

# 2024 Crisis Services & Prevention Report

National Runaway Safeline (NRS) | American Institutes for Research (AIR) | Family and Youth Services Bureau (FYSB)

Each year, millions of young people experience homelessness in the United States. Experiences of homelessness have notable personal and societal costs, so it's imperative that young people facing crises that have or could result in homelessness get access to the resources they need to avert or resolve that crisis.

Recent research found that adverse child experiences (ACEs) may be associated with later experiences of homelessness; among adults who had been homeless, nearly 90% had experienced at least one ACE.

## The National Runaway Safeline (NRS)

With the support of the FYSB, NRS serves as the federally designated National Communications System (NCS) for youth in crisis. NRS operates the 1-800-RUNAWAY hotline and live text service in addition to live chat, email, and forum crisis services at 1800RUNAWAY.org. These free, confidential services are available 24/7/365. In addition, among other services, NRS provides free bus tickets to youth looking to reunite with family or travel to alternate living arrangements through its Home Free program, in partnership with Greyhound Lines, Inc.

## What is an ACE?

ACEs are events that occur in childhood and adolescence that may have been traumatic. ACEs are typically measured as exposure to violence and neglect, witnessing traumatic incidents, loss of a parent or guardian, or living with someone with mental health or substance use issues. The impact of these experiences can change how individuals respond to stress and have been linked to numerous health conditions.

25,873

Contacts

75%

were from youth

37%

of youth were still at home



12,588

Live Chats

8,401

Hotline Calls



2,700

Live Texts

1,204

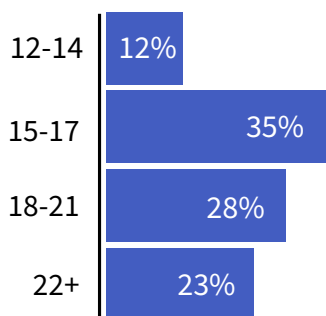
Forum Posts



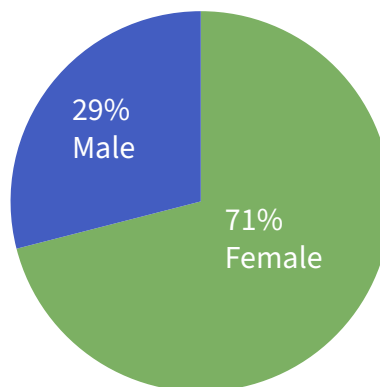
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Emails

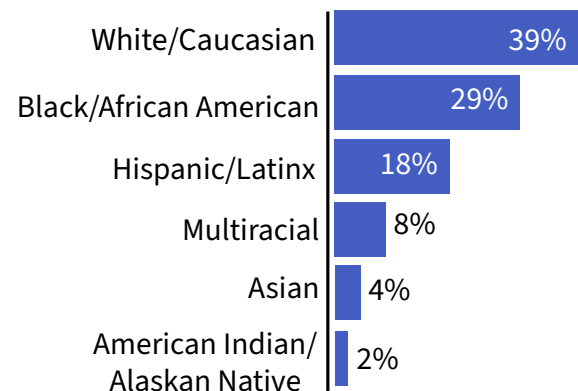
### Contact Age



### Contact Sex



### Contact Race



## Top 5 Issues Identified



Family Dynamics



Economics



Transportation



Mental Health



Emotional Abuse



**18,363**

Options Discussed



**6,112**

Referrals Made



**629**

Home Free Tickets Given

## Youth's Crisis Status at Time of Contact

Youth in Crisis

45%

Contemplating Running

21%

Homeless

15%

Runaway

14%

Asked to Leave

4%

19%

16%

11%

3%

3%

2%

2%

2%

1%

Experienced Emotional/  
Psychological Abuse

Experienced Physical Abuse

Experienced Neglect

Experienced Sexual Abuse

Lived in Household with Substance Use Problem

Witnessed Violence

Experienced Parental Separation

Lived in Household with Mental Health Problem

Household with Family Member in Jail/Prison

## Prevalence of ACEs Among Focal Youth Under Age 18

NRS collects information that contacts voluntarily share through the course of each crisis intervention, with varying amounts information reported based on what individuals chose to share. This results in different amounts of missing data, ranging from 0% to 78% across the data points analyzed. The percentages and figures listed in this report vary based on the number of individuals who chose to provide information on each data point. In addition, NRS collects "point in time" data, which may lead to an underrepresentation of ACEs. See the full report for more information and the number of contacts who provided information for each data point.