

**NEIGHBORIMPACT HEAD START & EARLY HEAD START**

**Policy & Procedure**

<b>Section: Family &amp; Community Partnerships</b>	<b>PC Approval Date: 7/19/18</b>
<b>Title: Crisis Intervention</b>	<b>Revised: 6/30/2017, 11/3/17</b>
<b>Policy #: HS-21</b>	<b>NI Board Approval: 9/12/19</b>
<b>Forms Required: Family Contact Record, The Answer Book, ECO Map, Child Plus Child File</b>	
<b>Performance Standards: 1302.52, 1302.91(a)(7), 1302.92(b)(3)(4)</b>	

**Policy:** Staff identifies signs of crisis, makes referrals that link families to appropriate services, and supports families during crisis periods. Crises may be in areas such as food, housing, clothing and transportation and might require immediate assistance.

**Purpose:** In order for staff to effectively support a family in a crisis situation.

**Procedure:**

- A. Staff are trained in crisis intervention techniques and procedures. A family crisis may include but not be limited to the following events:
  - 1. Eviction
  - 2. Parent or guardian incarcerated
  - 3. Utilities turned off
  - 4. Suicide attempt
  - 5. Vehicular accidents
  - 6. Unexpected death
  - 7. Removal of child/children from the home
  - 8. Loss of shelter
  - 9. Child Abuse
  - 10. Physical/ mental health problems
  - 11. Separation and/or divorce
  - 12. Loss of transportation
- B. Parents will be oriented to the various services of Head Start & Early Head Start at the enrollment home visit and again during orientation.
- C. All families will be provided with a resource directory listing community agencies and service providers on or before the Family Partnership Agreement home visit.
- D. The home visitor having responsibility for social services will have the prime responsibility for assisting a family in developing plans to resolve emergency and crisis intervention situations.
- E. When a family is facing a crisis situation:
  - 1. Use empathy to help the family deal with their feelings.
  - 2. Decide on the most pressing problem to address first in partnership with the family.
  - 3. Help the family identify appropriate community resources that could help alleviate the crisis situation. If additional support is needed, it may be appropriate to contact the Site Lead, the Family Services Manager, or the Mental Health Consultant.
  - 4. Use the family Eco map to help the family come up with strengths, resources, and support systems that might have been helpful in past situations.
  - 5. Write up clear goals and set specific tasks to be completed by the family, staff and pertinent support networks.

6. Inform the family that you will be contacting them within **48 hours** of the initial contact for follow-up.

F. The staff person aiding the family and/or making the referral is responsible for documenting the situation in the file on the Family Contact record and keeping other necessary staff informed of the family's situation.

G. If a situation arises which involves suspected child abuse, the Head Start & Early Head Start Child Abuse Policy is in effect.

H. Follow-up with the family needs to be completed within **five working days** of the initial contact to review the family's progress. An update of progress is documented in the child file.