

# CRISIS TEXT LINE |

CAN DATA SCIENCE HELP US  
CONNECT?



adolescent |



- adolescent **development**
- adolescent **depression**
- adolescent **age range**
- adolescent **health center**
- adolescent **health**
- adolescent **brain development**
- adolescent **medicine**
- adolescent **egocentrism**
- adolescent **psychiatrist**
- adolescent **clinic**

Google Search

I'm Feeling Lucky



middle school is



middle school is **250**

middle school is **what grades**

middle school is **hell**

middle school is **like**

middle school is **pointless**

middle school is **a bad idea**

middle school is **awesome**

middle school is **worse than meatloaf**

middle school is **hard**

middle school is **bad**

Google Search

I'm Feeling Lucky

# 10 Leading Causes of Death by Age Group, United States – 2011

Rank	Age Groups										Total
	<1	1-4	5-9	10-14	15-24	25-34	35-44	45-54	55-64	65+	
1	Congenital Anomalies 5,013	Unintentional Injury 1,337	Unintentional Injury 761			Unintentional Injury 15,518	Unintentional Injury 15,230	Malignant Neoplasms 48,897	Malignant Neoplasms 112,572	Heart Disease 475,097	Heart Disease 596,577
2	Short Gestation 4,106	Congenital Anomalies 493	Malignant Neoplasms 441			Suicide 6,100	Malignant Neoplasms 11,717	Heart Disease 36,100	Heart Disease 69,742	Malignant Neoplasms 397,106	Malignant Neoplasms 576,691
3	SIDS 1,910	Homicide 412	Congenital Anomalies 182			Homicide 4,185	Heart Disease 10,635	Unintentional Injury 20,749	Unintentional Injury 15,158	Chronic Low. Respiratory Disease 121,869	Chronic Low. Respiratory Disease 142,943
4	Maternal Pregnancy Comp. 1,591	Malignant Neoplasms 353	Homicide 129	176	1,611	Malignant Neoplasms 3,499	Suicide 6,599	Liver Disease 8,864	Chronic Low. Respiratory Disease 15,044	Cerebrovascular 109,323	Cerebrovascular 128,932
5	Unintentional Injury 1,163	Heart Disease 165	Heart Disease 92	Homicide 154	Heart Disease 998	Heart Disease 3,301	Homicide 2,519	Suicide 8,858	Diabetes Mellitus 12,688	Alzheimer's Disease 84,032	Unintentional Injury 126,438
6	Placenta Cord. Membranes 1,004	Influenza & Pneumonia 112	Chronic Low. Respiratory Disease 64	Heart Disease 111	Congenital Anomalies 432	Diabetes Mellitus 686	Liver Disease 2,449	Diabetes Mellitus 6,012	Cerebrovascular 11,205	Diabetes Mellitus 52,402	Alzheimer's Disease 84,974
7	Bacterial Sepsis 526	Septicemia 61	Influenza & Pneumonia 63	Chronic Low Respiratory Disease 72	Influenza & Pneumonia 220	HIV 666	Diabetes Mellitus 1,842	Cerebrovascular 5,705	Liver Disease 10,749	Influenza & Pneumonia 45,386	Diabetes Mellitus 73,831
8	Respiratory Distress 513	Chronic Low Respiratory Disease 53	Benign Neoplasms 40	Influenza & Pneumonia 55	Cerebrovascular 186	Cerebrovascular 530	Cerebrovascular 1,718	Chronic Low. Respiratory Disease 4,634	Suicide 6,521	Unintentional Injury 43,258	Influenza & Pneumonia 53,826
9	Circulatory System Disease 500	Benign Neoplasms 45	Cerebrovascular 40	Cerebrovascular 47	Complicated Pregnancy 172	Influenza & Pneumonia 515	HIV 1,619	HIV 2,781	Septicemia 4,953	Nephritis 37,796	Nephritis 45,591
10	Neonatal Hemorrhage 456	Cerebrovascular 42	Septicemia 38	Septicemia 31	Chronic Low. Respiratory Disease 170	Liver Disease 505	Influenza & Pneumonia 859	Septicemia 2,461	Nephritis 4,754	Septicemia 26,746	Suicide 39,518



Centers for Disease Control and Prevention  
National Center for Injury Prevention and Control





Teen sees a  
CTL sticker on a  
bathroom stall.

Teen texts us.

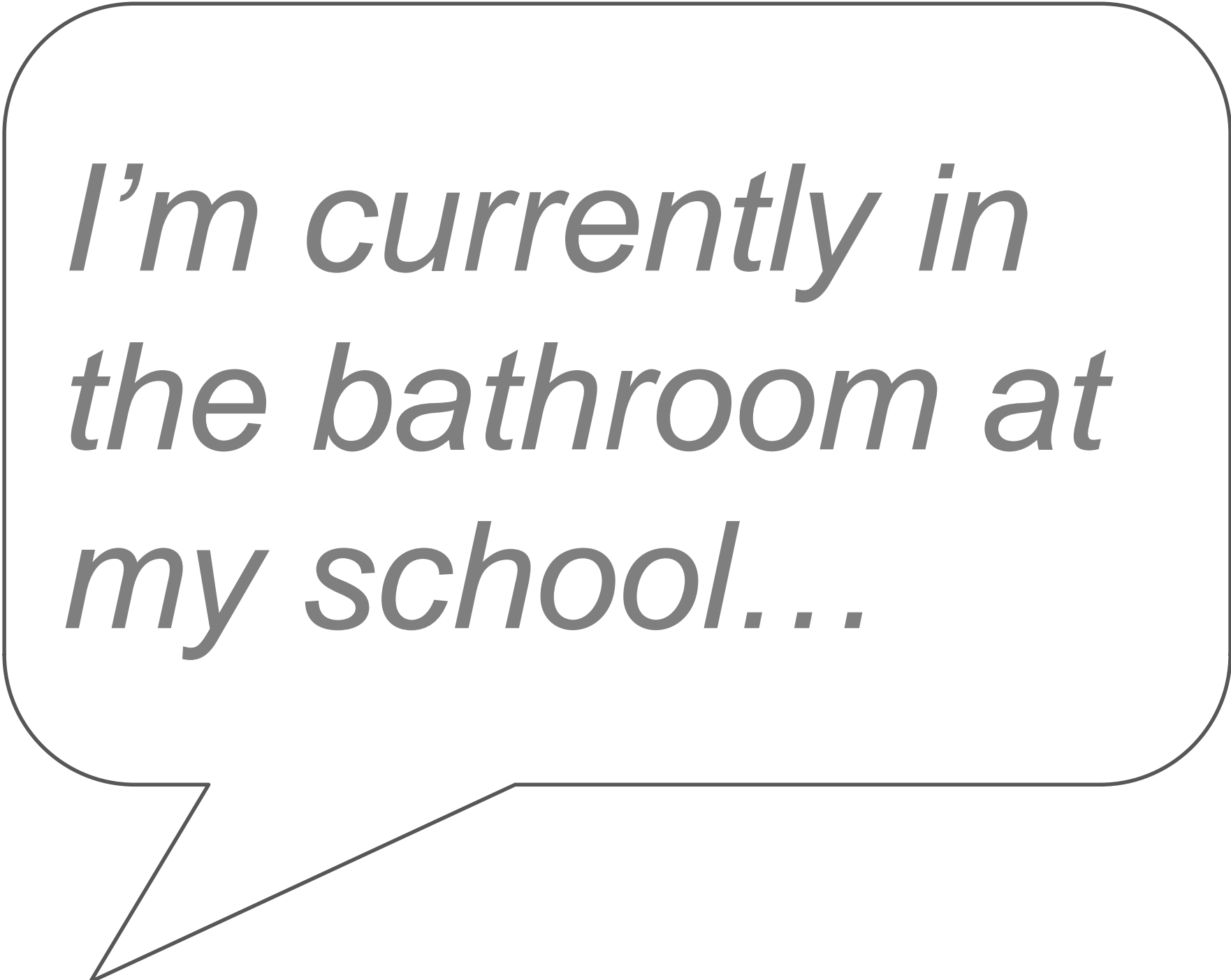
Teen receives  
immediate reply.

3,100,363  
messages

A speech bubble with a black outline and rounded corners. The text inside is in a grey, italicized font. The bubble has a tail pointing towards the bottom-left corner.

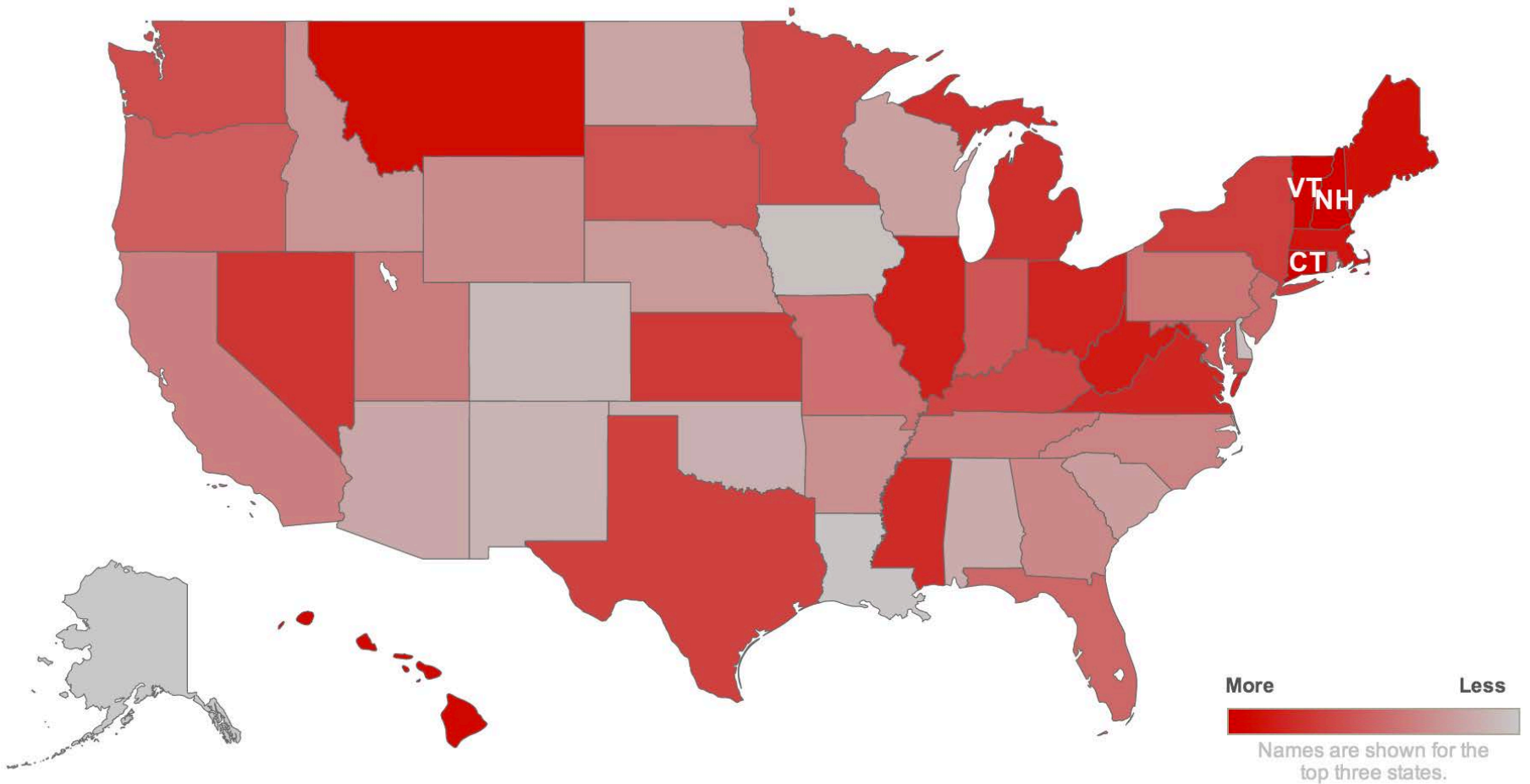
*I have never told  
anyone before...*





*I'm currently in  
the bathroom at  
my school...*

Where are teens most affected by  ?

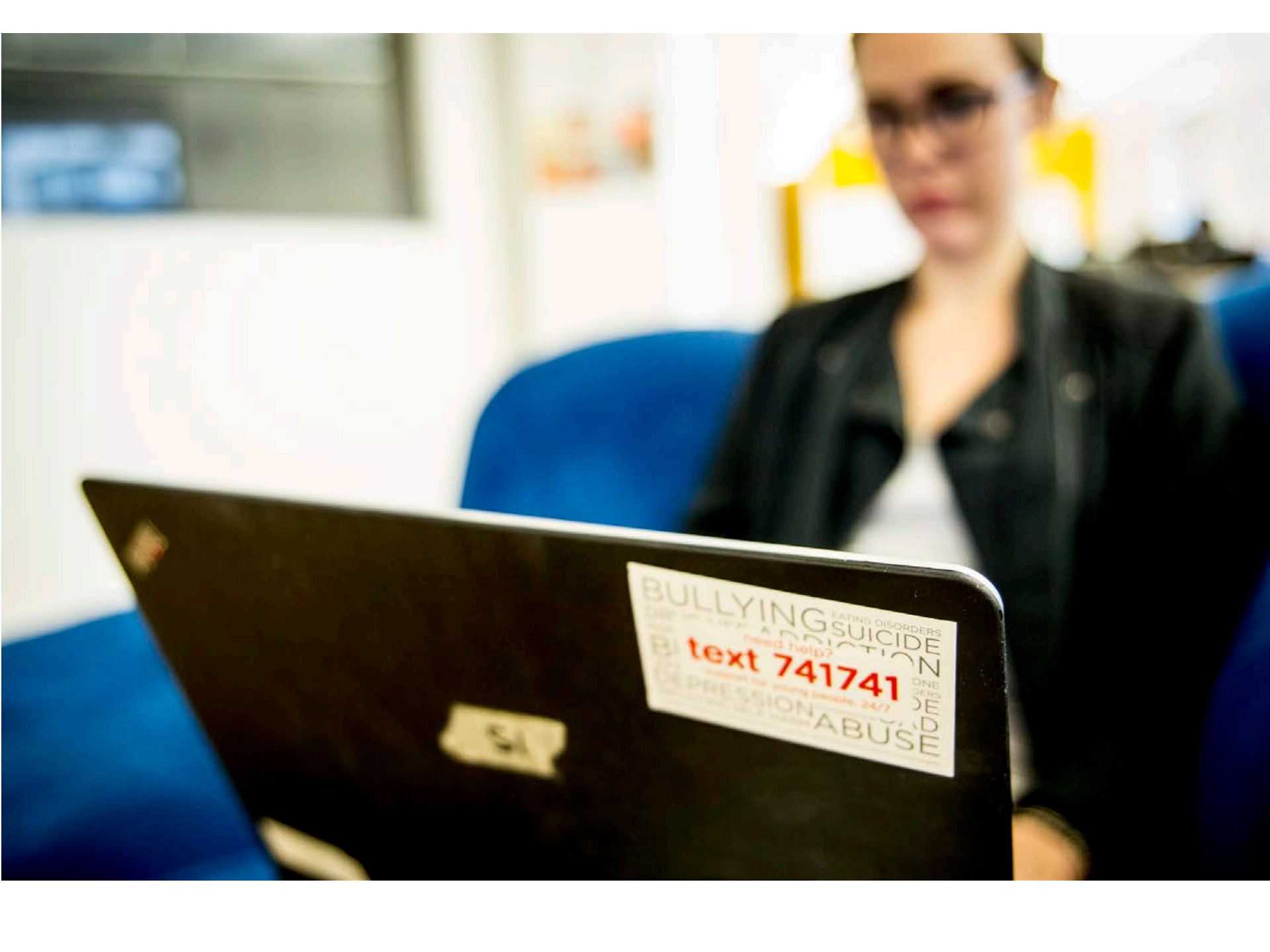


They call me gay and fat and i don't know what to say.

A word cloud visualization of the text "They call me gay and fat and i don't know what to say." The words are arranged in a dense, overlapping pattern. The most prominent words, shown in the largest font sizes, are "school", "people", "mom", "friends", "told", "lot", "better", "okay", "said", "friend", "told", "guess", "parents", "lot", "way", "say", "everything", "someone", "even", "lot", "way", "say", "everything", "someone", "even", "lot", "way", "say", "everything", "someone", "even", "lot", "way". Other visible words include "bullied", "tell", "doesnt", "still", "got", "cut", "listen", "cutting", "everyone", "right", "mean", "bad", "anything", "make", "didnt", "things", "back", "day", "thanks", "good", "try", "life", "always", "stop", "sure", "started", "anymore", "parents", "way".



60 – 70% of  
Volume



BULLYING EATING DISORDERS  
SUICIDE ADDICTION  
BI text 741741  
DEPRESSION ABUSE



## IM2: Intro to Your Crisis Center - Common Ground. (~10 min.)

### Objectives

- Learn about the crisis center in CTL's Network that will train and supervise you
- Understand your managing center's guidelines and approach

[Get started!](#)

You have completed 0% of the lesson

**NAVIGATION**

- Home
  - My home
  - Site pages
  - My profile
  - Current course
    - CTL IM
      - Participants
      - Badges
      - General
        - Link to CTL Volunteer Training Syllabus (including...)
        - IM1A: Introduction to CTL. (~15 min.)
        - IM2: Intro to Your Crisis Center - Common Ground....**
        - IM2: Intro to Your Crisis Center - Samaritans. (...)
        - IM3A: Crisis Intervention

Bob Filbin  
 Busy

**Network Stats**  
 engaged: 86%  
 < 14 min: 93%

Specialists Chat

# Queue

Thanks for being great. No new messages!

## My Past Conversations [Search](#)

#65416	Noelle	Testing - I'm feeling sad
#61154	Bob	Testing please don't take - please don't take
#48718	Anonymous 18331	Test and help - Uncategorized
#48719	Bob	Testing - Texting
#37488	Anonymous 14771	Testing, please do not take. - Testing, please do not take.
#37524	Bob	Testing - Testing
#31502	Chris - CTL	This is Chris from CTL. Please in queue. - Test test.
#31501	Anonymous 12881	Testing do not take - Testin
#31304	Bob	[REDACTED]
#27395	Bob	Testing

**Bob** [started a minute ago]

2:23 Testing

**System:**  
 2:23 CTL Support: 1msg/query Reply HELP for help,STOP to cancel Msg&data Rates May Apply. support@crisistextline.org

**Bob:**  
 2:23 Testing

**System:**  
 2:23 Give us a moment, we're grabbing a counselor for you. (This convo is private--for more info about privacy/terms of service, visit [crisistext.org/privacy](http://crisistext.org/privacy))

2:23 Note: CTL can't receive msgs longer than 160 characters (~ a couple of sentences). Tks for understanding.

Last message: a minute ago

**END CONVERSATION**

[Canned](#)

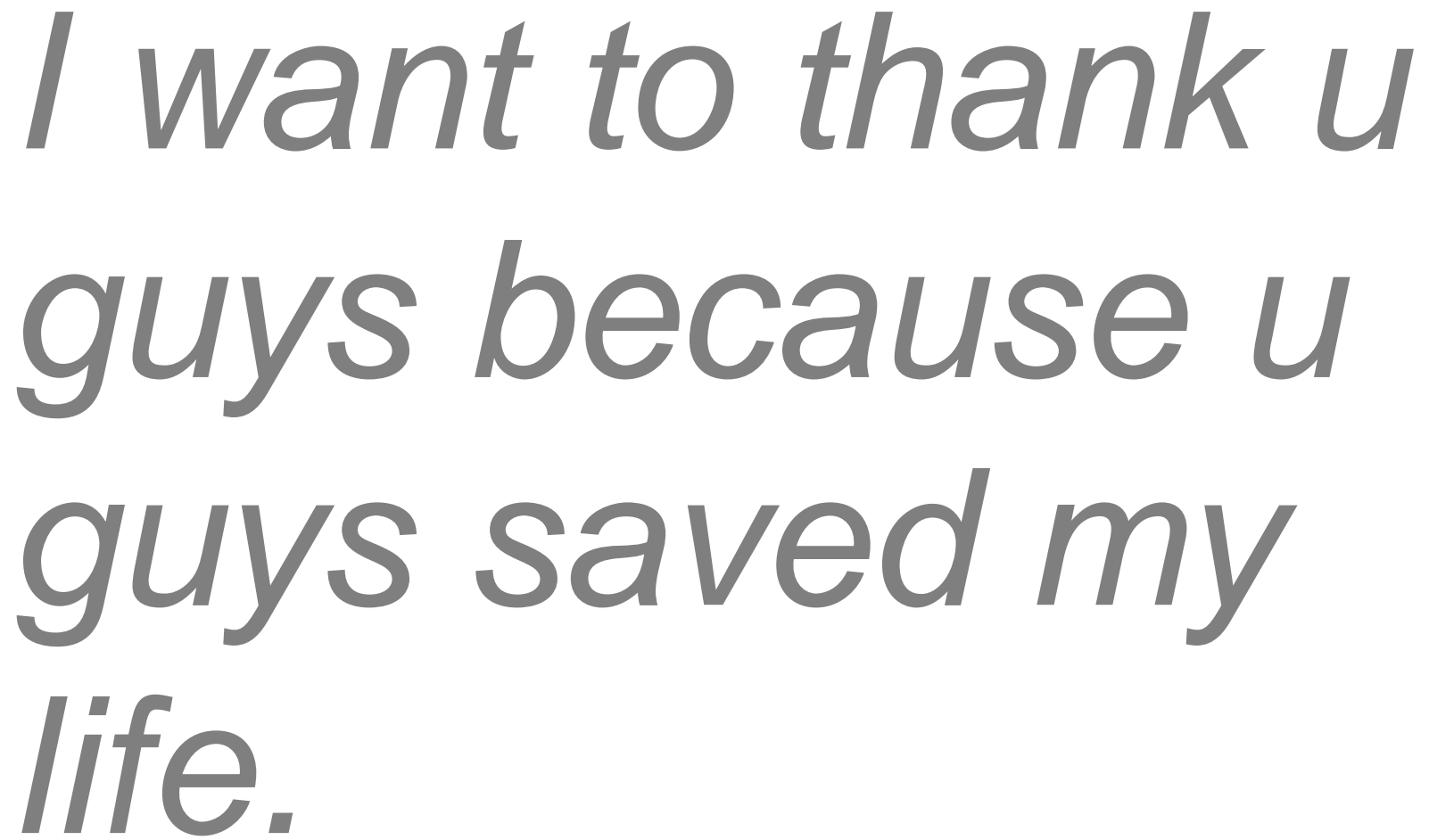






**MIT MEDIA LAB**



A speech bubble with a black outline and rounded corners. The text inside is in a grey, italicized font. The bubble has a tail pointing towards the bottom-left corner.

*I want to thank u  
guys because u  
guys saved my  
life.*