



# 2025

## ANNUAL REPORT

Scaling, Impact, and Sustainability



[WWW.TEENSMART.ORG](http://WWW.TEENSMART.ORG)

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# EXECUTIVE SUMMARY

2025 marks the completion of a **five** year scaling cycle.

Over this five-year period, TeenSmart achieved **four** international recognitions and produced **two** scientific publications.

During these five years, 103,495 new young people from twenty one countries registered on JovenSalud at no cost, bringing the historical total to 185,268 users. This represents a 127% growth over the past five years.

The most impactful results in terms of changes in skills, motivation, and healthy habits in 2025 include\*:

- **Mental health impact:** Up to 22% reduction in deep sadness, 9% decrease in suicidal ideation, and 5% reduction in self-harm among participants in socioemotional health promotion courses

- **Stronger protective factors:** Increased sense of life control (+17%), optimism in adversity (+21%), and self-esteem (+11%).
- **Healthier behaviors:** Improved family relationships and support networks; increased physical activity, nutrition, and sleep practices.
- **Risk reduction:** Greater adoption of protective behaviors (road safety, STI prevention, cybersecurity) and decreased aggression-based conflict resolution and decreased vaping.

To learn more about the scaling process and key lessons from JovenSalud -TSI's digital platform- please refer to:

[READ FULL ARTICLE](#)

\* Impact Analysis of 2025 Online Courses (Pre vs. Post)



## OUR MISSION

TeenSmart International uses online technologies to empower youth to make smart decisions, live healthy lives and contribute to their communities.

## OUR VISION

Millions of youth becoming healthier, more educated, productive and active in improving their communities.

# OUR CONTRIBUTION TO SUSTAINABLE DEVELOPMENT GOALS

Through [www.jovensalud.net](http://www.jovensalud.net) and collaborative alliances:



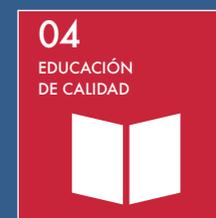
Technology libraries in vulnerable communities.



Services and tools for wellness, mental health, and sexual/reproductive health.

Prevention of drug and tobacco use.

Roadway safety.



Interventions that promote staying in school and education for sustainable development.

Development of employment skills.



Sexual and reproductive education programs.

Empowerment of women and awareness-raising for men about masculinity.



Initiatives that promote staying in school, the importance of education, and skills for employment.



Interventions that empower and motivate youth as community leaders.

“My future without borders” project raised awareness among youth with migrant parents about migration risks.



JovenSalud is a technological platform evolving towards scaling up with free, inclusive and confidential access for the region's youth.



Special interventions to prevent violence.



We use a multi-sector alliance model that seeks collective, regional impact for healthy youth leaders.

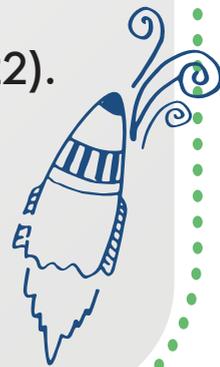


# WHY WE DO WHAT WE DO?



Latin America and the Caribbean are home to approximately 106 million adolescents aged 10 to 19 and have the second-highest adolescent mortality rate worldwide, largely driven by violence, suicide, and teen pregnancy

(The Lancet Child & Adolescent Health, 2022).



Today, young people have broad access to apps, chatbots, and websites addressing health and other topics of interest. However, many of these digital tools lack proven standards of safety, professionalism, and confidentiality, and there is limited evidence regarding their impact, sustainability, and scalability

(WHO, 2019; UNICEF & WHO, 2021).

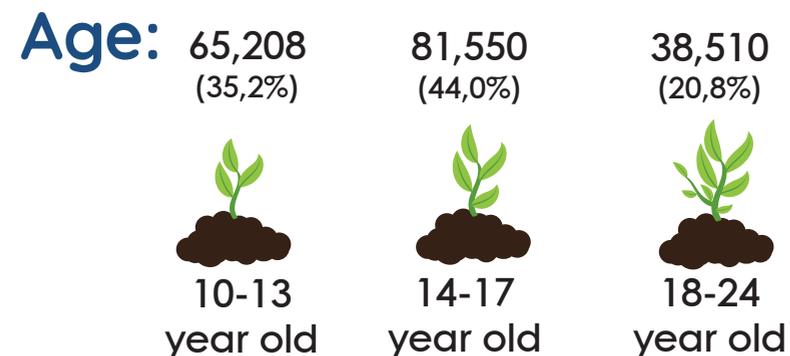
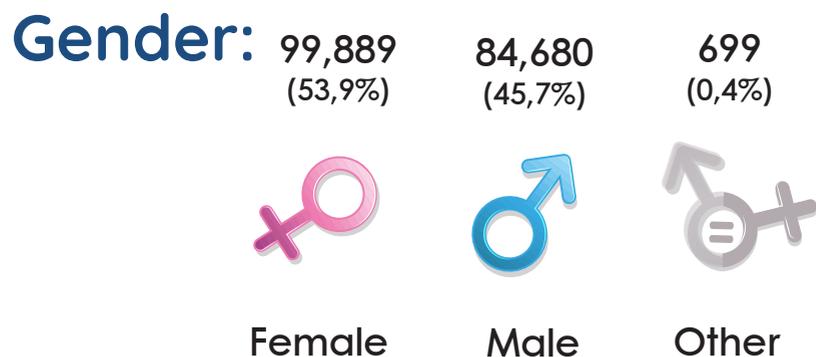


Despite significant health and wellbeing needs, only a small proportion of adolescents access in-person professional health services. Key barriers include fear of stigma, lack of information, financial constraints, limited caregiver support, and traditional health services that are not designed to meet adolescents' specific needs

(WHO, 2023; UNICEF, 2021).

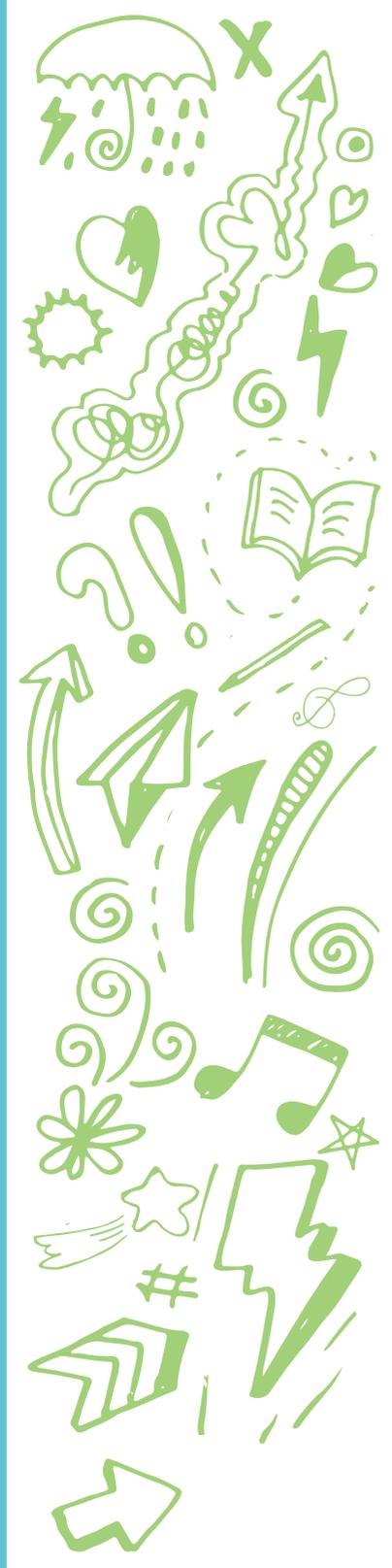
# YOUTH WE HAVE SERVED Since our beginning.

185,268 users registered in JovenSalud historically. This is their data:

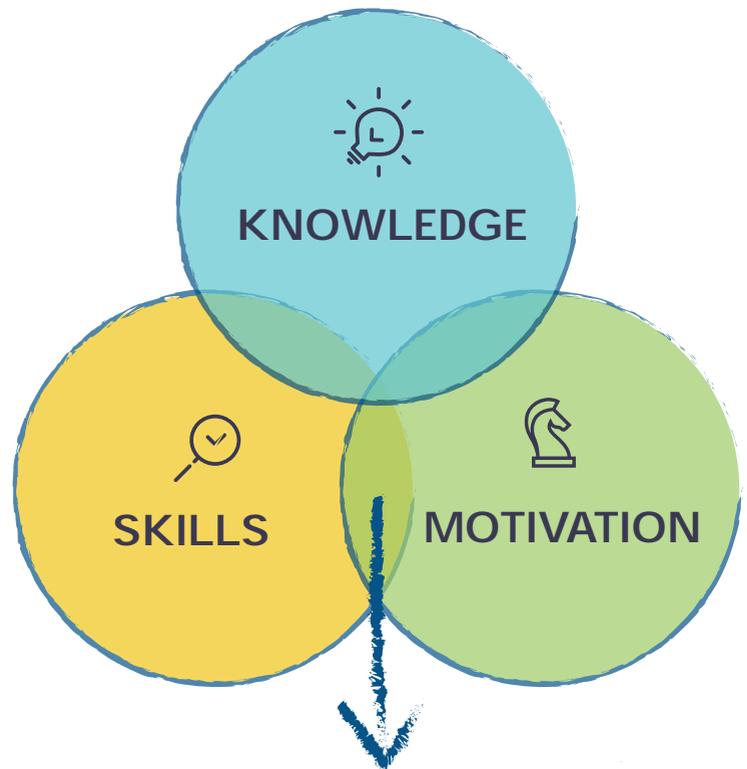


## Geographic Distribution

- 89,621 (48,37%) Nicaragua
- 65,332 (35,26%) Costa Rica
- 5,806 (3,13%) Venezuela
- 5,448 (2,94%) Mexico
- 4,817 (2,60%) Honduras
- 3,573 (1,91%) Guatemala
- 3,358 (1,81%) Colombia
- 2,504 (1,35%) El Salvador
- 928 (0,50%) Bolivia
- 673 (0,36%) Argentina
- 622 (0,34%) Ecuador
- 566 (0,31%) Peru
- 527 (0,28%) Panama
- 418 (0,23%) United States
- 318 (0,17%) Chile
- 267 (0,14%) Paraguay
- 205 (0,11%) Spain
- 114 (0,06%) Dominican Republic
- 81 (0,04%) Puerto Rico
- 66 (0,04%) Uruguay
- 24 (0,01%) Canada



# MODEL OF BEHAVIORAL CHANGE



THIS IS  
HOW CHANGE HAPPENS

## OUR MODEL OF CHANGE

When teenagers are **empowered** with knowledge, skills, and motivation, they will make smart choices to reduce or prevent risky behaviors. They also build life skills that promote education, employment, and social responsibility.





# OUR RESULTS 2025

USE, SATISFACTION AND IMPACT

**“We are not waiting for change — we are the change young people need today.”**

- Sofía Hernández, young Costa Rican activist.

# USE. TEENSMART BY THE NUMBERS.

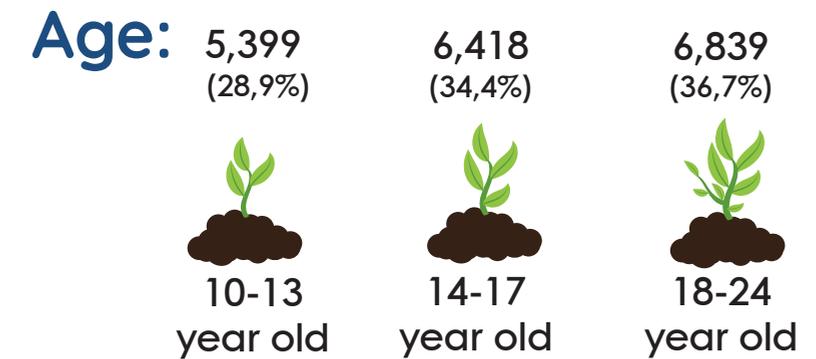
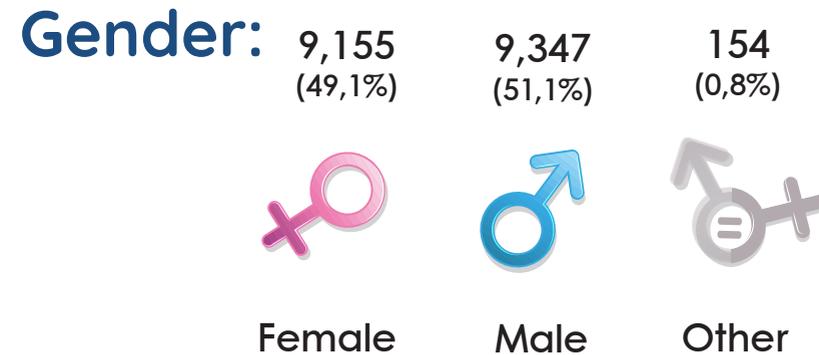
INDICATOR	Unit of measure	Before 2021	2021	2022	2023	2024	2025	Cumulative
Total registered users	Number of youth	82,482	18,384	16,504	30,269	20,123	18,656	185,268
Health profile	Number of completed instruments.	81,136	8,204	5,997	4,766	3,061	5,925	109,089
Completed online courses	Number of courses	12,037	3,230	3,124	2,385	2,156	3,676	26,608
Online queries	Number of queries	125,213	22,916	14,942	9,517*	8,963	6,053	187604
Youth using ¿Buscas Consejo?	Number of youth	4,474 annual average	5,623	4,366	4,155*	3,585	2,393	N/A
Usage concentration of ¿Buscas Consejo?	Number of queries per youth	2.5 average	3,1	3.42	2.3*	2.5	2,5	
Organizations served	Number of organizations	82 annual average	120	151	167	101	95	
Income (USD)	Dollars	2,576,561 cumulative	396,457	508,175	516,037	558,397	519,268.29	N/A
Expenses (USD)	Dollars	2,753,929 cumulative	389,925	504,629	541,821	543,115	508,688.46	N/A



\*2023 marks a milestone in the online coaching service as Joy- the counselor chat bot- was introduced. These three figures corresponds exclusively to consultations made to health professionals.

# MEET OUR USERS IN 2025. Who are they?

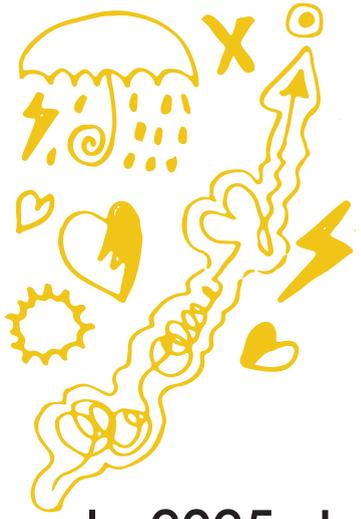
18,656 registered in 2025. This is their data:



## Geographic Distribution in 2025

- 5110 (27%) Nicaragua
- 4710 (25%) Costa Rica
- 3149 (17%) Venezuela
- 2515 (13%) Honduras
- 859 (4,6%) Guatemala
- 489 (2,6%) El Salvador
- 473 (2,5%) Colombia
- 428 (2,3%) Bolivia
- 364 (1,9%) Mexico
- 107 (0,5%) Peru
- 366 (2,17%) Other LATAM countries
- 42 (0,23%) United States and Canada





## HOW DO TEENSMART find and engage with teens?

⑥ In 2025, JovenSalud welcomed 18,656 new young users.

These users discovered the platform through two main channels:

**Partnered Institutions (50%):** Young people learned about JovenSalud through partnerships with educational institutions, libraries, universities, community youth groups, churches, sports organizations, health centers, and professionals. These alliances are instrumental in reaching teens directly within their trusted environments.

**Independent Discovery (50%):** A significant portion of users found JovenSalud on their own via search engines, social media platforms, news, and digital marketing efforts. These channels extend the platform's reach to a broader audience of self-motivated teens.





# OUR SERVICES FOR TEENS

## COACHING & SUPPORT

Personalized life coaching from health professionals and a chatbot



## UNDERSTAND YOUR HEALTH

Questionnaires so teens can learn about their health



## INFORM YOURSELF

Scientifically validated information and resources to support knowledge and decision-making.



[www.jovensalud.net](http://www.jovensalud.net)



## ONLINE COURSES

Courses to develop life skills.



## HEALTH DIRECTORY

Organizations that provide face-to-face support for teens.



## MICROMESSAGES

Short mobile interventions with daily cues-to-actions to improve habits.



## CHATS AND FORUMS

Spaces for interaction among youth about various topics.

# OUR SERVICES BY THE DETAIL



The health, protection, and risk profiles are the top three most completed questionnaires among young people, with a total of 8,167 questionnaires completed.



The new version of our chatbot -Joy 2.0- was created. This generative AI bot trained not only on our database of over 20 years of experience supporting teens, but also on our CRECER coaching model. To be launched in 2026!

Top Five topics of the coaching service:

- 1) Mental and emotional health
- 2) Friendship and relationships
- 3) Family relationships
- 4) Sexual and reproductive health
- 5) Nutrition and physical activity



Top 3 Most Popular Courses:

- 1) Building Emotions (30%)
- 2) Smart Choices, Smart Life! (26%)
- 3) Smartclick - Smart Use of Tech & Internet (15%)



Top 5 Most Read Blogs:

- 1) Tips to Improve My Life
- 2) How to Improve Self-Confidence?
- 3) Discover Your Learning Style
- 4) Tips for Healthy Self-Esteem
- 5) Time for Everything: How to Plan Your Study Time

**1361** teens have made **2533** consultations to **Joy**, our counselor chatbot.

**78%** of users navigating Informe Yourself have preferred to interact with Joy.



# OUR SERVICES BY THE DETAIL



This micro-learning service was transformed into a more compelling, youth-centered experience; it was rebranded as Motivate. To be launched in 2026!



3 main forums:

- 1) What can I do to feel better about myself?
- 2) Balance your mind
- 3) Loving myself as I am



In 2025, a successful gamification project with CISCO showed measurable improvements in youth engagement and learning outcomes, including increased goal-setting and study engagement, greater awareness of individual learning styles, improved basic CV-writing skills, and higher self-reported academic performance, with more participants rating their performance as “Good” or “Excellent.”



151 young people consulted the directory at least twice during 2025.



# USERS' SATISFACTION



## SERVICE

## SATISFACTION

General Satisfaction (n= 1668)	84%
Online Courses (n= 514)	81%
Inform Yourself (n= 113)	86%
Understand Your Health (n= 216)	80%
Micro-messages (n= 38)	76%

In 2025, 1,668 young people voluntarily evaluated the platform, marking a significant increase from the previous year and reflecting strong engagement and trust. Furthermore, the analysis of comments shows that 82.6% of the shared experiences were positive.

Beyond the numbers, the testimonials reflect real impact: young people express feeling heard, understood, and less alone. As one of our young users shared: “It has helped me a lot... it feels good to receive advice and to feel that you are not alone.” For many people, JovenSalud represents a safe space where they can talk about what they cannot express in other environments.

Note: starting in 2025, satisfaction is measured with Hotjar, so it is not comparable with the results of previous reports.



## Qualitative feedback highlights:

### Key strengths:

- Easy access to services and a wide range of topics, enabling personalized and relevant information.
- Improved user retention and exploration, with faster registration and deeper navigation across content.
- Infórmate Ya emerged as a highly valued service, showing growth in visits and interactions and reported positive impact. This service offers age-specific blog content for ages 10–13, 14–17, and 18–24.

### Strategic opportunities:

- The forums service showed a decline in both usage and user ratings compared to previous years, highlighting the need to refine visibility, integration, and user experience for this service.

Overall, the results show a well-valued platform, with services that generate impact, young people actively contributing to improvement, and an organizational culture focused on learning, adaptation, and responsiveness. At TeenSmart we understand satisfaction not as an arrival point, but as a permanent learning process.



# OUR IMPACT 2025



**"Our voice is our power — when we rise together, change becomes possible."**

-Nicole Becker, young Argentine climate activist

# ONLINE COURSES



## Healthy behaviors n=767

- Improvement in family relationships (3%) and with peers (2%).
- Reduction in perceived deep sadness (4%).
- Increase in road safety practices (helmet and seatbelt use) (3%).
- Improvement in healthy eating (1.5%).
- Reduction in bullying (2%) and vaping (1%).



## Mental and emotional health n=619

- Reduction in perceived deep sadness in 22% of cases.
- Decrease in self-harm (5%) and suicidal ideation (9%).
- Increase in persistence in achieving goals (9%) and in the ability to generate alternatives to problems (9%).
- Increase in a sense of control over their lives (17%) and in a positive attitude towards adversity (21%).
- Improvement in self-esteem (11%).
- Greater normalization of therapy as a self-care practice (9%).
- Increase in knowledge about mental health and reduction of myths (15%).



## Mental and emotional health n=371

- Improvement in personal relationships (7%) and family communication (14%).
- Increase in support networks with friends (10%).
- Reduction in perceived deep sadness (17%) and suicidal ideation (8%).
- Increase in healthy nutrition and exercise practices (12%).
- Improvement in effective communication (7%).
- Positive changes in motivations associated with forgiveness and emotional well-being (5%).



## Facing challenges related to loved ones' migration n=234

- Increase in affectionate communication with migrant family members (video calls and conversations about their day, 11%).
- Greater effort to understand them (12%) and express affection (8%).
- Increased attention when the migrant family member shares experiences (9%).
- Improved relationships with the family member living with them (9%).
- Increased weekly communication with migrant family members (7%).



CONÓCE-T

### Sexual & reproductive health n=203

Increase in knowledge related to:

Sexually Transmitted Infections (7%).

Inappropriate relationships (5%).

Identification of suspicious lumps (9%).



CRECER  
POR LA  
PAZ

### Violence prevention n=407

Reduction in conflict management through anger (4%), shouting (3%), and insults (3%).

Improvement in communication (reduction in interruptions, 4%).

Decrease in behaviors such as bothering classmates (4%) or speaking ill of peers (4%).



TOMA-T  
(EL TIEMPO)

### Prevention of drug & alcohol consumption n=185

Reduction in getting into vehicles driven by people who have consumed alcohol (4%).

Elimination of the myth that “soft” drinks don’t get you drunk (8%).



CUÍDATE-T

### Exercise & nutrition n=192

Increased weekly physical activity (4%).

Reduced screen time (6%).

Improved sleep quality and quantity (6%).

Improved family relationships (4%).

Reduced perception of deep sadness (4%).



SMART  
CLICK

### Safe browsing & 21st Century skills n=636

2% increase in cases where participants frequently set personal goals.

3% increase in knowledge about digital protection and cybersecurity.

# FEATURED PROJECTS AND EVENTS IN 2025

## Partnering for Holistic Health & Education with Hospital Clínica Bíblica

The partnership between TeenSmart International and **Hospital Clínica Bíblica**, through its Social Action Program, made it possible to support children, adolescents, and young adults through jovensalud.net in specific areas of San José, Costa Rica. Throughout the year, talks, information booths, school visits, and virtual sessions were carried out at Granadilla Technical High School, Granadilla School, 15 de Agosto School in Tirrases de Curridabat, the ASEMECO Para-University Institute (IPA), and during the Conexión event organized together with the Monge Foundation. These initiatives led to the registration of 196 young people between the ages of 10 and 24 and the outreach of services to approximately 200 additional youth, fostering their emotional well-being, academic motivation, and decision-making skills.

## Youth Education and Bullying Prevention with Marina Pez Vela

During 2025, 626 youth from Quepos, Puntarenas, Costa Rica received training in diverse topics such as mental health, decision-making, life planning, and employability skills. And 502 of them subscribed to Joven Salud to continue receiving support, accompaniment and tools.

Thanks to the **Marina Pez Vela**, through two educational outreach visits to Matapalo Technical High School (CTP), Quepos Technical High School (CTP), María Luisa School, and Corea School, workshops were delivered on mental health, decision-making and more. Because of our long partnership with the Marina, JovenSalud has a lot of users from this rural area in Costa Rica, so we also focused on a follow up for users previously registered, reinforcing their motivation to pursue ongoing education and employment opportunities.

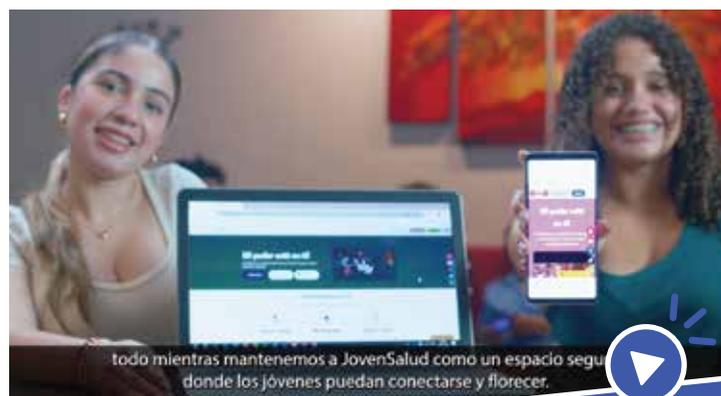


## Digital Inclusion Project in Nicaragua alongside CODESPA- EUROPEAN UNION

During 2025, the Digital Inclusion project brought learning and digital development opportunities closer to adolescents and young people in different regions of Nicaragua. Through online trainings and in-person support activities, hundreds of young people strengthened their digital, socioemotional, and safe internet use skills, increasing their confidence and their opportunities for educational and social participation. Close collaboration with schools, local organizations, and families was key to achieving a meaningful and community-centered impact, tailored to the realities of each territory and placing young people at the heart of the process.

## CISCO Regional Grants: Innovating Trough Gamification

In 2025, a successful gamification project with **CISCO** showed measurable improvements in youth engagement and learning outcomes, including increased goal-setting and study engagement, greater awareness of individual learning styles, improved basic CV-writing skills, and higher self-reported academic performance, with more participants rating their performance as “Good” or “Excellent.”



Project's demo video

WATCH VIDEO



Cisco's team and donors.



Teens' impressions

WATCH VIDEO

## An On-Wheels Partnership that Inspires Learning: Music Skating Rink

From studying to the rink: as part of the gamification project, and thanks to the support of our star partner, **Salón de Patines Music**, young people in Costa Rica who completed the study skills and techniques pathway were able to redeem the points earned in our online game for tickets and discounts at the venue. This brought learning together with fun, motivating real-life experiences. This partnership helped reinforce positive study habits and ongoing engagement, allowing players to move from the virtual world to seeing their effort rewarded in real life. So much so that on June 31, a group of young participants and TeenSmart staff enjoyed an afternoon of entertainment, sports, and plenty of play together.



## A Key Leap Forward On CRM with Accenture

Thanks to the pro bono partnership with **Accenture**, and Salesforce's inclusion of TSI in its Power of Us program, we made a key leap forward: we consolidated a CRM for partner organizations and promoters that organizes information, standardizes follow-up, and clearly shows—through simple dashboards—which partners attract and retain the most active young users on JovenSalud.

The result is a shift toward a professional, integrated approach to partnership management that drives reach, retention, and impact—enabling stronger relationship management, faster decision-making, and operational and financial efficiencies through the implementation of a new CRM platform.



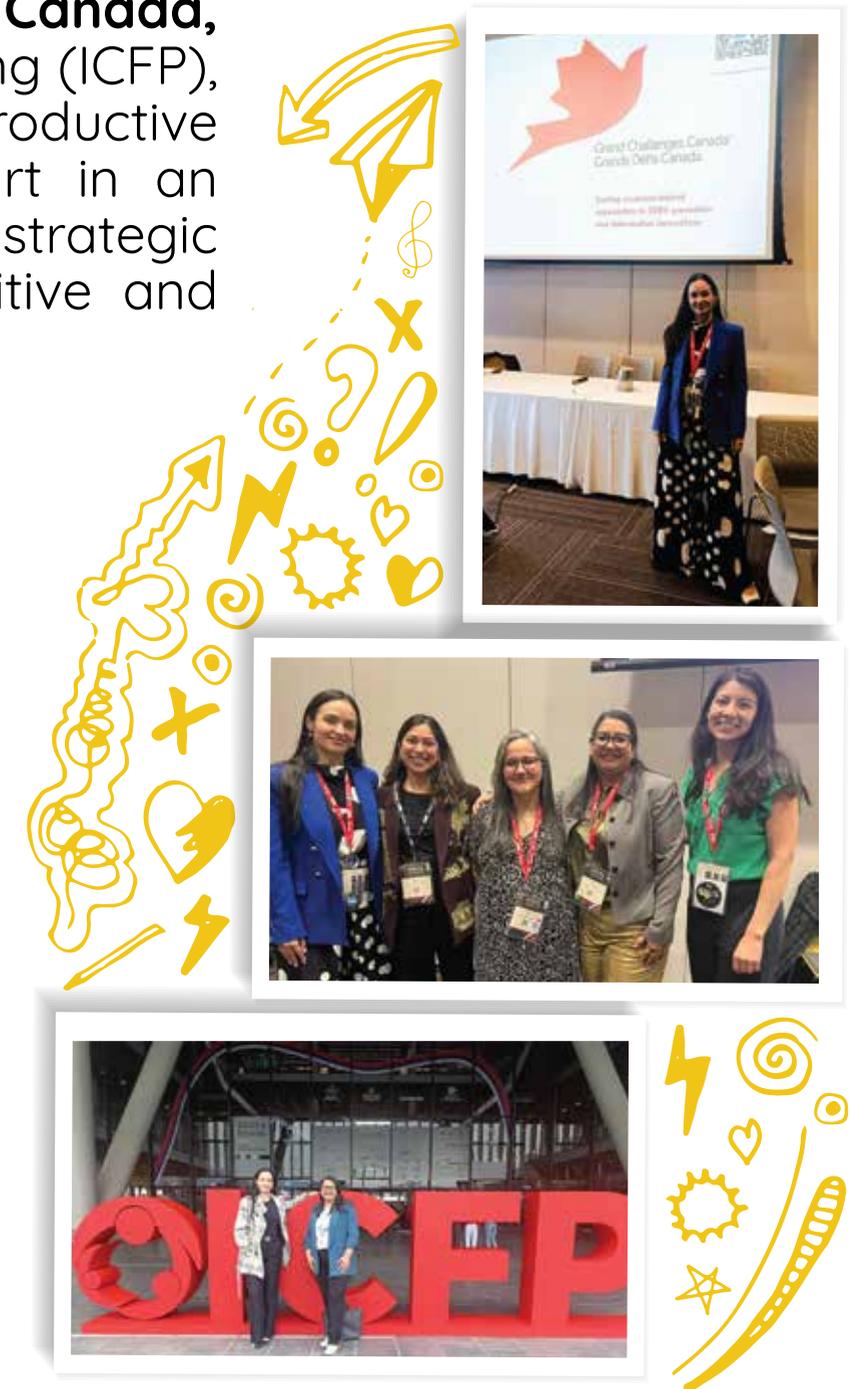
## Panelists in the International Conference on Family Planning (ICFP) – Bogotá 2025

In November 2025, TeenSmart International, invited by **Grand Challenges Canada**, participated as a panelist at the International Conference on Family Planning (ICFP), one of the world's leading forums for global exchange on sexual and reproductive health, scalability, and evidence-based innovation. TeenSmart took part in an international panel focused on how evidence and evaluation can guide strategic decision-making to scale high-impact interventions, particularly in sensitive and diverse contexts.

[READ FULL ARTICLE HERE](#)

During the panel, TeenSmart shared its more than two decades of experience promoting youth health through the digital platform JovenSalud.net, highlighting how evaluation has been a key enabler of scalability—across scale up, scale out, and scale deep approaches. The presentation was grounded in the article “Scale strategies in the promotion of youth health: systematization of the experience through a technological platform in Central America and beyond,” illustrating how a simple, practical, and decision-oriented evaluation system has strengthened partnerships, built trust with donors and strategic allies, and enabled the platform to expand its reach and impact across multiple countries in Latin America.

This participation forms part of the ongoing consolidation of TeenSmart's positioning as a regional reference in digital youth health, evaluation, and evidence-based scalability.



## A Night That Transforms Lives: 2025 Fundraising Gala

TeenSmart's 2025 Fundraising Gala brought together purpose, community, and hope. Partners, donors, companies, and individuals committed to youth well-being gathered to celebrate the impact achieved and to continue investing in a future with greater opportunities for children, adolescents, and young people.

The evening featured inspiring testimonials, live music, interactive experiences, and moments of genuine connection that reminded us that every contribution matters. Thanks to the generosity of all participants—including companies such as **Accenture, Amazon, Hospital Clínica Bíblica, and Asociación Ticos y Nicas Somos Hermanos**—key resources were mobilized to sustain our programs and ensure continued access to human-centered support, digital education, and mental health services, 24/7 throughout the year.

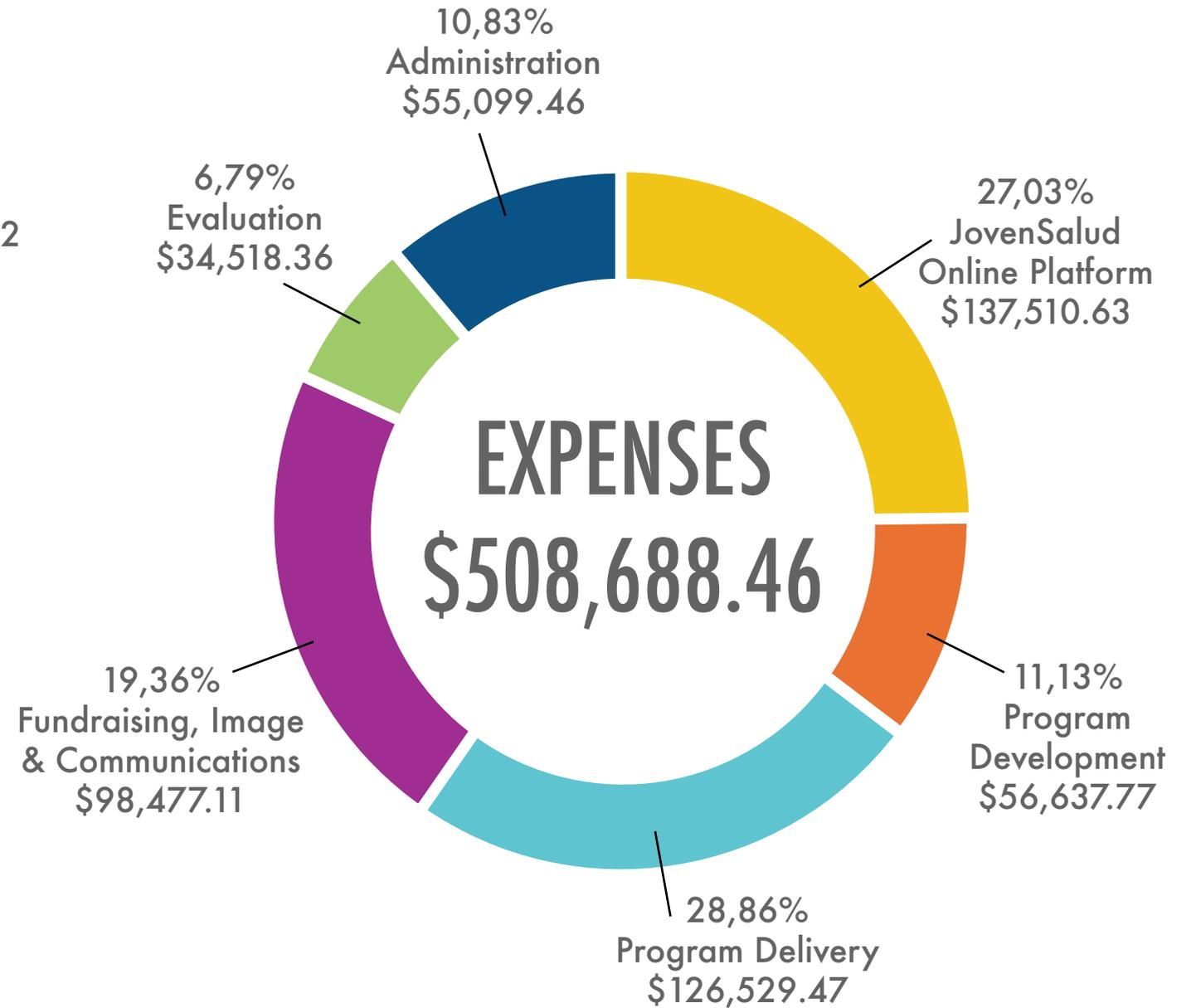
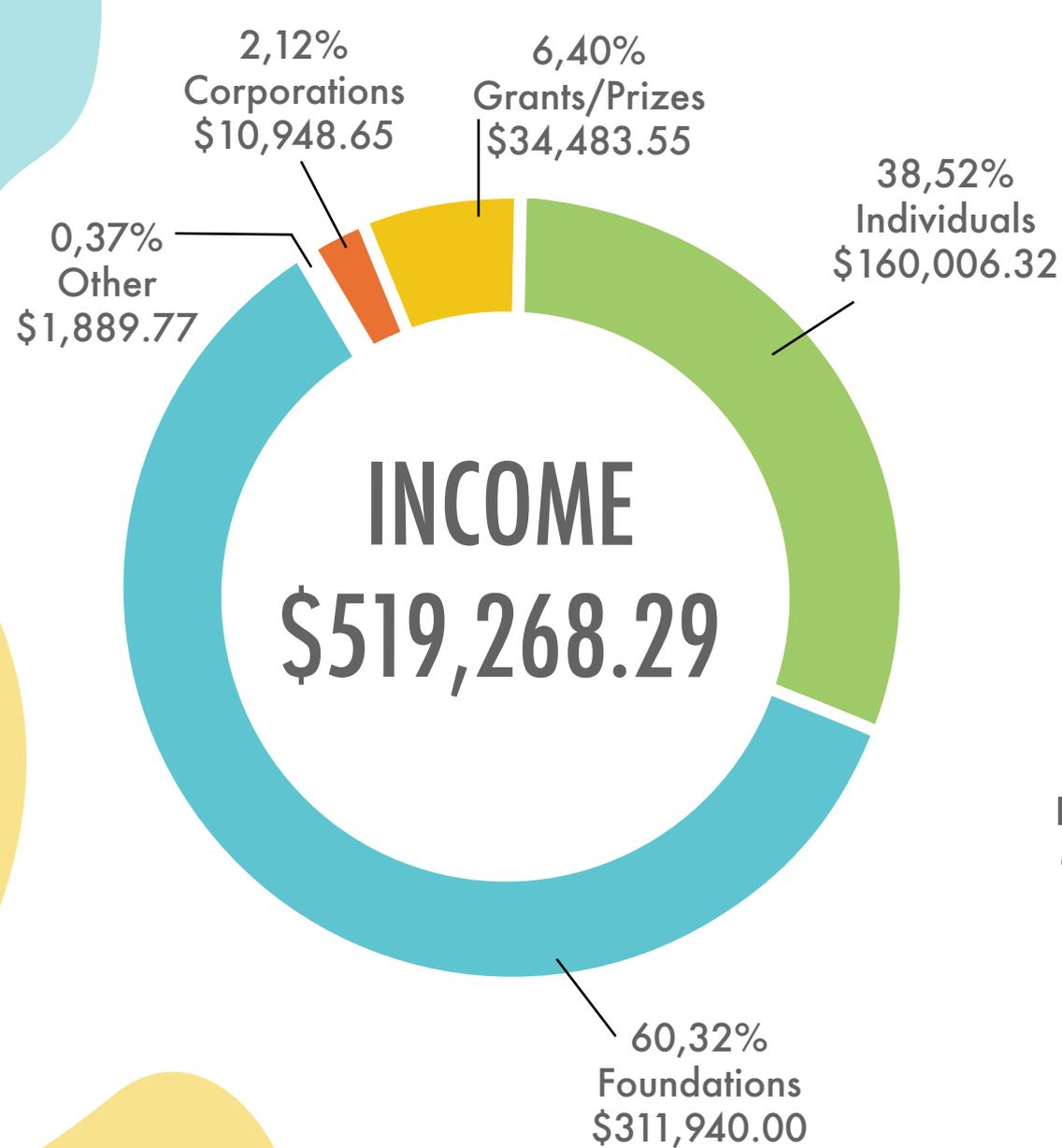
## The Next Night Begins Today: Gala 2026

Preparations are already underway for another amazing Gala 2026, and we want to invite partners and supporters to reserve tables and sponsorship opportunities from now! Our gala means investing in the present and future of youth and joining a community that believes in education, care, and social innovation because when we come together at the table, we also build futures.

Contact [gala@teensmart.net](mailto:gala@teensmart.net) for more information.



# FINANCIAL SUMMARY:



All figures shown are unrestricted and exclude restricted funds.

# LOOKING FORWARD: 2026 AND BEYOND.

**“Youth are not the hope of tomorrow;  
we are the action of today.”**

-Maricielo Zamora, Peruvian youth leader.



# YOUR SUPPORT MATTERS

This is how your support enables us to continue growing and scaling our reach.

-Please consider a **Legacy Gift** to deepen the impact in hundreds of thousands of adolescents. **Click here to know all about the Program.**

-**Double** your current gift.

-Make your donation a **monthly gift.**

-Give an **in-kind donation** such as event space, food, T-shirts, or tablets.

-**Spread the word.** Get your friends to invest in TeenSmart and in Central America.

-**Share** JovenSalud.net with any Spanish-speaking youth you know.

-Contact us for volunteer possibilities or visit **teensmart.org** for more information.



[www.teensmart.org](http://www.teensmart.org)





# PARTNER FOUNDATIONS



## OUR PARTNERS

We are deeply grateful for the contributions of the following partners across all areas of our work.







# BOARD OF DIRECTORS

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- Alejandro Silva -Vice-President**  
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USA- Colombia
- Ken Hoadley -Treasurer**  
USA- Costa Rica
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- Leonor Gutiérrez**  
Costa Rica
- Randolf Kissling**  
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# OUR STAFF

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- Joannie Narváez**  
**Project Assistant**  
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- Joice Corrales Carvajal**  
**Alliances Coordinator**  
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México
- Victor Matarrica Chaves**  
**IT- Full Stack Developer**  
Costa Rica
- Vilma Medrano**  
**Legal Representative**  
Nicaragua





# ANNUAL REPORT 2025

## US Mailing Address

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Morrisville, NC 24560

TeenSmart EIN Number: 20-0311647

TeenSmart is a 501(c)(3)  
tax-exempt organization.

## Costa Rica Physical Address

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