

Volunteer Introduction Packet

About Trevor

The Trevor Project was founded by James Lecesne, Peggy Rajski and Randy Stone, creators of the 1994 Academy Award® winning short film, *Trevor*, a comedy/drama about a gay 13-year old boy who, when rejected by friends because of his sexuality, makes an attempt to take his life. When Trevor was scheduled to air on HBO® in 1998, the filmmakers realized that some of the program's teen viewers might be facing the same kind of crisis as Trevor, and began to search for a support line to be broadcast during the airing. They discovered that no such helpline existed, and decided to dedicate themselves to forming what was, in their view, a much-needed resource: an organization to promote acceptance of gay and questioning youth, and to aid in suicide prevention among that group.

Thus The Trevor Helpline was established with the seed funds provided by The Colin Higgins Foundation and HBO's license fee to broadcast *Trevor*. As a result, The Trevor Helpline became the first nationwide, around-the-clock crisis and suicide prevention helpline for gay and questioning youth.

Today, in addition to operating the crisis and suicide prevention helpline, The Trevor Project also provides online support to young people through the organization's website and provides lifesaving guidance and vital resources to educators and parents. Governed by a 28-person Board of Directors, The Trevor Project has an operating budget of \$1.5 million, a full time staff of nine and nearly 500 dedicated volunteers.

Fact Sheet

Mission Statement The Trevor Project is a nonprofit organization established to promote the acceptance of gay and questioning youth, and to aid in suicide prevention among that group.

Year Founded 1998

Annual Operating Budget \$1.5 Million

Staff Nine full time staff

Executive Director Charles Robbins

Trevor Project Programs

Trevor Helpline - 866.4.U.Trevor

The Trevor Project operates the nations only, around-the-clock crisis and suicide prevention helpline for gay and questioning youth.

Operated by volunteer counselors who undergo over 40 hours of training and commit to one year of service

Call Center Locations: Los Angeles, CA and New York, NY

Calls received since founded: 100,000+

Average calls per year: 12,000+

Trevor Survival Kit & Workshop

Since 2004, over 3,000 educators and youth service providers have enjoyed the Survival Kit's educational information. The kit contains a copy of the short film *Trevor*, The Trevor Workshop Guide, and helpline promotional material that reach out to young people in need of someone to talk to. Additionally, staff and volunteers present The Trevor Workshop to schools, and train staff on how to conduct the workshop in their classrooms.

Dear Trevor

An anonymous online Question & Answer forum where young people can ask non-urgent questions about issues related to sexual orientation and identity. Since the program's launch in 2004 we have received hundreds of letters from young people all around the world.

Did you know?

Some Facts About Suicide:

- More than 32,000 suicides occur in the America annually. Equivalent to 89 suicides per day; one suicide every 16 minutes.
(2005 Centers for Disease Control and Prevention)
- Suicide is one of the top three causes of death among 15-24 year olds; only accidents and homicide occurred more frequently
(2006 National Adolescent Health Information)
- For every completed suicide by youth, it is estimated that 100 to 200 attempts are made
(2003 Youth Risk Behavior Surveillance Survey)
- Gay teens are **4 times** more likely to attempt suicide than their heterosexual peers
(2006 Massachusetts Department of Education Youth Risk Survey)
- Gay youth who come from a rejecting family are 9 times more likely to attempt suicide
(2007 San Francisco State University Chavez Center Institute)

Warning Signs of Suicide:

- A tendency toward isolation and social withdrawal
- Increasing substance abuse
- Expression of negative attitude toward self
- Expression of hopelessness or helplessness
- Loss of interest in usual sources of pleasure
- Giving away valued possessions
- Expression of a lack of future orientation: "It won't matter soon anyway."

For someone who has been very depressed, when that depression begins to lift, the individual may be at a **INCREASED** risk of suicide, as they may now have the psychological energy to follow through on suicidal ideation.

Volunteer Opportunities

The following are opportunities available to volunteers interested in assisting us in our mission to “promote acceptance for gay and questioning youth, and to aid in suicide prevention among that group.”

Helpline Counselors

If you are interested in becoming a counselor on The Trevor Helpline, 866.4.U.TREVOR (866.488.7386), the only nationwide, around-the-clock crisis and suicide prevention helpline for lesbian, gay, bisexual, transgender (LGBT) and questioning youth, please contact our call center managers, Kathyne Acosta (West Coast) or Dave Reynolds (East Coast). We currently operate Randy Stone Call Centers on the East Coast in New York City and the West Coast Los Angeles.

Board Committees

Board Committees consist of members of the Board of Directors, as well as dedicated individuals with an expertise in their field and a commitment to helping make a difference in the lives of young people. The committees include: Communications, Development, Outreach, Program, and Volunteer. Board Committees meet and work throughout the year toward achieving their goals for the organization.

Project Volunteers

Project Volunteers help in various ways, from assisting at The Trevor Project administrative offices (located in Los Angeles) with data entry, mass mailings, and general office support to assisting the Program Department with outreach efforts to schools and youth service providers around the country so that they may refer young people in crisis to The Trevor Helpline.

Event Volunteers

Event Volunteers assist The Trevor Project at various events throughout the year. Currently, The Trevor Project’s key fundraising events are held in Los Angeles and New York City. There are many areas in which one can contribute to ensuring the events are a success in raising funds for the organization.

Trevor Helpline

About the Helpline

The Trevor Helpline is geared toward helping youth in crisis, or those wanting information on how to help someone in crisis. The Trevor Helpline is maintained by three call centers, The Trevor Project's own Randy Stone Call Centers on the East and West Coast, our third call center is operated by our partners at San Francisco Suicide Prevention Center. Calls are handled by highly trained counselors and are free and confidential. Annually the helpline receives more than 12,000 calls.

Becoming a Counselor

Our volunteer helpline counselors are the backbone of our helpline, without them the vital work of The Trevor Project could not be accomplished. All potential Helpline Counselors are required to participate in a mandatory 40-hour intensive training program. The training is conducted on weekends with an introduction meeting held prior to the first weekend of training. This training consists of lectures, role plays, and guest speakers. Upon successful completion of classroom training, trainee counselors will sit in on two shifts, listening in on live phone calls in preparation to taking their first call. Completing the training process does not ensure that a trainee will become a counselor; a decision is made collaboratively by veteran counselors and The Trevor Helpline administrators.

Counselor Support

While counselors are going through training they are assigned veteran helpline counselors as mentors. These mentors help ensure that trainees are having the best possible experience while training and feel confident so that they may take Trevor Helpline calls. Counselors take their first Trevor Helpline call with the support of their mentor who lends support on their first shift.

Counselor Commitment

Counselors are asked to make a one year commitment. Monthly, counselors are assigned two shifts which each last approximately 5 1/2 hours. The Trevor Helpline Counselors are also asked to attend occasional in-service workshops that cover topics from child abuse reporting, sexual assault, suicide survivors, to attending local gay teen panel discussions.

Training Classes

The Trevor Project holds quarterly trainings for its Randy Stone Call Centers on the East and West Coast. Please contact a call center manager or consult our website for dates.

Committees

Communications

Responsible for the media public relations of the organization. The committee is also responsible for communication between the organization and its supporters through the organization's quarterly newsletter, quarterly volunteer newsletter, bimonthly Circle of Hope eNewsletter, and other publications of the organization.

Development

Responsible for raising the funds to secure the well-being of the organization, through special events and in promoting the Circle of Hope donor level.

Outreach

Responsible for reaching youth in need of Trevor's services and building positive self esteem among LGBTQ youth through the following sub-committees: Online, Media Placement, and Organizations & Associations. The Online sub-committee is responsible for ensuring the organization's website is a premier destination for LGBTQ youth. The Media Placement sub-committee will assist with implementation of The Trevor Helpline marketing campaign online, in print and through television. Organizations & Associations sub-committee will be responsible for the creation and maintenance of organizational partnerships.

Program

Responsible for oversight of the organization's programs, including The Trevor Helpline, Dear Trevor, The Trevor Survival Kit and its complimentary program Teach the Teachers.

Volunteer

Responsible for securing and managing volunteers for various events that promote and ensure the financial well-being of the organization. Aids in securing helpline volunteer counselors for the Randy Stone Call Centers on the East and West Coasts. The committee also works on volunteer appreciation activities and parties.

For further information on becoming involved in a Board Committee please contact, The Trevor Project office manager, to contact the respective committee chairperson in your area of interest.

Projects

The following are projects that you can assist The Trevor Project with:

Trevor Survival Kit

The Trevor Projects needs assistance in actively finding educators and youth service providers around the country to utilize the kit to generate constructive dialogue about the myriad of issues surrounding suicide, personal identity and sexual orientation. The kit contains a guide that is used in conjunction with the *Trevor* film that educators can use to educate young people about suicide prevention and helps build acceptance of lesbian, gay, bisexual, transgender people in classrooms and communities around the country.

Volunteers would assist in the following ways:

- Assisting in identifying educators and youth service providers
- Contacting educators and youth service providers to offer them the kit (available free of charge)
- Assembling the kit and preparing its contents
- Assisting in mailing the kit

Resource Compilation and Updating

The Trevor Helpline provides referrals to local resources on a daily basis, these referrals are in constant need of updating and checking; The Trevor Helpline would also like to add various other referrals if you are interested in assisting in this project please contact one of our call center managers.

Office Assistance

The Trevor Project is always on the look out for general office support. Volunteers can assist on an as need basis with mailings, filing, and other administrative tasks. Please contact The Trevor Project at 310.271.8845.

Events

The following are events that help support The Trevor Project:

February

Oscar Viewing Party - Los Angeles, CA

April

Circle of Hope Reception - Los Angeles, CA

Comedy Fundraiser – Los Angeles, CA

Palms Springs Cabaret – Palms Springs, CA

Trevor New York Kick Off Event – New York City, NY

May

Neiman Marcus Fashion Show Benefit - Los Angeles, CA

June

Christopher Street West Pride - West Hollywood, CA

Heritage of Pride - New York City, NY

Trevor NY Benefit - New York City, NY

July

Women's Social - Los Angeles, CA

August

Trevor Pool Party - Los Angeles, CA

September

Circle of Hope Reception - New York City, NY

East Coast Fundraiser – New York City, NY

October

Gay Days Disney – Anaheim, CA

Cracked Xmas Kick Off Event – Los Angeles, CA

December

Cracked Xmas Benefit - Los Angeles, CA

How you can help?

Event volunteers help in the following ways:

- Event Setup & Strike
- Event flow management
- VIP escorts
- Guest and volunteer check-in
- Gift bag assembly
- Event planning committee, if applicable

Staff Directory

Executive Director Charles Robbins

e: Charles.Robbins@TheTrevorProject.org

t: 310.271.8845 x223

Development Director Siana-Lea Gildard

e: Siana.Gildard@TheTrevorProject.org

t: 310.271.8845 x224

Program Director Phoenix Schneider, MSW

e: Phoenix.Schnieder@TheTrevorProject.org

t: 310.271.8845 x228

Special Events Director Jenifer Ortiz

e: Jenifer.Ortiz@TheTrevorProject.org

t: 310.271.8845 x225

LA Call Center Manager Kathryne Acosta

e: Kathryne.Acosta@TheTrevorProject.org

t: 310.271.8845 x227

NY Call Center Manager Dave Reynolds

e: Dave.Reynolds@TheTrevorProject.org

t: 212.509.0042

Communications Associate Moi Garcia

e: Moi.Garcia@TheTrevorProject.org

t: 310.271.8845 x229

Program & Development Administrator Alan Gordon

e: Alan.Gordon@TheTrevorProject.org

t: 310.271.8845 x230

Office Manager Michael Vacha

e: Michael.Vacha@TheTrevorProject.org

t: 310.271.8845 x221

Volunteer Agreement

In signing this form, I realize that I am making a serious commitment to volunteer a portion of my time and energies to assist The Trevor Project as a volunteer and will do my best to be present, prompt and respectful. I also understand and agree to the following:

Confidentiality

I agree to keep The Trevor Project records regarding previous and existing donors, talent contact information and other proprietary information confidential. I understand that I shall not disclose privileged or confidential information to unauthorized parties. All proprietary information created by, or on behalf of, The Trevor Project (including names, addresses and email) is the property of The Trevor Project and shall not be transferred or utilized without the express written consent of The Trevor Project.

Liability

In signing this Agreement, I agree that I am willingly volunteering with The Trevor Project. I hereby release The Trevor Project, from any and all claims that may arise from or result in any expenses, personal injury, loss or damage incurred to me or by me during my participation with The Trevor Project.

Permission-Use of Photographs

I also grant permission for The Trevor Project, to use photographs, film, and videos of me for promotional or other uses either associated with the organization, including use on the organizations web site(s).

Home #: _____

Cell #: _____

Print Name: _____

Signature: _____

Date: _____

Emergency Contact Information

In case of an emergency, please contact:

Name (please print): _____

Telephone Number(s): _____

Relationship: _____