93. (DoD) Please provide policies and regulations related to the DoD Safe Helpline (Launched April 2011) and Safe HelpRoom (Launched 2013), including training materials, procedures, detailed data collected, and terms of the contract with Rape, Abuse and Incest National Network (RAINN). (See FY12 SAPRO Report. p. 30.) Please also provide any assessments conducted by DoD to evaluate the Safe Helpline and Safe HelpRoom.

DoD	***RSP Note* All documents provided through the non-publically accessible links have been downloaded and have been attached to the corresponding responses.** In April 2011, the Department launched the DoD Safe Helpline (SHL) as a crisis support service for adult Service members of the DoD community who are victims of sexual assault. The DoD Safe Helpline is available 24/7 worldwide, and users can "click, call or text" for anonymous and confidential support. Safe Helpline is owned by DoD and operated through a contractual agreement with Rape, Abuse and Incest National Network (RAINN), the nation's largest anti-sexual violence organization. • According to DoDI 6495.02 SAPR Program Procedures, Enclosure 2, (p19), the Secretaries of the Military Departments shall "Establish procedures for supporting the DoD Safe Helpline in accordance with each Military Service-specific MOU or MOA between SAPRO and the Military Departments, to include but not limited to, providing and updating SARC contact information for the referral DoD Safe Helpline database; providing timely response to victim feedback; and publicizing the DoD Safe Helpline to SARCs and Service members." • The DoDI also states the Secretaries of the Military Departments shall "Utilize the DoD Safe Helpline as the sole DoD hotline to provide crisis intervention, facilitate victim reporting through connection to the nearest SARC, and other resources as warranted." • A DoD SHL overview of services offered can be found at: http://sapr.mil/index.php/victim-assistance/helpline-materials • A DoD Safe Helpline "Safe HelpRoom" is a group chat service that allows military victims of sexual assault to connect with peers in a moderated and secure online environment at SafeHelpline.org. Safe HelpRoom is a component of the DoD Safe Helpline. A copy of the Safe HelpRoom info paper and briefing are provided at Q#93 by using the following link: https://pmev2.bah.com/sites/DSAID/Document_Transfer/Forms/AllItems.aspx • Public documents for the Safe Helpline contract with RAINN include the Performance Work Statement (PWS) and Justification and Award (J&A) and can be found at the Fed Biz Ops public website at: https://www.fbo.gov/index?s=opportunity&mode=form&id=d186fb9c41dc112513ce6356a483485e&tab=core&_cview=1 • Staff input and voluntary data from users is collected and analyzed for the purpose of improving customer satisfaction. Key measures of performance include: usability, usefulness, utility, responsiveness, and acceptability. Data sources include: o User comment cards, staff online and telephone session assessments, staff texting assessments, staff training evaluations, checklist for telephone sessions, google analytics, website rating feature, expert review checklists, report data, mobile app downloads, and Safe Helproom participation. • In addition, DoD SAPRO has identified four major reporting vehicles for RAINN

	to communicate website usage, assistance provided, and quality of services provided for accessing those sites, which include: o 1.) Monthly usage report, 2.) Quality control report, 3.) Quarterly report, and 4.) Annual third party program evaluation. • In 2013 were 5436 sessions/calls on DoD Safe Helpline (SHL) through online (29%) and telephone (71%) formats. During 2013, the overall number of sessions/calls increased by 3309 (156%) over 2012. Online sessions increased by 870 (122%) and telephone calls increased by 2439 (173%). • In October 2013, DoD Safe Helpline implemented a new set of evaluation and data tools informed by the annual evaluation. These tools were enhanced and created with the goal of providing a better picture of Safe Helpline users and more accurate feedback about Safe Helpline services. Program enhancements include: o New session/call assessment (completed after every Safe Helpline call or online session) o New staff training on evaluation and data tools o Modified online user feedback form o Modified telephone user greeting o Standardized language and scripts for staff to solicit user feedback

DOD 93

DoD Safe HelpRoom

DoD SAPRO Briefing

17 April 2013

002383

Department of Defense Sexual Assault and Response Office (SAPRO)

Agenda

Safe Helpline Overview (Telephone, Online, Text, Self-Care App)

Safe HelpRoom Overview

- Why Safe HelpRoom?
- Technology Overview
- Participant Interface
- Administrator Interface
- Moderator Interface
- Reporting and Evaluation
- Benefits

0023384

DoD Safe Helpline: Overview

Department of Defense (DoD) Safe Helpline is a groundbreaking crisis support service for members of the DoD community affected by sexual assault.

Safe Helpline **provides live, one-on-one support** and information to the worldwide DoD community.

The service is **confidential, anonymous, secure,** and available worldwide, 24/7 by click, call or text — providing victims with the help they need anytime, anywhere.

Since launching in 2011 Safe Helpline has helped **over 9800 people and over 130,000 people** received information from SafeHelpline.org

Operated by the non-profit **Rape, Abuse and Incest National Network (RAINN)**, the nation's largest anti-sexual violence organization, through a contract with DoD SAPRO

002385

DoD Safe Helpline: SafeHelpline.org

Find Help on Your Base or Installation: SEARCH

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

GET LIVE HELP NOW

or Call the Telephone Helpline

877-995-5247

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

Telephone Helpline

Service Overview:

Staff provide crisis support and intervention services, emotional support, and information/referrals.

Staff perform "warm hand-off" transfers to Sexual Assault Response Coordinators, Military OneSource, National Suicide Prevention Lifeline, Veteran's Benefits Coordinators and civilian sexual assault service providers

Number of People Helped:

Over 5300 callers helped since launch

Provided over 3,000 service referrals (SARCs, Veterans Affairs, local rape crisis centers, etc.)

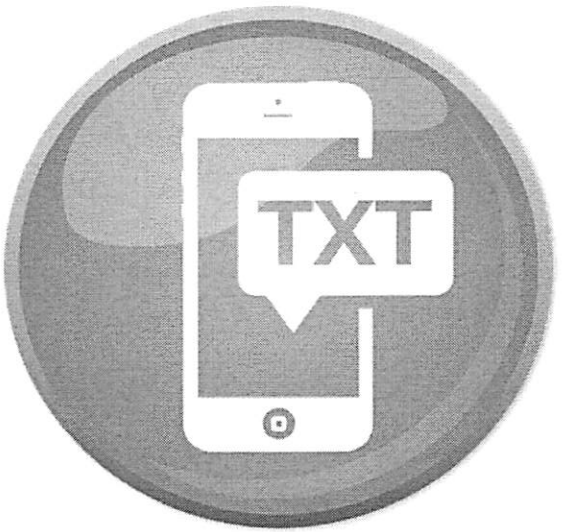
002387

Text for Info

Text Zip code, installation name or "referral" to:

55-247 (inside the U.S.)

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



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.).

002388

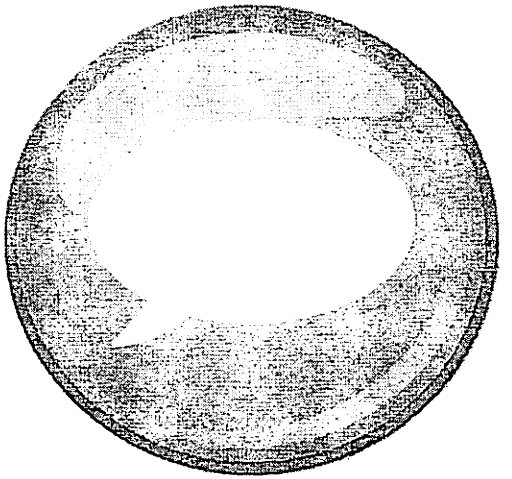
Online Helpline

Service Overview:

Staff provide live, confidential crisis intervention, emotional support and referral/information sharing through a secure instant-messaging format at SafeHelpline.org.

How we made it safe:

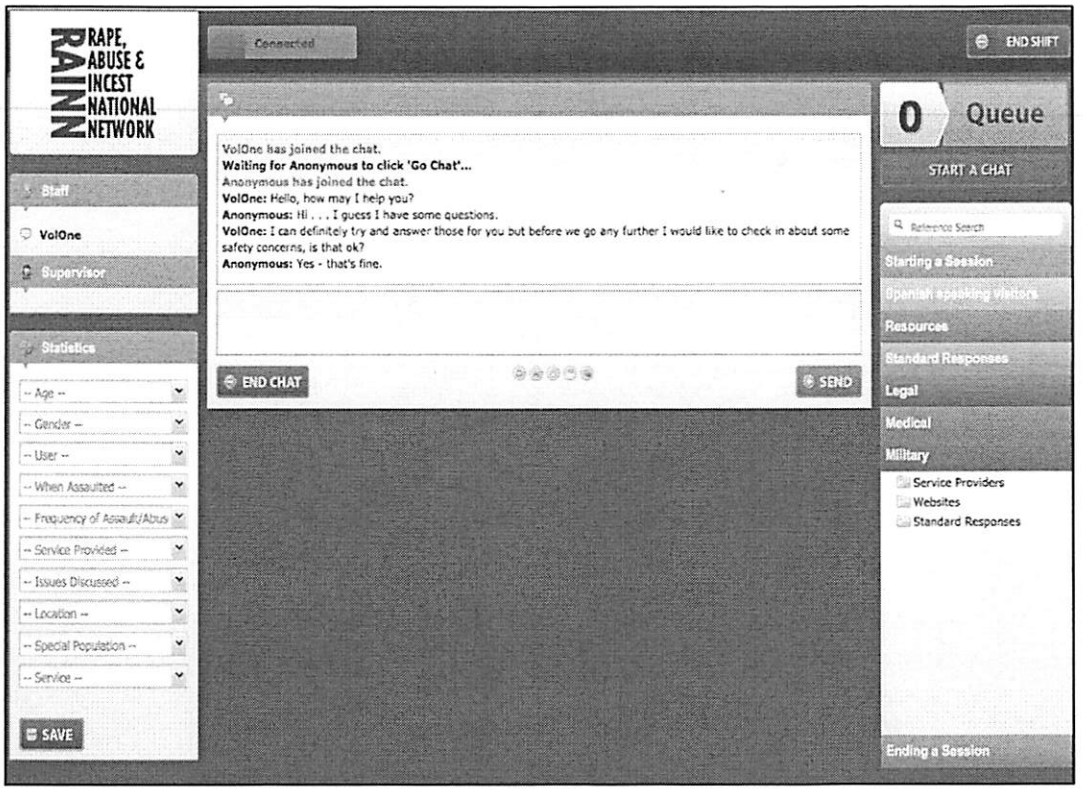
- Secure application and server environment
- Grade A application security review from independent reviewers
- IP address of user is not collected
- Application obscures connection between user and volunteer
- No PII is ever solicited
- Transcripts of sessions are not stored
- Layered user agreement and privacy policy
- Strict privacy protocols for staff and supervisors
- All sessions are monitored by supervisors, who have the capacity to transfer sessions when needed

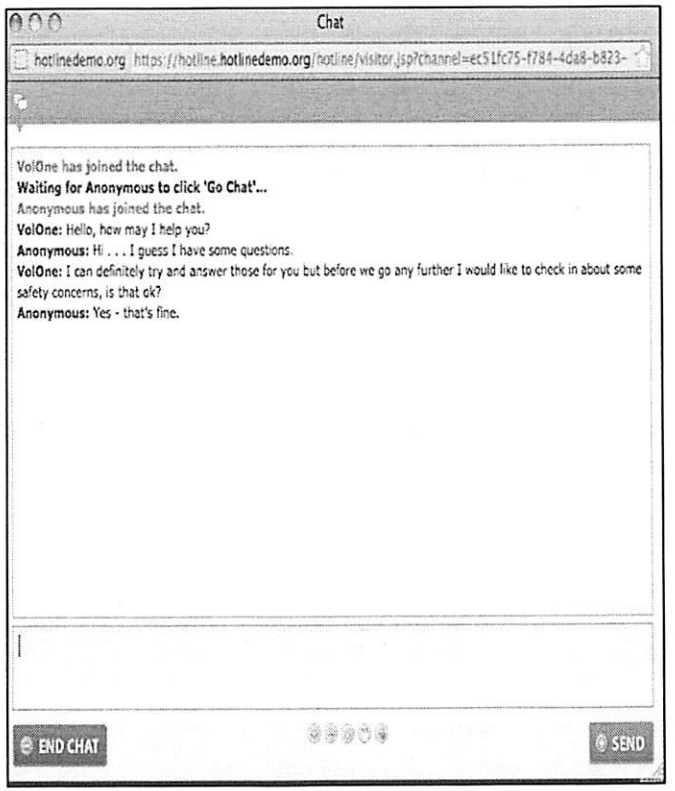


Number of people helped:

Over 2600 online sessions

Online Helpline Interface





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Safe Helpline App

The Safe Helpline app (for iOS or Android) allows sexual assault survivors in the military to create a **customized self-care plan and connect to resources** from anywhere in the world.

You can use the self-care exercises in the app whenever you'd like. Your personalized plan will be stored only on your mobile device so it will remain **completely confidential**. Once you download the app, you don't need an internet connection to use it.

The app is 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."

002391

App Interface

Find Support

Learn

Plan

Exercises

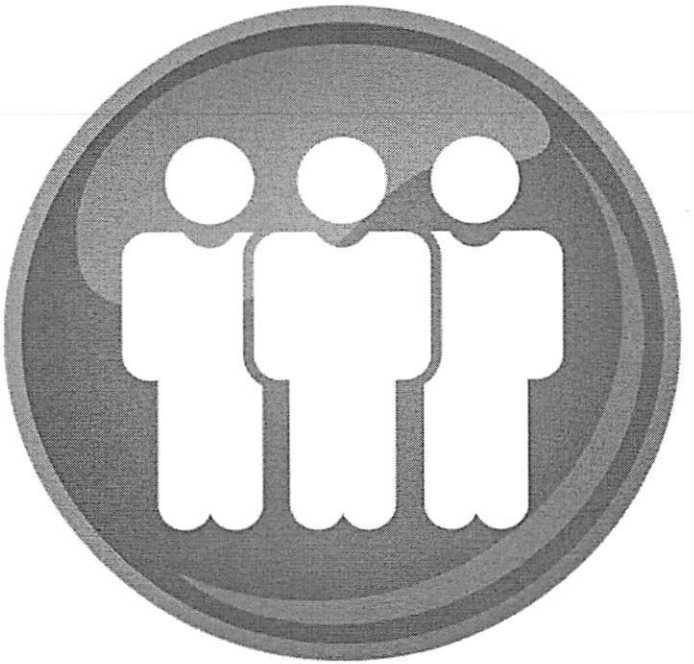
Safe HelpRoom: Overview

Moderated, online peer support for the DoD community

Goal: Safe HelpRoom will allow survivors of sexual assault in the military to connect with and support one another in a moderated and secure online environment at SafeHelpline.org

Availability: Safe HelpRoom will be available twice a week for two-hour sessions.

Launched on April 10 2013



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Why Safe HelpRoom?

- Safe Helpline users frequently ask for peer support services
- Availability of un-monitored, inaccurate message boards/chat services pose risks to user's privacy, interfere with criminal prosecution, and may negatively impact a user's emotional health
- Survivors currently use social networking to disclose their experiences and connect to peers in an insecure manner
- Technology-enhanced interventions are effective in maintaining treatment gains

002394

Safe HelpRoom Technology

- Utilizes Online Helpline technology platform to guarantee security and privacy
- Sessions will not be stored or recorded
- Personally identifying information, including participant's IP, will not be collected or stored
- Participants must agree to the Terms of Service and Ground Rules prior to entering the session

002395

Safe HelpRoom: Participant Ground Rules

Safe HelpRoom

Ground Rules

Welcome to the Safe HelpRoom a service that allows military sexual assault survivors to connect with one another in a moderated and secure online environment.

In an effort to create a safe and welcoming place for survivors to connect we ask that all participants read and agree to the ground rules outlined below.

1. Please do not provide any personally identifying information. This includes information like your name, address, email address, etc. This also includes information pertaining to other individuals including a perpetrator, supervisor, etc.
2. Please do not request personally identifying information from other participants. This includes their email, name, phone number, etc.
3. Please refrain from using abusive, graphic or inappropriate language.
4. Please participate! Safe HelpRoom sessions are only productive if participants share and talk with one another.
5. The Safe HelpRoom does not provide psychological or mental health services. Please do not use the Safe HelpRoom as a substitute for professional mental health care.

If, during the course of your Safe HelpRoom session, you violate any of the ground rules listed above Safe HelpRoom administrators may edit your post or prevent it from being posted to the group. In the event your post is edited you will be told which ground rule was violated. If you continue to violate the ground rules listed above the administrator may remove you from the Safe HelpRoom session.

If you are a survivor of sexual assault but not an Active Duty Service member or Transitioning Service Member please contact the National Sexual Assault Hotline (1.800.656.HOPE or online.rainn.org) to learn more about resources in your community.

By choosing a display name, you agree to the ground rules stated above.

Please do not use a display name that can be used to identify you. This includes names used on social networking sites, emails, etc.

Display Name

☐ Would you like to reserve this display name for use in future discussions?

Continue

002396

Safe HelpRoom: Participant Peer Support

Safe HelpRoom

Connected | Ground Rules | safehelpline.org

discussion

STAFF
- Admin1
- Emma

PARTICIPANTS
- coral27
- LucyLou

inside

LucyLou 9:36 AM

Yea, it does that. I haven't in a really long time. But sometimes I think about it.

Emma 9:37 AM

I want to share that while cutting can provide a realease in the moment it does not solve the underlying feelings of pain or sadness. The most helpful thing for healing those feelings is usually therapy

LucyLou 9:37 AM

Thanks, Emma That is really helpful to know and it was also helpful with those resources

coral27 9:37 AM

yeah, i've thought about therapy but it's scary to face things - with a stranger - that you have kept hidden for so long

LucyLou 9:38 AM

Yea coral27 how do you go about finding someone who understands sexual assault

Emma 9:38 AM

If anyone is having thoughts of hurting themselves please know that you can go to www.safehelpline.org to talk to someone 24/7 about what's on your mind

Your message..

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

002397

Safe HelpRoom: Participant Notifications

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

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 smug

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

Your message..

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.

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

002398

Safe HelpRoom: Reviewer Screening Tools

Safe HelpRoom

Connected | Ground Rules | safehelpline.org

discussion | Staff Chat

STAFF
- Admin1
- Emma

PARTICIPANTS
- betty2
- coral27
- LucyLou

Hello, Admin1 thank you for joining us. Today we will be discussing chocolate chip cookies. At the top of the page you will find the Ground Rules and please know that this is a safe space and you dec vant to share or not share.

DENIED
- PII d 1
- Inappropriate d 2
- Graphic d 3
- Abusive d 4
- Requesting PII d 5
- Warning 1 d 6

EDITED
- PII e 1
- Inappropriate e 2
- Graphic e 3
- Abusive e 4

Reviewers can choose from a list of Ground Rules when editing or denying posts

0 | Options | Accept | Review

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

0023399

Safe HelpRoom: Moderator Support Tools

Safe HelpRoom

Discussion | Connected | Ground Rules | safehelpline.org

Door
Timing Cues
End Discussion

Moderators manually end the session and have the ability to send automated timing cues

discussion | Staff Chat | LucyLou

STAFF
Admin1
Emma
PARTICIPANTS
coral27
LucyLou

Moderator's 3 chat interfaces; the group discussion, reviewer chat, and individual participant conversations

coral27
oh, thanks for that info Emma

Emma 9:43 AM
To answer your question LucyLou www.safehelpline.org is set up specifically to address issues of sexual assault in the military. They can talk to you about what you're feeling and provide you with both military and civilian resources

LucyLou 9:45 AM
Oh that's really helpful. The people here just don't seem to get it 100%. But I'm willing to try

coral27 9:47 AM
yeah i think i may give it a shot too...i'm tired of feeling this way and not being able to sleep

LucyLou 9:48 AM
Me too! I haven't had a good nights sleep in a long time. It would be really to be safe again

5 minutes left in this session.

Your message..

National Resources
International Resources
Local Resources
Books, Links & Apps
Standard Responses
Military
TSM

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 autocon

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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002400

DoD Safe HelpRoom: Reporting and Evaluation

Reports will be available for each discussion. The reports will include:

- The total number of participants
- The total number of posts
- The total number of posts per participant
- Results from the participant comment card
- End of discussion moderator and reviewer report

002401

Safe HelpRoom Benefits

Benefits

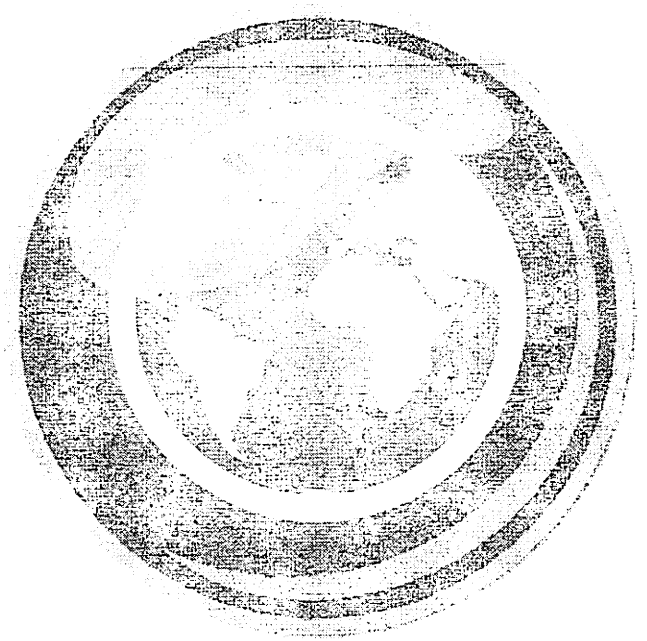
Online peer support participants feel less lonely, isolated or judged

Peer support can improve coping skills

Participation can reduce stress, depression and anxiety

Participants can get practical advice or information about treatment options

Online peer support removes barriers due to time, cost, distance, scheduling, and care-giving responsibilities



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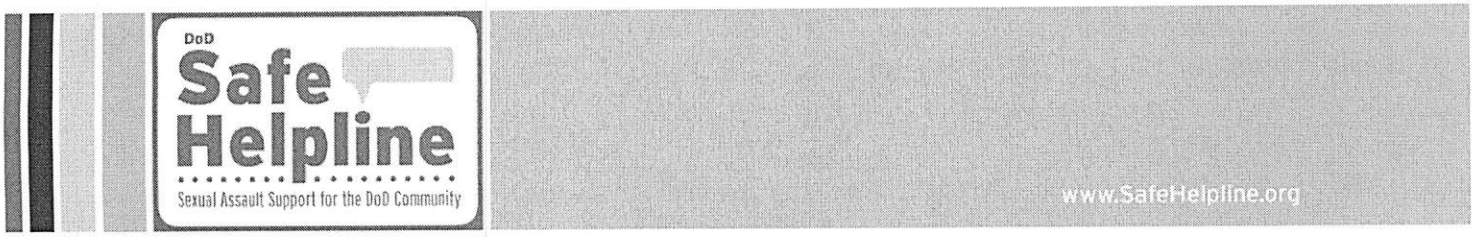

Department of Defense Safe HelpRoom

Moderated Online Peer Support for the DoD Community

Introduction

Safe HelpRoom is a groundbreaking group chat service that allows military victims of sexual assault to connect with peers in a moderated and secure online environment at SafeHelpline.org. Safe HelpRoom is a component of the DoD Safe Helpline, the anonymous and confidential crisis support service available to members of the DoD community since early 2011.

Why Safe HelpRoom?

Safe HelpRoom provides a secure and private environment for positive and supportive discussions for military survivors of sexual assault. It was created in response to Safe Helpline users who identified a need for peer support services and designed with unique safeguards in place to ensure a safe and welcoming environment for survivors to connect. Additionally, studies show that technology-enhanced interventions are effective in maintaining treatment gains[1].

Benefits

The benefits of accessing peer support include survivors feeling less lonely, isolated or judged. Speaking with peers can lead to improved coping skills, a greater sense of adjustment and reduced stress, depression and anxiety. Survivors report that they appreciate receiving practical advice and information about treatment options from peers. Also, an online forum overcomes barriers to assistance that some victims face because it is free, anonymous, and available anywhere there is an internet connection.

Session Structure

Safe HelpRoom sessions are held twice weekly in two-hour online sessions. The session schedule can be found at SafeHelpline.org. Sessions are limited to 10 participants to ensure positive and productive conversations. In addition to a moderator, each session is managed by a reviewer who ensures that participant comments are respectful.

Chat Room Safety

Prior to Safe HelpRoom, survivors had been using online social networking to disclose and connect to peers in an unsecure manner. In order to make Safe HelpRoom safe for survivors, extensive research was undertaken and it revealed that while there were relevant online chat rooms, all were unmonitored and often hosted inaccurate information on their message boards posing risks to a user's emotional health[2] and privacy, even potentially interfering with criminal prosecutions.

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[1] Stephanie Bauer, Markus Wolf, Severin Haug & Hans Kordy (2011): The effectiveness of internet chat groups in relapse prevention after inpatient psychotherapy, Psychotherapy Research, 21:2, 219

[2] Jerry Finn: Victimization Online: The Downside of Seeking Human Services for Women on the Internet

- Safe HelpRoom is the first chat room to require participants to commit to behavioral ground rules; that is:
  - All participants must be respectful and abstain from using graphic, abusive or inappropriate language.
  - All participants must abstain from revealing personally identifying information (PII) about themselves, a perpetrator, or other individuals.
  - All participants are asked to participate and post messages in the discussion.
- All participants create a display name prior to entering the discussion (they are not allowed to display their full name).
- No PII is collected to enter the discussion or shared during the chats, and no PII is stored on servers after the sessions.
- Safe HelpRoom is the first chat room to enlist a moderator and comment reviewer.
- The moderator of each session is a licensed clinical social worker. They kick-start the discussion and provide correct/factual information when appropriate.
- Each session is also managed by a reviewer. They quickly assess all participant comments prior to being made visible to the group. The reviewer has the capability to remove a participant from the discussion if the participant is abusive or continues to disregard the ground rules.

About DoD Safe Helpline

Safe HelpRoom augments the support provided by the Safe Helpline, which is available to members of the DoD community in accordance with the Sexual Assault Prevention and Response Policy. As part of the Safe Helpline, victims can access support services by "click, call or text" and the free, anonymous and confidential resource can be accessed worldwide, 24-hours a day, every day to connect with live sexual assault support professionals.

When users visit Safe Helpline, the staff provides one-on-one tailored assistance and offers a variety of up-to-date service referrals for resources on and off military bases and installations. Service referrals include information for Sexual Assault Response Coordinators, along with legal, medical, mental health, and spiritual military resources. The referral database also houses information for local civilian and Department of Veterans Affairs resources for helpline users seeking information and crisis support away from the military response system.

Service Operator

DoD Safe Helpline and Safe HelpRoom are administered by DoD and operated by the non-profit Rape, Abuse and Incest National Network (RAINN), the nation's largest anti-sexual violence organization, through a contractual agreement with DoD SAPRO.