

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan), on behalf of Bucks County Department of Behavioral Health & Developmental Programs, invites you to attend a

FREE online interactive live CE webinar:

CRISIS DIVERSION AND DE-ESCALATION STRATEGIES FOR COMMUNITY SETTINGS

This workshop is a skill building opportunity to help staff increase their knowledge, ability and understanding of the value of implementing crisis management activities in the community. Training will provide strategies to implement during crisis situations in the community. This training event will cover similar content as was offered during the 2025 Crisis training, and the addition of the local crisis perspective. Please feel free to attend as a refresher if you have previously attended. All new children's services staff in Bucks County are encouraged to attend this training, as well as any staff working with youth and families in community-based settings.

Date: **October 15, 2026**

Time: 9:00 AM to 3:00 PM *(Please log in by 8:45 AM)*

Location: Teams

System

Requirements: A device with internet connection and speakers to participate in live, interactive webinar.

Cost: **Free of Charge** - Registration is required.

Registration: Please [register here](#) in advance. After registering, you will receive a confirmation email containing information about joining the meeting.

Presenters:

Erica Chestnut-Ramirez, MC, LIAC

Erica is the Regional Vice President of EMPACT-Suicide Prevention Center, Trauma Healing Services, overseeing 850 staff, who primarily work in crisis mobile, outpatient (adults, youth and family), trauma healing, suicide prevention, ACT Teams and suicide prevention programs and National 988 Crisis Call/Chat Centers. Erica is a 2002 graduate of Arizona State University's Masters of Counseling Program and is independently licensed as a Substance Abuse Counselor through the Arizona Board of Behavioral Health. Erica has been working in the public mental health system in AZ for 20 years. Through her career she has worked with all major populations, including individuals with a severe mental illness, adult and children's outpatient services and over twelve years' experience in crisis services (adult and child). She is an instructor in crisis training and suicide prevention, including serving as a lead instructor for the Phoenix-Metro CIT Program. In addition to managing outpatient programs, she also currently oversees more than 15 Crisis Mobile Teams, which respond to roughly 10,000 community-based crisis calls a year, with a community stabilization rate of nearly 80%!

Detective Nick Margiotta, M.Ed. (Retired)

Nick has twenty years' experience working on improving public safety and the quality of life in communities by the effective integration and utilization of the Public Health System. He has been a police officer for twenty years and served as the Phoenix Police Department's CIT Coordinator. He is the President of Crisis System Solutions and previously served as the Board Secretary for CIT International. Utilizing a "System Engineer" perspective, he has extensive experience in Crisis Services, Homelessness, Crisis Intervention Team (CIT) Programs, Veteran Issues and suicide prevention. He has worked closely with Community Behavioral Health, Law-Enforcement and various community stakeholders to develop and help connect silos of care and services which have improved quality of care, efficiency and fiscal accountability. During his career, he has also served on more than a dozen related boards/committees and is the recipient of the Arizona State University's Center for Applied Behavioral Health Policy -Advocacy Award. He has trained over two thousand officers and behavioral-health practitioners, facilitated approximately fifty 40-hour CIT Classes, authored "The Five-Legged Stool: A Model for CIT Program Success" published in The Police Chief Magazine and "No Wrong Door" Integration of Law Enforcement with Crisis Stabilization, published in the National Council for Behavioral Health, National Council Magazine - Crisis Edition. He has been selected for numerous national presentations related to behavioral health and crisis services.

Presenters' Disclosure:

Detective Nick Margiotta, M.Ed. and Erica Chestnut-Ramirez, MC, LISAC have no relevant financial relationship commercial interest that could be reasonably construed as a conflict of interest.

Continuing Education: CE clock hours are approved for counselors and social workers.

Target Audience: This activity is targeted for School personnel, Case managers, Intensive Behavioral Health Services (IBHS) clinicians, Family Based Services clinicians, Outpatient Services clinicians, Child-serving system partners, and all respective supervisors of these departments are also encouraged to attend. Additionally, this activity is targeted for intermediate skill level addiction professionals, counselors, and social workers. The counselor skill group for addiction professionals is case management.

Training Goal: The goal of this presentation is to provide increased understanding of interventions for non-crisis staff, to implement crisis management in the community.

Learning Objectives:

- At the conclusion of the training, participants will be able to:
- Identify the difference between a mental health "emergency" and a mental health "crisis"
- Identify at least three key benefits of crisis prevention by community-services staff (i.e. BCM, IBHS, CYS)
- Explain the value of using proactive crisis planning documents
- Understand the crisis cycle and key concepts of crisis
- List at least three key strategies employed in crisis de-escalation
- Understand the importance of communication in crisis
- Identify ways that you can ensure safety for yourself and those around you

- Identify behavior support techniques to utilize with children
- Demonstrate how to effectively work with families in crisis
- Identify special considerations in working with individuals with different disorders
- Demonstrate the use of a risk-assessment tool
- Identify strategies for assessing suicide/homicide risk
- Identify risk factors for suicide for adults, adolescents and children
- Discuss protective factors and how they are utilized to support in crisis Discuss lethality of chosen plan
- List four contributing risk factors for violence
- Identify the three levels of crisis intervention

Course Outline:

- Benefit of Crisis Prevention by Community Services
- Crisis Prevention & Plans
- Crisis De-Escalation Techniques in Community-Based Settings
- Family Systems Theory & Additional Diagnostic Risks
- Risk-Assessment Tools
- Post-Crisis Planning

AGENDA

8:45 A.M. – 9:00 A.M.	Registration
9:00 A.M.– 9:10 A.M.	Introduction Bucks County Behavioral Health & Developmental Programs
9:10 A.M. – 10:30 A.M.	Crisis Prevention Outpatient/Case Management De-Escalation Techniques
10:30 A.M. – 10:40 A.M.	Break*
10:40 A.M. – 11:20 A.M.	Diagnostic Risks & Symptoms/Family Systems Theory
11:20 A.M. – 12:00 P.M.	Risk-Assessment Tools & Exercises Part 1
12:00 P.M. – 12:30 P.M.	Lunch*
12:30 P.M. – 1:55 P.M.	Risk-Assessment Tools & Exercises Part 2
1:55 P.M. – 2:05 P.M.	Break*
2:05 P.M. – 2:20 P.M.	Child & Family Focus: First Episode Psychosis Program* Keith Karabin
2:20 P.M. – 2:30 P.M.	Lenape Valley Foundation Crisis * Erin McGrody
2:30 P.M. – 2:45 P.M.	Post-Crisis Planning
2:45 P.M. – 2: 55 P.M.	Next Steps
2:55 P.M. – 3:00 P.M.	Questions, Answers/Adjourn

**Not eligible for CE Clock Hours*

Eligible CE Clock Hours (4.25)

Upon request, all other health care professionals completing this event will be issued a certificate of participation. For information on applicability and acceptance of CE credit for this activity, please contact your professional licensing board.

How to Obtain CE Clock Hours

To obtain CE clock hours you must attend the live webinar in its entirety and complete the course CE evaluation via a web link to be given after the conclusion of the course. Upon completing the course requirements, you will be issued a certificate. Partial attendance is not accepted. After completion of course requirements, a certificate will be issued online to download and print.

If you have questions about the course requirements or CE clock hours, contact:

Chasie Hubbs, MS

Magellan Behavioral Health of Pennsylvania

E-Mail: hubbsc@magellanhealth.com

CE Approval Statements

LSW/LCSW/LPC/LMFT (PA SBSWE Licensed Social Workers in Pennsylvania)

Drexel University College of Medicine is a preapproved provider of continuing education for Social Workers and Clinical Social Workers. This program is being offered for up to [1] hours of continuing education.

Commercial Support

Magellan Health did not receive any commercial support for this continuing education programs. If you have questions or would like additional information regarding the content or level of this activity, the speaker's potential or known conflicts of interest, activities not offered for CE credit, and/or technical assistance, contact:

Chasie Hubbs, MS

Magellan Behavioral Health of Pennsylvania

E-Mail: hubbsc@magellanhealth.com

Requesting Special Accommodations

Magellan Health will make reasonable accommodation for participants with physical, visual, or hearing impairments. To arrange appropriate accommodation, contact:

Chasie Hubbs, MS

Magellan Behavioral Health of Pennsylvania

E-Mail: hubbsc@magellanhealth.com

Complaints and Grievances

To express a complaint or grievance, contact:

Drexel/CE Administrator

E-mail: Luisa Lewis at l1826@drexel.edu

Continuing Education Policy and FAQs

Contact Drexel/CE Administrator at Luisa Lewis, ll826@drexel.edu, to request a copy of the Continuing Education Policy and FAQs.

This Training is Co-Sponsored by:

