SYLLABUS

EPCE 5377

Crisis Intervention Counseling

Summer II 2020

*Information about the instructor:*

Name: Stephen PhD, LPCS, LSOTP

Office Location: 7470 Golden Pond Place, Ste 300, Amarillo TX 79121

Office Hours

Telephone and e-mail: 806-356-9047; stephen.jennings@ttu.edu

*Communication with professor: I am in full-time private practice, so my office hours are not standard. I will meet with you by appointment. If you have an emergency, please call the office number listed above. I will call you as soon as I am free for the day, which may be after hours. I will answer emails within a 24-36 hour period.*

*Again, if you have an emergency, do not email me – you will need to call me.*

*Information about the course:*

Course Prefix and Number: EPCE 5377 – D01

Course Title: Crisis Counseling

Course Credit: 3 semester hours

Semester and Year: Summer II 2020

Class meeting time and location: Online – Blackboard

Course Description: The course overviews topics related to crisis intervention.

Textbook: *Older editions may suffice – but not fully!!!*

*The TTU Bookstore should have the 8th edition*

[James, R. K. & Gilliland, B. E. (2016).](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0) *[Crisis Intervention Strategies](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0)*[, 8](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0)[th](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0)

[Ed. Belmont, CA: Brooks/Cole.](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0)

*Book Description:*
This authoritative, best-selling text presents the latest skills and techniques for handling crisis situations. The authors' task model clearly illustrates and elucidates the process of dealing with people in crisis, from defining the problem to obtaining commitment. Using this model, the authors build specific strategies for handling a myriad of different crisis situations, accompanied in many cases with the dialogue that a practitioner might use when working with the individual in crisis. This book puts you on the front lines with the crisis worker throughout the chapters, and then illuminates the techniques and strategies the worker used. New videos in MindTap (available with the text) correlate with the text and demonstrate crisis intervention techniques, ensuring that you not only understand the theoretical underpinnings of crisis intervention theories, but also know how to apply them in crisis situations.

*Course Purpose:*

The purpose of EPCE 5377 is familiarize LPCs and school counselors with several major approaches to crisis intervention. Specific topics include basic and advanced crisis intervention skills, ethical issues in crisis intervention counseling, addressing Post Traumatic Stress Disorder, sexual assault, intimate partner violence, chemical dependency, personal loss and grief, crisis negotiations, burnout, and disaster response.

1. Conceptual framework - EPCE 5377 is grounded in a college-wide framework related to NCATE and a program-specific framework that is related to CACREP, the accrediting body for programs in counselor education. The College of Education’s (COE) conceptual framework is found at http://www.educ.ttu.edu/NCATE/default.htm. The theme of the conceptual framework is “Professional Educators Opening Doors to the Future.” The “open” theme stresses that learning experiences should equip students with knowledge, skills, and “dispositions” that will be instrumental in helping students to be successful in their professional pursuits. CACREP standards can be viewed at <http://www.cacrep.org/for-programs/2016-cacrep-standards/> Both NCATE and CACREP stress the importance of professional ethics/values as well as skills and knowledge in the use of technology and a commitment to multicultural competence and awareness.

Thus, this course considers both NCATE and CACREP accreditation. It captures several initiatives that are transforming educator preparation at the university. Many aspects of these reforms are found throughout this course—reforms that will change you.

* 1. You will develop higher-level skills and products. Learning outcomes in this course will still include knowledge and reasoning, but these will serve as prerequisites to higher level skill and product competencies you will develop.
	2. You will learn what is valued by employers and counseling professionals. State and national standards (i.e. ASCA National Model, advocacy competencies, codes of ethics), CACREP accreditation standards (2016), professional literature, a variety of focus groups, and counseling supervisors/employers were all involved in determining the learning outcomes for this course.
	3. Instruction will be connected to improved beneficence within the profession as well as positive outcomes of clients/students you will be counseling.
	4. You will learn to use technology in innovative ways.
	5. Crisis counseling techniques are an integral part of this course, and you will be learning specific techniques that improve counseling skills and affect outcomes of future clients/students.
	6. This course does not stand alone, but is part of an integrated program that has well-articulated and distinctive outcomes.
1. CACREP standards are imbedded within the course and can be viewed at . <http://www.cacrep.org/wp-content/uploads/2012/10/2016-Standards-with-Glossary.pdf>

CACREP Standards and the Literature Associated with the CACREP knowledge standards are met in this course completely through chapter quizzes. However, the discussion questions and group project will subjectively engage skills and dispositions in students through the use of rubrics supplied at the end of this document, to help round out your knowledge, skills, and dispositions in Crisis Counseling

Specific standards taught in this course are listed as follows:

*2.F.1.l self-care strategies appropriate to the counselor*

Chapter 16: Human Services Workers in Crisis: Burnout, Vicarious Traumatization, and Compassion Fatigue

*2.F.3.g effects of crisis, disasters, and trauma on diverse individuals across the lifespan*

Chapter 1: Approaching Crisis Intervention

Chapter 2: Culturally Effective Helping

Chapter 17: Disaster Response

*2.F.5.l suicide prevention models and strategies*

Chapter 8: Crisis of Lethality

*2.F.5.m crisis intervention, trauma-informed, community-based strategies, such as Psychological First Aid*

Chapter 3: Intervention and Assessment Models

Chapter 4: Tools of the Trade

*2.F.7.c procedures for assessing risk of aggression or danger to others, self-inflicted harm, or suicide*

Chapter 8: Crisis of Lethality

*5.C.2.f impact of crisis and trauma on individuals with mental health diagnoses*

Chapter 5: Crisis Case Handling

*5.G.2.e school counselor roles and responsibilities in relation to the school emergency management plans, and crises, disasters, and trauma*

Chapter 13: Crises in Schools

*6.B.5.f leadership roles and strategies for responding to crises and disasters*

Chapter 4: Tools of the Trade

1. *Course Overview:* EPCE 5377 is a required course in the clinical mental health program that engages students in the study of topics related to crisis counseling. The specific topics covered in this course include the following: definition and characteristics of crisis; history of crisis intervention; theories of crisis intervention; cultural considerations in crisis intervention; assessment in crisis intervention; essential skills in crisis intervention; steps in crisis intervention; case management in crisis intervention; telephone and online crisis counseling; treating PTSD; addressing crisis of lethality; treating sexual assault victims; addressing partner violence; addressing crisis related to addiction; treating personal loss (bereavement and grief); issues related to crisis in schools; crisis in the workplace; crisis and hostage negotiation; human services workers burnout, vicarious traumatization, and compassion fatigue; and disaster response.
2. Course Purposefulness

This course provides specialized knowledge and skills training in crisis counseling interventions. Students will learn to assess crisis and incorporate developmentally, ethnically, legally, and gender appropriate strategies and techniques to meet the needs of clients in crisis. Students will examine various theoretical, behavioral, applied techniques for counseling clients in crisis.

1. Student learning outcomes and assessment of outcomes:

At the end of this course, students will: Assessments Chapter Readings

|  |  |  |
| --- | --- | --- |
| demonstrate an understanding of the definition of a crisis and its characteristics | 1, 2, 3 Q, DP, GP | 1, 2, 3 |
| demonstrate knowledge of the history of crisis intervention | 1, 2, 3 Q, DP, GP | 1, 2, 3 |
| demonstrate knowledge of models of crisis intervention | 4, 5 Q, DP, GP | 4, 5 |
| demonstrate knowledge about cultural factors in crisis intervention | 4, 5 Q, DP, GP | 4, 5 |
| demonstrate knowledge about assessment in crisis intervention | 8 Q, DP, GP | 8 |
| demonstrate knowledge the essential skills needed in crisis intervention | 8, 13 Q, DP, GP | 8, 13 |
| knowledge of steps involved in crisis intervention | Q, DP | 4 |
| knowledge about case management considerations in crisis intervention | Q, DP | 5 |
| knowledge about online and phone interventions in crisis counseling | Q, DP | 6 |
| knowledge about treating sexual assault victims | Q, DP | 9 |
| knowledge about PTSD | Q, DP | 7 |
| knowledge about legal and ethical issues in crisis intervention | Q, DP | 1 |
| knowledge about partner violence and its treatment | Q, DP | 10 |
| knowledge about addressing crisis in addictions | Q, DP | 11 |
| knowledge about addressing personal loss in crisis counseling | Q, DP | 12 |
| knowledge about addressing crisis in schools | Q, DP | 13 |
| knowledge about crisis in the workplace | Q, DP | 14 |
| knowledge about crisis related to hostage situations | Q, DP | 15 |
| knowledge about service workers’ burnout, compassion fatigue, and vicarious traumatization | Q, DP | 4, 16 |
| knowledge about disaster response | Q, DP | 1, 17 |

1. Class schedule, instructional topics, and assignments

|  |  |  |  |
| --- | --- | --- | --- |
| Module/Dates | Chapters to Read | Discussions  | Assignments/Quiz |
| Module 17/7-7/13 |  1, 2, 3, |  1 |  Quiz 1 |
| Module 27/14-7/20 |  4, 5 |  2 |  Quiz 2 |
| Module 37/21-7/27 |  8, 13 |  3 |  Quiz 3 |
| Module 47/28-8/3 |  16, 17 |  4 | Read Secondary Traumatic Stress PPT |
| 8/4/20 | Project Due August 4, at 11:59pm |

1. Evaluation procedures
	1. Project Presentation – 50 points – Lead, Follow

You will create an *engaging* professional presentation. The following are the minimum standards to receive a B. You must go above and beyond in your program to earn an A. This above the status quo intangibles are the value-added dimensions you must bring to counseling. There is no right way to do this project, jump in and rise to the top of the class! Learning to cope with vagueness in instruction and direction is VITAL to developing into a strong counselor, especially in a crisis! Embrace your opportunity!

* + 1. Creative Title
		2. 5 Learning Objectives – answer this question, after this presentation the participants will be able to…
		3. Three sentence overall program summary
		4. Brief literature defining the crisis intervention and relevance – 6 peer-reviewed APA style references from the past 7 years.
		5. You will deliver this program via Power Point or other pre-approved program.
		6. You must include the Following in your presentation:
			1. Hypothetical case study
			2. Crisis model to handle the case study
			3. Ethical and Legal Issues
			4. Diversity and Social Justice Issues
			5. Professional Development Suggestions
			6. Real community resources from any metro area in the USA.
* Name of Resource: Telephone Number:
* Physical Address: Website:
* What types of mental health professionals are employed in this resource (e.g., LPCs, MFTs, Psych, SW) Costs and fee structure
* Services Offered
	1. Discussion Board Interactions – 20 points for original post/response to classmate
		1. Each week you will have chapters to read:

Week 1 – Chapters 1, 2, 3

Week 2 – Chapters 4, 5

Week 3 – Chapters 8, 13

Week 4 – Chapters 16, 17

* + 1. Your original post is due Sunday no later than 11:59 PM CST of the module. Original posts must be at least 250 words and include at least one citation from a textbook and peer-reviewed journal article. Any resource quoted or summarized must be referenced in the post and the citation written below at the end in APA format.
		2. Your response to one classmate’s original post (at least) is due Monday, 11:59 PM CST of the module. Your response must be at least 150 words. In your response you may ratify, object or compare/contrast information in the posting. Whatever response you choose, you must go beyond a simple statement of opinion and rationalize your responses with logic and evidence. Enhance your classmate’s original post by adding information if you agree. If you challenge your classmate’s posting, you must support your position by providing clear logic and cite references.
	1. Chapter Quizzes – 30 possible points

There will be 3 module quizzes.

1. Grading policy

Grades will be determined by average scores earned over the semester on your Discussions, Group Project, and Quizzes. 980 total points possible

|  |  |  |
| --- | --- | --- |
| 100 | 100 | A+ |
| 99 | 90 | A |
| 89 | 80 | B |
| 79 | 70 | C |
| 69 | 0 | F |

1. Methods

This is a completely online course. It is organized to encourage you to complete at least one module per week. Exams need to be completed within the module they are assigned. Exams have a generous time limit and may be taken more than once.

VIII. Required readings

[James, R. K. & Gilliland, B. E. (2016).](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0) *[Crisis Intervention Strategies](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0)*[, 8](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0)[th](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0)

[Ed. Belmont, CA: Brooks/Cole.](https://www.dropbox.com/s/a7izgztq2jv1774/crisis%20text%20large.pdf?dl=0)

1. Course Policies
	1. Attendance: Students are expected to participate in all activities in class online.
	2. Absences: This is an online course so there are no absences, but I will be able to tell if you have logged in or not, and for how long, and other metrics. Lack of participation will be evident.
	3. Make-up: Course assignments may be completed and turned in for full credit with written proof of illness or emergency. Please work with the Dean of students for extended leave of absence.
	4. On-line behavior: Class discussions on-line are to be conducted with civility and respect for other students. Students who fail to be civil and respectful will be banned from the discussion forum and receive a 0 for the remaining assignments.
2. Scholastic Dishonesty

It is the aim of the faculty of Texas Tech University to foster a spirit of complete honesty and high standard of integrity. The attempt of students to present as their own any work not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offenders liable to serious consequences, possibly suspension.

“Scholastic dishonesty” includes, but it not limited to, cheating, plagiarism, collusion, falsifying academic records, misrepresenting facts, and any act designed to give unfair academic advantage to the student (such as, but not limited to, submission of essentially the same written assignment for two courses without the prior permission of the instructor) or the attempt to commit such an act.

Counselor Education students are expected to exhibit ethical conduct at all times and are subject to the Ethical Codes or Standards of the Texas State Board of Examiners for Professional Counselors, The American Counseling Association, and /or the American School Counselor Association.

1. Americans With Disabilities Act Information

Any student who, because of a disability, may require special arrangements in order to meet the course requirements should contact the instructor as soon as possible to make any necessary arrangements. Students should present appropriate verification from Student Disability Services during the instructor’s office hours. Please note instructors are not allowed to provide classroom accommodations to a student until appropriate verification from Student Disability Services has been provided. For additional information, you may contact the Student Disability Services office in 335 West Hall or 806-742-2405.

1. A student must register with Student Disability Services and file appropriate documentation in order to be eligible for any disability benefits and services described in this operating policy. The university-approved mechanism for establishing reasonable accommodation is written notification in the form of a Letter of Accommodation from Student Disability Services. The Letter of Accommodation indicates to faculty that the student has given proof of her/his disability and that the accommodation noted is considered appropriate and reasonable. No further proof of disability should be required of the student. Students presenting other kinds of verification should be referred to Student Disability Services for the appropriate identification. No requirement exists that accommodation be made prior to completion of the approved university process.

Faculty members are not permitted to provide accommodations for a student’s disability needs unless the student provides a Letter of Accommodation from Student Disability Services. Ideally, Letters of Accommodation should be presented to instructors at the beginning of the semester; however, Letters of Accommodation may be submitted at any point during a semester. If a Letter of Accommodation is presented after a semester begins, the accommodation applies only from the date presented to and signed by the faculty member until the completion of the semester. One week is considered a reasonable amount of time to allow the faculty member to implement the accommodation.

1. Religious Observations – Again, online course. If you are unable to use technology on the weekends due to religious observance please submit your work prior to the observance. Please inform the professor.
2. Violence and Sexual Harassment

The university is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from sex discrimination of any kind. In accordance with Title VII, Title IX, the Violence against Women Act (VAWA), the Campus Sexual Violence Elimination Act (SaVE), and other federal and state law, the university prohibits discrimination based on sex and other types of Sexual Misconduct. Sexual Misconduct is a broad term encompassing all forms of gender-based harassment or discrimination and unwelcome behavior of a sexual nature. The term includes sexual harassment, nonconsensual sexual contact, nonconsensual sexual intercourse, sexual assault, sexual exploitation, stalking, public indecency, interpersonal violence, sexual violence, and any other misconduct based on sex. Any acts that fall within the scope of this policy hereinafter are referred to as Sexual Misconduct.

While sexual orientation and gender identity are not explicitly protected categories under state or federal law, it is the university’s policy not to discriminate in employment, admission, or use of programs, activities, facilities, or services on this basis. Discriminatory behavior is prohibited regardless of the manner in which it is exhibited, whether verbally, in writing, by actions, or electronically displayed or conveyed.

This policy applies to all university students and employees, visitors, applicants for admission to or employment with the university, as well as university affiliates and others conducting business on campus. This policy will apply to on-campus and off-campus conduct of which the university is made aware and which adversely impacts the educational and employment environments of the university. The university will take all reasonable steps to prevent recurrence of any Sexual Misconduct and remedy discriminatory effects on the Reporting Party and others, if appropriate.

The full description of the University’s policy on violence and sexual harassment can be found in OP 40.03. - https://www.depts.ttu.edu/titleix/

1. Title IX

Texas Tech University is dedicated to providing a safe and equitable learning environment for all students. Discrimination, sexual assault, and harassment are not tolerated by the university. You are encouraged to report any incidents to The Student Resolution Center: (806) 742-SAFE (7233). The TTU Counseling Center (http://www.depts.ttu.edu/scc/) provides confidential support (806-742-3674) and the Voices of Hope Lubbock Rape Crisis Center has a 24-hour hotline: 806-763-RAPE (7273). For more information about support, reporting options, and other resources, go to: <http://www.depts.ttu.edu/sexualviolence/>

1. Civility/Etiquette

Students are encouraged to follow the eight ethical principles supported in the Strive for Honor brochure. They are:

* Mutual Respect – Each member of the Texas Tech community has the right to be treated with respect and dignity.
* Cooperation and Communication – We encourage and provide opportunities for the free and open exchange of ideas both inside and outside the classroom.
* Creativity and Innovation – A working and learning environment that encourages active participation.
* Community Service and Leadership – Exemplary professional and community service through research, creative works, and service programs that extend beyond the university environment.
* Pursuit of Excellence – Texas Tech University is committed to achieving excellence following best practices in its professional work, displaying the highest standards in its scholarly work, and offering venues to showcase national and international examples of achievement.
* Public Accountability – We strive to do what is honest and ethical even if no one is watching us or compelling us “to do the right thing”.
* Diversity – An environment of mutual respect, appreciation, and tolerance for differing values, beliefs, and backgrounds.
* Academic Integrity – Being responsible for your own work ensures that grades are earned honestly.

In addition to above, a rubric to rate citizenship in the classroom appears at the end of this syllabus.

Bibliography

American Red Cross. (2001). Emotional health issues for victims. Web site: www.trauma-pages.com/notalone.htm

Arrendondo, P., Toporek. R., Brown, S. P., Jones, J., Locke, D. C., Sanchez, J., & Stadler, H. (1996). Operationalizations of the multicultural counseling competencies. Journal of Multicultural Counseling and Development, 24, 42-78.

Bowman, S. L., & Roysircar, G. (2011). Training and Practice in Trauma, Catastrophes, and Disaster Counseling. Counseling Psychologist, 39(8), 1160-1181.

Cavaiola, A. A., & Colford, J. E. (2006). A practical guide to crisis intervention. Boston: Lahaska Press.

Davidson, P. W. (1999). Characteristics of older adults with intellectual disabilities referred for crisis intervention. Journal of Intellectual Disability Research, 43, 38-47.

Echterling, L. G., Presbury, J., & McKee, J. E. (2005). Crisis intervention: Promoting resilience and resolution in troubled times. Upper Saddle River, NJ: Pearson/Merrill Prentice Hall.

Greenstone, J. L., & Leviton, S. C. (2002). Elements of crisis intervention. Pacific Grove, CA: Brooks/Cole.

Greenstone, J. L. (2011). Review of Crisis and disaster counseling: lessons learned from Hurricane Katrina and other disasters. International Journal Of Emergency Mental Health, 13(1), 57-58.

Linehan, M. M. (2011). Dialectical behavior therapy and telephone coaching. Cognitive And Behavioral Practice, 18(2), 207-208. doi:10.1016/j.cbpra.2010.06.003

Minton, C. (2010). The Status of Crisis Preparation in Counselor Education: A National Study and Content Analysis. Journal Of Professional Counseling: Practice, Theory & Research, 38(2), 5-17.

Morris, C., & Minton, C. (2012). Crisis in the Curriculum? New Counselors' Crisis Preparation, Experiences, and Self-Efficacy. Counselor Education And Supervision, 51(4), 256-269.

Morris, A. F. (2011). Psychic aftershocks: Crisis counseling and disaster relief policy. History Of Psychology, 14(3), 264-286. doi:10.1037/a0024169

Sandoval, J. (2002). Handbook of Crisis Counseling, Intervention, and Prevention in the Schools. Mahwah, N.J.: L. Erlbaum Associates.

Sawyer, C., Peters, M., & Willis, J. (2013). Self-Efficacy of Beginning Counselors to Counsel Clients in Crisis. Journal Of Counselor Preparation & Supervision, 5(2), 30-43. doi:10.7729/52.0042

Crisis Counseling (EPCE 5377) is a required course. Accordingly, students in EPCE 5377 will successfully:

* Students will demonstrate a working knowledge of the crisis counselors’ roles responsibilities and functions of a crisis counselor as a member of an interdisciplinary emergency management response team during a local, regional, or national crisis, disaster or other trauma-causing event.
* Students will be able to discuss the professional credentialing process for crisis counselors.
* Students will be able to evaluate the principles and effects of crises, disasters, and other trauma-causing events on persons of all ages including but not limited to types of crisis, community resilience, and the environmental factors that affect both normal and abnormal behavior during crisis.
* Students will be able to demonstrate basic interviewing skills and assessment processes used with traumatized individuals including but not limited to suicidal, homicidal, or other potentially harmful reactions to crisis.
* Students will be able to describe crisis intervention and suicide prevention models, including the use of psychological first aid strategies.
* Students will be able to differentiate between diagnosis and developmentally appropriate reactions during crises, disasters, and other trauma-causing events
* Students will be able to demonstrate an understanding of diagnosis during a crisis, disaster, or other trauma-causing event.
* Students will develop appropriate strategies for self-care when working in crisis situations.
* Students will demonstrate knowledge of the history of crisis intervention to include the importance of volunteerism and the social movement behind crisis intervention.

**Texas Tech University**

**College of Education/Counselor Education**

**A&E Rubric (Crisis Project):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Element** | **Exceptional****5** | **Advanced****4** | **Proficient****3** | **Basic****2** | **Beginning****1** |
| **Breadth of References** | A large range of services were included (5+) | A medium range of services were included (3+) | A small range of services were completed (<3) | One services per section was included | Nothing was included |
| **Coverage of Chapters** | Student covered all chapters | Student covered half of the chapters | Students covered a 4th of the chapters | Student covered an 8th of the chapters | Student covered no chapters |
| **Synopsis of Services:** | Student covered the chart with rich, and meaningful information that thoroughly detailed all aspect of the referral source | Student wrote a paragraph that covered the referral source but limited the details | Student covered the referral source minimally leaving out specific details | Student had an unorganized cut/paste description of the referral source | Student did not complete this section |