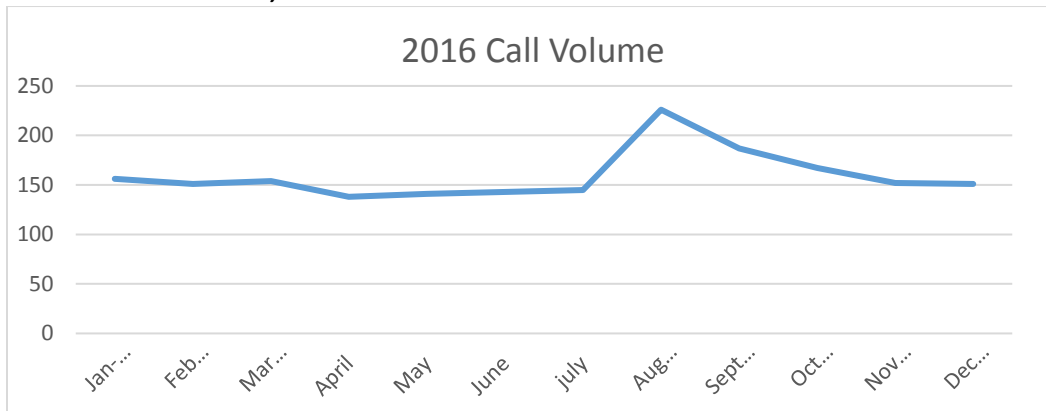


## Helpline 2016 Summary

The 1-800-CHILDREN helpline is a free, statewide information and referral number for anyone concerned about the health or well-being of a child or family. Callers can call the Helpline directly and it is connected to the statewide centralized intake number to report suspected abuse.

### Total Calls for 2016: 1,912

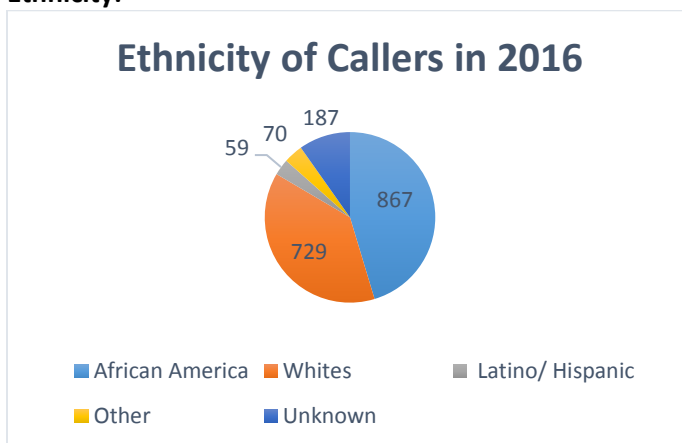


Call remained fairly constant throughout the year with an increase in August (226 calls) and September (187 calls). The peak call months coincide with Georgia school systems starting back from summer break.

### Gender:

For each quarter of 2016, females accounted for 75% of known callers. There were a total of 437 males, 1,458 females, and 17 unknown gender callers in 2016.

### Ethnicity:



African Americans = 45.3%, White = 38.1%, Unknown = 9.7%, Hispanic/Latino = 3.1%  
Other = 3.7%

The need for more outreach to the Hispanic/Latino community is a priority since the call center staff are bilingual in Spanish and English.

**Reports of Abuse:**

Quarter	Suspected Abuse Reports Made to DFCS	Acknowledgement Letters Received
Jan-Mar	9	9
April-June	3	2
July-Sept	6	6
Oct- Dec	5	5
Total	23	22

The trained helpline staff made 23 reports of abuse to DFCS, and received a total of 22 acknowledgement letters in response. In 2015, HMHB staff made the same number of reports but only received 4 acknowledgement letters.

**Referred By:**

The top sources of call referrals came from the DFCS Centralized Intake Menu- 1,627; a centralized intake staff verbally referred the caller to the PCA Helpline- 140; Peachcare/ Caseworker/ Other- 136; and there were 9 live transfers to the helpline from DFCS Centralized Intake.

**Counties:**

The largest spread of calls from counties for one month was 100 counties, and every month had calls from at least 90 counties. The counties with the most calls in 2016 was Fulton, DeKalb, Cobb, Gwinnett, Clayton, Henry and Richmond.

**Resources:**

492 new resources have been added to the resource database in 2016 and mostly include local police and sheriff departments, mental health centers and fathering resources making the total number of resources added 1,883 since the launch in 2014. The most common needs identified by callers in 2016 were family support services, family and children services, legal resources, parent education, court information, child abuse/domestic violence, mental health counseling and general government services

**Trainings:**

New staff training- Jyll Walsh  
 Legal Custody of Children- Julia Neighbors

**Organizations that Advertise Helpline:**

Interfaith Children's Movement  
 Department of Children and Family Support  
 Department of Public Health  
 Atlanta Crime Victim Services  
 Court Appointed Child Advocates (CASA)  
 Department of Juvenile Justice (DJJ)  
 Office of the Child Advocate  
 Child Advocacy Centers of Georgia  
 Atlanta Area Boy Scouts  
 Family Connection Collaboratives