



TRANS LIFELINE

10 Years of Radical Community Care

Annual Report 2024



We envision a world where trans people have the connection, economic security, and care everyone needs and deserves – free of prisons and police.

A Message from Our Executive Director

Dear Trans Lifeline Community,

Thank you for taking the time to read this report. I hope it reaches you in a moment when you need a reminder that you are not alone—trans people have always existed, and we always will.

2024 was a year of both growth and hardship. As I stepped into the role of Executive Director, I could never have imagined the depth of connection, healing, and resilience we would experience together. In the face of relentless attacks on our community—with over 533 anti-trans bills introduced at the state level and more than 80 at the federal level—we chose to lean on one another and deepen our commitment to care and support.

We also faced devastating losses—350 trans lives taken too soon, many of them Black and Brown trans women and femmes. There are no words to capture that grief. All we know is that every trans person deserves dignity, resources, and unwavering love.

Trans Lifeline exists to be that unwavering love. We believe in trans people's right to self-determination, autonomy, and joy. We believe in a world beyond punishment, where crisis does not strip us of our humanity, and where trans futures are abundant and thriving.

This report is a testament to our dedication to those values. Your support makes this work possible, and we are deeply grateful.

While this report can't name every incredible person who has shaped Trans Lifeline, I want to uplift each one of you. To our staff, past and present, and our dedicated volunteers—thank you. We are who we are because of you.

As we move forward, I wish you all the protection, freedom, and love you deserve. In a world that tries to convince us otherwise, please know that you are needed, wanted, and worthy of a full and beautiful life. Trans Lifeline will always be here to remind you of that.

To our allies and accomplices, I ask for your continued support—your generosity sustains this work.



In big love and solidarity,
kai alviar horton (he/they)
Executive Director, Trans Lifeline

Overview



Our Mission

Trans Lifeline connects trans people to the community support and resources we need to survive and thrive.

Who We Are

Trans Lifeline is a 501(c)(3) grassroots hotline, advocacy, and microgrants organization offering direct peer-based support to trans people in crisis—for the trans community, by the trans community. We are proud to be the largest trans-led direct service provider to trans people in North America.



Why We Exist

At Trans Lifeline, we believe that every trans person deserves the community support and resources they need not just to survive, but to thrive. Research consistently shows that systemic marginalization and pervasive stigma create significant barriers to essential resources like safe housing, meaningful employment, and affirming healthcare. These inequities don't just make life more difficult—they push many in our community into crisis situations.

Trans people are disproportionately impacted by workplace discrimination, economic instability, and medical bias, making access to basic survival needs a constant struggle. The lack of institutional support and affirming environments contributes to alarmingly high rates of suicidal ideation—not because of personal failure, but due to oppression and structural failures that make living conditions for many trans people abysmal. When society withholds the connection, economic security, and care that every person deserves, trans individuals are left to navigate immense challenges alone.

Trans Lifeline exists to change that. Led and staffed by fellow trans folks, our mission is to connect our community to the support and resources we need to flourish. Our work is grounded in the belief that trans people deserve a world where we can access safety and care with dignity—without fear of police or prisons.

Our Principles



Our principles guide every aspect of our work, ensuring that our programs, services, and advocacy efforts align with our mission to support, uplift, and empower trans communities.

Peer Support



Trans Lifeline is built by trans people, for trans people. We believe that trans communities are uniquely equipped to support one another, and that every trans person knows best what support looks like for them. Through active listening, shared lived experiences, community wisdom, and deep trust, we show up for our peers with compassion and care.

Community, Not Cops



Trans people disproportionately experience violence and harm from law enforcement and emergency responders. Since our founding, we have maintained a firm commitment to being divested from the police. Inspired by an abolitionist framework, we focus on preventing crises by fostering connections between trans people—because the strongest safety net we have is each other.

Harm Reduction



We meet our peers where they are, reducing harm without creating barriers to support. We understand that everyone has different coping mechanisms, and we do not judge or stigmatize our trans peers for substance use, underground economy work, or self-injury. If someone wants to discuss safer ways to use their coping strategies, we are here for that—without ever pressuring them to stop what works for them.

Confidentiality & Anonymity



Our hotline is entirely anonymous and confidential. Callers' identities remain protected, and nothing shared will be disclosed without explicit request. Every conversation is led by the caller, who chooses what to share and what topics to explore. Callers and operators do not see each other's contact information, ensuring privacy and safety.

Structural, Not Pathological



We recognize that many in our community live in survival mode within systems designed to marginalize us. Crisis and distress are often reasonable responses to unjust conditions. Instead of pathologizing trans people, we honor our community's resilience and strength, offering support that acknowledges systemic harm without judgment.



Informed Consent

Our work is always guided by the expressed needs and desires of our community members. We never introduce outside resources or suggest actions without fully informed and enthusiastic consent. If a caller is interested in external resources, including emergency services, we provide transparent information about what to expect—empowering them to make informed choices.



Autonomy & Self-Determination

We trust trans people to know who they are and what they need. We honor every person's right to self-identify, make autonomous choices, and take charge of their own future. We are committed to walking alongside our peers throughout their journeys. We do not ask grantees to prove how they use funds because we refuse to perpetuate the harmful notion that trans people are not trustworthy.



Equity, Not Equality

Equality assumes that everyone benefits from the same level of support, but equity acknowledges the systemic disparities created by colonialism, white supremacy, ableism, and transmisogyny. Our equity-based approach prioritizes those who are most impacted by these oppressive systems, ensuring that resources and support reach those who need them most.



Dismantling White Supremacy

We understand that not all trans people have the same access to economic and emotional support. To dismantle white supremacy at a structural level, we prioritize centering and supporting the most marginalized in our communities—especially our incarcerated trans siblings—while addressing the barriers created by white supremacy, colonization, and ableism.



Financial Redistribution

Economic justice is vital to both racial justice and the overall well-being of trans people. Our low-barrier microgrants program, which provides funds for legal name changes and updated identification documents, is rooted in the belief that it is economically unjust to impose fees on trans people for documentation that cis people do not need. Inspired by mutual aid principles, we take collective responsibility for caring for one another and transforming our conditions within a capitalist crisis.



How We Make An Impact

Since our founding in 2014, Trans Lifeline has grown from a local, grassroots abolitionist initiative into a national, community-led resource dedicated to trans support and economic security—without relying on carceral systems. Our vision is a world where trans people have the connection, economic security, and care that everyone deserves.



Our Hotline—available in both English and Spanish—is the **largest peer support and crisis service staffed entirely by trans operators**. Beyond immediate emotional support, we provide a family and friends callback service to help loved ones show up for trans people in their lives. With an unwavering commitment to safety and autonomy, we never call emergency services without the caller’s consent.

Our Advocacy program is dedicated to raising awareness of the urgent issues affecting our community and pushing for solutions rooted in care, dignity, and self-determination because we recognize that systemic change is necessary to ensure trans people can not only survive but thrive.

Our Microgrants program directly invests in trans lives by covering legal name and gender marker change fees, supplementing costs for gender-affirming healthcare, and providing commissary support for trans people who are incarcerated. By offering direct financial assistance, we help trans people overcome barriers that restrict their ability to live freely and authentically.



The Hotline

For the past decade, the Trans Lifeline Hotline has been a lifeline—quite literally—for trans people across the U.S. and Canada. As the first and only crisis hotline run by and for trans people, our hotline stands apart for its peer-to-peer model and its unwavering commitment to never involving emergency services without explicit consent. This approach ensures that our callers can reach out without fear of non-consensual intervention, which is crucial for cultivating trust and safety.

This year, our hotline answered 10,009 calls—a remarkable 37% answer rate, up from 26% in 2023. This progress reflects our persistent focus on increasing operator capacity and improving our technology to connect more people with the support they need.

We also completed two training cohorts of volunteer operators, expanding our team of empathetic, peer-based supporters. These operators undergo comprehensive training to provide compassionate and understanding support grounded in shared experience and identity.





Unlike many crisis hotlines, our approach is **consent-first and non-carceral**. We provide support without the risk of police involvement, offering a rare and vital resource for trans individuals who may fear emergency services. Additionally, our hotline is:

- **Peer-Run:** Every operator is a **trans person**, ensuring that callers connect with someone who understands their experiences firsthand.
- **Anonymized & Confidential:** We prioritize safety by anonymizing phone numbers and deleting identifying call data after 90 days.
- **Real People, No AI:** Our hotline is **100% human-operated**, with no bots or automated responses—ever.

Advocacy

Championing Consent, Dignity, and Systemic Change

Our Advocacy program focuses on systemic change and support for trans individuals beyond immediate crisis intervention. While Trans Lifeline is best known for its peer-support crisis Hotline, the Advocacy department works on broader structural issues affecting the trans community that lead to the need for these services in the first place.



In 2024, we expanded this work by launching ***The Problem with 988 Report*** and hosting a national virtual event to share findings with advocates across the country.

Microgrants

Since 2017 our Microgrants program has provided trans and nonbinary people with over 1 million dollars in low-barrier funds and support to correct names and/or gender markers on identifying legal documents, supplement gender affirming health care costs, and supply necessities for our trans siblings behind bars. Putting money directly into trans people's hands is central to economic and racial justice and our overall well-being. Redistributing funds draws inspiration from the principles of mutual aid: our support of each other is a political act.

Over \$1,678,533 in Microgrants

This program has been rooted in our belief that affirming documentation saves lives—by reducing discrimination, affirming identity, and opening doors to housing, employment, and safety.



\$1,149,231

given to trans people
for IDs

\$529,296

given to incarcerated
trans people



Trans Lifeline's Inside Advocacy project provides financial aid and local resources to trans people currently incarcerated or recently released—from Commissary Microgrants for hygiene products, stamps, and food, to Post-Release Microgrants for rent and other re-entry needs.

Trans people, especially Black trans people, face disproportionate arrest rates and often endure mistreatment, diminished access to medications and gender-appropriate facilities, and physical and sexual trauma while incarcerated. We support prison abolition, and until these violent institutions are dismantled, we will continue working to uplift and empower those still inside by offering tangible support.





Microgrants Relaunch in 2025

In 2023, Trans Lifeline made the difficult decision to temporarily pause Microgrants due to financial uncertainty. During this challenging period, we were forced to reduce the size and scope of our organization, leading to the suspension of some of our direct service programs. This decision was not made lightly, as we understand the vital role these programs play in supporting our community.

Now, in 2025, with a stable financial foundation, we are actively planning and budgeting to relaunch Microgrants this year, which will be housed under our Advocacy department. Our team is working diligently to set in motion a strategic approach that will allow us to reintroduce this critical program to the community.

We remain committed to providing vital support and resources to those who need it most, and we are deeply grateful for the ongoing support that makes this possible.

2024 Impact Highlights

Our New Executive Director, kai alviar horton

In June 2024, Trans Lifeline welcomed kai alviar horton (he/they) as our new Executive Director. kai brings a deep commitment to affirming the aliveness of the trans community, guided by a vision rooted in love, liberation, and collective care.

From the very beginning, kai has emphasized the importance of honoring the lineages of those who have shaped this work—past, present, and future. His leadership is grounded in building organizational health, investing in our incredible hotline and support teams, and fostering an environment where trans (especially TBIPOC) leadership thrives at every level.

kai's first-year priorities include enhancing financial stability, board development, repairing and healing organizational culture, and nurturing meaningful relationships with staff, community members, and external partners. His bold vision extends beyond our organization, encompassing solidarity with global liberation movements and a steadfast belief in a world where trans people can live long, beautiful lives.

We are grateful for kai's revolutionary love and leadership as we continue our work to build safety, connection, and joy for trans people everywhere.

Safe Hotlines Campaign Launches The Problem With 988 Report

This year marked the third year of our Safe Hotlines Campaign, advancing our mission to promote safe, transparent, and consensual crisis care. Key accomplishments include:

Published a Groundbreaking Report: We released *The Problem with 988: How America's Largest Hotline Violates Consent, Compromises Safety, and Fails the People*. This critical report sheds light on the dangers of non-consensual interventions by crisis hotlines like 988 and amplifies the lived experiences of help-seekers alongside their powerful recommendations for transformative, non-carceral crisis support.

Hosted a Virtual Launch Event: Our nationwide virtual event for *The Problem with 988* report drew an engaged audience, sharing key findings and actionable recommendations with advocates, professionals, and community members across the country.

Expanded Our Digital Reach: Through strategic social media efforts, we grew our Safe Hotlines Campaign Instagram following and reached over X Instagram users with educational content that emphasizes the risks of contacting 988 and promotes safer crisis support alternatives.





Hey! I'm Trans Coming Out Resource

Hey! I'm Trans is a transformative resource co-created by Trans Lifeline and launched on October 11, 2024, in honor of National Coming Out Day. Developed last summer, this platform was designed to support transgender and non-binary individuals as they share their identities with friends, family, colleagues, and social media audiences. It provides practical guidance on navigating the coming out process, offering dedicated sections on coming out to family, friends, and in the workplace—essentially serving as a "Cliffs Notes" for coming out with dignity and empowerment.



At Trans Lifeline, we believe that claiming your identity should be celebrated—not feared. Hey! I'm Trans embodies this belief, providing a safe and welcoming space for trans people to find their voice, share their truth, and embrace their identity with confidence. We look forward to the day when everyone can say, "Hey! I'm Trans" with pride and confidence and without hesitation or fear.

Online Streamathons: Building Community and Raising Critical Funds



In 2024, our community showed up in powerful ways through online streamathons, fueling Trans Lifeline's mission with generosity, creativity, and heart. These events not only raised essential funds but also amplified our message of support, connection, and trans-led care.

The Tolarian Community College 2024 FUN-draiser led the charge, raising an incredible \$435,592, showcasing the profound impact that passionate and engaged communities can make. Since 2021 Brian "The Professor" Lewis, alongside the global Magic The Gathering community, has worked annually with Trans Lifeline to raise over an accumulative 1 million dollars. We cannot overstate the role solidarity with MTC has played in keeping Trans Lifeline's lights on and doors open and we couldn't be more honored by our on-going partnership.

Our own **Trans Day of Visibility (TDOV) Streamathon 2024**, along with amazing events hosted by Drawfee, Unprepared Casters, and Twitch Together for Good, brought together gamers, artists, creators, and supporters from around the world. Each event helped to sustain our life-saving work, from our peer-support hotline to our microgrants program.

We are endlessly grateful to every streamer, donor, and viewer who contributed to these events. Your support allows us to continue affirming the aliveness of our community, making sure trans people always have a place to turn to for love, safety, and care.



Introducing Facebook Movement Challenges

For the last several years, the social climate for LGBTQIA2S+ people has become increasingly hostile. Through fear-based rhetoric, anti-trans legislation, and the spread of misinformation about our community, trans bodies are a flashpoint in political debate and antagonism.

However, one of the ways trans and gender nonconforming people have been able to maintain resilience despite these attacks has been to develop tools for grounding and self-regulation. We work to feel at home not just in our identities but in our physicality—by practicing things like intentional stretching, diaphragmatic breathing, creating body-respectful movement routines, and simply by continuing to take up space. In June for Pride and October for LGBTQIA2S+ History Month, we invited our community and our allies to join us in that tradition by walking, running, rolling, skating, swimming, or practicing embodiment however was most comfortable for them. As they tracked their distance, they built connections with other trans folks and our allies doing the same and raising funds for Trans Lifeline along the way.

These Facebook Challenges are designed to connect with other community members through story-sharing, whether posting about their struggles and triumphs or sharing encouragement they might have for others throughout the month. We celebrated all forms of participation, even if folks didn't raise a dollar or complete their 30 miles during the month. When physical movement was not feasible, we encouraged folks to adapt the activity to support their well-being. The most important thing was not the money we raised or the distance everyone went, but the new community and connections that were formed through the Movement Challenges.

Total participants: 902 Total miles tracked: 17,000 Total funds raised: \$80,000

2024 ID Library Update Hackathon

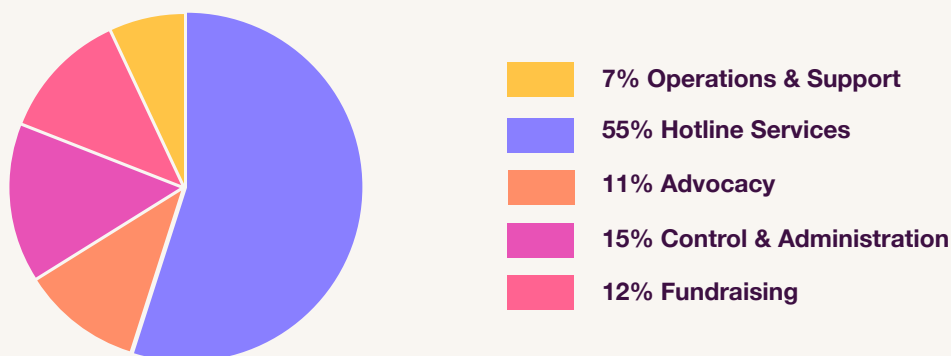
In October 2024, Trans Lifeline, in partnership with Parachute Home, held a successful ID Library Update Hackathon aimed at improving accessibility to vital resources for trans people navigating identification document issues. Over the course of two working days, volunteers and team members came together to update critical data for counties in Kansas and Minnesota. The event focused on ensuring that trans individuals in these regions had up-to-date information regarding the processes and resources available for obtaining accurate identification.

By the end of the hackathon, we had completed updates for a total of 159 counties—94 in Kansas and 65 in Minnesota. This work is an important step toward increasing the accessibility of information for trans individuals across the country, empowering them to navigate the often complex and daunting process of updating their IDs. The hackathon was a significant success, strengthening our partnership with Parachute Home and demonstrating the power of collective action in addressing the needs of our community.



Finances

In 2024, Trans Lifeline began to stabilize financially after a challenging period, allowing us to continue providing critical support to the trans community. Through a mix of individual donations, grants, and corporate contributions, we generated \$4.74 million in revenue. By keeping expenses at \$4.04 million, we took significant steps toward a more sustainable and resilient future while remaining mission-driven in our spending.



Total Income: \$4.74 million

Total Expenses: \$4.04 million

Breakdown of Revenue

Individual Giving = \$3.02M Corporate Giving = \$895K Foundation Giving = \$819K

Breakdown of Expenses

Hotline Services (55%)

The majority of our budget was dedicated to our peer-support hotline, which remains a vital resource for trans people across the U.S. and Canada. This investment covered staffing, technology upgrades—including the new text-based support dashboard—and the training of our volunteer operators to ensure compassionate, informed support.

Advocacy (11%)

Our advocacy work included advancing the Safe Hotlines campaign and releasing The Problem with 988 report, which amplified the need for safe, non-carceral crisis support. These initiatives also involved hosting educational events and pushing for policy changes to protect trans communities.

Control & Administration (15%)

We strengthened our internal infrastructure by enhancing financial management systems, building a clear management structure, and ensuring equitable pay and benefits for staff. These foundational improvements were crucial for long-term stability and efficiency.

Fundraising (12%)

Our fundraising team focused on engaging individual donors through creative campaigns, streamathons, and community partnerships. These efforts not only raised essential funds but also fostered deeper connections with our supporters.

Operations & Support (7%)

This category includes essential operational expenses, from IT and technology support to general administrative costs, ensuring our programs ran smoothly and effectively.

Giving Flowers

To Our Donors, Sponsors & Partners



We're deeply grateful to the major donors, sponsors, and partners who make our work possible. Your belief in our mission and your commitment to uplifting the trans community have helped fuel life-changing programs and services.

Because of your support, we continue to provide critical resources and care to trans people across the country. Thank you for standing beside us and helping create a world where trans lives are seen, heard, and truly valued.

To Our Volunteers



Our incredible volunteers are the heart of Trans Lifeline. This year, their dedication and countless hours of service have made a profound impact on the trans community. From answering hotline calls to providing peer support and assistance, our volunteers embody the thoughtfulness, nurturance, and resilience that has allowed the trans movement to endure for decades. We are endlessly grateful for their time, energy, and passion in advancing our mission.

2024 Volunteer Hotline Hours

48 Volunteers

731 Total calls answered

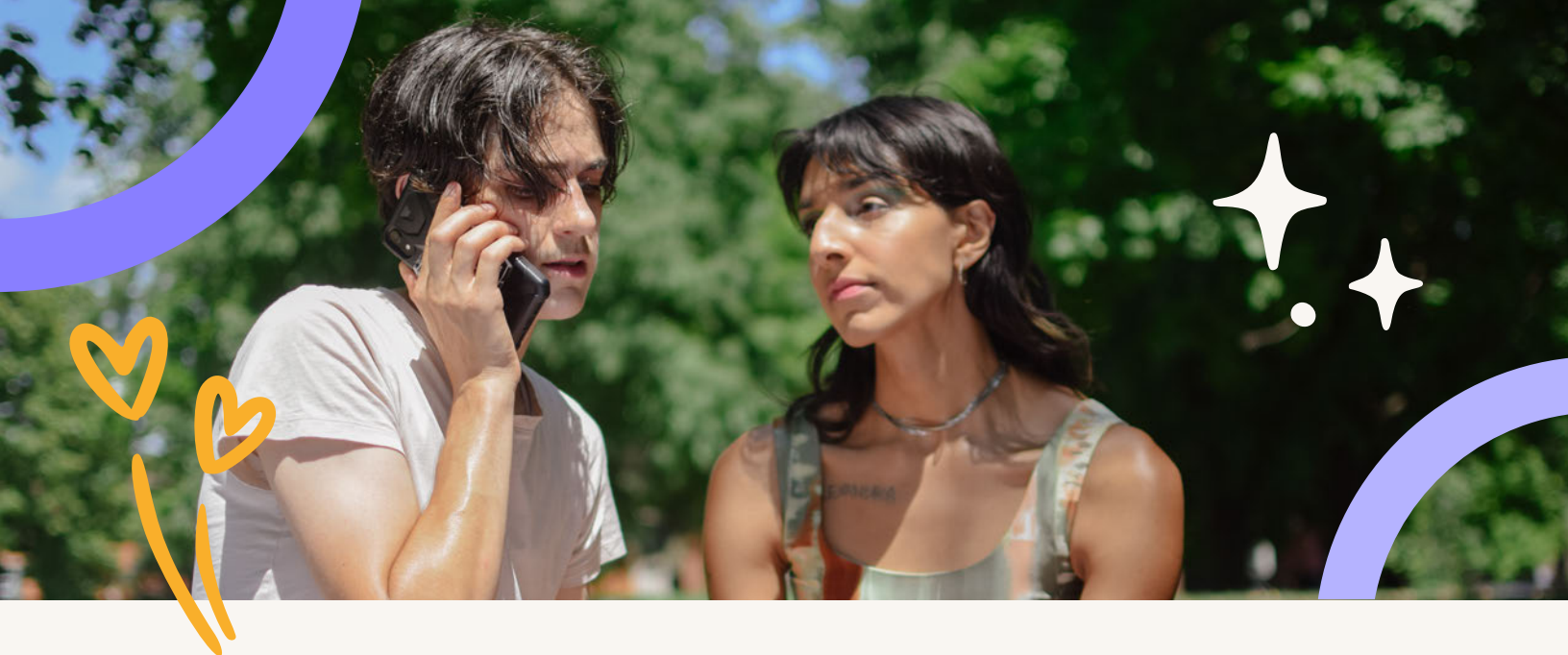
231.71 Total hours

Advocacy Research Volunteers

A special shout-out to Jane Palmer, who worked tirelessly to help launch the report *The Problem With 988*.

Communications & Arts Volunteers

Special shout-outs to Gemma G., who helped us with creating staff/board illustrative style portraits, and to Emory G., who helped us with creating a personalized illustration gift to thank Gottmik for the support and exposure provided throughout Season 9 of Rupaul's Drag Race All Stars.



Hotline Volunteer Reflections



"I appreciate that hotline work is about making perceptible one-on-one connections. I feel proud when I'm able to positively shift someone's mood, de-escalate self-harm, or provide meaningful resources that can provide hope and forward momentum. The vast diversity of callers – e.g. age diversity, racial diversity, socioeconomic diversity, geographic diversity – both expanded and contracted my sense of the trans community. By speaking with callers from all over the country, I cultivated a broader sense of social responsibility. I think it's easy to "other-ize" people whose lifeways don't overlap with the tiny worlds we inhabit as individuals. Trans Lifeline brings those people to our proverbial doorsteps, where we're challenged to help others at the expense of our daily comforts."

– Matty Steiner

"What I enjoy most about volunteering is the opportunity to bear witness and support others in their experiences. It reminds them that they are not alone as trans people—and in turn, it reminds me that I am not alone either."

– Soren Gaudio

"Volunteering for Trans Lifeline was one of the most fulfilling things I have done in my life. I got to serve trans people from all walks of life, all over the USA and Canada. I got to connect people with various resources: housing, food, medical care, gender-affirming care, and community. I was able to be there with people during their lowest moments, when they just needed someone who would listen and empathize. The difference I was able to make in so many lives thanks to Trans Lifeline motivated me to go into the mental health care field full-time, and now I'm an associate psychotherapist training to specialize in gender-affirming care and PTSD. Thank you Trans Lifeline!"

– Ada Musafir



Looking Ahead

Building Stability, Expanding Impact



Expanding Access: Text Support & Beyond

In 2024, Trans Lifeline embarked on a crucial project: the development of a comprehensive overhaul of our hotline operator dashboard. This initiative was driven by our commitment to making our peer-support hotline even more accessible.

In February 2025, this project culminated in **the launch of text-based support**, a vital addition that ensures **more trans people can connect with us in ways that feel safest and most comfortable**. We understand that calling isn't always feasible due to safety concerns, accessibility needs, or personal preference. By breaking down these barriers, we're providing a critical lifeline for those who need it most.

Our commitment to privacy and safety remains paramount. **We uphold our promise of a police-free, peer-led space where every connection is with a real trans person who understands**. With fully anonymized phone numbers and IP addresses, no stored email data, and no tracking, we ensure confidentiality and security.



To meet the growing need for our services, we expanded our hotline team by hiring three new operators. Looking ahead, we plan to introduce web-based chat support, further enhancing accessibility.

Get Involved

Make a Direct Donation



One of the most impactful ways to support Trans Lifeline is by making a direct donation. Your contribution helps fund life-saving services like the peer support hotline and microgrants program, which provide critical resources to trans individuals. Whether it's a one-time gift or a recurring donation, every dollar goes directly toward supporting trans-led initiatives that uplift and empower the community. You can donate online or if you prefer donating via DAF, non-cash, stock, or other complex gift, you can email us at donations@translifeline.org.

Host a Fundraiser



You can amplify your support for Trans Lifeline by organizing your fundraiser. Whether it's through a virtual event, a birthday fundraiser on Facebook or Instagram, or a community gathering, fundraising allows you to engage your network in supporting trans individuals. By sharing Trans Lifeline's mission and encouraging others to contribute, you're expanding the impact and ensuring more resources reach those who need them most.

Spread Awareness and Advocate



Supporting Trans Lifeline isn't limited to financial contributions. You can play a vital role by spreading awareness about the organization's work and advocating for trans rights. Share Trans Lifeline's mission, resources, and stories on social media, or talk about them within your personal networks. Your voice helps elevate the visibility of trans issues and encourages others to take action, creating a ripple effect of support.

Give to Mutual Aid



Supporting trans people can start with direct contributions to mutual aid networks. Mutual aid provides immediate, tangible support to individuals in the community, whether through financial assistance, housing help, or other necessities. By giving to these efforts, you're ensuring that resources go directly to trans individuals who need them most, helping them navigate challenges with dignity and care.

Support Grassroots Efforts and Organizations



Grassroots efforts and organizations play a vital role in uplifting and empowering trans communities. These groups often work on the ground, addressing issues like healthcare access, housing insecurity, and advocacy for trans rights. Supporting these initiatives through donations, volunteering, or amplifying their work helps create sustainable change and reinforces the collective power of trans-led movements.

Staff & Board



kai alviar horton (he/they)
Executive Director



Brielle Roundtree (she/her)
Interim Director of Hotline



Olka Forster (she/they)
Director of Advocacy & Outreach



Bèr Kim (they/them)
Director of People & Culture



Myles Markham (he/they)
Director of Development



Ti Peña (they/elle)
Bilingual & SOFFA Hotline
Services Manager



Gaela Solo (she/ella)
Hotline Operations
& QA Manager



Leòn Powell (they/he/ellu y èl)
Communications Project Manager



Vanessa Cervantes (she/her)
Social Media Coordinator



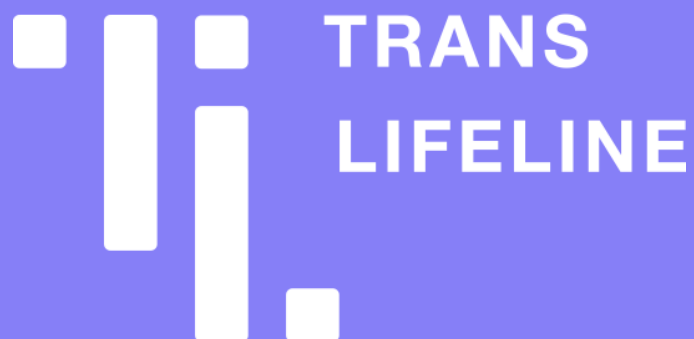
Nat Moghe (they/he)
Board of Directors



Ace Sutherland (they/them)
Board of Directors



**Qamar Yochanan
(he/him)**
Board of Directors



CONTACT US

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Canada (877) 330-6366

Administrative Office:

(510) 771-1417

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San Francisco, CA 94104-5401

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Facebook: @TransLifeline

Instagram: @TransLifeline

BlueSky: [translifeline.org](https://bsky.app/translifeline.org)

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