

# Nevada Teen Text Line Evaluation Report 2022-2023



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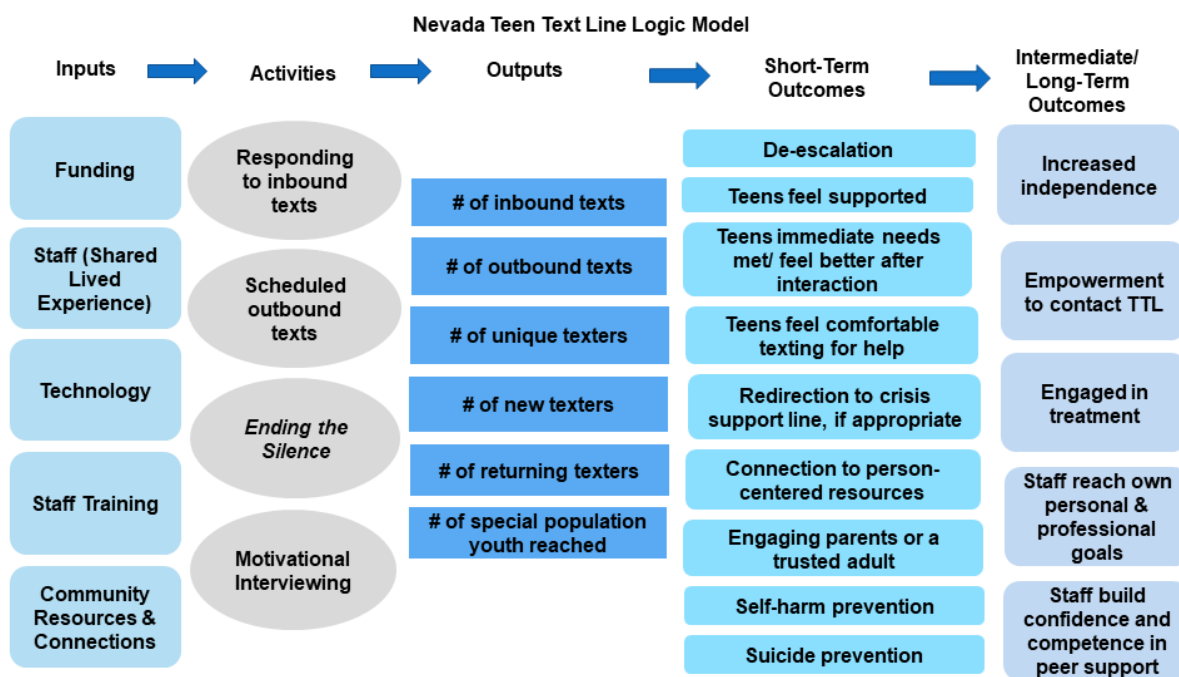
University of Nevada, Reno

January 3, 2024

## Program Background

NAMI Western Nevada's mission is to improve the quality of life for individuals, families and communities impacted by mental illness through education, support, advocacy and awareness. NAMI Western Nevada launched the Nevada Teen Text Line on May 16, 2022. The Nevada Teen Peer Support Text Line is a stigma-free, non-crisis peer support text service for adolescents and transitional age young adult (TAYA) ages 24 years and younger. Youth can text in at 775-296-8336 from 10am to midnight 7 days a week and 365 days per year to be connected for a one-on-one text conversation with a young adult Peer Wellness Operator (<https://namiwesternnevada.org/>). The Nevada Teen Peer Support Text Line is confidential and staffed by trained TAYA peers in recovery who provide support from lived experience to youth impacted by mental illness or life stressors. A virtual call center is utilized in order to employ peers throughout the state of Nevada. Peer Support Specialists (Peer Wellness Operators) are individuals living with mental illness and are in recovery. Peer support offers respect, understanding, hope, encouragement, and acceptance through mutual experiences living with mental illness.

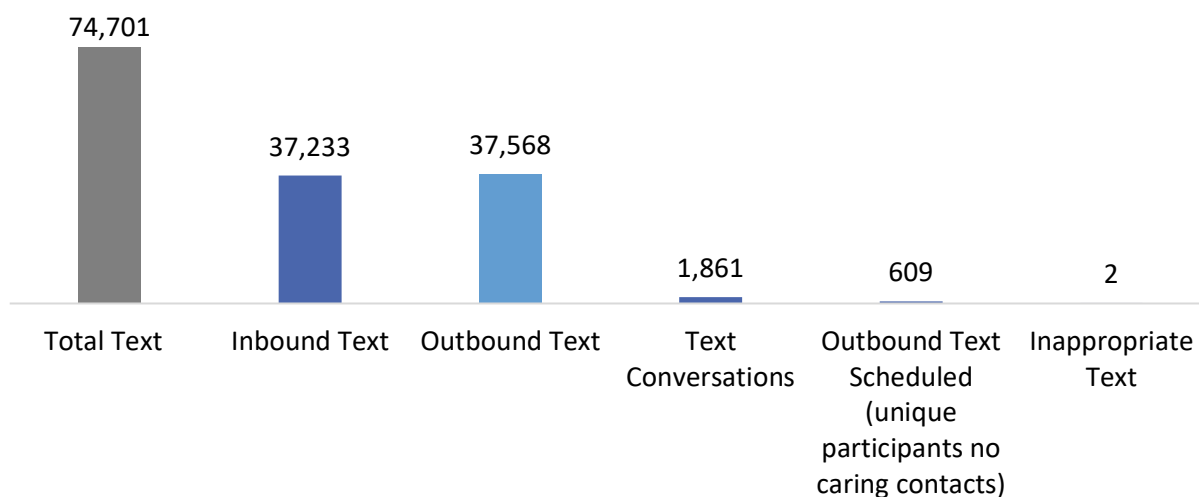
NAMI Western Nevada contracted with the Center for Program Evaluation (CPE), School of Public Health, University of Nevada, Reno to evaluate the Nevada Teen Text Line, the Nevada Warmline, and Nevada Caring Contacts. This evaluation report includes Nevada Teen Text Line data and Caring Contacts Teen Text Line data from May 2022 to June 2023. Data sources include call center data and the End-of-Call surveys. The logic model shown below and in detail in the Appendix describes the Nevada Teen Text Line program inputs, activities, outputs, and outcomes.



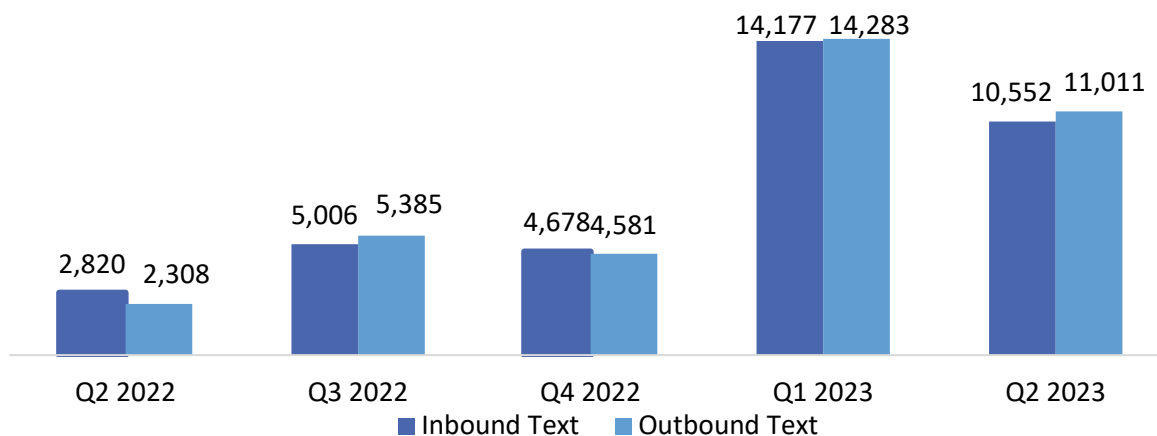
## Nevada Teen Text Line Quarterly Performance Data, Q2 2022-Q2 2023

Virtual call center data was used to document Nevada Teen Text Line text volume and types. Figure 1 shows the total texts (74,701) exchanged between Q2 2022 and Q2 2023. There were 1,861 text conversations and 609 outbound texts that were scheduled to unique participants (that were not Nevada Caring Contacts participants). There were only two inappropriate text documented during this timeframe. Figure 2 depicts the number of inbound and outbound texts by quarter, demonstrating a large increase in texts in Q2 2023. The number of text conversations increased from the program's start through Q3 2023, with the largest increases between Q3 2022 and Q1 2023 (Figure 3). Scheduled outbound texts to unique participants (not Nevada Caring Contacts) increased as well, with the largest increase from Q3 2022 to Q4 2022 after which the numbers remained fairly stable.

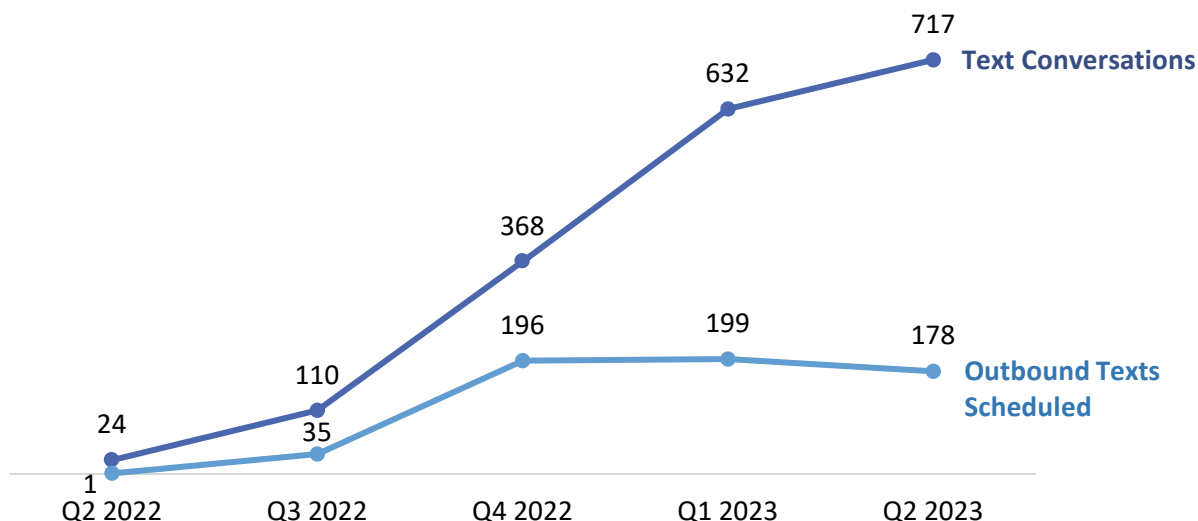
**Figure 1. Nevada Teen Text Line: Text Summary Q2 2022-Q2 2023**



**Figure 2. Nevada Teen Text Line: Inbound and Outbound Texts Q2 2022-Q2 2023 by Quarter**



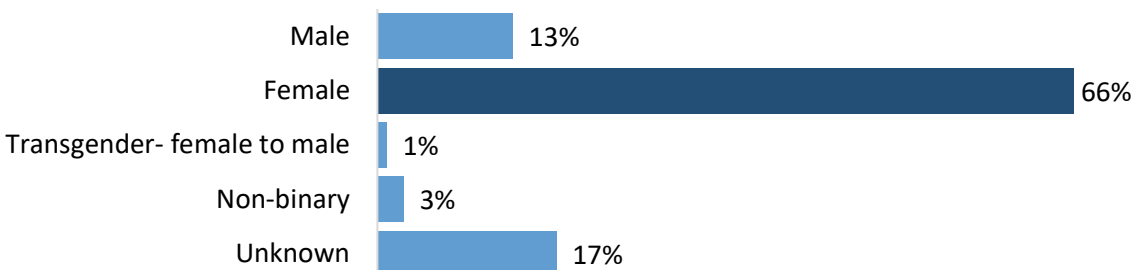
**Figure 3. Nevada Teen Text Line: Text Conversations and Outbound Texts Scheduled Q2 2022-Q2 2023 by Quarter**



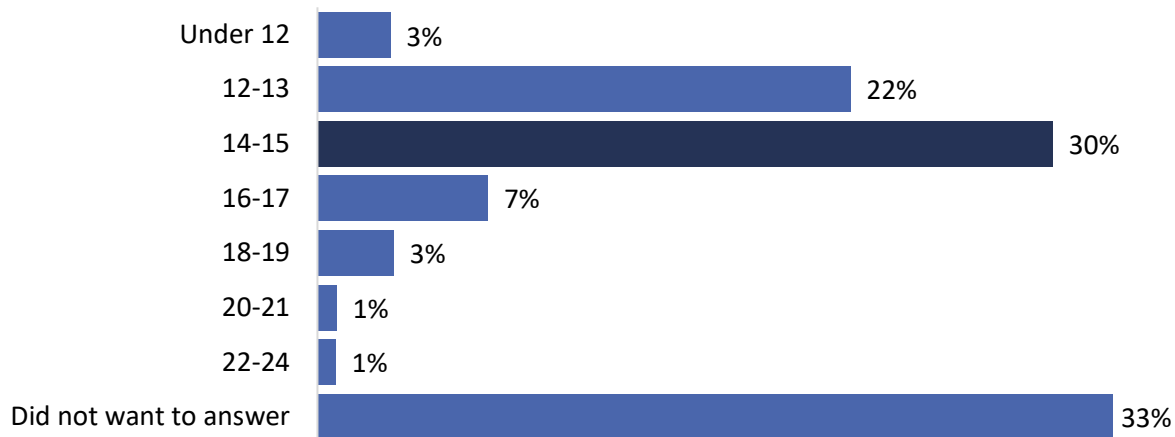
### Nevada Teen Text Line End-of-Call Summary Survey Data

End-of-call (EOC) surveys from May 2022 to June 2023 were entered into Survey Monkey with no identifying information. The EOC surveys are completed by the young adult Peer Wellness Operators that had a conversation with the TAYAs. Two-thirds of the participants were female (66%), 13% male, 3% non-binary, 1% transgender female to male, and 17% unknown (Figure 4). More than half the participants were between the ages of 12 and 15 (Figure 5). EOC respondents were asked if they identified with a special population. While 69% did not mention being part of a special population during the call, 25% said they were LGBTQ+; 4% mentioned being Native American or Indigenous, and 1% mentioned being Latinx or Hispanic (Figure 6). A small percentage (1%) said they or their family were in active duty military. Thirty-six percent of participants were based in Reno; 29% were in rural Nevada, and 4% were in Las Vegas (Figure 7).

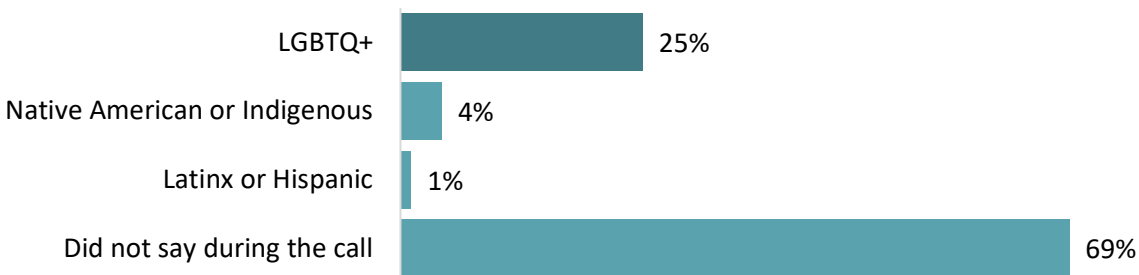
**Figure 4. Nevada Teen Text Line End of Call Data, May 2022-June 2023: Gender**



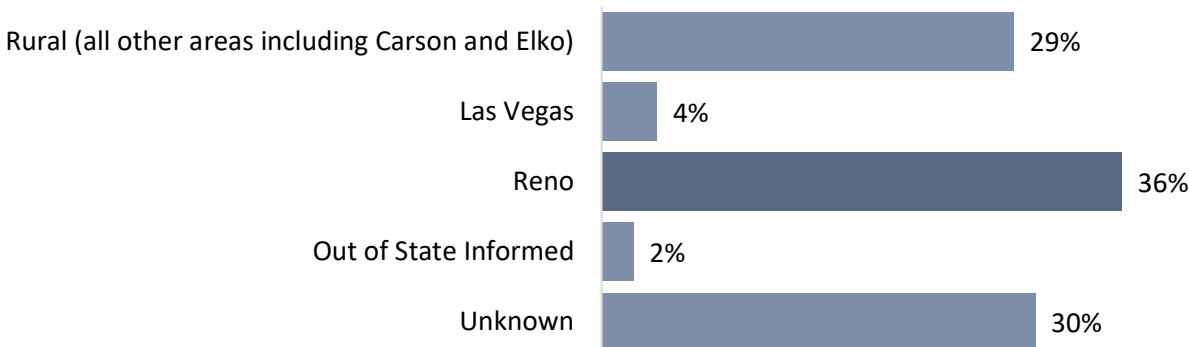
**Figure 5. Nevada Teen Text Line End of Call Data, May 2022-June 2023: Age**



**Figure 6. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Does the participant identify as a member of a special population?**



**Figure 7. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Geography**



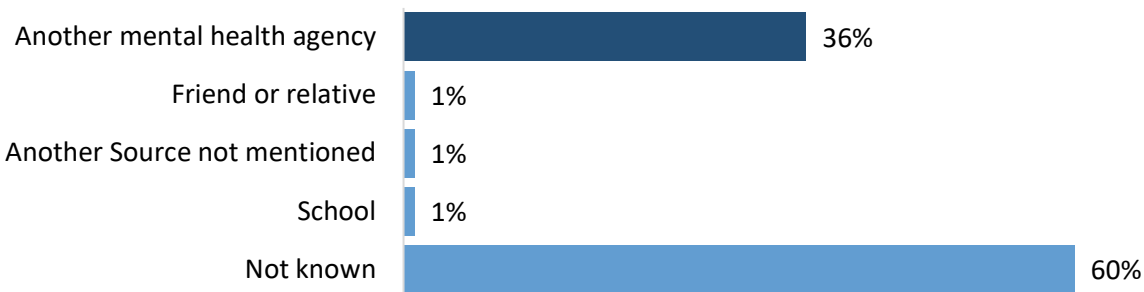
Most EOC survey respondents (90%) reported that they were returning youth; 9% said they were new and 1% were unknown (Figure 8). The most frequently reported source from which they heard about the Nevada Teen Text line was through another mental health agency; and 1% each reported hearing about it through a friend or relative, another source not mentioned, or through school (Figure 9). Nevada Teen Text Line respondents were asked what supports they felt like they

had aside from the text line. Parents was the most frequent response of those who answered the question (Figure 10). Respondents were asked what services they would have used if the text line wasn't available. For most, it was unknown (71%) or they didn't know (18%). The 988 crisis line was the most frequently mentioned service for those that responded and knew what they would have used (Figure 11). Two percent said they would not have any other support.

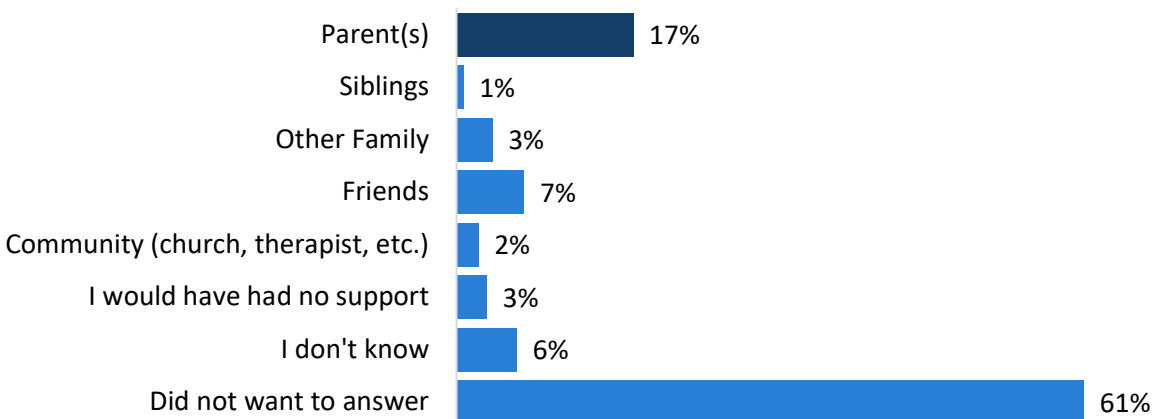
**Figure 8. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: New or Returning Youth**



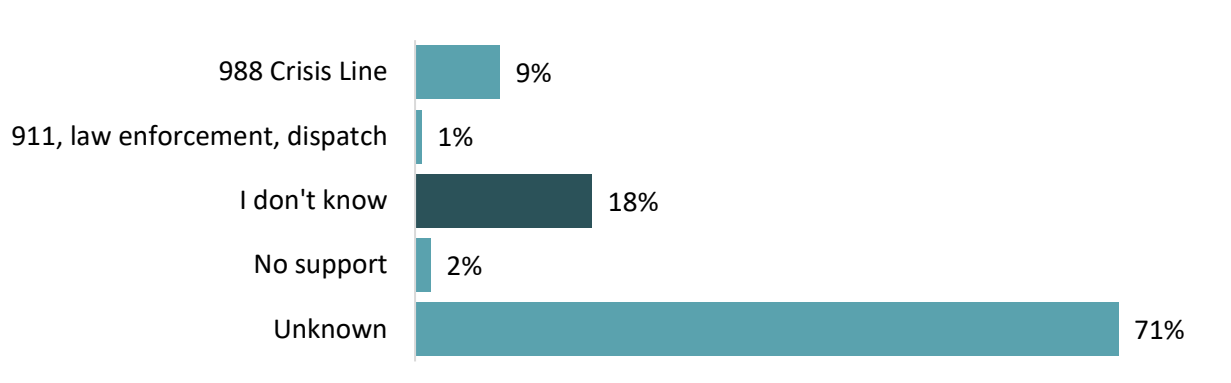
**Figure 9. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: How did you hear about the Teen Text Line?**



**Figure 10. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: What supports do you feel like you have aside from the Text Line?**

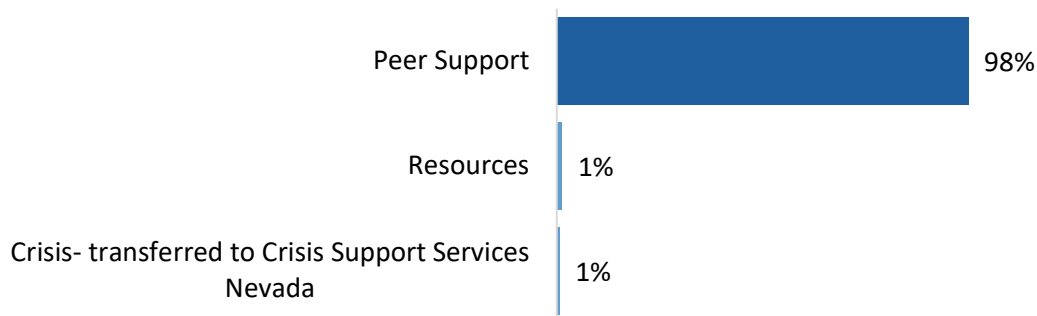


**Figure 11. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: What services would you have used if the Text Line was not available?**

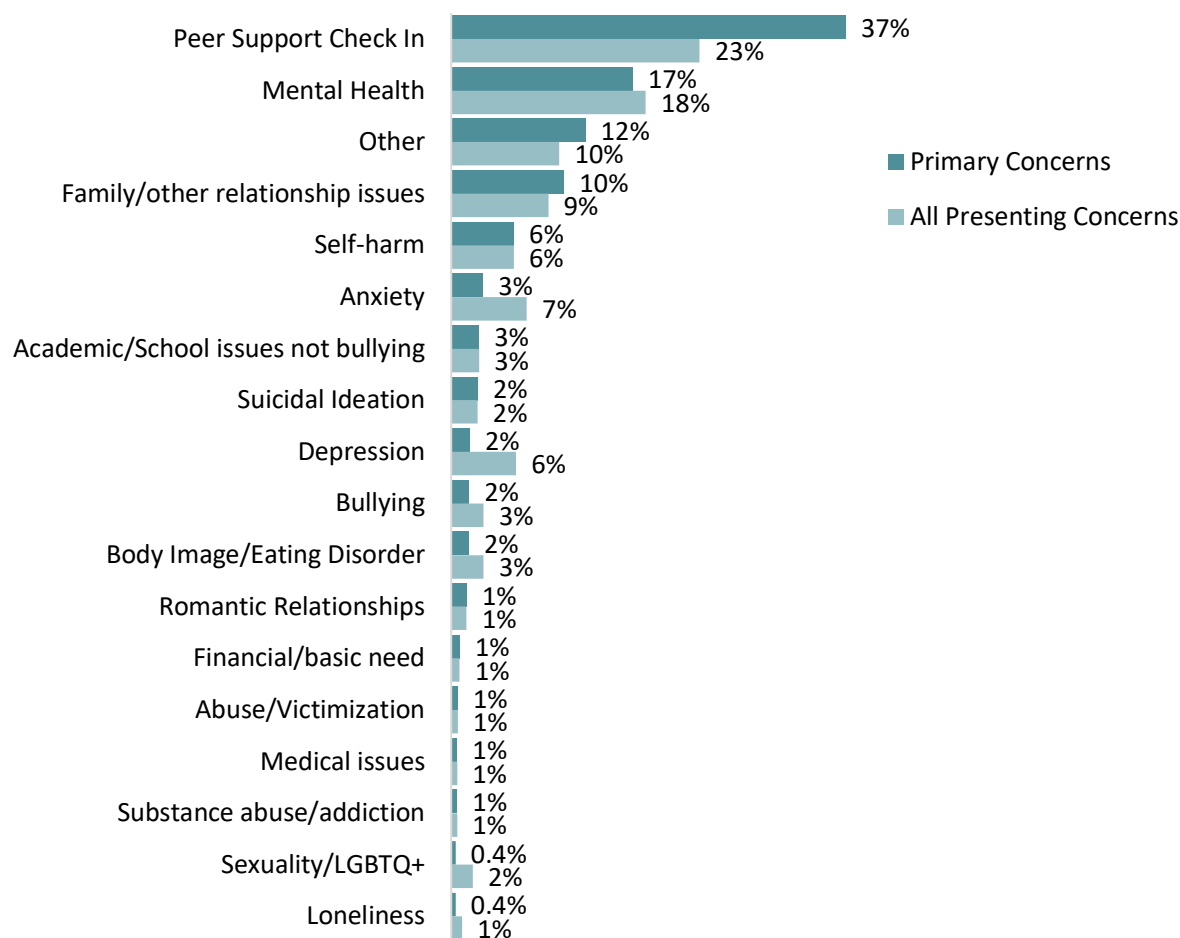


Most respondents (98%) said they contacted the Nevada Teen Text Line for peer support; 1% said for resources and the remaining 1% were transferred to the Crisis Support Services of Nevada (Figure 12). The primary presenting concern was obtained during the EOC survey. The most frequent primary presenting concern was for a peer support check-in (37%); 17% reported mental health; 10% reported family/other relationship issues; and 12% indicated “other.” All presenting concerns (beyond the primary one) were also captured (Figure 13). The most frequent all presenting concerns included 23% peer support check-ins; 18% mental health; 9% family/other relationship issues; and 10% “other.”

**Figure 12. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Reasons for Contact**



**Figure 13. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Primary and All Presenting Concerns**



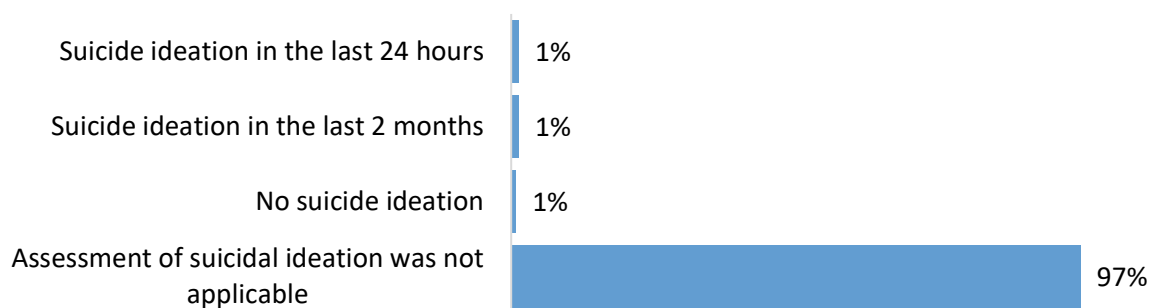
The texter's suicide experience was also collected when relevant to the call, therefore for 92% this remains unknown. Five percent reported that they were a prior suicide attempt survivor, and 3% said they were a suicide loss survivor (Figure 14). Suicidal ideation was assessed during the interaction. For 97%, assessment of suicidal ideation was not applicable. One percent had no suicidal ideation; 1% had suicidal ideation in the last two months; 1% had suicidal ideation in the last 24 hours prior to the call (Figure 15). The EOC survey also assessed the texter's risk for suicide. For 98%, the assessment of suicide risk was not applicable. For 1% the call was escalated to a Teen Text Line Supervisor and for 1% the texter was not at imminent risk based on the Columbia Suicide Severity Rating Scale (Figure 16). Homicidal ideation was also reported for the EOC survey. 99% indicated that assessment of homicidal ideation was not applicable; 1% specifically reported no homicidal ideation (Figure 17).



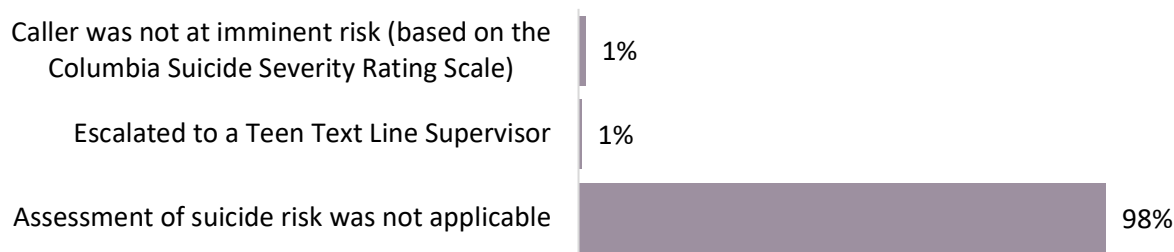
**Figure 14. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Texter's Suicide Experience**



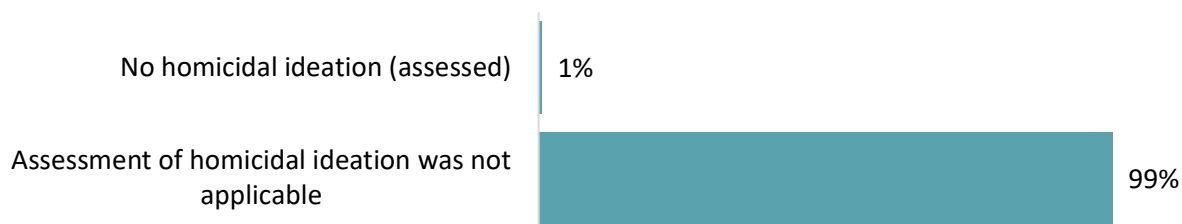
**Figure 15. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Suicidal Ideation**



**Figure 16. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Imminent Risk for Suicide**

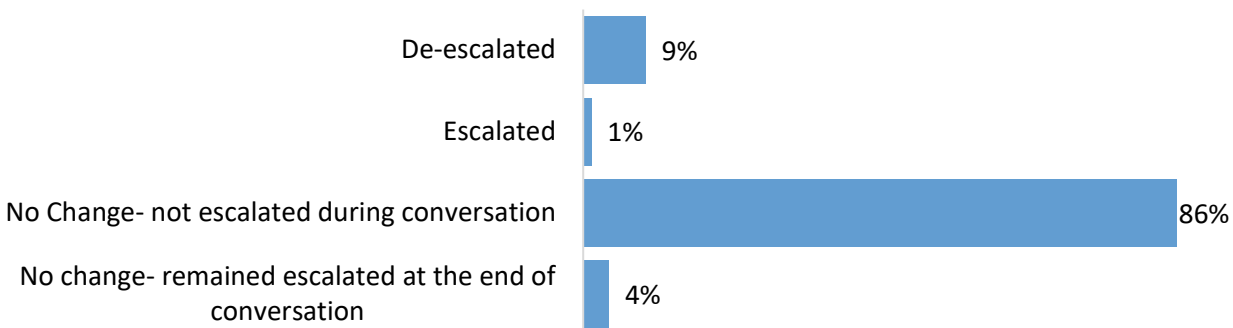


**Figure 17. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Homicidal Ideation**



The emotion of the texter was assessed at the end of the call and it was determined if, and/or how the call escalated. Eighty six percent reported that there was no change and that it did not escalate during the conversation; 9% reported that emotion de-escalated during the call; 4% indicated that there was no change and that emotion remained escalated at the end of the conversation; 1% indicated that emotion escalated during the conversation. Respondents were asked if they felt their desired outcome was met, to which 35% said yes and 64% indicated that they did not want to answer (Figure 19).

**Figure 18. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Emotion During Conversation**

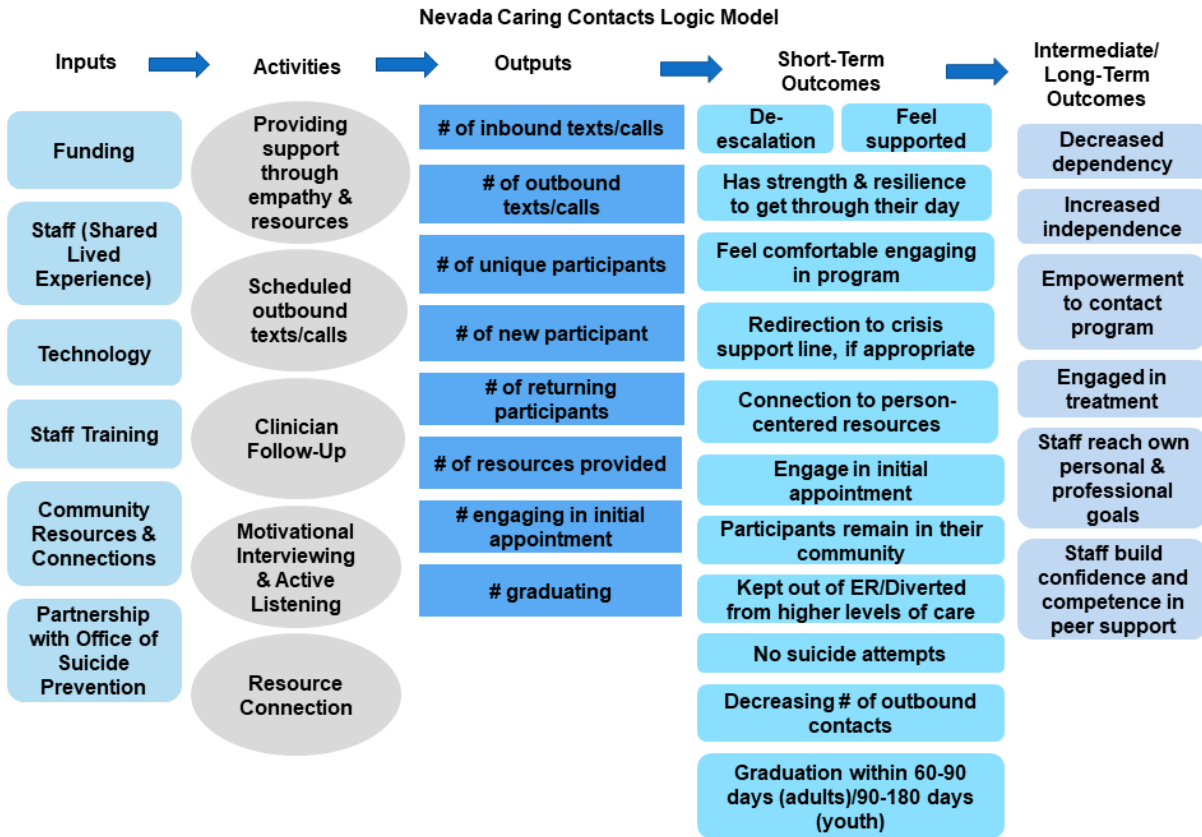


**Figure 19. Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Did you get your desired outcome/ have your need met?/Do you feel better after talking to the Teen Text Line?/ Do you feel like the Text Line has helped you?**



## Nevada Teen Text Line Caring Contacts Data

The Nevada Caring Contacts (NCC) program was developed by a group of peers who are suicide attempt survivors and who are determined to make a change in the prevention and postvention care in Nevada based on what they would have wanted in their darkest moments of suicidality and crisis. The concept and program was created as part of the Zero Suicide Initiative and included the input of clinicians. The program is staffed by individuals who have experienced suicidality, are suicide attempt survivors, and/or have experienced hospitalization who are now living in recovery. NCC is integrated into the Teen Text Line and provides cultural competency for adolescents and TAYA who are experiencing or have experienced suicidality and crisis. Participants in the program can expect scheduled peer support phone contacts from the Nevada Warmline or Teen Text Line following a referral from a clinician. The frequency of contacts is determined by the recommendation of the clinician and the desires of the participant to make the experience person-centered and clinically appropriate. Additionally, a feedback loop to the clinician can be established to inform the clinician of the participant's progress in the program. The Nevada Caring Contacts program was selected as one of 10 winners of SAMSHA's Recovery Innovation Challenge in September 2022. The 10 winners were selected from over 350 submissions of innovative peer support programs across the nation. The logic model shown below and in detail in the Appendix describes the Nevada Caring Contacts program inputs, activities, outputs, and outcomes. This section of the report includes Caring Contacts data from the Teen Text Line portion of the program.



## Nevada Caring Contacts: Nevada Teen Text Line Quarterly Performance Data Over Time, Q2 2022-Q1 2023

The performance of the Nevada Caring Contacts program was captured through the Nevada Teen Text Line quarterly reports. The program was integrated into the Teen Text Line from launch as there were already referrals coming in for youth into the Nevada Caring Contacts program before the concept of the Teen Text Line was created. The integration of the Nevada Caring Contacts program into the Teen Text Line was seamless and helped to establish the Teen Text Line in the community. Between quarter two of 2022 (beginning of April) and quarter one of 2023 (end of March), the total number of Teen Text Line conversations varied (Figure 20). In Q2 2022, there were 28 text conversations. This increased to 277 in Q3 2022 before dropping to only one in Q4 2022 and then increasing to 280 by Q1 2023. Video conference calls for Nevada Caring Contacts generally remained low throughout the year. As with text conversations, they peaked in Q3 2022. Phone calls for Nevada Caring Contacts through the Teen Text Line increased from 74 in Q2 2022, to 106 in Q3 2022 to 193 in Q4 2022 before tapering off to 78 in Q1 2023.

**Figure 20. Nevada Caring Contacts Reached Through the Nevada Teen Text Line: Q2 2022-Q1 2023**

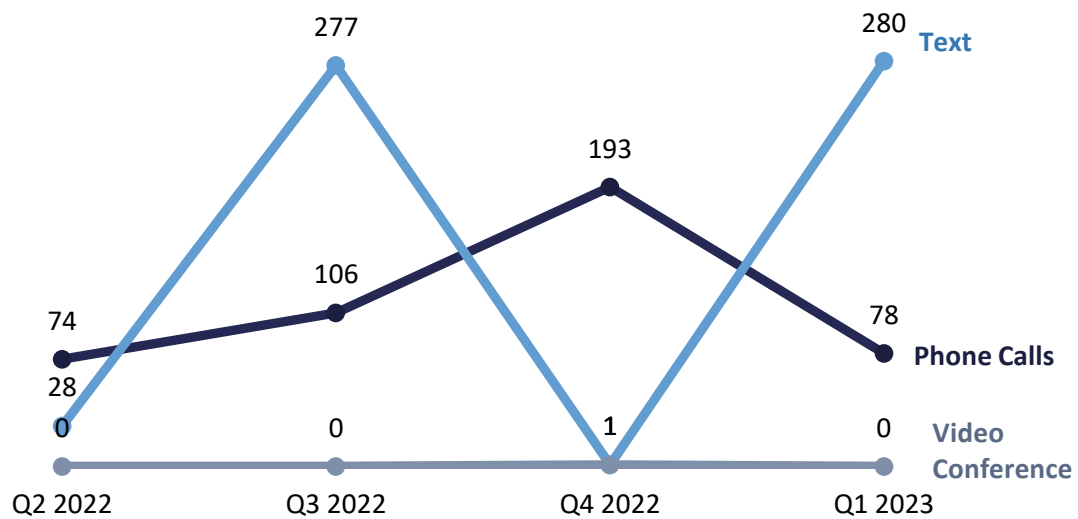
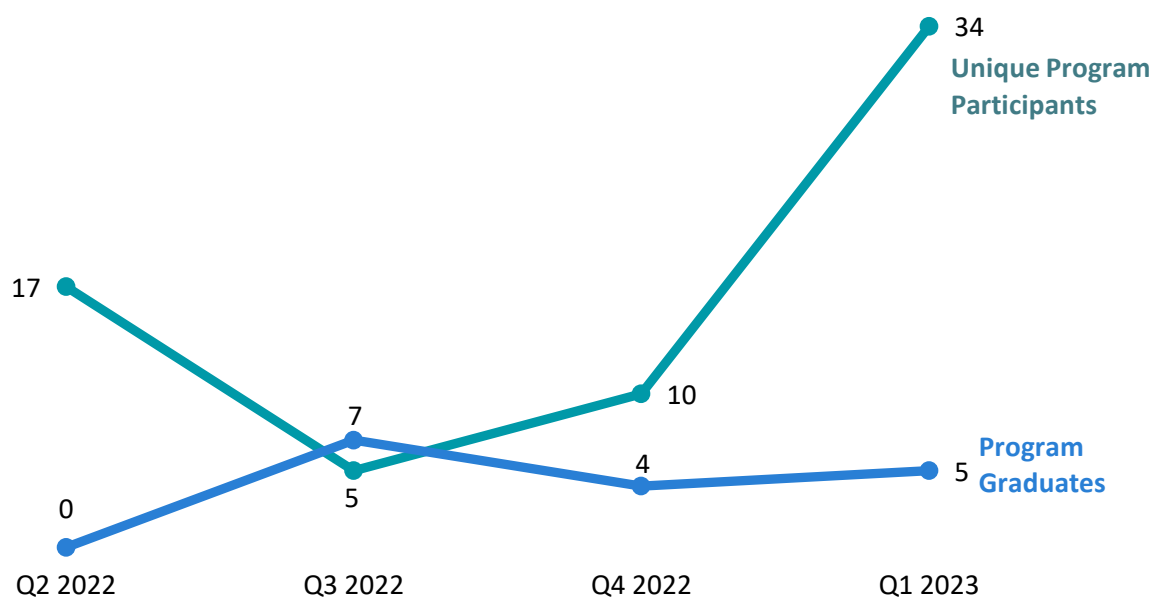


Figure 21 shows overall Nevada Caring Contacts participation through the Nevada Teen Text Line by unique participation and the number of graduates. In Q2 2022, there were 17 unique participants who were in the Nevada Caring Contacts program. This dropped to five in Q3 2022 before increasing to 10 in Q4 2022 and 34 in Q1 2023. Unique participants are also the same as unique referrals that came through to Nevada Caring Contacts from any source. Seven participants graduated from the program in Q3 2022, four in Q4 2022, and five in Q1 2023.

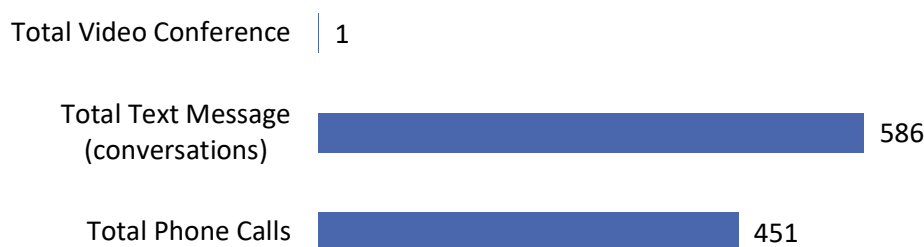
**Figure 21. Nevada Caring Contacts: Nevada Teen Text Line Participation: Q2 2022-Q1 2023**



## Nevada Caring Contacts: Nevada Teen Text Line Quarterly Performance Data Total, Q2 2022-Q1 2023

Quarterly data was combined and reported for the entire year between quarter two of 2022 and quarter one of 2023 for the Nevada Caring Contacts program. For the Nevada Teen Text Line, there was only one video conference. There were 586 text message conversations and 451 phone calls (Figure 22).

**Figure 22. Total Nevada Caring Contacts Reached Through the Nevada Teen Text Line Between Q2 2022-Q1 2023**

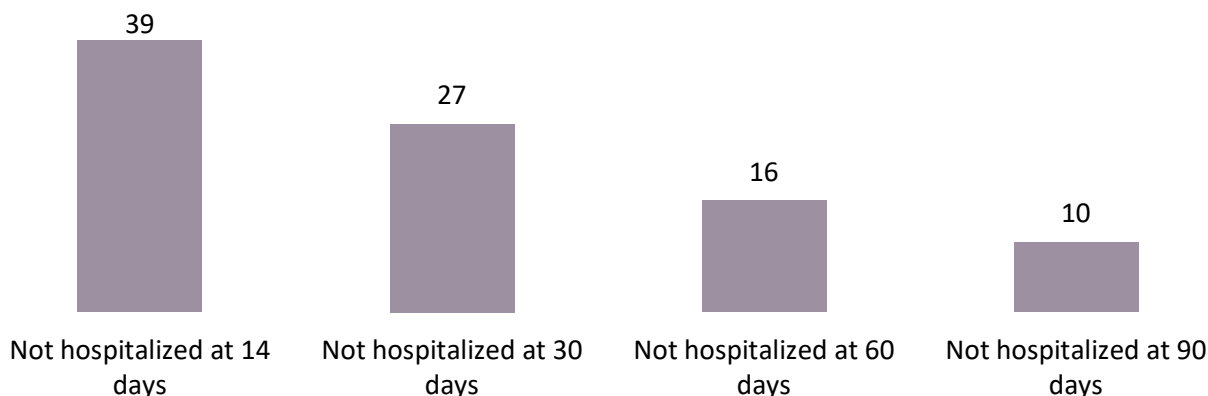


There were 16 graduates (24%) from the Nevada Caring Contacts program within the Nevada Teen Text Line of 66 unique participants/referrals (Figure 23). There were 10 participants (15%) not hospitalized at 90 days between Q2 2022 and Q1 2023 (Figure 24). There were 16 (24%) hospital avoidances at 60 days; 27 (41%) at 30 days; and 39 (59%) at 14 days (Figure 11). A total of 37 participants (56%) dropped out of the Nevada Caring Contacts program within the Nevada Teen Text Line between Q2 2022 and Q1 2023 (Figure 25). Eleven (17%) were engaged in treatment at 90 days; nine (14%) were engaged at 60 days; 26 (39%) at 30 days; and 39 (59%) at 14 days.

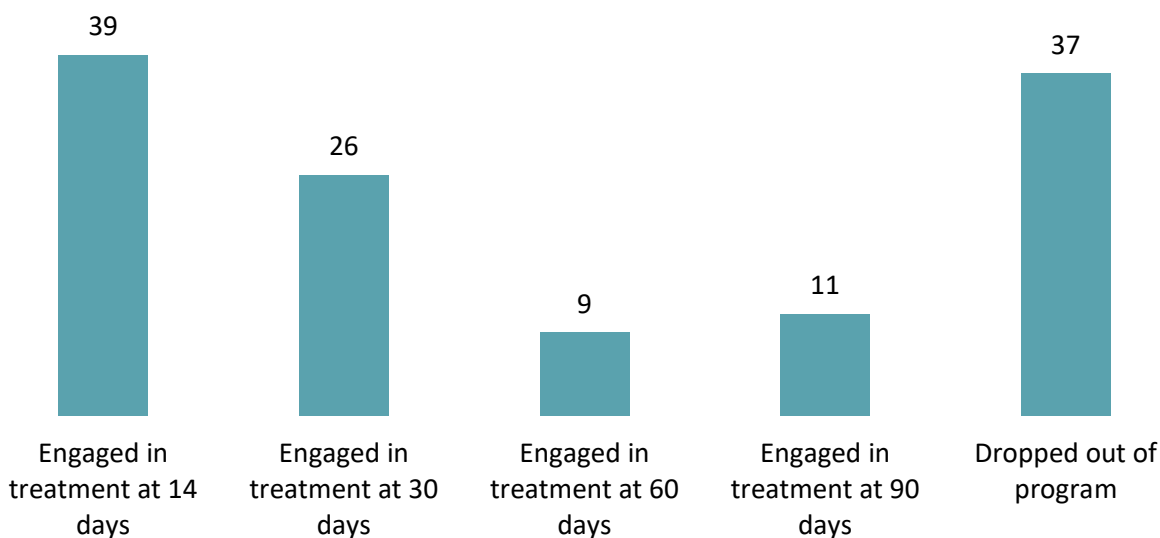
**Figure 23. Total Nevada Caring Contacts: Nevada Teen Text Line Participation Between Q2 2022-Q1 2023**



**Figure 24. Total Nevada Caring Contacts: Nevada Teen Text Line Hospital Avoidance Outcomes Between Q2 2022-Q1 2023**



**Figure 25. Total Nevada Caring Contacts: Nevada Teen Text Line Engagement in Treatment Between Q2 2022-Q1 2023**



### **Nevada Caring Contacts: Nevada Teen Text Line End of Call Survey**

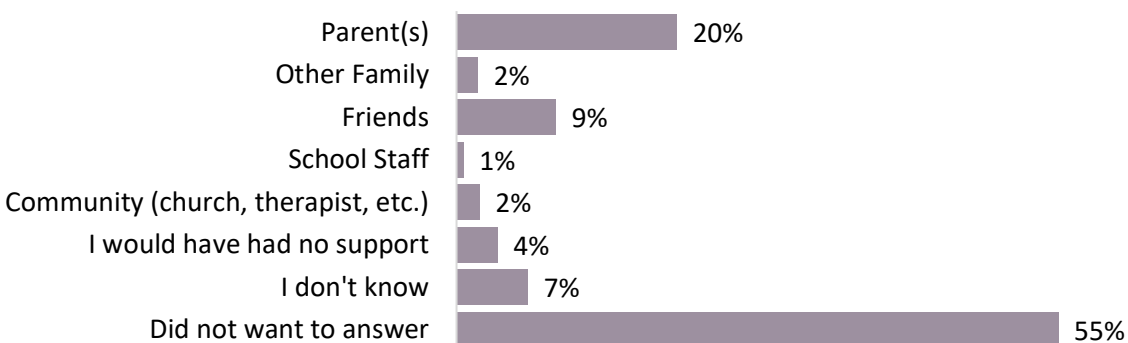
End-of-call (EOC) surveys were conducted for the Nevada Teen Text Line and the Nevada Warmline through SurveyMonkey. Summary data for these programs was filtered for the Nevada Caring Contacts program for May 2022 through June 2023. More than half (54%) of the EOC survey respondents (and Nevada Caring Contacts participants) heard about the Nevada Teen Text Line from another mental health agency. The answer to this question was not known for 44% of respondents (Figure 26).

**Figure 26. Nevada Caring Contacts: Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: How did you hear about the Teen Text Line?**

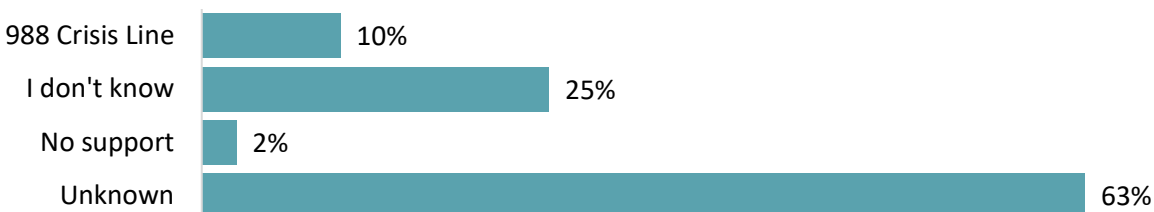


Respondents were asked what supports they felt they have aside from the Teen Text Line. More than half (55%) didn't want to answer, while 20% mentioned their parents; 9% said friends; and 7% said they didn't know (Figure 27). Similarly, respondents were asked what services they would have used if the Teen Text Line wasn't available. For most, it was not mentioned (63%) or they didn't know (25%). Ten percent said they would have used a crisis line, and 2% said they wouldn't have any another support (Figure 28).

**Figure 27. Nevada Caring Contacts: Nevada Teen Text Line End-of-Call Data, May 2022- June 2023: What supports do you feel you have aside from the Teen Text Line?**



**Figure 28. Nevada Caring Contacts: Nevada Teen Text Line End-of-Call Data, May 2022- June 2023: What service would you have used if the Text Line was not available?**

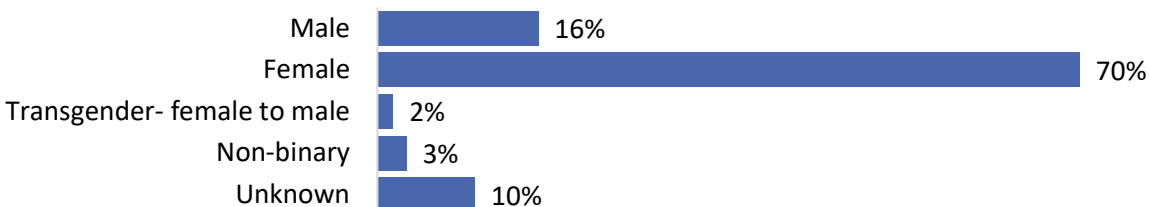


Females made up the majority of respondents for the Nevada Caring Contacts within the Teen Text Line EOC survey; 16% were male; 10% unknown; 3% non-binary; and 2% transgender-female to male. The highest percentage of respondents was between 14 and 15 years old (44%); 28%

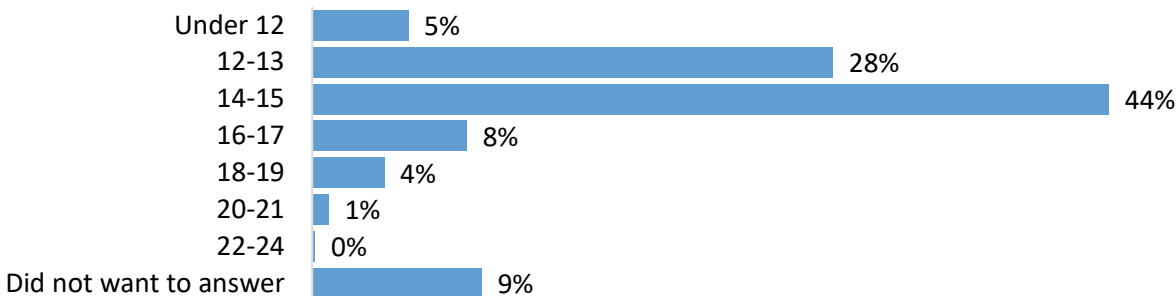


were 12-13; 8% were 16-17 years old; 5% were under 12 years old; 4% were 18-19, 1% were 20-21; and 9% chose not to answer this question. More than half (54%) said they were not connected to the military; the answer was unknown for 43% of respondents; and 2% said they or their family were in active duty. More than half (54%) were based in Reno; 38% indicated they were rurally based; 1% said Las Vegas; and 8% unknown.

**Figure 29. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Gender Breakdown**



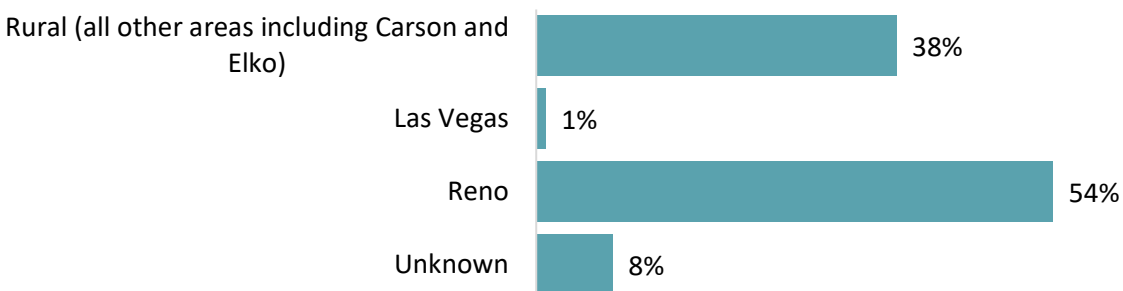
**Figure 30. Nevada Caring Contacts: Nevada Teen Text Line End-of-Call Data, May 2022- June 2023: Age**



**Figure 31. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022- June 2023: Are you/your family connected with the military?**

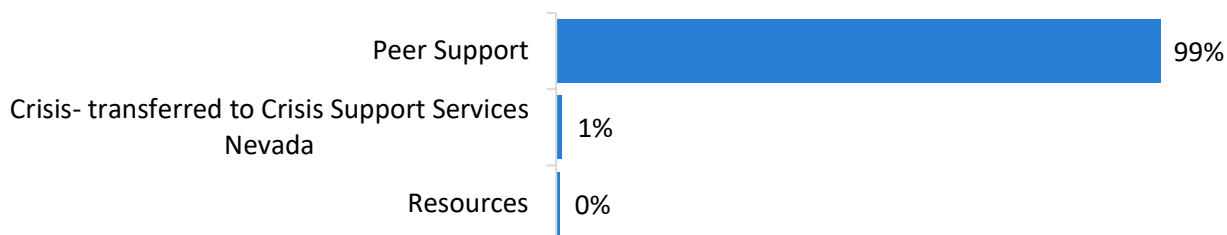


**Figure 34. Nevada Caring Contacts: Nevada Teen Text Line End-of-Call Data, May 2022-June 2023: Geography**



Ninety nine percent of texters said they contacted the Nevada Caring Contacts Teen Text Line for peer support. 1% were in crisis and transferred to Crisis Support Services of Nevada. 95% of EOC survey respondents reported that they were returning youth and 5% said they were new.

**Figure 35. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Reasons for Contact**

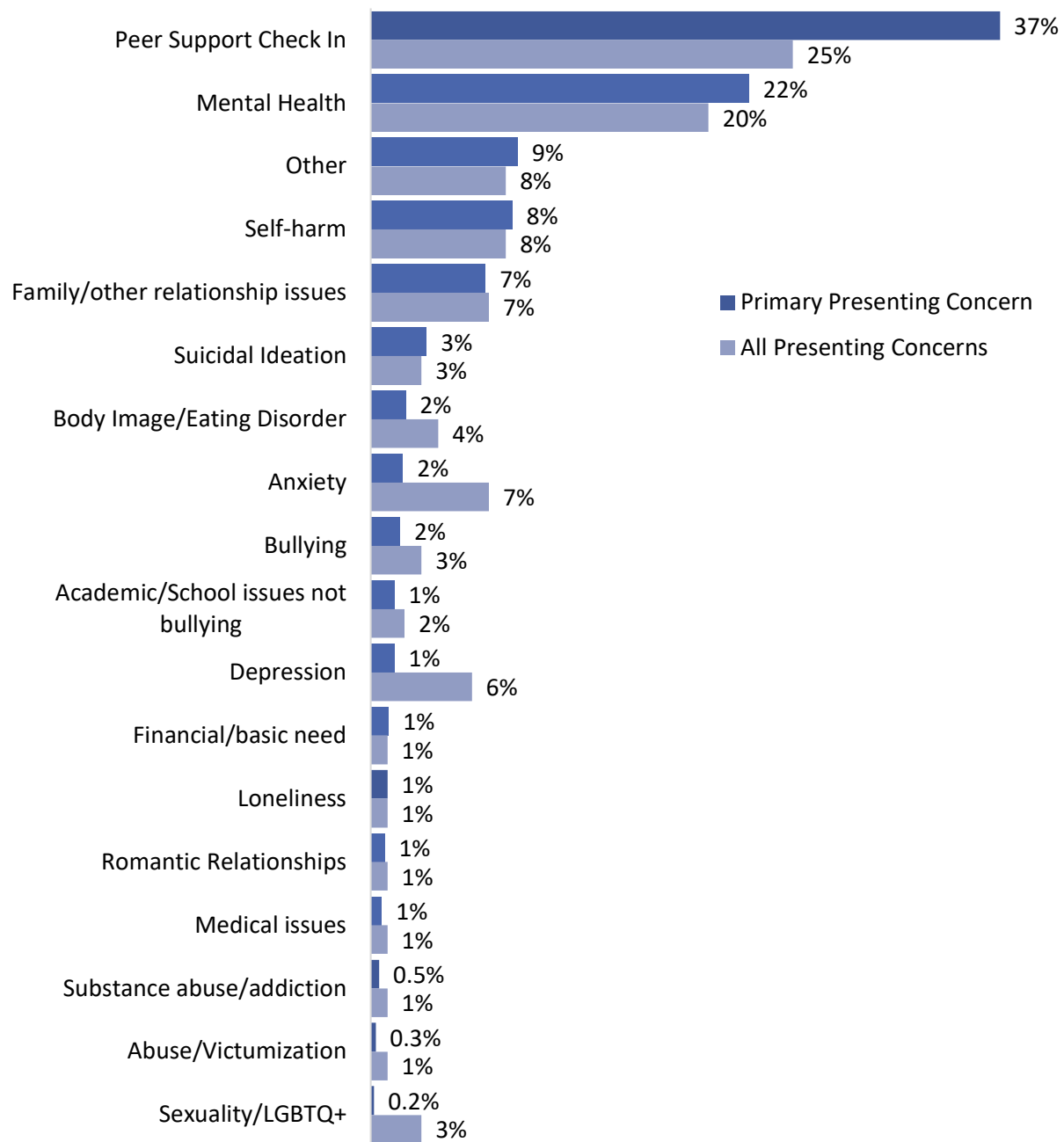


**Figure 36. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: New or Returning Youth**



The primary presenting concern for 27% was peer support check-in; 22% reported that the primary presenting concern was mental health; 9% reported “other”; 8% cited self-harm; and 7% mentioned family/other relationship issues (Figure 37). All presenting concerns followed a similar pattern with 25% were documented as a peer support check-in; 20% mental health; 8% indicated self-harm; 8% included “other”; and 7% family/other relationship issues.

**Figure37. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Primary and All Presenting Concerns**



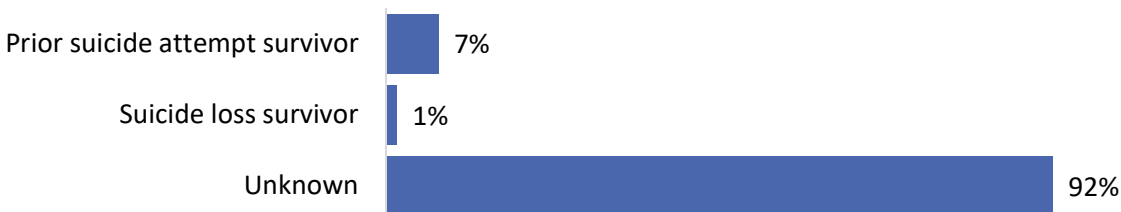
EOC survey respondents were asked if they identified with a special population. Most (63%) did not say during the call, but 34% said LGBTQ+; 1% Native American or indigenous; and 1% percent said Latinx or Hispanic.

**Figure 38. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Does the participant identify as a member of a special population?**

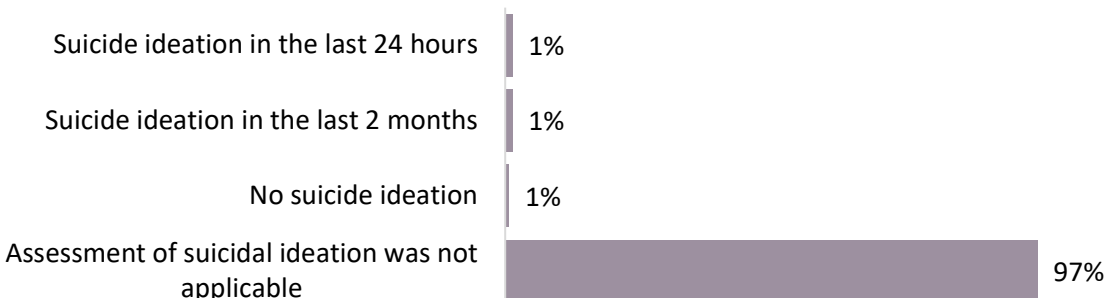


The texters' suicide experience was also collected, though for 92% this was unknown. Seven percent reported that they were a prior suicide attempt survivor; 1% said they were a suicide loss survivor. For 97% of respondents between May 2022 and June 2023, assessment of suicidal ideation was not applicable. One percent had no suicidal ideation; 1% had suicidal ideation in the last two months; and 1% had suicidal ideation in the last 24 hours prior to the call. For 98% of participants, the assessment of suicide risk was not applicable. One percent reported that the texter was not a risk based on the Columbia Suicide Severity Rating Scale. Homicidal ideation was also reported for the EOC survey. Most (99%) indicated that assessment of homicidal ideation was not applicable; 1% specifically reported no homicidal ideation.

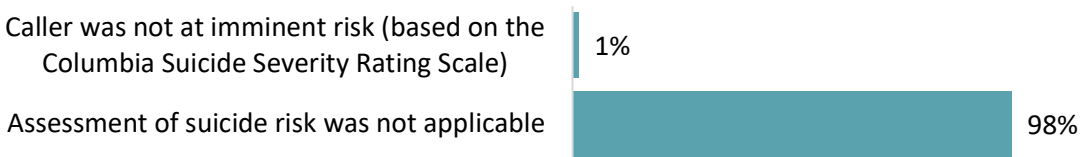
**Figure 39. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Caller's Suicide Experience**



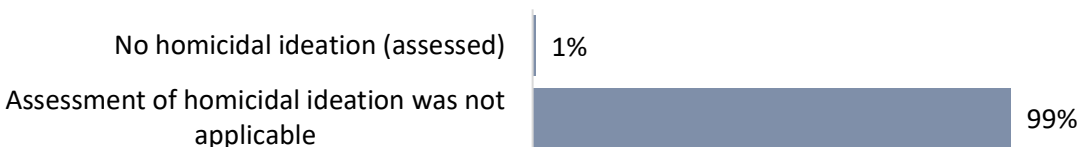
**Figure 40. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Suicidal Ideation**



**Figure 41. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Imminent Risk for Suicide**

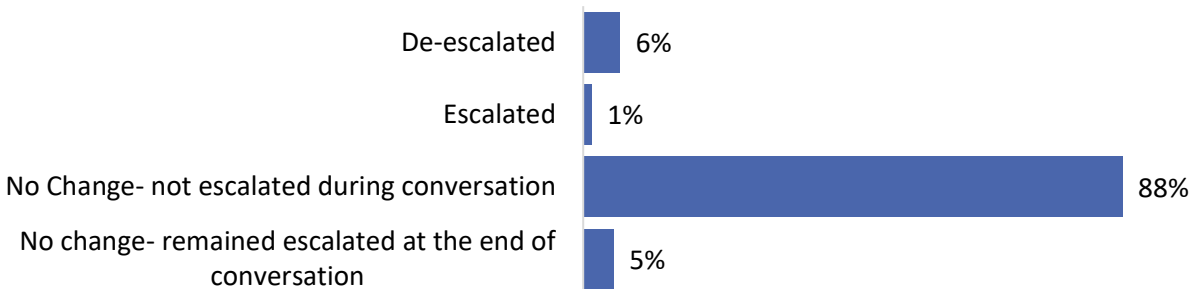


**Figure 42. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Homicidal Ideation**



The emotion of the texter was assessed at the end of the call and it was determined if, and/or how the call escalated. There was no change-did not escalate for 88%; 6% had emotion de-escalated during the call; 5% indicated that there was no change and that emotion remained escalated at the end of the conversation; 1% reported escalation in emotion during the conversation. EOC survey respondents were also asked if they felt their desired outcome was met; 35% said yes; 1% said no; and 65% said they didn't want to answer this question.

**Figure 43. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022-June 2023: Emotion During Conversation**



**Figure 44. Nevada Caring Contacts: Nevada Teen Text Line End of Call Data, May 2022- June 2023: Did you get your desired outcome/ have your need met?/ Do you feel better after talking to the Teen Text Line?/ Do you feel like the Text Line has helped you?**



## Recommendations and Conclusion

There were many strengths identified through analysis of Nevada Teen Text Line evaluation data from May 2022 to June 2023. The large total volume of texts (74,701 total texts) reached during the year demonstrated successful program implementation providing support to transitional age young adults (TAYA) who were in need for stigma-free and non-crisis peer support. Use of the program increased in the second half of the program year with the majority of inbound and outbound texts occurring in Quarters 1 and 2 of 2023. Demographic data indicates good reach of the program to females and LGBTQ+ youth, in particular. While the Teen Text Line was originally targeted to 14- to 24-year-olds, the program received a large amount of younger youth utilizing the line. The program was responsive to the need and therefore removed the minimum age. Another strength was the ability of the Peer Wellness Operators to keep emotion from escalating during most of calls. Thirty five percent of EOC surveys indicated that the texters got their desired outcome, had their need met, felt better after talking to the Teen Text Line, and felt like the Text Line has helped them. Nevada Caring Contacts (NCC) was integrated into the Teen Text Line and thus provided additional support for adolescents and TAYA who are experiencing or have experienced suicidality and crisis. Of 66 unique referrals, there were sixteen graduates from the NCC program within the Nevada Teen Text Line.

Several areas for improvement were identified through the evaluation. As EOC surveys identified that the majority of participants were female, there is a need for the program to reach more male and gender minority populations in the future. Information about ethnic and racial background of participants was often unknown. Additionally, many of the other EOC survey responses were unknown as it did not come up in conversation or the participants did not want to answer at the time. Data collection methods could be improved to better evaluate the program in the future. Adding follow-up surveys or interviews with TTL participants would be beneficial to better track program outcomes and identify additional areas for improvement. An area of improvement for the NCC program within the Nevada Teen Text Line is to establish better criteria for what constitutes graduation from the program.

In addition, equity of access to the Nevada Teen Text Line can be improved through incorporating a chat line that does not require an individual in need to have access to a cell phone and/or texting. The program can continue to expand their reach and awareness of the program by working more closely with SafeVoice and the Nevada Department of Education and other community partners and exploring new partnerships to increase referrals. Overall, the Nevada Teen Text Line had a successful implementation and was responsive to the needs of adolescents and transitional age young adults in Nevada.