

StreetWorks Safe Harbor Training 6/15/16
De-escalation Best Practices

Topic: De-escalation Best Practices

Critical Points Covered:

1. Environmental and situational factors play as important a role in a crisis as the actions of the participants, and the proper response to a crisis must reflect both the actions of the person in crisis and those other factors.
2. The crisis respondents have the ability to affect a crisis in both negative and positive ways.
3. There is rarely just one “correct” response to each crisis situation. Rather, the correct response often involves recognizing and promoting the options available in each situation.

Presenters: Katharine Adams, Salvation Army/Booth Brown



Katharine Adams is currently the Assistant Program Director for The Salvation Army Booth Brown House, an emergency shelter and housing program for youth. She has worked for Booth Brown House for over fourteen years, starting in the now defunct Girl’s Adolescent Shelter Program as a direct care staff and Shelter Supervisor. After the Girls’ Shelter closed, Ms. Adams became the Operations Specialist for Booth Brown House’s site-based Transitional Living and Permanent Supportive Housing programs. As the Operations Specialist, Ms. Adams coordinated operational activities and property management functions. She was responsible for the hiring, training and supervision of all Resident Assistant staff. Ms. Adams was also instrumental in the opening of Booth Brown House’s Emergency Shelter in 2012. In her current position as the Assistant Program

Director, Ms. Adams oversees property management and is heavily focused on landlord/tenant relations. She continues to provide training to all staff in a variety of areas including crisis intervention, CPR and first aid, and The Salvation Army’s Safe From Harm training program. Ms. Adams attended Lake Forest College and holds a Bachelor’s Degree in Psychology.

James Scott, Lutheran Social Service/StreetWorks



James Scott is the Senior Program Manager for StreetWorks, a collaborative of youth serving agencies in the seven county metro area and a program of Lutheran Social Services. Before joining StreetWorks, James Scott worked for HCMC’s Inpatient Psychology Department and managed the shelter, transitional living and outreach program for Hope Street in South Minneapolis. During his time with Hope Street, James Scott worked as a street outreach case manager. Before his career working with youth experiencing homelessness, James Scott worked for Sesame Street Live and was widely regarded as “a very good Cookie Monster.” James Scott received a B.A. in History from the University of Minnesota Twin Cities.

Learning Objectives:

1. Attendees will understand how to identify a crisis.
2. Attendees will understand their role and responsibility in a crisis.
3. Attendees will understand the importance of the work done prior to and after a crisis.

Be sure to save the date for the next StreetWorks Safe Harbor Trainings!

6/15 – Rondo Library
8/17 – LSS State Center
10/19 – Rondo Library
12/21—LSS State Center
2017 dates and location TBA

We are excited to embark on this journey with all of you as we work to improve outreach and services to at-risk and sexually exploited youth throughout the Twin Cities metro area.

Thank you on behalf of LSS and the Streetworks Collaborative

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*Funding for this series of trainings is made possible through the Department of Human Services/O.E.O

