

Presented by Seneca in partnership with Alameda County Behavioral Health

EQ-4 Module 5 & 6-Ensuring Safety in the Community for Staff, Youth and Families: Responding to Crisis Phone Calls & Texts & Crisis Communication & Evasion

WHEN:

Date: May 20th 2026

Time: 9:30am - 11:30am

For Registration:

[Click Here!](#)

INTENDED FOR:

Alameda County Behavioral Health and Contracted Providers staff.

About the Course:

In the first segment of this training, participants will discuss how to identify when crisis communication is needed and how to utilize a self-control plan to remain calm in crisis. This training will also review key principles of crisis communication such as using short sentences, focus on the desired behavior, use of voice tone, and the importance of body language.

In the second segment of this training, the group will focus on strategies that providers can use if a crisis escalates to a point that is physically unsafe for staff, family, or client. Discussion will focus on harm-reduction strategies in the event objects are thrown, someone is being hit or kicked, as well as techniques to evade and escape dangerous situations.

Throughout both segments, there will be a discussion of how bias can impact judgements about safety, responses to safety, and personal comfort levels of safety. Participants will receive strategies to mitigate this bias and reactions.

Class Learning Objectives:

- Participants will be able to identify key strategies in crisis communication and utilize them successfully if a crisis should occur.
- Participants will be able to utilize harm-reduction strategies and/or evasion techniques if a physically unsafe situation should occur.
- Participants will be able to identify opportunities for bias or judgement to impact the process of safety planning and/or community safety.
- Apply skills learned in EQ-4 to work with children, youth, and families
- Seek ongoing supervision and consultation to explore how concepts learned in EQ-4 training manifest in the work

About the Presenter:

Kijafa Idalliah, MPA has an educational background in History (BA) with particular emphases on US cultural historical experience of African American post-civil war and Public Administration (MPA) which focused on non-profit management from the California State University Northridge. Ms. Idalliah has over 15 years of experience providing services to youth in care and is a skilled trainer in supporting a variety of staff, including clinicians, improve services for youth in care. Ms. Idalliah is adept at centering the experiences of marginalized youth in care, with a special focus on the black experience in the context of mental health services for non-profit providers. Ms. Idalliah also has expertise in facilitating trainings on culturally relevant and restorative anti-oppressive practices in non-profit services delivery.

In this course, Ms. Idalliah will guide participants through conversations that will support improved treatment outcomes for clients through addressing bias in relation to social location to help ensure more equitable, individualized, and effect care. These measures will ensure that disparities in clinical interventions are reduced and serve to increase patient trust and engagement in the treatment process. The training will focus on increasing cultural competency to promote self-awareness for providers to safeguard best practices in services to youth and families.

Certificate of Completion

If eligible, please request your certificate using the [Certificate Request Form.](#)

[To Register: Click Here!](#)

Registration assistance: training@senecacenter.org, (510) 654-4004

If you must cancel enrollment, please do so at least 72 hours in advance of the training.

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