A Decade of Trends in Total Call Volume handled by the National Runaway Safeline by State

An analysis of trends in total call volume handled by the National Runaway Safeline for the period 2002-2012.

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This analysis examines state level trends in total calls handled by the National Runaway Safeline (NRS) over the past decade. The measure of total calls handled by NRS is calculated as the total number of calls that pass through NRS including both incoming calls and outgoing calls over a one year period.

Each year, NRS handles more than 100,000 incoming and outgoing calls. Incoming calls can come from runaway, homeless, and at-risk youth, their friends, family members, teachers, social service organizations, law enforcement officials, and anyone who cares about helping today’s youth. Outbound calls are calls made by NRS on behalf of a caller to a local shelter, Greyhound Lines regarding the Home Free program, or other local resources.

The volume of calls handled through NRS for each state varies from year to year. The one year trend map shows that states in the Midwest were most likely to have call volume increases, although a few from the east and the south also increased. Other than Alaska, there are no states in the west with increased call volume over the past year. The states with the biggest increases are mainly located in the Midwest. Over the past year, the states with the largest percentage increase in calls handled are New Hampshire (54 percent), Hawaii (35 percent), Nebraska (29 percent), and Illinois (28 percent) (see Fig. 1).

Looking at the three year trend horizon, there is a clear geographic pattern in call volume change with an increase in calls from states in the north. Over the past three years, the states with the largest increases in call volume were New Hampshire (54 percent), Massachusetts (38 percent), South Dakota (32 percent), Montana (30 percent), and Illinois (28 percent) (see Fig. 2).

Over the past decade, we start to see increases from states in the south as well as in the north. Very few western states have increases in call volume, with California as the notable exception. The states with the largest increases in calls handled are Massachusetts (68 percent), New York (53 percent), North Dakota (46 percent), Georgia (39 percent), New
Hampshire (37 percent), Connecticut (36 percent), Michigan (36 percent), and Mississippi (26 percent) (see Fig. 3).

The trends in total call volume handled highlight the changing patterns of use of NRS as a resource in the United States.
**Figure 1:** State map of percentage increases in call volume handled by the National Runaway Safeline over the past year

**Figure 2:** State map of percentage increases in call volume handled by the National Runaway Safeline over the past three years
Figure 3: State map of percentage increases in call volume handled by the National Runaway Safeline over the past decade