

What is DoD Safe Helpline?

The Department of Defense (DoD) [Safe Helpline](#) is the Department's sole secure, confidential, and anonymous crisis support service specially designed for members of the DoD community affected by sexual assault. Safe Helpline is available 24/7, worldwide. The DoD Safe Helpline staff provides live, one-on-one support to survivors, their families, and other DoD stakeholders. It is operated by [RAINN](#) (Rape, Abuse & Incest National Network), a national anti-sexual violence organization, through a contract with the [Department of Defense Sexual Assault Prevention and Response Office](#) (DoD SAPRO).

Why is Safe Helpline Needed?

When a sexual assault survivor receives care, system confidence builds and this in turn increases the likelihood that victims will report. Safe Helpline is the sole DoD hotline that provides crisis intervention for sexual assault survivors in the military to receive the care and resources they need in an anonymous, confidential support platform.

How Can Someone Access Safe Helpline?

Safe Helpline has a number of services that support survivors of sexual assault in the military, their friends, and family.

Telephone Helpline: Safe Helpline provides live, confidential, one-on-one support over the phone at 877-995-5247 (in the U.S. and worldwide via DSN). Through a warm handoff, Safe Helpline staff can also transfer users to DoD and civilian sexual assault service providers.

Online Helpline: Safe Helpline provides live, confidential, one-on-one support through a secure instant-messaging platform at www.SafeHelpline.org. The website also contains vital information about recovering from and reporting a sexual assault.

Safe HelpRoom: Safe HelpRoom allows sexual assault survivors in the military to connect with, and support one another in a moderated and secure online group chat environment. Safe HelpRoom sessions for male survivors are hosted every Sunday from 1300-1500 Eastern Time. Safe HelpRoom is not intended as a replacement for counseling or other mental health services.

Safe Helpline App: The free Safe Helpline app helps a user create a personalized self-care plan and access self-care exercises through their Apple or Android mobile device. Both the self-care plan and exercises are available without an internet connection. Additionally, users can access the Telephone and Online Helplines for free, from anywhere in the world using Voice over IP (VoIP) technology.

How Can Someone Access Safe Helpline? Cont'd

Responders Near Me: Safe Helpline's comprehensive database of military and civilian sexual assault service providers allows anyone to connect with military and civilian resources in the local community. By searching a zip code or base name on SafeHelpline.org or via the Safe Helpline app, the database will populate with vetted resources in your area. The Responders Near Me database is also available via text at 55-247 (in the U.S.) or 571-470-5546 (outside the U.S.).

Self-Paced Educational Programs: Safe Helpline offers unique self-paced modules to help those looking for support or information related to sexual assault. Each module was built with a particular audience in mind, but all modules provide valuable information for anyone looking to learn more about sexual assault. You can access all of these modules anonymously by visiting SafeHelpline.org/education or you can take most modules for D-SAACP credit in the Safe Helpline Education Portal. To access the Safe Helpline Education Portal, please click [here](#).

How Does Safe Helpline Ensure Anonymity and Confidentiality?

All Safe Helpline services are completely anonymous and confidential. To maintain anonymity, if a user starts to share personally identifying information (PII) with staff, they'll kindly be reminded that Safe Helpline does not require any personal information to support a visitor's needs. Communication between a victim and Safe Helpline staff are protected from disclosure in cases arising under the Uniform Code of Military Justice in accordance with [Military Rules of Evidence \(MRE\) 514 - Victim-Victim Advocate Privilege](#).

RAINN's proprietary technology is helping Safe Helpline continue to meet the needs of survivors, their friends and family, and stakeholders every day.

- IP addresses are never logged.
- Session transcripts are not recorded or saved.
- All data is encrypted.
- All routing is done anonymously.
- Members of the DoD community can access help from anywhere through the DoD Safe Helpline website and the Safe Helpline app.

Who Can Use and Access the Services Provided by Safe Helpline?

Safe Helpline serves:

- Adult Service members in the Active Duty, National Guard, and Reserve Component, as well as the Coast Guard, and their dependents 18 years of age and older.
- DoD civilian employees and their family dependents 18 years of age and older when they are stationed or performing duties outside of the United States.
- U.S. citizen DoD contractor personnel when they are authorized to accompany Armed Forces in a contingency operation OCONUS and their U.S. citizen employees.

Adult military dependent sexual assault victims who are assaulted by a spouse or intimate partner and military dependent sexual assault victims who are 17 years of age and younger are supported through the Family Advocacy Program (FAP). Due to the anonymity of the Safe Helpline hotline service, no questions to confirm eligibility are asked prior to providing support. Therefore, anyone contacting Safe Helpline will receive crisis intervention support. If, during the conversation, an individual indicates that they are not affiliated with the DoD, and not eligible for Safe Helpline services, hotline staff can provide appropriate civilian or military resources.

Who Operates Safe Helpline?

Safe Helpline is provided by the Department of Defense, Sexual Assault Prevention and Response Office via a contract with RAINN (the Rape, Abuse & Incest National Network). Since 1994, RAINN has helped more than 3.5 million people impacted by sexual assault through its victim service programs.

Safe Helpline services are confidential, anonymous, secure, and available worldwide, 24/7- providing victims with the help they need anytime, anywhere. No personally identifiable information (PII) such as name, rank, location, etc. will be shared with any entity within DoD.

How are Safe Helpline Staff Trained?

Safe Helpline is made up of approximately 60 professionals from a variety of backgrounds who all share a passion to support survivors of sexual assault in the DoD community. All Safe Helpline staff complete more than 60 hours of extensive, trauma-informed training according to National Organization for Victim Assistance (NOVA) guidelines. All Safe Helpline staff receive enough training to be certified through the National Advocate Credentialing Program, which is the civilian equivalent to the DoD Sexual Assault Advocate Credentialing Program (D-SAACP) that certifies Sexual Assault Response Coordinators (SARCs) and Sexual Assault Prevention and Response Victim Advocates (SAPR VAs).

How are Safe Helpline Staff Trained? Cont'd

Safe Helpline staff receive specialized training to provide support and resources to military communities. The training curriculum was developed with oversight and information from DoD SAPRO and all of the individual Service SAPR offices.

The training covers:

- Active listening and empathy.
- Crisis intervention.
- How to talk to survivors.
- Neurobiology of trauma.
- Military environment and traditions.
- Reporting options and military-specific resources.

What are Safe Helpline's Hours of Operation?

All Safe Helpline services are available 24/7/365.