



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



HOTLINE IMPACT REPORT

FY 2018

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

CHILDHELP NATIONAL CHILD ABUSE HOTLINE

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, and referrals to thousands of emergency, social service, and support resources. All calls and texts 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 CALLERS

“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.”

“She thanked me and expressed that this was the first time she had called a hotline and spoke with someone who had been so “honest and genuine” with her.”

“This feels so different” getting out some of the secrets and that “You’ve made it so much more comfortable.”

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

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

“God bless you for helping me and believing in me.”

STATS CHILDHHELP NATIONAL CHILD ABUSE HOTLINE

Based on Hotline contacts documented July 1, 2017 – June 30, 2018

THE CHILDHHELP NATIONAL CHILD ABUSE ALSO SUPPORTS OTHER CHILDHHELP 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.

CALLS

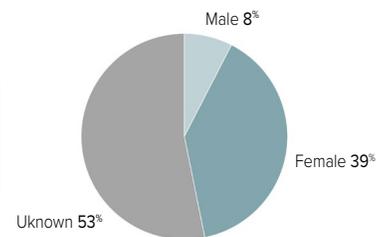
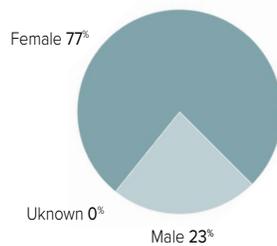
TEXT



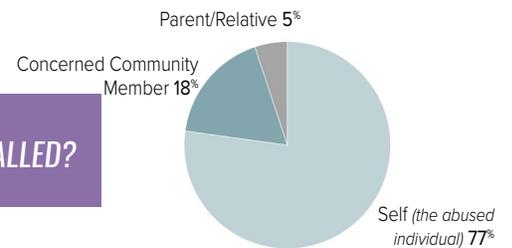
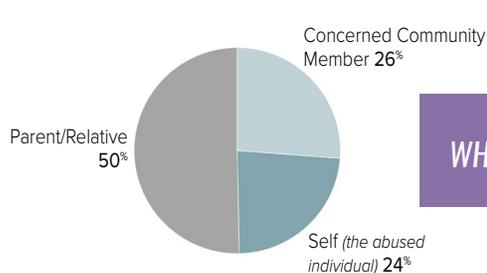
LANGUAGE LINE USAGE

- 606 - Spanish
- 3 - Portuguese
- 1 - Korean
- 3 - Mandarin
- 1 - French
- 1 - Tagalog
- 1 - Somali

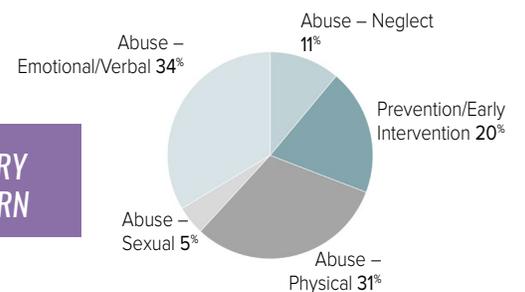
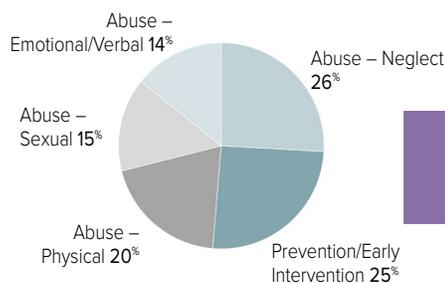
GENDER



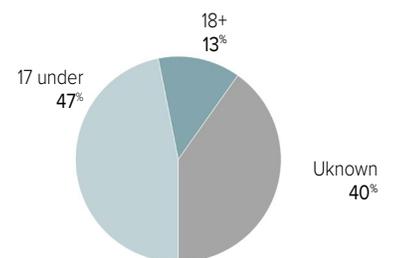
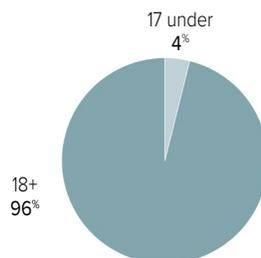
WHO CALLED?



PRIMARY CONCERN



ESTIMATED AGE OF CALLER



66%
OF CALLERS FOUND
THE NUMBER ONLINE

STATS CHILDHELP NATIONAL CHILD ABUSE HOTLINE

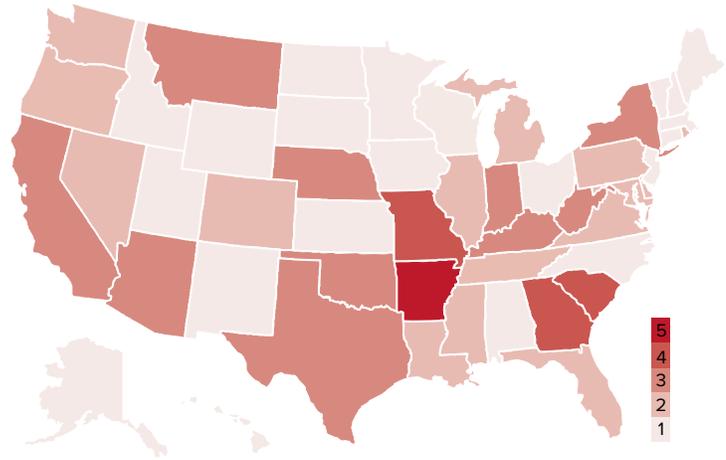
Based on Hotline contacts documented July 1, 2017 – June 30, 2018

In fiscal year 2018,

93,421

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.



Calls per 10,000 Residents (2018)

TOP 3 STATES

Calls per Capita

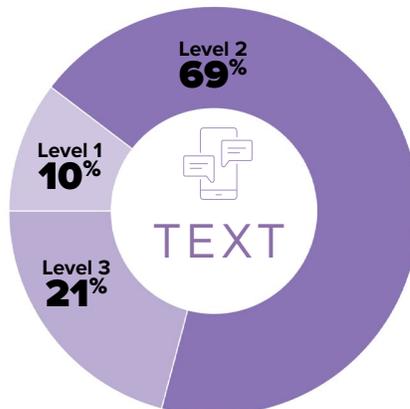
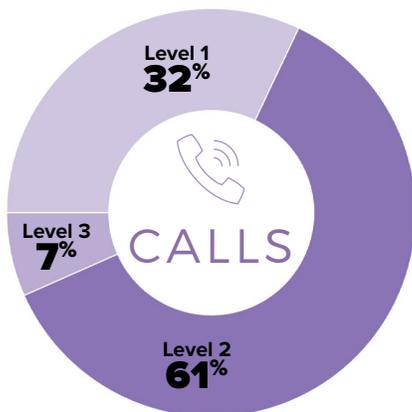
	Calls (per 10,000)	Population (2018)
Arkansas	5.44	3,013,825
Missouri	4.98	6,126,452
Georgia	4.36	10,519,475



Thanks to a grant from the US Department of Justice-Office for Victims of Crime (Grant Number 2016-VA-GX-0046), the hotline was able to pilot Live Chat in Arizona beginning in March 2018. **LIVE CHAT WAS OFFERED FOUR EVENINGS PER WEEK FROM 6-10PM.** A total of 29 chats came in from Arizona residents, Physical abuse and emotional abuse were the primary issues addressed.

HOW WE HELP

Level of Intervention



LEVEL 1

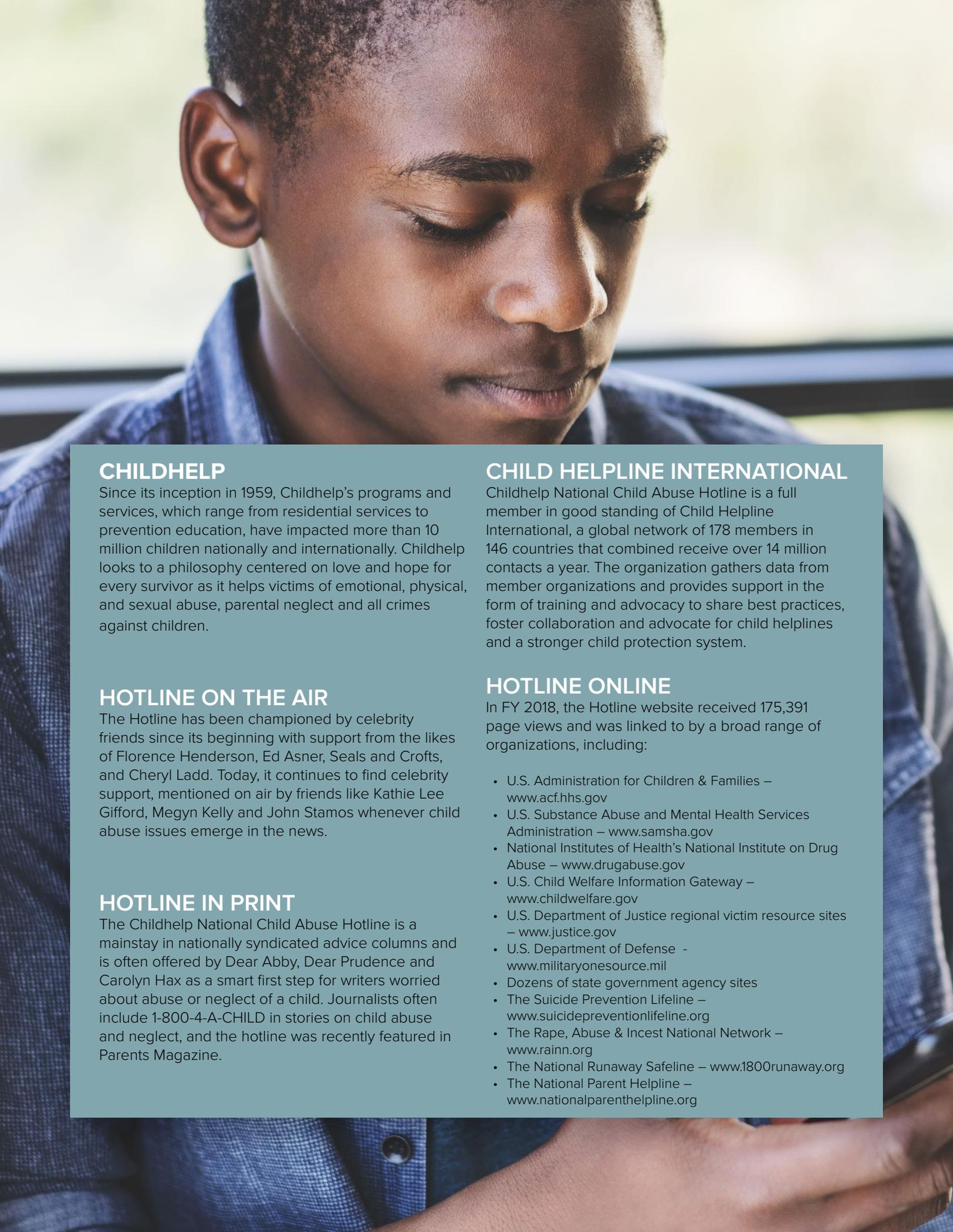
- Inquiry & tracking
- Information sharing
- Information regarding services
- Referral to relevant resources

LEVEL 2

- Level 1 assistance
- Educational instruction related to presenting issues
- Information regarding services
- Action Planning
- Referral to multiple resources

LEVEL 3

- Level 1 & 2 assistance
- Crisis identification & intervention
- Safety Planning
- Soft transfer to 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 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 John Stamos 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.

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.

HOTLINE ONLINE

In FY 2018, the Hotline website received 175,391 page views and was linked to by a broad range of organizations, including:

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