

## NEW HOPE BASIC TRAINING EXAM

### “Using Referrals & Resources”

Dr. Bill Gaultiere

(714) 971-4213, [DrBill@CrystalCathedral.org](mailto:DrBill@CrystalCathedral.org)

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Your Name: \_\_\_\_\_ Date Completed: \_\_\_\_\_

It's important that New Hope counselors be prepared to offer referrals and resources specific to callers and chatters concerns. This is especially easy to do and helpful when counseling via the internet.

1. The best time to offer a referral or resource is near the beginning of a conversation. T F
2. When it comes to suggesting referrals and resources, the more you suggest the better. T F
3. It doesn't matter if the caller or chatter wants a referral as long as it would help them. T F
4. If you offer a referral or resource it's best to do so after reflecting feelings and soliciting ideas for dealing with the problem. T F
5. Sometimes it's not appropriate to offer a referral. T F
6. A resource article is an example of an "action step." T F
7. Some counselors may give referrals to "fix" people who mostly need care and encouragement to follow one of their ideas. T F
8. "Self-tests" are screening tests on [www.NewHopeNow.org](http://www.NewHopeNow.org) that callers or chatters can take to understand a psychological problem they're struggling with. T F

For each of the caller problems listed below select an appropriate referral from our New Hope Referral directory. In some cases you're also asked to identify a self-help article from "New Hope Notes" or "Ask Dr. Bill Articles," a message by Dr. Schuller, or a self-test that could be used to help assess the problem. All this information is on New Hope's public website, [www.NewHopeNow.org](http://www.NewHopeNow.org).

9. Has an alcohol problem.  
Referral:  
Self-help article:  
Self-test:

10. Struggling with anxiety.  
Referral:  
Self-help article:  
Self-test:
11. Just diagnosed with Manic-Depression.  
Referral:  
Self-help article:
12. Parent of a schizophrenic.  
Referral:  
Self-help article:
13. Wife being abused by her husband.  
Referral:  
Self-help article:
14. A spouse wanting to improve his or her marriage.  
Referral:  
Dr. Schuller message:  
Self-help article:  
Self-test:
15. Struggling to feel God's love.  
Referral:  
Dr. Schuller message:  
Self-help article:  
Self-test
16. Someone who is struggling with loneliness.  
Referral:  
Self-help article:
17. A woman dealing with the death of her husband.  
Referral:  
Self-help article:

18. Someone who needs help finding a counselor.  
Referral:
19. Someone who needs help finding a Christian church.  
Referral:
20. Wants to know what it means to be a Christian.  
Dr. Schuller message:
21. Wants to know what value there is in reading the Bible.  
Dr. Schuller message:
22. Please review “New Hope Referrals” so that you can quickly find a referral. I have done this: Yes \_\_\_\_\_ No \_\_\_\_\_
23. Please review the resources available on [www.NewHopeNow.org](http://www.NewHopeNow.org): Dr. Schuller messages, New Hope Notes articles, Ask Dr. Bill articles, and Self-tests. I have done this: Yes \_\_\_\_\_ No \_\_\_\_\_