

# CRISIS TEXT LINE |

## Student Learning Program Quick Glance: Practicum Fact Sheet



### Crisis Text Line - About Us

**Agency:** Crisis Text Line

**Work Type:** Crisis Intervention

**Crisis Text Line's Mailing Address:**

P.O. Box 1207, New York, NY 10159

**Email:** [practicum-admissions@crisistextline.org](mailto:practicum-admissions@crisistextline.org)

**Phone:** NA; Please contact via email.

**Location:** 100% Remote

**Contact:** SLP Manager, Lexie Lindner

**How It Works:** Crisis Text Line provides free, 24/7, high-quality text-based mental health support and crisis intervention by empowering a community of trained volunteers to support people in their moments of need.

**SLP Mission:** The mission of the Student Learning Program is to reduce barriers to higher education by curating a technologically driven environment for students to enhance their knowledge, and proficiency of Crisis Intervention practice through a medium of text. In addition, we aim to ensure students are a part of an equitable and ethically centered practicum. By doing so, it is the organization's primary goal to ensure students walk away enriched, and with a stronger connection and drive to embody the competencies and principles of the field of Social Work and Mental Health.

**Volunteer and Practicum Student Duties:** Crisis Text Line’s service is powered by volunteer Crisis Counselors and practicum students who work remotely — anywhere with a computer and secure internet connection. Trained Crisis Counselors answer texts from people in crisis, bringing them from a hot moment to a cool calm through active listening, collaborative problem solving, and safety planning.

**Population Served:** Crisis Text Line supports anyone, in any type of crisis. We do not define a criteria for crisis or categorize types of crisis. Any person who is experiencing a crisis can text 741-741. We serve texters who reach out in English and Spanish in the US.

## [The World Needs Empathy](#)

Deciding which population and what type of clients you want to focus your work efforts on will be one of the most critical decisions you will have to make throughout your career. Crisis Text Line offers a versatile opportunity for students to connect with individuals of all ages from various ethnic, religious, cultural, social and economic backgrounds. Additionally, you have the opportunity to support people who are dealing with numerous different types of crisis topics. This offers students a unique opportunity to gain a multitude of social work skills and experiences via crisis intervention all through one practicum placement.

## **Student Requirements & Expectations**

**Qualifications Needed by Students:** All students are required to complete our Volunteer Crisis Counselor - Universal Core Training. Training is asynchronous and approximately 30 hours in length. All training content is delivered in a two-week session and benchmark due dates must be met. Your specific training dates will be discussed with you during onboarding and will vary depending on your enrollment schedule.

**How To Apply:** Please email Crisis Text Line’s SLP Onboarding Manager at ([practicum-admissions@crisistextline.org](mailto:practicum-admissions@crisistextline.org)) indicating your interest. We ask that you please CC your Field Coordinator and include a copy of your resume. The SLP Onboarding Manager will review your resume and if deemed an appropriate fit, will send you the next steps in the virtual onboarding admissions process.

### **Partnered Universities:**

Columbia University	Loyola University Chicago
Hawaii Pacific University	North Carolina Central University
Our Lady of the Lake University	Salisbury/UMGC
Rutgers University	Adelphi University
Texas Christian University	New York University
University of Denver	Texas State University
University of Texas Rio Grande Valley	University of Southern California
University of Northern Iowa	

If we do not have a current agreement in place with your university, we will not be able to onboard you as a student. We do have plans to expand the program in the future to additional universities. Please email us [practicum-admissions@crisistextline.org](mailto:practicum-admissions@crisistextline.org) to see where we are at with our program expansion!

**Student Availability:** Crisis Text Line's Student Learning Program has hosted and supported over 260 students while they completed their field practicum. Availability varies each semester, but typically we have more than 100+ active students at any given time. As the program continues to see rapid growth per the rising need of virtual placements, this number will continue to increase. **There are additional spots available for Bilingual student candidates (Spanish/English) and/or for students who are able to work overnight hours between 8PM - 6AM EST.**

**Student Responsibility:** Students will complete the Crisis Text Line Application and Crisis Counselor Universal Core Training (UCT) provided by Crisis Text Line before starting the placement. All placement offerings are contingent on the successful completion of the Universal Core Training. Once training has been completed, students can begin logging onto the Platform to take conversations and support texters. Student responsibilities include: accruing weekly hours toward your placement (direct and indirect per the requirements of your school), taking conversations on the Platform, reading newsletters sent by Practicum Specialist, attending Crisis Text Line webinars, attending Monthly Skills Enhancer training hosted on a rotating schedule by each Practicum Specialist, attend weekly group supervision, respond to emails from Practicum Specialist in a timely fashion, attend office hours with Practicum Specialist as needed, incorporate feedback from Practicum Specialist via conversation transcripts. This placement offers immense flexibility for student schedules, and also requires a high level of self-motivation and accountability because of the relative difference in structure compared to other in-person sites. Students should be aware that the content of crisis conversations can be intense at times, and yet they will have access to support in the moment on the Platform and also from Student Learning Program staff.

**Student Scheduling:** Our Platform is 24/7; students are able to design their own schedule. Some students prefer a set, recurring schedule, while other schedules require greater flexibility. The choice is yours! Please note that while most hours can be accumulated in a 24/7, flexible format - our program managers and Practicum Specialists still work regular daytime hours in EST. You will need to plan accordingly to attend at least one Group Supervision session on a weekly basis and any required site visits/check ins during regular business hours. Priority student spots will be given to any student who is either bilingual (Spanish/English) or able to commit to overnight 8PM -6AM EST hours.

**Practicum Specialist:** Each student is assigned to a Practicum Specialist at the onset of training and that Practicum Specialist will remain their point of contact for the duration of their placement. Think of your Practicum Specialist as your Field Instructor. Your Practicum Specialist, will be providing the overall Field Instructor support to you throughout the entire duration of your practicum. Your Practicum Specialist will review your timesheets, Process Recordings, Learning Plans, Reflection Papers, etc. Your Practicum Specialist will be providing your main source of supervisory and mentorship support throughout your placement.

**Group Supervision:** Crisis Text Line's SLP provides four options for weekly supervision in a group setting format via Zoom. While our practicum opportunity offers a great flexibility to a student's schedule with 24/7 platform access, it should be anticipated that some scheduling throughout regular business hours will be a necessity. It is a CSWE based requirement for all students to participate in at least one weekly Group Supervision session. We offer Group Supervision at the following days/times: Tuesday's 11 AM -12 PM EST, Tuesday's 2 PM -3 PM EST, Thursday's 2-3 PM EST and Thursday's 6-7 PM EST. You do not have to attend the same one each week. However, participation will be required in at least one weekly session throughout the duration of your field practicum.