CRISIS TEXT LINE | A DECADE OF IMPACT

10 YEARS

Ten years ago, Crisis Text Line launched, inspired by the power of text messaging for mental health support.
Few believed our text-only model would work.

We now have compelling evidence that our service is highly impactful and effective at scale...

Our National Impact

Serving US Texters

Today, 9 million text conversations later, texters remain at the heart of what we do. We built an entire ecosystem to support and serve those who need us the most and who often have the fewest avenues to get mental health resources.

9,000,000+
conversations with people in crisis

43%
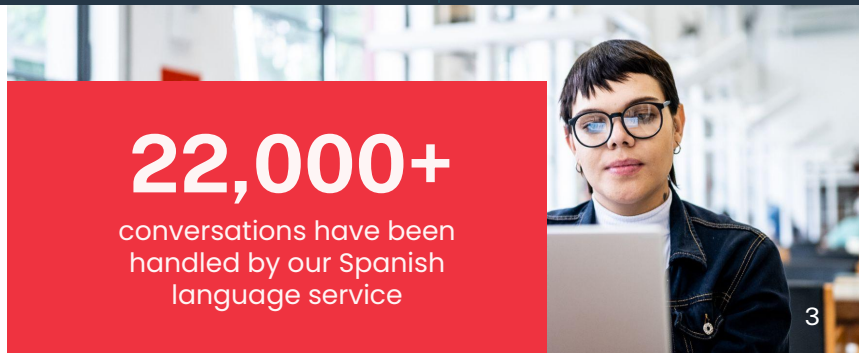of our texters identify as people of color

45%
of our texters are under the age of 18

47%
of our texters identify as LGBTQ+

50 states
we have texters from every state, plus DC and Puerto Rico

22,000+
conversations have been handled by our Spanish language service

3

High quality service that's equally effective across identities

Data from more than 450,000 texters over a seven-year window (2016-2023) indicate that Crisis Text Line delivers a highly effective service, confirming previous findings.

Results suggest that our model is similarly effective across gender, race/ethnicity, or sexual identity.

We built on the methodology of a 2022 study conducted by external research teams that were the first to report evidence of our effectiveness and compared it favorably to the National Suicide Prevention Lifeline's chat crisis service.

87%
of texters reported finding the conversation **helpful**

86%
of texters agreed their volunteer Crisis Counselor showed **genuine concern**

A critical mental health service for many of our texters

Whether someone is in a crowded classroom, at a family event, or lying awake in bed, texting makes it possible to reach out for anonymous, non-judgmental support around topics ranging from bullying, loneliness, and anxiety to abuse, self-harm, and suicidal ideation.

Texting appeals to many who reach out for support: 47% indicate that they are more comfortable texting than talking about private topics, and 34% say they are too embarrassed to talk to someone. Crisis Text Line is the only mental health support for many of our texters.

Only **32%** of texters have access to professional mental health support

65% of texters tell us they don't have anyone else to talk to

Successful in de-escalating texters at imminent risk

Our goal is always to de-escalate texters at imminent risk, and we have been overwhelmingly successful in doing so. Crisis Text Line uses a ladder-up risk assessment to evaluate all conversations for suicidal ideation.

About 20% of conversations involved at least some level of suicidal thoughts and only 3% involved imminent risk (suicidal thoughts, a plan, access to means, and an imminent timeframe). Ultimately 69% of these texters at imminent risk for suicide were de-escalated during the conversation; others required a request for emergency services.

99%

of conversations resolve without the need for an active rescue

From 2019–2023, over

58,000 texters

at imminent risk for suicide were successfully de-escalated through their conversation

Our Volunteer Impact

Volunteering at Crisis Text Line is the gift that gives back...

Volunteer Crisis Counselors strengthen their own mental health resilience

Since 2013, Crisis Text Line has trained over 65,000 volunteer Crisis Counselors in the United States. We learned from volunteers' own voices that showing up for people in their worst moments has a profound impact on the wellbeing of volunteers themselves.

Two-thirds of volunteers say they use skills learned at Crisis Text Line to improve their own mental health and deal with life challenges.

2 out of 3

volunteers say that, because of their Crisis Text Line experience they...

- Practice **self-care** or **mindfulness**
- **Feel better** about themselves
- Have **matured emotionally**

Finding meaning and personal growth through volunteering

Volunteering has also helped our crisis counselors build skills and strengthen connections to others.

Volunteers report learning a range of skills that benefit their own personal development and support for others, gaining a sense of fulfillment through helping others, and reflecting on their purpose in life.

89% of volunteers can de-escalate situations outside of their volunteer duties

89% enhanced their active listening skills

86% strengthened empathy and cultural humility

78% can identify risky behaviors in their own communities, such as suicide risk and self-harm

Skills that transfer to volunteers' relationships and communities

Volunteering with Crisis Text Line has positively impacted the relationships between volunteers and their families, friends, and professional colleagues. 80% of surveyed volunteers found that volunteering at Crisis Text Line affirmed their humanitarian values, and 40% attribute a stronger sense of belonging to their communities.

Asian, Black, and LatinX volunteers report particularly high levels of social benefits. They feel more connected to others and have improved their quality of personal and work relationships.

40% attribute stronger personal relationships to their volunteer experience

50% feel more connected to other people as a result of volunteering with us

33% report having stronger professional relationships

Our Societal Impact

The impact of Crisis Text Line reaches far beyond conversations...

Serving U.S. Texters

Our volunteers have collectively donated the equivalent of more than 340 years of their time to listen, support people in crisis, and help texters find the strength to cope.

3 Million

volunteer hours donated to support texters in crisis

246 partners

with whom we collaborate in the U.S. including nonprofits, government, schools and universities, and corporations in order to achieve shared mission and goals

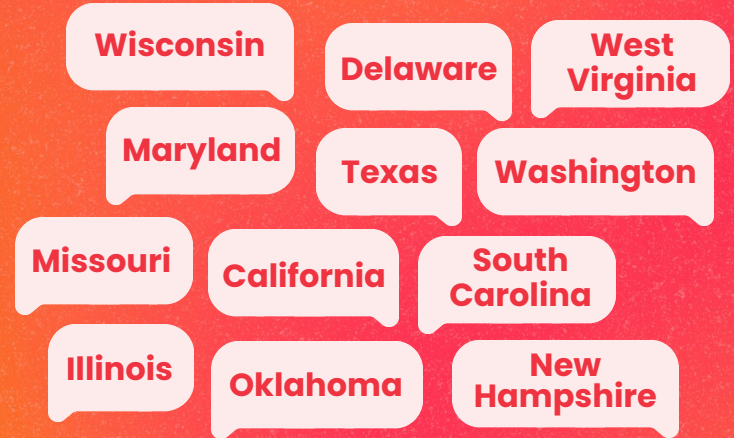# Informing legislation to make mental health resources accessible

Crisis Text Line has collaborated on legislation that makes mental health services more accessible to people.

We successfully advocated for Spanish text and chat for 988 to be included in the Consolidated Appropriations Act of 2023. This service is critical for the Latinx population (13.4% of the US population), which is underserved with only 5.5% of psychologists in the US providing service in Spanish.

Crisis Text Line's 741741 number is now printed on the back of student IDs. Having quick access to crisis counselors at a moment's notice can help students work through their stress, anger or feelings of hopelessness.

8,000,000+

middle & high school students in*

Wisconsin
Delaware
West Virginia
Maryland
Texas
Washington
Missouri
California
South Carolina
Illinois
Oklahoma
New Hampshire

now have 741741 printed on their student IDs as a crisis resource available to them.

*Based on our estimates

Expanding the world of mental health research

Crisis Text Line recognizes the power of its anonymized data set and what it can teach others.

Through our research collaborations program, we have partnered with selected academic researchers at more than 20 universities and research institutions to generate knowledge from this dataset.

What we've learned from 9 million conversations can have a significant impact on society and the global mental health crisis.

69
scientists (including 7 Crisis Text Line staff) have produced…

→

26
peer-reviewed articles or conference proceedings, leading to…

→

600+
scholarly citations of Crisis Text Line research.

Developing and diversifying the field of mental health practitioners

The existing mental health infrastructure in the United States cannot meet the demands of the current mental health crisis.

Crisis Text Line's Student Learning Practicum (SLP) program supports Master's level students in social work or other mental health-related programs as they complete their field hour requirements. The program reduces barriers to higher education and ensures students are a part of an equitable and ethically centered practicum.

370+

masters students have completed our Student Learning Practicum program, a majority of whom identify as people of color

Our Global Impact
Enabling Collective Partnerships

The mental health crisis affects people all over the world. Since 2018, we have teamed up with Shout in the UK, Kids Help Phone in Canada and SpunOut in Ireland - helping them with the technology needed to provide text-based crisis support. Our goal is to make crisis support and mental health services as widely accessible as possible.

12+ M
Conversations with people in crisis globally

5+ M
Number of global texters

88+ K
Volunteers trained around the world

4
Countries with Crisis Text Line affiliates

CRISIS TEXT LINE

A decade ago, we created something new.

Today, we are still leading with new innovations and impact research in the text-based mental health space.

Together, with our global partners, we are poised to unlock and lead human-to-human connection at scale — so that everyone receives the support they need when they need it the most.

CRISIS TEXT LINE

Thank You!

Crisis Text Line is for everyone of any age who needs support coping with painful emotions, regardless of the reasons. We are committed to creating an empathetic world where nobody feels alone.

To receive confidential, anonymous support, you can connect via text, web chat and WhatsApp. To reach a live, trained volunteer Crisis Counselor, you can text **HELLO** to **741741** or **443-SUPPORT** in WhatsApp or text **HOLA** to **741741** or **442-AYUDAME** in WhatsApp for Spanish or connect with us via web chat.

To learn more about Crisis Text Line and to support additional research efforts like this report, go to **crisistextline.org/waystogive**.

If you would like to reach out to our Research & Impact team, please email: **research@crisistextline.org**.

Please note: the statistics on page 5 reflect our latest methodological approach as of March 5, 2024.