

Practice MODEL

Application and Adherence: Components identified for productive conversations

1

WARMTH

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.



2

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.



3

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.



4

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).



5

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.).



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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.



7

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.).



8

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.



9

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.



10

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.

