

**CRISIS TEXT LINE |**

Text **CUNY** to 741741.

### **About Crisis Text Line**

Crisis Text Line is free, 24/7 support for those in crisis. Text CUNY to 741741 from anywhere in the US to text with a trained Crisis Counselor. Crisis Text Line trains volunteers to support people in crisis.

### **How Does It Work?**

First, you're in a crisis. Crisis doesn't just mean thinking about ending your own life. It's any painful emotion and anytime you need support. So, you text us at 741741. Your opening message can say anything. Keywords like "HOME," "START" and "CUNY" just help us identify how people hear about us. The first two responses are automated. They tell you that you're being connected with a Crisis Counselor and invite you to share a bit more. The Crisis Counselor is a trained volunteer, not a professional. They can provide support, but not medical advice. It usually takes less than five minutes to connect you with a Crisis Counselor. (It may take longer during high-traffic times). When you've reached a Crisis Counselor, they'll introduce themselves, reflect on what you've said, and invite you to share at your own pace. You'll then text back and forth with the Crisis Counselor. You never have to share anything you don't want to. The Crisis Counselor will help you sort through your feelings by asking questions, empathizing, and actively listening. The conversation typically ends when you and the Crisis Counselor both feel comfortable deciding that you're in a "cool," safe place. After the conversation, you'll receive an optional survey about your experience. This helps us help you and others like you! The goal of any conversation is to get you to a calm, safe place. Sometimes that means providing you with a referral to further help, and sometimes it just means being there and listening. A conversation usually lasts anywhere from 15-45 minutes.

### **How Do Crisis Counselors Help?**

Our Crisis Counselors bring texters "from a hot moment to a cool calm" using techniques in empathetic listening. Once they've built rapport and trust, explored the issues, and established the texter's goal, they collaboratively problem-solve to help the texter come up with a plan to stay safe.

### **Who Are the Crisis Counselors?**

Our Crisis Counselors are dedicated, trained, supervised volunteers from around the United States. After a rigorous multi-stage application process, background check, and training program, each commits to volunteering 4 hours a week until 200 hours are met. Supervisors (staff who all have Master's degrees in a relevant field, or commensurate crisis intervention experience) oversee the Crisis Counselors.

### **Is Crisis Text Line Confidential?**

Yes. Crisis Counselors only know what texters share with them, and that information stays between you, unless sharing it with emergency services is absolutely necessary for your safety. We take your confidentiality seriously. Check out our Terms of Service [here](#).

### **FAQs**

FAQs are located [here](#).