



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



HOTLINE IMPACT REPORT

FY 2021

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 150

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 [childhelpline.org](https://www.childhelpline.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

'Thank you for helping me, it made my day that someone took the time to help me get through this. I have to get ready to go with my grandparents. I hope all wonderful things come to you. Have a good day. Bye!'

16-year-old suicidal male who made a safety plan with counselor

"thank you for talking to me i really wanted to talk about this to someone and i cant trust anyone else"

15-year-old female experiencing emotional and physical abuse

'Thank you so much for taking me and for working on a Sunday, you and your organization are heroes.'

17-year-old trans-female, experienced online grooming and sexual abuse

'Again, I appreciate you talking this out with me so much. I know it's your job, but it helps me so much to just say all of this. Thank you'

26-year-old male survivor

'you are truly such a kind person I hope you live a wonderful life and I hope I can too get into doing something like this when I am older. I hope you know your doing wonderful things for many, I have felt so much relief after the conversation you truly are an angel <3'

16-year-old female, experiencing emotional abuse, witness to domestic violence in the home



CHILDHHELP NATIONAL CHILD ABUSE HOTLINE BY THE NUMBERS

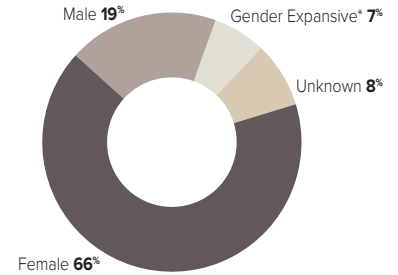
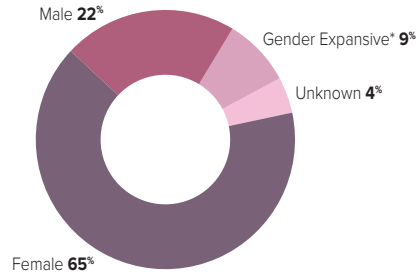
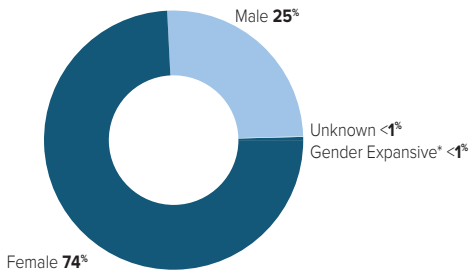
CALLS

CHAT

TEXT

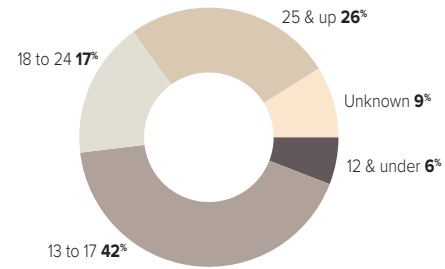
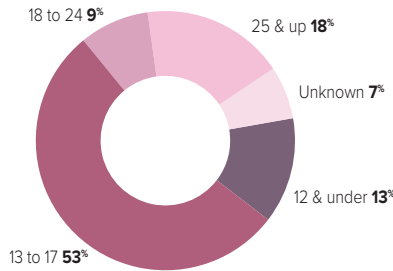
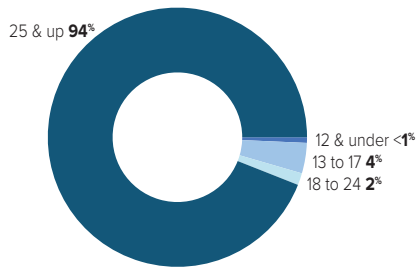
GENDER

The majority of help-seekers identify as female.



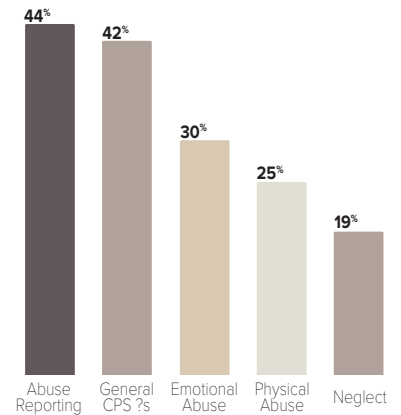
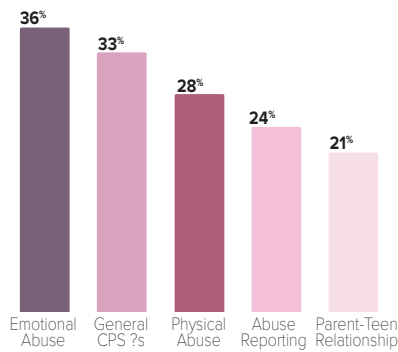
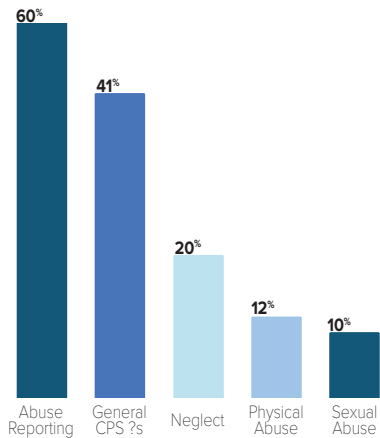
AGE

Historically, help-seekers who have called the Hotline have been mostly adults; parents, caregivers and mandatory reporters. Younger people seem more inclined to seek help over text and chat.



PRIMARY CONCERN

Help-seekers often contact the Hotline for information about reporting abuse to CPS and with general questions about the child welfare system. However, text — and chat especially — opens avenues for more nuanced conversations.



96,376 calls were made to the Childhelp National Child Abuse Hotline.

12,918 web chats were answered by the Childhelp National Child Abuse Hotline.

6,488 texts were answered by the Childhelp National Child Abuse Hotline.



AVERAGE CONTACT TIME

6.6 min.
calls

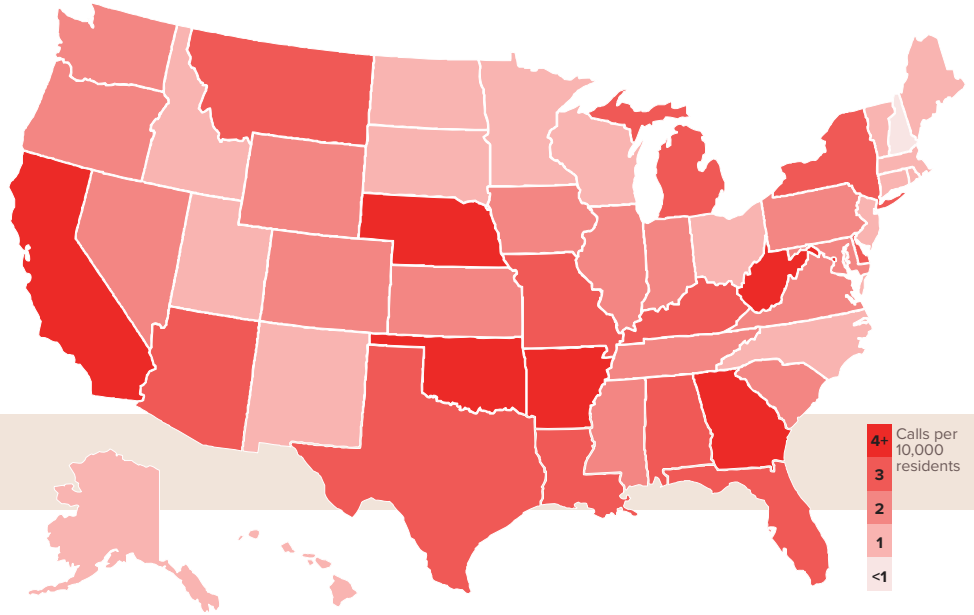
32.0 min.
chat

30.2 min.
text

* **What is 'Gender Expansive?'** 'Gender Expansive' describes individuals who extend a culture's commonly held beliefs about gender as it relates to a fixed binary. This can include, but is not limited to, gender expression, identities, perceived gender norms and roles. Gender expansive may include those who identify as gender non-conforming, non-binary, and transgender. (definition from *The School Counselor's Role in Supporting and Advocating for Transgender and Gender-Expansive Children and Adolescents*)

CHILDHELP NATIONAL CHILD ABUSE HOTLINE BY THE NUMBERS

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



TOP 15 STATES

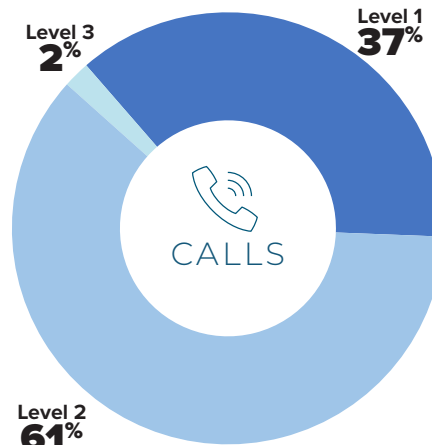
contacts per 10,000 residents

The top per-capita source of contacts to the **Childhelp National Child Abuse Hotline** in 2021 was Washington D.C., with **7 contacts per 10,000 residents**.

Here are the states with the most hotline contacts per 10,000 residents in 2021:

State	Calls
Rhode Island.....	6.25
Georgia.....	4.81
Oklahoma.....	4.14
Arkansas.....	3.94
Nebraska.....	3.88
Kentucky.....	3.84
Mississippi.....	3.73
Missouri.....	3.72
Alabama.....	3.64
West Virginia.....	3.58
California.....	3.57
New York.....	3.52
Maryland.....	3.28
Delaware.....	3.26
Arizona.....	3.16

LEVELS OF INTERVENTION



LEVEL 1

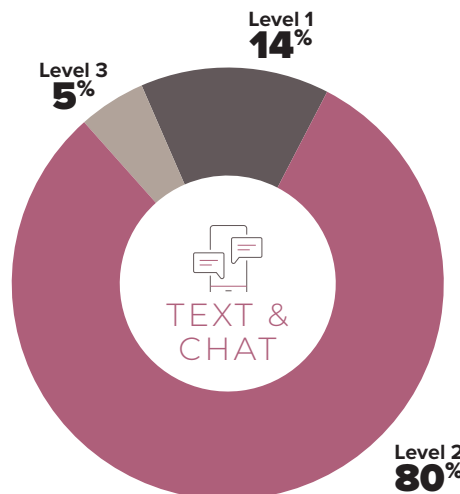
- Inquiry & tracking
- Information sharing
- Information regarding services
- Referral to relevant resources

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

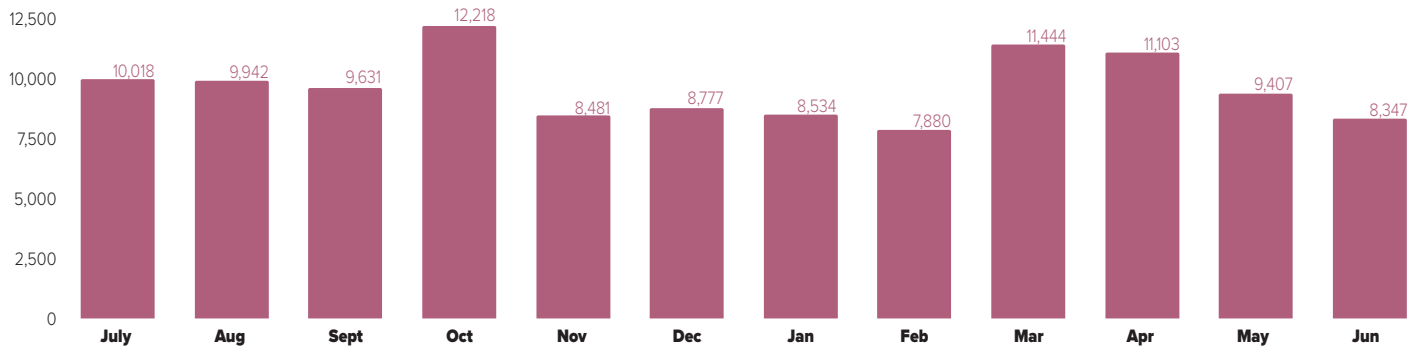
- Level 1 & 2 assistance
- Crisis identification & intervention
- Safety planning
- Warm transfer to relevant resources



62%
OF CALLERS FOUND
THE NUMBER ONLINE

CHILDHELP NATIONAL CHILD ABUSE HOTLINE BY THE NUMBERS

CHILDHELP NATIONAL CHILD ABUSE HOTLINE FY2021 total monthly contacts



- 1,784 - Spanish
- 9 - Mandarin
- 4 - Russian
- 2 - Portuguese
- 2 - Vietnamese
- 2 - French

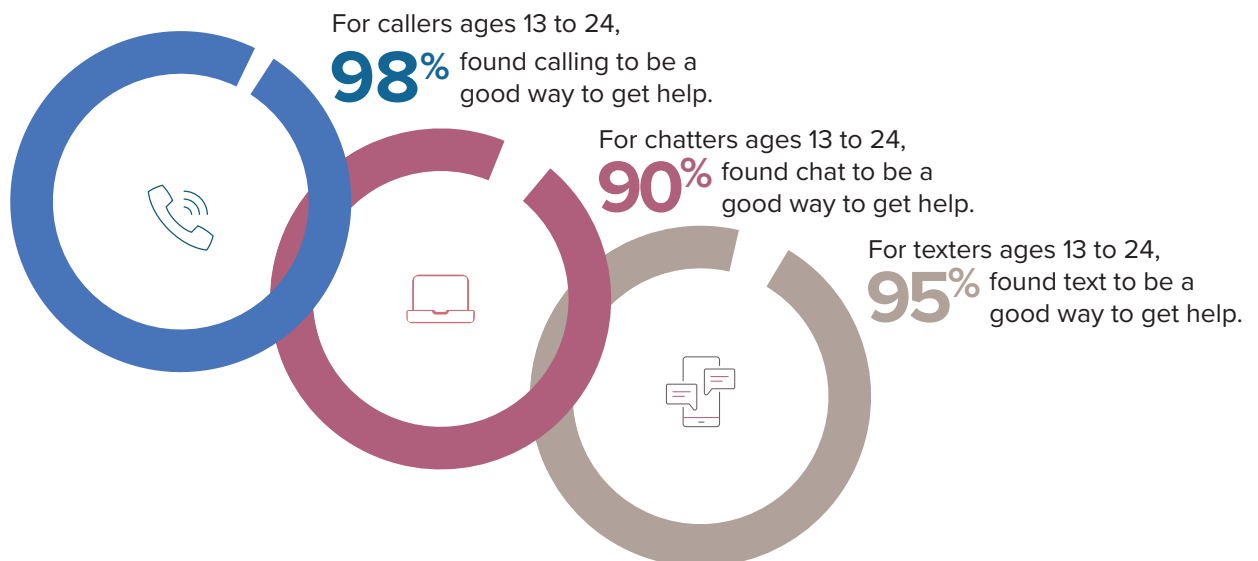
In fiscal year 2021,

115,782

CONTACTS WERE RECEIVED from children at risk for or experiencing abuse, adult survivors, distressed parents seeking help, concerned relatives, mandated reporters and other help seekers.

PREVENT ABUSE OF CHILDREN: TEXT & CHAT HOTLINE PACTECH PROJECT

The Hotline was awarded a grant from the U.S. Department of Health & Human Services, Administration for Children and Families (*Grant Number 90CA1855*). This funding expands the Hotline text and online chat platforms and allows the Hotline to partner with Arizona State University-SIRC and Purdue University to research outcomes and best practices, focusing on help-seekers ages 13 to 24. For more information and detailed research results please visit childhelpline.org/research



CHILDHHELP NATIONAL CHILD ABUSE HOTLINE TEACHING & LEARNING TOGETHER

PEER-REVIEWED PUBLICATIONS

Meeting the needs of abused and neglected children means working to understand how victim services are provided, helping shed light on the role of crisis helplines and refining best practice in the field. Childhelp National Child Abuse Hotline shares anonymized data with researchers from universities and government agencies to build on the community's shared understanding of child abuse response and crisis hotline practices.

Articles based on findings from Hotline data published in peer-reviewed scientific journals this year include:

- Ortiz R, Kishton R, Sinko L, et al. Assessing Child Abuse Hotline Inquiries in the Wake of COVID-19: Answering the Call. *JAMA Pediatr.* 2021;175(8):859–861. doi:10.1001/jamapediatrics.2021.0525
- Sinko, L., He, Y., Kishton, R. et al. "The Stay at Home Order is Causing Things to Get Heated Up": Family Conflict Dynamics During COVID-19 From The Perspectives of Youth Calling a National Child Abuse Hotline. *J Fam Viol* (2021). <https://doi.org/10.1007/s10896-021-00290-5>



JAMA Pediatrics



CHILD HELPLINE INTERNATIONAL

Childhelp National Child Abuse Hotline is a member of Child Helpline International, a global network of 178 members in 146 countries that receive over 14 million contacts a year. The organization gathers data from member organizations and provides training and advocacy to improve child helplines and child protection systems.



NATIONAL HOTLINE CONSORTIUM

Childhelp National Child Abuse Hotline is also a member of the National Hotline Consortium. The consortium develops and models best practices for victim services and crisis response phone, chat, text, and e-mail hotlines. 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 IN THE NEWS



The New York Times



The Washington Post



Slate



seventeen

San Francisco Chronicle



DeseretNews



sheknows



POPSUGAR.



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

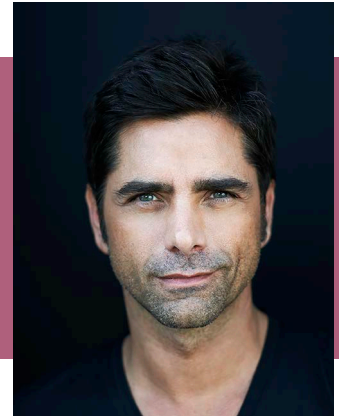
In FY2021, Hotline websites received more than **182,257** page views with inbound links from organizations like:

- U.S. Child Welfare Information Gateway - childwelfare.gov
- National Domestic Violence Hotline - thehotline.org
- Klingberg Family Centers - Stop It Now! - stopitnow.org
- Everfi Foundry - compliance.fifoundry.net
- KidsHealth - kidshealth.org
- U.S. Administration for Children & Families - acf.hhs.gov
- National Crisis Textline - crisistextline.org
- The Rape, Abuse & Incest National Network - rainn.org
- National Runaway Safeline - bulletinboards.1800runaway.org
- CDC - cdc.gov
- TalkSpace - helpnow.talkspace.com
- National Center for Victims of Crime - victimsconnect.org
- Maryland Dept of Human Services - dhs.maryland.gov
- Florida Dept of Children and Families - www2.fl-dcf.org

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 NATIONAL CHILD ABUSE HOTLINE SPOKESPERSON

JOHN STAMOS



**The Childhelp National Child Abuse Hotline would like to thank
the following sponsors & donors:**

U.S. Dept. of Health & Human Services

In & Out Burger

Bridget Poublon & Bobby Sherman Children's Foundation

Walmart stores #4293, #4232, #5190, & #585

National Center for Victims of Crime

Renovation Church

John Stamos



Childhelp exists to meet the physical, emotional, educational and spiritual needs of abused, neglected and at-risk children. We focus our efforts on advocacy, intervention, treatment, prevention, family resilience and community outreach. Since its inception in 1959, Childhelp's programs and services, which range from residential programs to prevention education, have impacted more than 11 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.*

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