



# PROMISE Program

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Promoting Optimal Mental Health for Individuals through  
Supports and Empowerment

# What is PROMISE?

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The PROMISE program targets individuals with behavioral health needs and functional limitations and offers an array of home- and community-based services (HCBS) that are person-centered, recovery-oriented, and aimed at supporting beneficiaries in the community.

# HCBS Federal Assurances

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- Level of Care
- Person-Centered Recovery Plans
- Qualified Providers
- Health and Welfare
- Financial Accountability
- Administrative Authority

# Target Population

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Delaware residents aged 18 years or older have three eligibility requirements:

- Have a qualifying behavioral health diagnosis as defined by the division: “Severe and Persistent Mental Illness” (SPMI)
- Have moderate to high functional challenges due to SPMI
- Beneficiary choice to accept services

# Target A vs Target B

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- Target A:
  - Schizophrenia; Major Depressive Disorder; Bipolar Disorder
- Target B:
  - Anxiety; Borderline Personality Disorder
- Doesn't Qualify:
  - Diagnosis by history, versus, rule out, specific qualifiers (i.e. in remission)

# Community Based Services

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- Care Management
- Individual Employment Supports
- Short-Term Small Group Supported Employment
- Financial Coaching
- Benefits Counselling
- Peer support
- Non-Medical Transportation
- Community-Based Residential Supports Excluding Assisted Living
- Nursing
- Community Psychiatric Support and Treatment\*
- Psychosocial Rehabilitation
- Respite
- Independent Activities of Daily Living/Chore
- Personal Care
- Community Transition Services

# Community Psychiatric Support and Treatment\*

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- Care Management service and Community Psychiatric Provider
- Intensive Case Management Program (ICM)
- Assertive Community Treatment Program (ACT)
- CRISP (Community Re-integration Support Program)
- Residential Group Homes

# How many providers?

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- Personal Care: 1 provider statewide
- Peer Support: 2 providers; 1 in NCC/KC, 1 in SC
- ICM: 2 teams; 1 NCC, 1 SC
- ACT: 16 teams; 11 in NCC, 3 in KC, 2 in SC
- CRISP: 1 provider statewide
- GH: 19 homes statewide serving 150 people



# Referral Process

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Through The Eligibility and Enrollment Unit (EEU)

Call (302) 255-9458 or (302) 255-9460

A brief screen will be provided over the phone.

Available documentation will be requested (via fax) if consumer is potentially eligible.

A PROMISE Care Manager will be assigned.

Staff at the EEU may also provide you alternative resources and/or information on SUD treatment services as necessary.

# PROMISE Care Manager Role

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- Assists beneficiaries in accessing PROMISE services.
- Provides for the ongoing monitoring of the services included in the beneficiary's Recovery Plan, and the person's health and welfare.
- For Medicaid beneficiaries, the CM will inform the MCO about the PROMISE recipient's care plan
- Advocates for other services as needed (Supervised Apartment Program/State Rental Assistance Program)

# For your reference

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PROMISE Information:

<http://dhss.delaware.gov/dhss/dsamh/PROMISE.html>

Comprehensive Behavioral Health Clinics:

<http://dhss.delaware.gov/dhss/dsamh/treatment.html>

**Mobile Crisis: If you are having a psychiatric or substance abuse crisis and need assistance, call:**

**(800) 652-2929 (New Castle) or (800) 345-6785 Kent/Sussex**

# Key Contacts for Problem Resolution

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Eligibility and Enrollment Unit:

Miranda Tsyganov: 302.255.9442

PROMISE Assessment Service Centers (PACs):

Sussex PAC: Rosemary Joseph-Kappel 302.515.3310

Kent PAC: Glenn Owens 302.857.5060

New Castle PAC: Wynne Hewitt 302.778.6900

Director of PAC: Joseph Tegtmeier 302.453.4108

DSAMH Administration:

Director of Community Behavioral Services

Greg Valentine 302-255-2780