

# YouthLine

A SERVICE OF  lines for life



Received at 06/01/2026 WASSP meeting from YouthLine Hawai'i



We live and work in the occupied homelands of Kānaka 'Oiwi, the native people of Hawai'i. We acknowledge the history of lost sovereignty and forced overthrow of their Aloha 'Āina. We acknowledge importance of the 'āina and its spiritual and cultural identity connected in the Hawaiian culture and still connected to the islands on which we gather.

Lastly, and we honor and respect the many diverse peoples in these islands where we are allowed to live, in the Spirit of Aloha.

# YouthLine Hawai'i Team

- **Ashley Tone, CHW, MHT**

Deputy Director Maui Operations & Statewide Engagement

- Community and Public Health Professional
- B.S. Exercise Science & Psychology
- Certified Trainer: YMHFA

- **Danielle Bergan**

Training & Community Affairs Consultant

- Certified Trainer: YMHFA, safeTALK and ASIST
- Member, Hawai'i State Council on Mental Health

- **Amber Drake, M.A.**

Clinical & Youth Development Supervisor

- Volunteered with Mental Health of America Hawaii
- NAMI Maui Affiliate Leader, NAMI State B.O.D.





# YouthLine

YouthLine is a peer-to-peer youth crisis and support service provided by Lines for Life.



YouthLine operates a national help, support, and crisis line that provides crisis intervention and resources via call, text, and chat.



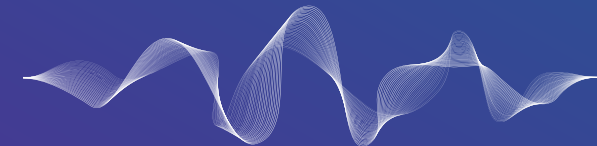
The YouthLine is answered by teen volunteers and young adult interns daily from 1pm to 7pm HST\* and by adults at all other times.

# Why YouthLine Hawai'i

- High Suicide Risk
- Depression and Anxiety rising steeply among keiki
- Housing shortage & trauma related stress
- Work Force Development needs
- Expanded hours for youth



***YouthLine will strengthen the fabric of mental health support for keiki***



# Our Parent Organization: Lines for Life



**We Answer the Call 24/7**

<b>Alcohol &amp; Drug Helpline</b> 800.923.4357	<b>Military Helpline</b> 888.457.4838	<b>Racial Equity Support Line</b> 503.575.3764
<b>Senior Loneliness Line</b> 503.200.1633	<b>YouthLine</b> 877.968.8491	

[Get Help](#)



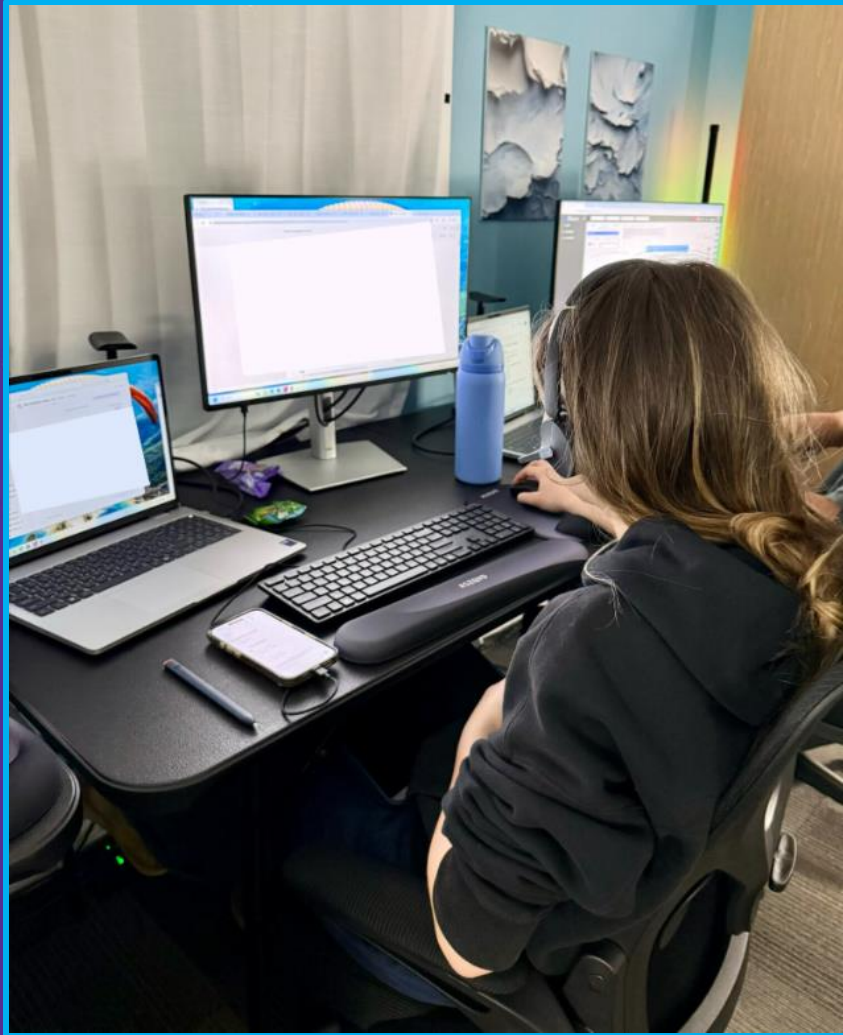
# What is YouthLine?

"Volunteering with YouthLine has given me the skills to use the empathy and compassion I have in a meaningful way and has helped me realize how impactful each person can be."

- YouthLine Volunteer

## Our program has three main components:

1. Peer Crisis and Support Services
2. Classroom Education and Community Outreach
3. Volunteer Mentorship and Workforce Development



# How Can Youth Reach Us?

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**Call** 877-968-8491

**Text** 'teen2teen' to 839863

**Chat** [www.TheYouthLine.org](http://www.TheYouthLine.org)

**Teen to Teen** support and crisis line.  
Open daily from 1pm-7pm\*HST.

# Harnessing Youth Peer to Peer Connection

YouthLine volunteers provide help and crisis support via calls, texts, chats, and emails daily. Peer-to-peer support breaks stigma and normalizes help-seeking behavior.



## Reasons Youth Reach Out

- Family Issues
- Mental Health Concerns
- Friend Issues
- Relationship Issues
- Suicide
- Loneliness/Isolation
- Academic Stressors
- Self Harm
- Gender Identity and Sexual Orientation

**"I suffer from my own mental illnesses, and I have always been uncomfortable talking about it. Thank you for making me more comfortable with it, and minimizing the stigma."**

- Anonymous, YouthLine Caller

**"You have showed me that there is hope and that I am not alone."**

- Anonymous, YouthLine Caller

# YouthLine Contact Volume



1,410  
2013



3,377  
2014



6,929  
2015



10,344  
2016



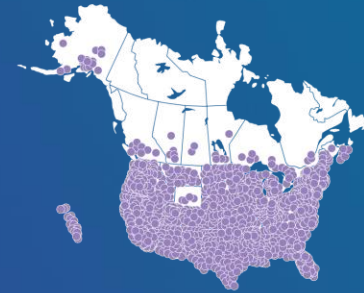
12,700  
2017



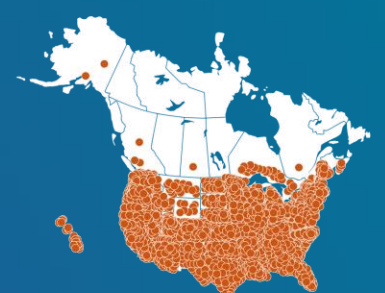
13,760  
2018



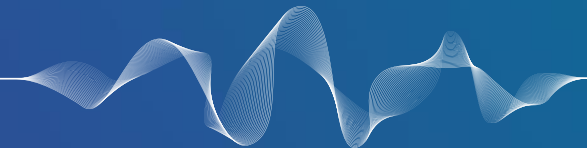
18,561  
2019



22,320  
2020

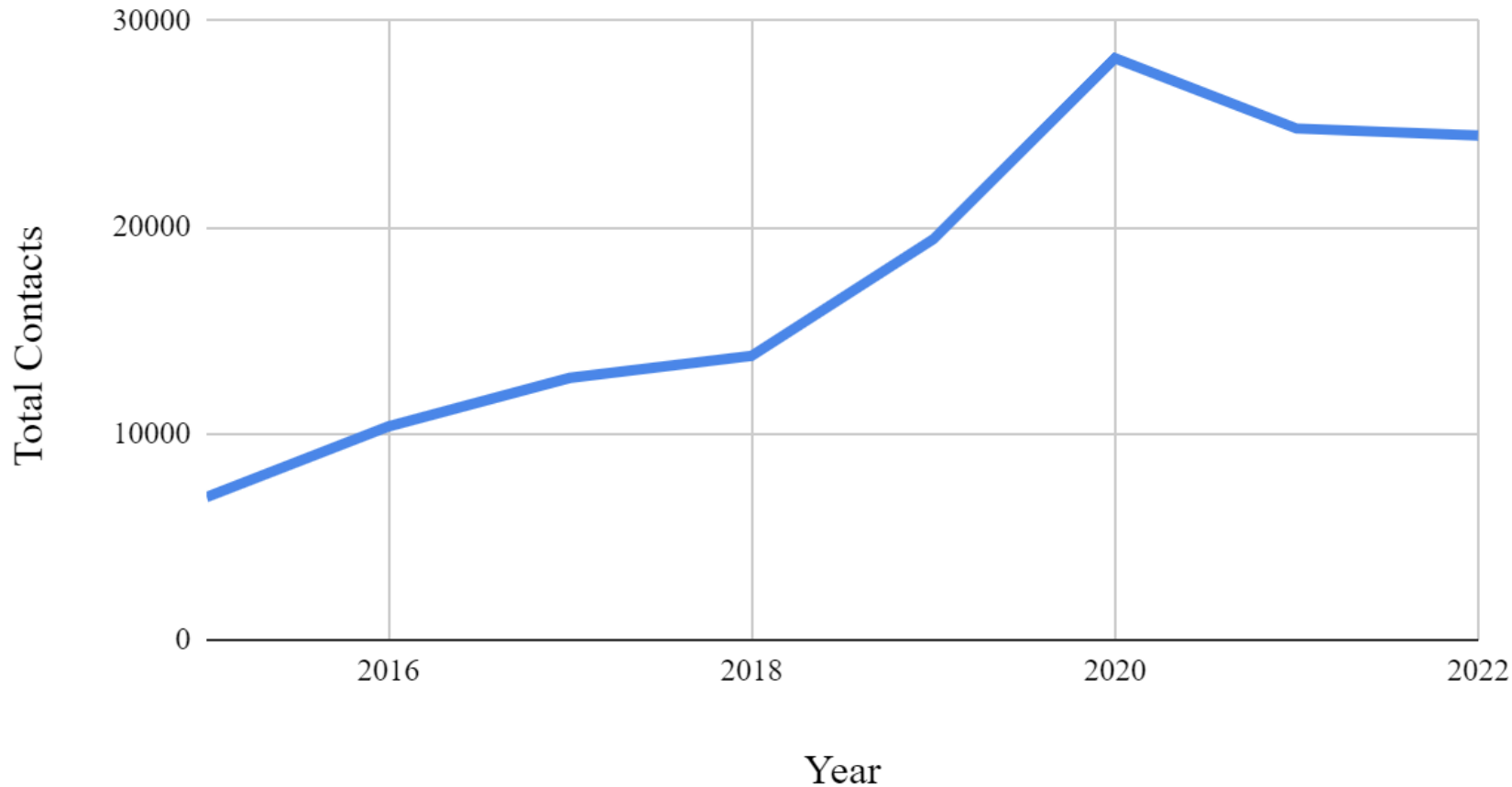


21,190  
2021



# YouthLine Over the Years

## Total YouthLine Contacts by Year



2015: 6,929

2016: 10,344

2017: 12,700

2018: 13,760

2019: 19,413

2020: 28,190

2021: 24,786

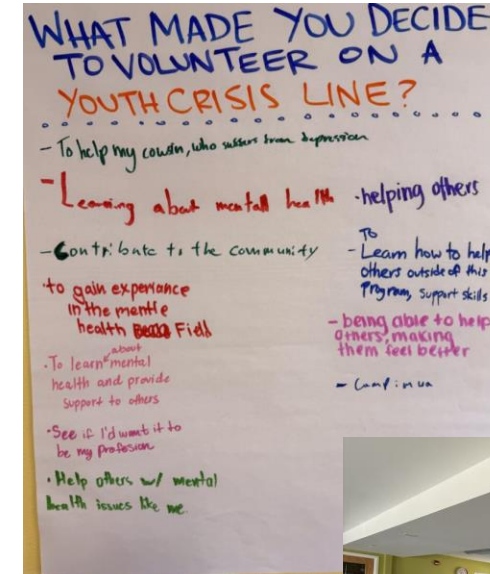
2022: 24,450

# Developing Youth Mental Health Ambassadors

Volunteers receive over 70 hours of rigorous training on a range of mental health topics.

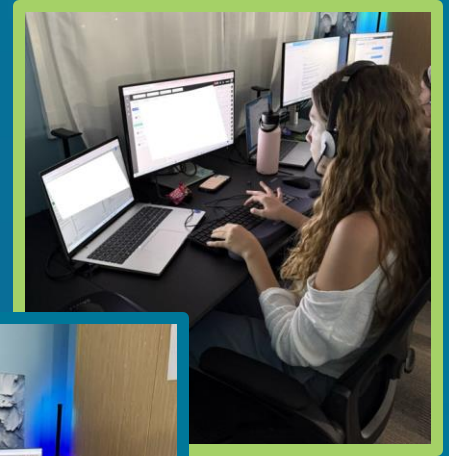
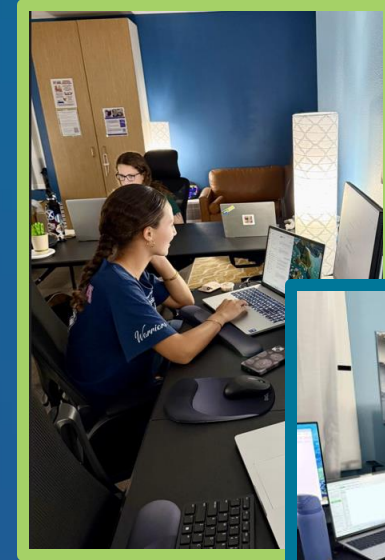
- ✓ Cultural Responsiveness
- ✓ Confidentiality
- ✓ Self Care for You
- ✓ Active Listening
- ✓ Crisis Model
- ✓ Crisis Support via Text and Chat
- ✓ Call Reports
- ✓ Self Care Plans for Contacts
- ✓ Addiction
- ✓ Healthy Relationships
- ✓ Bullying
- ✓ Abuse and Reporting
- ✓ LGBTQ+ Youth
- ✓ Grief and Loss
- ✓ Sexual Violence
- ✓ Youth Mental Health First Aid\*
- ✓ safeTALK\*
- ✓ ASIST\*

\* National Certification



# On Shift Supervision

**Volunteers are supervised by masters-level clinicians and contacts are closely monitored.**



Youth volunteers are never expected to keep high-acuity contacts, even if they can handle it.

These contacts will be transferred to a supervisor.

# Proven Impact for Youth Mental Health



YouthLine volunteers and staff **de-escalate of 99% of all contacts and 96% of acute contacts** – meaning we do not need to get emergency services involved to support youth in crisis most of the time.

American Association of Suicidology (AAS) Accredited Crisis Service

Volunteer Retention: Youth commit to **over 200 volunteer hours per year**, and **approximately 90%** of them fulfill this commitment.

**About of 50%** of volunteers go on to careers in behavioral health, education, and social sciences.

YouthLine reaches **hundreds of thousands of youth annually** through targeted posting on social media and through complimentary materials distribution.

YouthLine has **ongoing research partnerships** with Oregon Health and Science University, Columbia University, Johns Hopkins University, and Northwestern University.

# What does YouthLine in Hawai'i look like



Comprehensive education and outreach plan to promote youth mental wellness and provide invaluable resources to Hawai'i teens

- Mental Health Curriculum for Middle and High Schools
- Community events and outreach
- Connections with Schools and Youth-serving Organizations facilitate resource provision for young people in Hawai'i

YouthLine Center to expand access to local youth

- Staffed by local youth volunteers
- Directed by local clinicians

Inspiring community among young people in Hawai'i

- Creating Teen and Young Adult Mental Health Ambassadors through Youth Development, Mentorship, and Workforce Development

Hawai'i Time Zone YouthLine Center to expand peer-to-peer access nationally

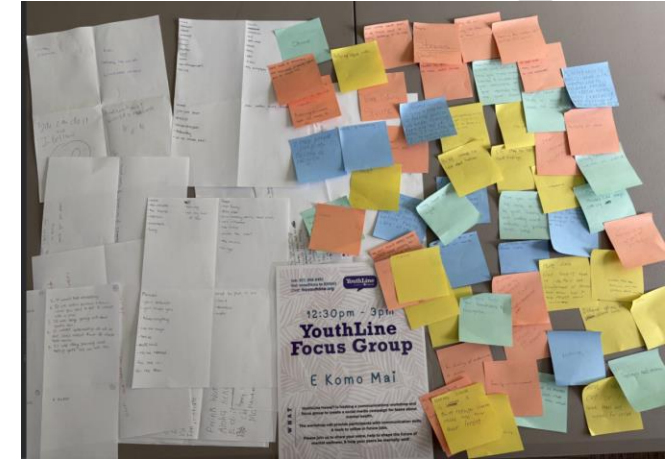


# Outreach & Engagement: Community Events



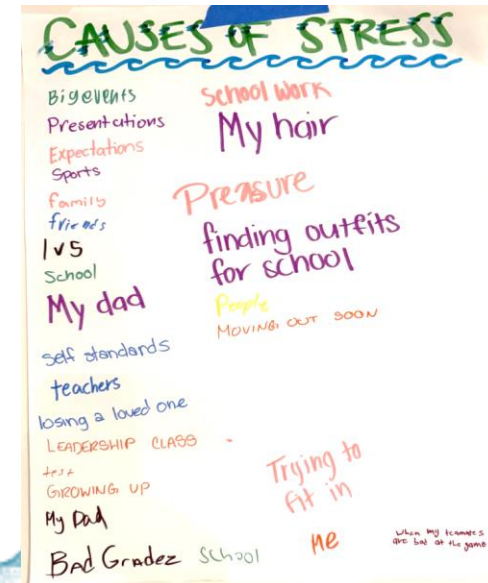
Thank You

YouthLine  
a service of Inos@Ito Hawaii'i



More than 300 students were educated on YouthLine!

Handed out literature & training information



# Volunteer with YouthLine

HELP PEERS WORK THROUGH LIFE'S CHALLENGES



## Become an advocate for youth mental health

- 65 Hour training to learn crisis intervention & support skills
- Direct service mental health experience
- Level up your applications >> Great Senior Project!
- Accepting volunteers 15 to 24 years of age
- Workstudy stipend available



## WHAT IS YOUTHLINE?

YouthLine is a peer-to-peer help, support, & crisis line serving youth ages 10-24 across the United States. YouthLine is staffed by youth volunteers/interns who undergo extensive training & are supervised by experienced clinicians.

YouthLine is a youth development program offering mentorship, skill-building, & workforce development for our volunteers & interns. We promote positive youth mental health virtually & in person through social media, awareness-raising, & classroom lessons to promote mental health & wellness.

INFO SESSION DATES: **4/29** 5pm - 7pm

### LOCATION

IMUA Family Services  
161 South Wakea Avenue

**5/3** 5pm - 7pm

**5/6** 5pm - 7pm

**5/10** 5pm - 7pm

2024-2025 YouthLine Training



@theYouthLine



www.theyouthline.org

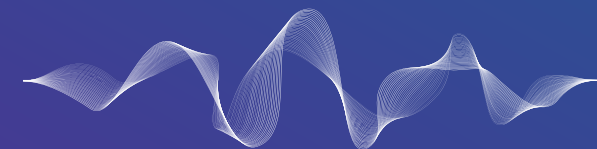
## Questions?

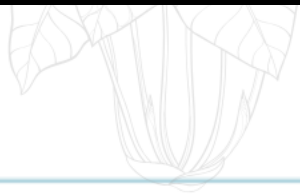
Email  
YLVolunteering@LinesforLife.org

Text  
"YLVol" to 85511

# Volunteer Recruitment & Training

Summer Training Cohort  
May 31<sup>st</sup> to June 5<sup>th</sup>





# Voices of YouthLine HI



2026 Spring Cohort

2025 Fall Cohort

- “YouthLine is valuable to youth who just want support from another person and offers support to youth who don't have someone to talk to or don't wanna talk to someone like an adult, but from someone who understands what they are going through more.”

- “I have learned everything about mental health. The most interesting thing I learned was about suicide and how you cannot plant a suicide seed into someone else's brain, so asking about it is never a bad thing.”

- “I feel like I have learned a lot about not trying to solve people's problems but validating their feelings instead.”





**Scan for more  
Information**

**"Thank you for helping people that you don't even know when they need it most. Keep doing what you're doing. You guys will change the world."**

- Anonymous, YouthLine Caller

