

During her year with me in Midlife Exploration, Vivian Squires--director of crisis intervention, Marble Collegiate Church--developed a 3x5 subject-file of a thousand cards [which then she doubled, and I have the copy as a 3x5 file in my office--a surprise gift!]. Together we worked out a report-form on cases, and developed a case-method process of involving others in the crisis-intervention ministry (training, and general education)--a process she recently used with 200 ministers of the E. Ohio United Methodist Conference.

This thinksheet merely lists the categories "Viv" has found most active in the Norman Vincent Peale Telephone Center. You may want to compare it with your own experience: are these categories inclusive of the concerns people present to you? I'll double-space so you can insert additional categories.

| | |
|------------------|--------------|
| addiction | grief |
| business | hate |
| church | health |
| comfort | insomnia |
| depression | job |
| divorce | loneliness |
| drinking | marital |
| emotional stress | parent/child |
| faith | peace |
| family | safety |
| fear | strength |
| finances | suicide |
| God | travel |
| guidance | |
| guilt | |