

National Runaway Switchboard Research Initiative

The National Runaway Switchboard (NRS) is interested in collaborating with individuals and/or institutions to conduct innovative and informative research. NRS will make available data from crisis calls with youth and families from 2000 to the present. The expected outcomes of the research collaborations are to provide critical insights and understanding of the issues and experiences of runaway, homeless, and at-risk youth ages 12-21, and, to guide future program and policy initiatives.

Crisis Caller Data

Calls to the crisisline are confidential and anonymous. NRS does not utilize caller identification, or audio recordings of calls.

All crisis-related calls are documented as “logs” in a web-based, custom-designed data collection program and stored in SQL format. The content of the crisis call is entered into pre-determined data fields that range from basic demographics to detailed types of issues raised and options discussed. The amount of data collected depends on the depth and length of the crisis call, and the information that the caller provides. A comprehensive directory of the available data fields, and other related research protocols, will be made available upon request.

Research Oversight Committee (ROC)

NRS’ Research Oversight Committee (ROC) reviews, approves, and oversees research projects that utilize NRS crisis call data. The ROC ensures all related activities are conducted in accordance with NRS protocols, and reports to NRS’ executive director.

Research Oversight Committee Members:

- Gary Harper, Ph.D., M.P.H., NRS Board Member, ROC Co-Chair, Professor, Department of Psychology, and Director, Master of Public Health Program DePaul University (Chicago, IL)
- Gordon Vance, ACSW, LCSW, ROC Co-Chair, Director of Programs, National Runaway Switchboard (Chicago, IL)
- Leslie Clark, Ph.D., Divisions of Children Youth and Families and Adolescent Medicine at Children’s Hospital Los Angeles (Los Angeles, CA)
- Joshua Aaron Ginzler, Ph.D., Department of Psychology, University of Washington (Seattle, WA)
- Norweeta Milburn, Ph.D., Professor, Department of Psychiatry and Behavioral Sciences, Semel Institute for Neuroscience and Human Behavior, UCLA (Los Angeles, CA)
- Carole Mills, M.A., Shelter Director, The Night Ministry/Open Door Shelter West Town (Chicago, IL)
- April Timmons, MA/Ph.D., Doctoral Student Psychology, DePaul University (Chicago, IL)
- Amelia Garcia, B.A., Lead Call Center Supervisor, National Runaway Switchboard (Chicago, IL)

For additional information, including research protocols, please contact:

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