



Criteria and Procedure for Acceptance into Crisis Intervention Training Program

Minimum requirements for acceptance into Crisis Intervention training program are:

- Applicants must be at least 18 years of age;
- If in college or vocational school, applicants must be past their first semester;
- If in college, applicant must have at least a 2.0 overall grade point average based on a 4.0 scale;
- If under 20 years old and not currently enrolled in college, business school, or other educational institution, applicant must have at least six months consecutive full-time work experience.

Applicants to the Crisis Intervention training program go through a three-phase process in which staff and applicant will make a mutual decision as to whether the applicant will enter the training program. The three phases are as follows:

Phase 1: Application

Fill out and submit the attached application.

Phase 2: Individual Screening

The second phase of the screening process is the individual screening session. The individual's motivation for doing volunteer crisis counseling, realism with which the applicant views his capabilities and limitations, the applicant's approach to the issues of death and dying, and how non-judgmentally the applicant views others' behaviors and choices are discussed. Other areas that training staff routinely examine with the applicant are: personal attitudes on confidentiality, abortion, homosexuality, drug usage, race issues, suicide and masturbation. The Center's philosophy is that it is important to be consciously aware of our personal attitudes when counseling others.

Assessment is made as to the applicant's ability to verbally communicate, as this is the main form of interchange in telephone crisis counseling. The staff person also realistically represents the training program and the crisis counseling experience.

For protection of both the Center and the applicant, a release of information is obtained and sent to the therapist of any applicant who is currently undergoing or has just recently completed therapy. This information is recorded into the applicant's personal file.

Phase 3: Group Screening

Group screening is the third phase of the process of entering Crisis Intervention training. There are two evenings of group screening. Half of the applicants come each evening. These smaller

groups allow for more individual participation and for the training staff to maximize contact with each applicant. At group screenings, two experiential exercises are conducted: Power-Word-Circle and Sidney Simon's Alligator River Story. These exercises allow the applicant to experience in part how training is accomplished.

In the time between group screening and the first training session each applicant is contacted individually by telephone and in some cases is asked to come in to the Center for a face-to-face meeting. This structure provides the opportunity for feedback to be given by both the applicant and staff. Any concerns are discussed as well as written into the applicant's personal file. A mutual decision is then made as to whether the person continues into the training program. If the decision is affirmative, the applicant will begin the training sessions on the date scheduled. Applicants are informed at this time that training is a continual screening process and applicants can be deselected at any point in time in which it is determined by the trainer(s) that they are not a good fit.

CIC Information

The Crisis Intervention Center, Inc. is a unique and comprehensive mental health agency serving the state of Louisiana. The Center is a non-profit agency whose services include THE PHONE, Crisis Chat, Survivors of Suicide Program, Help Me Grow and various workshops and trainings on suicide prevention, crisis intervention and communication skills for individuals and agencies throughout the state.

The Center has a professional staff of 8 full-time employees and more than 30 part-time employees. All staff members have had crisis intervention and suicide prevention training and those on clinical staff continue to work crisis line shifts on a regular basis so as to refine their skills as counselors and trainers.

The PHONE and Crisis Chat Intervention Services

The major service of the Center is The PHONE, a 24-hour, seven-day-a-week telephone crisis counseling service, which was begun in April 1970. The PHONE is staffed by approximately 60 volunteer counselors who are trained and supervised by professional staff. THE PHONE operates on a daily schedule of shifts of 2 and 3 hour increments: 6-8am; 7-10am; 10am-12pm; 12-2pm; 2-4pm; 4-6pm; 6-8pm or 7-9pm; 8-10pm or 9-11pm; and "night owl" 11pm-7am. Each counselor commits to work a minimum of twelve hours per month, scheduled at his/her convenience.

The PHONE receives approximately 1,300 calls per month. Calls in which a crisis is identified account for 65% of the total. The types of problems most frequently discussed are interpersonal conflicts (family, marriage, dating), anxiety, depression, loneliness, and suicide.

Crisis Chat was added to our services as an online venue for receiving crisis intervention and suicide prevention help. Online intervention began in September 2010 and continues to grow today. We currently operate Monday-Thursday from 2:30-10pm and we plan to expand these hours as our capacity grows. Shifts are divided into 2.5 hour blocks, starting at each hour.

Crisis Chat receives about 300 chats per month. Chat visitors identify depression, self-harm, bullying, relationship issues and suicidal thoughts as the majority of the reasons for visiting chat.

* All calls and instant messages are confidential and are not discussed with persons who do not work in the Center. Everyone associated with the Center signs a confidentiality statement prior to acceptance with the program.*

Training

In terms of time commitment, the training program is demanding, requiring 60 hours over an eight-week period. The classroom training is conducted in the evenings from 7-10pm, and some training is done as self-study via an online learning. Certain aspects of the training such as observations of actual PHONE and Chat shifts and evaluation conferences are scheduled at each individual's convenience. Continued training is considered a vital aspect of one's commitment and offers an excellent opportunity for personal growth and development as a counselor. Each counselor commits to attend regular review sessions and in-service trainings provided by the Center staff.

APPLICATION

Please Return To:

Crisis Intervention Center, Inc. THE PHONE
& Crisis Chat
4837 Revere Ave.
Baton Rouge, LA 70808

Date: _____

Name _____ Sex _____

Age _____ Birthdate _____

Address: Mailing _____

Permanent _____

Telephone:

Home _____ Office _____ Cell _____

The best time to call me is _____

Emergency Contact and Phone number: _____

Email Address: _____ Alt. email: _____

Marital Status: (Circle One)

Married _____ Separated _____ Divorced _____ Widowed _____ Single _____
(Years) (Years) (Years) (Years)

Education: (Circle One) High School College: Degree _____
Presently Enrolled At _____ Grade pt. _____

Year: (Circle One) Freshman Sophomore Junior Senior
(Circle One) Graduate Major _____
Full time Part time

Organizational Memberships _____

If Employed, Where: _____

Position _____ Length of Time _____

Volunteer Experience:

Organization	Year	How Long	As
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(OVER)

My spouse/family knows and approves of me doing this type of work. Yes _____ No _____

I am currently in good health. Yes _____ No _____

I have attempted suicide at least once in my life. Yes _____ No _____

May we contact your therapist? Yes _____ No _____

Therapist's name and address _____

How did you learn about Crisis Intervention Training? _____

Which program are you interested in? The PHONE _____ Crisis Chat _____ Both _____

If you are selected to go through Crisis Intervention training:

Would you be able to commit to the 60 hours of training required to become a Crisis counselor?

Yes _____ No _____

Would you be able to commit to a minimum of 12 hours of volunteer work per month for 6 months?

Yes _____ No _____

Do you expect to experience any major life changes over the next year, such as relocation, graduation, changing jobs, etc? Yes _____ No _____ If "Yes," what? _____

Have you ever known anyone who attempted/completed suicide? Yes _____ No _____

If so, how did this impact you? _____

What topics or types of calls or IM's might be challenging for you on The PHONE or Crisis Chat?

