



childline

Gauteng

☎ 08000 55 555

DEPARTMENT OF SOCIAL DEVELOPMENT - 040-010-NPO & A REGISTERED CHILD PROTECTION ORGANISATION
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**COVID-19 - REPORT ON CHILDLINE HELP LINE, COUNSELLING SERVICES &
SUNLIGHT SAFE HOUSE PLACEMENTS FOR LEVEL 5, 4, 3,2 & 1
(INC RELAXED MEASURES AS ANNOUNCED BY PRESIDENT RAMAPHOSA)**

LOCKDOWN PERIODS REPORTED ON:

LEVEL 5: 27th MARCH 2020 – 30th APRIL 2020 – 35 DAYS

LEVEL 4: 1st MAY 2020 – 31st MAY 2020 – 31 DAYS

LEVEL 3: 1st JUNE – 18th AUGUST 2020 – 79 DAYS

LEVEL 2: 19th AUGUST – 20th SEPTEMBER – 32 DAYS

LEVEL 1: 21th SEPTEMBER – TO DATE (INC. RELAXED MEASURES FROM 11TH NOVEMBER) 52 DAYS

(299 DAYS OF AROUND THE CLOCK SERVICE)

*SERVING CHILDREN & FAMILIES 24/7 & 365 DAYS - IMPLEMENTING SECTION 28 OF THE BILL
OF RIGHTS (1996)*

AND

ESSENTIAL PART OF THE COMMUNITY ETHOS “YOUR CHILD IS MY CHILD”

1. INTRODUCTION – CHILDLINE SERVICES

Childline Gauteng serves vulnerable children and families 24 / 7 and 365 days a year with telephone counseling on our Help Line and taking children in life threatening circumstances into Sunlight Safe House. Our Community Based Counselling Centres provide psycho-social services and community support.

We welcome our President Ramaphosa's reduction of restrictions from the 11th November 2020 and the emphasis on livelihoods. However, with the daily infection rates increasing and the expectation of the second wave, we need to remain vigilant and support our clients through these troubled times.

In summary we have delivered the following services during the period under review:

- **The Help Line** answered 157 435 of the 192 087 calls dialed to us whilst 34 652 were abandoned due to high call volumes. 133 911 calls were captured with 7 820 cases opened and 39 716 counselling sessions with 86 375 testing the Childline response before being brave enough to disclose their problems. COVID-19 is the main priority for 25 773 clients and clients seeking services (often Covid-19 related) at 17 521. All forms of abuse is the second highest category at 2 763 and family problems at 1 556.
- The Help Line service has been awarded the short code, 116 internationally recognized number for children and families by the Independent Communications Authority of South Africa (ICASA). This 116 number can now be dialed (as well as 08000 55555 until the end of the year) to access our services. 116 will be easier to read, remember and dial. The national marketing campaign will further increase our call volumes.
- **The Counselling Team** provided 4 513 counselling sessions to 1 697 clients. The highest category of cases being sexual violence (381); children with behavioural problems (317); death of loved ones (147); trauma (115); family problems (95) and domestic violence (73).
- **The Sunlight Safe House** admitted 34 children into overnight care and the majority were as a result of neglect. In addition, 530 units of service (home visits, telephone and face to face counselling) was done with our 43 foster families and 106 children in care and Independent Living adult children who grew up in our care.

The structural inequality in our country results in the impact on vulnerable families being extreme with a great need for psycho-social and economic support. As we collectively engage to assist the children of our nation, to emerge from the pandemic physically, mentally and emotionally stable, ensuring their positive growth for a sustainable future, Childline is committed to provide hope, counselling, access to protection and support services and information to deliver their basic needs. Together we can ensure a positive outcome for our youth and enhance their resilience to further their future goals.

We thank you for your support of children and hereby report on our analysis of child and family issues, as reported to Childline, since the declaration of the National State of Disaster, 27th March 2020 – 11th November 2020.

2. CHILDLINE HELP LINE SERVICES

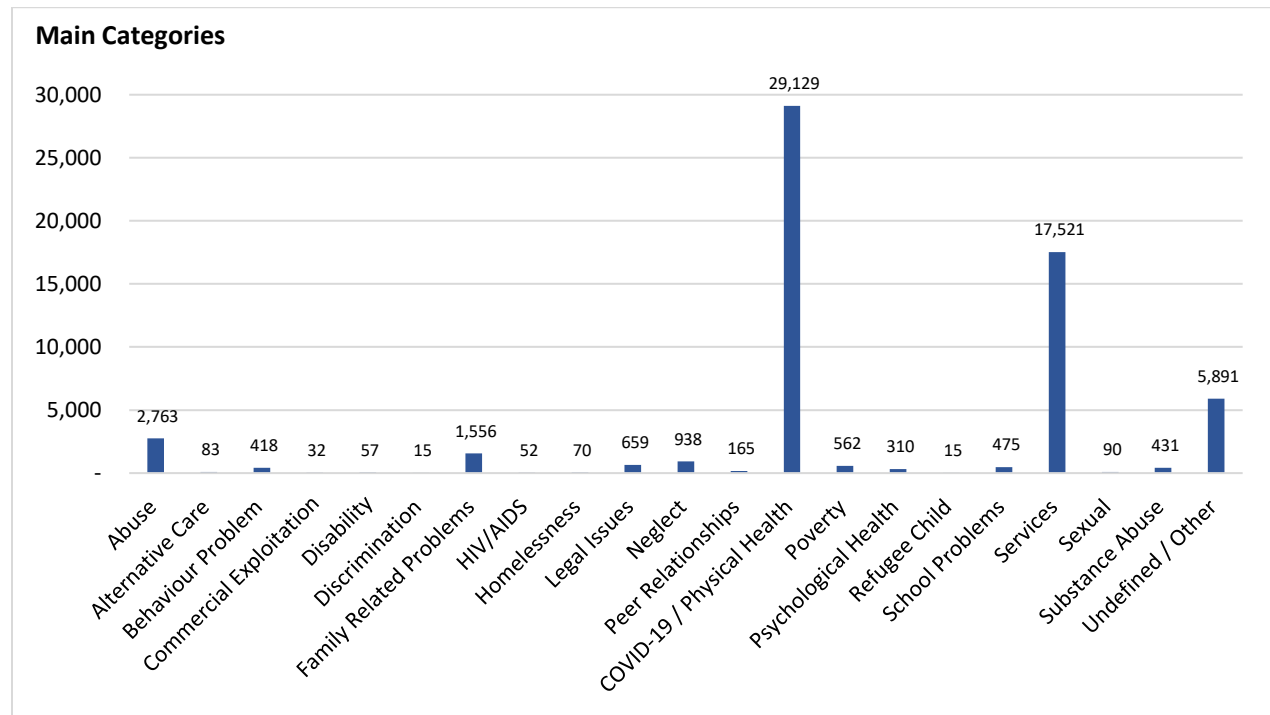
2.1 Number and Categories of Callers Assisted

During the period under review, trained and professional counsellors captured 133 911 contacts on our data system of 157 435 calls answered categorised, as follows:

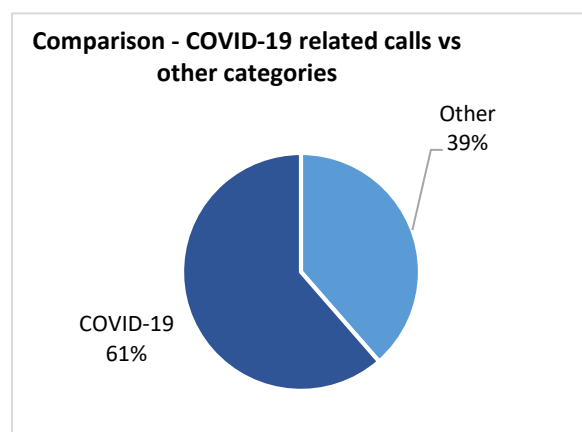
- 47 536 cases (7 820) and counselling sessions (39 716) pertaining to issues of: COVID-19, health and HIV; physical, sexual and emotional abuse; neglect / poverty; abandonment; family problems and legal issues; homelessness; substance abuse; psychological; discrimination; refugee status; school problems; and behaviour problems.
- 59 882 callers were silent or hung up - being unwilling or not ready to discuss their concerns.

- 26 493 callers engaged in testing the counsellor responses which aligns with international research indicating children will phone up to 20 times before they are brave enough to talk. We welcome this opportunity to promote positive relations with young people.

In summary, the highest categories of callers pertained to: Health and COVID-19 (29 129) and services (17 521) which are mostly COVID related; all forms of abuse (2 763); family (1 556) and legal problems (659); neglect (938) and poverty (562); substance abuse (431); children with school (475) and behavioural problems (418); amongst others.



2.2 Covid-19 Related Cases



Callers demonstrate great anxiety and stress, with an increase in COVID-19 related cases (29 129), linked to requests for services at 17 521, mostly related to the pandemic, i.e. a total of 46 650 clients.

We continually update the Childline Resource Manual on COVID-19 with accurate information as well as lists of emergency services for: Institute for Communicable Diseases, DSD, SAPS, DoH reporting lines, CYCC capacity for emergency placement of children, mental and health facilities, Presidential line and services available to communities.

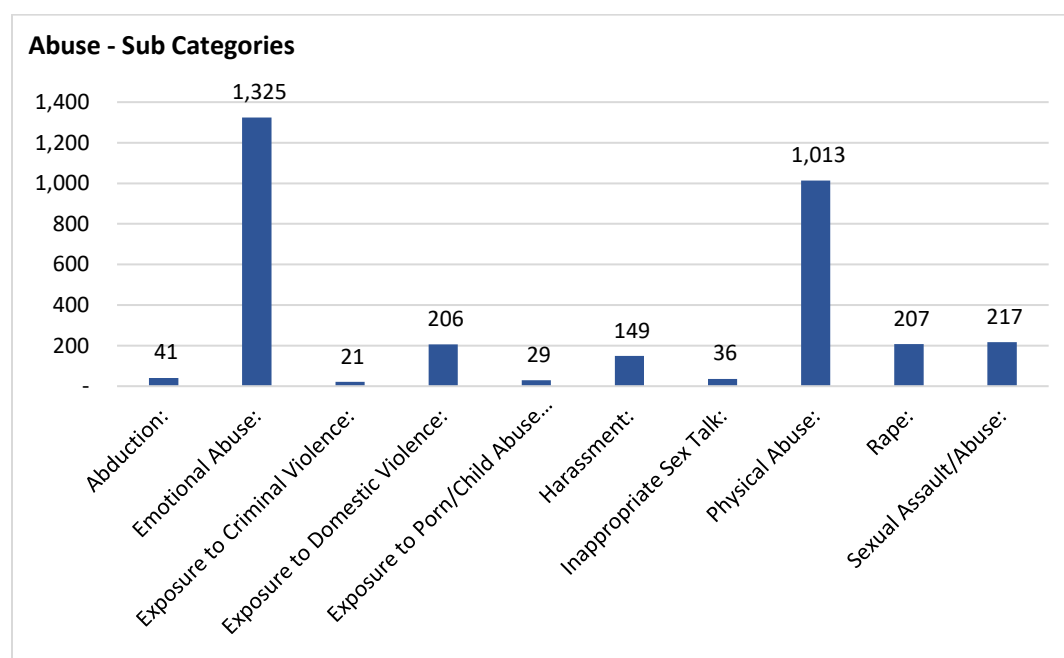
The counsellors dispense valuable COVID-19 information; safety and prevention measures; health information such as symptoms, testing and quarantine sites, ambulance procurement and hospital services

for those that are positive; referrals to the food line which is not able to distribute to all; donations of food parcels; travel regulations; and available CYCCs and GBV shelters.

COVID-19 cases include: community members phoning to ask how they can assist children they see playing in the streets without masks; economic stress and hunger as a result of job losses; persons seeking urgent medical support; children or partners refusing to say home posing a risk to the family. The pandemic exacerbates all other child and family problems, such as abuse, psychological issues, poverty and neglect, as well as GBV.

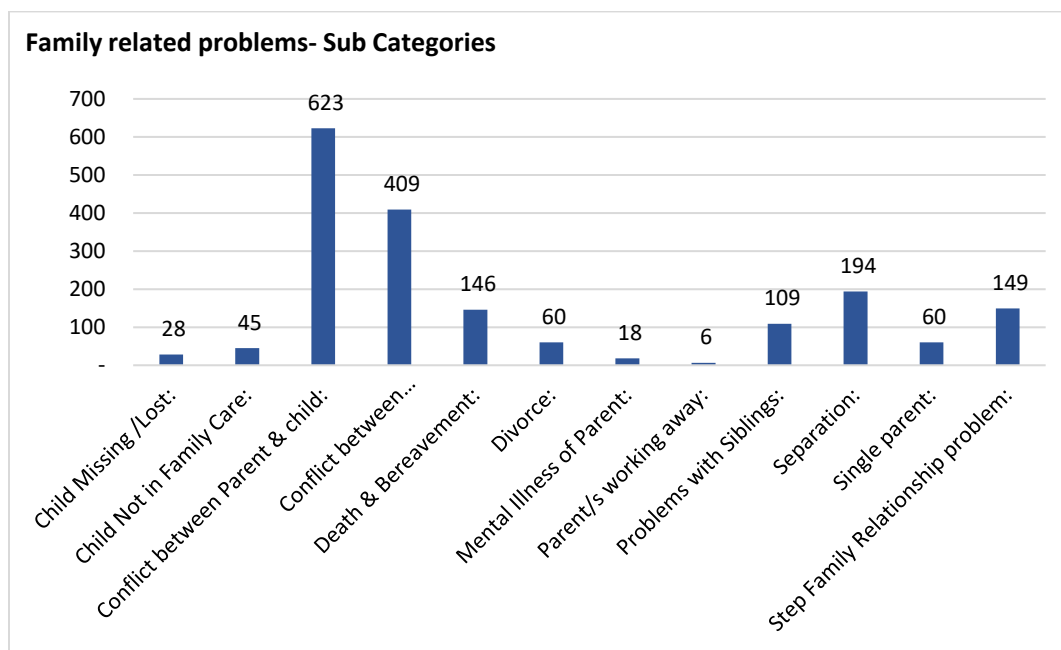
2.3 Physical, Sexual and Emotional Abuse

Abuse is the second highest category at 3 075 cases and pertains to: physical abuse (953); sexual violence – rape, assault, verbal and exposure to porn (638), emotional (1 232), abduction (41) and domestic violence (193). Clients are supported and risk assessment indicates the level of danger, after which, SAPS or child protection services from DSD are sought.



2.4 Family Related Problems

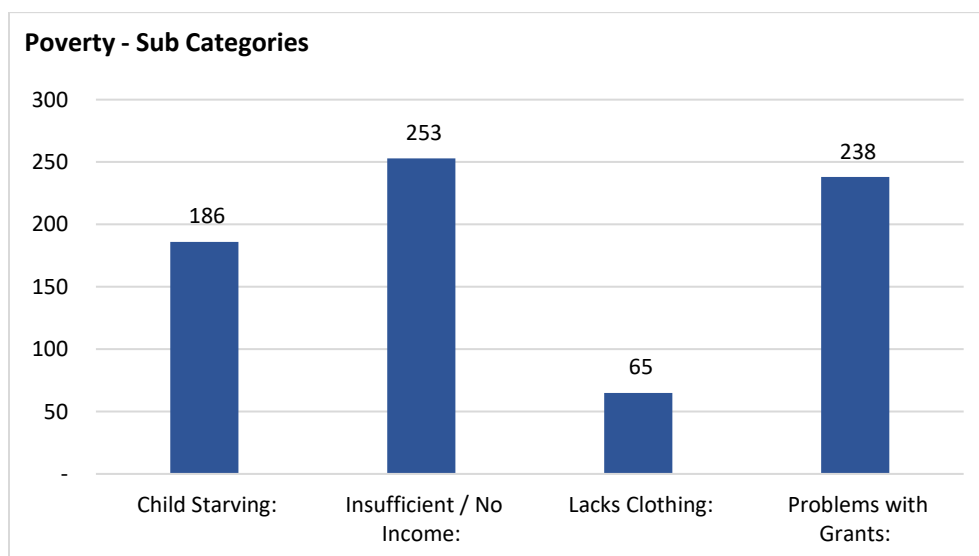
A total of 1 734 **family problems** and 656 related **legal issues**, pertaining to: family aggression; care, parenting plans and custody issues; single mothers struggling with great responsibilities; fathers feeling alienated; increase in corporal punishment; sibling rivalry and bullying; allegations of step fathers treating their non-biological children with contempt; mothers who have given birth in this time feeling very vulnerable; separation from parents; and home fires. This gives rise to 357 **psychological problems** of depression, suicidal thoughts, anxiety and parents recalling traumatic childhood experiences which impacts on their parenting.

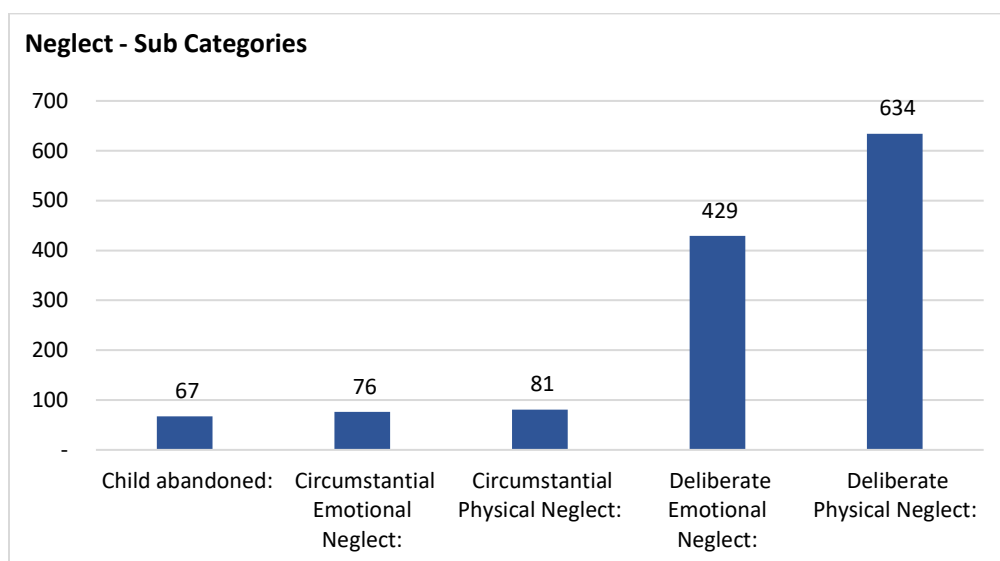


2.5 Poverty Related Concerns

Poverty related issues (709) cases resulting in hunger, homelessness, lack of winter clothes and food insecurity. This is aligned to cases of **neglect** at 1 200. We have been able to source food parcels from the HCI Foundation, Tzu Chi Foundation, Afrika Tikkun and African Children's Feeding Scheme which we distributed to the most desperate of families.

Cases pertaining to neglect and poverty include: toddlers being left alone at home with no care giver; parents out partying; children left with grandparents for extended periods of time, with no support. Concerns regarding aggression by loan sharks; request for assistance in getting IDs from Home Affairs and grants; abuse of the Child Support Grant by parents; delay in grant payments; and, difficulty in accessing the unemployment grant.





2.6 Children with Behavioural Problems

563 children with **behavioural problems**, placing additional pressure on already overwhelmed families is gravely concerning. This behaviour is often a result of early childhood trauma and reflects in: teens refusing to stay at home; run away children; refusal to do chores or school work; disrespecting care givers; and even child physical violence towards family members. **Substance abuse** (379) cases including drinking, smoking dagga and **nyaope**. There have been a number of successful cases where counsellors have spoken to disobedient youth where they apologized and promised to behave better. Counselling to address early emotional trauma and tough love is helpful.

2.7 School Related Concerns

Children are delighted to have returned to school and exam stress is the major problem. 557 **School problems** and **peer relationships** (147) are less than usual mostly related to concerns about passing the academic year. Many children are so appreciative of the feeding schemes and seeing their friends again.

The Childline services provide an individualized assessment and risk analysis with all callers. This allows for reflection on the best plan of action for each client based on standard operating procedures for all issues. Solutions are devised with callers to mitigate the tremendous challenges they face. We rely on DSD and the SA Police Services (SAPS) as some child protection services are on skeleton staff and difficult to access. The counsellors have persisted with follow up calls until they are sure that children at risk have a safe solution. Please see Point 5 - success stories.

Our focus is to build family resilience with counselling and information that assists them to deal with the challenges of the times. This enhances their coping skills and emotional intelligence and enables children to play a role in supporting their families. We honour our partners in child protection: community members, who often step up and assist the children in need; the health workers, SAPS and DSD who assist in finding solutions to children's problems. The African spirit of humanity is fully operational at this time.

3. CHILDLINE COUNSELLING SERVICES

The counselling services are offered at all Childline Community-Based Centres (CCBCs) in the Johannesburg Inner City, Soweto, Sebokeng, Orange Farm, Katlehong, Tembisa and Diepsloot. These centres of excellence are easily accessed by clients, and are well-placed for participation in community development events promoting sensitivity to family issues, child rights and responsibilities.

Each office provides professional counselling services, child development, junior leadership projects and a community engagement program. Each centre participates in the child protection community forums and provides unique campaigns to address issues that are pertinent to the community they serve.

Our professional team of trained social workers deal with all child-related problems, including: sexual violence (sexual abuse, rape and attempted rape, and infant rape); physical abuse; emotional abuse; neglect; grief and loss; trauma; witness to violence and domestic violence; assault and bullying; young sexual offenders; behavioural problems; those infected or affected by HIV/AIDS; and adult survivors of childhood abuse.

Each client receives individualised counselling based on the initial clinical and risk assessment. This includes: individual, group, family, marital and play therapy. Court preparation / support / advocacy for each child's right to justice, dignity and respect within their communities and the criminal justice system is also provided.

The Counselling Team provided 4 513 counselling sessions to 1 697 clients. The highest category of cases being sexual violence (381); children with behavioural problems (317); death of loved ones (147); trauma (115); family problems (95) and domestic violence (73).

3.1 Counselling Statistics

No. of sessions

	Inner City	Soweto	Katlehong	Tembisa	Sebokeng	Orange Farm	Diepsloot	TOTAL
Face to Face Sessions	60	703	800	227	389	351	5363	2812
Telephonic Counselling	231	207	251	404	185	101	322	1701
Email Counselling	-	2	1	-	-	-	-	3
Total	291	910	800	631	574	452	855	4513

No. of Individuals assisted per category

	Inner City	Soweto	Katlehong	Tembisa	Sebokeng	Orange Farm	Diepsloot	TOTAL
Abuse – Emotional	1	5	43	7	8	2	18	84
Abuse – Physical	3	3	4	10	4	-	5	29
Behavioural Prob.	36	37	43	106	39	26	30	317
Bullying	3	-	10	10	-	3	5	31
Child Abuse Images (Creation)	-	1	1	5	2	3	-	12
Child Abuse Images (Exposure)	-	8	1	101	1	17	-	134
Child Offender	1	-	2	6	-	1	2	12
Child Witness	-	2	-	6	-	-	-	8
Death & Bereavement	4	27	14	33	36	25	8	147
Dep	-	-	-	5	1	1	-	7
Divorce Marital Counsel	3	-	-	1	1	-	-	5
Domestic Violence	2	11	9	29	14	7	1	73

Family Prob	5	9	-	53	18	4	6	95
HIV / AIDS	1	-	-	2	-	-	-	3
Homeless	-	-	-	-	-	-	-	-
Legal Issues	-	-	-	4	-	-	-	4
Neglect	1	-	27	3	7	3	-	41
Other	-	6	-	104	20	16	15	177
Poverty	1	-	-	-	-	-	-	1
Rape	12	6	4	104	20	16	15	177
Rape – Anal	2	-	-	16	-	-	1	19
Rape – Attempted	3	-	3	12	4	4	-	26
Rape – Child	1	-	-	-	-	-	-	1
Sexual Abuse Adult	-	1	1	5	2	3	-	12
Sexual Abuse Child	6	8	1	101	1	17	-	134
Suicide	1	6	4	8	3	8	3	33
Trauma	11	19	14	39	8	10	14	115
Unnatural child death	-	-	-	-	-	-	-	-
TOTAL	97	149	181	770	189	166	123	1697

COVID-19

	Inner City	Soweto	Katlehong	Tembisa	Sebokeng	Orange Farm	Diepsloot	TOTAL
COVID – 19 Information	20	-	17	-	-	18	-	35
Health Issues	-	-	1	-	-	-	-	1
Needs Medical Care	-	-	-	-	-	-	-	-

4. SUNLIGHT SAFE HOUSE SERVICES

The Sunlight Safe House (SSH) started in 1997 as an after-hours service for abused and abandoned children. With traditional organisations closed at night and during weekends, many traumatised children stayed at police stations until the welfare agencies opened their doors during office hours. This constituted secondary traumatising for the child.

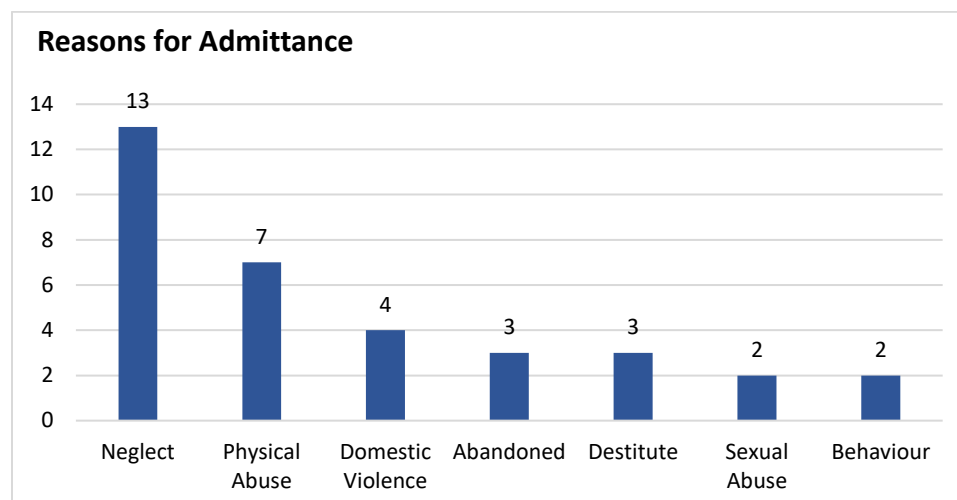
Childline Gauteng set up the SSH at the request of the Child Protection Unit (CPU) in conjunction with the local Child Welfare Societies and Department of Social Development (DSD), whose function it is to provide statutory child protection services.

The SSH provided emergency after hour care for 34 children at our Sunlight Reception Centre and foster care for 106 children and Independent Living grown up SSH children. Social workers or the South African Police Service (SAPS) bring the child/ren into overnight care and they are referred to statutory services for further investigation and suitable placement.

They are welcomed by our child and youth care workers and the team is able to assess each child's needs immediately. The project was extended in 2002 to provide foster care for HIV+ children and young people who are 'difficult' to place. To date we have provided care for approximately **7 622** children.

We also offer training and capacity building to mothers, partner organisations in child and foster care.

4.1 Categories of Life Threatening Circumstances of Childline Admitted to the Sunlight Safe House



4.2 Counselling Stats – Sunlight Safe House – Parents & Children

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Total
Home Visits	26	47	8	27	19	19	31	-	-	-	-	-	177
Office Interviews	-	19	2	-	-	3	14	-	-	-	-	-	38
Telephone Counselling	65	7	30	22	28	15	74	-	-	-	-	-	241
Individual Counselling	-	4	2	1	3	24	40	-	-	-	-	-	74
Group Sessions	-	-	-	-	-	-	-	-	-	-	-	-	-

5. TRENDS

Analysis of the Childline projects statistics indicate the following:

- 37% increase in the number of calls dialled to the Help Line compared to the same period last year, with a 71% increase in cases opened and 645% increase in the need for counselling / information calls.
- The Covid-19 pandemic has exacerbated psycho-social- economic challenges across all projects, with the Help Line providing 29 129 counselling sessions with an additional 17 521 callers seeking services (mostly related to Covid-19), that is a total of 46 650 callers assisted.
- Abuse has been heightened in all projects with emotional dominating, physical being second highest on Help Line and sexual violence being the highest among the Counselling clients. Our intervention often heals the rifts in families caused by abuse and is very helpful in limiting further behavioural problems in survivors. Domestic violence also features high on all projects.
- Children with behavioural problems, including substance abuse, usually with experiences of underlying trauma, feature high on both Counselling and Help Line services. These youth make themselves very vulnerable to further incidences of GBV. Helping them to deal with their underlying trauma, often repairs their relationships with their parents, preventing further problems
- Poverty and neglect are major contributors to heightened family and psychological problems in all the Childline programmes

6. MYTHS THE COUNSELLORS ADDRESSED WITH CORRECT INFORMATION

- Children believing that the corona crisis is over
- Suggesting various cures, from the rain to standing in the wind to blow it away
- Child asking the counsellor to wash hands with him and children can't see the point of washing their hands so often
- COVID-19 virus only effects rich white people as they travel a lot
- COVID-19 is spread through the phone or by mosquitoes
- People who test positive will die
- COVID-19 is not real as they don't know anyone who has passed away
- Masks are just for fun
- Areas with low infection rates are not at risk
- Red cheeks mean you have COVID-19
- Childline has to fetch them as they are tired of staying at home and this violates their rights
- The virus is a punishment because they were naughty
- The police will arrest a child if they play outside
- Children don't get COVID-19

7. SUCCESS STORIES

Among the very many stories with a happy ending, we are privileged to share a few with you:

- A case of sexual assault was received from Tshepiso Clinic by one of the counsellors. According to the reporter, who is a medical nurse, the a 11 year old child had been raped by a group of boys and her sickly grandmother who has been the primary care-giver was unable to report the case at the police station. The grandmother was also afraid to report for fear of retaliation by the gang rapists. According to the nurse she has tried to report the case to numerous organisations without success. The counsellor subsequently reported the case to FCS Kagiso for investigation and to Discovery Child and Family Welfare who attended to the case immediately. The child has been seen by a medical doctor who confirmed that she has a sexually transmitted infection. We are awaiting the statutory outcome as a home visit was conducted.
- A teacher called for assistance for a 10 year old pupil who was the victim of physical abuse by her father who is also very violent to his wife who is terrified of him. The aunt was called to provide support and the matter was reported to the Germiston Child Protection Unit for further intervention.
- The case of the child came through via the Childline SA chat line. The young person is physically and emotionally abused by his parents. This has allegedly been going on for a long time. As a result the child has speaking about taking his life as he has not been getting the necessary help. The counselor managed to calm him down, however, his situation has not improved and his parents continuously hit him with a belt. His parents are strict with regards to chores and his school work, and he gets beaten with a belt. They also emotionally abuse him by calling him a disappointment and make him feel useless. The counselor has referred the young person to SADAG for therapy and he has been receiving virtual therapy. He has also started speaking to the Social Worker at his school especially when he feels suicidal. The school program Social Workers are currently investigating his home circumstances to determine the best outcome. The young person continues to call our counselors during the night when he is suicidal and experiencing discomforting feelings. This has been a great support system knowing that he can speak to us at any time.
- A distraught mom called indicating that the father of her five year old refused to return the child after visiting him for over a month. Mom subsequently found out that her child had been taken by the father's girlfriend to another province without her consent. The SAPS intervened opening a case of abduction after which the father returned the child.

- A 16 year old girl phoned in tears as her mother leaves her to look after her siblings every weekend to party with her boyfriends. The mom was confronted by the counsellor and she too was very emotional, indicating that she was dependent on her boyfriend for finances to feed her children. The family were referred to the Childline Community office in Winterveld for counselling, parenting skills training and consideration of alternative means of securing an income.
- A young mother of a 3 month old infant called in tears as she was being emotionally and physically rejected (verbal abuse, being pushed around and told she is a burden as she cannot contribute to the family income). She unsuccessfully asked for support from the father of her child and is currently on the streets. She was referred to the Childline KZN Social Worker who is arranging to place her and the baby in a shelter.

We are heartened by the many children and parents who phone to: thank the counsellors; say a prayer; sing a song; wish our counsellors well and tell us to prevent COVID-19. We continue to be inspired by the resilience of our children, the high levels of care from community members and the support we receive from our extended Childline partners in finding solutions for every caller. We honour the counsellors who have been tirelessly serving on the lines since the beginning of Lockdown, day and night.

8. CHALLENGES

Childline has been able to offer services for the entire period of Lockdown which has been almost eight months. Whilst we are privileged to be able to assist the impact on the counsellors is that they are overwhelmed with the extent of suffering in our communities.

Some of our staff tested positive for COVID-19 and we grateful to be able to transfer the Help Line calls to Childline KZN for a two days, while we tested all counsellors and sanitized the offices.

We currently receive all the national Cell C, Vodacom and Telkom Mobile calls until they install the software to distribute to the province of the caller.

Ensuring staff safety at this time has been a major challenge. We have provided staff transport, changed the roster to ensure greater safety, provided periods of isolation for those exposed, and all PPE required.

Distributing donated food to those in dire straits has been an additional service we have offered to approximately 1 600 of our clients.

The following issues are of major concern to many of our callers, with levels and extent of violence increasing compared to levels 5, 4, 3 and 2:

- Fear, stress and anxiety due to the high infection and death rates requires our counsellors to contain the high levels of emotion and assist in making positive choices regarding the way forward
- GBV and child abuse tends to be perpetrated by persons known to them, often within the family
- Economic hardships culminating in hunger is devastating and ensuring access to food parcels or vouchers is critical
- Many family problems are exacerbated at this difficult time and counselling services enable them to deal with these in a more emotionally intelligent manner
- Comparative studies for the same period last year indicate a massive increase in the number of calls and all categories of calls received. Ensuring child safety is a critical service at this stage. We follow up to ensure all children receive the necessary statutory services as per the Child Care Act. We have

relied on community members, DSD and SAPS to assist. Many of the GBV shelters and Child and Youth Care Centres are full and finding a place for mothers and abused children is always a challenge

- Troubled children and teenagers are refusing to remain at home and are reportedly abusing substances. Their single mothers are finding it difficult to discipline them. This is putting the entire family at risk. Each case is handled according to the specific needs of the caller to find a solution

9. CONCLUSION

Childline Gauteng is extremely grateful to our partners who have assisted us to extend our capacity on the Help Line, enabling us to provide these vital services.

In summary, Childline Gauteng has assisted 157 435 callers on the Help Line, 1 697 client with Counselling Services and 34 children in life threatening circumstances in the Sunlight Safe House, that is, a total of 159 166 clients in the period under review. This is a massive increase compared to the calls received for the same period last year.

Vulnerable families bear the brunt of the pandemic and structural inequality in our country, with increased psycho-social and economic problems of: family functioning undermined by gender based violence, emotional abuse and criminal violence; neglect, hunger and poverty; great anxiety regarding health issues; children behaving inappropriately; and difficulty in accessing support services at this critical time.

We continue to receive great support from community members demonstrating their concern and care for children, often to the point of putting themselves at risk, by taking them into their own homes. We are humbled by their spirit of African Humanity and are proud to be an essential part of “the village raising all children” at this time.

The SA Police Service and DSD have delivered services to children and families at this time. We honour them, the medical workers, the essential services organisations and the many people who have risen up to serve those that are vulnerable at this time.

We thank our partners for your support enabling Childline to render these critical psycho-social and child protection services. Despite the many challenges that we know you are facing in terms of the difficult economic climate and troubling COVID-19 statics.

We trust that we will collectively overcome this traumatic time and a new South Africa will emerge from the lessons learned during COVID-19 where: compassion; equality, dignity and life is assured; a reduction of gross economic inequality; increased services and support for vulnerable people; and a restoration of pride in our country and our people working together to build a great nation demonstrating our African Humanity.

Lynne Cawood

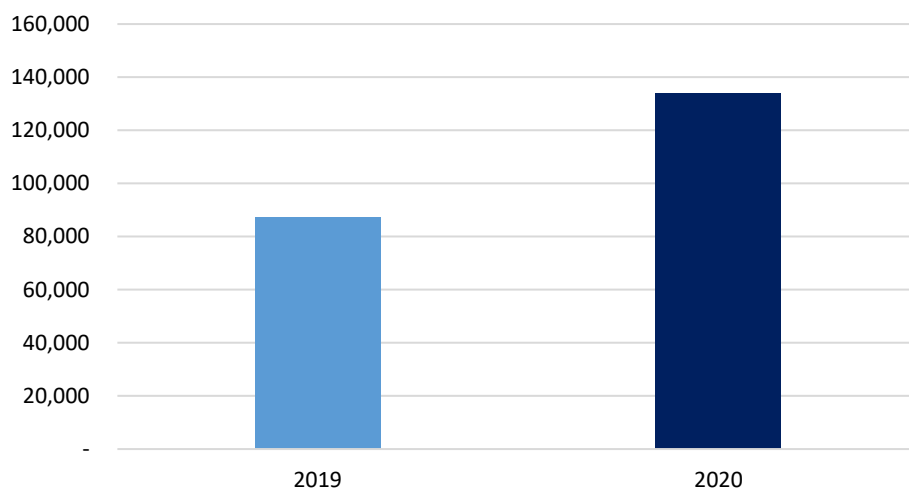
Director

11th November 2020

COMPARATIVE HELPLINE STATISTICS REPORT 2019 / 2020
Period: 27/03/2019 – 11/11/2019 compared to 27/03/2020 – 11/11/2020

1. TOTAL CALLS RECEIVED

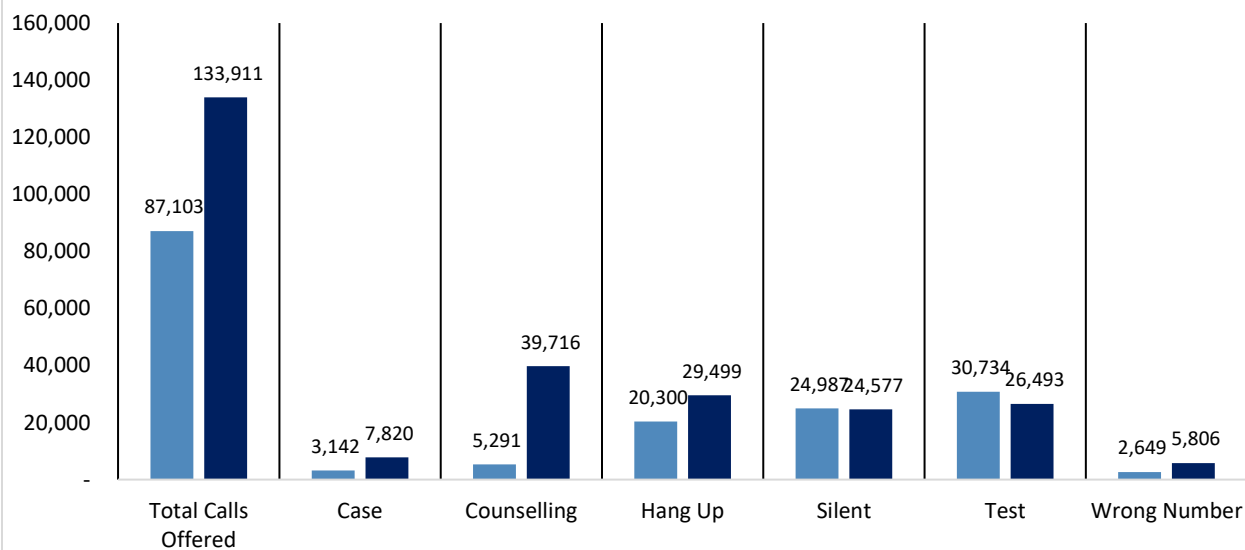
Total Calls Received:



	2019	2020	%
Case	3,142	7,820	+149%
Counselling - Want to Talk	5,291	39,716	+651%
Hang Up	20,300	29,499	+45%
Silent	24,987	24,577	-2%
Test	30,734	26,493	-14%
Wrong Number	2,649	5,806	+119%
Grand Total	87,103	133,911	+54%

Call Types Comparison: Period 27 March - 11 November

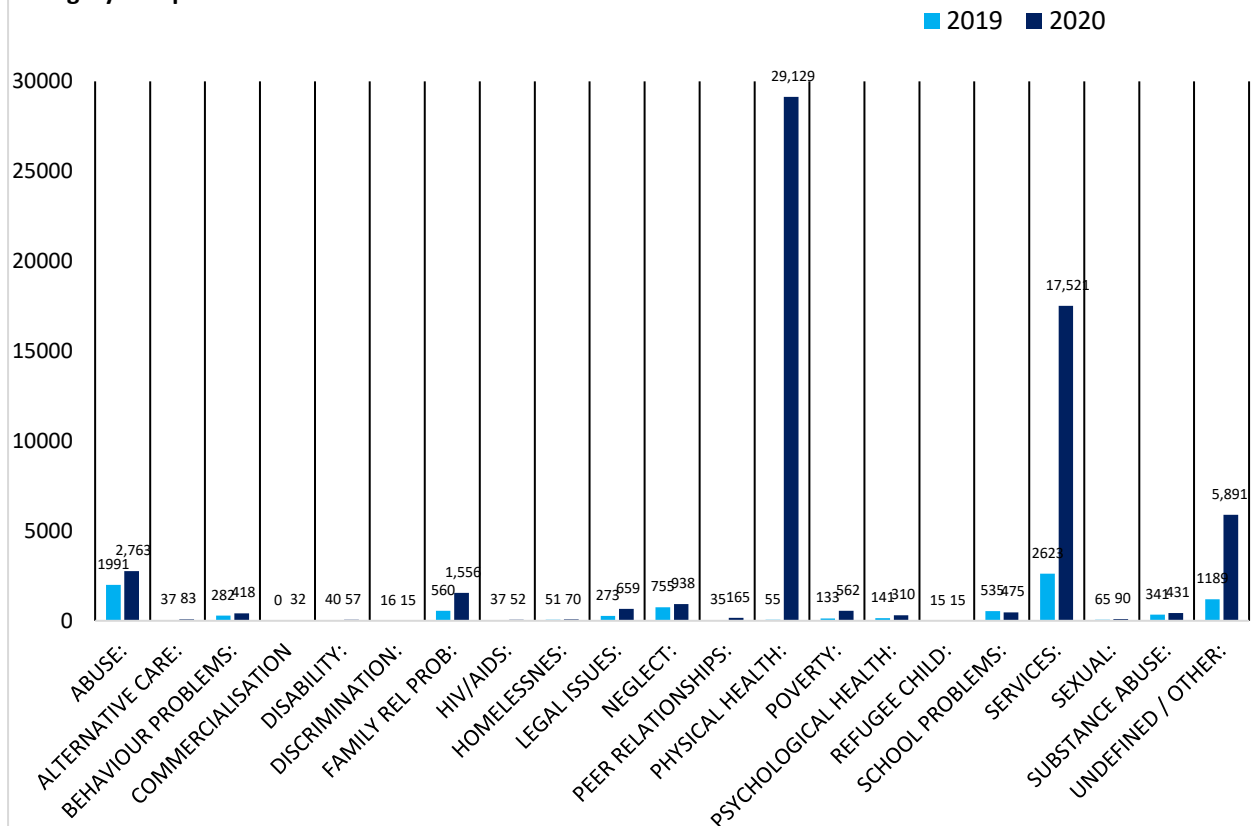
■ 2019 ■ 2020



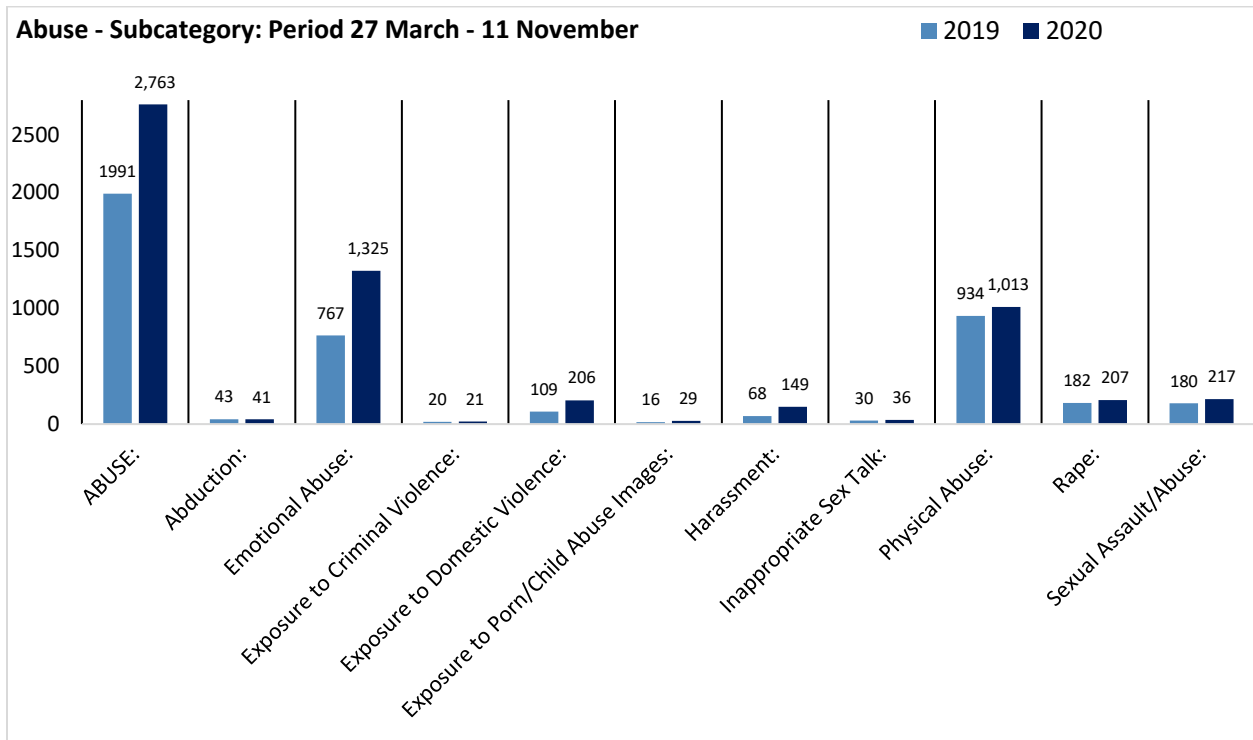
2. CATEGORIES – ALL

	2019	2020	% Increase
ABUSE:	1,991	2,763	39%
ALTERNATIVE CARE:	37	83	124%
BEHAVIOUR PROBLEMS:	282	418	48%
COMMERCIALISATION	0	32	100%
DISABILITY:	40	57	43%
DISCRIMINATION:	16	15	-6%
FAMILY REL PROB:	560	1,556	178%
HIV/AIDS:	37	52	41%
HOMELESSNES:	51	70	37%
LEGAL ISSUES:	273	659	141%
NEGLECT:	755	938	24%
PEER RELATIONSHIPS:	35	165	371%
PHYSICAL HEALTH:	55	29,129	52862%
POVERTY:	133	562	323%
PSYCHOLOGICAL HEALTH:	141	310	120%
REFUGEE CHILD:	15	15	0%
SCHOOL PROBLEMS:	535	475	-11%
SERVICES:	2,623	17,521	568%
SEXUAL:	65	90	38%
SUBSTANCE ABUSE:	341	431	26%
UNDEFINED / OTHER:	1,189	5,891	395%

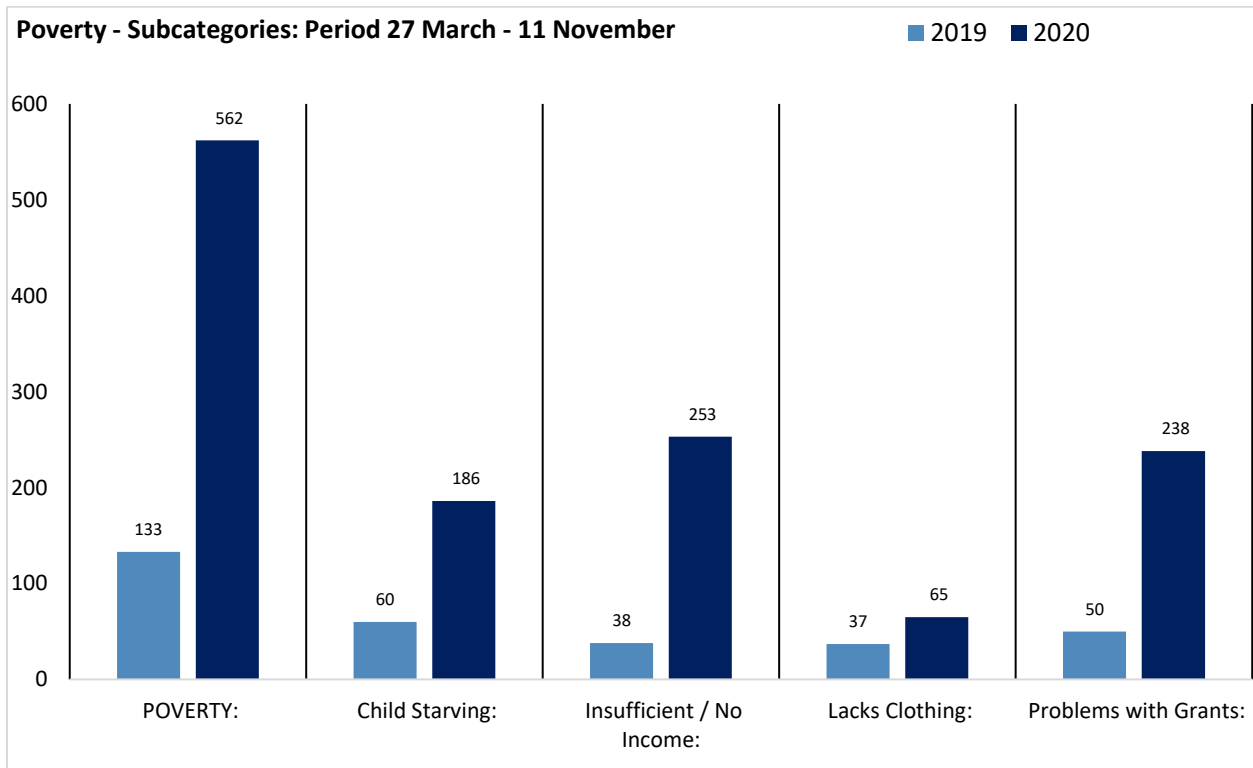
Category Comparison: Period 27 March - 11 November



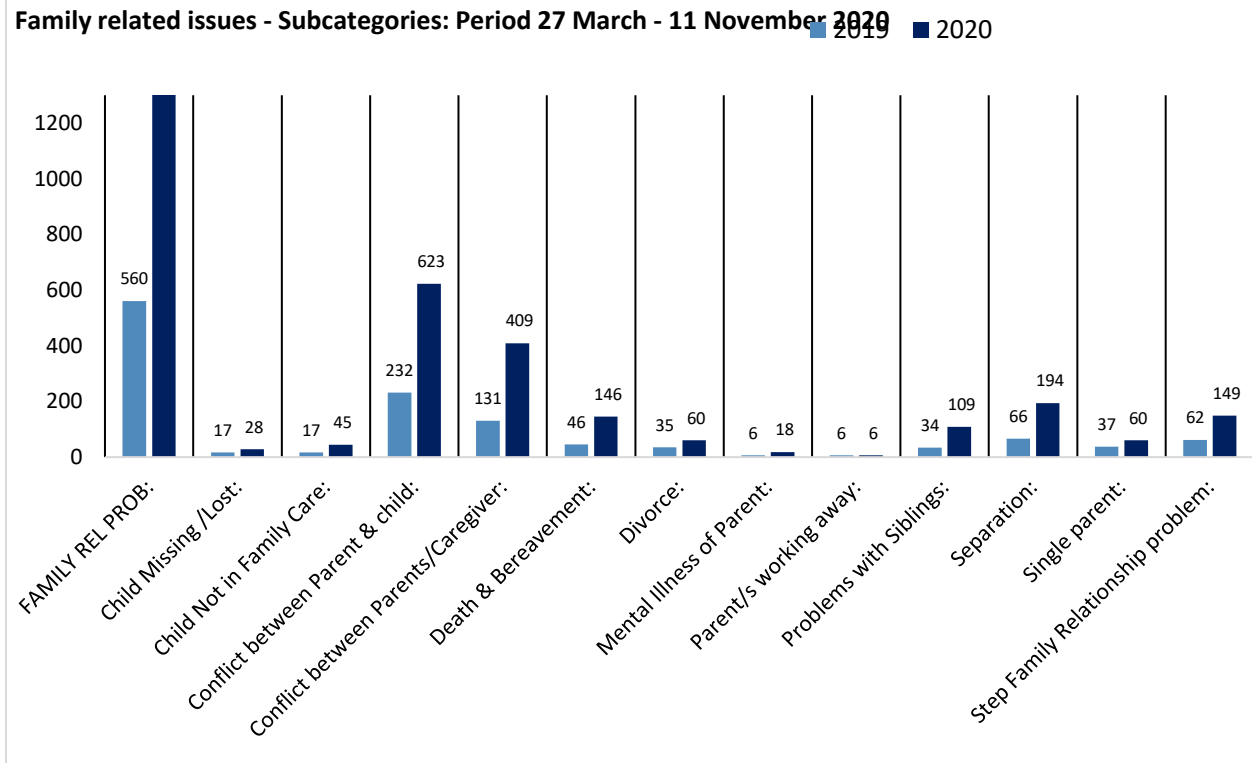
3. ABUSE SUB-CATEGORIES



4. POVERTY SUB-CATEGORIES



5. FAMILY RELATED ISSUES SUB-CATEGORIES



6. SUICIDE / PSYCHOLOGICAL HEALTH

