



DoD Safe Helpline

Sexual Assault Support for the DoD Community

About Safe Helpline

The DoD Safe Helpline is a worldwide support service that provides live, one-on-one support and information to members of the DoD community who have been affected by sexual assault. SHL launched in February, 2011 as a result of SAPRO and the Rape, Abuse, and Incest National Network (RAINN) collaborating with the Military Services, Joint Chiefs of Staff, National Guard Bureau, Coast Guard, Family Advocacy Program, Military OneSource, Veterans Affairs, and many others. SHL staff receives highly specialized training on topics including the neurobiology of trauma, working with survivors in the military, and the unique needs of male survivors. SHL staff work closely with each Military Service as well as installation-based Sexual Assault Response Coordinators (SARCs) and SAPR VAs to ensure that all helpline users receive the care they need.

Safe Helpline Services

SHL provides confidential support services to survivors of sexual assault through the following services:

- ▶ **Telephone Helpline:** Calling 877-995-5247 allows users to speak with trained SHL staff for personalized advice and support. SHL staff can provide warm handoffs for callers to SARCs, SAPR VAs, healthcare professionals, and other vetted resources as required.
- ▶ **Online Helpline:** Accessible via SHL's website at safehelpline.org, users can chat one-on-one with a trained professional through a secure instant-messaging format. The anonymity of the Online Helpline affords military sexual assault survivors a safe place to receive support until s/he is ready to speak out. This service can also be used on mobile devices.
- ▶ **Text for Info:** Texting a location or zip code to 55-247 in the U.S. or (001) 202-470-5546 outside the U.S. allows users to receive contact information for SARCs, SAPR VAs health care professionals, legal advisors, chaplains, and military police.
- ▶ **Self-Care App:** The award-winning¹ SHL Mobile App was designed specifically for military sexual assault survivors. The app enables users to create a personalized self-care plan to help them manage the short- and long-term effects of their assault. Users can also connect to SHL staff for a live online support session, or call the SHL for free from anywhere in the world. The app is free and available from the Apple and Android app stores. Once the app has been downloaded, no internet connection is required to use it.

safehelpline.org      877-995-5247

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- ▶ **Safe HelpRoom:** A ground-breaking online group chat service that allows military sexual assault survivors to connect with one another in a 24/7, moderated and secure environment. Safe HelpRoom was created in response to requests from users, who wanted an online peer forum without the barriers of time, cost and distance. Safe HelpRoom is available at safehelpline.org.
- ▶ **Transitioning Service Member Resources:** Information and resources tailored to the needs of sexual assaulted Service members transitioning out of the military.
- ▶ **Feedback Form:** Visitors may choose to provide feedback to SAPRO directly through a confidential and anonymous Military feedback form.

ⁱ The Safe Helpline mobile app is the winner of the 2013 President's Award for Innovation from the American Telemedicine Association (ATA) for being the most "novel use of technology leading to innovative health applications and social services support."