A BILL

To establish a National Child Abuse Hotline.

Be it enacted by the Senate and House of Representa-
tives of the United States of America in Congress assembled,

SECTION 1. SHORT TITLE.

This Act may be cited as the “National Child Abuse Help Hotline Act of 2020”.

SEC. 2. NATIONAL CHILD ABUSE HOTLINE.

(a) IN GENERAL.—The Secretary of Health and Human Services (referred to in this section as the “Sec-
retary”) may award a grant to a nonprofit entity to pro-
vide for the establishment and ongoing operation of a Na-
tional Child Abuse Hotline, which shall provide a 24-hour,
national, toll-free telephone hotline to improve capacity for
the provision of crisis intervention, assistance, and informa-

1

tion services with respect to child abuse or neglect, to

2

victims of child abuse or neglect, and to parents, care-
givers, mandated reporters, and other concerned commu-
nity members, including through implementation of other
communication technologies to improve access for such
victims and other individuals.

(b) ELIGIBILITY.—To be eligible to receive the grant
under subsection (a), an entity shall have experience in
operating a hotline that provides information and assist-
tance to victims of child abuse or neglect, and to parents,
caregivers, and mandated reporters.

(c) APPLICATION.—To be eligible to receive a grant
under subsection (a), a nonprofit entity shall submit an
application to the Secretary, at such time and in such
manner as the Secretary may require, and containing—

(1) a complete description of the entity’s plan
for the operation of a national child abuse hotline,
including descriptions of—

(A) the professional development program
for hotline personnel, including technology pro-
fessional development to ensure that all individ-
uals affiliated with the hotline are able to effec-
tively operate any technological systems used by
the hotline;
(B) the qualifications for hotline personnel;

(C) the methods for the creation, maintenance, and updating of a resource database;

(D) a plan for publicizing the availability of the hotline throughout the United States;

(E) a plan for providing service to non-English speaking callers, including service through hotline personnel who have non-English language capability;

(F) a plan for facilitating access to the hotline and alternative modality services by individuals with hearing impairments and disabilities;

(G) a plan for providing crisis counseling, general assistance, and referrals to youth victims of child abuse; and

(H) a plan for utilizing available communications technologies other than the telephone hotline, as appropriate, such as texting or live chat;

(2) information to demonstrate that the entity—

(A) has the capacity and the expertise to maintain a child abuse and neglect hotline;
(B) has the ability to provide information and referrals for contacts, directly connect contacts to such service providers, and employ crisis interventions; and

(C) complies with Federal privacy laws and has established quality assurance practices; and

(3) such other information, assurances, and agreements as the Secretary may require.

(d) AUTHORIZATION OF APPROPRIATIONS.—For purposes of carrying out this section, there are authorized to be appropriated $1,000,000 for each of fiscal years 2021 through 2025.