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Our Youthline is a free and confidential peer-to-peer crisis line for youth dealing with such issues as bullying, depression, anxiety, pregnancy, self-harm or substance abuse. The Youthline offers texting and phone call support from teens, by teens. Our highly trained youth counselors are available to listen and not judge.

While the Youthline is available 24/7, thanks to support from Les Schwab Tires, Taco Bell, and Standard Insurance, we have been able to expand our hours staffed by youth and adult supervisors to seven days a week from 4 pm until 10 pm. In order to increase our accessibility to teens, we provide not only telephone support, but texting and online chat as well. The majority of our contacts are made through text conversations, the preferred medium for today's youth.

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SCHOOL CLIMATE

Lines for Life believes that providing safer school environments is the key to student success.

One of the best ways is to identify individuals with mental health challenges and get them the help they need long before their frustrations can lead to acting on harmful impulses. Much like physical first aid training, Mental Health First Aid can help identify and treat individuals who might become a danger to themselves or others. We offer Mental Health Training to various members of the community, including school districts and police departments. With early intervention and action, tragedies can be prevented.

“I now feel so much better and more prepared to help.”
- Teacher upon completion of YMHFA training

A Letter from CEO

At Lines for Life, our mission is clear: preventing substance abuse and suicide. In the past year, we’ve put ourselves to work on that mission in more communities throughout Oregon than ever.

The crisis lines team has been reaching people like never before:
- We’ve reached more than twice as many young people through Youthline this year – over 3200 – with text volume tripling.
- We helped over 13,000 military families last year through the Military Helpline and Veterans Crisis Line – more than ever before.
- We had our highest volume day ever on the Crisis Lines in August, following Robin Williams’ death, when our call counselors helped more than 215 callers.

We’ve also been building our prevention and education programs – expanding statewide in communities throughout Oregon:
- We’ve launched a new school climate initiative to make sure school is the safe and welcoming place it should be.
- We’re working with terrific partners on youth suicide prevention in Linn and Benton Counties and the Rogue Valley — both regions of the state devastated by youth suicides this year.
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To build financial stability to support these programs, we’ve tightened our belt, expanded our fundraising, and grown our contract revenue to over 70% of income – giving us strong financial footing to support the mission.

It’s been over a year since I took the reins from Judy Cushing – she’s been a terrific partner every moment. We’ve made tremendous progress – but still have much work to do, growing our statewide footprint, reaching diverse communities better than ever before, and expanding our prevention efforts. And with your help, we’ll continue to meet the mission!

CEO, Lines for Life

YOUTH VIOLENCE PREVENTION

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SCHOOL CLIMATE
Secondarily, we have moved forward with the aid of the military helpline, which has served to provide help to those in civilian life. This has included crisis intervention for issues such as substance abuse, anger, post-traumatic stress, and mental health concerns. Those who have attended our trainings and implemented learned techniques at schools and various organizations have quoted an increase in successful interventions, lowering the rate of death or injury. We remain dedicated to making sure that we provide the best possible resources to those who have served us so well.

### Feedback from Training Workshop participants

“ASIST empowered me to act to SAVE lives. This training is the most meaningful learning experience I’ve had — ever.”

“safeTALK helped me to be more alert and aware of suicidal thoughts even when they are hard to pick up on.”

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**CRISIS INTERVENTION**

The calls come in 24-hours a day to our crisis lines: A teen calls our YouthLine, desperate to escape the bullying she’s been subjected to and enduring. A veteran calls, wanting to be buried next to his wife once he completes his suicide. A mother calls, looking for a way to start an effective conversation with her son about his drinking.

The highly trained Lines for Life crisis intervention specialists are well-prepared for these calls. Listening actively, without judgment, they make a connection with the callers and help each of them craft a unique plan for positive action. With permission, they will schedule a follow-up phone call to check on the caller’s well-being.

Lines for Life handled over 38,000 calls from people in crisis last year, providing hope and resources for those involved in life’s biggest struggles. Those phone calls are where we are able to do remarkable work in preventing substance abuse and suicide.

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**EDUCATION + TRAINING**

With the sharp increase in deaths caused by suicide, and approximately one in four Americans experiencing mental illness within a given year, continued education on suicide prevention has become increasingly important for the health and safety of our community.

Nearly all of us have encountered or will encounter, someone experiencing an emotional or mental health crisis. To build healthy communities we all need to equip ourselves with techniques and knowledge of how to de-escalate potential crises, and act as the first line of response.

Lines for Life delivers training to help increase public awareness that mental illness is real, but treatable. We offer a variety of evidence-based instruction.

Those who have attended our trainings and implemented learned techniques at schools and various organizations have quoted an increase in successful interventions, lowering the rate of death or injury. With the increase in knowledge, skills, and confidence, suicide intervention trainings such as ASIST, safeTALK, and Mental Health First Aid bring to participants, we look forward to even more success equipping people to prevent suicide.

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**MILITARY HELPLINE**

Since its inception in 2010, the Military Helpline has assisted thousands of active duty personnel, veterans and their families make a successful transition to civilian life. That includes crisis intervention for issues including substance abuse, anger, post-traumatic stress and suicidal thoughts as well as assistance in obtaining benefits. We remain dedicated to making sure that we provide the best possible resources to those who have served us so well.

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**ADVOCACY**

Lines for Life continues its 20 year tradition in reducing the stigma surrounding mental health issues. We provide leadership with communities and their elected officials on the difficult subjects of substance abuse and suicide. We work to remove the barriers for people who need help with mental health challenges, something that is at the root of almost all substance abuse and suicide issues.

There are many avenues we enlist to provide advocacy, including inviting drug free coalitions to use our offices as a place to generate conversation and outreach or working in close connection with mental health professionals, law enforcement and addiction specialists to provide the best evidence-based thinking on the challenges people face in substance abuse and suicide prevention.
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888.457.4838 | MilitaryHelpline.org

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Oregon’s suicide rate is 41% higher than the national average. Nearly all of us have encountered or will encounter, someone experiencing an emotional or mental health crisis. To build healthy communities we all need to equip ourselves with techniques and knowledge of how to de-escalate potential crises, and act as the first line of response.

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