1-800-CHILDREN (1-800-244-5373) is a free, statewide information and referral Helpline that connects parents, caregivers, and professionals to resources they can access wherever they live or work in Georgia. Callers can talk to a trained, bilingual professional who cares and wants to help. Individuals can call directly or can be connected when calling the statewide centralized intake number for child protective services.

**Operations**

Prevent Child Abuse Georgia
- Inputs resources
- Maintains resource database
- Verifies resources twice yearly
- Applies for and manages helpline funding
- Markets helpline to statewide network
- Provides training to call center staff

Healthy Mothers, Healthy Babies Coalition of Georgia
- Contracts with PCA Georgia to provide call center staff
- Manages day-to-day of call center

**Reports of Abuse**

While the 1-800-CHILDREN Helpline is not designed as a place to report suspected child abuse, the call center staff can assist callers in making reports if need. In 2017 call center staff made 29 reports of abuse to child protective services.

**Callers**

The helpline answered 1,552 calls in 2017.
- Out of 159 counties in Georgia, the helpline received calls from 143 different countries
- Females accounted for 70% of known callers
- Over 80% of calls came from DFCS centralized number
- Race/ Ethnicity
  - 41% African American
  - 36% White
  - 17% Unknown
  - 5% Hispanic/ Latino
  - 1% Other

**Helpline Resource Database**

In 2017, 32 new resources were added bringing the total number of identified resources to 1,903. In addition, 1,734 resources were verified. Call center staff also have access to over a thousand more resources from Healthy Mothers, Healthy Babies call center databases such as the Georgia Powerline for mothers and infants. The most common needs identified by callers, in 2017, were:

- Family and children support services
- Legal resources and court information
- Parent education
- Child abuse and domestic violence
- Mental health counseling
- General government services

For more information about our work 1-800-CHILDREN, visit preventchildabusega.org
PCA Georgia began evaluating the 1-800-CHILDREN Helpline in June 2017. Call center staff asked each caller if PCA Georgia could call them back to participate in a survey about their experience. Between June and December of 2017, 882 individuals called the Helpline and 119 agreed to be called back to answer survey questions. Of those, 62 individuals completed the Helpline Evaluation Survey.

**Callers Surveyed:**

- 43% of callers were mothers, 21% fathers, 21% grandparents, 8% extended family, and 7% were child serving professionals
- 65% of callers were calling for themselves, 22% on behalf of someone else, and 13% for both themselves and another
- For 85% of callers, it was their first time calling the 1-800-CHILDREN helpline

**Survey Questions on Call Center Staff and Resources Provided**

- 85% of callers were satisfied or very satisfied with the call center staff they spoke with during their call to the 1-800-CHILDREN Helpline
- 73% of callers contacted or reached out to the resources that was provided during the Helpline call
- Over 66% of callers felt like their needs were met during the Helpline call

**Funding**

The Helpline is funded in part by VOCA Sub-Award C15-8-358, administered by the Criminal Justice Coordinating Council and awarded by the Office for Victims for Crime.

The Helpline is also partially funded by the Georgia Division of Family and Children Services, Section of Prevention and Community Support

For More information about our work at Prevent Child Abuse Georgia please visit www.preventchildabusega.org