



**21K**  
Conversations

**12K**  
Texters

**171**  
De-escalations

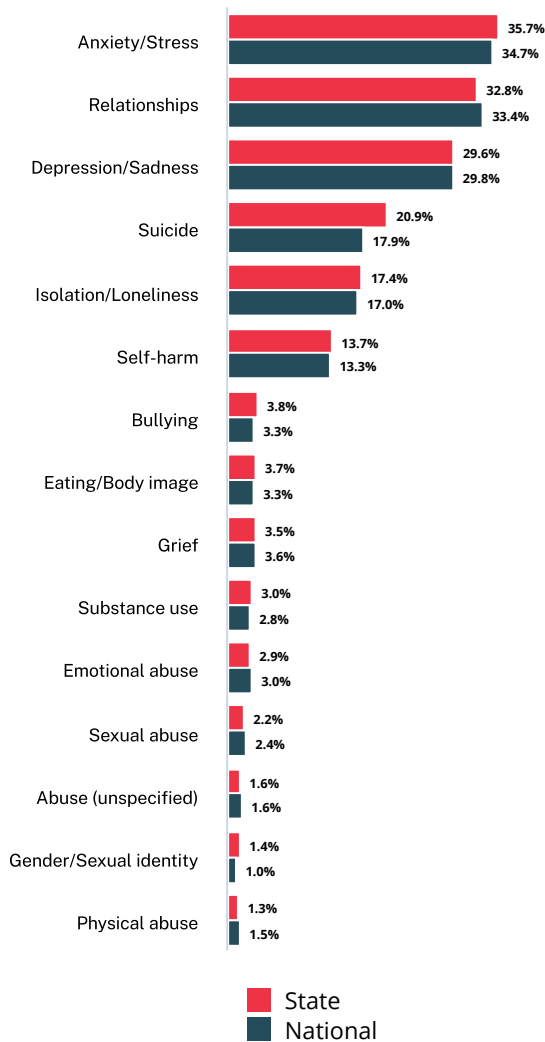
**157**  
Emergency Service Interventions

**59%**  
Shared something for first time

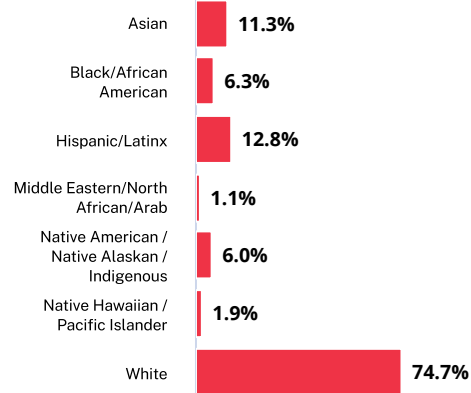
**84%**  
Found the conversation helpful

**63%**  
Reached out because they had no one else to talk to

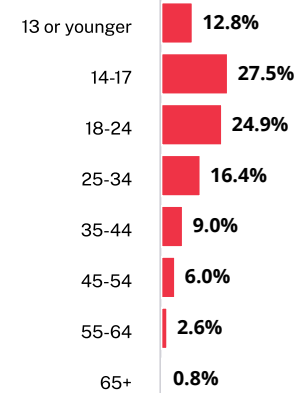
Issues



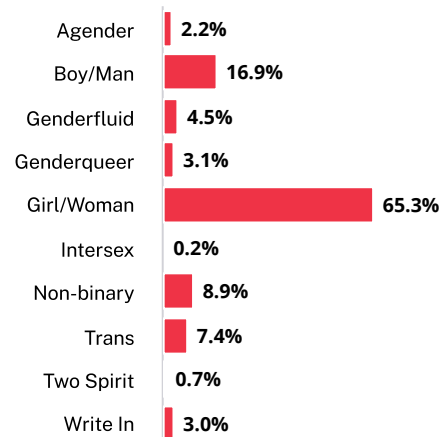
Race/Ethnicity



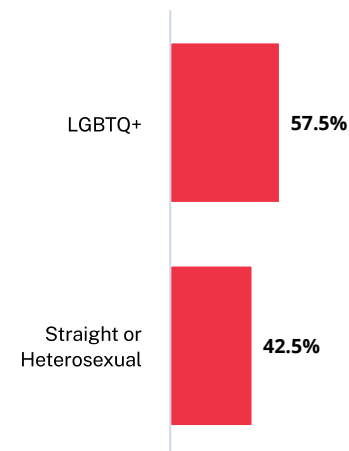
Age



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.