

ANNUAL REPORT

Making Connections





Making
Connections

Dear Friends,

At the National Runaway Safeline (NRS), everything we do centers around connections. Every call, chat, e-mail and text that we answer, every event we host, each training that we offer and every educational resource we produce links people to one another, to support and to help.

Each day our crisis services team of staff and trained volunteers connects with hundreds of young people and their families at their most vulnerable moments. When young people contact NRS, they may be searching for human connection, hoping to find someone who will listen or advocate on their behalf. Some youth may be looking for a connection to resources that will help keep them safe, fed and warm. Others seek hope and a promise of change.

Our work may connect a daughter with her mother through mediation. Or, we may serve as the link to our Home Free program, a unique initiative in partnership with Greyhound, offering the only free national transportation system to youth who are ready to return home to their families.

At events, we are connecting individuals who are interested in supporting our cause and we are raising funds for our critical programs.

On any given day, we're connecting teachers, mentors, service providers and individuals with educational materials and training so that our communities are better equipped to address the needs of youth before crises arise. Our *Let's Talk: Runaway Prevention Curriculum* teaches youth important life skills to help prepare them to handle a variety of issues.

This past year, with your support, we were able to make approximately 100,000 crisis connections with youth and their families. We are deeply grateful to our donors, sponsors, volunteers and partners for their continued connections and commitment to keeping America's runaway, homeless and at-risk youth safe and off the streets.

With Warm Regards,

A handwritten signature in black ink, appearing to read "Susan Frankel".

Susan Frankel
EXECUTIVE DIRECTOR

A handwritten signature in black ink, appearing to read "Randall Royer".

Randall Royer
CHAIR, BOARD OF DIRECTORS

The National Runaway Safeline (NRS) is the national crisis and communications system for runaway, homeless and at-risk youth ages 12-21 years old. Since its founding in 1971, the National Runaway Safeline works to keep America's runaway, homeless and at-risk youth safe and off the streets.

- **CRISIS SERVICES** Operate the 1-800-RUNAWAY hotline and online crisis services at 1800RUNAWAY.org, including live chat, e-mail and digital forums. These free, confidential services are available 24 hours a day, 7 days a week, 365 days a year.
- **RESOURCE REFERRALS** Refer youth and families to local resources, such as shelters, transitional living programs, mental health services, food pantries and more through the nation's largest database of agencies and services that serve and support young people ages 12-21.
- **HOME FREE PROGRAM** Provide youth with safe travel home or to a safe living arrangement through the Home Free program, provided in partnership with Greyhound.
- **MEDIATION** Mediate conversations between a parent or guardian and youth to reestablish healthy lines of communication.
- **EDUCATION AND PREVENTION** Educate youth, families, service providers, teachers and community members at local, regional and national levels about prevention strategies and resources to help ensure youth do not end up on the streets.
- **NATIONAL RUNAWAY PREVENTION MONTH** Lead an annual national effort to shine a light on the issues impacting runaway, homeless and at-risk youth during the month of November.

In Fiscal Year 2018, we made nearly 100,000 connections to youth and families through our hotline, online and prevention resources.

65,726 youth and families in crisis reached out through our hotline and online services.



Over **1,200** students were taught our *Let's Talk: Runaway Prevention Curriculum*

We helped **317** young people return home safely through our Home Free program.

Volunteers spent **9,427** hours providing critical crisis intervention and support.

Why we do what we do

4.2 million youth ages 13 to 25 experience homelessness every year.

- 1 in 30 youth ages 13 to 17
- 1 in 10 young people ages 18 to 25

LGBTQ youth have a **120%** higher risk of experiencing homelessness.

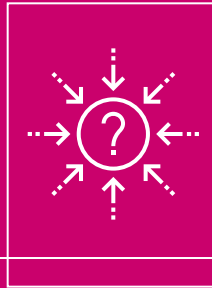
Parenting youth have a **200%** higher risk of homelessness.

Youth homelessness

is as common in rural counties as it is in urban counties. However, the issue remains more hidden in rural counties with less access to services.



Why youth connect with us



Abuse and Neglect

- Over the past 5 years, NRS experienced a 65% increase in connections with youth who experienced some form of abuse and neglect.
- We have seen a 46% increase in the number of youth who have been kicked out of their homes and are reaching out to NRS for assistance over the past 2 years.

Family Dynamics

- Family dynamics was the most common issue identified by youth who connected with NRS in FY2018. This includes issues like conflict with family rules, divorce, blended/extended family, custody, moving, death of family member, teen parenting etc.

LGBTQ Youth

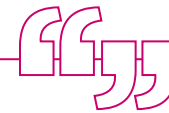
- The number of transgender youth who connected with NRS has doubled over the past 2 years.
- Over the past 2 years, 31% more youth connected with us for a crisis related to LGBTQ issues.

Survival

- We've seen a 100% increase in reliance on the sex industry for survival over the last 10 years.
- 68% of youth who reached out to NRS relied on friends or relatives to survive.

Our highly trained staff and volunteers address a myriad of issues experienced by the youth and families we serve.

- An abusive home environment leaves a teen questioning her options to leave without ending up on the streets.
- Bullying at school makes a young boy feel insecure and scared, and his peers and authority figures fail to stand up for him.
- A 20 year old woman wants out of sex trafficking and wishes to return home to her family, but doesn't have any money and is unsure how to reunite with them.
- A young girl feels that their only options are either suicide or to run away.
- A parent desperately wants to find her son who left home days ago.



You made me realize that there is nothing wrong with asking for help. Today, I have the strength to keep asking for help and carrying on, and you are the reason why.

DILLION, 17

1-800-RUNAWAY

The majority of runaway and homeless youth who contact the National Runaway Safeline raise issues about their family dynamics and abuse and neglect. We also know that more than 50% of the young people who are currently connecting with the National Runaway Safeline have not yet left home - providing a critical opportunity to help young people seek support from available community resources and to prevent more young people from running away and experiencing the perils of life on the streets.

Our training and education initiatives connect providers, communities, youth and families with the tools they need to prevent youth homelessness and to address youth needs in their community before a crisis escalates.

These training opportunities utilize the latest trends and research on issues that impact the delivery of services to runaway, homeless and at-risk youth and their families. Topics include:

- Youth Running from the Foster Care System
- Sex Trafficking of Runaway, Homeless and At-Risk Youth
- Trauma Sensitive Solution-Focused Crisis Intervention
- Volunteer Management

National Runaway Prevention Month

National Runaway Prevention Month is our annual campaign focused on shining a light on the issues impacting runaway and homeless youth. Our commitment is to raise public awareness of the runaway and homeless youth crisis and to educate the public about solutions and how to help end youth homelessness.

This year's National Runaway Prevention Month campaign shed a light on the experiences of runaway and homeless youth by two high impact initiatives.

Increasing national visibility of runaway and homeless youth issues

- National Runaway Prevention Month was featured in over 30 news stories.
- The social media campaign reached over 650,000 people.
- We hosted national events such as Wear Green Day, a Twitter Chat and the Light the Night event.



Broadening collaboration

- We partnered with over 50 organizations across the nation who held their own community events such as resource fairs, open mic nights and community walks.
- Thanks to our national partners, U.S. Senators Tammy Duckworth and Orrin Hatch introduced a bipartisan resolution to recognize November as National Runaway Prevention Month.

24/7
365 days
a year



Every single person in crisis who calls NRS has such resilience and hope. I am continually amazed by the people I get the chance to talk to. This opportunity to be there for people who are seeking ways to improve their situations is invaluable and the crisis services center is such a welcoming environment that I look forward to every shift.

LEILA, LINER

Our community of crisis services volunteers provided 9,427 hours of service to the National Runaway Safeline in Fiscal Year 2018. Our team of compassionate volunteers generously give their time and energy to serving youth and families 2-4 hours a week throughout the year.

From providing crisis intervention for youth and families to supporting our volunteer training sessions, to serving on our Board of Directors and our Associate Board, our volunteers share thousands of hours of their time with us. We are only able to provide our critical services 24 hours a day, 7 days a week, 365 days a year because of the dedication of our incredible volunteer community.

OUR FINANCIALS

Fiscal Year 2018

October 1, 2017 - September 30, 2018

These financial statements do not represent the complete set of audited financial statements for the National Runaway Safeline. Our complete audited financial statements for the year ended September 30, 2018 may be obtained by visiting NRS' website at www.1800runaway.org/about-us/financials.

REVENUE	\$2,008,377
EXPENSES	\$2,014,570
NET INCOME	(\$6,193)
END NET ASSETS	\$265,375
PROGRAM SERVICES	\$1,523,980
MANAGEMENT & GENERAL	\$349,008
FUNDRAISING	\$141,582

THANK YOU TO OUR DONORS

We are incredibly grateful for the generosity and support of our donor community. Please note that the below list includes only those gifts made directly to the National Runaway Safeline between October 1, 2017 and September 30, 2018. If we have inadvertently omitted or misspelled your name, please help us correct our records by calling the development department at 773-880-9860.

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Family & Youth Services Bureau
U.S. Department of Health & Human Services

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