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HMSV 440W

Dr. Lewis

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Agency Selection - The Crisis Text Line

I have chosen to evaluate the Crisis Text Line. I was recently accepted to volunteer with this organization to offer crisis intervention for those who utilize the agency’s services and was able to send a message to the agency through my volunteer portal to ask them if I could evaluate their agency and practices for a school assignment as I completed training and started to offer my volunteer services and received a reply indicating that my request to evaluate the agency was approved.

As you may already know, the agency offers support for those seeking help with mental help or crisis issues and the services that are offered are supplied from trained volunteer workers through text. The Crisis Text Line currently offers services in the United States, Canada, the United Kingdom, and Ireland, and is currently working on expanding to Spanish speaking countries and partnering with other organizations that offer similar services. The goal of this particular agency is to ensure that if one needs guidance or just someone to talk to, that they can find that guidance or acquaintance by reaching out to someone through their text line. Though the agency operates in several countries, I will be evaluating the agency and services that are provided from the United States location. There are no specific target demographics for this agency, as the text lines are available for any gender, age, economic class, sexuality, culture, and any race in the countries that the line is currently available in.

I have a personal interest in mental health services and feel that by volunteering and also evaluating this particular agency I will not only be able to gain insight on the mental health field by conducting extensive research, I will be able to learn and become familiar with crisis situations from various different types of groups of people and how I can aid those experiencing them. In addition to this, I will be able to determine if this particular agency is meeting the needs of those that chose to utilize the text services and that the services that are offered are adequate for those seeking assistance. I am hoping to offer insight on how this agency can better deliver their services, meet their goals, and fulfill their mission.