



Jazzing up your crisis team: a comprehensive multi-tiered crisis management and intervention model

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Objectives for Today

- Consider the need for common language crisis response.
- Explore the multi-tiered approach to crisis response.



I THINK WE MAY NEED TO
UPDATE OUR DISASTER RECOVERY PLAN.
THIS ONE SUGGESTS WE ALL RUN
AROUND IN CIRCLES SHOUTING
'WHAT DO WE DO?!!' 'WHAT DO WE DO?!!'



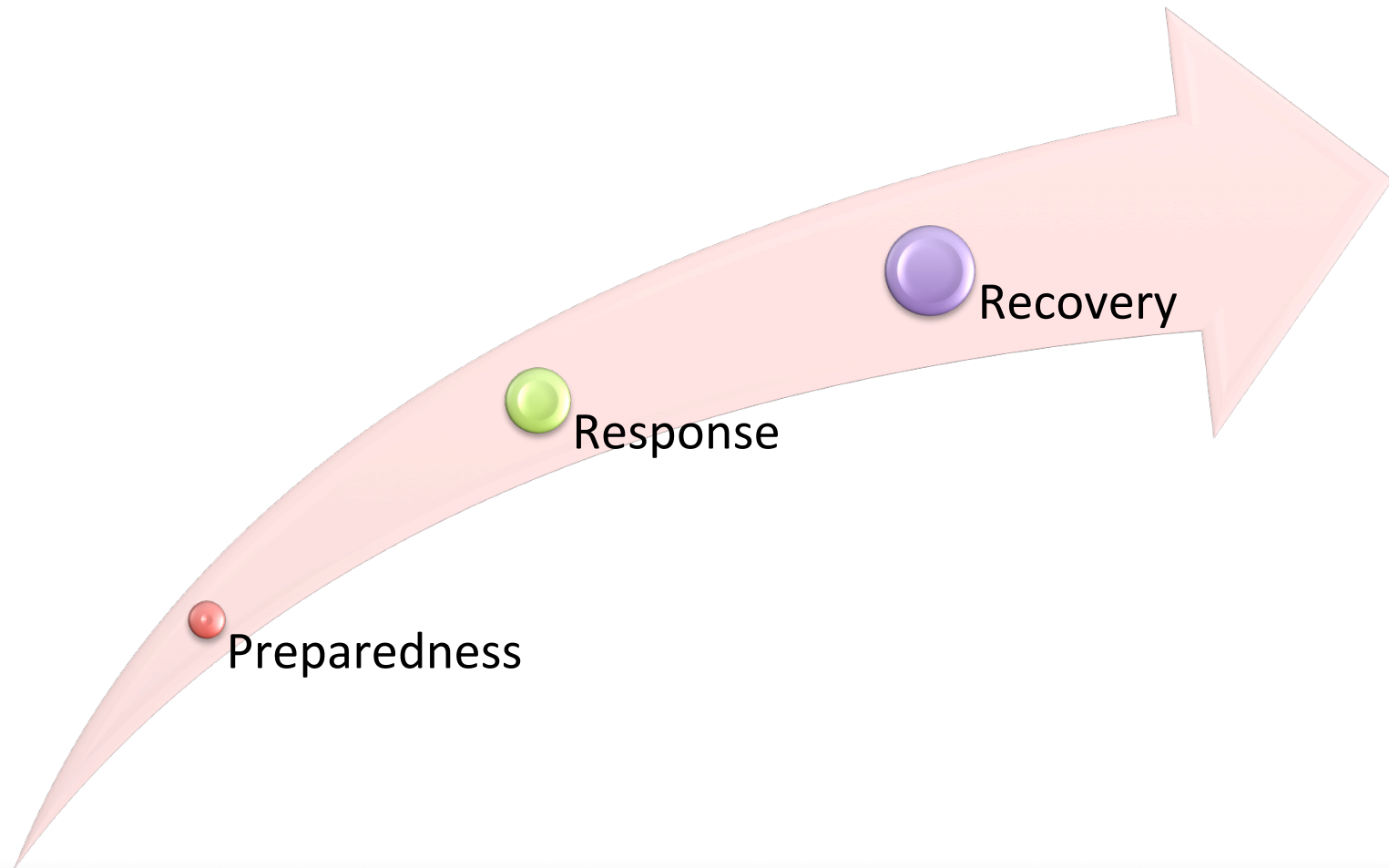


School
Crisis

Trauma



Crisis Response





LAUSD



School



Headquarters



Local District



Tier I: School Site Crisis

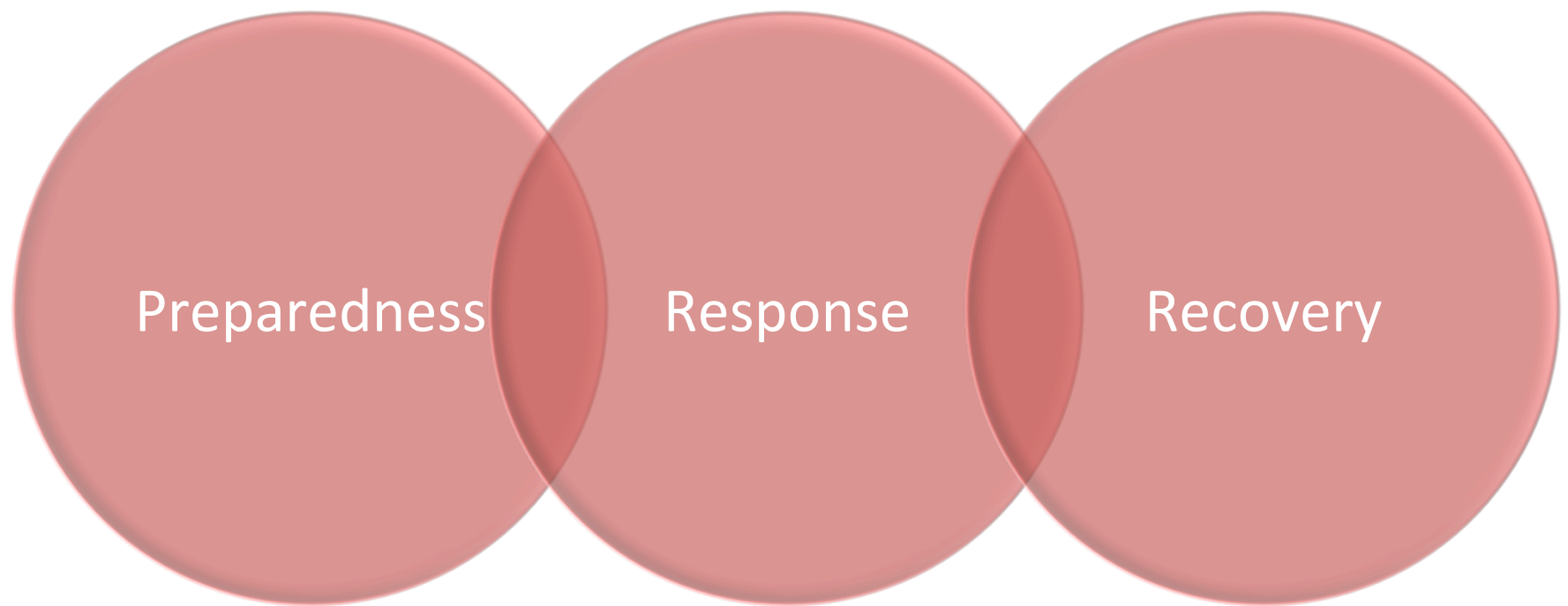
- School site crisis teams are responsible for initiating crisis response, assessing the range of services needed, and providing direct intervention services.
- The school site crisis team determines if there is a need for additional assistance from the district crisis team. The school site crisis team may be activated as part of the Incident Command System (ICS) Team or may be activated as a stand-alone team.

Tier II: Local District

- The school site administrator/designee contacts the Local District administration for support and assistance if the crisis response required is beyond the scope of what the school site crisis team can provide.
- Assistance from the Local District crisis response team includes: consultation, providing direct intervention services, assistance with communications and memos, and guidance regarding strategies for recovery in the aftermath of the critical incident.

Tier III: District/ Community

- In collaboration with the Local District administration, the school site administrator/designee determines if there is a need for support from a Central District or community crisis response team.
- Assistance from the central district or community crisis response team includes: collaboration with local law enforcement, physical and mental health providers, consultation, coordination of direct intervention services, assistance with communications and memos, and guidance regarding strategies for recovery in the aftermath of a critical incident.



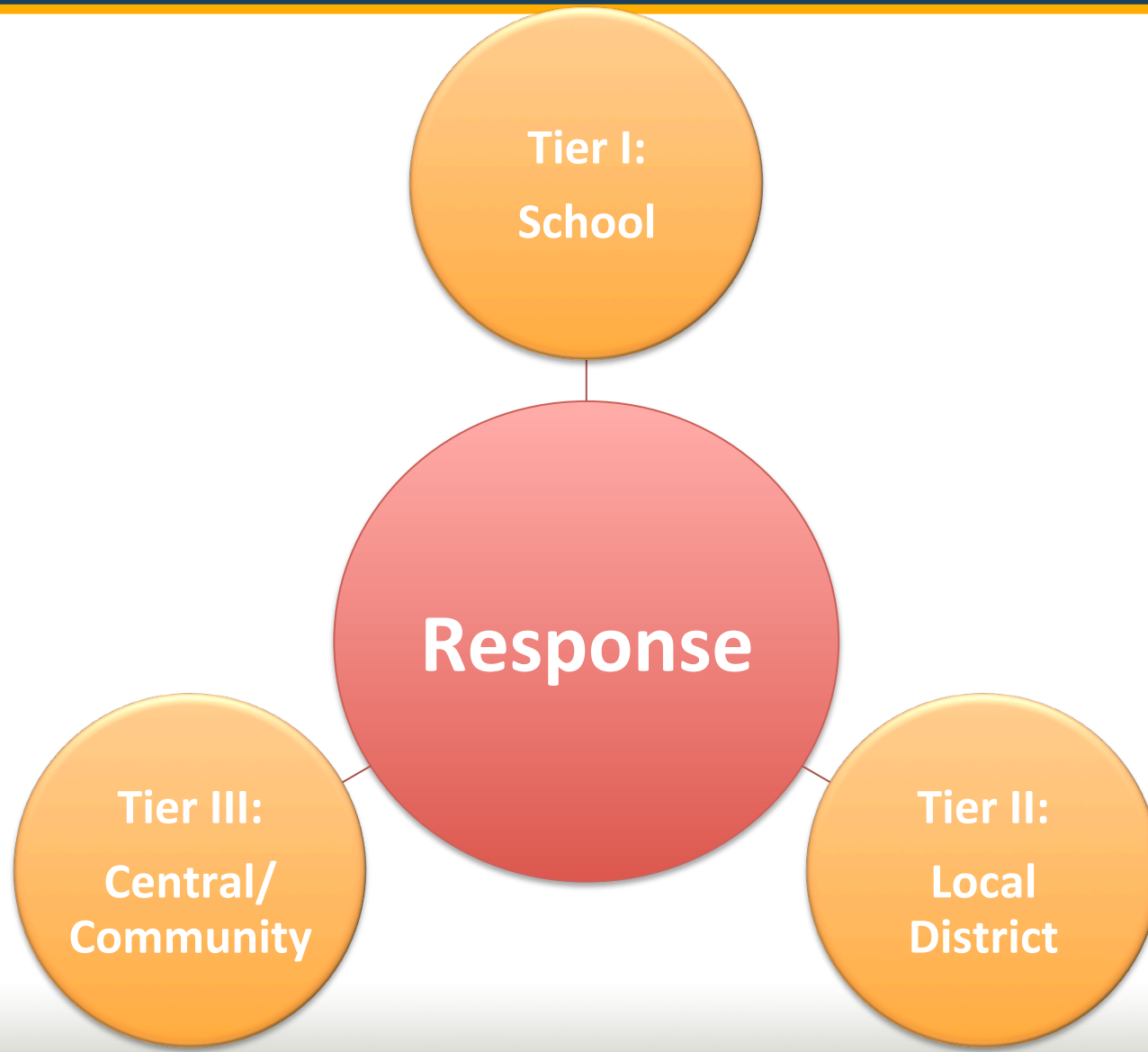




POSITION	ROLES & RESPONSIBILITIES	PRIMARY NAME	BACKUP NAME
Incident Commander* (Principal or designee)	Takes charge of crisis incident, verifies facts, contacts ESC, and coordinates all crisis response & intervention services.		
Crisis Team Leader*	Coordinates all crisis team response, including triage, assessment, and crisis counseling for students, staff, & parents.		
Public Information Officer (PIO)* (Administrator and/or designees)	In charge of communications. Prepares scripts for in-coming calls, Blackboard Connect messages, memos & letters to parents & staff. Identifies locations for media and provides updates.		
Psychological First Aid (Psychiatric Social Workers, PSA Counselors, School Psychologists, Academic Counselors)	Provides triage and crisis counseling for students, staff, & parents, as needed. Encourages students to return and remain at school.		



POSITION	ROLES & RESPONSIBILITIES	PRIMARY NAME	BACKUP NAME
First Aid/Medical (School Nurse and assistants)	Triages and handles medical emergencies.		
Security (Los Angeles School Police resident or patrol officer, School Safety Officer, Campus Aid, or other staff)	Secures campus and crime scene. Identifies witnesses for police interviews. Secures entrance, requires IDs and determines who enters.		
Plant Manager (Plant Manager& Custodial staff)	Secures school site.		
Reunion Gate (assign administrator/designee)	Organizes and inform parents of reunification procedures.		
Logistics (may include cafeteria manager, food services staff, & other staff)	Adjusts schedules and menus, as necessary.		
Communications (Administrator/Designee, School Secretary or clerical staff)	Monitors phone calls, utilizes scripted message for incoming phone calls & receives calls from district personnel.		





1. ☐ **SECURE CAMPUS/OFFICE SAFETY** (This may include calling law enforcement, securing the site, or consulting with LD Administration or Crisis Counseling and Intervention Services ([REDACTED]))
2. ☐ **DETERMINE THE FACTS**
3. ☐ **NOTIFY** (LD Administration, Co-Located Schools, other offices, document on iSTAR)
4. ☐ **ASSESS** (School Site Crisis Team meets to assess the impact and severity of the incident and determine the level of crisis response needed. The assessment of the situation will drive the response and recovery.)
5. ☐ **DEVELOP ACTION PLAN** (see Table 1 in BUL-5800.0 for detailed descriptions of each checklist item)
 - ☐ **COMMUNICATION**

For a detailed checklist of communication protocols to consider see:

 - Attachment D, Communication with Staff, Students, Parents/Guardians.
 - Attachment E, Collaborating with Law Enforcement
 - Attachment F, Collaborating with Office of Communications
 - ☐ **LOGISTICS/OPERATIONS**
 - ☐ Determine the number of crisis responders needed.
 - ☐ Assess operational functions of the impacted school and implement temporary changes, as needed, such as bell schedule, transportation, food services, substitutes, safety, etc.
 - ☐ Determine locations of crisis response activities, as needed, and establish procedures.
 - ☐ Identify separate locations for triage and crisis counseling.
 - ☐ Follow reunification procedures.
 - ☐ Limit student/staff exposure to trauma, injury and/or death, including crime scenes, media and conversations.



- ☐ Identify students and/or staff who may have special needs.

☐ **TRIAGE/CRISIS COUNSELING**

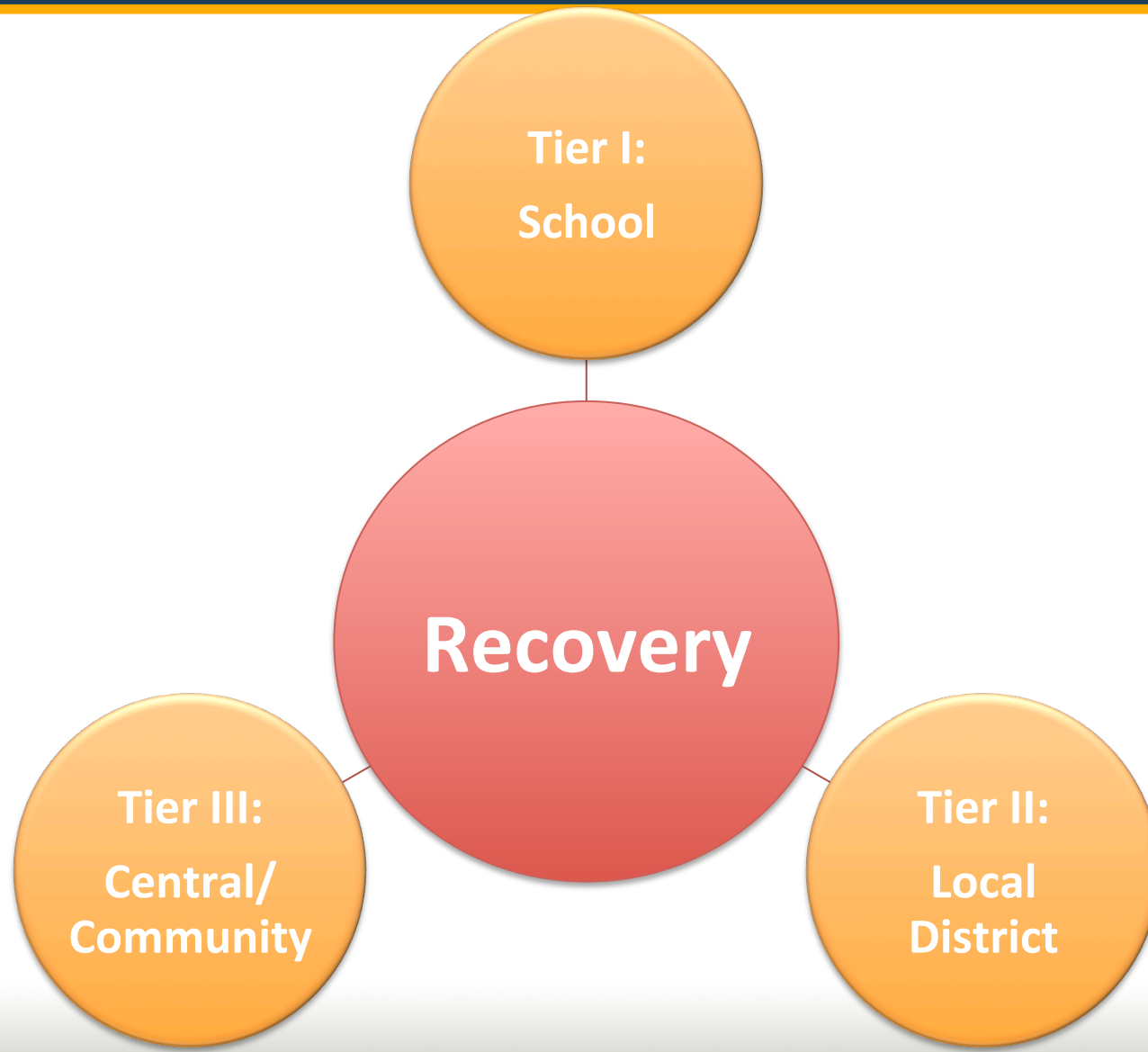
- ☐ Triage students, staff and other school community members.
- ☐ Determine individual needs.
- ☐ Provide individual and group crisis counseling services.
- ☐ Make referrals to District and/or community based resources, as needed.
- ☐ Document students receiving crisis counseling services to ensure appropriate follow-up, as needed.

☐ **INCIDENT DEBRIEFING**

- ☐ Review actions of the day.
- ☐ Review the status of students.
- ☐ Identify effective components, areas of improvement, and need for training in crisis response.
- ☐ Plan for follow-up actions, as needed.
- ☐ Develop prevention/mitigation strategies for future incidents.

☐ **IMPORTANT CONSIDERATIONS**

- ☐ Social Networking
- ☐ School Culture and Events
- ☐ The Deceased Student's Classrooms and Work
- ☐ Memorialization
- ☐ Fundraising



***Coming Together is a Beginning.
Keeping Together is Progress.
Working Together is Success.
-Henry Ford***





Questions?





Reflections & Evaluations

Thank you!

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