

OHRA Crisis Response Operations Manual

Section 1. Purpose and Scope

This Operations Manual establishes the operational framework governing the crisis intervention and coordinated human and social services provided by OHRA. The manual ensures standardized procedures, ethical service delivery, and measurable accountability across all crisis response activities.

The manual applies to all staff, volunteers, contractors, and partner organizations participating in OHRA crisis response systems including hotline services, walk-in services, outreach engagement, and partner referrals.

Primary objectives include:

- Ensure rapid stabilization of individuals in crisis
- Protect client dignity and rights
- Provide trauma-informed coordinated services
- Maintain legal and ethical compliance
- Ensure data-driven accountability

Section 2. Organizational Structure

2.1 Governance

OHRA crisis services operate under a multi-layer governance framework consisting of:

- Board of Directors

- Executive Director
- Clinical Oversight Committee
- Data and Compliance Committee
- Community Advisory Council

2.2 Operational Leadership

Key operational leadership roles include:

Executive Director Responsible for overall organizational leadership and accountability.

Program Director – Crisis Services Oversees crisis response programs and operational compliance.

Clinical Consultant Provides supervision for high-risk cases.

Data and Compliance Officer Manages reporting, monitoring, and quality assurance.

2.3 Operational Staff

Operational staff roles include:

Intake Specialist Responsible for initial contact and rapid screening.

Crisis Responder Provides immediate stabilization and psychological first aid.

Case Manager Coordinates long-term service planning and referrals.

Advocacy Specialist Supports legal navigation and systemic advocacy.

Section 3. Crisis Response Framework

3.1 Crisis Intake and Immediate Stabilization

Initial Response Standard All crisis contacts must receive a response within 30 minutes.

Contact Channels

- Hotline
- Walk-in
- Referral
- Outreach encounter

Immediate actions include:

1. Establish safety
2. Conduct suicide or violence risk screening
3. Provide psychological first aid
4. Begin rapid needs assessment

3.2 De-escalation Protocols

Staff use trauma-informed techniques including:

- Calm communication
- Active listening
- Non-judgmental engagement
- Grounding techniques

3.3 Immediate Stabilization Outcomes

Expected outcomes include:

- Immediate safety
 - Emotional stabilization
 - Safety planning
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Section 4. Client Rights and Ethical Standards

All OHRA services must protect client dignity and autonomy.

Clients must be informed of:

- Confidentiality protections
- Consent requirements
- Voluntary participation
- Complaint procedures

Staff must:

- Protect confidentiality
 - Avoid coercion
 - Respect cultural and linguistic differences
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Section 5. Trauma-Informed Engagement

OHRA services follow five trauma-informed principles:

Safety Choice Collaboration Empowerment Cultural humility

Staff must avoid re-traumatization by minimizing repeated recounting of traumatic experiences.

Section 6. Comprehensive Case Management

6.1 Assignment

Clients are assigned a Case Manager within 24 hours.

6.2 Assessment

Comprehensive assessment occurs within 72 hours and includes:

- Housing status
- Food security
- Medical needs
- Mental health
- Legal needs

6.3 Individual Service Plan

Each client receives an Individual Service Plan developed collaboratively.

Section 7. Integrated Referral System

OHRA maintains partnerships with external service providers.

Referral sectors include:

- Housing

- Healthcare
- Mental health
- Legal aid
- Employment services

Warm referrals require direct coordination and confirmation of service access.

Section 8. Advocacy and Legal Navigation

OHRA advocates assist clients with:

- Court navigation
- Legal documentation
- Rights education

Advocates coordinate with legal service partners.

Section 9. Safety and Mandatory Reporting

Staff must conduct risk assessments and comply with all mandatory reporting laws.

Reportable situations include:

- Child abuse
- Domestic violence
- Human trafficking

Incident reports must be filed within 24 hours.

Section 10. Documentation Standards

All services must be documented in the OHRA secure data system.

Required records include:

- Documentation Intake
- Safety plans
- Individual service plans
- Referral confirmations

Documentation must be completed within 24 hours.

Section 11. Monitoring and Evaluation

Performance indicators include:

- Crisis response time
- Case plan completion
- Service referral uptake
- Housing stability

Quarterly reviews are conducted to evaluate program effectiveness.

Section 12. Staff Training

All staff must complete training in:

- Crisis intervention
- Trauma-informed care
- Confidentiality and ethics
- Cultural competence

Training occurs annually.

Section 13. Risk Management

OHRA implements risk management protocols to protect clients and staff.

Risk areas include:

- Safety risks
- Data security risks
- Legal compliance risks

Mitigation strategies include staff supervision and audit reviews.

Section 14. Data Governance

OHRA maintains strict data protection policies including:

- Secure databases

- Role-based access
- Encryption and backups

Data reporting supports program evaluation and grant compliance.

Section 15. Continuous Quality Improvement

Quality improvement activities include:

- Client feedback surveys
- Staff review meetings
- Program evaluation reports

Corrective actions are implemented when performance standards are not met.

Section 16. Partnerships and Coordination

OHRA collaborates with:

- Government agencies
- Nonprofit service providers
- Healthcare systems
- Legal service organizations

Partnerships are governed through Memoranda of Understanding.

Section 17. Sustainability Strategy

OHRA ensures sustainability through:

- diversified funding
- federal grants
- philanthropic support

Operational continuity plans ensure long-term service availability.

Section 18. Appendices

Appendix A: Standard Operating Procedures

Appendix B: Risk Assessment Templates

Appendix C: Safety Plan Template

Appendix D: Individual Service Plan Template

Appendix E: Incident Reporting Form

Appendix F: Monitoring and Evaluation Indicators

Appendix G: Staff Training Curriculum