

# CORE SERVICES TRAINING

CRISIS LINE

Crisis Intervention Skills  
Screening for Suicide, Homicide,  
and Substance Use  
Suicide Assessment  
Follow Ups  
CASE Approach (Clinicians)  
Brief Intervention Skills  
Familiar Voices  
Peer Support & Lived Experience

OES | TEXT/CHAT

Building Rapport in OES Settings  
Structuring Interactions  
Screening and Assessment (suicide,  
homicide, substance use, self-harm)  
Intervention and Planning  
Using Technology for OES

SUPPORT LINE

History of Peer Support  
Role of Peers in Crisis Work  
Foundational Peer Support Skills  
Alternatives to Suicide  
Clinical Interventions  
Problem Solving and Planning  
Brief Intervention Techniques  
Supporting Concerned Others  
Identity and Lived Experience  
Healing Through Storytelling  
Self-Disclosure

INSERVICE 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

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

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