



Free, 24/7, confidential crisis support by text

A SIMPLE RESOURCE FOR A MASSIVE PROBLEM

The Problem: 65 million Americans suffer from mental illness each year. They quietly struggle with depression, anxiety, eating disorders, bullying, suicidal thoughts, and more.

A Simple Resource: Crisis Text Line provides free, 24/7 support for people in crisis, via text. Volunteer Crisis Counselors are superheroes with laptops instead of capes.

HOW IT WORKS

Step 1:

Text ALOHA to 741741

Step 2:

A trained Crisis Counselor will respond (>85% in under 5 minutes.)

Step 3:

Crisis Counselor will help bring texter from hot to cool moment and plan for future health and safety.

WHO RESPONDS TO TEXTERS?

Algorithm. The system reviews for severity. Imminent risk texters are taken first.

Crisis Counselors. These are people over the age of 18 who apply, go through a background check, are accepted, and complete 34 hour training including role plays and observations.

Supervisors. These are full-time paid staff who have a Masters degree in mental health or a related field.

HOW DO YOU BECOME A CRISIS COUNSELOR?

Step 1:

Fill out the 30-minute application (find it here: crisistextline.org/volunteer)

Step 2:

Consent to a background check

Step 3:

Complete the 34-hour web-based training

Step 4:

Take your first shift and start changing lives! Volunteering can be done in 2 hour increments. We encourage Crisis Counselors to commit to 200 hours a year. We are flexible about when you log on to help but need the most support during late night shifts when we have our highest volume of texters.

THE PERKS

Learn skills. In 34 hours, you'll walk away knowing active listening, collaborative problem solving, and crisis management. (These are skills that will help in your personal relationships too!)

Train from anywhere. In your PJs. In a coffee shop. Whatever.

Oooh, impressive! Our Crisis Counselors highlight the training on their resumes when interviewing for jobs, applying to grad school, and building out their LinkedIn profile.

Feel supported. This is a community. We support each other. We are a big awesome family.

GET INVOLVED

Visit our website at crisistextline.org to learn more about us and get involved as a volunteer Crisis Counselor.

Questions? Email: support@crisistextline.org

In crisis? Text ALOHA to 741741

CRISIS TEXT LINE |