

Utah Crisis Worker Certification Syllabus

Administrative Rule R523-17

Administrative Rules 523-17 mandates at the end of the 40 hour course, Utah crisis workers have a basic understanding of the following:

(a) Attitudinal Outcomes:

- (i) acceptance of persons as different from oneself, and a non-judgmental response toward sensitive issues,
- (ii) balanced and realistic attitude toward self in the helper role meaning not expecting to “save” all potential suicides by one’s own single effort, or to solve all the problems of the distressed person,
- (iii) a realistic and humane approach to death, dying
- (iv) self-destructive behavior and other human issues, and
- (v) coming to terms with one’s own feelings about death and dying in so far as these feelings might deter one from helping others.

(b) Knowledge Areas:

- (i) basic suiciology, including suicide assessment of desire, intent, capability, and buffers,
- (ii) intervention strategies including active engagement, active rescue, and collaboration, emphasize safety and prevention,
- (iii) risk of assaulting others,
- (iv) community resources
- (v) consultation process
- (vi) record system and program policies,
- (vii) cultural/diversity awareness,
- (viii) voluntary and involuntary hospitalization criteria and procedures, and
- (ix) psychopathology, psychiatric diagnosis, psychotropic medication, and substance abuse.

(c) Skill Areas:

- (i) ability to assess in life-threatening situations, including risk of suicide and/or homicide,
- (ii) ability to actively engage,
- (iii) ability to mobilize community resources in an efficient and effective manner,
- (iv) ability to respond with respect and effectiveness and render assistance to individuals in crisis and distress with appropriate regard to their cultural, racial or ethnic

background; their religion or language, their socioeconomic status; or other diversity factors,

(v) provide efficient record keeping and policy implementation (e.g. recording essential notes in succinct form within the same work shift so they are useful to the next worker), and

(vi) use of the consultative process, e.g. knowing who to call under what conditions.

Course Description

The course consists of the following timeline:

Didactic Live Presentations and Discussions (8 hours)

Crisis Response Planning Workshop (8 hours)

Onsite Agency Learning (16 hours)

Self-Paced Virtual Learning (8 hours)

Crisis workers are given 90 days to complete all coursework.

Didactic Live Presentations and Discussions

The first 8 hours of the course are presented from various experts and community partners, and cover the following topics:

Crisis Intervention Skills for Adults

Crisis Intervention Skills for Children, Youth, and Families

Rapport, Listening, and Self-Awareness

Cultural Humility

Commitment Laws

Psychopharmacology in Crisis Intervention

Crisis workers listen to presentations and participate in discussions virtually. A test is administered at the end of the day and must be passed with at least 70% to obtain credit.

Crisis Response Planning

Crisis Workers take an 8 hour course on how to create an effective crisis response plan. The workshop consists of presentations, breakout sessions, practice, and feedback from the trainer. Crisis workers learn what a crisis plan is and is not, essential ingredients of effective interventions, scientific evidence related to crisis response plans, and understanding suicidal behaviors. They learn how to do a narrative assessment, and the mechanics of a crisis response plan. They do role play activities in breakout sessions, followed by

discussion and have the opportunities to ask questions. Crisis workers are required to take a crisis response plan test and pass with 70% to obtain credit.

Onsite Agency Learning

Crisis workers are required to do 16 hours of instruction with their supervisors specific to the agency they work. Crisis workers will work with their supervisor or co-workers to learn:

- Agency Policies and Procedures
- Record Keeping/Documentation
- Incident Reporting
- Crisis Assessment
- Community Resources
- Safety in the Field

Crisis workers will shadow another crisis worker at their agency for 8 hours to better learn the logistics and practices at their respective agency.

Online Self-Paced Crisis Training

The remaining 8 hours of the course will be spent in online self-paced crisis training. Crisis workers will complete a 2 hour course in SABA (DHHS's online learning platform). This course covers Confidentiality/HIPAA, Legal and Ethical Issues, Reporting to CPS and APS, and Crisis Case Handling. The remainder of the online learning activities are a series of videos and quizzes about:

- Counseling on Access to Lethal Means
- Law Enforcement Culture
- Trauma Informed Approach
- Safe and Effective Messaging
- Demonstration of Peer Support completing Crisis Response Plan

The last part of Online Self-Paced learning includes two activities where crisis workers will check negative interactions of mental health medication, and complete a resource finder specific to their place of employment.

Obtaining Certification and Recertification

Once crisis workers have completed all coursework, they are required to submit their onsite checklist signed by their supervisor and 3 certificates (didactic presentations, crisis response planning, and SABA). Once all required documentation is received, crisis workers will receive their certification via email. Recertification is required every 2 years by

completing 8 hours of continuing education and submitting documentation of course with re-application.

Please contact Kaitlin Oliver koliver@utah.gov with any questions related to crisis worker certification.