WHY

WE DO WHAT WE DO

National Runaway Safeline®

2016 | ANNUAL REPORT

NATIONAL RUNAWAY SAFELINE

WE DO WHAT WE DO.

At the National Runaway Safeline (NRS), we often respond to the question *what do you do?* And the answers vary even among NRS' family. A crisis service supervisor may explain our 24/7/365 hotline and online center. A board member might state our mission: to keep America's runaway, homeless and at-risk youth safe and off the streets. A volunteer possibly will describe our 40-hour crisis intervention training. Our prevention specialist would likely reply with information about our *Let's Talk: Runaway Prevention Curriculum*. Any of these answer the question *what do you do?*

In this Fiscal Year 2016 Annual Report, we are going to explore *why we do what we do.* Answering 'Why?' now is particularly perfect in terms of timing. This past year has been historic. After thirty years in the same building, NRS moved down the street to more effectively provide services to youth in crisis. On October 29, 2015, NRS began serving families in crisis from our new Chicago home at 3141 B N. Lincoln Avenue. The new space has allowed us to increase from eight to 12 crisis hotline and online stations. We now have a dedicated training center for over 120 volunteers.

WHY WE DID WHAT WE DID.

NRS is now positioned to continue to provide excellence in services in a more optimized facility. We are ready to care for the next generations of youth. Since launching a new 1800RUNAWAY.org in June 2015, NRS has experienced a significant increase in crisis online services. As part of our commitment to youth, NRS continues to transform technology, training and services to better help this dynamic population. Within this annual report, we will share why we support, why we listen, why we evolve, why we can.

WHY WE CAN DO WHAT WE DO.

The generosity of our donors and funders provide the vital resources to operate. On behalf of the youth and families NRS serves, thank you to everyone who supported the National Runaway Safeline from August 1, 2015 through July 31, 2016. Why we can is because of YOU. Thank you!

MAUREEN BLAHA
EXECUTIVE DIRECTOR

CHRISTINA VAN PELT
BOARD CHAIR

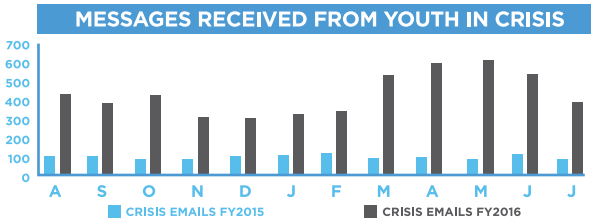
NRS 2016

WE DO WHAT WE DO.

WE EVOLVE.

Our goal is to reach youth when they are in most need, when they are in crisis. Youth now have a close relationship with technology. In order to reach them where they are spending their time, we have committed to developing a new, mobile-friendly website, a social media campaign across several channels, and the development of unique content on our blog targeted towards youth in need.

The results have been dramatic. The messages we received from youth in crisis through our website tripled in 2016.



The visitors we received through our new website through social media channels increased dramatically.

One example is our announcement of the expansion of our 'Home Free" program to youth aged 21, which reached 23,000 people on Facebook.

1800RUNAWAY.ORG

Our new website received:

- 1.2 million pageviews, and 780,000 unique visitors to the website.

We chose to expand the programs that we offer to youth in crisis.

- We extended the age of those eligible for our Home Free program through Greyhound Lines, Inc. to 21 years of age.
- We developed a Spanish version of our *Let's Talk: Runaway Runaway Prevention Curriculum.*

We evolved as an agency to improve how we deliver our services.

- We optimized our website analytics in order to improve how we report the activity on our website.
- We occupied a new office space, doubling the size of our crisis services center.

We continue to evolve in order to match our audience, so that we are able to help those in need, more quickly and more easily.

WE EVOLVE

WE SUPPORT.

NRS' services are supported by staff, board members, volunteers, donors, associate board members, and community partners. Here is why we support...

On behalf of our group I would like to say that we were most pleased to be able to raise funds for a most worthy recipient this year. Thank you for allowing us to carry the torch this year for National Runaway Safeline and wishing you all a great balance of your summer and kudos to all that you do for the troubled youth who reach out to you. **– Craig Krandel,** Longest Day of Golf Donors

On June 22, 2016, The Longest Day of Golf raised over $40,000 for NRS. (left to right) Steve Brown, Terry Markus, Steve Goldsher, Craig Krandel, Ben Kopin, David Brown, Paul Lopata, Glen Krandel

NRS has always been a beacon of support to the LGBT community not just in Chicago, but across the country. The call center has helped thousands of LGBT youth as they struggle with acceptance, coming out, living on the streets, and most important letting them know someone is there that will listen.

– Troy McDonald Kane, Board Member

The commitment of our crisis liner volunteers provides me with daily inspiration which is why I support NRS.

– Amelia Garcia, Lead Crisis Services Supervisor

Whether a caller is trying to survive an abusive situation or does not agree with a parent's rule, there is always power in compassion, empathy, and allowing a caller to feel heard. Often times, doors have been closed or bridges have been burned elsewhere in a caller's life, and it's important that NRS exists as a non-judgmental and non-directive resource–driven by those compelled to help anyone in need.

– Jon Newgren, Volunteer

WE SUPPORT

WE LISTEN.

The first step in providing support is to *listen.* The National Runaway Safeline's (NRS) crisis services team listens and provides non-directive and non-judgmental support, 24 hours a day, 7 days a week, 365 days a year. Katelynn Delevan has been a crisis services supervisor at NRS for three years. She has responded to many different crisis calls, and this one in particular left a standing impact on her.

When Lauren* called 1-800-RUNAWAY, there was something very apparent to Katelynn: she needed to escape a bad situation as soon as possible. Upon turning 19 years old, Lauren left her transitional living home and set her sights on a new job. It was one that she found on Craigslist, and she thought it sounded promising. Lauren didn't know any family or friends, and after being in foster care and various living arrangements for her whole life, was on her own in every sense.

Lauren traveled out of state to start her new job. Without a support system, it is exceptionally difficult to relocate, start a new job, and find a new home. Devastatingly, this job turned out to be a scam and within the blink of an eye, Lauren became a victim of labor trafficking. With no one to turn to, Lauren told Katelyn that she tried to comply with her boss. She was given the task of canvassing door-to-door for a fake company. Aside from the business being a sham, Lauren was deprived of basic living necessities.

"They never paid me, and took away my medications".

The medications she was referring to were ones for her diabetes and asthma. Without either of these things, Lauren could die. She made the call from a hotel room and Katelynn listened carefully as she talked about her struggles. "For some reason, they took away my pants," Lauren told her. Katelynn recalls hearing Lauren's boss enter the hotel room during their call.

"Are you going to work?" he asked her.

"I can't go outside without pants," she explained.

"Are you going to work?" her boss repeated.

"I need my pants back."

"Are you going to work?"...

Katelynn first reached out to a local social service agency to deliver Lauren new clothes. Once the clothing was delivered, and Lauren was able to comfortably go outside, Katelynn began a "Home Free," a process in which NRS and Greyhound partner together to provide free bus tickets back home for youth up to 21 years old. Katelynn knew it would be worth every ounce of effort to get her away from this situation. She was able to book Lauren a ticket home. Lauren asked someone she worked with for a ride to the bus station, and although they promised they would get her there, they dropped her off at a Burger King, instead.

Once again, on her own, with no one to listen. No one to help.

She called NRS back. "I never got my medications and was lied to and stranded," Lauren explains.

Still without her medication or breathing machine, Katelynn took the initiative to contact the sheriff's office because she could tell that Lauren needed extra assistance. The sheriff found her and escorted her back to the hotel to retrieve her medicine and breathing machine. With these in hand, Lauren was able to get a safe ride from the sheriff to the bus station, and ultimately get back home.

Lauren was not alone during this hard time. NRS was her support system. Here to listen. Here to help.

** The youth's name and details have been changed to respect anonymity.*

WE LISTEN

WE CAN!

Our funding partners and donors provide the financial resources that allow us to operate crisis services for youth and their families 24/7/365. These are the people that make NRS possible...

Board of Directors 2015-2016: (Left to Right) Randall Royer-Treasurer, Joyce Sapir-Secretary, Suzi Cabo-Vice Chair, Maureen Blaha-Executive Director, Christina Van Pelt-Board Chair, Greg Buseman, Ken Lavelle, Tom Lawler, Anne Schankin. (Not pictured: Cindy Campbell, Jodi Cohen, Gary Harper, Peter Kingma, Michele Lehman, Stephen Mack, Troy McDonald Kane, Jack Philbin, Robert Speed)

MAJOR GIFT INITIATIVE 2013-2015

OBJECTIVE: $250,000
Actual: $265,096

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*denotes Board Member
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FINANCIAL INFORMATION

Fiscal Year 2016, August 1, 2015 through July 31, 2016

Revenue	$2,055,996
Expense	$2,151,210
Net income	($117,527)
End Net Assets	$376,744
Program services	$1,683,734
Management and general	$311,179
Fundraising	$156,297

*The complete audit and 990 for Fiscal Year 2016 is available at 1800RUNAWAY.org/about/financials

NATIONAL RUNAWAY SAFELINE
THANKS OUR DONORS AND PARTNERS

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Family & Youth Services Bureau The Administration for Children, Youth & Families U.S. Department of Health and Human Services

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It is possible that we have inadvertently omitted someone or printed the name of a donor who wished to remain anonymous. If an error has occurred, please inform Katy Walsh, Director of Development and Communications, at 773-289-1727.

*Denotes Board Member
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