

## **Crisis Services Overview (Core)**

**9:00am-4:00pm**

### **Description:**

This one-day core training provides participants with a framework for understanding the county crisis system as defined by Wisconsin DHS 34 and by best practice standards laid out by the Substance Abuse Mental Health Services Administration. Participants will gain knowledge of crisis as a continuum, the consumer perspective on crisis, and working with community partners such as Law Enforcement and Emergency Departments. Participants will work in teams to develop crisis plans that utilize both professional and informal supports such as family and friends. In addition, this training will illustrate how good documentation supports good crisis practice and allows for billing for services.

### **Learning Objectives:**

- Participants will develop an understanding of the nature of crisis and the goals of crisis services
- Participants will explore the core values and practice principles that are the foundations of crisis work
- Participants will gain knowledge of the stages of the crisis continuum and the benefits of viewing crisis as happening along a continuum
- Participants will begin to identify potential partners in crisis response and define the roles of the crisis worker and these partners
- Participants will begin to identify their community service networks and coordinated system of care
- Participants will develop and document a crisis plan
- Participants will gain knowledge of the billing process and expectations for documentation of crisis services

### **Intended Audience:**

Those pursuing crisis certification under DHS34 and those interested in gaining an introduction to crisis work. This is part of a 3-part series that was developed as a core crisis curriculum and is not intended to be an advanced course.

**CEH's:** 6.0 for Social Work (6 hours toward crisis certification)