



DoD Safe Helpline

MDW SHARP Conference

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Department of Defense Sexual Assault and Response Office (SAPRO)

Agenda

- Overview
- Transitioning Service Members
- Telephone Helpline
- Online Helpline
- Text For Info
- Self-care App
- Safe HelpRoom
- Safe Helpline Outreach Materials
- Questions

DoD Safe Helpline: Overview

Department of Defense Sexual Assault Prevention and Response Office (DoD SAPRO) is responsible for the oversight of the Department's sexual assault policy. SAPRO works hand-in-hand with the Services and the civilian community to develop and implement innovative prevention and response programs.

RAINN created and operates the National Sexual Assault Telephone Hotline, 800.656.HOPE, in partnership with more than 1,100 local sexual assault service providers and the National Sexual Assault Online Hotline at online.rainn.org – the nation's first secure, online crisis intervention service. RAINN also carries out national programs to educate the public and advocate for victims through effective policy.



Overview: Continued

DoD Safe Helpline is a **groundbreaking crisis support service** for members of the DoD community affected by sexual assault.

Safe Helpline offers survivors a **confidential, anonymous, and secure** place to get the help that they need, 24/7, by **providing live, one-on-one support** and information to the worldwide DoD community.

Safe Helpline staff consists of approximately 60 professionals with a variety of backgrounds and **a passion to help people**. Staff complete an extensive **NOVA approved training** that covers topics on empathy, how to talk to survivors, military culture, traditions, military reporting options and military specific resources.

Since launching in 2011 Safe Helpline has helped **over 38,000 people and over 571,000 people** received information from SafeHelpline.org

*Operated by the non-profit **Rape, Abuse and Incest National Network (RAINN)** through a contract with DoD SAPRO*

DoD Safe Helpline: SafeHelpline.org Preview

The screenshot shows the homepage of the DoD Safe Helpline. At the top, there is a search bar with the text "Find Help on Your Base or Installation:" and a "SEARCH" button. Below this is the "DoD Safe Helpline" logo, which includes a speech bubble icon, and the tagline "Sexual Assault Support for the DoD Community". To the right of the logo, it says "24/7 Secure. Worldwide. Confidential." Below the logo is a navigation menu with links: "How to Get Help", "Understanding Sexual Assault", "Transitioning Service Member", "About RAINN", "About Safe Helpline", "Take a Tour", and "Contact Us". The main banner features a large speech bubble with the text "Help is Just a Click Away" and "The Online Helpline provides live, confidential support, 24/7". To the right of the speech bubble, it says "or Call the Telephone Helpline 877-995-5247" and includes a "GET LIVE HELP NOW" button. Below the banner, there is a section with three columns of text: "Understanding Sexual Assault", "Learn More About Safe HelpRoom", and "Safe Helpline is Operated by RAINN". The RAINN logo is also present. At the bottom of the page, there is a footer with the website URL "safehelpline.org", social media icons, and the phone number "877-995-5247".

Find Help on Your Base or Installation:

DoD Safe Helpline
Sexual Assault Support for the DoD Community

24/7 Secure. Worldwide. Confidential.

[How to Get Help](#) [Understanding Sexual Assault](#) [Transitioning Service Member](#) [About RAINN](#) [About Safe Helpline](#) [Take a Tour](#) [Contact Us](#)

Help is Just a Click Away
The Online Helpline provides live, confidential support, 24/7

or Call the Telephone Helpline
877-995-5247

[GET LIVE HELP NOW](#)

In immediate danger? **CALL 911 (inside the U.S.)**

Understanding Sexual Assault
What to do if you or a friend has been sexually assaulted.

Learn More About Safe HelpRoom
Safe Helproom will allow sexual assault survivors in the military to connect with one another in a moderated and secure online environment.

Safe Helpline is Operated by RAINN
RAINN, the nation's largest anti-sexual violence organization, also runs the National Sexual Assault Hotline.

RAINN
RAPE, ABUSE & INCEST NATIONAL NETWORK

safehelpline.org 877-995-5247

Search entire Safe Helpline responder database from the homepage.

Easy to understand and navigate toolbar with dropdown menus.

Banner quickly shows visitors how to get help.

DoD Safe Helpline: Transitioning Service Members

Being a survivor of sexual assault and going through the transition process can be difficult. Safe Helpline has a **full database of DoD, VA, and civilian resources** to support survivors of sexual assault that are in the transition process.

A survivor can utilize the **Safe Helpline decision tree tool** to easily access the resources that best fit their needs.

Information is available for:

- Accessing Benefits
- Disability Assistance
- Education and Training Assistance
- Employment Assistance
- Basic Needs
- Housing Assistance
- Medical Health Care
- Veterans Support
- Transition Assistance Programs

DoD Safe Helpline: Telephone Helpline

Service Overview:

The Safe Helpline provides one-on-one, 24/7 crisis intervention support, empathy, and information on reporting options by calling 877-995-5247.

Trained staff provide **tailored crisis support** and intervention services, emotional support, and information/referrals.

Staff can perform a **“warm hand-off”** to transfer a survivor that is ready to their local Sexual Assault Response Coordinator (SARC), Military OneSource, Military Crisis Line, Veteran’s Benefits Coordinators, and civilian sexual assault service providers.

Number of People Helped:

Safe Helpline has provided support to over 16,000 callers and provided over 15,000 service referrals (SARCs, Veterans Affairs, local rape crisis centers, etc.) since it was launched.

877-995-5247

DoD Safe Helpline: Online Helpline

Service Overview:

The Safe Helpline provides one-on-one, 24/7 **tailored crisis support** and intervention services, emotional support, and information/referrals through a **secure instant-messaging format** at SafeHelpline.org.

How we made it safe:

- Do not collect IP addresses of users
- Do not solicit personally identifying information
- Do not save session transcripts
- Utilize encryption technology on a secure application and server environment
- Provide comprehensive user agreement and privacy policies
- Monitor all sessions through trained supervisors
- Enforce strict privacy protocols for staff and supervisors

Number of people helped:

Safe Helpline has held over 8,000 online sessions since it was launched.

SafeHelpline.org

Online Helpline Interface: Staff member view



Connected

END SHIFT

Staff

- Staffer1
- Supervisor
- Asm1 **CONTACT**

Statistics

-- Age --

-- Gender --

-- User --

-- When Assaulted --

-- Frequency of Assault/Abuse --

-- Service Provided --

-- Issues Discussed --

-- Location --

-- Special Population --

-- Service --

-- Session Type --

SAVE

Staffer1 has joined the chat.
Waiting for Anonymous to click 'Go Chat'...
Anonymous has joined the chat.
Staffer1: Hello, how may I help you?
Anonymous: Hi, I have some questions that I need help with.
Staffer1: I would be happy to try and answer your questions. But before we go any further I would like to check in about some safety and privacy concerns. Would that be all right?
Anonymous: Yes, thats fine.
Staffer1: Just in case you get disconnected for any reason, I encourage you to go back to the waiting room to be reconnected - or you can call the Safe Helpline: 1-877-995-5247.
Anonymous: ok
Staffer1: Are you in a safe place right now?

END CHAT **SEND**

Asm1

Staffer1 has joined the chat.
Asm1 has joined the chat.
Staffer1: Thanks for your help today
Asm1: No problem, I'm here if you need any support.

0 **SHL**

Reference Search

Starting & Ending A Session

National Resources

International Resources

Local Resources

Books, Links & Apps

Standard Responses

Military

- Service Providers
 - Military OneSource
 - Family Advocacy Program
 - DMDC/DEERS Military Reco
 - Europe 911
 - Red Cross - Emergency Co
 - Red Cross - Financial Assis
 - SARC/RCC/Chaplain/JAG/M
 - Safe Helpline
 - Veteran's Affairs Medical C
 - Veteran's Suicide Preventio
- Websites
- Standard Responses

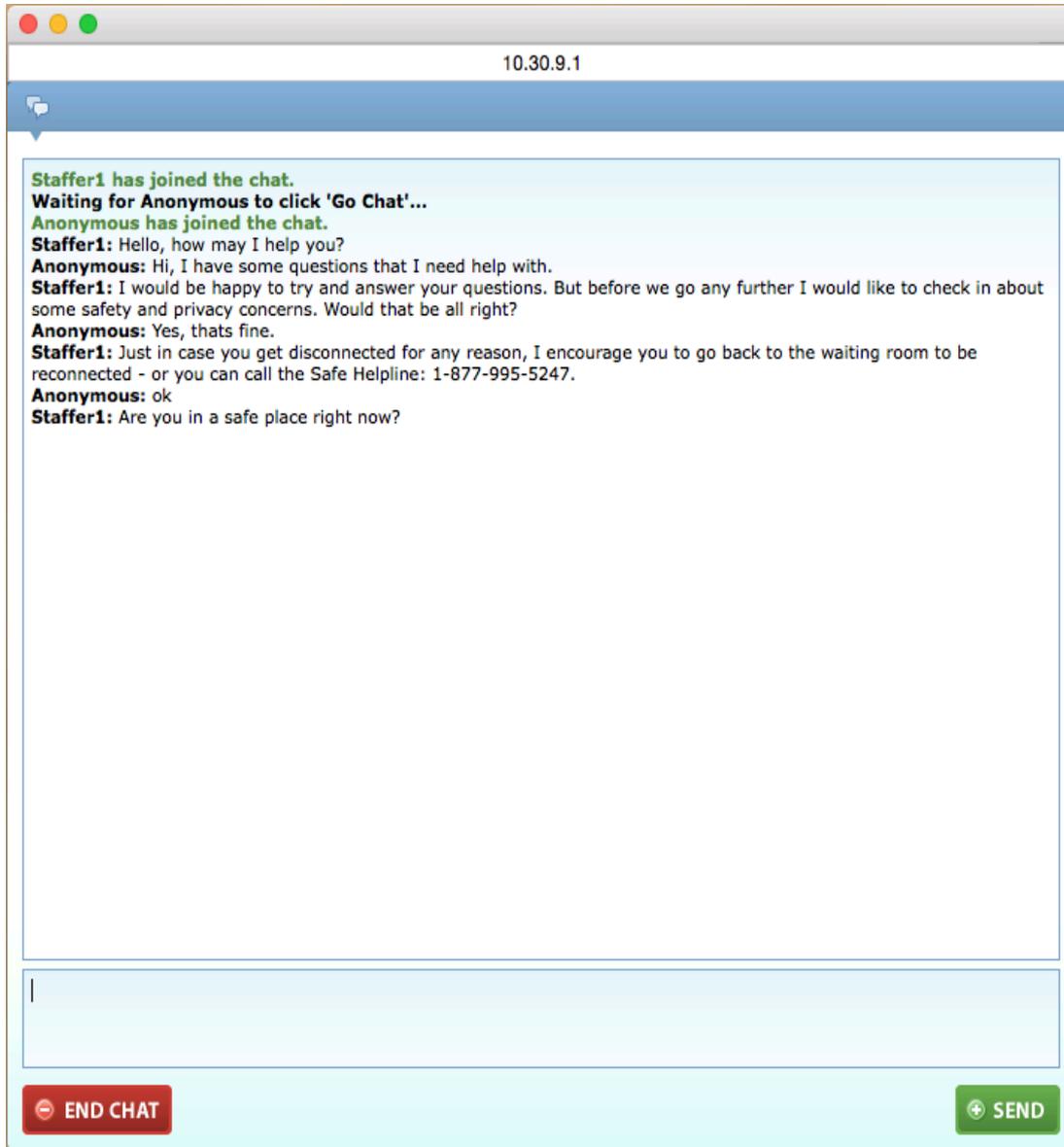
Statistics bar only collects general aggregate data. Staff will never ask a survivor to provide the data – only capture it if it is volunteered.

Supervisor chat box where staffer and supervisor can communicate privately to provide feedback, support, and quality control.

Staffer chat box where staffer communicates with survivor.

Resource list includes hundreds of carefully vetted military and civilian resources.

Online Helpline Interface: User view



- The user view of the Online Helpline is designed to be **generic and unassuming.**
- The chat **transcript is never saved** on the user's computer after the user hits "End Chat."
- Staff are trained to provide **instructions on deleting browser history and cookies.**

DoD Safe Helpline: Text for Info

Service Overview:

Safe Helpline staff will **provide resources** based on your location, including your nearest SARC, medical or legal personnel, chaplain, civilian sexual assault service provider or resources for transitioning service members (Veterans Benefits Coordinators, etc.).

Texting service is only available to provide resources. This is **not crisis intervention** due to a lack of security measures available at this time.

55-247 (inside the U.S.)

001-202-470-5546 (outside the U.S.)



DoD Safe Helpline: Self-Care App

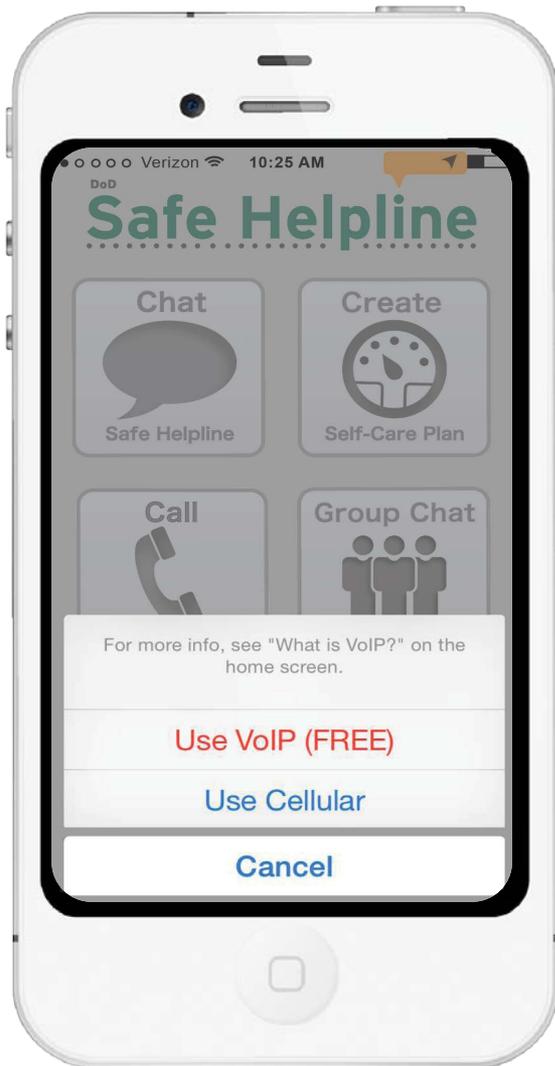
Service Overview:

The Safe Helpline app (for iOS or Android) allows sexual assault survivors in the military to easily create a **customized self-care plan and utilize specially designed self-care exercises.**

Survivors can also **connect to Safe Helpline resources (Telephone Helpline, Online Helpline, Responder Database, and Safe HelpRoom)** from anywhere in the world on their iOS or Android device.

The app was the **winner of the 2013 President's Award for Innovation** from the American Telemedicine Association for being the most “novel use of technology leading to innovative health applications and social services support.”

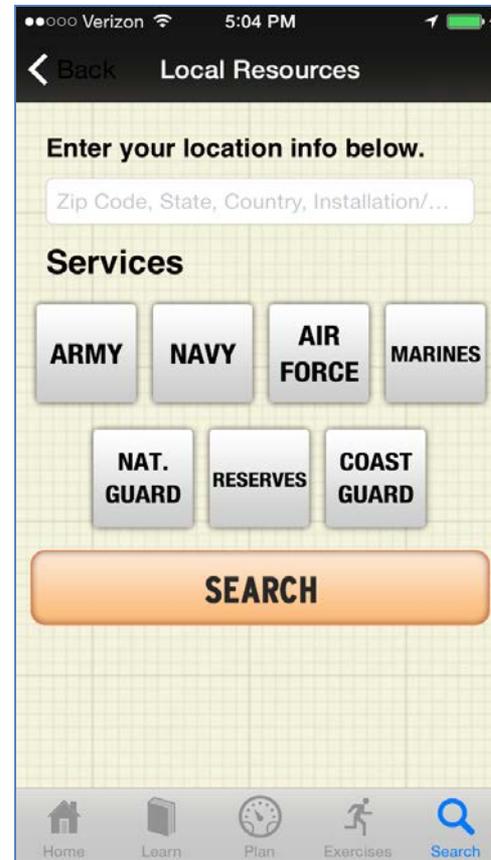
Self-Care App: Telephone and Online Helpline Access



The Self-Care app can connect a **user directly to Safe Helpline** staff through the Online Helpline and Telephone Helpline.

Using **Voice Over IP technology (VoIP)** users are able to call Safe Helpline for free from anywhere in the world with only an internet connection.

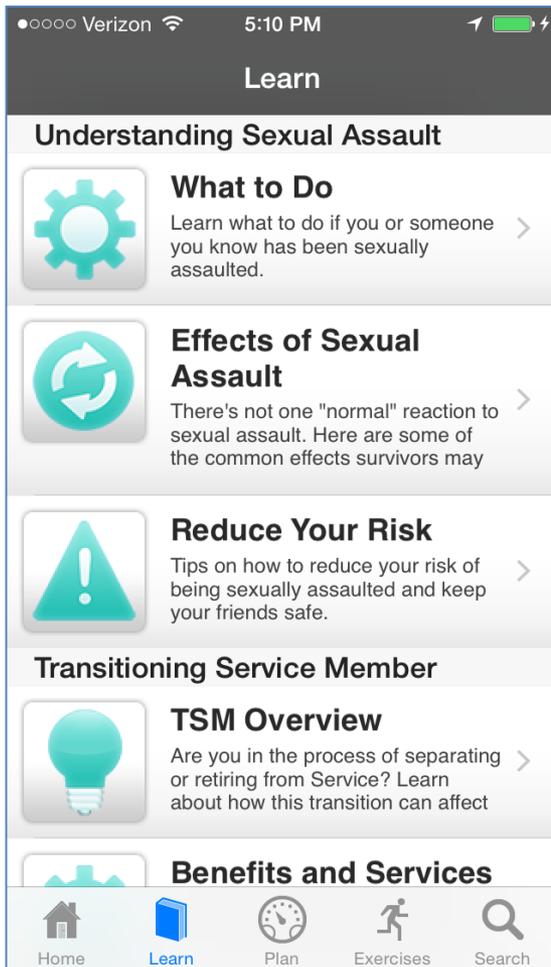
Self-Care App: Search



Users can **access Safe Helpline's full responder database** quickly and easily through the Safe Helpline Self-Care app with an internet connection. Access

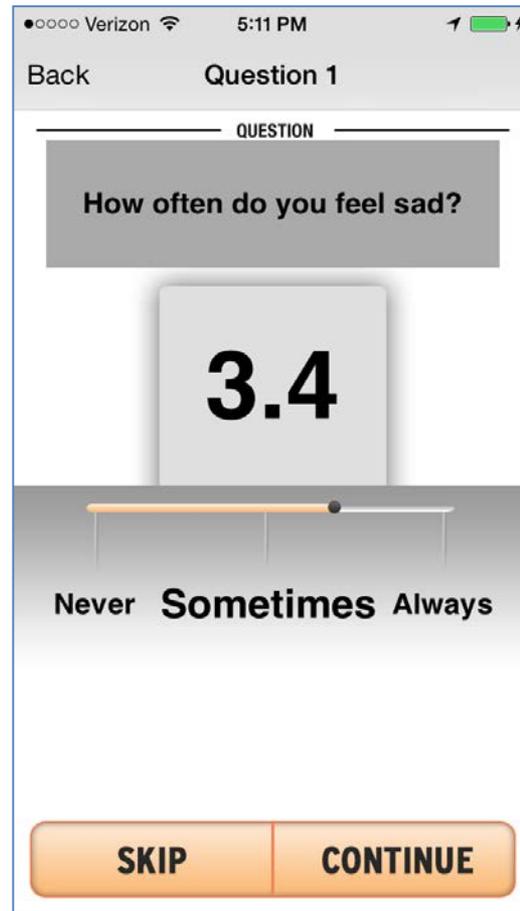
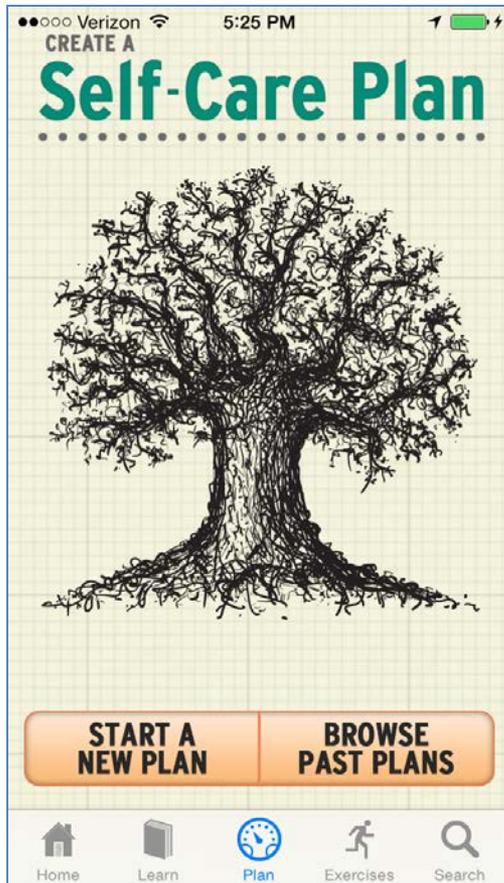
Users can also easily access Safe Helpline's **Transitioning Service Member Decision Tree** which provides DoD, VA and civilian resources.

Self-Care App: Learn



Users can access tips to better **understand sexual assault** for themselves or for a loved one.

Self-Care App: Self-Care Plan



Users can create a self-care plan by answering six easy questions **even without an internet connection.**

The Self-care plan and all plan history is stored only on the device and **remains completely confidential.**

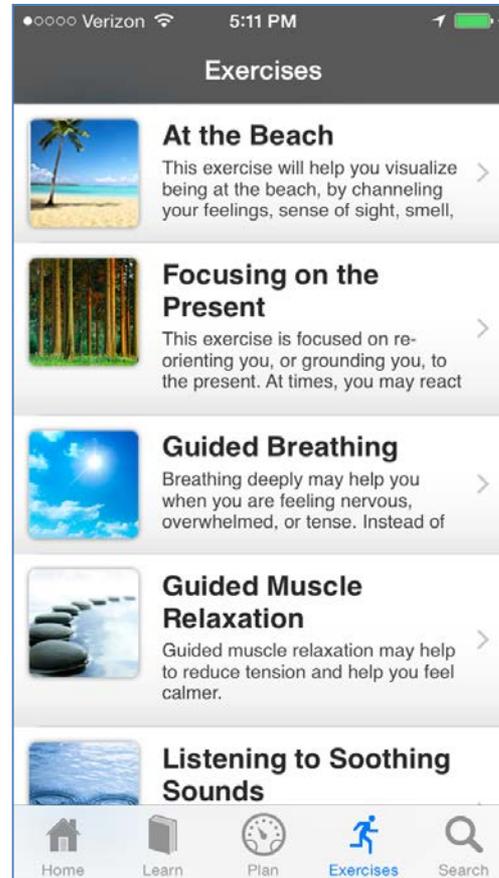
Self-Care App: Self-Care Assessment Questions

1. How often do you feel sad?
2. How often do you feel anxious?
3. How often do you have trouble falling or staying asleep?
4. How often do you feel lonely or isolated?
5. How often do you feel stressed or frightened?
6. How often do you feel hopeless about the present or future?

Self-Care App: Exercises

Users can access support exercises **without an internet connection.**

All images and audio for the exercises were developed to ensure **both male and female users would be comfortable** using the app. Users have the ability to choose between male and female speaker for all audio exercises.



DoD Safe Helpline: Safe HelpRoom

Service Overview

Safe HelpRoom is a **group chat service** that allows survivors in the military to support one another in a safe online environment.

The goal of Safe HelpRoom is to **create a secure community of survivors** that meet to help each other — regardless of time zone or distance. Safe HelpRoom moves **beyond crisis intervention** and helps survivors ready to take the next step.

How we made it safe:

- Do not maintain a record of IP addresses once a Safe HelpRoom session ends
- Do not save Safe HelpRoom session transcripts
- Do not allow participants to share any personally identifying information while in a Safe HelpRoom session
- Utilize encryption technology on a secure application and server environment
- Provide comprehensive user agreement and privacy policies
- Enforce strict privacy protocols for staff and supervisors

Safe HelpRoom was launched in April 2013.

SafeHelpRoom.org

DoD Safe HelpRoom: Moderator and Reviewer Role Overview

Moderator

The Moderator **focuses the conversation** and provides factual information and resources.

The Moderator:

- Is trained Safe Helpline staff
- Participates in the group discussion
- Can privately message individual participants or the reviewer if necessary
- Can remove a participant if they continuously violate the ground rules after a warning

Reviewer

The Reviewer **screens all posts** for ground rules* violations. They can remove one word or deny an entire post.

The Reviewer:

- Is trained Safe Helpline staff
- Does not participate in the group discussion
- Can privately message the moderator if necessary
- Can remove a participant if they continuously violate the ground rules after a warning

See backup slides for The Safe HelpRoom Ground Rules.

Safe HelpRoom: Staff Member View

The screenshot shows the 'Safe HelpRoom' interface for a staff member. At the top, there's a navigation bar with 'Safe HelpRoom', 'Discussion', 'Connected', 'Ground Rules', and 'safehelpline.org'. Below this, there are tabs for 'discussion', 'Staff Chat', and 'LucyLou'. On the left, a 'STAFF' list includes 'Admin1' and 'Emma', and a 'PARTICIPANTS' list includes 'coral27' and 'LucyLou'. The main chat area shows a conversation between 'coral27', 'Emma', and 'LucyLou'. A dropdown menu is open over the 'Discussion' tab, showing options: 'Door', 'Timing Cues', and 'End Discussion'. On the right, there's a sidebar with links for 'National Resources', 'International Resources', 'Local Resources', 'Books, Links & Apps', 'Standard Responses', 'Military', and 'TSM'. At the bottom, there's a 'Chat Tip' and a footer with contact information and a copyright notice.

Callout 1: Moderator has 3 chat interfaces; the group discussion, reviewer chat, and individual participant conversations.

Callout 2: Moderators manually end the session and have the ability to send automated timing cues.

Callout 3: Moderators have access to all of the resources on the Safe Helpline staff dashboard.

Chat Tip: You can mention someone in a message by typing the beginning of their name and hitting <Tab> to autocor

If you are having a difficult time and need to speak with trained staff one-on-one you can visit safehelpline.org or call 1.877.995.5247.

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Safe HelpRoom: Participant View

Safe HelpRoom Connected [Ground Rules](#) [safehelpline.org](#)

discussion

STAFF

- Admin1
- Emma

PARTICIPANTS

- coral27
- LucyLou

Everything just feels like it's falling apart... You guys are the only ones who understand

Emma 9:23 AM
Please feel free to share what's on your minds

coral27 9:24 AM
i was just thinking about how hard it is to tell my family what's going on - they think everything is okay but it's not

coral27
it's hard to sleep at night and to function when i keep thinking about my assault

LucyLou
Work has been really tough this week. I ran into the guy who hurt me this week, and he gave this sn

LucyLou
It's been hard to function and actually do my job. My CO has been so frustrated with me, but he just doesn't understand

⚠ The text you submitted was considered inappropriate. Please review the Ground Rules at the top of the page if you have any questions.

LucyLou 9:26 AM
I'm sorry that you're having a hard week too **coral27**

Your message..

Chat Tip You can mention someone in a message by typing the beginning of their name and hitting <Tab> to autocomplete it.

Participants will be sent a private message when a post has been denied or edited. The message will explain which ground rule has been violated.

DoD Safe Helpline: Outreach Materials

SARCs and VAs can order materials for free from shop.safehelpline.org to help promote Safe Helpline on their base or installation.

Available materials include:

- Brochures
- Postcards
- Posters
- Info-cards
- Coffee Sleeves
- Magnets



QUESTIONS?