



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.



CHILDHELP NATIONAL CHILD ABUSE HOTLINE

1-800-4-A-CHILD® (1-800-422-4453)

childhelphotline.org

CHILDHELP NATIONAL HEADQUARTERS

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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 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.

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 reallly needed your help and
i'm so glad that you were here for me*

— genderfluid teen facing emotional abuse



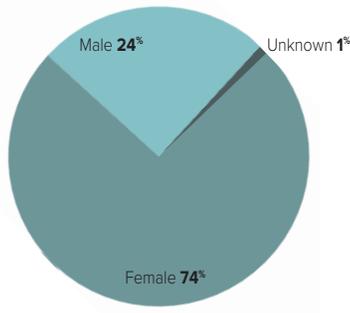
CHILDHELP NATIONAL CHILD ABUSE HOTLINE

BY THE NUMBERS

WHO WE HELP CONTACT DEMOGRAPHICS

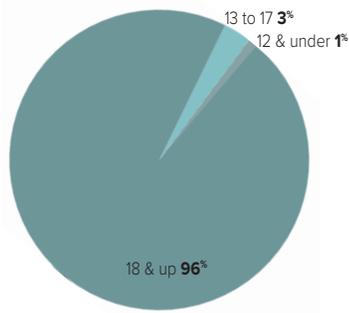
GENDER

According to the American Time Use Survey, a typical mother spends more than twice the time a typical father does caring for children



ESTIMATED AGE

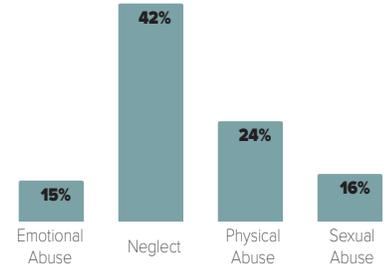
Text and chat open the way for younger users, especially teens, to reach out for help.



PRIMARY CONCERN

About two-thirds of all contacts are directly related to concerns about child abuse and neglect.

Here are how those break down.



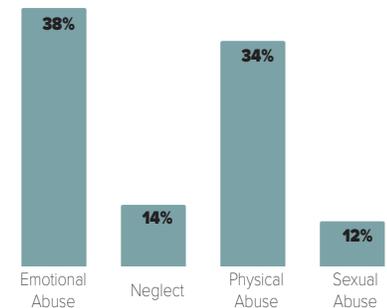
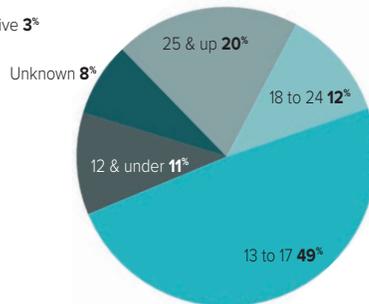
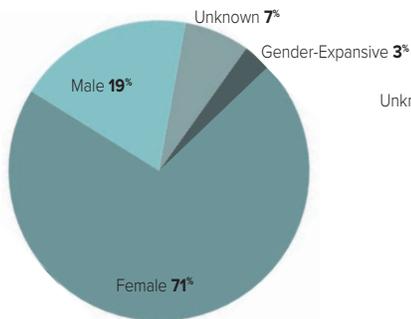
CALLS

100,527 calls were made to the Childhelp National Child Abuse Hotline.



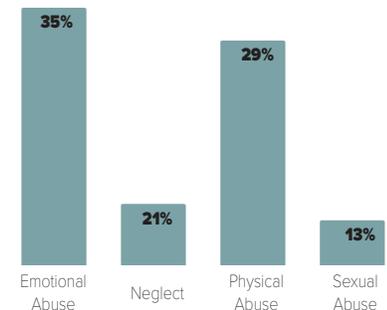
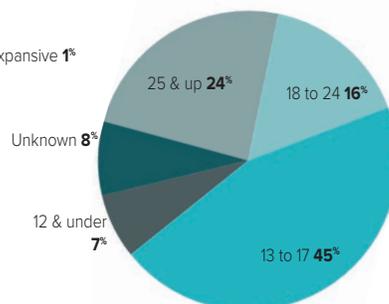
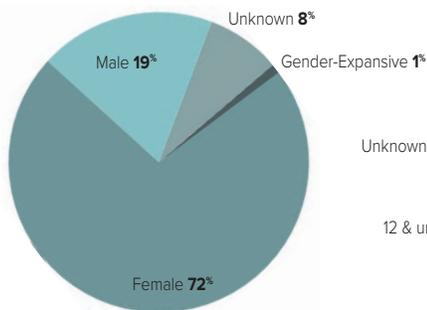
CHAT

7,503 web chats were made to the Childhelp National Child Abuse Hotline.



TEXT

4,036 text contacts were made to the Childhelp National Child Abuse Hotline.



LANGUAGE LINE CONTACTS

- 1389 - Spanish
- 12 - French
- 3 - Portuguese
- 3 - Russian
- 3 - Korean
- 3 - Haitian Creole

In fiscal year 2020,

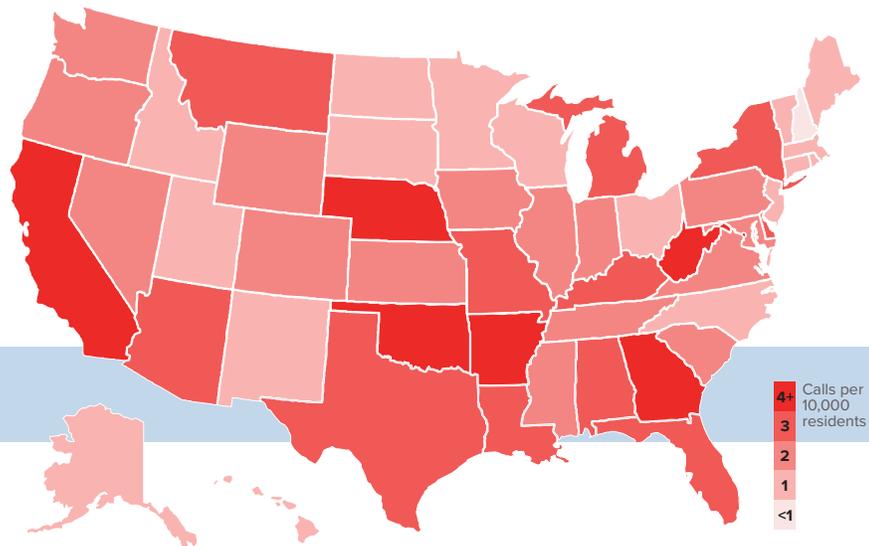
112,066

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.

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**.



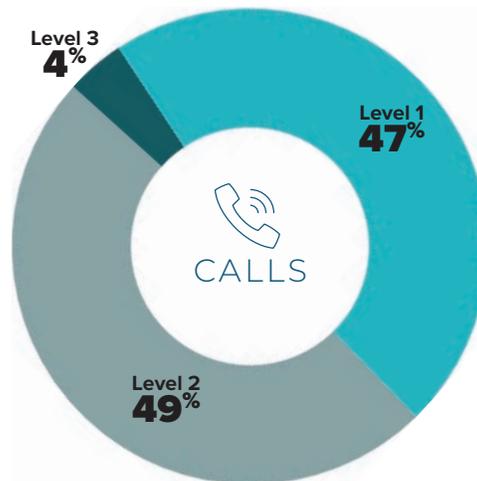
TOP 15 STATES *contacts per 10,000 residents*

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:

State	Contacts
Georgia	5.26
Oklahoma	5.26
Arkansas	4.48
California	4.35
Nebraska	4.25
West Virginia	4.02
Kentucky	3.72
Missouri	3.70
Montana	3.68
Arizona	3.60
New York	3.49
Michigan	3.45
Texas	3.45
Florida	3.23
Delaware	3.23

HOW WE HELP LEVELS OF INTERVENTION



LEVEL 1

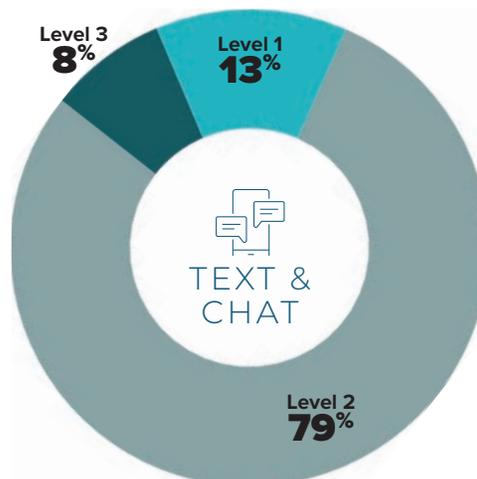
- Inquiry & tracking
- Information sharing
- Information regarding services
- Referral to relevant resources

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

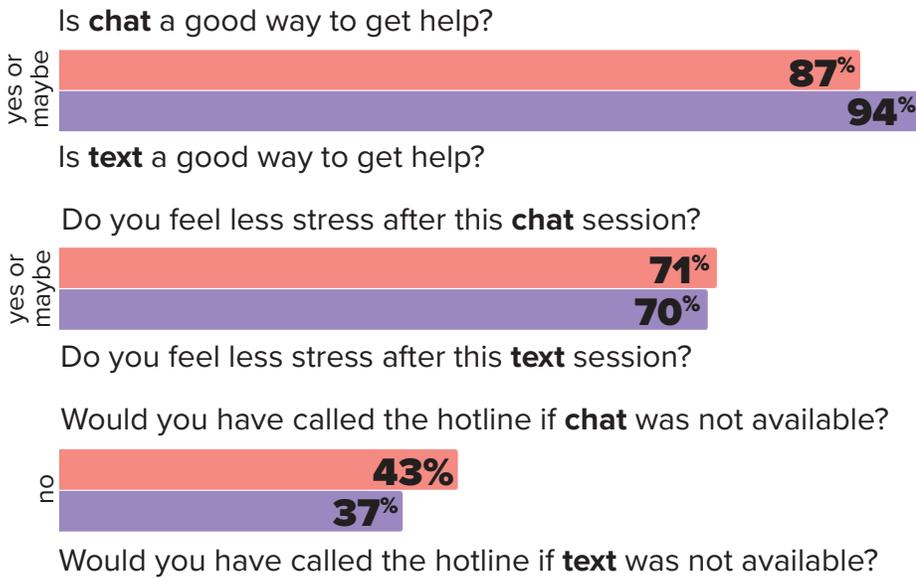
- Level 1 & 2 assistance
- Crisis identification & intervention
- Safety planning
- Warm transfer to relevant resources



67%
OF CALLERS FOUND
THE NUMBER ONLINE

PREVENT ABUSE OF CHILDREN: TEXT & CHAT HOTLINE PACTECH PROJECT

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.



AVERAGE CONTACT TIME

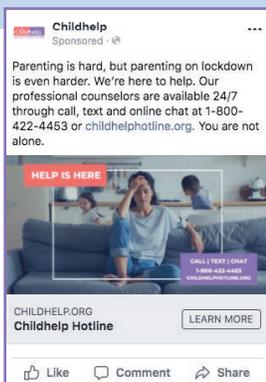
5.5 min.
calls

27 min.
chat

31 min.
text



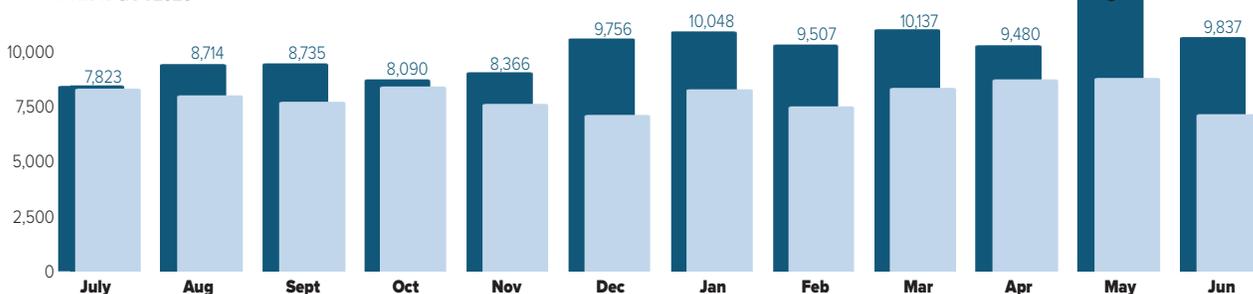
CHILDHHELP NATIONAL CHILD ABUSE HOTLINE COVID-19 RESPONSE



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.

CHILDHHELP NATIONAL CHILD ABUSE HOTLINE total monthly contacts FY2019 & FY2020



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



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. 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.

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.



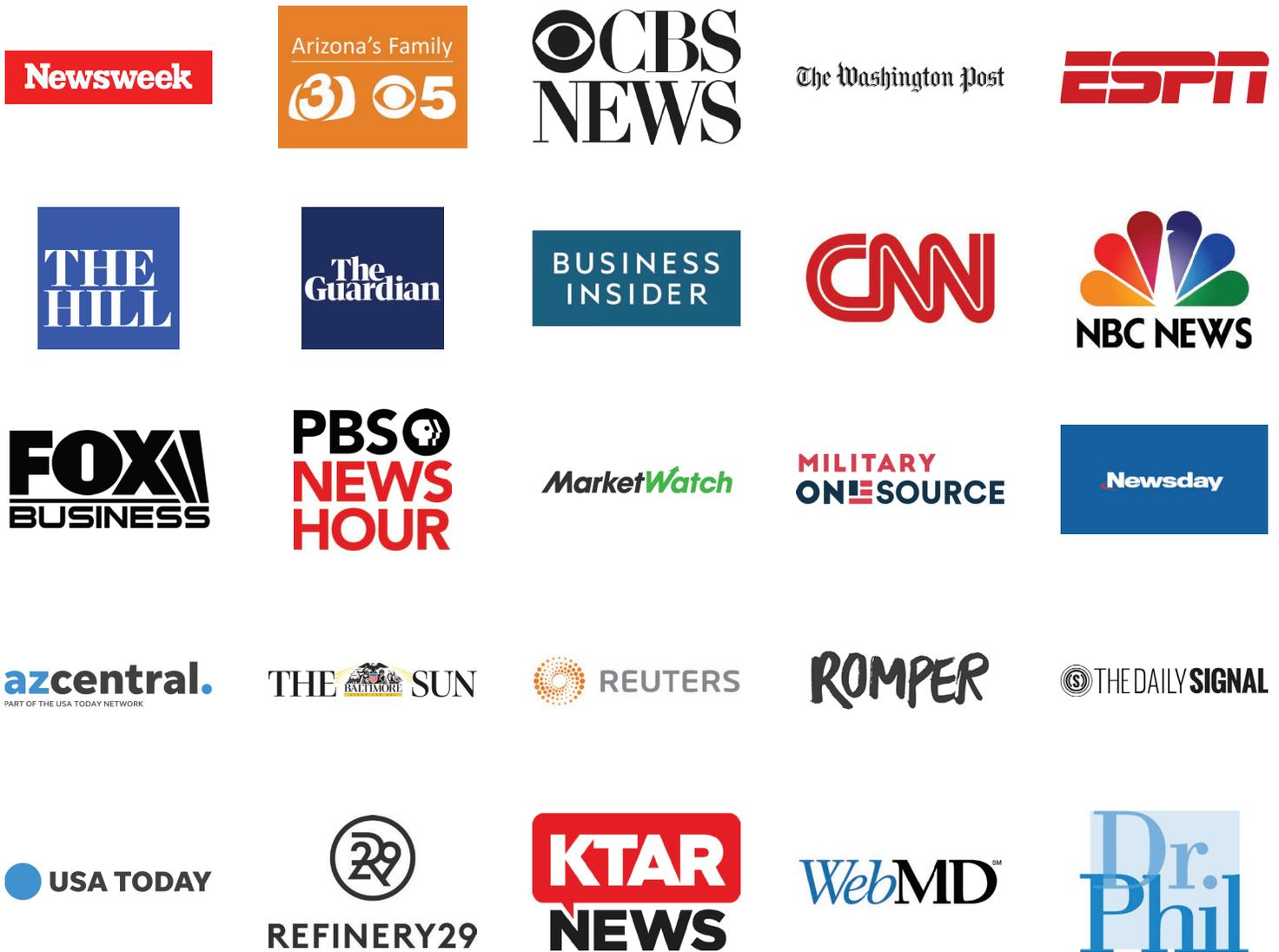
NATIONAL HOTLINE CONSORTIUM

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.



CHILDHHELP NATIONAL CHILD ABUSE HOTLINE **PARTNERSHIPS IN ACTION**

CHILDHHELP 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, 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 - 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:**

U.S. Dept. of Health & Human Services
In & Out Burger Foundation
IRONMAN Foundation
Bridget Poublon & Bobby Sherman Children's Foundation
Arizona Department of Public Safety
ScanSource Charitable Foundation
Charities Aid Foundation Canada
Tom & Debra Mauro
National Center for Victims of Crime
Kids Inspire Difference
Walmart stores #2554, #1369, #7016, #6055 & #5731
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.