

**From:** Tim Reiersen

**Sent:** Saturday, August 21, 2021 10:14 AM

**To:** [REDACTED - EMAIL FOR MY CRISIS TEXT LINE COACH]@crisistextline.org

**Subject:** RE: Message to Volunteer [REDACTED VOLUNTEER NAME]

[REDACTED COACH NAME], thank you. I'm so grateful you will see the message through to [REDACTED VOLUNTEER NAME].

I am okay and still growing. I know you are there for me.

I want you to know I'm still pursuing my questions about conversation data use and the organization has made it clear to me that my approach is contrary to mission. This is a completely separate matter from my volunteer service as it relates to our relationship and your role as my coach, which is entirely specific to those functionary roles. I've learned that I shouldn't have involved you in that at all.

I would ask that you not communicate in any way with me about the data issue, or even openly support me in that. The organization told me people may be hurt due to my actions. I don't want you to be one of them.

You're golden, please keep right on going as you have been. Deep down, I have confidence in what I'm doing. This is a one-way message about the data issue as a courtesy, because you asked about me...and I want to be honest.

Please don't reply to this email. I know you care and I thank you for it.

Thanks for everything,

Tim

**From:** [REDACTED – MY CRISIS TEXT LINE COACH]

**Sent:** Saturday, August 21, 2021 7:35 AM

**To:** Tim Reiersen <[REDACTED]>

**Subject:** Re: Message to Volunteer [REDACTED VOLUNTEER NAME]

Hi Tim,

It's been a while, I hope that you are doing well. It sounds like that was a pretty challenging conversation but [REDACTED VOLUNTEER NAME] built a strong rapport and you were able to continue supporting the texter following her lead. This is part of the beauty of this community. It's unfortunate that some folks aren't yet but that is their choice. I'll figure out who her coach is and send it to both of them so they have it.

I appreciate your heartfelt words both on the network and from this email. I do want to check in with you and make sure you are doing okay. Is there anything I can support

you with or is there anything you'd like to chat about? I hope you know that I am here for you.

In any case, I will pass along your email to [REDACTED VOLUNTEER NAME]. Thanks for being a team player and supporting our texters!

\*Need to schedule a Google Hangout with me? Please use this [REDACTED LINK].

Warmly,

**[REDACTED]**

She/Her

Senior Volunteer Experience Coach

Director of Military and Veterans Program

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