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In 2024, ORR's National Call Center Connected Children with Supports and Services

Why OIG Did This Review

In fiscal years 2023 and 2024, approximately 213,000 unaccompanied alien children were released from [ORR](#)'s care to sponsors in the United States. ORR's National Call Center (call center) is a helpline available for children and sponsors that provides assistance with safety concerns and access to resources.

What OIG Found



Child Safety Reports: OIG reviewed all potential child safety concerns reported to the call center between January 1, 2024, and June 30, 2024. We found:

- The call center received nearly **2,000 reports** of potential child safety concerns, representing approximately **1,800 released children**.



Response: We reviewed the call center's actions to respond to and follow up on reported safety concerns regarding children running away or experiencing abuse/neglect, or trafficking concerns, for a sample of cases. Call center responses may vary on the basis of the needs of the child and/or sponsor. We found that the call center:

- Made efforts to contact children in **70%** of cases and reached children in **61%** of those cases; the call center indicated that it lacked children's contact information for most cases in which it did not attempt contact.
- Conducted risk assessments in **80%** of cases in which the call center spoke with children.
- Made referrals (e.g., to law enforcement) for investigation or support in **82%** of cases.
- Offered information on resources and community services in **30%** of cases.



Follow-up Calls: Although follow-up was not required during the review period, the call center may conduct a follow-up call to determine whether any additional actions are needed. The call center conducted follow-up in **42%** of cases.

What OIG Concludes

The call center took a variety of actions to connect children with potential safety concerns to resources, most commonly through referrals to law enforcement and other entities. We encourage ORR to use these findings to support its efforts to improve children's post-release safety.