



General Helpline Program
Accreditation Standards

2018

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GENERAL HELPLINE PROGRAM STANDARDS

INTRODUCTION

The accreditation standards listed within this document pertain to “general” helplines which provide emotional support to anyone in need. In addition to these two sections, please see the “Agency Standards” as the components there apply to all CONTACT USA accredited agencies. Also, please refer to that manual regarding details of planning a site visit.

SECTION FIVE: TRAINING STANDARDS

EXPLANATION

Rationale:

- Those who volunteer or are employed to provide service have a right to expect that they will be given an adequate opportunity to acquire the requisite attitudes, knowledge, and skills and to integrate these into safe and competent practice. Clients have the right to expect to be helped compassionately, non-judgmentally, and confidentially, and to be assisted appropriately.
- The effectiveness of a training program can be enhanced by having qualified trainers that have experience providing crisis intervention services.
- Providing opportunities and setting minimum requirements for helpline Specialists to participate in a program of continuing education will encourage the further development of skills and the updating of knowledge.

Standards:

- The agency’s basic training program for persons who care for others by telephone, chat or text is a minimum of 16 hours of face-to-face instruction, roleplay and at least eight hours of apprenticeship, for a total of *at least* 32 hours. Some topics may be covered via web-based training videos, or within a written manual. Agencies may add to these areas, according to their needs.
- Planners, trainers, presenters, and facilitators have knowledge and skills appropriate for their roles.
- The agency or helpline program has established a continuing education program for helpline Specialists to help them maintain their skills. All active helpline Specialists participate in at least one continuing education activity annually. Relevant continuing education may include meetings, media presentations, readings, or classes.

Questions:

- Does the basic training program include the required hours of face-to-face training and apprenticeship for helpline Specialists?
- Is the training focused on producing the knowledge, attitudes, and skills required for use in the helpline call center?
- Does the training program incorporate the core competencies?
- Are trainees tested on their knowledge?
- Does the agency document trainees’ completion of training?
- Are the members of the program’s training committee qualified and do they have experience pertinent to helpline work?

- Are the presenters effective teachers?
- Does the agency or helpline program have a program of continuing education for helpline Specialists?
- Do all helpline Specialists participate in at least one continuing education activity annually and is this documented?

CORE COMPETENCIES:

For General Helplines, training is required on the following Core Competencies (see supplemental accreditation standards to find additional requirements for OES, Problem Gambling, Reassurance, Teen Lines, Domestic Violence, and other topic-specific helpline programs):

- History of the agency, orientation, and understanding program policies and procedures
- Self-awareness and understanding how bias affects us as helpers
- Listening and Communication Skills
- Grief, loss, and loneliness
- Understanding Crisis
- Suicide awareness, intervention and safety planning
- Understanding mental illness and behavioral healthcare
- Understanding and helping familiar clients
- Setting appropriate boundaries and handling challenging behaviors
- Addictive and Compulsive Behaviors
- Violence, Neglect, and Exploitation
- Accessing community resources
- The importance of self-care and emotional safety in helpline work

DEMONSTRABLE COMPETENCIES:

The training program focuses on demonstrable attitudes, knowledge and skills, and:

- presents a basic understanding of human personality with its physical, psychological, spiritual, and social needs and attendant problems;
- gives knowledge of how to help and care for people in times of distress;
- ensures that prospective helpline Specialists develop their abilities to help clients, understand the limits of their role, and learn how to make referrals;
- ensures that helpline Specialists understand and integrate safe, competent practice into the special techniques of helpline work;
- includes a period of supervised apprenticeship;
- includes a process through which a trainee's competence to serve on the helpline is adequately evaluated; and
- makes service on the helpline dependent upon completion of classroom and apprenticeship requirements and the signing of a pledge to maintain confidentiality.

COMPONENTS

501: THIRTY-TWO HOUR BASIC TRAINING PROGRAM

- Level 0: **The program does not meet the minimum requirement of 32 hours of basic training
- Level 1: The basic training program consists of a minimum of 32 hours, to include: at least 16 hours of face-to-face instruction including roleplay, and at least eight hours of supervised apprenticeship.
- Level 2: The basic training program features varied teaching modalities such as lecture, group exercise, video, etc.
- Level 3: The training program is designed and modified based on written evaluations from trainees.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

502: SPECIFIC TRAINING REQUIREMENTS ON CORE COMPETENCIES

- Level 0: **The training does not meet the requirements on core competencies.
- Level 1: The agency's basic training program is designed to encompass the Core Competencies and to provide instruction in the special techniques of non-judgmental, active listening; crisis intervention; and information and referral. Topics may be covered through readings, videos, lecture or activities.
- Level 2: The agency's basic training program is evaluated and modified based on assessments by staff and trainees.
- Level 3: All topics are covered thoroughly via interactive face-to-face training and discussion. The agency's basic training program reflects the specific needs of the helpline program's community demographics. Training is evaluated and modified based on assessments by staff and trainees.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

503: DEMONSTRABLE COMPETENCIES OF HELPLINE SPECIALISTS

- Level 0: There are no written objectives for training.
- Level 1: There are measurable objectives in the training curriculum. Trainees demonstrate competency via exam, roleplay, or similar.
- Level 2: The basic training program focuses on enabling the trainees to demonstrate the knowledge, attitudes, and skills essential to provide helpline services. Written objectives are measurable and trainees take an exam at the end of training.
- Level 3: Some Specialists have attained individual certification from CONTACT USA, AAS, or another national accrediting body.

504: SUICIDE AWARENESS AND INTERVENTION TRAINING

- Level 0: **Education about the warning signs of suicide and asking about suicide is not included in initial training.
- Level 1: All Specialists are given basic training about suicide awareness and intervention.
- Level 2: There is thorough training on how to recognize warning signs and how to ask a client about suicidal ideation. Clients who exhibit warning signs are asked about their suicidal thoughts and intent.
- Level 3: Awareness about warning signs and the importance of talking about suicide is an integral part of the agency culture. All clients exhibiting warning signs are asked if they are having thoughts of suicide, and are then assessed and helped to make a safety plan. Continuing education on suicide intervention is offered annually.

**MUST ATTAIN LEVEL 1 FOR ACCREDITATION

505: TRAINING COMMITTEE'S EXPERIENCE, KNOWLEDGE, AND SKILLS

- Level 0: Members of the training committee do not have adequate experience, knowledge and skills specific to crisis line work.
- Level 1: Members of the program's training committee have limited experience, knowledge, and skills in the area of crisis line work.
- Level 2: All members of the program's training committee have the needed experience, knowledge, and skills.
- Level 3: Members' competence is indicated by overall positive written evaluations of the training program by the three most recent classes of newly commissioned helpline Specialists.

506: ROLEPLAY FACILITATION

- Level 0: Roleplays are done by trainees, but there is no structure or formal facilitation.
- Level 1: Roleplays are conducted by staff and volunteers who have limited or no training in facilitation. Trainees are given informal feedback.
- Level 2: Roleplays are conducted by staff or volunteers who have been trained in roleplay facilitation, giving constructive feedback, and accurate evaluation of trainee skills. Trainee performance is evaluated via written feedback.
- Level 3: Roleplay facilitator's competence is indicated by overall positive written evaluations of the training program by the three most recent classes of newly trained helpline Specialists.

507: CONTINUING EDUCATION PROGRAM

- Level 0: There is no continuing education program offered.
- Level 1: **The agency infrequently offers relevant continuing education.
- Level 2: The agency regularly offers continuing education.
- Level 3: The agency offers a variety of continuing education opportunities including topics pertinent to the focus area of the helpline. The agency encourages helpline Specialists to participate in other continuing education opportunities available in the community.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

508: HELPLINE SPECIALIST PARTICIPATION IN CONTINUING EDUCATION ACTIVITIES

- Level 0: **Helpline Specialists are not required to participate in continuing education activities.
- Level 1: ** Agency has a formal continuing education program requiring participation in at least one qualifying activity annually. There is evidence that all Specialists have met this requirement.
- Level 2: The agency requires all helpline workers to attend at least one face-to-face continuing education activity annually.
- Level 3: The agency requires helpline workers to participate in four or more continuing education activities per year.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

SECTION SIX: PROGRAM MANAGEMENT

EXPLANATION

Rationale:

- The public has a right to expect that the helpline service is available as advertised
- Helpline Specialists have the right to expect their identity and location to be protected.
- An effective crisis organization needs to be an integral part of the community and reflect the diversity of the community it serves.
- An organization that provides crisis-related human services must seek the cooperation and win the support of the other human service agencies. Such support may be an important source of referrals and networking.

Standards:

- Clients have direct access to helpline Specialists during advertised hours.
- The helpline service is provided without regard to the age, gender, race, religion, sexual orientation, or national origin of the client. This policy may be modified at programs which provide a peer-to-peer service.
- As the result of an effective public relations program, the program enjoys a broad base of community interest, support, and participation.
- The helpline program has collaborative relationships with community organizations which deal with the same focus area of social service provision.
- There is a non-exclusionary policy, and an effective public relations program which demonstrates this.
- The program has a comprehensive listing of referral resources.
- The program conducts evaluation and analysis of its effectiveness.

Questions:

- Do clients have access to a helpline Specialist during all advertised hours?
- Does the helpline program have policies and procedures regarding the anonymity of helpline Specialists?
- Does the agency have an organized and effective public relations program?
- Does the program have a non-exclusionary policy and does the program reflect the diversity of the community?
- Does the helpline program work cooperatively with other local agencies which deal with the same focus area?

- Does the agency maintain and use a comprehensive listing of referral resources?
- Does the agency conduct evaluation of its helpline program and analyze trends to improve service provision?

COMPONENTS

601: HELPLINE AVAILABILITY

- Level 0: **There is not a helpline specialist available during all advertised hours.
- Level 1: A helpline Specialist is always available during advertised hours, but fewer than 12 hours a day and/or fewer than 7 days a week.
- Level 2: A helpline Specialist is always available more than 12 hours a day, 7 days a week, but fewer than 24 hours every day.
- Level 3: A helpline Specialist is always available 24 hours a day, 7 days a week.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

602: HELPLINE FORWARDING USE WITHIN THE AGENCY

- Level 0: **The agency does not meet the minimum requirements for this standard.
- Level 1: Any helpline Specialist receiving forwarded calls, chats or texts must have access to a second phone line for use during emergencies. There are policies regarding receiving contacts off-site.
- Level 2: The program has adequate written call forwarding policies and confidentiality agreements specific to off-site services are on-file for any Specialists serving in this way.
- Level 3: Clients are forwarded to a trained Crisis Line Specialist who has access to a second phone line and resources, such as Information & Referral files, similar to those at the agency. There is a formal process for monitoring the quality of services provided off-site.
Alternatively, the program does not forward clients off-site.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

603: HELPLINE FORWARDING TO ANOTHER HELPLINE PROGRAM

- Level 0: **The agency forwards to a program which is not accredited.
- Level 1: The program accepting forwarded contacts is accredited and meets the advertised hours of the forwarding program.
- Level 2: The program accepting the contacts has an adequate database of referrals in the forwarding program's area.
- Level 3: There is a formal Memorandum of Understanding between the programs that includes a written protocol for handling contacts with at least annual assessment of the adequacy of the response, or **the program does not forward clients to another program.**

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

604: HELPLINE CAPACITY DURING ADVERTISED HOURS

- Level 0: **There is only one service provision line available in the agency.
- Level 1: There is at least one incoming helpline and an additional line available for emergencies. No individual paid or volunteer helpline worker is regularly scheduled to work more than 40 hours per week.

- Level 2: There are adequate lines to handle incoming contact volume, and at least one additional line available for emergencies.
- Level 3: The agency has a plan to increase coverage in the event of a sudden influx of calls, chats or texts.

**** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION**

605: ANONYMITY

- Level 0: ******There are no written policies regarding anonymity of clients and helpline Specialists.
- Level 1: There are policies and procedures regarding anonymity which are followed consistently.
- Level 2: There are written policies regarding anonymity which include language regarding the use of caller ID, ISP, and other technologies such as internet searches and social media. These technologies are used for the benefit of the client during emergencies only.
- Level 3: Clients who wish to remain anonymous are provided with appropriate services and referrals according to agency policies.

**** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION**

606: CONTACT RECORDS RETENTION AND SECURITY

- Level 0: ******There are no policies regarding call, text or chat record retention and security.
- Level 1: There is a policy that defines the length of time paper copy records are retained and how records are destroyed, but there is no policy with regard to computers and computerized data outside the agency.
- Level 2: Security of records is maintained throughout storage and destruction. Computer information outside the agency is password protected and access limited to appropriate staff members in order to protect the confidentiality of clients.
- Level 3: Back-up of any digital records is done regularly.

**** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION**

607: CONTACT STATISTICS

- Level 0: ******The helpline program does not gather or maintain statistics regarding calls, texts, or chats.
- Level 1: The helpline program has a process for keeping accurate statistics, however the statistics are not compiled or reviewed.
- Level 2: The program has a detailed process for gathering and maintaining accurate statistics and these are compiled regularly.
- Level 3: The helpline program keeps accurate, current statistical reports regarding calls, texts, and chats. They are reviewed to identify trends. The Board and other pertinent stakeholders are given regular reports regarding trends.

**** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION**

608: NON-EXCLUSIONARY CLIENT POLICY

- Level 0: ******The agency does not meet the minimum requirements for this standard.
- Level 1: The agency has a non-exclusionary client policy, and accepts calls without regard to the age, gender, race, religion, sexual orientation, or national origin of the clients. This may be modified for peer-to-peer lines which serve a specific population. This may be

modified for programs which target a particular demographic, i.e. Teen Lines, Veteran's, or other "peer-to-peer" lines.

Level 2: The agency provides training to helpline Specialists on understanding and respecting the cultural differences of clients.

Level 3: The agency is proactive in advertising its non-exclusionary client policy, or in the case of a "peer to peer" helpline, is clear regarding from whom they will accept calls.

**** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION**

609: PUBLIC RELATIONS PROGRAM

Level 0: There is no formal public relations program.

Level 1: There is an informal public relations program which promotes the helpline which is being accredited.

Level 2: There is an organized, written, and effective public relations plan in place which creates visibility and recognition throughout the community.

Level 3: The agency has a functional and regularly updated website and/or participates in social media networks such as Facebook, Twitter, Instagram, etc.

610: HUMAN SERVICE AGENCY COLLABORATION

Level 0: The agency does not actively cooperate with other human service agencies.

Level 1: The agency has minimal cooperative relationships.

Level 2: The agency has a good working relationship with other human service agencies which work in the same focus area as the helpline program being accredited.

Level 3: The agency is known and recognized as effective and works collaboratively with other human service agencies. This is reflected in letters, MOUs or interviews with community agency members.

611: INFORMATION AND REFERRAL RESOURCES

Level 0: The referral resources the agency uses are not adequate.

Level 1: The agency uses a comprehensive and up-to-date listing of referral resources or refers clients to the identified I&R resource agency for the area.

Level 2: The agency is an identified I&R resource for the area and advertises this service to the public.

Level 3: The agency publishes a human resources directory and/or maintains an I&R database accessible on the Internet.

612: PROGRAM EVALUATION

Level 0: The helpline does not measure outcomes or evaluate its service.

Level 1: The helpline has a process in place for measuring outcomes. However this data is not put to a consistent use.

Level 2: There is a coherent method of measuring outcomes which are reported to stakeholders, and which is used to improve the program.

Level 3: The helpline measures a complete set of client outcomes which includes self-reported client satisfaction and/or follow-up procedure to survey impact of the helpline service. Findings are reported regularly to the Board and other stakeholders.

SECTION SEVEN: SUPERVISION, SUPPORT AND EVALUATION OF SPECIALISTS

EXPLANATION

Rationale:

- Clients have the right to expect help that integrates sound theory into safe practice; this requires helpline Specialists who are well trained, supervised, and evaluated.
- Helpline Specialists on duty need access to emotional support and practical assistance, especially in cases of emergency.
An effective agency will keep records regarding Specialist identification, attendance and other relevant information.

Standards:

- Helpline Specialists are trained, supervised, and their performance is evaluated at least annually. The program is able to recruit and retain the number of workers needed to provide the type and quality of services for which it has sought accreditation.
- The helpline program's response to human need includes the provision of immediate support and assistance to helpline Specialists on duty. Support workers and/or staff have been specifically trained to provide support and to assist the worker on duty in cases of emergency.
- Support workers should have clear, readily accessible directions on how to send law enforcement in the case of imminent suicide risk or other emergencies requiring intervention.

Questions:

- Does the helpline program provide adequate supervision and support for its helpline Specialists?
- Does the helpline program provide adequate evaluation of its Specialists?
- Is the helpline program able to recruit a sufficient number of Specialists in order to appropriately staff the helpline?
- Does the helpline program have an adequate system of support for Specialists on duty?
- Are support workers provided training for their responsibilities?
- Are records on helpline specialist statistics updated and current?
- Do helpline Specialists understand and follow the program's policies regarding intervention on crisis and suicide calls, chats or texts?

COMPONENTS

701: SUPERVISION OF HELPLINE SPECIALISTS

- Level 0: The helpline Specialists are not supervised.
- Level 1: The helpline program has informal supervision.
- Level 2: There is a structured program of supervision with at least one paid or volunteer staff person whose responsibility is the supervision of helpline specialists.
- Level 3: Helpline specialists are required to meet with a supervisor regularly to discuss their experiences on the helpline.

702: EVALUATION OF HELPLINE SPECIALISTS

- Level 0: **The helpline Specialists' work performance and skills are not evaluated.
- Level 1: **The helpline program has an informal evaluation that includes feedback by phone, in writing, by email, or in person.
- Level 2: The helpline program has developed and uses a system of evaluation of each helpline Specialist's work performance and helpline skills which is done at least annually.
- Level 3: The helpline program's evaluation program includes face-to-face meeting(s) with helpline Specialists. This includes a plan for addressing deficiencies.

** MUST ATTAIN LEVEL 1 FOR ACCREDITATION

703: RECRUITMENT AND SCREENING OF HELPLINE SPECIALISTS

- Level 0: The helpline program does not evaluate potential helpline specialists specifically for their potential ability to do helpline work.
- Level 1: The program has informal screening involving conversation with applicants about the nature of helpline work.
- Level 2: The program screens all applicants for attitudinal qualities which are important to helpline work such as compassion, empathy, tolerance and patience.
- Level 3: There is an evaluation of applicants' emotional well-being and fitness for working in high-stress situations as well as their capacity to exhibit healthy self-care and stress management. The agency completes criminal background checks on all helpline workers.

704: RECOGNITION OF HELPLINE SPECIALISTS

- Level 0: There is no program for recognition.
- Level 1: There is an informal program for recognition.
- Level 2: There is an annual, formal program for recognition of Specialists' achievements and hours served.
- Level 3: There are ongoing opportunities for recognition in the community and participation in CONTACT USA national recognition programs i.e. Gold, Silver Bronze, or the Spirit of CONTACT Award. (Agencies which are new to CUSA will be exempt from this requirement and will achieve a level three score assuming the requirements of levels one and two are also met).

705: RECORDKEEPING OF HELPLINE SPECIALISTS SERVICE

- Level 0: No records of hours are maintained.
- Level 1: Basic shift attendance and contact information is maintained and updated annually.
- Level 2: Basic information is kept and is updated frequently (at least three times per year).
- Level 3: Specialist profiles include shift attendance and hours served as well as extra trainings, roles served beyond helpline shifts, and other pertinent information regarding their contribution to the agency.

706: SUPPORT SYSTEM

- Level 0: **There is no support system in place for helpline Specialists.
- Level 1: There is an informal support system for helpline Specialists, but support workers are not specifically scheduled. At least one person is assigned to provide support and assistance to helpline Specialists.
- Level 2: There is a formal system which includes a team of trained support workers. A support worker is always scheduled to be available to Specialists as needed.
- Level 3: Specialists are offered phone, text, or face-to-face support during or following each shift.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

707: SUPPORT WORKER TRAINING

- Level 0: No training is provided for support workers.
- Level 1: Informal training is provided to support workers.
- Level 2: Training is provided to support workers, who are formally evaluated for competency. Support workers meet at least annually to update needed information, share experiences and to strengthen backup services.
- Level 3: Support workers are evaluated for competency annually and meet more than once a year to update needed information, to share experiences, and to strengthen backup services.

708: PROCEDURES FOR CONTACTING POLICE/ LAW ENFORCEMENT

- Level 0: **There are no clear procedures explaining how to contact police or locate a phone, chat or text client in an emergency.
- Level 1: All support staff are trained in how to obtain the IP address or phone number and contact the appropriate service provider's legal department in order to initiate rescue. Alternatively, the center may have a written policy to never intervene without the visitor's consent.
- Level 2: Clear, written directions for contacting police/law enforcement are easily accessible to staff who are responsible for initiating intervention.
- Level 3: A form or letter is available to fax or e-mail to dispatchers upon request if the dispatchers are not familiar with the process of locating someone based on their IP address or phone number.

SECTION EIGHT: MANAGEMENT OF SPECIFIC CALL TYPES

EXPLANATION

Rationale:

- Situations on the helpline involving clients who present challenging behaviors require Specialists to have training and support in handling them. Some of these situations which can be anticipated at any helpline program include suicide, other emergencies involving threats of harm, support of familiar callers, and identification and handling of misuse or abuse of services.

Standards:

- The helpline program has developed effective call management policies and procedures that give adequate direction to the helpline Specialists. These policies and procedures are developed and regularly reviewed. Call management procedures are designed to provide structure, consistency and effective support to both clients and Specialists. Agencies have specific written policies and procedures regarding active intervention during crisis and suicide calls. Helpline Specialists have access to these written documents.

Questions:

- Are there directives formulated for familiar clients?
- Are there policies and procedures for managing abuse or misuse of the service?
- Does the agency provide follow-up to clients, and if so how is it handled?
- Do helpline Specialists understand and follow the program's policies regarding intervention on crisis and suicide calls, chats or texts?

COMPONENTS

801: SUICIDE LETHALITY/ RISK ASSESSMENT FORM

- Level 0: **The agency has no lethality risk assessment form.
- Level 1: The agency has a suicide lethality risk assessment form, and it is used consistently by helpline Specialists.
- Level 2: Completed suicide lethality risk assessment forms are reviewed regularly by the agency's designated parties (e.g. Call Management Committee, Program Director, Support Workers) and feedback is given to helpline Specialists.
- Level 3: The agency's suicide lethality risk assessment form is based on nationally recognized, evidence-based best practices as recommended by the National Suicide Prevention Lifeline, SAMHSA, SPRC or similar.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

802: POLICIES REGARDING ACTIVE INTERVENTION AND RESCUE

- Level 0: **The agency has no written policies regarding intervention on suicide calls, chats or texts.
- Level 1: The program has basic written policies and directives regarding intervention on suicide. Specialists get minimal training on suicide intervention. Clients who are thinking of suicide may be referred to other services.
- Level 2: The program has written policies and written directives for intervention for suicidal clients. The helpline Specialists are trained on those policies during initial training and follow them consistently. All clients having thoughts of suicide are assessed and helped to stay safe which may include safety planning or active intervention when deemed necessary by appropriate agency staff.
- Level 3: The policies are reviewed annually and updated as needed. Continuing education is offered annually on the intervention policies.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

803: RESPONSE TO OTHER EMERGENCIES

- Level 0: There are no specific procedures for responding to emergency situations.
- Level 1: Emergency handling procedures are not specific or comprehensive.
- Level 2: Emergency handling procedures are taught in the initial training program and are clearly spelled out in the Policies and Procedures Manual.
- Level 3: The procedures are reviewed and revised as needed.

804: MANAGEMENT AND POLICY REGARDING FAMILIAR CLIENTS

- Level 0: The helpline program does not have written policies and procedures regarding support of familiar clients.
- Level 1: The program has written call management policies and procedures and they are followed consistently.
- Level 2: Policies regarding specific clients are set by designated staff members who are familiar with the needs of familiar users of the helpline service. Specialists are trained in how to compassionately enforce policies and understand the needs of this population of clients.
- Level 3: Current updates for specific clients as well as changes in policies are in written form and readily available to helpline Specialists. The agency uses recovery principles and trauma informed care to better support the needs of familiar clients.

805: MANAGEMENT AND POLICY REGARDING MISUSE AND/OR ABUSE OF SERVICES

- Level 0: The helpline program does not have written call policies and procedures regarding management of clients who misuse and/or abuse the program's services.
- Level 1: The helpline program has written call management policies and procedures and they are followed consistently.
- Level 2: Specialists are trained in how to recognize and manage challenging behaviors.
- Level 3: Current alerts for specific clients are in written form and readily available to helpline Specialists. There is easily accessible support for Specialists who have had to deal with difficult or threatening behaviors exhibited by clients.

806: FOLLOW UP SERVICES

- Level 0: The agency does not have a policy regarding follow-up calls.
- Level 1: The agency has a policy regarding follow-up, and the policy is followed consistently.
- Level 2: The agency's policy includes the protocols for offering and conducting follow-up contact, at least for clients who have been at high risk for suicide, and who have been able to commit to safety before ending the conversation. There is documentation for attempted and successful follow-up contact.
- Level 3: Follow up contact is an integral part of service delivery and is offered in response to a wide variety of call situations including those at risk for suicide. An assigned staff person tracks follow-up calls for quality assurance and consistency.

807: DUTY TO WARN

- Level 0: ** The agency does not have a policy regarding duty to warn in cases of threat of harm to others;
- Level 1: The agency has a policy that is followed consistently. The policy outlines the response to a caller's threats of harm to others and the agency's Duty to Warn action plan.
- Level 2: Support workers and helpline Specialists have a clear understanding of when there is a Duty to Warn, and written procedures for doing so are easily accessible to those on shift.
- Level 3: The policies on Duty to Warn are regularly reviewed and updated as needed. Procedures are covered annually as part of continuing education offerings.

** MUST ATTAIN A LEVEL 1 FOR ACCREDITATION

808: THIRD-PARTY CONTACT REQUESTS

- Level 0: The agency has no policy on third-party contact requests
- Level 1: The agency has an informal policy which manages third-party calls on a case-by-case basis.
- Level 2: There is a written policy which is followed consistently. Third party requests are evaluated by supervisory staff and conducted when deemed appropriate.
- Level 3: When a "third-party" suicide call is received in which the caller is concerned for the safety of another person, the agency will make every effort to engage the person at risk in a collaborative process to establish safety and reduce the risk of suicide.

809: MANDATORY REPORTING OF ABUSE TO MINORS OR VULNERABLE ADULTS

- Level 0: There are no policies regarding mandatory reporting.
- Level 1: The Program has a mandatory reporting policy.
- Level 2: The written policy regarding mandatory reporting is incorporated into training of new specialists
- Level 3: This policy is easily accessible by OES specialists (in a handbook each specialist receives, available online, hanging on a call-room wall, etc.)