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Responding to a Community Need: Mobile Crisis Program Training Manuals

Kelsey Tollefson
Minnesota State University, Mankato

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MINNESOTA STATE UNIVERSITY MANKATO

Responding to a Community Need: Mobile Crisis Program Training Manuals

Kelsey Tollefson

MSW Student, Minnesota State University, Mankato

Agency: Horizon Holmes, Inc.—South Central Mobile Crisis Program • Task Supervisor: Christina Anderley, LGSW • Academic Advisor: Dr. Annelies Hagemester, PhD, MSW, LISW

PURPOSE

The purpose of this project was to develop a training curriculum for the South Central Mobile Crisis Program, which is a part of Horizon Homes, Inc. Continued education and training is required for all mental health professionals, mental health practitioners, and rehabilitative staff. Because of the requirements outlined in Minnesota statute 256B.0944, 256B.0624, and the Department of Human Services, all staff within this program must receive at least thirty hours of crisis-related training prior to working with clients.

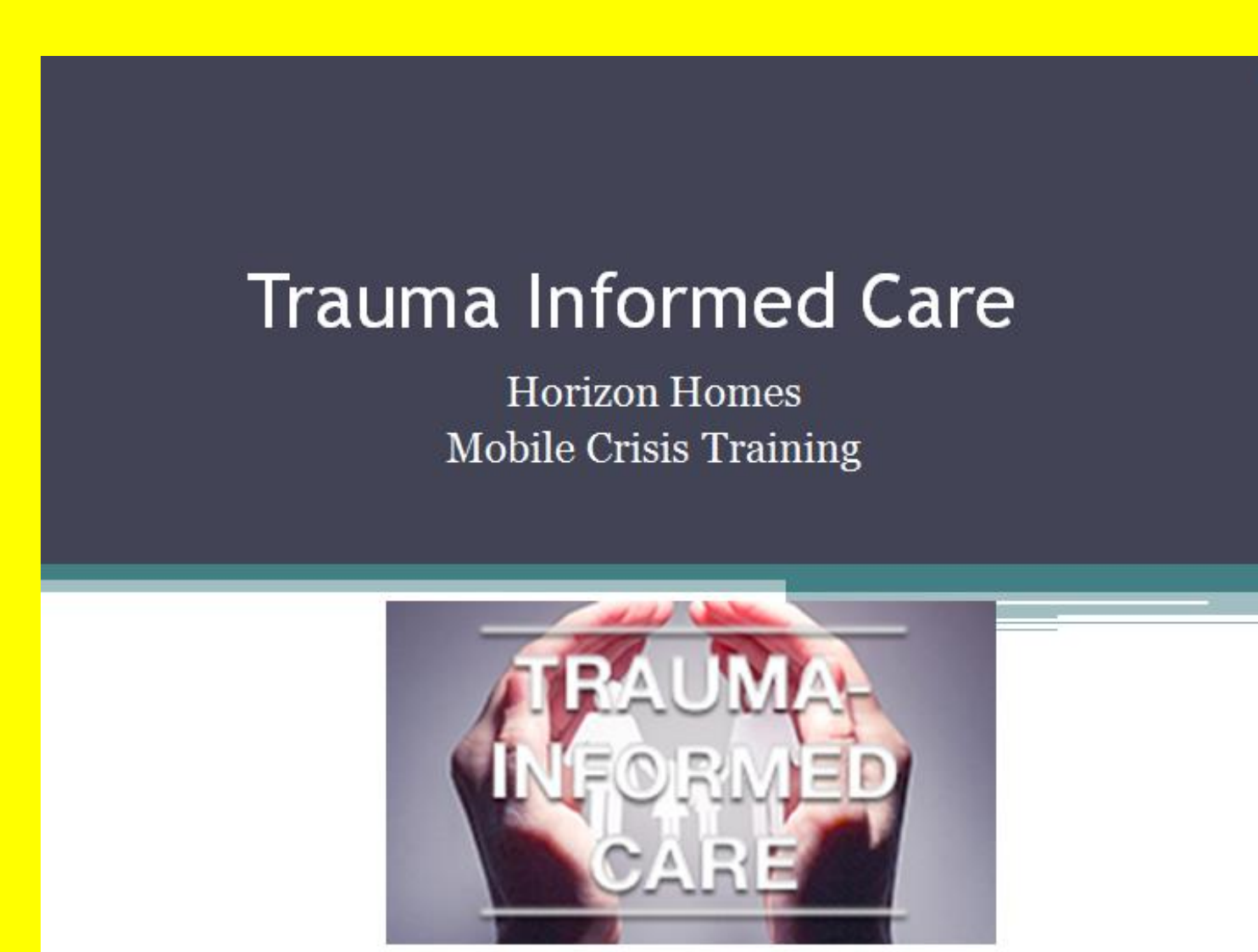
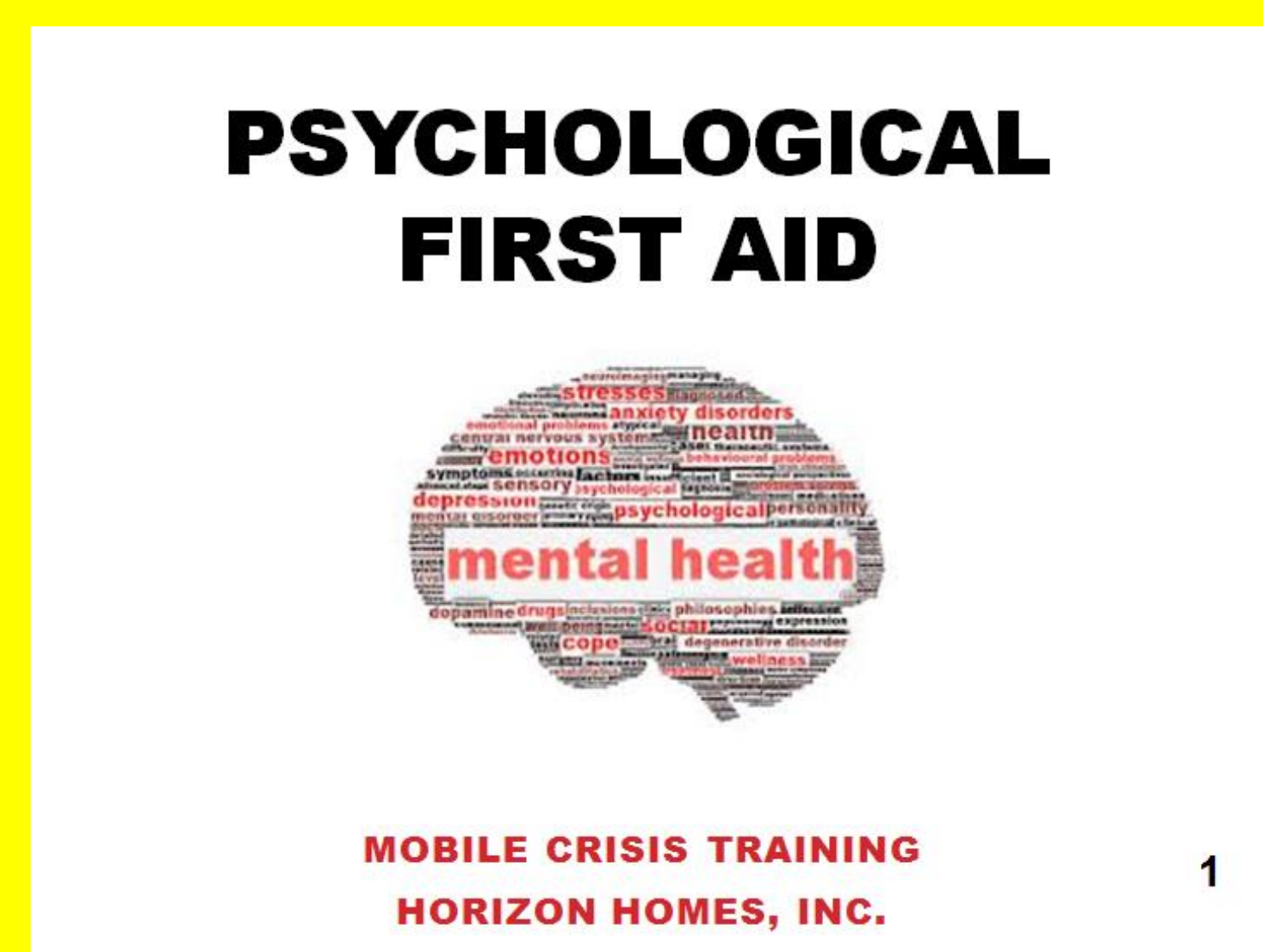
WHAT IS MOBILE CRISIS?

- Assistance for people experiencing a mental health crisis
- Services available in client's home, school, or other community location
- Services include: crisis assessment, intervention, and stabilization
- Goal is to reduce hospitalizations and to help the client remain in their home, if possible
- Connect client back to existing services or refer for services needed/requested
- Provide psycho-education and support to client and their family

METHODOLOGY

To help meet the training demand for the South Central Mobile Crisis program, a curriculum was created through researching four topic areas that were suggested to the mobile crisis program coordinator: suicide prevention, psychological first aid, de-escalation, and trauma-informed care. The four PowerPoint presentations, instructor guides, and supplemental materials can be used at Horizon Homes, Inc. to provide the staff with continued education and training in evidenced-based, crisis-intervention practice.

All of the topic areas were thoroughly researched using multiple databases and professional websites. Information that was applicable to crisis intervention or specifically mobile crisis response services was then included in the curriculum. Some of the information was adapted to be more applicable to this specific area. These training materials were then piloted with the South Central Mobile Crisis team.



FINDINGS FROM PILOT TRAINING

The de-escalation, psychological first aid, and suicide prevention trainings were piloted on the mobile crisis staff and on the staff of the South Central Crisis Center. The following bullet points are the findings from piloting the trainings:

- Role playing is uncomfortable, but can be helpful for building skills.
- Interactive questions help to significantly engage the audience.
- Multiple channels of media help to diversify the overall presentation which can target different learning styles.
- Handouts and other supplemental materials were helpful for additional trainee resources and for note taking.

RECOMMENDATIONS

- Facilitators utilizing this curriculum must be aware of cultural considerations.
- It is suggested that the facilitator have some prior knowledge in the content area(s) prior to presenting.
- It is recommended that staff have an opportunity to practice skills learned that will help retain knowledge.
- It is recommended that the instructor guide be used only as a guide. It is the facilitator's responsibility to review the provided supplemental materials.
- All trainings were created for the purpose of the mobile crisis team; however, they can be adapted to fit other agency needs.

THANK YOU!

Thank you to everyone at Horizon Homes for allowing me to complete my Capstone project at their agency. Specifically, Christina Anderley and Amanda Mackie for their wonderful guidance and support. This project would not have been completed without the direction of Dr. Annelies Hagemester and the support from my husband and family.

