**II. Crisis Intervention Component**

by

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**General Description**

The Fresno City College Crisis Intervention Component of the Psychological Services program is an intervention model developed to assist students, staff, and faculty who are experiencing a crisis while on campus. The complete Fresno City College Crisis Team consists of the State Center Community College Health Services nursing staff, the SCCCD Police Department officers, and the Psychological Services interns and post doctoral fellows. Trainees do not take part in crisis response.

The Crisis Team can be initiated via a radio system through the Fresno City College campus police dispatcher or by telephone. The on-call psychological services intern is provided with the hand-held, portable radio which enables them to be immediately dispatched to the scene of the crisis.

The crisis interns of the Psychological Services program are supervised by the Clinical Coordinator and Clinical Supervisor Brian Olowude, Ph.D. Clinical Supervisor Lupe Vasquez, PsyD and Clinical Supervisor Gareth Houghton, Ph.D. Psychological Services interns and post doctoral fellows are assigned one day of the week each semester to respond to all Fresno City College crisis calls. Friday crisis coverage was provided by a post doctoral fellow as interns participate in didactic trainings on Fridays. Crisis services are provided from 8:00 AM through 5:00 PM Monday through Friday. Interns assigned to Reedley College responded to crisis calls during their assigned hours and were supervised either by Dr. Olowude or Dr. Houghton and were supported by other members of the crisis response team. For the 2010-2011 year, one post doctoral fellow was schedule at the Willow International Center on Tuesdays from 8am-5pm.

The types of crisis calls that the Psychological Interns respond to include individuals threatening to harm themselves or others, individuals displaying bizarre behaviors, gravely disabled individuals, disruptive students within the classroom, individuals who are the victims of physical or sexual violence, and students suffering from intense psychic distress. Utilizing a brief crisis intervention model, the Psychological Interns assessed the mental status of the person(s) involved, assisted the student in working towards resolving the immediate crisis, developed a short-term treatment plan to deal with the immediate crisis situation, and often set up weekly appointments with an intern for therapy. All crisis assessments were documented in the department’s electronic medical record system MediCat.

During the 2010-2011 internship year, Psychological Services responded to a total of 115 crisis calls (8/1/2010-6/29/2011) with the majority of calls at the Fresno Campus, a total of 100 (88%) crisis calls, while there were a total of 14 (12%) at Reedley College and one crisis at the Madera Center (1%). The total number of crisis calls for the 2010-2011 year increased by 46 calls from the previous year (2009-2010; 69 total calls). The average number of calls responded to per intern was 19 with one intern responding to the most crisis calls (32 total calls) and one intern responding to the least at 10 calls. Clinical supervisors Dr. Olowude and Dr. Vasquez also responded to a total of 8 calls over the course of the 2010-2011 year.

**Source of Crisis Team Activation**

Self-initiated referrals accounted for 32% (35) of all crisis calls. Faculty and staff made 23 crisis referrals (20%), Health Services 18 (16%), Psychological Services Staff 33 (30%) family members 4 (4%) and SCCCD police activated 3 (3%). Out of the total crisis call referrals, two (2%) were from college athletic coaches. Last year self-initiated referrals made up a greater majority of total calls at 41.5%. Health Services referrals were down this year compared to the 2009-2010 internship year where 21.5% of all referrals came from that department.

**Semester of Occurrence**

During the 2010-2011 internship year, utilization of the crisis service was fairly even between the fall and spring semesters with 61 (53%) calls during the fall semester and 54 (47%) during the spring 2011 semester. As of June 29th 2011, the crisis service was not utilized for the summer. The 2009-2010 year had the majority of call during the spring semester (64.6%), 32.3% in the fall, and 3.1% over the summer semester.

**Crisis by Month**

The largest number of crisis calls for the 2010-2011 internship year occurred during the month of November with a total of 16 crisis calls (14%). February and March each had a total of 15 calls (13% per month). The month of October accounted had 14 crisis calls (12%). There were a total of 11 crisis calls for the months of August and September (10% per month). December and January each had 9 calls (8% per month). April had a total of 7 (6%) calls, May accounted for 6 (5%) calls, while June accounted for 2 (1%). Compared to the 2009-2010 internship year, there was an increase of 46 crisis calls for the 2010-2011year.

2009-2010 2010-2011

August 2 11

September 3 11

October 3 14

November 9 16

December 3 9

January 7 9

February 14 15

March 11 15

April 5 7

May 5 6

June 2 2

July 2 Data Not Yet Collected

Total calls 69 115

\*Increase of 46 crisis calls for the 2010-2011 year compared to the 2009-2010 year.

**Crisis by Day of Week**

Friday was the busiest days for crisis responses by Psychological Services with a total of 26 (23%) calls for both days of the week. Monday and Wednesday were the second busiest days with 24 crisis calls for each (21% per month). Thursday accounted for 21 (18%) total calls. The least amount of crisis calls occurred on Tuesday with 19 (17%).

2009-2010 2010-2011

Monday 12 23

Tuesday 12 19

Wednesday 14 24

Thursday 19 23

Friday 8 26

**Crisis by Gender**

For the 2010-2011 internship year, there were 65 crisis calls from females (58%) and 50 from males (43%). The previous year, a total of 48 (61%) crisis calls that were female and 31 (39%) were male.

**Disposition Following the Crisis Intervention**

All students that are assessed by a crisis counselor are, at minimum, verbally informed of the SCCCD psychological services program and provided with contact information for the Psychological Services Dept on their campus (e.g. FCC, Reedley, or the Willow Center). Students interested in initiating services are provided with a Request for Services form to complete. A majority of individuals seen during the 2010-2011 internship year were also provided with referral information for community mental health and medical service providers; including County Mental Health, treating psychiatrists, and crisis hotlines. For students that were currently in treatment with a community based clinician, it was recommended that they contact their treating therapist. Five individuals (4%) chose to go to a local hospital or mental health facility (self commit). Of the five self committals, four were transported by ambulance and one was transported by a family member. One student was evaluated under the Welfare and Institutions Code Section 5150 by SCCCD police and transported by ambulance. No students were arrested by SCCCP. Similar to last year, the majority of individuals were referred to Fresno City College Psychological Services.

**Suggested Areas for Improvement**

**Crisis Component Data Collection Recommendations:**

It is recommended that the following information, on the crisis form, be updated to a format that enables MediCat to run reports (e.g. check boxes or pull down menus) to assist in data collection. The following variables were manually collected by reviewing all crisis forms. Once updated, the full potential of MediCat’s report function can be utilized.

**Check boxes or pull down menus for:**

1) Month in which the crisis assessment occurred.

2) Day of the week that the crisis occurred.

3) Gender of the client.

4) Age ranges

5) Referral Source (e.g. nurse, faculty/staff, self, district police)

6) Outcome of assessment:

Community Referral SCCCD Psych Services referral

Turned in Request for Services Form

5150 Assessment Taxi Voucher Provided

Family member transport Follow-Up Appointment Provided

Provided hotline numbers Safety Plan Developed

Client Self-Commit Client provided with pamphlets/Psycho-ed

Referral to Physician/Psychiatry

Other:

**Recommendations/Information for Incoming Interns and Post Doctoral Fellows:**

1. The crisis call clinician is expected to cancel sessions with regularly scheduled clients in the event of a crisis. Even though it is to the discretion of each clinician to schedule clients on their crisis day, it is advised that clients are not scheduled to avoid terminating sessions without appropriate notice.
2. The intern on crisis duty should be available by radio the entire day. As a result,

the crisis counselor must stay within a 1 mile radius of FCC.

1. The intern at Reedley is the crisis counselor for that day. Therefore, all clients

should be informed that their session may be cancelled with little or prior notice

in the event of a crisis.

1. It is recommended that interns periodically (e.g. during the fall and the spring semester) gather the required crisis statistics for the Reedley campus and submit them to the intern in charge of the crisis component. This will ensure convenient and accurate data collection as the Reedley campus currently does not have MediCat.
2. At the end of each day, radios need to be appropriately placed on the charging

stations to ensure that the batteries are fully charged.