

From: Shawn Rodriguez <[REDACTED]@crisistextline.org>
Sent: Wednesday, August 18, 2021 9:52 AM
To: Tim Reiersen <[REDACTED]>
Cc: Erica Ruff <[REDACTED]@crisistextline.org>
Subject: Re: Opinion Paper

Thank you for your email, Tim. We hope this message finds you safe and healthy. We want to thank you for the time you've dedicated to serving texters. You've spent 221 hours on the Platform and taken 204 conversations. We appreciate your volunteering your time and efforts to help texters in need, and hope that you will choose to continue that service.

Crisis Text Line's relationship with Loris is ethically sound, legally compliant, and most importantly, mission-aligned. Since its founding, Crisis Text Line has pioneered the use of data science for social good, using learnings from conversations with texters to inform policymakers, the mental health community, and the public about how to have more empathetic conversations with people in pain. Loris -- which was formed in a January 2018 transaction with expert outside counsel for each side -- uses learnings from anonymized data from a segregated database to make products which help customer service agents have more empathetic conversations with frustrated customers. We view the relationship with Loris as a valuable way to put more empathy into the world, while upholding our commitment to protecting the safety and anonymity of our texters. As we have informed you before, Loris is not a secret, and never has been; the org has been transparent about it since its formation.

We're disappointed that you appear to have chosen to publish this paper knowing the unintended harms it could cause -- harms for which you stated you "take no responsibility" on our call of July 15, 2021. We don't believe that responding to each of the pervasive problematic aspects of this paper would be constructive, but we would expect you to be clearer and more transparent throughout your paper about the sources of the information you rely upon, and that the viewpoints you express are solely yours.

First, we are concerned that the point of view you present in your paper grossly misleads the reader. You make numerous assertions about Crisis Text Line, however as a volunteer, your views do not reflect those of Crisis Text Line as an organization, and you do not have the authority to speak for the organization about its business and financial practices. You also frequently use the term "we" when describing the organization's practices (38 times), and this is inappropriate, for the same reasons.

Additionally, you fail to cite the sources of your assertions in the body of your paper, which deceives the reader by implying that what you're saying is fact rather than your personal opinion. If you disseminate this, you should cite the source of any fact or figure you mention, including hyperlinks, within the body. Citing sources in footnotes is not sufficient to achieve the transparency you claim to want.

Finally, your paper consistently and errantly omits that any and all data shared with Loris is fully anonymized.

To reiterate what we stated on our call of July 15, 2021:

1. We value your service and support of texters and would like you to stay on as a volunteer with us. Your record demonstrates that you are good at it, and we deeply appreciate the time and effort that you have dedicated to helping texters in crisis. We have a shared mission to help people in need and would like you to continue in that work.
2. We understand, and respect your decision, if you choose to stop volunteering and sever ties with Crisis Text Line. Organizational decision makers and external qualified parties agree that Crisis Text Line's relationship with Loris is ethically sound. You are of course free to disagree with the organization's decision, based upon your personal views.

3. Whatever your intent when expressing your views, the organization has a duty to assess the impact of the tactic you are using to express them. To that end, if you disseminate this essay which contains factual errors, with reckless disregard for the truth and for the harm that your conduct may cause the organization, its staff, its volunteers, and its texters, then the organization will not be able to keep you on as a volunteer.

We are confident in the soundness of our data practices, which have been thoroughly reviewed by some of the best advisors and third party auditors available. Even if you do not agree with us, we hope you can keep an open mind to the possibility that there is mission alignment in spreading empathy to people in jobs and industries that sorely need it.

Thank you again for your service.

Shawn D. Rodriguez

Pronouns: He/Him
VP, General Counsel

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On Fri, Aug 13, 2021 at 2:42 PM Tim Reiersen <[REDACTED]> wrote:

I'm willing to wait a little while, say through Wednesday. Any factual errors are my responsibility, but I wanted to give an opportunity for the organization to offer correction of any facts at its option.

From: Shawn Rodriguez <[REDACTED]@crisistextline.org>

Sent: Friday, August 13, 2021 11:36 AM

To: Tim Reiersen <[REDACTED]>

Cc: Erica Ruff ([REDACTED]@crisistextline.org) <[REDACTED]@crisistextline.org>

Subject: Re: Opinion Paper

Thanks, Tim. We're reviewing internally, but won't be able to respond until Tuesday at earliest. (We're in the midst of three launches in two weeks, and the org is off on Monday.) Does that work?

Shawn D. Rodriguez

Pronouns: He/Him

VP, General Counsel

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