

**National Runaway Safeline – NCS/1800Runaway**  
**Drop Downs for Pre Chat/Text Form and Youth In Crisis Form**

Context:

- Automatically filled means that the software – iCarol pulls this data through and it is not entered by staff
- Not every field has information, no information is mandatory or required unless noted.

**PRE / CHAT TEXT FORM**

**Country** (dropdown)

- United States

**Region** (dropdown containing all U.S. States and territories, required).

**Postal Code/Zip Code** (open text field)

**Screen Name** (open text field)

**Age** (Dropdown)

- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- Adult

**Race** (select all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

**Ethnicity** (dropdown)

- Hispanic or Latino
- Not Hispanic or Latino

**Session Topic** (dropdown)

- Family Dynamics
- Economics
- Mental Health
- School/Education

- Peer/Social
- Health
- Alcohol/Drug Use
- Judicial System
- Physical Abuse/Assault
- Poverty/Homelessness
- Youth and Family Services
- Sexual Abuse/Assault
- Transportation
- Neglect
- Verbal/Emotional Abuse
- Other

**How did you hear about NRS** (dropdown)

- Social Media
- Search Engine
- Word of Mouth
- Referred by Social Service Agency
- Previous Contact
- Law Enforcement
- School
- NRS Promotional material
- NRS Runaway Prevention Curriculum

## **YOUTH IN CRISIS FORM**

**Volunteer -Staff** (dropdown containing all staff)

**Name** (open text field)

**Contact Date** (automatically filled)

**Start Time** (automatically filled)

**End Time** (automatically filled)

**Duration** (automatically filled)

### ***Contact Information***

**Phone** (open text field)

**Type** (dropdown)

- Home
- Work
- Mobile
- Pager
- Other

**Address** (open text field)

**State** (dropdown containing all states/territories and an out-of-country option)

**City** (dropdown of all cities in the selected state)

**County** (dropdown of any counties in the selected state)

**Zip Code** (open text field)

**Pre-Chat Survey** [Live chat contacts only]

**Screen Name** (open text field)

**Race** (same options as above)

**Age** (same options as above)

**Sex** (drop down)

- Male
- Female

**Session Topic** (same options as above)

**How did you hear about NRS** (same options as above)

**Caller Profile**

**Language** (dropdown) [Hotline callers only]

- Afrikaans
- Alaskan Native Dialects
- American Indian Dialects
- Chinese
- English
- French
- German
- Italian
- Japanese
- Mandarin
- Other
- Polish
- Portuguese
- Russian
- Spanish
- Swahili
- TDD Line

**Interpreter's ID Number** (open text field) [Hotline callers only]

**Type of Caller** (dropdown)

- Youth
- Youth's Friend
- Parent
- Relative
- Adult
- Agency

- Police
- Probation Officer
- Other

**Caller's Age** (same options as options and additional dropdowns)

- 22
- 23
- 24
- 25+
- Not Provided/Unknown

**Caller's Sex** (same options as above)

**Caller's Race** (same options as above)

**Youth's Age - if caller is not youth** (same options as above)

**Youth's Race - if caller is not youth** (same options as above)

**Youth's Sex – if caller is not youth** (same options as above)

**Youth's Current Location** (dropdown)

- Detention/Police
- Friend
- Greyhound/Bus Station
- Home
- Hospital
- Hotel/Motel
- Other
- Recent Acquaintance
- Refused to Disclose
- Relative
- School
- Shelter
- Street
- Trafficker
- Work
- Unknown to Caller
- Not Provided/Not asked

**How Long has Youth Been Gone?**

- One Day
- Two Days
- Three Days
- Four Days
- Five Days
- Six Days
- One Week
- Two Weeks
- Three Weeks

- One Month
- Two Months
- Three Months
- Four Months
- Five Months
- Six Months
- Seven Months
- Eight Months
- Nine Months
- Ten Months
- Eleven Months
- One Year or More
- Unknown to Caller
- Unknown to Liner

**Has Youth Cross State Lines?** (dropdown)

- Yes
- No
- Unknown to Caller
- Unknown to Liner

**If yes, what is the state of origin?** (dropdown, contains all states and territories)

**Has youth previously run away?** (dropdown)

- Yes
- No
- Unknown to Caller
- Unknown to Liner

**If yes, how many times?** (dropdown)

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- More than once

**Has youth previously been homeless?** (dropdown)

- Yes
- No
- Unknown to Caller
- Unknown to Liner

**If yes, indicate how many times? (dropdown)**

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10