Course Title: General Crisis Intervention
Course Prefix: SOWK
Course No.: 4343
Section No.: P01

Department of | Social Work | College of | Arts & Sciences

Instructor Name: Dr. Darron Garner
Office Location: WR. Banks
Office Phone: (936) 261-1674
Fax: (936) 261-1679
Email Address: ddgarner@pvamu.edu

U.S. Postal Service Address: Prairie View A&M University
P.O. Box
Mail Stop
Prairie View, TX 77446

Office Hours: 10:00 AM to 10:50 AM
Virtual Office Hours: Anytime

Course Location: Delco 242

Class Meeting Days & Times: MWF 10:00 AM to 10:50 AM

Catalog Description: Interventions with individuals, families, and communities in crisis using the generalist social work model—including crisis assessment, management and referral.

Prerequisites:
Co-

Prerequisites:

Required Text:

Recommended Text/Readings:
Course Goals or Overview:

1. Examine the theory and methods of crisis intervention
2. Acquaint you various contemporary techniques of intervention and resolution
3. Explore assessment techniques used in the intervention process
4. Examine characteristic of a crisis situation, the different crisis domains and the variety of models of crisis intervention
5. Emphasis will be upon the crises expounded in the texts as well as others introduced by the instructor
6. Introduce you to the basic crisis intervention skills including listening, acting and assessment

Course Outcomes/Objectives

At the end of this course, the student will be able to:

2. Demonstrate the utilization of crisis intervention skills in a practice environment.
3. Demonstrate knowledge of the process of crisis development and how crises develop in situations where special problems or trauma exists (i.e., child abuse, substance abuse, etc.).
4. Demonstrate knowledge of the contribution of counseling theories and cultural sensitivity to crisis intervention.
5. Demonstrate knowledge of integrating ethics and professional standards with client crisis assessment.
6. Interpret and apply course principles to real and hypothetical crisis situations.
Course Requirements & Evaluation Methods

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course. Note: See Program Outcomes in True Outcomes

- **Exams** – written tests designed to measure knowledge of presented course material
- **Exercises** – written assignments designed to supplement and reinforce course material
- **Projects** – web development assignments designed to measure ability to apply presented course material
- **Class Participation** – daily attendance and participation in class discussions (instruments will vary slightly depending on the course)

**Grading Matrix** *(points will vary according to instructor’s grading system)*

<table>
<thead>
<tr>
<th>Instrument</th>
<th>Value (points or percentages)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examination #1</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Examination #2</td>
<td>15</td>
<td>30</td>
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<tr>
<td>Examination #3</td>
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<td>45</td>
</tr>
<tr>
<td>Examination #4</td>
<td>15</td>
<td>60</td>
</tr>
<tr>
<td>Crisis Intervention Paper</td>
<td>10</td>
<td>75</td>
</tr>
<tr>
<td>Quizzes</td>
<td>5 quizzes X 3 points = 15</td>
<td>90</td>
</tr>
<tr>
<td>Class Participation/Attendance</td>
<td>10</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td></td>
<td><strong>100</strong></td>
</tr>
</tbody>
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**Grade Determination:**
A = 100 – 90pts;
B = 89 – 80pts;
C = 79 – 70pts;
D = 69 – 60pts;
F = 59pts or below

Course Procedures

**A. Examinations**

1. There will be **four** examinations which will include materials covered from textbook, lectures, and readings. Examinations are multiple choice questions and/or short answer questions.

   Students will be given the opportunity to take a make-up examination only if prior approval has been obtained from the instructor for an absence due to compelling reasons. Students who fail to take the examination on the scheduled date without prior
B. Assignments, Projects, Quizzes

Quizzes: Quizzes will be given to examine your self-learning required by reading and classroom attendance. Your 5 highest quizzes will be counted toward final grade. There are no make-up quizzes.

**Crisis Intervention Paper:** The Crisis Intervention Paper is co-authored paper. Each individual will receive a grade that is assigned to the group. Select a topic from Chapters 4 –13 in the text (i.e., PTSD, suicide, sexual assault, partner violence, addiction crises, bereavement, violence in institutions, crises in schools, hostage crises, and crisis services worker burnout) or an aspect of one of these topics (i.e., crisis as it pertains to a particular population or setting)—for example, adolescent suicide, violence in the workplace, or burnout of CPS workers.

*Formatting for Crisis Intervention Paper:*

Deviations from these instructions will result in a failing grade for this assignment. The body of paper is to be 6 pages long (double space), well organized, use current APA referencing, and include a reference section with a minimum of three (8) scholarly sources (not including your textbook). If possible, please submit report on double-sided to converse paper. [20 points].

**Chapter Presentation:** presentation to the class (40 minutes) about a chapter of your choice and be prepared to answer questions.

### Course Requirement Due Dates

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Examination #1</td>
<td>02/19/2016</td>
</tr>
<tr>
<td>Examination #2</td>
<td>03/11/2016</td>
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<td>Examination #3</td>
<td>04/15/2016</td>
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<td>Examination #4</td>
<td>TBA</td>
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<tr>
<td>Crisis Intervention Paper</td>
<td>04/29/2016</td>
</tr>
</tbody>
</table>

**References**


**16 WEEK CALENDAR**

**Week One:** Introduction, overview of course, review of syllabus


Chapter (s): Chapter one in James & Gilliland text
Assignment (s): Find a journal article pertaining to social work and crisis intervention. Be prepared to present its contents and discuss in class

**Week Two: Topic** Basic crisis intervention skills
Examine the Six-Step Model of Crisis Intervention which including steps in assessing, listening, acting, and assessment in crisis intervention.

Chapter (s): Chapter 2 in James & Gilliland text

Assignment (s): Submit topic for Major Paper

**Week Three: Topic** Handling of crisis cases
Examine the handling of crisis cases versus long-term cases, telephone crisis lines, walk-in crisis facilities, transcripts in long-term therapy, counseling difficult clients and confidentiality.

Chapter (s): Chapter 3 in James & Gilliland text

Assignment (s): Examination #1

**Week Four: Topic** Posttraumatic stress disorder
Examine the dynamics of PTSD; the incidence, impact and trauma type; the maladaptive patterns characteristic of PTSD, plus the treatment of children, adults and groups with PTSD.

Chapter (s): Chapter 4 in James & Gilliland text

Assignment (s): Find a journal article pertaining to social work and PTSD. Be prepared to present its contents and discuss in class

**Week Five: Topic** Crisis and suicide
Examine the scope, dynamics, and myths about suicide; assessment, counseling, and intervention strategies; as well as the emotional consequences for the worker when interventions fail.

Chapter (s): Chapter 5 in James & Gilliland text

Assignment (s): Find a journal article pertaining to Crisis and suicide. Be prepared to present its contents and discuss in class

**Week Six: Topic** Sexual Assault
Examine the scope, definition, fundamental assumptions, and interventions regarding rape and sexual assault; dynamics, memories, long-term
consequences and intervention strategies for sexual abuse of children, date and acquaintance rape, dynamics of sexual abuse in families; and intervention strategies with adults Social workers and people with disabilities; disability and the minority model

Chapter (s): Chapter 6 in James & Gilliland text

Assignment (s): Exam #2

**Week Seven: Topic** Partner violence
Examine incidence of domestic violence, dynamics of and emerging approaches to partner violence, intervention strategies with adults and children, courtship violence, gay and lesbian violence, and treating batterers.

Chapter (s): Chapter 7 in James & Gilliland text.


**Week Eight: Topic** Chemical dependency and the crisis of addiction
Health and Mental Health Risk Factors; environmental and structural factors; role of the social worker; service gaps and needs; historical factors; environmental stressors; culture and the family

Chapter (s): Chapter 8 in James & Gilliland text.

Assignment (s): Crisis Intervention Paper is due

**Week Nine: Topic** Personal loss: Bereavement and grief
Examine dynamics and conceptual approaches to bereavement, types of loss (ex. Spouse, child, pet, separation and divorce) and intervention strategies.

Chapter (s): Chapter 8 in James & Gilliland text.

Assignment (s): Examination #3

**Week Ten: Topic** Crises in school
Examine gangs, violent juvenile offenders, suicide prevention and intervention; planning and implementing a crisis plan; and bereavement in schools.

Chapter (s): Chapter 10 in James & Gilliland text.


Week Eleven: Topic Hostage crises
Examine dynamics of hostage taking, intervention strategies during and after release.

Chapter (s): Chapter 11 in James & Gilliland text.

Assignment (s): Oral Presentation of Paper

Week Twelve: Topic Human services workers in crisis and burnout
Examine definitions and dynamics of burnout; myths, symptoms, levels and stages of burnout; self-recognition and intervention strategies for burnout.

Chapter (s): Chapter 12 in James & Gilliland text.

Assignment (s): Oral Presentation of Paper

Week Thirteen: Topic Violent behavior in institutions
Examine precipitating factors, dynamics of violence and intervention strategies; institutional, staff and legal liability; and geriatric violence.

Chapter (s): Chapter 13 in James & Gilliland text.

Assignment (s): Oral Presentation of Paper

Week Fourteen: Topic Crisis intervention today
Examine emerging trends in crisis intervention, proactive and preventive models of crisis intervention; the ecosystems approach;
police, psychiatric and multidisciplinary crisis intervention services

Chapter (s): Chapter 14 in James & Gilliland text.
Assignment (s): Oral Presentation of Paper

Week Fifteen REVIEW WEEK

Week Sixteen Final Exam

University Rules and Procedures

Disability statement (See Student Handbook):
Students with disabilities, including learning disabilities, who wish to request accommodations in class should register with the Services for Students with Disabilities (SSD) early in the semester so that appropriate arrangements may be made. In accordance with federal laws, a student requesting special accommodations must provide documentation of their disability to the SSD coordinator.

Academic misconduct (See Student Handbook):
You are expected to practice academic honesty in every aspect of this course and all other courses. Make sure you are familiar with your Student Handbook, especially the section on academic misconduct. Students who engage in academic misconduct are subject to university disciplinary procedures.

Forms of academic dishonesty:
1. Cheating: deception in which a student misrepresents that he/she has mastered information on an academic exercise that he/she has not mastered; giving or receiving aid unauthorized by the instructor on assignments or examinations.

2. Academic misconduct: tampering with grades or taking part in obtaining or distributing any part of a scheduled test.

3. Fabrication: use of invented information or falsified research.

4. Plagiarism: unacknowledged quotation and/or paraphrase of someone else’s words,
ideas, or data as one’s own in work submitted for credit. Failure to identify information or essays from the Internet and submitting them as one’s own work also constitutes plagiarism.

Nonacademic misconduct (See Student Handbook)
The university respects the rights of instructors to teach and students to learn. Maintenance of these rights requires campus conditions that do not impede their exercise. Campus behavior that interferes with either (1) the instructor’s ability to conduct the class, (2) the inability of other students to profit from the instructional program, or (3) campus behavior that interferes with the rights of others will not be tolerated. An individual engaging in such disruptive behavior may be subject to disciplinary action. Such incidents will be adjudicated by the Dean of Students under nonacademic procedures.

Sexual misconduct (See Student Handbook):
Sexual harassment of students and employers at Prairie View A&M University is unacceptable and will not be tolerated. Any member of the university community violating this policy will be subject to disciplinary action.

Attendance Policy:
Prairie View A&M University requires regular class attendance. Excessive absences will result in lowered grades. Excessive absenteeism, whether excused or unexcused, may result in a student’s course grade being reduced or in assignment of a grade of “F”. Absences are accumulated beginning with the first day of class.

Student Academic Appeals Process
Authority and responsibility for assigning grades to students rests with the faculty. However, in those instances where students believe that miscommunication, errors, or unfairness of any kind may have adversely affected the instructor’s assessment of their academic performance, the student has a right to appeal by the procedure listed in the Undergraduate Catalog and by doing so within thirty days of receiving the grade or experiencing any other problematic academic event that prompted the complaint.

Technical Considerations for Online and Web-Assist Courses

Minimum Hardware and Software Requirements:
- Pentium with Windows XP or PowerMac with OS 9
- 56K modem or network access
- Internet provider with SLIP or PPP
- 8X or greater CD-ROM
- 64MB RAM
- Hard drive with 40MB available space
- 15” monitor, 800x600, color or 16 bit
- Sound card w/speakers
- Microphone and recording software
- Keyboard & mouse
- Netscape Communicator ver. 4.61 or Microsoft Internet Explorer ver. 5.0 /plug-ins
- Participants should have a basic proficiency of the following computer skills:
  · Sending and receiving email
  · A working knowledge of the Internet
  · Proficiency in Microsoft Word
  · Proficiency in the Acrobat PDF Reader
  · Basic knowledge of Windows or Mac O.S.

**Netiquette (online etiquette):** students are expected to participate in all discussions and virtual classroom chats when directed to do so. Students are to be respectful and courteous to others in the discussions. Foul or abusive language will not be tolerated. When referring to information from books, websites or articles, please use APA standards to reference sources.

**Technical Support:** Students should call the Prairie View A&M University Helpdesk at 936-261-2525 for technical issues with accessing your online course. The helpdesk is available 24 hours a day/7 days a week. For other technical questions regarding your online course, call the Office of Distance Learning at 936-261-3290 or 936-261-3282

**Communication Expectations and Standards:**
All emails or discussion postings will receive a response from the instructor within 48 hours.

You can send email anytime that is convenient to you, but I check my email messages continuously during the day throughout the work-week (Monday through Friday). I will respond to email messages during the work-week by the close of business (5:00 pm) on the day following my receipt of them. Emails that I receive on Friday will be responded to by the close of business on the following Monday.