



## **Txt 4 Help FAQs**

- What is Txt 4 Help?** A 24-hour text-for-support service for youth in crisis to get immediate access to help and safety.
- How does it work?** Just text the number 69866 with the word SAFE with the address and city where you are located, and a text message will be sent back with the name and address of the closest designated Safe Place as well as the number of the youth shelter agency.
- Does age matter?** The target age range for Safe Place help is 10 – 17 years. Both Safe Place and Txt 4 Help is available if a younger youth is in immediate danger.
- Does it cost anything?** The service is free, but regular text messaging rates will apply to the user's phone bill.
- Who should use Txt 4 Help?** Any youth under age 18 can get help via Txt 4 Help. Youth who are having problems at home, experiencing abuse or neglect, lost or in another serious situation, with a drunk or unsafe driver or just need to talk about a serious problem.
- What is a Safe Place?** Safe Places are youth-friendly businesses, schools, fire stations, libraries, YMCAs and other appropriate buildings that display the distinctive yellow and black Safe Place sign. In some communities, the local transit system takes part, designating buses as mobile Safe Place sites.
- What happens at the Safe Place?** An employee will find a quiet, comfortable place for the youth to wait while they call the local Safe Place agency. A volunteer or staff member will arrive to talk to the young person and take him/her to the agency for counseling, support, a place to stay or other resources. The counseling staff will talk with the youth to determine the best way to work through the problem. The counselor will contact the youth's family to confirm the youth's safety.

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### **What if I can't get to the Safe Place?**

The youth can call the shelter and talk with the staff for help on how to handle the crisis. If the youth is in immediate danger, the police should be contacted.

### **What if there isn't a Safe Place in my city?**

There are some cities and regions without Safe Places. If a teen uses the Txt 4 Help service and there is no close Safe Place, they'll be referred to the closest youth shelter. If there is not a shelter in the city, they will be referred to the national runaway hotline.

### **How can I get more information about Safe Place?**

Contact National Safe Place 888-290-7233 (during business hours) or email [contactus@nationalsafeplace.org](mailto:contactus@nationalsafeplace.org)

### **For more information, contact:**

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