



In an effort to provide a standardized tool for evaluating crisis hotline workers, CONTACT USA now offers individual accreditation! Once certified, an individual can say that they have met national standards showing they have been thoroughly trained in crisis intervention and supportive listening skills and that they have shown dedication by working a minimum of 200 hours on a qualifying phone line. Crisis centers may also use this certification as an evaluative tool for their phone workers and by funding an individual's certification, offer them a reward for their service.

Requirements for certification include:

- Minimum age 18.
- Successful completion of a training course covering all areas included in the CONTACT USA core competencies.
- A minimum of 200 hours of telephone crisis work at an accredited crisis center. Those accreditations include CONTACT USA and/or American Association of Suicidology.
- A letter of professional reference from the Executive Director at the crisis center where telephone work was completed. The letter should specifically address the applicant's knowledge and skills as a telephone crisis worker; as well as other professional strengths. Each applicant must have a letter of reference
- Successful completion of the online exam with a passing grade of at least 85%.
- Certification is good for a period of five years.

To apply for Crisis Phone Worker certification, fill out the application form and mail it with the appropriate fee to (checks should be made out to CONTACT USA):

CONTACT USA Accreditation
 1870 Murray Loop
 Bosque Farms, NM 87068

Fee for Crisis Hotline Certification			
Examination Fee:		Re-certification Fee:	
CUSA Members	\$30	CUSA Members	\$20
Non CUSA Members	\$50	Non CUSA Members	\$40

For more information on this certification, contact accreditation@contact-usa.org



Crisis Phone Worker Certification Application

Name: _____ Birthdate: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Education: (Post high school. Begin with most recent)

Institution	City, State	Dates attended	Degree/Certificate

Crisis Courses and Clinical Training: (Include all relevant workshops, conferences and seminars relevant to core competencies)

Title of Course or Workshop	Date	Number of Hours Completed

Crisis Intervention and Hotline Experience:

Please complete the following information for every volunteer and/or paid position(s) you have held to calculate your total hours performing crisis intervention. Attach additional sheet if needed.

Agency: _____ **Title:** _____

City/State/Province: _____

Dates of service: _____

Total Number training hours: _____ Number of hours served on the phones: _____

Agency: _____ **Title:** _____

City/State/Province: _____

Dates of service: _____

Total Number training hours: _____ Number of hours served on the phones: _____

Agency: _____ **Title:** _____

City/State/Province: _____

Dates of service: _____

Total Number training hours: _____ Number of hours served on the phones: _____

(List additional agencies on a separate sheet as needed)

Total hours of crisis hotline experience: _____

Reference Letter:

Please indicate below the person from whom you have requested a sponsoring letter. This person must be someone who is acquainted with your work. This letter must be received prior to sitting for the exam.

Name: _____ Position: _____

Agency: _____ City and State: _____

email or phone: _____ Is letter enclosed? _____