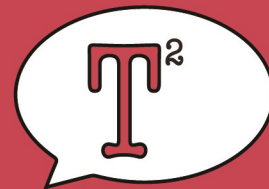




# Clark County TeenTalk

*Nonjudgmental support  
for teens, by teens*

2019 Annual Report



“Thank you or accepting me.”  
– caller, March

“When I come home, the first  
thing I want to do is talk to you.”  
– caller, December

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We are a warmline offering nonjudgmental and anonymous peer-to-peer support on a variety of topics. We can talk with you regarding just about anything from mental health to puberty, and so much more. We offer support to youth via several different mediums, including call, text, social media, email, and more; check out the back of this annual report for the different ways you can reach us.

At TeenTalk, we are all youth volunteers between the ages of 15 and 19. We aren't professionals or anything of the sort. We are just young people that are passionate about helping others! We represent a large variety of backgrounds, genders, races, and other diverse aspects. Before taking on our roles as volunteers, we go through 32 hours of training and additional training throughout the year to learn more about how to broaden our abilities as volunteers. Every message matters at TeenTalk. We love being able to serve our community in such a unique way.



We are excited to tell you about our program! With a focus on improving young people's mental health, self-esteem and connection to resources, the efforts we make are ones all of Clark County can be proud of. Thank you for letting us share our story with you.

We hope you consider reaching out to us. Whether you have something on your mind or just want a new friend to talk to, we will be here!



1

“It's good to have someone to  
share yourself with, whether it's a  
friend or someone else.”  
– Xavier

“I'm proud of you for being brave,  
being vulnerable, and being you.”  
– Scarlett

“I feel like I calmed down a little bit more. [...] Getting it out really helped.”  
– caller, August

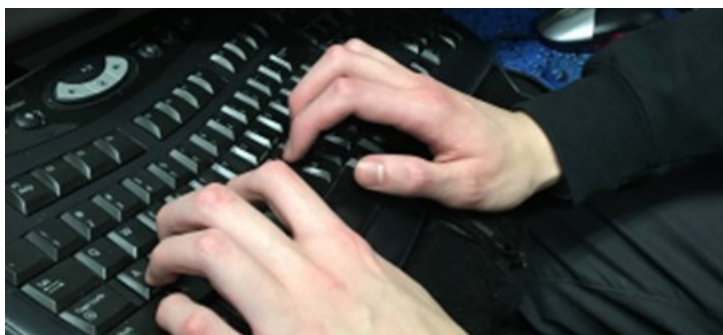
“Thanks for talking to me. I had a lot I wanted to get off my mind.”  
– caller, May



It's really great when the phone rings and we get to talk to you. In 2019, 3 in 4 conversations we had were on the phone, with an average call lasting 30 minutes.



We also like messaging with you. In 2019, 13 percent of the conversations we had occurred through texting and social media.



In 2019, 10 percent of the conversations we had occurred through email exchanges.

## What's it like to call?

“As someone who has both messaged and called TeenTalk, I can say it is an incredible resource for teenagers in our community. When I first messaged TeenTalk, I was feeling really low and felt like I couldn't talk about what I was feeling to anyone, including my best friend because I felt embarrassed. Remembering seeing a sign about TeenTalk at my school, I sent a Facebook message and held my breath. Within a few minutes, a TeenTalker responded and guided me through how I was feeling by asking questions and listening. About 10 minutes later, I got up the courage to call and a friendly, inviting voice answered the phone. My racing heart slowed as the conversation wore on. The best thing about the call was I didn't feel judged at all and I soon forgot about being embarrassed about my situation and feelings. I felt so comfortable talking to the TeenTalker on the other end of the line. Even though I didn't know who I was talking to, I knew I could trust that they would keep everything I said to themselves and that this was a safe space. When the call finally ended, I was able to take a deep breath and think back on the conversation I had just had. I had so much newfound clarity I would not have had without the support I received from the TeenTalker and was able to spend the rest of the evening smiling and laughing with my family. I went to school the next day with a clear goal of what I wanted to do about my situation.”

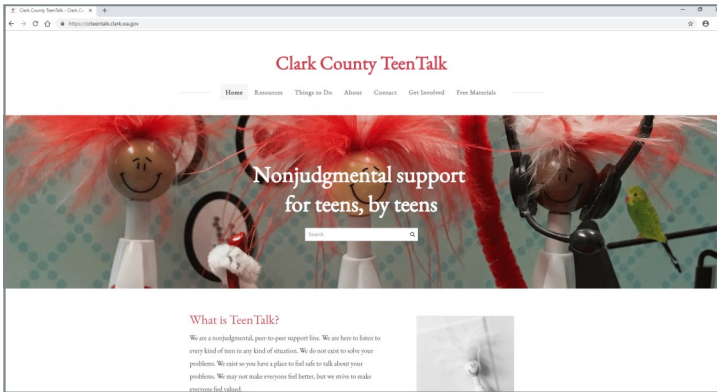
– Taylor, TeenTalk volunteer and former caller

“The most important thing is knowing who you are and knowing that is enough.”  
– Malia

“You deserve to be treated with respect. All the time. By everybody.”  
– Michele

“You make me feel a lot better when I talk to you.”  
 – caller, September

“If I saw you right now, I’d give you a big hug!”  
 – caller, March



## Check out our website

Our website provides one of the best resource guides in the county. It is a culmination of stacks of different pamphlets provided by various agencies, designated to be user friendly for youth to access. Our website also provides a forum to request materials for providers and supporters of youth in the community to help spread the knowledge about the kindness we share. Additionally, you can find which volunteers are on shift and decide based on their bio if they might be a good fit for you to talk to. There are also many components of positivity woven in.

Check out our website:  
[ccteentalk.clark.wa.gov](http://ccteentalk.clark.wa.gov)



## Find fun things to do with your friends

From Dungeons and Dragons at the library to Teen Late Night at Firsenburg and Marshall community centers—and everything in between—there are many fun things to get involved in in Clark County. Many are free! We also have a calendar of youth groups in Clark County, such as Triple Point if you’re in the LGBTQ+ community or Alateen if you have a friend or family member who is an alcoholic. These groups offer a safe place to get support and surround yourself with people who understand what you’re going through.

Visit our website to find fun things to do:  
[ccteentalk.clark.wa.gov/calendar-and-activities.html](http://ccteentalk.clark.wa.gov/calendar-and-activities.html)

**Youth-friendly events in Clark County**

Today	Sun	Mon	Tue	Wed	Thu	Fri
30	31	Jan 1	2	3	4	5
11:30am Intro to 3D De: 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne	1:30pm 3D Printing Op 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a	8pm Free Teen Late Nic	8pm Free Teen Late Nic	8pm Free Teen Late Nic	8pm Free Teen Late Nic	8pm Free Teen Late Nic
6	7	8	9	10	11	12
2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne	3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a	6:30pm Teen Book Gro 8pm Free Teen Late Nic	8pm Free Teen Late Nic	8pm Free Teen Late Nic	8pm Free Teen Late Nic	8pm Free Teen Late Nic
13	14	15	16	17	18	19
2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne	3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a	6pm Cosplay Collective 3:30pm Fantastic Friday	+2 more	+4 more	+4 more	+4 more
20	21	22	23	24	25	26
1pm ASL Conversation 2:30pm Free Teen Fitne 11am Job Lab	2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne	3pm Teen Open Gym a 2:30pm Free Teen Fitne 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a	3pm Teen Open Gym a 4pm Ridgefield Gaming 6:30pm Coding Club: A 3:30pm Fantastic Friday	+3 more	+2 more	+3 more
27	28	29	30	31	Feb 1	Feb 2
1pm ASL Conversation 2:30pm Free Teen Fitne 11am Job Lab	2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne 2:30pm Free Teen Fitne	3pm Teen Open Gym a 2:30pm Free Teen Fitne 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a 3pm Teen Open Gym a	3pm Teen Open Gym a 4pm Ridgefield Gaming 6:30pm Coding Club: A 3:30pm Fantastic Friday	4pm Tuesday Games: L 6:30pm Knit and Natter	+3 more	+3 more

Events shown in time zone: Pacific Time - Los Angeles

“It’s always good to be true to yourself.”  
 – Sydney

“It’s a part of you. You shouldn’t have to feel sorry about that.”  
 – Charlie

“Thank you for listening to me.  
You made me feel better.”  
– caller, October

“You are the only one I trust.  
I can tell you anything in my life.”  
– caller, June

Welcome to our resource and information page

Check out 211info to find more local resources:

- visit [211info.org](http://211info.org) to look up resources based on your age, ZIP code and need.
- dial 211 toll-free on your phone for a live, free and confidential call.
- text your ZIP code to 898211.
- download the 211info app on [App Store](#) or [Google Play](#) to look up and see local resources mapped out.

**How to use these resources**

On this resource page, you can find links to helpful websites and information about various resources local to Clark County and Portland. Each link in our list of topics can take you to groups of resources organized by category, making finding what you want easy. Every resource listed is followed by contact information, if applicable, and a description of what the resource can offer.

Sometimes it can take a few tries to find the resource that can best help you. Don't be afraid to keep calling places until someone can answer your questions or help you out. Remember

Search

Topics

- All
- Anxiety And Stress Relief
- Autism
- Bullying
- Child Abuse And Neglect
- College
- Counseling
- Dating
- Death And Grief
- Depression
- Disabilities
- Drugs And Alcohol
- Eating Disorders
- Food
- Foster Care
- Friends
- Health Care

## Order free materials for yourself or youth you know

**Teens:** Would you like a TeenTalk journal, a Peppy (page 11), or a card from us reminding you how awesome you are? Let us know. We would love to send you a care package.

**Adults:** Do you work with teens who can use some support from us? We would love to send you some of the many things we created, such as posters, business cards, journals, resource guides, booklets about different issues affecting teens, and much more.

## Find resources for issues you might be facing

Our resources and information section has contact information and a brief description for nearly 300 local, state and national resources and nearly 150 links to websites to learn information about more than 20 different issues affecting teens. We found and collected resources for lots of college scholarships, counseling services, drug and alcohol treatment, food, housing programs and much more. We know how scary it can be to reach out to services for support so we have some tips on our website to help you feel empowered to contact them.

Visit our website and find resources for issues you may be facing:  
[ccteentalk.clark.wa.gov/resources](http://ccteentalk.clark.wa.gov/resources)

Visit our website and order free materials from us: [ccteentalk.clark.wa.gov/free-materials.html](http://ccteentalk.clark.wa.gov/free-materials.html). You can also download some of our things directly from our website.

Want free TeenTalk materials? Order here!

We try our best to fulfill requests within 10 business days. Depending on the time of year and what we have in stock, it may take us longer and we appreciate your patience.

Teens Adults

I would like something from TeenTalk (teens)

\* Indicates required field

Name \*

Email \*

Please enter your mailing address if you'd like us to mail you TeenTalk materials. If you'd like us to drop them off at school, please skip the address section and let us know what school you go to and what teacher/counselor we can drop them off with. Please make sure your teacher/counselor knows to expect a package from us.

Address

“I can absolutely relate to that.”  
– Brad

“Everyone is different and  
unique in their own way.  
There's nothing wrong with that.”  
– Monika

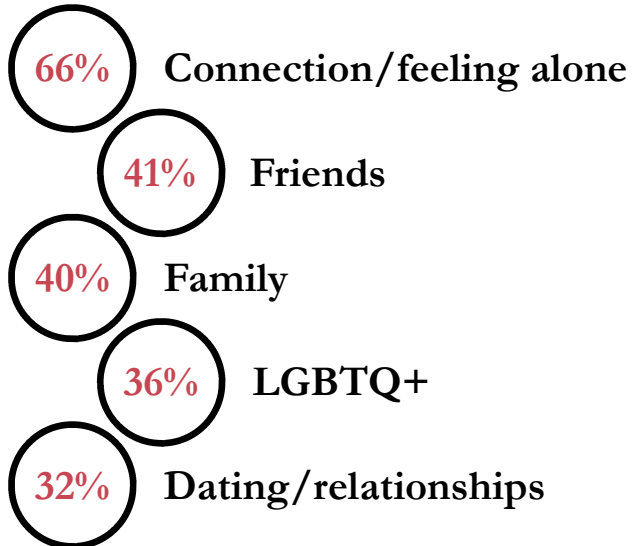
“I feel empowered  
and strong now.”  
– caller, October

“Thanks for being in my corner.”  
– caller, December

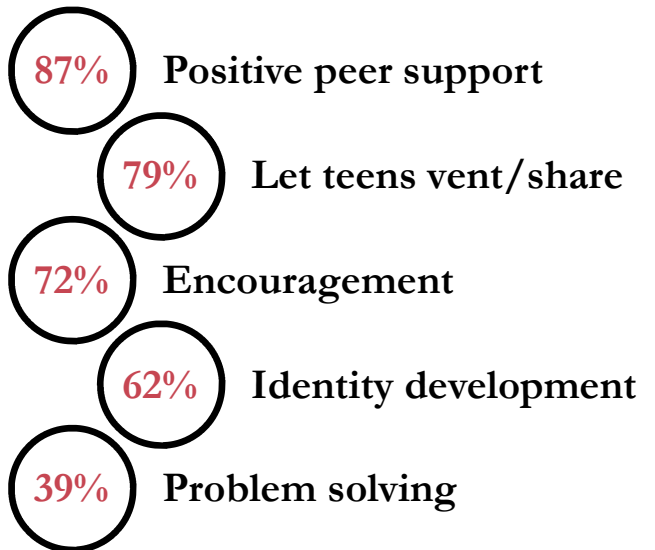
## 2019 statistics



## Top 5 topics\*



## Top 5 supports given\*



\*These numbers will not add up to 100 percent because each call may involve multiple topics and/or need multiple types of support.

“I think you have a lot of that  
stuff inside you already.”  
– Bri

“That’s good for you:  
staying strong and not giving in  
(to negative coping skills).”  
– Zach

“I feel like I can really be myself around you and thank you for being so sweet. I feel like if I knew you in real life, we would be best friends.” – caller, March

“You’re like my best friend. You don’t have to say anything. I already feel better just telling you my story.” – caller, January

## Outreach: Teens

## Adults



3,900

Peppy pens shared with the community



165

youth made Peppy cheerleaders



32

youth with anxiety got a package with resources, snacks, and encouragement.



34

adults certified in Youth Mental Health First Aid



260

students participated in Challenge Day



46

youth in crisis got a compassion box



36

youth experiencing homelessness got pencil boxes with resources and snacks



8

community meetings for adults who work with teens



more than 160 students learned about mental health



320

youth received TeenTalk journals



24

pregnant and parenting teens got stuffed animals with resources



We are so thankful for all of the partnerships we have that help us improve the mental health of teens in our community.



7

resource, health and wellness, and career/volunteer fairs



112

students were mentored



332

youth received a list 101 free and fun things to do with their friends

“Over the past few weeks that I’ve been talking to you, I’ve noticed a drastic increase in our confidence.”

– Taylor

“Just because you don’t see your good qualities, it doesn’t mean they’re not there.”

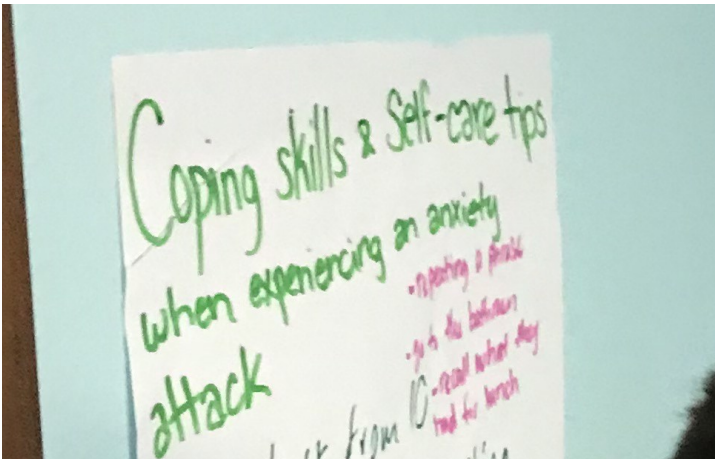
– Denae

“Thank you for talking to me.  
It helps to know  
someone is listening.”  
– caller, November

“You’re the person I like  
to tell everything to,  
the good and the bad.”  
– caller, April

## Special outreach

Each year, we choose up to four groups of youth in our community (sometimes five) that we would like to provide special outreach to. In 2019, we started a booklet that we’ll finish next year and hand out with the other booklets we made in the past. We also reached out to youth experiencing homelessness through our partnership with The Perch and Yellow Brick Road, youth who were pregnant and parenting through our partnership with Vida’s Ark, youth at risk of using substances through our partnership with Clark County STASHA peer educators, and sixth graders through our partnership with Cascade Middle School. Thank you to these organizations who helped us show a little extra kindness to youth who need it.



## Anxiety

A lot of teens who contact us experience anxiety and so do many of our volunteers so we wanted to create a booklet to help teens cope with anxiety. We brainstormed things that would be helpful for teens experiencing it and for teens who want to support their friends who have anxiety. This is a long and important ongoing project that we plan on finishing in 2020.

## Homelessness

We made and delivered 36 pencil boxes to The Perch, a drop-in center for youth experiencing homelessness. Each one contained materials to give these youth the things they need to try and get help. This included fruit snacks, resources, Peppy pens, and fun stickers to improve their mood. With these small boxes, we hope these youth can get the help they need and hopefully it will help make their day better in the process.



“You’re trying.  
That’s what matters.”  
– Willow

“That’s so good you  
learned more about yourself  
from the experience.”  
– Emma



“It feels off when I don’t talk to you.”  
– caller, June

“You’re the only person I’ve talk to about this. Thank you.”  
– caller, November



## Pregnant and parenting

We tied Peppys to stuffed animals for teens who are pregnant and parenting, and delivered them to Vida’s Ark, a shelter for teens who are pregnant and parenting and are experiencing homelessness.

## Preventing substance use

We had a table at Prevention is a PARTY! (an event sponsored by Clark County STASHA peer educators). At the event, we had a Peppy costume contest and gave out a long list of free or low-cost things they can do with their friends instead of using substances. This list was also printed in a coloring book, sponsored by West Van for Youth, for students at Discovery Middle school.



## 6th graders

To help Cascade Middle School sixth graders, we made a box filled with tons and tons of notes. This box sits in the office of the school counselor and a note could be grabbed by any student that needed a pick me up to get through the day. These 418 notes consisted of funny jokes, compliments, and motivational phrases.

“Not many people have the strength to turn their life back around, and I’m really glad you were able to.”  
– Sebastian

“It is special. It’s a part of your story of how you become yourself.”  
– Bri

“When I talk to someone about anything really, it makes me feel happy just knowing that someone is there to talk to and listen to my problems.” – emailer, November

“Thank you for letting me vent, and thanks for talking to me, and thanks for the advice.”  
– caller, July



## What's it like to volunteer?

“TeenTalk gives me an opportunity to help others, and grow as a person. From helping people over the line, to just growing to know other volunteers and TeenTalk staff. It truly is a great place to volunteer because of the different experiences and perspectives I get to see. This last year in particular I had some really meaningful calls that have stuck with me even months later. I strive to help the people who call, and I think at the same time it helps me grow. I truly enjoy the time I have been here and hope to have more years here to help others and myself.” – *Xavier*

“It is a privilege to be a part of TeenTalk. My colleagues and I work together on a multitude of things, including simply just offering up eager, listening ears that then reveal warm, loving hearts. In addition to working with colleagues, it is an honor to be able to work with callers. These kind hearted people teach me and everyone else at TeenTalk about the rocky roads of life and how to problem solve. The skills we learn from each other, our supervisors, and callers are skills and lessons that we will take with us throughout the rest of our lives by showing everybody that we encounter that they are a person with feelings that are valued beyond gold on this earth and they deserve every ounce of love and respect.” – *Michele*

## Compassion boxes

Compassion boxes are one of the many ways that TeenTalk reaches out to people that deserve something special. We work with Youth Mobile Crisis Intervention Services to create a gift for young people that are going through something hard. We include some snacks or candy, a journal, Peppy pens, and a unique card in every box, which are decorated and put together by our volunteers. Every single box is different and has an encouraging quote and message from a volunteer. We want everyone, especially people who may be going through something difficult, to know that TeenTalk is a resource that has a lot to offer. Our volunteers work very hard to use Compassion Boxes to remind everyone that they are important and that we care!

**This year, we made and shared 104 boxes.**

“Tell yourself you're awesome because you're awesome.”  
– Amanda

“Stay strong and safe.  
Know that you are not alone.”  
– Tyler

“I appreciate you guys and think it helps talking to you.”  
– caller, October

“You always make me happy and you’re the first person I want to talk to when something happens.”  
– caller, January

## How do I volunteer?

At TeenTalk, we welcome youth from all walks of life; there is no stereotypical TeenTalker. By seeking out diverse perspectives, we gain more insight and experience in issues facing the teens who contact us for support.

- Are you 15-19 years old?
- Do you live in Clark County?
- Are you available for a three-hour shift once a week?

Great! Fill out a brief form on our website ([ccteentalk.clark.wa.gov/get-involved-teens.html](http://ccteentalk.clark.wa.gov/get-involved-teens.html)) and we will reach out to you when we start our next pre-service training. The hours you volunteer during pre-service and on the TeenTalk line can count toward your senior project and community service hours.



“You got this.  
You’re powerful.”  
– El

## Thank you

It is impossible to come up with words adequate enough to express all the gratitude TeenTalk needs to share. When the program began years ago, we only knew we wanted to give young people the opportunity to share support and kindness with their peers. While we cannot fix the countless struggles young people face, we are empowered by how much listening without judgment can help.

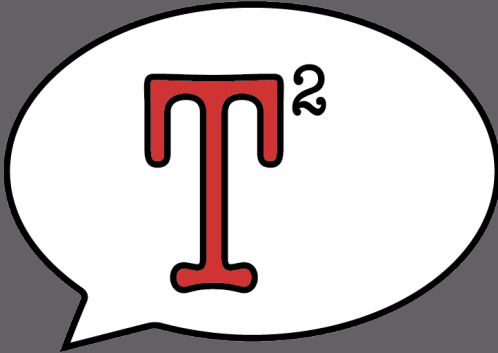
First and foremost, we must thank our past and current youth and adult volunteers. We asked for so much – all the training, all the shifts on the line, all the guest speakers, all the adult helpers – and like a flash mob of awesome, you said yes. You listened to difficult things with compassion, and you let kindness bubble out of you like fountains. We extend a huge thank you to the Clark County Council and Clark County Community Services. You believe, as we do, young people can be a tsunami of volunteering brilliance if they are given the opportunity. Thank you also to our community. Your willingness to help us do important work for young people is extraordinary.

For 16 years of letting young people shine a light of kindness—thank you.

Kris Henriksen  
Program Coordinator

“You were brave to reach  
out to us for help.”  
– Shawn

# Contact us



TeenTalk offers anonymous,  
confidential and  
nonjudgmental support  
*for teens by teens*

Monday to Thursday, 4-9 pm  
Friday, 4-7 pm



360.397.2428



360.984.0936



ccteentalk1@hotmail.com



ccteentalk.clark.wa.gov



@PeppyPenerson



Clark County TeenTalk



For other formats, contact the Clark County ADA Office  
Voice 564.397.2322 / Relay 711 or 800.833.6388  
Fax 360.397.6165 / Email ADA@clark.wa.gov