

FY2023

HOTLINE

IMPACT REPORT

PRINT DATE / NOVEMBER 2023

FY23 Impact Report Data

Childhelp National Child Abuse Hotline

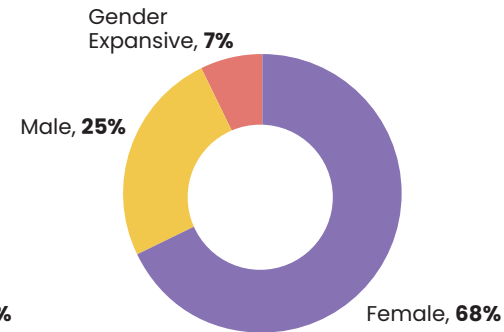
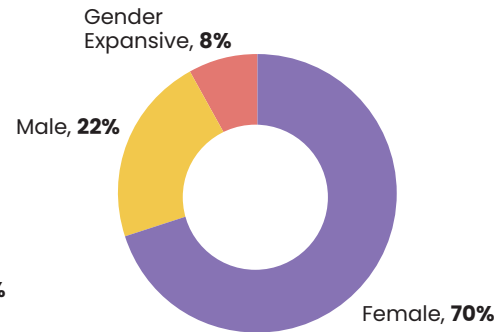
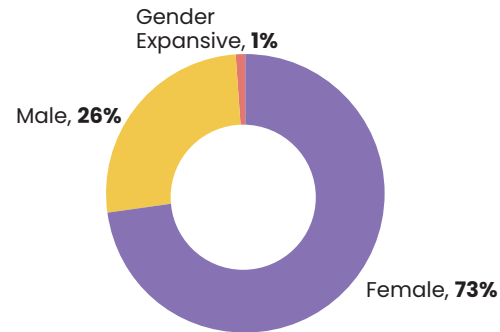
Calls
98,800

Web Chats
11,560

Texts
6,600

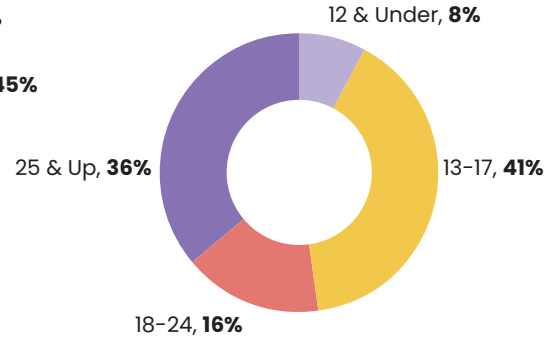
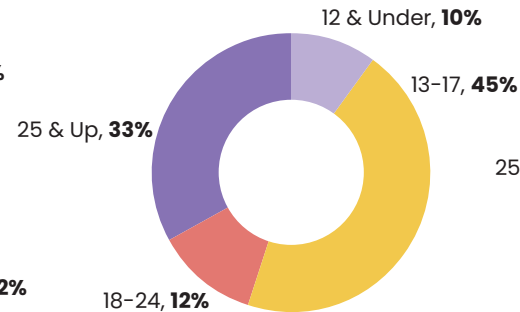
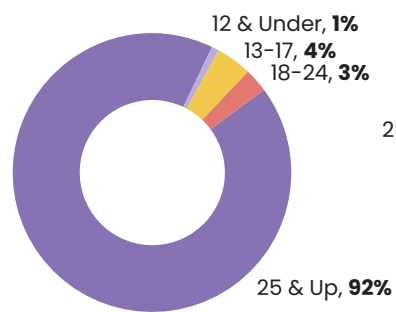
116,979 Total Contacts*

**Includes hang-up, no response, wrong number, prank, obscene, and abandoned*



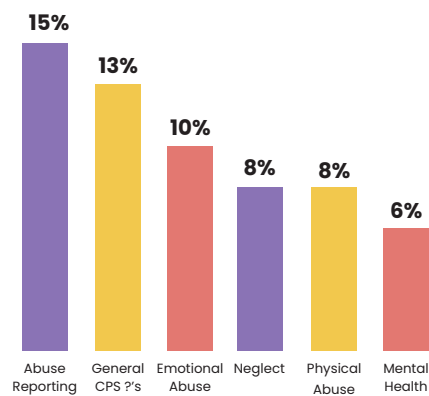
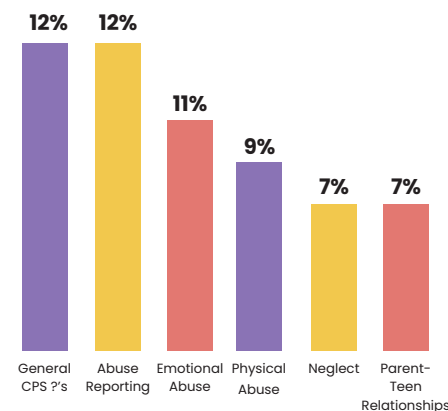
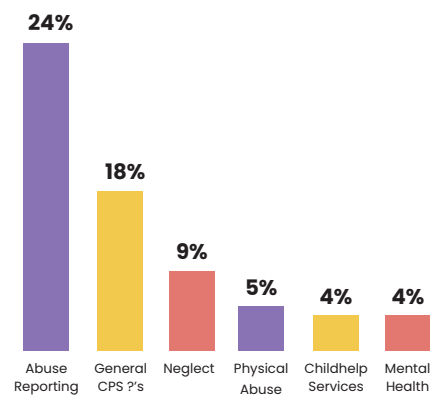
GENDER

Text & Chat users are able to self-identify in a pre-survey; callers are not asked this information.



AGE

The majority of text & chat help seekers are youth and young adults.



PRIMARY CONCERN

Text & chats often involve complicated discussions about various types of abuse, whereas calls often focus on reporting processes.

How We Help

Levels of Intervention

Level 1

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

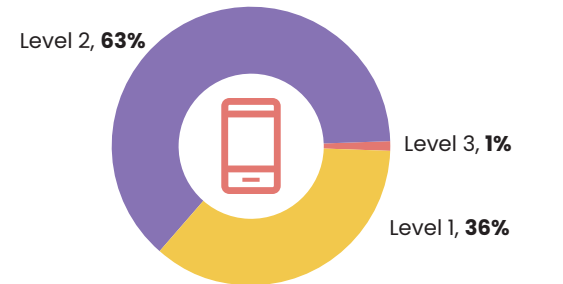
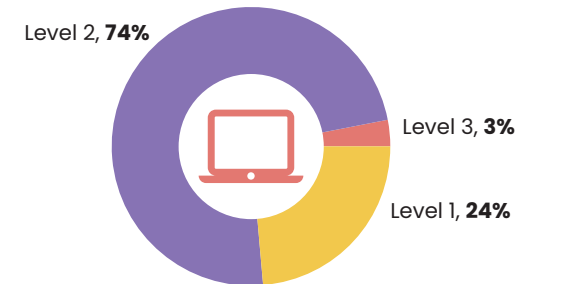
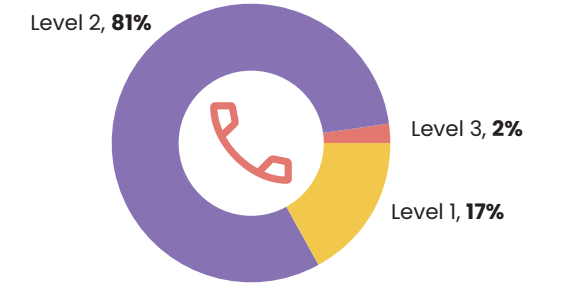
Level 2

- 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

NEED HELP? CALL/TEXT 1-800-422-4453
OR CHAT via childhelphotline.org



The Childhelp Hotline supports over **170 languages** via CALL

Some Include:

- Spanish
- Vietnamese
- Arabic
- French
- Mandarin
- Russian

Average Contact Length



Call
6 Minutes



Chat
21 Minutes

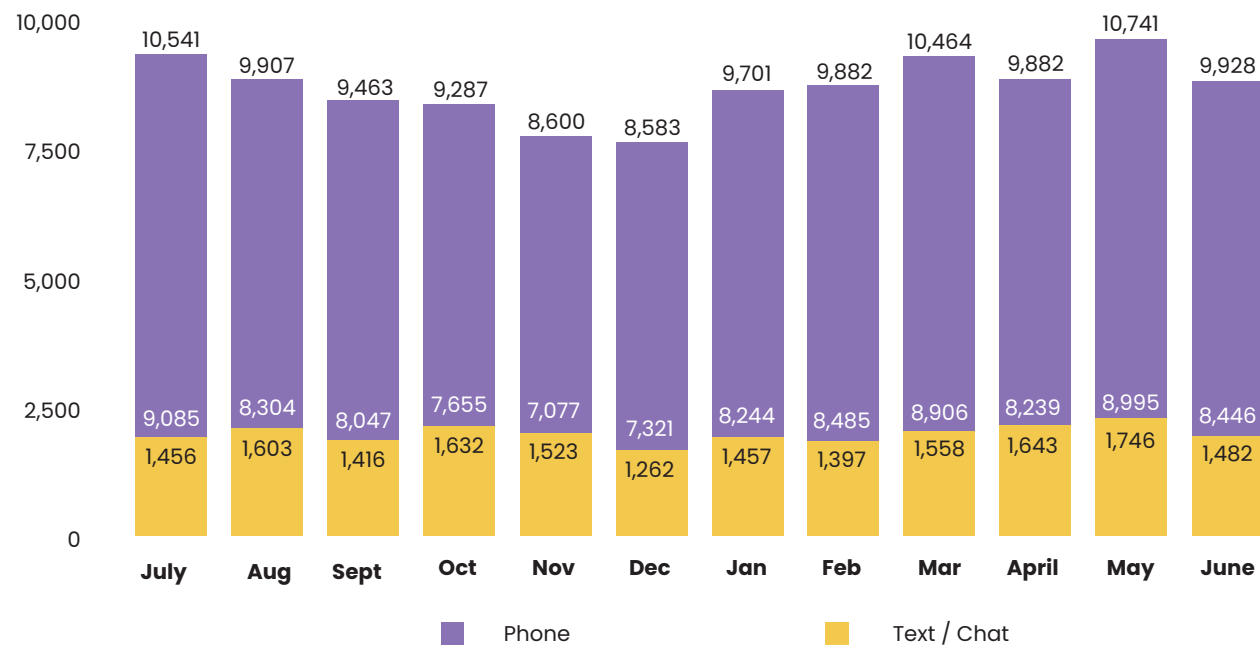


Text
25 Minutes

Written communication takes significantly more time in order to thoughtfully assess needs, while providing comprehensive resources and emotional support to help seekers. Text/chat is more often utilized by youth where complexity of issues can be greater and there is an increased need for education about potential support systems.

Childhelp National Child Abuse Hotline Volume

FY 2023 Monthly Contacts



Volume can fluctuate across months due to awareness campaigns, and are often influenced by times of transition for youth (eg: start/end of school, holidays)

What Hotline Users Are Saying

"My night has been lifted up so much because of your empathy and willingness to figure out how you can help. I wish I could just shake your hand right now and say thank you in person because you have been one of the most helpful people by far on this chat. It is still going to be really hard at home for awhile til I move out, but I'll keep trying to be strong. It was probably hard listening to some of the things I had to say, but thank you for sticking through. I really appreciate you."

17 year old girl

"Thank you so much honestly you might be the first person that's EVER been so helpful and nice. You're an angel!!!!"

14 year old girl

"This hotline has helped me so much, i used to call here in the middle of the night before i reported my parents and you guys helped me build up the courage to report them."

18 year old male

"Thank you so much for your help; I've used a couple hotlines in the past and you've been the most helpful by far."

female adult caller

"Thank u for taking the time to listen to me and help me."

14 year old boy

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The Childhelp Hotline collaborates with academic researchers to ensure **evidence-informed practices** and **high quality services** to all reaching out for support.

Research findings have been shared through webinar series, podcasts, peer-reviewed publications, and professional conferences.



Youth Advisory Council



To amplify youth voice related to hotline services, the Childhelp hotline assembled a Youth Advisory Council.

This group was comprised of young adults with representatives from across the nation in order to give valuable insight on marketing efforts, website redesign, and important aspects of communicating with youth through written means (text/chat). The hotline looks forward to continue engaging with this population.



Scan to Learn More about Research Childhelp has completed!

Our Partnerships In Action

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.

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.

Childhelp In the News



Los Angeles Times



Newsweek

POPCRUSH



DISTRACTIFY



USA TODAY

cafemom

GRUNGE

Slate

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Courage First
Athlete Helpline

This helpline is designed to assist athletes, parents, coaches, and any allies interested in **ensuring a healthy environment in sports** by offering confidential emotional support, crisis intervention, informational athlete-focused resources, and guidance related to concerns about any form of abuse in the context of sport.

[Athlethehelpline.org](https://athlethehelpline.org)

Call/text: 1-888-279-1026

The Childhelp National Child Abuse Hotline launched the Courage First Athlete Helpline in October 2022 in partnership with the Foundation for Global Sports Development. This partnership builds on the evidenced-informed model of the Childhelp National Child Abuse Hotline and is staffed by professional counselors with specialized training to support athletes concerned about or impacted by abuse.

Presenting Issues:

- Coaching Issues
- Emotional Abuse
- Physical Abuse
- Mental Health Concerns
- Seeking Safesport Reporting information
- Seeking Information about CF

Frequent supports provided:

- Empowering caller
- Encouraging appropriate action
- Validate feelings
- Barrier identification & resolution
- Reduce Anxiety

An online Needs Assessment was conducted during the pilot year of Courage First, and responders included:

- Survivors of abuse in sports
- Athletes
- Mental health professionals who have worked with athletes
- Parents/guardians of athletes

Respondents indicated that the top three issues facing young athletes today include:

- Mental health issues due to sport
- Experience of verbal or emotional abuse by coaches or other sports associates
- Challenges with reporting, or response to, abuse by teams or organizations
- While research clearly indicates the positive benefits of youth participation in sports, it is critical that the environment is a healthy one free from abuse.



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

John Stamos

Childhelp National Child Abuse
Hotline Spokesperson

**CHILDHHELP NATIONAL CHILD ABUSE HOTLINE
1-800-4-A-CHILD® (1-800-422-4453)
childhelph hotline.org**

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. Childhelp is a 501(c)(3) organization, Federal Taxpayer I.D. Number 95-2884608.