

## CRISIS TEXT LINE |

Crisis Text Line  
PO Box 1144  
New York, NY 10159  
crisistextline.org

Danielle Durojaiye  
Director Volunteer Operations  
[support@crisistextline.org](mailto:support@crisistextline.org)

Date: 6/1/2026  
RE: Letter of Recommendation for: Emily Holliday

To whom it may concern:

Emily has volunteered as a Crisis Counselor with Crisis Text Line since 11/16/2025 and provided crisis intervention to 298 texters in need over 201 hours. Crisis Counselors must be empathic, nonjudgmental, and able to think quickly in stressful situations. To become a Crisis Counselor, Emily completed a rigorous training curriculum that consisted of over 15 hours of training modules and skills practice. Topics covered in training include: suicide, PTSD, substance abuse, domestic violence, and sexual assault. Emily was able to make time to train and volunteer with us on top of daily responsibilities by making public service a priority.

As a Crisis Counselor, Emily has been on the front lines of our organization; we trust this volunteer as a representative of our brand and to provide care to those who come to us for help. The texters that Emily has served represent a diverse population that Emily is able to connect with using warmth, empathy, active listening, and critical thinking skills. Emily is able to think on their feet and adapt to the texter's needs in order to develop rapport, de-escalate situations during life-threatening moments, and assess risk. De-escalating texters in crisis takes an immense amount of creativity, persistence, and patience; all of which Emily demonstrates.

Emily is passionate about helping others and we believe that Emily will be successful at anything they put their mind to. Emily has consistently shown a dedicated and hardworking nature; this volunteer is a prime candidate for your program.

Thank you,



*Danielle Durojaiye*