

Crisis Call Outcome Form

Echterling, L.G. & Hartsough, D.M. (1989) Phases of helping in successful crisis telephone calls. Journal of Community Psychology. 17, 249-257

Variable / Item	Occurred During Call (w/Phrase Example)	Did Not Occur	Comments
1. Expressed gratitude or satisfaction			
2. Reported relief of distress			
3. Expressed greater confidence			
4. Thinking more clearly and completely			
5. Gained emotional awareness			
6. Ventilated feelings			
7. Received needed information			
8. Stated plan of action			
9. Accepted referral			