

FREE, 24/7 SUPPORT FOR PEOPLE IN CRISIS



***Text 741741 from anywhere in the USA to text with a trained Crisis Counselor.**

Every texter is connected with a Crisis Counselor, a real-life human being trained to bring texters from a hot moment to a cool calm through active listening and collaborative problem solving.

All Crisis Counselors are volunteers, donating their time to helping people in crisis.

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via text.

HOW IT WORKS:

1. Text HOME to 741741 from anywhere in the US, anytime, about any type of crisis.
2. A live, trained Crisis Counselor receives the text & responds quickly, from our secure online platform.
3. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.

HERE'S HOW IT WORKS IN MORE DETAIL...

- First, you're in crisis. That doesn't just mean suicide: it's any painful emotion for which you need support. You text us at **741741**.
- Your opening message can say anything: The opt-in words you see advertised ("HELLO," "START") just help us know where people are learning about us!
- The first two responses are automated. They tell you that you're being connected with a Crisis Counselor, and invite you to share a bit more.
- The Crisis Counselor is a trained volunteer, not a professional. They can provide support, but not medical advice.
- It usually takes less than five minutes to connect you with a Crisis Counselor. (It may take longer during high-traffic times).
- When you've reached a Crisis Counselor, they'll introduce themselves, reflect on what you've said, and invite you to share at your own pace.
- You'll then text back & forth with the Crisis Counselor. You never have to share anything you don't want to.
- The Crisis Counselor will help you sort through your feelings by asking questions, empathizing, and actively listening.
- The conversation typically ends when you and the Crisis Counselor both feel comfortable deciding that you're in a "cool," safe place.
- After the conversation, you'll receive an optional survey about your experience. This helps us help you and others like you!
- The goal of any conversation is to get you to a calm, safe place.
- Sometimes that means providing you with a referral to further help, sometimes it just means being there and listening. A conversation usually lasts from 15-45 minutes.