



FOUNDED IN 1959 BY
SARA O'MEARA + YVONNE FEDDERSON
PREVENTION AND TREATMENT
OF CHILD ABUSE

NATIONAL CHILD ABUSE HOTLINE

FY2024 IMPACT REPORT

PRINT DATE / OCTOBER 2024



FOUNDED IN 1959 BY SARA O'MEARA + YVONNE FEDDERSON
PREVENTION + TREATMENT OF CHILD ABUSE

CHILDHELP NATIONAL CHILD ABUSE HOTLINE

Call/Text/Chat _ 1-800-422-4453
Email _ info@childhelp.org
Website _ childhelphotline.org

- /childhelp
- @childhelp
- @childhelporg

We're on a mission to empower those seeking help to escape the shadows of child abuse and heal from the trauma it leaves behind.

In 2024, we made significant strides in the fight against the child abuse epidemic in America. Thanks to the unwavering support of generous donors, passionate staff, dedicated corporate partners, and available grants, we have made a profound impact on the lives of those who need us most. Together, we are forging a brighter future, championing the cause of resilience and hope.

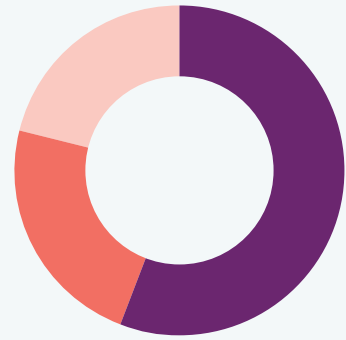


CHECK OUT OUR IMPACT



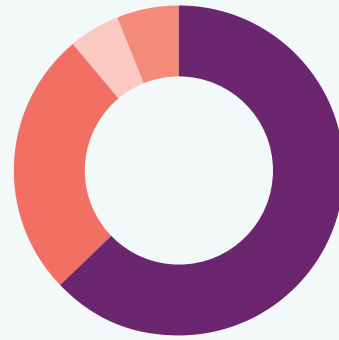
FY24 Impact Report Data

If you or someone you know is struggling with similar challenges, please reach out to the Childhelp National Child Abuse Hotline at **1-800-4-A-CHILD**.
(1-800-422-4453)



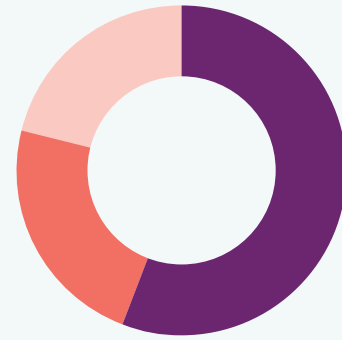
PHONE CALLS_55,429

- FEMALE_78%
- MALE_12%
- UNKNOWN_7%
- GENDER EXPANSIVE_2%



WEB CHATS_16,028

- FEMALE_63%
- MALE_26%
- UNKNOWN_5%
- GENDER EXPANSIVE_6%

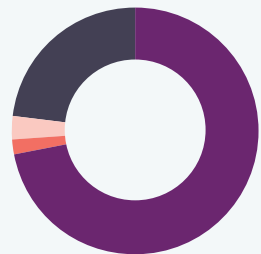


TEXT MESSAGES_7,546

- FEMALE_61%
- MALE_25%
- UNKNOWN_9%
- GENDER EXPANSIVE_5%

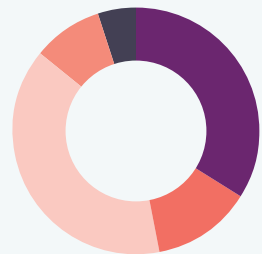
79,003 Total Contacts

**includes hang-ups, no response, wrong number, prank, obscene and abandoned*



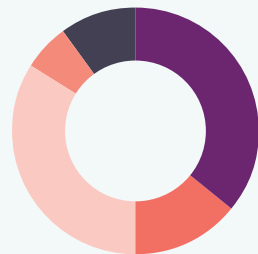
PHONE CALLS

- 25+_72%
- 18-24_2%
- 13-17_3%
- 12 and Under_0%
- Unkown_23%



WEB CHATS

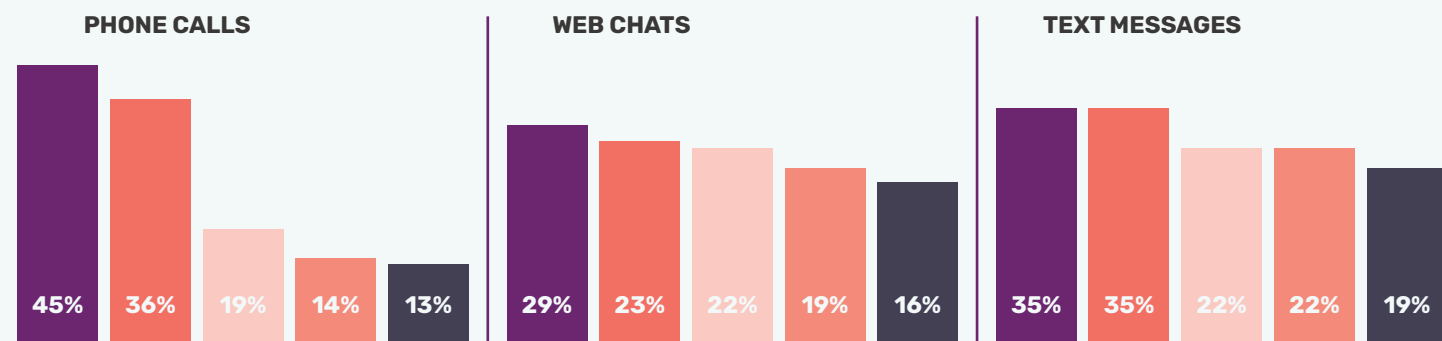
- 25+_34%
- 18-24_13%
- 13-17_39%
- 12 and Under_9%
- Unkown_5%



TEXT MESSAGES

- 25+_36%
- 18-24_14%
- 13-17_34%
- 12 and Under_6%
- Unkown_10%

GENDER Text and chat users are able to self-identify in a pre-survey; callers are not asked this information



AGE The majority of text and chat help seekers are youth and young adults. Text and chats often involve complicated discussions about various types of abuse, whereas calls often focus on reporting processes.

● CPS Report Abuse ● CPS Questions/Info ● Abuse-Neglect ● Other ● Childhelp Info

VALIDATION

A STORY SHARED FROM ONE OF OUR NATIONAL HOTLINE CRISS COUNSELORS

In a moment of quiet desperation, a young girl reached out, her voice trembling with the weight of unexpressed anger and deep emotional pain. It was clear she felt isolated and neglected, battling feelings that threatened to consume her.

As we spoke, I reassured her that it was completely normal to feel such intense emotions and that they didn't define her worth. With each word, she began to feel a flicker of understanding—that her feelings were valid and important. This simple validation opened the door for her to share her story, and soon, the root of her anger emerged, revealing a heartbreaking history of abuse from her father and cousin, compounded by being ignored by her mother.

As she recounted her experiences, I listened intently, allowing her to feel heard for the first time. She spoke of the profound betrayal she felt and how her anger had spiraled after being left alone at the hospital for a check-up following the abuse. It was a heavy burden to bear. I affirmed her pain, helping her see that her emotions were a natural response to her suffering. By the end of our call, she expressed deep gratitude, relieved to finally share her truth. She had considered self-harm but felt a spark of hope after our conversation. I encouraged her to seek professional support and reminded her that she was not alone; there were people who cared and wanted to help her heal. In that moment, I felt the power of connection—a small yet significant step towards her journey of recovery.

240 hello, hola, xin chào, mrhban, bonjour,

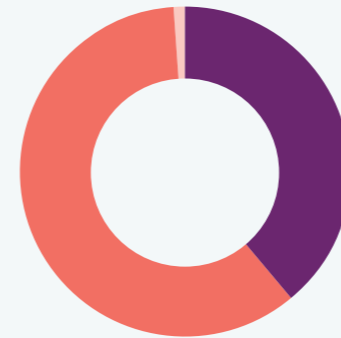
With access to more than 240 languages and 24/7 support from our crisis counselors, the Childhelp National Child Abuse Hotline is dedicated to breaking the cycle of abuse and providing crucial help to those in need. Together, we are transforming communities and rescuing children, creating a brighter future for all.



If you or someone you know is struggling, please reach out to the Childhelp National Child Abuse Hotline at [childhelphotline.org](https://www.childhelphotline.org)

Childhelp National Child Abuse Hotline

Levels of Intervention

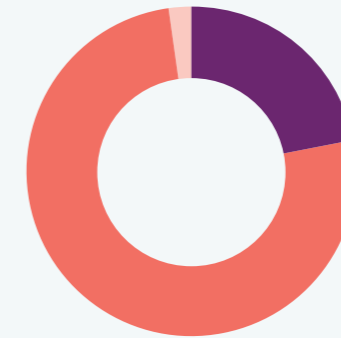


PHONE CALLS

- LEVEL 1_39%
- LEVEL 2_60%
- LEVEL 3_1%

LEVEL 1

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

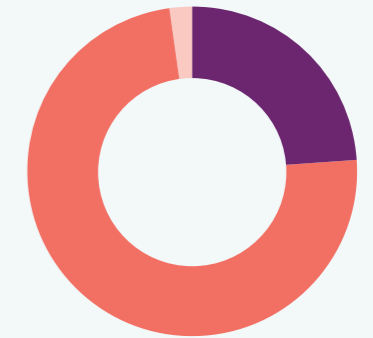


WEB CHATS

- LEVEL 1_22%
- LEVEL 2_76%
- LEVEL 3_2%

LEVEL 2

- Level 1 assistance
- Education/instruction related to presenting issues
- Action planning
- Referral to multiple resources
- Emotional support and coping strategies



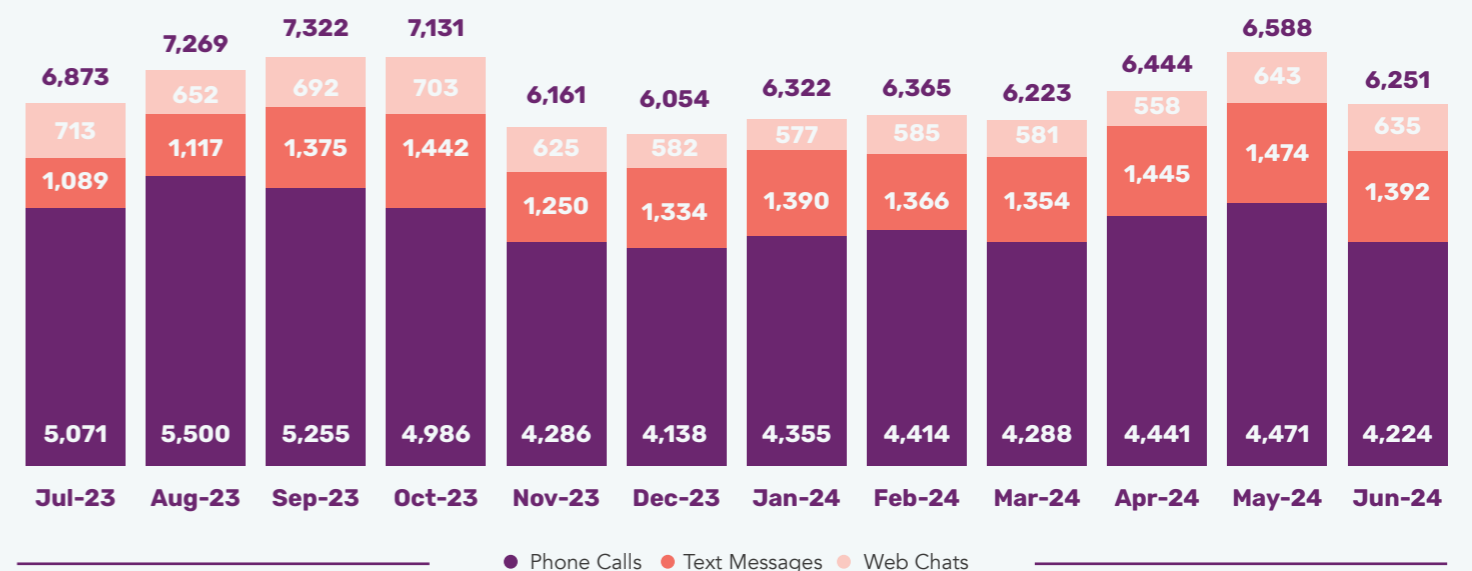
TEXT MESSAGES

- LEVEL 1_24%
- LEVEL 2_74%
- LEVEL 3_2%

LEVEL 3

- Level 2 and 3 assistance
- Crisis identification and intervention
- Safety planning
- Warm transfer to relevant resources

Average Contact Length



"The world needs more helpers like you."

16-Year-Old Help Seeker



"You have given me the most information that anyone has. I really appreciate you listening to me."

-Grandmother Facing System Failure

"I will never forget you and what you did for me today. You did something that no one has ever done for me in my entire life, that is to listen and care."

52-Year-Old Help Seeker



If you or someone you know is struggling with similar challenges, please reach out to the Childhelp National Child Abuse Hotline at **1-800-422-4453**.

Caring Donors & Partners

Thank You For Your Continued Support

Since the inception of the hotline, thousands of generous donors have stepped up to support our cause, amplifying this vital resource nationwide. To those who have contributed, thank you! You are an essential part of shaping communities, rescuing children, and providing safe havens for those in need. While we have made significant progress in the fight against child abuse and neglect, much work remains.

Tragically, nearly six children die each day in the United States due to abuse or neglect. With your compassion and support, we will continue our efforts until we break this national epidemic.

5 Children

FIVE CHILDREN DIE EACH DAY IN THE U.S. AS A RESULT OF ABUSE

7 Million

CHILD PROTECTIVE SERVICES RECEIVES 7 MILLION REFERRALS EACH YEAR IN THE U.S.

10 Seconds

EVERY 10 SECONDS CHILD ABUSE IS REPORTED IN THE U.S.

How You Can Help

If you're not yet a donor, here's how you can help:

- Scan the QR code to make a donation.
- Follow us on Instagram or Facebook and share our content to spread awareness amongst your community.
- Attend one of our many chapter events—scan the QR code to see upcoming opportunities to get involved.



Scan To Give Today



Follow Us @childhelp



Scan To See Events

Ambassadors

We love you!

It's truly a privilege to connect with a passionate group of individuals who are inspired by the work we do. Unfortunately, the topic of child abuse remains a difficult one for many to discuss. This is where our dedicated celebrity ambassadors shine, stepping up to raise awareness about this epidemic and promote the resources available through Childhelp. We are deeply grateful for their support and commitment to making a difference.



Some of our Ambassadors

John Stamos, Kathie Lee Gifford, Melissa Peterman, Jane Seymour, John O'Hurley, Jen Lilley, Maksim Chmerkovskiy, Nancy Grace, Cheryl Ladd, and more!

Amazing Partners



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.

Academic Collaborators

The Childhelp National Child Abuse Hotline stands as a beacon of hope in the fight against child abuse, collaborating with academic researchers to implement evidence-informed practices and deliver high-quality services to everyone seeking support. Our commitment to excellence is demonstrated through the sharing of research findings via webinar series, podcasts, peer-reviewed publications, and professional conferences. Together, we are forging a path toward a safer future for all.



In the News



Google Part- nership

Connects People to the Childhelp National Child Abuse Hotline

For more than six decades, Childhelp has been at the forefront of efforts to eradicate child abuse and neglect, providing prevention programs, intervention services and treatment for children and families in need. Central to its mission is the Childhelp National Child Abuse Hotline. Serving the U.S. and Canada, this 24-hour hotline is staffed seven days a week with professional crisis counselors who offer confidential crisis intervention, information and referrals — in more than 240 languages — via call, text and online chat.

With a report of child abuse being made every 10 seconds in the U.S. and six children losing their lives each day as a direct result of abuse, the Childhelp National Child Abuse Hotline is a vital resource. To date, the hotline has saved more than 13 million children nationwide.

Now, the hotline is partnering with Google to help provide faster access to child abuse and neglect resources and 24/7 support to those in need.

When people in the U.S. use Google to search for information related to child abuse and neglect, they will see a box at the top of the search results displaying the contact information for the Childhelp National Child Abuse Hotline, with direct access to call, text or chat. This will allow for callers — especially those in crisis — to get assistance quickly without needing to scroll extensively, as their time may be limited due to safety concerns.

Given the sensitive nature of child abuse, privacy is a top priority. Google has implemented measures to ensure that these searches are treated with the highest level of confidentiality. Users can search for help in incognito mode or ask Google Assistant for help without worrying about their search history being tracked or stored.

Together, Google and Childhelp are making it easier for victims, survivors and concerned individuals to access the support and resources they need.

Google

35%
increase
in volume in the
first month
of launching



Together, Google and Childhelp are making it easier for victims, survivors and concerned individuals to access the support and resources they need.”

*Danielle Siragusa
Director, Hotline Operations*



STARTS HERE : [ATHLETHEHELPING.ORG](https://athlethehelping.org)

Courage First Athlete Helpline

We empower athletes to confront abuse with bravery and courage.

We are dedicated to challenging the status quo in sports, creating a safe environment where every athlete feels supported and heard. Together, we champion resilience and healing, ensuring that no one faces their struggles alone.

X MOST FREQUENT PRESENTING ISSUES

- CPS Reporting and Questions
- Emotional abuse
- Sexual abuse
- Courage First Info
- Mental Health Issues

@ MOST FREQUENT ACTION PLANS

- Next Steps Identified
- Reporting Info
- Resource Referrals
- Identify Support Systems/People
- Counseling Services

X WHO IS REACHING OUT TO THE HELPLINE

- Abused Athletes 18+
- Team/Club Staff
- Parent/Guardian
- Abused Child Athlete
- Adult Athlete Survivor

**COURAGE
FIRST
ATHLETE
HELPLINE**

Childhelp is proud to partner with Global Sports Development and Sidewinder Films to offer the Courage First Athlete Helpline. Fearless together, we stand united against abuse. Now in its third year, Childhelp and its partners have rebranded to better attract and engage athletes than ever before. To learn more visit athlethehelping.org.

This helpline is designed to assist athletes, coaches, parents 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 sports. **Scan the code to learn more.**

