

Balancing Exceptional Service and Sustainable Professional Practice Within Youth Crisis Services (MRSS)

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Responsive Engagement



Family Behavioral Health Core Crisis Services

MOBILE CRISIS

- Referral Sources: Community, Hospitals, Families, Schools
- Any/No insurance
- Service Length Average: 72 hours
- Ages: Birth – 18 or 21

CRISIS STABILIZATION

- Referral Source: Directly from crisis team
- Extension of crisis services
- All Medicaid/Private/No Insurance
- Service Length Average: 8 weeks, but averages about 40 days
- Up to age 21

YOUTH MOBILE CRISIS SERVICES – First 72

- Face to face evaluation to the community, school, ER's, or family home.
- Arrive within 90 min (our goal is 1 hour or less)
- Partner with the family to develop strategies to SAFELY bring crisis resolution.
 - Written Safety Plan –
 - Referral for additional intensive services
 - Psychiatric support (as needed!)
 - MAY include as need dictates:
 - family/community supports, lock boxes, door alarms, CCS staff in the home, other specific assistance

CRISIS STABILIZATION– 8 Weeks

- Stabilization offers families support for up to 8 weeks
- Intensive home-based therapeutic intervention to rapidly stabilize family.
- Transition to ongoing services, as needed.
- Medicaid or Private Insurance
- Reduces risk of re-entering crisis or hospitalization

FAMILY BEHAVIORAL HEALTH'S VALUES

- Work with the whole family
- Youth and Parent Voice balanced with SAFETY
- Goal = youth served safely at home, in community
- Strengths-based, solution-focused
- Collaborate with other organizations
- Use of Youth & Parent Peer supports



When to Call for Support

- Safety planning, brief mental health assessments.
- Questions or need ideas for complex situations involving youth mental health.
- High-risk and/or dangerous behaviors – especially issues of self-harm.
- When family and/or community members are feeling “hopeless”
- Direct calls for Police and Fire!
- Seminal Events → school shootings, death of youth



Police and Fire Support



- **Call for rapid, on scene response!**
- **Instead of law enforcement encourage families to – call Crisis team!**
 - Provide Crisis line to families proactively or when called out to a crisis event
 - Encourage families to reach out to Crisis line **FIRST**
 - Families can call immediately (while police/fire is on scene) to speak with a Crisis team member
- **Crisis Team....**
 - Family conflict, parent-child fighting, sibling relations, aggression
 - “Anger outbursts” (to include throwing objects, kicking, hitting, screaming),
 - Suicidal ideation, Plans, Attempts (non-medically critical)
 - Cutting – not requiring serious medical attention
 - “Frequent Flyers” – families that are known to your team, the community

Crisis Team Structure



Clinical Manager – 1

- **Lead Clinician** – (Masters)
- **P/T – flex position** (Masters)
– phone response, in person field work, back up

Training: Hours of Crisis & De-escalation training – builds confidence and solid working base

Clinical Supervisors – 3

- **Clinician III** (Masters) – 2-3
(1-2/team)
- **Clinician I** (Bachelors) – 4-6
(2-3/team)
- **Clinical Care Coordinator** –
2-3 (1/team)
- **Parent Peer** – 2-3
- **Youth Peer** – 3-4

Team Schedule

Schedule for rotating Clinicians

24 hour shifts: M – F, 7:00a – 7:00a

72 hour shift: F (7:00a) – M (7:00a)

***Weekday and Weekend shifts are in separate rotations

Peers: Assigned specific days of the week, Flexibility for for higher volume days

Clinical Care Coordinators: As needed during work week, rotation on weekends, paired with clinicians for follow up work & needed support

Mary Bridge Children's Hospital Co-location: 3 busiest days per week additional clinician is housed at the local Children's Hospital

THE RIGHT STAFF FOR CRISIS

- **RIGHT hiring:** Assess for ambiguity tolerance
- **RIGHT interviewing:** Challenge thinking in interview – inconsistent hours, behaviors
- **RIGHT approach:** Develop strong responders during introductory period
- **RIGHT demeanor:** Maintain self-awareness and regulation, calm during crisis
- **RIGHT fit:** Values-driven, passion for work
- **RIGHT heart:** Need to love Crisis – periods of high energy and emotion
- **RIGHT staff support:** Team outings, professional development, Team identity



THE POWER OF PRESENCE



“

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel

~ Maya Angelou



Limbic Resonance by Amanda Sage

WHAT IS PRESENCE?

- Attuned to another
- Read another's body language
- Allows space for another to express their feelings
- Understanding the unspoken
- Allows for others to feel safe to share the parts of themselves that they find unlovable.
- Allows for a feeling of safety and acceptance that goes beyond words.







Ways We Can Increase Presence

- **Stop** Multitasking
- Honor the **Silence**
- **Connect** With Others
- Create **Rituals**
- 5,4,3,2,1 – **Activate The Senses**
- Practice **Mindful Breathing**
- Set Down that **Phone**
- Have an **Attitude of Gratitude**



HOW WILL I KNOW I AM PRESENT?

1. You make eye contact.
2. You are aware of your feelings and bodily sensations.
3. You listen without an agenda.
4. You don't try to fill silences or seek approval.
5. You feel equal and connected to others.
6. You take responsibility for your feelings, words, actions.
7. You are aware of your boundaries and how to protect them.
8. Your communication is honest, direct, and confident.

Stewardship of the Work & Wellness as a Professional Discipline



THE FIVE PILLARS OF AWESOMENESS

1



1

1. AGENCY CULTURE

- Collaboration
- Shared Values
- Positive Environment
- Teamwork & Belonging
- Fun & Respect



FOUNDATION OF SUCCESS

2



2

2. HARD WORK ETHIC

- Dedication
- Persistence
- Consistency
- Drive & Grit
- Never Giving Up



FOUNDATION OF SUCCESS

3



3

3. HUMILITY

- Open to Feedback
- Learning Mindset
- Admitting Mistakes
- Celebrating Others
- No Ego



FOUNDATION OF SUCCESS

4



4

4. FEARLESSNESS

- Bold Ideas
- Innovation
- Embracing Change
- Overcoming Obstacles
- Courageous Conversations
- Willingness to Do the Hard Things



FOUNDATION OF SUCCESS

5



5

5. SKILLS & COMPETENCIES

- Continuous Growth
- Problem Solving
- Expertise
- Professional Development



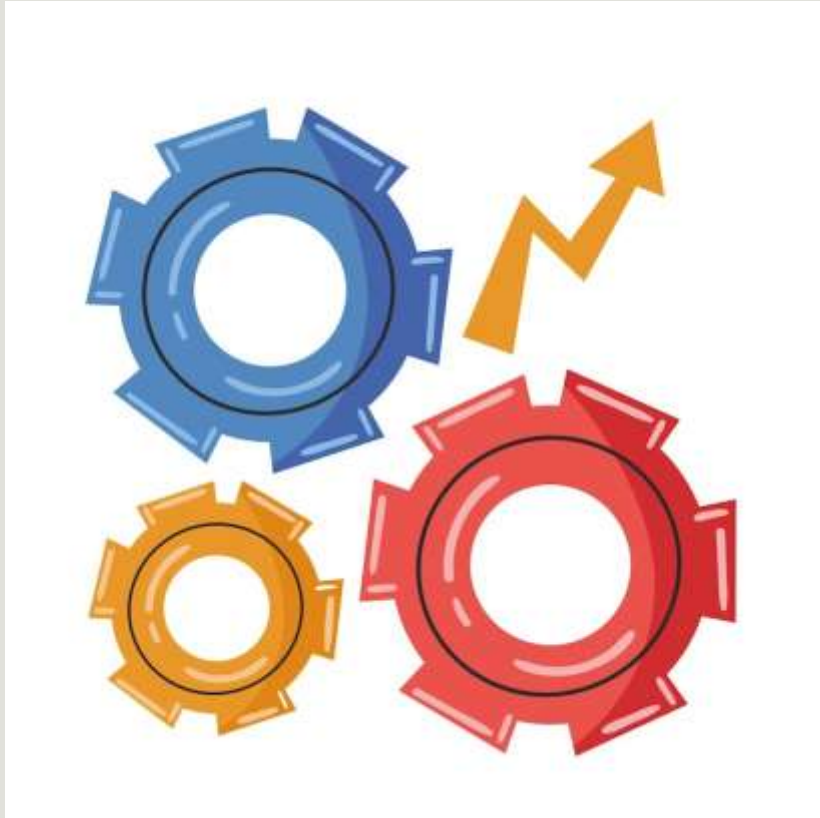
FOUNDATION OF SUCCESS

Crisis Training and Onboarding



- Complete specialized trauma informed training, de-escalation, risk assessment, etc.
- Education around engagement and communication
- Understanding of mental health symptoms and behaviors
- Understanding of agency vision and mission
- Understanding of practice guidelines and role expectations

Logistics and Protocols



- Understanding all logistical and procedural rules, protocols, etc.
- Clear communication and understating of policies, norms, operational strategies, communication structures
- Understanding of community systems integration (law enforcement, ambulance, hospital, etc.) as well as laws and state mandates (WAS, RCWS, etc.)

Professional Readiness Plans



- Have a personal plan in place to establish self-care strategies, healthy coping mechanism, warning signs of health needs
- Self care vs. self care activities
- Seek out and utilize supervision, counseling, resources, support, coaching, etc.

STAFF RESPONSIBILITIES



Self Care



“Emotional Body Armor”



Ethics



Wellness



Understanding Your Own Culture & Intersectionality



Managing Your World View and Values



Understanding Implicit Biases and “Blind Spots”



“Shoulds” and Triggers



Managing Countertransference



Being Trauma Informed and Culturally Curious



Meeting Needs Outside of Work

AGENCY RESPONSIBILITIES



Training



Professional Development



Coaching



Practice Guidelines



Supervision



Support



Opportunities for Growth



Feedback



Coverage Structures



Debrief Opportunities



Aligned Values & Mission

Open Communication

Trust & Respect

Psychological Safety

Shared Accountability



A Culture of Care, Learning & Growth

We grow together.
We support each other.
We create a place where
people and purpose thrive.



Stronger Connections



Better Outcomes for Clients



Resilient Staff



Thriving Teams



A Healthy, Sustainable Agency

WELLNESS WHEEL: Nurturing a Balanced Life



NASW (National Association of Social Workers) Code of Ethics

Social workers should not allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility.

Social workers whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others.

ACA (American Counseling Association) Code of Ethics

Counselors monitor themselves for signs of impairment from their own physical, mental, or emotional problems and refrain from offering or providing professional services when impaired. They seek assistance for problems that reach the level of professional impairment, and, if necessary, they limit, suspend, or terminate their professional responsibilities until it is determined that they may safely resume their work.

Counselors assist colleagues or supervisors in recognizing their own professional impairment and provide consultation and assistance when warranted with colleagues or supervisors showing signs of impairment and intervene as appropriate to prevent imminent harm to clients.

**“People’s needs are met by
people whose needs are met”**

-Dr. David Pitonyak

QUESTIONS OR THOUGHTS.....

