

**I. COURSE DESCRIPTION:**

- A. Department Information:  
Division: Social Science  
Department: Human Services  
Course ID: HUMSV 167  
Course Title: Crisis Intervention, Assessment, Referral, and Evaluation  
Units: 3  
Lecture: 3 Hours  
Laboratory: None  
Prerequisite: None
- B. Catalog Description: History and definitions of crisis intervention. Intervention theories and models, interviewing techniques, referral procedures, and assessment. Analysis of types of crises such as suicide, substance abuse and violence in the workplace; common dangers; and coping methods. Professional issues including legal and ethical issues, confidentiality, cultural sensitivity and burn out.
- C. Schedule Description: History, definitions, models and techniques of crisis intervention strategies including interviewing, assessment, and community resources/referral. Analysis of types of crises, common dangers and coping methods.

**II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One**

**III. EXPECTED OUTCOMES FOR STUDENTS:**

Upon successful completion of the course the student should be able to:

- A. Demonstrate a knowledge of interventional approaches to crisis situations, definitions, theories and models;
- B. Describe the procedures for effective crisis intervention;
- C. Explain the six-step model for basic crisis intervention;
- D. Refute mistaken assumptions re: crisis intervention;
- E. Apply principles learned in making assessments in person or by phone;
- F. Demonstrate ability to intervene in specific crisis;
- G. Describe the various aspects of violence in the workplace;
- H. Analyze new issues affecting crisis intervention services.

**IV. COURSE CONTENT:**

- A. Introduction and Overview of Course
- B. Crisis Intervention-History and Theoretical Influences
- C. What is Crisis?
  1. Definition
  2. Process
  3. Types of Crisis
  4. Coping methods fail
  5. Key terms
- D. Crisis Intervention
  1. A history
  2. Contributions from other modalities
  3. Therapies
  4. Debriefing
- E. The ABC Model of Crisis Prevention
  1. Developing and maintaining rapport
  2. Identifying the Problem
  3. Coping

- F. Ethical and Professional Issues
  - 1. The need for ethics
  - 2. Paraprofessionals
  - 3. Ethical issues
  - 4. Supervision and training
  - 5. Burnout
  - 6. A study of crisis workers
- G. When Crisis is a Danger
  - 1. Suicide
  - 2. Managing a dangerous client
  - 3. Psychotic breakdowns and the gravely disabled
- H. Developmental Crises
  - 1. Evolutional crises
  - 2. Family subsystems
  - 3. Teens, gangs and runaways
  - 4. Crises of old age
- I. Cultural Sensitivity in Crisis Intervention
  - 1. Ethnicity and gender
  - 2. Latinos
  - 3. African American
  - 4. Asian American
  - 5. People with disabilities
  - 6. The subculture of homosexuality
- J. Crisis of Love
  - 1. Death and dying,
  - 2. Kubler-Ross's five stages
  - 3. Divorce and separation
  - 4. Blended families
- K. Crisis Related to AIDS and HIV
  - 1. AIDS statistics
  - 2. History
  - 3. Definitions
  - 4. Symptoms
  - 5. Transmission
  - 6. Progression of HIV to AIDS
  - 7. Testing and treatment
  - 8. Social aspects
  - 9. Intervention
- L. Crisis Related to Substance Abuse
  - 1. Recognition of abuse
  - 2. Types of substance abuse
  - 3. The 4 Crises
  - 4. Alcohol
  - 5. Amphetamines
  - 6. Marijuana
  - 7. LSD
  - 8. Heroin
- M. PTSD and Crisis of Victimization
  - 1. Definition
  - 2. Debriefing and intervention
  - 3. Child Abuse
  - 4. Spousal Abuse
  - 5. Sexual Assault

**V. METHODS OF INSTRUCTION:**

- A. Directed Discussion
- B. Small Group Projects and Presentations
- C. Audio-visual Aids
- D. Field Trips

**VI. TYPICAL ASSIGNMENTS:**

- A. Write an in-depth paper on a chosen topic covered in lecture/textbook.
- B. Participate in a group project, making a presentation on chosen topic from course.
- C. Read a specified chapter, booklet, article, etc. and give an oral or written report.
- D. Visit and report on a specific crisis intervention agency.

**VII. EVALUATION (S):**

- A. Methods of Evaluation
  1. Objective Tests
  2. Essay Tests
  3. In-class and out-of-class writing assignments
  4. Term projects
- B. Frequency of Evaluations
  1. One mid-term examination
  2. One final examination
  3. Weekly assignments, usually written
  4. Term paper
- C. Typical Exam Questions
  1. Using the author's definition of a Situational Crisis, describe a specific incident with its effects and outcome.
  2. Do the same for an example of a Developmental Crisis.
  3. Describe the Systems Theory as it applies to Crisis Intervention.
  4. List and discuss the developmental (stage of life) issues facing the following persons:
    - a) Forty-year old housewife, pregnant, who has just learned her child will be mentally retarded
    - b) High school coach whose all-star quarterback son was injured in the championship game and is paralyzed
    - c) Seventeen-year-old student whose parents are heading toward divorce
  5. What differences, if any, would you have to address in providing Psychological First Aid to each if you were a:
    - a) Social worker, family counselor
    - b) Hospital nurse
    - c) Private attorney
    - d) High school teacher
    - e) Minister, priest, or rabbi
    - f) Neighbor

**VIII. TYPICAL TEXT(S):**

Greenstone, James S., Leviton, Susan C. Elements of Crisis Intervention. Pacific Grove, CA: Brooks/Cole, 2002

James, Richard K. and Gilliland, Burl E. Crisis Intervention Strategies. Pacific Grove, CA: Brooks/Cole, 2001

Marlatt, Alan G. Harm Reduction: Pragmatic Strategies for Managing High Risk Behaviors. N.Y: Guilford Publications, 2002

Kanel, Kristi. A Guide to Crisis Intervention, 2nd edition. Pacific Grove, CA: Brooks/Cole, 2001

**IX. OTHER SUPPLIES REQUIRED OF STUDENTS: None**