

[Note: retained hyperlinks have been changed to archived versions of the documents. Tim Reiersen]

From: Crisis Text Line <info@crisistextline.org>

Sent: Friday, June 12, 2020 6:13 PM

To: Tim Reiersen <REDACTED EMAIL>

Subject: In solidarity

To our Crisis Counselor Community:

Earlier this week, current and former staff bravely came forward to report discrimination and racism. We were horrified and continue to be as more people share their stories. Over the past two days, members of the Crisis Text Line staff have stood in solidarity with our BIPOC coworkers, and [in support of a list of actions to hold our leaders accountable.](#)

These two days of action and change are coming on the heels of years of frustration, pain, and grievances from staff, mainly our BIPOC staff, that have not been addressed or acknowledged properly. It is years of emotional abuse, racism, and toxic work culture. We're proud to stand in solidarity with our courageous staff who spoke out and said "enough is enough." Our staff stands firmly against racism or discrimination of any kind.

Today the Board voted to terminate Nancy Lublin effective immediately. She will cease all activity associated with Crisis Text Line, including vacating her board seat. Board Member Dena Trujillo will serve as interim CEO as we begin a nationwide search for the position. We welcome her openly and look forward to her leadership as we transition to a more inclusive organization.

We hate that we didn't speak out sooner; not releasing an explicit statement that Black Lives Matter caused a rift in our Community and was a poor way to demonstrate our values.

Today, Crisis Text Line staff stands together to create the change we need to see for our org, our Community, and our texters.

- **Our Mission. Always.** We are committed to being 100% operational through this. We are here first and foremost for our texters and while

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we're on the Platform they will be our focus. We know that from the beginning you joined us to support people in crisis, and we hope that you will continue to do so even during this difficult time.

- **Accountability.** Many of us on staff, particularly our non-BIPOC colleagues, are holding ourselves accountable, too. We are dedicated to recognizing the ways we contributed to a painful and racist work environment and how we can do the work of showing up as allies. Recognizing where we've failed is just one step in creating an equitable organization and world.
- **It starts with us.** This mission and this organization are bigger than one person. We are committed as a staff to creating the Crisis Text Line we believe in. That YOU believe in. Every single one of you. That means committing and taking steps to be the anti-racist organization we should be. We're all learning and will create this together.

There is a lot of work to do. [Today our Board released a statement with details on how the organization will address the demands and concerns of our staff and CCs.](#) Some of these actions are happening today. Some items will take more time and thoughtful discussion to make sure we get this right – for us, for you, for our texters. We are committed to being transparent every step of the way.

We recognize the pain you might be feeling. We have created a topic on [Our Network](#) “We Hear You” for you to debrief what has happened, share resources on allyship, and for us to provide updates and next steps as they come. If you have questions or things you'd like to share, please [join us there.](#) We respect and value each of you. *[hyperlink removed]*

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We are committed to creating a safe, empowering, and anti-racist environment for everyone who is a member of our Community. Thank you for standing with us.

In courage,
Crisis Text Line

A red rounded rectangular button with the text "CRISIS TEXT LINE |" in white, bold, uppercase letters.

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