

DoD Safe Helpline Info-Paper

Safe Helpline 101 Self-Paced Educational Program

What is Safe Helpline 101?

Safe Helpline 101 provides a comprehensive overview of Safe Helpline, including services offered; information about our secure technology platform; and how we've taken extensive steps to protect the anonymity and confidentiality of users. In addition, this program describes how Safe Helpline services augment and support Sexual Assault Response Coordinators (SARCs) and Sexual Assault Prevention and Response Victim Advocates (SAPR VAs) in their efforts to meet the needs of sexual assault survivors on their bases and installations.

Background:

Safe Helpline 101 training was created to inform a user about the history of Safe Helpline, services offered, technology used for implementation, how it protects the anonymity and confidentiality of users and how Safe Helpline services augment and support local Service SAPR Programs.

The program is intended for SARCs/SAPR VAs and other stakeholders, such as medical and mental healthcare providers, Chaplains, legal, investigators, and civilian sexual assault service providers. All interested parties can also access the program anonymously at <https://www.safehelpline.org/101>.

What can I expect from this program?

Safe Helpline 101 provides a complete overview of how Safe Helpline supports survivors of sexual assault in the DoD Community, the different ways that users can access Safe Helpline services, and how each service is anonymous, confidential, and secure.

Once completed, a user can expect to:

- Identify how Safe Helpline is a valuable resource for survivors, their friends and family, and local Sexual Assault Prevention and Response service providers.
- Explain how the specialized services available on Safe Helpline helps support survivors in their healing process.
- Review the differences between anonymity and confidentiality as well as how both inform the delivery of Safe Helpline services.
- Demonstrate what a user can expect when connecting with Safe Helpline.
- Describe how the most recent initiatives available through Safe Helpline benefit survivors and service providers.

Module 1: Background

In this section, we will provide information on why Safe Helpline was developed and the importance of an anonymous, confidential, 24/7, crisis intervention support service.

Module Topics Include:

- Safe Helpline Introduction and Video
- Who created Safe Helpline and Why

Module 2: Overview

Safe Helpline staff members are available to listen to the needs and concerns of a user, discuss safety planning, provide information about resources, and connect the user with local SAPR personnel. In this section we will review how Safe Helpline provides support and specifics on who is eligible for Safe Helpline services.

Module Topics Include:

- What is Safe Helpline?
 - How can Safe Helpline help?
 - Who does Safe Helpline help?

Module 3: Anonymous, Confidential, Secure

Safe Helpline is committed to protecting the safety and anonymity of users by ensuring that no personally identifiable information (PII) is collected or shared. In Module 3, we will review what precautions have been taken to protect a user's privacy when connecting to Safe Helpline.

Module Topics Include:

- Anonymity
- Confidentiality
- Security

Module 4: Safe Helpline Staff

Safe Helpline staff receive highly specialized training to support the specific needs of survivors of sexual assault. Module 4 includes more information on the types of training Safe Helpline staff receive and how that training is specialized to the DoD community.

Module Topics Include:

- Staff Training
- Staff Structure

Module 5: Supporting Survivors in Crisis

As an immediate crisis helpline, the interactions that Safe Helpline staff have are intended to support survivors where they are at in that moment. In Module 5, we will carefully review each step of the Safe Helpline crisis intervention model.

Module Topics Include:

- Review of Safe Helpline's Crisis Intervention model
 - Introduction to Services and Safety Check
 - Building Rapport with a user and Active Listening
 - Problem Solving
 - Follow-Up on Safety and Resources
- How staff engage with and support Safe Helpline users

Module 6: Safe Helpline Services

In Module 6, we will review all of the different ways users can engage with Safe Helpline and how each service provides a unique experience for that user.

Module Topics Include:

- Telephone Helpline and Online Helpline
- Follow-Up Support Services
- Responder Database
- Safe Helpline App
- Safe HelpRoom
- Self-Paced Educational Programs
- Military Feedback Form
- Transitioning Service Member Resources

Module 7: Outreach

In Module 7, we will go over how Safe Helpline is available to support the efforts of SARCs and SAPR VAs on bases and installations, worldwide.

Module Topics Include:

- Print Materials
- Digital Materials
- Events Support

To access *Safe Helpline 101* anonymously click [here](#).

For SARCs and SAPR VAs looking to receive one hour of D-SAACP credit for completing *Safe Helpline 101*, click [here](#).