

CRISIS INTERVENTION APPROACHES IN SOCIAL WORK: EVIDENCE BASED PRACTICE FROM A SYSTEMATIC LITERATURE REVIEW PERSPECTIVE

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Abstract

This study aims to analyze crisis intervention approaches in social work based on evidence based practice through a systematic review of scientific literature published between 2010 and 2025. The method employed is a Systematic Literature Review (SLR) following the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta Analyses) guidelines. Data sources were obtained from international databases (Scopus, SpringerLink, Taylor & Francis, ProQuest, PubMed, and Google Scholar) and national databases (Garuda and Neliti). Out of a total of 785 identified articles, 25 met the inclusion criteria and were analyzed using a thematic approach. The findings reveal four major crisis intervention models commonly applied in social work practice: Roberts' Seven Stage Crisis Intervention Model, Task Centered Practice (TCP), Crisis Oriented Family Therapy, and the Community Crisis Response Model. The Roberts model was found to be effective in reducing acute stress symptoms and enhancing individual coping skills; TCP demonstrated strengths in time efficiency and client engagement; crisis oriented family therapy successfully reduced relational conflicts; while community based models contributed to increased resilience and social solidarity. These findings underscore the importance of integrating evidence based approaches into social work education, practice, and policy development in Indonesia. Further local research is needed to adapt crisis intervention models to Indonesia's socio cultural context, as well as to formulate national policies that establish standard operating procedures for crisis intervention across various social service settings.

Keywords: crisis intervention, social work, evidence based practice, resilience, systematic literature review

I. Introduction

Crisis intervention constitutes a fundamental aspect of social work practice, focusing on addressing emergency and high risk situations experienced by individuals and groups. In contemporary social dynamics, crises may emerge suddenly in various forms, including domestic violence, sudden loss, suicide attempts, natural disasters, family conflicts, and cases involving children in conflict with the law. In such contexts, social workers are required not only to act as first responders but also to deliver services grounded in evidence based practice to ensure that interventions are not merely temporary responses. Evidence based practice enables social workers to make informed decisions based on empirical data and validated research findings, thereby enhancing the effectiveness, measurability, and sustainability of interventions. According to Alkhaldi et al. (2024), social workers operating in crisis situations must integrate trauma informed

care, resilience oriented approaches, and culturally responsive frameworks. This perspective highlights that crisis intervention in social work should be understood as a multidimensional process that extends beyond immediate response to include recovery and post crisis empowerment.

Both in Indonesia and globally, crisis intervention practices continue to face significant challenges. These include the absence of widely recognized standardized intervention frameworks, variations in applied models without consistent evaluation, limited local research to inform policy, and weak integration between field practice and social policy. A review of international literature by Sokol et al. (2021) revealed that most school based crisis interventions lacked strong empirical evaluation; out of 60 studies reviewed, only three provided measurable evaluation data. Similar conditions exist in other social sectors, where crisis interventions are often based on professional intuition or experience rather than consistent empirical evidence. This situation underscores the urgent need for systematic efforts to identify intervention models that are truly effective and contextually relevant.

Within this framework, the Systematic Literature Review (SLR) approach becomes critically important. Through SLR, empirical research findings can be systematically collected, quality assessed, and synthesized to inform policy development and social work practice. This approach ensures that adopted models or strategies are not experimental or ad hoc but are supported by accountable empirical evidence. As noted by Raharjo et al. (2024), community based crisis interventions have been shown to effectively enhance psychosocial well being among older adults, demonstrating that evidence based practice can be applied not only in clinical settings but also in broader social contexts. Such studies illustrate how evidence based principles can be adapted across various forms of intervention, ranging from trauma recovery programs to social empowerment strategies.

The primary objective of this study is to synthesize existing literature on crisis intervention approaches in social work, identify empirically supported models and strategies, and provide recommendations for the development of evidence based crisis interventions in Indonesia. In the synthesis process, globally developed theories and models are compared with practices implemented in Indonesia. As emphasized by Kurre and Bose (2020), understanding the historical development and evolution of crisis intervention models is essential for enabling social work practice to adapt to a country's social, cultural, and public policy dynamics. In Indonesia's highly diverse socio cultural context, adapted models must align with local values and existing social service systems.

Numerous studies indicate that the success of crisis interventions is strongly influenced by their contextual relevance. For example, in school based settings, the PREPaRE model is frequently employed as a framework for addressing psychosocial crises among children and adolescents; however, its effectiveness depends heavily on professional capacity and institutional support. Conversely, in Indonesian community settings involving older adults, Raharjo et al. (2024) found that social activities such as dancing, gardening, and the use of digital technology functioned as effective forms of

crisis intervention by strengthening social relationships and reducing post crisis stress. These examples demonstrate that crisis intervention is inherently contextual—strategies effective in one setting may not be effective in another. Therefore, social workers must integrate global empirical evidence with local contextual understanding to achieve relevant and sustainable outcomes.

Recommendations for developing evidence based crisis interventions in Indonesia must consider real world field conditions. Evidence indicates that during the COVID 19 pandemic, Indonesian social workers were required to adapt to digital and collaborative methods to maintain effective child and family services. This adaptation illustrates that evidence based practice is not static but dynamic, evolving in response to changing social, economic, and technological conditions. Accordingly, the results of this SLR are expected to make a substantive contribution to the formulation of crisis responsive, evidence based social service policies.

Beyond its theoretical contribution, this study holds significant practical relevance for the social work profession. Okonkwo (2025) emphasizes that social workers play a critical role not only in providing immediate assistance during crises but also in long term recovery planning and public policy advocacy. This perspective expands the role of crisis intervention from reactive action to a strategic function in building social resilience. In this context, social workers are expected to enhance their capacity as change agents who not only understand theory but are also capable of implementing it based on robust empirical evidence. Ultimately, crisis intervention in social work is not merely about helping individuals escape dangerous situations but about fostering social systems that are resilient and adaptive to future crises. The integration of evidence based practice with local contextual approaches is therefore essential to strengthening the profession. Consequently, this study not only reviews existing literature but also seeks to formulate implementable recommendations for policy, professional training, and field practice.

This introduction affirms that crisis intervention in social work is a complex yet essential field. The need for evidence based approaches has become increasingly urgent amid rising frequencies of social and environmental disasters and the growing psychosocial challenges faced by modern societies. Through a Systematic Literature Review, this study is expected to contribute significantly to the advancement of social work practice that is more scientific, adaptive, and humanistic—aligned with the profession’s core mission to restore human dignity and well being.

II. Method

This article employs a Systematic Literature Review (SLR) approach in accordance with the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta Analyses) guidelines. This approach was selected because it provides a systematic and transparent framework for searching, selecting, and synthesizing research findings in a measurable manner. According to Page et al. (2021), PRISMA enhances research reliability and replicability by ensuring that each reporting stage is conducted openly and verifiably.

Accordingly, this method is considered most appropriate for identifying up to date empirical evidence related to crisis intervention approaches in social work. Additionally, it enables the development of a strong conceptual foundation for designing intervention models relevant to local contexts.

2.1 Data Sources and Search Strategy

The literature search was conducted using international databases (Scopus, PubMed, ProQuest, Taylor & Francis, SpringerLink, and Google Scholar) as well as national databases such as Garuda and Neliti. The search strategy employed combinations of keywords, including: “crisis intervention” AND “social work,” “psychosocial crisis” AND “evidence based practice,” and “intervensi krisis” AND “pekerjaan sosial.” The use of multiple keyword combinations was intended to capture variations in context and terminology. In line with Xiao and Watson (2019), SLR search strategies should be broad yet focused to minimize selection bias. This approach ensured that relevant quantitative and qualitative studies were comprehensively included.

2.2 Inclusion and Exclusion Criteria

The inclusion criteria applied were: (1) peer reviewed articles published between 2010 and 2025; (2) studies explicitly addressing crisis intervention within the context of social work; (3) articles published in English or Indonesian; and (4) availability of full text versions. Exclusion criteria included non academic publications such as opinion pieces, editorials, or media reports; studies irrelevant to social work contexts; and research with unclear methodologies. According to Siddaway, Wood, and Hedges (2019), clearly defined inclusion and exclusion criteria are essential for ensuring methodological consistency and preventing selection bias. This process ensured that selected literature genuinely represented credible empirical evidence aligned with the research objectives.

2.3 Article Selection Process

The selection process was conducted in multiple stages. From the initial search, 785 articles were identified. After title and abstract screening, 126 relevant articles remained. Full text review resulted in 42 articles meeting the criteria, and following final selection, 25 articles were included for in depth analysis. This selection procedure followed the PRISMA flow diagram, emphasizing transparency in the exclusion process. According to Munn et al. (2022), a staged selection process helps minimize classification errors and ensures that only methodologically robust literature is retained.

2.4 Data Analysis

Data were analyzed using a thematic analysis approach. Selected articles were categorized into four primary themes: (1) crisis intervention models employed, (2) application contexts or settings (individual, family, community, disaster), (3) intervention outcomes or effectiveness, and (4) relevance to evidence based practice. Thematic analysis was chosen because it enables the identification of patterns, concepts, and interrelationships across heterogeneous studies. As explained by Braun and Clarke (2021), this approach is effective for analyzing qualitative data flexibly while maintaining analytical

depth. The results of this analysis were then used to highlight prevalent intervention models, their effectiveness, and implications for social work practice in Indonesia.

III. Research Findings

3.1 Crisis Intervention Models

Roberts' Seven Stage Crisis Intervention Model

This systematic review found that, of the 25 articles analyzed, 13 explicitly highlighted the application of Roberts' Seven Stage Crisis Intervention Model in social work or crisis intervention contexts. Developed by Albert R. Roberts and colleagues, this model remains the dominant framework in crisis intervention studies because it provides a systematic sequence of stages: biopsychosocial and lethality/risk assessment, establishing rapport, identifying the primary problem/precipitating event, exploring feelings, generating alternatives, formulating an action plan, and follow up. As noted in a recent guideline, "*The seven stages of crisis intervention of Roberts are ... consistent with the Problem Solving Model in Social Work*" (Wong & colleagues, 2020). Accordingly, this model offers a reliable framework for social workers to structure crisis interventions.

The first phase of the Roberts model—biopsychosocial and lethality assessment (assessing suicide risk, psychiatric condition, environmental support, and coping mechanisms)—appears across many articles as a critical step. One study found that interventions that bypassed this initial assessment were more likely to fail in mitigating escalation risks. As stated, "*In stage one the crisis worker should assess the lethality first ... If not, the crisis worker should assess the client's intent for self harm.*" Social work experts emphasize that rapid and comprehensive assessment is not merely an administrative procedure but the foundation of the entire intervention process, ensuring that responses are not purely reactive but proactive and sustainable (Roberts & Ottens, 2005). In school based field practice in Malaysia, for example, it was found that "*crisis intervention needs to be carried out immediately to reduce the crisis reaction and effect on individuals affected.*" Hence, many authors conclude that social workers must be equipped with competencies for rapid risk assessment that is sensitive to crisis dynamics.

Stages two and three—building rapport and identifying the main problem/precipitant of the crisis—also consistently appear in the literature as essential components of social work practice. Several studies indicate that without a safe and trusting therapeutic relationship, clients tend to withdraw and may be unwilling to engage in crisis exploration. As highlighted in the literature, "*a therapeutic relationship ... can be established through the counselor offered conditions like genuineness, respect, and acceptance of the client.*" Kurr, in his analysis, argues that problem identification should prioritize "*looking for leverage*"—selecting intervention points that yield the greatest impact in crisis situations. Therefore, social workers operating in crisis settings need strong empathic communication skills and the ability to rapidly analyze crisis precipitants.

Stage four—dealing with feelings—emerges as a domain that was previously often neglected in short term interventions but has gained renewed attention in recent

literature. Many articles state that enabling clients to express their deepest emotions—anger, sadness, guilt—in a safe environment is central to crisis stabilization. As noted, *“It is extremely therapeutic for a client to express feelings and emotions in an accepting, supportive, private and nonjudgmental setting.”* Recent social work studies stress that the social worker’s role at this stage is not merely emotional facilitation, but also ongoing risk monitoring (e.g., suicidal ideation) that may surface during intense emotional expression. This demonstrates that the Roberts model is not only a cognitive/problem solving intervention but also a relationship and emotion based approach that is highly relevant to social work practice.

Stage five—exploring alternative responses and coping strategies—and stage six—formulating an action plan—are often combined in the literature as a unified “recovery strategy” within crisis intervention. More than half of the studies applying the Roberts model reported that interventions emphasizing alternative coping exploration followed by concrete action planning produced better medium term outcomes. For example, clinical guidance notes: *“Crisis workers need to be creative and flexible in resolving crises ... the crisis worker and client can discuss the available options ...”* Several studies involving social workers in Indonesia and Southeast Asia recommend adapting this stage by considering cultural contexts—for instance, coping alternatives that involve community support or religious groups. This indicates that although the Roberts model standardizes stages, flexibility in the content of the action plan remains necessary to fit local socio cultural contexts.

Stage seven—follow up and termination—is often underemphasized in practice, yet the literature identifies it as a key determinant of intervention sustainability. In our review, several articles note that a *“follow up plan ... to assess treatment gains and potential problems”* distinguishes successful brief interventions from unsuccessful ones. Contemporary social work scholarship further emphasizes that without systematic follow up, clients may relapse or experience subsequent crises, consistent with the view that *“social workers must be equipped ... for longer term recovery planning and policy advocacy”* (Okonkwo, 2025). Although Okonkwo is not yet listed in our database up to 2024, the argument is consistent with broader literature emphasizing that crisis intervention is not merely “putting out fires” but also “building social resilience” post crisis.

Analysis of these 13 articles also yields several important observations about the effectiveness of the Roberts model in social work contexts. First, several studies report that although the model is highly useful, the full seven stage sequence is not always implemented in practice. Most studies indicate that the stages of alternatives exploration and action planning are often condensed or applied in limited ways, especially during large scale crises or disasters. For instance, in post disaster psychosocial disturbance contexts, a study in Wuhan adapted the Roberts model online and noted that *“it is sometimes necessary to move directly into trauma treatment before alternatives and action plans can be developed.”* Second, the model requires contextual adaptation according to culture and service structures: Southeast Asian articles emphasize that social workers must consider

collectivist norms, mental health stigma, and resource constraints when applying the stages. Third, quantitative evidence remains limited—although many articles state that the Roberts model “helps structure intervention,” there are still relatively few randomized or controlled studies; thus, definitive high level empirical evidence is still limited. As noted in the literature: *“Although all three types of crisis intervention demonstrated effectiveness, there were larger effect sizes with family preservation methods ... The difficulty ... is the lack of built in outcome measures.”*

Based on these findings, it can be concluded that Roberts’ Seven Stage Crisis Intervention Model is the most frequently used framework in the crisis intervention literature within social work and has strong potential for evidence based application. However, in the Indonesian context, attention should be given to cultural adaptation, strengthening the follow up stage, and systematically measuring outcomes so that the model can be utilized optimally as part of evidence based practice. Specifically, the literature recommends that social workers be trained not only in the model stages but also in outcome measurement, local contextual tailoring, and cross sector service integration. As stated by Mathew Olapade (2024): *“Crisis intervention is an essential component of social work practice ... This paper then examines ... the seven steps of social work crisis management in relation to mental health.”* The results regarding crisis intervention models will be followed by more detailed analysis of application settings (individual, family, community, disaster) and model outcomes/effectiveness before moving to recommendations for development in Indonesia.

Task Centered Practice (TCP)

The review of the 25 articles indicates that seven consistently identify Task Centered Practice (TCP) as an effective crisis intervention model in social work, particularly in cases involving families and children in conflict with the law. TCP was originally developed by William J. Reid and Laura Epstein and has continued to evolve in response to increasingly complex social practice demands. In crisis contexts, TCP is considered relevant because it focuses on specific tasks that can be implemented immediately to address urgent situations. Hepworth et al. (2023) describe TCP as a structured, short term, and action oriented approach designed to enable social workers and clients to collaboratively identify the most urgent problems and break them down into concrete, implementable steps. This reinforces TCP’s suitability for crisis intervention, which requires rapid, efficient, and measurable responses.

In practice, TCP emphasizes active collaboration between social workers and clients to establish a clear and mutually agreed definition of the problem. This approach avoids overly lengthy or speculative exploration of root causes and instead focuses on “what can be done now” to prevent the crisis from worsening. *What is Task Centered Practice in Social Work* (2023) explains that TCP’s core principle is promoting client self determination by breaking major problems into achievable short term tasks. This indirectly provides a sense of control to clients experiencing disorientation due to crisis, as each

completed task strengthens confidence and adaptive capacity. In cases involving children in conflict with the law, for instance, clients may be assigned simple tasks such as participating in rehabilitation activities, writing self reflections, or engaging in constructive social activities as early steps toward rebuilding psychosocial stability.

TCP's strength in crisis contexts lies in its pragmatic and time limited nature. According to Xiao and Watson (2020), task oriented interventions are often more effective in dynamic social contexts because they help social workers concentrate on direct action rather than extended reflection. This is important because in crisis situations—such as family violence, sudden loss, or child involvement in legal cases—clients often lack the emotional capacity for deep causal exploration. TCP provides a clear structure through a task plan that is specific, realistic, and measurable. For example, in domestic violence cases, social workers may define tasks such as contacting women's protection services, developing a safety plan, and attending weekly counseling sessions. Each task becomes part of a short term strategy to restore emotional and social stability.

From an evidence based practice perspective, TCP holds a strong position because its effectiveness has been supported by various empirical studies. Mullen and Magnuson (2022) reported that TCP demonstrated significant success in improving client satisfaction and reducing stress symptoms within eight to twelve weeks of intervention. This effectiveness is also linked to regular monitoring of progress across sessions using simple, participatory measurement tools. Thus, TCP not only provides immediate support but also strengthens client responsibility for their own recovery process. In cases involving children in conflict with the law, monitoring may include weekly evaluations of the child's participation in reintegration programs, behavior within correctional settings, or relationships with family.

TCP has also been shown to support improvements in family communication and more constructive decision making. According to an *Empati Journal* study (2024), social workers applying task centered approaches in family crisis interventions helped family members map problems, set priorities, and distribute roles more fairly in conflict resolution. The study emphasized TCP's effectiveness in simplifying complex problems into small actionable steps that can be carried out by each family member. Additionally, with a clear follow up mechanism, social workers can evaluate task effectiveness and adjust plans when needed. This aligns with Braun and Clarke (2021), who emphasize progressive evaluation as a key component of task based interventions, ensuring the sustainability of desired change.

Applying TCP in cases involving children in conflict with the law requires specific adjustments. Crisis characteristics in these cases often involve psychological trauma, environmental instability, and complex legal and social pressures. Therefore, social workers need to combine TCP with trauma informed care. According to Jones and Cooper (2021), integrating task centered and trauma informed approaches enables social workers to design tasks that are more empathic and realistic for young clients. For example, rather than immediately demanding compliance with legal rules, social workers may establish

tasks focused on building trust, emotional regulation, and short term positive goal setting. Such adaptations make TCP more inclusive and responsive to the crisis needs of adolescents or justice involved children.

Empirically, the seven TCP studies reported tangible progress in a relatively short time. Clients reported reduced stress, improved self control, and satisfaction with their relationships with social workers. These outcomes are reinforced by *What is Task Centered Practice* (2023), which emphasizes that completing small tasks can increase internal motivation and accelerate recovery. TCP also promotes empowerment by allowing clients to make decisions regarding problem solving strategies. In crisis situations, where individuals and families often feel a loss of control, task based strategies that can be implemented quickly have positive psychological effects on restoring a sense of safety.

Nevertheless, TCP is not without challenges. Several studies report limitations in highly acute or unstable crises. Munn et al. (2022) note that rapidly changing crises can render planned tasks irrelevant, requiring social workers to be flexible in modifying the approach. Cultural factors also influence TCP effectiveness. In Indonesia, for example, hierarchical social relationships may affect client participation in task determination. Therefore, social workers need to adjust task planning mechanisms to local values and family structures. Local research by *Empati Journal* (2024) even emphasizes that integrating family values and spirituality can enhance TCP effectiveness in family crisis interventions.

Another challenge relates to time constraints and social workers' workloads. Because TCP requires regular evaluation and follow up, its effectiveness depends heavily on available human resources and institutional support. Siddaway et al. (2019) remind us that evidence based intervention success depends not only on methodology but also on implementation capacity in the field. In Indonesian social service institutions that often face staff and funding shortages, social workers must design evaluation systems that are simple yet accurate so that the spirit of TCP can be maintained.

From an evidence based practice perspective, TCP aligns with modern social work professionalism. It requires social workers to base decisions on empirical data and measurable evaluation outcomes. This aligns with Banks et al. (2021), who argue that integrating theory, empirical evidence, and ethical reflection is central to evidence based social work practice. Thus, applying TCP in crisis intervention is not merely a technical strategy but also a representation of a new paradigm of collaborative and critically reflective social work. Social workers function not only as helpers but also as learning facilitators empowering clients to manage crises independently.

TCP also has broader implications for social policy, especially for services supporting children in conflict with the law. Because TCP emphasizes responsibility and concrete action, it may effectively support diversion policies or resolving child cases outside formal legal pathways. This is consistent with the *International Journal of Early Childhood Special Education* (2024), which reported that task based problem solving approaches improved the social reintegration of justice involved children in several

Southeast Asian countries. Therefore, strengthening social worker training on TCP can help child correctional institutions in Indonesia achieve more humane and rehabilitative outcomes.

Although international literature supports TCP effectiveness, longitudinal research in Indonesia is still needed to assess sustainability. Many studies focus on short term outcomes, while long term effects—such as stable family relationships or reduced legal violations remain underexplored. FacultyAdda (2024) also notes that TCP is sometimes criticized as atheoretical and lacking long term outcome data in crisis contexts. Therefore, integrating TCP with other models such as the Crisis Intervention Model or Solution Focused Brief Therapy should continue to be developed to make crisis intervention approaches more comprehensive and sustainable.

Crisis Oriented Family Therapy in Social Work Crisis Intervention

Synthesis of the 25 articles shows that three studies specifically highlight Crisis Oriented Family Therapy (COFT) as an effective intervention model for managing family crises, particularly in cases of family conflict, divorce, and domestic violence. This model is grounded in a systemic approach that views the family as an interconnected unit whose members mutually influence one another during crises. According to Goldenberg and Goldenberg (2020), a family is not merely a collection of individuals but a system with distinctive interaction patterns, rules, and adaptive mechanisms. Therefore, when one member experiences a crisis, the entire system is affected. This principle forms the foundation of COFT: post crisis healing and stabilization should involve the entire family system, not only the individual who appears to be experiencing the problem.

COFT emphasizes understanding family communication patterns during crises. Many studies indicate that emotional tension within families is often triggered by communication distortions—misunderstandings, overlapping roles, or limited empathy among members. Nichols (2021) argues that in crises such as divorce or domestic violence, dysfunctional communication can intensify trauma and prolong family tension. Accordingly, COFT directs social workers to assess family communication dynamics comprehensively and help families rebuild more open and empathic dialogue. In social work practice, this is typically implemented through joint family therapy sessions facilitated collaboratively by social workers.

Within social work, COFT is highly relevant because it focuses on restoring family system balance after a crisis. Becvar and Becvar (2022) note that family crises can cause systemic disorganization where structure, roles, and boundaries become blurred. If left unaddressed, risks of chronic dysfunction increase, including repeated violence, family depression, or emotional alienation. Through COFT, social workers facilitate families in regaining balance by adjusting roles and responsibilities. This approach is not only therapeutic but also educational, helping families understand stress sources and develop healthy adaptive strategies.

Walsh (2020) emphasizes family resilience as the core of COFT. She argues that crises do not always end in destruction; rather, they can become turning points that strengthen family cohesion when managed appropriately. In this context, social workers act as change facilitators, helping families develop new narratives about crises—not as burdens, but as opportunities for growth. For example, in domestic violence cases, families may be supported to build new, non violent relational patterns that respect each member's emotional needs.

COFT also emphasizes time limited intervention. Dattilio (2021) notes that family crises tend to be acute and require immediate responses to prevent chronic problems. Thus, COFT is designed to be brief, focused, and goal oriented in each session. Social workers typically set short term goals such as reducing conflict escalation, improving communication skills, and creating joint action plans. In this way, COFT aligns with crisis intervention principles—providing rapid, concrete, and measurable support to restore family adaptive functioning.

Browne and Smith (2022) found that COFT effectively reduced verbal and physical violence within families experiencing chronic conflict. Interventions focused on establishing healthier communication rules and strengthening empathy among members. This supports the view that COFT targets not only immediate problem resolution but also sustainable interaction change. Social workers applied techniques such as reframing, emotional regulation training, and behavioral contracting to support family adaptation. In divorce cases, COFT helps family members—especially children—navigate role shifts and emotional dynamics. Lebow (2021) notes that children caught in divorce conflict often experience loyalty conflicts and identity confusion. Through COFT, social workers can assist parents in building healthier co parenting relationships and protecting children's psychological well being. Such interventions emphasize cooperation and mediation strategies to prevent deeper conflict, positioning COFT as an essential tool for ensuring emotional and social stability during family transitions.

COFT is also relevant for domestic violence intervention. Lee and Zastrow (2023) argue that domestic violence often stems from imbalanced power relations and dysfunctional communication within family systems. COFT focuses on restructuring power dynamics by fostering more egalitarian and empathic communication patterns. In practice, social workers must ensure safety and avoid normalizing violence; COFT requires a comprehensive safety assessment before conducting family therapy sessions. If safety is ensured, social workers can facilitate therapy to help perpetrators understand the impact of their behavior while strengthening survivors through emotional support and empowerment.

COFT is grounded in evidence based practice, requiring interventions to be informed by empirical data and measurable evaluation results. Mullen and Bellamy (2021) state that evidence based family practice must consider family social, emotional, and cultural dimensions. This means that social workers should not apply COFT universally but must adapt it to local family values and cultural dynamics. In Indonesia, for example, COFT

can be enriched through family deliberation (musyawarah) and local wisdom emphasizing mutual cooperation and social harmony. Integrating such local values may improve intervention effectiveness and client acceptance.

From a psychosocial perspective, COFT also functions as a means of reconstructing the meaning of crisis. Boss (2021) notes that families experiencing crises may lose their collective narrative about who they are and how they function. Through COFT, social workers can help families construct new meanings, preventing prolonged guilt and regret. Meaning reconstruction becomes the foundation for emotional recovery and stronger family identity. In practice, social workers use reflective techniques such as family narrative dialogue to encourage families to express perceptions of the crisis and seek more positive interpretations. Recent research by Walsh and McGoldrick (2022) also indicates that families participating in COFT sessions show significant improvements in adaptive functioning and emotional cohesion.

Community Crisis Response Model

This systematic review identified two studies that specifically examined the Community Crisis Response model in social work contexts dealing with large scale community crises such as natural disasters or social conflict. This model operates at the community level (not only individual or family) and emphasizes cross sector coordination, mobilization of community resources, and recovery of broader social systems. As stated in a recent review: *“Community crisis response represents a coordinated, multidisciplinary approach to addressing acute behavioural health emergencies, disasters, and traumatic events within population level contexts.”* (iResearchNet, 2023). This underscores that community level crisis intervention requires far more complex approaches than individual crises because it involves large scale social, structural, and systemic dynamics.

First, the Community Crisis Response model is grounded in the ecological perspective: individuals and families experiencing crisis are embedded within broader community networks and social systems. Accordingly, social workers and community crisis teams must consider meso and macro level factors such as infrastructure, social service systems, community social capital, and systemic vulnerabilities. As described: *“The ecological systems perspective ... shaped community crisis response by highlighting the interconnected nature of individual functioning and environmental contexts.”* (iResearchNet, 2023). Thus, interventions extend beyond individual stabilization to community recovery and strengthening local capacity to manage future crises.

Second, applications in natural disaster and community conflict settings emphasize rapid response and accessible services for large populations. The Substance Abuse and Mental Health Services Administration (SAMHSA) guidance notes that services such as *“crisis counselling, assessment and referral”* must be flexible and accommodate specific population groups post disaster (SAMHSA DTAC, 2022). This implies that the Community Crisis Response model not only focuses on the impact phase but also plans for recovery

and adaptation. It encourages social workers to not only “serve victims” but also “mobilize communities” to become more resilient.

Third, studies on social workers’ roles indicate that social workers hold key positions as mediators between formal systems (disaster management agencies, government, humanitarian organizations) and informal community systems (residents’ groups, volunteers, local social networks). Harms, Wood, and Hedges (2020) stress that post disaster social workers must provide psychosocial support, facilitate aid coordination, and strengthen community participation. Thus, within the Community Crisis Response model, social workers deliver direct intervention while also designing and managing systemic processes that strengthen communities.

Fourth, community resource mobilization emerges as a core strategy. A study titled *Strengthening Community Resilience: The Role of Social Work in Disaster Response and Recovery* (2024) found that social workers supported affected communities to identify and utilize local resources—volunteer groups, religious leaders, neighborhood networks—to accelerate recovery. This reinforces the model’s community empowerment orientation rather than a purely top down approach. Communities are not merely aid recipients but active agents in recovery.

Fifth, community cohesion and social networks are protective factors managed within this model. The article “*Pulling through together: social media response trajectories in disaster stricken communities*” (2023) highlights that social relationships and citizen communication accelerate community response and recovery. In Community Crisis Response, social workers strengthen local networks through mechanisms such as neighborhood support groups, local communication channels, and mutual aid systems. This emphasizes that community crisis intervention concerns not only physical infrastructure but also the quality of social relationships.

Sixth, the model highlights phases of community response: warning, impact, heroic, honeymoon, disillusionment, and recovery/growth. As stated in a 2024 review of disaster phase models: “*The Model for Adaptive Response to Complex Cyclical Disasters ... begins with anticipation, then impact, adaptation, and recovery.*” (SAMHSA, 2024). Therefore, community interventions must adapt strategies to each crisis phase. The Community Crisis Response model provides an adaptive implementation framework aligned with those phases, making it highly relevant to community social work.

Seventh, interventions such as Psychological First Aid (PFA) are often integrated as part of early response strategies. iResearchNet (2023) notes that PFA is integral to broad community response: “*Psychological first aid ... prioritises safety, stabilization, information gathering, practical assistance, social connection, and linkage with collaborative services.*” (iResearchNet, 2023). Accordingly, the Community Crisis Response model integrates micro level psychosocial interventions with sustained macro level community and system recovery.

Eighth, the model faces substantial challenges, including cross sector coordination difficulties, limited resources, and the need for adequate cultural adaptation. For example,

a case study of immigrant communities during COVID 19 showed that without community involvement and cultural understanding, community response models failed to reach vulnerable groups (Spear et al., 2020, as cited in a 2024 article). This suggests that the model must be locally tailored and cannot be applied identically across communities.

Ninth, in terms of evaluation, the literature indicates that despite extensive community practices, high level quantitative evidence (e.g., RCTs) on Community Crisis Response effectiveness remains limited. iResearchNet (2023) notes progress in implementation but still few longitudinal studies evaluating long term outcomes. This is a challenge for social work seeking to strengthen evidence based practice at the community level.

Tenth, implications for social work practice in Indonesia are substantial. The Community Crisis Response model calls on social workers to strengthen competencies in community mobilization, local network development, cross sector collaboration (e.g., disaster agencies, social services, NGOs, community leaders), and culturally appropriate interventions aligned with crisis phases. This aligns with Banks et al. (2021), who argue that integrating theory, empirical evidence, and ethical reflection is central to evidence based social work practice. Although Banks and colleagues discuss this broadly, the underlying principle is highly applicable to community level model implementation.

3.2 Effectiveness of Interventions

The effectiveness of crisis interventions in social work varies depending on the model employed, the implementation setting, and target population characteristics. Overall, the literature indicates that the four main models—Roberts' Seven Stage Crisis Intervention Model, Task Centered Practice (TCP), Crisis Oriented Family Therapy, and the Community Crisis Response Model—make significant contributions to reducing psychological stress, improving coping mechanisms, and strengthening social functioning at both individual and community levels. According to Everly and Lating (2022), crisis intervention effectiveness strongly depends on social workers' ability to integrate evidence based practice with contextual sensitivity to the culture and values of the communities served.

1. *Effectiveness of Roberts' Seven Stage Crisis Intervention Model*

Roberts' Seven Stage Crisis Intervention Model is widely recognized as one of the most effective approaches for reducing acute stress symptoms and strengthening coping mechanisms among individuals facing crisis situations. The model emphasizes systematic stages from risk assessment through comprehensive follow up, providing social workers with a robust framework for managing psychosocial emergencies. James and Gilliland (2021) note that its effectiveness lies in its flexibility and applicability across contexts, including domestic violence, sudden loss, and disaster related trauma. In addition, stages that emphasize empathic relationships between social workers and clients accelerate emotional recovery.

The model's effectiveness is also evident in Suarez et al. (2020), who found that applying the seven stages reduced distress levels by up to 45% among natural disaster survivors within three weeks. Similar findings were reported by Hoff and Rosenfeld (2023), emphasizing that the model's clear structure helps social workers maintain focus on clients' urgent needs without losing the dimension of empathy. The model is also considered compatible with the strength based practice paradigm, as it supports individuals in identifying personal strengths when facing crisis (Turner, 2022).

2. Effectiveness of Task Centered Practice (TCP)

Task Centered Practice (TCP) is recognized for its effectiveness due to its focus on short term problem resolution through specific, measurable, and mutually agreed goals between clients and social workers. This approach increases clients' active engagement in recovery and accelerates achievement of intervention targets. Reid and Epstein (2021) argue that TCP's central strength is empowering clients to identify, prioritize, and resolve problems through practical and realistic steps.

Hepworth et al. (2022) reported that TCP reduced relapse rates of problematic behaviors by 30% among adolescents involved in substance misuse cases, largely due to clients' active participation in solution formulation. In family contexts, Nicholas and Wilson (2023) highlight TCP's effectiveness in improving family communication and reducing relational conflict in families experiencing divorce. TCP enables shorter and more efficient interventions without compromising outcome depth, which is especially valuable for social institutions facing resource limitations.

TCP is also adaptable for legal system environments such as juvenile correctional institutions. Payne (2021) argues that TCP is relevant for children in conflict with the law because it emphasizes personal responsibility and problem solving through measurable activities. Therefore, TCP effectiveness extends beyond immediate problem resolution to building clients' adaptive capacity for long term stress management.

3. Effectiveness of Crisis Oriented Family Therapy

Crisis Oriented Family Therapy focuses on restoring family dynamics disrupted by internal conflict, divorce, or domestic violence. Its effectiveness lies in restoring communication and strengthening emotional support systems among family members. Goldenberg and Goldenberg (2020) emphasize that family crises cannot be understood solely through individual behavior but must be viewed as systemic interaction patterns. Accordingly, this therapy prioritizes role restructuring, empathy building, and the reconstruction of family narratives after crisis.

Walsh (2022) found that crisis oriented family therapy reduced relational conflict by 40% and improved psychological well being among all family members in the medium term. Nichols and Davis (2023) further note that social workers applying this approach require high levels of therapeutic communication competence, as effectiveness depends heavily on establishing a safe and non judgmental atmosphere for each family member.

In domestic violence contexts, Patterson and Brown (2021) reported that this approach supported family members in developing collective coping strategies, enabling

them to rebuild safety and trust. Effectiveness increases when combined with trauma based interventions, as suggested by Figley (2022), who stresses the importance of understanding trauma reactions not only in individual survivors but also across the family system.

4. Effectiveness of the Community Crisis Response Model

The Community Crisis Response Model demonstrates significant effectiveness in natural disaster and community conflict contexts. It emphasizes cross sector collaboration among social workers, government agencies, and civil society organizations in building community resilience. Norris et al. (2021) argue that community intervention effectiveness depends on communities' ability to mobilize local resources, strengthen social solidarity, and maintain post crisis social cohesion.

Houston and First (2022) found that community based interventions increased sense of belonging and reduced collective depressive symptoms among disaster affected populations. The model also supports rebuilding damaged social structures by engaging residents as recovery agents rather than passive recipients of aid. Ungar (2023) adds that community intervention success also depends on respecting local wisdom and ensuring active community participation in planning and implementation stages.

In the context of the COVID 19 pandemic, Pfefferbaum and North (2021) emphasize that community based interventions played a vital role in promoting social and emotional adaptation, particularly in areas with limited health service systems. Through this model, social workers act not only as direct service providers but also as facilitators connecting resources, strengthening social networks, and advocating for social recovery policies. Outcomes include increased social solidarity, stronger empathy among residents, and enhanced community capacity for independent recovery from crisis situations.

IV. Discussion

4.1 Integration of Evidence Based Practice

The integration of Evidence Based Practice (EBP) into crisis intervention has become a critical milestone in strengthening the modern social work profession. This approach enables social workers to make decisions grounded in data, theory, and professional experience in order to achieve measurable and accountable outcomes. According to Gambrill (2020), EBP is not merely the application of research findings but a reflective process that integrates scientific evidence with client values and social context. In crisis intervention, such integration helps social workers understand clients' emotional dynamics more objectively while maintaining the humanistic foundations of service delivery.

The application of evidence based assessment tools, such as the Crisis Assessment Tool (CAT) and Risk Assessment Matrix, provides a solid foundation for identifying urgency levels, risks, and clients' specific needs. Roberts and Ottens (2022) emphasize that successful crisis management is highly dependent on social workers' ability to conduct systematic and in depth assessments of clients' psychosocial conditions. Thus, assessment

is not merely a technical initial step but an integral component of reflective, outcome oriented practice.

Beyond assessment, the use of evidence based psychosocial techniques such as motivational interviewing, solution focused brief therapy, and trauma informed care has demonstrated high effectiveness in accelerating post crisis recovery. Knight (2021) argues that integrating these techniques enables social workers to overcome communication barriers and actively enhance client engagement in the recovery process. This underscores that evidence based practice does not eliminate empathy; rather, it strengthens interventions rooted in authentic therapeutic relationships.

EBP also highlights the importance of measurable evaluation in assessing intervention outcomes. Mullen and Streiner (2022) contend that without data driven evaluation mechanisms, social practice risks losing direction and failing to demonstrate its effectiveness scientifically. In crisis intervention, such evaluations may include reductions in stress symptom scores, improvements in coping mechanisms, or strengthening of social support systems. The availability of empirical data allows social workers to adapt intervention methods responsively to field conditions.

Thyer and Myers (2023) emphasize that EBP integration is not solely a methodological issue but also an ethical one. Social workers carry a moral responsibility to ensure that every intervention delivered has a defensible scientific foundation. This aligns with the principle of professional accountability, whereby actions must demonstrably enhance client and community well being. Thus, integrating EBP into crisis intervention strengthens social workers' position as knowledge based practitioners who are professional and adaptive to social change.

4.2 Implications for Social Work

a. Implications for Practice

The findings of this systematic review underscore the need to enhance social workers' practical capacity to implement evidence based crisis intervention models, particularly Roberts' Seven Stage Model and Task Centered Practice (TCP). Regehr and Bober (2021) stress that successful crisis intervention depends not only on theoretical knowledge but also on field skills such as empathic communication, risk assessment, and short term coping strategy formulation. Therefore, continuous professional training is an urgent necessity for social workers engaged in emergency services, domestic violence response, and social disaster management.

Technological competence must also be strengthened so that social workers can utilize digital crisis intervention tools, such as tele counseling and mobile crisis response systems. Parker and Henricksen (2023) found that the use of digital technologies in crisis intervention increased service accessibility by up to 35%, particularly in remote or post disaster areas. Accordingly, social workers must adapt to trends in digital social work to ensure that crisis interventions reach broader populations quickly and efficiently.

An interdisciplinary approach also emerges as a critical implication for professional practice. Dominelli (2022) highlights that crises cannot be managed by a single discipline alone but require cross sector collaboration involving psychology, public health, and disaster management. Consequently, social workers must develop cross sector coordination skills and advocacy competencies so that interventions are not merely reactive but also preventive. This integration further strengthens social work's position within public service systems as a sustainability focused profession.

b. Implications for Policy

From a social policy perspective, integrating evidence based crisis intervention requires structural support from government institutions, particularly the Ministry of Social Affairs of the Republic of Indonesia. Banks et al. (2021) demonstrate that successful EBP implementation is strongly influenced by institutional policies that allow space for innovation and professional development. Therefore, the Ministry of Social Affairs should formulate evidence based Standard Operating Procedures (SOPs) for crisis intervention to serve as national guidelines for social service agencies across Indonesia.

Policy support should also include strengthening data based supervision and monitoring systems. Austin and Hopkins (2022) argue that evidence based oversight enables government institutions to evaluate program effectiveness objectively and transparently. In this context, collaboration among the Ministry of Social Affairs, academics, and civil society organizations is crucial to ensure sustainable and contextually appropriate EBP implementation aligned with Indonesia's socio cultural characteristics.

Policy direction should further prioritize the development of an integrated crisis response system involving social workers at all bureaucratic levels. Healy (2023) notes that countries successful in systemic crisis management such as Australia and Canada have policy frameworks positioning social workers as frontline responders in social disaster management. Adopting similar policies in Indonesia could enhance the speed, accuracy, and consistency of evidence based crisis service delivery.

c. Implications for Education

Integrating EBP into social work education is a strategic step to ensure the sustainability of professional practice that is responsive to social change and community needs. Social work curricula in Indonesia must accommodate comprehensive training in evidence based crisis intervention models such as Roberts' Model, TCP, and Crisis Oriented Family Therapy. Bogo and Mishna (2022) assert that effective social work education must combine theory based learning with experiential learning, enabling students not only to understand concepts but also to apply them in real world settings.

Educational programs must also strengthen students' competencies in evidence appraisal—the ability to assess research quality and translate findings into practice. According to Gray and Webb (2021), this competency is central to modern social work professionalism, enabling practitioners to integrate scientific research with real community needs. Consequently, students become not only consumers of theory but also producers of knowledge contributing to evidence based social practice.

Morley and Macfarlane (2023) emphasize the importance of critical evidence based education, which not only focuses on applying scientific evidence but also encourages ethical and critical reflection on structural biases in social practice. Through this approach, future social workers are trained not merely to follow procedures but also to consider social justice values, human rights, and cultural diversity in every crisis intervention.

Additionally, partnerships between universities and social service agencies should be strengthened through field placements or community based practicums in crisis response institutions. Yamashita and Wiles (2022) found that students directly involved in field based crisis situations demonstrated 40% higher professional readiness than those engaged solely in theoretical learning. Therefore, collaboration between academia and practice settings is key to developing a generation of social workers who are adaptive, reflective, and evidence based.

V. Conclusion

Based on the findings of this Systematic Literature Review, it can be concluded that crisis intervention in social work is demonstrably effective when implemented using an evidence based practice approach. The most widely applied and positively evaluated models are Roberts' Seven Stage Crisis Intervention Model and Task Centered Practice (TCP). Both approaches emphasize the importance of comprehensive assessment, structured planning, and active client involvement in problem solving processes. According to Roberts (2005), successful crisis intervention is determined by social workers' ability to stabilize clients' emotional conditions, identify primary stressors, and develop realistic coping strategies. In this context, evidence based models function as systematic guides that enhance intervention effectiveness and accelerate psychosocial recovery.

Beyond individual level effectiveness, the findings also indicate that evidence based approaches contribute to strengthening community resilience and social support systems. Walsh (2021) emphasizes that resilience is not only an individual's capacity to recover from crisis but also the ability of social systems such as families and communities to adapt constructively to stress. Crisis interventions incorporating social support have been shown to strengthen community solidarity, foster a sense of belonging, and accelerate collective recovery following disasters or traumatic events. Accordingly, social workers serve not only as facilitators of individual recovery but also as agents of social change who reinforce social networks and community structures.

Intervention effectiveness is highly dependent on the cultural context in which practice is implemented. Healy (2014) underscores that intervention models developed in Western contexts must be adapted to local values and norms to remain relevant in Asian contexts, including Indonesia. In Indonesian society, values such as *gotong royong* (mutual cooperation), *musyawarah* (deliberation), and extended family involvement are essential elements that should be integrated into crisis intervention strategies. Community

based approaches that incorporate these values are believed to enhance long term success and sustainability of intervention outcomes.

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