

DoD Safe Helpline: How it Works

All Safe Helpline services are: anonymous, confidential, and tailored to support members of the DoD community and their loved ones affected by sexual assault.




Safe Helpline is the Department of Defense’s (DoD) sole hotline for members of the DoD community affected by sexual assault. Safe Helpline is a completely anonymous, confidential, 24/7, specialized service—providing help and information anytime, anywhere. Safe Helpline is available worldwide and is operated by RAINN, a national anti-sexual violence organization, through a contract with the DoD Sexual Assault Prevention and Response Office (DoD SAPRO). Safe Helpline works closely with DoD SAPRO, each of the Military Department SAPR offices and the installation-based SAPR programs to ensure that all Safe Helpline users receive the information, support and care they need at every stage of their healing process.

Safe Helpline staff never solicit information from users for the purpose of assessment. No personally identifying information is ever collected, stored or used in Safe Helpline analyses. The numbers presented in this document represent the reports at the time of data extraction and improvements and refinements to data collection may impact the characterization of final reports. The information shared is for the purpose of this document only.

10 Years of Serving Survivors at a Glance

Over a decade, the DoD Safe Helpline has served more than 204,000¹ visitors looking for support or advice on their path to healing from sexual assault. Visitor volume has grown steadily over time.

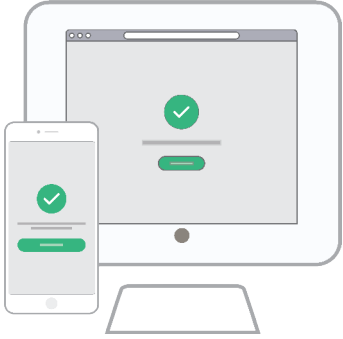
CALLS



877-995-5247

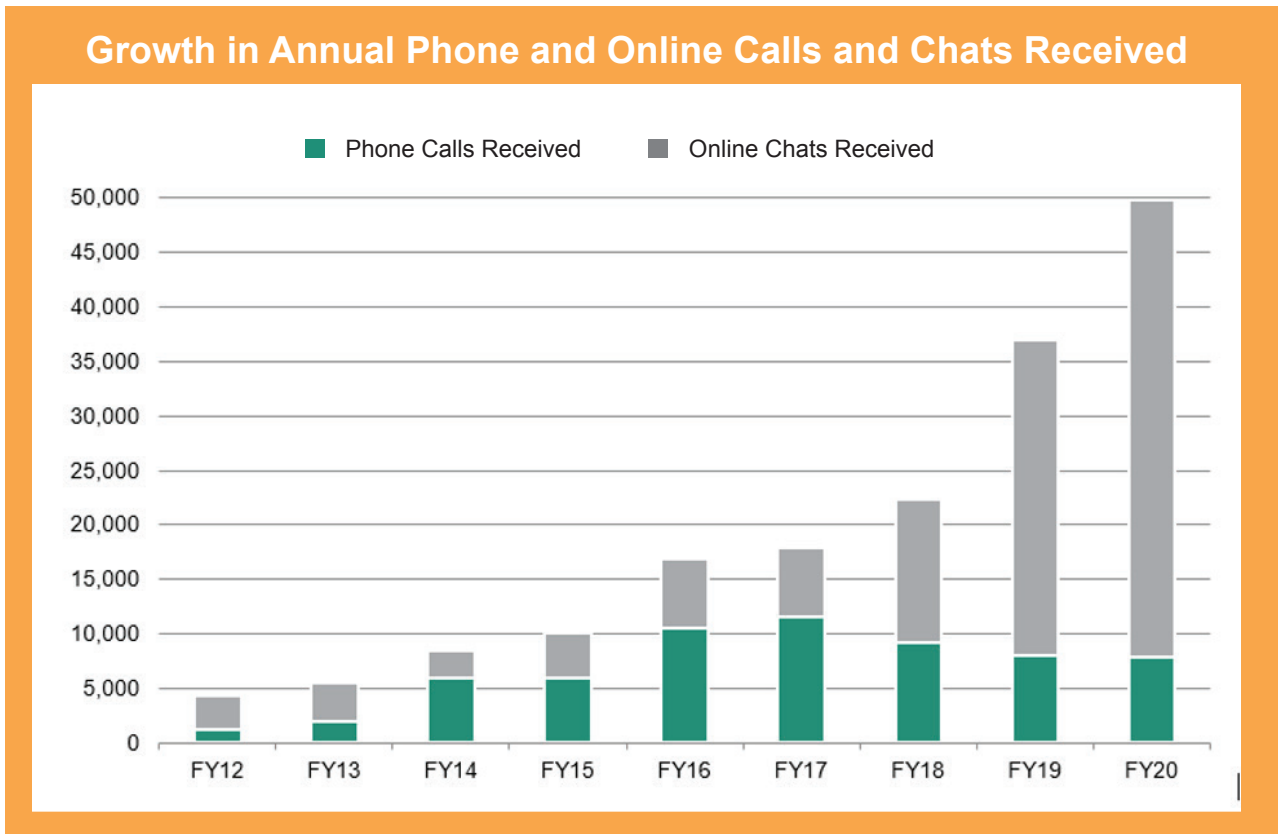
76,000¹

CHATS



Online.SafeHelpline.org

128,000¹



¹ The numbers above are through 30 September, 2021

Fiscal Year

Why Do Survivors Visit?

Safe Helpline can provide an anonymous and confidential space where survivors can connect to get answers to their questions about the process and help to ensure they can make an informed decision about next steps.

- On average, when disclosure status is known, one in five users have not disclosed their assault to anyone before coming to Safe Helpline (percentages range from 20% to 33% from FY15-FY20).²
- On average, when gender and disclosure status are known, one in three men have not disclosed their assault to anyone before coming to the Safe Helpline (percentages range from 28% to 38% from FY16-FY20).²
- Of adult victims of sexual assault, consistently more than half had not yet reported when contacting Safe Helpline (ranging from 52% to 59% from FY15-FY20).²
- Users consistently share barriers to making a report to a military authority including concerns about:
 - not wanting anyone to know
 - not being believed
 - thinking nothing would be done
 - confidentiality²

2 For more information related to barriers to reporting expressed by visitors, see Appendix D, Safe Helpline Data, of the SAPRO Annual Report on Sexual Assault in the Military at sapro.mil.

Key findings are summarized above and are based on a smaller subset of data from visitors who identified as victims. These samples ranged from 2,435 to 4,109 sessions for the years FY15-FY20. Data are from in-depth session assessment forms completed by staff immediately at the end of online or phone sessions.

WHO SAFE HELPLINE SERVES



Victims



Friends & Loved Ones of Victims



Telephone Helpline Users Are Men

Safe Helpline Core Services

Since 2011, Safe Helpline has created a comprehensive suite of services to connect with survivors where they are at that moment. Starting with the telephone and online helplines, Safe Helpline has continuously evolved to meet the needs of survivors and service providers in the DoD community. In 2012, Safe Helpline developed a mobile app to allow users worldwide to access Safe Helpline directly on their mobile device. Safe Helpline then created the Safe HelpRoom in 2013 to provide survivors in the DoD community a safe space to find connection and healing with others. Additional enhancements to the Safe HelpRoom facilitated the capability for local communities to provide the same support to survivors on their bases by adapting the Safe HelpRoom services to create Local Safe HelpRoom in 2018. Safe Helpline is committed to offering comprehensive supportive services to meet survivors' needs wherever they are in their healing journey.



Telephone Helpline

877-995-5247

Speak directly with a Safe Helpline staff member over the phone, 24/7.



Responders Near Me

SafeHelpline.org/Near-Me

Receive information about local responders and resources, anytime, anywhere.



Online Helpline

SafeHelpline.org

Access one-on-one, anonymous, and secure support through Safe Helpline's group chat portal.



Safe HelpRoom

SafeHelproom.org

Connect with other survivors of sexual assault through Safe HelpRoom - a secure, anonymous, and moderated topic-specific group chat service. Sessions just for men are available every Sunday from 1300-1500 ET.



Safe Helpline App

Download on the App Store and Google Play

Create a self-care plan, access self-care exercises, and access other Safe Helpline services via an easy-to-use free mobile app.



Local Safe HelpRoom

SafeHelpline.org/LSHR

Host secure peer-to-peer group chats for your base or installation with Local Safe HelpRoom. D-SAACP certified SARCs and SAPR VAs can register to moderate group chats on their base.



Self-paced Educational Programs

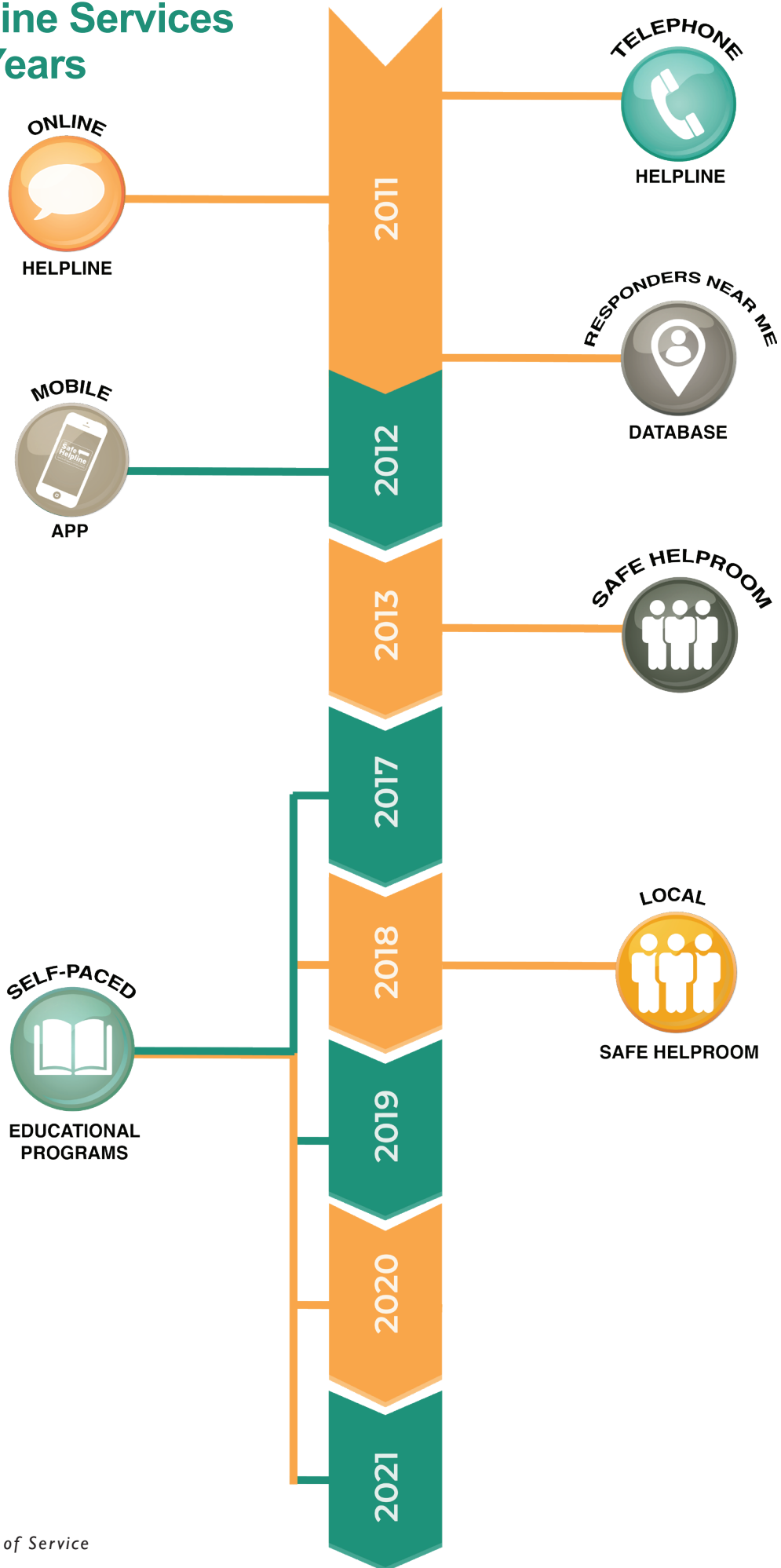
SafeHelpline.org/Education

Learn more about issues related to sexual assault, the services Safe Helpline offers, and how to support a friend or loved one. Some programs are eligible for D-SAACP credit.

877-995-5247

SafeHelpline.org

Safe Helpline Services Over the Years



What Leaders Can Do

Safe Helpline provides a variety of services and resources that leaders can leverage to support survivors of sexual assault, as well as programs that support SARCs, SAPR VAs, and other professionals who assist survivors within the military community.

Safe Helpline's services are available 24/7, and our staff are available to answer your questions and provide resources at any time. You are welcome to connect with a staff member through our Telephone Helpline at 877-995-5247 or through the Online Helpline via our website at [SafeHelpline.org](https://www.SafeHelpline.org) to ask any questions you may have or to get connected to further resources.

Mobile App

Created in 2012, the Safe Helpline Mobile App is the one-stop shop for accessing all of Safe Helpline's resources, including the Telephone Helpline, the Online Helpline, the Safe HelpRoom, the Responder and Transitioning Service Member databases, a learn feature with general information about sexual assault that can be useful to have on hand, and a dedicated self-care feature, among other resources. The Telephone Helpline can be accessed through the app via Wi-Fi, meaning that users do not need access to a cellular data plan in order to make a call.

Most importantly, this app can be useful when units are deployed and individuals are limited in accessing resources on their home base, or if an individual survivor is in need of additional day-to-day support. Since its inception, over 360,000 users have downloaded the app, helping survivors, friends and family members, and responders in the DoD community find support whenever they need it. The Safe Helpline Mobile App can be downloaded at [SafeHelpline.org/App](https://www.SafeHelpline.org/App).



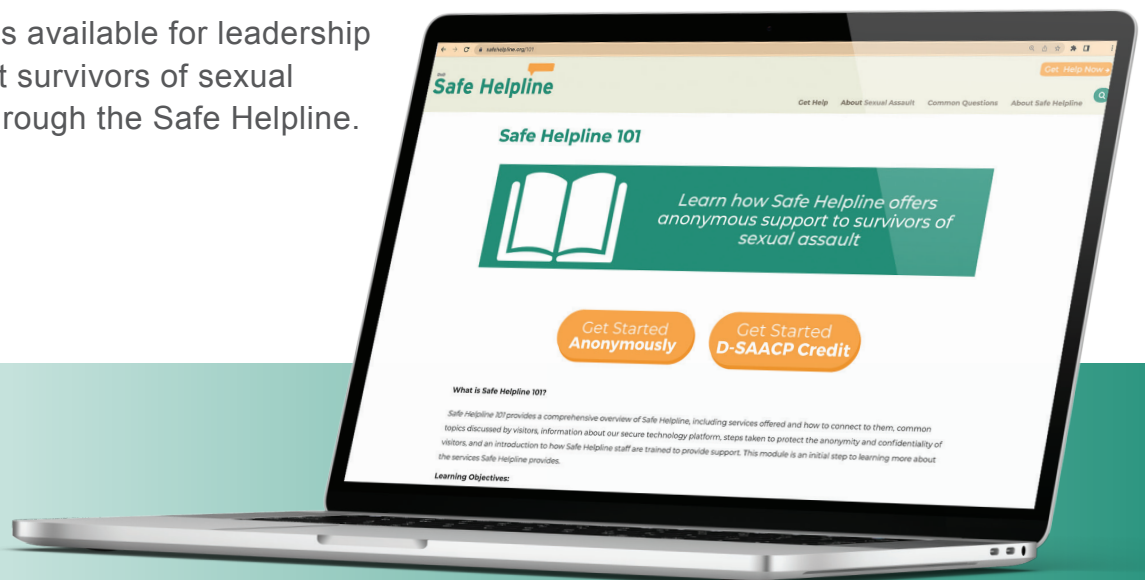
Training

Safe Helpline has continued to evolve and develop new trainings for a variety of different audiences over the last 10 years. Safe Helpline currently offers four briefing opportunities for leadership, SARCs, SAPR VAs, and general DoD community members to learn more about Safe Helpline services. This is essential to Safe Helpline building trust and rapport with the DoD community. Most recently Safe Helpline developed a high-level leadership brief intended for leaders who are interested in raising awareness about services available and supporting survivors on base. The Safe Helpline 103 brief covers:

- The key tenets of Safe Helpline, including services available to support survivors, staff training, and the importance of anonymity and confidentiality.
- How Safe Helpline services are supporting Service members and the SAPR personnel on your base.
- Resources available for leadership to support survivors of sexual assault through the Safe Helpline.

Safe Helpline briefs also assist SAPR and SHARP teams DoD-wide in fulfilling requirements for training throughout the year and add variety to their training curriculum. More information about Safe Helpline briefing opportunities is available online at SafeHelpline.org/event-request.

Safe Helpline also offers unique, self-paced, programs to help those seeking support or information related to sexual assault. These programs provide essential information to Service members about sexual assault, how to support a survivor, and resources to help with the healing process. On average, each course takes approximately one hour to complete and is built with a particular audience in mind, but all courses are available for anyone to take at any time. All courses can be accessed anonymously through the Safe Helpline website [here](#).



Looking Forward

Safe Helpline is proud to have spent over ten years supporting the needs of survivors in the DoD community. Since Safe Helpline's inception, the program has developed a comprehensive suite of materials to support survivors, family members and friends, leadership, and responders. As the landscape of this work continues to evolve, Safe Helpline will continue to support survivors in the DoD community and pivot to meet the needs of the community.

Safe Helpline looks forward to the continued delivery of these integral services to survivors and stakeholders in the DoD community, including our Telephone and Online Helplines, Safe HelpRoom and Local Safe HelpRoom peer-to-peer group chat services, Responder and Transitioning Service Member databases, Self-Paced Educational Programs, and training briefs given by Safe Helpline representatives.

Safe Helpline is committed to offering comprehensive supportive services and supporting survivors at all points in their healing journey.

Anonymous. Confidential. Secure.

You are not alone. Safe Helpline is standing by.

**DoD Safe Helpline
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SafeHelpline.org**

DoD
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