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.

Media and Policy: Ashley Womble, awomble@crisistextline.org
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. It’s 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
How it Works

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

<table>
<thead>
<tr>
<th></th>
<th>Statistics</th>
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<tbody>
<tr>
<td><strong>MESSAGES</strong></td>
<td>129M</td>
</tr>
<tr>
<td><strong>SUICIDE DE-ESCALATIONS</strong></td>
<td>51.1K</td>
</tr>
<tr>
<td><strong>ACTIVE RESCUES</strong></td>
<td>30.5K</td>
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<tr>
<td><strong>SATISFACTION RATING</strong></td>
<td>86%</td>
</tr>
<tr>
<td><strong>FIRST-TIME ACCESSING CARE</strong></td>
<td>56%</td>
</tr>
</tbody>
</table>

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

**SUICIDE 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.
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**
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 exceed 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 usually 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 everything, 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
Partnerships

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 takeaway 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

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.
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.
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

ETHNICITY

- 73.1% White
- 32.6% American Indian / Alaska Native
- 7.1% Asian
- 5.2% Black
- 7.6% Hispanic / Latinx / Spanish
- 0.3% Middle Eastern / North African / Arab
- 3% Native Hawaiian / Pacific Islander

AGE

- 28.7% 18-24
- 34.1% 14-17
- 26.7% 25-34
- 10.5% 13 or younger
- 2.3% 35-44
- 5.8% 45-54
- 1.5% 55-64

ORIENTATION

- 54.3% Straight
- 47.6% LGBTQ+
- 0.2% Genderqueer
- 1.5% Agender

GENDER

- 78.5% Female
- 21.5% Male
- 3% Trans
- 1.5% Agender

KEY

- National Average
- Alaska

ISSUES

- Depression, Sadness
- Relationship Anxiety
- Stress
- Suicide
- School Isolation, Loneliness
- Self Injurious Behavior
- Finances
- Sexual Assault
- Emotional Abuse
- Eating Disorders, Body Image
- Bullying
- Social Media
- Sexual Abuse
- Substance Abuse
- Physical Abuse
- Gender, Sexual Identity
- Military, Def. Vet.
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

ETHNICITY

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<tr>
<td>Black</td>
<td>7.4%</td>
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<tr>
<td>Middle Eastern / North African / Arab</td>
<td>1.4%</td>
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<tr>
<td>Native Hawaiian / Pacific Islander</td>
<td>1.5%</td>
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<tr>
<td>White</td>
<td>66.1%</td>
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AGE

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<td>55-64</td>
<td>4.7%</td>
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ORIENTATION

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GENDER

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<th>Gender</th>
<th>Arizona Percentage</th>
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<td>Agender</td>
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ISSUES

<table>
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<th>Issue</th>
<th>Arizona Percentage</th>
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<tr>
<td>Depression, Sadness</td>
<td>55.8%</td>
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<tr>
<td>Relationship Anxiety</td>
<td>39.0%</td>
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<td>Stress</td>
<td>26.4%</td>
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<tr>
<td>School Isolation, Loneliness</td>
<td>15%</td>
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<tr>
<td>Self Harm</td>
<td>15.5%</td>
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<tr>
<td>Finances</td>
<td>4.7%</td>
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<tr>
<td>Sexual Assault</td>
<td>11.2%</td>
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<tr>
<td>Emotional Abuse</td>
<td>4.7%</td>
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<td>Eating Disorders, Body image</td>
<td>3%</td>
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<tr>
<td>Bullying</td>
<td>2.1%</td>
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<tr>
<td>Substance Abuse</td>
<td>0.3%</td>
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<td>Physical Abuse</td>
<td>3%</td>
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<tr>
<td>Gender, Sexual Identity</td>
<td>0.3%</td>
</tr>
<tr>
<td>Military</td>
<td>0.3%</td>
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<td>Def, HoF</td>
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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

ETHNICITY

- 79.9% White
- 6.6% American Indian / Alaska Native
- 2.9% Asian
- 1.3% Black
- 0.8% Hispanic / Latinx / Spanish
- 0.4% Middle Eastern / North African / Arab
- 0.0% Native Hawaiian / Pacific Islander

AGE

- 29.4% 18-24
- 34.1% 14-17
- 15.3% 25-34
- 11.7% 35-44
- 9.3% 45-54
- 1.7% 55-64
- 0.4% 65+

ORIENTATION

- 60.5% Straight
- 41.2% LGBTQ+
- 1.2% Genderqueer
- 2.7% Trans

GENDER

- 80.8% Female
- 16.1% Male
- 1.2% Agender

ISSUES

KEY

- National Average
- Arkansas

www.crisistextline.org/states
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

ETHNICITY

AGE

ORIENTATION

GENDER

ISSUES

KEY

- National Average
- California

www.crisistextline.org/states
**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**

**Ethnicity**
- 77.3% White
- 4.7% Asian
- 4.7% Black
- 5.2% American Indian / Alaska Native
- 1.2% Native Hawaiian / Pacific Islander
- 1.3% Middle Eastern / North African / Arab
- 20.6% Hispanic / Latino / Spanish

**Age**
- 18-24: 25.7%
- 14-17: 36.5%
- 25-34: 15.1%
- 13 or younger: 12%
- 35-44: 5.7%
- 45-54: 3%
- 55-64: 0.4%
- 55+: 0.4%

**Orientation**
- Straight: 45.8%
- LGBTQ+: 1.1%
- Agender: 77.9%
- Male: 3.1%
- Female: 55.1%
- Other: 1.1%

**Gender**
- Male: 2.5%
- Female: 77.9%
- Other: 20.6%

**Issues**

[Graph showing various issues with percentage values]
**Connecticut**

**AT A GLANCE**

- **17,700** Texters in Crisis
- **41,200** 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**

- **ETHNICITY**
  - 73.5% White
  - 9.9% Black
  - 2.5% American Indian / Alaska Native
  - 4.9% Asian
  - 4.9% Hispanic / Latinx / Spanish
  - 0.9% Native Hawaiian / Pacific Islander
  - 11.1% Middle Eastern / North African / Arab
  - 0.9% Native Hawaiian / Pacific Islander

- **AGE**
  - 18-24: 28.2%
  - 13 or younger: 9.7%
  - 14-17: 7.3%
  - 19-24: 37%
  - 25-34: 25.3%
  - 35-44: 15.3%
  - 45-54: 10.1%
  - 55-64: 4.2%
  - 65+: 0.5%
  - 65+: 2.5%

- **ORIENTATION**
  - Straight: 45.6%
  - LGBTQ+: 4.2%
  - Agender: 1.2%
  - Genderqueer: 0.5%

- **GENDER**
  - Female: 79.2%
  - Male: 20%
  - Trans: 0.9%
  - Agender: 1.2%
  - Genderqueer: 1.2%

**ISSUES**

- **Depression, Sadness, Relationship Anxiety, Stress, Suicide, School Isolation, Loneliness, Self Harm, Finances, Sexual Assault, Eating Disorders, Body image, Bullying, Social Media, Sexual Abuse, Physical Abuse, Gender, Sexual Identity, Military, Def., HoH**

**KEY**

- National Average
- Connecticut
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

ETHNICITY

- 46.4% Black
- 19.1% 25-34
- 28.4% 16-17
- 55.1% Straight
- 81.3% Female

ISSUES

- Depression, Sadness
- Relationship
- Anxiety
- Stress
- School
- Isolation
- Loneliness
- Self Harm
- Finances
- Sexual Assault
- Grief
- Emotional Abuse
- Eating Disorders, Body image
- Bullying
- Social Media
- Sexual Abuse
- Substance Abuse
- Physical Abuse
- Military, Def./HOE
- Gender, Sexual Identity

KEY
- National Average
- District of Columbia

www.crisistextline.org/states
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

ETHNICITY
- 69.5% White
- 3.9% American Indian / Alaska Native
- 5.6% Asian
- 1.8% Native Hawaiian / Pacific Islander
- 21.5% Black
- 13.8% Hispanic / Latino / Spanish
- 1.4% Middle Eastern / North African / Arab

AGE
- 46.1% 14-17
- 54.6% 13 or younger
- 23.6% 18-24
- 19.4% 25-34
- 14.9% 35-44
- 11.1% 45-54
- 5.1% 55-64
- 2.9% 65+

ORIENTATION
- 46.1% Straight
- 14.2% LGBTQ+
- 1.4% Agender
- 2.6% Genderqueer
- 1.4% Trans
- 80.7% Female

GENDER
- 80.7% Female
- 14.2% Male
- 1.4% Trans

ISSUES

KEY
- National Average
- Delaware

www.crisistextline.org/states
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

- ETHNICITY:
  - 60.6% White
  - 9.4% Black
  - 14% Hispanic / Latinx / Spanish
  - 4.9% Asian
  - 4.8% Native Hawaiian / Pacific Islander
  - 3.3% American Indian / Alaska Native
  - 1.1% Middle Eastern / North African / Arab
  - 0.4% Native Hawaiian / Pacific Islander

- AGE:
  - 26.7% 13-17
  - 36.3% 18-24
  - 20.5% 25-34
  - 9.3% 35-44

- ORIENTATION:
  - 56.5% Straight
  - 45.4% LGBTQ+

- GENDER:
  - 80.4% Female
  - 16% Male
  - 1.2% Genderqueer
  - 2.7% Trans

ISSUES

- Depression, Sadness
- Relationship
- Anxiety
- Stress
- School
- Isolation, Loneliness
- Self Harm
- Finances
- Sexual Assault
- Emotional Abuse
- Eating Disorders, Body image
- Bullying
- Sexual Media
- Substance Abuse
- Physical Abuse

KEY

- National Average
- Florida

www.crisistextline.org/states
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

ETHNICITY

AGE

ORIENTATION

GENDER

ISSUES

KEY

- National Average
- Georgia

www.crisistextline.org/states
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

ETHNICITY

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>47.1%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>37.2%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>5.4%</td>
</tr>
<tr>
<td>Asian</td>
<td>50.6%</td>
</tr>
<tr>
<td>Black</td>
<td>7.1%</td>
</tr>
<tr>
<td>Hispanic/Latino/Arab</td>
<td>17.7%</td>
</tr>
<tr>
<td>Middle Eastern/North African/Spanish</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

AGE

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 or younger</td>
<td>6.1%</td>
</tr>
<tr>
<td>14-17</td>
<td>24.9%</td>
</tr>
<tr>
<td>18-24</td>
<td>26.5%</td>
</tr>
<tr>
<td>25-34</td>
<td>14.5%</td>
</tr>
<tr>
<td>35-44</td>
<td>6.1%</td>
</tr>
<tr>
<td>45-54</td>
<td>2.8%</td>
</tr>
<tr>
<td>55-64</td>
<td>1.6%</td>
</tr>
<tr>
<td>65+</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

ORIENTATION

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight</td>
<td>56.7%</td>
</tr>
<tr>
<td>LGBTQ+</td>
<td>36.9%</td>
</tr>
<tr>
<td>Genderqueer</td>
<td>0.4%</td>
</tr>
<tr>
<td>Agender</td>
<td>12.8%</td>
</tr>
<tr>
<td>Male</td>
<td>0.6%</td>
</tr>
<tr>
<td>Trans</td>
<td>5.4%</td>
</tr>
<tr>
<td>Deaf/HH</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

GENDER

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>15.3%</td>
</tr>
<tr>
<td>Female</td>
<td>81.7%</td>
</tr>
</tbody>
</table>

www.crisistextline.org/states
AT A GLANCE

- 9950 Texters in Crisis
- 20.8K Conversations 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

ETHNICITY

- 86.0% White
- 13.2% Hispanic / Latinx / Spanish
- 2.1% Asian
- 1.3% Hawaiian / Pacific Islander
- 0.5% American Indian / Alaska Native

AGE

- 31.3% 18-24
- 32.3% 14-17
- 15.6% 25-34
- 6.1% 35-44
- 1.1% 45-54
- 0.2% 55-64
- 9.6% 65+

ORIENTATION

- 44.5% Straight
- 1% LGBTQ+
- 3.1% Trans
- 1% Genderqueer
- 80.1% Female
- 17.2% Male

GENDER

- 57.3% Male
- 32.3% Female
- 0.2% Genderqueer
- 0.1% Trans

ISSUES

KEY

- National Average
- Idaho

www.crisistextline.org/states
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

**ETHNICITY**
- 69% White
- 13.8% Hispanic / Latinx / Spanish
- 5.1% Asian
- 3.1% American Indian / Alaska Native
- 1.6% Middle Eastern / North African / Arab
- 0.8% Native Hawaiian / Pacific Islander
- 0.2% Native

**AGE**
- 27.6% 14-17
- 14.6% 25-34
- 13.6% 35-44
- 12.9% 18-24
- 11.7% 10-12
- 10.7% 45-54
- 9.6% 55-64
- 8.6% 65+

**ORIENTATION**
- 56.3% Straight
- 21.1% LGBTQ+
- 16% Male
- 2% Genderqueer
- 1.1% Trans

**GENDER**
- 80.3% Female

ISSUES

- Depression, Sadness
- Relationship
- Anxiety
- Stress
- Suicide
- School Issues
- Loneliness
- Self Harm
- Financial Issues
- Sexual Assault
- Mental Health
- Bullying
- Social Media
- Sexual Abuse
- Physical Abuse
- Gender
- Sexual Identity
- Military
- Def. HoF

KEY
- National Average
- Illinois

www.crisistextline.org/states
**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**

- **83.4%** White
- **9.7%** Black
- **9.6%** Hispanic / Latino / Spanish
- **0.8%** Middle Eastern / North African / Arab
- **4%** American Indian / Alaska Native
- **2.8%** Asian
- **0.8%** Native Hawaiian / Pacific Islander

- **27.1%** 18-24
- **59%** 14-17
- **11%** 13 or younger
- **3.7%** 10-13
- **5.9%** 15-17
- **14%** 25-34
- **1.3%** 18-24

- **43%** LGBTQ+
- **58%** straight
- **2%** genderqueer
- **17.3%** male
- **3.1%** female

- **79.1%** Female

**ISSUES**

<table>
<thead>
<tr>
<th>National Average</th>
<th>Indiana</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression, Sadness</td>
<td>40%</td>
</tr>
<tr>
<td>Relationship Anxiet</td>
<td>30%</td>
</tr>
<tr>
<td>Stress</td>
<td>20%</td>
</tr>
<tr>
<td>School Isolation, Unfairness</td>
<td>10%</td>
</tr>
<tr>
<td>Self Harm</td>
<td>10%</td>
</tr>
<tr>
<td>Financial Strain</td>
<td>10%</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>5%</td>
</tr>
<tr>
<td>Emotional Abuse</td>
<td>5%</td>
</tr>
<tr>
<td>Eating Disorders, Body image</td>
<td>5%</td>
</tr>
<tr>
<td>Bullying</td>
<td>5%</td>
</tr>
<tr>
<td>Social Media</td>
<td>5%</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>5%</td>
</tr>
<tr>
<td>Physical Abuse</td>
<td>5%</td>
</tr>
<tr>
<td>Gender, Sexual Identity</td>
<td>5%</td>
</tr>
<tr>
<td>Military, Deployment, Hof</td>
<td>5%</td>
</tr>
</tbody>
</table>

[www.crisistextline.org/states](http://www.crisistextline.org/states)
**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**

**ETHNICITY**
- White: 87.8%
- American Indian / Alaska Native: 3.0%
- Asian: 3.1%
- Black: 6.3%
- Hispanic / Latinx / Spanish: 0.5%
- Middle Eastern / North African / Arab: 0.3%
- Native Hawaiian / Pacific Islander: 0.2%
- Other: 0.5%

**AGE**
- 13 or younger: 8.3%
- 14-17: 25.9%
- 18-24: 39.9%
- 25-34: 6.4%
- 35-44: 4.6%
- 45-54: 2.3%
- 55-64: 1.3%
- 65+: 0.6%

**ORIENTATION**
- Straight: 52.8%
- LGBTQ+: 43.8%
- Agender: 1.1%
- Genderqueer: 3.1%

**GENDER**
- Female: 79.7%
- Male: 15.8%
- Trans: 3.1%

**ISSUES**

**KEY**
- National Average
- Iowa

- Depression, Sadness: 49.3%
- Relationship Anxiety: 47.9%
- PTSD: 40.9%
- School Isolation, Unrelated: 38.7%
- Self Harm: 27.4%
- Sexual Assault: 15.2%
- Gender, Sexual Identity: 14.8%
- Military, Vet, HoH: 14.3%
- Bullying: 13.2%
- Substance Abuse: 11.4%
- Eating Disorders, Body Image: 11.1%
- Sexual Abuse: 10.9%
- Emotional Abuse: 9.7%
- Physical Abuse: 7.6%
- Grief: 6.1%
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

ISSUES

KEY

- National Average
- Kansas

www.crisistextline.org/states
AT A GLANCE

27.7K TEXTERS IN CRISIS
56.1K CONVOS ON OUR PLATFORM
27.7K TEXTERS IN CRISIS
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

ETHNICITY

AGE

ORIENTATION

GENDER

ISSUES

KEY

- National Average
- Kentucky
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

ETHNICITY

66.4%
White

4.5%
American Indian / Alaska Native

3.2%
Asian

29.7%
Black

8.0%
Hispanic / Latinx / Spanish

0.7%
Middle Eastern / North African / Arab

0.9%
Native Hawaiian / Pacific Islander

AGE

25%
18-24

15%
25-34

19%
20-24

6.2%
35-44

3.3%
45-54

1.5%
50-64

0.3%
65 or younger

ORIENTATION

59.1%
Straight

21.1%
LGBTQ+

29.7%
Genderqueer

1.6%
Genderqueer

0.9%
Agender

GENDER

82.1%
Female

15.1%
Male

2.1%
Trans

0.9%
Agender

ISSUES

www.crisistextline.org/states
Maine

AT A GLANCE

7.4K Texters in Crisis
16.6K Conversos 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

ETHNICITY

92% White
3.2% Black
0.5% Middle Eastern / North African / Arab
0.9% Native Hawaiian / Pacific Islander
4.6% American Indian / Alaska Native
1.8% Asian

AGE

14-17: 27.1%
13 or younger: 8.8%
18-24: 35.8%
25-34: 21.4%
35-44: 6.3%
45-54: 5.6%
55-64: 0.1%
65+: 0.1%

ORIENTATION

Straight: 47.2%
LGBTQ+: 52.8%

GENDER

Female: 78.1%
Male: 21.9%
Trans: 0.4%
Genderqueer: 0.4%
Agender: 0.4%

ISSUES

www.crisistextline.org/states
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**

- **ETHNICITY**
  - 62.3% White
  - 26.9% Black
  - 13.3% 25-34
  - 5.0% 18-24
  - 2.9% 45-64
  - 0.5% 13 or younger
  - 1.4% 35-44
  - 1.2% American Indian / Alaska Native
  - 1.7% Native Hawaiian / Pacific Islander
  - 6.8% Asian
  - 1.7% Hispanic / Latinx / Spanish

- **AGE**
  - 26.9% 18-24
  - 26.6% 25-34
  - 5.0% 35-44
  - 13.3% 25-34
  - 1.4% 35-64

- **ORIENTATION**
  - 45.3% Straight
  - 15.9% Trans
  - 2.5% Male
  - 1.5% Genderqueer
  - 2.6% Male
  - 1.2% Agender

- **GENDER**
  - 80% Female
  - 20% Male

**ISSUES**

- Depression, Sadness
- Relationship
- Anxiety
- Stress
- School
- Isolation, Loneliness
- Self Harm
- Finances
- Sexual Assault
- Emotional Abuse
- Eating Disorders, Body Image
- Bullying
- Sexual Identity
- Substance Abuse
- Physical Abuse
- Gender
- Sexual Identity
- Military
- Def, HOF

**KEY**

- National Average
- Maryland

[www.crisistextline.org/states](http://www.crisistextline.org/states)
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

ISSUES

KEY

- National Average
- Massachusetts
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

ETHNICITY

- 78.3% White
- 4.6% American Indian / Alaska Native
- 3.5% Asian
- 14.8% Black
- 0.7% Native Hawaiian / Pacific Islander
- 7.9% Hispanic / Latinx / Spanish
- 0.4% Middle Eastern / North African / Arab
- 0.1% Native Hawaiian / Pacific Islander

AGE

- 27.5% 13-17
- 35.9% 18-24
- 15.6% 25-34
- 5.8% 35-44
- 3.6% 45-54
- 1.3% 55-64
- 0.2% 65 or younger

ORIENTATION

- 58.5% Straight
- 42.3% LGBT+
- 1.2% Genderqueer
- 1.8% Genderfluid
- 3.6% Non-binary

GENDER

- 80.3% Female
- 16.0% Male
- 3.0% Trans
- 1.2% Gender
- 0.2% Agender

ISSUES

- Depression, Sadness
- Relationship Anxieties
- Stress
- School Isolation, Unipolar
- Self Harm
- Finances
- Sexual Assault
- Emotional Abuse
- Eating Disorders, Body image
- Bullying
- Social Media
- Substance Abuse
- Physical Abuse
- Gender, Sexual Identity
- Military, Def, HoH

KEY

- National Average
- Michigan

www.crisistextline.org/states
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 through 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

ETHNICITY

AGE

ORIENTATION

GENDER

ISSUES

KEY

- National Average
- Minnesota

www.crisistextline.org/states
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

ETHNICITY

67.7% White
30.2% Black
3.7% American Indian / Alaska Native
1.8% Asian
0.9% Native Hawaiian / Pacific Islander
0.7% Middle Eastern / North African / Arab

AGE

35.6% 14-17
28.7% 18-24
13.8% 25-34
6% 35-44
6% 45-54
1.3% 50-64
1.3% 65 or younger

ORIENTATION

62.7% Straight
36.6% LGBTQ+
0.8% Agender
2.0% Trans

GENDER

84.3% Female
13.5% Male
1.2% Genderqueer
0.8% Agender

ISSUES

KEY

- National Average
- Mississippi

www.crisistextline.org/states
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

ETHNICITY

83.8% White
4.7% American Indian / Alaska Native
2.6% Asian
11.4% Black
6.5% Hispanic / Latinx / Spanish
0.9% Hawaiian / Pacific Islander

AGE

27.6% 18-24
6.1% 25-34
15.4% 35-44
3.8% 45-54
1.9% 55-64
0.2% 65 or younger
10% 13 or younger

ORIENTATION

43% Straight
15.5% Male
81.1% Female
1.7% Genderqueer
2.9% Trans
1.2% Agender
0.9% Gay

GENDER

83.8% White
4.7% American Indian / Alaska Native
2.6% Asian
11.4% Black
6.5% Hispanic / Latinx / Spanish
0.9% Hawaiian / Pacific Islander

ISSUES

www.crisistextline.org/states
AT A GLANCE

<table>
<thead>
<tr>
<th>Metric</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texters in Crisis</td>
<td>6,95K</td>
</tr>
<tr>
<td>Conversations on Our Platform</td>
<td>15.1K</td>
</tr>
<tr>
<td>Suicide De-escalations</td>
<td>304</td>
</tr>
<tr>
<td>Active Rescues</td>
<td>154</td>
</tr>
<tr>
<td>First-Time Accessing Care</td>
<td>56%</td>
</tr>
</tbody>
</table>

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

Key
- National Average
- Montana

<table>
<thead>
<tr>
<th>Demographic</th>
<th>Montana</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethnicity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>87.9%</td>
<td></td>
</tr>
<tr>
<td>American Indian / Alaska Native</td>
<td>12.9%</td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td>2.5%</td>
<td></td>
</tr>
<tr>
<td>Black</td>
<td>6.6%</td>
<td></td>
</tr>
<tr>
<td>Hispanic / Latinx / Spanish</td>
<td>4.8%</td>
<td></td>
</tr>
<tr>
<td>Middle Eastern / North African / Arab</td>
<td>0.7%</td>
<td></td>
</tr>
<tr>
<td>Native Hawaiian / Pacific Islander</td>
<td>0.8%</td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13 or younger</td>
<td>13.7%</td>
<td></td>
</tr>
<tr>
<td>14-17</td>
<td>26.4%</td>
<td></td>
</tr>
<tr>
<td>18-24</td>
<td>39.0%</td>
<td></td>
</tr>
<tr>
<td>25-34</td>
<td>4.8%</td>
<td></td>
</tr>
<tr>
<td>35-44</td>
<td>3.9%</td>
<td></td>
</tr>
<tr>
<td>45-54</td>
<td>2.1%</td>
<td></td>
</tr>
<tr>
<td>55-64</td>
<td>0.6%</td>
<td></td>
</tr>
<tr>
<td>65+</td>
<td>0.6%</td>
<td></td>
</tr>
<tr>
<td>Orientation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Straight</td>
<td>45.1%</td>
<td></td>
</tr>
<tr>
<td>LGBTQ+</td>
<td>54.0%</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>55.9%</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>2.9%</td>
<td></td>
</tr>
<tr>
<td>Agender</td>
<td>45.1%</td>
<td></td>
</tr>
<tr>
<td>Trans</td>
<td>3.3%</td>
<td></td>
</tr>
<tr>
<td>Genderqueer</td>
<td>17.6%</td>
<td></td>
</tr>
</tbody>
</table>

ISSUES

www.crisistextline.org/states
**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 your help. It makes me feel better knowing someone was there to help.

**DEMOGRAPHICS**

**ETHNICITY**

- 84% White
- 4.1% American Indian / Alaska Native
- 2.4% Asian
- 3.2% Black
- 11.5% Hispanic / Latinx / Spanish
- 0.7% Middle Eastern / North African / Arab
- 1% Native Hawaiian / Pacific Islander

**AGE**

- 34.7% 13-24
- 28.3% 25-34
- 13.9% 18-24
- 11.5% 25-34
- 6% 35-44
- 3.3% 45-54
- 1.3% 55-64
- 0.3% 65+
- 12.1% 4-13 or younger

**ORIENTATION**

- 43.1% Straight
- 34.7% 14-17
- 28.3% 15-24
- 13.9% 18-24
- 11.5% 25-34
- 6% 35-44
- 3.3% 45-54
- 1.3% 55-64
- 0.3% 65+
- 12.1% 4-13 or younger

**GENDER**

- 56.1% Female
- 43.9% Male
- 1.1% Genderqueer
- 10.9% Trans
- 1.3% Agender

**ISSUES**

- **50%** National Average
- **80.2%** Nebraska

KEY

- National Average
- Nebraska
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

ETHNICITY

60.9% White
11.2% Asian
10.4% Back
4.5% Native Hawaiian/ Pacific Islander
28.4% Hispanic / Latinx / Spanish
1.2% Middle Eastern / North African / Arab
0.1% American Indian / Alaska Native

AGE

16.1% 25-34
5.1% 35-44
3.5% 45-54
1.6% 55-64
1.0% 65+
0.1% 12 or younger
0.1% 13 or younger
27.3% 18-24
33.8% 14-17

ORIENTATION

48.4% Straight
33.8% LGBTQ+
3.5% Gay
3.4% Lesbian
1.0% Bisexual
0.8% Trans
0.8% Genderqueer
0.5% Non-binary

GENDER

78.3% Female
21.7% Male
17.8% Trans
2.4% Genderqueer
0.8% Non-binary

ISSUES

Depression, Sadness
Relationship
Anxiety
Stress
Suicide
School Isolation, Loneliness
Self Harm
Finances
Sexual Assault
Emotional Abuse
Eating Disorders, Body Image
Bullying
Social Media
Sexual Abuse
Substance Abuse
Physical Abuse
Gender, Sexual Identity
Military, Def, Vet

KEY

- National Average
- Nevada

www.crisistextline.org/states
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**

**ETHNICITY**

- 90.5% White
- 4.3% American Indian / Alaska Native
- 3.2% Asian
- 0.9% Black
- 0.4% Hispanic / Latinx / Spanish
- 0.4% Native Hawaiian / Pacific Islander

**AGE**

- 26.3% 18-24
- 28.3% 19-24
- 37.5% 14-17
- 4.7% 35-44
- 1.1% 30-44
- 0.1% 25-34
- 0.8% 13 or younger
- 4.5% 50-64
- 15.7% 45-54

**ORIENTATION**

- 46.1% Straight
- 1.8% LGBTQ+
- 4.0% Trans
- 0.4% Genderqueer
- 76.6% Female
- 3.3% Male
- 17.7% Agender

**GENDER**

- 78.6% Female
- 21.4% Male

**ISSUES**

[Bar chart showing various issues with percentages of National Average and New Hampshire.]

**KEY**

- National Average
- New Hampshire
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

ETHNICITY

63.3% White
23.1% Black
14.3% Hispanic / Latino / Spanish
2.6% American Indian / Alaska Native
8.2% Asian
1.1% Native Hawaiian / Pacific Islander

AGE

14.7% 13 or younger
37.3% 14-17
28% 18-24
14.7% 25-34
4.1% 35-44
2.6% 45-54
1.2% 55-64
0.3% 65+

ORIENTATION

57.5% Straight
43.5% LGBTQ+
1.2% Agender
2.2% Genderqueer

GENDER

79.2% Female
2.4% Trans
1.2% Male

ISSUES

Depression, Sadness
Relationship
Anxiety
Stress
School
Suicide
Isolation
Loneliness
Self Harm
Financial
Finances
Sexual Assault
Emotional Abuse
Eating Disorders
Body image
Bullying
Social Media
Sexual Abuse
Substance Abuse
Physical Abuse
Gender, Sexual Identity
Military, Def, Hof

KEY

- National Average
- New Jersey

www.crisistextline.org/states
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

ETHNICITY

- 55.9% White
- 45.6% Hispanic / Latinx / Spanish
- 3.2% Asian
- 10.5% American Indian / Alaska Native
- 1% Native Hawaiian / Pacific Islander
- 0.6% Black

AGE

- 24.9% 18-24
- 45.6% 25-34
- 16.8% 18-24
- 6.8% 13 or younger
- 3.1% 25-34
- 1.8% 35-44

ORIENTATION

- 54.7% Straight
- 46.6% LGBTQ+
- 0.5% 14-17
- 12% 18-24
- 3.1% 45-54
- 10% 55-64

GENDER

- 77.2% Female
- 2.1% Trans
- 19.3% Male
- 0.9% Genderqueer

ISSUES

<table>
<thead>
<tr>
<th>National Average</th>
<th>New Mexico</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression, Sadness</td>
<td>43.2%</td>
</tr>
<tr>
<td>Relationship</td>
<td>37.1%</td>
</tr>
<tr>
<td>Anxiety</td>
<td>31.8%</td>
</tr>
<tr>
<td>Stress</td>
<td>29.6%</td>
</tr>
<tr>
<td>School Isolation, Loneliness</td>
<td>28.8%</td>
</tr>
<tr>
<td>Self Harm</td>
<td>14.5%</td>
</tr>
<tr>
<td>Finances</td>
<td>14.0%</td>
</tr>
<tr>
<td>Emotional Abuse, Body Image</td>
<td>11.8%</td>
</tr>
<tr>
<td>Suicide</td>
<td>11.5%</td>
</tr>
<tr>
<td>Religious</td>
<td>11.5%</td>
</tr>
<tr>
<td>Military</td>
<td>11.2%</td>
</tr>
<tr>
<td>Bullying</td>
<td>10.9%</td>
</tr>
<tr>
<td>Social Media</td>
<td>10.8%</td>
</tr>
<tr>
<td>Gender, Sexual Identity</td>
<td>10.7%</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>10.5%</td>
</tr>
</tbody>
</table>

KEY

- National Average
- New Mexico

www.crisistextline.org/states
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

ETHNICITY

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>63.2%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>1%</td>
</tr>
<tr>
<td>Black</td>
<td>15.8%</td>
</tr>
<tr>
<td>Asian</td>
<td>7.4%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>3%</td>
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</table>

AGE

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>13 or younger</td>
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<tr>
<td>14-17</td>
<td>11.1%</td>
</tr>
<tr>
<td>18-24</td>
<td>27.7%</td>
</tr>
<tr>
<td>25-34</td>
<td>21.9%</td>
</tr>
<tr>
<td>35-44</td>
<td>15.4%</td>
</tr>
<tr>
<td>45-54</td>
<td>5.6%</td>
</tr>
<tr>
<td>55-64</td>
<td>3.2%</td>
</tr>
<tr>
<td>65+</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

ORIENTATION

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight</td>
<td>56.9%</td>
</tr>
<tr>
<td>LGBTQ+</td>
<td>43.9%</td>
</tr>
</tbody>
</table>

GENDER

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>58.5%</td>
</tr>
<tr>
<td>Female</td>
<td>41.5%</td>
</tr>
</tbody>
</table>

ISSUES

<table>
<thead>
<tr>
<th>Issue</th>
<th>New York</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression, Sadness</td>
<td></td>
</tr>
<tr>
<td>Relationship Anxiety</td>
<td></td>
</tr>
<tr>
<td>Stress, Trauma</td>
<td></td>
</tr>
<tr>
<td>Self Harm</td>
<td></td>
</tr>
<tr>
<td>Finances</td>
<td></td>
</tr>
<tr>
<td>Sexual Assault</td>
<td></td>
</tr>
<tr>
<td>Emotional Abuse</td>
<td></td>
</tr>
<tr>
<td>Eating Disorders, Body image</td>
<td></td>
</tr>
<tr>
<td>Bullying</td>
<td></td>
</tr>
<tr>
<td>Social Media</td>
<td></td>
</tr>
<tr>
<td>Substance Abuse</td>
<td></td>
</tr>
<tr>
<td>Physical Abuse</td>
<td></td>
</tr>
<tr>
<td>Gender, Sexual Identity</td>
<td></td>
</tr>
<tr>
<td>Military, Def, HoH</td>
<td></td>
</tr>
</tbody>
</table>

KEY

- National Average
- New York

www.crisistextline.org/states
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

ISSUES

www.crisistextline.org/states
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

- **ETHNICITY**
  - 81.0% White
  - 12.0% American Indian / Alaska Native
  - 2.3% Asian
  - 1.5% Hawaiian / Pacific Islander
  - 4.6% Black
  - 4.6% Hispanic / Latino / Spanish
  - 1.0% Middle Eastern / North African / Arab

- **AGE**
  - 55-64: 5.0%
  - 45-54: 6.0%
  - 35-44: 7.7%
  - 25-34: 15.6%
  - 18-24: 24.7%
  - 13 or younger: 0.6%
  - 12-17: 25.9%
  - 10-12: 10.8%
  - 14-17: 15.6%

- **ORIENTATION**
  - 56.9% Straight
  - 15% Genderqueer
  - 1.6% Trans
  - 0.8% Agender

- **GENDER**
  - 81.9% Female
  - 15% Male
  - 1.6% Trans
  - 0.8% Agender

ISSUES

- **KEY**
  - National Average
  - North Dakota

www.crisistextline.org/states
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

www.crisistextline.org/states
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

ETHNICITY

AGE

ORIENTATION

GENDER

ISSUES

KEY

- National Average
- Oklahoma

www.crisistextline.org/states
Oregon

AT A GLANCE

25.4K
TEXTERS IN CRISIS

54.7K
CONVOS ON OUR PLATFORM

A

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

ETHNICITY

63.2%
White

83.2%
American Indian / Alaska Native

5.1%
Asian

4.3%
Black

14.2%
Hispanic / Latinx / Spanish

1.6%
Middle Eastern / North African / Arab

2.2%
Native Hawaiian / Pacific Islander

AGE

24.8%
18-24

16.5%
25-34

16.5%
35-44

10.6%
45-54

3.9%
55-64

1.9%
65+

0.6%
13 or younger

ORIENTATION

49.6%
Straight

34.6%
LGBTQ+

3.9%
Genderqueer

1.8%
Agender

GENDER

77%
Female

4%
Male

16.5%
Trans

KEY

National Average

Oregon

www.crisistextline.org/states
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

ETHNICITY

AGE

ORIENTATION

GENDER

ISSUES

KEY

National Average

Pennsylvania

www.crisistextline.org/states
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

ETHNICITY

- 11.3% White
- 0.8% Asian
- 5.1% Black
- 0.6% Middle Eastern / North African / Arab
- 1.7% Native Hawaiian / Pacific Islander
- 94.1% Hispanic / Latinx / Spanish

AGE

- 37.1% 18-24
- 32.9% 14-17
- 25-34
- 18-24
- 13 or younger

ORIENTATION

- 54.1% Straight
- 46.5% LGBTQ+

GENDER

- 81.3% Female
- 16.3% Male
- 1.7% Trans
- 0.8% Genderqueer

ISSUES

KEY

- National Average
- Puerto Rico

www.crisistextline.org/states
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

ETHNICITY

ORIENTATION

GENDER

ISSUES

KEY

- National Average
- Rhode Island

www.crisistextline.org/states
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

ETHNICITY
- 72.5% White
- 22.3% Black
- 4.2% American Indian / Alaska Native
- 1.3% Native Hawaiian / Pacific Islander
- 2.7% Asian
- 8.3% Hispanic / Latinx / Spanish
- 1% Middle Eastern / North African / Arab

AGE
- 27.9% 18-24
- 13.6% 25-34
- 3.5% 35-44
- 5.9% 45-54
- 1% 55-64
- 0.3% 65+

ORIENTATION
- 56.3% Straight
- 44.7% LGBTQ+

GENDER
- 82.2% Female
- 9.1% Male
- 2.2% Genderqueer
- 8.3% Trans

ISSUES

KEY
- National Average
- South Carolina

www.crisistextline.org/states
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

ETHNICITY

AGE

ORIENTATION

GENDER

ISSUES

KEY

National Average
South Dakota

www.crisistextline.org/states
**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**

- **ETHNICITY**
  - 80.9% White
  - 4.1% American Indian / Alaska Native
  - 2.7% Asian
  - 14.4% Black
  - 0.6% Native Hawaiian / Pacific Islander

- **AGE**
  - 35.4% 14-17
  - 27.4% 18-24
  - 13.9% 25-34
  - 6.7% 35-44
  - 1.2% 45-54
  - 13 or younger

- **ORIENTATION**
  - 58.8% Straight
  - 42.3% LGBTQ+
  - 3.3% Trans
  - 2% Genderqueer

- **GENDER**
  - 80% Female
  - 16.4% Male
  - 3.3% Agender
  - 80% Female

**ISSUES**

**KEY**
- National Average
- Tennessee

**www.crisistextline.org/states**
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

**ETHNICITY**
- 53.8% White
- 5.1% Asian
- 0.8% American Indian / Alaska Native
- 12% Black
- 1.2% Middle Eastern / North African / Arab
- 39% Hispanic / Latinx / Spanish

**AGE**
- 13 or younger: 3%
- 14-17: 3%
- 18-24: 26.8%
- 25-34: 26.8%
- 35-44: 43.6%
- 45-54: 3.4%
- 55-64: 1.3%
- 65+: 0.8%

**ORIENTATION**
- Straight: 57.6%
- LGBTQ+: 43.6%
- Genderqueer: 0.3%
- Trans: 1.3%
- Genderfluid: 1.6%
- Agender: 0.3%

**GENDER**
- Female: 80.4%
- Male: 16.3%
- Trans: 2.5%
- Genderqueer: 1.1%

ISSUES

- Depression, Sadness
- Relationship Anxieties
- Stress
- School Isolation, Loneliness
- Self Harm
- Finances
- Sexual Assault
- Emotional Abuse
- Eating Disorders, Body image
- Bullying
- Social Media
- Substance Abuse
- Physical Abuse
- Gender, Sexual Identity
- Military
- LGBT

www.crisistextline.org/states
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 change my life. Thank you!:)

DEMOGRAPHICS

ETHNICITY

AGE

ORIENTATION

GENDER

issues

www.crisistextline.org/states
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

ETHNICITY

91.7% White
4.1% American Indian / Alaska Native
2.8% Asian
2.5% Black
4.3% Hispanic / Latinx / Spanish
1.6% Middle Eastern / North African / Arab
0.2% Native Hawaiian / Pacific Islander

AGE

53.5% Straight
16.2% 18-24
27.5% 16-17
8% 14-17
6% 13 or younger
2.3% 12-13
2% 11-12
0.5% 10-11
0.2% 9-10
8% 8-9
0.01% 7-8

ORIENTATION

53.5% Straight
47.7% LGBTQ+
76.7% Female
18.8% Male
3.8% Trans
1.2% Agender
2.5% Genderqueer
0.2% Nonbinary

GENDER

76.7% Female
18.8% Male
3.8% Trans
1.2% Agender
2.5% Genderqueer
0.2% Nonbinary

ISSUES

KEY

- National Average
- Vermont

www.crisistextline.org/states
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

ETHNICITY

- 69.4% White
- 19.4% Black
- 4.4% American Indian / Alaska Native
- 7% Asian
- 1.3% Middle Eastern / North African / Arab
- 2% Hispanic / Latinx / Spanish
- 12.2% Native Hawaiian / Pacific Islander

AGE

- 27.1% 18-24
- 37.5% 14-17
- 14% 25-34
- 14% 35-44
- 11.2% 45-54
- 5.2% 55-64
- 3% 55-64
- 0.5% 13 or younger

ORIENTATION

- 45.7% Straight
- 55.4% LGBTQ+
- 2.3% Genderqueer
- 3% Trans

GENDER

- 79.8% Female
- 16% Male
- 3% Genderqueer
- 0.3% Trans
- 0.5% Agender

ISSUES

- Depression, Sadness
- Relationship
- Anxiety
- Stress
- School
- Isolation, Loneliness
- Self Harm
- Financial Issues
- Sexual Assault
- Sexual Identity
- Substance Abuse
- Physical Abuse
- Gender
- Military, Def.

KEY

- National Average
- Virginia

www.crisistextline.org/states
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**

**ETHNICITY**
- 79.8% White
- 6.5% American Indian / Alaska Native
- 6.3% Asian
- 2.7% Native Hawaiian / Pacific Islander
- 9% Black
- 1.4% Middle Eastern / North African / Arab
- 1.1% Other
- 0.4% 13 or younger
- 0.4% 45-54
- 0.4% 55-64
- 0.4% 65+

**AGE**
- 25-34: 37%
- 18-24: 30%
- 14-17: 25%
- 25-34: 14%
- 35-44: 12%
- 45-54: 11%
- 55-64: 10%
- 65+: 9%

**ORIENTATION**
- 52.3% Straight
- 25% 14 or younger
- 17.8% Male
- 13.5% Female
- 2.8% Genderqueer
- 1.5% Trans
- 1.5% Agender
- 0.4% LGBTQ+

**GENDER**
- 77% Female

**ISSUES**

- Depression, Sadness
- Relationship
- Anxiety
- Stress
- School
- Isolation, Loneliness
- Self Harm
- Finances
- Sexual Assault
- Emotion Abuse
- Eating Disorders, Body Image
- Bullying, Social Media
- Sexual Abuse
- Substance Abuse
- Physical Abuse
- Gender, Sexual Identity
- Military
- Def., H/H

[www.crisistextline.org/states](http://www.crisistextline.org/states)
**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 thoroughly the past and it made me so much better. I’m glad we have people to talk to. Thank you!!

**DEMOGRAPHICS**

- **ETHNICITY**
  - 92.6% White
  - 3.1% American Indian / Alaska Native
  - 0.9% Asian
  - 0.8% Black
  - 0.6% Hispanic / Latin / Spanish
  - 0.4% Middle Eastern / North African / Arab
  - 0.3% Native Hawaiian / Pacific Islander

- **AGE**
  - 27.8% 16-24
  - 36.9% 14-17
  - 25.2% 13 or younger
  - 3.4% 25-34
  - 5.2% 35-44
  - 0.2% 45-54

- **ORIENTATION**
  - 57.5% Straight
  - 44.1% LGBTQ+
  - 2% Genderqueer
  - 0.4% Trans

- **GENDER**
  - 80.8% Female
  - 15.6% Male
  - 3.2% Trans
  - 0.2% Genderqueer

**ISSUES**

- Depression, Sadness
- Relationship
- Anxiety
- Stress
- Suicide
- School
- Isolation, Loneliness
- Self Harm
- Finances
- Sexual Assault
- Sexual Abuse
- Physical Abuse
- Gender, Sexual Identity
- Military, Def. Vet.

**KEY**

- National Average
- West Virginia
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

KEY

- National Average
- Wisconsin
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**

**ETHNICITY**

- 86.5% White
- 12.1% Black
- 6.4% American Indian / Alaska Native
- 1.2% Asian
- 0.2% Native Hawaiian / Pacific Islander

**AGE**

- 25.1% 16-17
- 38.1% 18-24
- 16.7% 25-34
- 6.7% 35-44
- 4.6% 45-54
- 0.7% 55-64
- 0.2% 65 or younger

**ORIENTATION**

- 43.4% LGBTQ+
- 56.9% Straight
- 1.6% Genderqueer
- 17.3% Male
- 3.2% Trans
- 0.5% Agender

**GENDER**

- 79.3% Female
- 20.7% Male

**ISSUES**

- Depression, Sadness
- Relationship Stress
- Anxiety
- School Isolation, Loneliness
- Self Harm
- Finances
- Sexual Assault
- Bullying
- Social Media
- Sexual Abuse
- Substance Abuse
- Physical Abuse
- Gender, Sexual Identity
- Military, Def. / HoH

**KEY**

- National Average
- Wyoming

www.crisistextline.org/states
   https://www.nami.org/learn-more/mental-health-by-the-numbers

   https://www.cdc.gov/nchs/data/databriefs/db355-h.pdf

   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.