Thank you for your interest in the Crisis Helpline Specialist Exam. The following areas as they relate to crisis helpline work are covered on the test. We recommend using your organization’s training materials as study resources as you prepare to take the exam.

- Addictive and Compulsive Behaviors
- Anonymity and Confidentiality
- Setting Boundaries
- Challenging Behaviors
- Depression
- Disasters/Terrorism/Mass Shooting
- Domestic Violence
- Duty to Warn (Tarasoff)
- Grief and Loss
- Human Trafficking
- LGBTQ
- Listening and Communication Skills
- Mandatory Reporting
- Means Reduction
- Mental Health Issues
- Regular Contacts (Individuals who regularly utilize your crisis helpline)
- Resource and Referrals
- The Role of Crisis Helpline Specialist
- Self-awareness and Bias
- Self-care
- Self-harm Behaviors
- Sexual Assault
- Suicide Intervention
- Understanding Crisis
- Welfare/wellness Checks