



**CENTRAL VALLEY TRAINING CENTER, INC.**

*We support people in achieving their potential.*

# Rapid Management Team

- ▶ Regional Director of Operation Jennifer Jones
- ▶ Program Director Mary Velazquez
- ▶ Rapid Service Manager Melissa Hernandez

# Our Mission

- ▶ *We support people in achieving their potential.*



# Our Values

- ▶ **Compassion, Community, Fun.**

# Rapid Services



## CRISIS MANAGEMENT

- ▶ **R**-Respond
- ▶ **A**-Assess
- ▶ **P**-Plan
- ▶ **I**-Implement
- ▶ **D**-Debrief

# Respond

- ▶ RAPID is a service developed to provide emergency services to meet the needs of those individuals who have exhausted all other resources. Types of referrals we may receive are;
  - ▶ Tele-med/Medical appointments.
  - ▶ “On-call”-Care Providers/Families who we have been approved for RAPID services would have RAPID staff available to support in the home.
  - ▶ Individuals who have lost their placement, for whatever reason, and may need support in the areas of, housing, food, etc. Additionally, these shifts can be staff a few hours a week, or up to 24-hours a day.

# Assessment



- 1) Assess
- 2) Establish Rapport
- 3) Identify the Major Problems or Crisis Participants
- 4) Deal with Feelings and Emotions
- 5) Generate and Explore Alternatives
- 6) Implement an Action Plan
- 7) Follow Up and Reporting

# Plan - Identify an Action Plan

- ▶ What are the areas that require RAPID support?
- ▶ What are the problems that precipitated the crisis?
- ▶ What has the individual done to attempt to solve these problems or remedy the crisis?
- ▶ Work to develop trust and positive rapport.
- ▶ The Staff will then determine which areas of crisis to address first.
- ▶ Obtain medical attention if needed.
- ▶ Address environmental issues (e.g., hot, cold, hungry, thirsty, eminent danger, etc.



# Implement Action Plan

Shift focus from crisis to resolution

- ▶ Support the individual with identifying barriers, behaviors, or the cause of the crisis.
- ▶ Support the individual with identifying skills and resources available to aid in resolving the crisis.
- ▶ Develop a plan to address current needs.
- ▶ Work with the IDT on plan implementation.

# Debrief

- ▶ Encourage collaboration in the identification of the participants needs.
- ▶ Monitor the plans implementation.
- ▶ Report plans progress to the team.
- ▶ Follow all reporting requirements
- ▶ Submit Case Summary

# THANK YOU!!!

- ▶ Thank you for taking the time to learn more about CVTC and the services we provide.

