



White Paper:

121help.me Program

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Brief

Problem

In 93 countries around the world, from Sri Lanka to Vietnam to England, a single phone or text number exist to direct children to crisis helpline services. With one easy to remember number, these countries have coordinated services in place to ensure that children receive quality, standardized and accessible care in a crisis.

This is not the case in North America.

There's no 9-1-1 for kids to call for help. In North America, when a child¹ is in crisis and needs help, reassurance, someone to listen and offer support and advice, there are a myriad of options for them. Some of these are some good, many ineffective and others actually predatory. In 2008, the BeCause Foundation conducted an informal study asking children to look for help online for a friend. These children immediately went to Google where searches directed them to programs that are “fronts” to for-profit psychiatric hospitals, many non-professional advice sites, bulletin/answer boards and keyword-driven merchandising sites, none of which would offer children the immediate, personal contact, guidance or help they were seeking.

Despite the existence of a relative few credible and highly reputable helplines, over 75 public helplines exist in name only —without a call center or counselors actually answering calls. Many programs subcontract services to other helplines and even overseas. The small number of exceptional programs exist within a disjointed, silo'd system for which there are varied standards of practice and no common goals or mechanism to share resources. Children can't be expected to sort out the good from the bad, especially when in the throes of a crisis.

According to the census of 2010, children represent nearly a quarter of the U.S. population. There are 47 million children between the ages of 6 -17. In 2009's Key National Indicators of Well-Being, categories of well-being are defined as: Family & Social Environment; Economic Circumstances; Health Care; Physical Environment & Safety; Behavior; Education, and Health. Within the categories of well-being, risk factors were defined (divorce, abuse, alcoholism, lack of access to mental or physical healthcare, etc.), which, if present, indicate conditions that might negatively impact a child's life. Shockingly, 69% of America's children have at least one of the risk factors present in their life².

Research repeatedly demonstrates the causation between the conditions that place a child at risk and the problems that later emerge. An example in recent years is that educational systems are believed to be creating at-risk environments when they do not address the problem of children being bullied in their schools. In just this single risk factor, potential outcomes include failing or dropping out of school; becoming depressed or despondent and, in extreme situations, committing suicide.

¹ “Child” refers to children and youth, generally between the ages of 6-21.

² Kominski, Elliot and Cleaver (2009) *“Risk Factors for Children in the U.S., States, and Metropolitan Areas: Data from the 2007 American Community Survey 1-Year Estimates”*

History

Through the efforts of the BeCause Foundation and Child Helpline International (CHI), the seven largest and most reputable helplines in North America were brought together to explore solutions to the disjointed system of child crisis services. This resulted in the creation of the North American Alliance of Child Helplines (NAACH). NAACH was developed to ensure that children in the U.S. and Canada receive a consistent, professional response when reaching out in a crisis. NAACH's vision is that all children are safe, supported, loved and reach their full potential, free of life threatening conditions. Crafting a charter with a dedication to non-competition, these national and regional helplines voluntarily agreed that the best way to serve children in crisis was to work in unison to create universal communication portals that direct children to the expert services of the NAACH member helplines. Together, NAACH members serve all issues impacting children. Very often, the child exists in a situation in which he/she is at risk yet is unable to identify it as such. Trained counselors understand these risk factors and work with kids, and often their parents, to navigate their problems towards a safe and supported solution.

Solution

The prevention of problems that emerge from risk is the most important service that child and youth serving helplines provide. In 2006, the United Nations Study on Violence Against Children recommended that child helplines be employed as an important tool in child protection. This recommendation was a testament to what child helpline advocates have known for a long time: where child helplines are available, children look to them as a source for help. Children in need of care and protection are a vulnerable group. Therefore a child helpline serves as a vital link between children in need of care and the protection, resources and services available to them³.

In the U.S. and Canada, over 1.5 million children call NAACH member helplines each year. To put this number in perspective, the federally funded National Suicide Prevention Lifeline answers 800,000 calls a year from a primarily adult population⁴. Children contact a child helpline to share their problems, experiences, emotions, or to simply talk about their day's events. Children who call for assistance are often in need of shelter, medical service, emotional support or guidance, in need of support during a family crisis, during abuse (physical/emotional/sexual/domestic), or in need of support for school-related problems (bullying, peer relations), etc. Child helplines also receive more indirect calls for assistance from adults who are concerned about a child in their life.

In 2008, NAACH undertook the development of a program in which children in North America would enjoy what 93 other countries have – a single free and confidential portal through which children in crisis are directed to a child helpline where counselors are available 24/7. In spring 2012, the 121help.me program launched, bringing efficiency to a disconnected, silo'd system of public-access crisis services across North America.

The beauty of 121help.me is its simplicity.

For kids in crisis, it's one easy-to-remember name and number that routes calls, texts, emails and chats to the 121help.me network of helplines. It's an assurance that the help they receive is professional, non-judgmental, compassionate and solution-focused. Child helplines are links to resources and emergency assistance. They help

³ United Nations Violence Against Children Report (2010) Child Helpline International *"Child Helplines: One Year Later"*

⁴ SAMSHA (2011) *"The National Suicide Prevention Lifeline Answers 3 millionth call (since 2005)"*

children create safety plans when they are in need of care and protection. Child helplines provide confidentiality to their callers while at the same time ensuring instant access to support and care.

For the agencies and counselors, it is the opportunity to share resources, combine redundant back-end tasks (such as the work to maintain extensive resource and referral databases⁵), share best practices and create community among programs that were once isolated and diminishing.

2012-2013 Goals

Focusing on the critical needs of children, current strategies center on three primary areas: launching a national public awareness campaign, increasing crisis counseling capacity and strengthen NAACH's ability to centralize back-office services.

Goal 1

Over the past five years, NAACH has crafted an elegant communication infrastructure to manage and route all crisis communication via phone, text, email and chat. Services were piloted in March, 2012 and are evaluated on an on-going basis to ensure that all systems are working and the responses are provided within the parameters set by NAACH. At this time, we are confident in our technology, call response and quality of intervention.

Bringing the 121help.me services into the public space has been intentionally strategic. After a period of "quiet launching" during which the system was tested, fixed, and retested, NAACH introduced the services of 121help.me in a limited way, on a limited issue, bullying. Partnering with the production team of the film "Bully," 121help.me served as the crisis resource on the film itself and subsequent marketing and educational materials. In addition to working with "Bully," a partnership was developed with Stand For The Silent (SFTS), a parent-led organization of loved ones who have lost children through suicide as a result of bullying. SFTS is dedicated to bringing awareness to the crisis of bullying through school presentations, youth engagement and outreach. To date, over half a million children have been exposed to SFTS. As the crisis partner for SFTS, 121help.me is the place where children go as a result of feelings that are exposed as a result of the powerful presentations and outreach conducted by SFTS.

The successful result of those partnerships confidently propels 121help.me to the next level of strategic outreach focusing on national associations of school human service professionals (psychologists, social workers, nurses and counselors). Information regarding the services of 121help.me will enter the schools across the United States through these professionals beginning Winter, 2012.

Goal 2

Increase text-based counseling services through building the 121help.me service alliance. The few text-based counseling service providers currently in service cover small regional areas within North America. Creating a larger alliance ensures that those regionally provided services are maximized while providing additional services in communities in which there is no service.

⁵ Individual child helplines spend considerable resources (time and money) to maintain extensive national resource and referral databases. Creating universal databases allows individual helplines to redistribute those resources back into counseling services.



SMS text messaging offers a timely and relevant channel for acquiring instant help with complex social issues that threaten our communities. Simply put, texting is how youth are choosing to communicate. Text-based counseling

services are not only giving children experiencing feelings of distress and despair a new method of communication to receive emotional support, but it is also enabling them to feel more at ease with responders so that they can get to their core issue quicker.

For the past year, NAACH has been working with PreventionPays Text Messaging Service (PPTMS). PPTMS is a text network platform supported by all mobile carriers in the US and Canada and provisioned for use by helplines and hotlines solely for crisis intervention, health and safety alerts and 2-1-1- Information and Referrals. They work exclusively with public health clients. PPTMS currently serves numerous hotlines, helplines, health departments, and government programs.

In 2012, NAACH successfully provisioned its text number, 20121, with all mobile carriers in the US and Canada. 20121 is recognized as the first and only service provisioned expressly for helping youth in crisis and is recognized by mobile carriers as the first and only National Youth Crisis Textline. Additionally, mobile carriers have agreed to *wave end user Mobile Originated messages*, so that anyone who has a mobile phone will be able to text 20121 and all messages will be free. This also ensures youth who don't have a text plan will still be able to text 20121 and won't be charged for those messages. To date, all major carriers have signed the agreement (AT&T, Verizon, T-Mobile, and MetroPCS) accounting for 95% of youth mobile phones.

Goal 3

Strengthen NAACH's ability to centralize redundant back-office services, for instance, public awareness efforts, resource and referral databases; online services such as chat and email, and text based counseling technology. Centralizing common activities allows helplines to redistribute existing funds into counseling services.

Strengthen and support central office staffing to manage and promote effective communication with networked crisis centers and manage sustained outreach efforts that encourage other qualified crisis centers to join the network, especially centers in underserved areas where there are often higher rates of suicide.

Appendix 1 North American Alliance of Child Helplines Charter

Vision

That all children and youth are safe, supported and loved. That all children reach their full potential, free of life threatening conditions.

Mission

The mission of the North American Alliance of Child Helplines is to strengthen and promote Child Helpline International member helplines in North America so that all children have access to confidential support any time, day or night.

Governance Structure

Incorporated in the State of Illinois in 2010, the North American Alliance of Child Helplines (NAACH) is an independent, tax exempt organization with a volunteer Board of Directors composed largely of child helpline representatives. NAACH is governed under a majority rule.



Appendix 2 Universal Portals for Crisis Communication: Defined

The 121help.me services are provided by child helplines in North America that are members in good standing of Child Helpline International. Helplines in the network have geographical and specific issue catchments. NAACH also enjoys partnerships with the National Runaway Switchboard, Lifeline Suicide Prevention, Trevor Project and The Polaris Project.

Text Messaging (20121 keyword121help)

20121 Youth Textline is a fully provisioned US short code on all mobile carriers in the US and Canada. 20121 is recognized as the first and only service provisioned expressly for helping youth in crisis and is recognized by mobile carriers as the first and only National Youth Crisis Textline. Additionally, EMS petitioned mobile carriers to waive end user Mobile Originated messages, so that anyone who has a mobile phone will be able to text 20121 and all messages will be free. This also ensures youth who don't have a text plan will still be able to text 20121 and won't be charged for those messages. To date, all major carriers have signed the agreement (AT&T, Verizon, T-Mobile, and MetroPCS) accounting for 95% of youth mobile phones.

Toll-free Phone Number: 1-855-201-2121

Calls are automatically distributed in a round robin fashion via area code recognition. If a helpline is not available in the designated area code, calls will automatically rollover to one of the national child helplines.

Email

Email functionality is available via the website. Emails are responded to within 8 hours of receipt.

On-Line Chat

This service is available through the website and managed through Sight Max Live Chat and Monitoring Software for the Mental Health Industry. This is the same service employed by Lifeline, and several of the NAACH member helplines are successfully using the software. Chat services are available for after school and evening hours, as well as longer hours on the weekends.

Appendix 3 Strategic Goals and Major Accomplishments 2010-2013

Governance

To design an independent membership organization with a governance structure that is non-competitive of member or partner agencies.

Signed Memorandum of Understanding among the major child helplines in North America was signed in October 2010 in Madrid, Spain in the presence of the international community of child helplines at the Global Conference of Child Helpline International Spain.

To date, over 1,000 volunteer hours contributed by the helplines to create a sustainable, cooperative organization.

Membership

To develop and implement standards and guiding principals for its members, partners, and supporters. To encourage all child helplines in North America toward membership in Child Helpline International thereby increasing standards of crisis helpline services for children and youth across North America.

Conducted national scan and in-depth evaluation of member helplines to understand the breadth and depth of crisis helpline services in North America.

Created communication mechanisms for all member helplines to exchange information, work on common projects, organize meetings and increase day-to-day conversation resulting in a better-flowing, more efficient work environment.

Universal Portals to Child Helpline Services

To develop universal communication tools for children and youth to access existing crisis services through one portal that distributes calls to existing helplines.

Through extensive self-assessments, identified service and technological strengths and barriers towards implementing a universal process for children to access crisis services. Results from this assessment provided the specific capacity and technological information needed to implement the 121help.me program.

In early 2012, Implemented the portal to the full scope of crisis counseling (phone, email, chat and text), receiving recognition from seven major cellular service carriers as the North American Youth Crisis Textline and as such, all carriers agreed to provide messaging at no cost to the user.

Working with United Way's 2-1-1 developers, created a child/youth crisis services universal taxonomy that is the first of its kind in North America. Building a common taxonomy among service providers will allow for data analysis under common terms and definitions. It is also the first step in developing a universal resource and referral database.

Initiated development of a quality assurance system to evaluate and improve crisis services and communication systems.

Appendix 3 Strategic Goals and Major Accomplishments 2010-2013 (continued)



Marketing

Awareness of the services of 121help.me is promoted throughout North America through corporate, professional and federal initiatives.

In-kind designers at Sol8 out of Scottsdale, AZ crafted a 121help.me logo and tagline.

A small grant from the Brandan Rottstein Foundation (\$2500) was awarded to develop print materials for schools.

Engaged National Association of School Psychologists to assist in the development of a national back-to-school campaign focusing on outreach to school-centered helping professionals.

Sustainability

Through a hybrid of private and public funding streams, build a sustainable organizational model that will support both the membership and programmatic services provided.

Achieved 50% of the goal to increase counseling capacity by 30-35% through analysis of existing services and bringing in new service provider organizations into the 121help.me network.

National Advocacy

Participate in national advocacy efforts to improve national awareness and increase ability to reach all children in crisis to the degree such efforts are aligned with individual member agencies.

Currently working with legislative supporters and the FCC to ensure that 1-855-201-2121 is federally recognized as crisis line for children and youth.

Support Child Helpline International's advocacy efforts to ratify the United Nations Convention on the Rights of the Child.

Training

Create and implement an educational model that will lead to a baseline of skills and professional standards for quality intervention of all callers.

Conducted two annual assessments of training needs for helpline and hotline professionals and volunteers.

Funded through the Waitt Family Foundation, all helpline counselors received online training on "Crisis Response to Bullying Calls."

Established peer exchange opportunities for members.



Appendix 4 Funding Strategy

The NAACH funding strategy is developed in a non-competitive manner, to support the work of the NAACH and its activities, including support for member agencies.

To date, private foundations have contributed over \$500,000 to the development of NAACH and 121help.me. Currently there are no federally funded helplines solely dedicated to children and youth in crisis (outside of runaway youth). Currently, helplines targeting adults (Lifeline, Rape, Assault, Incest National Network, Domestic Violence Hotline and the Veteran's Hotline) receive approximately \$1.5m-\$3m apiece in support of their services. The budget for 121help.me is estimated to fall within that range.

The NAACH budget will be sustained through a public/private funding strategy. Operational support for NAACH and 121help.me services will be provided through on-going federal level support. Private support will provide innovation and resource development opportunities for NAACH and the 121help.me helpline network. The strategic goals and three-year budget reflect the goals and activities needed to accomplish this mission.

Year One

Build counseling capacity through technology upgrades and capacity-building grants to existing NAACH members. Sustain costs related to the toll free number and text messaging. Central office support including an interim executive director and program director.

Year Two

Ramp up counseling operations with increased funding allocated to increased phone and text related expenses. Increase capacity-building grants for new and existing network helplines. Stabilize central office staff to include a permanent Executive Director, 121help.me Program Director, and Quality Assurance and Public Awareness managers.

Year Three

Reflects full transition from start-up to sustained capacity. Service capacity will be at a fully sustainable level. Operational costs will have fully stabilized. Moving forward, future budgets will reflect the third year realities.

Appendix 5 Standards/Quality Assurance

Values

Every year millions of children around the world contact child helplines to talk about the issues they are facing. Children do this voluntarily. They feel they can talk confidentially and that they will receive the care and assistance they are in need of. This puts a burden of responsibility on child helplines to make sure they earn the trust children put in them and that they maintain the children's confidence in their services.

As a result, child helpline operations and services are based on values put down in the Convention on the Rights of the Child. These values are central to the child helpline movement and include:

Keeping the needs and rights of children in focus;

Providing maximum access to all services;

Making sure children who use these services are guaranteed privacy and confidentiality;

Cooperating with other services who assist in meeting children's needs;

Guaranteeing that people working with the child helpline are "safe" for the children and are well trained to represent the principles of the organization;

Involving the community in and lobbying by amplifying children's voices, and;

Making sure that the management of the child helpline is transparent and professional.

Standards

Helplines employ a crisis intervention model of short-term, solution-focused counseling. The average call lasts between 5-15 minutes. Counseling involves a process in which the caller is assessed for risk as the problem at hand is explored in depth. Intervention includes understanding where the caller is at, why they are calling at this point, what have they tried to resolve or help them, and what are their perceived resources (personally and other wise). Intervention may include direct referrals to social service agencies, direct assistance with contacting parents, police, or state social workers. Calls are always ended with an immediate plan for the caller and the offer to call back at any time.

It is important to note that the helplines in NAACH have collectively over 100 years of experience. Many of their staff are leaders in the fields of youth crisis intervention, training in national and international settings.

All of the helplines employ Master's level social work/counseling professionals in counseling and/or supervisory positions. The programs that utilize volunteers also command advanced professional education in the areas of human services. In addition to professional training, counselors receive between 50-250 hours of training initially with on-going training opportunities throughout the year.

Data collected includes: daily and hourly call volume; State from which call was received; crisis center to which call was routed; number of connected calls; number of dropped calls (call abandonment rates); number of rings before a call is

answered; average duration of calls; connectivity performance of each networked crisis center; unique callers; and basic trends in calls received.

For online and mobile communication, data collected includes: chat and text abandonment rates; wait times; chat and text volume; and basic trends in online and mobile communication.

Complaint procedures have been developed for addressing concerns raised by service recipients.



Appendix 6 Board of Directors

Erin Sorenson, President

Ms. Sorenson enjoys over 25 years of experience in developing programs working with children in crisis. In 1998, she was selected by Chicago's Mayor Daley to build the Chicago Children's Advocacy Center, one of the nations largest child advocacy centers. In 1998, she was awarded the National Children's Alliance's highest award, the Bud Cramer Award, for developing universal Child Advocacy Center standards for practice that were adopted nationally and later evolved into accreditation guidelines. In 2002 she was honored as Illinois Social Worker of the Year and Chicago Magazine's Chicagoan of the Year. Ms. Sorenson has her Master's in Social Service Administration from the University of Chicago's School of Social Service Administration and her Certificate in Non-Profit Leadership from the Harvard Business School.

Ginny Gohr, Vice President

Ginny Gohr has served as Director of the Boys Town National Hotline since 1998. Ginny's background includes several years managing corporate call center operations dealing with credit card fraud, telephone long distance assistance and hotel reservations. Ginny is responsible for a staff of approximately 75 employees who in 2011 answered over 135,000 calls and 37,000 web-based contacts.

Heather Dearing, Secretary/Treasurer

Heather Dearing is the Executive Director of California Coalition for Youth.

Meredith Fabian, Chair of Standards and Membership

Meredith Fabian is Associate Vice President of Strategic Advancement at the international headquarters of Covenant House, a non-profit organization serving 50 thousand homeless youth annually at 21 sites in six countries across the Americas. Prior to assuming this position she served as Director of Covenant House's child helpline- NINELINE. She has an M.A. from Columbia University in International Educational Development (2006) and graduated summa cum laude with a B.A. in Philosophy and International Peace and Conflict Studies from The Ohio State University (2000). Meredith has lived and worked in Washington DC, Ecuador, Peru and Brazil leading social-educational programs for disadvantaged children and youth. She is based in New York City and has been a board member of the North American Alliance of Child Helplines since 2011.

Michelle Fingerman, Chair of Training

Michelle Fingerman is the Director of National Child Abuse Hotline at Child Help, Inc. in Scottsdale, AZ.

Elizabeth Graham, Director

Elizabeth Graham is the Associate Director at 180. In the five years that Liz has served the organization, she has contributed in many areas of the agency and most specifically to the 2NDFLOOR Youth Helpline as it expanded services statewide. Liz is highly organized and detail-oriented with a keen ability to find ways to improve productivity. Prior to her employment with 180, Liz was Head of Production for Haymarket Media, a large international business to business magazine publisher, in their Manhattan offices. At Haymarket, Liz managed a staff of 12 people and a printing budget of



over \$12MM. Ms. Graham is a graduate of High Technology High School, Lincroft, NJ and received a Bachelor's degree from the School of Engineering at The College of New Jersey (formally Trenton State College) where she majored in

Technological Studies. Ms. Graham was pleased by her decision to leave the corporate sector and join the 180 team helping to provide essential services in her community.

Deborah Rice, Chair of Intergovernmental Affairs

Deborah Donovan Rice joined Stop It Now! as the Director of Public Policy in 2005. She develops and implements the public policy program. Prior work in the prevention of the sexual abuse of children includes program development, management, and implementation on a national and state-wide basis. As an expressive arts therapist, she worked with adults, adolescents and children whose lives had been impacted by sexual abuse. She is a member of the National Coalition for the Prevention of Child Sexual Exploitation. Deborah holds a Master's degree in Dance/Movement Therapy from Antioch/New England Graduate School. Deborah has presented at national conferences since 1988.

Alisa Simon, Chair, Taxonomy Work. Group

Alisa joined Kids Help Phone in November 2011 with significant experience in the field of child and youth health, from managing two health hotlines assisting children and families, to writing and publishing model resource guides for children, teens, families, nurses, and counsellors. Alisa has developed training modules to help professionals in child-serving systems, managed large, multi-faceted projects focused on bringing resources and supports to individuals in need, and has led successful advocacy efforts to improve federal and provincial policies. Alisa's background also includes translating research and best practices into successful programs, experience developing and implementing long range plans to support programs benefitting children and families, and serving as a media and public relations spokesperson. Alisa's previous roles have included leadership positions in the USA including Health Policy Director for Public Citizens for Children and Youth; and Health Care Director for Citizens for Consumer Justice, and Acting Director of Policy and Communications in Ontario with the Association of Ontario Midwives. Alisa holds a Masters of Public Health Degree from the University of North Carolina, Chapel Hill.

Appendix 7 Partners



Since its foundation, one of Child Helpline International's main objectives has been the establishment of a global member network of child helplines. Since 2003, our network has grown to 147 members in 133 countries worldwide (December 2010). This tremendous growth has been achieved by two means. First, existing child helplines have joined CHI. Second, CHI has assisted in the foundation of child helplines in countries where there were none. Since its foundation, CHI has assisted in the foundation of 30 child helplines (November 2009). Establishing new child helplines in countries where there are none remains one of the main activities of the network. Child helplines that are a member of CHI are part of a global movement of child helplines, a family of like-minded organizations that come together to make sure that every child is heard. CHI provides several services to its members. These services consist of facilitating peer exchanges, providing theme-based training courses, organizing regional and international consultations, producing manuals and guidelines, and facilitating knowledge exchange in general. CHI and the child helplines advocate on behalf of children at all levels of governance. CHI advocates at the international and regional level to make sure that children's voices are heard. CHI does this through partnerships with other organizations, advocating to governmental organizations and businesses, and participating at conferences. At the national and sub-national level, individual child helplines, sometimes with CHI assistance, advocate to governmental agencies, police, judiciaries, child protection agencies and other national organizations to make sure that violations of children's' rights are addressed and that children are protected.



Harnessing the power of film and related coalition-building programs to bring human rights related issues to the forefront of discussion, BeCause is committed to engaging community members in a celebration of shared humanity to inspire action. By profiling innovators who find creative solutions to complex problems, BeCause films unmask difficult issues, reveal the compassion of ordinary people and inspire others to act. By spearheading outreach around the films and putting creative programming strategies to work, the Foundation helps transform solutions into movements for social change.



Hedge Funds Care is an international charity, supported largely by the hedge fund industry, whose sole mission is preventing and treating child abuse. It has two goals: to raise as much money as possible to fund the programs that do the preventing and treating, and to showcase the philanthropy of the hedge fund industry. This mission is accomplished by raising money and granting it to child welfare organizations throughout the United States, Canada, the Cayman Islands, and the United Kingdom. Hedge Funds Care is the only grant making public charity that focuses exclusively on funding this cause. Since its inception in 1998, Hedge Funds Care has awarded over 800 grants totaling more than \$29 million.

Appendix 8 North American Child Helpline International Member Helplines

Boys Town National Hotline www.boystown.org

Over the past 20 years, the Boys Town National HotlineSM has helped more than 8 million teens, parents and families. The Boys Town National HotlineSM is open 24 hours a day, 365 days a year and staffed by specially trained Boys Town counselors. It is accredited by the American Association of Suicidology (AAS).

California Coalition for Youth www.calyouthservices.org

The California Coalition for Youth (CCY) is a statewide grassroots nonprofit organization that serves disconnected youth ages 12-24 throughout the state. CCY's vision is that every youth in California is connected to the services, resources, support and programs they need to have successful lives. The Coalition advocates for public policies, programs, and services that respect, empower, and protect the rights of all youth. The Coalition is made up of a statewide membership of youth, youth advocates and allies, and youth-serving non-profit organizations. The Coalition is governed by a statewide Board of Directors representing youth serving programs, youth, and other individuals interested in improving and empowering the lives of youth.

Childhelp National Child Abuse Hotline www.childhelp.org

Childhelp exists to meet the physical, emotional, educational, and spiritual needs of abused, neglected and at-risk children. We focus our efforts on the advocacy, prevention, treatment, and community outreach. The Hotline provides an immediate response to the needs of the abused and traumatized by facilitating a connection between them and the resources required to heal or support those in need of help. The Hotline offers crisis intervention, information, literature, and referrals to thousands of emergency, social services, and support resources. All are anonymous and confidential.

Covenant House NINELINE www.covenanthouse.org

Since 1987, the Covenant House NINELINE has been helping young people in need gain immediate access to crisis and counseling services. NINELINE crisis counselors utilize a database of more than 30,000 social service and child welfare agencies so callers can be connected with immediate assistance. NINELINE is also a valuable resource for parents seeking guidance about difficult family situations, or for those desperately trying to locate a runaway child. NINELINE is a toll-free, confidential crisis hotline that operates 365 days a year, 4PM-8PM EST. Acercatel (01-800-110-1010), our telephone hotline in Mexico, is also available to homeless kids struggling to survive.

Crisis Intervention Center of Houston www.crisishotline.org

Crisis Intervention of Houston, Inc. (CIH) is a 501 c 3 nonprofit organization with the sole mission to help people in crisis. We operate free, confidential, anonymous hotlines including Crisis Hotline (713-HOTLINE), Spanish Hotline (713-47-AYUDA) and TeenLine (713-529-TEEN) 24 hours a day, seven days a week. Our goal is to help people who don't know where to go for help and to overcome the barriers to help such as fear, isolation, abuse, physical disability, health, language, age, income, location, problem type or timing of the crisis.



Kids Help Phone www.kidshelpphone.ca

Kids Help Phone's mission is to improve the well being of children and youth in Canada by providing them anonymous and confidential professional counseling, referrals and information in English and French, through technologically based communications media. Kids Help Phone has access to a database of over 37,000 local resources available to every young person in Canada from age 5 to 20 who is looking for support.

National Runaway Switchboard www.1800runaway.org

The mission of the National Runaway Switchboard (NRS) is to help keep America's runaway, homeless and at-risk youth safe and off the streets. The National Runaway Switchboard provides education and solution-focused interventions, offers non-sectarian, non-judgmental support, respects confidentiality, collaborates with volunteers, and responds to at-risk youth and their families 24 hours a day.

Polaris Project www.polarisproject.org

Our vision is for a world without slavery. Named after the North Star that guided slaves towards freedom along the Underground Railroad, Polaris Project has been providing a comprehensive approach to combating human trafficking and modern-day slavery since 2002. Polaris Project is a leading organization in the United States combating all forms of human trafficking and serving both U.S. citizens and foreign national victims, including men, women, and children. We use a holistic strategy, taking what we learn from our work with survivors and using it to guide the creation of long-term solutions. We strive for systemic change by advocating for stronger federal and state laws, operating the National Human Trafficking Resource Center hotline 1.888.3737.888, and providing services to help our clients and all victims of human trafficking.

Stop it Now! www.stopitnow.org

Stop It Now! provides a place for adults to voice questions and concerns about child sexual abuse and gives them and their communities the resources to take action. This includes sharing information about setting standards for respectful behavior in our families, with friends and in communities that promote healthy behaviors that protect children.

Trevor Project www.trevorproject.org

The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) youth. The Trevor Project is determined to end suicide among LGBTQ youth by providing life-saving and life-affirming resources including our nationwide, 24/7 crisis intervention lifeline, digital community and advocacy/educational programs that create a safe, supportive and positive environment for everyone.

1-80 Turning Lives Around/2nd Floor Youth Crisis Line www.180nj.org

2NDFLOOR is a confidential and anonymous helpline for New Jersey's youth and young adults.