Everybody Hurts

The State of Mental Health in America

CRISIS TEXT LINE

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Let's Work Together

Crisis Text Line empowers journalists, researchers, policymakers, and anyone interested in using data to prevent future crises. We support communities across the nation to make more informed decisions around mental health. Please contact us about media requests, research opportunities, or partnership information.

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Research: Jackie Weiser, jweiser@crisistextline.org

Partnerships: Jana French, jfrench@crisistextline.org

Introduction

Americans are struggling. We have all witnessed the steady increase in suicide rates (48,000 in 2018), fatal drug overdoses (67,000 in 2018), and the number of people with mental disorders (47 million). The bleak numbers tell us that people are in pain. Crisis Text Line knows why.

Crisis Text Line is a not-for-profit providing free crisis counseling via text, 24/7. Text CRISIS to 741741 to text with a trained Crisis Counselor. With over 129 million messages processed to date, we're growing quickly. And so is the need.

This report is designed to help you understand crisis in your state and in the United States as a whole. Information is power. This data—collected from our launch on August 1, 2013 until December 31, 2019—busts myths. It's the truth about the state of mental health and behavioral health in America.

"If it's a crisis to you, it's a crisis to us."

Large. In the six years since Crisis Text Line launched the first national texting service for people in crisis, we have processed 129 million messages about the underlying causes—depression, anxiety, relationship issues—that can lead to tragic outcomes. This makes us one of the largest hotlines in America.

Best practice. Our vetted and trained Crisis Counselors work to move each texter from a hot moment to a cool calm. During these text conversations, Crisis Counselors are supported by our algorithms and work closely with Supervisors to deploy evidence-based best practices like active listening, collaborative problem-solving, and risk assessment techniques.

Private. Texting is a private, silent medium—not surprisingly, 68% of texters share something with us that they have never shared with another human being. And because they are sharing in a private, silent mode and opening up for the first time, the issues they share are often very dark, personal, and urgent.

High risk. Sometimes conversations are high risk for loss of life. In 28% of conversations, a texter mentions suicidal ideation. And 2-3 times each week, a texter mentions homicidal ideation—most often a school shooting or partner murder. When a texter shares suicidal or homicidal thoughts, we risk assess to determine if they have a plan, a method, and a timeframe to complete this threat to life. Most of the time, we're able to guide the texter through the creation of a plan to stay safe. However, in just under 1% of conversations, we cannot de-escalate or the person has already started an attempt. In these cases, we need to call emergency services to perform an active rescue. In just over six years, we have made 26,300 calls to 911.

Data rich. Since day one, we knew it was important to listen to the needs of Americans and to constantly improve our service based on their feedback. So, we collect, store, and analyze the data in real-time. Because we handle a plethora of issues—suicide, depression, sexual violence, substance abuse, eating disorders, anxiety, finances, and more—our data corpus has unique volume, velocity, and variety. It tells us who is texting (53% under age 17), race (30% are people of color), and sexual orientation (44% identify as LGBTQ), where they are texting from (we over-index in rural areas), the time of day they need help (late night), etc. We leverage the data to support academic research, policy, and public health.

Who We Are

OUR STORY

The idea for Crisis Text Line started when our founder Nancy Lublin was the CEO of DoSomething.org, the largest organization for young people and volunteerism in America. DoSomething.org communicates with over six million members by text. Some members started replying to messaging with personal challenges. One particularly desperate message inspired the need for Crisis Text Line: “He won’t stop raping me. Its my Dad. He told me not to tell anyone. RU there?”

Nancy quietly launched Crisis Text Line on August 1, 2013, in Chicago and El Paso—and within four months we were taking conversations from all 295 area codes in the US. Today, we’ve trained over 25,000 volunteer Crisis Counselors. We’ve exchanged 129 million messages in the US, including Washington DC. and Puerto Rico. And, in the past two years, we’ve made our service available to people in other countries including Canada, the UK, and Ireland.

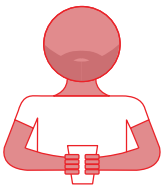
Millions of texters, an army of trained Crisis Counselors, and three countries later, we’ve taken a lead in the mental health space and have established ourselves at the forefront of machine learning for good. (We’re winners of the Google AI Impact Challenge).

HOW WE ARE FUNDED

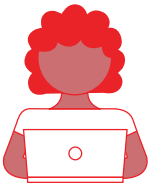
We’re privately funded. This means we receive funding from foundations, individuals, and corporations. It’s important to us that a high-quality service is accessible to anyone who needs it, and that the data is all in one place. Money shouldn’t be a barrier to help.

WHAT HAPPENS WHEN YOU TEXT

Crisis Text Line was designed to help people in pain with as little friction as possible. It’s not an app. There is no long intake survey. There is no password or fee. We are available via SMS and Facebook Messenger—right in your pocket. Here’s what happens:



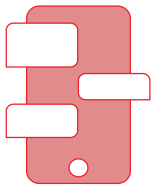
1. PERSON TEXTS 741741



2. AUTO RESPONSE

“Hi, this is Crisis Text Line. You’re not alone. By texting further with us, you agree to our Terms: goo.gl/EMCKCY. We can’t receive msgs >160 characters.”

“Resources and coping skills while we connect you: bit.ly/2BHZKBg. (STOP to cancel convo). What’s your crisis?”



3. CRISIS COUNSELOR

Exchange (average 40-60) messages to bring the texter from a hot to a cool moment, and create a plan for continued health and safety.

How It Works

THREE LEVELS OF CARE

When people in pain reach out to us, they deserve an empathetic human response. We leverage technology and data to make our human service faster and better.

EVERY TEXTER IS TRIAGED AT THREE LEVELS

1. ALGORITHM

2. CRISIS COUNSELORS

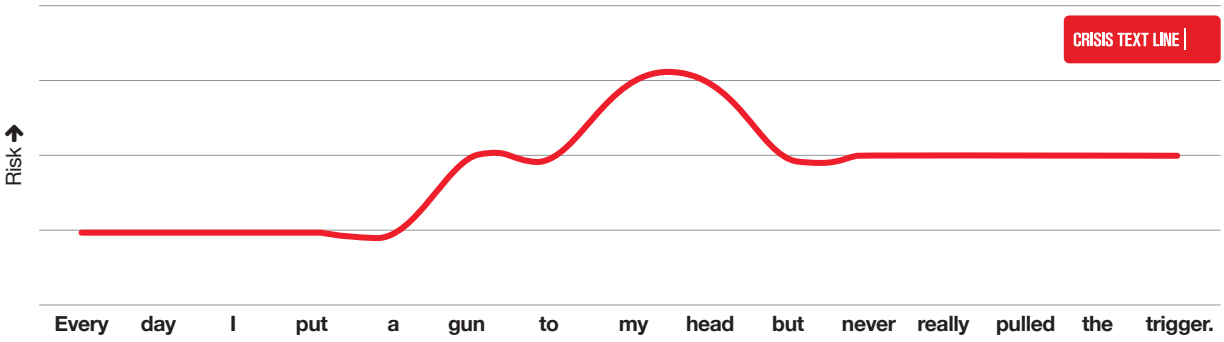
3. SUPERVISORS

ALGORITHM

Ranking the queue

We believe texters should be handled in order of severity, not chronology. When someone texts in "I want to die," they deserve fast attention. Our algorithm codes high-risk conversations orange and makes them #1 in the queue.

Our machine learning triage model allows us to maintain low wait-times for high-risk texters, even in massive spike times. On average, our model makes it possible for us to serve 94% of high-risk texters in under five minutes. For example, during Election Night 2016, we experienced four times our volume for 48 hours, yet our average wait-time for high-risk texters was still only 39 seconds.



A message risk-assessed in real time

CRISIS COUNSELORS

During their conversations with texters, Crisis Counselors aim to help texters to come up with a safety plan. Sixty-eight percent of texters agreed on a plan and 99% of these texters say they intend to follow through on that plan.

Crisis Counselors work remotely—anywhere with a computer and secure internet connection works. Each volunteer Crisis Counselor must be over age 18, pass a background check, and complete 30 hours of training. Our training teaches skills in active listening and collaborative problem-solving. This course has been designed based on the data, evidence-based best practices, and the advice of a team of expert advisors. Because we aim for a high level of support, fewer than 30% of people make it through our application, background check, and training.

SUPERVISORS

We maintain a clinical team whose members watch every conversation in real-time. These Supervisors are always on our platform to support Crisis Counselors and create a strong experience for each texter. It is these Supervisors who determine if an active rescue is necessary and make the call to 911.

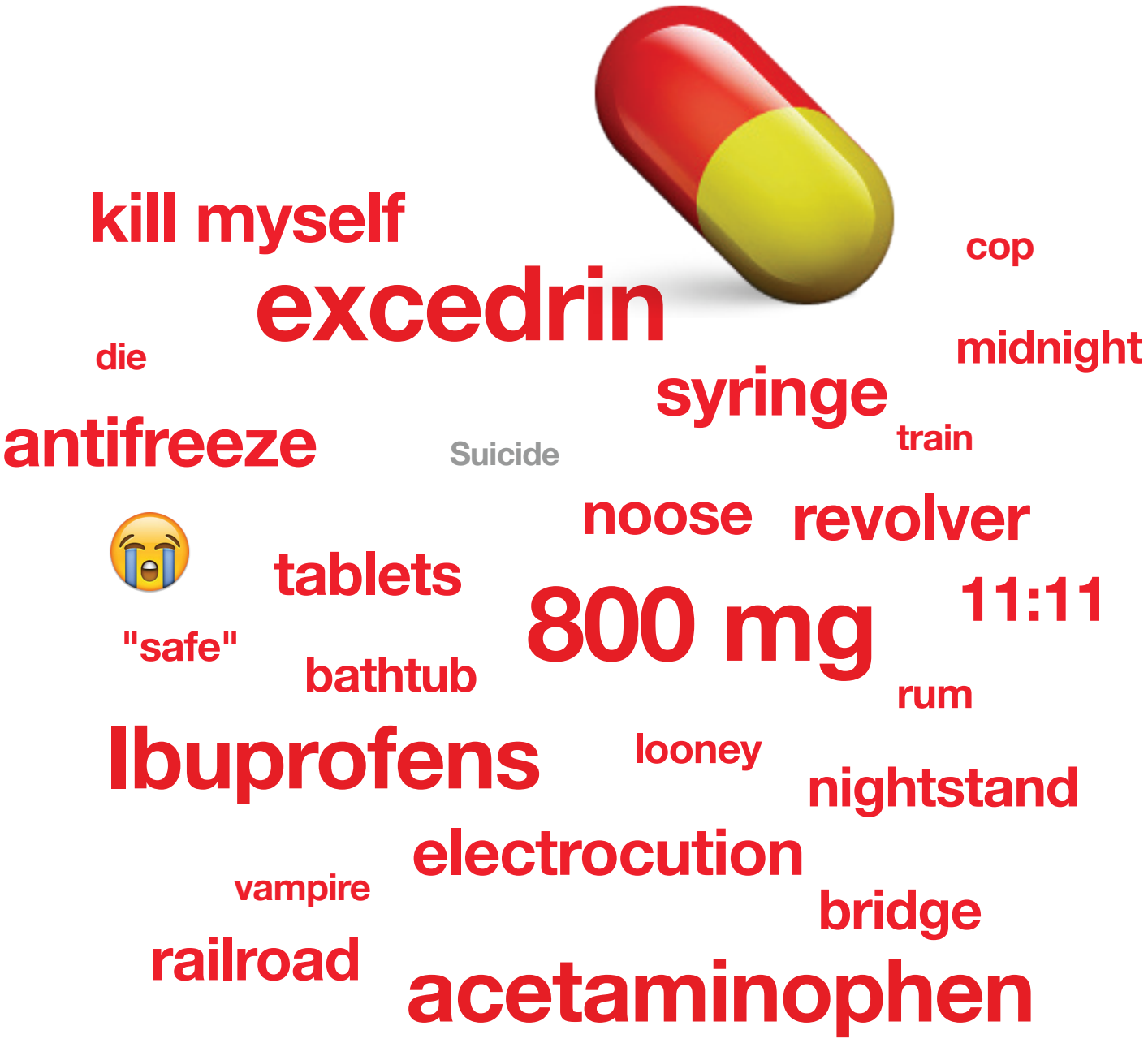
Self-Care That Works

What are the most effective self-care methods and coping skills in bringing texters "from hot to cool?" Here is what we see in the data:

- **Talking to someone** like a parent, friend, counselor, therapist, or trusted adult. For some people this might mean sending a text, picking up the phone, or seeing someone in person. Regardless, we know human connections are critical to fighting crisis.
- **Music.** This can be listening to music or making music of their own! The top artists mentioned by texters include: Twenty One Pilots, Shawn Mendes, and Demi Lovato.
- **Writing.** Texters who talk about writing as a coping skill are 7% more likely than others to indicate that their crisis feels less severe after talking with a Crisis Counselor. The most common form of writing mentioned by texters is a "letter."
- **Sleep.** About 25% of conversations mention sleep (peaking in January and February). This is consistent across all demographics, especially during late night convos.

WORDS THAT HURT

Thanks to our texter triage algorithm, we learned that many words are more likely to lead to high-risk conversations than “suicide.” In the world cloud below, these words and numbers are sized in accordance the likelihood that the conversation will end in an active rescue. The emoji pill is 4.4 times more likely and crying face emoji is 1.6 times more likely to end in an life-threatening situation.



National Summary

129M
MESSAGES

51.1K
SUICIDE DE-ESCALATIONS

30.5K
ACTIVE RESCUES

86%
SATISFACTION RATING

56%
FIRST-TIME ACCESSING CARE

MESSAGES
The total number of messages sent to a texter or from a Crisis Counselor in the US.

SUICIDAL DE-ESCALATION
This number represents the conversations in which the texter indicated that they had suicidal thoughts, plan, method, and a timeframe to attempt suicide at some point in their conversation and agreed to a safety plan with the help of a Crisis Counselor.

ACTIVE RESCUES
Ideally, we are able to form a plan to keep the texter safe without needing to dispatch emergency services. In cases when the texter indicates that they have suicidal thoughts, plan, method, and a timeframe to attempt suicide, we contact emergency services.

SATISFACTION RATING
The average rating our texters give us at the end of a conversation.

FIRST-TIME ACCESSING CARE
For 37% of texters, Crisis Text Line was the first time they've ever reached out for support. This number represents the percentage of texters who say they have shared something in that conversation that they have never shared with another human.

All data is from our launch August 1, 2013 to December 31, 2019.

Data Philosophy

We believe that the information exchanged in our messages, the pace of those messages, the time of day, and the word choices can help unlock the secrets to better mental health.

By implementing data science and machine learning from day one, we have created the largest mental health data set in the world. Unlike other large-scale datasets on mental health and crisis, our data has incredible volume, velocity, and variety. We're one of the few datasets with an integrated problem-solution, where each conversation can be treated as an experiment in reducing crisis.

We use this data internally to make our service smarter and faster to help Crisis Counselors focus on doing what they do best: talking to texters in crisis. We share aggregated and anonymized data on www.crisistrends.org, which is updated daily.

HOW WE COLLECT DATA

Our terms of service are simple: When texters choose to message us to use our service, we may automatically receive and collect the phone number they texted us from and their mobile service provider.

Other than that, the only Personally Identifiable Information that we collect is the stuff texters voluntarily provide to us. Some of the types of Personally Identifiable Information that we may request that texters disclose may include their name, age, address, and zip code, particularly if necessary to respond to an imminent risk of death or serious bodily harm, or to make a mandatory report concerning suspected child abuse or neglect.

Additionally, if texters choose to take a survey on Crisistextline.org or via a link sent following a conversation, we may ask about the texter's experience in that conversation. The texter can totally choose to keep responses anonymous. It's their call.

PRIVACY

When we launched in the US, we looked at privacy standards around the world and adopted the Irish guidelines—the strictest in the world at the time. We are GDPR compliant, reviewed by Infoway in Canada, and remain user-first in our approach to privacy.

PUBLISHED RESEARCH

We have created a research fellowship for world-class machine learning and artificial intelligence researchers. They are working with one of the country's most important data sets to create a consistent flow of insightful research and data science products that Crisis Text Line uses to improve the crisis space as a whole. To date, nine papers have been published in leading academic journals. Learn more at www.crisistextline.org/open-data-collaborations.

Demographics

Stigma is one of the largest barriers to getting support. For 37% of texters, texting Crisis Text Line is the first time they've ever reached out for support. And 68% of texters say they have shared something that they have never shared with another human.

We reach the people most in need of support and the least likely to have access to it. The demographic data stems from the 20% of conversations for which texter's complete the survey and has been validated as representative of the larger population. Our texters are:

Young. 75% of our texters are under 25 years old. And a whopping 12% are under age 13.

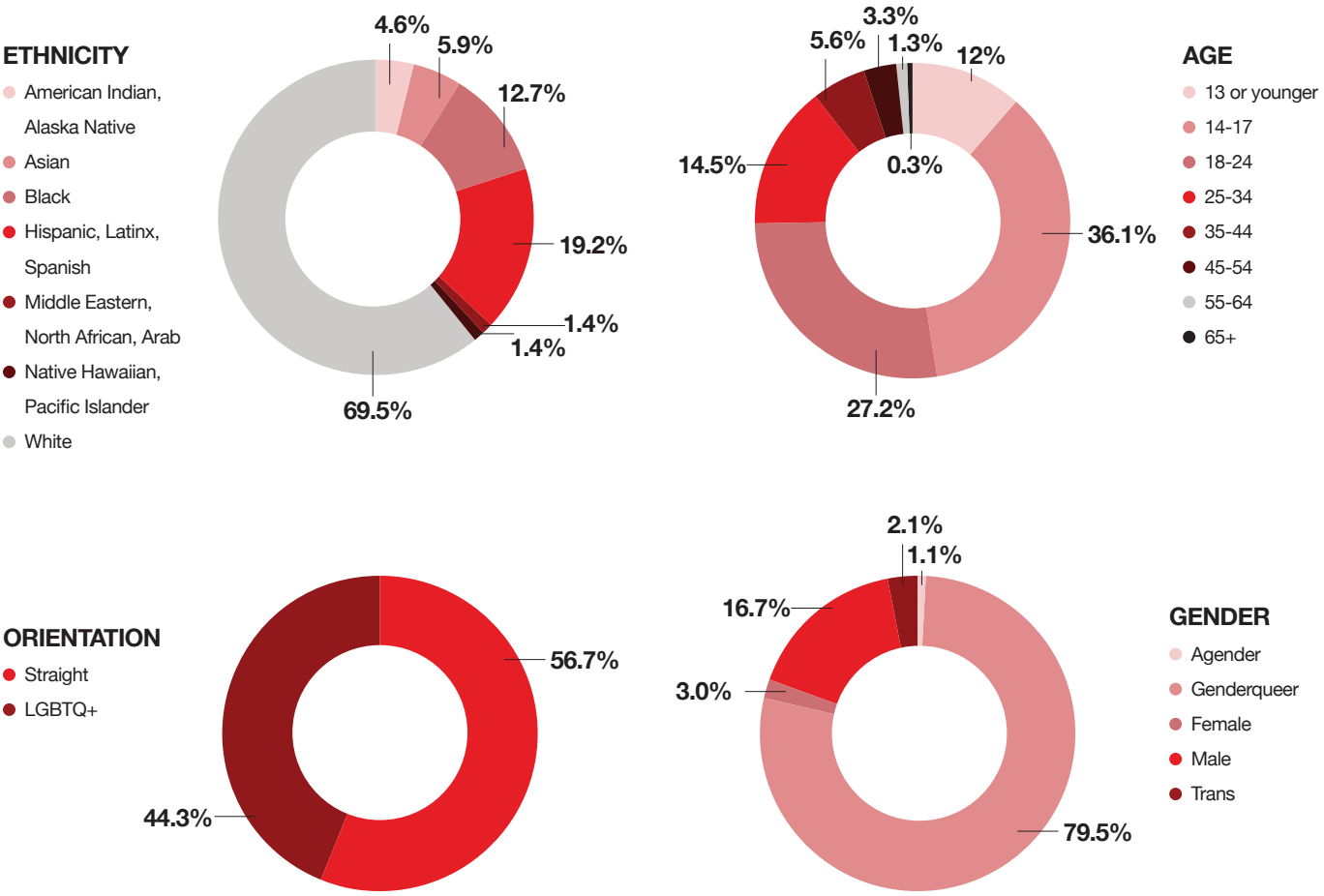
Poor. 10% of the lowest income zip codes account for 19% of our volume.

Rural. 7.5% of USA counties are considered rural—and they account for 9.8% of our volume.

People of color. 19% of texters identify as Hispanic; 13% Black; 5.5% Native American.

LGBTQ+. 44% of our texters identify as LGBTQ+.

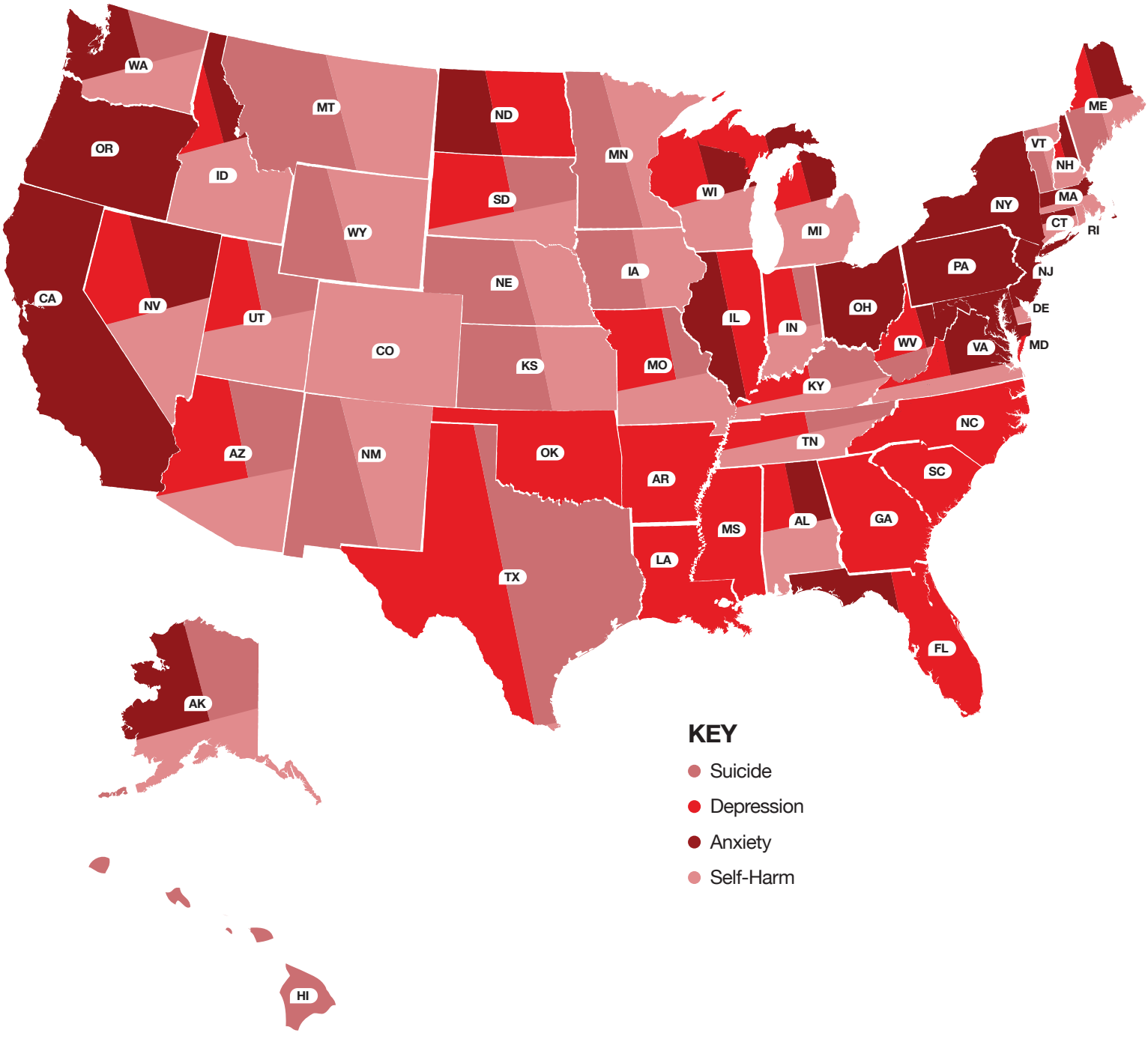
NATIONAL DEMOGRAPHICS



Pain Map

We are sharing these aggregated and anonymous data trends that spotlight who, when, and why people are in crisis to create solutions that will alleviate all of this pain. This map shows the states in which texters have conversations about depression, anxiety, suicide, and self-harm at rates that exceeds our national averages.

The biggest takeaway? People all over the country are reaching out for support 24/7/365—and crisis counseling via text saves lives.



Top Issues

I feel kind of worthless, I feel like I have no value. I feel like I'm never listened to and no one cared about what I have to say.

40% DEPRESSION

I can't stop my overwhelming feelings about my ex. Life feels too hard.

37% RELATIONSHIPS

My anxiety is super high I'm shaking and I can't breathe.

33% ANXIETY

I genuinely just want to die. I don't want to go through anymore pain in my life. I hate my life and myself.

29% SUICIDE

At school i feel so alone but i don't know what to do other than try to fit in because i genuinely cant.

28% SCHOOL

I just feel so lost and alone and I hurt the people I care about most.

21% ISOLATION/ LONELINESS

I just want to stop feeling. Cutting is the only way I know how to do that.

11% SELF-HARM

My family and I are homeless. We have been staying in a hotel I have just paid the last of my money for tonight

7% FINANCES

I always wake up with the abuse replaying in my head.

4% SEXUAL ASSAULT

My baby died at the end of December and every day just feels worse.

4% GRIEF

I looked back at my old photos and remembered the emotionally abusive stuff my mom used to say.

3% SOCIAL MEDIA

I don't understand what I did wrong. Why do I get abused? By the people who were supposed to love me no less. Does she get some sick pleasure from it?

2% EMOTIONAL ABUSE

When i look in the mirror, I hate everything I see.

2% EATING DISORDER/BODY IMAGE

I've been dealing with a lot of bullying because of my skin color and I try to avoid it but it's not working.

3% BULLYING

I don't feel safe many places anymore usally I see him and I start to shake and get scared and I don't know what to do and I just break down.

2% SEXUAL ABUSE

I'm about to lose every-thing, I have a addiction to opioids. I'm so depressed. I see no way out but suicide.

2% SUBSTANCE ABUSE

I always wake up with the abuse replaying in my head.

2% GENDER/SEXUAL IDENTITY

I'm freaking out and do not want to become aggressive but I cannot deal with living with this abuser anymore.

2% PHYSICAL ABUSE

I have been on probably 8-9 different meds since being home from Iraq.

1% MILITARY

Ohio Mental Health & Addiction Services

PROBLEM

Ohioans—particularly teens— needed crisis help, but didn't want to talk over the phone. They wanted a more discrete way to get help. The Ohio Department of Mental Health and Addiction Services decided to give Crisis Text Line a try with the keyword 4HOPE. They started by putting tear-off posters in the back of bathroom stall doors in schools across the state to reach students (when they're a captive audience). Thanks to their partner dashboard, they could see how often people were texting their keyword. They noticed that over the summer, fewer people were texting in. To remind students that they could text 741741 year round, they played a PSA in movie theatres across the state. Over the years, strategies for spreading the word have also included ads on public transportation, school backpack tags, pharmacy prescription bags, and local restaurant takeout boxes; radio and social media campaigns; and handing out promotional materials like pens, keychains, and phone wallets at community events. Since the partnership began in May 2016, Crisis Text Line has helped over 12,900 Ohioans in crisis.

IMPACT

11.6M
STATE RESIDENTS

26,600
TEXTS TO 4HOPE KEYWORD

Lorain County won a local award for their campaign putting posters in parks

With support from the Governor's office, **4HOPE is advertised on state websites and in office building lobbies**

The 2019 holiday season social media campaign made over **600,000 impressions**

WHAT'S NEXT

- Recognizing Crisis Text Line as an evidence-based practice in state registries
- Establishing protocol for Active Rescues with local first responders
- Diversifying data by reaching people of different races and ages
- New partnership with Ohio Department of Rehabilitation and Correction will spread information about Crisis Text Line to prison and parole staff, inmates, and individuals on parole.

"We have been able to reach many Ohioans, particularly young Ohioans, who are in crisis. The team at Crisis Text Line worked closely with us to create our Data Dashboard which allows us to identify trends and share data with our state and local partners. We are always brainstorming new ways to promote our 4HOPE Keyword and let the many diverse communities across our state know that there is a free, confidential way to reach out for help." — Laura Payne, Researcher in Bureau of Children, Youth and Families at Ohio Department of Mental Health and Addiction Services

Partnerships

Wisconsin Center for Suicide Awareness

PROBLEM

Wisconsin provided part-time crisis services via text through a service called Hopeline. From 3 p.m. to 10 p.m. Monday-Friday, the staff at the Center for Suicide Awareness answered all texts in addition to training all of the volunteers, marketing the line, and keeping everything else up and running. Partnering with Crisis Text Line under the keyword HOPELINE allowed the Wisconsin-based staff to focus on spreading awareness of the line and recruiting volunteers. The partnership expanded service to 24/7 support. Since the partnership started in May 2015, Crisis Text Line has helped over 6,200 Wisconsinites.

IMPACT

5.8M
STATE RESIDENTS

11,700
TEXTS TO HOPELINE KEYWORD

Crisis Text Line data has informed how local schools, workplaces, and other institutions address the community's needs

The Tavern League of Wisconsin includes HOPELINE materials in its establishments

WHAT'S NEXT

Local police departments and sheriffs are putting HOPELINE on their squad cars to promote unity between the resource and first responders.

"We know that to prevent suicide we need to meet people where they are most comfortable and safe. What better way then to utilize text-based resources. The partnership with Crisis Text Line has allowed us to prevent suicide at the ground level."

— Barb Bigalke, Executive Director of Center for Suicide Awareness

Want to partner with us? Email Jana French at jfrench@crisistextline.org

How to Read the State Summary

TEXTERS
The number of unique individuals who send us a message.

CONVERSATIONS
Many individuals contact us more than once and we welcome that. This number represents the number of total conversations.

SUICIDAL DE-ESCALATION
This number represents the conversations in which the texter indicated that they had suicidal thoughts, plan, method, and a timeframe to attempt suicide at some point in their conversation and agreed to a safety plan with the help of a Crisis Counselor.

ACTIVE RESCUES
Ideally, we are able to form a plan to keep the texter safe without needing to dispatch emergency services. In cases when the texter indicates that they have suicidal thoughts, plan, method, and a timeframe to attempt suicide, we contact emergency services.

FIRST-TIME ACCESSING CARE
For 37% of texters, Crisis Text Line was the first time they've ever reached out for support. This number represents the percentage of texters who say they have shared something in that conversation that they have never shared with another human.

TEXTER FEEDBACK
A post-conversation survey asks texters if they want to share a message with their Crisis Counselor. These messages often confirm the impact the Crisis Counselor had on a texter's life.

DEMOGRAPHIC INFORMATION
The demographic data stems from the 20% of conversations for which texters complete the survey. This data is representative of the larger population and has been validated by an "imputation" project, led by external research partners at Northwestern University.

TOP ISSUES
These are the issues tagged by a Crisis Counselor that summarize the main topic(s) of a conversation.

All data is from our launch August 1, 2013 to December 31, 2019.

Alabama

AT A GLANCE

24.4K
TEXTERS IN CRISIS

44.5K
CONVOS ON OUR PLATFORM

584
SUICIDE DE-ESCALATIONS

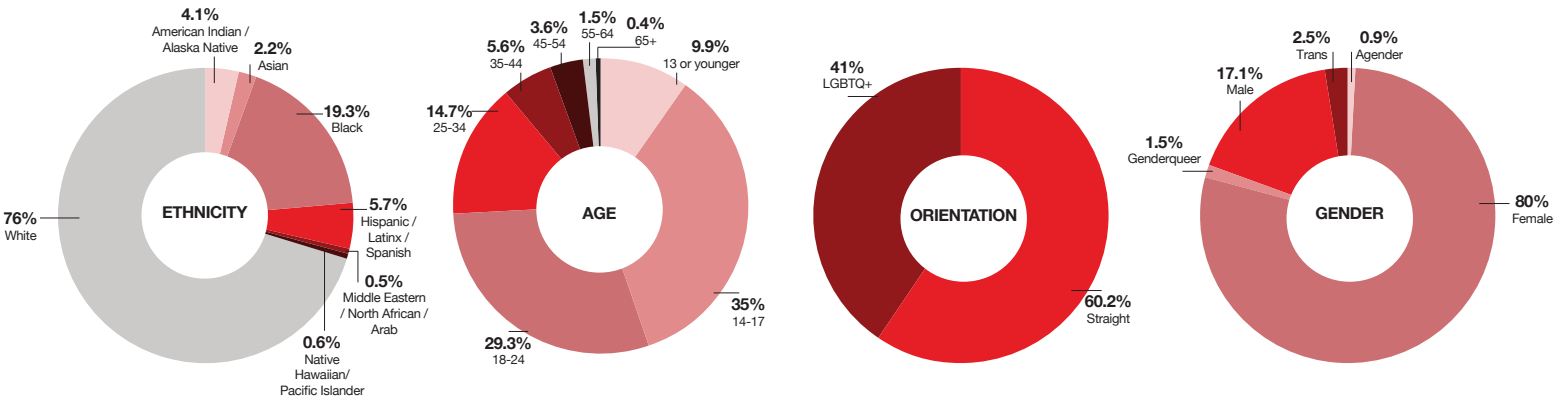
343
ACTIVE RESCUES

59%
FIRST-TIME ACCESSING CARE

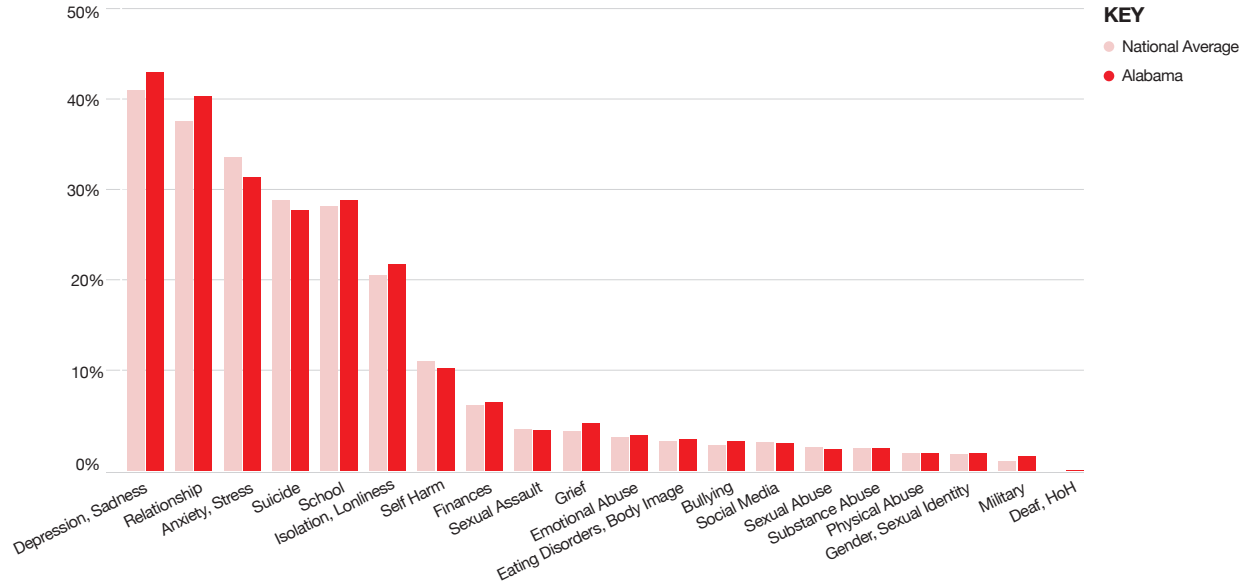
TEXTER FEEDBACK

Thank you for helping me tonight. You actually listened when I felt like no one could. You helped me more than I thought you could. Hope all goes well.

DEMOGRAPHICS



ISSUES



Alaska

AT A GLANCE

5K
TEXTERS IN CRISIS

10.5K
CONVOS ON OUR PLATFORM

129
SUICIDE DE-ESCALATIONS

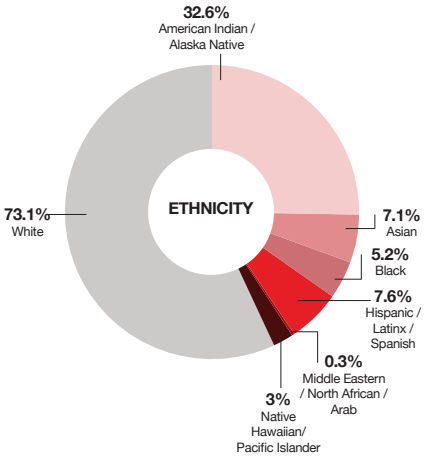
122
ACTIVE RESCUES

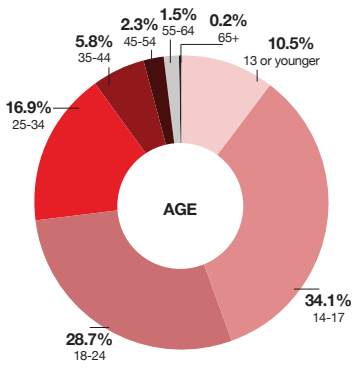
55%
FIRST-TIME ACCESSING CARE

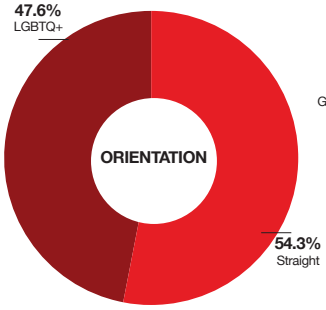
TEXTER FEEDBACK

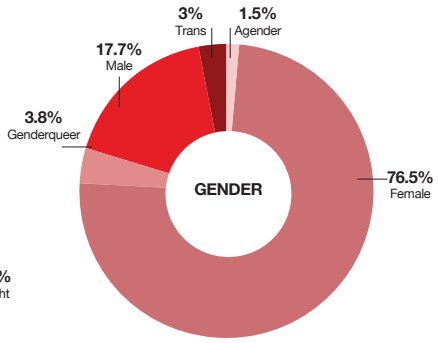
Thank you for asking the right questions.

DEMOGRAPHICS

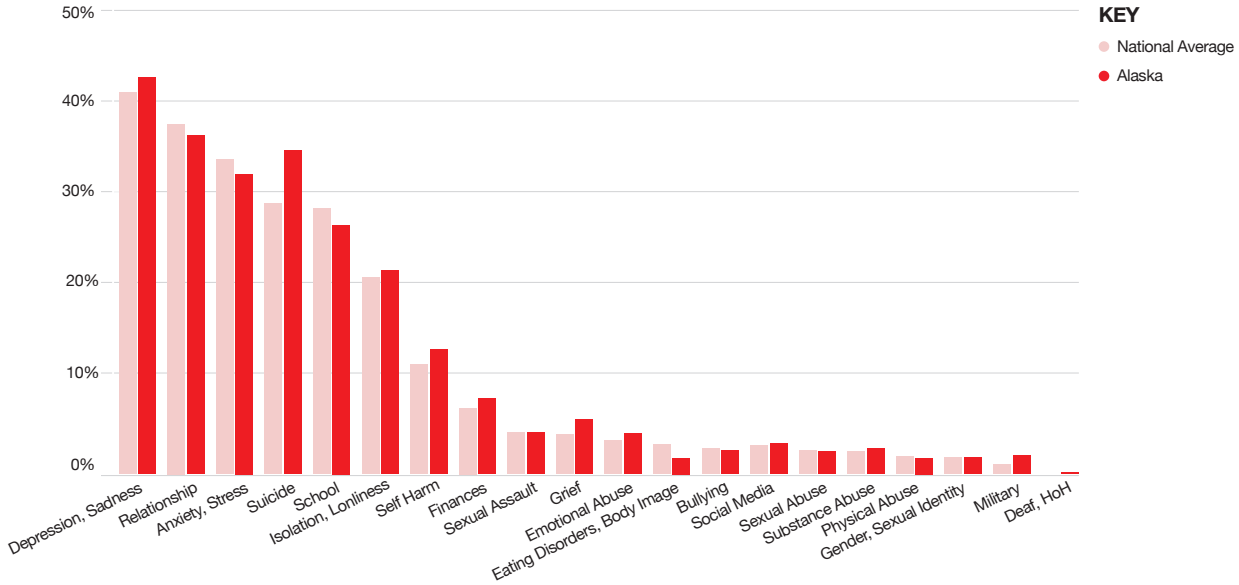








ISSUES



Arizona

AT A GLANCE

38.2K
TEXTERS IN CRISIS

75.5K
CONVOS ON OUR PLATFORM

938
SUICIDE DE-ESCALATIONS

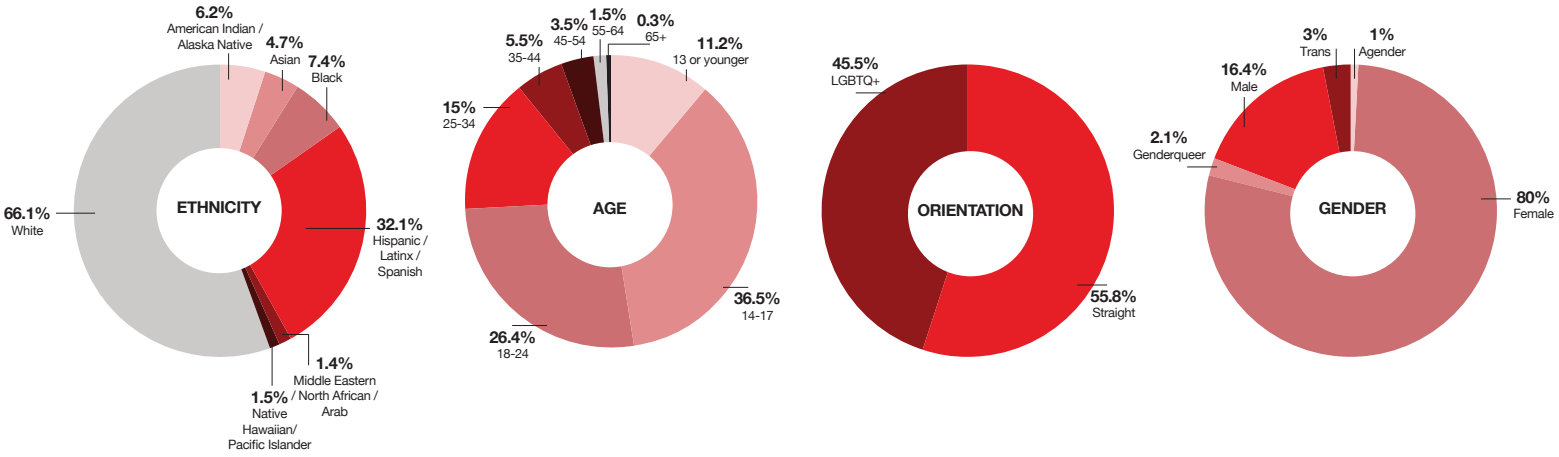
528
ACTIVE RESCUES

57%
FIRST-TIME ACCESSING CARE

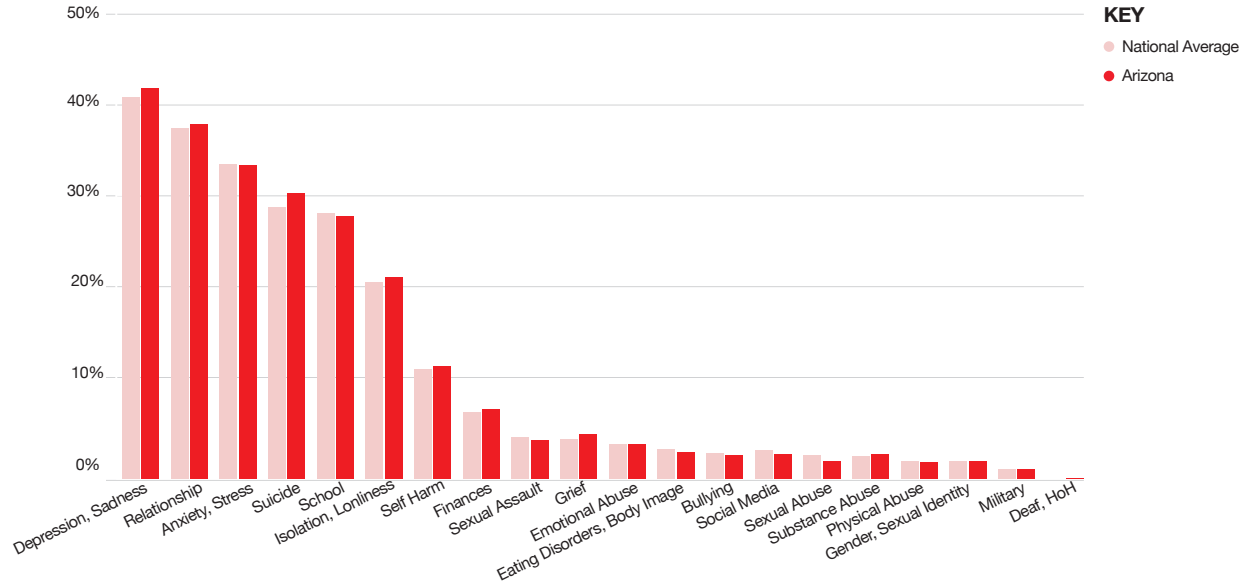
TEXTER FEEDBACK

Thank you so much I have found a way to cope and your kind words helped me and will help others in need of them.

DEMOGRAPHICS



ISSUES



Arkansas

AT A GLANCE

19.1K
TEXTERS IN CRISIS

36.4K
CONVOS ON OUR PLATFORM

396
SUICIDE DE-ESCALATIONS

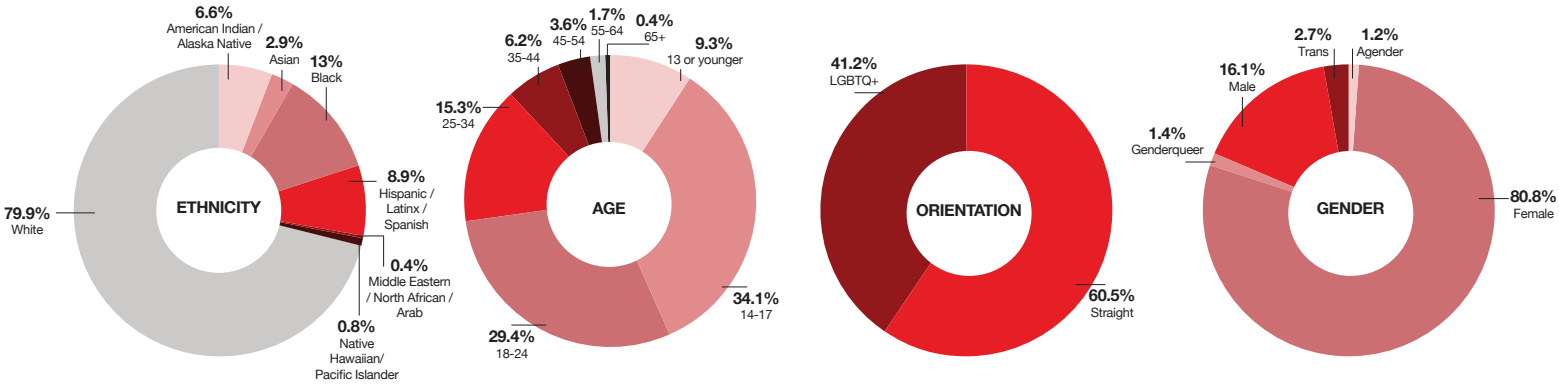
277
ACTIVE RESCUES

60%
FIRST-TIME ACCESSING CARE

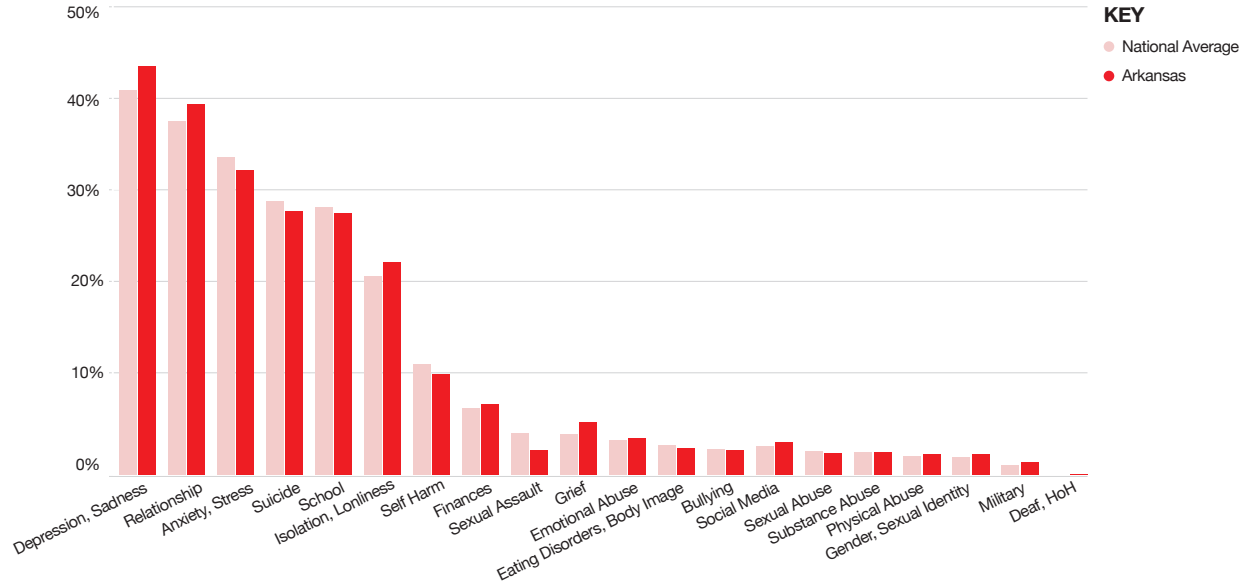
TEXTER FEEDBACK

It feels nice to have someone that'll listen to you, even when you feel like nobody is hearing you. It was lifting and soothing.

DEMOGRAPHICS



ISSUES



California

AT A GLANCE

190K
TEXTERS IN CRISIS

394K
CONVOS ON OUR PLATFORM

4K
SUICIDE DE-ESCALATIONS

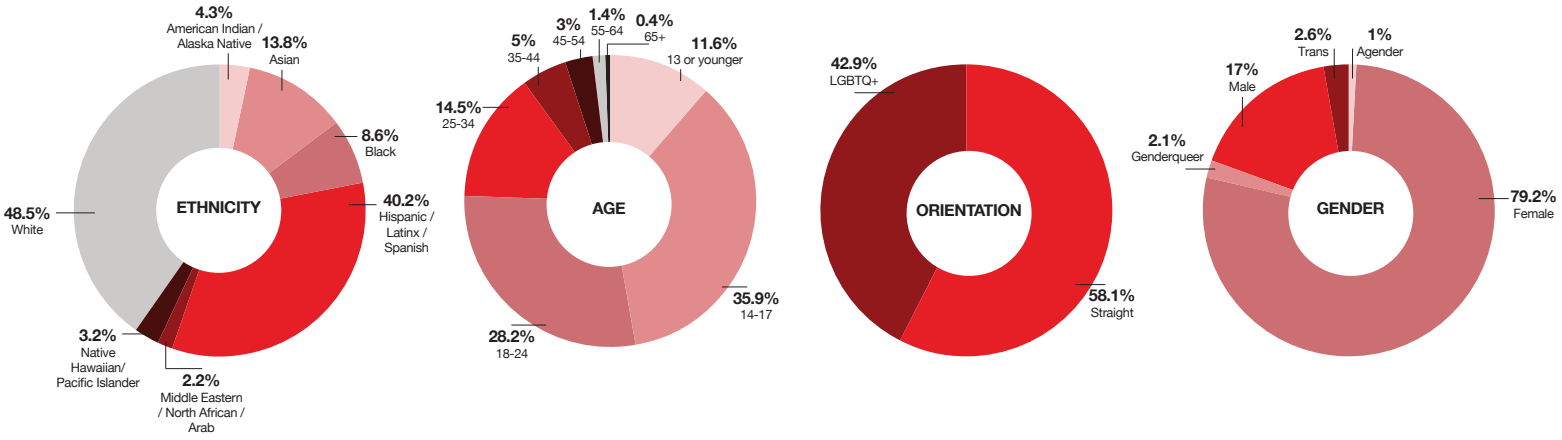
2.4K
ACTIVE RESCUES

57%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you for listening and hearing my voice. I love the help and resources. It is good to know that there is help and that I am not alone. Thank you.

DEMOGRAPHICS



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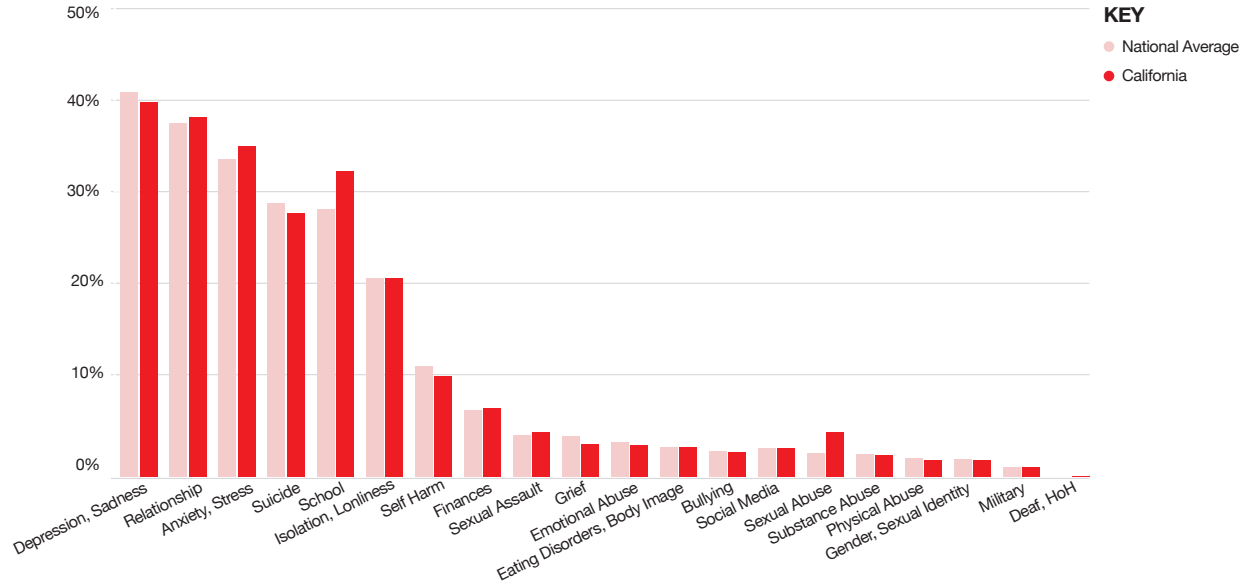


Colorado

AT A GLANCE

31.3K
TEXTERS IN CRISIS

78.9K
CONVOS ON OUR PLATFORM

895
SUICIDE DE-ESCALATIONS

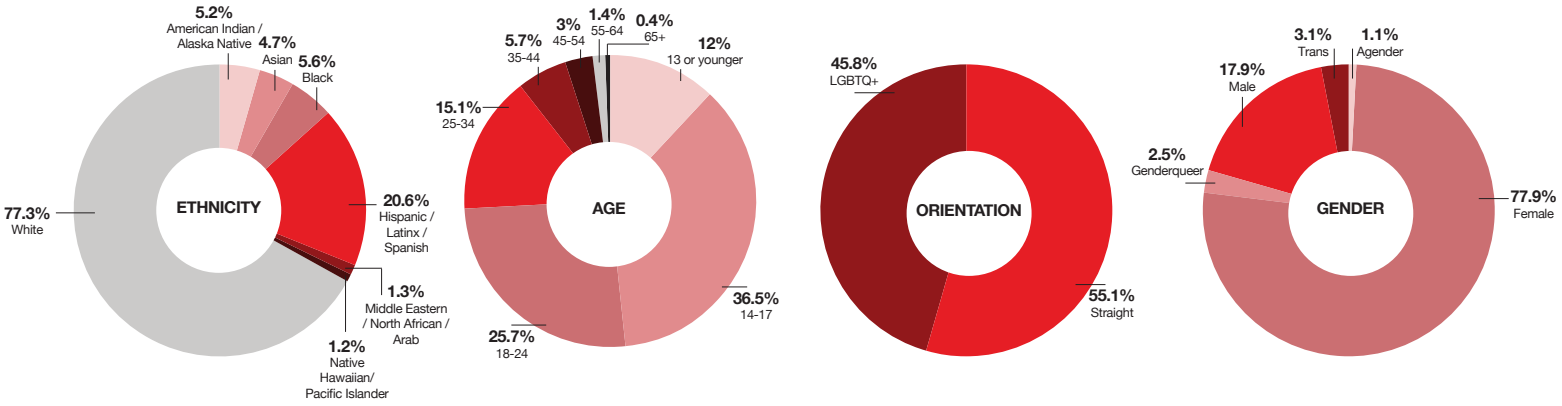
468
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I appreciate them being there to listen so late at night. It helped a lot to have someone to talk to.

DEMOGRAPHICS



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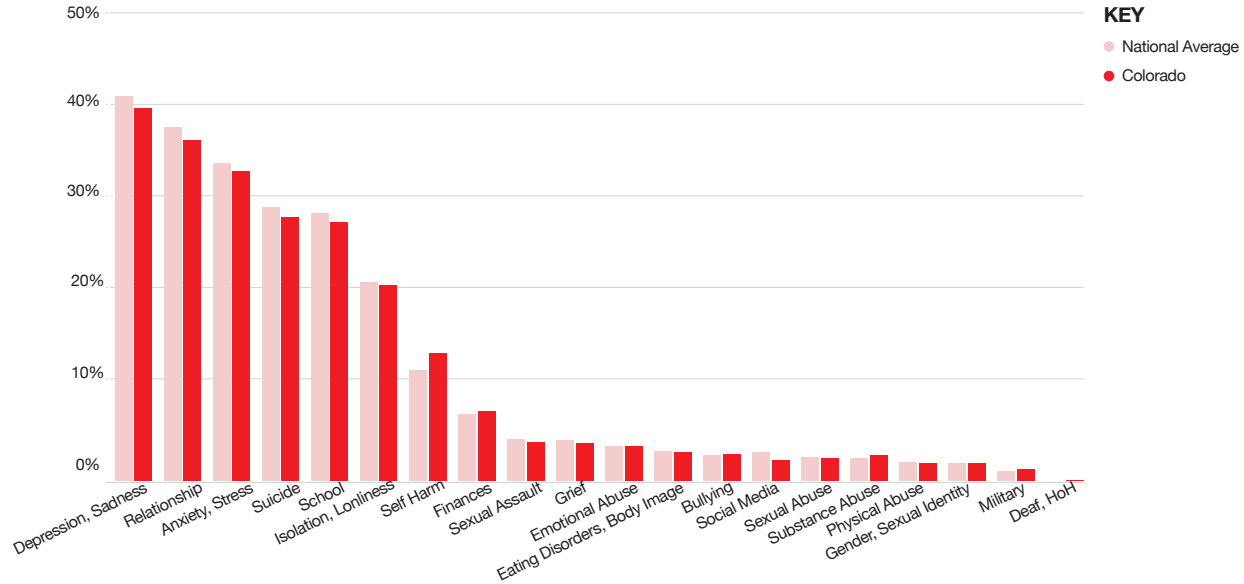


Connecticut

AT A GLANCE

17.7K
TEXTERS IN CRISIS

41.2K
CONVOS ON OUR PLATFORM

409
SUICIDE DE-ESCALATIONS

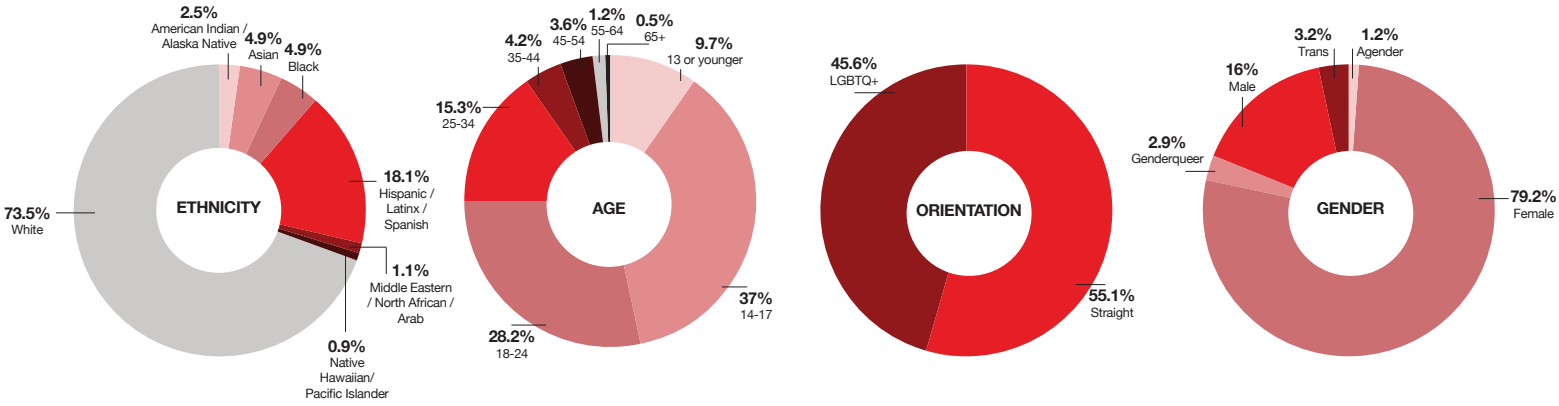
202
ACTIVE RESCUES

52%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I was going to do something stupid, I'm so glad I texted. Thank you.

DEMOGRAPHICS



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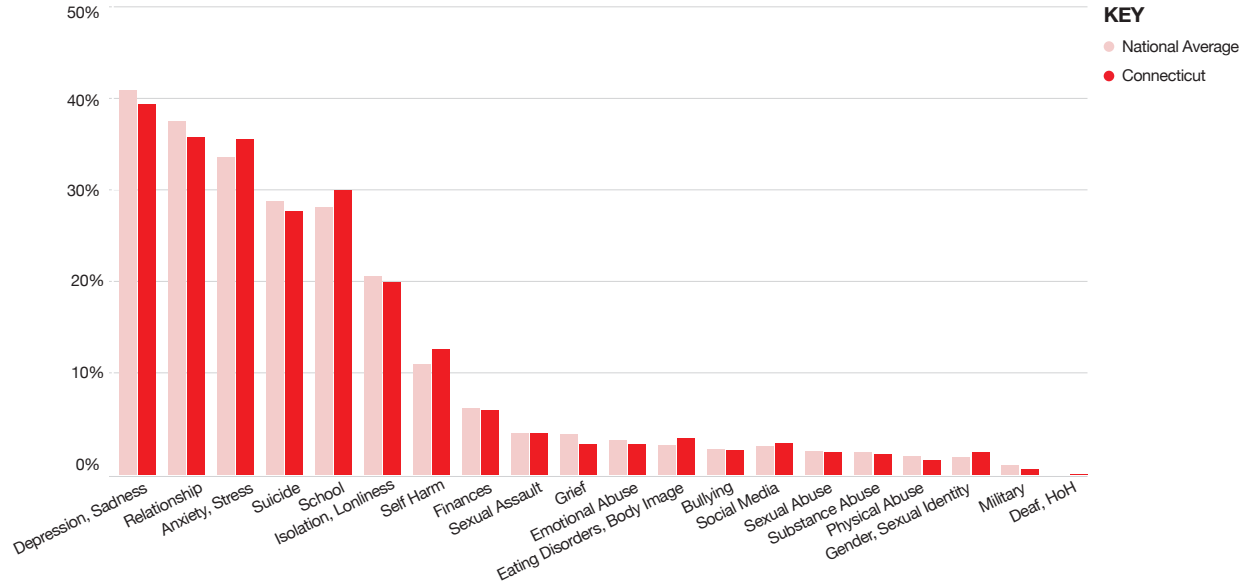


District of Columbia

AT A GLANCE

4.5K
TEXTERS IN CRISIS

8.5K
CONVOS ON OUR PLATFORM

93
SUICIDE DE-ESCALATIONS

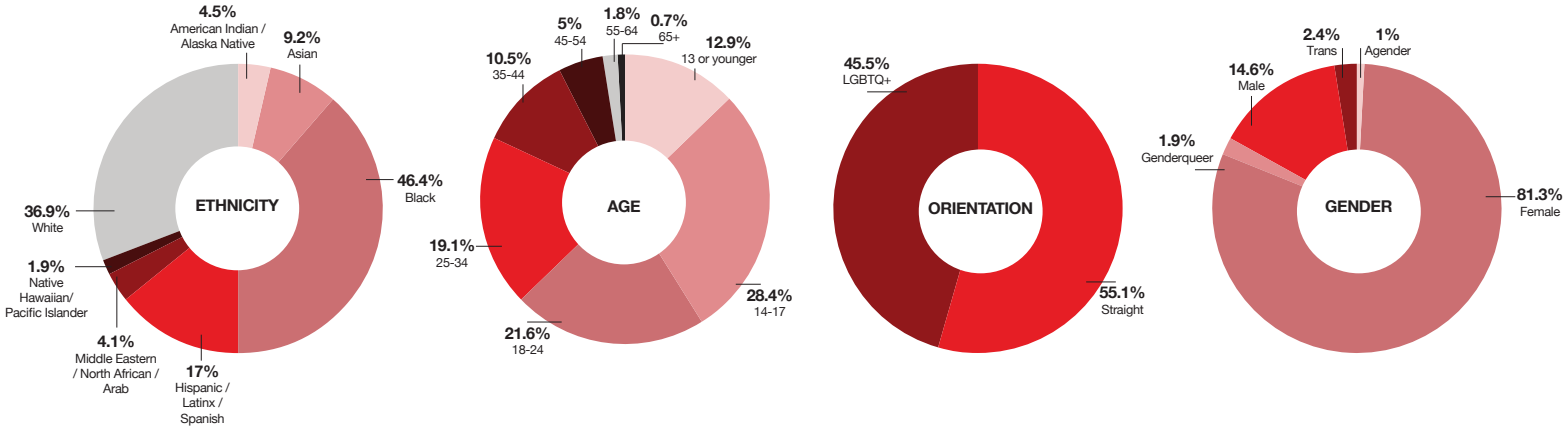
69
ACTIVE RESCUES

55%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Best of luck to you. Hope things are well in your part of the world.

DEMOGRAPHICS



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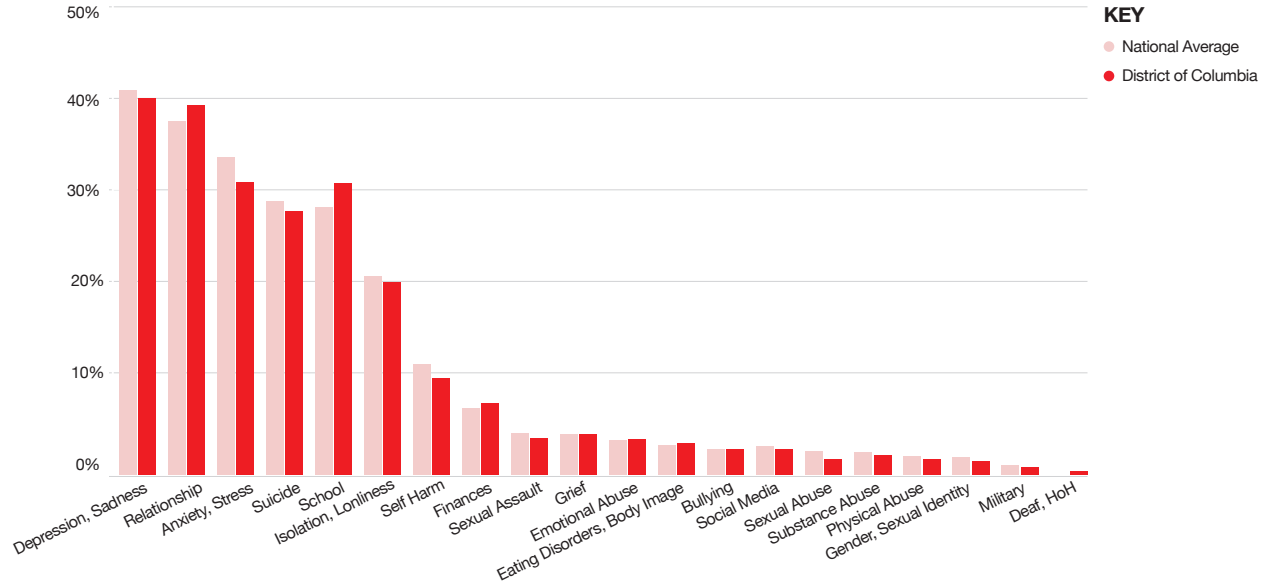


Delaware

AT A GLANCE

5,551
TEXTERS IN CRISIS

11.5K
CONVOS ON OUR PLATFORM

109
SUICIDE DE-ESCALATIONS

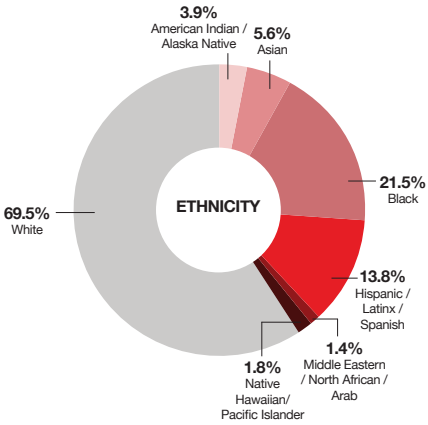
67
ACTIVE RESCUES

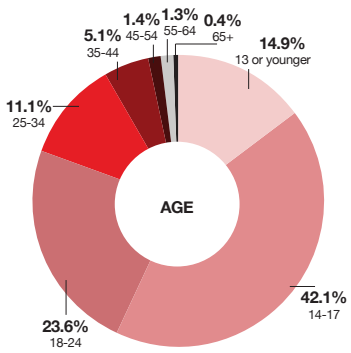
55%
FIRST-TIME ACCESSING CARE

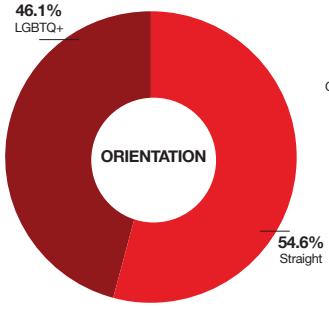
TEXTER FEEDBACK

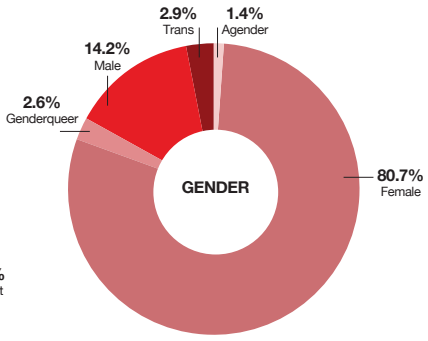
I hope you get enough credit as you deserve. My mindset isn't the best right now & you gave me new ways to cope with the stress, so I am very thankful.

DEMOGRAPHICS









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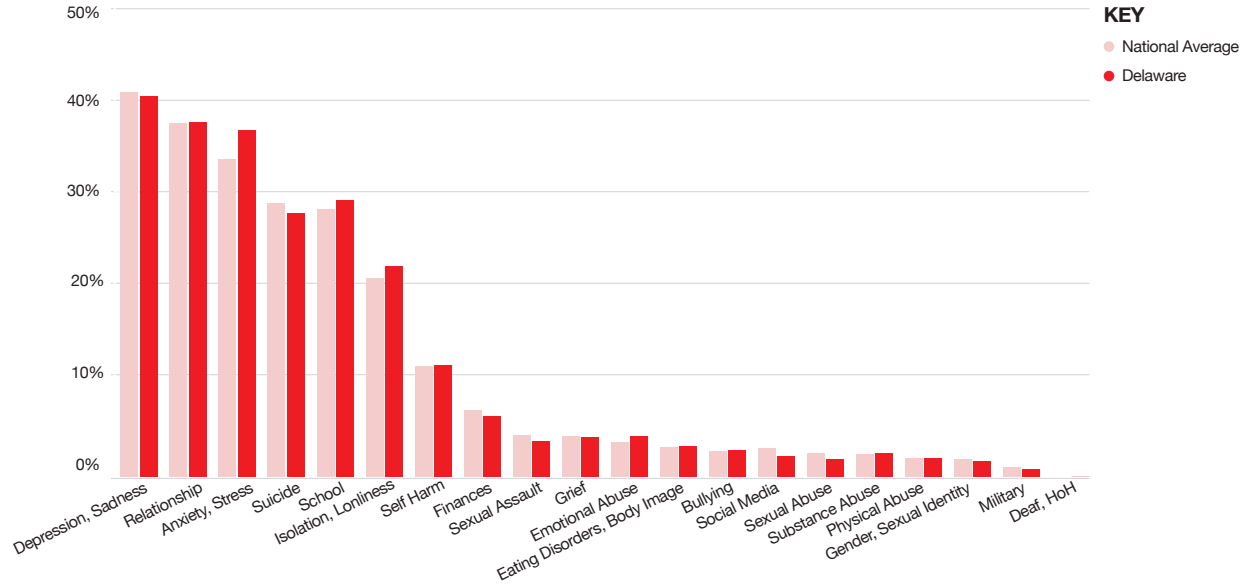


Florida

AT A GLANCE

90.5K
TEXTERS IN CRISIS

174K
CONVOS ON OUR PLATFORM

1,679
SUICIDE DE-ESCALATIONS

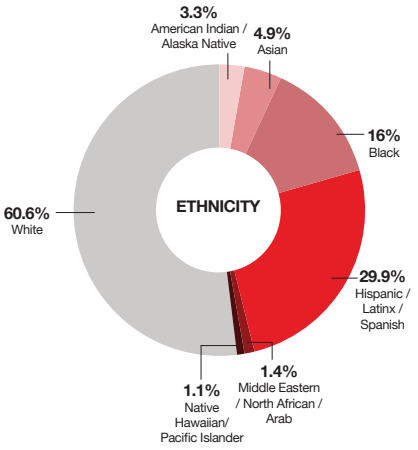
982
ACTIVE RESCUES

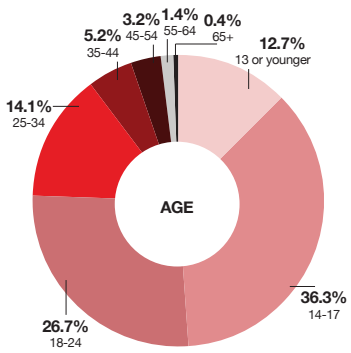
58%
FIRST-TIME ACCESSING CARE

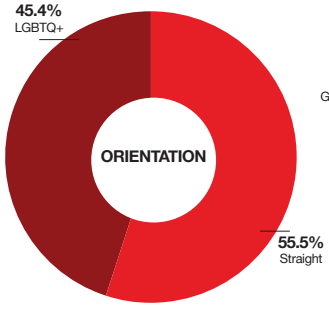
TEXTER FEEDBACK

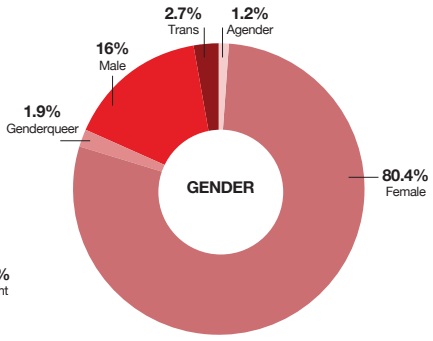
I had a good conversation with my crisis counselor, he didn't only pay attention to one thing, but everything I mentioned. He gave me alternatives, and a really great website too. I'll surely be texting in if I'm in crisis again, I'm so glad this text line is here.

DEMOGRAPHICS









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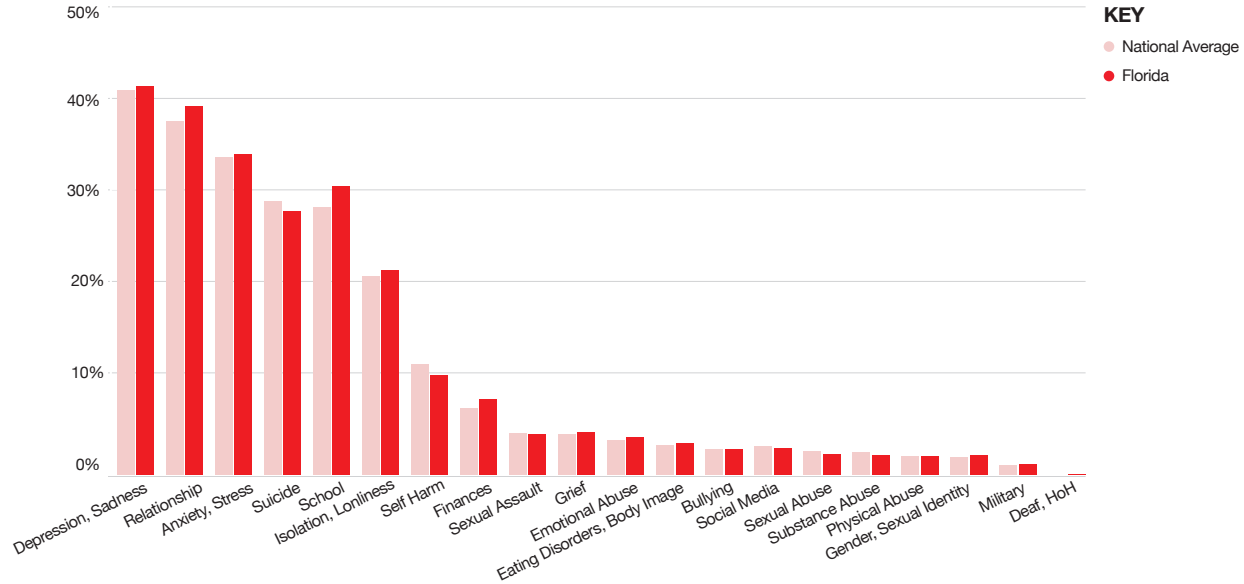


Georgia

AT A GLANCE

58.5K
TEXTERS IN CRISIS

110K
CONVOS ON OUR PLATFORM

1,290
SUICIDE DE-ESCALATIONS

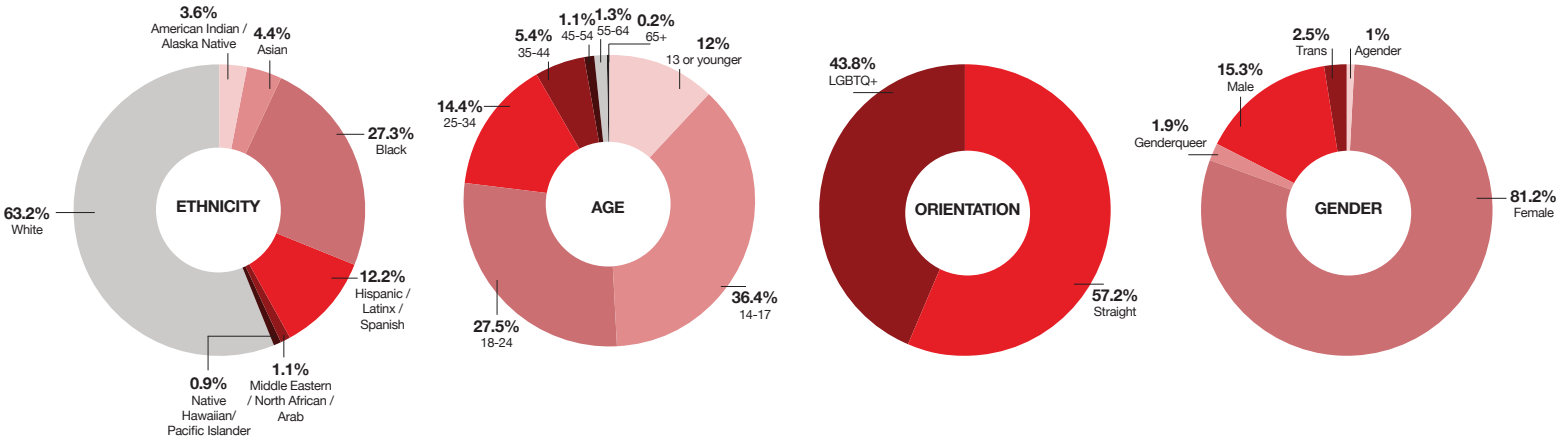
780
ACTIVE RESCUES

58%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thanks for the tools to help manage my anxiety.

DEMOGRAPHICS



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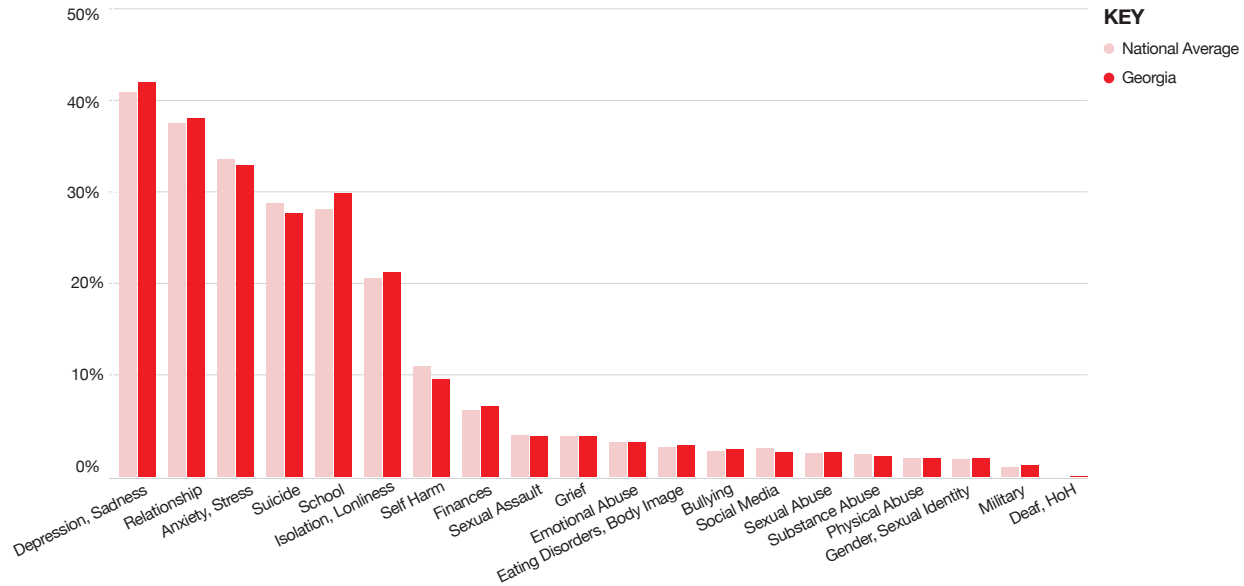


Hawaii

AT A GLANCE

7,384
TEXTERS IN CRISIS

15.4K
CONVOS ON OUR PLATFORM

196
SUICIDE DE-ESCALATIONS

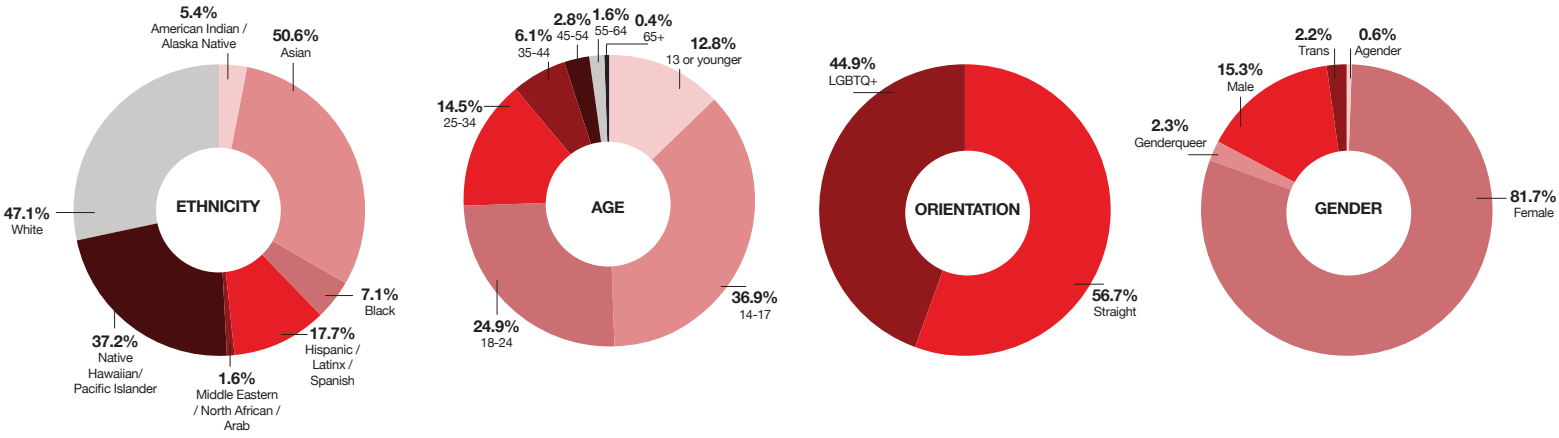
98
ACTIVE RESCUES

58%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I really want to thank you so much for listening and helping me. I feel a lot better and a little more grounded(? I think that's the right word). Even though this was a shortish conversation, it helped a LOT. I know I said this already, but your support and care for people is a beautiful thing that I really admire.

DEMOGRAPHICS



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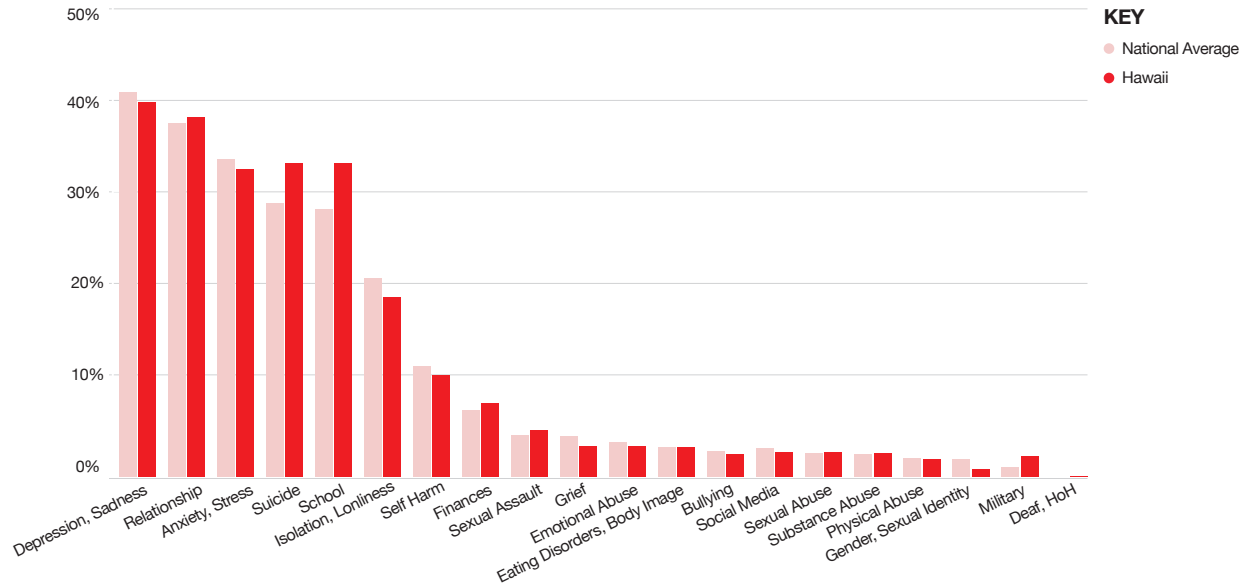


Idaho

AT A GLANCE

9950
TEXTERS IN CRISIS

20.8K
CONVOS ON OUR PLATFORM

532
SUICIDE DE-ESCALATIONS

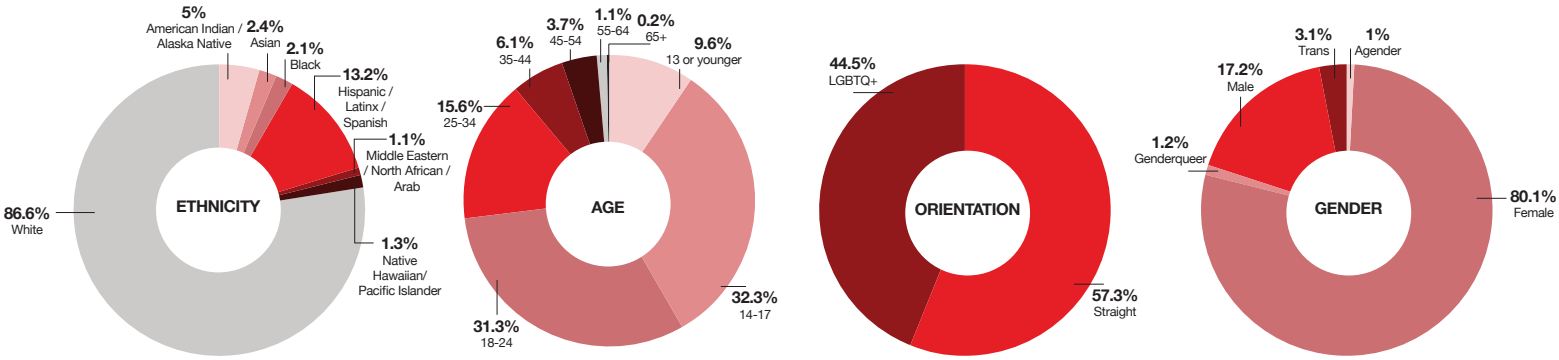
155
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thanks you have given courage to tell my mom this stuff.

DEMOGRAPHICS



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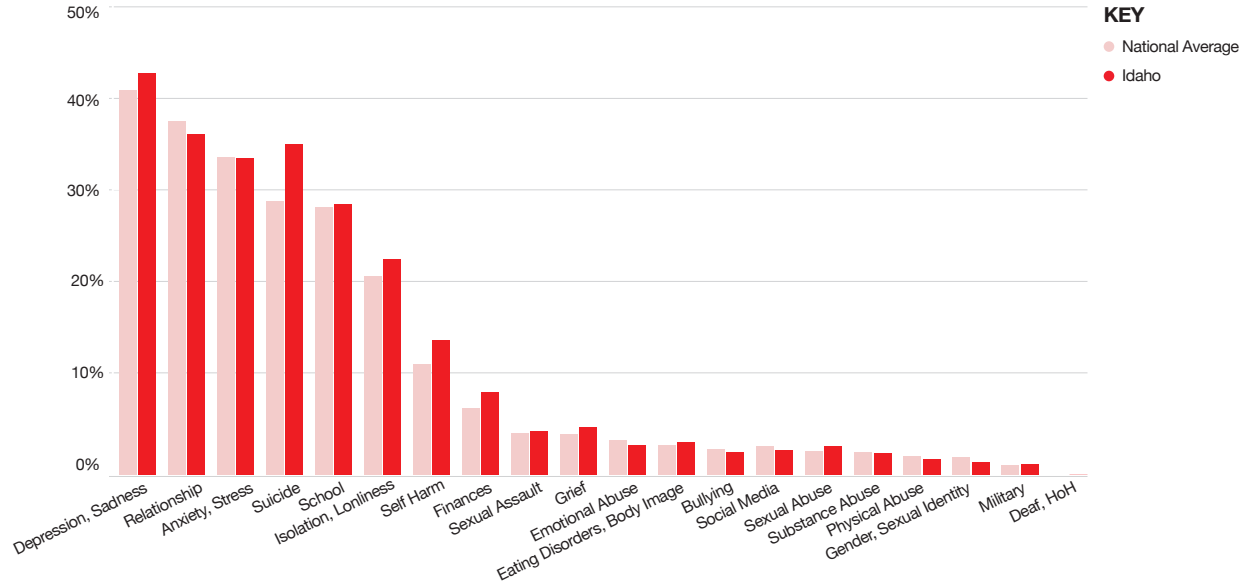


Illinois

AT A GLANCE

76.4K
TEXTERS IN CRISIS

163K
CONVOS ON OUR PLATFORM

1,790
SUICIDE DE-ESCALATIONS

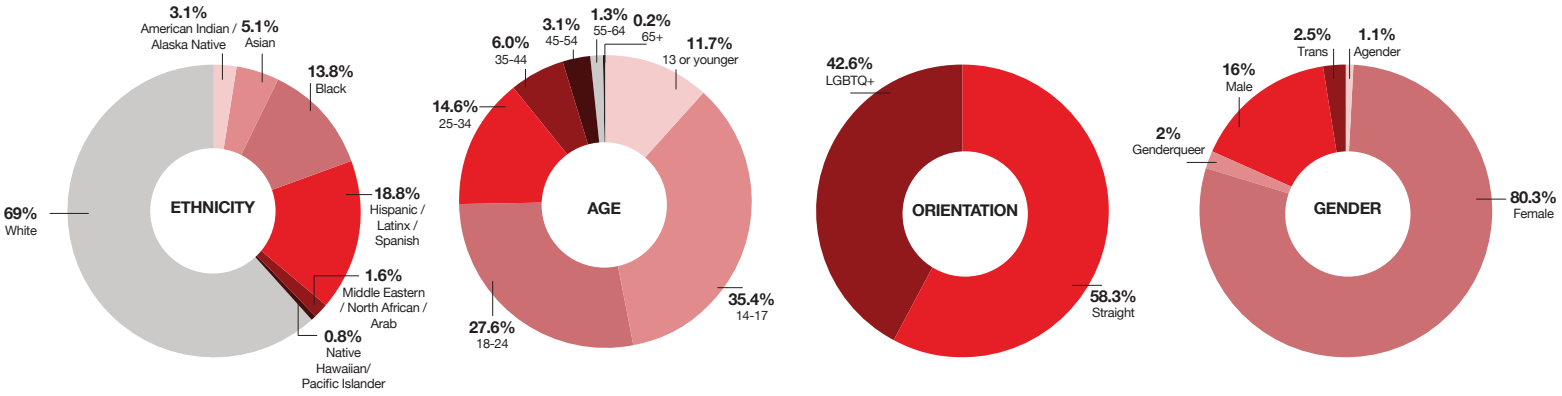
1,090
ACTIVE RESCUES

55%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I had tears while speaking to you, and while typing this. I hope you see how much your words truly helped me tonight. You all are so wonderful, I know that if someone was feeling worse than me, that they have great and wonderful people to turn to. You change people's lives.

DEMOGRAPHICS



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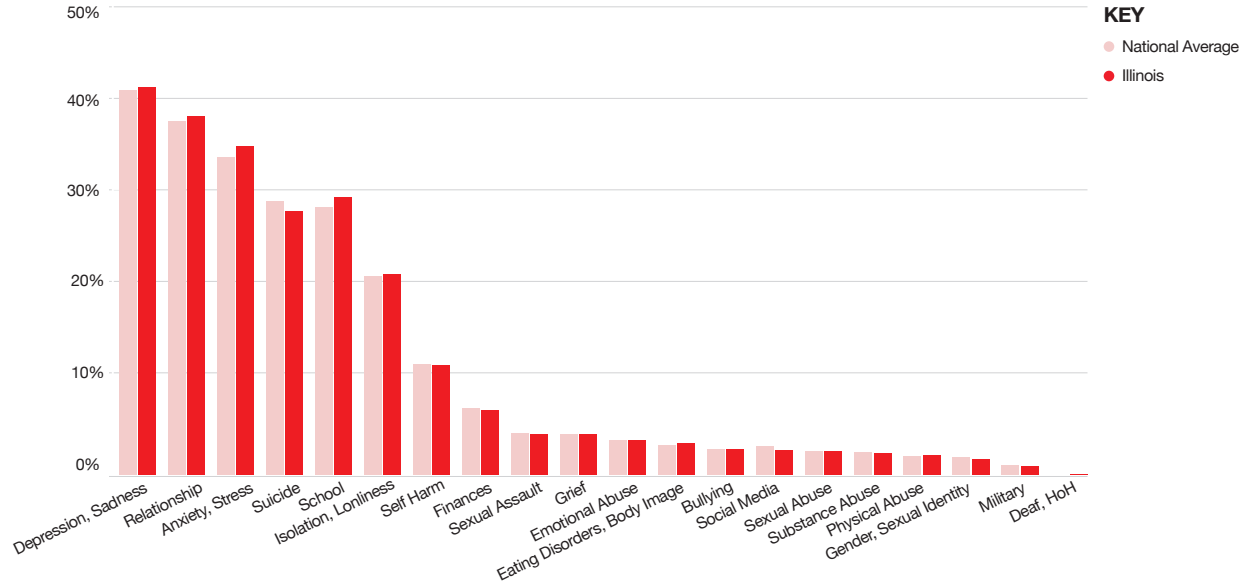


Indiana

AT A GLANCE

41.9K
TEXTERS IN CRISIS

83.3K
CONVOS ON OUR PLATFORM

1,199
SUICIDE DE-ESCALATIONS

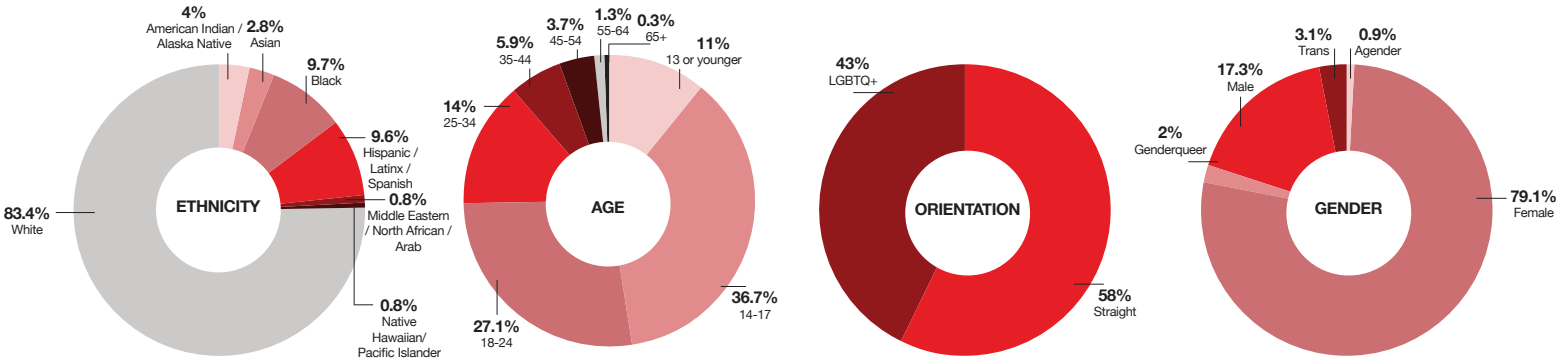
647
ACTIVE RESCUES

56%
FIRST-TIME ACCESSING CARE

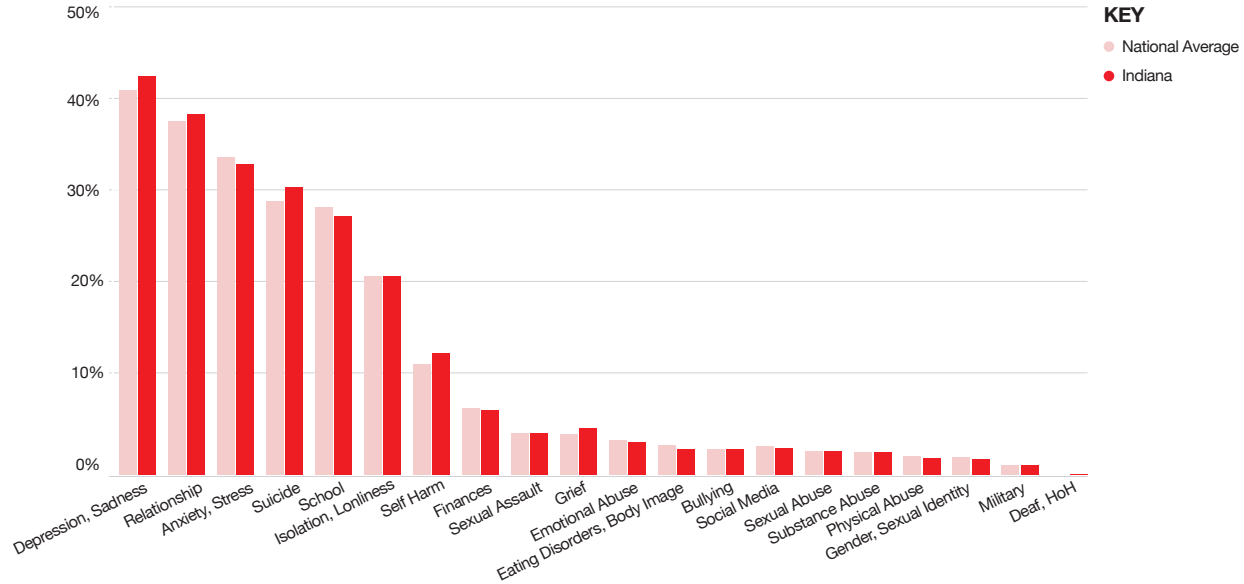
TEXTER FEEDBACK

Thanks for talking to me today. You said I deserve support and I know I have people who want to do that for me, like yourself even, but I don't feel like I deserve any of it. You were full of affirmation and kindness. Thank you for listening to me.

DEMOGRAPHICS



ISSUES



Iowa

AT A GLANCE

16.9K
TEXTERS IN CRISIS

37K
CONVOS ON OUR PLATFORM

621
SUICIDE DE-ESCALATIONS

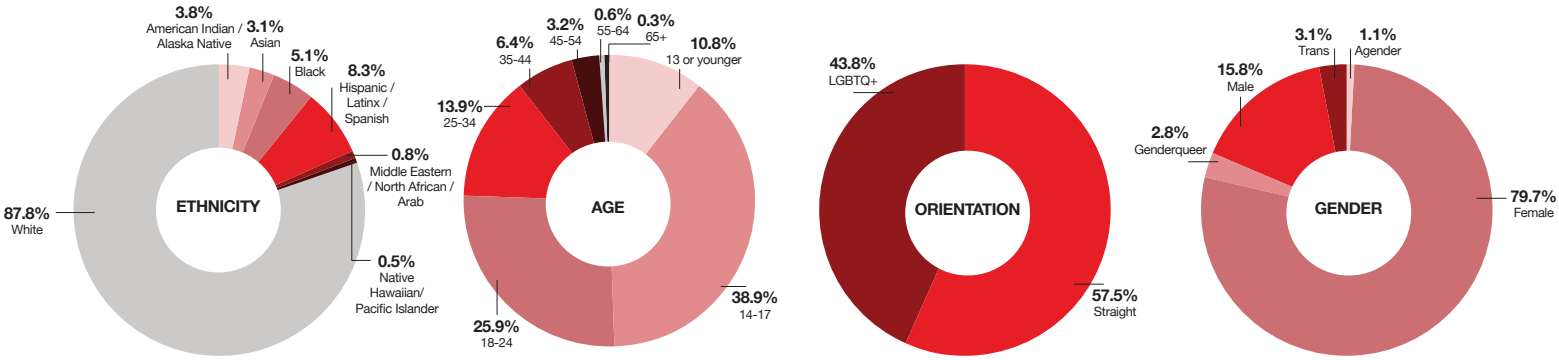
324
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

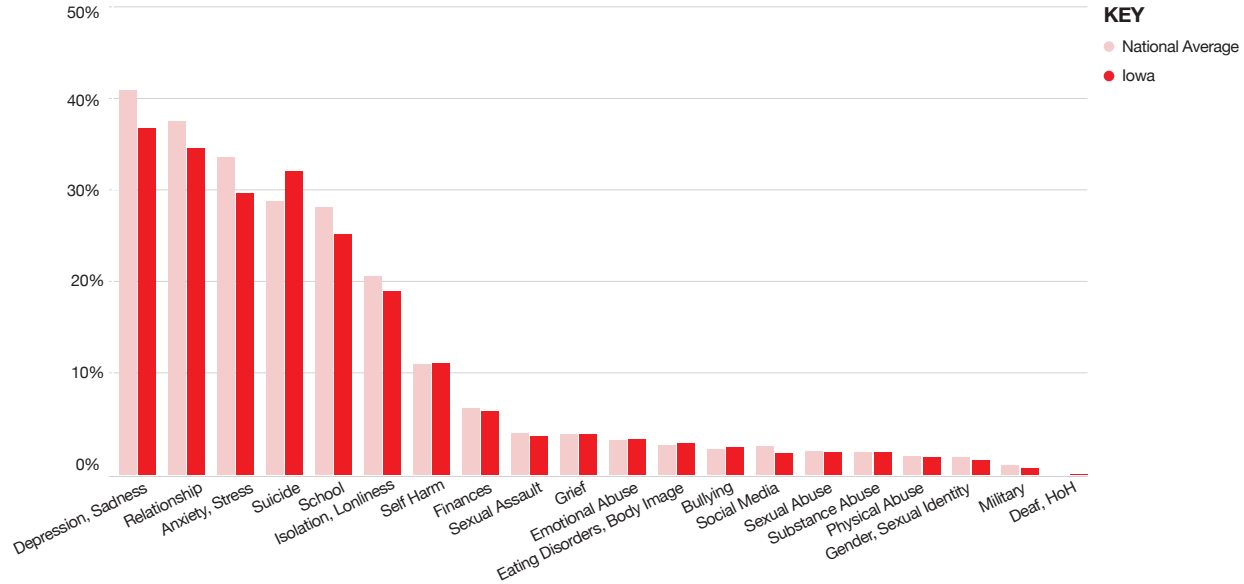
TEXTER FEEDBACK

Thank you so much for helping me tonight. It felt nice to have someone that actually listens to me.

DEMOGRAPHICS



ISSUES



Kansas

AT A GLANCE

17.9K
TEXTERS IN CRISIS

37K
CONVOS ON OUR PLATFORM

580
SUICIDE DE-ESCALATIONS

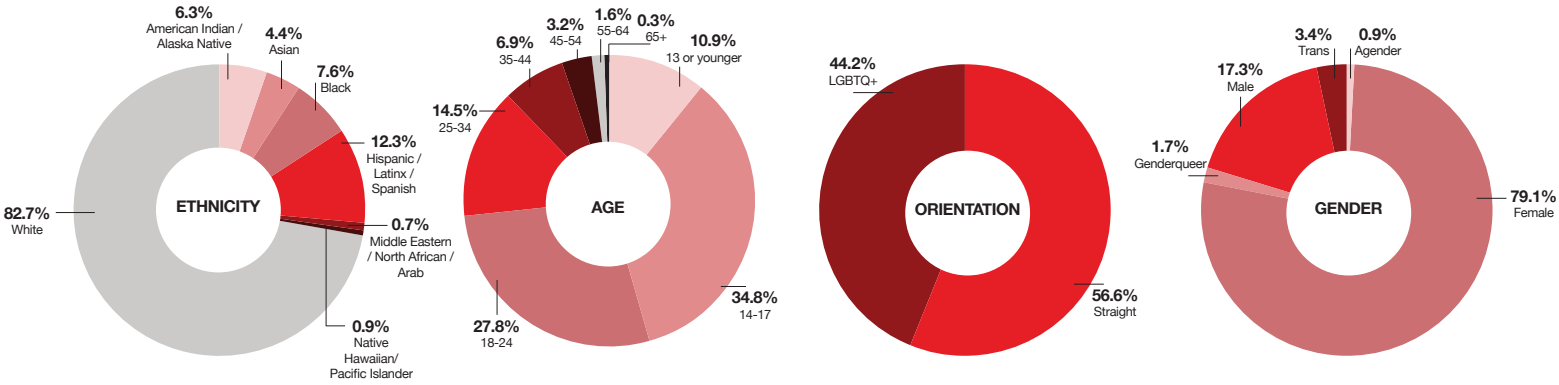
366
ACTIVE RESCUES

56%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I was feeling very alone and the conversation really made me feel better. They let me talk and they listened and cared.

DEMOGRAPHICS



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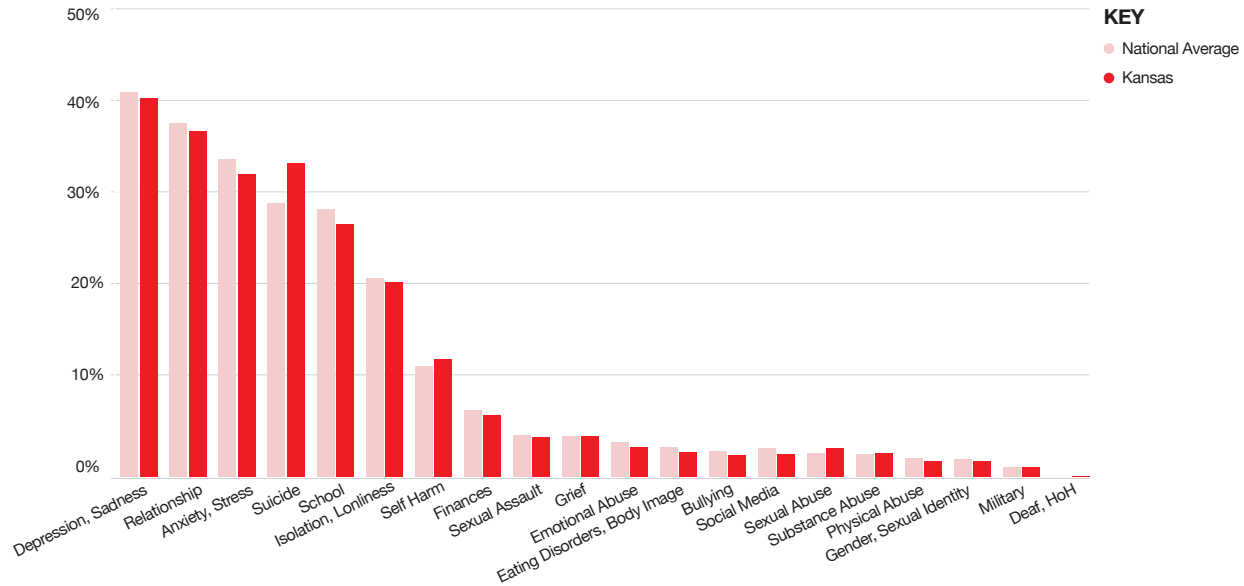


Kentucky

AT A GLANCE

27.7K
TEXTERS IN CRISIS

56.1K
CONVOS ON OUR PLATFORM

649
SUICIDE DE-ESCALATIONS

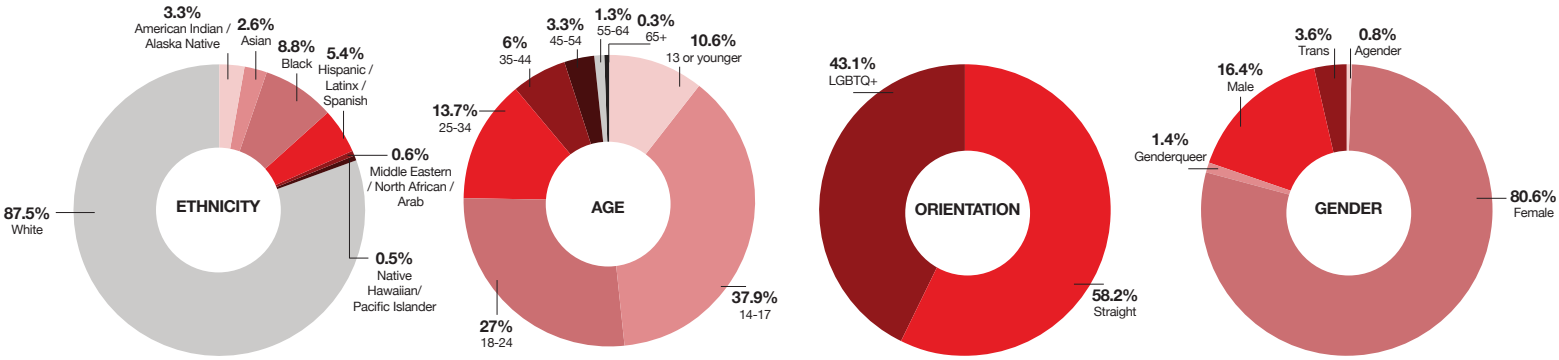
522
ACTIVE RESCUES

57%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

It takes a very special person to listen and help others all day. You not only helped me find the real source of my issue but you even went to the extent of finding a resource to help me make stay accountable and consistent.

DEMOGRAPHICS



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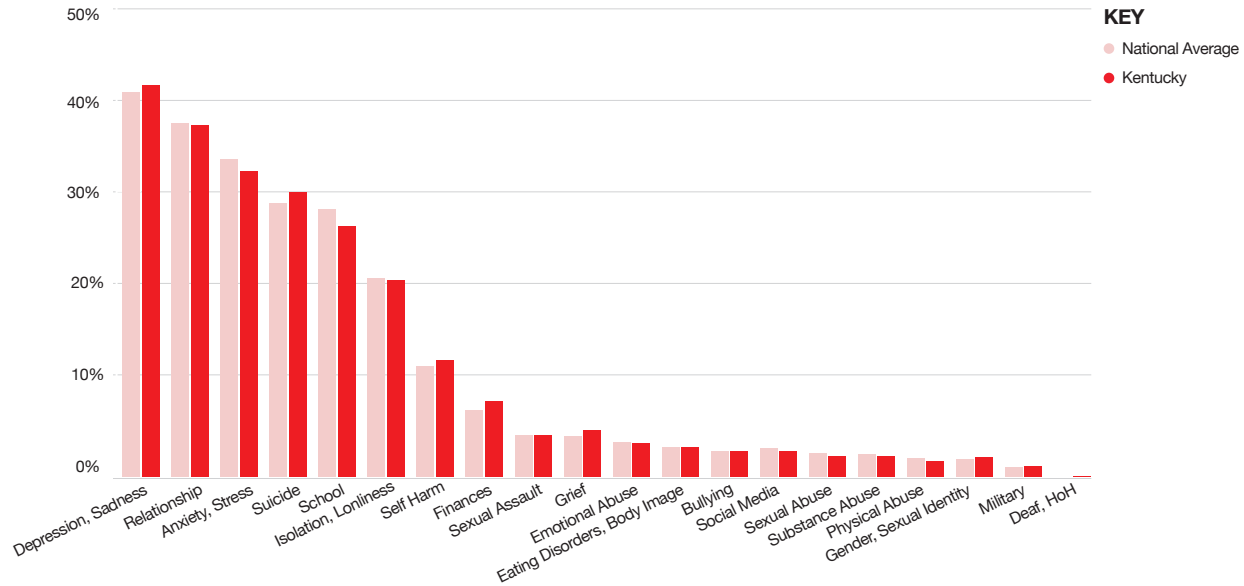


Louisiana

AT A GLANCE

22.2K
TEXTERS IN CRISIS

40.9K
CONVOS ON OUR PLATFORM

465
SUICIDE DE-ESCALATIONS

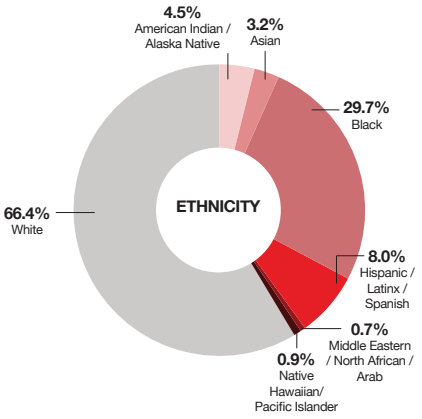
240
ACTIVE RESCUES

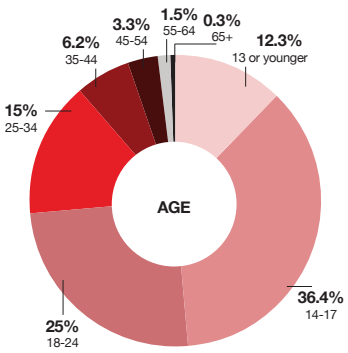
60%
FIRST-TIME ACCESSING CARE

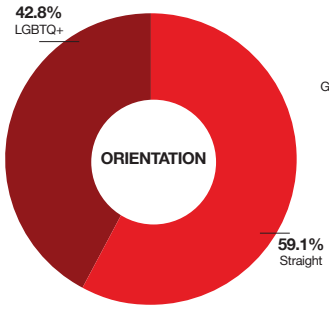
TEXTER FEEDBACK

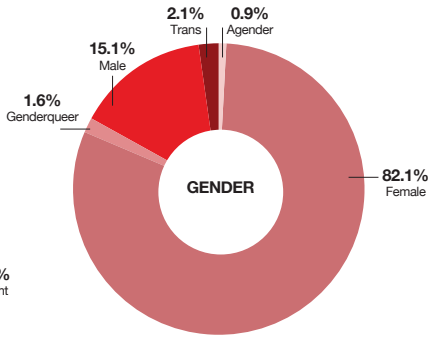
I really just needed someone to listen. I was having a rough day and I was terrified of what I saw. The calm way that you spoke to me and listened to what I had to say made me feel so much better.

DEMOGRAPHICS









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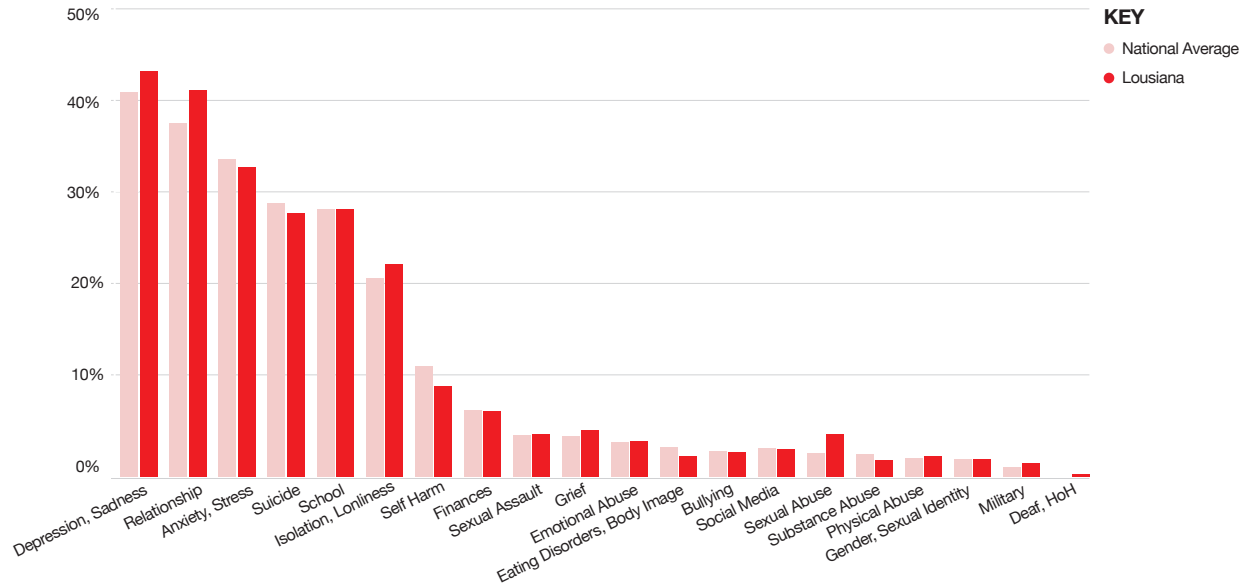


Maine

AT A GLANCE

7.4K
TEXTERS IN CRISIS

16.6K
CONVOS ON OUR PLATFORM

213
SUICIDE DE-ESCALATIONS

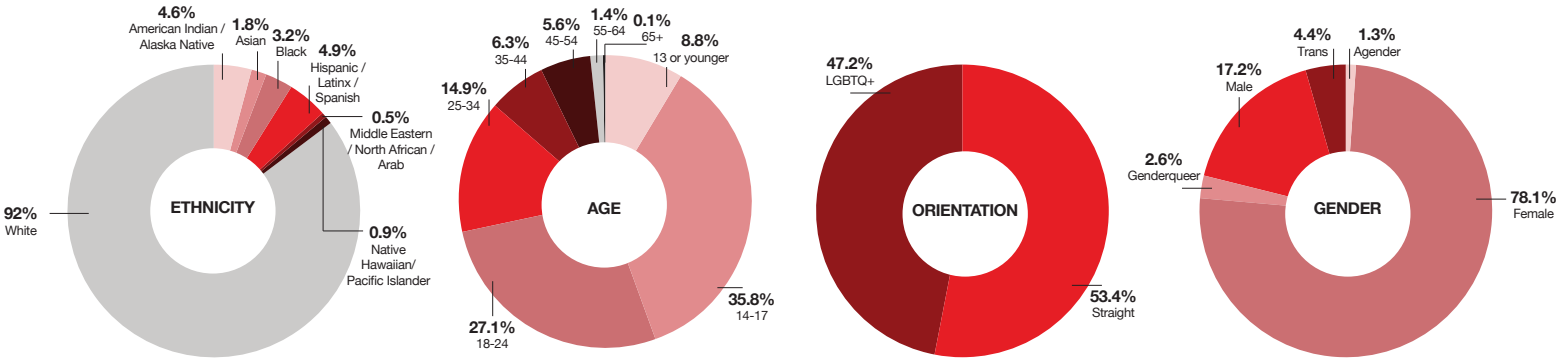
127
ACTIVE RESCUES

56%
FIRST-TIME ACCESSING CARE

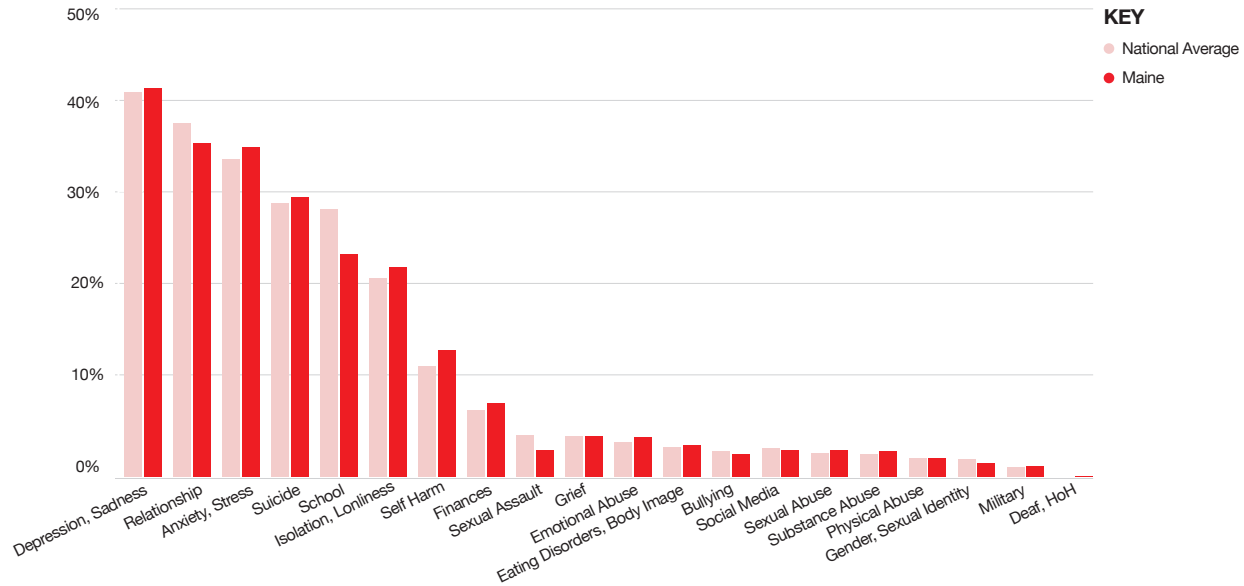
TEXTER FEEDBACK

Thank you. I've been having a constant panic attack for a week, but I'm about to go to bed yawning for the first time in a while. The tension is lifted a bit and I can just let tears go without sobbing. Thank you for letting me talk it out.

DEMOGRAPHICS



ISSUES



Maryland

AT A GLANCE

33.5K
TEXTERS IN CRISIS

70.8K
CONVOS ON OUR PLATFORM

942
SUICIDE DE-ESCALATIONS

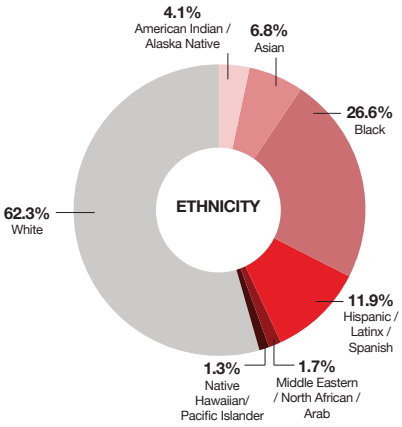
425
ACTIVE RESCUES

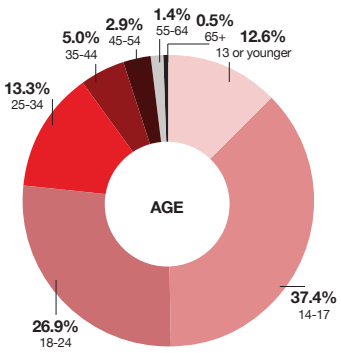
55%
FIRST-TIME ACCESSING CARE

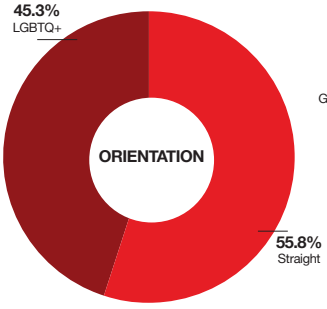
TEXTER FEEDBACK

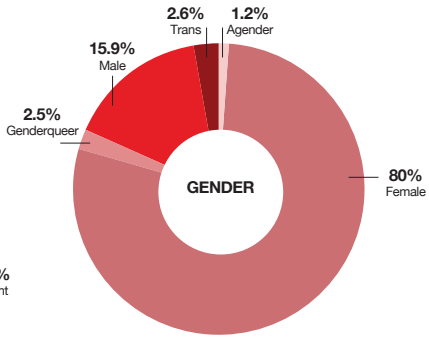
Just being able to talk/vent to someone was great. But what was the best was giving me actual strategies to help me calm down. At one point I actually laughed out loud and that was the best. It truly made me feel better.

DEMOGRAPHICS









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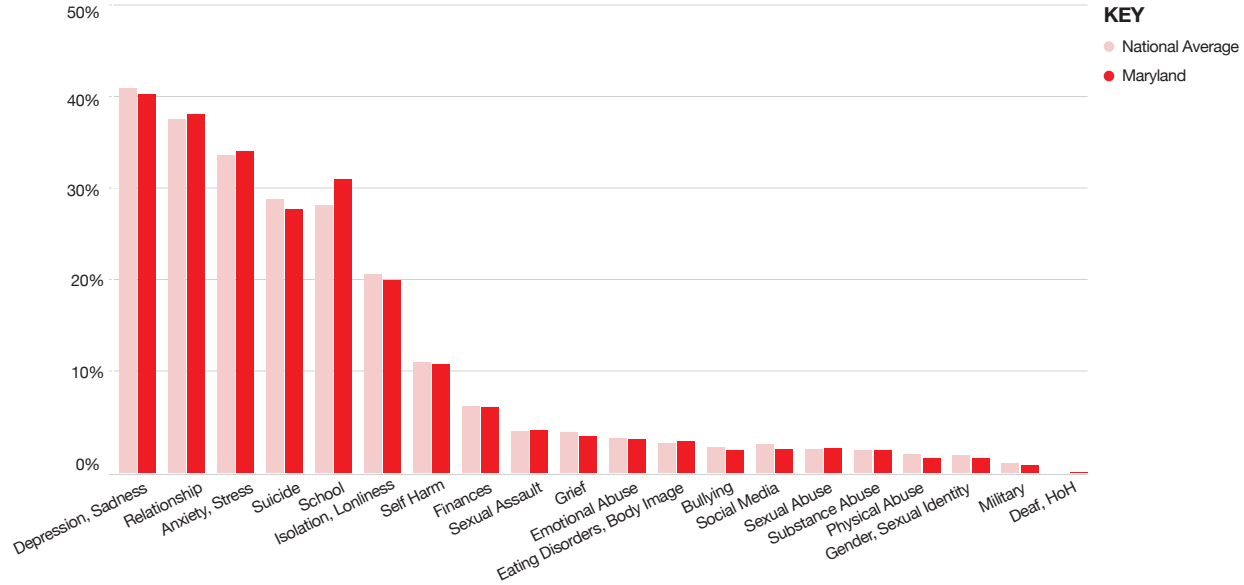


Massachusetts

AT A GLANCE

34.1K
TEXTERS IN CRISIS

80.2K
CONVOS ON OUR PLATFORM

824
SUICIDE DE-ESCALATIONS

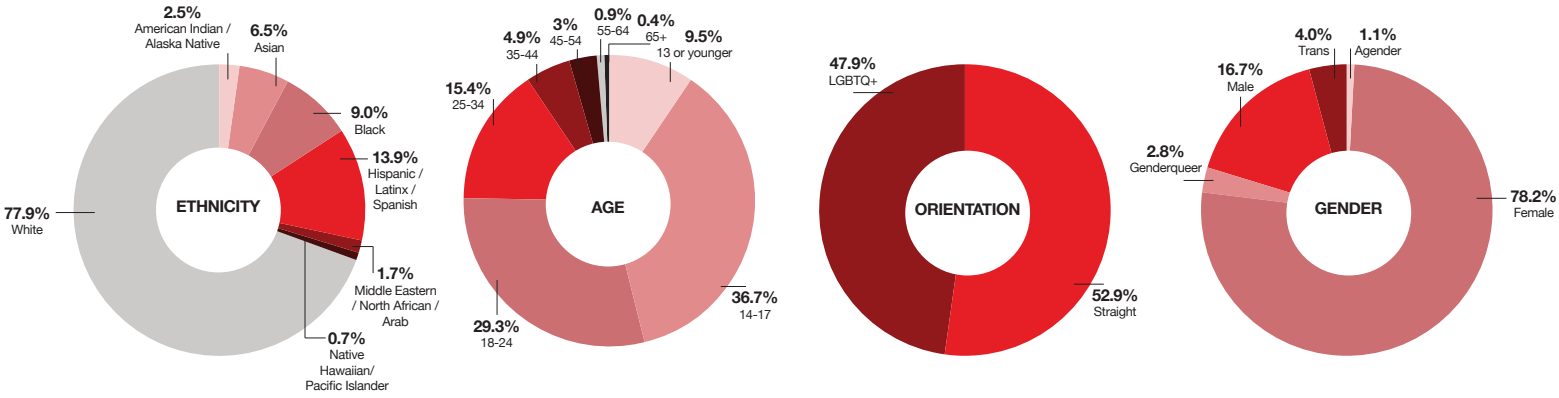
500
ACTIVE RESCUES

52%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I had all but given up. The strength I needed to keep going, I found from simply texting a listening, and obviously caring ear. I honestly feel like 50 lbs was lifted off my shoulders. Thank you.

DEMOGRAPHICS



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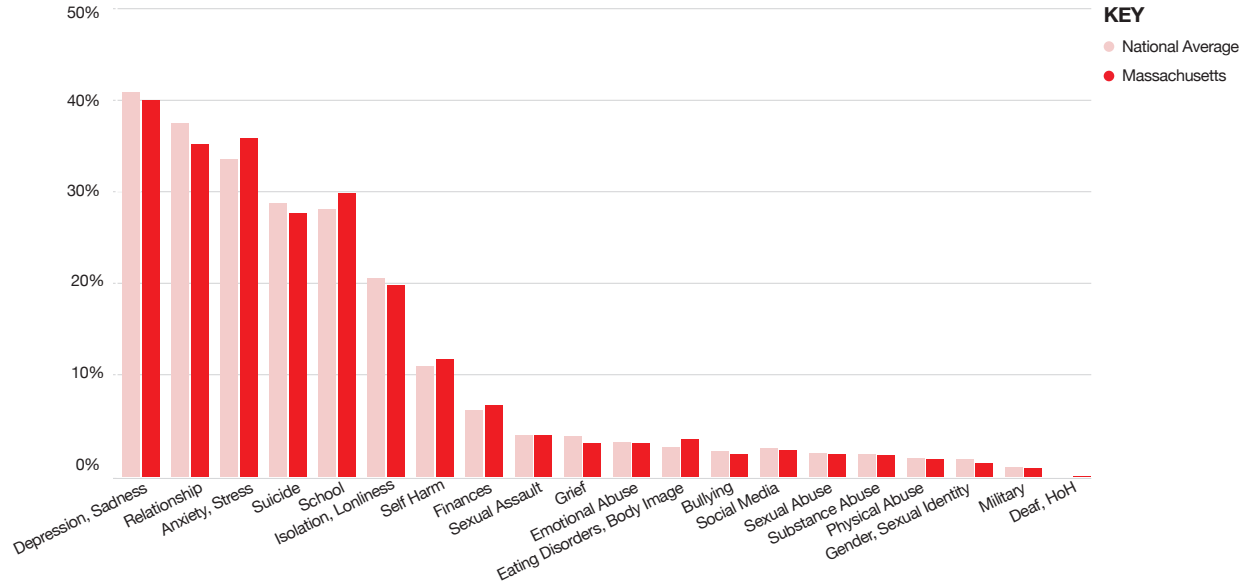


Michigan

AT A GLANCE

61.5K
TEXTERS IN CRISIS

133K
CONVOS ON OUR PLATFORM

1,856
SUICIDE DE-ESCALATIONS

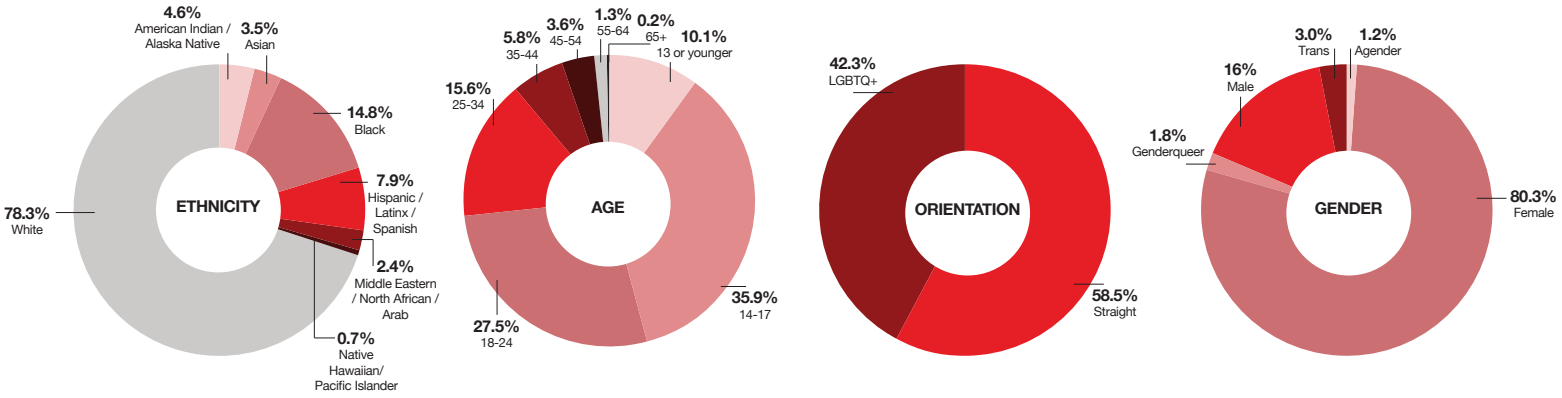
1,022
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thanks a lot for texting with me. Once I started trying to write it out I realized I knew more than I thought I did. Thanks.

DEMOGRAPHICS



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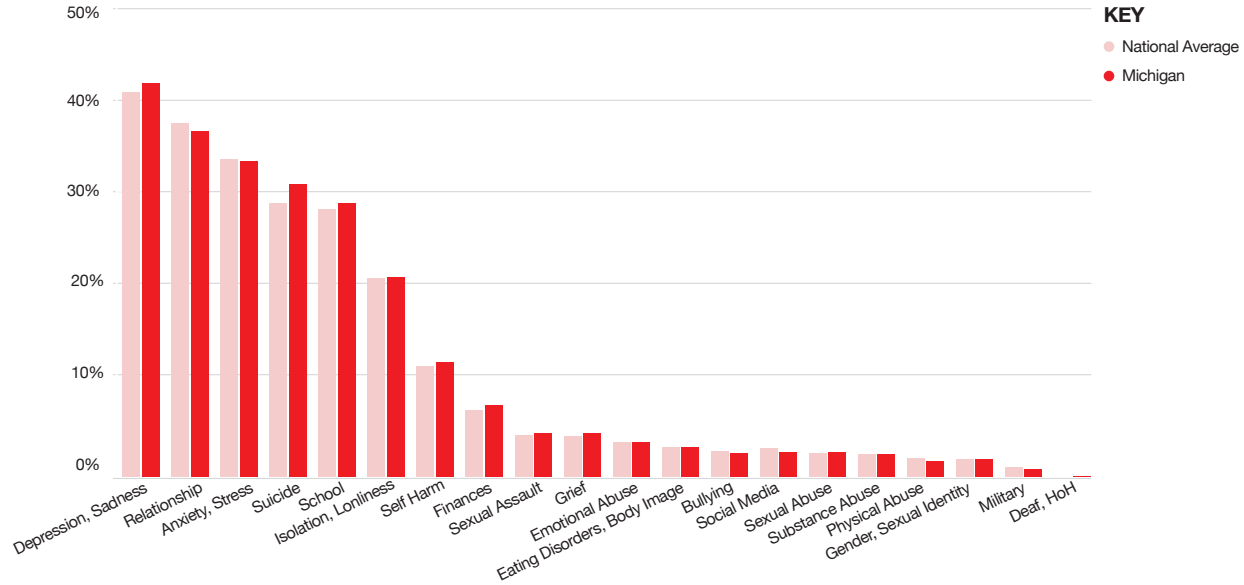


Minnesota

AT A GLANCE

33.5K
TEXTERS IN CRISIS

74.6K
CONVOS ON OUR PLATFORM

1,095
SUICIDE DE-ESCALATIONS

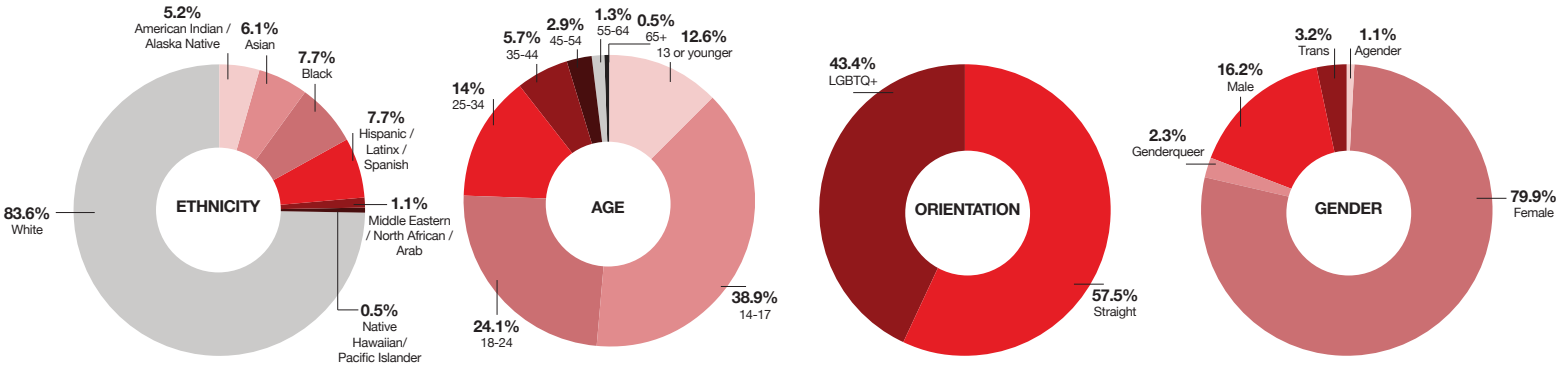
674
ACTIVE RESCUES

53%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you. You helped get me threw one of my tough days, and realize that there are things that I should stay for, like my kids. Thank you for volunteering, and helping us people who struggle with everyday demons.

DEMOGRAPHICS



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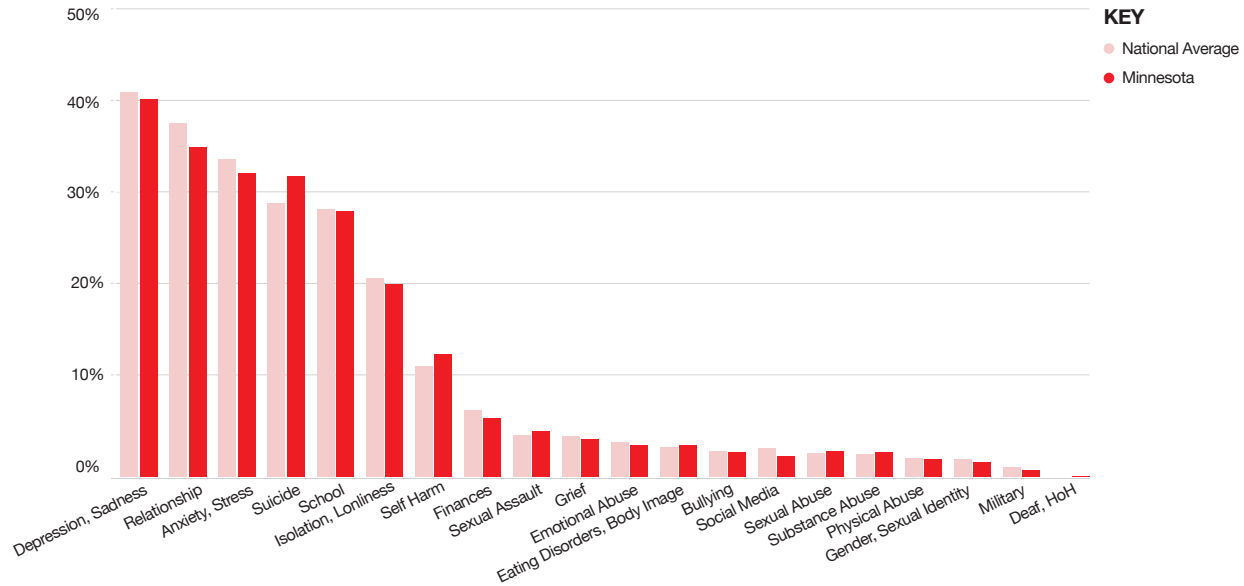


Mississippi

AT A GLANCE

17.1K
TEXTERS IN CRISIS

30.9K
CONVOS ON OUR PLATFORM

326
SUICIDE DE-ESCALATIONS

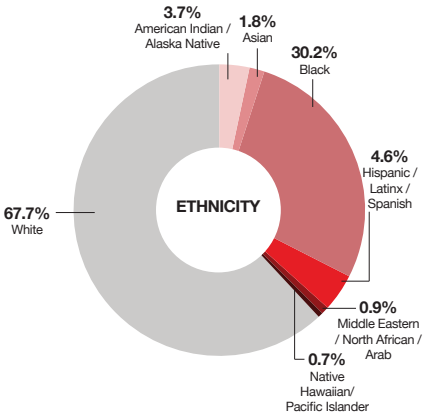
193
ACTIVE RESCUES

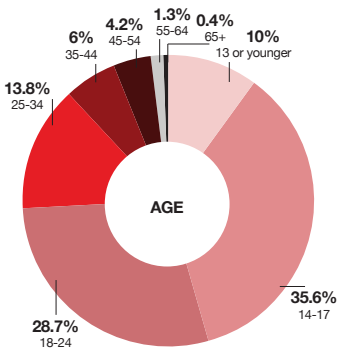
58%
FIRST-TIME ACCESSING CARE

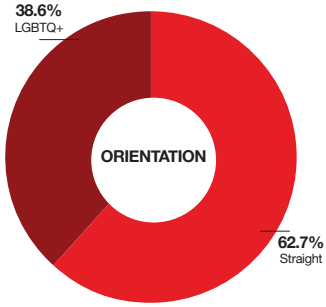
TEXTER FEEDBACK

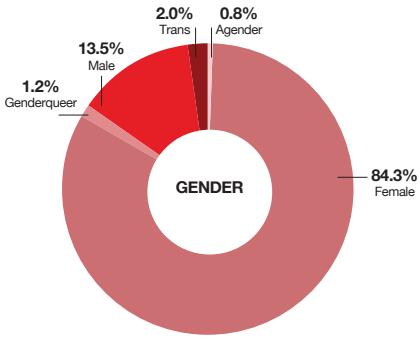
Thank you for listening. It means the world when a complete stranger cares more than my own family. Nothing was solved yet but I feel better.

DEMOGRAPHICS









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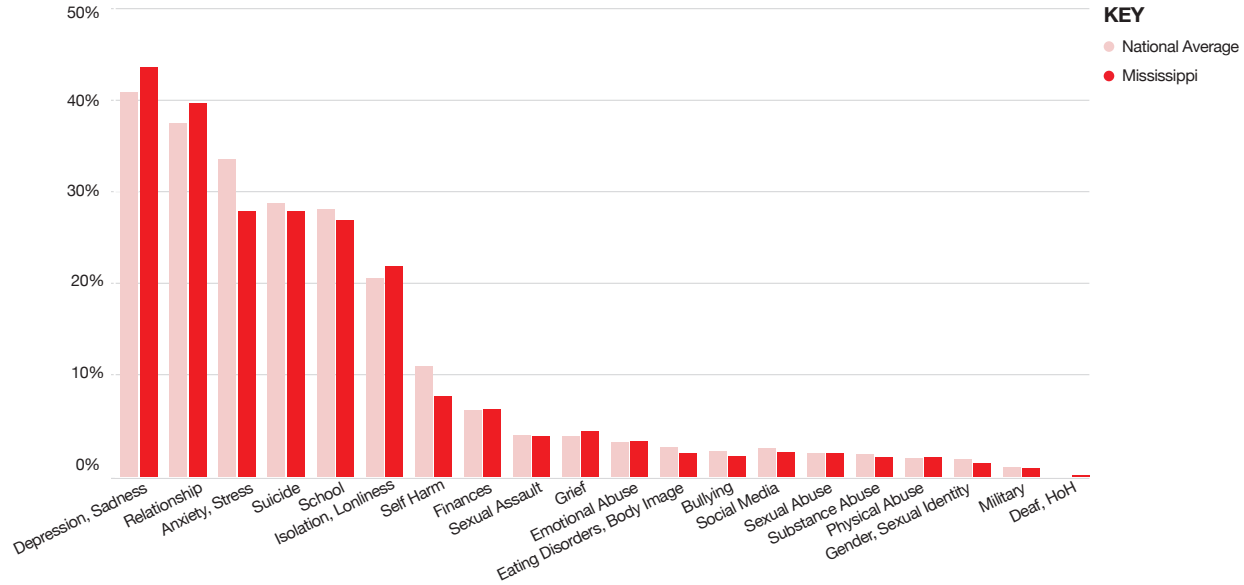


Missouri

AT A GLANCE

36.8K
TEXTERS IN CRISIS

74.6K
CONVOS ON OUR PLATFORM

1,181
SUICIDE DE-ESCALATIONS

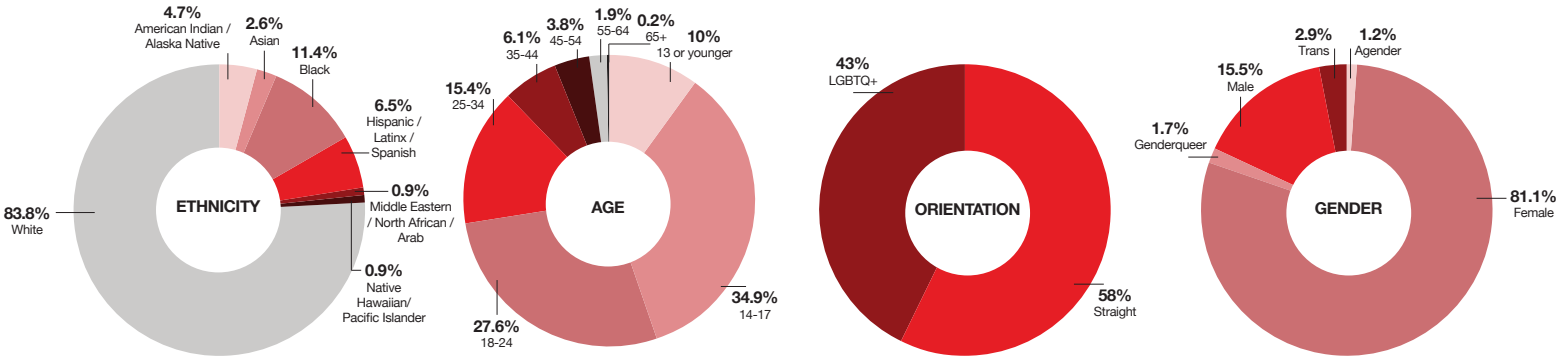
665
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you. You listened to me when I needed it.

DEMOGRAPHICS



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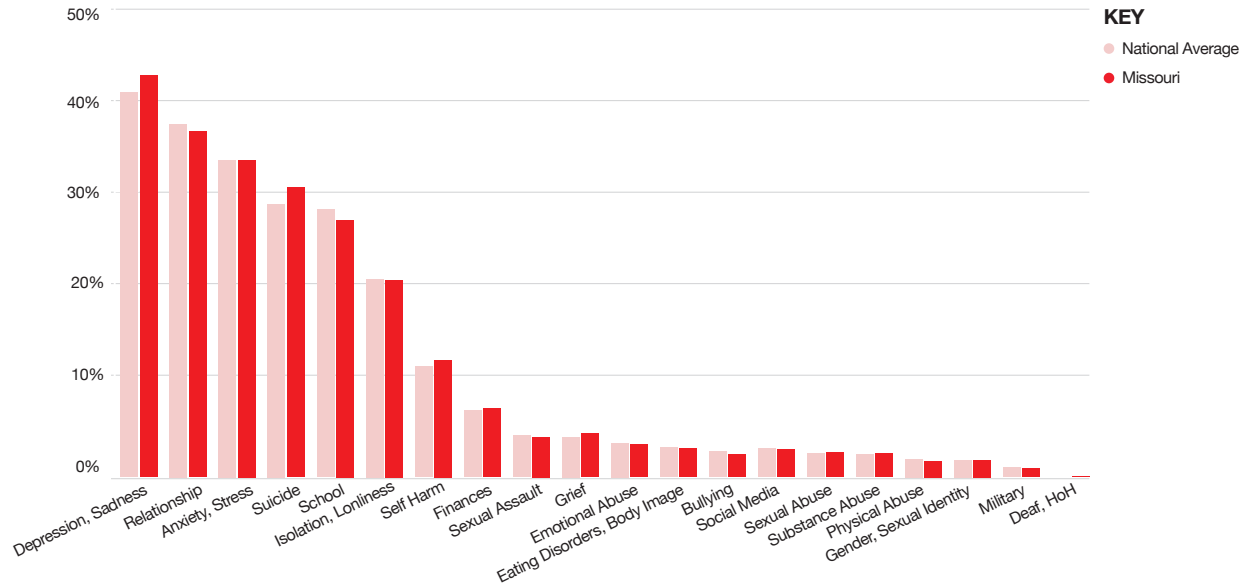


Montana

AT A GLANCE

6.95K
TEXTERS IN CRISIS

15.1K
CONVOS ON OUR PLATFORM

304
SUICIDE DE-ESCALATIONS

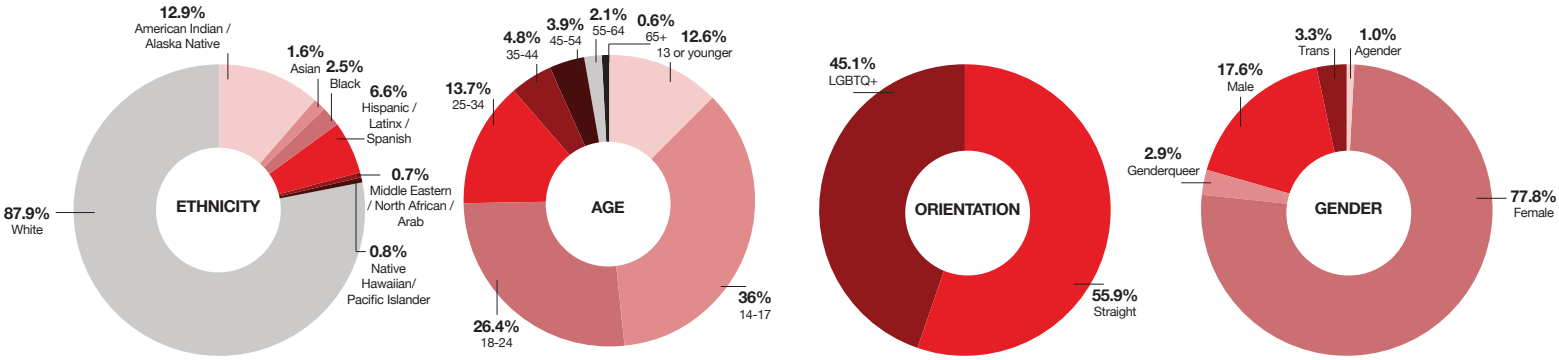
154
ACTIVE RESCUES

56%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you for taking time to listen to me. I often feel like a burden and isolate myself because of this. I didn't feel judged by you and I thank you for that. I appreciate that.

DEMOGRAPHICS



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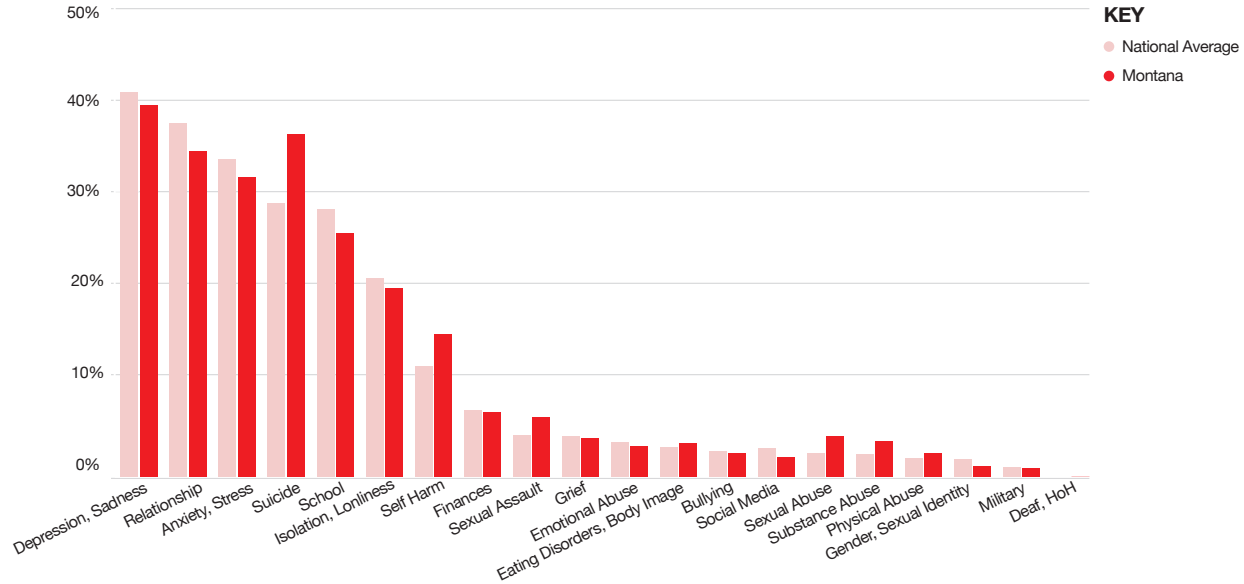


Nebraska

AT A GLANCE

10.5K
TEXTERS IN CRISIS

22.8K
CONVOS ON OUR PLATFORM

451
SUICIDE DE-ESCALATIONS

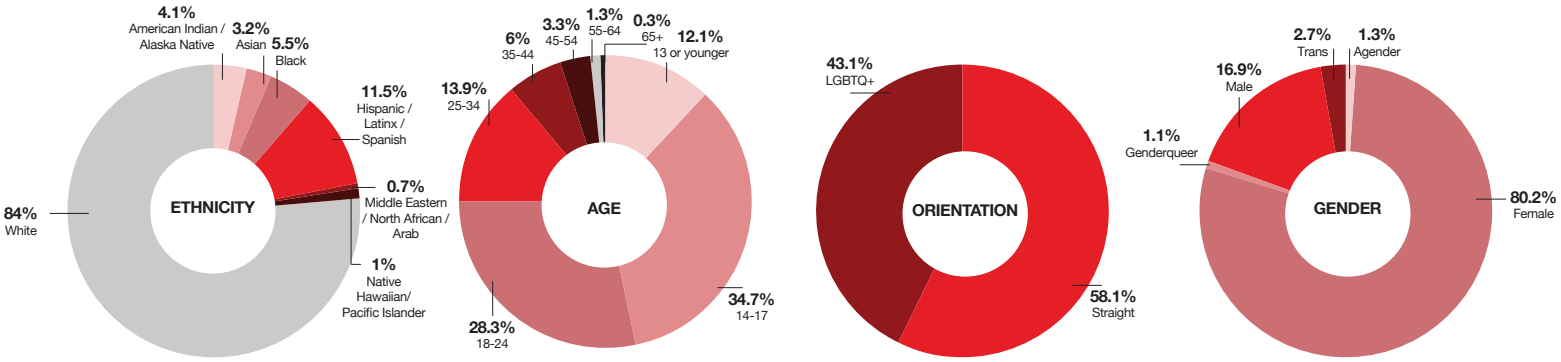
195
ACTIVE RESCUES

53%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you for you help. It makes me feel better knowing someone was there to help.

DEMOGRAPHICS



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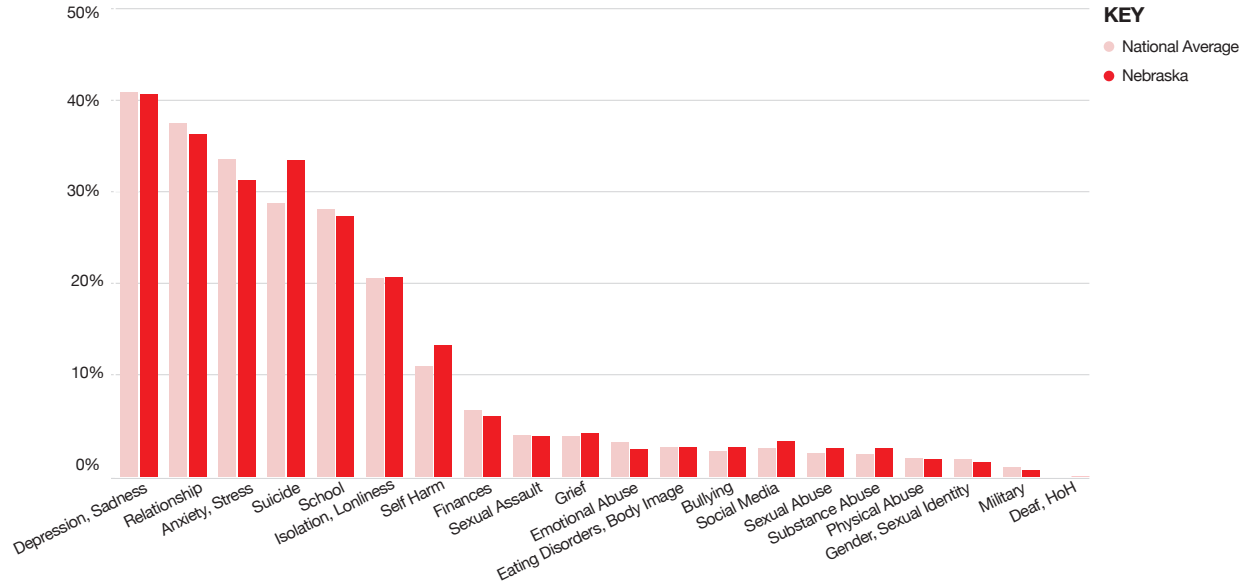


Nevada

AT A GLANCE

16.1K
TEXTERS IN CRISIS

31.9K
CONVOS ON OUR PLATFORM

405
SUICIDE DE-ESCALATIONS

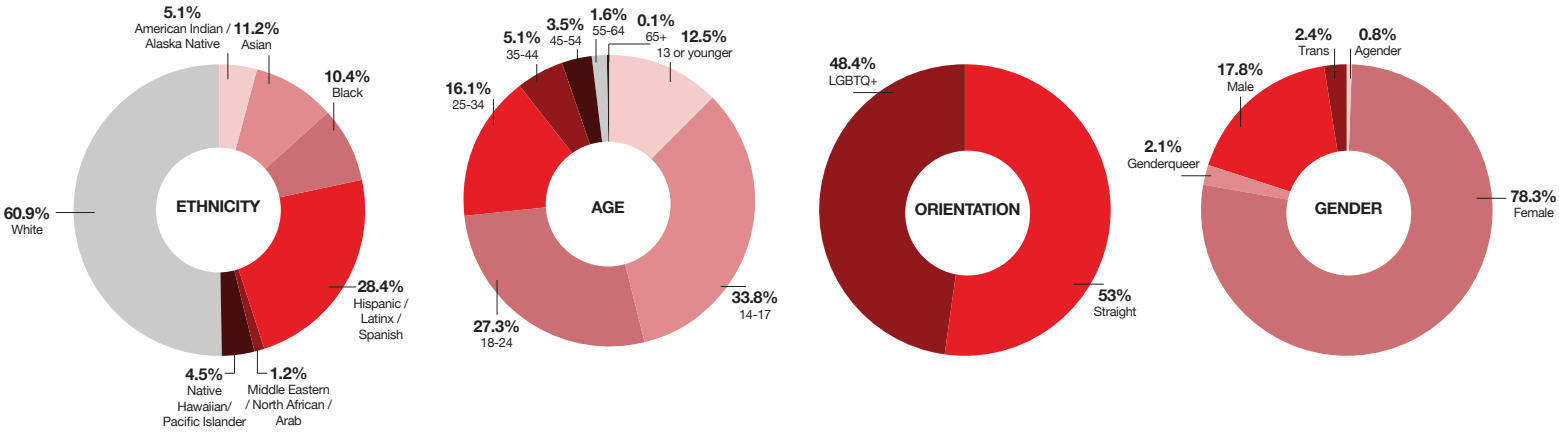
222
ACTIVE RESCUES

60%
FIRST-TIME ACCESSING CARE

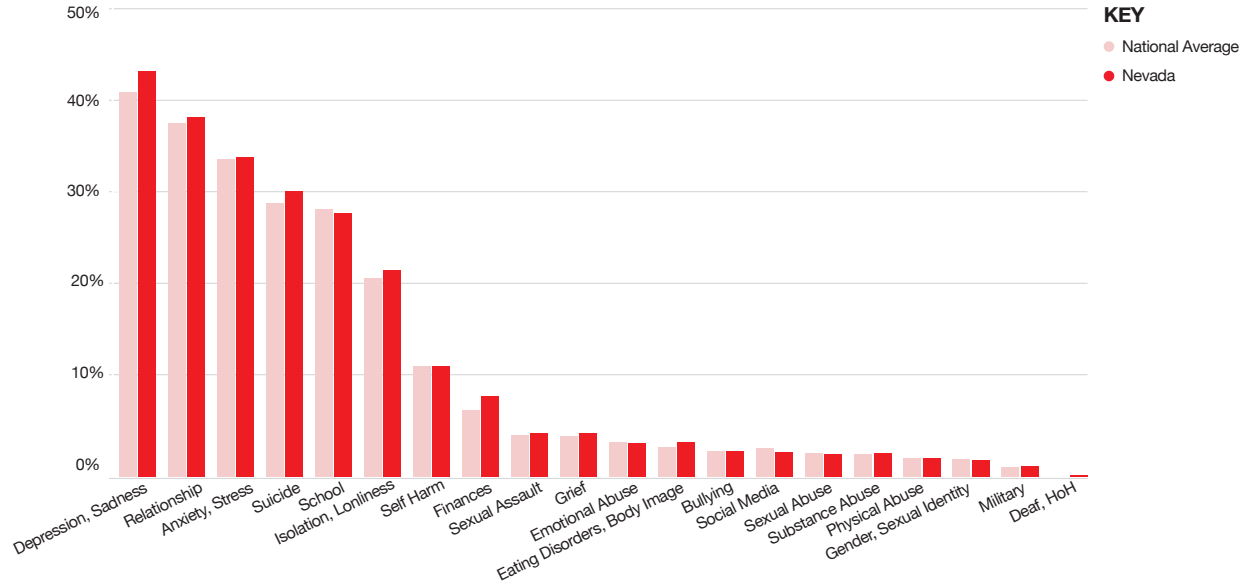
TEXTER FEEDBACK

Thank you for drying some of my tears.

DEMOGRAPHICS



ISSUES



New Hampshire

AT A GLANCE

7.32K
TEXTERS IN CRISIS

17.3K
CONVOS ON OUR PLATFORM

215
SUICIDE DE-ESCALATIONS

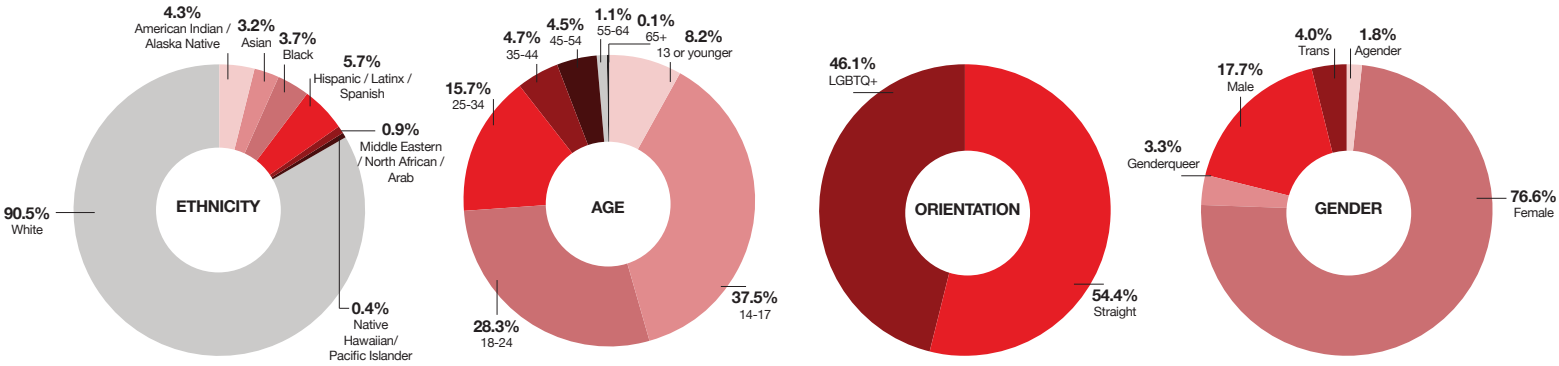
128
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

This was something I really, really needed to hear. It gave me inspiration and steered me away from doing something I would later regret. My counselor was extremely kind and understanding, which meant the world to me.

DEMOGRAPHICS



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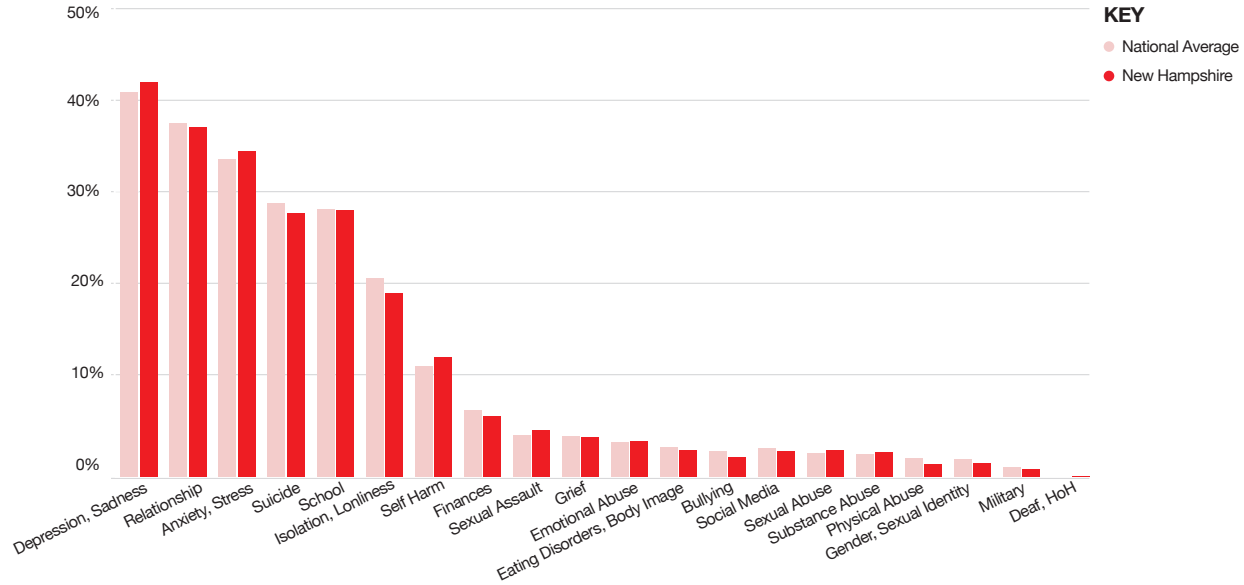


New Jersey

AT A GLANCE

39.2K
TEXTERS IN CRISIS

85K
CONVOS ON OUR PLATFORM

737
SUICIDE DE-ESCALATIONS

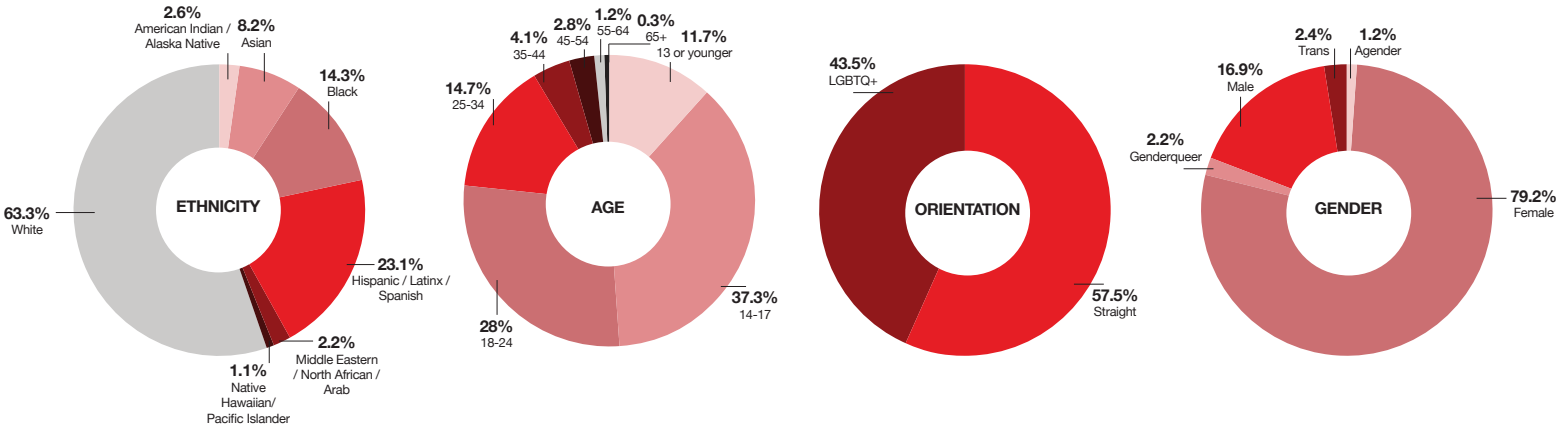
400
ACTIVE RESCUES

59%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you for spending your time and energy helping other people like me in need. It made all the difference between tonight and what could've been a very bad night.

DEMOGRAPHICS



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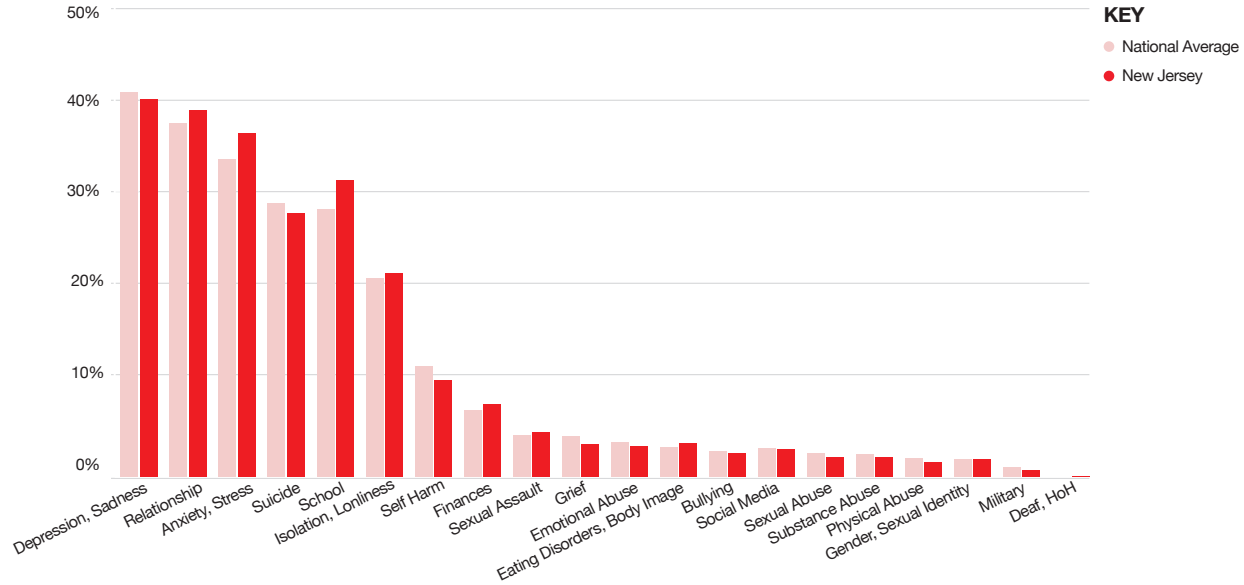


New Mexico

AT A GLANCE

11.8K
TEXTERS IN CRISIS

24.8K
CONVOS ON OUR PLATFORM

273
SUICIDE DE-ESCALATIONS

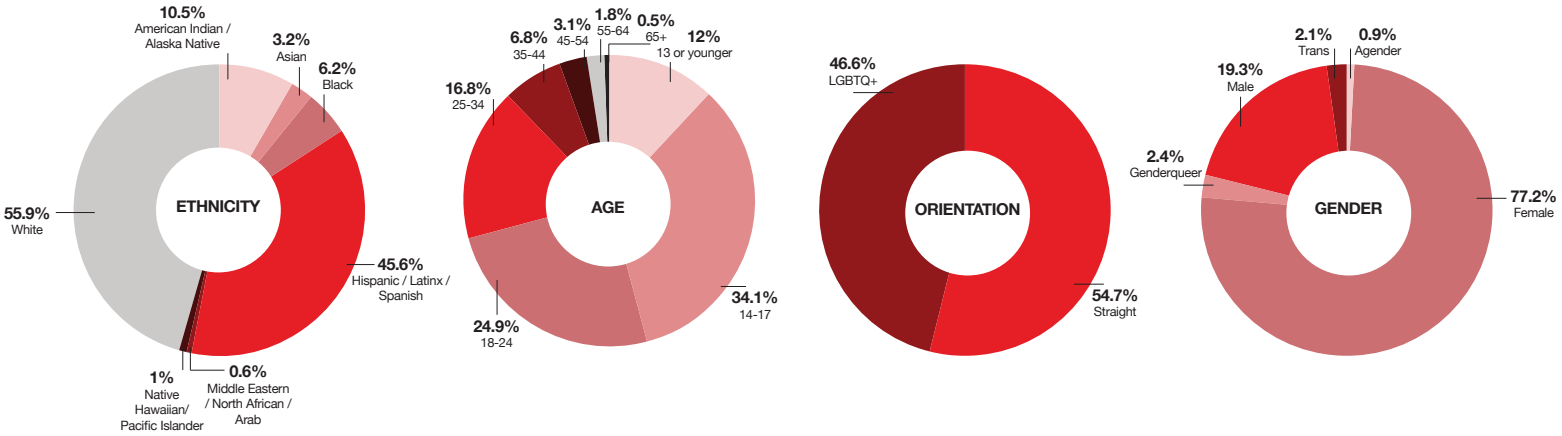
247
ACTIVE RESCUES

59%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

She was supportive and kind. She helped touch base on all of my problems. She kept saying how brave I was and it really helped.

DEMOGRAPHICS



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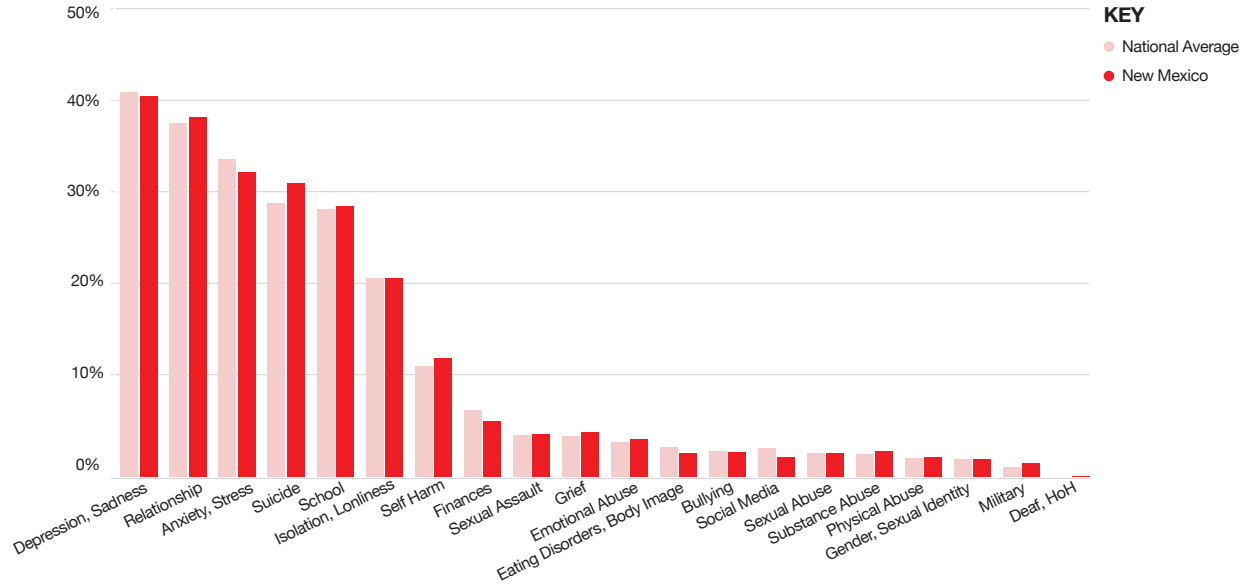


New York

AT A GLANCE

102K
TEXTERS IN CRISIS

220K
CONVOS ON OUR PLATFORM

2,239
SUICIDE DE-ESCALATIONS

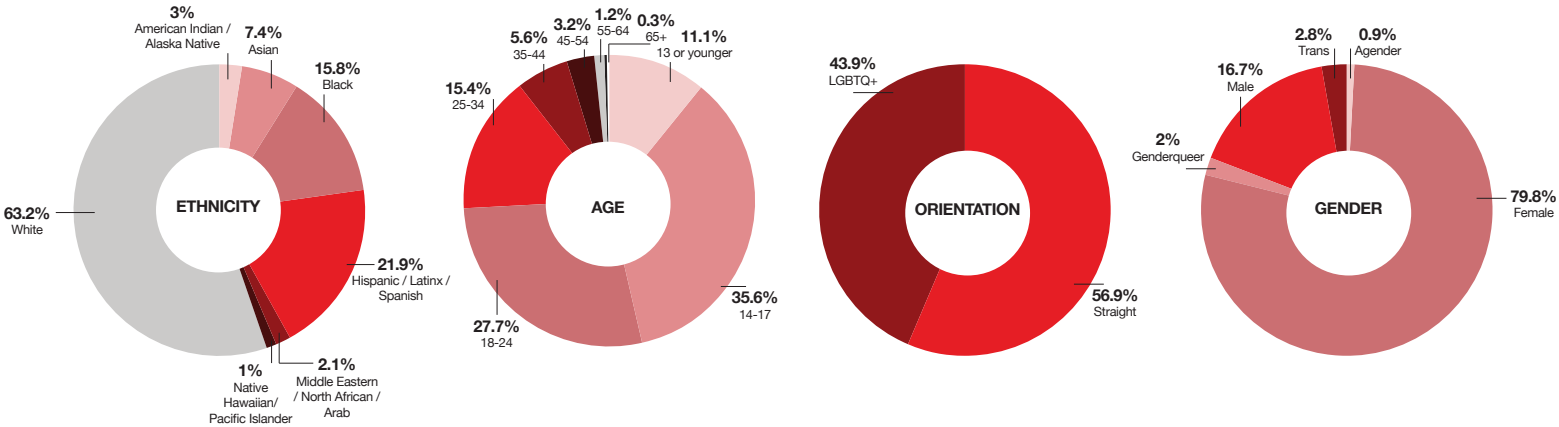
1,233
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

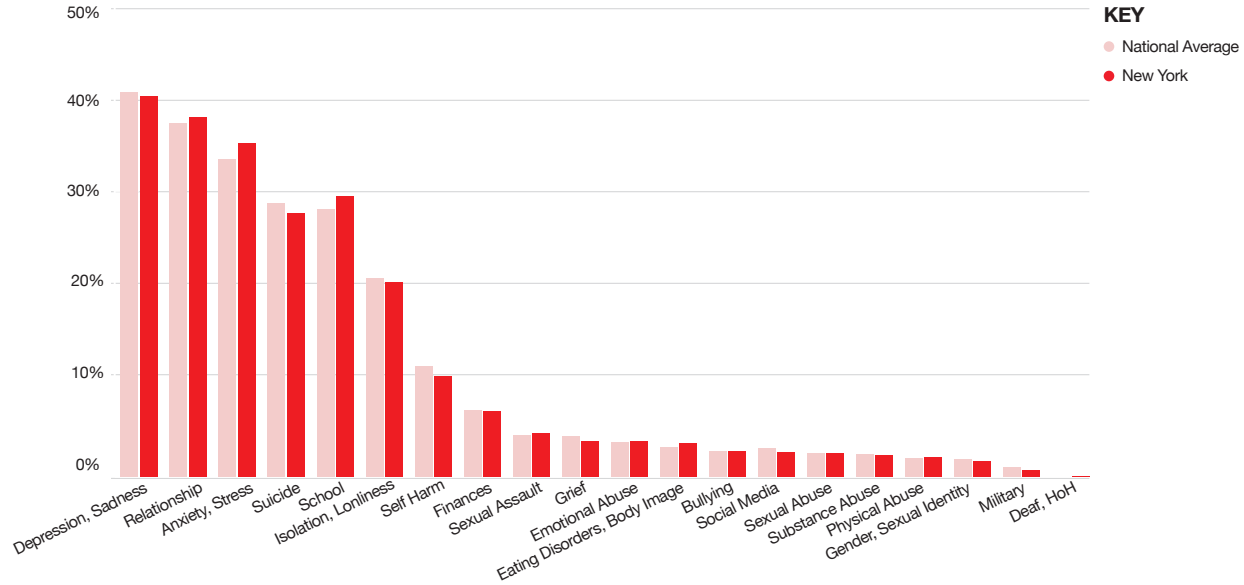
TEXTER FEEDBACK

You made my day and made me feel better again and made me realize that I can go through this and overcome it. Thank you for being so kind and giving me information about what to do next:)

DEMOGRAPHICS



ISSUES



North Carolina

AT A GLANCE

50.4K
TEXTERS IN CRISIS

96.5K
CONVOS ON OUR PLATFORM

1,217
SUICIDE DE-ESCALATIONS

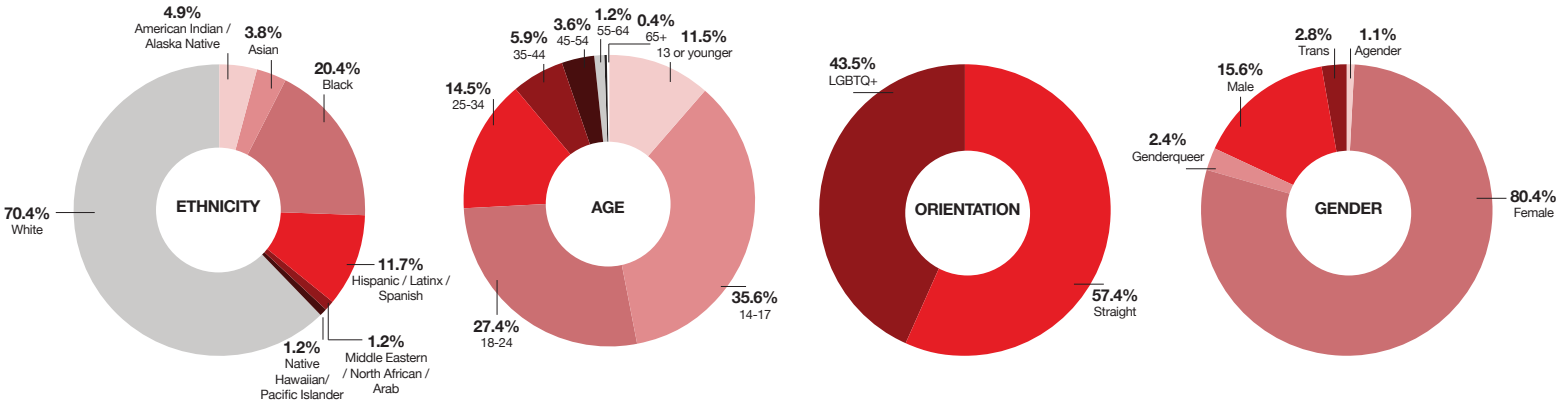
629
ACTIVE RESCUES

57%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I could not see another option or a way out of my darkness. I was afraid of my thoughts, I kept thinking about wanting to die. The pain was unbearable and I was alone. I needed that spark to hold on... thank you.

DEMOGRAPHICS



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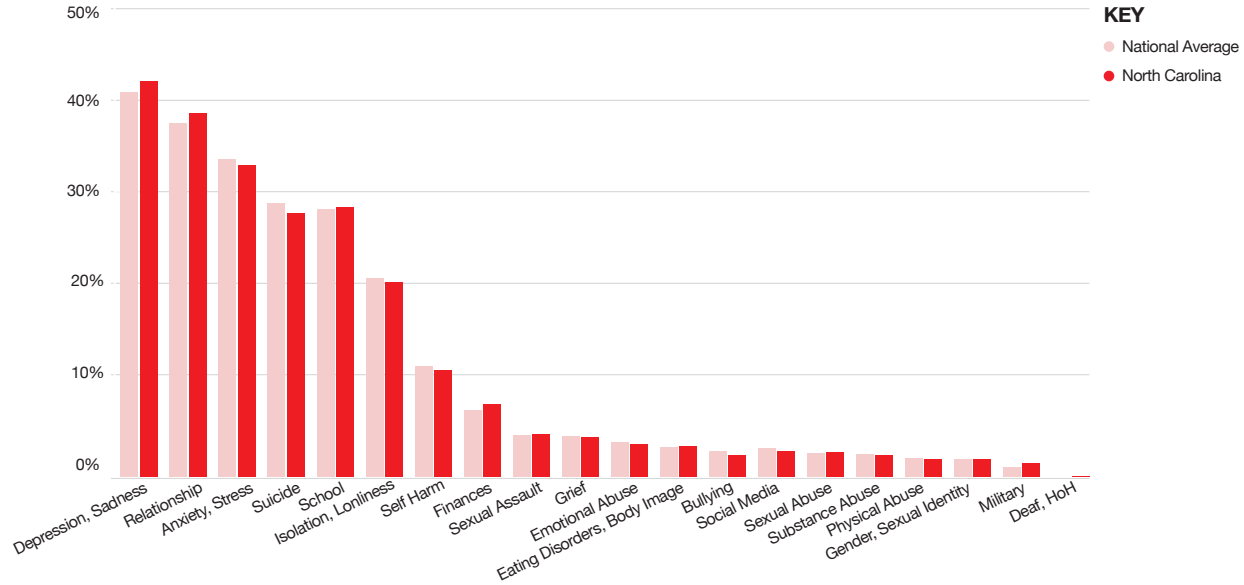


North Dakota

AT A GLANCE

3.6K
TEXTERS IN CRISIS

7.47K
CONVOS ON OUR PLATFORM

96
SUICIDE DE-ESCALATIONS

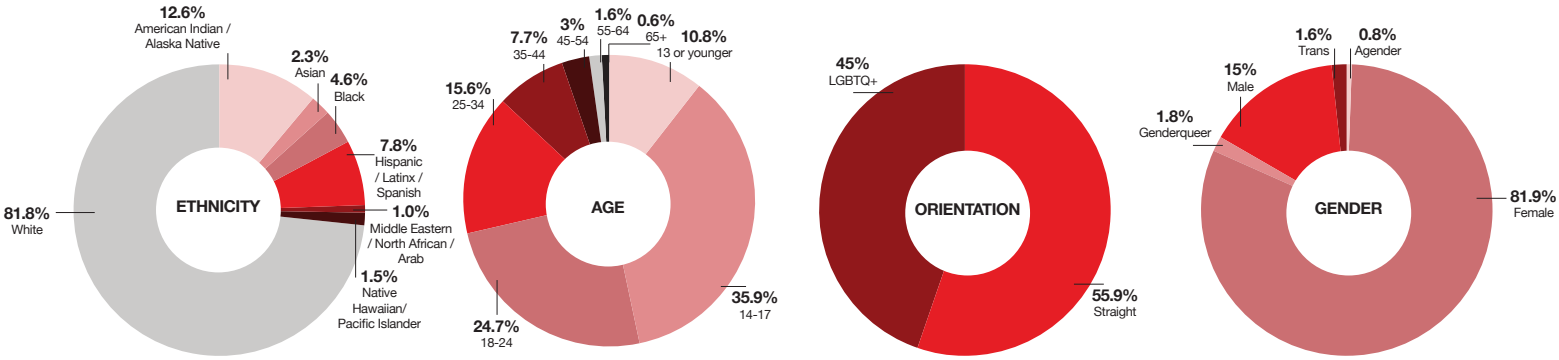
52
ACTIVE RESCUES

58%
FIRST-TIME ACCESSING CARE

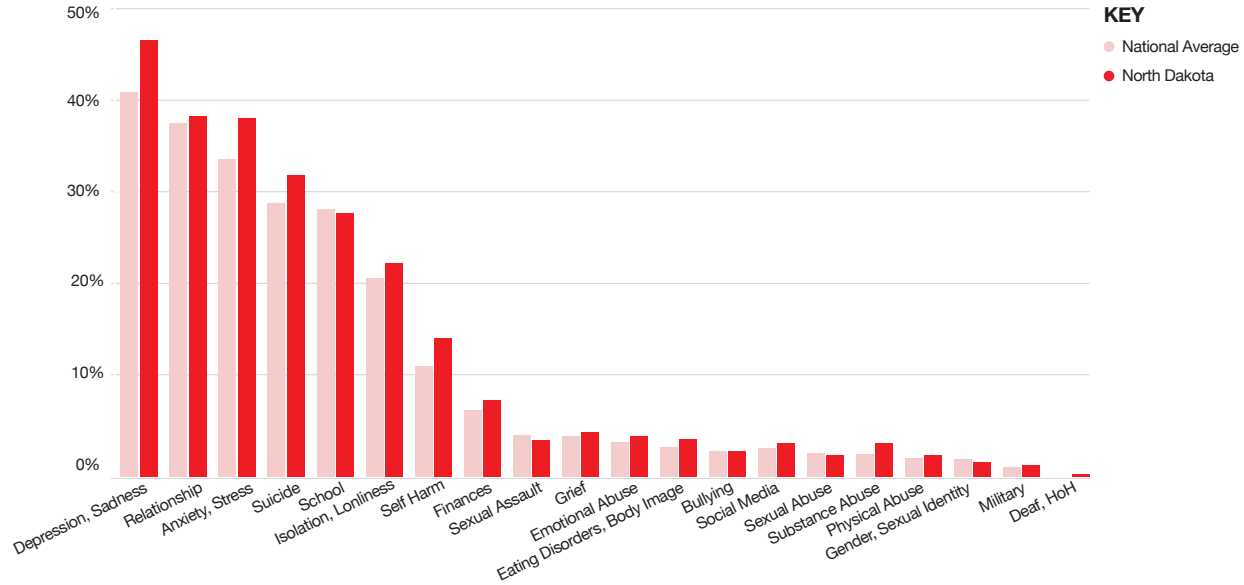
TEXTER FEEDBACK

Thank you so much for helping me today. It means so much to have someone to talk to in times of need.

DEMOGRAPHICS



ISSUES



Ohio

AT A GLANCE

89K
TEXTERS IN CRISIS

196K
CONVOS ON OUR PLATFORM

2,651
SUICIDE DE-ESCALATIONS

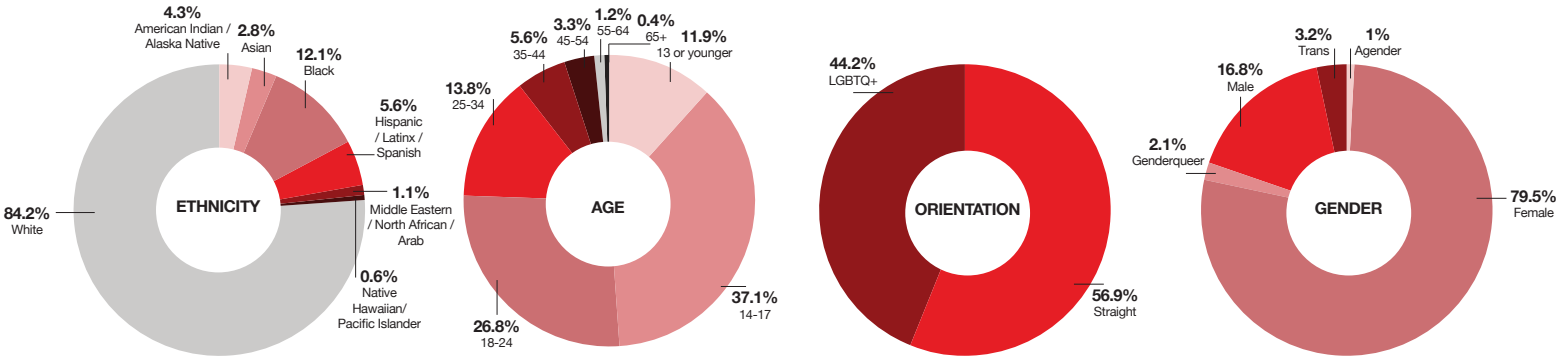
1,549
ACTIVE RESCUES

55%
FIRST-TIME ACCESSING CARE

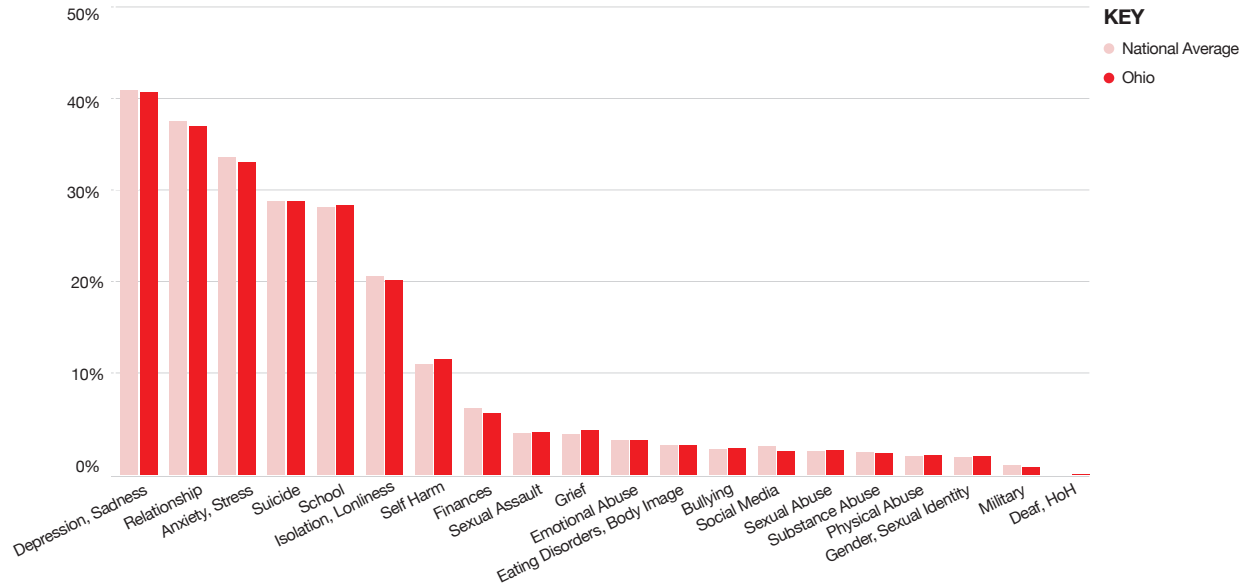
TEXTER FEEDBACK

It makes me feel hopeful and that's something that I was struggling with before speaking with you. You were very understanding and it allowed me to open up and share how I felt. It meant a lot to me to feel like I was being heard.

DEMOGRAPHICS



ISSUES



Oklahoma

AT A GLANCE

24.9K
TEXTERS IN CRISIS

48.1K
CONVOS ON OUR PLATFORM

550
SUICIDE DE-ESCALATIONS

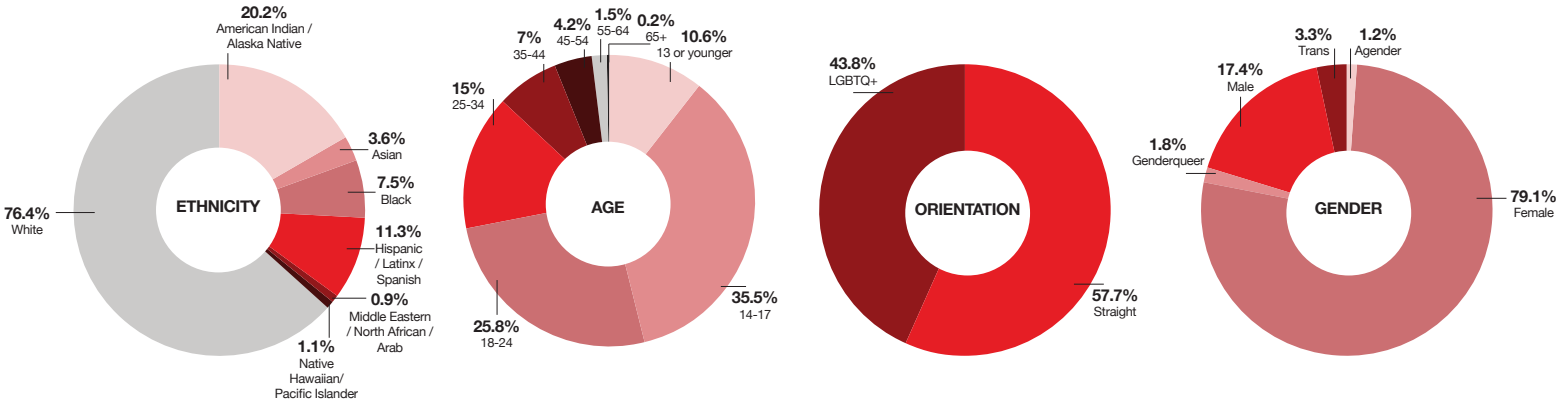
367
ACTIVE RESCUES

56%
FIRST-TIME ACCESSING CARE

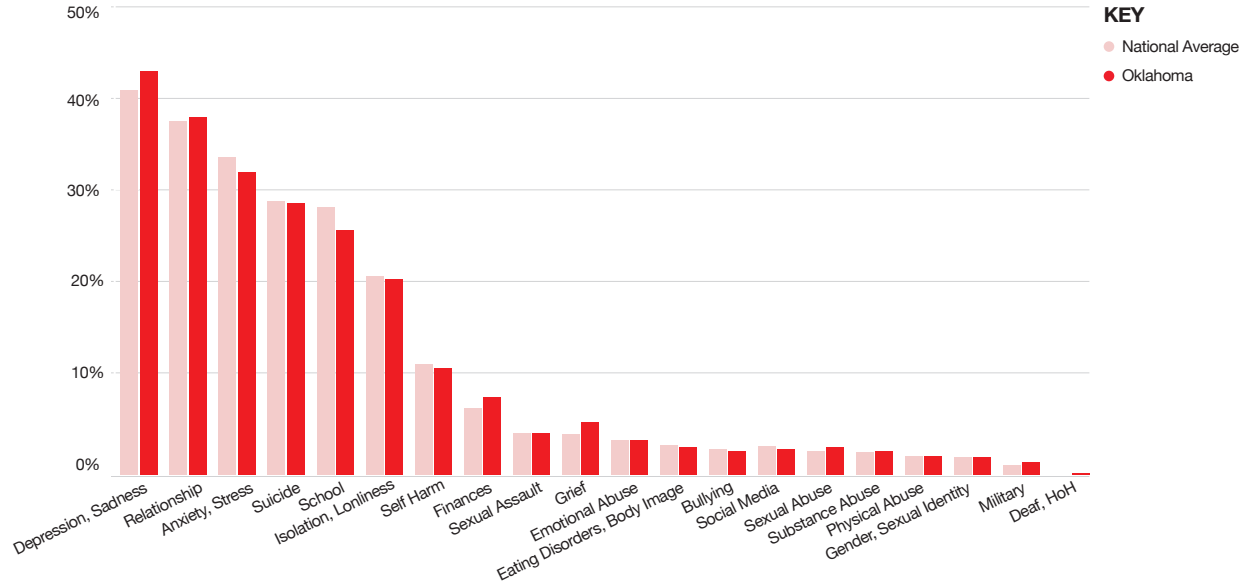
TEXTER FEEDBACK

You were a very great help! I feel soo much better! Thank you so much, keep doing what you're doing :)

DEMOGRAPHICS



ISSUES



Oregon

AT A GLANCE

25.4K
TEXTERS IN CRISIS

54.7K
CONVOS ON OUR PLATFORM

793
SUICIDE DE-ESCALATIONS

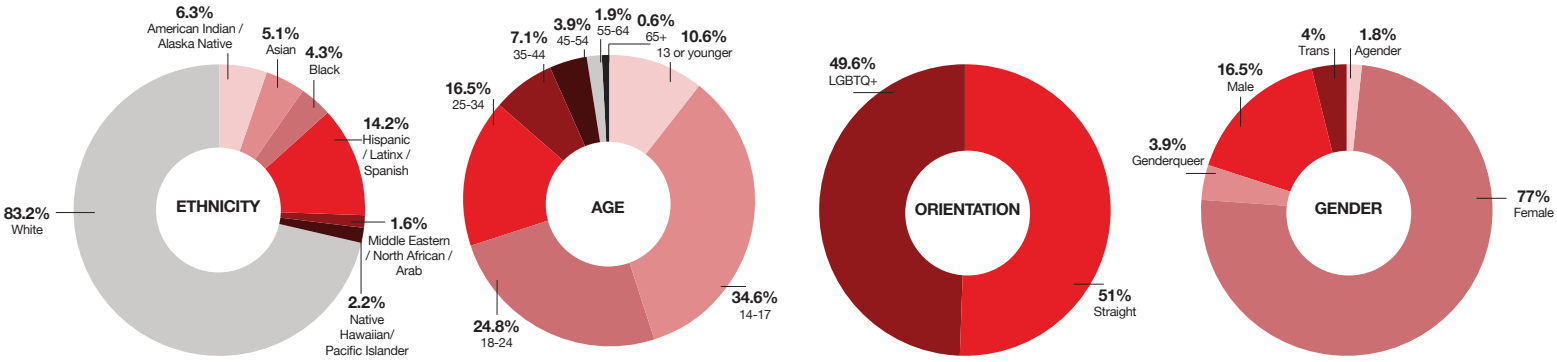
510
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

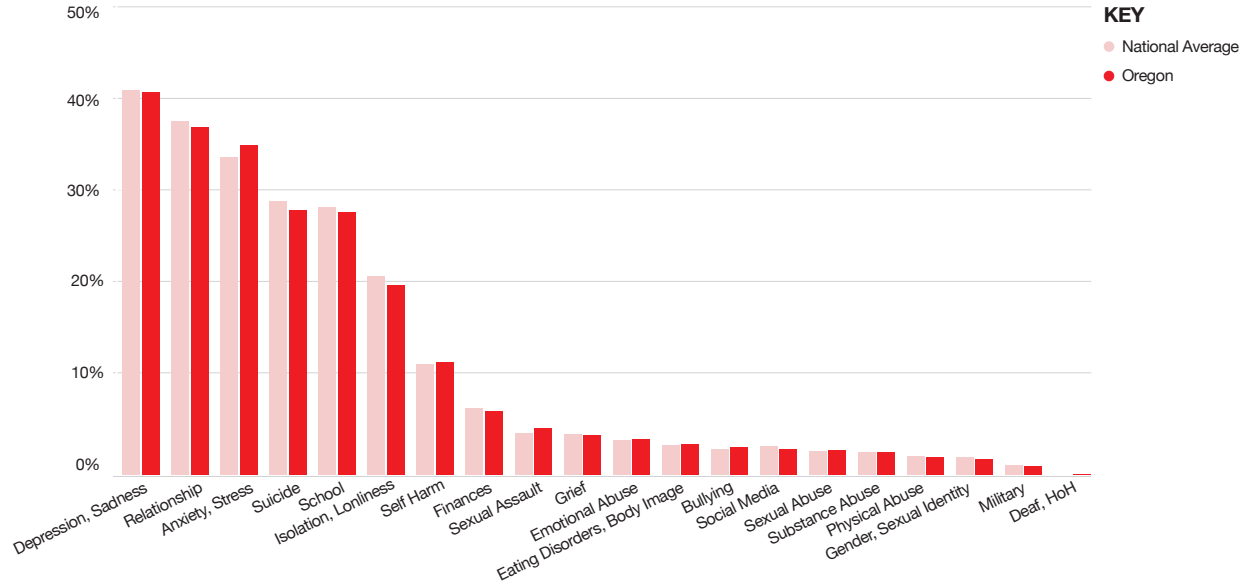
TEXTER FEEDBACK

I'm feeling a bit better because of him and that's saying a lot. Thank you to the whole team.

DEMOGRAPHICS



ISSUES



Pennsylvania

AT A GLANCE

73K
TEXTERS IN CRISIS

161K
CONVOS ON OUR PLATFORM

1991
SUICIDE DE-ESCALATIONS

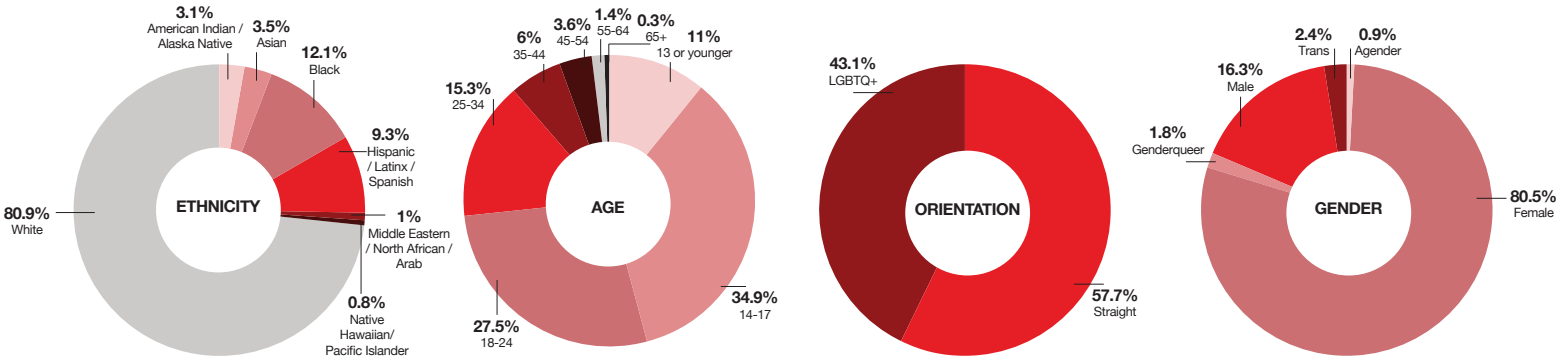
1267
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I know that even the strong become weak...

DEMOGRAPHICS



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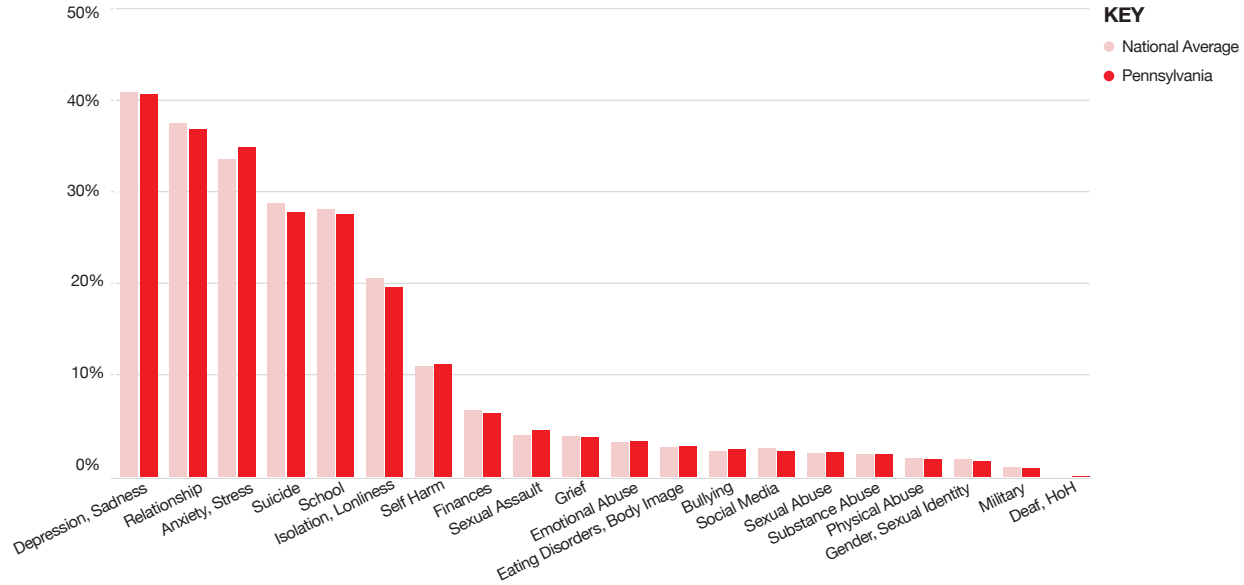


Puerto Rico

AT A GLANCE

3,033
TEXTERS IN CRISIS

5,581
CONVOS ON OUR PLATFORM

80
SUICIDE DE-ESCALATIONS

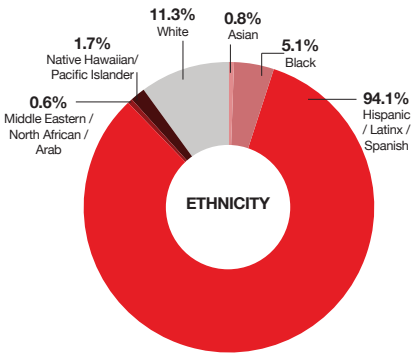
27
ACTIVE RESCUES

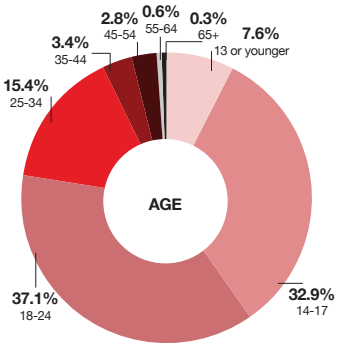
64%
FIRST-TIME ACCESSING CARE

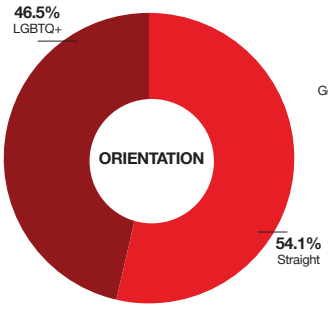
TEXTER FEEDBACK

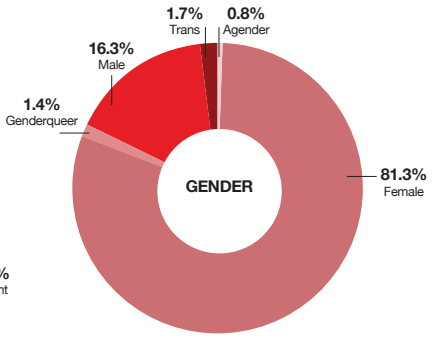
Thank you for your guidance, patient and truly care for help me in this moment. You are a wonderful person and believe your work is worth it. Thank you.

DEMOGRAPHICS









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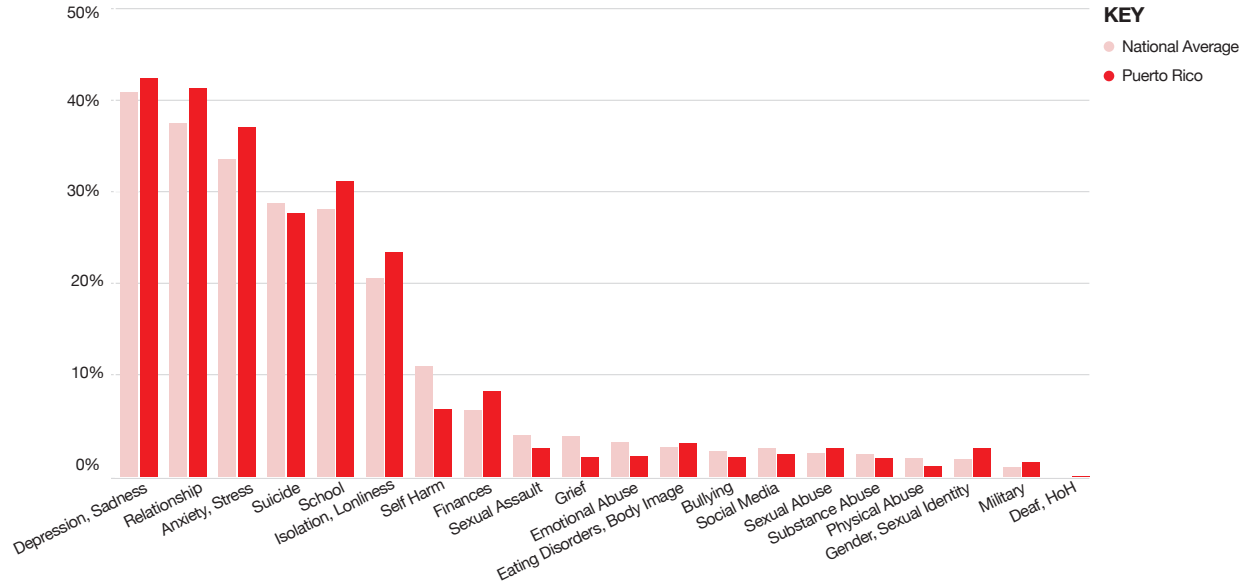


Rhode Island

AT A GLANCE

4,227
TEXTERS IN CRISIS

10.5K
CONVOS ON OUR PLATFORM

126
SUICIDE DE-ESCALATIONS

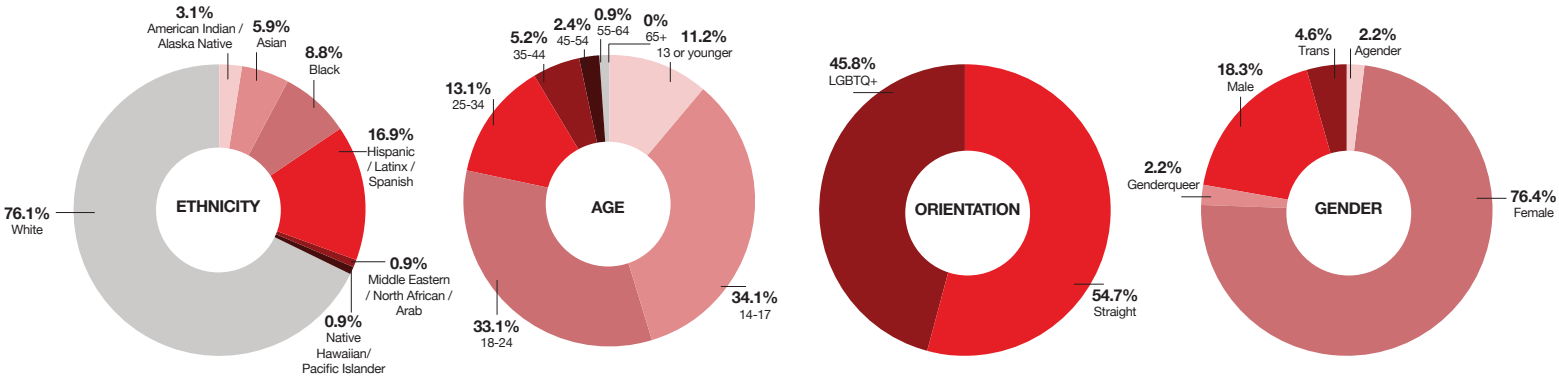
52
ACTIVE RESCUES

53%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank youuu! Simply listening and speaking to me really lifted my spirits.

DEMOGRAPHICS



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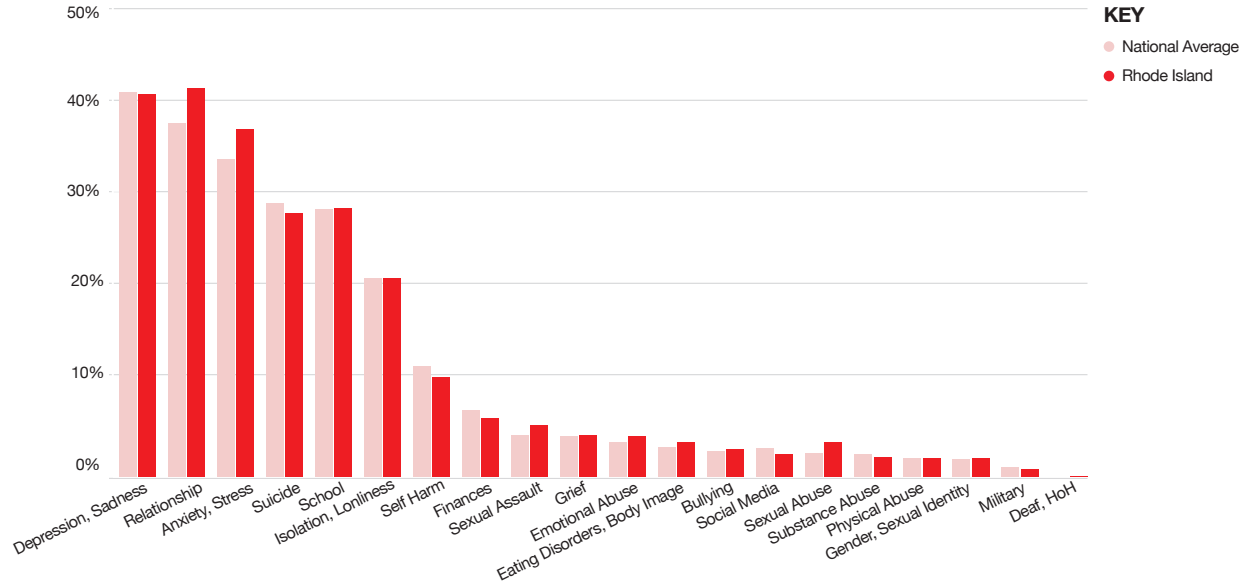


South Carolina

AT A GLANCE

25.4K
TEXTERS IN CRISIS

47.8K
CONVOS ON OUR PLATFORM

608
SUICIDE DE-ESCALATIONS

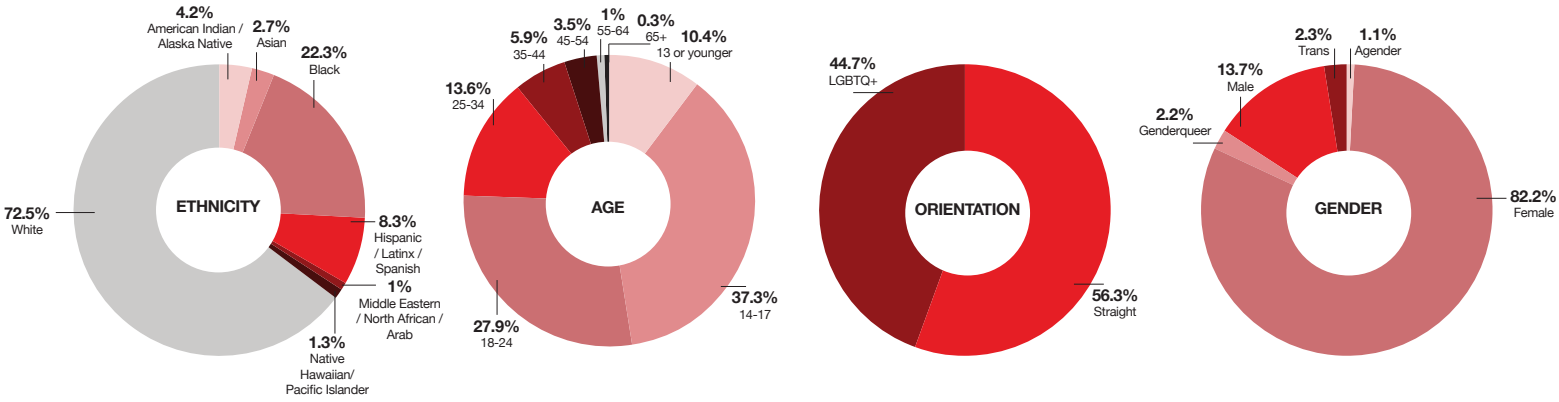
358
ACTIVE RESCUES

60%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you so much I can sleep in peace now.

DEMOGRAPHICS



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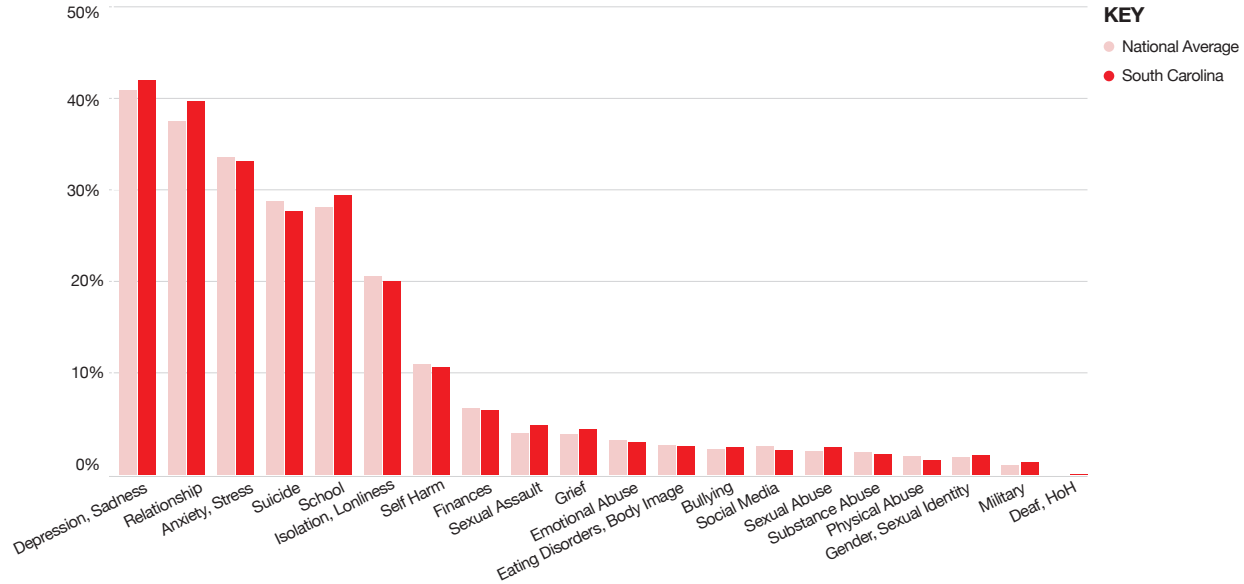


South Dakota

AT A GLANCE

4,342
TEXTERS IN CRISIS

9,109
CONVOS ON OUR PLATFORM

153
SUICIDE DE-ESCALATIONS

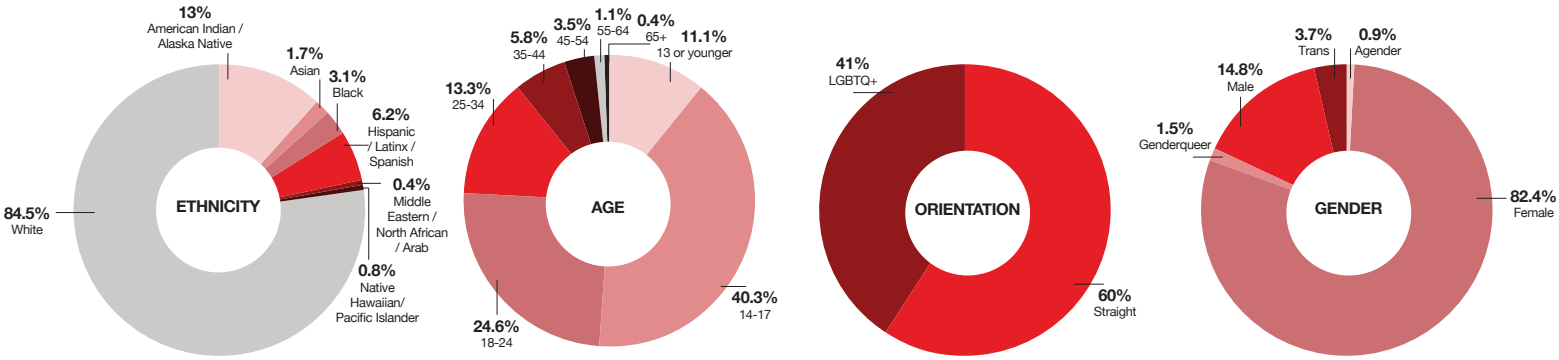
100
ACTIVE RESCUES

54%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I might have ended my life tonight if it weren't for you and that means a lot. I'm reaching out to my best friend as we speak and I made a list of all the things I have to live for.

DEMOGRAPHICS



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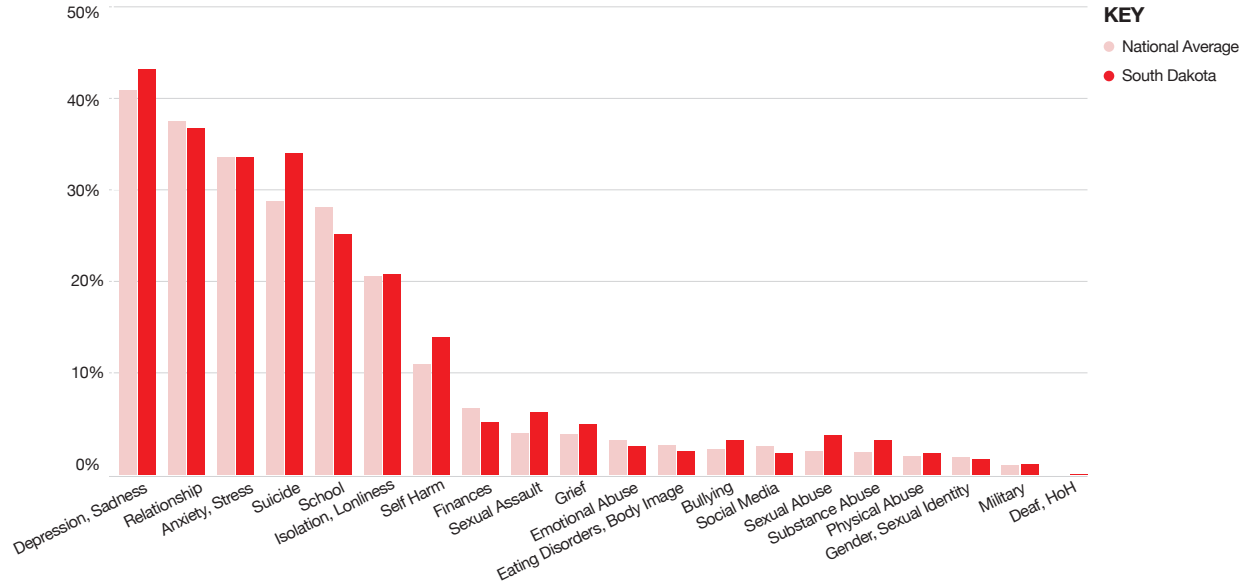


Tennessee

AT A GLANCE

41.4K
TEXTERS IN CRISIS

81.9K
CONVOS ON OUR PLATFORM

1052
SUICIDE DE-ESCALATIONS

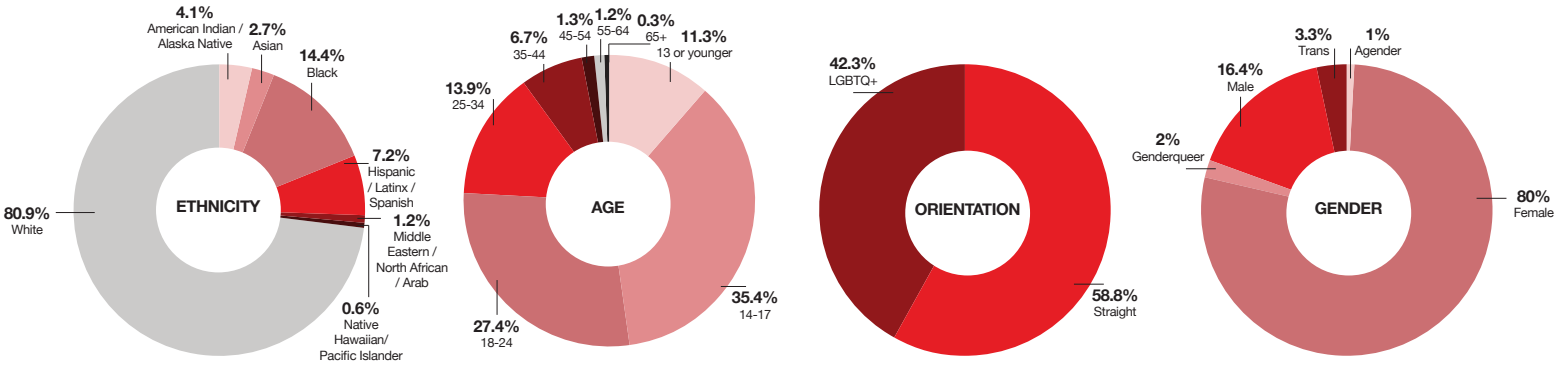
697
ACTIVE RESCUES

56%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I am so thankful she was able to help me be able to help someone else!!

DEMOGRAPHICS



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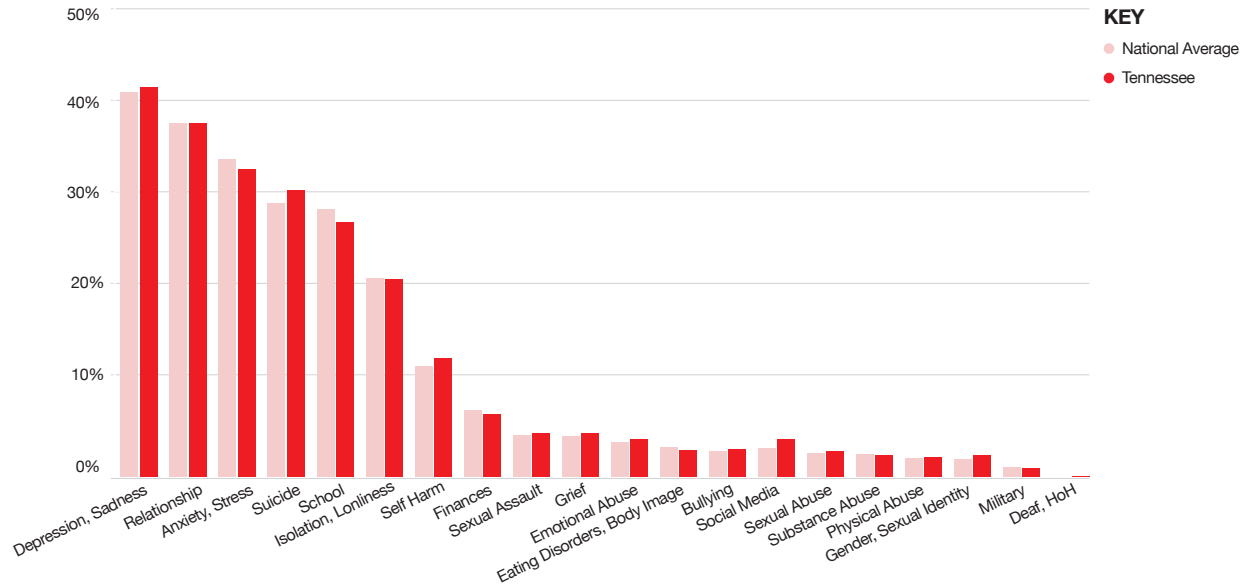


Texas

AT A GLANCE

159K
TEXTERS IN CRISIS

286K
CONVOS ON OUR PLATFORM

4,099
SUICIDE DE-ESCALATIONS

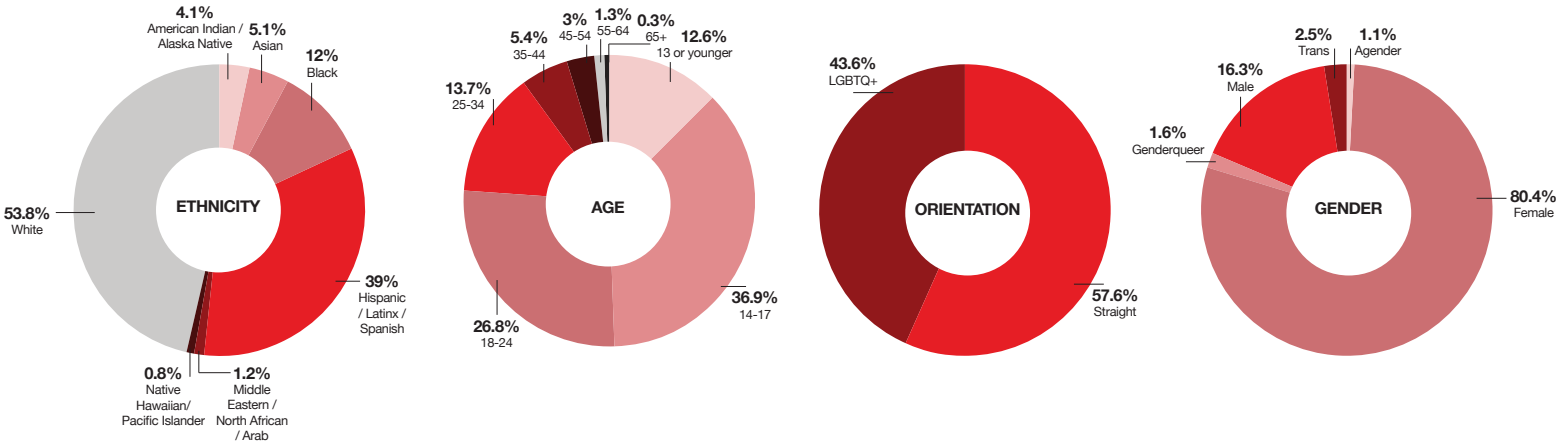
1889
ACTIVE RESCUES

60%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you for sparing your time to help me realize the root of the problem.

DEMOGRAPHICS



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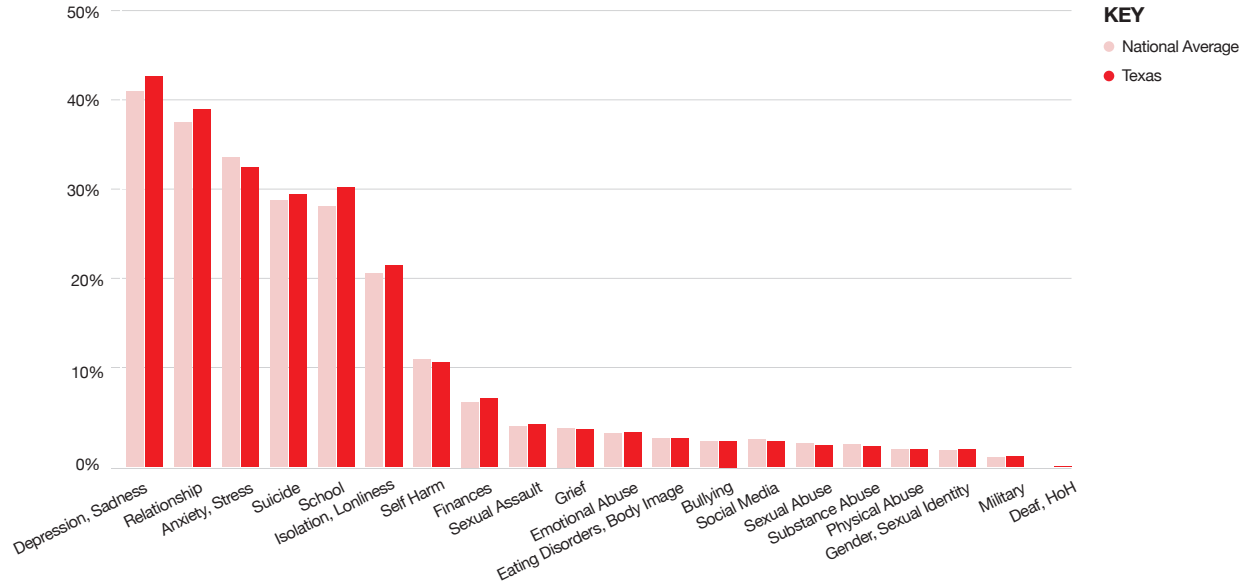


Utah

AT A GLANCE

18.6K
TEXTERS IN CRISIS

40.4K
CONVOS ON OUR PLATFORM

793
SUICIDE DE-ESCALATIONS

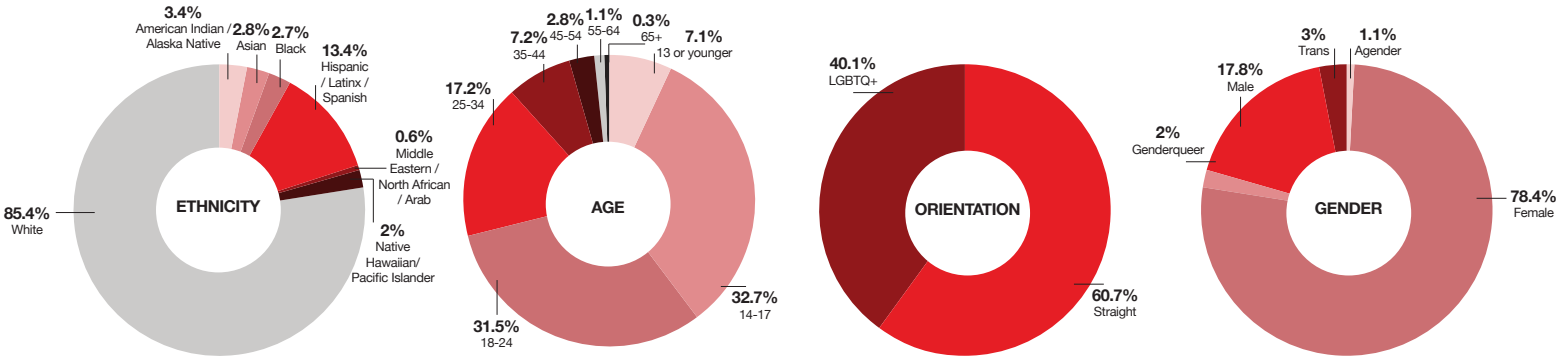
342
ACTIVE RESCUES

56%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

They told me I was strong and it really encouraged me. They didn't push for me to tell them anything but they listened. They gave me a super good solution that will charge my life. Thank you!:)

DEMOGRAPHICS



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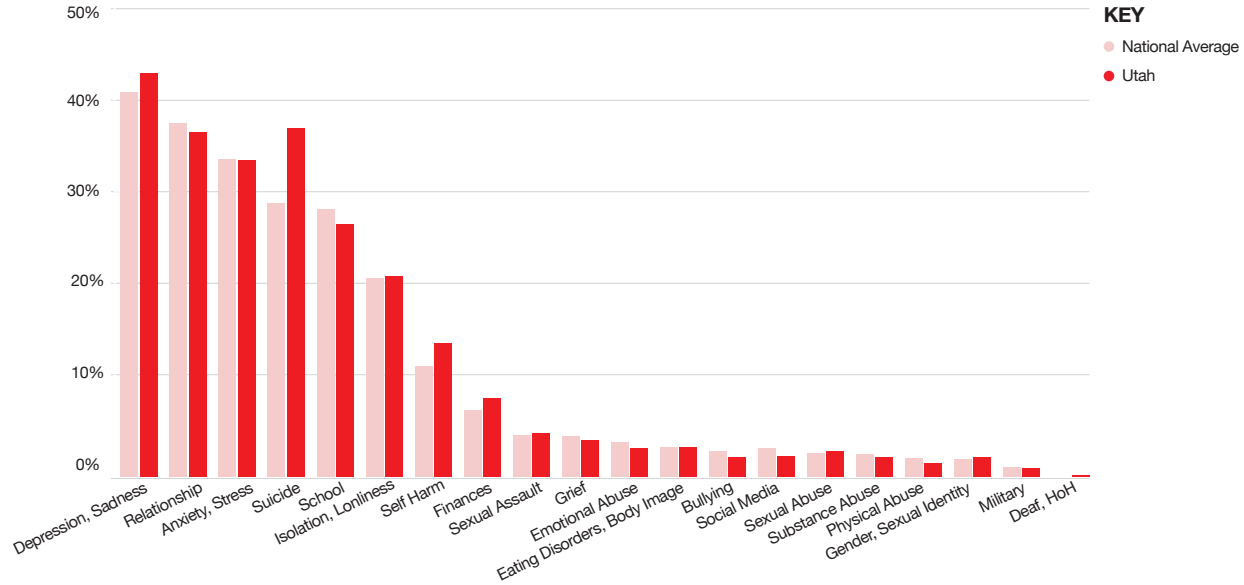


Vermont

AT A GLANCE

4,101
TEXTERS IN CRISIS

9,992
CONVOS ON OUR PLATFORM

124
SUICIDE DE-ESCALATIONS

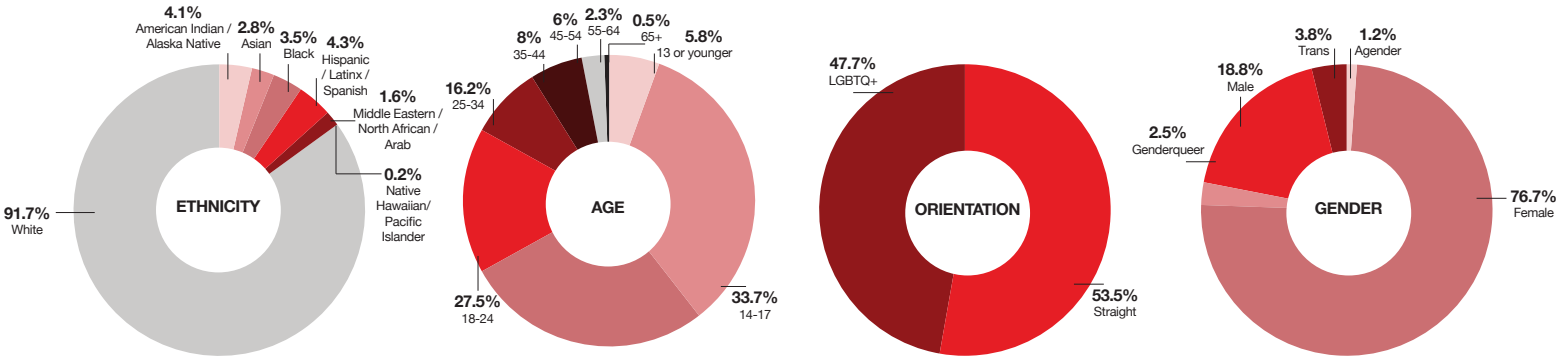
129
ACTIVE RESCUES

49%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I feel so comfortable with texting this hotline with any of my mental health needs. Thank you.

DEMOGRAPHICS



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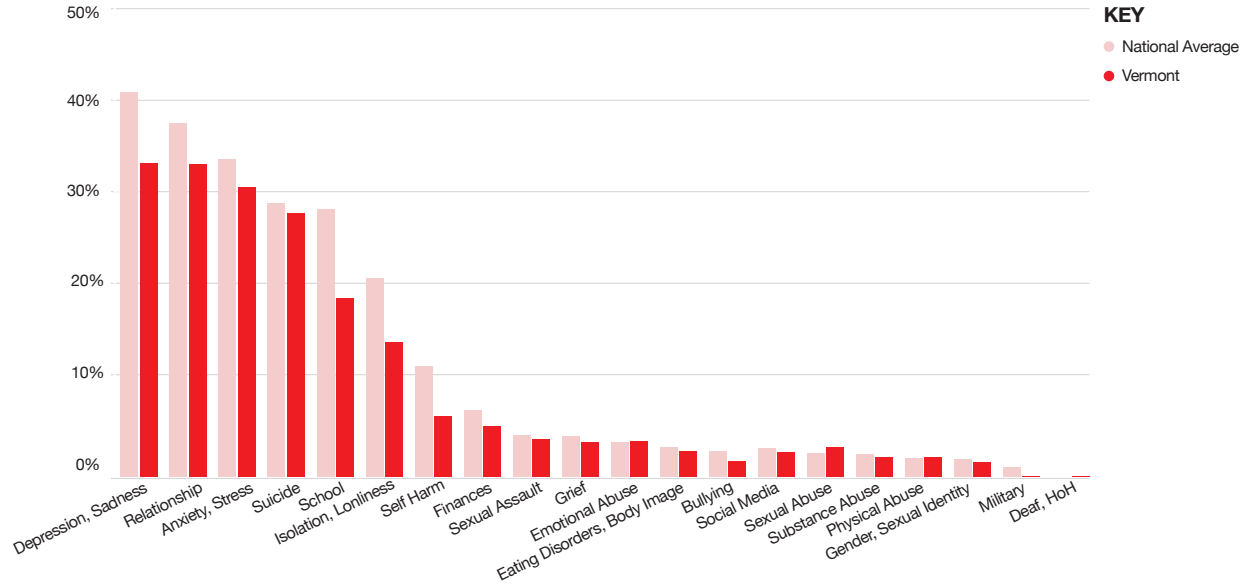


Virginia

AT A GLANCE

44.5K
TEXTERS IN CRISIS

94.7K
CONVOS ON OUR PLATFORM

1290
SUICIDE DE-ESCALATIONS

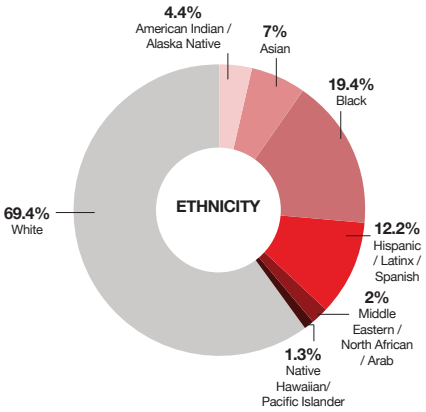
717
ACTIVE RESCUES

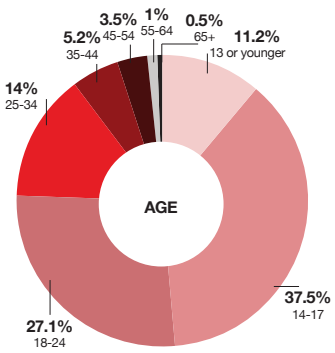
56%
FIRST-TIME ACCESSING CARE

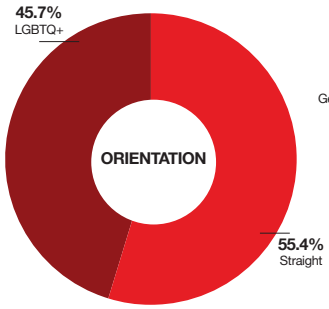
TEXTER FEEDBACK

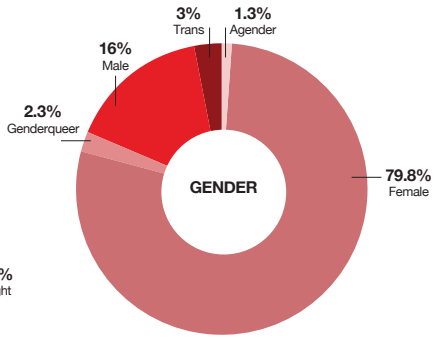
It means a lot to have someone who can help me figure out a simple plan that actually works for me, that I came up with, and not just some canned thing. It might take some really hard choices to make my life easier but my job is not more important than my life, not by a long shot.

DEMOGRAPHICS









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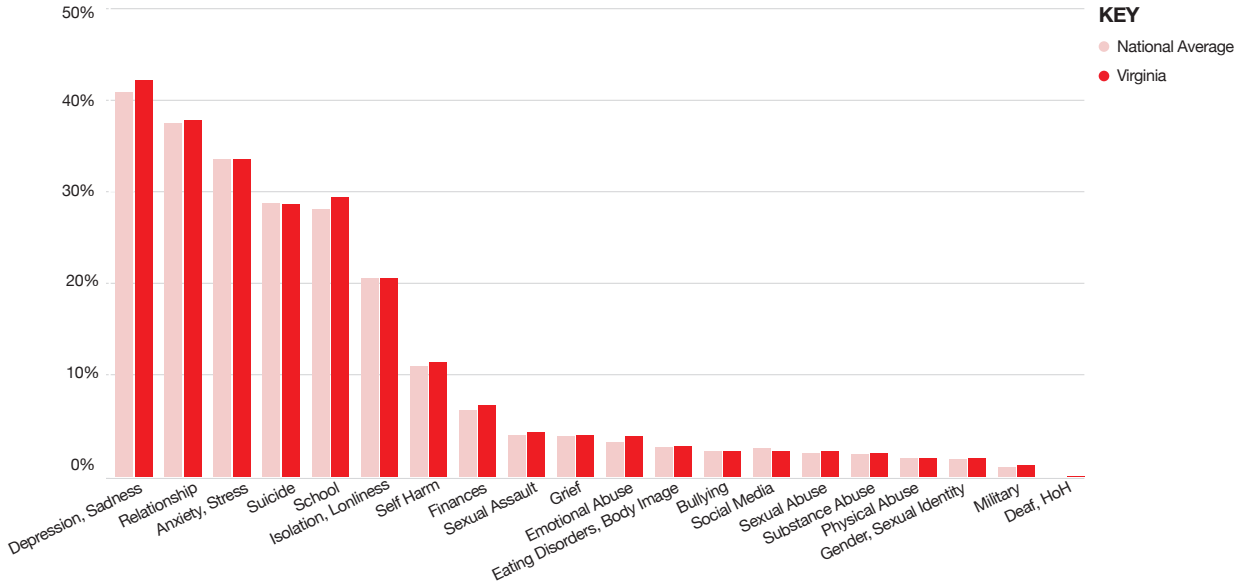


Washington

AT A GLANCE

40.2K
TEXTERS IN CRISIS

89.8K
CONVOS ON OUR PLATFORM

1.4K
SUICIDE DE-ESCALATIONS

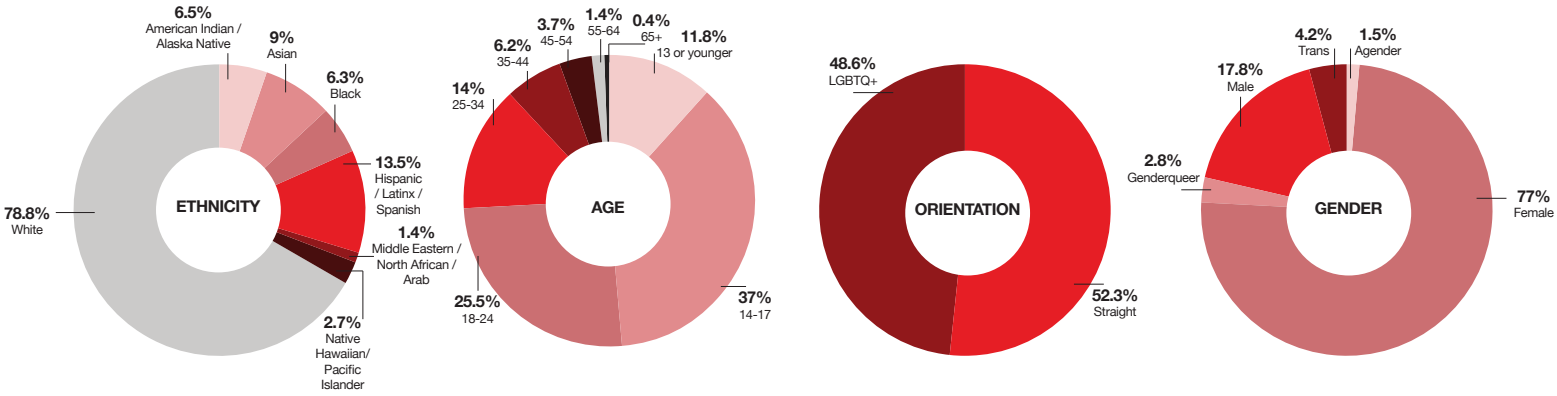
744
ACTIVE RESCUES

59%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

Thank you so much for helping me through my time of crisis. I didn't feel safe with myself, and now I feel much more aware of my feelings and what I have to do.

DEMOGRAPHICS



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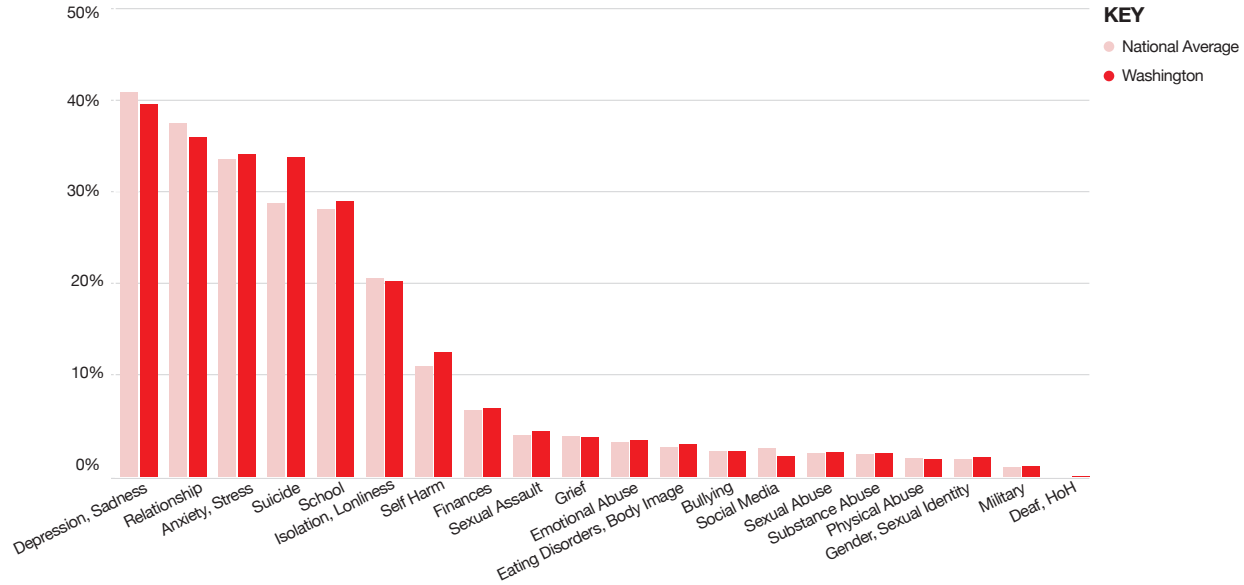


West Virginia

AT A GLANCE

9.9K
TEXTERS IN CRISIS

20.3K
CONVOS ON OUR PLATFORM

275
SUICIDE DE-ESCALATIONS

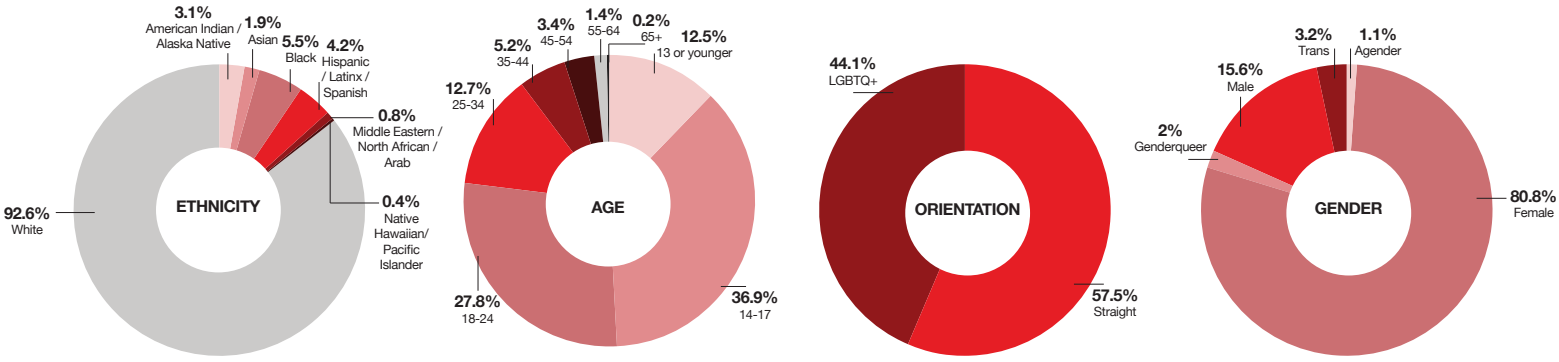
207
ACTIVE RESCUES

60%
FIRST-TIME ACCESSING CARE

TEXTER FEEDBACK

I appreciate all the help you guys give to others in need to talk. You have helped me so much throughly the past and it made me so much better. I'm glad we have people to talk to. Thank you!!

DEMOGRAPHICS



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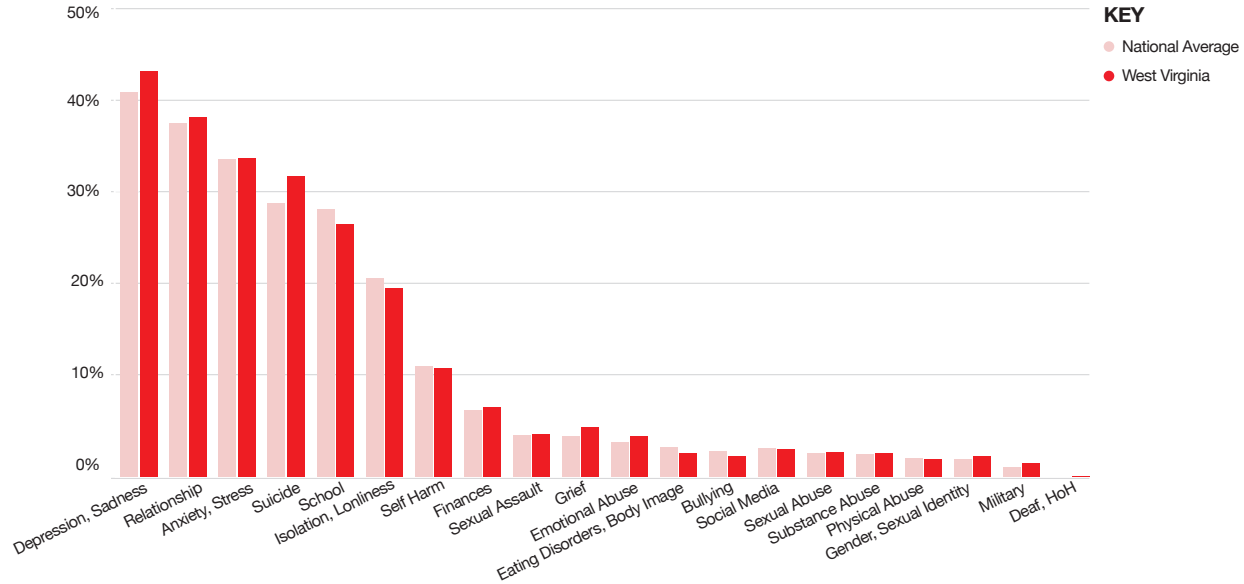


Wisconsin

AT A GLANCE

34.2K
TEXTERS IN CRISIS

80.5K
CONVOS ON OUR PLATFORM

1,174
SUICIDE DE-ESCALATIONS

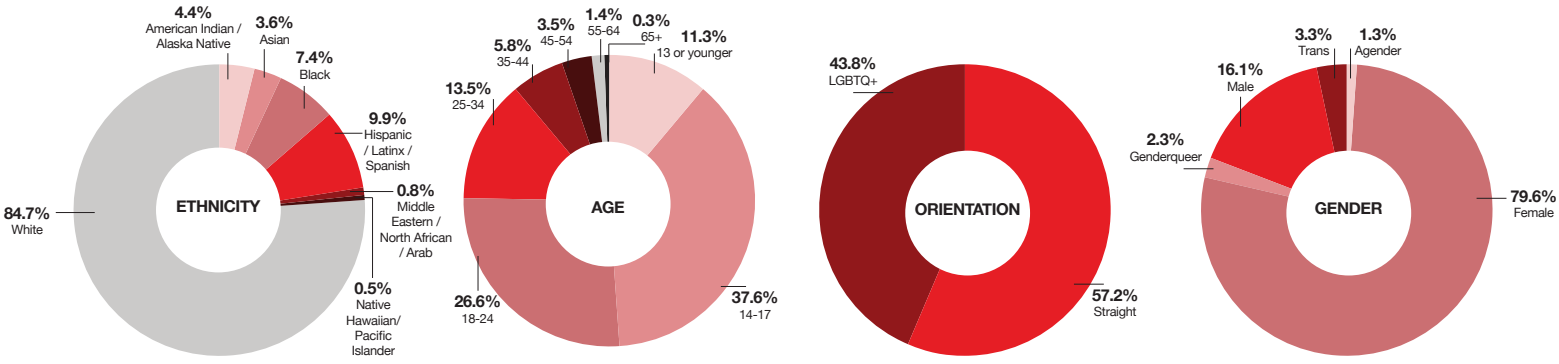
886
ACTIVE RESCUES

53%
FIRST-TIME ACCESSING CARE

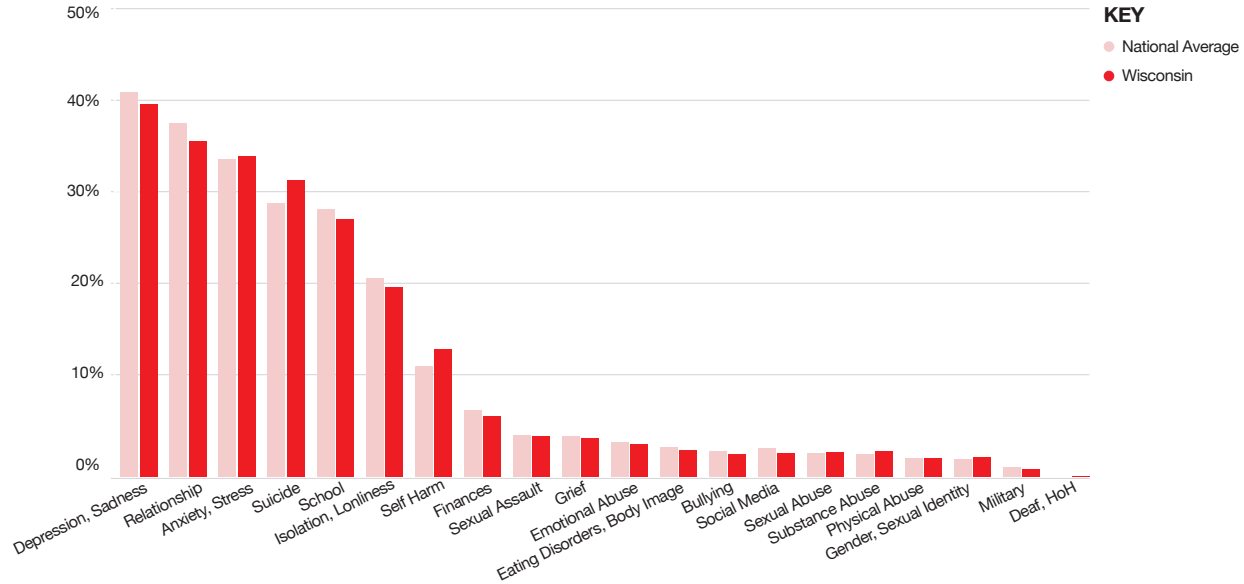
TEXTER FEEDBACK

Thank you for listening me and offering emotional support and resources to websites I didn't know existed.

DEMOGRAPHICS



ISSUES



Wyoming

AT A GLANCE

3,267
TEXTERS IN CRISIS

6,829
CONVOS ON OUR PLATFORM

86
SUICIDE DE-ESCALATIONS

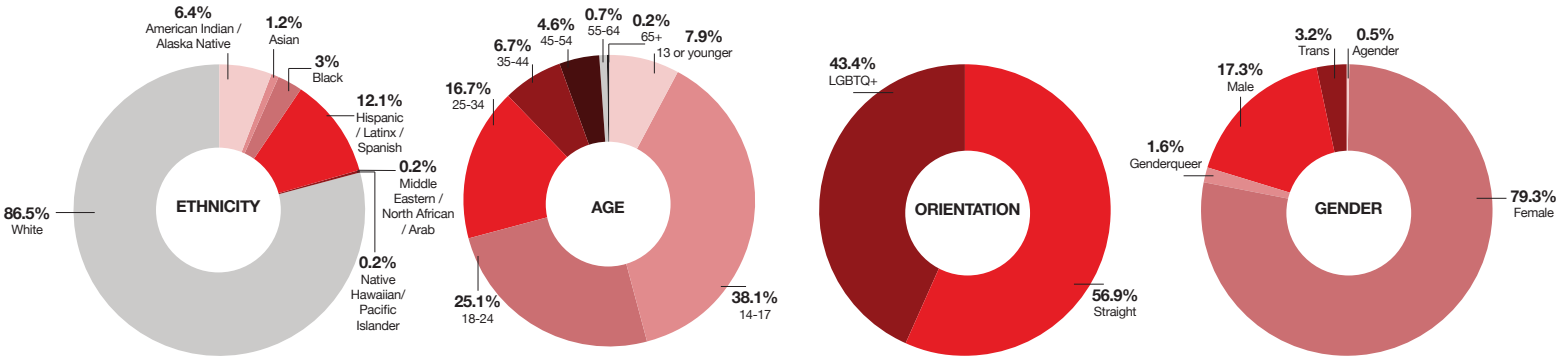
64
ACTIVE RESCUES

55%
FIRST-TIME ACCESSING CARE

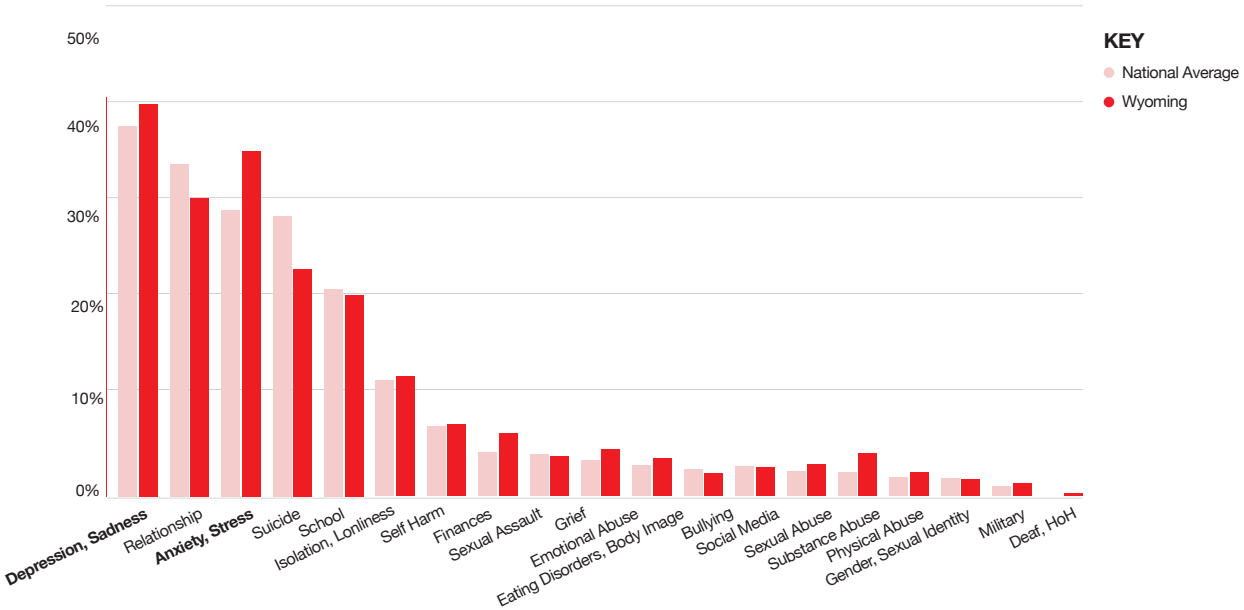
TEXTER FEEDBACK

Thank you so, so much with helping me get through this hard time I'm in. Your help means the world to me, you've inspired me to look to volunteering once I am able! Thank you so, so much!

DEMOGRAPHICS



ISSUES

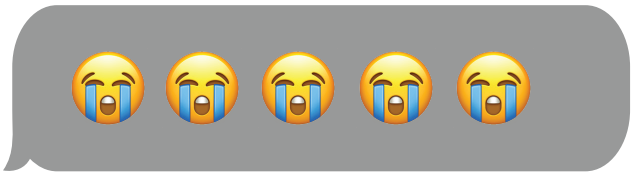


Citations

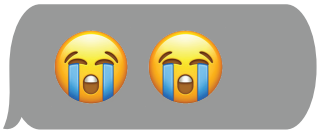
1. “Mental Health by the Numbers,” National Alliance on Mental Illness, 2019. https://www.nami.org/learn-more/mental-health-by-the-numbers

2. “Mortality in the United States, 2018,” Center for Disease Control, 2020. https://www.cdc.gov/nchs/data/databriefs/db355-h.pdf

3. “Drug Overdose Deaths in the United States, 1999–2018,” Center for Disease Control, 2020. https://www.cdc.gov/nchs/products/databriefs/db356.htm



We hear you, America.



Crisis Text Line is here to help.

Text CRISIS to 741741 for free, confidential support 27/4.

Learn more at www.crisistextline.org/states.

CRISIS TEXT LINE