



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Integrating Crisis Planning into Individual Placement and Support (IPS)

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Learning Objectives

- Examine the purpose of crisis planning and how it aligns with the recovery-oriented principles of IPS and supports sustained employment outcomes.
- Explore approaches for adapting and integrating crisis plans into the work setting and how it can be used to support individuals at work.
- Strengthen skills for developing crisis plans with interdisciplinary teams to provide consistent and applicable crisis support to persons in all aspects of their life, including work.



Crisis Programs in Wisconsin

- Wisconsin Stat. § 51.42(1)(b) requires all counties to provide emergency mental health services.
- Wisconsin Admin. Code ch. DHS 34 lays out minimum standards and provisions for certification and Medicaid reimbursement.
 - Only counties can be certified crisis programs.
 - Many counties contract with private vendors for one or more service(s).



DHS 34 Crisis Services 1/2

- 24/7 phone service
- 8 hours/7-day per week mobile crisis services
- 8 hours/5-day per week walk-in crisis services
- 24/7 short-term voluntary and involuntary hospital



DHS 34 Crisis Services 2/2

- 24/7 linkage and coordination
- Services for youth and adolescents
- Crisis stabilization (optional service)
- **Crisis plan development for individuals determined at high risk**



Crisis

- Crisis is subjective and defined by the person or system experiencing it.
- Wisconsin Admin. Code § DHS 34.02(5) defines crisis as a “situation caused by an individual's apparent mental disorder which results in a high level of stress or anxiety for the individual, persons providing care for the individual or the public which cannot be resolved by the available coping methods of the individual or by the efforts of those providing ordinary care or support for the individual.”



Crisis Exercise

You will have one minute to count every letter e that appears in the paragraph.

This includes lower case instances of 'e' and upper-case instances of 'E'.



Count the E's

As internal and external demands increase, even routine tasks can become overwhelming to the point of crisis. Emotions intensify and concentration and decision-making capacity decrease. What appears to be poor performance may reflect a person struggling to manage the effects of a crisis.



Count the E's Again

Every employment specialist has confidently said, “This should only take five minutes,” immediately before discovering an employer needs to reschedule, someone needs a ride, a client forgot their interview, a mysterious printer error, and someone heating fish in the break room. Empathy remains high. Patience becomes negotiable.



Crisis Plan

A crisis plan is a personalized roadmap that identifies:

- Triggers and stressors
- Warning signs
- Coping strategies
- Support contacts
- Professional resources
- Emergency procedures



Crisis Planning Matters

- Reduce disruptions to employment
- Promote job retention
- Increase participant confidence
- Strengthen support systems
- Reduce the need for restrictive care
- Improve recovery outcomes



Crisis Plan Development

- Wisconsin Admin. Code ch. DHS 34 county crisis plans
- Crisis plans could be developed:
 - At enrollment
 - Before employment starts
 - Following major life changes or events
 - After a crisis event
- Developed when a participant is stable



Identifying Common Triggers

- Workplace conflict
- Financial stress
- Housing instability
- Relationship difficulties
- Trauma reminders
- Mental health symptoms or medication changes
- Increased workload



Identifying Common Warning Signs

- Sleep disturbances
- Increased anxiety
- Isolation
- Increased substance use or urges to use
- Reduced concentration
- Irritability
- Missed work or appointments



Strengths and Coping Strategies

- Identify protective factors
- Build on strengths
- Consider strategies that have worked in the past
- Make the plan highly personalized and detailed
- Identify tangible coping skills



Building a Support Network

Natural supports

- Family
- Friends
- Colleagues
- Peer specialists
- Recovery and faith communities

Professional supports

- Therapist
- Psychiatrist
- Case manager
- Substance use counselor
- IPS specialist



Reviewing and Updating Plans

- At the request of the participant
- Following employment changes
- Following treatment changes
- After crises
- During major life transitions



Best Practices for Crisis Plans

- ✓ Person-centered
- ✓ Strength-based
- ✓ Employment-focused
- ✓ Reviewed regularly
- ✓ Collaborative
- ✓ Practical and specific



IPS and Recovery

- **IPS philosophy: Employment is treatment.**
- Employment supports:
 - Self-esteem
 - Independence
 - Community inclusion
 - Purpose and routine
 - Recovery goals
- **Employment is a protective factor.**



Employment-Focused Crisis Planning

- Consider these questions
 - What workplace stressors exist?
 - What supports help maintain employment?
 - What accommodations might help?
 - Who should be contacted if work is affected?
 - What information should remain confidential?
- Align existing crisis plans



Job Retention Strategies

- Crisis plans strengthen job retention.
- Employment-based supports:
 - Flexible scheduling
 - Temporary task adjustments
 - Transportation assistance
 - Increased IPS contact
 - Additional treatment supports
 - Leave planning



The IPS Specialist's Role

- Facilitate planning
- Review plans regularly
- Coordinate supports
- Encourage self-advocacy
- Monitor warning signs
- Support employment retention



Crisis Plan Template

Example combines Wis. Admin. Code ch. DHS 34 requirements and employment considerations.



Key Takeaways

- Plan before a crisis occurs.
- Employment can support recovery.
- Crisis plans strengthen job retention.
- Collaboration improves outcomes.
- Plans should reflect participant choice.





Thank you!

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