

From: Crisis Text Line <info@crisistextline.org>
Sent: Tuesday, July 14, 2020 2:36 PM
To: Tim Reiersen <REDACTED EMAIL>
Subject: An Update

Tim,

Our mission of helping texters in their most vulnerable moments is the forefront of our work. For nearly seven years, Crisis Text Line has exchanged over 150 million messages in support of people in crisis. We would not be able to provide this incredible service without you.

It is precisely because we are committed to serving our texter community that we are transforming our organization. Today, we want to affirm Crisis Text Line's commitment to creating a more inclusive, equitable, just and safe environment for our staff and community. As part of that commitment, we want to be abundantly clear: Black Lives Matter. We firmly believe this and are taking action to ensure that our words match our deeds, from the inside out.

We are embarking on a deeply considered organizational transformation that accelerates the intersectional racial, gender, economic and social equity that our community and texters in crisis deserve. Intersectional injustice directly impacts the lives and mental health of people in BIPOC, LGBTQ, immigrant, low-income, disabled and otherwise disenfranchised communities. It is critically important to society and to our organization that we do our part in addressing and counteracting the multiple dimensions of inequality. By more deeply understanding the systems that have contributed to oppression, we will build the skills we need to address many of the barriers faced by marginalized communities.

We have much work ahead of us, and our journey will take the form of many carefully considered steps. To learn more about the steps Crisis Text Line is

taking, [take a minute to read the full public statement](#) [*hyperlink changed to an archive*] we released today.

We're honored to undertake this transformation with you.

With gratitude,
Crisis Text Line

The logo for Crisis Text Line, featuring the text "CRISIS TEXT LINE |" in white, uppercase letters on a red rectangular background with rounded corners.

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Monthly Active Crisis Counselor list for Crisis Text Line

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