



# HOTLINE IMPACT REPORT

**FY 2017**

The Childhelp National Child Abuse Hotline is a program of Childhelp, a 501c3 organization that counts on community support to meet the needs of abused, neglected and at-risk children.



## CHILDHELP NATIONAL CHILD ABUSE HOTLINE

1-800-4-A-CHILD® (1-800-422-4453)

## CHILDHELP NATIONAL HEADQUARTERS

4350 E. Camelback Road, Building F250  
Phoenix, Arizona 85018

Telephone (480) 922-8212 Fax (480) 922-7061

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



## QUOTES FROM CALLERS



Thank you for hearing me and being there. I felt very ashamed and I had no one to tell.

Thank you for giving me the opportunity to talk. The calmness in your voice helped calm me down.

You were the light at the end of the tunnel for me.

I am just so thankful for you all; thank you for hearing me and helping me find my voice.

Thank you so much. You don't understand how much of a help you are.



# CHILDHELP NATIONAL CHILD ABUSE HOTLINE

The Childhelp National Child Abuse Hotline, **1-800-4-A-CHILD (1-800-422-4453)**, is dedicated to preventing child abuse. Serving the United States, its territories, and Canada, the hotline is staffed 24 hours a day, 7 days a week with professional crisis counselors who, through interpreters, can provide assistance in over 170 languages. The hotline offers crisis intervention, information, literature, and referrals to thousands of emergency, social service, and support resources. All calls are confidential.

The hotline has received more than 2 million calls since it began in 1982. These calls come from children at risk for abuse, distressed parents seeking crisis intervention and concerned individuals who suspect child abuse may be occurring. The hotline is a valuable resource for mandated reporters who suspect abuse, such as school personnel, medical and mental health professionals and police and fire investigators.

The Hotline has received nearly 1.5MM calls over the last 10 years. Through your gift of sponsorship, our counselors will be there to answer the call for decades to come.

# STATS CHILDHELP NATIONAL CHILD ABUSE HOTLINE

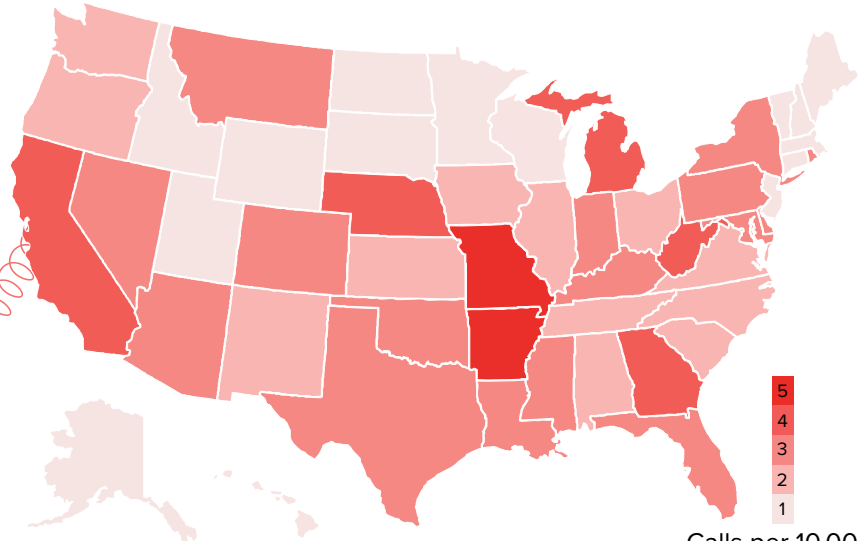
Based on Hotline contacts documented July 1, 2016 – June 30, 2017

In fiscal year 2017,

**114,990** CALLS AND TEXTS WERE RECEIVED from children at risk for abuse, distressed parents seeking crisis intervention and concerned relatives, educators, and law enforcement who suspect child abuse may be occurring.

## TOP 3 STATES | Calls per Capita

State	Calls (per 10,000)	Population (2017)
District of Columbia	7.03	693,972
Missouri	6.68	6,113,532
Arkansas	6.44	3,004,279

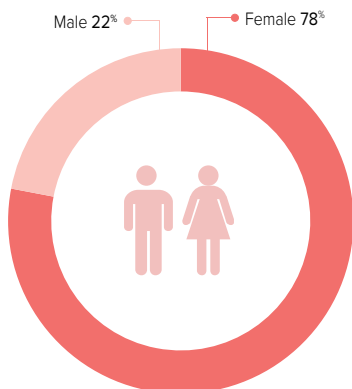


Calls per 10,000 Residents (2017)

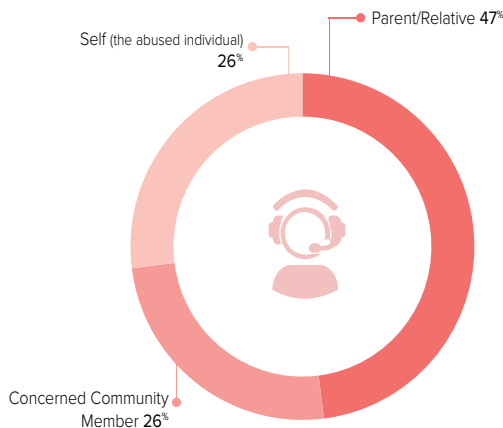
### THE CHILDHELP NATIONAL CHILD ABUSE HOTLINE SUPPORTS OTHER PROGRAMS IN CHILDHELP'S MISSION TOO.

Clients of Childhelp's advocacy centers and residential facilities can count on the hotline, anytime, anywhere. Facilitators who present Childhelp Speak Up Be Safe prevention education curriculum at schools can't hear every disclosure of abuse, but can point students and teachers to 1-800-4-A-CHILD for help. At Childhelp's family skills classes and foster care training, clients of all ages learn someone will be waiting a phone call away in a time of need.

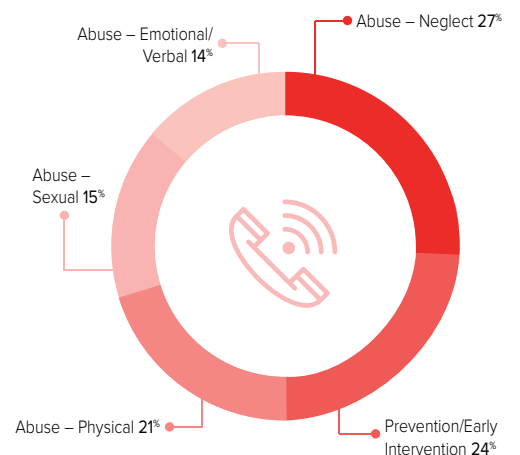
#### Gender



#### Who Called?



#### Primary Concern



# HOW WE HELP

## Level of Intervention

**71%**  
OF CALLS HANDLED REQUIRED  
INTERVENTION SERVICES AS FOLLOWS

### Level 1

- Inquiry & tracking
- Information sharing
- Information regarding services
- Referral to relevant resources

Level 1  
**38%**

Level 3  
**7%**

### Level 3

- Level 1 & 2 assistance
- Crisis identification and intervention
- Safety Planning
- Soft transfer to relevant resources

Level 2  
**55%**

### Level 2

- Level 1 assistance
- Educational instruction related to presenting issues
- Information regarding services
- Action Planning
- Referral to at least three (3) relevant resources

## Childhelp

Since its inception in 1959, Childhelp's programs and services, which range from residential services to prevention education, have impacted more than 10 million children nationally and internationally. Childhelp looks to a philosophy centered on love and hope for every survivor as it helps victims of emotional, physical, and sexual abuse, parental neglect and bullying and all crimes against children.

### Hotline on the air

The Hotline has been championed by celebrity friends since its beginning with support from the likes of Florence Henderson, Ed Asner, Seals and Crofts, and Cheryl Ladd. Today, it continues to find celebrity support, mentioned on air by friends like Kathie Lee Gifford, Megyn Kelly and Bill O'Reilly whenever child abuse issues emerge in the news.

### Hotline in print

The Childhelp National Child Abuse Hotline is a mainstay in nationally syndicated advice columns and is often offered by Dear Abby, Dear Prudence and Carolyn Hax as a smart first step for writers worried about abuse or neglect of a child. Journalists often include 1-800-4-A-CHILD in stories on child abuse and neglect, and the hotline was recently featured in Parents Magazine.

### Hotline online

In FY 2017, the Hotline website received 169,634 page views and was linked to by a broad range of organizations, including:

- U.S. Administration for Children & Families – [www.acf.hhs.gov](http://www.acf.hhs.gov)
- U.S. Substance Abuse and Mental Health Services Administration – [www.samsha.gov](http://www.samsha.gov)
- National Institutes of Health's National Institute on Drug Abuse – [www.drugabuse.gov](http://www.drugabuse.gov)
- U.S. Child Welfare Information Gateway – [www.childwelfare.gov](http://www.childwelfare.gov)
- U.S. Department of Justice regional victim resource sites – [www.justice.gov](http://www.justice.gov)
- U.S. Department of Defense - [www.militaryonesource.mil](http://www.militaryonesource.mil)
- Dozens of state government agency sites
- The Suicide Prevention Lifeline – [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)
- The Rape, Abuse & Incest National Network – [www.rainn.org](http://www.rainn.org)
- The National Runaway Safeline – [www.1800runaway.org](http://www.1800runaway.org)
- The National Parent Helpline – [www.nationalparenthelpline.org](http://www.nationalparenthelpline.org)