

CRISIS TEXT LINE |

Crisis Jam Presentation

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The Landscape of Mental Health Nationally

Only 5.5%

of psychologists in the US can provide services in Spanish.
(Hamp et al., 2016)



Ages 10-34

Suicide is the second leading cause of death (including college students) in the US

BIPOC Youth

have suicide rates that far outpace their White counterparts (Black children under the age of 13 are twice as likely to die by suicide) (CDC)



1 in 5

Youth experience a mental health condition every year in the US (SAMHSA NSDUH 2021)

Crisis Text Line: Meeting Youth Where They Are

Crisis Text Line offers free, confidential, 24/7 mental health and crisis support in English and Spanish via text at 741741, [WebChat](#) or WhatsApp at 443-SUPPORT and 442-AYUDAME. We are a member of the 988 network and are AAS accredited.

1.3 million conversations with texters in crisis in 2022.

8.5 million conversations since 2013.

59,000+ Volunteer Crisis Counselors Trained

61% Of Texters Share Something New

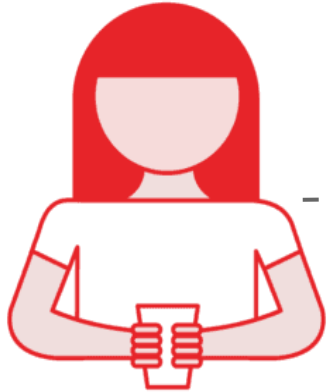
28% texters not receiving help elsewhere (including informal support.)

2/3 Of Texters are 24 or younger*

50%+ identify as LGBTQI+

How it Works

The goal of any conversation is to get the texter to a calm, safe place.



Texter

This could be anyone, any age, experiencing any type of crisis—school stress, relationship issues, depression, eating disorders, suicide.

Hey. Is there someone I can talk to?

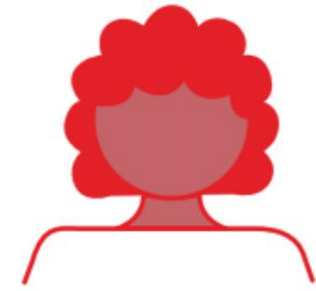
Hey there, this is Jane. Thank you for reaching out. Can you tell me more about what's going on?

I'm so anxious right now. It feels like my mind is going a million miles per hour. Idk what to do.

I can't focus on anything and it's making me feel so stressed.

Thank you for sharing that with me. I'm here with you now, you're not alone.

...



Clinicians on Staff

Our Supervisors monitor every conversation, give feedback in real-time, and provide additional support when necessary.

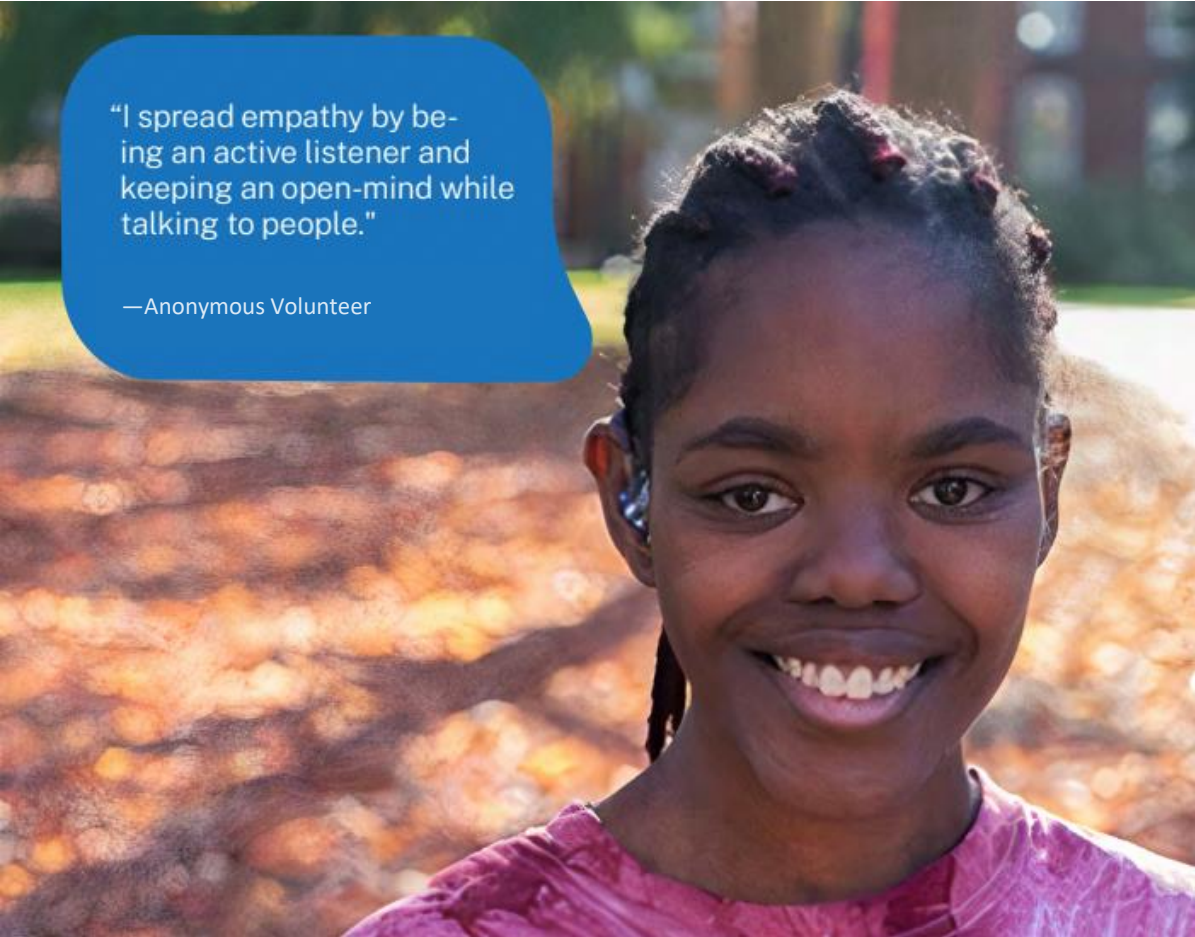


Crisis Counselor

Our volunteer Crisis Counselors engage in active collaboration with the texter to de-escalate and determine healthy next steps. Sometimes that means providing a resource to further help, and sometimes it just means being there and listening.

In less than 1% of all conversations, a Supervisor may determine that the texter is in a life-threatening imminent risk situation and needs support from emergency services (which could include first responders of EMT, Fire, Police or Mobile Crisis Units).

Empowering Young People to Care for Each other



"I spread empathy by being an active listener and keeping an open-mind while talking to people."

—Anonymous Volunteer

The majority of our volunteers (54%) are between the ages of 18-25 and 30% are millennials (ages 25-34).

Our Volunteer Crisis Counselor training teaches people the vital communications skills they need to foster resilience and empathy. It empowers them to care for their community.

In a survey of our volunteers, **90% said they use the tools they learned in our training to help their community, family, and friends.**

Data Sources

1. **Conversation issue tags**

- a. Issue data is reported by volunteer Crisis Counselors after approximately 95% of conversations in a post-conversation volunteer survey

1. **Optional post-conversation survey**

- a. Demographic data is self-reported by texters after a conversation, in a mobile-web survey. Approximately 20% of texters complete this survey.

2. **General conversation information**

- a. The time of the day, the day of the week, the texter's area code.



United in Empathy Report 2022: The Rise of Dysfunctional Relationships and Substance Use

In 2022, Crisis Text Line engaged in 1.3 million texts with people seeking support in English and in Spanish.

Our [United in Empathy](#) report analyzed these conversations to track the mental health issues and social stressors that weigh on our texters, as well as the coping tools and strategies that help them get through a crisis.

For the first time in 2022, the top issue in Crisis Text Line conversations was “relationships,” and not anxiety or depression.

33% of texters discussed relationships as a stressor in 2022.

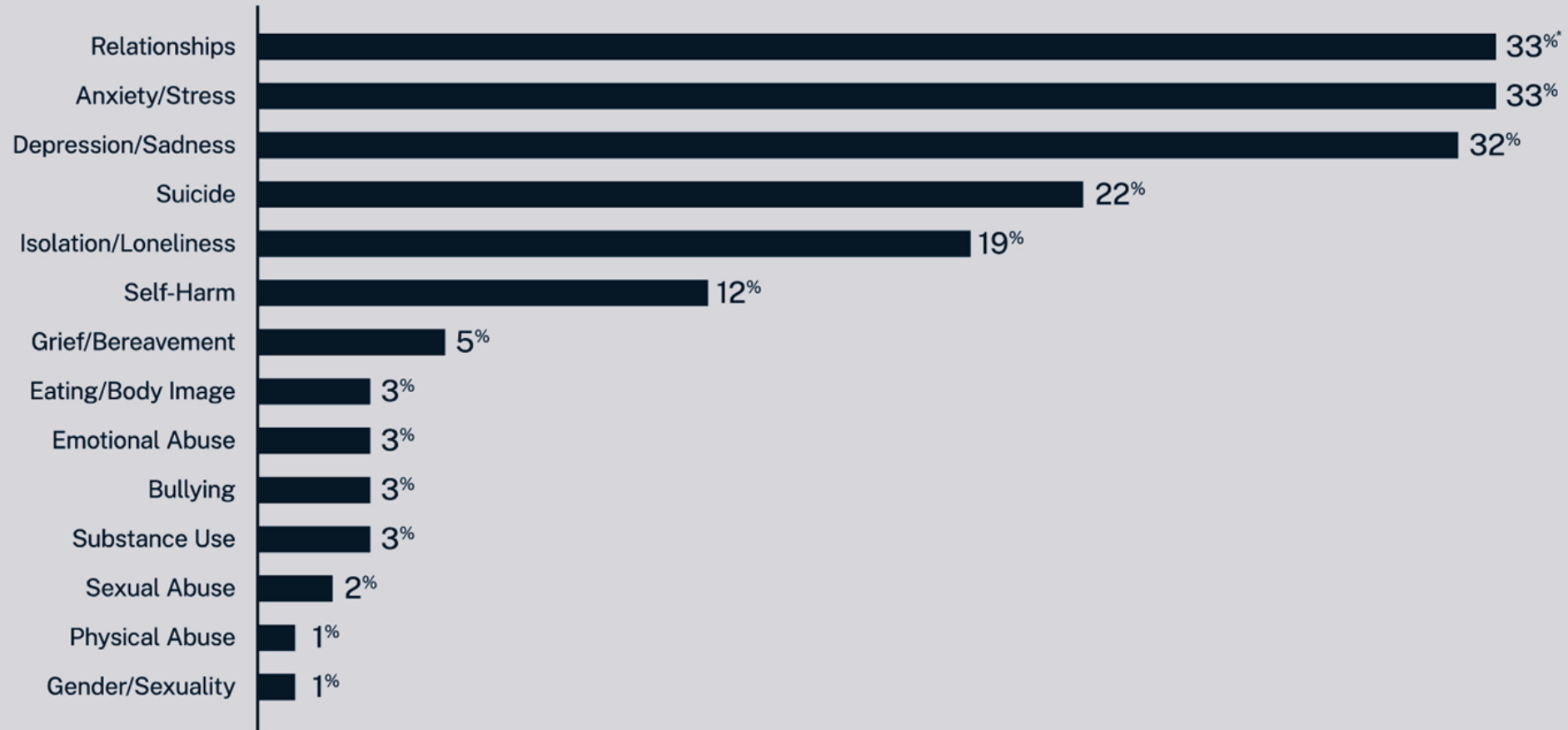
Source: [Crisis Text Line's United in Empathy Report, 2022](#)

CRISIS TEXT LINE |

Top Stressors

Conversation Issues in 2022 as a Percentage of Conversations

The top conversation issue was “relationships”.



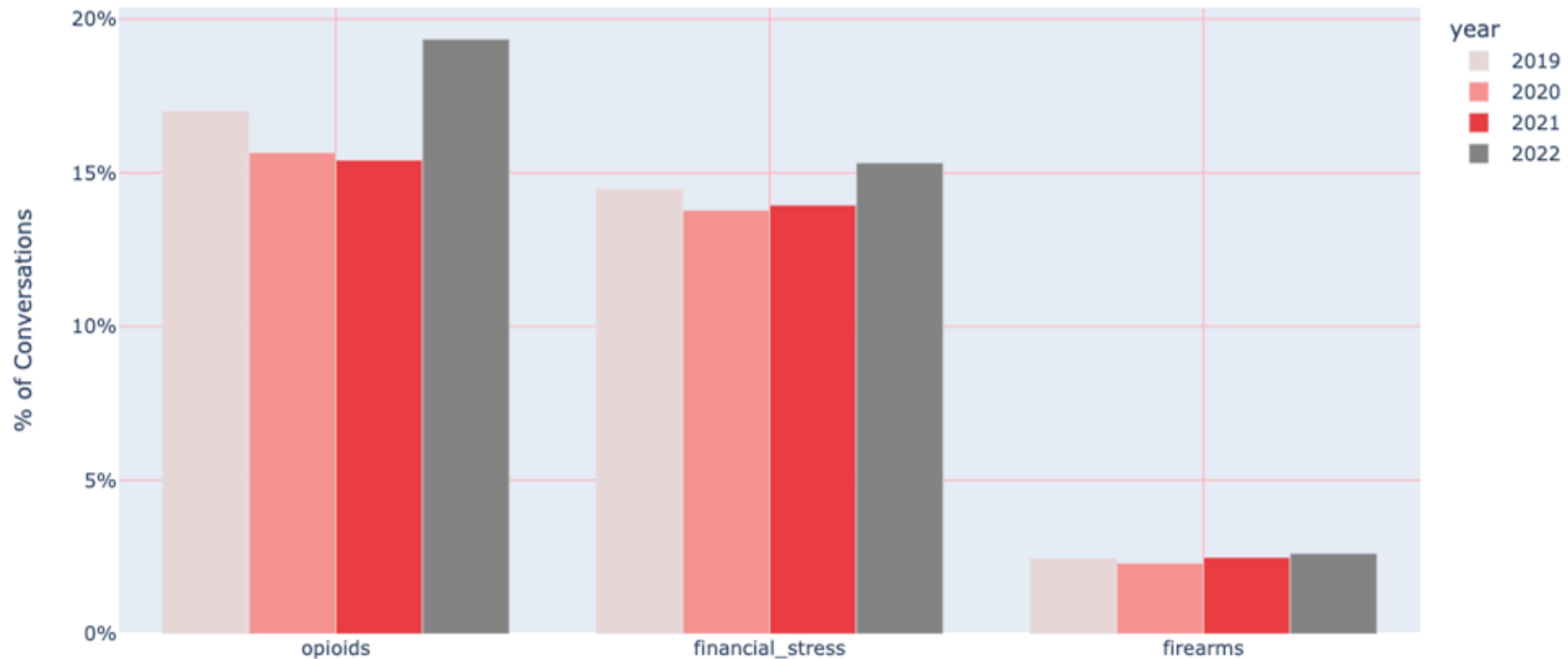
Sample size

669,555 conversations in 2022 that were conducted in English, that were engaged, not pranks or tests, and received through our 741741 number.

* The percentages for relationships and anxiety/stress both appear as 33% in this chart, but this is due to rounding. In reality, there was a slight, but measurable difference between these issues (33.43% discussed relationships, and 33.26% discussed anxiety or stress), which, at the scale of hundreds of thousands of conversations, is noticeable.

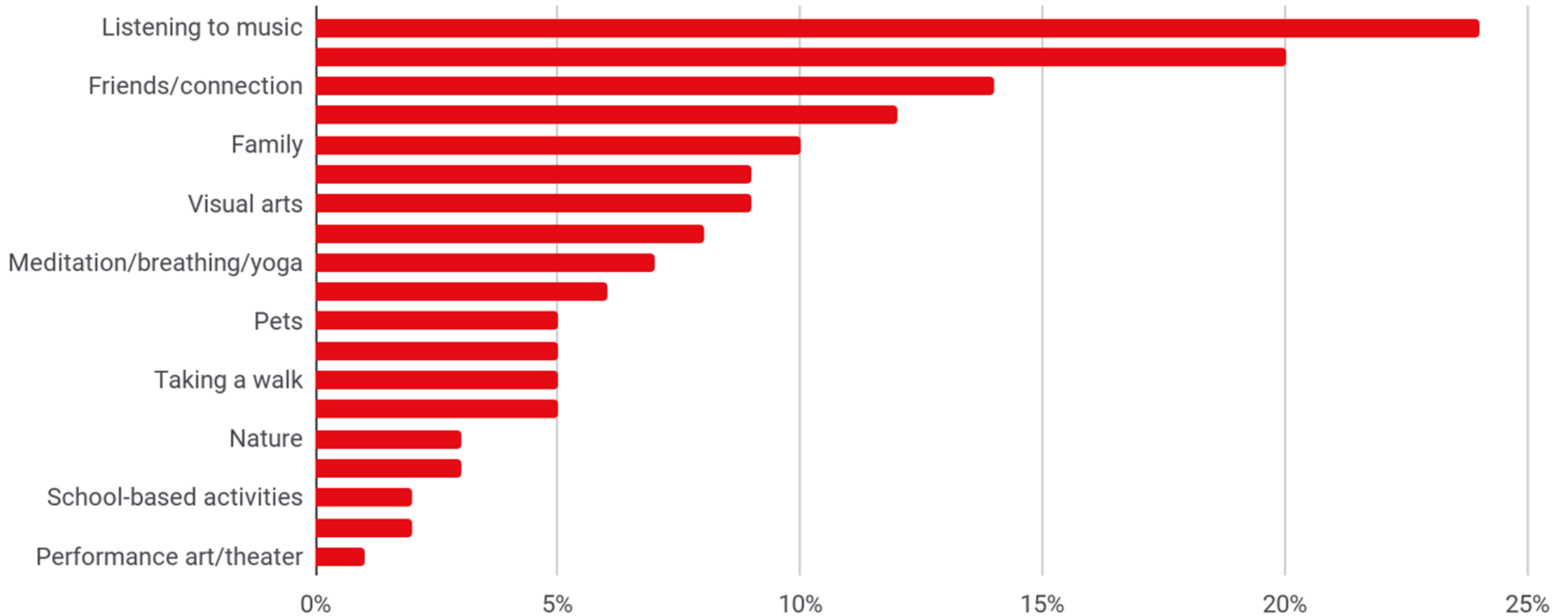
How have other social stressors showed up in our data based on linguistic signals?

Percentage of Crisis Text Line Conversations Discussing Opioids, Financial Stress, and Firearms Based on Keyword Searches



Sample size: 3,075,153 total Crisis Text Line conversations in the United States between 2019 and 2022 that were engaged, in English, and not pranks or tests. Source: [Crisis Text Line's United in Empathy Report, 2022](#)

Common Coping Strategies in Crisis Text Line Conversations in 2022



1 In in 4 texters mentioned listening to music as a coping strategy based on our keyword search.

Sample Size: 59,865 conversations in 2022 that mentioned at least one coping strategy.
Source: [Crisis Text Line's United in Empathy Report, 2022](#)

Thank You

Questions? Email us at chunter@crisistextline.org and jfrench@crisistextline.org.

Crisis Text Line is on on [Facebook](#), [Instagram](#), [Twitter](#), [LinkedIn](#), and [Tiktok](#)!