Strengths in Crisis Planning

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CRISIS AND SAFETY: WHAT’S THE DIFFERENCE
Big Ideas

- Crisis and safety are two different things
- Community sets standards & definitions of safety or safe enough
- People receiving services define their own crisis
- Helpers and families have choice when it comes to crisis
  - You can respond or not
  - You can keep doing what you’re doing
  - Crisis planning can make people feel better
- Safety is nonnegotiable
  - Helpers must respond if risk is severe & imminent
  - People receiving services will experience intervention if danger is high
  - In safety areas it’s about doing more than planning
Big Question

• How do you tell the difference between crisis and safety?
Risk Assessment Matrix

Consider a range of safety and crisis events from a family you are considering. Using the impact and likelihood ratings identify where each of these events would be placed.

Define the event in specific behavioral terms:

<table>
<thead>
<tr>
<th>Likelihood Of Occurrence</th>
<th>Impact/Severity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Catastrophic</td>
</tr>
<tr>
<td>Predictable</td>
<td>Red is Safety</td>
</tr>
<tr>
<td>Probable</td>
<td>Red is Safety</td>
</tr>
<tr>
<td>Possible</td>
<td>Critical</td>
</tr>
<tr>
<td>Remote</td>
<td>Gray is Crisis</td>
</tr>
<tr>
<td>Improbable</td>
<td>Gray is Crisis</td>
</tr>
</tbody>
</table>

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STRENGTHS WHEN CRISIS PLANNING
A Crisis is not necessarily.....

• When a person or family doesn’t do what you wanted them to
• An opportunity to throw principles out the window
• A sign that all hope is lost and you should quit
• High impact or excitement for you
• A sign that your plan is not working
• A helper’s responsibility to stop or change or manage....
Crisis should be....

- Defined by the person having it
- An opportunity to practice strength based and creative interventions
- Expected, anticipated and planned for
- An opening to discover more information
- A gateway to develop a range of self care and/or support activities
- A chance for you to manage your own bias and response
Crisis: Right Size Response

- Overreact
  - Too much reaction can cause
    - Paralysis
    - Dependence
    - Intrusion
- Underreact
  - Too little reaction can cause
    - Danger
    - Mistrust
    - Anger

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Steps in Developing an On-going Crisis Response

1. Introduce concept and review past crisis
2. Triage/order by person and/or family’s sense of the “worst”
3. Develop Reactive Response and Proactive Prevention
4. Implement and practice the plan with person and community partners
5. Modify and adjust
Reviewing Past Crises

• Explain the concept of crisis
  – Use “regular” language, normalize the event

• Remember that a crisis is defined by the person having it
  – Use the family’s language in defining the crisis event

• Applied Strengths
  – Do you know when this hasn’t happened?
    • What was going on with the person?
    • What was going on in the environment?
    • Who else was involved?
Triage and Select Crises for Planning

• Start with the person or family rating
  – Do they rate the event has
    • High impact: would rather not go through that again
    • Medium impact: prefer not to but could live with it
    • Low impact: We’ve got bigger fish to fry

• Remember for some people and their families, crisis is their constant
  – Seek clarification from families, feedback from others
  – Reinforce family experience drives the rating

• Applied Strengths
  – Do you see ratings as “resiliency” or “denial”?
  – What are the hidden strengths that come out of the action to simply rate?
    • Self-awareness, good problem solving, hope in the future etc.
Developing the Plan

Proactive Prevention
• Big idea: if the event is unpleasant steps can be taken to keep it from happening

Reactive Response
• Big Idea: Knowing what to do when a crisis happens helps people feel better

Collaborative Crisis Planning

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Develop the Proactive Prevention

• Focused on prevention, diversion rather than intervention
• Good Proactive Preventions
  – Avoid making the first step dependent on the person with the crisis behavior
  – Don’t wait for it to start to get something going; if you know it’s coming do something
  – Use existing services, interventions to prevent a reoccurrence
  – Build on strengths & interests to avoid destabilizing events
• Process for Development
  – Brainstorm at least 10 different ways to keep it from happening
  – Sort & select the list of ten to those that build on strengths or interests
  – Sort and select the strengths/interest list to those with highest payoff
Develop the Reactive Response

• Focused on managing responses and responders

• Good Reactive Responses
  – Timing: Right sized response
  – Empowering: Increase decision making & control options for the person
  – Collaborative Action: Everyone works together rather than just the person with the crisis
  – Clear Communication: Managed communication

• Three Features of the Reactive Response
  – Support
    • Defining what you can do to just make people feel better
    • Strengths: What do you know about how support feels to the person?
  – Education
    • Providing information and resources to increase knowledge people have
    • Strengths: What do you know about how the person takes in information that is useful?
  – Intervention
    • Purposeful activities designed to change the result to a more desirable state
    • Strengths: What do you know about the types of interventions that the person can make use of and find helpful?
Tips for Effective Strengths When Crisis Planning

Proactive Prevention
- Find talent in your team and use it
- Make sure the person most impacted can have help to get started but start where they are comfortable
- Know what works when distracting the person from the crisis spiral
- Recognize success as progress not the destination

Reactive Response
- Line up team member strengths to their assigned roles
- Negotiate time frames before the event
  - For response, for completion for review
  - Celebrate when a quicker resolution along the way
- Identify new coping and response strategies & share with the team
- Make sure people have access to what they care about especially when things aren’t stable

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Good Crisis Responses

• Preserves the right of the person or family to continue to live in crisis if they choose
  – Avoid confusing compliance with good crisis management
• Assures the “right” timed responses
  – Balance between over and under reactions
• Addresses self care for the person and family members
  – Reassure people they can feel okay
  – Respond with a holistic response including multiple people and multiple strategies
• Pays attention to suffering
  – Allows staff to separate their emotional response from the person or family’s emotional responses
• Negotiates next steps
  – Steps for communication
  – Defines when you have moved from crisis to safety situations