

Handout #2 Three-Day Training Structure

Web-based Pre-Training	Classroom Content	Homework
<p>Philosophical Overview and Practice Guidelines</p>	<p>Crisis Services Overview: Core values, Definition of Crisis, Crisis Continuum, Collaborative Crisis Response, Developing/documenting response plans and crisis plans, crisis billing</p>	<p>Familiarize self with local initiatives and services. Organization structure and roles and responsibilities, Phone triage, Staffing/reporting/communication process, Crisis plan and Response plan templates and where they are kept, Billing procedures</p>
<p>Suicide/Risk Assessment</p>	<p>Suicide & Risk Assessment: Trauma informed approach, Risk factors and warning signs and documentation of risk, Safety planning, Using supervisory support, Duty to Warn, Hospitalization vs diversion decision, liability</p>	<p>Familiarize yourself with your county suicide, risk assessment protocols, your county crisis response plan, crisis alerts, emergency detention procedures and paperwork, protocols related to supervisory consultation, Procedure related to crisis de-briefing in the event of a client suicide or death.</p>
<p>DHS34 Crisis Intervention Substance Abuse</p>	<p>Wisconsin Mental Health Laws: DHS 34, Confidentiality, Client Rights, Wisconsin Mental Health Law (including emergency detention) and other related laws and statutes (Chap. 48, 54, 55, etc), crisis planning and response for consumers involved in multiple systems</p>	<p>Familiarize yourself with protocols related to CPS, APS, Juvenile Justice—whom to contact. Familiarize yourself with the grievance procedure at your agency. Familiarize yourself with the commitment and settlement agreement processes and protocols for monitoring those on commitments/agreements.</p>

