

Southeast Missouri State University

Department of Social Work

Course No. SW354

Crisis Intervention for Generalist Social Work Practice

New

I. Catalog Description:

This course explores the theory, skills, and methodology of crisis intervention with individual, family, and community systems. (3 credit hours.)

II. Prerequisite (s):

SW110 with a grade of C, or approval of the instructor

III. Purpose and Objectives of the Course:

A. Purpose:

The course is designed to foster the development of crisis intervention skills and knowledge with multi-level systems based on the values, ethics and purposes of the social work profession. The course views crisis work from a generalist social work practice framework and stresses the understanding and application of crisis intervention in a pluralistic and diverse society.

B. Objectives:

By the end of the semester the student will be able to:

1. Synthesize the concept of crisis and make appropriate applications to individual, family, and community systems.
2. Develop and integrate the competency to evaluate a variety of crisis situations through engagement, assessment, and action skills essential to crisis recognition and resolution.
3. Demonstrate the analysis and application of crisis intervention skills and strategies within the generalist social work practice perspective.
4. Demonstrate the delivery of culturally sensitive crisis intervention services.

6. Analyze and apply research and theory to practice and evaluate the effectiveness of crisis intervention efforts.
7. Analyze societal, client, and personal values appropriately and deliver crisis intervention services in a professional and ethical manner.

IV. Expectations of Students:

- A. Students are expected to develop competencies consistent with the objectives of this practice course.
- B. Students are expected to attend **all** classes and participate in **all** class activities.
- C. Students are expected to successfully complete all class assignments and all examinations.
- D. Students are expected to independently engage in enriching their own educational process by out of class study, volunteer work, etc.
- E. Students are expected to enrich the educational experience of all class members through sharing, discussion, and small group activities.
- F. Students are expected to become proficient in the use of computer technology to enhance learning outside of the classroom.

V. Course Content

Unit 1--Overview of Course (1 class hour)

- A. Needs assessment
- B. Course goals
- C. Expectations and requirements
- D. Testing and grading

Unit 2--Overview of Crisis Theory (5 class hours)

- A. What is a Crisis?
- B. Basic crisis theory.
- C. Expanded crisis theory.
- D. Applied crisis theory.
- E. ABCX and Double ABCX models for individuals and families
- F. Brief vs. long term case management
- G. Contributions from other modalities

Unit 3--Values and Ethics in Crisis Intervention (3 class hours)

- A. The need for values and ethics
- B. Core values
- C. Ethics related to cultural, ethnic, lifestyle, and gender variables
- D. Worker values and self awareness
- E. Value dilemmas

Unit 4.--Foundation Skills in Crisis Intervention (12 class hours)

- A. Basic Attitude and Approach
 - 1. comparison of crisis work and conventional therapeutic intervention
 - 2. thinking theoretically
 - 3. intervention as a step process

- B. Listening/Understanding—a continuous activity
 - 1. Core listening skills
 - a. Empathy
 - b. Genuineness
 - c. Positive regard
 - 2. Developing trust and rapport
 - 3. Finding/defining the problem
 - 4. Ensuring client safety
 - 5. Helping the client deal with feelings
 - 6. Providing support
 - 7. Sensitivity to cultural/ethnic/lifestyle/gender expression

- B. Assessment—a continuous activity
 - 1. Determining problem severity—client domains
 - a. cognitive
 - b. affective
 - c. behavioral
 - d. subjective evaluation (client's evaluation)
 - e. objective evaluation (worker's evaluation)
 - 2. Client strengths and problem solving abilities
 - 3. Crisis severity/suicide potential
 - 4. Short social history
 - 5. Coping abilities
 - a. equilibrium and mobility vs.
 - b. disequilibrium and immobility
 - 6. Internal and external resources

C. Action Skills

1. Problem solving approaches
 - a. non-directive
 - b. cooperative
 - c. directive

2. Finding concrete solutions and resources
 - a. define the problem clearly
 - b. consider alternatives
 - c. plan action steps
 1. use client's coping strengths
 2. attend to client's immediate needs
 3. referral resources
 4. develop and use of networks
 5. getting a commitment

D. Assessing Client Risk

1. Suicide: Assessment, prevention and intervention
2. The client who is a danger to others
3. Severe mental illness
4. The gravely disabled

Unit 5—Cultural Sensitivity in Crisis Work (5 class hours)

- A. Ethnicity and Gender
- B. Latinos and Mexican American Families
- C. African American Families
- D. Asian American Families
- E. People with Disabilities
- F. The subculture of Homosexuality

Unit 6—Dealing with Crisis Situations (16 class hours)

A. Individuals in Crisis

1. Developmental and situational crises
2. Children
3. Adolescents
4. Adults

- 5. Elderly

- B. Crisis Associated with Loss
 - 1. Anxiety
 - 2. Suicide
 - 3. Sexual Assault
 - 4. Burnout

- C. Families in Crisis
 - 1. Family as a system
 - 2. Healthy Families
 - 3. Disorganized Families
 - a. Child Abuse
 - b. Spouse Abuse
 - 4. Family diversity

- D. Groups and Communities in Crisis
 - 1. Disaster and unemployment
 - 2. Natural and environmental disasters
 - 3. Economic disasters

- E. Crisis Related to AIDS and HIV

- F. Crisis Related to Substance Abuse

- G. Crisis Related to PTSD and Victimization

- H. Crisis in the Human Service Work Place
 - 1. The hospital emergency room
 - 2. Crisis intervention with diverse client
 - 3. Burnout in human service workers

- Unit 7—Research and Evaluation in Crisis Work (3 class hours)
 - 1. Evaluation in practice
 - 2. Elements of effective evaluation

3. Time-series design

VI. Textbook and Other Required Materials:

- A. Text: Kanel, K (2003). *A Guide to Crisis Intervention* (2nd. Ed) CA: Brooks/Cole
- B. Other Materials: References for additional readings are found in Kent Library at the reserve desk

Gilliland, Burt & James, Richard. (1993). (2nd ed.) *Crisis intervention strategies*
 Janosik, Ellen H. (1994). (2nd ed.) *Crisis counseling: A contemporary approach*
 Roberts, Alan R. (2000) (ed.). *Crisis intervention handbook: Assessment, treatment, and research*

VII. Basis for Student Evaluation:

- A. Two substantive tests will be given during the semester. Each test will contain multiple choice, true/false, and essay questions. They will cover lecture material, assigned readings, and other class activities.
- B. **Eight** quizzes will be given on specific areas of crisis intervention theory and skills.
- C. Numerous in-class group activities designed to "practice" the skills of crisis intervention will be conducted.
- D. An assessment and intervention plan relating to a crisis situation of the student's choice will be required.

E. VALUE OF TESTS AND ASSIGNMENTS

Tests (2 @ 200)	400
Quizzes (eight @ 10 points each)	80
Crisis Assessment and Intervention Plan	100
Full participation in class activities	75
Total.....	655