The Boys Town National Hotline is for kids, teens and parents who need help.

- Depression
- Suicidal thoughts
- Self-harm
- Parenting problems
- Relationship issues
- Stress and anxiety
- Physical, sexual or emotional abuse
- Anger problems
- School problems, bullying, peer pressure
- Chemical dependency

The Hotline is here for you.

> Call toll-free from all 50 states, the District of Columbia, the U.S. Territories and Canada. The Hotline answered nearly 103,566 calls last year.

> Spanish-speaking counselors as well as access to interpretation services for more than a hundred other languages are available 24 hours a day.

> The hearing-impaired can communicate with counselors by emailing hotline@boystown.org.

> Hotline counselors can make referrals to services in your local area because the Hotline database contains up-to-date information on more than 25,000 human service agencies.

> Parents can get advice and tips for raising their children at boystown.org/parenting and by emailing their parenting questions to hotline@boystown.org.

> Kids and teens can find information to help with the daily challenges they face and get support from trained counselors (via call, text or email) on the Hotline's website, YourLifeYourVoice.org. The Hotline responded to more than 20,702 web-based contacts in 2021.

> Last year, the National Hotline helped prevent 507 suicides.

### 2021 CONTACTS BY PRESENTING PROBLEMS (all ages)

- **Suicide** 28.9%
- **Mental Health** 41.4%
- **Relationships** 17.4%
- **Parenting Assistance** 5.2%
- **Life Process/Adjustment** 1.9%
- **Health** 1.4%
- **Base Needs** 0.8%
- **Addictions** 1.1%
- **Pregnancy/Sexuality** 0.6%
- **Victim/Offender** 2.0%

85,376 contacts where presenting problem was identified. General information contacts not included.

Learn more about the Hotline at boystown.org/hotline | Send questions or concerns to hotline@boystown.org | Find parenting advice and tips at boystown.org/parenting | Teens can reach out at yourlifeyourvoice.org
2021 BOYS TOWN NATIONAL HOTLINE
KEY IMPACT NUMBERS

35% of all contacts are AGE 23 AND UNDER

124,327 TOTAL HOTLINE CONTACTS
(calls answered, web contacts, and 59 outreaches)

103,566 CALLS ANSWERED

12:58 AVERAGE HANDLED TIME

20,702 WEB CONTACTS
(chats, emails and texts)

12,008 CONTACTS

508,138 WEB HITS

507 SUICIDES
Stopped / in progress / intervention required

19,060 SUICIDE IDEATION CONTACTS

507 REPORTS RECEIVED
(calls, mobile app, website)

25% Suicide Ideation
19% Anxiety
7% Depression
6% Relationships/Significant Other
6% Parent/Child Relationship

BOYS TOWN NATIONAL HOTLINE
CRISIS COUNSELORS

TOP 5 REASONS FOR YOUNG PEOPLE CONTACTS
(23 AND UNDER)

ALSO PROVIDED BY THE BOYS TOWN NATIONAL HOTLINE