The National Runaway Safeline (NRS) has analyzed records of crisis connections to 1-800-RUNAWAY for the last 11 years, 2002-2012, providing a 10-year trend horizon. The contact numbers calculated in this report are those where NRS specifically provided crisis intervention services. In 2012, these crisis intervention services were mostly provided by phone (90 percent) but were also provided by online chat (10 percent). In 2012, NRS handled 1,535 crisis chats and 15,606 crisis calls for a total of 17,141 crisis connections. A number of important trends emerge through analysis of the past 11 years of crisis call and online chat data from NRS. For the full report please visit www.1800RUNAWAY.org.

- Individuals in crisis who contact NRS are increasingly dependent on the safety net of shelters. Youth are reporting higher levels of economic problems, an increase of 14 percent over the past year. Youth also report being less able to rely on personal funds (down 14 percent), employment (down 9 percent) and friends or family (down 3 percent), to survive. Instead, they are increasingly turning to shelters for support, a rise of 10 percent over the past year. There has also been an increase in homeless youth connecting with NRS of 18 percent over the last year, 25 percent over the last three years and 61 percent over the last decade (see Fig. 1).

- Over the past year, there has also been an increase of 22 percent in crisis contacts from youth who are contemplating running away from home (see Fig. 1). This increase is mirrored in the fact that more youth are contacting NRS from home than in the past (16 percent increase over last year).

- Unfortunately, NRS has observed an increase of every kind of abuse report that it tracks (a 7 percent increase in all categories combined over last year). The largest increase over the past year has been from youth reporting neglect, 14 percent, followed by emotional/verbal abuse, up 10 percent, physical abuse, up 4 percent, and sexual abuse, up 3 percent. The increase in reports of neglect by youth in crisis may be linked to the 11 percent increase in the number of youth who are throwaways over the past year, those who have been kicked out of the home by their parent or guardian.

- There have also been changes in the length of time youth are on the street before connecting with NRS. Crisis contacts from youth on the street for a relatively short period of time (one week or less) and a relatively long period of time (more than two months) have both dropped over the past year by 2 percent and 37 percent, respectively. Connections from youth on the street one to four weeks have increased 5 percent while contacts from youth on the street one to two months have increased 8 percent over the past year.

Figure 1- Trend Analysis of Percentage Change in Status of Youth in Crisis who Contacted NRS from 2002-2012 (Based on a combined sample of 160,895 for all 11 years)