

Inclusive Engagement Practices With Individuals Experiencing Homelessness

Presented by
Homeless Health Care Los Angeles



Learning Objectives

- Discuss de-escalation strategies as related to crisis intervention and community care

Brave Spaces make room for

Courageous Conversations

I am **curious** and I see obstacles as opportunities for learning.

I bring **awareness** to my biases, assumptions and judgments.

I allow **discomfort** to lead my **growth**.

I challenge **ideas**, not people.

I am **open** to new ideas, ways of thinking, and feedback.

I **listen to understand** vs to defend or disappear and
create space for **multiple truths**.



De-Escalation & Crisis Intervention

On the path...

At what points could bias affect event production?





Prompt

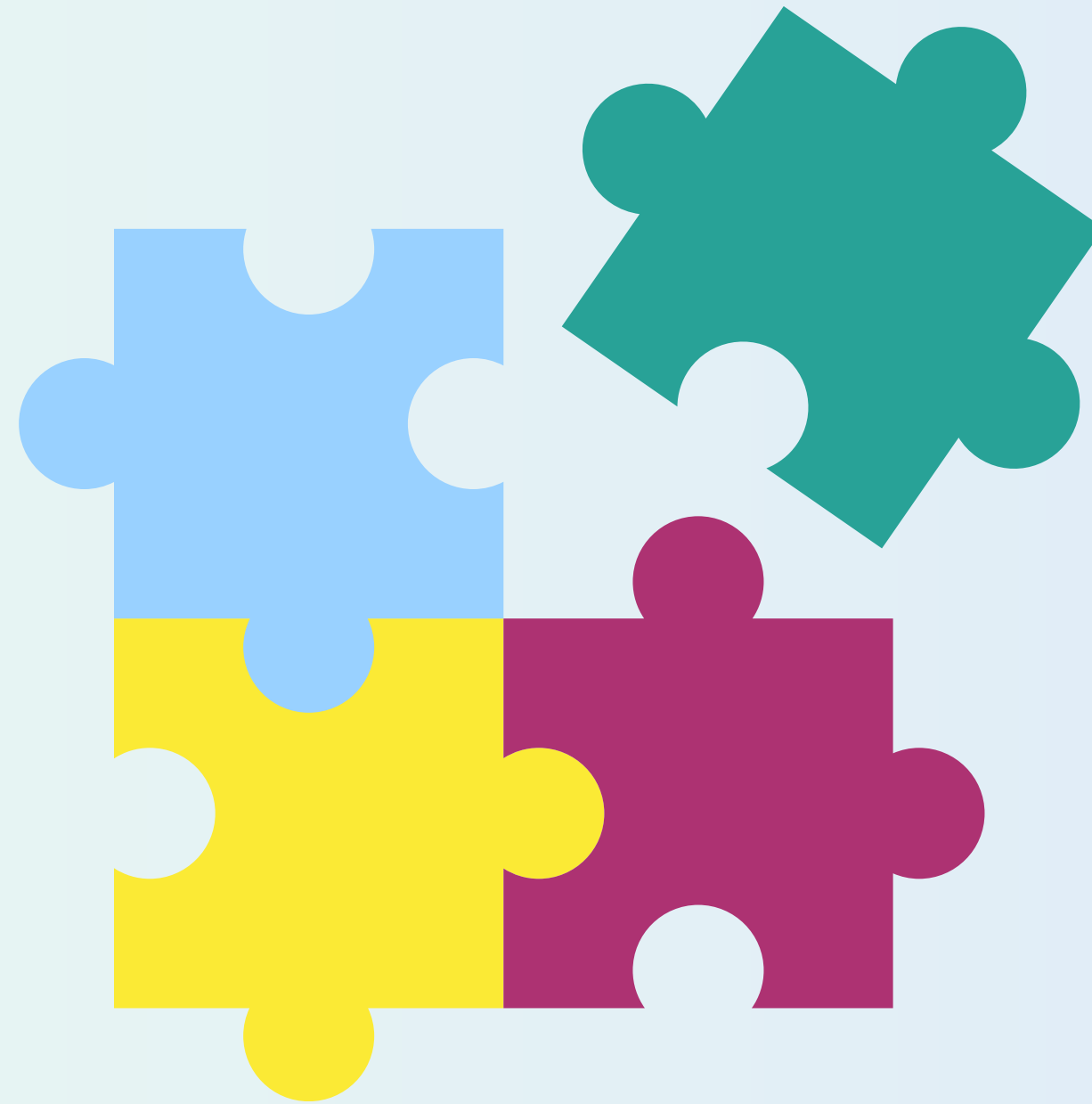
What makes it hard to execute these strategies?

What do you need to shift in order to improve?

Teamwork

Is there a codeword within your team for when you need back-up support?

How does your team ensure safety of participants & staff during event management?



Does your team communicate with all members about anticipated high-risk situations?

Do you know who to call when a situation gets physically dangerous?

Step 1

1

Define
&
Interpret



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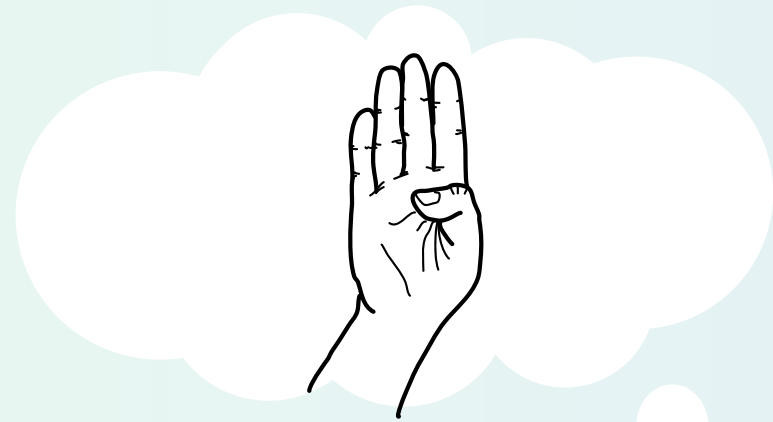
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Step 1

What is a crisis?

1

Define
&
Interpret



Step 1

What is a crisis?

A period of intense negative emotions or extreme stress that render a person unable to cope.

1

Define
&
Interpret

Key Takeaways

- Our perception can be distorted by our emotions.
- Part of our job to intuit or interpret what is being said.
- Use behavioral descriptions rather than assumptions

Step 2

1

Define
&
Interpret

2

Ensure
Safety

Safety First

Remove possible triggers

Remove dangerous items

Isolate the person

Suicide Assessment

How can you ensure
safe surroundings?





Step 3

Prompt

What was the difference between the two approaches? What can we take back from something like this?

1

Define
&
Interpret

2

Ensure
Safety

3

Support

Step 3

Community Care

Provide assistance
Provide coping skills
Providing emotional support

1

Define
&
Interpret

2

Ensure
Safety

3

Support

Key Takeaways

- Regulate over educate
- Active listening goes along way!
- Your body tells a story. Make sure its the right one!

Step 4

Explore Alternatives

Work together* to identify possible solutions.

1

Define
&
Interpret

2

Ensure
Safety

3

Support

4

Explore

Key Takeaways

- Ask open-ended questions
- Ask permission before providing advice or suggestions
- Provide options

Step 4

Explore Alternatives

Work together* to identify possible solutions.

Boundaries / Limit Setting

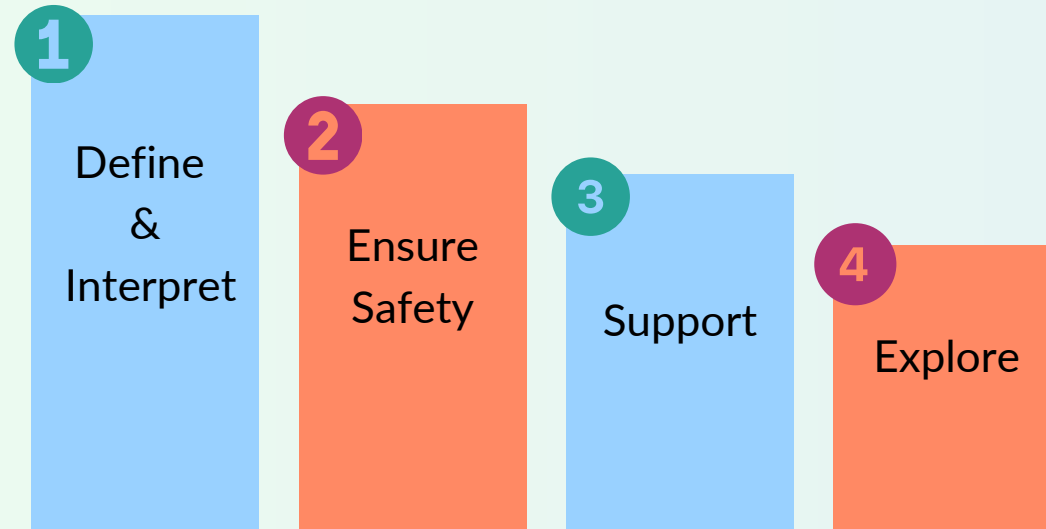
Name the Behavior



State your Limit



Options



I can hear that you're yelling at me because you're upset. It's okay to be upset. I am not comfortable with being yelled at, so we can either take a break and I can come back in five minutes or you can speak to security. Which would you prefer?

Step 5

Planning

Work together* to create an **achievable goal** that will help restore the client's sense of control.

1

Define
&
Interpret

2

Ensure
Safety

3

Support

4

Explore

5

Planning

Step 6

Commitment

Confirm
Clarify
Follow Up

1

Define
&
Interpret

2

Ensure
Safety

3

Support

4

Explore

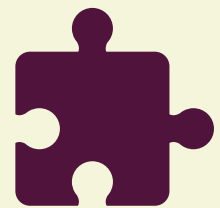
5

Planning

6

Commit

In Breakout Groups...



Participate

Be Respectful

Don't be afraid to mess up!

Think of an emergency or risk situation you've had to respond to on the job.

As a group, use the 6-steps to respond to the situation.

Our Journey

1 DE-ESCALATION AND CRISIS INTERVENTION

Understanding what steps enable safe emergency and crisis response.

Evaluation

Rene Jemio

5/21/2024

Sign Out

*Thank
You*

