HSRV 130 - Crisis Intervention in Human Services Course Outline

 Approval Date: 05/31/2016

SECTION A

Unique ID Number  CCC000514142
 Discipline(s)  Counseling
 Division  Counseling
 Subject Area  Human Services
 Subject Code  HSRV
 Course Number  130
 Course Title  Crisis Intervention in Human Services
 TOP Code/SAM Code  2104.00 - Human Services, General* / C - Occupational

Rationale for adding this course to the curriculum  Change subject COUN to HSRV

Units  3

This Course Is  AA/AS Degree
 Certificate/Skill Award
 Degree Applicable
 Distance Ed
 Transfer Prep

Cross List  N/A

Typical Course Weeks  18

Total Instructional Hours

Contact Hours
Lecture  54.00
Lab  0.00
Activity  0.00
Work Experience  0.00

Total Contact Hours  54

Hours per semester in outside of class assignments  108.00

Open Entry/Open Exit  No

Maximum Enrollment

Grading Option  Letter Grade or P/NP
Distance Education Mode of Instruction  On-Campus
Hybrid

SECTION B

General Education Information:

SECTION C

Course Description

Repeatability  May be repeated 0 times
Catalog  This course will include strategies and techniques in crisis intervention for
Description  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 are
suicide prevention, domestic violence, substance abuse, mental health, cross-cultural
competencies, and legal issues including confidentiality.
Schedule  This course will include strategies and techniques in crisis intervention for
Description  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.

SECTION D

Condition on Enrollment
1a. Prerequisite(s)
  • HSRV 120
  • HSRV 122
  • HSRV 124
  • HSRV 126
1b. Corequisite(s): None
1c. Recommended: None
1d. Limitation on Enrollment: None

SECTION E

Course Outline Information
1. Student Learning Outcomes:
   A. Apply appropriate listening and crisis intervention skills with people in need of immediate
      help.
   B. Demonstrate appropriate follow up services.
2. Course Objectives: Upon completion of this course, the student will be able to:
   A. Identify and analyze various theories and techniques used in crisis intervention.
   B. Conduct and practice intervention strategies with special populations.
   C. Examine issues of cultural diversity and cultural sensitivity toward individuals in crisis
      situations.
   D. Evaluate and utilize communication skills in human services.
   E. Identify and analyze consent and confidentiality agreements.
   F. Examine reporting laws of child abuse, elder abuse, and harm to self and others.
   G. Identify and analyze appropriate documentation of crisis situations.
   H. Describe and compare information and referral services applied to special populations.
I.
3. Course Content
   A. 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, aging and other stressful life issues and events  
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  
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  
4. Methods of Instruction:  
Lecture  
Lecture, discussion, group work, projects, scenarios, and case review. 1. Lecture on theories used in crisis intervention. 2. Discussion and group work on crisis intervention strategies with special populations. 3. Case scenarios involving drug and alcohol abuse in various crisis situations. 4. Case reviews to examine the laws and ethics of harm to self and others.  
5. Methods of Evaluation: Describe the general types of evaluations for this course and provide at least two, specific examples.  
Typical classroom assessment techniques  
Exams/Tests --  
Quizzes --  
Papers --  
Oral Presentation --  
Class Work --  
Home Work --  
Final Exam --  
Additional assessment information:  
Students will be assessed in their reading using chapter summaries and case scenarios. Examples: 1) provide a chapter summary with an outline with major headings, then
descriptions of the main points under each heading; 2) utilizing case scenarios, students will be assessed on the communication skills with communications skills rubric.

Letter Grade or P/NP

6. Assignments: State the general types of assignments for this course under the following categories and provide at least two specific examples for each section.

A. 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: Read the Napa County Resource directory and identify two agencies that provide counseling services.

B. 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.

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

7. Required Materials

A. EXAMPLES of typical college-level textbooks (for degree-applicable courses) or other print materials.

Book #1:
Author: Kanel, Kristi
Title: A Guide to Crisis Intervention
Publisher: Cengage
Date of Publication: 2015
Edition: 5th

Book #2:
Author: James, Richard K.
Title: Crisis Intervention Strategies
Publisher: Cengage
Date of Publication: 2013
Edition: 7th

Book #3:
Author: Greenstone, James L. & Leviton, Sharon C.
Title: Elements of Crisis Intervention: Crises and How to Respond to Them
Publisher: Cengage
Date of Publication: 2010
Edition: 3rd

B. Other required materials/supplies.

- Napa County Resource and referral directory available online (http://napa.networkofcare.org).