**2019 Crisis Services Snapshots**

**Call Volume**
- 40,371

**Chat Volume**
- 16,380

**Emails**
- 3,190

**Forum Posts**
- 4,946

**Texts**
- 1,770

**Total Contacts**
- 66,657

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**Youth Status at Time of Contact**
- Youth in Crisis (41%)
- Contemplating Running (34%)
- Runaway (13%)
- Homeless (8%)
- Asked to Leave Home (3%)
- Suspected Missing (1%)

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**Most Common Issues**

- **Family Dynamics**
  - This includes issues like conflict with family rules, divorce, blended/extended family issues, custody, moving, death of family member, teen parenting etc.

- **Abuse & Neglect**
  - This includes any form of abuse such as emotional, physical, sexual and neglect.

- **Mental Health**
  - This includes depression, suicide, eating disorder, self-harm, psychological or behavioral problems etc.

- **Peer Issues**
  - This includes isolation, bullying, fights with friends, etc.

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**Homeless Youth’s Time on the Streets**
- 60% of youth were still at home

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**Race**
- White/Caucasian (37%)
- Black or African American (15%)
- Hispanic or Latino (11%)
- Not provided (26%)
- Multi-racial (6%)
- Asian (3%)
- American Indian or Alaska Native (1%)
- Native Hawaiian or Pacific Islander (1%)

**Gender**
- Female (69%)
- Male (26%)
- Transgender or Non-binary (5%)

**Age**
- Under 12 (1%)
- 12 to 14 (13%)
- 15 to 17 (48%)
- 18 to 21 (19%)
- Adults (19%)
youth returned home or to another safe living arrangement through the Home Free program in partnership with Greyhound.

2019 CRISIS CONTACT MAP

While the map above includes only U.S. states, NRS serves youth from all parts of the nation including U.S. territories.

In crisis?
Call: 1-800-RUNAWAY (786-2929)
Chat: 1800RUNAWAY.org

For media inquiries or other questions:
Call: Beth Richman, 312-806-8999
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