

We engaged in over 1.3 million conversations with texters throughout 2023.

We examined these conversations to explore top mental health issues, stressors, and coping strategies.



Executive Summary

Crisis Text Line has a unique understanding of the state of the mental health crisis in the United States.

Each year, we support over a million conversations with texters in need across the country, or more than 3,500 daily. Since we provide mental health support 24/7, we have insight into the timing, language, and key issues across the U.S, almost in real time. Our conversations present a special snapshot of what people in crisis talked about last year.

For our 5th annual United in Empathy Report, we analyzed 1.3 million conversations from 2023 to learn about emerging mental health trends. Here is what we found:

1. **Mondays and evenings** were associated with the heaviest traffic in 2023.
2. **Anxiety and stress were the top issues** that texters brought to us, followed by relationships, depression and sadness, suicide, and isolation and loneliness.
3. **Self-harm and bullying surged** for a third consecutive year and anxiety increased compared to 2022. These trends may be related. For example, involvement in bullying,

whether as a victim or perpetrator, can increase the risk for both self-harm and anxiety.

4. Despite a lot of stressful current events in 2023, **texters reached out first and foremost to discuss issues closer to home:** concerns over personal relationships, finances, and school.
5. **Texters found many creative ways to cope with anxiety and stress,** primarily by talking to loved ones, family, friends, and therapists but also by listening to music and playing video games.

We hope these insights can support those dedicated to improving the lives of people in need of mental health support such as policymakers,

educators, parents, clinicians, volunteers, and others. For questions about Crisis Text Line's research, please contact us at research@crisistextline.org.

To learn more about Crisis Text Line and to support additional research efforts, go to crisistextline.org/waystogive. If you need support, text **HOME** or **HOLA** to **741741** to reach a live volunteer Crisis Counselor - free, 24/7 and confidential.

1.33M
Conversations

723K
Texters

7K
De-escalations

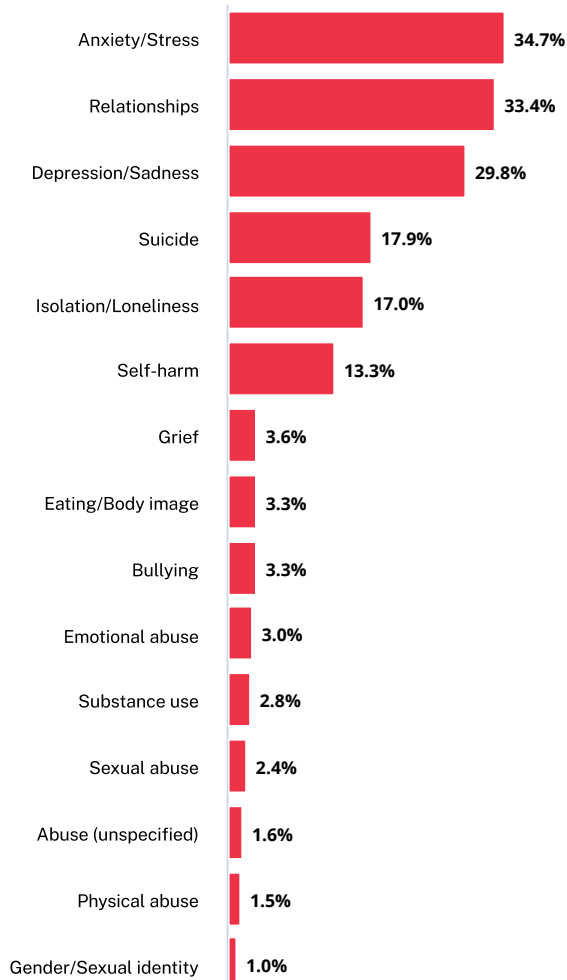
6K
Emergency Service
Interventions

60%
Shared something for
first time

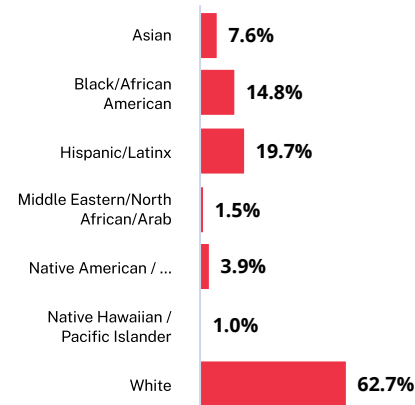
84%
Found the conversation
helpful

65%
Reached out because
they had no one else
to talk to

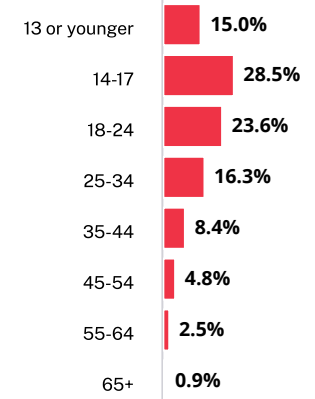
Issues



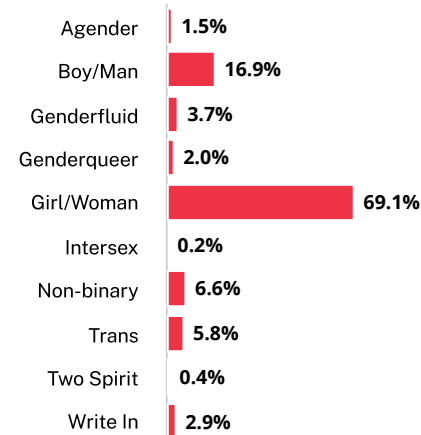
Race/Ethnicity



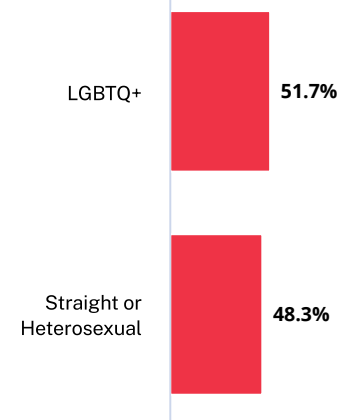
Age



Gender



Sexual Orientation



Disclaimer: Only includes those who responded to our voluntary post-conversation survey in 2023. On average, approximately 21% of our texters overall complete this survey. Please note that the total percentages in the race, gender, and sexuality charts will not add up to a 100% because texters might identify with multiple identities.