



“I love talking to you guys.  
I actually have a sort of friend to  
talk to about my issues.”  
– caller, May

“Even when we are rambling,  
it helps to talk. It helps things  
make more sense.”  
– caller, September

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We are an anonymous warm line, meaning you don't know who we are and we don't know who you are, and you can talk to us about whatever you want from how your day is going to talking about the hard stuff. While we are not a hotline, because those are only for people in crises or emergencies, we are mandatory reporters which means we would have to get help if you or someone else has been hurt or is at risk of being hurt. However, we try to tell you this during your first call so you can be empowered to share what you feel comfortable sharing.

We talk to teens in any way possible. You can call us, direct message us through our various social media accounts, or email us. We also send things out in the community to make sure the teens that need us, know about us. For example, pens, compassion boxes, booklets and more.

All the volunteers are teens which means a lot of the decisions are influenced by us. It also means we put a lot of work into everything we do, like talking to teens, making the information booklets, and planning outreach. We also get to grow and develop our skills while volunteering here, such as communication, photography and videography, managing social media accounts, and more. This is the best place on earth where talking to people in need is the number one priority and we can always go home happy knowing we helped the community.

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.

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“TeenTalk is whatever you want  
it to be. Don't feel like you have  
to confess your deepest, darkest  
feelings. I'm just here to talk  
to you.” – Nina

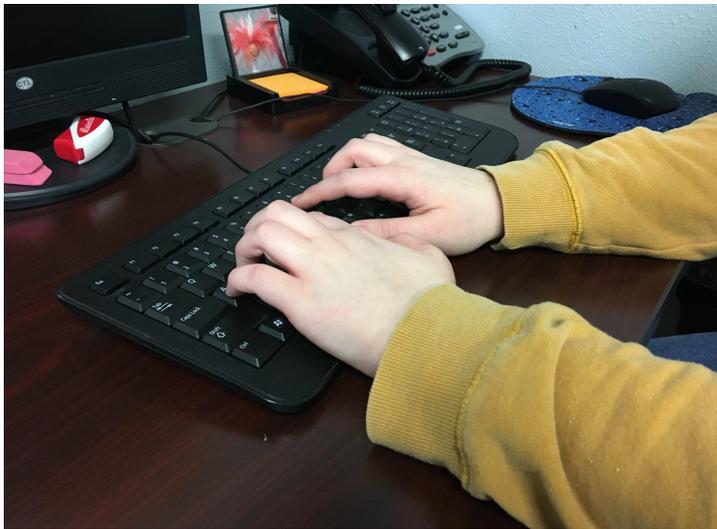
“Things that you are going  
through may be hard to explain  
and put into words, but we do  
understand that you are also trying  
to figure out the situation.” – Faith

**“You gave me advice on how I should deal with these problems and I tried them. They really helped me.”**  
– emailer, July

**“You’re really special. You describe things really well.”**  
– caller, September



It’s really great when the phone rings and we get to talk to you. In 2018, half the conversations we had were on the phone, with an average call lasting 27 minutes.



We also like messaging you online. In 2018, one-third of the conversations we had occurred on Facebook and another 14 percent occurred through email exchanges.

**“I can promise you that when you talk to us about whatever is going on in your life, you won’t have to face these issues completely alone. We got your back.”** – Bri

**“We want you to know we believe in you and want you to believe in yourself.”**  
– Sammi

## What’s it like to call?

Well basically, it's amazing. Though, if that's not enough, here's a typical time on the talk line:

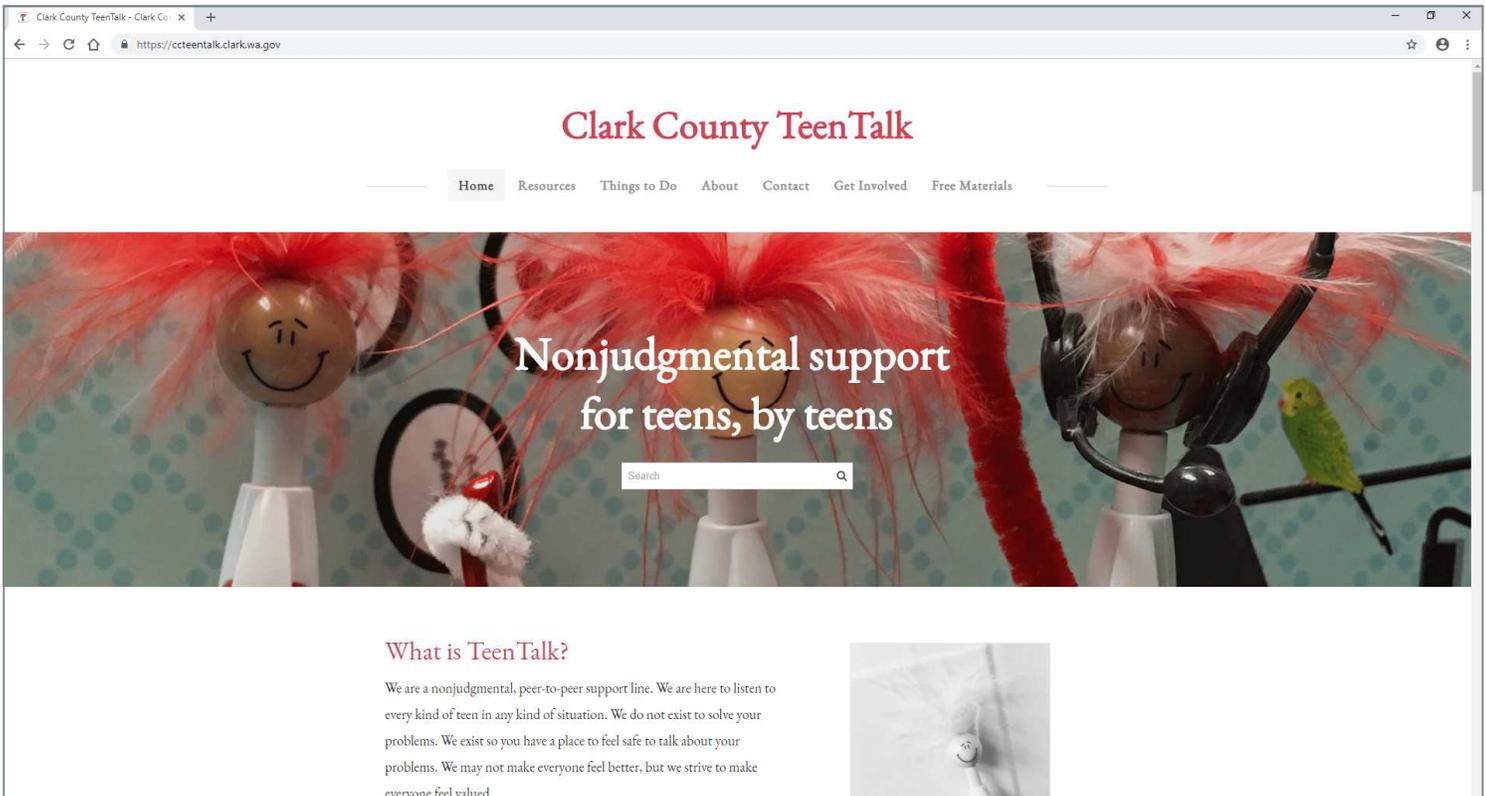
You grab your phone and dial 360.397.2428. Within a few rings, one lucky individual will answer your call. The conversation will start like: “TeenTalk, this is James,” or whoever is on shift.

From there, most likely that lucky individual will ask how you're doing, or how your day has been. Though, by this moment, you are in control of the call. Whatever you wish to talk about, you may talk about: school, people, work, hobbies, life in general. Feeling down and wanting someone to just listen to you? We got you covered! Feeling up? We want to know about that too! Want some coping skills? We got a list! Need some answers to those hard-to-answer questions of life like, “Oh no! I don’t feel safe. What do I do?” or maybe, “Hey, I'm homeless. Where can I live?” TeenTalk has a whole book of possible answers (literally a whole book) and will even invest time into researching better options and do the very best job to help.

Don't want to call due to embarrassment? Well, we are judgment free, and you might be surprised to hear some of us have been there before. It can be a rough, rough world to grow up in. Consider calling someone who is growing up too, and talk about anything you wish. Hope to hear from you soon!

**“Thank you so much for the advice! You don’t understand how much I needed it.”**  
– Facebook Messenger, July

**“I’m glad I had this talk!”**  
– Facebook Messenger, August



## Our new website

This year, we spent a lot of time and hard work in putting together a website that would be a go-to place for teens in our community who need resources and information, want ideas of free or low-cost things to do with their friends (or places to go to make new ones), and more.

In February, we brainstormed a long list of things we dreamed of being on our website—using our personal creativity as well as gaining inspiration from things we like about other websites we visit and social media we use.

Then, we immediately got to work compiling resources, adding events to our calendars and much more. We were excited to learn new skills such as coding, storytelling and website management. We accomplished a lot of things on our wish list, some of which we will be sharing in the next few pages. As our skills develop and grow, we hope to add more things that will increase the value of our website.

**Check out our new website:**  
[ccteentalk.clark.wa.gov](https://ccteentalk.clark.wa.gov)

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**“That is just a brick wall in your path. When that wall crumbles down, more paths will open up and you will make it to where you want to be.”** – Milo

**“When that happens, check in with yourself to make sure you are OK.”**  
– El

“Thank you so much. It’s really good talking to someone who understands me like this.”  
– caller, November

“I just wanted to say you really helped me last week.”  
– caller, September

## Find fun things to do with your friends

From Dungeons and Dragons at the library to Teen Late Night at Firstenburg 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**

Youth-friendly events  
Today December 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25 Dungeons and Dragons 6:00-8:00pm 11:30am Intro to 3D 2:30pm Free Teen Fit 2:30pm Vancouver Com 1:30pm 3D Printing 3pm Teen Open Gyr 3pm Teen Open Gyr 4pm Vancouver Chess +2 more	26 Dungeons and Dragons 6:00-8:00pm 11:30am Intro to 3D 2:30pm Free Teen Fit 2:30pm Stop-Motion 3pm Teen Open Gyr 7pm ASL Game Nigh +2 more	27 Dungeons and Dragons 6:00-8:00pm 11:30am Intro to 3D 2:30pm Free Teen Fit 2:30pm Stop-Motion 3pm Teen Open Gyr 7pm ASL Game Nigh +2 more	28 Dungeons and Dragons 6:00-8:00pm 11:30am Intro to 3D 2:30pm Free Teen Fit 2:30pm Stop-Motion 3pm Teen Open Gyr 7pm ASL Game Nigh +2 more	29 Dungeons and Dragons 6:00-8:00pm 11:30am Intro to 3D 2:30pm Free Teen Fit 2:30pm Stop-Motion 3pm Teen Open Gyr 7pm ASL Game Nigh +2 more	30 Dungeons and Dragons 6:00-8:00pm 11:30am Intro to 3D 2:30pm Free Teen Fit 2:30pm Stop-Motion 3pm Teen Open Gyr 7pm ASL Game Nigh +2 more	31 Dungeons and Dragons 6:00-8:00pm 11:30am Intro to 3D 2:30pm Free Teen Fit 2:30pm Stop-Motion 3pm Teen Open Gyr 7pm ASL Game Nigh +2 more

Events shown in time zone: Pacific Time - Los Angeles

## Find resources for issues you might be facing

Welcome to our resource and information page

Search

Check out 211info to find more local resources:

- visit 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

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

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)

“Everyone has their own problems. It doesn’t make yours any less important.”  
– Malia

“Kudos to you for going through it and sticking to it because it sounds really hard.”  
– Ashley

“I hope I get to talk to you again.  
It was really nice talking to you.”  
– emailer, August

“I love talking to you.”  
– caller, May

## Receive a new compliment and challenge each day

We wrote more than 70 compliments and 90 challenges to pop up in random combinations so you can receive a new compliment and challenge each day. It can be difficult to see the truth in the compliments Peppy gives you on our behalf. We hope you can find how each compliment is genuine to you. If you need help with this, reach out to us and we'll help you. If you give one of the challenges a try, let us know how it went. Learn more about Peppy, our mascot, on page 11.

Visit our website to get today's compliment and challenge from Peppy:

[ccteentalk.clark.wa.gov/todays-compliment-and-challenge.html](http://ccteentalk.clark.wa.gov/todays-compliment-and-challenge.html)

The screenshot shows the Clark County TeenTalk website. At the top, the title "Clark County TeenTalk" is displayed in red. Below it is a navigation menu with links: Home, Resources, Things to Do, About, Contact, Get Involved, and Free Materials. The main content area is divided into two columns. The left column is titled "Today's compliment" and features a black background with a cartoon character (Peppy) and the text "You're intelligent." Below this is a small note: "For your own special compliment from Peppy Peterson, visit www.ccteentalk.clark.wa.gov." The right column is titled "Today's challenge" and features a red background with the same cartoon character and the text "Leave change for someone else to find." Below this is a small note: "For your own special challenge from Peppy Peterson, visit www.ccteentalk.clark.wa.gov."

## Get to know more about our volunteers

The image shows three volunteer profiles. Each profile includes a photo of the volunteer, their name, a timestamp, and a short bio. Tyler's profile has a photo of a person with a rainbow flag and a feathered headdress, a timestamp of 4:7 pm, and a bio that says: "Bonjour! I'm Tyler. I am so open to anyone calling me. No matter what. Everyone needs someone to talk to, and I want them to know that I'm here. You can talk to me about anything you want. That's why I joined TeenTalk. I am a trans male. I am currently studying French and German. I am also a huge nerd bo! I love music, dance, photography and art. Call, text or email me!" Ashley's profile has a photo of a person with a red feathered headdress and a guitar, a timestamp of 6:9 pm, and a bio that says: "Hi there, my name's Ashley! I love playing and listening to music! I play bass, guitar, and a bit of piano, and my favorite bands are Gorillaz, Panic! At the Disco, and Florence + The Machine. I'm told I'm great at offering a listening ear, so if you want to talk about anything, from your problems to music, then feel free to hit me up!" Barnaby's profile has a photo of a person with a red feathered headdress and a guitar, a timestamp of 6:9 pm, and a bio that says: "Hey, this is Barnaby. I am a volunteer at TeenTalk and have been working here for quite a while. I am grateful to put the effort into providing support for you. My hobbies

If you haven't called yet because you don't know who we are, we thought we'd introduce ourselves. We each wrote something about why we joined TeenTalk, what we like about volunteering, what are hobbies and interests are, and what we are passionate about. Because we value anonymity, we can't show our faces so we took photos of Peppy (page 11) doing something that represents who we are. Our profiles show when we volunteer so you can get to know who you might be talking with before you call us.

Call us or visit our website to get to know more about who we are:

[ccteentalk.clark.wa.gov/our-volunteers.html](http://ccteentalk.clark.wa.gov/our-volunteers.html)

“I'm glad you aren't letting others affect your happiness.”  
– Veronica

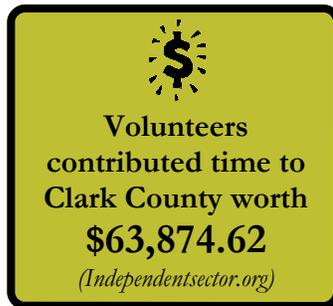
“I only know you as the person you aspire to be.”  
– Red



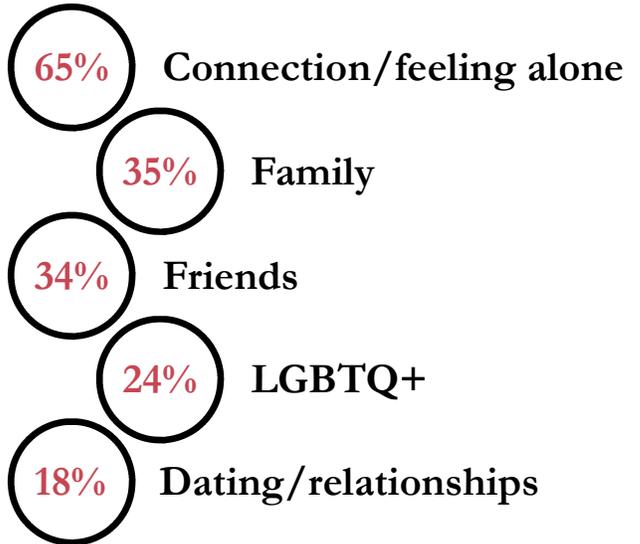
"I really value you and you guys are the first one of whom I think of whenever I have a problem."  
– emailer, August

"You're a pro at this!"  
– Facebook Messenger, September

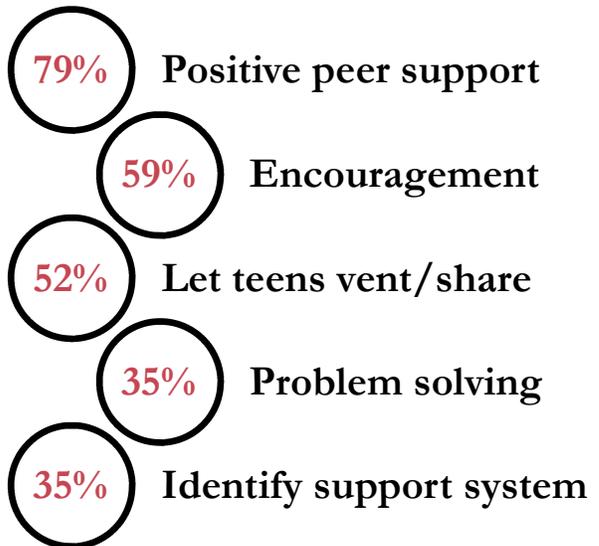
## 2018 statistics



## 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.

"Your voice smiles."  
– Bri

"In the face of adversity,  
you know who you are."  
– Red

“Talking to you about my problems has shown me a little hope in life.”  
 – emailer, June

“I can’t wait to tell my friend that I contacted you guys and I’m finally getting help.”  
 – emailer, May

## Outreach: Teens

## Adults



2,575  
 Peppy pens shared with the community



362  
 youth made Peppy cheerleaders



80  
 LGBTQ+ youth got Pride Peppys



more than 335  
 parents learned about teen mental health



291  
 students participated in Challenge Day



104  
 youth in crisis got a compassion box



70  
 youth new to our community got care packages



64  
 school administrators learned about teen mental health



more than 330  
 students learned about mental health



410  
 youth received TeenTalk journals



56  
 youth in foster care got Valentine’s gifts



19  
 adults certified in Youth Mental Health First Aid



12  
 resource, health and wellness, and career/volunteer fairs



104  
 students were mentored



19  
 youth struggling with body acceptance got personalized mirrors



12  
 community meetings for adults who work with teens

“You’re amazing. No matter what.”  
 – Shawn

“You make me want to be more open, go out there, and be my full self.”  
 – Nina

“I guess I just trust you.  
In a way I have no reason  
not to trust you.”  
– Facebook Messenger, March

“I like talking to you about this.  
It makes me feel more normal.”  
– caller, August

## Special outreach projects



## Youth in foster care

At our training in February, we had a guest speaker from Department of Social and Health Services—now called Department of Children, Youth, and Families—who spoke to us about the foster care system and some of the issues these youth deal with.

We then made 56 Valentine’s gifts filled with Peppy cheerleaders (page 12) with encouraging messages, special rubber ducks, origami and candy. Social services workers gave these to some of the youth in foster care on our behalf so they could know there are teens they can talk to if they ever need someone to listen.

## LGBTQ+ youth

In July, we made 25 Peppys (page 11) holding rainbow flags with their pipe cleaner arms for Clark County’s annual Saturday in the Park Pride event at Esther Short Park, and 55 very special Peppy “Love is Love” treat bags at our pre-service training for teens attending Clark County’s first Queer ‘Couve Youth Summit.

One in four conversations we have with teens are about gender identity or sexual orientation. Many of us are in the LGBTQ+ community too, or know someone who is, and can relate to what you’re going through. We try to use our personal experiences, and our experiences with our friends and family, to help you explore who you are and feel empowered to be yourself. We are a safe place to talk to if you need someone to recognize and affirm you for the awesome and unique person you are.



“It would be normal to  
feel uneasy after coming out  
with that to family.”  
– Xavier

“It’s who you grow up to be,  
not what you were born as.”  
– Michele

“I’m so happy you are accepting  
of me and so supportive.”

– caller, April

“You helped things  
be less confusing.”

– caller, July



## Youth struggling with body acceptance

In 2018, we put together 19 mirrors decorated with stickers, inspirational quotes and kind words about one’s body image which we gave to Camas and Washougal high schools to hand out to students who are struggling with body acceptance. On the mirrors, we wrote things like, “You have so much love in your heart ... give some to yourself” and “You are beautiful the way you are.”

At TeenTalk, we are inclusive all body types and shapes. We always try to be supportive and uplifting when we have teens contact us who are struggling with body image issues. Sometimes, we share our own struggles to help connect with them and know they aren’t alone. We work to help others be as accepting of their bodies as they are of others’.

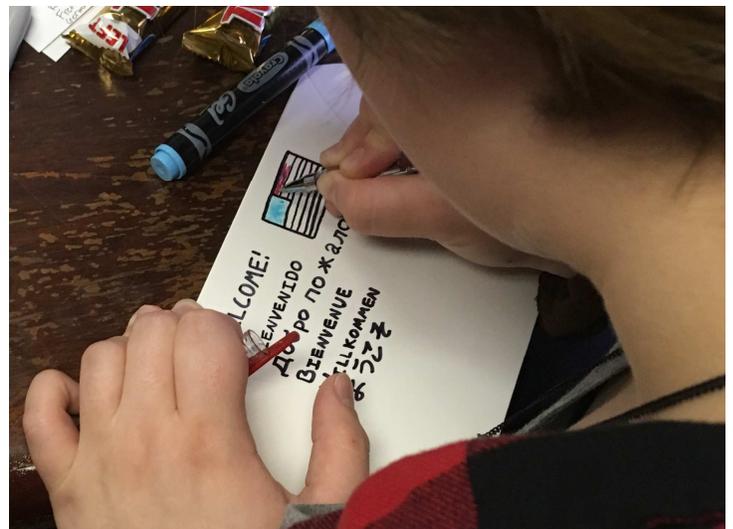
“You should always be  
allowed to be who you are.”

– El

## Youth new to our community

At our training in November, we made 70 care packages for youth new to our community. Some of these were decorated with welcome messages in several languages, while others may have featured warm welcomes or a Peppy (page 11) ecstatically saying, “Wow! I can’t believe I’m looking at the coolest person in the world!” These welcome gifts went to Fort Vancouver High School Center for International Studies where the Family Community Resource Center staff gave them to new students. The good wishes were greatly appreciated.

We know what it can feel like to be new, whether it’s because we transferred schools or because we’ve moved from an entirely other state. If you’re new here, we want you to know you are welcome and you are not alone. Thanks for making Clark County your new home.



“You must be pretty tough to  
be able to go through all of this  
and come out the other side.”

– Zach

“It was really nice getting to get all that stuff out.”

– caller, February

“Thank you for letting me cry on your shoulder. You’ve been a real big help.”

– caller, August

## Challenge Day

Since March 2010, we have been thrilled to coordinate Challenge Day events at two Clark County high schools each year. Selected schools come together for these eclectic, life-changing events to challenge youth and adults to step out of their comfort zones and share their truth.

Challenge Day is a global program that gives participants tools to explore how people separate from each other—and how to change the culture to one of acceptance and inclusion.

**This year, 291 students and 78 adults in Clark County participated in a Challenge Day we’ve sponsored.**

For more information about Challenge Day, visit [challengeday.org/](http://challengeday.org/).



## Peppy Penerson

Peppy Penerson, famous pen and mascot of TeenTalk, known traveler extraordinaire. This amazing mascot is a genderless empathetic pen who loves and supports everyone around. Through their powers of friendship and acceptance, they hope to make the world a better place. Peppy is a lot like the TeenTalk team and is a great representation of what we stand for. This mascot isn’t just a regular mascot as a general symbol of its group, this mascot is a way to bring people together, and encourage acceptance and empathy.

**This year, we launched multicultural Peppys and shared 2,575 of these smiling pens with the community.** We are thrilled Peppy can share multiple faces—all of which beam of kindness and support.



Photo courtesy of Challenge Day

“Sounds like you’re handling this better than most people would. It’s good to work through things like this instead of pretending it didn’t happen.” – Zach

“At the end of the day, you’re not alone in feeling this way, and it is okay to feel this way. Just remember: you are worth it.”

– Emma

“I feel really good talking to you.”  
– caller, April

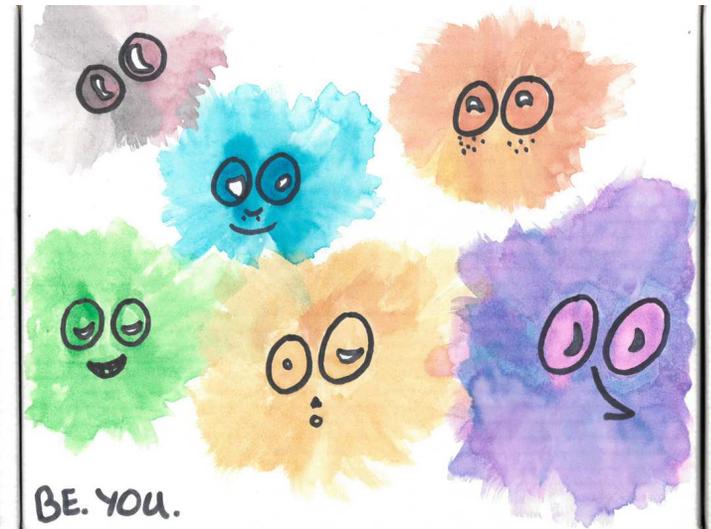
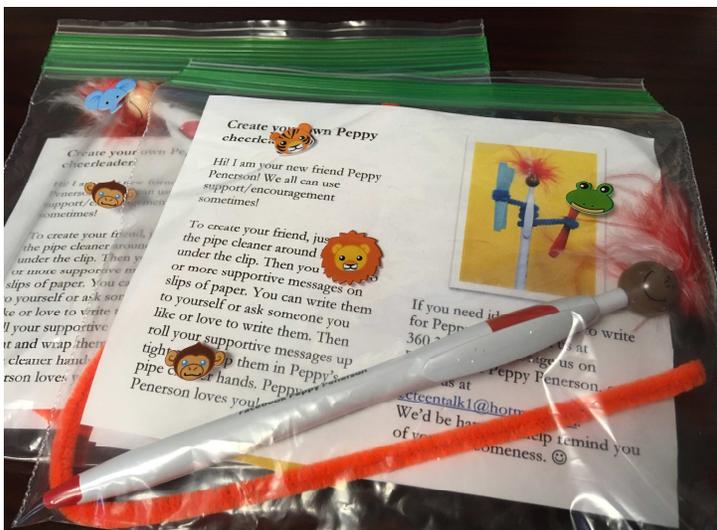
“I feel safe and comfortable  
talking to you. You actually  
understand me.”  
– caller, July

## Peppy cheerleader kits

Recognizing that sometimes we can all use a little bit of support and encouragement, we started making Peppy cheerleader kits— sandwich bags filled with a Peppy, a pipe cleaner for its arms, two slips of paper to write kind messages to yourself (or a friend), and some stickers.

**This year, we gave out 362 cheerleader kits** for school-based events in the Camas, Vancouver and Washougal school districts.

If you know of an upcoming event for Clark County youth that might like some Peppy cheerleader kits, visit our website:  
[ccteentalk.clark.wa.gov/free-materials.html](http://ccteentalk.clark.wa.gov/free-materials.html).



## Compassion boxes

Between calls, we work on compassion boxes. These are artistic, inspiring boxes filled with a heartwarming, handwritten message and some treats such as stress-reducing squeeze balls, coloring sheets, snacks or jokes. The boxes can range from quoting certain philosophers and inspirational people to providing a heartfelt tip on the cover. The cover also tends to be artistically related to the message which leads to many creative and inspirational pieces. When we finish these boxes, we give them to the Youth Mobile Crisis Intervention Services team who delivers them to teens experiencing mental health crises. Our hope is to make their lives just a little bit happier and let them know that someone their age cares about them.

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

“Don’t let other people influence  
the way you feel about yourself  
in a negative way.”  
– Willow

“I’ve definitely felt like that  
before, so here’s what I did ...”  
– Kai

“I want to cry every day like this.”  
– caller, July

“Your last email encouraged me a lot and it was so cheering that I loved reading that again.”  
– emailer, August

## Other outreach

- tabled two health and wellness fairs, six resource fairs, and four volunteer/career fairs
- taught teen mental health to approximately 270 students at various schools throughout Clark County
- taught teen mental health to approximately 60 youth at Teens Care Too, a prevention summit celebrating youth who are making healthy decisions and providing them with knowledge and tools to be leaders among their peers
- gave students in Fort Vancouver High School's Trappers4Trappers mentoring program 125 surprises (Peppy pens with a pencil and a message of kindness) to hide around school for their classmates to find
- certified 27 adults in Youth Mental Health First Aid—a training teaching adults how to recognize and respond to youth experiencing a mental health crisis (our program coordinator received an average presentation score of 4.93 out of 5)
- taught teen mental health to 64 principals, vice principals and other school staff at the School Administrators Emergency Training Summit
- taught teen mental health to approximately 335 parents, including 295 at Fort Vancouver High School and 40 at Camas High School



## What's it like to volunteer?

"Emotions are strange and confusing and sometimes painful to deal with. When you volunteer at TeenTalk, you start to learn how to make sense of them and how to deal with them in a way that feels less like you've gotten hit by a car. We have to put ourselves out there and feel a little vulnerable in order to grow, emotionally and mentally, and TeenTalk makes that easier. Every week I have to venture out of my comfort zone, and broaden my perspective by talking with different people, but I get to do it in an environment filled with familiar faces, colorful posters, and inspirational quotes. Every week I get to help people feel better in some small way, and I get a little bit closer to understanding my own emotions." – **Denae**

"While at TeenTalk you will face many interesting people whether from calls, emails, or other TeenTalkers, but every time you converse with them is another opportunity to grow and develop as a person as well as improve upon your empathy and sympathy skills. There are fun tasks to complete, many challenges to overcome, and of course snacks to eat. But the most valuable thing from being a TeenTalk member is, of course, the thought of making other people's lives more happy and healthy from the support and advice you give." – **Barnaby**

“No one would expect you to go through this alone, and you deserve support.”  
– Camile

“There will be bumps in the road, but I know you can tackle them head on.”  
– Scarlett

“Thanks for talking to me!  
... And know that you helped  
someone out today.”  
– caller, January

“Before [talking to TeenTalk],  
I believed that [the] world is full of  
fake people. But now, I know  
good people do exist. Thank you.”  
– emailer, June

## 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’ve helped us a lot too.”  
– Denae

## Thank you

When TeenTalk launched, long ago, I never would have believed all that was to come.

TeenTalk started with one staff person and seven teenagers who sat in a room and talked about what it would look like for support without judgment to go out to our community. We were wide-eyed then, and giddy with limitless possibilities. Now, years down the road, I am still lucky enough to be in contact with 5 of those 7 incredible human beings who were our first volunteers. All 5, not surprisingly to me, are in the helping professions, as are many of the volunteers who followed after them. While we have carefully tracked how many conversations the volunteers have had over the years, I wish there was a way to adequately track and measure incredible kindness. The empathy and compassion have gone out in so many creative ways, I get teary eyed just thinking about it. Given an opportunity and a place to feel safe and valued, young people can do amazing—no, EPIC—things. I feel ridiculously lucky to have been part of this adventure in radical kindness.

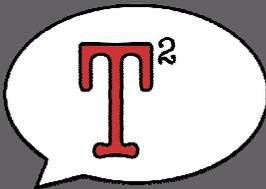
Kris Henriksen  
Program Coordinator



“Well, I like to talking to you  
‘cause you’re a good person.”  
– Tyler



## 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



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**