

Hello!

I am volunteering with Mad in America on a research project surveying hotlines as well as warm lines in the United States on their confidentiality and intervention strategies with the intent to compile a directory of hotlines. I would love to include [Line] in this project! If you could answer the following questions, that would be wonderful.

Can you confirm the phone number, web address, and population/location served for your line?

Would your line operators intervene or send any type of help under any circumstances without consent?

Can you think of any circumstances that your line operators may track calls, send police, or intervene in any way without consent?

Do you have anything else you want to add to explain your policies?

The information gathered in these surveys for each line will be published on our website as a resource for our users. I really appreciate you taking the time to respond to these questions, and look forward to hearing your response!

Please do reach out if you have any questions or concerns.

Thanks!
Maggie Leppert