

crisistextline.org

Crisis Text Line  
225 West 34th Street  
Floor 9 - PMB# 9135  
New York, New York 10122

Date: 06/08/2024

To whom it may concern:

This letter is to confirm that Chase volunteers as a Crisis Counselor at Crisis Text Line, and has committed to volunteering for the organization for 200 hours.

Crisis Counselors on our platform go through a rigorous training of over 30 hours that helps prepare them for the issues they may face.

The key responsibility of a Crisis Counselor on the platform is to help the texter move from a hot moment to a cool calm by using good contact techniques and empathy. Crisis Counselors deal with very intense topics, including but not limited to suicide, self harm, and sexual/physical abuse. Crisis Counselors help determine if a person is at imminent risk of suicide by using the best practices of suicidology.

In addition to the 30 hours spent in training, Chase has volunteered on the platform to service our texters in crisis since 02/27/2024, has engaged in 296.17 conversations, and has dedicated 160 hours to supporting people in pain as of today.

If there are any questions you need answered please feel free to reach out to me.

Regards,

*César Bocanegra*

César Bocanegra, Chief Operating Officer