HOTLINE IMPACT REPORT
FY 2020

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.
The Childhelp National Child Abuse Hotline, 1-800-4-A-CHILD (1-800-422-4453), is dedicated to preventing child maltreatment and supporting successful interventions for survivors of child abuse and neglect.

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 can provide assistance in over 170 languages. The hotline offers crisis intervention, information, and referrals to thousands of emergency, social service, and support resources. The hotline is equipped to exchange text messages, and online chat is available at childhelphotline.org.

All calls, texts and chats are confidential.

Since 1982, the hotline has received more than 2 million contacts. These come from children at risk for abuse, distressed parents seeking crisis intervention, adult survivors of child abuse in need of support and concerned individuals who suspect child abuse. The hotline is a valuable source of information for mandated reporters like school personnel, health professionals, police and fire investigators.

Our counselors will be there to answer the call for decades to come.

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**Quotes from Contacts**

... you were so helpful today i wish u the best u really deserve the world just know ur actually making a change in the world

— teen girl facing emotional abuse amid domestic violence

Thank you for your help. It’s nice to know someone is listening. This is all so scary.
I will definitely come back if I have more questions.

— mother of two young children, suspected sexual abuse

i’m glad you helped me
it’s nice knowing some people support me

— teen girl facing physical and emotional abuse

thank you, I was crying for a bit during this but I feel better now.
thank you for being here for me, I really needed your help and i’m so glad that you were here for me

— genderfluid teen facing emotional abuse
In fiscal year 2020, 112,066 contacts were received from children at risk for or experiencing abuse, adult survivors, distressed parents seeking help, concerned relatives and mandated reporters who suspect child abuse may be occurring.
WHERE WE HELP

The services available through the Childhelp National Child Abuse Hotline are available worldwide through online chat at childhelphotline.org and throughout the United States, its territories, military bases and Canada over text or telephone at 1-800-422-4453.

TOP 15 STATES

The top per-capita source of contacts to the Childhelp National Child Abuse Hotline in 2020 was Washington D.C., with 5.94 contacts per 10,000 residents.

Here are the states with the most hotline contacts per 10,000 residents in 2019:

<table>
<thead>
<tr>
<th>State</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Georgia</td>
<td>5.26</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>5.26</td>
</tr>
<tr>
<td>Arkansas</td>
<td>4.48</td>
</tr>
<tr>
<td>California</td>
<td>4.35</td>
</tr>
<tr>
<td>Nebraska</td>
<td>4.25</td>
</tr>
<tr>
<td>West Virginia</td>
<td>4.02</td>
</tr>
<tr>
<td>Kentucky</td>
<td>3.72</td>
</tr>
<tr>
<td>Missouri</td>
<td>3.70</td>
</tr>
<tr>
<td>Montana</td>
<td>3.68</td>
</tr>
<tr>
<td>Arizona</td>
<td>3.60</td>
</tr>
<tr>
<td>New York</td>
<td>3.49</td>
</tr>
<tr>
<td>Michigan</td>
<td>3.45</td>
</tr>
<tr>
<td>Texas</td>
<td>3.45</td>
</tr>
<tr>
<td>Florida</td>
<td>3.23</td>
</tr>
<tr>
<td>Delaware</td>
<td>3.23</td>
</tr>
</tbody>
</table>

HOW WE HELP

LEVELS OF INTERVENTION

LEVEL 1
- Inquiry & tracking
- Information sharing
- Information regarding services
- Referral to relevant resources

LEVEL 2
- Level 1 assistance
- Educational instruction related to presenting issues
- Information regarding services
- Action planning
- Referral to multiple resources
- Emotional support & coping strategies

LEVEL 3
- Level 1 & 2 assistance
- Crisis identification & intervention
- Safety planning
- Warm transfer to relevant resources

67% OF CALLERS FOUND THE NUMBER ONLINE
The Hotline was awarded a grant in from the U.S. Department of Health & Human Services, Administration for Children and Families (Grant Number 90CA1855). This funding expanded the Hotline text and online chat platforms. The Hotline partnered with Arizona State University-SIRC in researching outcomes and best practices.

**Is chat a good way to get help?**
- Yes: 87%
- Maybe: 94%

**Is text a good way to get help?**
- Yes: 71%
- Maybe: 70%

**Do you feel less stress after this chat session?**
- Yes: 70%

**Do you feel less stress after this text session?**
- Yes: 71%

**Would you have called the hotline if chat was not available?**
- No: 43%
- Yes: 37%

**Would you have called the hotline if text was not available?**
- No: 37%
- Yes: 43%

**Average Contact Time**
- 5.5 min. calls
- 27 min. chat
- 31 min. text

**Childhelp National Child Abuse Hotline COVID-19 Response**

**AT-HOME OUTREACH:** Since the coronavirus pandemic began, the Childhelp National Child Abuse Hotline rose to meet the needs of children & families in crisis. Outreach efforts included ads on Facebook and Instagram offering the hotline as a resource.

The ads reached **1,931,778** people more than **5,393,854** times from March to June 2020.

**MAY 2020 saw 11,573 contacts** to the Childhelp National Child Abuse Hotline, more than 40% higher volume than May 2019.

**Childhelp National Child Abuse Hotline total monthly contacts**

<table>
<thead>
<tr>
<th>Month</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>7,823</td>
<td>8,714</td>
</tr>
<tr>
<td>Aug</td>
<td>8,735</td>
<td>8,909</td>
</tr>
<tr>
<td>Sept</td>
<td>8,366</td>
<td>9,366</td>
</tr>
<tr>
<td>Oct</td>
<td>9,756</td>
<td>10,048</td>
</tr>
<tr>
<td>Nov</td>
<td>9,507</td>
<td>9,948</td>
</tr>
<tr>
<td>Dec</td>
<td>10,137</td>
<td>9,983</td>
</tr>
</tbody>
</table>

**PREVENT ABUSE OF CHILDREN: TEXT & CHAT HOTLINE PACTECH PROJECT**
One of the benefits of being on familiar, family programming for so long is that kids have grown up with me; they trust some of the characters I’ve played. If I can use that platform to encourage them to trust their own voices, to make a call when they are being hurt, that is my most important role.

CHILD HELPLINE INTERNATIONAL
Childhelp National Child Abuse Hotline is a full member in good standing of Child Helpline International, a global network of 178 members in 146 countries that combined receive over 14 million contacts a year. The organization gathers data from member organizations and provides support in the form of training and advocacy to share best practices, foster collaboration and advocate for child helplines and a stronger child protection system.

NATIONAL HOTLINE CONSORTIUM
Childhelp National Child Abuse Hotline is an active member of the National Hotline Consortium. The goals of the consortium are to develop and model best practices for victim services and crisis response phone, chat, text, and e-mail hotlines and to facilitate communication and coordination among these hotlines to provide high-quality response to users of the services. Consortium members include the National Center for Missing and Exploited Children, the National Domestic Violence Hotline, National Runaway Safeline, RAINN, Polaris, Crisis Textline and the National Suicide Prevention Lifeline.

CHILDHELP HOTLINE NATIONAL SPOKESPERSON
JOHN STAMOS
Hollywood star John Stamos’ involvement with Childhelp began 30 years ago when his mother saw her son’s career begin to flourish and wanted to ensure he always stayed grounded through philanthropy. Over the years, he’s hosted Childhelp holiday parties, taken groups of children to Disneyland and attended Childhelp events to lend his celebrity to fundraising efforts. Last year, he took his dedication to Childhelp a step further by becoming the official National Spokesperson for the Childhelp National Child Abuse Hotline.

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HOTLINE ON THE AIR
The Hotline has been championed by celebrity friends since its beginning, with support from the likes of Cheryl Ladd, Kathie Lee Gifford, John Stamos and more. Today, it continues to find celebrity support, mentioned by friends like Mickie James and Laura Marano whenever child abuse issues emerge.

HOTLINE IN PRINT
The Childhelp National Child Abuse Hotline is a mainstay in nationally syndicated advice columns, as well as national and regional newspapers and magazines. Journalists often include 1-800-4-A-CHILD as a lifeline of hope in stories about child abuse, including Carolyn Hax’s advice column, The Washington Post, Yahoo! News, Newsweek and more.

HOTLINE ONLINE
In FY2020, Hotline websites received more than 190,000 page views with inbound links from organizations like:
- U.S. Child Welfare Information Gateway - childwelfare.gov
- U.S. Administration for Children & Families - acf.hhs.gov
- The Rape, Abuse & Incest National Network - rainn.org
- We Have Kids - wehavekids.com
- National Domestic Violence Hotline - thehotline.org
- Joyful Heart Foundation - joyfulheartsfoundation.org
- National Assoc. of Adult Survivors of Child Abuse - naasca.org
- Klingberg Family Centers - Stop It Now! - stopitnow.org
- National Crisis Textline - crisistextline.org
- ASU Dept of Psychology - psychology.clas.asu.edu
- National Center for Victims of Crime - victims.ofcrime.org
- Maryland Dept of Human Services - dhs.maryland.gov
- Florida Dept of Children and Families - www2.fl-dcf.org
- Va. Early Intervention Prof. Development Center - veipd.org
- The Arizona Child and Family Advocacy Network - acfan.net
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 around love and hope for every survivor as it helps victims of emotional, physical, and sexual abuse, parental neglect and all crimes against children.

Childhelp is a 501(c)(3) organization, Federal Taxpayer I.D. Number 95-2884608.