

# 2019 Crisis Services SNAPSHOT

January 1, 2019 - December 31, 2019  
National Runaway Safeline



CALL VOLUME  
**40,371**

CHAT VOLUME  
**16,380**

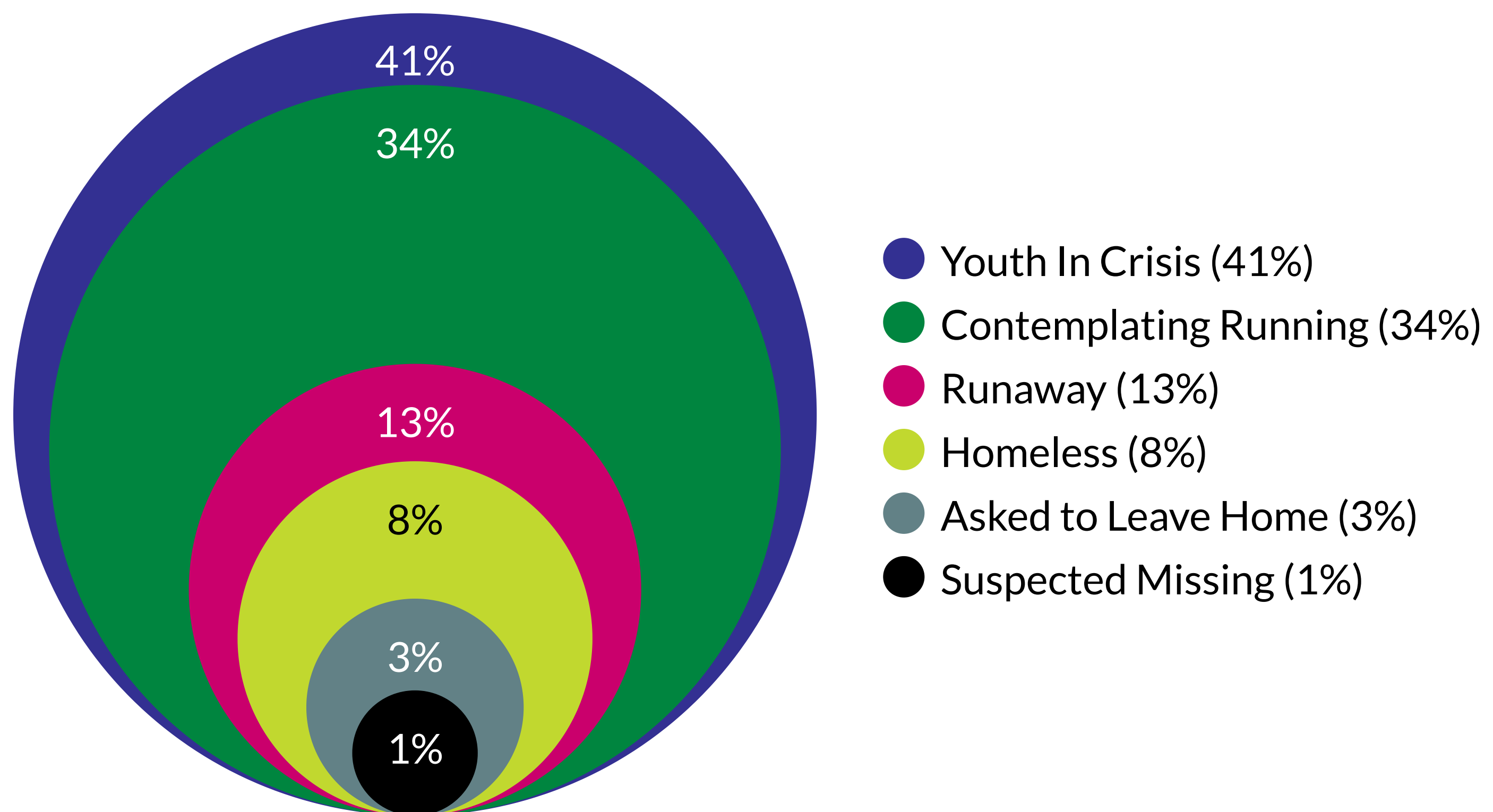
EMAILS  
**3,190**

FORUM POSTS  
**4,946**

TEXTS  
**1,770**

TOTAL CONTACTS  
**66,657**

## YOUTH STATUS AT TIME OF CONTACT



## 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.

## DEMOGRAPHICS

### HOMELESS YOUTH'S TIME ON THE STREETS



- 1 to 6 Days (55%)
- 1 to 3 weeks (17%)
- Month or more (28%)

**60%**  
of youth were still at home

### RACE



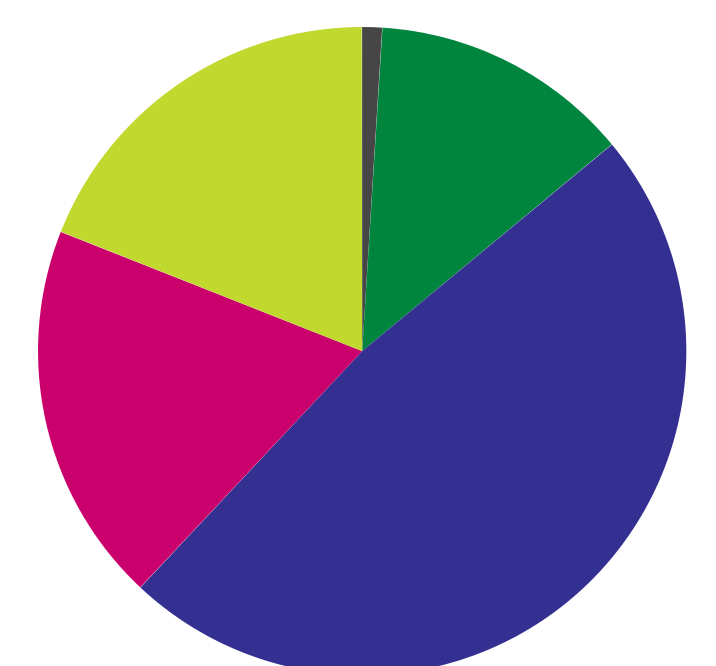
- White/Caucasian (37%)
- Black or African American (15%)
- Hispanic or Latino (11%)
- Not provided (26%)
- Multi-racial (6%)
- Asian (3%)
- American Indian or Alaska Native (1%)
- Native Hawaiian or Pacific Islander (1%)

### GENDER



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

### AGE

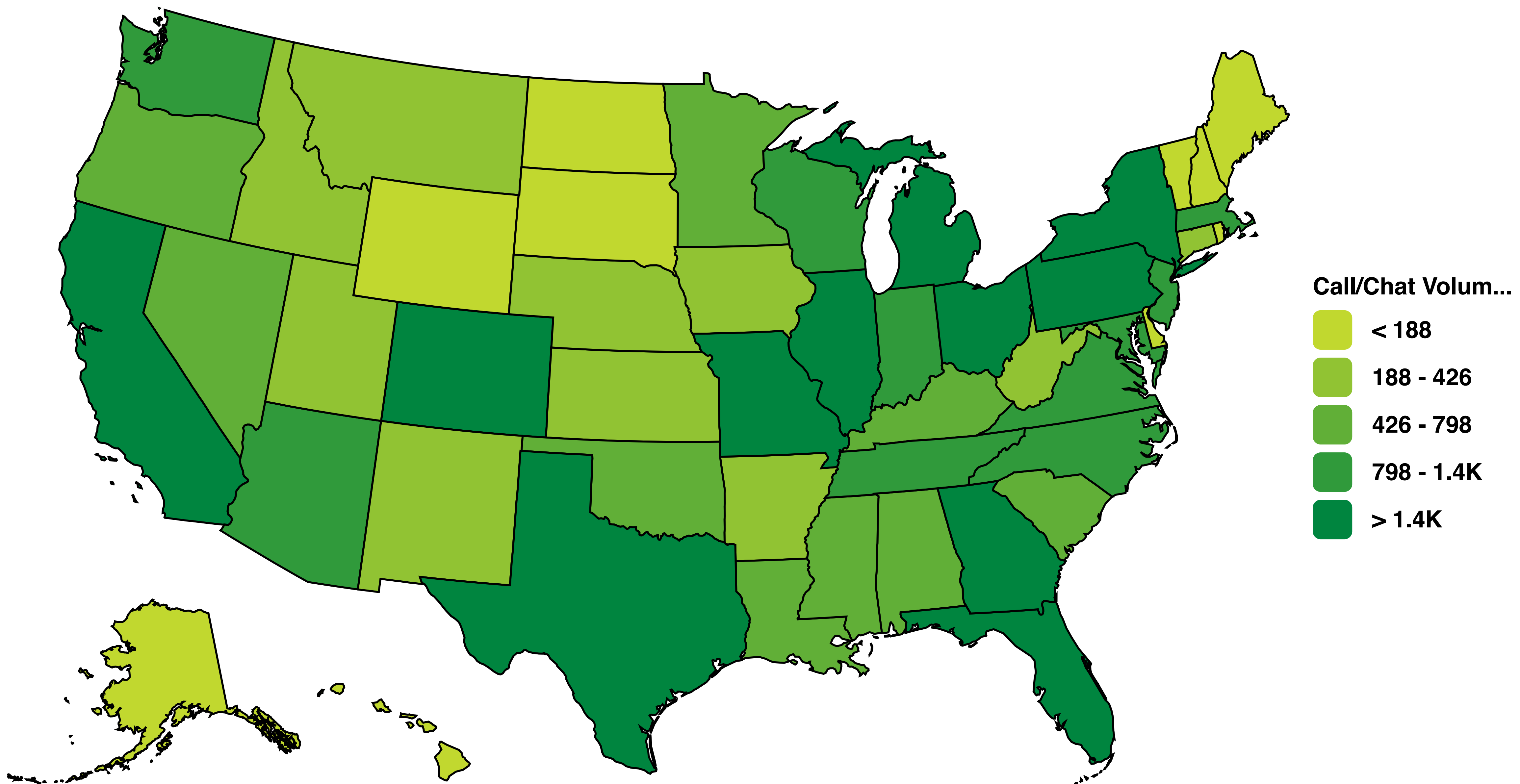


- Under 12 (1%)
- 12 to 14 (13%)
- 15 to 17 (48%)
- 18 to 21 (19%)
- Adults (19%)



294 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:

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