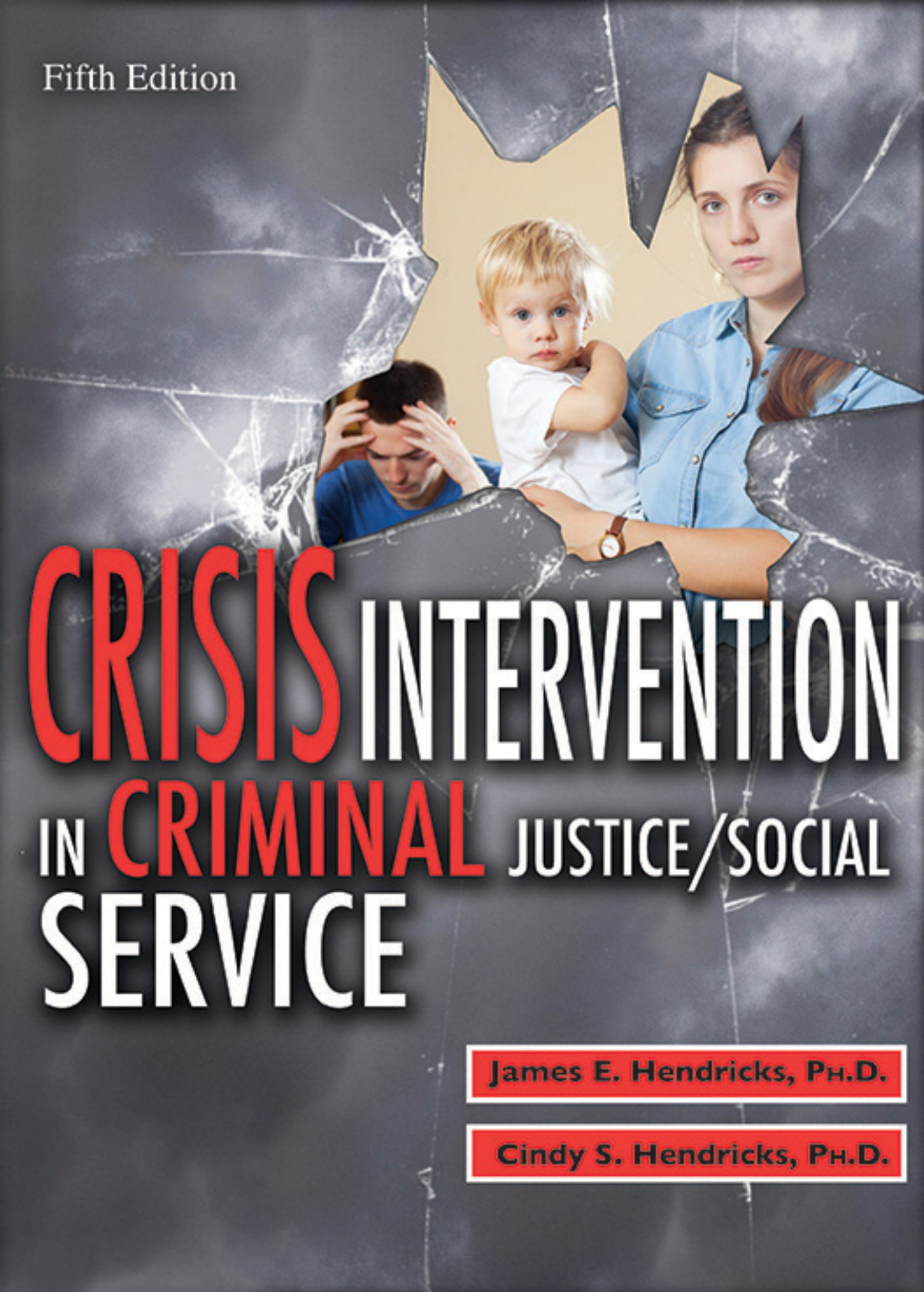


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A photograph of a family—a woman, a man, and a young child—seen through a large, jagged hole in a dark, shattered glass surface. The woman, on the right, has a serious expression. The man, on the left, has his hands on his head in a gesture of distress. The child is in the center, looking directly at the camera with a neutral but somber expression. The background behind them is a plain, light-colored wall.

**CRISIS INTERVENTION**  
IN **CRIMINAL** JUSTICE/SOCIAL  
**SERVICE**

**James E. Hendricks, Ph.D.**

**Cindy S. Hendricks, Ph.D.**

**CRISIS INTERVENTION  
IN CRIMINAL JUSTICE/  
SOCIAL SERVICE**



**Fifth Edition**

# **CRISIS INTERVENTION IN CRIMINAL JUSTICE/SOCIAL SERVICE**

*Edited by*

**JAMES E. HENDRICKS, PH.D.**

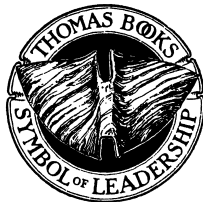
*Professor and Chairperson Emeritus  
Ball State University  
Muncie, Indiana*

*and*

**CINDY S. HENDRICKS, PH.D.**

*Professor of Education  
Bowling Green State University  
Bowling Green, Ohio*

*(With 13 Other Contributors)*



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## CONTRIBUTORS

**Ashley L. Aiken, M.P.A.**, is an instructor of criminal justice and criminology at Ball State University. She holds a Master's Degree in Public Administration with a Criminal Justice Concentration from the same institution. Mrs. Aiken was previously employed with BI, Inc., specializing in monitoring offenders on probation and parole who were on electronic monitoring, including basic RF (radio frequency), GPS, Alcohol, and Voice Recognition. Mrs. Aiken also worked closely with those agencies responsible for said offenders, including the Department of Homeland Security and Federal Probation and Parole.

**Daniel E. Ashment, M.P.A.**, graduated with degrees in Sociology and Psychology from Utah State University. He received a Masters of Public Administration with a Criminal Justice Concentration from Ball State University. He has several years of field experience in policing. He has worked with police departments to gain accreditation, in education in the prison system, and with the Federal Government. He has taught criminal justice in higher education for over six years. Presently, he is employed as a special agent for the United States Customs Service.

**Bernard E. Blakely, Ph.D.**, is professor emeritus of sociology at Ball State University and has been director of a number of social service-oriented grants. His field experience includes gerontology and consultation. His areas of expertise are applied research in elder abuse and teaching research methodology.

**Michael G. Brecci, Ph.D.**, is a professor and chairperson in the School of Law Enforcement at Metropolitan State University and was formerly a professor of criminal justice at St. Cloud State University, Minnesota. Dr. Brecci has field experience as a probation and police officer. His publication record, as well as his consulting work, is varied and extensive. In particular, Dr. Brecci is well known in the area of police responses to domestic violence.

**Michael P. Brown, Ph.D.**, is a professor of criminal justice and criminology at Ball State University. He holds a doctorate in Sociology from Western Michigan University and has also taught at Utica College of Syracuse University. Dr. Brown's interest in criminal justice and criminal justice education has led to involvement as a program evaluator and in academic program assessment. In addition to criminal justice education and program assessment, he also has research interests in community-based corrections and intermediate sanctions. Dr. Brown has conducted extensive research in, and has presented on, the topic of ethics and ethical decision making in criminal justice.

**Bryan D. Byers, Ph.D.**, is professor of criminal justice and criminology at Ball State University. His previous teaching experience includes faculty positions at Valparaiso University and the University of Notre Dame. Dr. Byers has published six books in the areas of social psychology, elder abuse, and criminal justice and is the author of over 40 journal articles and 30 national presentations. He also has served as a deputy coroner, an adult protective services investigator, and youth leader. Dr. Byers' expertise in crisis intervention and death notification includes years of research, in-service training, and experience.

**Jennifer R. Christman, M.P.A.**, is an instructor of criminal justice and criminology at Ball State University. She holds a Master's Degree in Public Administration with a Criminal Justice Concentration from the same institution. Mrs. Christman has over six years of experience working in adult correctional institutions in the State of Indiana as an instructor and counselor. She also has extensive experience working with court-ordered juveniles in an independent living treatment setting.

**Richard D. Clark, Ph.D.**, is a professor at John Carroll University near Cleveland, Ohio. His previous teaching experience includes a position on the criminal justice faculty at Bowling Green State University. Previously, he was employed as a project director with a four-year longitudinal project assessing reactions to violent (homicide, suicide and accidents) and natural death. Dr. Clark has extensive experience in the areas of juvenile delinquency and victimization. He has served as a juvenile justice staff member as well as a research analyst. Dr. Clark has published extensively.

**Diane M. Daane, J.D.**, is a professor of criminal justice and criminology at the University of South Carolina at Spartanburg. Prior to her service at Spartanburg, she was a criminal justice faculty member at Ball State University and also served as a faculty member at Kearney State College in Kearney, Nebraska. She has worked as a staff defense attorney and provided legal assis-

tance to the U.S. Department of Justice as well as having served as a halfway house supervisor and correctional caseworker. She has published and presented a number of papers on the subjects of rape reform and the legal aspects of rape.

**Ronald Dolon, Ed.D.**, is employed at Ball State University as a professor of social work and faculty member of the Indiana Victim Assistance Academy. In addition to his teaching and research experience, Dr. Dolon has served as an adult protective services investigator, a caseworker for the Department of Public Welfare, a school social worker, and a mental health consultant. Currently, he serves as a consultant to various agencies dealing with elder abuse and victim advocacy. His research areas include older battered women, caregiving, and humor as stress management.

**Eric L. Dungan, L.C.S.W.**, has worked professionally since 1996 in both the criminal justice and social work fields. His first job was at the Henry County Youth Center in New Castle, Indiana, and he has worked with other troubled youth in various other juvenile facilities. He supervised a treatment program for the Youth Opportunity Center in Muncie, and worked with abused children while employed with Comprehensive Mental Health Services. Eric has also worked with chronically mentally ill adults and sex offenders. He earned his BS in Criminal Justice from Ball State University in 1997 and his Master of Science in Social Work from the University of Louisville in 2006; he became a Licensed Clinical Social Worker in 2010. Eric transitioned to the Department of Veteran Affairs and began his work with the Mental Health Intensive Case Management Team, then served as the department head of the Voluntary and Community Resources Program before being named Veterans Justice Outreach Coordinator. Eric is developing four Veterans Treatment Courts for East Central Indiana. The relationship between Delaware County's justice system and Veteran's Administration was listed as best practice through the VA system in 2012.

**Cindy S. Hendricks, Ph.D.**, is a professor of education at Bowling Green State University. As a scholar in the areas of reading and addressing the affective domain of children's learning, Dr. Hendricks has published numerous journal articles and a book entitled *Sensitive Issues: An Annotated Guide to Children's Literature K-6* (Oryx). Dr. Hendricks is a former Chair of the Board of Directors of the American Reading Forum and is a member of the International Reading Association and Association of Literacy Educators and Researchers. She has also presented nationally and has engaged in various consulting capacities. Prior to her service in Bowling Green State University's College of Education and Human Development, she was a faculty member in education at Ball State University.



**James E. Hendricks, Ph.D.**, is Professor and Chairperson Emeritus at Ball State University. Previously, he was a member of the University of Tennessee and the Southern Illinois University faculties. His field experience includes the positions of police officer, Chief Deputy Sheriff, deputy coroner, director of a victim advocate program, correctional psychologist, and mental health worker. In addition, Dr. Hendricks served as a combat marine corpsman in the Vietnam War. His research interests include crisis intervention, law enforcement, and victim advocacy. He has authored/coauthored or edited/co-edited 15 books, authored over 50 journal articles, and produced a DVD on cultural competency. Dr. Hendricks is a diplomate and certified crisis intervener of the American Board of Examiners in Crisis Intervention. He was also a member of the Education and Training Committee of the International Association of Chiefs of Police for over a decade.

**Janet E. Mickish, Ph.D.**, former Executive Director of the Colorado Coalition on Domestic Violence for over eight years, is currently a professor of sociology at Regis University. For more than 30 years, she has worked on issues associated with violence and social control, and has published extensively in these areas. Her field experiences include work in domestic violence and rape/sexual assault crisis intervention. Prior to her service on the coalition, she was employed as a criminal justice faculty member at Ball State University.

**Veronica L. St. Cyr, M.P.A.**, is a graduate of Ball State University with degrees in criminal justice and public administration. She is currently working in the security field, is a licensed private investigator, and has worked in adult probation. She has achieved the rank of black belt in Tae Kwon Do and is a 2004 Professional Karate Commission (PKC) Indiana State and National Champion as well as a 2005 United States Karate Alliance (USKA) National Champion.

**To Lisa and her family – Joe, Karley, and Katy:**

We are so happy and pleased that we were united with Lisa last year after a 47-year absence. Lisa is a very special person, as is her husband, Joe, and our granddaughters, Karley and Katy. Having you in our lives makes us complete. We are honored and blessed to have you with us.

**To Ralph and Elizabeth Gillespie:**

You, too, are very special to us. What a joy to have such supportive in-laws/parents. You are so loving and so giving of yourselves. We are so very blessed to have you with us. Your kindness, support, and unconditional love are always appreciated. Thank you for being you.

**To all who fought and died in the Vietnam/American War:**

“The war is over for me now, but it will be with me for the rest of my days.” I returned to my second home in 2013, and only then did I realize it was my second home. Thank you to Gerry Waite for making the trip possible, and to John Mann, Greg Wagner, and Arnie Erickson for making that journey with me. I am fortunate that so many of my comrades in arms gave of themselves so that I could return stateside and go on with my life. I hope I have made them all proud, by doing the best that I could with my life. To those who did return, we continue to be the walking wounded in ways most people will never understand, and we must persevere. You will always be my Brothers in Arms.

**Darkhorse – 3rd Battalion, 5th Marines, 1st Marine Division, Vietnam Class of 1969:**

It was an honor and a privilege to serve as a Corpsman in the United States Navy and the United States Marine Corps.



## INTRODUCTION

This collection of original works is intended for pre-service and in-service criminal justice and social service crisis interveners. Intervenors are those persons who come into contact with victims of domestic violence/spouse abuse, child abuse and neglect, elder abuse and neglect, rape and sexual assault, loss of a loved one, or any other type of crisis. Intervenors come in many forms – they are firefighters, police officers, social workers, childcare caseworkers, correctional personnel, probation/parole officers, clergy, emergency medical personnel, victim advocates, shelter care personnel, psychological counselors, and professionals from many other criminal justice and social service areas.

The purpose of this book is to provide theoretical, analytical, and practical knowledge for first responders. Face-to-face interaction with the client/victim is part of the comprehensive approach advocated by this book, which requires intervenors to assess the nature of a crisis, and the condition of the victim, to determine the appropriate course of action.

For the victim, a crisis can be a crossroads of danger and opportunity. Intervenors must recognize and respond to that opportunity, providing the necessary support to the victim, who is often in a heightened state of anxiety. Effective communication skills, along with adequate training and preparation for intervention, are keys to quality interaction between the intervener and the client/victim.

Each chapter in this book offers a theoretical overview of a particular facet of intervention, as well as models and methods for applying crisis theory to crisis situations faced by intervenors. Although crisis situations are composed of similar elements, each crisis is unique within the personal domain due to individual diversity. The comprehensive balance of theory and practice presented in this volume should enable the intervener in coupling his/her general knowledge of human psychology and emotional crisis with the specific and novel characteristics of various crisis situations. Effective crisis intervention assists victims to become survivors.

This volume represents the Fifth Edition of *Crisis Intervention in Criminal Justice/Social Service*. This volume retains important information, in a revised format, from previous editions while adding important and timely topical information. It is our hope that the reader will find the information valuable in the delivery of crisis intervention within the domains of criminal justice and social services.

James E. Hendricks  
Cindy S. Hendricks

## ACKNOWLEDGMENTS

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**CRISIS INTERVENTION  
IN CRIMINAL JUSTICE/  
SOCIAL SERVICE**



(Lindemann, 1944). Later, social service and criminal justice agencies assumed the bulk of assistance given in this country (Caplan, 1964). Today, criminal justice agencies are important conduits to crisis intervention (Hendricks, McKean, & Hendricks, 2010; Romano, 1990).

While the focus of this book is on the relationship between crisis intervention and the substantive fields of criminal justice and social service, it is important to develop a theoretical foundation of crisis theory. Therefore, this chapter begins with a definition of a crisis. The chapter then turns to a discussion of the origins and foundations of crisis theory. We then address the anatomy of individual crisis situations. That discussion is followed by the topic of crisis and community. We follow with important interpersonal communication skills that facilitate crisis intervention. Crisis assessment is then addressed and this is followed by a discussion of the crisis intervention process. The final three topics in the chapter deal with crisis intervention in criminal justice/social services, crisis intervention and cultural diversity, and the government's role in promoting crisis intervention. First, we begin with the definition of a crisis.

### DEFINING "CRISIS"

Since crisis intervention has been shown to be effective in countering many types of dangerous emotional and mental reactions, professionals require a sound definition of what a "crisis" is to determine when, and where, assistance is needed. It is important to note, however, that a crisis is a response to an event or set of events that occur in a person's life. Crisis-producing events are referred to in the literature as "precipitating events" or "hazardous events" (Byers, 1987; Hendricks, McKean, & Hendricks, 2010).

The *Encarta World English Dictionary* (2001, p. 340) defines a crisis as "a situation or period in which things are very uncertain, difficult, or painful, especially a time when action must be taken to avoid complete disaster or breakdown" and "a time when something very important for the future happens or is decided." Past research seems to support this definition. Both Caplan (1964) and Quierdo (1968) observed the instability of persons in times of crisis. Also, Aguilera, Messick, and Farrell (1970) defined a person in crisis as one who has reached a turning point in his or her life. Repeatedly, these definitions surface, in one form or another, throughout the literature. Drawing on these classical views, Byers (1987) defines a crisis as: "The unpleasant psychological and social feelings/sensations, which result from the onset of a perceived insurmountable stressful life event, disrupting stability, and accompanied by an inability to adjust or cope" (p. 105).

## Chapter 1

# HISTORICAL AND THEORETICAL OVERVIEW

JAMES E. HENDRICKS AND BRYAN D. BYERS

### INTRODUCTION

The fields of crisis theory and intervention have received considerable research attention during the latter half of the twentieth century (Lindemann, 1944), but the field has not been stagnant given recent crisis intervention scholarship (James & Gilliland, 2013; Roberts, 2005; Wainrib & Bloch, 1998). The field of crisis intervention has realized a renewed popularity. Many have realized the utility of crisis intervention theory and techniques in responding to crisis events that have adversely impacted individuals within the contexts of disastrous events in our schools and communities. School shootings, acts of domestic terrorism, and natural disasters have all helped us to realize the applicability of crisis intervention skills for those in crisis.

All individuals experience crises in life in response to personal and societal events, and these crises often call for the attention of concerned others. Until recently, our society was composed largely of tightly knit extended and nuclear families; they provided assistance to family members when crises arose. The greater mobility of subsequent generations, however, caused the ties that held families together to unravel. Thus, family members were denied immediate and, many times, long-term contact with supportive persons they had depended on in the past. Therefore, crisis intervention expanded beyond the domain of the family unit becoming professional in nature.

Professionals responded accordingly to the growing demand of crisis-related issues in society and individual responses. The already-established fields of psychiatry, psychology, and medicine supplied the earliest forms of assistance

Since a crisis disrupts stability, change is a natural consequence. Rapoport (1962) and Lindemann (1944) each noted that a crisis usually involves change. Likewise, Erickson (1959) recognized that crisis entails the unexpected, but he extended this definition to include changes that take place naturally during the human growth and aging cycle. Noting the common elements in these definitions, Hendricks (1985) and Hendricks, McKean, and Hendricks (2010) derived the following elements that may precede, accompany, or follow a crisis:

- Anxiety and stress produce a hazardous event (crisis).
- The event occurs suddenly and unexpectedly.
- The event may be one single event or a number of events.
- Stress mounts, as the person is unable to effectively cope or solve the problem.
- As a result of overwhelming stress and failure to adequately cope with stress, maladaptive behavior ensues.
- The crisis gains momentum and personality fragmentation occurs.
- As this crisis is occurring, there is increased likelihood that another crisis will occur (a common crisis-producing event is the feeling that “I have failed to cope adequately”).
- The crisis victim/survivor moves toward specific types of maladaptive behavior, including criminal behavior.
- If effective intervention does not occur, the crisis victim/survivor reaches a physical and psychological breaking point and permanent damage is likely.

These authors also list the characteristics of those who may be particularly prone to a crisis as a result of unexpected external events or amplified reactions to developmental changes found in life. The reader might bear in mind that these are potential, common social and individual characteristics of those who may experience a crisis, are not necessarily exhaustive, and may be present in those who do not experience crises or hazardous events. The following traits may be referred to as *crisis risk factors*:

- Unemployment, underemployment, or dissatisfaction with one’s present occupation or position.
- Drug abuse (including alcohol).
- Difficulty coping with minor problems, i.e., problems encountered by the general population on a daily basis.
- Low self-esteem, persistent feelings of insecurity.
- History of unresolved crises or emotional disorders.
- Underutilization of support systems and minimal access to support system (personal, family, social).
- Few permanent relationships (lack of social integration with others).
- Feelings of alienation from others (family, friends, society).
- Demonstrates impulsiveness and an uncaring attitude.