
To: Athletes, NGBs, and stakeholders of the U.S. Center for SafeSport
From: April Holmes, Interim CEO
Date: September 23, 2025
Re: Community engagement: summary and next steps

On behalf of the entire team at the U.S. Center for SafeSport, I want to thank everyone who participated in the Center's community engagement series in June. Thanks as well to those who offered additional feedback in the days since. We greatly appreciate the opportunity to connect, learn, and work to improve athlete safety across the United States, together. As these conversations will continue, we wanted to share some key takeaways and next steps we are currently working to implement. While this list is not exhaustive, it highlights several key actions the Center is taking as a result of community input.

Overarching themes

- Stakeholder conversations matter. More opportunities for athlete feedback are needed, including in-person engagement.
- The Center is important and necessary. Improvements are being noticed, but challenges remain.
- A set of specific areas were flagged as requiring more attention, transparency, and/or education.

In response, the Center amped up our engagement even further over the summer. We met with athletes at the Olympic and Paralympic Training Centers in Chula Vista, Colorado Springs, and Lake Placid. We had a presence at several national championship events. We will continue to provide opportunities for athletes and stakeholders to share feedback and recommendations with Center staff, including in person.

Next steps

To address the request for additional opportunities for feedback as well as make improvements in response to specific areas of concern, the Center is:

- Updating the language that goes to Claimants and National Governing Bodies (NGBs) to better explain what happens when the Center declines a case,
- Providing training for NGBs on investigative best practices for cases that are declined back to them for resolution,
- Adding language to the 2026 Code on the rationale for sanctioning to provide more clarity on intention,
- Incorporating language in communications about the potential long duration of cases,
- Adding educational content on misusing the Center's process,
- Planning to launch a survey directed at coaches related to safety in sport and the work of the Center,
- Further enhancing training for investigators and arbitrators on trauma-informed approaches,
- Establishing regular, in-person office hours at the Olympic and Paralympic training centers and other methods of feedback, and
- Further developing educational resources and adding language to help individuals better understand specific aspects of the Response & Resolution process like third-party reporting, anonymous reporting, procedural due process, and the "no applicable policy" outcome.