

**From:** danah boyd <[REDACT]@danah.org>  
**Sent:** Monday, August 23, 2021 7:57 AM  
**To:** Tim Reiersen <REDACT PERSONAL EMAIL>  
**Subject:** Re: Personal Opinion Paper Concerning Crisis Text Line

Thank you, Tim. I received your paper, as has the board. The board has discussed many of these issues extensively over the years. I understand that you disagree with the organization's decisions, the decisions of the board, and the views of the independent experts we have consulted with over the years in designing these policies. I also know that organizational representatives have been in discussion with you for the last year, dedicating significant time to answer your questions in writing and in meetings since June of 2020. You of course have every right to express your opinion, however we are disappointed that you chose to do so in a form that contains factual inaccuracies and, therefore, has the potential to harm the organization and our community and unnecessarily confuse other volunteers.

We remain focused on our mission of helping those in crisis by bringing more empathy into the world, and we wish you the best.

danah

On Aug 21, 2021, at 6:12 PM, Tim Reiersen <REDACT> wrote:

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 Dr. Boyd:

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):

[https://www.dropbox.com/s/tdzsngzo0z8xewb/personal\\_opinion\\_paper\\_Reiersen\\_08-21-2021.pdf?dl=0](https://www.dropbox.com/s/tdzsngzo0z8xewb/personal_opinion_paper_Reiersen_08-21-2021.pdf?dl=0)

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,

<image001.jpg>

Tim Reiersen

[REDACT PERSONAL EMAIL]