KEEPING AMERICA'S RUNAWAY AND AT-RISK YOUTH SAFE AND OFF THE STREETS

answering the call

FY 2009 ANNUAL REPORT

“National Runaway Switchboard, how can I help you?”

24-hours a day, 365-days a year, our frontline team members answer calls to 1-800-RUNAWAY with this greeting and a commitment to help—a commitment that is shared with a large community of individuals. Last year, the National Runaway Switchboard(NRS) handled over 114,000 calls, and each caller may have spoken to only one person in our call center, but the call was “answered” by many supporters.

Our new Youth Task Force answered the call by blogging and posting NRS information across the internet. Chris “Ludacris” Bridges and Greyhound Lines answered the call by collaborating on a new television Public Service Announcement (PSA) to promote the Home Free program. World-renowned chef Charlie Trotter answered the call by hosting an intimate event to raise over $18,000 for NRS. Our Street Team members answered the call by hitting the pavement to distribute 1-800-RUNAWAY materials to youth in eleven different states.

YOU also answered the call by being a donor, ambassador, and friend of NRS in a record-breaking year that raised over $460,000. Thank you for asking *How can I help you?* to NRS and responding with your generous support. Together, we are keeping America’s runaway and at-risk youth safe and off the streets.

RICHARD MALONE
Board Chair

MAUREEN BLAHA
Executive Director

are you in a safe place right now?

CRISIS INTERVENTION: NRS operates a crisis hotline 24 hours a day, 365 days a year. All calls to the crisis line are anonymous and confidential. The frontline team of staff and volunteers receive 40 hours of training to provide non-judgmental and non-directive support.

MESSAGE SERVICE: NRS maintains a message service for youth who want to relay a message but are not ready to communicate directly with their parent. NRS' message service is a less intimidating means for a youth to reestablish contact with their parent/guardian and often serves as the first step toward reunification. In addition, a parent may access the service to leave a message for their child.

I can help you find somewhere to stay tonight.

INFORMATION & REFERRALS: A database of more than 13,000 youth and family agencies provides countless options for callers to access a myriad of services, such as counseling, shelter services, alcohol/drug treatment and child protective services. In addition, NRS maintains a hard copy library of reference materials to supplement the database.

CONFERENCE CALLS: When youth request assistance contacting their family or an agency that can help them, NRS will facilitate a conference call. The frontline team member remains on the line with the youth, advocating on their behalf.

it sounds like you want to go home.

HOME FREE: In partnership with Greyhound Lines Inc., NRS helps reunite runaway youth with their families through a free bus ticket home. Over 13,000 youth have been reunited with families through the Home Free Program since 1995.

NRS volunteer Jean Richter explains the Green Light Project to a pedestrian on Michigan Avenue
Photographer: Natalie D. Smith

NRS staff and volunteers greet guests at Spirit of Youth 2008

how did you hear about us?

LET'S TALK: RUNAWAY PREVENTION CURRICULUM: NRS produced a 14-module curriculum for youth to develop life skills. Complete with an eight-minute film, *1-800-RUNAWAY*, this free curriculum is available on a CD or for download at *www.1800RUNAWAY.org*.

PREVENTION AND EDUCATIONAL MATERIALS: NRS provides educational and promotional material free of charge to individuals, schools and organizations to distribute within their communities.

KIDS CALL: Through this innovative program, teens and pre-teens can openly discuss issues and challenges of being a youth. Kids Call provides trained NRS staff via teleconference to talk about alternatives to running away.

NATIONAL RUNAWAY PREVENTION MONTH (NRPM): The national awareness campaign is held each November, spearheaded by NRS and the National Network for Youth. Other prominent national organizations join in to increase awareness of the issues facing runaways and educate the public about solutions in preventing youth from running away.

STREET TEAM: The Street Team raises national awareness of NRS' services through grass roots outreach efforts in communities across the country. Street Team members distribute materials and promote *1.800.RUNAWAY* while earning incentive points for promotional rewards.

FEE-BASED TRAININGS: NRS offers comprehensive trainings on a variety of topics tailored to meet the host agency's needs including: NRS Solution-Focused Crisis Intervention Model; Youth Running from Care; Commercial Sexual Exploitation of Children; *Let's Talk: Runaway Prevention Curriculum*; and Effective Volunteer Program Development and Management.

The Board of Directors at Spirit of Youth 2008 (from left to right) Gary Harper, Jim Criner, Maureen Blaha (E.D.), Jack Philbin, Ruben Azures, Ron Richter, Bonnie Wheeler, Luke Palese, Kelly Mead, Rich Malone, Maree Bullock, Michele Lehman, Mark Seals, Akeshia Craven

NATIONAL RUNAWAY SWITCHBOARD THANKS OUR

donors and partners

NRS Executive Director Maureen Blaha and Chicago Cubs pitcher Sean Marshall at a Cubs Care/McCormick Tribune Foundation luncheon
Photo: Courtesy of the Chicago Cubs

government partners

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

Illinois Department on Aging

corporate partners

Greyhound Lines, Inc.,

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NRS wishes to acknowledge the following foundations, corporations, and individuals for their generosity. The donors listed below provided gifts between *May 1, 2008, and April 30, 2009.*

Sue & Jim Walsh and Chef Charlie Trotter at **An Evening with Chef Charlie Trotter**, which raised over $18,000 for NRS
Photographer: Jasleen Jaswal

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Maureen Blaha and Joe Morris

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In Memory of Lucile Colthurst
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Virginia Ann Malone

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In Honor of Ruth Jean-Louis, Laura Clarke, Sulonchana Reddy, and Susan Pettinato
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Connie & Peter Landwehr

In Honor of Eleanor Oscharoff
Ruth Oscharoff

In Honor of Steven Oscharoff
Ruth Oscharoff

In Honor of Gordon Vance
Deborah Rowe Hinde

In Honor of Frontline Team Member Bob Singer's 50th birthday
Robert Cohn
Brant Dykehouse
Paul N. Garcy
Jeff Lewy and Ed Eishen
F. Andrew Nibouar
Robert Shermer
Thomas Warnke

*Board of Directors

NRS gratefully acknowledges the hundreds of gifts under $50 and in-kind donations from individuals and businesses in support of our annual benefit and our daily operations Thank you!

It is possible that we have omitted someone inadvertently or printed someone who wished to remain anonymous. Please inform Katy Walsh if any error has occurred at 773.289.1727.

NRS Director of Programs Gordon Vance with staff and volunteers at the Children's Human Rights Centre of Albania, site of Albanian National Child Helpline
Photographer: Altin Hazizaj

NRS Volunteer of the Year Ronda Channing, CBS2 Chicago weatherman Steve Baskerville, and NRS Executive Director Maureen Blaha
Photographer: Jasleen Jaswal

financial information

FISCAL YEAR 2008: ***May 1, 2008 through April 30, 2009***

Program service revenue - Federal government agency grant	$1,633,240
Contributions and special events	$456,066
Donated materials and contributed services	$243,625
State agency grant	$7,000
Work-study programs	$7,853
Miscellaneous Income	$5,897
Income on investments	$4,417
Net loss on investments	-$54,276
TOTAL REVENUE	**$2,303,822**
Program Services	$1,927,677
Management and general	$259,549
Fundraising	$148,469
TOTAL EXPENSES	**$2,335,695**
Net assets, beginning of year	$214,068
Net assets, end of year	$182,195
Decrease in net assets	**-$31,873**

who is the National Runaway Switchboard?

Outside the crisis call center, NRS also answers calls across the globe from the media, legislators, social service agencies, teachers, and others. Seen as knowledge leaders and experts in runaway and homeless youth arena, NRS is sought after to present at conferences, quoted in national media outlets, and accessed for its intellectual property.

Each year, over 100,000 people visit www.1800RUNAWAY.org. Youth and parents are searching for services and solutions to their family crisis. Others are utilizing NRS as the resource for information on the runaway crisis. NRS provides statistics on calls handled by state and area code. Also available are statistics from credible research sources illustrating the plight of at-risk youth. NRS lists comprehensive training workshops available and educational materials to order or download. In addition, NRS features 14 modules, tools and technical support for its *Let's Talk: Runaway Prevention Curriculum*.

NRS staff members Nathan Luecking, Sharri Bryan, Froilan Landeros and Malcolm Joyles enjoy each other's company.

NRS Liners (shown right to left) Jon Henao, Lauren Lauter, and a guest at the volunteer appreciation event in April 2009

board of directors

SEPTEMBER 2008 – SEPTEMBER 2009

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NRS Executive Director Maureen Blaha thanks WGN-TV's sportscaster Pat Tomasulo for being Master of Ceremonies at Spirit of Youth 2008

Board members: Ruben Anzures, Jim Criner, Mark Seals, Joan Steltmann, Luke Palese, Rich Malone, Greg Buseman, Michele Lehman, Akeshia Craven, Maree Bullock, and Bonnie Wheeler with Executive Director Maureen Blaha at the 2009 Board Retreat *Photographer: Sharri Bryan*

Natalie Smith(right), Training & Education Manager, thanks Board Alumni Caryn Platt Tatelli (left) for celebrating her birthday by sponsoring the call center

Former board member Eva Feldman, Nicole Sutton and NRS board youth representative Ruben Anzures joined in representing NRS at the 2008 Chicago Gay Pride Parade
Photographer: Robert Rodriguez

CALL US IF YOU NEED US

we'll be here.

staff

Amber Arends, *Call Center Supervisor*
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Larry Bechdol, *Data & Technology Coordinator*
Sharri Bryan, *Administrative Assistant*
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Natalie Smith, *Training & Education Manager*
Gordon Vance, *Director of Programs*
Michelle Vos, *Volunteer Coordinator*
Katy Walsh, *Director of Development & Communications*

Front Line Team members from left to right: Jon Newgren, Rob Carlin, Pawan Bhardwaj, Michelle Vos (NRS Volunteer Coordinator), Brad Dalrymple, Emily Tang, Patrick Maxton
Photographer: Joanna Mays

National Runaway Switchboard: 3080 N. Lincoln Avenue Chicago, Illinois 60657
773.880.9860 | fax: 773.929.5150 | 1.800.RUNAWAY | www.1800RUNAWAY.org

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