

# HSRV-130: CRISIS INTERVENTION IN HUMAN SERVICES

---

## Effective Term

Fall 2024

## SECTION A - Course Data Elements

### CB04 Credit Status

Credit - Degree Applicable

### Discipline

Minimum Qualifications	And/Or
Counseling (Master's Degree)	

### Subject Code

HSRV - Human Services

### Course Number

130

### Department

Counseling (COUN)

### Division

Counseling (COUN)

### Full Course Title

Crisis Intervention in Human Services

### Short Title

Crisis Intervention in HSRV

### CB03 TOP Code

2104.00 - \*Human Services

### CB08 Basic Skills Status

NBS - Not Basic Skills

### CB09 SAM Code

C - Clearly Occupational

### Rationale

Removing HSRV 120 pre-requisite, adding subject matter expert, updating textbooks and methods of instruction and evaluation.

## SECTION B - Course Description

### Catalog Course Description

This course will include strategies and techniques in crisis intervention and the effects of trauma for individuals training to work in the helping profession including how to conduct intake interviews; provide information, referrals, and documentation; and utilize the essential active listening skills for people in crisis. Topics covered overview of crisis and trauma, suicide prevention, domestic violence, substance abuse, mental health, cross-cultural competencies, and legal issues including confidentiality.

## SECTION C - Conditions on Enrollment

### Open Entry/Open Exit

No

### Repeatability

Not Repeatable

### Grading Options

Letter Grade or Pass/No Pass

**Allow Audit**

Yes

**Requisites****SECTION D - Course Standards****Is this course variable unit?**

No

**Units**

3.00000

**Lecture Hours**

54.00

**Outside of Class Hours**

108

**Total Contact Hours**

54

**Total Student Hours**

162

**Distance Education Approval****Is this course offered through Distance Education?**

Yes

**Online Delivery Methods**

DE Modalities	Permanent or Emergency Only?
Entirely Online	Permanent
Hybrid	Permanent

**SECTION E - Course Content****Student Learning Outcomes****Upon satisfactory completion of the course, students will be able to:**

1. Apply appropriate crisis intervention skills and trauma-informed interventions with people in need of immediate help.
2. Identify the impact of various crisis and trauma for children, adolescents, and adults.

**Course Objectives****Upon satisfactory completion of the course, students will be able to:**

1. Analyze various theories regarding for trauma and crisis.
2. Explore the impact of crisis and trauma with special populations.
3. Practice intervention strategies to assist individuals in a crisis or suffering from trauma.
4. Examine issues of cultural diversity and cultural sensitivity toward individuals in crisis situations and trauma.
5. Examine reporting laws of child abuse, elder abuse, and harm to self and others.
6. Complete appropriate documentation of crisis situations including informed consent and confidentiality.
7. Describe and compare information and referral services applied to special populations.

**Course Content**

Theories and techniques used in crisis intervention

- a. definition of crisis intervention

- b. the theory of crisis intervention
- c. typical work settings requiring crisis intervention skills
- B. Intervention strategies with special populations
  - a. components of the intake interview
  - b. intervention strategies
  - c. applying strategies to persons dealing with chemical dependency, child and elder abuse, domestic violence, mental health, physical health, grief, divorce, death/dying, job loss, aging and other stressful life issues and events
  - d. PTSD, Trauma, and Community Disasters, Impact on different populations, community disasters, man-made disasters, gun violence and shootings, burn out and vicarious trauma
  - e. Veteran Issues, military culture, substance use, homelessness, invisible wounds, crisis facing the families of veterans.
  - f. Crisis related to personal trauma - rape, rape trauma syndrome, date rape, military sexual trauma, intimate personal violence.
  - g. Crisis related to sexuality - teen pregnancy, issues related to abortion, gender identity, sexual orientation and coming out crisis, and sexually transmitted diseases.
  - h. Crisis related to mental health and substance abuse, public health crisis
- C. Cultural diversity and cultural competency with individuals in crisis situations
  - a. cultural issues with individuals in various human services populations
  - b. communication skills and cross-cultural competency
- D. Communication strategies
  - a. active listening
  - b. techniques which facilitate communication in crisis situations
  - c. intervention and problem-solving techniques
- E. Consent and confidentiality agreements including forms and guidelines used in the agreements
  - a. California laws Reporting laws of child abuse, elder abuse, and harm to self and others
  - b. applications of laws to different human services agencies and various employment settings
- F. Reporting laws of child abuse, elder abuse, and harm to self and others
  - a. California laws
  - b. applications of laws to different human services agencies and various employment settings
- G. Documentation of crisis situations
  - a. sample reports and note taking techniques used in human service agencies
  - b. legal and ethical situations regarding documentation.
- H. Information and referral services in human services
  - a. identify geographic service area
  - b. information and referral documents (online and paper copies)
  - c. follow up from crisis intervention services

## Methods of Instruction

### Methods of Instruction

Types	Examples of learning activities
Discussion	Discussion and group work on crisis intervention strategies with special populations.
Lecture	Lecture on theories used in crisis intervention recorded and synchronous.
Visiting Lecturers	Experts presenting crisis intervention functions within their agency.
Observation and Demonstration	Case scenarios involving drug and alcohol abuse in various crisis situations. Case reviews to examine the laws and ethics of harm to self and others.

### Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards  
 Chat Rooms  
 Discussion Boards  
 E-mail Communication  
 Telephone Conversations  
 Video or Teleconferencing

### Student-Initiated Online Contact Types

Chat Rooms

Discussions  
Group Work

**Course design is accessible**

No

## Methods of Evaluation

### Methods of Evaluation

Types	Examples of classroom assessments
Essays/Papers	Biopsychosocial assessment, treatment plan, safety plan based on an assigned vignette
Exams/Tests	Midterm and final exams based on text and lecture materials.
Homework	Complete chapter review questions or answer prompts for different topics.
Projects	Complete mock child abuse, elder abuse referrals.

## Assignments

### Reading Assignments

Students will be required to read the textbook and specific articles related to the Human Services population.

Example 1: Read the Crisis Intervention chapter and write a chapter summary.

Example 2: Complete an assessment and safety plan for a client in crisis.

### Writing Assignments

Students will be required to submit writing assignments, journal entries and written assignments from the text, which will include problem-solving.

Example 1: Students will identify an agency that provides crisis intervention and write a paper on the reporting and documentation requirements of that agency.

Example 2: Students will practice crisis intervention scenarios applying problem-solving techniques in small groups.

### Other Assignments

Additional assessment techniques include but are not limited to a research paper, journal entries, group participation, and classroom presentations.

## SECTION F - Textbooks and Instructional Materials

### Material Type

Textbook

### Author

K. Kanel

### Title

A Guide to Crisis Intervention

### Edition/Version

6th Edition

### Publisher

Cengage

### Year

2018

### ISBN #

978-1337566414

---

### Material Type

Textbook

**Author**

R. James and B. Burl Gilliland

**Title**

Crisis Intervention Strategies

**Edition/Version**

8th Edition

**Publisher**

Brooks/Cole

**Year**

2020

**ISBN #**

0357670655

**Material Type**

Textbook

**Author**

A. A. Cavaiola and Joseph E. Colford

**Title**

Crisis Intervention: A Practical Guide

**Edition/Version**

1st Edition

**Publisher**

SAGE Publications, Inc

**Year**

2017

**ISBN #**

1506322387

**Proposed General Education/Transfer Agreement**

**Do you wish to propose this course for a Local General Education Area?**

No

**Do you wish to propose this course for a CSU General Education Area?**

No

**Do you wish to propose this course for a UC Transferable Course Agreement (UC-TCA)?**

No

**Course Codes (Admin Only)**

**ASSIST Update**

No

**CB00 State ID**

CCC000514142

**CB10 Cooperative Work Experience Status**

N - Is Not Part of a Cooperative Work Experience Education Program

**CB11 Course Classification Status**

Y - Credit Course

**CB13 Special Class Status**

N - The Course is Not an Approved Special Class

**CB23 Funding Agency Category**

Y - Not Applicable (Funding Not Used)

**CB24 Program Course Status**

Program Applicable

**Allow Pass/No Pass**

Yes

**Only Pass/No Pass**

No