



2022

CRISIS SERVICES & PREVENTION REPORT

ACKNOWLEDGEMENTS

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I. INTRODUCTION

Each year, over 4 million young people between the ages of 13 and 25 experience some form of homelessness in the United States.¹ Even more young people experience crises that put them at risk of leaving their homes or being asked to leave. In other words: in a classroom of 30 students, at least one of them will experience homelessness this year. This means that these young people may have to couch surf, bounce among relatives and friends, live in shelters, or stay on the streets. The lack of a safe living environment to call home during this time undermines young people's life chances at a critical turning point in their lives.

The potential impact of homelessness and housing instability among young people has far reaching implications for their well-being. Young people experiencing homelessness may face struggles to afford food, to care for their mental and physical health, to attend and complete school, and to avoid potentially dangerous and violent situations. Experiences of homelessness are associated with other negative outcomes, such as physical and sexual abuse, substance use, and premature death.^{2, 3, 4}

These impacts have personal and societal costs, so it is critical that youth in crisis and experiencing or at risk of experiencing homelessness are connected to resources that can help them find stable housing, access supports, develop a plan, or reunite safely with their families. Making resources available to young people in crisis, and the people who care about them, can help to prevent a crisis from occurring or mitigate the impact of a crisis.

¹ Morton, M. H., Dworsky, A., & Samuels, G. M. (2017). *Missed opportunities: Youth homelessness in America*. National estimates. Chicago, IL: Chapin Hall at the University of Chicago.

² Auerswald, C. L., Lin, J. S., & Parriott, A. (2016). Six-year mortality in a street-recruited cohort of homeless youth in San Francisco, California. *Peer Journal*, 4, e1909.

³ Hodgson, K. J., Shelton, K. H., van den Bree, M. B., & Los, F. J. (2013). Psychopathology in young people experiencing homelessness: A systematic review. *American Journal of Public Health*, 103(6), e24–e37.

⁴ Medlow, S., Klineberg, E., & Steinbeck, K. (2014). The health diagnoses of homeless adolescents: A systematic review of the literature. *Journal of Adolescence*, 37(5), 531-542.

NATIONAL RUNAWAY SAFELINE SERVICES

For over 52 years, NRS has served as a critical resource, working to keep youth who have run away, experienced homelessness, or are at risk of other adverse outcomes safe and off the streets. With support from FYSB, NRS serves as home to the federally-designated national communication system in the United States for youth ages 12 to 21 who are contemplating running away, or have run away and are experiencing homelessness. This service delivery model offers non-judgmental, non-sectarian, and non-directive support to empower youth and their families to develop a plan of action to address their crises.

Through its crisis 1-800-RUNAWAY hotline (calls, and live texts as of late 2023) and 1800RUNAWAY.org online services (live chat, email, and forum), NRS provides free crisis intervention, referral services, and assistance related to situations and experiences of youth, families, service providers and community members throughout the United States and U.S. territories 24 hours a day, 7 days a week, 365 days a year. NRS staff and volunteers are trained, supervised, and supported to respond to each person's intersectional issues associated with their current situation (e.g., abuse, mental health, family dynamics, human trafficking, etc.) to offer effective intervention and referrals when needed.

Examples of services that NRS staff and volunteers may offer to those who reach out include: facilitating conference calls with family members or community-based agencies, where NRS representatives advocate on behalf of a youth; using a messaging service where youth or family members can indirectly connect as a first step towards a mediated conversation; and accessing the Home Free program, offered in partnership with Greyhound Lines, Inc., which helps youth to safely reunite with their family or travel to an alternate living arrangement using a free bus ticket. In addition, NRS maintains a database of approximately 7,000 resources across the country to help youth and families access local support such as counseling, shelter, and substance abuse treatment, which may be offered as referrals during crisis connections.

Along with these resources, NRS also provides education and outreach tools for youth, families, service providers, teachers, public health professionals, and community members that offer prevention strategies and free resources, including the Let's Talk: Runaway Prevention Curriculum. This 16-module, interactive curriculum is designed to help youth build critical life skills and seek assistance from trusted contacts to avoid becoming homeless in the first place. Annually, NRS has hundreds of thousands of contacts with individuals seeking information, support, referrals and crisis intervention and prevention resources.

NRS also continues to focus on growing its audience, brand recognition, and implementing effective strategies and campaigns that resonate with young people. Research indicates that youth, particularly those ages 13 to 17, spend numerous hours per day on social media and 35% of teens say they use at least one social media platform "almost constantly".⁵ And according to the Pew Research Center's 2022 survey of teens and their social media usage showed YouTube, TikTok, and Instagram are the top social media platforms for teens.

NRS develops specific content for these platforms, targeted at young people, and informed by feedback from the NRS Youth Advisory Board (YAB). To effectively reach young people with information about NRS and available services, the organization recognizes the need to utilize social media channels in unique, relevant, and engaging ways to interact with and provide information to them. Members of the YAB play a central role in helping inform NRS' social media strategy and infuse youth perspective and voice into the content. YAB members review and provide feedback on social media campaigns, suggest content, and offer ideas to engage and reach more young people, particularly focused on reaching underserved audiences such as youth who identify as LGBTQIA2S+, youth of color, and youth with disabilities. In addition, NRS posts regular content on our social media channels targeted to parents/guardians, youth-serving organizations, national partners, and the media.

⁵ Vogels, Emily, Gelles-Wtnick, Risa, and Massarat, Navid. (2022). *Teens, Social Media and Technology 2022*. Washington, DC: Pew Research Center.

AIMS OF THIS REPORT

This report has two aims: 1) to review the data NRS collected through its crisis intervention services in 2022 and 2) to monitor social media trends over the course of the year. Below, we provide more detail about each aim.

The first aim examines the characteristics of the individuals who contacted NRS in calendar year 2022, the channels through which these individuals connected with NRS, the problems identified that warranted crisis intervention, and the services that NRS provided. This analysis illuminates characteristics and needs of individuals who use NRS's crisis intervention services.

The second aim assesses trends in social media activities and engagement in 2022. The results of this analysis highlight seasonal and monthly variation in engagement that can inform future social media outreach campaigns and strategies for connecting with young people.

Taken together, the findings from this report will provide critical information about the needs of youth who are experiencing homelessness or at risk of becoming homeless, how NRS and other youth serving organizations can best meet the needs of youth in crisis and those who care about them, and when and how individuals engage with NRS's social media outlets – a critical tool for outreach, awareness and building connection.

DATA ANALYSIS

NRS uses one data collection form to capture relevant information disclosed during calls, emails, and forum posts and uses a separate data collection form to capture information from chats. NRS does not use a survey or interview tool to collect standardized data from crisis intervention contacts. Instead, NRS collects information that contacts voluntarily self-report in the context of crisis intervention exchanges. NRS staff and volunteers gather information from calls, emails, chats, and forum posts, with information reported varying based on what individuals choose to share. As a result, the percentages drawn in tables and figures throughout this report are based on the number of individuals (N) who chose to provide information on each data point,

with the amount of missing data ranging from 0% to 89% across the data points analyzed.

In 2022, NRS collected records for 26,198 contacts from hotline calls, emails, chats, and forum posts involving youth age 21 and under. This report's analysis includes records for 26,103 contacts and excludes 95 cases that were labeled "pranks".

To address Aim 1, we used descriptive analytic techniques, such as frequency tables. To address Aim 2, we analyzed social media data captured over the course of 2022 and visualized trends, focusing on several metrics such as impressions, engagements, views, and audience analysis.

II. 2022 CRISIS SERVICES & PREVENTION REPORT

WHO CONTACTS NRS?

In 2022, 17,009 contacts reaching out to NRS through the 1-800-RUNAWAY hotline and the digital services offered through 1800RUNAWAY.org (live chat, email, and forum) reported their relationship to the youth in crisis.

The majority of those who contacted NRS were youth seeking help for themselves (74%). Concerned individuals who reached out on behalf of youth included parents (9%), adults (8%), friends (3%), and relatives (3%), as well as others such as agency representatives and police or probation officers (please see Table 1).

Table 1. Relationship to Youth

Contact Relationship	N	%
Youth	12,564	74%
Parent	1,583	9%
Adult	1,372	8%
Relative	589	3%
Youth's Friend	565	3%
Agency	247	1%
Other	66	<1%
Police	41	<1%
Total	17,009	100%

N = 17,009; missing n = 9,094, 35%

Many of those who connected with NRS in 2022 shared information about themselves, including their age, race/ethnicity, and gender identity. More than half of these contacts took place with youth under the age of 18 (56%).^a Notably, about a third of all contacts (36%) occurred with 15 to 17 year-olds. Two percent of contacts were under the age of 12, 18% were ages 12-14, 21% were ages 18-21, and 24% were adults age 22 or older (please see Table 2).

About half (45%) of crisis intervention contacts who reported their race/ethnicity^b were white/Caucasian. A quarter (26%) identified as Black/African American, 15% identified as Hispanic/Latinx, 8% identified as multiracial, 4% identified as Asian, 1% identified as Hawaiian or Pacific Islander, and 1% identified as American Indian/Alaska Native.

Of contacts who reported their gender identity,^c a much larger proportion of females, compared with males, reached out for support. Sixty-six percent of contacts identified as female, 23% identified as male, and 11% identified as transgender or non-binary.

Table 2. Demographic Characteristics of Contacts

Contact Characteristics	N	%
Age^a		
Under 12	347	2%
12-14	2,830	18%
15-17	5,773	36%
18-21	3,310	21%
22+	3,829	24%
Race/Ethnicity^b		
American Indian/Alaska Native	141	1%
Asian	404	4%
Black/African American	2,660	26%
Hawaiian/Pacific Islander	70	1%
Hispanic/Latinx	1,529	15%
Multiracial	777	8%
White/Caucasian	4,528	45%
Gender Identity^c		
Female	9,598	66%
Male	3,414	23%
Transgender/Non-binary	1,526	11%

a Age: N = 16,089; missing n = 10,014, 38%

b Race/ethnicity: N = 10,109; missing n = 15,994, 61%

c Gender identity: N = 14,538; missing n = 11,565, 44%

HOW DO CONTACTS REACH NRS?

NRS' crisis services are available through four methods of contact including hotline, live chat, email, and forum posts. The most common way that contacts reached out to NRS in 2022 were the chat service (58%) and hotline calls (34%), accounting for 92% of all crisis intervention connections. Only 4% of contacts connected with NRS via online forum posts and 4% connected with NRS via email (please see Table 3). Notably, there were a total of 1,009 forum posts in 2022, which 170,564 people visited throughout the year. This suggests that many potential contacts may have used posts already available to answer questions and address crises without adding new posts of their own or reaching out through other methods.

Table 3. Method of Contact

Method of Contact	N	%
Chat	15,264	58%
Hotline call	8,755	34%
Forum post	1,075	4%
Email	1,009	4%
Total	26,103	100%

N = 26,103; missing n = 0, 0%

More than three-quarters of contacts (78%) learned about NRS through the internet, underscoring the importance of NRS's outreach, advertising, and awareness campaigns through digital sources, including social media. Seven percent of contacts learned about NRS through word of mouth, with fewer contacts following up from a previous call (3%) or learning about NRS through a social service agency (3%), school (3%), or public service announcement (3%) (please see Table 4).

Table 4. How Contacts Learned of NRS

How Contacts Learned of NRS	N	%
Internet	15,968	78%
Word of mouth	1,343	7%
Previous Call	600	3%
Social service agency	555	3%
School	536	3%
Public service announcement	524	3%
NRS runaway prevention curriculum	399	2%
Law enforcement	188	1%
NRS partner organization	154	1%
Directory service	95	<1%
NRS promotional material	54	<1%
Total	20,416	100%

N = 20,416; missing n = 5,687, 22%

Note: Total does not sum to 100% due to rounding

WHY DO CONTACTS REACH NRS?

Young people who are experiencing homelessness or are at risk of becoming homeless face numerous challenges that lead to their reaching out to NRS for support. In 2022, crisis contacts typically reported one or more “presenting problem” or reason for seeking crisis intervention services, with three-quarters of contacts reporting at least one presenting problem. By far, the most common presenting problem was family dynamics (77%), including conflict with rules, problems with parents or siblings, blended family, divorce or custody issues, death of a family member, or teen parenting. Other common presenting problems were emotional abuse (28%), mental health (25%), economics (23%), physical abuse (17%), and peer/social issues (17%) including problems with friends, internet relationships, gang or cult involvement, sexual activity, relationship problems, and independence (please see Table 5).

Table 5. Reasons for Crisis Intervention

Reasons for Crisis Intervention	N	%
Family dynamics	12,889	77%
Emotional abuse	4,653	28%
Mental health	4,179	25%
Economics	3,859	23%
Physical abuse	2,875	17%
Peer/Social Issues	2,815	17%
Neglect	1,883	11%
Transportation	1,743	10%
School/Education	1,497	9%
Youth/family	1,330	8%
LGBTQIA2S+ issues	955	6%
Alcohol/substance use	949	6%
Judicial system	642	4%
Sexual abuse	636	4%
Health	461	3%
Exploitation	150	1%

N = 16,750; missing n = 9,353, 36%

Note: Because these categories were not mutually exclusive and contacts could report multiple presenting problems, a total N is not included in this table.

Although many youth who are at risk of homelessness face problems that are very serious, about half of those who reached out to NRS for crisis services (42%) did so from home. This suggests that there is an opportunity for de-escalation of a crisis prior to leaving home in the first place. When contacts shared the youth’s location, they most often said that youth who were not at home were staying with a friend (10%, please see Table 6).

Table 6. Youth’s Location at Time of Contact

Youth’s Location	N	%
Home	6,229	42%
Unknown to NRS staff/volunteers	2,542	17%
Friend	1,523	10%
Street/payphone	1,184	8%
Unknown to caller	872	6%
Relative	705	5%
Other	701	5%
School	301	2%
Shelter	299	2%
Recent acquaintance	151	1%
Greyhound	98	1%
Detention/police	74	1%
Work	38	<1%
Pimp/dealer	11	<1%
Total	14,728	100%

N = 14,728; missing n = 11,375, 44%

In addition, nearly three-quarters of 2022 crisis intervention contacts involved youth who had not yet run away or been asked to leave: this includes 44% of youth who were in crisis unrelated to their housing situation and 27% of youth who were contemplating running away from home. Sixteen percent had already run away, 13% were experiencing homelessness, less than 1% were suspected to be missing, and less than 1% had been asked to leave (please see Table 7).

Table 7. Youth's Crisis Status at Time of Contact

Youth's Crisis Status	N	%
Youth in crisis	6,925	44%
Contemplating running	4,206	27%
Runaway	2,533	16%
Homeless	2,069	13%
Suspected missing	77	<1%
Kicked out/Asked to leave	22	<1%
Total	15,832	100%

N = 15,832; missing n = 10,271, 39%

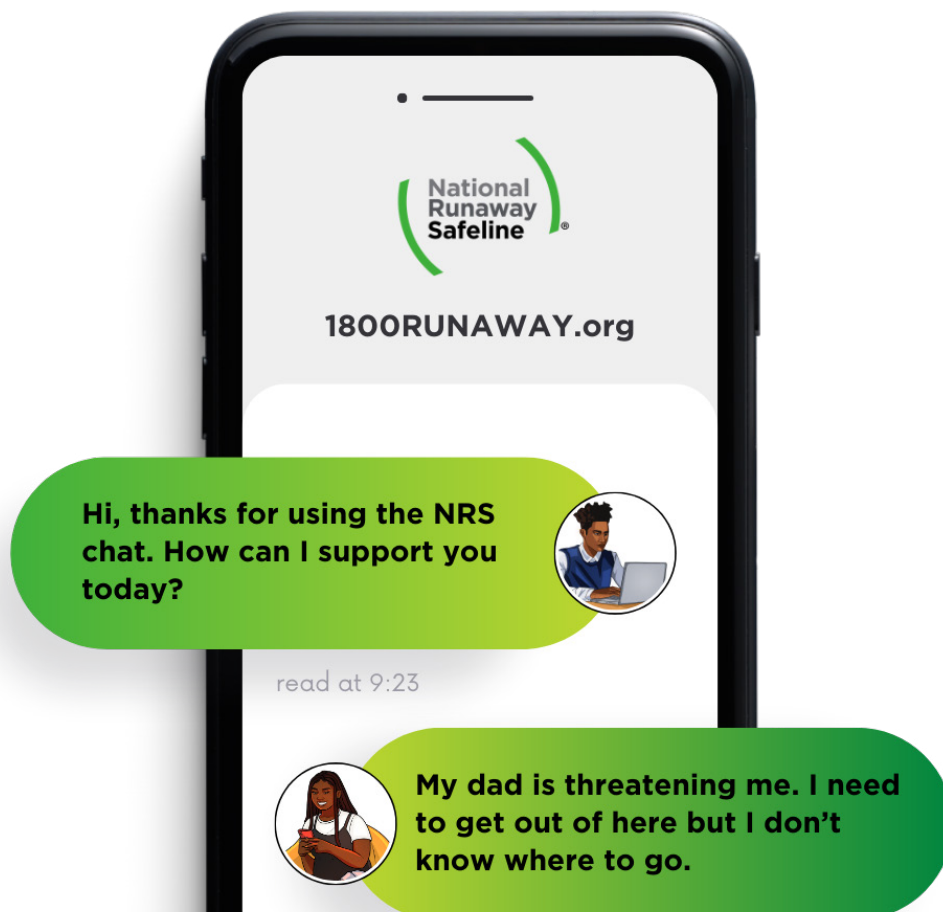
A relatively small number of total crisis contacts (11%) indicated how the youth was surviving while experiencing homelessness. The majority, 83%, reported that friends and family networks were the primary modes of survival, while 11% survived through personal funds, and another 11% relied on shelters (please see Table 8).

Table 8. How Youth Survived While Homeless

How Youth Survived While Homeless	N	%
Friends/relatives	2,463	83%
Personal funds	336	11%
Shelter	316	11%
Employment	152	5%
Detention/Police	39	1%
Survival Sex	38	1%
Panhandling	17	1%
Sex industry	17	1%
Stealing	7	<1%
Selling Drugs	2	<1%

N = 3,008; missing n = 23,095, 88%

Note: Because these categories are not mutually exclusive and contacts could report multiple means of survival, a total N is not included in this table.



REFERRAL OPTIONS

NRS’s intervention services aim to support youth and those who care about them who may be experiencing crisis. After evaluating the reasons for reaching out to NRS and the situation a young person is in, NRS crisis services staff and volunteers discuss potential services, resources, and supports that contacts might pursue to resolve the issues at hand. NRS’s solutions-focused approach led to 67% of crisis intervention contacts discussing options for referrals or next steps, with many contacts discussing multiple referral options (please see Table 9).

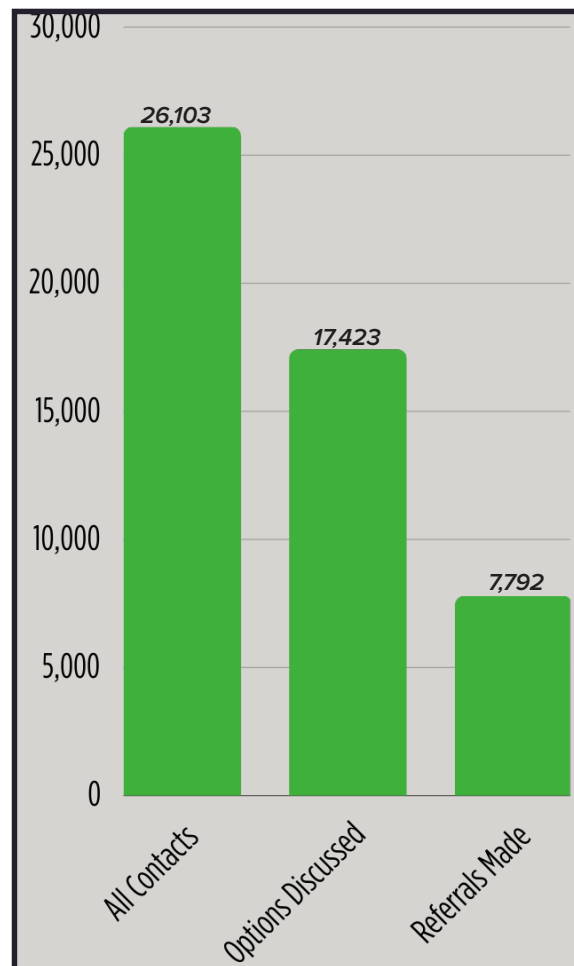
Among crisis intervention contacts who were interested in learning about referral options, NRS staff and volunteers recommended additional NRS services for nearly all of them (95%). Additional NRS services include the message service, conference calls, and the Home Free program. Other referral options discussed with crisis intervention contacts included family (36%), friends (31%), police (29%), and alternate youth housing (29%). Of the 26,103 total crisis intervention contacts in 2022, nearly one-third (30%) ultimately obtained referrals (please see Figure 1).

Table 9. Referral Options that Contacts Discussed with NRS Staff and Volunteers

Referral Options	N	%
NRS services ⁶	16,532	95%
Family	6,341	36%
Police	5,459	31%
Friend	5,049	29%
Alternate youth housing	5,023	29%
Social services	3,378	19%
Child abuse reporting	3,169	18%
Adult	2,927	17%
Self help	2,606	15%
Mental health professional	2,573	15%
Transitional living program	2,089	12%
School personnel	1,915	11%
Legal services	1,601	9%
Home Free	1,448	8%
Social worker	883	5%
Missing children number	503	3%
Health professional	443	3%
211 United Way	406	2%
Juvenile court	392	2%
Religious organizations	258	1%
Transportation	75	<1%

Note: Because these categories were not mutually exclusive and contacts could report multiple referral options, a total N is not included in this table.

Figure 1. Referral Options Discussed and Obtained



⁶ NRS services may also include referrals to the Home Free program.

HOME FREE

Eight percent of crisis contacts who were interested in referral options learned about the Home Free program from NRS's frontline staff. This service is a partnership between NRS and Greyhound Lines, Inc. that offers youth who have run away or are experiencing homelessness a free bus ticket to return home or to a safe alternative living arrangement. In 2022, NRS made 1,448 referrals to Home Free. Of those referrals, 648 individuals started the process to use the Home Free program, resulting in 232 bus tickets issued. Additionally, 9 parents or guardians received tickets through the Home Free program.

Although NRS and Greyhound try to provide as many tickets as possible to youth in need, there are several reasons why requests do not always result in an issued ticket. These reasons include situations in which youth and their families do not agree on reunification, youth and/or family members do not call back to complete the ticketing process, youth do not have a safe location identified to which they would travel, youth and/or families find alternative transportation, or transportation is not available in a particular location.

Table 10. Home Free Referrals, Uptake, and Outcomes

Referral Options	N
NRS referrals to Home Free	1,448
Contacts in Home Free form	648
Youth had Home Free itinerary	232
Parent/guardian tickets issued	9

WHAT TRENDS EMERGED IN NRS' SOCIAL MEDIA ENGAGEMENT?

Youth experiencing homelessness or at risk of becoming homeless need timely social support, referrals to resources, and professional advice but reaching these young people can be challenging. To address this issue and to best reach young people where they are, NRS uses

various online social media communication platforms to connect with young people in crisis and the people who care about them. The section below highlights trends in social media platforms engagement over the course of 2022. NRS's social media content on Facebook,

The common metrics used to evaluate the effectiveness of online communication strategies across different platforms include impressions, engagement, and audience analysis.

Impressions are the number of times the online content is displayed on users' screens, with a single viewer potentially generating multiple impressions. In the context of Google, an impression is recorded when an item (such as NRS social media pages or the 1800Runaway website) appears in the search results, regardless of whether it is scrolled into view.

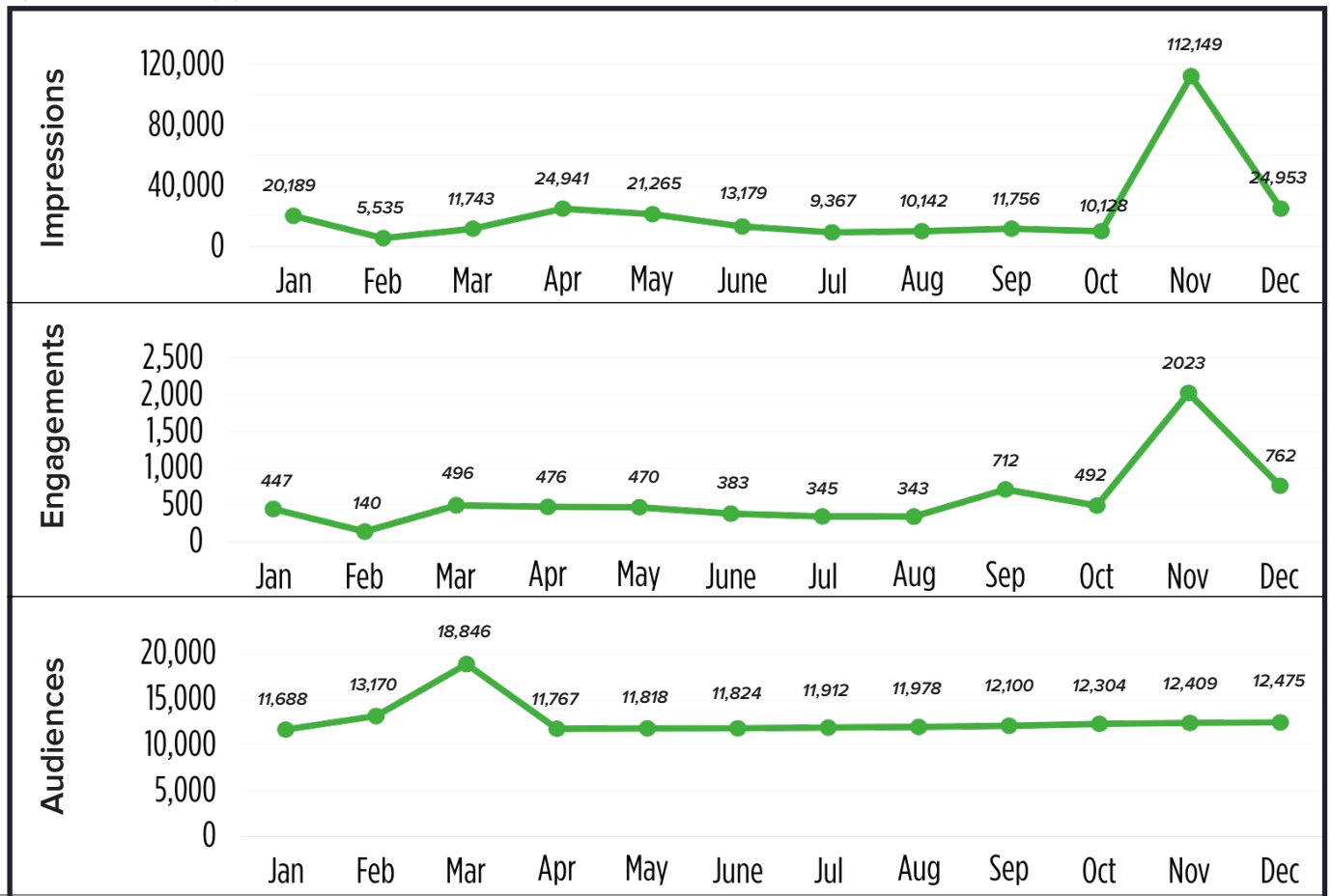
Engagement encompasses both passive metrics (e.g., likes, clicks, page views) and active metrics (e.g., comments, initiating discussion threads). In the context of Google, passive engagement metrics include clicks that redirect users to a page outside of Google Search, which includes any NRS online content.

Audience analysis involves assessing the number of audiences reached through each communication platform.

Instagram, and TikTok generated an average of 21,318 impressions and 555 engagements (including passive and active). The peak for impressions (n = 112,149) and engagements (n = 2,023) occurred in November (please see Figure

2). It is important to note that NRS manages a public awareness campaign, National Runaway Prevention Month (NRPM), in November of each year.

Figure 2. Activities and Engagements on NRS Social Media Sites



Throughout the entire year, the average number of audience members was 12,382, with the highest reach of 18,846 observed in March. The disparity between the peak periods of impressions and engagements versus audience metrics is likely because one youth can view social media content multiple times, with each view being counted as an impression. However,

reaching an audience is measured by reaching a unique user's screen, regardless of how many times they revisited the content from the same screen. Thus, it is possible that the number of youth visiting NRS's social media pages peaked in the spring (March), with revisits to the content occurring again in November.

HOW HAVE CONTACTS CHANGED SINCE THE PANDEMIC?

In recent years, the impact of the COVID-19 pandemic has had an indelible impact on the needs of young people facing risks for homelessness and experiencing homelessness. Some trends that emerged during the pandemic, in terms of who reaches out to NRS and what their needs are, have remained steady over time whereas others have begun to revert to pre-pandemic trends. Other trends reflect a new normal in the wake of the pandemic.

- Prior to the pandemic, only 15% of contacts were under the age of 15, which increased to 23% in 2021 and was 20% in 2022, an overall increase of 33%.
- In 2019, 50% of contacts were white/Caucasian and 20% were Black/African American, but by 2022, 45% of contacts were white/Caucasian and 26% were Black/African American.
- The proportion of clients identifying as transgender/non-binary more than doubled from 5% in 2019 to 11% in 2022.
- The chat service grew in popularity during the pandemic, with 44% of contacts using the chat service in 2019 and 60% of contacts using the chat service in 2021, an increase of 36%. In 2022, 58% of contacts used the chat service.
- Forum posts have decreased from 8% of contacts in 2019 to 4% of contacts in 2022.
- Family dynamics continue to be the most common presenting problem but have decreased in proportion since 2019. In 2019, 57% of contacts reported family dynamics as their reason for outreach to NRS, compared with 88% in 2020, an increase of 54%. In 2022, reports of family dynamics as the reason for outreach declined to 77% of contacts.
- Emotional abuse, mental health, and peer/social issues followed a similar pattern of spiking in prevalence in 2020 and 2021, during the height of the pandemic, and decreasing slightly in 2022.
- Economics and transportation issues have increased steadily since before the pandemic. Economics was reported as an issue for 9% of contacts in 2019 and 23% of contacts in 2022, an increase of 155%. The proportion of contacts citing transportation issues doubled from 5% in 2019 to 10% in 2022.
- In 2019, 46% of contacts reported that the youth was still located at home, which increased to 68% in 2020 and has decreased to 42% in 2022.

III. CONCLUSIONS

The findings from this report highlight the diversity in the population of contacts who reach out to NRS for crisis intervention services. The bulk of contacts are young people advocating on their own behalf who want to connect with NRS for support

and resources to address issues related to their safety and well-being. NRS provides non-judgmental, non-sectarian, and non-directive support that aims to empower young people.

CRITICAL SERVICE NEEDS

The primary need of young people and those who care about them who reach out to NRS is for resources to address family issues. More than three-quarters (77%) of crisis contacts reported family dynamics as a presenting problem, followed by 28% who reported emotional abuse

and 25% who reported mental health needs. This points to the value of local community-based resources for family strengthening, counseling, and other supports to address the highest priority needs of young people that are associated with experiences of homelessness.

OPPORTUNITIES FOR PREVENTION

NRS offers crisis intervention services to both address an ongoing crisis and prevent crises that have not yet occurred. The findings of this report revealed that about three-quarters of young people had not yet run away and about half of youth who connect with NRS seek support prior to experiencing homelessness.

Just as NRS offers resources and referrals to support youth who are homeless, these findings underscore the importance of NRS's prevention and education efforts to help youth avoid the dangers and risks associated with runaway or homeless incidents.

COMMUNITY OUTREACH AND ENGAGEMENT

Online communication platforms provide a cost-effective means of reaching diverse audiences, including traditionally hard-to-reach populations. Consequently, these platforms offer feasible solutions for young people who may be contemplating running away from home. In 2022, more than three-quarters (78%) of NRS's crisis contacts learned about NRS from the internet. This can include awareness campaigns and other activities on NRS's social media channels. These findings showed that NRS's social media platforms

reached many youth and distributed knowledge about runaway prevention, with the highest levels of activities and engagement with during March and November. Future interventions should pay specific attention to youth during these critical timeframes. However, more evidence is needed to better understand youth's activities and engagement with NRS social media content over time to develop tailored intervention strategies that address their specific needs.

IV. HIGHLIGHTS

REPORT SUMMARY

- 74% OF CONTACTS ARE YOUTH WHO CONNECTED DIRECTLY WITH NRS ON THEIR OWN BEHALF
- JUST OVER HALF OF CONTACTS WERE UNDER THE AGE OF 18
- CONTACTS WHO CONNECTED WITH NRS ARE PRIMARILY WHITE/CAUCASIAN AND FEMALE
- 26% OF CONTACTS WHO DISCLOSED THEIR RACE/ETHNICITY WERE BLACK/AFRICAN AMERICAN
- 11% OF CONTACTS WHO DISCLOSED THEIR GENDER IDENTIFIED AS TRANSGENDER OR NON-BINARY
- 59% OF CONTACTS USED NRS'S CHAT FEATURE AND 34% CALLED THE HOTLINE
- THE MOST FREQUENTLY REPORTED REASONS FOR SEEKING CRISIS INTERVENTIONS WERE FAMILY DYNAMICS (77% OF CONTACTS), EMOTIONAL ABUSE (28%), MENTAL HEALTH (25%), ECONOMICS (23%), PHYSICAL ABUSE (17%), AND PEER/SOCIAL ISSUES (17%)
- AT THE TIME OF OUTREACH, CONTACTS SAID THAT 42% OF YOUTH WERE STILL AT HOME
- CONTACTS REPORTED THAT 44% OF YOUTH WERE IN CRISIS AND 27% WERE CONTEMPLATING RUNNING AWAY
- 67% OF CONTACTS DISCUSSED REFERRAL OPTIONS WITH NRS CRISIS SERVICES STAFF AND VOLUNTEERS
- 30% OF CONTACTS RECEIVED AT LEAST ONE REFERRAL FOR ADDITIONAL SERVICES

2022 BY THE NUMBERS

- 15,264 crisis chats
- 8,755 hotline calls
- 1,009 forum posts
- 1,075 crisis emails
- 7,792 contacts accepted referrals
- 232 Home Free tickets issued
- 21,318 average monthly impressions on social media
- 555 average monthly engagements on social media



NRS is a national non-profit organization committed to ensuring that runaway, homeless and at-risk youth are safe and off the streets.

Founded in 1971, NRS serves as the home for the federally supported National Communication System (NCS) and crisis line for youth and families, providing critical crisis intervention 24 hours a day, 365 days a year. Each year, NRS makes hundreds of thousands of connections to help and hope through hotline (1-800-RUNAWAY), online (1800RUNAWAY.org) and prevention services.

For additional information, visit www.1800RUNAWAY.org or follow us on Facebook, Threads, and Instagram at @1800RUNAWAY and on TikTok at @nationalrunawaysafeline.



Chapin Hall is an independent policy research center at the University of Chicago that provides public and private decision-makers with rigorous research and achievable solutions to support them in improving the lives of children and families.

Chapin Hall partners with policy makers, practitioners, and philanthropists at the forefront of research and policy development by applying a unique blend of scientific research, real-world experience, and policy expertise to develop actionable information, practical tools, and ultimately, positive change for children and families.

Established in 1985, Chapin Hall's areas of research include child welfare systems, community capacity to support children and families, and youth homelessness. For more information about Chapin Hall, visit www.chapinhall.org.



FYSB, within the Administration for Children and Families (ACF), U.S. Department of Health and Human Services (HHS) supports organizations that work to promote youth well-being, prevent and end youth homelessness, and support a holistic adolescent approach by fostering collaborative partnerships across communities; leading in partnership with youth and young adults; promoting diversity, equity, and inclusion; and supporting data-driven practices.

FYSB envisions a future in which all our nation's youth and young adults can thrive and achieve safety, stability, and well-being. For more information about FYSB, visit: www.acf.hhs.gov/fysb.

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1800RUNAWAY.ORG (24/7 CRISIS SERVICES & SUPPORT)