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). In June, NRS offers daytime training.

Classroom sessions 2-5

These are 3.5-hour evening classroom sessions at our facility. No refreshments are offered, but you are welcome to bring dinner or snacks with you. We offer sessions 2-4 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. Session 5 is a self-paced online course and can be taken at any time after Session 1 but must be completed prior to Session 6 (no exceptions).

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 during a supervision session. One of these supervisions will be focused on providing digital services. Your supervisions must be completed within 2 months of attending Session 1 of training.
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
- Human trafficking
- Questions to ask and options available for youth being abused
- Mandated reporting

**Session 5 (Online)**
- NRS’ database, documentation, and resource searches
- Non-suicidal self-harm
- Harm reduction
- Teen depression
- Digital services

**Session 6**
- Suicide
- Trauma informed care
- Sexuality and sexual orientation
- NRS’ Home Free program
- Database searches and practice

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 2-4 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 15th.

On the sample training calendar, both options for sessions 2-4 are listed, but the green text are the sessions the trainee has decided to attend; the other offerings for sessions 2-4 are gray, but this trainee will not be attending those sessions. Session 5 is online and can be complete at the trainee’s discretion, seen in orange text. You will also see listen-in and supervision shifts that the sample trainee set up through the trainer.
### SAMPLE TRAINING CALENDAR

#### April 2016

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<td>Digital Supervision 4 5:30pm-7:30pm</td>
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Note: for this sample trainee, the last possible day to complete supervisions is Friday, June 10th because the trainee attended session 1 on April 10th!