



... connecting a life in need with a life in Christ!

Do you have a heart for people who are hurting and broken? Is compassion one of your gifts? Has God used you to come alongside others who are in deep emotional pain? If so, then ***Lifeline to Hope*** is a brand new “only one of its kind” **lay caregiver training program** designed just for you!

Addiction, abuse, violence, grief and loss, depression and suicide, marital and family stress... these are only some of the problems that the Church faces today. Most pastors are not equipped or even called into counseling ministries and yet, must often function as critical first responders within their faith communities.

Lifeline to Hope is a unique resource to train and deploy an army of caregivers... people who are able to effectively provide support, encouragement, spiritual care, and referral services on a short-term basis... **connecting a life in crisis with a life in Christ!**

With its distinctive video-based small group format, ***Lifeline to Hope*** offers a 10-week core program that includes a detailed **facilitator's guide**, comprehensive **training manuals** for up to ten participants, an **administrative packet** with everything to get you started, and an attractive **Certificate of Completion**. This all-in-one resource kit:

- equips biblical caregivers so they can more fully recognize and help meet the needs of hurting people
- utilizes faith-based training materials, sound instruction from leading experts, relevant case studies, and interactive exercises that are Christ-centered in their orientation
- helps establish a network of caregivers who are able to assist church leaders, support existing caregiving efforts, and/or launch a dynamic lay caregiving ministry
- creates a community of likeminded servants who are available to one another for the purpose of support, encouragement, and accountability
- presents opportunities for personal and spiritual growth, transformational and biblical insights, and leadership development

Along with its core training course, ***Lifeline to Hope*** includes **ongoing continuing education** that incorporates the 100+ topics of the ***Keys for Living Series***... giving you the right tools that are needed at the right time. Pastors and caregivers are able to tailor their ministry to the specific needs and issues within their own congregations. This amazing library of subject matter brings **biblical truth and practical help** to any crisis. Each presentation is built using the same model as the core training course.

The Scriptures remind us that, “Where there is no guidance, the people fall, but in abundance of counselors there is victory” (Prov. 11:14). **Join the movement today... become a Lifeline to Hope!**



Connecting a life in crisis... with a life in Christ!

Core Training Course

Session 1: Introduction – The Biblical Basis for Caregiving

- Mission and Vision: The Goals and Purpose of Lifeline and for the Training Process
- A Biblical Model for Christian Caregiving: Living and Serving in a Broken World
- A Look at Motives and Personal Needs: Potential Pitfalls for the Caregiver
- Character Matters: Qualities of the Christ-centered Helper
- Called to Care: The Power of Encouragement

Session 2: Biblical Hope and Practical Help – The *Keys for Living* Model

- Bringing God's Truth: Biblical Hope and Practical Help in Care and Counseling
- Problem Identification: Understanding Definitions of Presenting Problems
- Problem Description: Understanding Characteristics of Presenting Problems
- Problem Origins: Understanding Causes of Presenting Problems
- Problem Resolution: Understanding Biblical Solutions to Presenting Problems

Session 3: Effective Listening and People Helping Skills – Part 1

- Worldviews: Serving in an Upside Down Kingdom
- How Men and Women Communicate: Generalized Tendencies
- Listening as an Art: Verbal vs. Non-verbal Communication
- A Look at Perception: What Happens When We Put God in a Box
- Two-Way Communication: The Role of Trust and Safety

Session 4: Effective Listening and People Helping Skills – Part 2

- Basic Techniques: Clarifying, Restating, Reflection, and Summarizing
- Asking Questions
- Discernment and Wisdom vs. Knowledge and Expertise
- Barriers to Effective Communication
- The Ministry of Presence: Bringing Christ into the Caregiving Process

Session 5: The Search for Significance

- Addressing Root Causes: Self-worth and the Fear of Exposure
- The Four False Beliefs: Walking in the Darkness
- The Result of the Fall: Guilt, Shame, Punishment, and Hopelessness
- God's Solutions: Walking in the Light
- The Power of Identity: Our Security in Christ

Session 6: Your Parents and You

- Our Family of Origin: Generational Patterns
- Stages of Development: Bonding and Separateness
- Family Dynamics: Dysfunctional Rules and Roles
- Resetting the Same Scenes: Ego-Defense Mechanisms
- Rewriting the Old Script: Healthy Attachments with God and Others

Session 7: Basic Helping and Crisis Intervention Skills

- The Whole Person Concept: Understanding Needs-based Care
- Proportional Helping: Balancing Love and Grace with Truth and Action
- The Nature of Crises: Universal Principles and Coping Mechanisms
- The ABC's of Crisis Intervention: Critical Incident Stress Management
- The Caregiver's Role in the Helping Process: An Acts 3 Encounter

Session 8: Strongholds and Spiritual Warfare

- The Addictive Cycle: The Downward Spiral of Destructive Habits and Dependence
- Signs, Symptoms, and Strongholds: A Look at Spiritual Bondage
- Prevention and Caregiving: Steps Toward Freedom
- Spiritual Warfare: Our Weapons and Our Strategy
- Bullet-Proof Faith: Putting on the Whole Armor of God

Session 9: The Process of Change and Healing

- The Road to Recovery: Four Basic Building Blocks
- Restoration and Transformation: Becoming Vessels of Honor
- Forgiveness and Learning to Let Go: Giving Up Control
- Understanding God as a Father: Our Adoption in Christ
- The Power of a Seed: Viewing Ourselves and Others with the Eyes of Christ

Session 10: Ethics, Liability, and the Law: Servant Leadership

- Setting Up Church-based Caregiving Ministries: Important Considerations
- Next Steps: How and When to Refer
- Caregiving Protocols: Utilizing Resources in the Church and the Community
- Suicide, Abuse, and Violence: The Hot Issues in Church-based Caregiving
- Plenipotentiary Leadership: Becoming Ambassadors for Christ

Bonus Presentation

- When Helping You is Hurting Me: Compassion Fatigue and Making a Commitment to Balanced Self-care



Lead Trainers

June Hunt, M.A., is the founder of Hope for the Heart, a worldwide biblical counseling ministry that offers *biblical hope and practical help* in more than 60 countries and 36 languages. Her life work has yielded landmark contributions in the field of Christian counseling and caregiving. With a commitment to provide God's truth for today's problems, she developed *Counseling through the Bible*, a scripturally-based course addressing over 100 topics. These *Keys for Living* provide the foundation for the ministry's two award-winning radio programs, *Hope for the Heart*, a teaching broadcast, and *Hope in the Night*, a live one-hour call-in counseling program that helps people untie their tangled problems. Her passion to help others through biblical counsel is fueled by her joy in seeing a life changed through Christ. She teaches and counsels on a wide range of topics and has published numerous books, including *Counseling Through Your Bible Handbook*, *How to Forgive When You Don't Feel Like It*, *Hope For Your Heart*, and *Bonding with Your Teen through Boundaries*. As an accomplished musician, June has been a guest on various national television and radio programs, including the NBC *Today* show. She has toured overseas with the USO and has been a guest soloist with the Billy Graham Crusades.

Eric Scalise, Ph.D., is the President of LIV Consulting, LLC. He currently serves as Senior Vice President and Chief Strategy Officer with Hope for the Heart. He is also the former Senior Vice President for the American Association of Christian Counselors (AACC) and former Department Chair for Counseling Programs at Regent University in Virginia Beach, Virginia. Dr. Scalise is a Licensed Professional Counselor and a Licensed Marriage & Family Therapist with 40 years of clinical and professional experience in the mental health field. Specialty areas include curriculum development, professional/pastoral stress and burnout, combat trauma and PTSD, marriage and family issues, grief and loss, addictions and recovery, leadership development, and lay counselor training. As the son of a U.S. diplomat, Dr. Scalise was born in Nicosia, Cyprus, and has lived and traveled extensively around the world. He is a published author (including *Lay Counseling: Equipping Christians for a Helping Ministry*, which he co-authored with Siang Yang Tan, Ph.D., published by Zondervan in 2016), conference speaker, and frequently works with organizations, universities, clinicians, ministry leaders, and churches on a variety of issues.

Haley Scully, M.A., is the Senior Director of Strategic and International Operations with Hope for the Heart. In 2011, she began her work in the ministry's counseling department before moving into the international work at Hope for the Heart. She serves to develop partnerships, coordinate resources and distribution methods, and provides basic counseling and care ministry training for church leaders and parachurch organizations in over 25 countries around the world. Haley concurrently helps provide leadership for professional development initiatives that include training and resourcing Christian caregivers, life coaches, and counselors. She earned her B.S. degree in Communications from Oklahoma State University and Master of Arts in Marriage and Family Counseling from Southwestern Baptist Theological Seminary. Haley is passionate about connecting hurting hearts to hope in Christ and the practical application of God's Word to their everyday lives. She is a speaker, author, trainer and serves as a guest host on June Hunt's live one-hour call-in counseling program, *Hope In The Night*.



***Lifeline to Hope* FAQs**

1) What is *Lifeline to Hope*?

Lifeline to Hope is a 10-week core lay caregiver training program to equip you as a competent biblical caregiver. *Lifeline to Hope* is a unique “first of its kind” resource to train people to effectively provide support, encouragement, spiritual care and referral services on a short-term basis — connecting a life in need with a life in Christ!

2) Who should enroll in *Lifeline to Hope*?

Lifeline to Hope is ideal for individuals who feel called by God and actively serve in the care, support, discipleship and mentoring of others in their churches, organizations and communities. Church staff and volunteers, small group Leaders, para-church ministry partners, as well as those who currently serve through recovery ministries such as Celebrate Recovery, Grief Share, Divorce Care and Stephen’s Ministry are examples. Many Christian mental health professionals, though clinically trained, may also be looking for additional insights in how to integrate God’s Word into their counseling practice.

3) How is the *Lifeline to Hope* training program different from already established supportive ministries such as Celebrate Recovery, Grief Share, Divorce Care and Stephen’s Ministry?

Ministries such as those listed above focus specifically on recovery issues. They provide excellent tools for people who are in the midst of, or coming out of, a particular season of pain. *Lifeline to Hope* is not a recovery ministry per se; however, it is meant to equip the Body of Christ to be a “lifeline” for those in need of recovery or in understanding the application of God’s Word in the midst of their circumstances. *Lifeline to Hope* offers a broader concept of emotional and spiritual care for everyday life. It shares concepts related to the call to counsel in Scripture and basic people helping skills and techniques. The training will help equip and empower participants to become better listeners and be more confident as they care for, lead and give guidance to those around them. *Lifeline to Hope* would greatly benefit those who are already leading recovery groups, as it provides biblical and relational training that will enhance their effectiveness in ministry.

4) What kind of certification does *Lifeline to Hope* provide?

Those who complete the training will receive a Certificate of Completion recognizing them as a trained *Lifeline to Hope* Caregiver. This is not a professional certification, accreditation or licensure, and does not *currently* provide credit hours toward higher education. It is recognition that the individual has successfully completed the 10-week course and is better prepared to help care for others in his or her places of ministry. Some churches and organizations may decide to more formally structure those who receive certification into a ministry group. These individuals could, in essence, become first responders to circumstances, as they are equipped to help guide hurting individuals and families to care. Pastors and ministry leaders can be confident they have individuals within their organizations and churches to entrust those under their leadership with competent and biblical counsel.

5) May I do *Lifeline to Hope* myself?

The short answer is yes. However, *Lifeline to Hope* was intentionally designed to be interactive and experiential, and therefore, is best completed in a group setting. We highly encourage individuals to pray and ask God to show them others who would be interested in joining them on this journey.

6) What does it take to become a facilitator?

Facilitators do not necessarily have counseling backgrounds or function as experienced public speakers. They do need to have a level of spiritual maturity, the heart, time and commitment to follow through for those who enroll in the training program. Facilitators receive a comprehensive Facilitator Manual with all of the answers to blanks in the Caregiver Training Manual, teaching tips and suggestions to help them lead discussion and small group exercises, and administrative suggestions, documents and forms. The Manual spells provides detailed information so that facilitators will have the tools they need to feel confident in leading the training process. They will not be required to “teach” the material, as much as they will facilitate the video playback, small group interactions, experiential exercises and oversight of each session’s training objectives.

7) How are the additional Lifeline library of videos related to *Lifeline to Hope*?

Lifeline to Hope is the core caregiver training and provides the foundations for being an effective and confident lay counselor. The Lifeline library of videos offers access to tools that trained *Lifeline to Hope* caregivers may then use for continuing education and to study deeper in specific topics and areas. These videos are based on biblical hope and practical help found in the *Keys For Living Library* from Hope for the Heart. For example, topics such as Marriage would give additional insight for *Lifeline to Hope* caregivers to better serve couples in struggling marriages. Or trained caregivers may choose to walk through a series of these videos on topics such as Parenting, Bullying, the Dysfunctional Family and Conflict Resolution. Topics such as Fear, Anger, Forgiveness and Grief would equip the *Lifeline to Hope* caregiver to accept referrals from pastors, and ministry and

organizational leaders, to work effectively with individuals who are seeking help, support or someone to talk with regarding hurts in their own lives. These video resources are also excellent for small group study, personal growth and for those who want to learn more about what God's Word teaches on various topics.

8) Do I have to take the *Lifeline to Hope* Caregiver training before using the Lifeline library of continuing education videos?

The additional topical videos are a resource to further equip those who become *Lifeline to Hope* Caregivers; however, they are not solely designed for that purpose. The core course helps participants become confident people helpers, and the Lifeline library of videos addresses specific life issues. These videos are designed to be used in conjunction with the accompanying *Keys for Living* book of the same topic. Together, they will provide a rich study and a helpful resource for anyone who is hoping to learn more about particular issues pertaining to their own personal situations or because of their desire to assist and support others. The videos are available individually and offered in no particular order of preference or priority, so that each person may choose which topics to study.

9) What is the format of these resources?

The *Lifeline to Hope* core video-based training course, as well as the topical Lifeline Library of videos are all in a digital format that can be accessed through your account on the *Lifeline to Hope* website. You will be able to download and print the Facilitator and Caregiver Manuals, Administrative and Ministry Forms and more. You will have the option of purchasing the printed or digital version of the *Keys for Living* topic as well.