

## **Crisis Intervention: Theory and Practice I - PLA**

Lower Level, Non-Liberal, 4 credits

Crisis Intervention: Theory and Practice I is considered to be lower level knowledge that is non-liberal. It represents foundational skills and concepts that an entry level human service worker has acquired. Crisis Intervention focuses on understanding how people react and respond to different types of crises and the role the crisis counselor plays in helping create stability in the middle of a chaotic situation. Crisis intervention is more often about how we do things (i.e., non-liberal) and not necessarily why we do things (i.e., liberal). At Empire State College and other colleges, Crisis Intervention I is offered at the lower level.

The questions below can only be utilized for Crisis Intervention I at the lower level, not advanced level. If you are requesting advanced level credit for Crisis Intervention II, please refer to the separate PLA guide on that. Remember you are being evaluated on your knowledge and skills, not about your years of experience.

Please use the questions below to structure your PLA submission on the topic of Crisis Intervention. Copy each question and respond directly below it. If you utilize an outside source, such as a website or a book, make sure to reference this in your response. The responses to the questions should be submitted in a Word document and uploaded in PLA Planner. In PLA Planner, you would list the topic as Crisis Intervention, asking for 4 credits, and designate this as Lower Level and Non-Liberal.

Please note – responding to these questions is not a guarantee of credit. You will still be expected to speak with an evaluator and answer any supplemental questions that they may have. The evaluator would then make a credit determination.

### **Questions for Students to respond to**

**We suggest you save this document with your name and the title of the PLA (e.g., Smith Crisis Intervention PLA) and answer beneath each question below.**

Name:

ID:

PLA Title: Crisis Intervention

Number of Credits Requested: 4

Type: Lower Level, Non-Liberal

1. Briefly describe your experiences in the crisis field.
2. Describe what crisis intervention is and how it is different than other types of human service practices based on your experiences. Please feel free to use a reference to justify your definition.

**Select two of the three case studies below. For each case study, make sure to respond to all of the questions that are associated with it.**

### Case Study 1 – Grief and Loss

Josh is a high school junior and is experiencing intense bullying from football players. He used to be on the team, but dropped out. There are four players in particular that seem to be the “ring-leaders:” Tom, Fred, Nathan, and Micah. According to Josh, they say derogatory terms towards him, verbally abusing him in class and taunting him. Josh also said that the teachers have not tried to stop the behavior. This has been going on for over six months since the last school year ended.

The four young men claim he is gay and are being very derogatory and prejudicial about it. Josh works at Target and the four young men have even been going to his work to bully him including getting on the intercom and saying he is gay and making fun of Josh. His boss kicked them out, but sometimes they wait for him after his shift in the parking lot.

It seems that football players and cheerleaders are starting to gang up on him now and things are escalating. Josh became so upset that he wrote a note that states he will hurt somebody. It sounds like from the note that Josh is thinking of taking matters into his own hands.

You are the school case worker.

1. Describe the client's presenting problem, the crisis event, and classify the type of crisis (developmental, crises of loss, etc.). Explain why this situation is considered a crisis.
2. Discuss how you would initially assess the client. What specific behaviors and feelings would you want to understand?
3. Discuss the social problem that may be helpful to know in planning the assessment and intervention.
4. Define the steps of the assessment process and what you are specifically assessing for.
5. How would you go about developing an action plan for Josh?
6. Discuss how ethnicity, race, gender, age, class, sexual orientation, or other diversity issues might affect the client and the crisis intervention.
7. What types of potential ethical issues may arise in this case?
8. Discuss at least three actions you will take to avoid compassion fatigue and burnout.

## Case Study 2 – Suicidal Ideation

Tom meets Matthew when he is a sophomore in college. He has always dated women, but with Matthew, it is different. He feels more than just the male friendship he had felt with other guys. Over time, Matthew asks Tom on a date, and he agrees. The two become a couple, and Tom is very happy.

Tom and Matthew decide they want to move in together. Tom makes the difficult decision to call his parents and tell them that he is a homosexual. It does not go well. His mother cries hysterically and hangs up on him. His father remains on the other line and berates his son. Tom eventually hangs up and is very distraught. Matthew is away at an important swim meet, and Tom has no one to talk to. He feels alone in the world and calls a suicide hotline. He is able to tell the counselor his name and a little bit about what is going on and how despondent he feels. He continues to talk, and as he does so, he says that this is not the first time his parents have disowned him. They have done it on other occasions, such as when he pierced his ears and when he chose to attend a college they disliked. Tom no longer seems to be in a crisis, and says that he will be fine until Matthew comes home, but you are still concerned that Tom may hurt himself due to his level of distress. You are the counselor at the suicide hotline.

1. Describe the client's presenting problem, the crisis event, and classify the type of crisis (developmental, crises of loss, etc.). Explain why this situation is considered a crisis.
2. Discuss how you would initially assess the client. What specific behaviors and feelings would you want to understand?
3. Discuss the social problem that may be helpful to know in planning the assessment and intervention.
4. Define the steps of the assessment process and what you are specifically assessing for.
5. How would you go about developing an action plan for Tom?
6. Discuss how ethnicity, race, gender, age, class, sexual orientation, or other diversity issues might affect the client and the crisis intervention.
7. What types of potential ethical issues may arise in this case?
8. Discuss at least three actions you will take to avoid compassion fatigue and burnout.

## Case Study 3 – Sexual Assault

Jasmine is a successful chef with a loving husband. One night, she leaves work after midnight. Due to construction near her restaurant, she parked farther away from her restaurant than normal. As she is getting into her car, a man attacks her from behind at gunpoint. He forces her into an alley where he rapes and robs her. She makes her way to a convenience store down the street and calls police.

The police take Jasmine to the hospital, where a rape kit is administered. Her husband arrives and is immediately supportive of Jasmine, but they are Muslim and not comfortable with all of the interactions with police and medical professionals. During the next two weeks, Jasmine has nightmares about the rape. She also begins to have memories surface of her father, who is now deceased, sexually assaulting her. She thinks that the memories must be of the rape, but as time passes, she believes that the rape may have caused her to remember times that her father molested her when she was a little girl. The memories of both situations cause Jasmine to stop sleeping and suffer from anxiety and depression. She has nightmares almost every night, and she is constantly edgy. She jumps whenever anyone touches her unexpectedly, whether it's her husband taking her hand or a stranger brushing against her in the grocery store. She has begun to become agoraphobic for fear of strangers touching her when she is away from home.

Jasmine's husband, Jamil, is very worried about her and takes her to a community health center. You are the intake counselor.

1. Describe the client's presenting problem, the crisis event, and classify the type of crisis (developmental, crises of loss, etc.). Explain why this situation is considered a crisis.
2. Discuss how you would initially assess the client. What specific behaviors and feelings would you want to understand?
3. Discuss the social problem that may be helpful to know in planning the assessment and intervention.
4. Define the steps of the assessment process and what you are specifically assessing for.
5. How would you go about developing an action plan for Jasmine?
6. Discuss how ethnicity, race, gender, age, class, sexual orientation, or other diversity issues might affect the client and the crisis intervention.
7. What types of potential ethical issues may arise in this case?
8. Discuss at least three actions you will take to avoid compassion fatigue and burnout.