



## **Training Index for the California 988 Network**

*Submitted by:*

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*Submitted to:*

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Sacramento, CA 95899-7413

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## Trainings from Vibrant Emotional Health

### Mandatory Trainings for All Crisis Centers\*

1. **Fundamentals of Crisis Counseling** (1.5–2 hours)

This course reviews some of the basics that counselors will need to know in order to answer 988 contacts effectively. Content includes examining counselor motivations and expectations, realities of crisis line work, and how to effectively engage in self-care.

- Target audience: All crisis counselors
- Prerequisite: None
- Continuing education units (CEUs) available: No
- One-time requirement upon onboarding
- [Course page](#)

2. **Essential Skills in Crisis Counseling** (2–3 hours)

This course introduces the skills counselors will need to learn and apply when responding to 988 contacts. The course introduces the Lifeline Safety Assessment Model and guides learners through the parts of the model in individual modules. These modules are labeled as the essential skills they teach: Connect, Listen, Clarify, and Plan.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling
- CEUs available: None
- One-time requirement upon onboarding
- [Course page](#)

3. **Assessing Safety and Suicide Risk** (2 hours)

This course focuses on how to assess a help-seeker's current risk of suicide using the Lifeline Safety Assessment Model. This course also teaches counselors how to complete a safety plan with help seekers and the different types of information that should be included in a safety plan.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling and Essential Skills in Crisis Counseling
- CEUs available: None
- One-time requirement upon onboarding
- [Course page](#)

4. **Imminent Risk of Suicide** (2 hours)

This course teaches how to support individuals who may be at imminent risk of suicide. It reviews least-invasive interventions, how to maintain safety during emergency service interventions, and the risks of engaging law enforcement and/or hospitalization, as well as alternatives to these options.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, and Assessing Safety and Suicide Risk
- CEUs available: None
- One-time requirement upon onboarding
- [Course page](#)

#### 5. **Crisis Conversations on Chat and Text** (2 hours)

This course teaches counselors about the differences between call- and text-based crisis counseling. It provides specific guidance on how to handle imminent risk and emergency interventions in text-based conversations.

- Target audience: Chat/text crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- One-time requirement for all chat/text staff upon onboarding
- [Course page](#)

*\*It should be noted that although the target audience for these trainings is crisis counselors, Vibrant requires that all staff supporting frontline counselors, including managers, supervisors, and quality improvement staff, complete the trainings as well.*

#### Specialized Training Topics

These trainings are not required by Vibrant. Crisis counselors may take these additional courses if they want more training or information in these specialized areas.

##### 1. **Individuals Familiar to the 988 Lifeline** (1–2 hours)

This course provides training on how to offer effective support during conversations with familiar contacts (people who have reached out several times and are now familiar to the crisis center). It teaches techniques for supporting these contacts and covers special considerations that may arise during these types of conversations.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- [Course page](#)

##### 2. **Substance Use and People in Crisis** (1 hour)

This course provides some general information about substance use and misuse and how substances can affect the behavior of people who are experiencing suicidality. It teaches effective ways to support help-seekers who may be struggling with substance use disorder.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- [Course page](#)

##### 3. **Just-in-Time Disaster Crisis Counseling Training: Disaster Distress Helpline Call Centers** (3–4 hours)

This course provides information about behavioral health for disasters, including risk factors for distress, common survivor reactions, and factors that influence recovery. The course teaches the principles, elements and steps that lay the foundation for disaster crisis counseling and how to apply those to the people who call the Disaster Distress Helpline.

- Target audience: All crisis counselors who take Disaster Distress Helpline contacts

- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- [Course page](#)
- This training is mandatory during onboarding for all counselors who answer Disaster Distress Helpline contacts and for managers and supervisors who oversee the program.

### SIMmersion Trainings

These activities are role-plays that help counselors practice their skills with different types of help-seekers. They are optional for all crisis centers. [All role-play activities can be found on this dashboard.](#)

#### 1. 988 Direct

Helps counselor practice the Lifeline Safety Assessment Model and guides them through assessment and safety planning.

#### 2. 988 Familiar Individual

Allows counselor to practice talking to a caller who is familiar to 988. Aids counselors in practicing skills including assessing safety, reviewing care plan, and reminding caller of the limits they agreed to in previous conversations.

#### 3. 988 Third Party

Helps counselors practice talking to a third party, completing a safety assessment for the person at risk, and walking the third party through how to build a safety plan with the person at risk.

#### 4. 988 Veteran

Helps counselor practice assessing safety and building a safety plan for a caller who is a veteran.

#### 5. Crisis Conversation Skill-Builders

Focuses on five areas—prompt questions, collaborative relationships, four core principles, safety planning, and imminent risk—to help counselors practice the skills they need for effective crisis intervention.

### Practice Activities

These activities are not required by Vibrant. The courses are available as additional practice for counselors in areas that may be especially difficult.

#### 1. Cultivating Self-Awareness (10–20 minutes)

This practice activity helps to increase crisis counselors' understanding of the importance of self-awareness throughout crisis conversations through the use of audio, interactive case studies, multiple-choice questions, and reflection questions.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- [Course page](#)

#### 2. Moving Forward After Challenging Interactions (10–20 minutes)

This practice activity guides learners through creating a personalized, downloadable handout of their own guidance and techniques they can use for support after difficult conversations.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- [Course page](#)

### **3. The Language You Use (10–20 minutes)**

This practice activity helps learners practice using language that conveys an empathetic and supportive tone using interactive scenarios, applicable techniques, and realistic crisis conversations.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- [Course page](#)

### **4. Understanding Expressions of Anger (10–20 minutes)**

This practice activity uses interactive scenarios, a phrase bank, and reflective questions to help learners practice responding effectively to expressions of anger. It also gives learners the experience of different types of expressions of anger.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- [Course page](#)

### **5. Asking About Suicide (10–20 minutes)**

This practice activity helps the learner practice how to ask people about suicide, specifically how to ask the two prompt questions (“Have you done anything to harm yourself today?” and “Have you had any thoughts of suicide in the past few days, including today?”) required by Vibrant.

- Target audience: All crisis counselors
- Prerequisites: Fundamentals of Crisis Counseling, Essential Skills in Crisis Counseling, Assessing Safety and Suicide Risk, and Imminent Risk of Suicide
- CEUs available: None
- [Course page](#)

## **Future Online Training Topics**

1. Unconscious Bias
2. Responding to Thoughts of Violence
3. Follow-Up
4. Teenagers
5. Individuals with Mental Health Concerns
6. Individuals with LGBTQIA+ Identities

## Future Simulations and Practice Activities

1. Am I Jumping to Problem-Solving? (Practice Activity)
2. Individuals with LGBTQIA+ Identities

## Additional Topics for Upcoming Training Resources

1. Resources and Referrals
2. Third Parties
3. Supporting Rural Communities
4. Crisis Conversations with Young Adults
5. Crisis Conversations with Children
6. Supporting People with Intellectual and Developmental Disabilities
7. Crisis Counseling with First Responders
8. Crisis Counseling with Asian Americans and Pacific Islanders
9. Crisis Counseling with Refugees
10. Crisis Conversations with Older Adults
11. Working Effectively with Tribal Populations

## Cornerstone/California 988 Network Trainings

### 1. 988 California Resource Directory Training (20 minutes)

This course provides training on how to use the Servicepoint system, a resource and referral database created for and by the California 988 Network. This course teaches the learner how to search for different resources based on area and resource type, based on the AIRS taxonomy.

- Target audience: All crisis counselors
- Prerequisites: None
- CEUs available: None
- One-time requirement upon onboarding for all new counselors in the California 988 Network
- [Course page](#)

### 2. Self-Rated Intent (SRI) Training (30 minutes)

This course provides an overview of SRI and how it can be used to measure suicidality. It covers how and when to ask the SRI question, what that question is, and why it is used as a measurement and metric.

- Target audience: All crisis counselors
- Prerequisites: None
- CEUs available: None
- One-time requirement upon onboarding for all new counselors in the California 988 Network
- [Course page](#)

### 3. Health Insurance Portability and Accountability Act (HIPAA): Basics (45 minutes)

This course provides an introduction and overview of HIPAA. It covers the three principal areas of HIPAA: privacy, security, and breach notification.

- Target audience: All crisis counselors, as well as supervisors and managers of crisis line programs
- Prerequisites: None
- CEUs available: None

- Annual requirement for all counselors and management staff in the California 988 Network
  - Some centers use their own internal HIPAA training due to organizational requirements. These trainings were vetted by the California 988 Training Committee in 2023.
- [Course page](#)

#### **4. Disproportionality Nationally and in California in Death by Suicide Across Populations**

This course teaches the learner about death by suicide in different populations, both nationally and in California. The course reviews special considerations in working with different high-risk populations on the crisis line. [This training was in development at the end of 2023 and was not published. A copy of the slide deck is available upon request. Please note it is not a completed training ready for publication at this time.]