Unit 5 Key Terms

- **Crisis**: Defined by the person who is in crisis, it refers to a state of change that challenges the person’s ability to cope. In human service work, clients sometimes seem to adopt a crisis state as their normal approach to situations.

- **Crisis management**: Refers to procedures used to organize and implement interventions during a crisis situation.

- **Stabilization**: The process of helping clients find equilibrium in their lives, usually by connecting them with appropriate services (e.g., homeless find emergency housing).

- **Prevention**: A series of planned actions designed to anticipate possible future problems. Human services workers teach clients skills that help them to be self-sufficient.

- **Intervention**: A series of actions used in the presence of a situation/crisis to reduce the impact of that situation on the client’s life.