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.
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.
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.

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.

The majority of help-seekers identify as female.

*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**

- **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
Childhelp National Child Abuse Hotline services are available 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.

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:

<table>
<thead>
<tr>
<th>State</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rhode Island</td>
<td>6.25</td>
</tr>
<tr>
<td>Georgia</td>
<td>4.81</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>4.14</td>
</tr>
<tr>
<td>Arkansas</td>
<td>3.94</td>
</tr>
<tr>
<td>Nebraska</td>
<td>3.88</td>
</tr>
<tr>
<td>Kentucky</td>
<td>3.84</td>
</tr>
<tr>
<td>Mississippi</td>
<td>3.73</td>
</tr>
<tr>
<td>Missouri</td>
<td>3.72</td>
</tr>
<tr>
<td>Alabama</td>
<td>3.64</td>
</tr>
<tr>
<td>West Virginia</td>
<td>3.58</td>
</tr>
<tr>
<td>California</td>
<td>3.57</td>
</tr>
<tr>
<td>New York</td>
<td>3.52</td>
</tr>
<tr>
<td>Maryland</td>
<td>3.28</td>
</tr>
<tr>
<td>Delaware</td>
<td>3.26</td>
</tr>
<tr>
<td>Arizona</td>
<td>3.16</td>
</tr>
</tbody>
</table>

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

TOP 15 STATES
contacts per 10,000 residents
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 childhelphotline.org/research.

For texters ages 13 to 24, 95% found text to be a good way to get help.

For chatters ages 13 to 24, 90% found chat to be a good way to get help.

For callers ages 13 to 24, 98% found calling to be a good way to get help.

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

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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:


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.
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.

CHILDHELP 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
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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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