Research provides proof positive that Kids Help Phone is highly effective. Delivery of a vital, stand-alone, 24/7/365 service, Kids Help Phone is an essential part of the continuum of professional mental health care for youth. Kids Help Phone significantly improves youth mental health and well-being.

If you are interested in learning more about how you or your organization can support the important work of our national charity, please contact:

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Marilyn.Brown@KidsHelpPhone.ca  |  1 (800) 268-3062 ext. 8972

For more information about Kids Help Phone Counselling Services Research, please contact:

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Kids Help Phone’s 2014 Counselling Services Research proves its service significantly improves youth mental health

EVALUATION RESEARCH HIGHLIGHTS
Young people receive confidential and anonymous one-on-one help from a professional Kids Help Phone counsellor an average of 1,300 times each week, through two counselling formats:

**Phone helpline**
(24/7/365)

**Live Chat**
(8 hours each evening, 5 evenings a week)

Feedback such as thank-you letters and calls let us know our service is appreciated, but anecdotal feedback does not provide a true measure of outcome effectiveness.

**Rigorous and systematic**

The second major evaluation of our phone and chat counselling services has further quantified the outstanding benefits to young people in Canada that our donors enable Kids Help Phone to provide. Using a research model originally developed with The Ontario Centre of Excellence for Child and Youth Mental Health, Dilys Haner, MA, Vanier Scholar and Doctoral candidate at York University, led our rigorous 2014 service evaluations to:

- extend our understanding of the positive differences our counselling is making in the mental health and well-being of our clients;
- probe multiple characteristics of our clients and their needs; and
- provide guidance for program and service enhancement.

Research shows that Kids Help Phone is a critical adjunct or supplement to mental health resources in local communities. Available 24/7/365, we help kids before they can see local professional counsellors, or in-between appointments. We also refer clients to local resources where appropriate, drawing upon a database of 35,000 agencies and supports nation-wide.

- 67% of callers had seen or are currently seeing a counsellor or therapist
- 64% of those seeking chat counselling scored in the clinical range for a measure of depression*
- 47% of those seeking chat counselling scored in the clinical range on a measure of anxiety problems*

**A trusted resource**

The research also reveals that some clients come back more than once, for help with different challenges over their young lives.

- 31% of phone clients have been using Kids Help Phone for more than a year
- 32% of phone clients have called six times or more
- 64% of those seeking chat counselling scored in the clinical range for a measure of depression*
- 47% of those seeking chat counselling scored in the clinical range on a measure of anxiety problems*

**VITAL stand-alone service**

Kids Help Phone is often the first place young people turn to for help, and in many cases Kids Help Phone is the only source of counselling they access.

- 40% have not spoken to anyone else about their problem before reaching out to a Kids Help Phone counsellor
- 75% of Live Chat clients contact Kids Help Phone because we guarantee anonymity and “no one will know or tell on them”.
- 75% of clients experience an increase in confidence in their abilities to overcome their challenges.