

STREET TEAM:

TALKING POINTS



The **National Runaway Switchboard's** mission is to keep America's runaway and at-risk youth safe and off the streets. NRS has handled more than **3 million** calls since 1971. **NRS** will listen without judgment and assist callers in developing a plan of action. **Family dynamics is the most commonly mentioned issue by NRS youth callers.** NRS' national database contains more than **16,000** resources. NRS can mediate **conference calls** between a youth and their parent/guardian to help re-open the lines of communication. NRS can also conference calls to social service providers, child protective services or the police. NRS operates a message relay service where **youth and parents can leave confidential messages for one another.** Often, this is the first step towards conflict resolution when youth and parents are not ready to communicate directly. **Home Free,** NRS' partnership with

Greyhound Lines, Inc., returns youth, between the ages of 12 and 20, home or to a transitional living facility at no charge. Since 1995, Home Free has reunited over 10,000 youth with their families. More than 150 people **volunteer** at NRS, with most of the volunteers serving on the crisis hotline. Before taking their first call, each "liner" must complete a 40-hour training program including classroom and experiential training. **NRS handles more than 100,000 calls annually.** Serving as a resource for youth and families for over 35 years, the National Runaway Switchboard was established (as Metro-Help) in 1971. NRS has served as the federally designated national communication system for runaway and homeless youth since 1974.

www.1800RUNAWAY.org