



***Stefano
Alemanno***

YOUNGLE

**a listening network
aimed at teens
and
managed by teens**

Ministero della Salute

**National Center for Disease Prevention and Control
2012**

YOUNGLE

a peer education project

The first national public listening and counseling service on social networks, aimed at teens and managed by teens, with the support of psychologists and communication experts.

Online every day.

A simple and effective help



The team:
**6 Younglers, 2 operators (psychologist,
social worker, educator)**
2 weekly chats:
1 peer and 1 operator online



***Biweekly meetings
mobility***

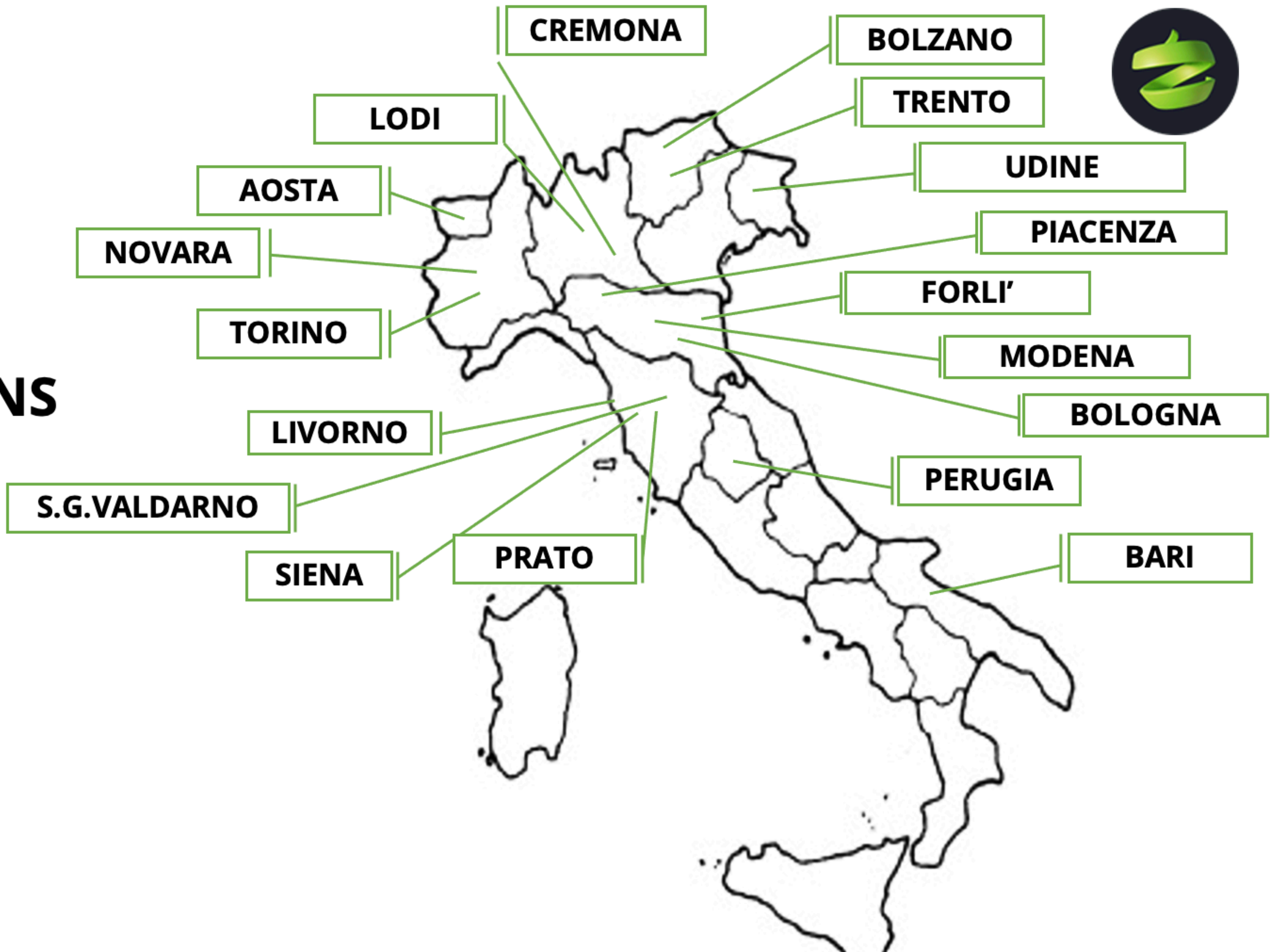


**How does a chat
on Youngle
take place?**

YOUNGLE

SEPTEMBER 2025

- **18 YOUNGLE centers**
in 9 ITALIAN REGIONS
- **110 PEERS**
40 STAFF MEMBERS
- **About 20.000 CHATS**
with 15.000 TEENS





app.youngle.it

Based on the province declared during registration, the young users are automatically “matched” with the geographically closest center

They receive useful information such as the availability hours of the peers and the opening hour of the center, but they can still leave a message and may be called back by the peers if it is an emergency situation

La scelta della provincia è molto importante per noi. Ci permetterà infatti di associarti al centro Youngle più vicino a te.

Arezzo

Cremona

Lodi

Napoli

Novara

Perugia

Piacenza

Savona

Siena

Torino

Trento

Udine

Verona

“Online, it often happens to receive requests from young people who are experiencing a certain discomfort that they cannot specifically define but feel the need to talk about.

Many young people write to us saying they are in a situation where they do not feel understood: they feel bad and have no reserved space to say it.”

Marco B., Youngler Firenze

YOUNGLE operates in an area where the symptom is not yet fully developed, the situation has not exploded, the young person has a discomfort he doesn't understand and needs to be listened to.

WHAT WE TALK ABOUT WHEN WE ARE ONLINE

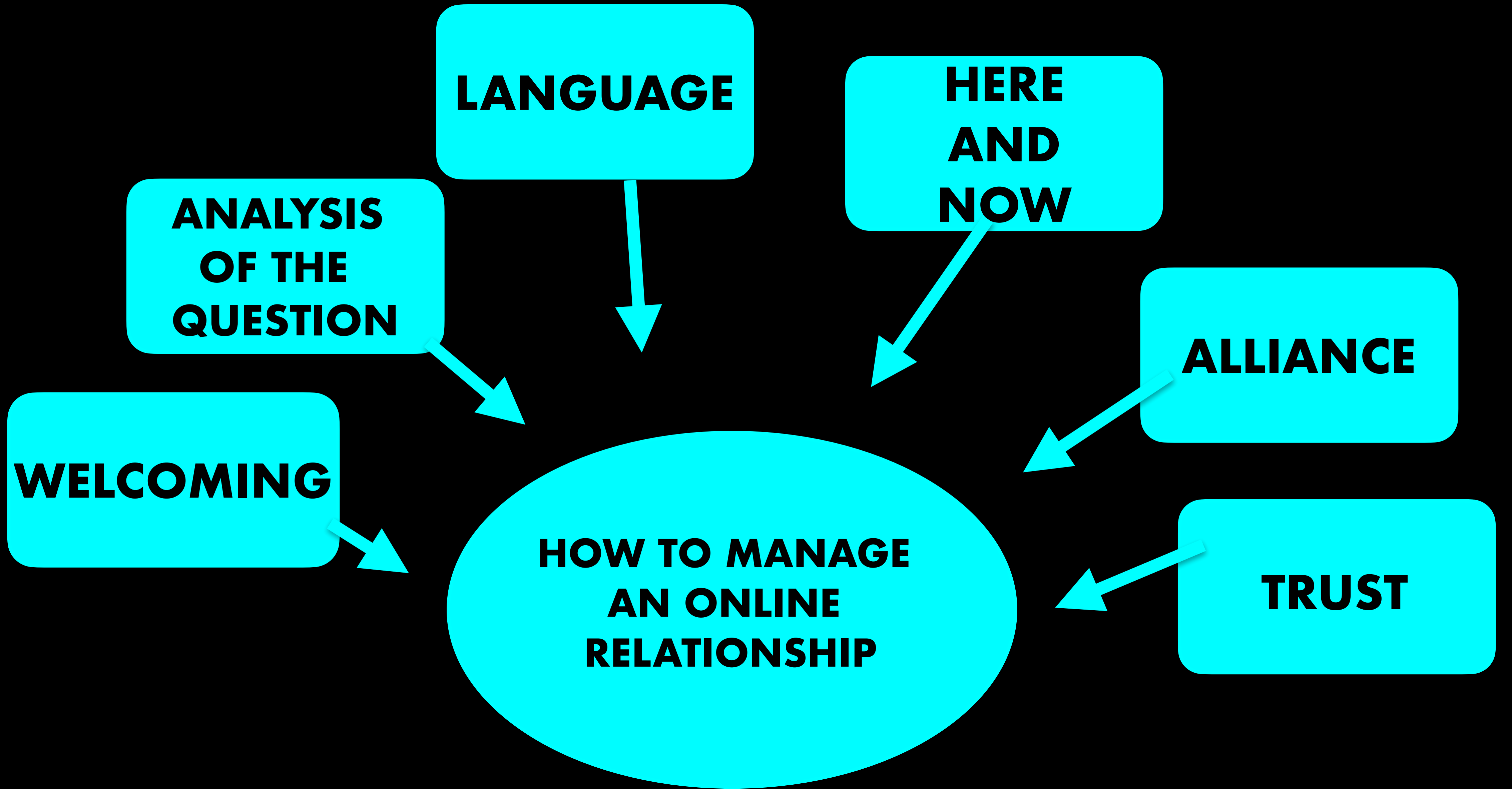
**school
loneliness
depression
social withdrawal
family problems
suicidal ideation
bullying
eating disorders
self-harm
sexuality and affection**



WHAT THE PEER MUST DO

- ***Avoid JUDGMENT***
- ***Distinguish your own GOALS from those of the other person***
- ***Avoid trying TO SOLVE the other person's problems at all costs***
- ***Avoid wanting to do everything ALONE***
- ***Understand how far you can and should go: it is a space for LISTENING, not for caregiving***
- ***Do not get too INVOLVED in the other person's life***





"A way to connect with the young person accessing the chat, is to adapt to their writing style and language to avoid the conversation sounding too formal, and to use their name (real or chosen) so they understand that the peer is there for them at that moment.

It is also essential that the peer can distinguish their own goals from those of the person seeking help and shows willingness to support the person in their journey without replacing them"

Martina F., Youngler Cremona

L. Hello, I am writing in this chat because lately I have been feeling sadder than usual and very depressed. I often think about wanting to take my own life because I feel overwhelmed by my life.

Tonight, I was thinking again about killing myself, but before doing it I would like to tell everything to a sister I am very close to, although I am afraid she won't understand how deep my depression has become.

I don't know what to do and I would like some advice, but I don't know who to ask. Thank you for listening.

Peer and Teen

Youngle Hi L., thank you for writing to us. I am here for you and to talk together. I am very sorry for what you told me and for how you feel. I think it is an excellent idea to talk about it with your sister, and it's nice that you want to confide in her. I believe she will be very happy that you are opening up and sharing this with her. I truly think that talking to her is the right thing to do, and I am also very glad that you decided to write to us as well—you can do so anytime.

**my father, on the other hand, got remarried
and at the moment I have a new little sister aged three
years**

**we're all very independent,
there aren't the typical family dinners**

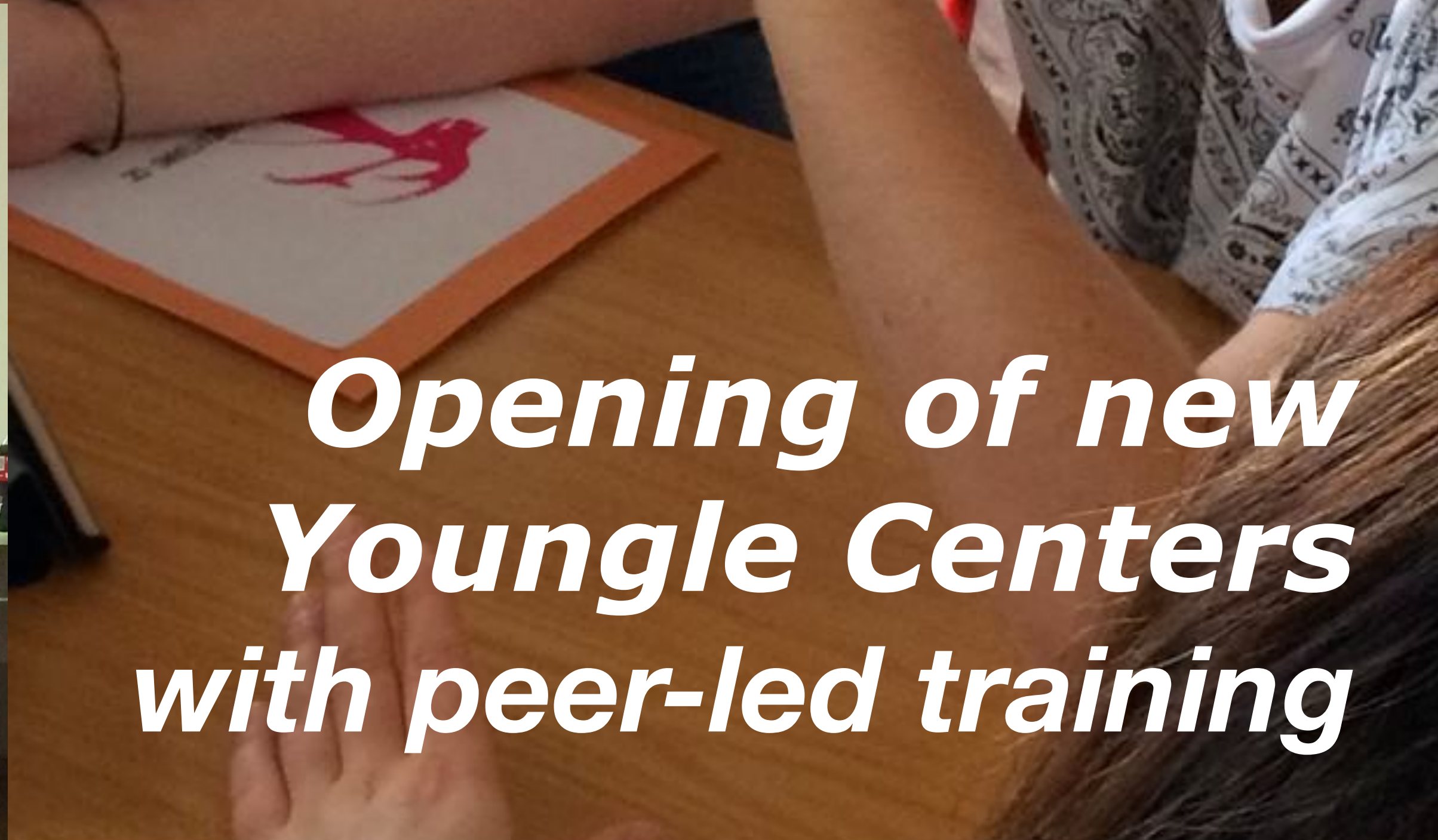
ALLIANCE

**I was the one who called my father today
we hadn't spoken in a couple of weeks**

**It's been almost a month since I last saw him
but they are really wonderful parents**



Supervision and sharing out



***Opening of new
Youngle Centers
with peer-led training***

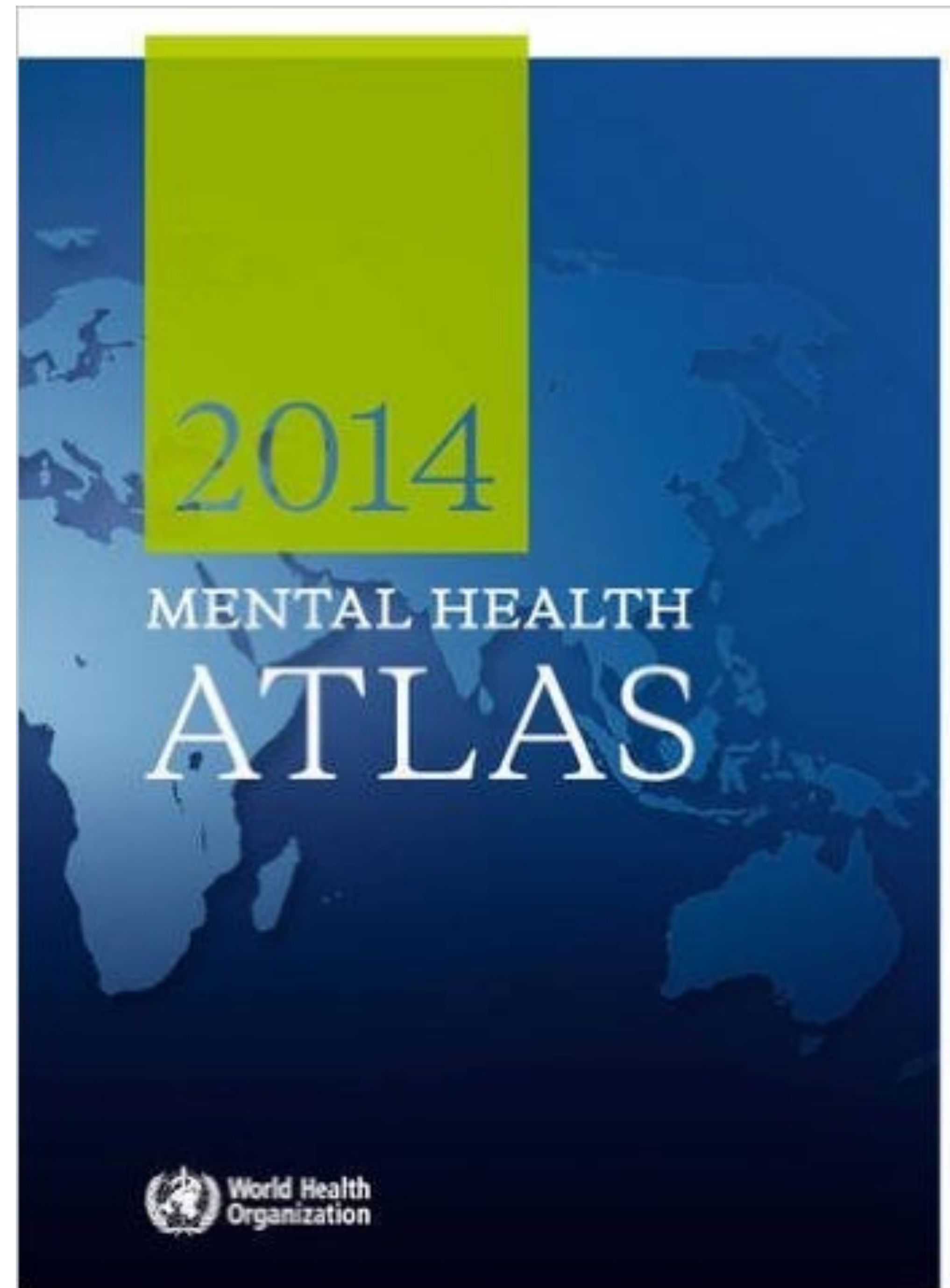
**But how much
does it cost?**



***WHO - Mental Health
ATLAS 2014/2016
Promotion and
Prevention***

***Evidence Based
on functioning
programmes***

***Mental Health
Awareness
Prevention
Anti-stigma***

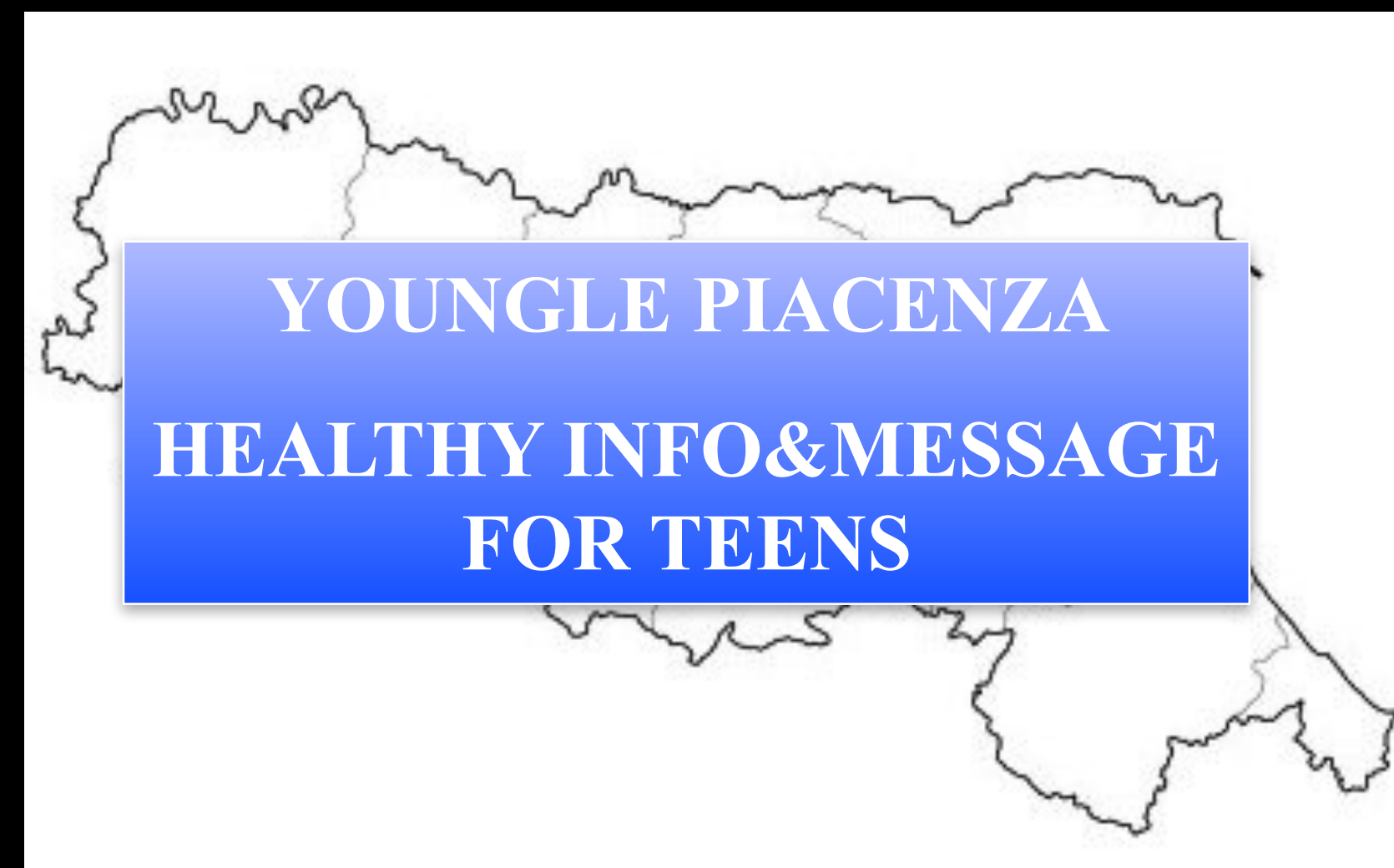




**YOUNGLE FRIULI
MENTAL HEALTH**



**YOUNGLE BOLZANO
Y. TALKS IN GERMAN**



**YOUNGLE PIACENZA
HEALTHY INFO&MESSAGE
FOR TEENS**

Hello everyone, I wanted to share with you what happened yesterday.

A girl wrote to us in the chat and after chatting for a while, she told us that she found us thanks to a suggestion from ChatGPT!

She needed someone to talk to, and it was the artificial intelligence that recommended Youngle to her.

DON'T PANIC





THANKS

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