National Runaway Safeline
COVID-19 Trends & Responses

The information below offers a snapshot of the impact of COVID-19 on the youth who reach out to the National Runaway Safeline for support, along with a brief description of the organization’s response and actions taken to ensure that runaway, homeless and at-risk youth continue to access the support they need, even during a pandemic.

**Reasons for Reaching Out**

- Limited to no availability of shelter resources
- Limited to no access to transportation to safe housing and shelter
- Heightened anxiety and limited access to support systems at schools, drop-in centers, case management, and other resources
- Confined to home or in current living arrangement with abusers or other potentially unsafe living situations
- Increase in suicide-related contacts
- Increase in contacts from youth under age 12 and over age 21
- Overall increase in intensity and length of time of crisis connections

![Hexagon diagram showing reasons for reaching out.](image)

**By The Numbers**

- **38,893** youth cited family dynamics as a reason for contact
- **9,090** youth cited mental health as a reason for contact
- **559** contacts specifically about COVID-19
- **318** Home Free tickets issued (▲ 8% from 2019)
- **71%** of youth who reported their location were still at home
- **8%** ▲ in contacts citing emotional or verbal abuse as a reason for contact
- **4%** ▲ in contacts citing physical abuse as a reason for contact

**National Runaway Safeline's Pandemic Response**

- Integrated and upgraded technology systems allowing the organization to become completely remote while maintaining fully operational 24/7 crisis services, along with enhanced reporting and data analytics capacity
- Expanded and updated resource referral database for youth & families in need
- Created new wellness initiatives to support the physical and mental health of NRS crisis services team member

**Contact Us 24/7/365 at 1-800-RUNAWAY**

For additional information, visit [www.1800RUNAWAY.org](http://www.1800RUNAWAY.org) or follow us @1800RUNAWAY on [Facebook](http://Facebook), [Twitter](http://Twitter) and [Instagram](http://Instagram).