

Crisis Intervention 101: A Solution Focused Model for Runaway and Homeless Youth

Nathan Luecking

National Runaway Switchboard
3080 N. Lincoln Ave
Chicago, IL 60657
773-289-1722
nluecking@1800runaway.org

The National Runaway Switchboard (NRS) has provided crisis services to runaway/homeless youth and families at-risk for over 30 years. NRS trains and sustains a large base of crisis line volunteers each year. Utilizing an easy to train and easy to use crisis intervention model makes it possible to train volunteers coming from all walks of life, ages sixteen and up.

With every call, a liner follows a five step solution-focused crisis intervention model, through which they establish rapport with their caller, explore facts and feelings, focuses on main issues, elicit options from the caller, and develop a plan of action. Liners are guided through every call by our philosophy and values; we are non-judgmental, non-directive, and confidential.

This workshop will walk participants through our five-step, solution-focused crisis intervention model as it is used with runaway and homeless youth. Stressing the importance of rapport building, participants will learn different ways to project empathy without the benefit of body language. Activities will be utilized and role plays emphasized as a method of putting the model to use in a supervised setting.

As runaway and homeless youth, our callers are often in a vulnerable place. Our training provides strategies on how to build trust with the caller, as well as help them prioritize their options according to their most immediate needs. We will learn what defines a crisis and different resources that are available to youth. NRS realizes that running away is sometimes the safest solution for youth. While emphasizing safety, we hope to assist the youth in finding options that are the best fit for them.