**Peer Counseling Hotline**

Our free and confidential call and text hotline is the heart of why we exist. We are here to save lives, and when the phone rings we get the chance. It is answered 24/7 with Peer Counseling 3 to 9 p.m. and texting 12 to 9 p.m. weekdays/3 to 9 p.m. weekends. A Master’s Level Clinician supervises the hotline at all times. However, Teen Lifeline isn’t just about suicide. For teens having trouble in school, fighting with a significant other or family member, feeling depressed or who just need to talk, we are here. The biggest thing that separates Teen Lifeline from other crisis hotlines is the people who answer the phone. We understand that **when a teen wants to talk about their problems, they would prefer to turn to another teen**. That is what makes Teen Lifeline both unique and incredibly successful—teens helping teens.

**Caller/Texter Profile**

- **Age**
  - <13: 26%
  - 13-15: 36%
  - 16-18: 30%
  - >18: 8%

- **Identified Gender**
  - Female: 67%
  - Male: 32%

- **Called or Texted?**
  - Call: 53%
  - Text: 47%

- 26% contacts need a degree of follow-up.
- 94% feel better by the end of the call/text.

**Hotline Topics**

- 31% suicide & depression
- 21% family issues
- 12% relationships
- 11% general
- 7% school
- 4% anxiety
- 3% bullying
- 3% abuse
- 2% STIs & pregnancy
- 2% eating disorders
- 2% runaway & legal
- 1% sexuality & LGBTQ+
- 1% substance abuse

**Call & Text Crisis Line:**

602-248-8336 (TEEN)

**Call 24/7/365**

Text 12-9 p.m. M-F, 3-9 p.m. Sa/Su
Peer Counseling 3-9 p.m. daily

**Outside Maricopa, Call:**

1-800-248-8336 (TEEN)

**Hotline Statistics**

- Answered 22,253 calls & 19,761 texts in 2021
- 50% increase in contacts & 713% increase in texts from 2019

**Arizona Statistics**

- Suicide is the 2nd leading cause of death for AZ youth
- In 2020, 87 AZ youth ages 10-19 died by suicide (1 child every 4 days). This is a 32% increase from 2019.

**Call/Text Outcomes**

- 17% EXCELLENT
- 38% GOOD
- 30% AVERAGE
- 13% FAIR
- 2% POOR

- problem is resolved with no further contact needed.
- problem is manageable with no further contact needed.
- problem & options explored; further contact may be needed.
- problem explored but continues to have a negative impact on the individual; further contact recommended.
- problem still a disruptive force to individual; further contact needed to resolve problem.
COMMUNITY & PEER TRAINING

COMMUNITY EDUCATION & PREVENTION | The goal of community education is to provide awareness, education, prevention, and postvention services within the community. Our presentations not only spread our name and hotline number, but also educate the community on important teen issues. This program involves diverse teaching methods that focus on increasing awareness and understanding of the problem behaviors, on acquiring or enhancing coping skills, and increasing help seeking behavior. Our prevention programs adhere to best practice standards in suicide prevention. Conducted primarily in schools, education is provided on an array of teen issues such as teen suicide, depression, conflict resolution, grief and loss, stress and anxiety, and coping skills. Information regarding this free service is mailed statewide to all mainstream and alternative middle and high schools twice a year. These presentations can be geared to both youth and adults.

AFTER ATTENDING A PREVENTION TRAINING

- 97% of students would tell someone if worried about a friend’s well-being.
- 94% of adults feel more prepared to assist a youth at risk.
- 91% of teens show willingness to tell an adult or call Teen Lifeline if they need help.

173,845 people reached through Prevention Education and Outreach services in:

- 81% schools
- 16% communities
- 2% businesses
- 1% conferences

COLLABORATIONS:

- Solari (after-hours support)
- AZ Suicide Prevention Coalition
- Community coalitions & task forces
- Teen Suicide Prevention Awareness Month

LIFE SKILLS DEVELOPMENT | The primary goal of the Life Skills Development program is to empower Valley teens to take control of their own lives. Through the program they learn skills that help them make healthy, productive decisions for use on and off the hotline. Through practical training measures, they learn the consequences of their actions and practice life-affirming decision making. These skills are reinforced as they help their peers with problems on the hotline.

This training is conducted quarterly and provided at no cost. The training is 72 hours long and covers listening & communication skills, self-esteem, the role of a helper and problem solving. It also includes relevant issues our youth often face.

Accreditations:
- American Association of Suicidology
- International Council of Helplines

PO Box 10745
Phoenix, AZ 85064
info@teenlifeline.org
Business Phone: (602) 248-8337

VOLUNTEER STATISTICS

- 81 active volunteers in 2021.
- 49 new teens received life skills training in 2021.

IDENTIFIED GENDER

- Female: 78%
- Male: 22%

- 20,000+ hours volunteered by our teens. The value of their peer services was $538,800!

Volunteers learn:
- communication/listening
- identifying feelings
- problem-solving
- decision-making
- mobilizing resources
- protective/risk factors
- common youth issues
- identify, assess, and intervention of suicide
- being an effective helper