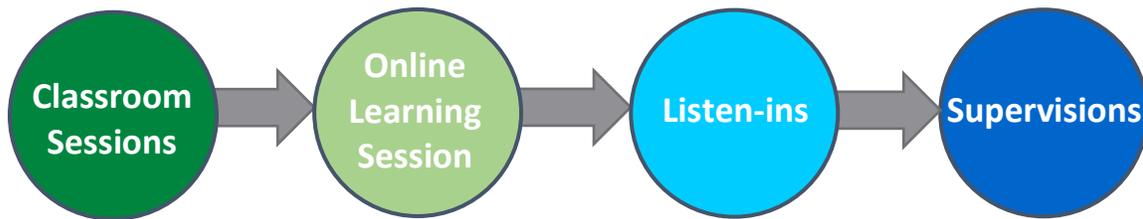


# National Runaway Safeline Crisis Liner Training

## What is training like and when is the best time for me to start?

Thank you for thinking about volunteering with the National Runaway Safeline (NRS)! We know training takes a tremendous investment of time and energy, but we also know it is critical to ensuring you are confident and knowledgeable in providing crisis intervention and referrals to runaway and homeless youth and their families. Being fully aware of the training process will enable you to make an informed decision about whether this is the best time for you to begin training. If you think it would be better to start in a month or two when you have more time—that's absolutely understandable—new training classes start every month except July and December.

## Let's start with defining the different parts of training.



### Classroom sessions 1 and 6

These are 8-hour classroom sessions at our facility, 3141 B N. Lincoln Avenue in Chicago. Each session is only offered once in the training month, so you must be able to attend on those dates in order to sign up for that month's training class. A light breakfast and lunch is provided, though you are welcome to bring your own lunch if you have specific dietary restrictions. We try to rotate these sessions on Saturdays or Sundays each month (so if they are on Saturdays this month, they will likely be on Sundays next month). The exception is June when we offer daytime training—simply let the volunteer coordinator know if you are interested in daytime training in June.

### Classroom sessions 2-5

These are 3.5-hour evening (with the exception of June) classroom sessions at our facility. No refreshments are offered, but you are welcome to bring dinner or snacks with you. We offer sessions 2-5 twice each month and try to stagger the days of the week on which they land. You only need to complete one of each session; they can be in any order.

### Online Learning Session

This session is an online self-learning course on NRS' digital services platform. You will need to complete the 1-hour online video course prior to completing Session 5.

### Listen-ins

These are 2-hour shifts in our crisis services center where you will shadow current liners, begin learning how to access resources, and find out what our calls are actually like firsthand. You will do **two** of these **2-hour listen-ins** during the training process. Our trainer will work with you to schedule your listen-ins, and you can do them anytime between 8am and midnight any day of the week. You will complete one of your listen-in shifts between session 1 and session 6 in order to start connecting the classroom learning with the real thing.

### Supervisions

These are 2-hour shifts in our crisis services center where you will take calls on your own with the support of a trained crisis services supervisor. The supervisor will guide you through the process and offer you suggestions along the way. You are required to do **at least four of these 2-hour supervisions** during the training process, but you may need **up to six** depending on how quickly you are getting the hang of things and how many calls come in while you are here. One of the supervisions will focus on our digital services. Your supervisions *must* be completed within 2 months of attending session 1 of training.



# National Runaway Safeline Crisis Liner Training, cont.

Now, let's take a look at the different topics covered in training.

Each session of training covers different topics and themes that come up during our work with youth and families. Not only do we review these topics, but we also spend time working through the five steps of our crisis intervention model for each topic and practicing skills through role play scenarios. Additionally, you will start to become familiar with the technology we use in the crisis services center to ensure you are capable of using that technology independently as a volunteer.

## Session 1

- Volunteer guidelines and important information
- Issues facing adolescents
- Runaway and homeless youth
- Overview of NRS' philosophy and services
- NRS' 5-step, solution-focused crisis intervention model

## Session 2

- Parents/guardians of runaway youth
- Options for parents/guardians
- NRS' message service

## Session 3

- Legal resources
- Handling tough calls
- NRS' conference call service
- Conflict resolution and mediation

## Session 4

- Youth experiencing abuse
- Commercial sexual exploitation
- Questions to ask and options available for youth being abused
- Mandated reporting

## Session 5

- Types of youth shelters and intake process
- NRS' database, documentation, and resource searches
- Illinois' Comprehensive Community Based Youth Services (CCBYS)
- Review NRS' online digital training video

## Session 6

- Depression, self-harm, and suicide
- Harm reduction
- Trauma informed care
- Sexuality and sexual orientation
- NRS' Home Free program

To see how all of this typically looks, check out our sample training calendar on the next page.

Keep in mind that you will get to choose which sessions 2-5 you attend. Additionally, your listen-ins and supervisions will be scheduled with our trainer taking your availability into account as described on page one. The sample training calendar was created to help you visualize what the training process looks like for the average trainee.

For this sample, the trainee works a 9am-5pm job, Monday-Friday. Additionally, the trainee is attending a professional development class on Tuesdays and Thursdays after work, so the trainee is not available those evenings. The trainee will be out of town for work the week of May 15<sup>th</sup>.

On the sample training calendar, both options for **sessions 2-5** are listed, but the **green text** are the sessions the trainee has decided to attend; **the other offerings for session 2-5 are gray**, but this trainee will not be attending those sessions. You will also see **listen-in** and **supervision** shifts that the sample trainee set up through the trainer and the time when the trainee chose to watch the online training video at home in **yellow**.



# National Runaway Safeline Crisis Liner Training, cont.

## SAMPLE TRAINING CALENDAR

April 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10 Session 1 9am-5pm	11	12 Session 2 6:30pm-10pm	13 Session 3 6:30pm-10pm	14 Session 4 6:30pm-10pm	15 Session 5 6:30pm-10pm	16 Listen-in 1 2pm-4pm
17 Complete online session	18 Session 2 6:30pm-10pm	19 Session 3 6:30pm-10pm	20 Session 4 6:30pm-10pm	21 Session 5 6:30pm-10pm	22	23
24 Session 6 9am-5pm	25	26	27 Listen-in 2 8pm-10pm	28	29	30

May 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 Supervision 1 8pm-10pm	3	4	5	6	7
8	9	10	11 Supervision 2 8pm-10pm	12	13	14
15	16	17	18	19	20	21
22 Supervision 3 1pm-3pm	23	24	25 Digital Supervision 4 5:30pm-7:30pm	26	27	28
29	30	31				

Note: for this sample trainee, the last possible day to complete supervisions is Friday, June 10<sup>th</sup> because the trainee attended session 1 on April 10<sup>th</sup>!