization.**

**Visit www.cscwv.org to learn more
about Children's Service Center.**



Follow us on Facebook

Mission Statement

A behavioral health network that provides and promotes quality services with care and compassion to enhance the emotional well-being and mental health of children, adolescents, adults, and families.



Community-Based Crisis Intervention Services

A behavioral health organization providing integrated health care services to children, adolescents, adults and families.



Accredited by **The Joint Commission**



What are crisis intervention services?

Crisis intervention services are immediate, crisis-oriented services that are designed to defuse or resolve stressful situations.

Children's Service Center (CSC) provides crisis intervention services to children, adolescents, and families who are exhibiting an acute problem of disturbed thought, behavior, mood or social interaction. The goal of Crisis Intervention is to reduce hospital admissions, de-escalate situations, and connect individuals to appropriate levels of care.

The services provide rapid response to situations which threaten the well being of the individual in crisis, or others.



- **Walk-in crisis services:** A face to face meeting with a person in crisis, or with a person seeking help for a person in crisis, at Children's Service Center, 335 S. Franklin Street, Wilkes-Barre. Hours are Monday to Friday, 8 AM to 9 PM, and Saturday/Sunday, 11 AM to 7 PM.
- **Telephone crisis services:** 24 hours a day, 7 days a week.
- **Mobile crisis:** 24 hours a day, 7 days a week. Available after telephone consultation.

What do crisis services include?

All four types of crisis intervention mentioned previously can include:

- Evaluation by a crisis clinician (telephone assessment or in-person evaluation)
- Referral to an inpatient facility
- Rapid connection to appropriate treatment services
- Psychiatric consultations
- Community crisis outreach



Referral and Assistance

All crisis emergencies will result in the resolution of the original crisis. Assistance may include, but is not limited to:

- Establishing initial safety plans
- Crisis status checks by phone
- Referral for an intake appointment
- Referral to an appropriate agency
- Referral to the family physician
- Utilization of family or other community support systems
- Referral to drug and alcohol services
- Admission to a psychiatric inpatient unit