

From: Bob Filbin <info@crisistextline.org>
Sent: Wednesday, July 1, 2020 11:23 AM
To: Tim Reiersen <[EMAIL REDACTED]>
Subject: Responses to Data Questions

To our Crisis Counselor Community,

Over the past two weeks, you've heard about a lot of changes at Crisis Text Line. Some of these were likely shocking, and may have raised questions about our organization. I am sorry that your trust may have been shaken and that I am only now ready to say more.

I want to address the data-related questions that have been posed in Our Network, on social media, and within the "Change Is Now: Executive Summaries of the Outreach Committee" report thoughtfully put together by many of you. These include questions regarding the security of volunteer and texter data, if data has been manipulated, how Crisis Counselor demographic data is used, and our data sharing partnership with Loris.ai. To that end, the attached document, ["Responses to CCs' Data Questions,"](#) addresses these and other key questions. I and my colleagues at Crisis Text Line are committed to continued transparency and accountability in this domain.

As we shared last week, we want to continue creating space to hear your concerns and to answer the valid questions being raised. This will be the first of many communication efforts from me and others across Crisis Text Line intended to do just that.

I also want to thank you for your continued support of texters in crisis. I see your commitment to this cause every day and this is a cause that I too am deeply invested in. I see your support in the form of in your work on the Platform and in the thoughtful questions you're asking now. I see that you want Crisis Text Line to be an organization we are all proud of, and for that, I'm very grateful. While we are in a time of great change, I am proud of the team and

how we are stepping up to do the work of transforming our organization into the equitable and inclusive place it always should be. This is a crucial moment in our country's history and Crisis Text Line is evolving to better meet the needs of all of our texters. I'm excited to be part of this change and to share plans as they develop with all of you.

Sincerely,

Bob

The logo for Crisis Text Line, featuring the text "CRISIS TEXT LINE" in white, uppercase letters on a red rectangular background with rounded corners. A vertical white line is positioned to the right of the text.

CRISIS TEXT LINE |

[Note: Archive links to document titled "Responses to CC's Questions" are given here:

*Internet Archive
Advocacy Website]*