

LESSONS, GROWTH, & PROGRESS



2024 ANNUAL REPORT


NATIONAL SAFE PLACE
NETWORK

www.nspnetwork.org
www.nationalsafeplace.org



across the nation. Its proven track record, decades of experience, and strong leadership are the cornerstones of its continued success. To learn more, please visit www.nspnetwork.org.

MISSION

Ensuring an effective system of response for youth in crisis through public and private partnerships at a local, state and national level

VISION

NSPN envisions a world where all youth are safe.

PROGRAMS AND SERVICES

NSPN's nationally recognized programs include NSPN Membership and Safe Place®. The organization also offers TXT 4 HELP, a crisis support service provided through Safe Place to connect youth with immediate help.



NSPN Membership

NSPN provides an array of training and support services tailored to meet the needs of youth service organizations in the most cost-efficient manner. NSPN membership helps support agencies and their staff by focusing on training, organizational development, and professional development. To learn more, please visit www.nspnetwork.org/organizational-membership.



Safe Place®

Safe Place is a national outreach and prevention program for young people in need of immediate help and safety. Over 20,000 community and business locations nationwide display the Safe Place sign, making help readily available. To learn more, please visit www.nationalsafeplace.org.



TXT 4 HELP

TXT 4 HELP is a nationwide, 24-hour text-for-support service designed for teens in crisis. It provides assistance for issues such as abuse, bullying, family problems, depression, suicidal thoughts, and more. By texting the word 'SAFE' to 4HELP (44357), young people can find the nearest Safe Place location. Additionally, TXT 4 HELP offers a '2chat' feature, enabling immediate one-on-one communication with a trained, master's level mental health professional. For more information, visit www.nationalsafeplace.org/txt-4-help.



NSPN STAFF

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Graduate Intern

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Chief Strategic Initiatives Officer

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Operations and Communications Specialist

Elizabeth Smith Miller
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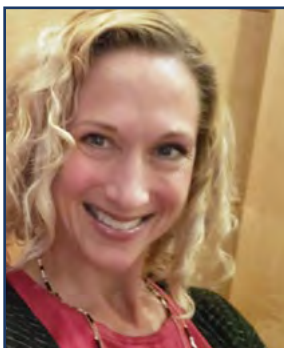
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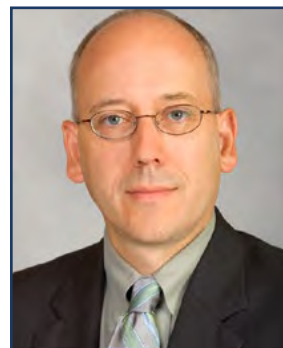
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STRENGTHENING THE SAFETY NET THROUGH PROGRESS

In order to grow, it's important to reflect on the lessons learned along the way. At National Safe Place Network (NSPN), we remain committed to ensuring our mission and vision stay at the forefront of every action. Reviewing how the organization operated over the past year—what was learned, what was taught, and how we've progressed—helps us strengthen the safety net for youth and the professionals who serve them.

Youth-serving organizations continue to face significant challenges, including staffing shortages and budget constraints. These realities limit access to trainings and impact implementation of Safe Place® program requirements. At the same time, the needs of youth are becoming increasingly complex. More young people are experiencing issues related to violence, mental health, substance use, and trauma. The demand for NSPN services has never been greater. These challenges have also served as powerful lessons: How do we equip professionals who are already stretched thin? How can we evolve Safe Place to ensure it remains relevant and accessible to all youth in crisis?

The need for NSPN's programs is clear. Requests for Safe Place continue to grow, particularly from rural communities seeking support but unable to operate within traditional structures. TXT 4 HELP—offered as part of Safe Place—continues to see sustained use, with more young people reaching out via the interactive “2Chat” feature for real-time support. These interactions represent real moments of intervention, hope, and safety.

In response, NSPN expanded its customized, site-based training offerings—more of which were requested in 2024 than ever before. Networking calls were launched to support staff at all levels, creating space for connection, encouragement, and shared learning. These innovations, along with continued enhancements to Safe Place and TXT 4 HELP, are essential to the organization's progress and future growth.

The Safe Place sign continues to be a powerful symbol of hope and safety for all youth. As more young people seek help for mental health concerns, abuse, trafficking, and other crises, it's evident that Safe Place is recognized as a trusted source of support. Staff support remains equally important. Through NSPN Connect and the Destination for Online Training (D.O.T.), we are working to deliver more self-directed, accessible resources that meet professionals where they are—especially during times of constraint.

NSPN's value to the field is reflected in our partnerships, including ongoing collaborations with F2 Solutions and the Federal Bureau of Investigation's Victim Services Division. These partnerships not only expand the network's reach but reinforce its expertise.

To achieve our vision of a world where all youth are safe, we must continue to learn, grow, and make progress—together. Whether it's through Safe Place, TXT 4 HELP, or our training and support services, NSPN will continue to put young people and youth-serving professionals at the heart of every decision.

Laurie Padilla

Laurie Padilla
President and Chief Executive Officer
[National Safe Place Network](#)

GUIDING OUR PROGRESS THROUGH PURPOSEFUL STRATEGY

NSPN's work in 2024 was rooted in its strategic plan, which serves as a compass for the network's direction, decisions, and development. The plan focuses on three pillars—Quality, Impact, and Sustainability—each of which informed the lessons learned, the progress made, and the growth experienced this year.

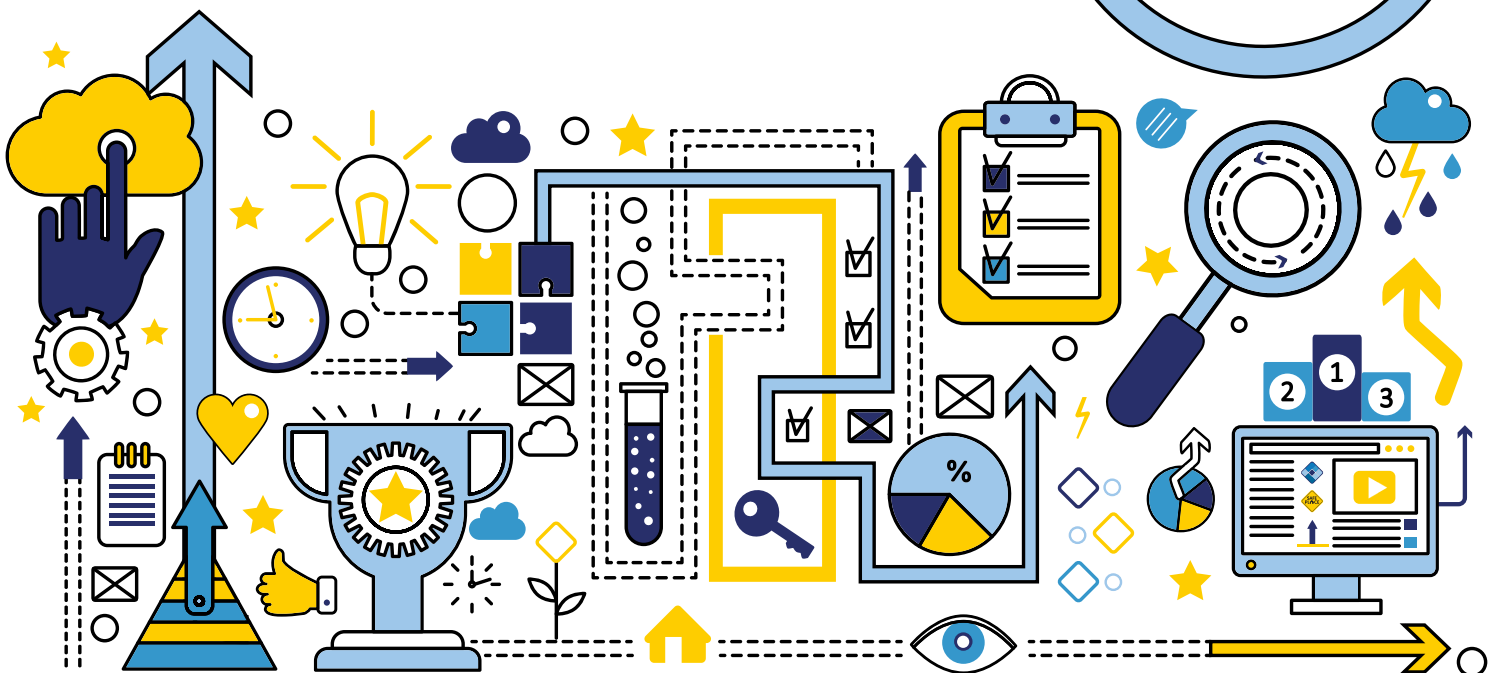
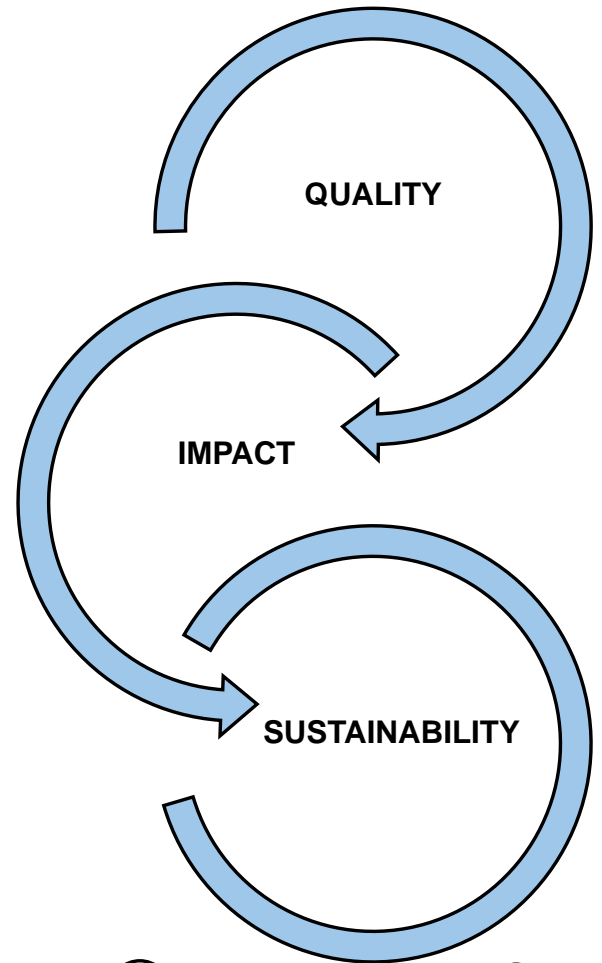
As you explore this report, you'll see how each program and initiative connects back to these priorities. From increasing local capacity and adapting Safe Place for rural communities to expanding self-paced learning and strengthening national partnerships, every success is a step forward in realizing NSPN's vision: a world where all youth are safe.

NSPN's Strategic Focus

Quality: Youth in crisis need and deserve high-quality, consistent responses. NSPN advances this by promoting intentional engagement, education, and accountability across its network.

Impact: Demonstrating value is essential. NSPN tracks, analyzes, and shares the outcomes of its efforts to ensure every investment—whether by funders, staff, or community partners—is meaningful and measurable.

Sustainability: Long-term change requires adaptability, resilience, and partnership. NSPN uses lessons learned to strengthen the network's foundation and ensure services remain available to youth and the organizations that support them.





LESSONS, GROWTH, AND PROGRESS — MEMBERSHIP

NSPN's membership program plays a critical role in building the capacity of youth-serving organizations. Whether navigating staffing shortages, shifting community needs, or limited training budgets, members consistently turn to NSPN for high-quality, relevant support. In 2024, that support proved more essential than ever.

Guided by NSPN's strategic plan, the membership program focused on three key pillars: ensuring quality, demonstrating measurable impact, and building sustainable systems of care. The outcomes reflect this focus—and the strength of the network as a whole.

STRENGTHENING ORGANIZATIONS: MEMBERSHIP AND CAPACITY BUILDING

NSPN offers a range of membership benefits, training, technical assistance, and peer support opportunities designed to strengthen organizations and enhance services for youth. From onboarding new staff to building executive leadership, NSPN supported members at every level—ensuring no one has to face complex challenges alone.

Customized Support & Shared Resources



NSPN provided customized trainings on crisis response, trafficking prevention, and supervision to help agencies address urgent, local needs with national expertise.

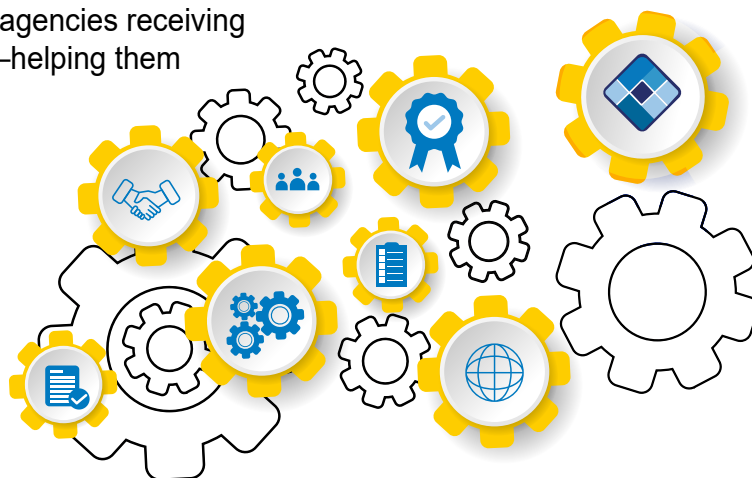
Its Support Center offered grant writing help, technical guidance, and access to curated resources through NSPNsights newsletters. The NSPN Connect platform gave providers a space to ask questions, share ideas, and find tools to support their daily work.

Proposal Review Services

Each year, NSPN offers proposal development and review support for member and licensed agencies. In 2024, 95% of agencies receiving proposal review services were awarded funding—helping them sustain critical services and extend their impact.

"I can't imagine surviving FYSB season without NSPN. Their support is truly a lifesaver."

This service aligns with NSPN's focus on sustainability—ensuring local partners remain funded, stable, and ready to respond to youth in crisis.



BUILDING SKILLS & KNOWLEDGE: TRAINING HIGHLIGHTS

From frontline staff to executive leaders, NSPN's training opportunities strengthened the workforce behind youth and family services. In 2024, national training sessions supported 140 organizations across 32 states—helping providers enhance safety, expand access, and build stronger communities.

Emerging Leaders Institute (ELI)



A six-week virtual leadership program designed to strengthen decision-making, solution-thinking, and personal growth. 41 agencies participated in 2024, with many sending additional staff for future cohorts.

100% would recommend ELI Participation to a colleague.

"I loved my ELI experience. It really felt safe and almost like family. The facilitator helped us so much through this journey."

"I believe the content presented was great for new leaders. Even the hard topics were discussed in ways that made us open up and share honestly."

Training of Trainers and Facilitators (TOFT)

This 20-hour course helped professionals from 8 agencies improve facilitation and presentation skills while building confidence and community.

100% of attendees said participation in the training was worth their time.

"The training exceeded my expectations in both the depth and the variety of topics. I identified and improved things I didn't even realize needed work!"





Grant Writers' Skill-Building Retreat & GrantED 101

Through a combination of one-on-one consultations and foundational grant instruction, NSPN supported 28 agencies in building confidence and capacity in resource development.

100% of attendees agreed that participation contributed to their level of skill.

"I'm a seasoned grant writer, and the experience was worth every minute. I left with new connections and stronger skills."

"I felt unsure if I even belonged in the session, but the facilitator made space for everyone. Thanks for helping me find my way."

Looks Logical to Me

This new training helped 20 agencies build confidence using logic models for planning and proposal development.

"I hate logic models... or I did. I just needed a space like this to learn in my own way. Thanks, NSPN!"

"I now know logic models can be valuable and really support planning."



ADVANCING THE FIELD THROUGH NATIONAL LEADERSHIP

Beyond direct service, NSPN leads efforts to strengthen the systems and standards that protect youth nationwide.

Shaping Systems Through Training and Expertise

In 2024, NSPN extended its impact beyond its member network through national and fee-for-service trainings on suicide prevention, youth trafficking, crisis response, and supervision.

NSPN was selected to present on Child and Adolescent Suicide Prevention at the FBI's Advanced Child Victimization Training—affirming its leadership in high-risk intervention. The team also continued its longstanding partnership with F2 Solutions, preparing federal grant reviewers and panel chairs—helping shape how national resources are distributed.

Board and Committee Service

NSPN's leadership team shared their expertise on national boards and advisory groups:

- Laurie Padilla, President and CEO, serves on the boards of the Florida Network of Youth and Family Services and the National Network for Youth, helping coordinate national responses for youth in crisis
- Tammy Hopper, Chief Strategic Initiatives Officer, serves on the board of the Child and Youth Care Certification Board (CYCCB), supporting the advancement of professional standards for youth care workers.
- Elizabeth Smith Miller, Director of Operations, served on the Fostering Connections Advisory Board, bringing expertise in cross-system collaboration for youth and families.

Standards Development and Field Competency Work

In addition to board service, Tammy Hopper contributed to a national committee tasked with revising the professional competencies for youth care workers in the U.S. and Canada. This work helps set the tone for consistent, high-quality care—impacting the standards youth-serving professionals are held to nationwide.

CONNECTION AT EVERY LEVEL

NSPN's influence goes beyond formal training and national leadership—it's also found in the everyday connections that strengthen the field. Through monthly networking calls, youth care professionals across the country gathered to share insights, ask questions, and lift each other up in the face of shared challenges.

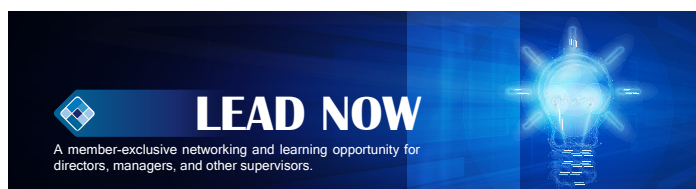
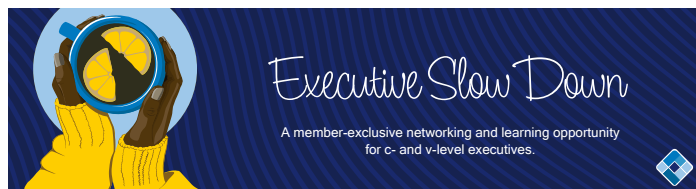
Recognizing the emotional and operational toll of youth care work, NSPN hosted role-specific calls designed to meet professionals where they are:

- Clinicians' Coffee House – counselors and clinical staff
- Executive Slow Down – senior leaders and C-suite executives
- Field Notes – direct service staff
- Lead Now – supervisors and program directors
- Night Shift – overnight and weekend staff

"Wait, I can talk to someone about my job at 4 a.m.? Who does that? NSPN does!"



These calls were more than check-ins—they were lifelines for staff feeling isolated or overwhelmed. And they reminded everyone: no one in this network stands alone.



WHY IT MATTERS

NSPN's membership program is more than a service. It is a dynamic, evolving system of support for hundreds of organizations, thousands of professionals, and the countless youth they serve.

For donors and partners, this is where your investment goes:

- Into training that builds competence and confidence.
- Into technical assistance that secures critical funding.
- Into national leadership that shapes policy and practice.
- Into connection that strengthens our shared commitment to youth safety.

These contributions reflect NSPN's commitment not only to serving youth—but to strengthening the field that supports them.

This is the network. These are the people. And this is the progress made possible by those who believe in building a better future—together.



LESSONS, GROWTH, AND PROGRESS — SAFE PLACE

For more than 40 years, Safe Place® has been a vital lifeline for youth in crisis. Whether navigating abuse, homelessness, trafficking, or mental health struggles, young people know that when they see the yellow and black Safe Place sign, help is within reach.

In 2024, the program continued to evolve—guided by NSPN's strategic priorities of quality, impact, and sustainability. From expanding outreach to refining training models, Safe Place responded to the changing needs of youth and the communities that serve them.

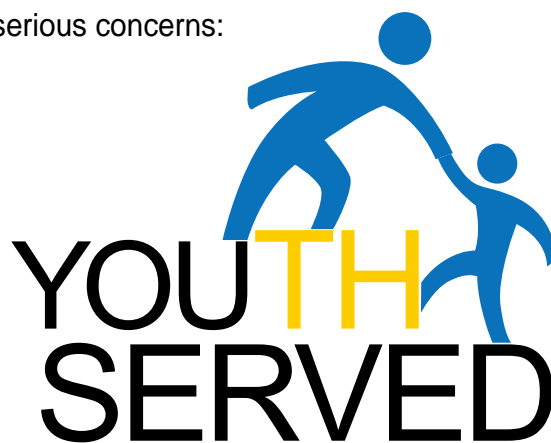


STRENGTHENING ACCESS TO SAFETY

What makes Safe Place unique is its accessibility. Youth don't need a phone, appointment, or paperwork—they only need to recognize the sign and ask for help. That simple act can change a life.

In 2024, youth sought help through Safe Place for a variety of serious concerns:

Homelessness – 37.7%
Family problems – 25.5%
Immediate safety concerns – 19.0%
Mental health challenges – 8.6%
Abuse and/or neglect – 4.9%
Human trafficking – 0.1%
Other issues – 4.1%



As awareness grows that Safe Place serves **all youth in crisis**—not just those who have run away—more young people are turning to the program for support.

The program's impact reflects continued progress:

6,958 youth accessed help at a Safe Place site or via phone.
16,280 youth received support via TXT 4 HELP including interactive text support.
555,856 youth were educated about Safe Place and crisis support.
130,876 adults were educated about Safe Place and crisis support.

BUILDING LOCAL CAPACITY THROUGH TRAINING

Safe Place program quality starts with the people behind it—coordinators, staff, and volunteers who respond every day to youth in need.

In 2024, **43 new coordinators** and **19 supervisors** took on leadership roles within licensed Safe Place agencies. Each received onboarding credentials, support center access, and individualized technical assistance.

NSPN hosted a **virtual New Coordinators Training**, focusing on outreach, staffing, site engagement, and program standards.

Monthly Coordinator Chat Calls

fostered peer support and innovative problem-solving on topics such as school partnerships, crisis response, and site management.

NSPN provided targeted consultation and training to **28 local organizations**, enhancing their ability to meet program standards and achieve outreach goals.

EVOLVING TO MEET COMMUNITY NEEDS

Safe Place requests increased in 2024, especially from rural areas without structured supports for youth. These communities often face barriers to implementing traditional Safe Place models, prompting NSPN to provide alternative pathways through resources like TXT 4 HELP and the development of new implementation toolkits.

In partnership with the National Advisory Board, NSPN initiated the development of three major resources in 2024 to support local growth:

Safe Place Agency Implementation Toolkit
Safe Place Community Implementation Toolkit
New Coordinator Toolkit

These resources help ensure that programs are well-trained, aligned with local needs, and equipped to offer immediate, compassionate responses.





NATIONAL REACH, LOCAL IMPACT

In 2024, the Safe Place program was supported by **135 licensed agencies**, serving **1,364 communities** across **314 counties** in **39 states**. Youth had access to help at more than **9,800 stationary sites**—including libraries, fire stations, schools, and community centers—and over **11,600 transit locations**. The program also engaged **734 volunteers**, including young people, to support outreach and awareness.

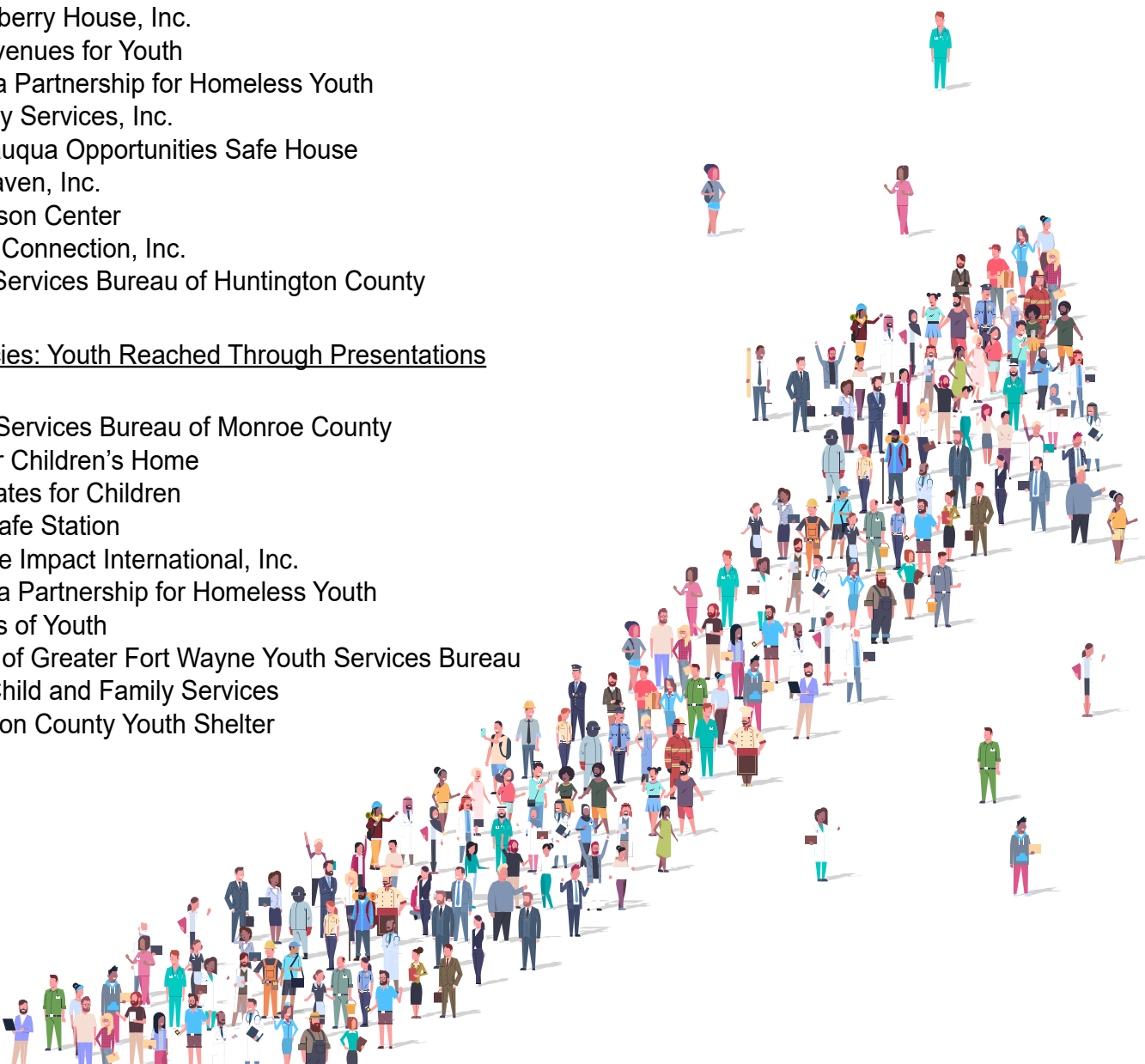
Every Safe Place agency submits data that reflects youth needs, community outreach, and engagement effectiveness. NSPN uses this data not only to measure impact—but to drive program innovation, strengthen training, and advocate for additional support.

Top Agencies: Youth Helped at a Site or Other Location

- Salt Lake County Youth Services
- Huckleberry House, Inc.
- New Avenues for Youth
- Nevada Partnership for Homeless Youth
- Synergy Services, Inc.
- Chautauqua Opportunities Safe House
- Sea Haven, Inc.
- Bill Wilson Center
- Family Connection, Inc.
- Youth Services Bureau of Huntington County

Top Agencies: Youth Reached Through Presentations

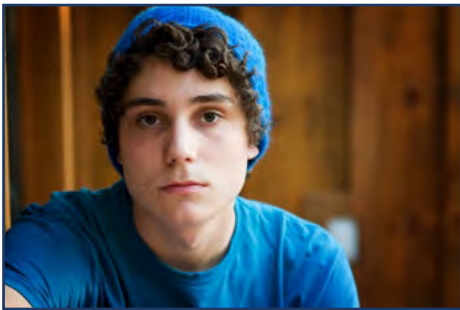
- Youth Services Bureau of Monroe County
- Bashor Children's Home
- Advocates for Children
- YSB Safe Station
- Positive Impact International, Inc.
- Nevada Partnership for Homeless Youth
- Friends of Youth
- YMCA of Greater Fort Wayne Youth Services Bureau
- ACH Child and Family Services
- Jefferson County Youth Shelter



COLLABORATION & SUPPORT IN PRACTICE

The Safe Place Support Center served as a hub for agencies to access updates, templates, and reminders tied to quality assurance and licensing. Through monthly eNews and one-on-one technical assistance, NSPN helped local teams navigate evolving needs while staying aligned with core standards.

The success of these efforts is best reflected in the people they serve:



After months of couch-surfing and sleeping in a car, a youth walked into a Safe Place site seeking help. He was connected with a case manager who helped him obtain vital documents and begin working toward full-time employment and stable housing.



A 16-year-old girl used a crisis line to access Safe Place after being lured into an unsafe situation by a stranger she met online. A Safe Place agency coordinated with law enforcement to rescue her and provide emergency shelter, crisis counseling, and support for a safe return home.

WHY SAFE PLACE MATTERS

Behind every number is a life. A youth who needed to be believed. A young person who finally felt safe. A community that responded.



Safe Place is not just a sign on a wall—it's a promise. A promise that young people will not be turned away. That someone will listen. That help is always within reach.

Through strategic growth, strong partnerships, and a commitment to continuous learning, Safe Place continues to serve as a trusted symbol of hope—and a critical safety net for youth across the country.





THE PEOPLE BEHIND THE PROGRESS

\$100,000 +

QuikTrip Corporation

\$25,000 - \$99,999

YMCA of Greater Louisville

\$10,000 - \$24,999

Pilot Company

Republic Bank Foundation

\$2,500 - \$9,999

Lisa & Doug Butcher

Tom Corea/Pathenon

Skip Elliot

◆ Tammy Hopper

Jeff Lenard

Brian Mallory

◆ Laurie Padilla

Lauren Sherry

Mister "P" Express, Inc.

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◆ Elizabeth Smith Miller

Shaw Family, in memory of
Marie Shaw

◆ Mark & Diane Wolf

\$200 - \$499

Anonymous, in memory of Robert
Boellstorff

◆ Sammie Carlile

Belinda Gates

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◆ Crystal Lebo

Medical Solutions LLC

◆ Steven Padilla

◆ Sharon Welch

Harry Vance

\$100 - \$199

Jordan Beeding

John & Linda Biever, in memory of
Robert Boellstorff

Deborah Bilitski, in honor of
Lisa Butcher

Ruth Boronski, in memory of
victims of abuse

Patricia Colchin

Valerie Douglas

Becky Gamm

Joli Guenther

Peggy Kilgore

◆ Autumn Sandlin-Moore

Teodora Staeva

\$50 - \$99

Priscilla Capes

Dmitriy Goebel

Susan Harmon

Tabitha Marrlett

David Mount

Warren & Eleanor Schleupner

Erin Strohbehn

◆ Eric Tadatada

\$5 - \$49

King County Safe Place,
Washington State

Scott Godthaab

Pamela O'Keefe

Logan Pichel

Nancy Richardson

Myra Ryan

Trustees of the Free Public
Library of the City of
Elizabeth

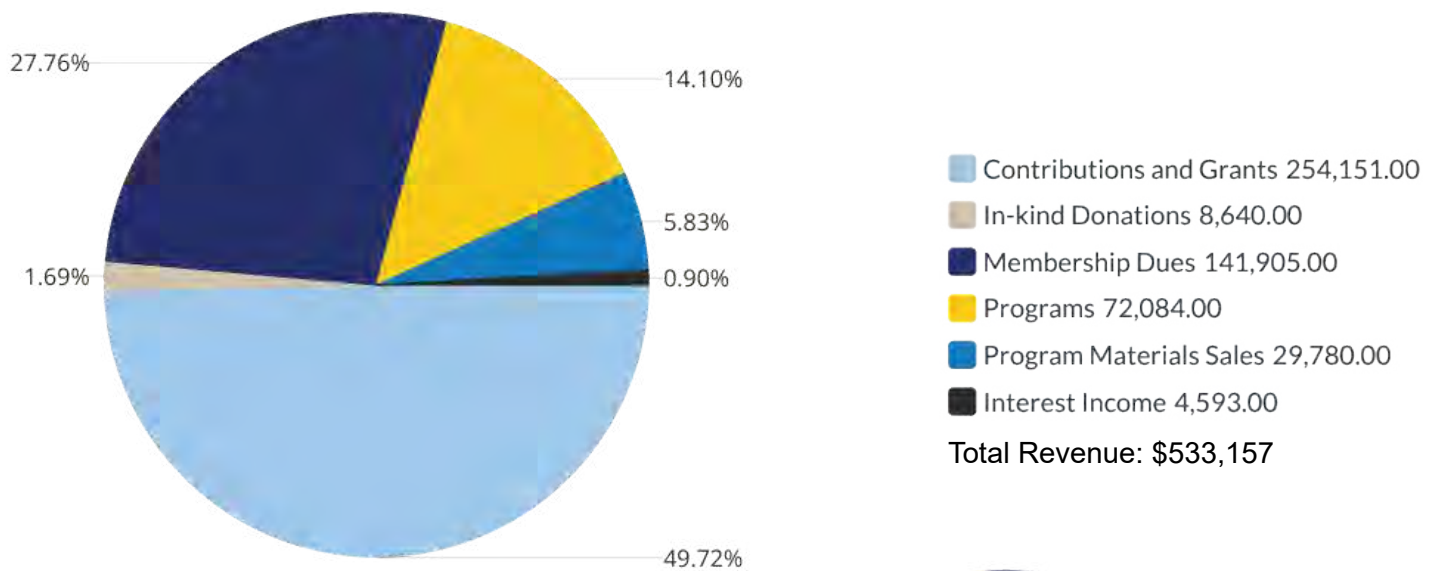
Mary Wolf

Wichita Children's Home

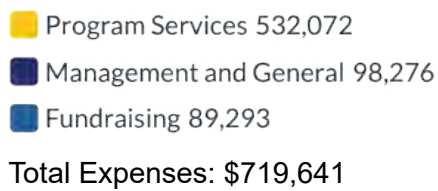
**Every gift—
whether large or
small—helps NSPN
keep the promise
of safety and
support alive for
youth in crisis.**

NSPN 2024 FINANCIAL SUMMARY

Revenue



Expenses





National Safe Place Network
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