CONTENTS:

SECTION I: Outreach Programs

SECTION II: Hotline

SECTION III: Trainings

SECTION IV: Financials
For nearly 40 years, youth from around the world turn to Teen Line – for a listening ear in times of distress to learning about coping skills and support resources. Teen Line has experienced tremendous increases in demand for our services over the last 5 years, with hotline volume nearly tripling and doubling the number of Outreach Programs conducted and youth reached. 2019 was a record year for Teen Line, reaching a new milestone in youth served, providing 63,916 with mental health support, education and resources.

I am proud to share as a result of this significant momentum, Teen Line is entering a new chapter. We moved to a new location at the end of the year to allow us to expand our hotline capacity to double the number of youth served, increase the number of teens learning valuable life skills in our Training Program, and provide more opportunities for mentorship and growth.

Teen Line remains committed to supporting the mental health and well-being of the youth and their families who entrust us. It goes beyond words and is supported by our repeated actions. Through the 2019 Impact Report, a year of exceptional accomplishments are reflected in our work that highlight the road ahead.

Teen Line’s achievements would not be possible without the commitment and compassion of our dedicated partners, our loyal supporters, our committed volunteers and hard-working staff. Thank you for your continued support of our mission and being an integral part of making our vision a reality.

Sincerely,

Michelle Carlson, MScPH
Executive Director
Teen Line
OUTREACH PROGRAMS

The Outreach Program helps to get the conversation started about difficult teen issues to help reduce stigma and encourage teens to reach out for support. Participants discuss topics that include anxiety and stress, depression, bullying, suicide, self-harm and healthy relationships. The program promotes better understanding and supports school district efforts to create a safe space for students and increased connectedness. The program allows teens to learn from the experience of their peers, including a Teen Line Listener sharing their own challenges and/or experience working on the hotline. This helps to create connections that develop relationships and social support. Participants receive several resources, including our Youth Yellow Pages, hotline information and app recommendations.

Outreach programs reached 20,336 participants in 2019.
To evaluate the program, a survey is administered to participants after the presentation. The survey asks youth to rate items across 6 domains on a 5-point scale, with 1 representing ‘strongly disagree’ and 5 representing ‘strongly agree.’

\[ N = 3108 \]

**I HAVE A BETTER UNDERSTANDING ABOUT TEEN ISSUES AFTER THIS PRESENTATION**

- 87% Agree
- 9% Neutral
- 3% Disagree

**I LEARNED NEW WAYS TO MANAGE STRESS & ANXIETY**

- 72% Agree
- 19% Neutral
- 9% Disagree

TESTIMONIALS

“I liked how they are getting more knowledge on understanding their feelings as well as others.”
- Youth Leader, OUR SPOT

“I think you really do a great job and make it relatable for the kids. It gets them involved and talking.”
- Teacher, James Monroe High School

“Please know that all of the effort from Teen Line, is very much wanted, needed and appreciated. The information your organization provides is beneficial for our officers, whether they have two years or twenty-two years on the job. Some things we forget, or just get robotic with, is our compassion.”
- Los Angeles Police Department

“I liked that students were allowed to share their thoughts and ideas during the presentation.”
- Teacher, Baldwin Park High School

“I was glad to learn that I am not alone.”
- Student

“The presentation gave a good understanding of real teen issues.”
- Student

“I have had Teen Line Presentations in my classroom for years and have always found them so very valuable. Teen Line provides a critical service to students. We all know teens need a safe place to discuss what is going on for them - Teen Line provides such a place! The importance of the youth yellow pages, the classroom presentations and the various ways students can access free confidential/anonymous services cannot be overstated!”
- Teacher
HOTLINE

The hotline is the heart of Teen Line. It provides a safe space for teens around the world to talk with a peer who can empathize and listen without judgment. This simple act of listening can make a huge difference, in many instances, a lifesaving one.

The Teen Line hotline is a training site for the pediatric residency program of Children’s Hospital Los Angeles.

TEENS SERVED

21,157

1,420 Suicidal teens were helped on the hotline by our teen volunteers

TEEN LINE HOTLINE CONTACTS 2019

HOTLINE CONTACT TYPE

- 42% Text
- 40% Calls
- 18% E-mail

REASON FOR HOTLINE CONTACT

- 48% Relationships
- 22% Anxiety / Stress
- 14% Depression
- 9% Suicide
- 7% School
- 7% Self-harm
I wanted to take a moment to thank you for this amazing opportunity to learn, grow and give back. Teen Line has been an amazing experience for our daughter. She has been more in touch with her emotions, at peace with who she is and surprisingly for a teenager these days... grateful for her life, friends and family. Thank you so much for teaching these kids to deal with their emotions and experiences, to have the tools to help each other. It truly makes this world a better place.

- Teen Line Parent

Teen Line has shaped me in more ways than I am aware of. To think that the choice I made to join Teen Line my freshman year of high school would have such a lasting impact on my life is incredible. Every day I find myself blindly using several of the life skills I learned from being a Teen Line listener, as they have naturally become embedded into the way I approach tasks and interact with others. I am forever grateful for Teen Line and the amazing people that make up the organization.

- Teen Line Alumni

Often focused on valuing the connections I’ve made with my callers, it has become very easy for me to overlook the connections Teen Line has helped me form within my own family. Growing up in a culture where mental health was not frequently talked about, applying to Teen Line sparked this new discussion about mental wellness and what it means to not be okay.”

- Teen Line listener, age 17

Just opening up about my issues, has made me confident and hopefully I will find the courage to open up about depression to my loved ones. Keep helping teens, you’re amazing. Thank you.

- Hotline caller, 15 years old
Every night from 6 to 10 PM PST, a group of dedicated teens participate in one of the most life-changing volunteer programs available by helping peers through our hotline. Over a hundred teens volunteer annually at Teen Line, where they undergo rigorous training, adhere to strict requirements and sacrifice social lives to participate. They complete a comprehensive 65-hour training program that focuses on difficult teen issues such as bullying, self-harm, relationships, rape, substance abuse and suicide. The training challenges perceptions and helps them grow as people and as leaders.

The training evaluation assesses the program impact on participants’ attitudes and behaviors toward mental illness, mental health knowledge and help seeking behavior. The survey asks youth participants to rate items across 13 domains on a 5-point scale, with 1 representing ‘strongly disagree’ and 5 representing ‘strongly agree.’ Participant scores at pre- and post-training periods are compared using paired sample t-tests to calculate the level of significance, as well as percent change. There were statistically significant improvements in all measures (p<0.001). These improvements were demonstrated after only 12 weeks of the Teen Line formal training.

**If a friend is hurting, I know how to get them professional help.**

(n=51)

<table>
<thead>
<tr>
<th></th>
<th>Pre-training</th>
<th>Post-training</th>
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<tbody>
<tr>
<td>If a friend is hurting, I know how to get them professional help.</td>
<td>3.78</td>
<td>4.5</td>
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**p<0.0001**

**I can recognize the warning signs of suicide.**

(n=51)

<table>
<thead>
<tr>
<th></th>
<th>Pre-training</th>
<th>Post-training</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can recognize the warning signs of suicide.</td>
<td>3.69</td>
<td>4.74</td>
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**p<0.0001**
I feel like I should be able to solve my own problems

(n=51)

Pre-training 3.26  Post-training 2.59

It is with a grateful heart that I'm writing this note to thank everyone at Teen Line for the life-changing opportunity provided to my daughter and allowing her to become the best version of herself by serving other teens who were trying to navigate through the many ups and downs and challenges of daily life. It allowed her to look outside of herself, while going through difficulties in her personal life, and grow in empathy towards her peers. The valuable summer training, the many observations and role plays, and eventually the many crisis calls and texts with the teens allowed her to become a better daughter, sister, friend, and overall human being. It is my fervent belief that she is a more productive member of society because of this amazing experience. Thank you, Teen Line! May all your endeavors to create awareness to teen mental health be blessed.

- Parent of Teen Line listener

I feel comfortable in my ability to get someone to talk about their struggles.

(n=51)

Pre-training 4.09  Post-training 4.59

Teen Line has not only given me the tools to become a stronger, more active listener, but it has also allowed me to explore and delve into different aspects of my identity.

- Teen Line listener, 16

I feel comfortable in my ability to handle someone in crisis.

(n=51)

Pre-training 4.6  Post-training 4.48

It was an amazing experience. Obviously, I'm aware of what you guys do because my daughter has told me a lot about it. But hearing all of the listeners speak about some of the calls they have taken, and the woman who had called in twenty years ago, and hearing the statistics about the prevalence of teen suicide gave me much more of an appreciation of what you guys do. I had no idea of the magnitude of the problem of teen suicide, and after hearing the speakers I am so impressed by the importance of what you all are doing, and I was so impressed with the students. They were so mature, poised and articulate. You guys are doing amazing work. It's also a transformative experience for your student volunteers. Thanks for all the people you help, and for the experience that you provided for my daughter and the other students.

- Parent of Teen Alumni
Teen Talk is a free iPhone app where teens can get support from a trained teen for whatever they may be dealing with. It is a safe, non-judgmental space where a youth can anonymously post their issue at any time and get support from a trained peer between 6:00 – 10:00 PM PST.

Our goal with Teen Talk was not only to expand our reach to support more youth, but to provide youth outside of our immediate geographic area the opportunity for growth and development by participating in our Teen Line volunteer training. 66 youth were trained in 2019 to become Teen Talk Advisors.

This app is made possible by a partnership of Teen Line and Jewish Big Brothers and Big Sisters of Los Angeles.
TRAININGS

Teen Line offers a wide range of formal training programs to parents, schools, and youth organizations, taking a community-based approach to improving teen mental health. Trainings are tailored specifically based on the needs of the school or organization. Our trainings are interactive, encouraging learning from participant activities to video testimonials. We believe attendees will share the knowledge learned with their communities to help create a culture with less stigma and more empathy.

PROGRAMS OFFERED

Schools & Youth Organizations
- Suicide Prevention
- Resilience
- Suicide Prevention – First Responders

Parents
- Active Listening – Improving Communication With Your Teen
- How Do I Know If It’s Serious? - Understanding & Identifying Teen Behaviors
PARENT WORKSHOPS

250 parents improved their communication skills and ability to detect and talk about depression and suicide with their teen.

The Teen Line parent program is an invaluable resource for all parents. Having a better understanding of what typical and atypical teen behavior looks like and finding effective ways to both listen and to communicate is paramount for parents.

- Parent Attendee

PROFESSIONAL TRAININGS

100 professionals and educators were trained how to better support and suicide prevention.

On behalf of the Van Nuys Cadet and Jeopardy Programs, we would like to express our deepest thanks or coming to the station to speak with our young people about the various important topics that pertain to teens. Thank you for sharing your personal story, it was so meaningful that you shared it. You were able to connect with the kids in a very real way.

- Los Angeles Police Dept, Cadet Programs

Thanks again for providing us with all the particulars about Teen Line. Such a valuable hotline service.

- LAUSD Training

I thought this was one of the best presentations I have attended. I was inspired by the presenters and speakers.

- Los Angeles Police Department, Juvenile Procedures

Please know that all of the effort from Teen Line, is very much wanted, needed and appreciated. The information your organization provides is beneficial for our officers, whether they have two years or twenty-two years on the job. Some things we forget, or just get ridged/robotic with, is our compassion.

- Los Angeles Police Department

Usually, officers do not talk/ask about suicide and some of us don’t know what the risk factors are. The officers that come through Juvenile School, some, have not had any contact with suicidal teens or even adults. The presentation that Teen Line gives provides insight of what the officers should look for when handling a suicidal teen - how to emotionally respond, or just simply how to speak with the teen.

- Los Angeles Police Department
FINANCIALS

WITH GRATITUDE TO OUR GENEROUS DONORS

Your ongoing support provides a lifeline to the youth that Teen Line serves, providing a space for support and hope. On behalf of the Teen Line staff and Board of Directors, thank you for your generous giving and your commitment to our mission.
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Special appreciation to Cedars Sinai for their support of our program and Didi Hirsch for providing hotline support after hours.
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