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Facebook & Crisis Text Line Partner to Deliver 24/7 Crisis Support via Facebook Messenger

NEW YORK, NY - March 1, 2017 - Crisis Text Line, a not-for-profit organization, and Facebook announce that people can now connect with a live, trained Crisis Counselor to discuss any type of crisis via Facebook Messenger. Crisis Text Line reaches people on the mediums they use and trust most: text and now Messenger too. "We want to be wherever people are in crisis--text, Facebook Messenger--and we'll continue to be on the leading edge of technology, supporting people everywhere they are," said **Nancy Lublin, Founder and CEO, Crisis Text Line**.

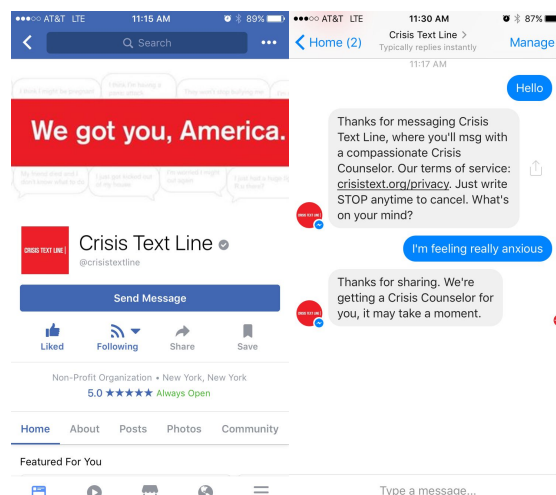
Today, Facebook announced a plan for suicide prevention on the platform in [this post](#), including the Crisis Text Line partnership. "We're proud of our partnership with Crisis Text Line and their integration using the Messenger Platform. With this additional way to connect with Crisis Counselors, people experiencing mental health crises can get the help they need even faster," said **Antigone Davis, Head of Global Safety Policy, Facebook**.

The integration with Facebook Messenger was built using Twilio's Facebook Messenger API. Twilio, which already powers the SMS messages sent by Crisis Text Line, made it simple and seamless to expand the platform to another communication channel, Facebook Messenger. "Reaching people on the various channels where they communicate is an incredible challenge every business faces, said **Erin Reilly, general manager of Twilio.org**. "It's amazing to see Crisis Text Line tackling this challenge with something as essential as crisis support."

How to Contact Crisis Text Line over Messenger

Anyone in the US can reach a live, trained Crisis Text Line Crisis Counselor from the organization's [Facebook page](#) for free, 24/7.

1. Click the "Send Message" button on the [Crisis Text Line Facebook page](#).
2. Just say "hello" or anything else you'd like to share to start the conversation.
3. We will connect you to a live Crisis Counselor who will help you sort through your feelings and develop a plan to stay safe.



About Crisis Text Line

Crisis Text Line provides free, 24/7 support for people in crisis via text. www.crisistextline.org. Text 741741 to be connected to a live, trained Crisis Counselor. Crisis Text Line can be used for all crises such as LGBTQ issues, cyberbullying, suicide, anxiety and beyond. Crisis Counselors complete a 34 hour training and have 24/7 supervision by full time Crisis Text Line staff. The service is always free to texters.

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