CORE SERVICES TRAINING

New Hire Orientation
Organizational Overview and History of the Crisis System
Trauma Responsive Care
Understanding & Describing Diverse Mental Health Experiences
Understanding & Describing Substance Use Experiences
Understanding and Supporting People who Self Harm
Effective Telephonic Crisis Work
Crisis Management Process
Introduction to Suicide
Implementing Least Restrictive Interventions
Problem Solving & Planning
Safety Planning
Documentation
Utilizing Technology
Providing Resources and Using the Directory
HIPAA, Duty to Warn, Child Abuse, & Elder Abuse
Role Plays
Follow Up – Resource, Crisis, Opiate, Post-hospitalization
Gambling Addiction
Supporting Others While Caring for Ourselves
Rural and Agricultural Crisis

Secondary Trauma
Callers with Disabilities
Severe & Persistent Mental Illness
Cultural Competency and Humility
Rescue Behaviors & Approaches to Suicide Assessment (Crisis Only)
Supporting Suicide Loss Survivors
Supporting Suicide Attempt Survivors
HIPAA
Supporting Victims of Crime
Supporting People Using Substances

Trauma Responsive Care: (consumer) rights and caller (consumer) abuse and neglect
Peer support ethics (Peers Only)
Mutuality and Collaboration (Peers Only)