



PSYCHOLOGICAL PEER
ONLINE-COUNSELING

TEENERGIZER!

TEENERGIZER.ORG

Unique psychological
online-counseling resource ©



Free



Confidential



For adolescents
and youth only



Counselors are students
of psychological faculties
of Universities



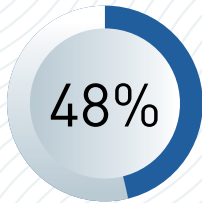
Referral system
for complicated
requests



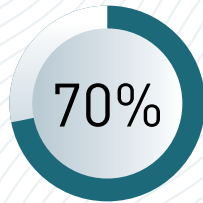
Regular quality
evaluation

Why now?

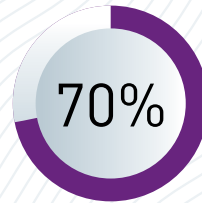
USING INTERNET



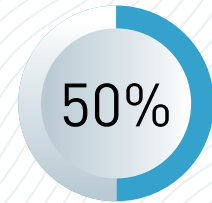
world population ¹



young people worldwide
(15 - 24) ¹



Eastern European
citizens ²



Central Asian
citizens ²



The first source of information for adolescents and youth is friends and peers ³



The second source of information for adolescents and youth is online space ³

PERFECT APPROACH IS TO PROVIDE AN OPPORTUNITY TO ADOLESCENTS TO RECEIVE A REQUIRED **INFORMATION** FROM THE TRAINED PEERS ONLINE

COVID-19 switched essential part of our lives into an online mode



online meetings



online education



online shopping

Adolescents and young people spend even more time online

COVID-19 essentially affects mental health of people, especially adolescents



Depression is one of the leading causes of disability and death of adolescents worldwide ⁴



Suicide is the third leading cause of death within the age group 15-19 ⁴



COVID-19 related stress essentially increases the difficulties of adolescence



Adolescents are usually not able to overcome COVID-19 challenges by themselves

PERFECT APPROACH IS TO PROVIDE AN OPPORTUNITY TO ADOLESCENTS TO RECEIVE A NEEDED **SUPPORT** FROM THE TRAINED PEERS ONLINE

¹ International Telecommunication Union, 2018.

² InternetWorldStats; ITU; Eurostat

³ Franklin Paul, Dr. Kelly Thompson and Naval Kishor Gupta, Restless Development, Background paper prepared for the section of Health and Education at UNESCO. How are young people engaging with digital spaces to learn about bodies, sex and relationships? 2019

⁴ <https://www.who.int/ru/news-room/fact-sheets/detail/adolescent-mental-health>

Psychological online counseling for adolescents and youth: world experience and experience of EECA countries

WORLD EXPERIENCE⁵ AND EXPERIENCE OF EECA⁶

TEENERGIZER APPROACH



The main part of services available worldwide are free of charge, except few online resources in the USA and Europe



Keeping free of charge format of counseling for adolescents and youth in EECA



Worldwide (especially in developed countries) online services are mainly available 24/7



Working hours are 9:00 - 23:00, Kyiv time



Online resources where counseling is delivered by youth directly are few both worldwide and in EECA



Peer counseling (by adolescents and for adolescents) is a cornerstone of our work



Very often in order to receive online counseling, one is required to get registered and to appoint date and time in advance



The registration is NOT required, in order to keep confidentiality and to make adolescents feel comfortable



The main part of platforms is targeted at parents or parents and youth, but not at just youth directly



Adolescents and youth are the key focus for Teenergizer



The legislation of EECA does not limit psychological peer services delivery by young people⁷



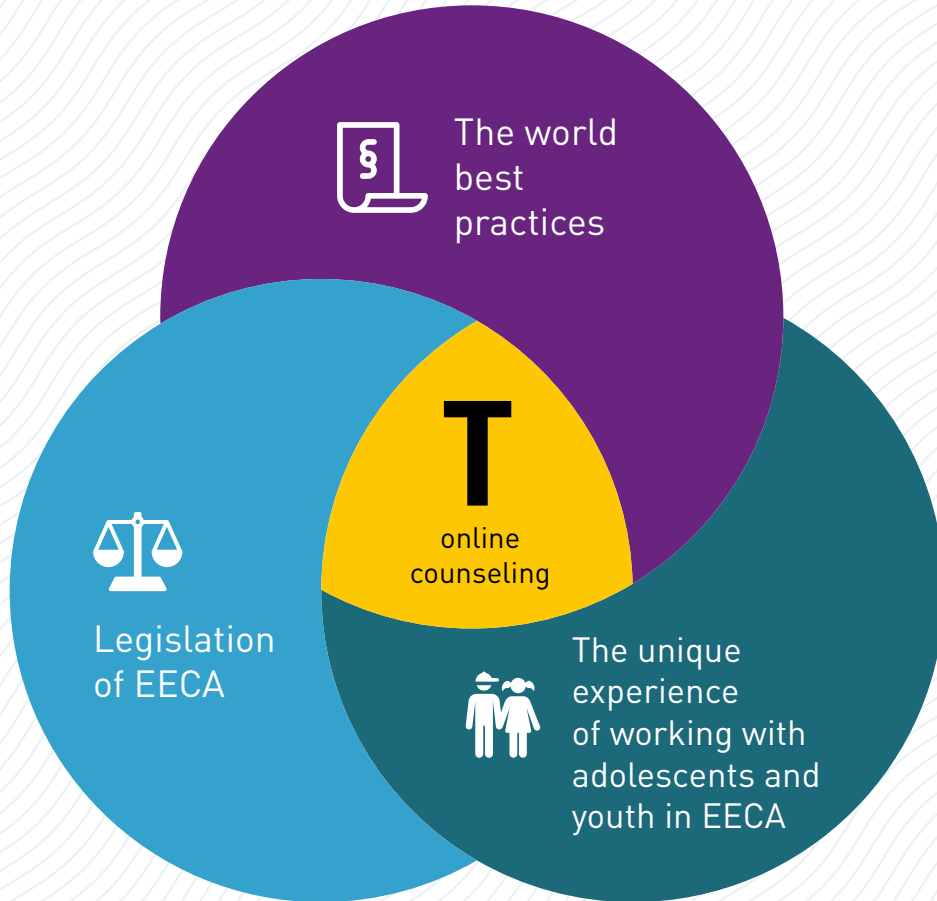
Peer counseling service delivery should be regulated by ethical norms

5 Experience of 15 platforms delivering online counseling services for adolescents and youth in Western Europe, Asia, Africa, Australia, Latin America and USA was studied

6 Experience of 14 platforms delivering online counseling services for adolescents and youth in 9 countries of Central and Eastern Europe, Baltics, Caucasus and Central Asia was studied

7 Legislation of Russia, Ukraine and Kazakhstan was studied

Teenergizer psychological peer online-counseling



We are constantly developing and improving the performance of the Teenergizer online counseling resource

225

Adolescents and young people monthly receive peer support via Teenergizer online-counseling ⁸



2020

>1000

Adolescents and young people monthly receive peer support via Teenergizer online-counseling ⁸



2022

⁸ Average number of requests for counseling in 2020



TO PROMOTE THE TEENERGIZER PSYCHOLOGICAL PEER ONLINE-COUNSELING SERVICES

- developing promo-videos
- involving influencers
- delivering promo campaigns on social media
- talking about counseling within Teenergizer online and offline events
- raising the importance of mental health among youth in general

2020 – over **500 000** users at our website per year

2022 – over **2 000 000** users at our website per year



TO STRENGTHEN THE TECHNICAL SIDE OF TEENERGIZER ONLINE-COUNSELING

- improving web platform
- involving operators who ensure timely processing and distribution of requests between counselors

2020 – our web platform is available **7** days per week, from **9:00 till 23:00** (Kyiv time). Counselors are responding to clients during one hour

2022 – our web platform is available **7** days per week, **24/7** every adolescent who requests support receives it within minutes



TO ENCOURAGE YOUNG PEOPLE TO BECOME TEENERGIZER PEER-COUNSELORS

- enabling universities to apply cooperation with Teenergizer as a sustainable practice for their students
- enabling students to get practical skills in addition to the knowledge acquired at a university
- providing students with certificates on trainings, hours of supervision, and counseling sessions

2020 – Teenergizer team consists of **50** trained peer counselors from Ukraine, able to deliver counseling in Ukrainian and Russian

2022 – Teenergizer team consists of over **200** trained peer counselors from EECA, able to deliver counseling in local languages



TO ENSURE REGULAR CAPACITY STRENGTHENING FOR THE PEER-COUNSELORS

- delivering **2** months of education on peer counseling
- ensuring regular peer counselors capacity improvements related to specific topics: PTSD (post-traumatic stress disorder), emotional harassment, interpersonal relations
- looking for the opportunities to ensure peer counselors education in the best worldwide educational programs

2020 – Teenergizer peer counselors are trained at the Teenergizer to build their capacity regularly

2022 – our team includes over 200 trained peer-counselors from the EECA region, able to deliver counseling in the local languages

2022 – Teenergizer counselors are regularly trained via online programs on mental health in the best Universities of the world, www.coursera.org, [Psychological First Aid разработанная Johns Hopkins University](#) and [The Science of Well-Being of Yale University](#)



TO IMPROVE QUALITY CONTROL FOR PEER COUNSELORS' WORK AND QUALITY OF THE OVERALL PEER-COUNSELING SYSTEM

- ensuring regular supervision for peer counselors at personal and group supervision sessions
- revision of the counseling session records with every single counselor every quarter (recorded with the consent of the client)
- developing "Peer counselor ethic codex"
- looking for opportunities to cooperate with world leaders in the areas of psychiatry and mental health

2020 - regular group and personal supervision for peer counselors is ensured

2022 - cooperation with World Psychiatric Association (WPA), which supports us with quality assessment and improvement is established



TO STRENGTHEN AND EXTEND PARTNERSHIP NETWORKING IN EECA IN ORDER TO ENSURE REFERRAL SYSTEM FOR YOUTH, WHEN REQUIRED

- regular update of the Teenergizer partnership database in order to ensure referral system for youth, when required
- regular review of the services delivered by partnership organizations

2020 - referral system for adolescents and youth with complicated requests is ensured via linkages with **40** partners in **8** EECA countries

2022 - we constantly extend partners' database and ensure monitoring of the quality of services delivered by these partners to our clients



TO ENSURE REGULAR PUBLIC REPORTING

- publishing number of counseling sessions delivered
- sharing feedbacks of youth and adolescents-clients who are ready to tell about their experiences of getting counseling services at Teenergizer platform



TO ENSURE FREE OF CHARGE FORMAT OF THE COUNSELING

TODAY and **ALWAYS** Teenergizer peer online-counseling is free of charge resource



TEENERGIZER!