

Crisis Text Line Joins Common Sense Media's Youth AI Safety Institute as Founding Standards Partner

Global nonprofit will contribute frontline crisis expertise to help shape standards addressing AI interactions involving self-harm, suicidality, and other severe youth safety risks.

NEW YORK, NY — August 17, 2026 — [Crisis Text Line](#), a global nonprofit that provides free, 24/7, confidential mental health support in English and Spanish, today announced it has joined [Common Sense Media's Youth AI Safety Institute](#) as a founding standards partner. Through this work, Crisis Text Line will help inform the development of standards for artificial intelligence products addressing the most severe youth safety risks, including self-harm, suicidality, and emotional manipulation.

As AI becomes increasingly integrated into the digital experiences of young people, ensuring these technologies respond responsibly during moments of emotional distress has become a growing and critical priority. Drawing on more than a decade of experience, Crisis Text Line will contribute frontline expertise to help ground emerging AI safety standards in real-world crisis response.

"Young people are increasingly turning to technology during moments of vulnerability, making it critical that AI systems recognize when someone may be in crisis and respond in ways that prioritize safety," said Dr. Tracy Costigan, Vice President of Impact Evaluation and Storytelling, Crisis Text Line. "We're proud to partner with Common Sense Media's Youth AI Safety Institute to help develop thoughtful, evidence-informed standards that reflect what we have learned from supporting millions of people in their most difficult moments."

Crisis Text Line will work alongside leading experts from academia, government, and civil society in a multi-month standards development process, which is expected to conclude with the publication of the inaugural standards in late 2026 or early 2027.

"Standards are only as good as the evidence behind them," said Robbie Torney, Head of AI & Digital Assessments at the Youth AI Safety Institute. "Crisis Text Line has learned from millions of crisis conversations how young people signal distress. That experience will help us measure AI products against how kids really behave when they're at risk."

Crisis Text Line has long advocated for the responsible development of technology that supports, rather than replaces, human connection during moments of crisis. This collaboration builds on Crisis Text Line's broader commitment to ensuring that emerging technologies are developed responsibly and with the needs of young people at the center. By bringing together experts in mental health, child development, technology, and public policy, the Youth AI Safety Institute aims to establish practical standards that help create safer AI experiences for children and teens.

About Crisis Text Line

[Crisis Text Line](#) is a global mental health organization dedicated to supporting people in their most difficult moments. The nonprofit focuses on both crisis intervention and prevention, providing free, 24/7, confidential support in English and Spanish through a text-based platform that meets people where they are. We pair human connection with scalable technology, research, and partnerships to strengthen mental health systems and drive lasting change. Since its launch in 2013, Crisis Text Line has supported over 12 million conversations in the United States and more than 17 million globally together with our partners in Canada, the UK and Ireland. In 2025, Crisis Text Line expanded its global reach by joining forces with [Aquí Estoy](#), a nonprofit organization serving people in need across 20 Spanish-speaking countries. Crisis Text Line's 125,000 trained volunteer Crisis Counselors bring texters from a hot moment to a cool calm by empowering each texter to use their own strengths and coping strategies. To be connected to a live, trained nonjudgmental volunteer Crisis Counselor, text HELLO to 741741 or 443-SUPPORT in WhatsApp or text HOLA to 741741 or 442-AYUDAME in WhatsApp for Spanish or connect with us via [web chat](#). Visit Crisis Text Line on [LinkedIn](#), [Instagram](#) and [Facebook](#). Additional information, including how to become a volunteer or how to support Crisis Text Line through donations or partnerships, is available at www.crisistextline.org.

About Common Sense Media's Youth AI Safety Institute

The Youth AI Safety Institute sets standards, conducts research, and independently tests the AI products children use most. It's part of Common Sense Media, the leading nonprofit organization dedicated to improving the lives of kids and families by providing the research-backed information, education, and independent voice they need to thrive in the age of apps, algorithms, and AI. It rates, educates, and advocates to protect and prepare kids online. Its ratings, research, and resources reach more than 150 million users globally, over 1.5 million educators, and more than 100,000 schools worldwide every year.