

Central Wisconsin Health Partnership  
CCS Regional Training  
Consumer-Centered Crisis Planning  
Waupaca County Courthouse

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## Workshop Objectives

- Enhance knowledge of the importance of partnerships in collaborative systems of care during the crisis planning process
- Review process for developing a functional plan for crisis for consumers involved in CCS, emphasizing meaningful outcomes
- Demonstrate the development of a person-centered crisis plan that meets the requirements of DHS 34

## Crisis and CCS

- Crisis is driven by DHS 34
- CCS is driven by DHS 36
- DHS 36 and Crisis Planning
  - CCS Service Plan (DHS 36.07)
  - Provider Orientation and Training (DHS 36.12)
  - Consumer Application Process (DHS 36.13)
  - CCS Consumer Assessment (DHS 36.16)
  - The Recovery Team (DHS 36.16 (7))
- CCS can coordinate crisis services, but cannot actually provide crisis services

## CCS Tools

- Consumer-Centered Approach
- Functional Eligibility Screen
- Comprehensive CCS Assessment

## The Importance of Partnership

- No single agency has the staff or resources to serve all individuals with complex needs. Drawing on the expertise and energy of many agencies and individuals working together can increase resources.
- Successfully meeting the needs of consumers and team partners, requires a close collaborative relationship with the consumer. The consumer must be actively involved in the planning, implementation, and evaluation of services.

## Absence of a Plan for Crisis

*“A crisis occurs when adults don’t know what to do.” – Carl Shick*

- People are reactive rather than proactive
- People respond to crisis situations without knowledge of the individual, and of what’s worked and what hasn’t worked in the past
- In the absence of information about the individual, best efforts may intensify the crisis situation

## Crisis Prevention Planning

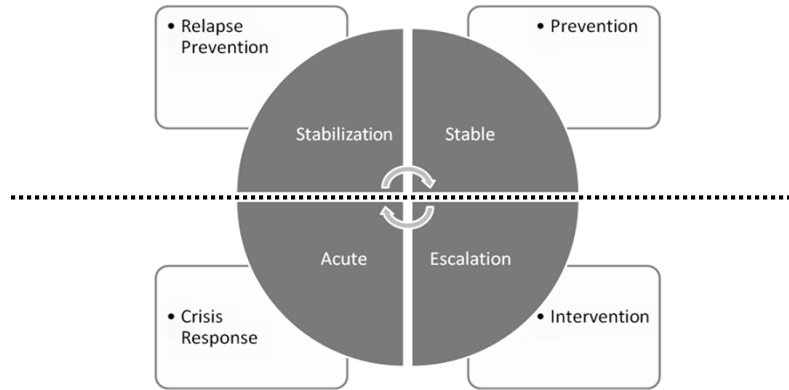
- Distinguish between Crisis issues and “Plan of Care” issues
- Some crises will be prevented as a result of collaborative planning based on identified needs and strengths
- Accurate information regarding early warning signs of a crisis can allow for timely and appropriate response
- For staff, less time is spent managing crises and more time on activities that promote meaningful long-term outcomes for consumers.

## Development of a Plan for Crisis

- Expect that an individual with multiple needs living in the community will experience crisis.
- Consider the most challenging act(s) that could happen
- Review historical strength-based information regarding strategies that have worked
- Pre-plan interventions with people and/or agencies who may be involved in the case of an escalation or crisis
- Develop a protocol of who will be notified, in what time frame, including responsibilities and communication procedures
- Establish a “blame free” time in which team members cannot fault each other for the crisis
- Develop a process for evaluating the crisis plan’s use within two weeks of the event.

# Crisis Continuum

## CCS Assessment and Planning Processes



## CCS Planning for Crisis

UWGB Behavioral Health Training Partnership

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## Stages of the Crisis Continuum

Stable (baseline) – Individual is functioning well and our response is preventative

- *Assessing the strengths and needs*
- *Reinforcing the positives*
- *Positive interaction and engagement*
- *Identify early intervention strategies*
- *Begin the development of a team*
- *Connecting with supports*
- *Develop a Crisis Plan when the consumer is stable*

## Stages of the Crisis Continuum

Escalation – Increased anxiety or agitation

- *Continued engagement*
- *Removal of environmental stressors,*
- *Soothing techniques*
- *Active listening and problem solving*
- *Reinforcing strengths*
- *Stress management skills*
- *Teaching replacement behaviors*
- *Provide access to resources*
- *Ongoing assessment and prevention planning*

## Stages of the Crisis Continuum

Acute – Individual is overwhelmed and out of control.  
There may be issues of self harm or harm to others.  
Law enforcement may be involved.

- *De-escalation techniques*
- *Risk assessment and safety planning*
- *Offering choices*
- *Developing a response plan*

## Stages of the Crisis Continuum

### Acute (cont')

- *Close supervision and monitoring*
- *Contact support persons identified in the crisis plan and/or contact law enforcement if imminent risk*
- *Referral to diversion bed or hospital if necessary*
- *Planning with the team*

## Stages of the Crisis Continuum

- Stabilization – when the person is returning to pre-crisis (stable) state
  - *Continued de-escalation and stabilization*
  - *De-briefing and re-engagement,*
  - *Continued monitoring and support*
  - *Re-assessment of crisis plan and adjustment as needed*
  - *Crisis prevention strategies*

## Person-Centered Planning

- Consumer is actively involved
- Need to prep the consumer for this—Peer Specialists, WRAP Plans can help
- Need to have a trauma-informed approach

## Trauma

- Extreme stress that overwhelms a person's ability to cope and results in feeling vulnerable, helpless and afraid
- Often interferes with relationships and fundamental beliefs about oneself, others and one's place in the world
- May be witnessed or experienced directly

Source: Shift Your Perspective – Trauma Informed Care; Elizabeth Hudson, Wisconsin Department of Health Services;



## Historical Trauma

- Collective and cumulative emotional and psychological wounding across generations, emanating from massive group trauma.
- Generates survivor guilt, depression, low self-esteem, psychic numbing, anger, and physical symptoms.
- Creates the community's "soul mood" (*Maria Yellow Horse Brave Heart, PhD; Director of Native American and Disparities Research, Center for Rural and Community Behavioral Health*)

Source: Shift Your Perspective – Trauma Informed Care; Elizabeth Hudson, Wisconsin Department of Health Services;

## Triggers

- Something that sets off an action, process or series of events (such as fear, panic, upset, or agitation).
- Triggers can be internal and/or external
- Key triggers include:
  - Lack of power or control
  - Unexpected change
  - Feeling threatened or attacked
  - Feeling vulnerable or frightened
  - Feeling shame
  - Positive feelings or intimacy

Sources:

- Shift Your Perspective – Trauma Informed Care; Elizabeth Hudson, Wisconsin Department of Health Services
- The Emerging Science of Trauma Informed Care – Kevin Ann Huckshorn, 2004

## Re-enactment Behaviors

- Behaviors that seem out of place—  
seem to come out of nowhere
- Re-enacting some inappropriate  
behaviors they have been exposed to
- Survival mechanism

National Childhood Traumatic Stress Network:  
Trauma Curriculum

## Creating Trauma-Sensitive Services to Improve Well-Being

- Some have been traumatized by directly or vicariously  
experiencing violence, homelessness, loss (or fear of loss)  
of loved ones, or other kinds of devastating experiences.
- Trauma can interfere with learning, regulating emotions,  
and normal development; or can lead to positive  
outcomes.
- Providers can be more sensitive to consumer needs so  
they can experience success and social acceptance.
- Providers can promote the development of healthy coping  
and resilience.

Kathryn Bush, Ph.D., School Psychology Consultant, Wisconsin Department of Public Instruction

## Early Warning Signs

*“What might you or others notice or what do you feel just before losing control?”*

Examples may include:

- Clenching teeth
- Restlessness
- Crying
- Giggling
- Pacing
- Heavy breathing
- Swearing
- Others...

Source: The Emerging Science of Trauma Informed Care – Kevin Ann Huckshorn, 2004

## Brainstorm Strategies

- Consider strategies or interventions that have worked in the past
  - Experiences of the consumer and team members
  - What are some things that help you calm down when you start to get upset?
- Consider strengths of the consumer, supports, team, and community

Source: The Emerging Science of Trauma Informed Care – Kevin Ann Huckshorn, 2004

## Group Activity

- Please read the assigned scenario (either HO #4 or HO #5)
- Take out Handout #6 (Crisis Plan Template)
- Complete the Potential Problems section on the bottom of Page 2 for the scenario

## Potential Strategies

- Emotional Regulation Skills
  - Identify emotion and teach opposite action
  - Time out or away from situation
  - Breathing
  - Mindfulness
  - Changing thoughts or interpretation of the situation

## Potential Strategies (cont).

- Crisis Survival Skills
  - Change body temperature by using ice cold water on your face or intense aerobics to heat up
  - Distraction—focus on something else
  - Self-soothing using senses—listen to music, eat something you love, aroma therapy, touch something soothing

## Potential Strategies (cont.)

- Identify supportive persons
- Identify safe places
- Prepare the consumer for transitions or things that are out of routine
- Use imagery

## Group Activity

- Going back to Scenario
- Take 2 items from Potential Problems list on Page 2
- Put them into the grid on Page 3 under the corresponding domain
- Develop a strategy for preventing the problem

## Developing the Document

- This template meets the criteria for DHS 34
- It has all the demographic information required
- It asks you to list the interventions that both prevent crisis and that need to be implemented at the time of escalation

### Creating Plans for Crisis: The Final Details

- Per DHS 34, Crisis Plans need to be signed off by a Psychologist or Psychiatrist within 2 weeks of development
- They must be reviewed at least every 6 months or whenever they are updated
- Important to get signatures from individuals and agencies involved in the plan's development and to distribute the plan to all involved

### Group Activity

- Complete the Interventions section on Page 3 of the template for your assigned scenario
- Remember to go from least to most restrictive
- Share with larger group

## MPD program helps officers connect with veterans

Madison police launched the Veterans Outreach Program in February

Author: Chris Gothner, cgothner@wisctv.com

Published On: Apr 23 2016 08:42:49 PM CDT | Updated On: Apr 24 2016 09:46:51 AM CDT



MPD program helps officers connect with veterans

[Video Link](#)

White Pine Consulting Service, Inc.

## Crisis Intervention Team Training for Law Enforcement Core Outcomes

- Reduce incidents of injury to officers and others.
- Reduce repeat patrol calls for service to individuals with mental health needs.
- Enhance the working relationship of patrol officers with mental health providers.
- Increase involvement of family and friends of individuals with mental health needs as a crisis response alternative.
- Increase awareness and availability of community resources to individuals with mental health needs and their families, which may assist in recovery.

Sgt. John Wallschlaeger, Appleton Police Department, WI



[www.cwhpartnership.org](http://www.cwhpartnership.org)

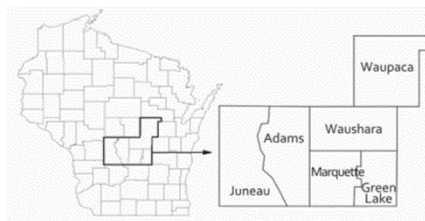
# The CWHP Central Wisconsin Health Partnership

"Wellness with health in mind"

HOME THE CWHP REGIONAL CCS CCS TRAINING CALENDAR

## Welcome

The Central Wisconsin Health Partnership (CWHP) is a consortium covering a six-county region including Adams, Green Lake, Juneau, Marquette, Waupaca, and Waushara Counties. The partnership includes county human services and public health departments, a Federally Qualified Health Center and other interested healthcare advocates and providers in the region.



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## Behavioral Health Training Partnership

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Collaborative Crisis Intervention Services for Youth

TF-CBT Training

**Mission:** The mission of the Behavioral Health Training Partnership is to collaboratively inform, encourage and assure regional best practices in behavioral health services.

**In order to support our mission:** The Behavioral Health Training Partnership is committed to developing training opportunities for staff who work with consumers in crisis, developing mechanisms to support and sustain regional collaboration and resource development, utilizing data to evaluate and improve functioning of regional behavioral health services, and developing mechanisms to sustain the partnership, with the purpose of achieving hope, capacity and resiliency for individuals and communities impacted by behavioral health challenges.

