

CRISIS INTERVENTION

► Crisis intervention defines the interactions and activities performed over the telephone or in person by qualified, trained staff members or volunteers with an individual in crisis to stabilize emotions, clarify issues, and provide support and assistance to help explore options for resolution of the individual's self-defined crisis and needs.

SERVICE STANDARDS AND GUIDELINES FOR CRISIS INTERVENTION

1. Crisis intervention services must be provided by a trained domestic violence program staff member or volunteer.
2. Crisis intervention services must be provided with a primary focus on the provision of information, advocacy, validating feelings, safety planning and empowerment to reinforce the individual's autonomy and self-determination.
3. Crisis intervention services are based upon a problem-solving model to provide information and referrals that assist an individual in crisis. Crisis intervention services include, but are not limited to:
 - a. Assessing risk and/or danger;
 - b. Assessing needs;
 - c. Listening;
 - d. Establishing rapport and communication;
 - e. Validating feelings and providing support;
 - f. Identifying the major problems;
 - g. Safety planning;
 - h. Providing referrals;
 - i. Providing information about available legal remedies;
 - j. Exploring possible alternatives;
 - k. Formulating an action plan; and
 - l. Taking follow-up measures.
4. Crisis intervention services are provided by a qualified, trained staff member or volunteer in three parts. These phases of crisis intervention services can be identified as follows:

PART I: Assessment and Establishing Contact

 - a. The beginning phase of crisis intervention involves establishing contact, listening to the person tell about what has happened, determining what the crisis is, assessing risk and/or danger, and setting up time for future activities geared toward alleviating the crisis;

PART II: Providing Information, Intervention and Support

 - b. The middle phase of crisis intervention focuses on implementation: the identification of tasks and who is responsible for carrying out tasks that are designed to solve specific problems in the current life situation, to modify previous ways of dealing with the situation when necessary, to identify strengths and to learn new skills when needed; and

PART III: Review

 - c. The ending phase of crisis intervention covers the termination of the interaction and requires the advocate to review the intervention from the start of contact to the present with an emphasis on the tasks accomplished, existing or potential skills to be developed, resources and referrals established, and planning for future or ongoing contact.
5. Goals for crisis intervention services are defined as including, but not limited to, interactions that:
 - a. Stabilize emotions;
 - b. Clarify issues; and
 - c. Provide support and assistance.

SERVICE STANDARDS AND GUIDELINES FOR CRISIS INTERVENTION (CONTINUED)

6. Crisis intervention services may include the provision of education and information about:
 - a. How batterers maintain control and dominance over their victims;
 - b. The need for the community to hold batterers accountable for their actions;
 - c. The recognition that individuals victimized by domestic violence are responsible for their own life decisions and that batterers are responsible for their violent behavior; and
 - d. The role of society in perpetuating violence against women and the social change necessary to eliminate violence against women, including the elimination of discrimination based on ethnicity, color, gender, age, sexual orientation, disability including substance abuse, economic or educational status, religion, HIV/AIDS or health status, and national origin.
7. A domestic violence shelter that offers crisis intervention services must provide the services to residents and non-residents.
8. Evaluation of the domestic violence face-to-face crisis intervention services must be conducted to ensure quality of services.
 - a. Most evaluation procedures should be voluntary and anonymous. Anonymous evaluations may include, but are not limited to:
 - i. Periodic satisfaction surveys; and/or
 - ii. Exit surveys.
 - b. Non-anonymous evaluations may include, but are not limited to:
 - i. An Advisory Board consisting of current and former service recipients and staff who review policies and procedures; and/or
 - ii. Focus groups.

NON-RESIDENTIAL SERVICES ISSUES

CRISIS INTERVENTION AND HOTLINES

Crisis intervention encompasses all actions performed over the telephone or in person with an individual in crisis to stabilize emotions, clarify issues, provide support, and explore options to meet the individual's immediate needs. Crisis intervention includes, but is not limited to:

- Assessing risk and/or danger;
- Assessing suicidality
- Assessment of needs;
- Listening;
- Establishing rapport and communication
- Validating feelings and providing support;
- Identifying the major problems;
- Safety planning;
- Referrals;
- Information about legal rights and remedies;
- Exploring possible alternatives;
- Formulating an action plan; and
- Follow-up measures.

STANDARD 200:

Crisis intervention services must be provided by a trained staff member or volunteer. The primary focus is on the provision of information, advocacy, validating feelings, safety planning and empowerment to reinforce the individual's autonomy and self-determination.

