

WHAT WE OFFER · SERVICES AND PARTNERSHIP PORTFOLIO

Support for every Liberian. A *role* for every partner.

What Letters to Strangers Liberia offers young people, families, communities, institutions, government, donors and strategic partners, and how to get started.

INTRODUCTION

Find what you need

Letters to Strangers Liberia offers free, confidential support to anyone in mental health distress. It also offers practical ways for communities, institutions, government and funders to build mental health care in Liberia with us.

	Young people & families	Communities & schools	Institutions & employers	Government	Donors & partners
9898 hotline	●	○	○	○	○
Mobile Clinic	●	●		○	○
Referral & navigation	●	○	○	●	
Move To Heal / counselling	●	○	○	○	●
Awareness & stigma reduction	○	●	○	○	○
Youth engagement & advocacy	●	●		○	○
Training & capacity building	○	●	●	●	○
Data, research & learning		○	○	●	●
Funding & sponsorship			○		●

☒ Primary audience ☐ Also relevant

Need help now?

9898

Toll-free, 24/7 within Liberia.
Alternative +231 77 576 3208.

Want to partner?

Turn to page 10 for the steps to start a partnership, or write to liberia@letterstostrangers.org.

About the labels

Each offering shows whether it runs today, is being prepared, or is planned. We do not describe planned services as operational.

STATUS KEY

OPERATIONAL

IN PREPARATION

PLANNED

PROJECTION / TARGET

01 · MENTAL HEALTH SUPPORT AND HELPLINE SERVICES

The 9898 toll-free mental health hotline **OPERATIONAL**

Launched in 2021, it is Liberia's largest mental health helpline and the first youth-led toll-free crisis line in the country. Free, confidential, trauma-informed support from any phone, at any hour.

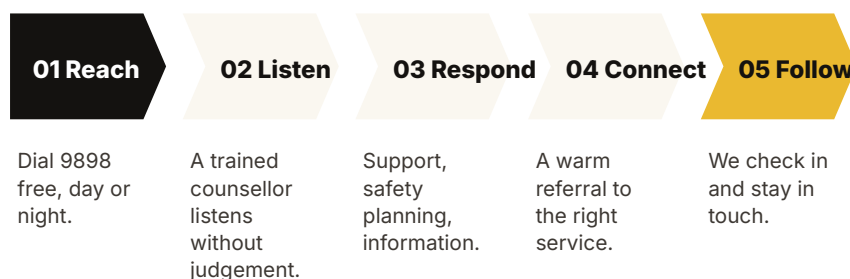
Who can call

Anyone in Liberia who is struggling, or who is worried about someone else. Callers elsewhere in Africa can reach the line from 7 AM to 6 PM through the Pan-African Mental Health Hotline.

What we can help with

- Emotional distress, anxiety, low mood
- Gender-based and domestic violence
- Mental health conditions
- Child abuse
- Grief and loss
- Substance use
- Suicidal thoughts and crisis
- Worry about a family member or friend

What happens when you call



L2SLiberia team members in a training session.

CALL FREE · 24/7

9898

Any mobile or landline network in Liberia
Alternative line +231 77 576 3208

140,000+	5,000
calls received (cumulative, Liberia and Africa)	referrals to onward care
Published April 2026	Published April 2026

Our promise

We answer, we listen, we connect you to care. Whatever you are carrying, you do not have to carry it alone.

If you are in immediate danger, call 9898. The counsellor will stay on the line and help you reach safety.

02 · COUNSELLING, CLINICAL CARE AND REFERRAL

Care in communities, in clinic, and onward

Mobile Clinic

OPERATIONAL

FOR

Rural and peri-urban communities, schools and health facilities in Montserrado, Bomi and Margibi; Nimba planned next.

WHAT YOU GET

Psychiatric assessment, individual counselling, psychoeducation, GBV response, basic health screening and community awareness, at no cost.

EXPECTED OUTCOME

Care reaches people who cannot travel; distress is identified and treated earlier. More than 32,500 people reached with integrated community health services in the past year.

Referral and navigation

OPERATIONAL

FOR

Anyone who needs services L2SLiberia does not provide directly.

WHAT YOU GET

Warm referral to hospitals, safe houses and shelters, the Women and Children Protection Unit, legal aid and community caregivers, with follow-up.

EXPECTED OUTCOME

People are not lost between services. More than 5,000 referrals made to date.

In-house counselling and recovery

IN PREPARATION

FOR

Individuals who want structured, ongoing counselling, at all income levels.

WHAT YOU GET

Individual sessions under licensed clinical supervision, on a sliding scale with free and subsidised sessions for low-income clients.

EXPECTED OUTCOME

Sustained recovery for clients, and earned income that helps keep the hotline free. Initial capacity target: 20–30 sessions a month.

Move To Heal youth clinic

IN PREPARATION

FOR

Young people aged 10–35 and their families, including survivors of violence.

WHAT YOU GET

A stigma-free 'community living room' with assessment, counselling, groups, peer support, and GBV and substance-use support under one roof.

EXPECTED OUTCOME

Year 1 targets: 500 young people served, 1,200 service contacts, 30 peer navigators trained.

Planned specialised offering **PLANNED**

A rehabilitation track at Move To Heal for young survivors of torture and organised violence and their families, in line with the IRCT Global Standards on Rehabilitation. A funding application has been submitted for 2027.



03 · COMMUNITY EDUCATION · 04 · YOUTH ENGAGEMENT

Changing minds, and putting young people in the lead

Community education, awareness and stigma reduction **OPERATIONAL**

We replace fear with understanding, working through the people communities already trust.

School and community outreach

Mental health awareness sessions, peer support training and stigma-reduction campaigns in schools and communities across Montserrado, Bomi and Margibi.

Work with trusted voices

Faith leaders, traditional healers, employers and community radio, working within people's cultural and spiritual worldview.

World Mental Health Day

Our flagship public moment. It was delivered in 2026 in partnership with the MoH Mental Health Unit, with county outreach, a 5K run/walk and community rally, and a national fundraising event.

Expected outcome: more people seek help early; stigma scores fall (CMAP target: 25% reduction among participants).

Youth engagement and mental health advocacy **OPERATIONAL**

We began with young people supporting young people, and that is still who we are.

Peer support circles and expressive writing

Safe, structured groups and anonymous letter-writing in the Letters to Strangers tradition. More than 10,000 young people reached.

Youth Resource Center

Liberia's largest youth-to-youth mental health resource centre, run by young people for young people.

Volunteering and leadership

Roles as hotline responders, peer supporters, community volunteers and campaign organisers, building the next generation of mental health leaders.

Expected outcome: young people gain skills, confidence and a voice in policy; peers learn that asking for help is normal.



05 · TRAINING AND CAPACITY DEVELOPMENT

Building skills where people first seek help

Specialists are scarce, so we train the people who are already there: young volunteers, teachers, police officers, health workers and community leaders.

Caregiver Fellowship

OPERATIONAL

FOR

Young Liberians who want to support their communities.

WHAT YOU GET

Training in peer psychosocial support, early identification of distress and safe referral.

EXPECTED OUTCOME

A community mental health workforce, and pathways into meaningful work. 75 clinicians trained to date.

Police Academy Training-of-Trainers

TOT PILOT IN PREP.

FOR

The Liberia National Police Academy and Training School.

WHAT YOU GET

Licensed clinicians train five Academy members as trainers in MHPSS, ethics and safeguarding, crisis response, referral and case management. Pilot cohort of up to 70 recruits.

EXPECTED OUTCOME

People in crisis are met with care rather than force, and capacity stays inside the Academy.

Psychological first aid for community actors

OPERATIONAL

FOR

Community champions, faith and traditional leaders, CHWs.

WHAT YOU GET

Training in psychological first aid and referral, and sensitisation on mental health and GBV.

EXPECTED OUTCOME

Earlier recognition of distress and safe referral; 80%+ of champions confident after training (ToC target).

Teacher mental health first aid

PLANNED

FOR

Schools and teachers.

WHAT YOU GET

A protocol so that any teacher who identifies a student in distress has a named contact to call within 24 hours (THRIVE / BRIDGE).

EXPECTED OUTCOME

Students identified and supported before they drop out.

Workplace mental health programmes

PLANNED

FOR

Liberian employers and corporate partners.

WHAT YOU GET

Awareness sessions, manager training and confidential referral routes, offered on a fee basis.

EXPECTED OUTCOME

Healthier workplaces, and earned income that supports free services.

Health worker wellbeing

PLANNED

FOR

Health facilities and frontline staff.

WHAT YOU GET

Peer supervision, debriefing and confidential support, as set out in the THRIVE Framework.

EXPECTED OUTCOME

Less burnout among the people who care for others.

Standards

Training content is reviewed for clinical accuracy, alignment with national and international standards, cultural appropriateness and quality before delivery. Police training materials are submitted to the MoH Mental Health Unit for endorsement.

06 · INSTITUTIONAL COLLABORATION, RESEARCH AND LEARNING

Working with institutions to build the evidence and the system

Technical partnership with government

OPERATIONAL

FOR

The MoH Mental Health Unit, County Health Teams and public facilities.

WHAT YOU GET

Accreditation-aligned services, joint campaigns, referral pathways, and participation in working groups and task forces.

EXPECTED OUTCOME

Community services aligned with national policy; a shared response.

Frameworks and practice models

OPERATIONAL

FOR

NGOs, health partners and government programmes.

WHAT YOU GET

The THRIVE Framework and BRIDGE approach: Liberian, evidence-informed blueprints for community mental health, shared for adaptation.

EXPECTED OUTCOME

Common approaches across organisations; less duplication.

Data and insight

PLANNED

FOR

Government, researchers and donors.

WHAT YOU GET

Anonymised, aggregate insight from the Call Management System on patterns of distress, issues and geography, shared under a data-sharing agreement.

EXPECTED OUTCOME

A foundation for a national mental health intelligence system that informs policy and resource allocation.

Research and student partnerships

IN DEVELOPMENT

FOR

Universities (an MoU with the University of Liberia or Cuttington University is in development).

WHAT YOU GET

Joint research on youth mental health, student placements and volunteer hotline responders.

EXPECTED OUTCOME

A pipeline of trained Liberian professionals and locally generated evidence.

Innovation Lab

PLANNED

FOR

Partners interested in testing new approaches.

WHAT YOU GET

A pilot space to design and test innovations in access, technology and community care, launched with the World Mental Health Day 2026 campaign.

EXPECTED OUTCOME

Tested, evidence-informed ideas ready to scale.

Global network

OPERATIONAL

FOR

International partners.

WHAT YOU GET

Access, through Letters to Strangers, to a youth mental health network active in 72 countries.

EXPECTED OUTCOME

Shared learning and credibility for collaborative programmes.

07 · FUNDING, SPONSORSHIP AND PARTNERSHIP OPPORTUNITIES

Where your support goes

These are concrete, costed needs taken from L2SLiberia's 2026 plans. Each can be funded on its own or as part of a wider partnership.

<p>\$10,000</p> <p>one-time</p> <p>Open Move To Heal</p> <p>Makes the leased clinic space service-ready: rooms, furniture, privacy, safety and equipment.</p>	<p>\$7,500</p> <p>Year 1</p> <p>Run Move To Heal</p> <p>Covers the first year of clinic operations, alongside fees and other grants.</p>	<p>\$1,500</p> <p>per month</p> <p>Fund a licensed clinician</p> <p>Clinical supervision for the hotline and counselling: the single biggest lever for quality.</p>
<p>\$750</p> <p>per month</p> <p>Keep the hotline staffed</p> <p>On-call responder coverage, so that every call to 9898 is answered.</p>	<p>\$150</p> <p>per month</p> <p>Keep the line open</p> <p>Telecoms and the call management platform behind 9898.</p>	<p>\$3,000</p> <p>pilot</p> <p>Train the police</p> <p>Delivery of the LNPATS pilot training cohort: materials, facilitation and venue.</p>

Sources: Move To Heal funding requirement (October 2026); H2 2026 Work Plan budget framework. Figures are planning estimates in USD.

Ways to partner

<p>Programme funding</p> <p>Multi-year grants for the hotline, Move To Heal or county expansion.</p>	<p>Sponsorship</p> <p>Sponsor World Mental Health Day, a counsellor, or awareness materials.</p>	<p>In-kind support</p> <p>Telecoms, office space, vehicles, IT, and professional services.</p>	<p>Programme partnership</p> <p>Co-design and co-deliver services, research or training.</p>
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Accountability. We commit to quarterly reporting, dual-signatory financial controls, independent audit and a published donor ethics policy. We decline conditions that would compromise the dignity of service users.

08 · VALUE AND EXPECTED OUTCOMES

What each partner gains

Young people & families

- Free, confidential help at any hour
- Care close to home, in their own language
- A clinic designed for them

Communities & schools

- Trained local champions and teachers
- Less stigma, earlier help-seeking
- Clear referral routes

Institutions & employers

- Skilled staff who can respond to distress
- Healthier, more productive teams
- Trusted partner for referral

Government

- Community services aligned with national policy
- Data to guide planning
- A model for youth-friendly care

Donors & foundations

- A low-cost, high-reach model
- Transparent reporting and audit
- Investment that builds lasting systems

Academic partners

- Research access under ethical agreements
- Placements for students
- Co-authored evidence

Mental health is not a luxury. It is a human right, for a mother in Lofa, a child in Nimba, a survivor in Montserrado and a young man in Grand Bassa.

LETTERS TO STRANGERS LIBERIA



09 · PATHWAYS

How to get started

Accessing services

- 1 Call 9898**
Free, 24/7 within Liberia. Or call the alternative line, +231 77 576 3208.
- 2 Talk to a counsellor**
Share as much or as little as you want. What you say is confidential, within safety limits.
- 3 Get connected**
Support on the call, a referral, a Mobile Clinic visit or, once open, an appointment at Move To Heal.
- 4 We follow up**
We check in to make sure you reached the help you needed.
- 5 Referring someone else?**
Schools, leaders, health workers and police can call on behalf of someone they are worried about.

Starting a partnership

- 1 Get in touch**
Email liberia@letterstostrangers.org or call +231 778 901 256.
- 2 Introductory meeting**
We listen to your goals and share our model, data and plans.
- 3 Tailored proposal**
A one-page partnership brief or concept note, with budget and indicators.
- 4 Agreement**
An MoU or grant agreement, reviewed and approved by Letters to Strangers headquarters.
- 5 Deliver and report**
A joint workplan, regular check-ins and transparent reporting.

HOTLINE

9898

PARTNERSHIPS

liberia@letterstostrangers.org
+231 778 901 256
mentalhealthliberia.org

VISIT

Congo Town, Adjacent the New Chinese Embassy, Tubman Boulevard, Monrovia, Liberia



REFERENCES

Sources

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6. Letters to Strangers Liberia. *Theory of Change*. 2026.
7. Letters to Strangers Liberia. *World Mental Health Day 2026: Ministry of Health Partnership Proposal*. 2026.
8. Letters to Strangers Liberia. *Community Mental Health Access Program* grant proposal. June 2026.



Whatever you are carrying, you do not have to carry it alone. And whatever you can offer, there is a place for it here.

“No one should suffer alone, in silence, without hope.”

CONTACT

Letters to Strangers Liberia

Congo Town, Adjacent the New Chinese Embassy, Tubman Boulevard, Monrovia, Liberia

Tel. +231 778 901 256

liberia@letterstostrangers.org

mentalhealthliberia.org

NEED SUPPORT NOW?

9898

Toll-free mental health hotline, 24/7 within Liberia

Alternative line +231 77 576 3208

REGISTRATION

Registered Liberian non-profit organisation, established 2019
Tax Identification No. 501463377

Business Registration No.
053085784

Accredited by the Ministry of Health as a mental health provider