



**Empowering and Engaging Youth in Crisis:
Strategies for Runaway and Homeless Youth Settings**

November 18, 2020

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Learning Objectives

By the end of the webinar, participants will be able to:

- Outline and integrate engagement strategies with youth served by their programs.
- Apply trauma-informed and youth development strategies into crisis situations.
- Explore the barriers for youth engagement and ways to reduce these barriers.
- Learn how solution-focused crisis intervention can assist runaway and homeless youth.

National Runaway Safeline

Mission:

To keep America's runaway, homeless and at-risk youth safe and off the streets.

History:

- Established in 1971 in Chicago as Metro-Help.
- Became the federally-designated National Communication System (NCS) for runaway and homeless youth starting in 1974.
- In January 2013 changed name from the National Runaway Switchboard to the National Runaway Safeline.

National Runaway Safeline®

1800RUNAWAY Services



NRS Services

1-800-RUNAWAY:

- Trauma-informed solution focused crisis intervention
- Information and referrals
- Message service
- Conference calls
- Home Free family reunification and transportation program

1800RUNAWAY.org:

- Interactive live chat
- Crisis forum and email
- Free educational and promotional materials

Online Resources

- Information and tips for youth, parents, educators, and youth-serving organizations.
- Free prevention and educational materials.
- Interactive data and statistics from NRS' hotline and online crisis services.
- Blog and infographics focusing on runaway and homeless youth issues and statistics.



Education and Prevention

- Information and reports on why youth contact NRS
- Educational materials for youth and parents
- *Let's Talk: Runaway Prevention Curriculum*, which is used by youth-serving organizations, schools, community programs and different groups.





The campaign goals are:

- To “Shine a Light” on the issues runaway and homeless youth (RHY) face.
- To educate the public about solutions and the role they can play in runaway prevention and youth homelessness.



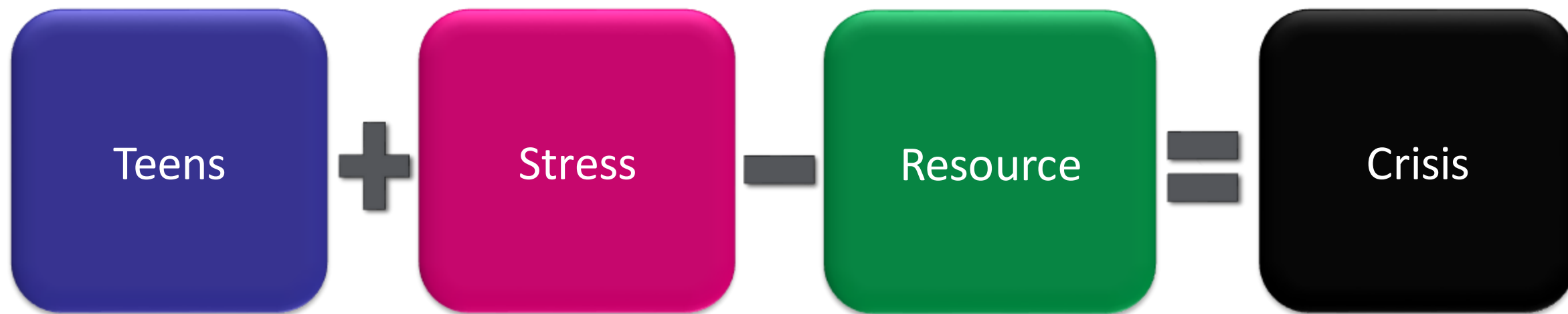
Visit 1800runaway.org/NRPM for more information.



Anatomy of a Crisis

Group Discussion

- How would you define the word “crisis”?
- What are the typical elements of a crisis situation?





The Importance of Engagement

Group Discussion

- Why is engagement important?
- How do you engage youth?

Engagement Strategies

- Assumption of desire to change
- Open-ended questions
- Focus on strengths
- Empowerment
- Exception question
- Miracle question
- Supportive statements
- Active listening
- Non-directive and non-judgmental approach
- Exploration of what is working or has worked
- Coping questions
- Brainstorming options
- Scaling questions



Moving Past Resistance

Group Discussion

- What does resistance look like?
- How do you move beyond resistance?

Resistance

- Reality check
- Ask focus questions
- Ask open-ended questions
- Focus on strengths
- Explore what has or has not worked
- Recognize past trauma
- Small changes are still change
- Discuss the pros and cons
- Offer to practice
- Ask the what if's
- Empowerment
- Supportive statements
- Active listening
- Non-directive and non-judgmental approach



Crisis Intervention Model

NRS Services Framework

- Use a harm-reduction and trauma-informed approach to providing solution-focused intervention.
- NRS services employ a positive youth development approach.
- Offer confidential, crisis-oriented, non-sectarian, non-directive, non-judgmental and empowering support.
- Collaborate with volunteers and community-based service providers.

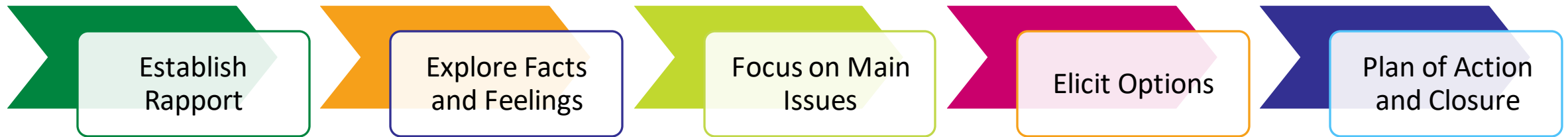
*"At the beginning of the call I hear despair,
at the end of the call I hear hope."*

- NRS Volunteer

NRS Philosophy

- Confidential
- Non-directive
- Non-judgmental
- Non-sectarian
- Honest
- Crisis-oriented
- Empowering

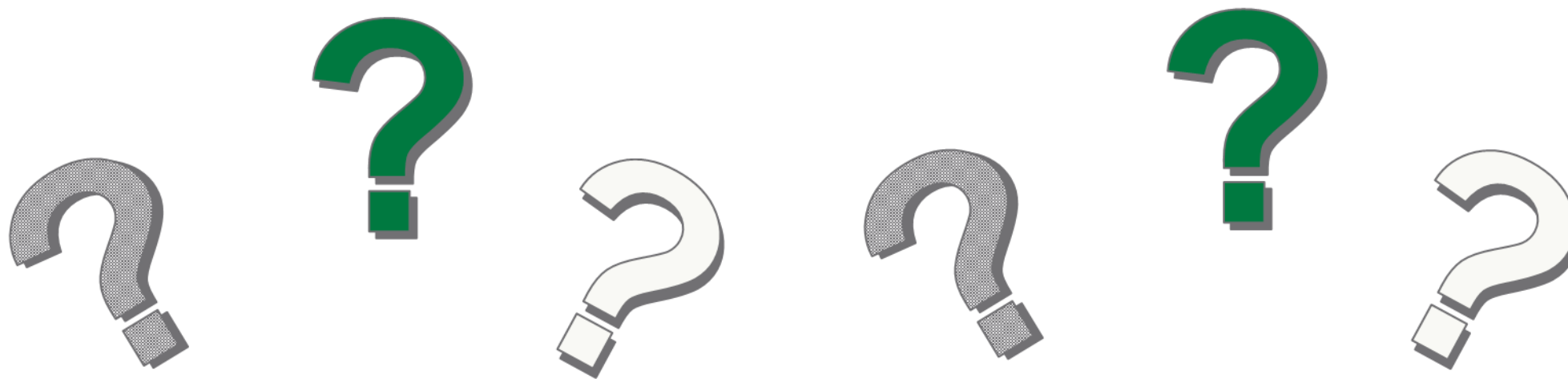
NRS Crisis Intervention Model





Scenario

Questions & Answers



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