



Student Learning Practicum Program

Quick Glance: Practicum Fact Sheet



Crisis Text Line - About Us

Agency: Crisis Text Line

Work Type: Crisis Intervention

Mailing Address: Crisis Text Line

225 West 34th Street

Floor 9 –PMB#: 9135

New York, New York 10122

Email: practicum-admissions@crisistextline.org

Phone: NA; Please contact via email

Location: 100% Remote

Contact: SLP Program 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 Program Mission: The mission of the Student Learning Practicum 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 -Volunteer Core Training. Training is asynchronous and approximately 15 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 program Onboarding Manager at (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 program Onboarding Manager will review your resume and if deemed an appropriate fit, will send you the next steps in the virtual onboarding admissions process.

Partnerships:

Baylor University	State University of New York-(SUNY) Plattsburgh
Columbia University	Texas Christian University
Eastern Washington University	University of Alaska Anchorage
Hawaii Pacific University	University of Central Florida
Helen Keller Services for the Blind	University of Denver
Loyola University Chicago	University of Kentucky
Metropolitan State University of Denver	University of Michigan
Mountwest Community & Technical College	University of Montana
New Mexico Highlands University	University of Northern Iowa
New York University	University of Oklahoma
North Carolina Central University	University of South Florida
Our Lady of the Lake University	University of Southern California
Rutgers University	University of Texas Rio Grande Valley
Salisbury University / University of Maryland Global Campus (UMGC)	

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-inquiries@crisistextline.org to see where we are at with our program expansion!

Student Availability: Crisis Text Line's Student Learning Practicum program has hosted and supported over 600 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. **As we grow and scale all incoming students must commit to work a portion of their hours overnight between the hours of [8 PM -6 AM EST or onboard as a Bilingual student \(Spanish/English\)](#).**

Student Responsibility: Students will complete the Crisis Text Line Application and Crisis Counselor Volunteer Core Training provided by Crisis Text Line before starting the placement. All placement offerings are contingent on the successful completion of the Volunteer 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 Practicum 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. **Incoming students must commit to work a portion of their hours overnight between the hours of [8 PM -6 AM EST or onboard as a Bilingual student \(Spanish/English\)](#). All students must complete a minimum of 8 direct conversation hours on the platform each week. Each student must also participate in at least one hourly Group Supervision session each week, totaling a minimum of 9 weekly hours. In an event where these minimums were not met, a student would be placed on a Performance Improvement plan, unless the student communicated start and end dates of a break or plan to take indirect hours with the Practicum Specialist. Conversation hours are automatically tracked and counted on each user's Platform profile Dashboard and accrue as long as students are either in an active conversation OR in the queue waiting for a texter (no negative impact on students if there aren't texters).**

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 Program 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.