



State of South Carolina

Department of Social Services

Policies and Procedures: Child Welfare Services

Subject:	Therapeutic Crisis Intervention
Authority:	Therapeutic Crisis Intervention Activity Guide 7 th Edition, Therapeutic Crisis Intervention Student Workbook 7 th Edition, Therapeutic Crisis Intervention Reference Guide 7 th Edition
Standards:	Guiding Principles and Standards (GPS) Practice Model
Application:	All Child Welfare Staff
Purpose:	
To outline policies and procedures for the use of Therapeutic Crisis Intervention (TCI) by Child Welfare Services staff upon successful completion of training provided by DSS. Once trained, staff may use select TCI techniques to provide immediate support in a way that reduces stress and risk, in addition to teaching more effective ways to cope with stress and painful feelings.	
Policy Statement:	
County Directors, Deputy Directors, Team Coordinators, Team Leaders, clinical staff, and frontline case managers may utilize the techniques presented in the TCI training, as provided by DSS, as necessary to prevent potential crises, deescalate crises, and help children in foster care learn constructive ways to manage feelings of frustration, failure, anger, and hurt. Staff may only utilize the specified techniques provided in the TCI model trained by the agency. DSS prohibits the use of restraint techniques of any kind or the use of any other model to deescalate threatening or violent events involving children in foster care. If at any point in time a situation becomes violent or staff are in fear of their life, health, or physical safety, staff shall contact law enforcement for assistance.	
Policy Administration:	
Staff Development and Training (SD&T) are the owners of this policy, and the Director or the Director's designee will review this policy annually from the date published in the DSS Training Manual.	
Procedures:	
A. Training	For DSS staff trained in the TCI model trained by the agency, the following must occur: 1. Child Welfare Services team members complete the TCI Instructor-led training; 2. Demonstrate successful completion of the training test with a score of 85 or above; 3. Failure to pass the test upon completing the first instructor-led training, staff have 10 business days to retake the test;

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	4. Failure to pass the test the second time will result in the staff having to retake the three-day TCI training course; and 5. Team Leader confirms the existence of a certificate of completion in the SCEIS Learning Management System (LMS) through the automatic notification process.
B. Permissible Techniques	Staff shall refer to the workbook provided in the training for a detailed explanation of permissible TCI techniques. Permissible techniques can be found in the following modules: 1. Crisis Prevention: Creating a Safe Space for Learning 2. Crisis as Opportunity 3. De-Escalating the Crisis 4. Managing the Crisis 5. Post-Crisis Multi-Level Response Note: If at any point in time a situation becomes violent or staff are in fear of their life, health, or physical safety, staff shall contact law enforcement for assistance.
C. Prohibited Techniques	It is prohibited for DSS staff to utilize any restraints, including but not limited to, physical, mechanical, and chemical restraints.

Forms:	N/A
Related Management Reports:	N/A

Glossary:
Therapeutic Crisis Intervention (TCI): a trauma-informed crisis prevention and intervention model designed to help staff prevent potential crises, deescalate crises when they occur, and assist children to learn adaptive ways to handle feelings of frustration, failure, anger, and hurt. TCI training provides immediate emotional and environmental support in a way that reduces stress and risk and teaches better, more effective ways to deal with stress or painful feelings.