The counselor ensured the help seeker felt heard, understood, and validated as evidenced by displays of genuine empathy, the use of a welcoming, friendly tone, and actively listening to the needs of the help seeker. Throughout the interaction, the counselor maintained a person-centered approach.

PROFESSIONALISM
The counselor effectively demonstrated the Childhelp Cultural Values and Performance Principles as evidenced by their ability to demonstrate honor, integrity, character, and the use of clear, concise communication (both written and verbal) which was mostly free of error. The counselor established an appropriate use of boundaries.

PURPOSE OF THE HOTLINE
The counselor ensured that the help seeker understood the role, purpose, and capabilities of the hotline as evidenced by their emphasis on what the hotline can do, versus what it cannot.

QUESTIONING & MICROCOUNSELING TECHNIQUES
When appropriate, the counselor clarified the help seeker's needs in a purposeful, non-accusatory manner as evidenced by the effective use of microcounseling skills/techniques (e.g., open-ended questions, paraphrasing, reflection, and/or summarization).

PROBLEM SOLVING
The counselor ensured that the help seeker felt included in the problem solving process as evidenced by effective collaboration techniques and the identification of feasible 'next steps' while remaining sensitive to various dimensions of diversity (e.g., preferences, age, culture, religion, gender identification, etc.).

Research findings are available at www.childhelphotline.org/research
For further information or questions, contact mfingerman@childhelp.org or ljacobs@childhelp.org
ADDRESSING BARRIERS
The counselor included the help seeker in developing a co-created solution to overcome barriers (mental, emotional, physical or otherwise) as evidenced by the identification of potential impediments and the exploration of coping skills as well as available support mechanisms.

SAFETY PLANNING
If applicable, the counselor collaborated with the help seeker to develop an interim safety plan as evidenced by the assessment of safety indicators (e.g., suicidal and/or homicidal ideation, imminent physical danger, etc.).

PROVIDING APPROPRIATE RESOURCES
The counselor provided relevant and appropriate resources as evidenced by navigating the appropriate database as well as displaying their knowledge of child welfare laws and systems, mental health symptoms associated with crisis/trauma, and childhood developmental norms.

ENSURING SERVICE DELIVERY
The counselor was able to ensure service delivery by initiating an effective wrap-up of the encounter - as evidenced by allowing the help seeker to reflect on their understanding of the issue(s) addressed as well as how to move forward once the interaction has ended.

DOCUMENTATION
The counselor ensured all documentation was complete, accurate, and submitted with all required information - including demographics, presenting issues, and referrals. If applicable, external notification forms were completed appropriately.