

WHO OPERATES 2NDFLOOR?

2NDFLOOR is a program of 180 Turning Lives Around, Inc., a nonprofit, charitable organization in operation since 1976 and headquartered in Monmouth County, NJ.

The 2NDFLOOR Youth Support Network is staffed by trained professionals who offer comfort, respect, empathy and guidance to youth. 2NDFLOOR staff encourages young people to seek further help within their families by talking to a parent, guardian or other relative. Our goal is to strengthen communication and mobilize support within their families. If for any reason, the young person believes he/she cannot reach out to someone in the family, resources are provided inside and outside the school system and community.

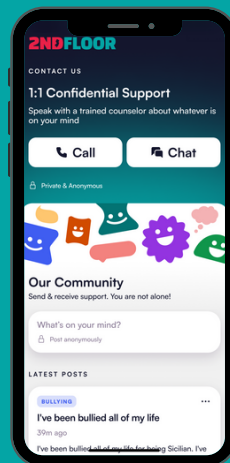
2NDFLOOR youth advisors provide input on the service and activities of the program. These youth advisors contribute to the development of surveys, website design and interactive message board.

2NDFLOOR partners with many youth-serving organizations to promote the availability of the helpline to young people.

To learn how you can help, and for information about volunteering, visit the website at 2NDFLOOR.org

**HELP IS JUST A
SECOND
AWAY WITH
ANONYMOUS
TALK OR TEXT**

2NDFLOOR
SUPPORT FOR YOUNG PEOPLE. ANYTIME. ANYWHERE.



With anonymous and confidential chat and text options, our youth mental health app ensures that young people have free, 24/7 access to help at their fingertips, whenever they need it most. The 2NDFLOOR app also features an online community message board that empowers youth to connect with others who understand their challenges, fostering a sense of belonging and resilience.

**Scan to learn more
about 2NDFLOOR** —→



2NDFLOOR® is a service of:
180 Turning Lives Around, Inc.
www.180nj.org (732) 264-4111



2NDFLOOR is Funded by the NJ
Dept. of Children and Families



2NDFLOOR

SUPPORT FOR YOUNG PEOPLE. ANYTIME. ANYWHERE.

2NDFLOOR.ORG

WHAT IS 2NDFLOOR?

The 2NDFLOOR® Youth Support Network offers free, confidential, and anonymous mental health support to New Jersey youth and young adults. Youth are encouraged to reach out any time, day or night, via app, phone call, text, or message board.

Youth who reach out to 2NDFLOOR are assisted with their daily life challenges by professional staff and trained volunteers. Youth receive an understanding, nonjudgmental and caring response which can ease their concerns and worries, and encourages them to make decisions that promote their safety and well-being. The staff ensures that 2NDFLOOR is a reliable resource for youth to discuss whatever is on their minds.

Anonymity and confidentiality are assured except in life-threatening situations. When receiving an emergency message or call, 2NDFLOOR staff will initiate emergency call-trace procedures (within the capability of currently available technology) for police intervention.

By listening carefully to the needs and concerns of NJ youth, 2NDFLOOR can contribute to earlier intervention and improve the quality of their lives. As youth are encouraged to voice their concerns to appropriate adults, better relationships can be formed among parents, students, families, schools and everyone involved in the caller's life.

2NDFLOOR is meant to be a prevention tool before issues become a crisis. Our helpline offers a way to relieve some of the pressures and daily challenges that affect young people today.

NOTE: 2NDFLOOR does not provide psychotherapy/professional counseling or access to assistance in medical or other emergencies. Parents are urged to seek professional evaluation and treatment for young people suffering from mental illness or for those that exhibit behaviors that would warrant evaluation and treatment. Parents should continue to instruct their children to call 911 or their local police in medical or other emergencies, and 988 during mental health emergencies.

WHY ARE YOUTH CONTACTING 2NDFLOOR?

Young people contact 2NDFLOOR about ANY issue, including but not limited to peer and family relationships, bullying, school, substance abuse, and mental health. They are able to problem solve and role play with the helpline staff in order to express and understand how they can tackle whatever challenges they are facing. Our nonjudgmental staff and trained volunteers practice "active/reflective" listening to help them resolve problems and conflicts.

Some of the topics raised by callers:

- Evaluating daily choices
- Coping with the aftermath of divorce
- Experiencing racism
- Living with a disability
- Feeling sadness over the death of a loved one
- Fears about gang violence
- Concerns over bullying and peer pressure
- Issues related to sexuality
- Worries about family conflicts
- Problems in peer and dating relationships
- Questions about drug and alcohol abuse

BENEFITS OF 2NDFLOOR

2NDFLOOR can be a bridge to better communication as youth do not always turn to their parents or other adults with a problem. Young people often contact 2NDFLOOR to share a concern and "rehearse" what they might say to adults and peers in their lives.

