



HOTLINE IMPACT REPORT

FY 2022 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

480-922-8212 • childhelp.org

40th Anniversary



The Childhelp National Child Abuse Hotline

1-800-4-A-CHILD

is dedicated to preventing child maltreatment and supporting successful interventions for those impacted by child abuse and neglect, using a trauma-informed, best-practice model.

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 3 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 such as school personnel, health professionals, police, and fire investigators.

This year, the Childhelp National Child Abuse Hotline is proud to celebrate:

40 YEARS IN SERVICE.

Childhelp celebrates everyone who made this possible from the founders and front line counselors to the dedicated volunteers and donors.

The Hotline has been answering the call for decades and looks forward to providing support for years to come.



FOUR DECADES HELPING SURVIVORS OF CHILD ABUSE

Top picture from left, Efrem Zimbalist Jr., George Page, John Stamos, Yvonne Feddersen, June MacMurray, Johnny Grant, Fred MacMurray, and Sara O'Meara celebrate the 1982 ribbon cutting for the Childhelp National Child Abuse Hotline in Hollywood, Calif., seen operating around that time in the bottom picture. *IMAGES: CHILDEHELP ARCHIVES*

CHILDELP NATIONAL CHILD ABUSE HOTLINE



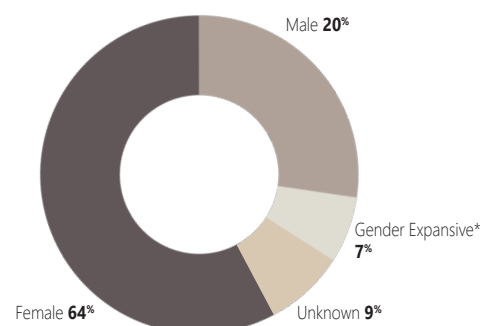
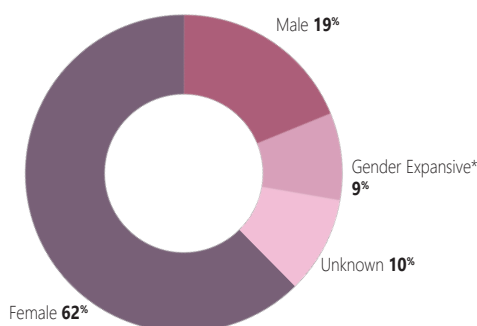
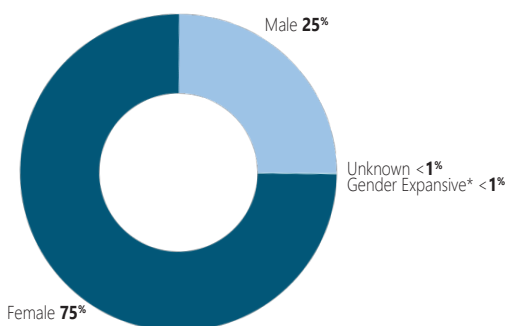
76,220 calls



11,364 web chats

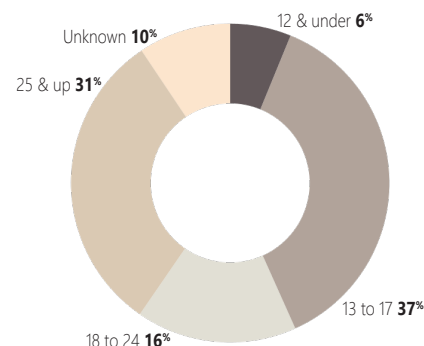
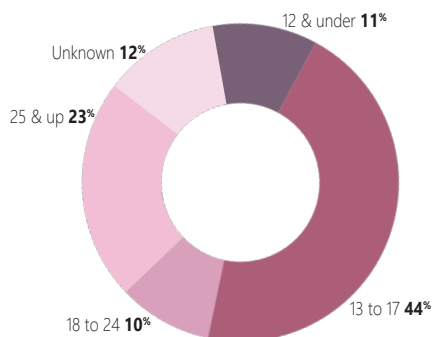
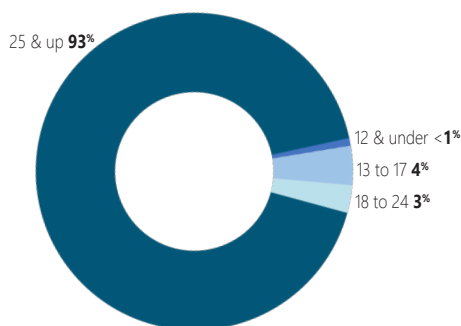


6,969 texts



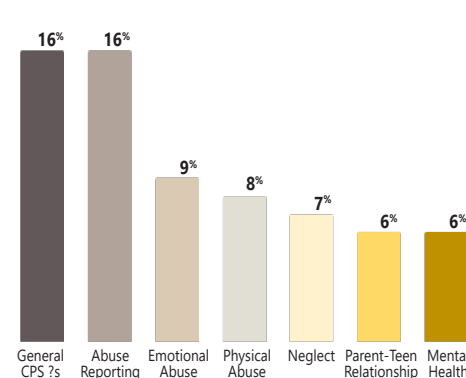
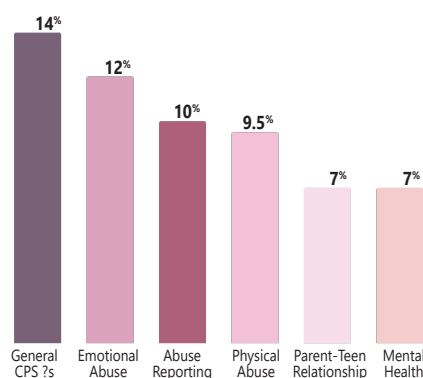
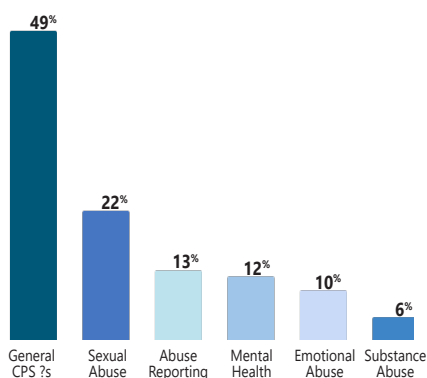
GENDER

Most help seekers who contact the Childhelp National Child Abuse Hotline are female.



AGE

While help seekers who call tend to be adults, chat and text help seekers are more often in their teens.



PRIMARY CONCERN

The bars above compare the top concerns for callers, the top concerns of chatters, and the top concerns of texters. Help seekers often contact the hotline for information about CPS (General CPS ?s) or with questions about the child welfare system and abuse reporting. However, text and chat open avenues for more nuanced conversations about broader areas of concern.

*** 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*.

WHERE WE HELP

The Childhelp National Child Abuse Hotline is 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**.

CONTACTS *by STATE*

per 10,000 residents

The top source of contacts (per capita) to the Childhelp National Child Abuse Hotline in 2022 was **Washington D.C.**, with **9.01 contacts per 10,000 residents**.

Here are the states where the most hotline contacts originated in 2022:

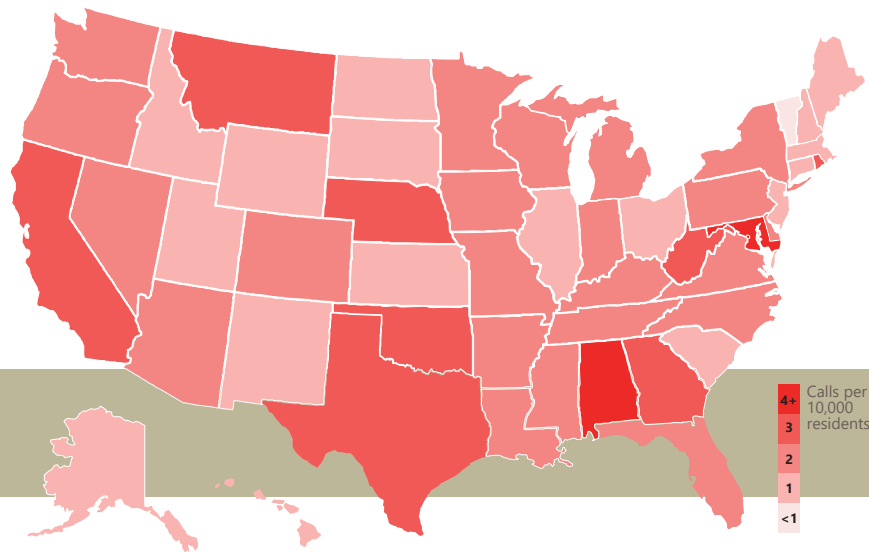
State	Contacts/10k
Maryland	4.93
Alabama.....	4.34
Georgia	3.92
Oklahoma.....	3.55
Montana	3.45
Nebraska	3.28
Texas.....	3.13
California	3.12
Rhode Island	3.07
West Virginia.....	3.01
Kentucky	2.94
Delaware.....	2.90
Arkansas	2.85
New York	2.85
Virginia	2.78
Arizona	2.75



LANGUAGE LINE CONTACTS

1,389 - Spanish
12 - French
4 - Portuguese
3 - Russian
3 - Haitian Creole
3 - Korean

Other languages include, but are not limited to:
Mandarin, Japanese, Vietnamese, Cantonese, Tigrinya, Farsi, and Pashto
170+ available by phone



HOW WE HELP

LEVELS OF INTERVENTION

LEVEL 1

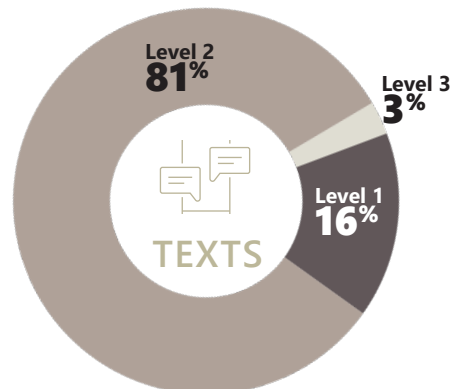
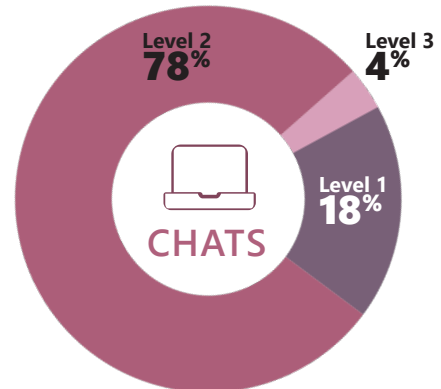
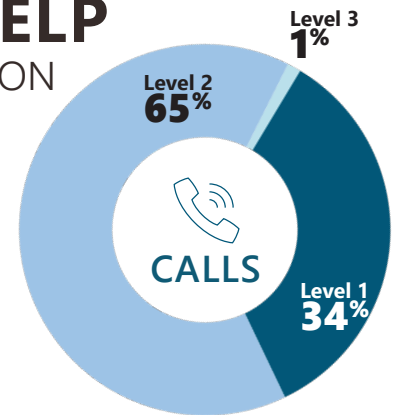
- Inquiry & tracking
- Information sharing
- Information regarding services
- Referral to relevant resources

LEVEL 2

- Level 1 assistance
- Education/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



AVERAGE CONTACT TIME



6.7 min.
calls

27.6 min.
chat

27 min.
text

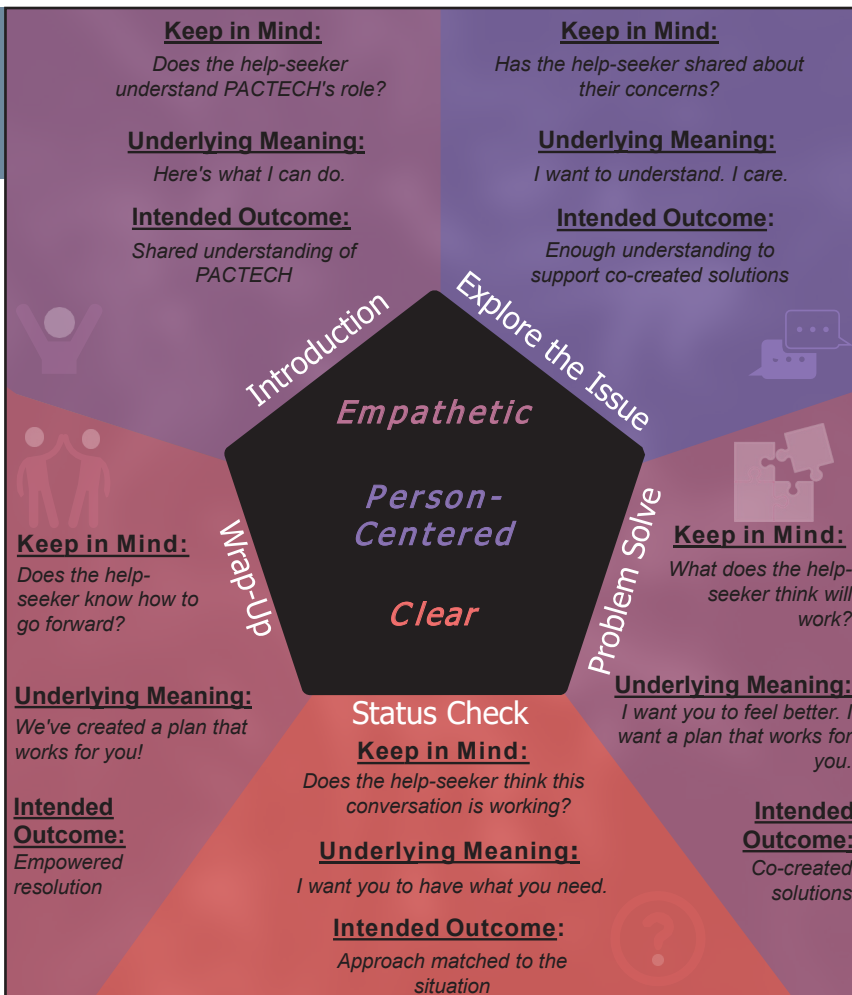
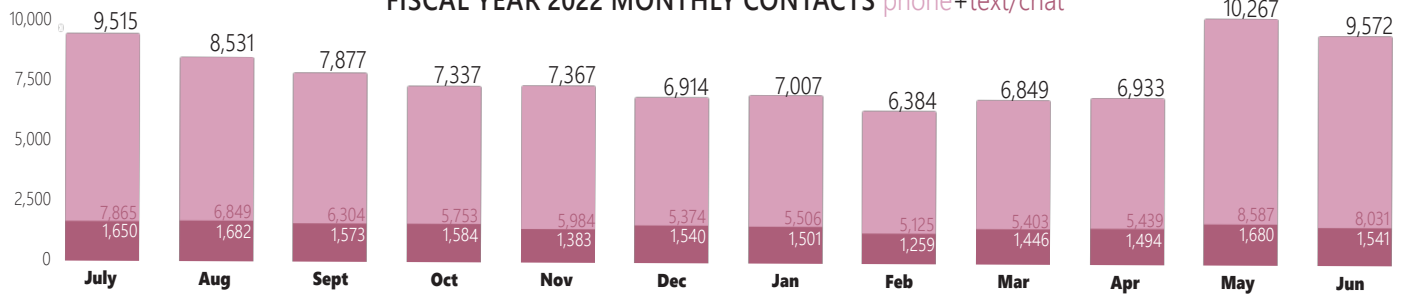
In fiscal year 2022,

94,553

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

CHILDHHELP NATIONAL CHILD ABUSE HOTLINE VOLUME

FISCAL YEAR 2022 MONTHLY CONTACTS **phone+text/chat**



PREVENT ABUSE OF CHILDREN:
TEXT AND CHAT HOTLINE

PACTECH PROJECT

For four years, the U.S. Department of Health & Human Services, Administration for Children and Families, has awarded the hotline a grant to expand its text and online chat platforms. (Grant Number 90CA1855) This funding allows the hotline to partner with researchers from Purdue University and Arizona State University-SIRC to measure outcomes and track best practices, focusing on help-seekers ages 13 to 24.

Find more information and detailed research at:

childhelpline.org/research

PRACTICE BASED IN RESEARCH The PACTECH practice model guides crisis counselors through providing support and resources. A total of 300 text and chat hotline conversations were analyzed, focusing on patterns across the most successful conversations. The practice model is built on several key findings, including the importance of tailoring the approach to the situation; empathizing with the help-seeker; and communicating clearly.

Model authors: Dr. Laura Schwab-Reese, Purdue University; Larel Jacobs and Michelle Fingerman, Childhelp

The Childhelp National Child Abuse Hotline announces a helpline for young athletes starting **Fall 2022**.

The initiative builds on the helpline expertise of Childhelp and the incredible work of **The Foundation for Global Sports Development** in empowering young athletes through fair play and safe participation.

The two organizations have worked together nearly 25 years, with the foundation sponsoring athletic activities, sports, and ancillary therapies at Childhelp facilities, and providing seed funding for Childhelp Speak Up Be Safe for Athletes, an abuse prevention initiative for youth athletics. The partnership in recent years includes the foundation's film division, Sidewinder Films, with symposia and expert



Courage First

Athlete Helpline

Q&A sessions around screenings of "At the Heart of Gold: Inside the USA Gymnastics Scandal," the award-winning documentary

on sex abuse in U.S. Olympic Gymnastics, survivors and the system that failed them.

With thought leaders in prevention and safeguarding in youth athletics, the hotline developed trainings, resources, and outreach strategies to launch:

Courage First Athlete Helpline

Whether you seek the courage to make a call for yourself, the courage to help another, or the courage to continue healing as a survivor, we are here to support your journey every step of the way.



PARTNERSHIPS IN ACTION

CHILD HELPLINE INTERNATIONAL

The hotline is a full member in good standing of Child Helpline International, a global network of 160 members from 140 countries that combined receive over 20 million contacts a year. The organization gathers data from member organizations and provides support, training, and advocacy, sharing best practices, fostering collaboration and advocating for child helplines and a stronger child protection system.



NATIONAL HOTLINE CONSORTIUM

The hotline is a 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 Crisis Text Line, National Domestic Violence Hotline, National Human Trafficking Hotline, National Center For Missing & Exploited Children, National Runaway Safeline, National Sexual Assault Hotline (RAINN), StrongHearts Native Helpline, National Suicide Prevention Lifeline (988), WomensLaw, and VictimConnect Resource Center.

in their own words

"You really took the time to listen to me, to help me, and I haven't had that in a really long time."

— Grandmother, concerned about her two granddaughters being sexually abused

"Thank you for all the help you've given me ... bless you and your soul, I can't tell you how much this was helpful"

— 14-year-old girl, concerned about a friend who is having suicidal ideation

"thank you. im glad you were here to listen to me. i dont really have anyone left anymore but it felt good talking to someone that was able to help."

— 13-year-old girl, experiencing emotional, verbal abuse

IN THE NEWS



POPCRUSH



Los Angeles Times



cafemom

THE *List*

DISTRACTIFY

GRUNGE

Newsweek

People

Slate

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, magazines, and blogs. 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 2022, Hotline websites received more than **697,000** page views with inbound links from organizations like:

- U.S. Child Welfare Information Gateway - childwelfare.gov
- Nemours KidsHealth - kidshealth.org
- Klingberg Family Centers - Stop It Now! - stopitnow.org
- The Rape, Abuse & Incest National Network - rainn.org
- Maryland Dept of Human Services - dhs.maryland.gov
- Florida Dept of Children and Families - www2.fl-dcf.org
- National Domestic Violence Hotline - thehotline.org
- U.S. Administration for Children & Families - acf.hhs.gov
- Education Corner - educationcorner.com
- Texprotects - Champions for Safe Children - textprotects.org
- National Centers for Disease Control and Prevention - cdc.gov
- Substance Abuse and Mental Health Services Administration - samhsa.gov
- The Arizona Child and Family Advocacy Network - acfan.net
- Dept. of Housing and Urban Development - hud.gov
- Survivors Network of those Abused by Priests - snapnetwork.org

'Your **voice** is
your courage.'

John Stamos

CHILDHHELP NATIONAL CHILD
ABUSE HOTLINE SPOKESPERSON



**The Childhelp National Child Abuse Hotline thanks
our partners, sponsors, and friends, including:**

John Stamos

St. Amos Productions

In & Out Burger Foundation

Bridget Poublon & Bobby Sherman Children's Foundation

Foundation for Global Sports Development/Sidewinder Films

U.S. Dept. of Health & Human Services



*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.***

Sept. 2022