

Achieving Harmony
in the Midst of Chaos:
Strategies
for Crisis Workers

Crisis Intervention Association of Pennsylvania
Annual Conference



September 30 and October 1, 2008
Seven Springs Mountain Resort

Sponsored by:

*Carlow University;
The Education Health Services
and Outcomes Research Division,
Department of Psychiatry,
Penn State College of Medicine;
Mercy Behavioral Health*

www.crisispa.org

Program Description:

Crisis intervention roles have continued to expand and evermore include responding to more complex and critical situations. The first keynote address, “Assisting Young Adults in Crisis” will provide an overview of how psychological first aid coupled with animal assisted crisis response assisted in the aftermath of the Virginia Tech tragedy. The second keynote “The Effects of Stress on Crisis Work” will look at coping and managing stress to benefit both your mental and physical health. Conference workshops on both days will focus on developing the skills necessary to provide quality crisis services.



Target Audience:

Crisis intervention staff, emergency services workers, mental health delegates, case managers, hospital workers, CISM teams, law enforcement and any other interested individuals.



Objectives:

At the close of the program, participants should be able to:

- Discuss methods of enhancing collaborations with law enforcement and other public safety and emergency service workers.
- Identify crisis intervention strategies for working with various populations, including children and adolescents.
- Discuss methods and techniques that crisis workers can use in dealing with the stress of crisis and disaster work.
- Recognize the impact that traumatic events can have on the community.



Keynote presenters:

Yvonne Eaton-Stull, LCSW is the director of the Counseling Center at Allegheny College. She is a recognized expert in forensic social work and performs as a mental health consultant and hostage negotiator. She is also a leader in Pet Facilitated Therapy programming in Northwestern PA.

Bruce Rabin, MD, PhD is a professor of pathology, psychiatry and psychology at the University of Pittsburgh School of Medicine and medical director of the University of Pittsburgh Medical Center Healthy Lifestyle Program and is a recognized authority in the effects of stress on the human immune system. His research focuses on quality of health as he recognizes the importance of finding ways to contribute to maintaining the health of healthy people during the aging process.

Tuesday, September 30, 2008

8:15 - 9:10am **Registration**

9:10 - 9:15am **Welcome and Introductions**

9:15 - 10:30am **“Assisting Young Adults in Crisis”**

*Yvonne Eaton-Stull, LCSW
Allegheny College*

10:30 - 10:45am **Break**

10:45 - 12:15pm **Workshop Session I**

1) Using Motivational Interviewing Skills in Phone Crisis Work

*William Eric Shultz, MEd, NCC, LPC, WPIC
Julie Rapino, BA, WPIC*

2) Vicarious Trauma

*Jacquie Albert, RN, LCSW, QCSW,
Domestic Violence Services of Fayette County, Inc*

3) Keeping Safe in the Community

Philip Diorio, CMSU

4) Suicide Prevention

Pamela Williams, MA, Mercy Behavioral Health

5) Working with Veterans in Crisis

*Elaine Sheehan, MSW, LCSW, CPRP, Altoona VA Hospital
Veterans Panel*

12:15-1:15pm **Lunch (provided)**

1:15 - 2:45pm **Workshop Session II**

6) The Trauma of Trauma Triage (Part I)

Thomas Mamo, Chester County Emergency Services

7) How to Stay Safe in the Midst of Mayhem (Part I)

Alexandria Windcaller, MHSA, Response Training Programs

8) Active Listening Skills

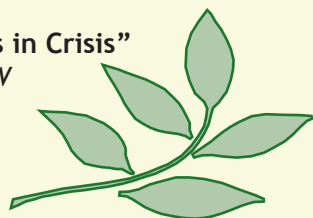
Denise Bezila, MEd, Mercy Behavioral Health

9) Crisis Strategies and Recovery

*J. Joy Gero, MA, WPIC
Kristy L. Kelly, MS, WPIC*

10) Operating a Crisis Residence Using the SALTS Model

James D. Fouts, LSW, New Perspectives



2:45 - 3:00pm **Break**

3:00 - 4:30pm **Workshop Session III**

11) The Trauma of Trauma Triage (Part II)

12) How to Stay Safe in the Midst of Mayhem (Part II)

13) Building Resiliency Through Crisis Intervention
Denise Bezila, MEd, Mercy Behavioral Health

14) Crisis Intervention Using Client Strategies
Jenna Moorehead, MSW, The Meadows Psychiatric Center

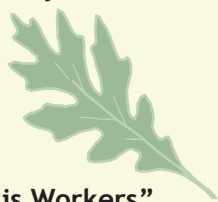
15) Animal Assisted Therapy
Yvonne Eaton-Stull, LCSW, Allegheny College

6:00 - 9:00pm **CIAP Reception with DJ Kingfish**

Sponsored by:

The Meadows Psychiatric Center, Clarion Psychiatric Center, and Roxbury Treatment Center

Wednesday, October 1, 2008



9:00 - 9:30am **Registration**

9:30 - 10:45am **“The Effects of Stress on Crisis Workers”**

Bruce Rabin, MD, PhD

UPMC Health Lifestyles Program

10:45-11:00 **Break**

10:30- 12:00pm **Workshop Session IV**

A) A Model for Police and Behavioral Health Collaboration:
Crisis Intervention Team Panel: An Update

Allegheny County, Cambria County, Somerset County

B) From Arrest to Treatment: The Collaboration Between
Behavioral Health and the Criminal Justice Systems

Amy Mosco, BA, Mercy Behavioral Health

C) Manipulative Tactics: How to Not be Taken In

Victoria Butterworth, PhD, LPC, Mercy Behavioral Health

D) Coping with Stress

Bruce Rabin, MD, PhD, UPMC Healthy Lifestyles Program

E) How Physical Health Can Effect Mental Health

Judy Kirker, RN, Consultant

12:00 - 1:00pm **Lunch (provided), Raffle Drawing**

1:00 - 2:30pm **Workshop Session V**

F) Introduction to Emergency Management Crisis
Communication

James Kuemmerle, LSW, Armstrong-Indiana MH/MR

G) Forensic Diversion: Partnering with CIT

Carrie Morgan, MEd, Mercy Behavioral Health
Jeff DeSantis, MM, Mercy Behavioral Health

H) What Everyone Needs to Know About Bullying and
Peer Pressure

JoAnn Jankoski, PhD, Penn State Fayette Campus
Pamela Williams, MA, Mercy Behavioral Health

I) Keeping Safe in the Community

Philip Diorio, CMSU

2:30pm **Evaluation and Adjourment**

Continuing Education Credit Information

CEU

Health care professionals are awarded 10.0 Continuing Education Units (CEU's). This is equivalent to a total of 10 contact hours.

CAC

Mercy Behavioral Health is an approved PCB provider and conference application has been submitted. Mercy Behavioral Health maintains responsibility for the program.

NBCC

Mercy Behavioral Health is approved by the National Board of Certified Counselors to offer continuing education for professional counselors. The program is offered for 10.0 continuing education credits. Mercy Behavioral Health maintains responsibility for the program.

Psychologists

10.0 continuing education hours/credits have been approved for licensed psychologists. The Education Health Services and Outcomes Research Division is an APA approved sponsor to provide continuing education programs.

Social Workers

Continuing Education credits will be offered through Carlow University Department of Social Work, a co-sponsor of this event. Carlow University Department of Social Work is a pre-approved provider of continuing education credits for social workers by the State Board of Social Workers, Marriage and Family Therapists and Professional Counselors. This program is approved for 10.0 credits.

Registration Information

Tuition:

\$155 for non-members

\$115 for CIAP members

\$ 95 attend one day only

*A separate \$15 fee will be applied if you request continuing education credits.

Tuition includes:

Registration and course materials

Continental breakfast, lunch and refreshments

Reception

A \$25 administrative fee will be deducted from all refunds or cancellations. No refunds can be issued after September 15th.

Please return your registration form by September 23, 2008.

Please make check payable to:

The Crisis Intervention Association of PA
and mail it with your registration form to:

Training Department

251 Woodside Road

Pittsburgh, PA 15221

Fax 412-244-1244

For questions regarding the conference,
please contact Kimberly Hall at 412-244-1244
or by e-mail at traininginfo@comcast.net

Overnight Accommodations

A block of rooms has been reserved. The room rate is \$140 per room for a single or double room. When calling for reservations, you must identify yourself as being with the "Crisis Intervention Association Annual Conference" to benefit from the reduced rates. Reservation requests after August 30th will be honored on a space available basis. The number for Seven Springs Mountain Resort is 814-352-7777 and the website is www.7springs.com

Registration Form

Pre-registration is required.

Registration Deadline: September 23, 2008

Please type or print; photocopy for additional registrants.

First Name: _____

Last Name: _____

Agency: _____

Address: _____

City: _____ County: _____

State: _____ ZIP: _____

E-mail: _____

Work Telephone: (_____) _____

September 30, 2008: Please Circle Workshop Selections

Session I	1	2	3	4	5
Session II	6	7	8	9	10
Session III	11	12	13	14	15

October 1, 2008: Please Circle Workshop Selections

Session IV	A	B	C	D	E
Session V	F	G	H	I	

Are you a member of the CIAP? Yes No

Will you be attending the reception on September 30?

Yes No

CREDITS REQUESTED (\$15 surcharge):

CEU CAC NBCC Psychologist

Social Worker

Last FIVE digits of Social Security Number*:

_____ - _____

**required for accrediting purposes only*

TUITION:

_____ \$155 Full conference, non-member

_____ \$115 Full conference, CIAP member

_____ \$ 95 Attend one day only

_____ \$ 15 Continuing Education Credits

_____ **Total Tuition**