



HOTLINE CENTER FOUNDATION

Non-Governmental & Non-Profit Organization
 Psychological Counseling Center and Crisis Center
 Women-Oriented Organization
 Training School for Counseling Psychology
 Private Practice Clinic in Psychotherapy

Organization and Philosophy

Hotline Counseling Center was founded in late 1984 and legally registered in 1989 as a Hotline Center Foundation, which enabled it to gain more recognition from the government and the general public and attract donor funding.

The Hotline philosophy is: help people to help themselves through counseling and psychotherapy.

Policy

The Hotline policy is non-discrimination in order to provide services to all clients. Groups who have priority are the poor, the disempowered and the less fortunate -- children, women, and low-income people.

Objectives of the Foundation

- 1) Relieve pressures and stress faced by people in Thai society through counseling services that enable, support and encourage each individual to protect and help herself/himself both physically and mentally.
- 2) Change the communication structure in Thai culture from one-way to two-way communication.
- 3) Educate and support exploration of psychology and women's studies in a Thai social-cultural context by setting up the *Hotline Institute of Psychology* to provide training and education in counseling and psychotherapy skills for those who work in relevant fields.
- 4) Provide an information center on employment and educational opportunities for women in order to prevent trafficking and exploitation when they seek jobs abroad; to help victims of trafficking; to prevent moving from rural areas to Bangkok or help women prepare themselves for the new environments in Bangkok.
- 5) Cooperate with other NGOs and government organizations, especially those whose work relates to women, children, teenagers, families and people with HIV/AIDS.

Target Groups

- 1) *Women in Crisis*: all ages, education levels, and social status, especially housewives and teenagers who face crisis situations and might feel hopeless and helpless.

- 2) *Distressed and Exploited Women*: single mothers, battered women, victims of rape and sexual abuse, sex workers and former sex workers and any exploited women and children, including those who were victims of violence.
- 3) *Teenagers*: both male and female, especially teenagers labeled as “difficult” who need personality development and adjustment, counseling and psychotherapy.
- 4) *All People*: anyone who faces personal conflicts, family, marital and other psychological problems.
- 5) *People Living with HIV/AIDS*: Including their family members, children and other people who may be directly and indirectly affected.
- 6) *Professional People*: Especially in psychosocial services, social services, medicine and public health, education, justice, as well as other related fields.

Origin of Hotline, Rationale and Some Results

Special Assistant Professor *Ornanong Intarajit* and a group of women (*Arti Mohindra*, *Niramon Preutthatorn*, *Piyalaks Simasaengyaporn*, etc.) established *Hotline Center* in late 1984 based on their interest in women's affairs and how they could help teenagers facing problems as a result of psychosocial and environmental changes in Thai society. The founders of Hotline also focused on Thai housewives whose efforts are mostly spent serving their husbands and children, but have no one to turn to in times of crisis. No one seemed to have attention or time for those who stayed at home. Moreover, it was costly to consult psychiatrists or psychologists at hospitals and clinics, especially when such medical professionals did not give enough time or care to someone who needed to talk to or be comforted.

Considering most people's need to remain anonymous when receiving emotional support and psychological counseling, *Hotline Counseling Center* was originally set up to serve only women, children and teenagers. Within a short period of time, men began calling to ask for services. Hotline became more aware that to help women, children and teenagers solve their life problems, there was also an urgent need to help adult men as well.

Since the start of Hotline, services are provided free to women, men and children of all ages, education and social levels. Cumulative statistics have shown that among total callers seeking Hotline services, 63 percent were women and 37 percent were men. Among the total number of clients, about 50 percent were young people from 9 to 25 years old. About 30 percent were between 26 and 45 years old, and the rest were people aged 46 to 80 years old.

Administration

Advisory Board Members

Professor Prawase Wasi, M.D., Ph.D.	Chairman of Advisory Board Members
KhunYing Chamnongsri Hanchanlash	Board Advisor – General
Supattana Dechatiwong na Ayutthaya, M.D.	Board Advisor – General
Darawan Thammarak, M.SW.	Board Advisor – General
Saovani Chaochuej, M.BA.	Board Advisor – General
Arti Mohindra, M.Com.Arts	Board Advisor – General
Associate Professor Suwatchara Piemyat, Ph.D.	Board Advisor – General
Piyalaks Simasaengyaporn, M.SW.	Board Advisor – General
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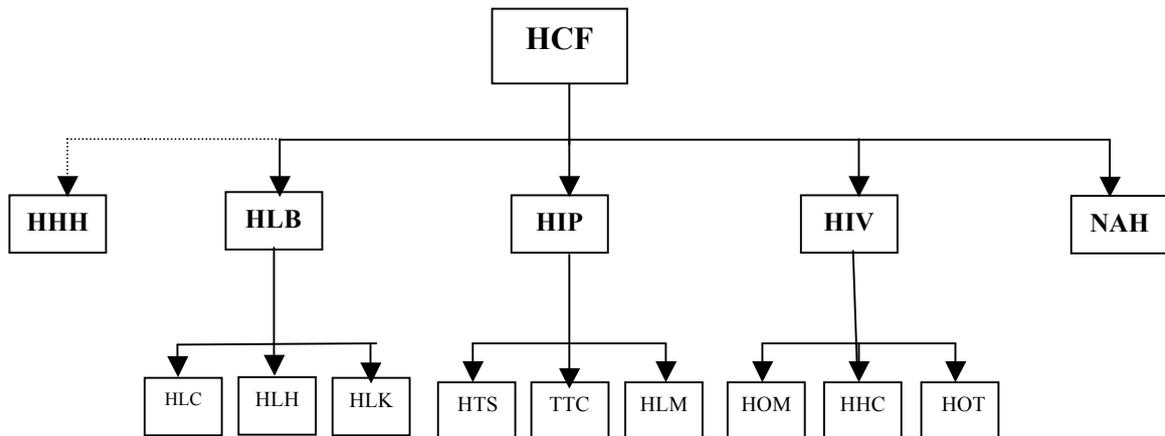
Board Members

Special Assistant Professor Ornanong Intarajit, B.Sc., HSAD. Founder and Chairwoman
 Marjorie Suriyamongkol, Ph.D. Vice Chairwoman
 Saranya Preuthithammakula, M.B.A. Board Member and Treasurer
 Narin Karinchai, Ph.D. Board Member and Secretary General

General Administration

Special Assistant Professor Ornanong Intarajit, B.Sc., HSAD. Executive Director
 Narin Karinchai, Ph.D. Deputy Director

Organizational Structure of Hotline Center Foundation



Note:

Years of Operation

HCF = Hotline Center Foundation

HHH = Hotline Half-way Home

HLB = Hotline Center Bangkok

HLC = Hotline Center Chiang Mai*

HLH = Hotline Center Hat Yai*

HLK = Hotline Center Khon Kaen*

HIP = Hotline Institute of Psychology

HTC = Thai Telephone Counselors Club

HLM = Hotline Media

HIV = HIV Organization of Thailand

HOM = Home Visit & Home-Based Care Project*

HHC = Hotline HIV/AIDS Counseling Clinic*

HOT = The House of Tomorrow*

NAH = National AIDS Hotline

1988 to present

Future Plan

1984 to present

1986-2007

1987-1997

1987-1998

1990 to present

1996 to present

1997 to present

1991 to present

1991-1997

1991-1997

1993-1997

1996 to present

* closed

Current Services and Activities

Hotline services and activities are organized as follows:

1) Provide General Psychological Counseling and Psychotherapy Services:

1.1 *By Telephone*: people from all over the country can call Hotline in Bangkok (free of charge served by TOT, AIS and DTAC mobile phone network)

1.2 *By Webpage*: people from distant areas can reach out to this service in the simple and convenient ways: by writing letters and by consulting through our e-mail hotlinecenter@hotmail.com and/or through our Hotline webpage, www.hotline.or.th

1.3 *Office Visit*: clients who make appointments to consult counselors at the office can have face-to-face counseling, marital counseling, group counseling and group therapy. Among the various groups are women, housewives, women with homo/bisexual husbands, LGBT people, teenagers, parents and self-development groups for university students.

- 2) **Hotline Publications** are materials and printed matter distributed to the public. This includes our Hotline newspaper and magazine columns, Hotline textbooks and pocket books. The main purpose of Hotline publications is to share our experiences, ideas and solutions to psychosocial problems with the public, especially academic institutions and public service professionals.
- 3) **Public Relations through Mass Media** include several radio and television programs that feature Hotline work and services free of charge, including telephone call-in that has increased the number of referred contacts to Hotline. Hotline was one of only 5 NGOs worldwide to receive funding support (from 2001 to 2003) from the UNIFEM Trust Fund for a media project "Victim to Victor" in order to eliminate violence against women (EVAW) in Thailand. Hotline pioneered the use of docudramas to present real cases on Hotline's television program. UNIFEM gave additional financial support to use a media focus group that evaluated changes in mass media attitudes about EVAW.
- 4) **National AIDS Hotline** is a free telephone service with support from the Telephone Organization of Thailand (TOT) and the AIDS Division, Communicable Diseases Control Department, Ministry of Public Health. Hotline Center Foundation is the first Thai NGO supported by the Government to set up a free AIDS Hotline system for people in communities all over the country to call directly free of charge. Today this service is integrated into our psychological hotlines.
- 5) **Men's Hotline** opened in 1999 as a telephone service for male abusers as well as male victims and ex-victims of violence. This service was supported by UNIFEM (UNWomen) and The Asia Foundation. Many male victims and ex-victims used Hotline services. This enabled Hotline to do an original study on domestic violence behaviors among Thai men. This service is now integrated into our psychological hotlines.
- 6) **Hotline Institute of Psychology (HIP)** is a major project that provides academic services to student trainees and working professionals who would like to develop their psychosocial skills and experiences. Several related programs have been developed:
 - General counseling courses, such as peer counseling for teachers, marriage counseling, group counseling, etc.
 - Intensive training courses for professionals whose work is related to counseling and psychotherapy, especially psychologists, social workers and health care workers and related professionals.
 - HIV/AIDS counseling training courses, such as in pre-test and post-test counseling, preparation for dying and death, AIDS management training, etc.
 - Women's development programs, including women and management, women's leadership skills, assertiveness training for women, etc.

- Training course practicum for university students in psychology and social work, as well as other related fields.
- Teaching about Hospital Administration, Medical Secretary and Applied Psychology for students and personnel in allied health fields.

7) **Hotline International Training Courses** are provided by the Hotline Institute of Psychology for international personnel in public service sectors from various countries, when they have an interest in organizing hotline telephone services, developing counseling techniques, managing HIV/AIDS programs, managing an NGO, as well as any psychological counseling, psychotherapy training, and related training courses. International personnel can study about psycho-social issues in Thai society and then apply Hotline approaches and patterns that may be relevant in their home countries. Most courses are organized for international trainees at the request of international development agencies and donors.

Sources of Funding and Support

Hotline was originally supported by a small group of donors and funding organizations from abroad from 1985 to 1998, especially agencies from a few Western European countries such as NOVIB-Netherlands, Bread for the World and the MISEREOR-Germany, NAPAC-Australia and international agencies such as UNDP, UNIFEM (UNWomen), UNICEF, WHO, IPEC-ILO, Canada fund, local embassies (such as British Embassy, US Embassy, the Netherlands Embassy, etc.) among others.

The government budget has also been a source of funding, but on a temporary and limited basis, mostly from the Ministry of Public Health and Ministry of Social Development and Human Security.

Donations

Hotline was initially supported by a few donors from abroad, but most current financial support is from small local donations. Despite funding difficulties, Hotline seeks new funds from new agencies that could assist and strengthen our future financial independence. Hotline still needs help from everyone.

If you wish to support any Hotline service or activity, please fill out this form and return to our mailing address:

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