

From: Tim Reiersen
Sent: Saturday, August 21, 2021 5:13 PM
To: [REDACTED – SENT TO MULTIPLE]
Subject: Personal Opinion Paper Concerning Crisis Text Line

August 21, 2021

Open Letter to Crisis Text Line Volunteers, Staff, Board Members, Executives, and Advisors.
Please distribute within the organization and to its publicly identified advisors.

Dear [REDACTED]:

My name is Tim Reiersen. Everything that follows is me speaking personally as an individual only, separate from my role as a trained volunteer.

Some of you know I've been asking questions about Crisis Text Line's storage and use of conversations as anonymized data. I decided to write a personal opinion paper about it.

Link to paper (or I can email the paper on request): [\[LINK CHANGED TO ADVOCACY WEBSITE\]](#)

My intention is to request a safe space for dialog on this topic by the entire CTL community and stakeholders in a transparent, informed, encouraged, protected, careful, long-term conversation.

I have been open about this opinion paper with the organization. I was specifically asked not to share it (if I wanted to continue as a volunteer). Why am I not honoring that request? Among you all, I believe there is knowledge and insight that go far beyond what I have, alone. I believe the questions are too important not to ask and discuss openly. And who will speak for those who use this service but are not at the table?

I have three wishes.

1. To you: I hope you can find time to reflect on the opinion paper.
2. To the organization: Please do not censor discussion of ethical use of conversations as data.
3. To all: Please continue in your loving work to help persons in crisis.

It's been a privilege to work with you all.

Sincerely,



Tim Reiersen
[REDACTED EMAIL]