

Teen Lifeline

Nikki Kontz, LMSW
Clinical Director,
Teen Lifeline



Teen Lifeline

You're not alone. Call: 602-248-TEEN (8336)

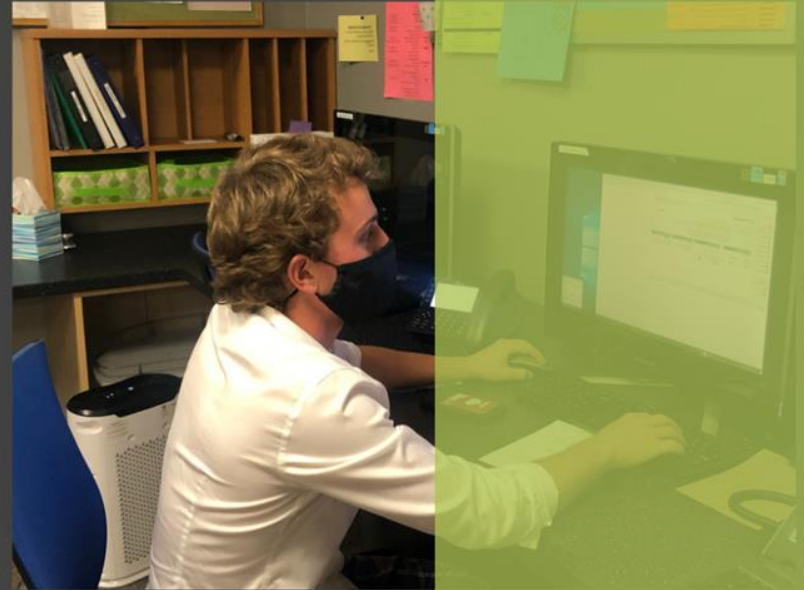
Inception of Teen Lifeline

Founded in 1986

- Surviving
- AZ 2nd in nation for rates of teen suicide
- Lack of youth-centered resources

Started at Central High School

- Under Phoenix South Community Mental Health Center
- 1999: TL received 501c3 designation
- 2003: First PC Hotline in nation to receive accreditation through AAS



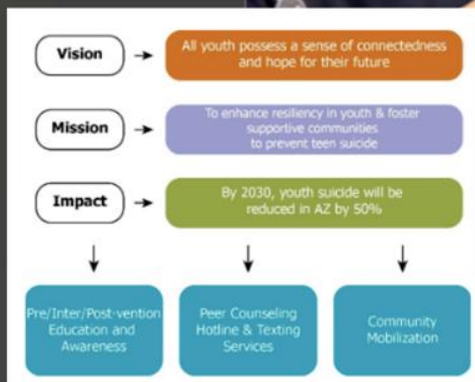
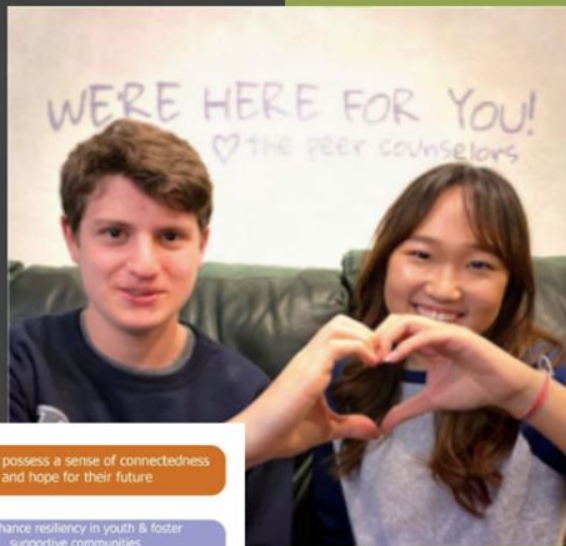
Mission and Vision

Mission

- To strengthen resilience in youth and foster supportive communities.

Vision

- All youth possess a sense of connectedness and hope for their future.





Teen Lifeline
602-248-8336

TEEN LIFELINE PROGRAMS & SERVICES



Peer-to-Peer Crisis Hotline

24/7 hotline for teens, answered by teens (monitored by clinicians) by call and text



Life Skills Development

72+ hour training our teen volunteers undergo to develop advanced coping & helping skills



Suicide Prevention Education

suicide prevention, intervention, and postvention education/outreach for schools, communities, teens



School ID Initiative

stickers on the back of school IDs and laptops with our hotline number and a message of hope



eLearning & Virtual Trainings

virtual best-practices suicide prevention education for school staff created and taught by clinicians

Our Philosophy



- ✓ Humanistic
- ✓ Empowerment
- ✓ Facilitators
- ✓ Problem-Solving Model
- ✓ Referrals

Why Peer Counseling?

Who do Adolescents Turn to for Help?

SCHONERT-REICHL AND MULLER

Research suggests that 81% of 13 to 18 years olds will turn to a friend first when they have a problem.

BURNS ET AL

Research suggests that between 60% and 80% of disturbed children do not receive any kind of mental health care

Approximately 60% of adolescents said that they were aware of service available to them.

TEEN LIFELINE SURVEY

85% of students said they would turn to a friend or peer first if they had a problem.

Value of Peer Counseling

Callers

&

Peer Counselors

Three S's of Hotline Work

Safety
Stabilize
Support

Call Flow

PC Answers Phone

Closing

- Confirm Action Plan
- Follow up?
- Evaluate Outcome

Problem Solving

- Identify Alternatives
- Pros/Cons
- Action Plan
- Identify Support
- Do others need to be notified?

Identifying Problem(s)

- Active Listening
- Open/Closed Questions
- Paraphrasing
- Topic Information

Building Relationships

- Voice tone
- Reflections
- Active Listening
- Open/Closed Questions
- Paraphrasing

Role of a Supervisor

**Educator
Rec Leader**

**Tutor
Counselor**

**Role Model
Nurse**

**Guidance
Counselor**

**Clinical
Supervisor**

**Mediator
Mentor**



Environment



Questions?



nikki@teenlifeline.org

602-248-8337

You're not alone. Call: 602-248-TEEN (8336)



Teen Lifeline