

FAQ

TEXTING IN

Q: HOW DOES CRISIS TEXT LINE WORK?

A: You text 741741 when in crisis. Anywhere, anytime. A live, trained crisis counselor receives the text and responds quickly. The crisis counselor helps you move from a hot moment to a cool calm to stay safe and healthy using effective active listening and suggested referrals – all through text message using Crisis Text Line’s secure platform.

Q: WHO SHOULD TEXT IN?

A: We exist to help anyone in crisis at any time.

Q: WHO ANSWERS THE TEXT MESSAGES?

A: Crisis Text Line crisis counselors are both rigorously trained volunteers and employees of our crisis center partners.

Q: WHAT CAN I EXPECT WHEN I TEXT IN?

A: You’ll receive an automated text asking you what your crisis is. Within minutes, a live trained crisis counselor will answer your text. They will help you out of your moment of crisis and work with you to create a plan to continue to feel better.

Q: IS CRISIS TEXT LINE ACTUALLY ANONYMOUS?

A: Yes. Crisis counselors only know what texters share with them, and that information stays confidential. We take your anonymity seriously. Check out our terms of service [here](#).

Q: HOW MUCH DOES CRISIS TEXT LINE COST?

A: We do not charge texters. If your cell phone plan is with AT&T, T-Mobile, Sprint, or Verizon, texts to our short code, 741-741 is free of charge. If you have a plan with a different carrier, standard text message rates apply.

Q: WILL CRISIS TEXT LINE SHOW UP ON MY CELL PHONE BILL?

A: Nothing will appear on your bill if your cell phone plan is with AT&T, T-Mobile, Sprint, or Verizon. If your plan is with another carrier our short code, 741-741 will appear on your billing statement. Read about how this happened [here](#).

Q: WILL CRISIS TEXT LINE WORK WITH MY PHONE?

A: Crisis Text Line works on all major US carriers, and most minor regional carriers. However, short codes (like 741-741) are not allowed on many prepaid plans like T-Mobile’s.

Q: I HAD A GREAT EXPERIENCE WHEN I TEXTED IN, CAN I TEXT IN AGAIN?

A: You can text in again, if you are experiencing a crisis. However, you should not feel dependent on us. Crisis Text Line is not a replacement for long-term counseling, in-person therapy, or a friend.

Q: HOW LONG DO I HAVE TO WAIT TO TEXT WITH A CRISIS COUNSELOR?

A: Our goal is to respond to every texter in under 5 minutes. During high volume times, such as at night or when people are talking about us on social media, wait times may be longer.

Q: IS THERE A CHARACTER LIMIT WHEN TEXTING CRISIS TEXT LINE?

A: Yes, our system is only able to process 140 characters in one message.

DATA

Q: WHAT ARE ALL OF THE CRISIS ISSUES YOU TRACK? CAN YOU ADD MORE?

A: See the issues we track at www.crisistrends.org. If you’re a researcher or practitioner with interest in another issue, submit your suggestion in the form at the bottom of www.crisistrends.org.

Q: WHO CAN APPLY FOR ACCESS TO CRISIS TEXT LINE’S DATA?

A: Data access is available to approved academic researchers. The application will be available here in late January 2016. Otherwise, please visit www.crisistrends.org to see the latest trends in how texters are experiencing crisis.

DONATE

Q: HOW CAN I DONATE TO CRISIS TEXT LINE?

A: You can donate via Paypal ([link here](#)) or by sending a check to:
Crisis Text Line
Attn: Finance Dept.
24 West 25th Street, 6th FL
New York, NY 10010

Q: IS MY DONATION TO CRISIS TEXT LINE TAX DEDUCTIBLE?

A: Yes! Upon receiving your donation, we'll send you a thank you letter that clarifies your donation is tax deductible.

PARTNERSHIPS

Q: WHO CAN PARTNER WITH CRISIS TEXT LINE?

A: We partner with not-for-profits, colleges and universities, and corporations. Want to partner? Let us know by emailing liz@crisistextline.org.

MEDIA

Q: CAN I GET MARKETING MATERIALS WITH THE CTL SHORT CODE TO SHARE WITH MY COMMUNITY?

A: Absolutely. Download our Volunteer Flyer or Text Flyer.

Q: WHO DO I CONTACT FOR A PRESS INQUIRY?

A: Email press@crisistextline.org

VOLUNTEERS

Q: HOW ARE VOLUNTEERS TRAINED?

A: After a rigorous application process, our volunteers complete a 34 hour training course over 6 weeks. This includes ongoing simulated conversations and personalized feedback from our experienced trainers as well as 8 hours of on-platform observation. Training content is based on best practices in crisis counseling and Crisis Text Line data.

Q: ARE VOLUNTEERS SUPERVISED?

A: Yes. Our experienced supervisors oversee and assist our volunteers, when necessary, while on the platform.

Q: CAN I BECOME A VOLUNTEER?

A: We are always accepting applications! [Apply Here](#).

Are you an applicant, trainee or Crisis Counselor with more questions? Check out this page.

OUR APPROACH

Q: IS CRISIS TEXT LINE REALLY A NOT FOR PROFIT?

A: Yes, we are! Here are our financials as proof.

Q: IS CRISIS TEXT LINE COUNSELING?

A: No, our specialists do not counsel, but rather practice active listening to help texters move from a hot moment to a cool calm.

Q: WHAT IS ACTIVE LISTENING?

A: Active listening is when someone communicates in a way that is empathetic, understanding, and respectful. It includes focus on the texter and thoughtful answers.

Q: WHAT'S THE DIFFERENCE BETWEEN CRISIS TEXT LINE AND THERAPY?

A: Crisis Text Line is not a replacement for therapy. Therapy includes a diagnosis made by a doctor, a treatment plan of action, and a patient/therapist relationship. Crisis Text Line helps people in moments of crisis. Our crisis counselors

practice active listening to help our texters find calm and create an action plan for them to continue to feel better. Crisis Text Line's crisis counselors are not therapists.

Q: WHO STARTED CRISIS TEXT LINE?

A: We were founded by our CEO, Nancy Lublin. After seeing a need for the service we provide, Nancy hired a team to build what is our current platform. The original team included a data scientist and an engineer. [Here the story here.](#)

Source: <http://www.crisistextline.org/faq/>