



New Hampshire Division for Children, Youth and Families Policy Manual

2170 CRISIS SERVICES UNIT

Chapter: Sununu Youth Services Center

Section: Clinical and Classification

Approved:

Marie Noonan, DCYF Interim Director

Policy Directive: **23-27**

Effective Date: **August 2023**

References of Note

Federal Authority:

Statutes:

Administrative Rules:

Case Law:

This policy defines the criteria for admission, programming, and discharge from the Crisis Services Unit.

Required Practices

Any deviations to the following information must be documented with Supervisory Approval.

- I. Referrals for admission to the Crisis Services Unit (CSU) are utilized by staff when a youth is experiencing a personal safety emergency, exhibiting behaviors that are unsafe, or is significantly disrupting programming for other youth. CSU referrals are used when:
 - A. Youth are not responding to attempts to enact their [Youth Personal Safety Plan \(Form 2131\)](#), or otherwise de-escalate with the assistance of staff; or
 - B. Efforts to de-escalate are determined unnecessary due to the emergent nature of the youth's behavior.
 1. A referral for admission to CSU will not be used as a form of consequence or punishment for a youth's behavior.
- II. An SYSC Administrator, the Clinical Director, or On-Duty Supervisor must approve any referrals for CSU admission prior to a youth's transfer, unless the youth's behaviors pose a substantial and imminent risk of serious bodily or emotional harm to the youth or others present.
 - A. The staff requesting the transfer (or On-Duty Supervisor) must complete a [CSU Admissions Report \(Form 2170\)](#) and [Major Incident Report \(Form 2086\)](#) before the youth is moved, or as soon as practicable, if there is an imminent risk to safety.
 - B. Upon approval for the CSU admission, the youth will be transitioned to the CSU and assigned a room for their stay.
 - C. Upon transferring a youth to the CSU, Staff will:

1. Affix the initiated [Safety Watch Report \(Form 2079\)](#) to the youth's assigned CSU room door; and
 2. Enter the youth's room transfer in YouthCenter.
- D. The On-Duty Supervisor is responsible to provide notification to the SYSC Notification Group in YouthCenter, including youth's assigned JPPO, as soon as practicable, but no later than 24 hours after the transfer.
- III. Staff assigned to CSU provide an orientation to any youth being admitted to the CSU.
- A. Youth unable to participate in this discussion at admission to the CSU will be provided this opportunity once they have stabilized.
- IV. Programming and Services on the CSU maintain the standard residential practices of SYSC.
- V. If a youth is admitted to the CSU as the result of the following behaviors, a 24-hour period of stability on CSU is required prior to the initiation of the CSU Assessment process by clinical staff (or a designee):
- A. Physical assault (on facility staff or youth);
 - B. Fighting;
 - C. Significant destruction of property; or
 - D. Self-harming behaviors that result in the initiation of an A-Watch.
- VI. For other behaviors requiring a CSU Admission, the timeframe to initiate a CSU Assessment will be determined by the incident severity, level of dysregulation demonstrated by the youth, and clinical indications of stability. Such incidents include but are not limited to:
- A. Verbal threats of physical violence (audible by staff and made towards staff or other facility youth);
 - B. Behaviors that fall under an SYSC major rules violation; or
 - C. Possession of contraband that compromises the safety and security of the facility, staff, or other youth.
- VII. Youth admitted to the CSU will complete a [Figuring out the Problem \(FOTP\) worksheet \(Form 2166\)](#) with the staff member assigned to the CSU, prior to initiation of the CSU Assessment process.

- VIII. The CSU Assessment process will include the following, once the staff assigned to CSU or the On-Duty Supervisor determine in consultation with clinical staff, the youth has returned to baseline behavior:
- A. Review of the completed FOTP with clinical staff, or On-Duty Supervisor/designee if no clinical staff are present in the building; and
 - B. Youth will be assigned a restorative clinical packet including worksheets/interventions related to the behaviors that resulted in the CSU admission.
 - 1. The packet will be outlined and explained to the youth during the CSU Assessment with clinical staff.
 - 2. In order to be discharged from the CSU, youth must complete the repair work outlined in their restorative packet, including clinical worksheets, apologies to affected parties, and mediation with staff/peer(s).
 - 3. Youth will remain on the CSU until their restorative packet is completed and signed-off on by staff assigned to the CSU, and the clinical staff/designee.
- IX. Clinical staff will implement a slow transition plan for any youth admitted to the CSU more than 2 times in 1 week, or 1 time per week for 3 consecutive weeks, that allows for slower and more closely monitored integration to activities with peers, and supports the youth's return to their home unit at a pace tailored to the youth's individual needs.
- X. Youth alleged to have perpetrated any acts of sexual misconduct, sexual harassment, or sexual abuse are relocated to the CSU for investigatory purposes, pursuant to [policy 2055 PREA-Immediate Response to Sexual Abuse and First Responder Duties](#).
- A. The youth will remain on the CSU for the duration of the investigation.
- XI. Youth can request a break from regular programming, using the CSU Reset process, once all other coping skills and interventions have been exhausted.
- XII. The On-Duty Supervisor has discretion to initiate single movement status when multiple youth are present on the CSU due to admissions, reset, or an acute safety concern.
- A. During single movement status, no youth will be denied exit from their assigned room by locking mechanism or staff. If a youth is denied exit from a room, the incident must be reported as seclusion under the provisions of [policy 2083 Restrictive Intervention](#).
- XIII. Youth's readiness for reintegration to their home unit will be assessed daily, and completed as follows:

- A. Monday through Friday, youth will be assessed for readiness for reintegration to their home unit by clinical staff, preferably the youth’s assigned Clinician; or
- B. On weekends, youth will be assessed for readiness for reintegration to their home unit by the On-Duty Supervisor (or designee), in consultation with on-call clinical staff.

Standard Operating Procedures		
SOP	Title	Applicable Disciplines
2170.1	CSU Programming	SYSC Staff
2170.2	CSU Orientation	SYSC Staff
2170.3	CSU Reset	SYSC Staff
2170.4	Slow Transition	SYSC Staff

Applicable Forms	
Form	Title
2079	Safety Watch Report
2086	Major Incident Report
2131	Youth Personal Safety Plan
2166	Figuring out the Problem Worksheet
2170	CSU Admissions Report

Glossary and Document Specific Definitions

[A - B](#) [C - D](#) [E - F](#) [G - I](#) [J - L](#) [M - N](#) [O - Q](#) [R - S](#) [T - V](#) [W - Z](#)

Document Change Log			
PD	Modification Made	Approved	Date