



Peoples Oakland Crisis Intervention and Prevention Outcomes FY 2018-2019

Rating Scale

5—Emergency state

- Danger to self or others and making direct threats
- Experiencing a medical condition that requires immediate care
- Immediate loss of housing

4—Highly charged conflict/crisis stage

- Highly symptomatic/refusing medications/suicidal ideations
- Possibility of homelessness in the immediate future
- Basic needs are not being met
- Legal situation that is causing significant distress
- Aggressive outbursts/highly charged conflict/physical altercation
- **Could escalate to a 5 without intervention**

3—Warning/conflict stage

- Experiencing psychological or medical difficulties
- Expresses annoyance and agitation and seeks out counselor
- Member expresses grief and sadness over the loss of a loved one
- **Could escalate to a 4 without intervention**

2—Crisis Reduced

- Still conflict but emotions are controlled and rational
- Resolution is in progress because the crisis cannot be resolved immediately

1—Crisis Resolved

In addition to daily counseling and social rehabilitation, Peoples Oakland counselors offer crisis intervention services to resolve member crises across a variety of domains.

A total of 73 crises/potential crises were documented throughout FY 2018-2019

Crisis Category	Total
Psychological	35
Interpersonal	24
Housing	5
Financial	4
Bereavement	4
Victim of a Criminal or Violent Act	1

Pre-Intervention Rating

- 47 were in the warning/conflict stage
- 23 were in the highly charged conflict/crisis stage
- 1 was in the emergency stage

Post-Crisis Intervention Rating

- 47 were resolved
- 24 were reduced to where emotions are rational/controlled and steps are being taken towards a resolution
- 2 remained in a highly-charged conflict/crisis stage immediately after the intervention.
- 97.2% of all documented crises/potential crises were deescalated after the immediate intervention

Ongoing counseling sessions following the crisis prevention intervention:

- 47 crises were resolved immediately and required no ongoing intervention counseling.
- Housing and financial crises required the highest amount of ongoing intervention counseling.
- Only 2 crises required contact with the individual's treatment team for resolution.