



## IN-DEPTH: ABOUT TEENLINE

Through their personal work with teenagers, a group of mental health professionals realized that a more inclusive approach to adolescent mental health was needed. After extensive research, Teen Line was founded in 1980 based on the evidence reflecting that when young people struggle with a problem, they most commonly reach out to a peer. Teen Line has a unique ability to reach young people because we are a youth-centered program – for teens by teens. For 40 years, Teen Line has been the leader in this mental health care model.

Every night from 6PM – 10PM, a group of dedicated teens participate in one of the most life-changing volunteer programs available by helping peers through our hotline. Coming from schools all over Los Angeles and a multitude of diverse backgrounds, 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. Upon completion of the training program, teens participate as “observers” and practice role-plays until they are ready to become “listeners” on the hotline.

Participating as a Teen Line listener builds self-confidence and empathy and provides skills in public speaking, leadership and problem solving, which benefits them throughout their lives.

Teen Line partners with the Los Angeles Police Department (LAPD) to educate police when handling teen suicide victims and their families, and to sensitize police officers to the needs of suicidal adolescents. We train multiple divisions including the Juvenile Procedures School, LAPD Mayor’s Office Crisis Response Team (CRT), LAPD Cadet Academy, Cadet Posts and LAPD Youth Service Officers (YSO).

Partner Didi Hirsch Mental Health Services answers our calls when the Teen Line hotline is closed (or all lines are busy). We train their staff in how to work with adolescents and share best practices,

Teen Line professionally trains parents and school/youth organization staff to better support and communicate with teens.

We have had a home at Cedars-Sinai Medical Center since 1982, where they generously provide a safe space for Teen Line’s hotline and offices. Our partnerships in the community are key to carrying out our mission; youth organizations, religious institutions, professional and family groups where we can educate and promote connectedness.



teens helping teens

## HOTLINE DEMOGRAPHICS

-2019-

### TOTAL CONTACT

Volume: 21,200

- Calls: 40%
- Email: 18%
- Text: 42%

### AGE OF CONTACTS

- 13 years old and under: 17%
- 14 and 15 years old: 34%
- 16 and 17 years old: 35%
- 18 and 19 years old: 11%
- 20 and over: 3%

### TOP REASONS FOR CONTACT

- Relationships: 48%
- Anxiety/Stress: 22%
- Depression: 14%
- Suicide: 9%
- School: 7%
- Self-Injury: 7%

**98% would tell a friend about Teen Line**



teens helping teens

**TEEN LINE STAFF**

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