

# DoD Safe Helpline: Follow-up Support Services

*Sexual Assault Support for the DoD Community*

## What is Follow-up Support?

Safe Helpline staff now provide an option to Safe Helpline users who have not yet reported their sexual assault to a military authority to receive follow-up calls. These check-ins allow Safe Helpline staff to answer any further questions the user may have regarding the resources provided. Follow-up Support is entirely optional, and is only offered to those who have not yet connected with their SARC or Victim Advocate to file a report.

## Goals of Follow-Up Support:

1. Improve access to long-term support and resources discussed during Safe Helpline sessions, such as a SARCs/Victim Advocates, Special Victims Counsel/Victims Legal Counsel, local civilian sexual assault service providers and Veterans Benefits Coordinators.
2. Address concerns and potential obstacles to connecting with on-base resources to help facilitate reporting.

## Who is eligible for Follow-up Support?

The services provided by Safe Helpline are available to the DoD community consistent with DoD SAPR policy, including:

- Adult Service members in the Active Duty, National Guard, and Reserve Component as well as Coast Guard and Transitioning Service members, and their dependents, 18 years of age and older.
  - The Family Advocacy Program (FAP) covers adult sexual assault victims (Service members and dependents) who are assaulted by a spouse or intimate partner and military dependent sexual assault victims who are 17 years of age and younger.
- 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; and
- 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.
- Safe Helpline adheres to state mandatory reporting laws concerning persons under the age of 18 and the elderly.

## What information is collected and how is it kept safe?

Safe Helpline staff will collect certain information for every user that chooses to receive Follow-up Support services:

- A name of the user's choosing (does not need to be a user's real name)
- User's duty status (Active duty, Dependent, Transitioning Service Member, DoD Civilian, DoD Contractor, etc.)



- The user's preferred phone number(s)
- Resources and referrals provided to the user

In addition, if voluntarily shared during the session, Safe Helpline staff may record additional non-personally identifying information including:

- Branch of service
- Length of time in service
- Location of incident (including base/installation if known)
- City or base/installation
- Gender
- Age
- When the incident occurred

To protect the user's privacy and maintain confidentiality, this information will be stored in a secure, online database known as the **Follow-Up Support Recording System (FSRS)**. This database complies with related DoD policy requirements and meets mandatory security requirements established under the Federal Information Security Management Act (FISMA).

Also, communications between a victim and Safe Helpline staff for the purpose of receiving advice or support assistance is privileged information in cases arising under the Uniform Code of Military Justice. This means that a victim may refuse to disclose information shared between the victim and Safe Helpline staff, and may prevent staff from sharing the information without the victim's consent. Certain exceptions to this privilege may apply.