

America is hurting. Grappling with centuries of racial injustice. The Constitution was created when black people were considered 3/5th of a person. Today, racial bias persists everywhere - in media, funding, and representation. Black people are being murdered by authorities of the state. Black Americans are feeling tired, angry, grief, and at risk. Mentions of “Black”, “racism”, and “protests” have increased 10% in our conversations in the last 2 days. **This is the reality in which Crisis Text Line operates.**

What are the things we are doing as a company in the short run and long run to recognize and remediate white supremacy as part of our work? Racism is persistent; we should be persistent in our attempt to purge it from our practices. Here’s what we’re doing to support:

Texter Experience

- **Data.** Crisis Text Line has an important perspective to add to the national conversation. Data can help shape policies and systematic changes that can positively impact the lives of Black Americans. We will continue to monitor volume, quality, and issues by race, and adjust strategies/tactics accordingly. *[Note: hyperlink removed.]*
- **Resources.** We’ve added several resources [in the Toolbox on the Platform](#) for texters of color and for allies looking for ways to be supportive. We’re also added resources for texters living in cities where demonstrations are happening to ensure texter safety.
- **Active Rescues.** We will continue to promote best practices with Policing Equity, the National Emergency Number Association, and other orgs in order to keep marginalized and at-risk texters (and their families, neighbors, etc) safe during wellness checks.
- **Keyword partners.** We want to reach as marginalized people in pain by letting them know about our service. We work with diverse partners on best practices, learnings, and efforts to reach marginalized people in pain.
- **Public messaging.** “Dear texter” post to remind people in pain that we are committed to anti-racism, anti-bias, and empathy for all people in pain.

CC Experience

- **Screening.** Continue to ask questions in the application to ensure that all CCs are committed to the safety and positivity of the community, our texters, and our brand.
- **A safe and inclusive community.** It’s written right into our [Code of Conduct](#) and community guidelines -- we treat everyone in our community with respect. Hate will never be tolerated here.

[Note: hyperlink changed to an archived location of the document.]

Org

Health

- **Leadership.** Diversify the C-suite. Including constantly doing our personal work around power and having a csuite that is actively and proudly anti-racist.
- **ERGs.** Secure C-suite sponsors for ERGs. Be intentional in selection and support of ERGs and ERG leaders. Include these leaders in decision making on relevant people, policies, products.
- **Day of Mourning.** Give team members June 5th to take a day of restoration, civic action, learning about white supremacy and racism in America. Supporting this day with company-funded resources, meetings, etc.
- **Funding.** Create opportunity for staff for self support, peer support, backing of orgs/funds of their choosing.