

The Trevor Project — Digital Crisis Services for LGBTQ+ Youth

Digital Inclusion · Good practice · United States of America

Quality score: 96/100

Evidence strength: Observational / pre–post

Summary

US nonprofit runs 24/7 phone, text and chat crisis lines for LGBTQ+ youth; over 450,000 contacts in FY2024. In 2025 it lost a \$26M federal 988 contract, cutting 12% of staff — a real sustainability test.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-09

[The Trevor Project](#) — accessed 2026-07-09

[The Trevor Project FY2024 Annual Report \(PDF\)](#) — accessed 2026-07-09

[Homan et al. 2014, "Social Structure and Depression in TrevorSpace" \(ACM CSCW, via PMC\)](#) — accessed 2026-07-09

[NBC News: Trevor Project federal funding cut and restructuring \(2025\)](#) — accessed 2026-07-09

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