19K Conversations
12K Texters
108 De-escalations
81 Emergency Service Interventions

59% Shared something for first time
83% Found the conversation helpful
60% Reached out because they had no one else to talk to

Issues
- Anxiety/Stress: 35.6%
- Relationships: 33.3%
- Depression/Sadness: 30.8%
- Isolation/Loneliness: 17.4%
- Suicide: 17.2%
- Self-harm: 13.0%
- Grief: 3.6%
- Eating/Body image: 3.3%
- Bullying: 3.3%
- Substance use: 2.7%
- Emotional abuse: 2.6%
- Sexual abuse: 1.9%
- Abuse (unspecified): 1.4%
- Physical abuse: 1.1%
- Gender/Sexual identity: 0.8%

Race/Ethnicity
- Asian: 8.2%
- Black/African American: 20.1%
- Hispanic/Latinx: 11.3%
- Middle Eastern/North African/Arab: 1.5%
- Native American/Alaskan/Indigenous: 2.3%
- Native Hawaiian/Pacific Islander: 1.0%
- White: 65.9%

Age
- 13 or younger: 12.7%
- 14-17: 29.0%
- 18-24: 26.0%
- 25-34: 15.7%
- 35-44: 8.8%
- 45-54: 4.3%
- 55-64: 2.7%
- 65+: 0.9%

Gender
- Agender: 1.6%
- Boy/Men: 15.3%
- Genderfluid: 3.4%
- Genderqueer: 2.1%
- Girl/Women: 71.0%
- Intersex: 0.1%
- Non-binary: 6.0%
- Trans: 6.3%
- Two Spirit: 0.2%
- Write In: 2.6%

Sexual Orientation
- LGBTQ+: 51.0%
- Straight or Heterosexual: 49.0%

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 may not add up to 100% because texters might identify with multiple identities.