



Founded in 1959 by Sara O'Meara and Yvonne Fedderson
PREVENTION *and* TREATMENT of CHILD ABUSE



HOTLINE IMPACT REPORT

FY 2019

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)
childhelphotline.org

CHILDHELP NATIONAL HEADQUARTERS

6730 N. Scottsdale Rd. Suite 250
Scottsdale, Arizona 85253
Telephone (480) 922-8212 Fax (480) 922-7061
childhelp.org

CHILDHELP NATIONAL CHILD ABUSE HOTLINE

The Childhelp National Child Abuse Hotline, **1-800-4-A-CHILD (1-800-422-4453)**, is dedicated to the prevention and intervention 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, through interpreters, can provide assistance in over 170 languages. The hotline offers crisis intervention, information, and referrals to thousands of emergency, social service, and support resources. Online chat is available at childhelphotline.org.

All calls, texts and chats are confidential.

The hotline has received more than 2 million contacts since it began in 1982. These 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.

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

QUOTES FROM CONTACTS

Thank you for pointing out very valuable things to me to consider and remember.

Now I feel like I can move forward and get on with my day.

Thanks so much for your help, actually —
this conversation has already done so much for me.

You are the only one that has been able to calm me down and help me.
I feel better now.

You've been such a huge help and i'm super thankful for you ... I appreciate you sitting here and listening to me.

Thank you so much!

Letting go of this secret made me feel more
powerful and peaceful.

You seem really nice, and I thank you for listening. Is there anyway I could contact you again?
I'd love to talk more.

I mean, I've always wanted to contact a hotline, but I was too afraid to do so.



CHILDHELP NATIONAL CHILD ABUSE HOTLINE BY THE NUMBERS

In fiscal year 2019,

90,944

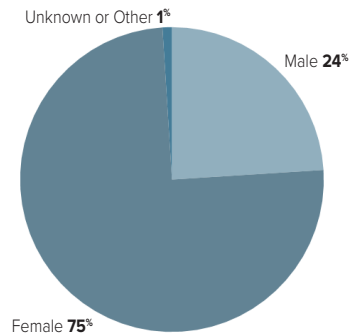
CONTACTS WERE RECEIVED

from children at risk for abuse, distressed parents seeking crisis intervention and concerned relatives, educators, and law enforcement who suspected child abuse may be occurring.

WHO WE HELP CONTACT DEMOGRAPHICS

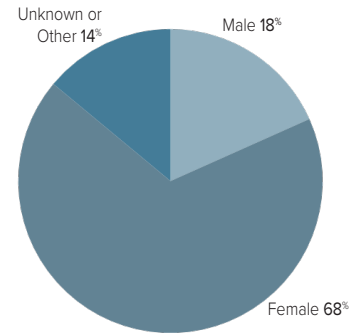


CALLS



TEXT & CHAT

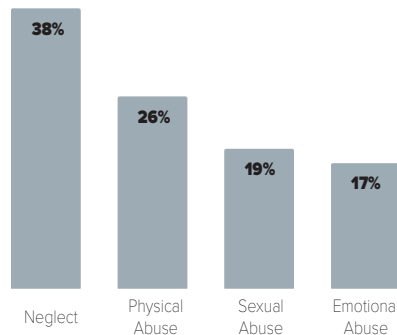
GENDER



LANGUAGE LINE USAGE

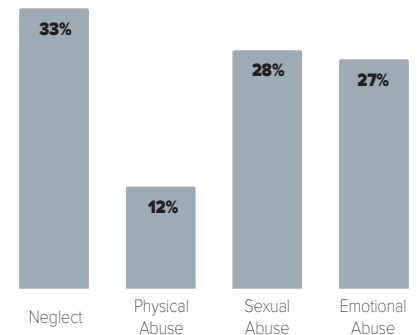
- 529 - Spanish
- 3 - Portuguese
- 2 - Mandarin
- 1 - Tagalog
- 1 - Korean
- 1 - Haitian Creole

PRIMARY CONCERN

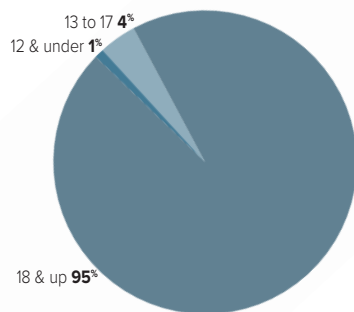


68% of calls and **84% of texts/chats** were related to abuse and neglect.

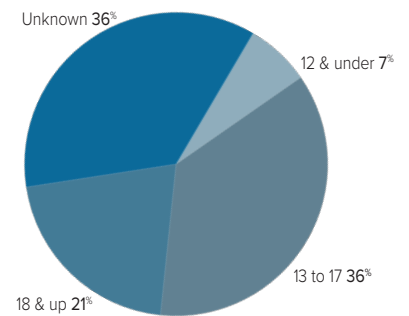
Here are how those break down.



ESTIMATED AGE



Text and chat open the way for **younger users** to reach out for help.



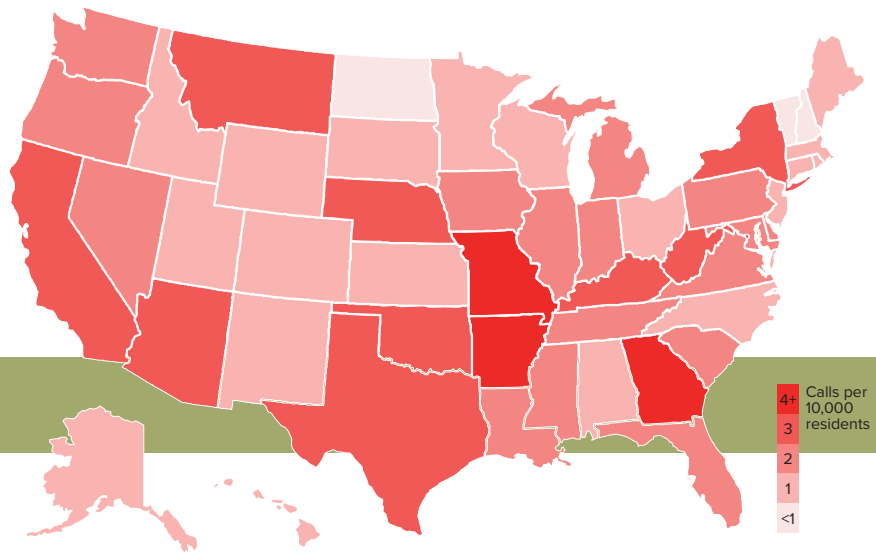
THE CHILDHELP NATIONAL CHILD ABUSE HOTLINE ALSO SUPPORTS OTHER CHILDHELP PROGRAMS

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 additional information and support. In Childhelp's foster care programs, clients of all ages learn someone will be waiting a text or phone call away in a time of need.

CHILDHELP NATIONAL CHILD ABUSE HOTLINE BY THE NUMBERS

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**.



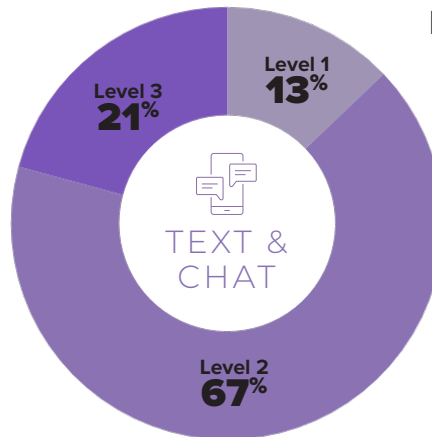
TOP 10 STATES *contacts per 10,000 residents*

The top per-capita source of contacts to the **Childhelp National Child Abuse Hotline** in 2019 was Washington D.C., with **5.94 contacts per 10,000 residents**.

Here are the states with the most per capita contacts to the hotline in 2019:

State	Contacts
Arkansas.....	4.72
Missouri.....	4.34
Georgia.....	4.18
West Virginia.....	3.93
Nebraska.....	3.73
California.....	3.53
Oklahoma.....	3.50
Arizona.....	3.49
Montana.....	3.26
Kentucky.....	3.15

HOW WE HELP LEVELS OF INTERVENTION



LEVEL 1

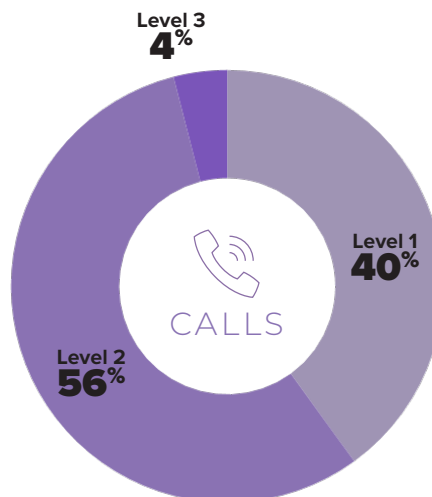
- Inquiry & tracking
- Information sharing
- Information regarding services
- Referral to relevant resources

LEVEL 2

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

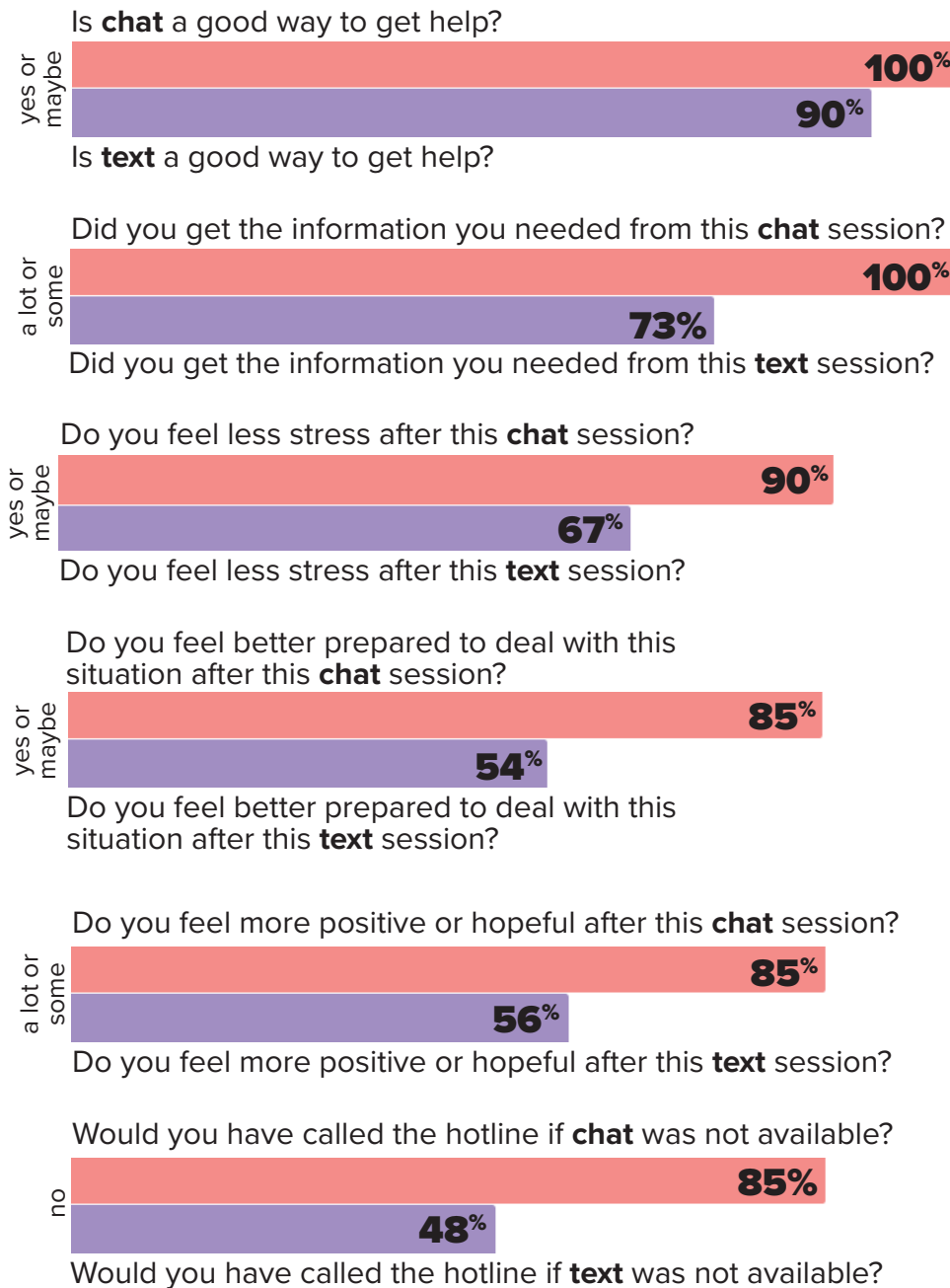
LEVEL 3

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



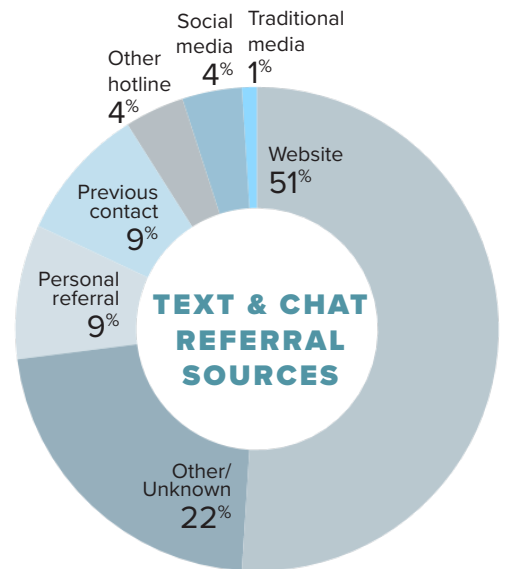
CHILDHELP NATIONAL CHILD ABUSE HOTLINE PREVENT ABUSE OF CHILDREN TEXT & CHAT HOTLINE PROJECT PACTECH PILOT PROJECT

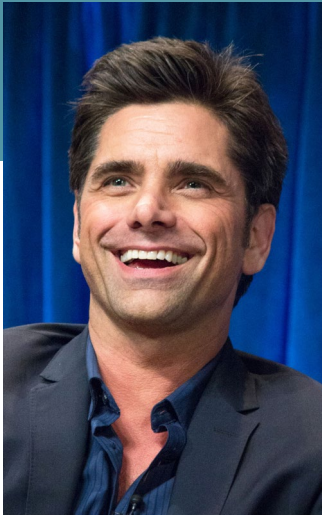
The Hotline was awarded a grant in FY18 from the U.S. Department of Health & Human Services, Administration for Children and Families (*Grant Number 90CA1855*). This funding expanded the Hotline text and online chat platforms. The Hotline partnered with Arizona State University-SIRC in researching outcomes and best practices.



Within the 6-month pilot period ending July 2019, **67 chat** and **878 text** sessions were initiated. **30,646** texts were exchanged between help seekers and counselors.

This data reflects survey responses following *20 online chats* and *224 text exchanges*.





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.

CHILDHHELP 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. Each year he hosted the Childhelp holiday party, took groups of children to Disneyland and attended Childhelp events to lend his celebrity to fundraising. This year, he took his dedication to Childhelp a step further by becoming the official National Spokesperson for the Childhelp National Child Abuse Hotline.



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 NATIONAL CHILD ABUSE HOTLINE IN THE NEWS



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, People Magazine, Yahoo! News, Newsweek and more.

HOTLINE ONLINE

In FY 2019, Hotline websites received **206,115** page views and were linked to by a broad range of organizations, including:

- 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 - joyfulheartfoundation.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 - victimsofcrime.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

**The Childhelp National Child Abuse Hotline would like to thank
all of its partners, sponsors and friends, including:**

The In-n-Out Foundation
Arizona Department of Public Safety, VOCA Administration Unit
U.S. Department of Health and Human Services/Children's Bureau
Arizona State University Southwest Interdisciplinary Research Center
Charities Aid Foundation (CAF) Canada
Tom & Debra Mauro
Home Box Office
Brigitte Poublon & Bobby Sherman
Minnie Young & Juanita Dosey
John Stamos



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.