

The National Domestic Violence

HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Working with the National Domestic Violence Hotline

*Rob (Roberta) Valente
Chief Officer for Government Affairs
National Domestic Violence Hotline*

About the NDVH

The Hotline provides confidential, one-on-one support to each caller/chatter/texter, offering crisis intervention, options for next steps, and direct connection to sources for immediate safety. Our comprehensive database holds more than 5,000 agencies and resources in communities all across the country. Bilingual advocates are on hand to speak with callers, and our Language Line offers translations in 170 different languages.



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www.thehotline.org

Fast Facts

- ▶ Between 2006 and 2015 The Hotline recorded over 580,000 interactions in which the contact was seeking emergency domestic violence shelter, and over 1 million interactions with people identified as a victim/survivor.
- ▶ Between 2002 and 2015 The Hotline has made 1,855,580 referrals to direct service providers.
- ▶ Between 2010 and 2015 The Hotline recorded over 375,000 interactions where a contact was facing a direct service barrier. The top two barriers were Transportation and Unavailability of Services.
- ▶ From June 1st 2015 through May 31st 2016 The Hotline recorded 3,973 interactions in which a Victim/Survivor of IPV was denied service. Of these, 86% were recorded as being due to Services at Capacity.

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Why do people contact us?

Who is contacting us?

- All ages, races, ethnicities
- From all over U.S., including territories
- Abusive partners, family and friends, victims and survivors
- Deaf, LGBT, military

What are our contacts experiencing?

- Lethality factors such as firearms, stalking, and strangulation
- Intersectional issues such as housing legal issues and trafficking
- Service barriers due to lack of services, finances, or transportation
- Denials for service based on capacity or other factors

Why do people use our service?

- Crisis intervention, education, emotional support, and safety planning
- Referrals to domestic violence shelters
- Referrals to legal aid, counseling, and other nonresidential services

How do non-survivors interact w/ The Hotline?

- Calls from local programs
- Web pages viewed by general public looking for knowledge about domestic violence and healthy relationships

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Calls Received

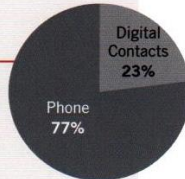
334,917

Online Chats Received

85,144

Texts Received

16,268



Types of Abuse

84%

Emotional/Verbal Abuse

degradation, threats, insults, humiliation, isolation, etc.

59%

Physical Abuse

hitting, biting, choking, etc.

19%

Economic/Financial Abuse*

control finances, ruin credit, etc.

8%

Sexual Abuse

rape, exploitation, coercion, etc.

5%

Digital Abuse*

steal passwords, constant texts, etc.

Note: Victims and survivors may experience multiple types of abuse.

Total Contacts Received in 2015

436,329

While experiencing a **15% increase** in calls, chats and texts received, we were able to answer **40% more** contacts than in 2014.



Yet, **109,907 calls, chats and texts went unanswered** due to a lack of resources.

People Served

Victims & Survivors	Family & Friends	Other*
66%	13%	21%

*Includes Abusive Partners, Service Providers, Healthy Relationship Inquiries, etc.
-Excludes Denied Chat, Hang-Up, Off-Target, Prank/Sex, and Wrong Number

What are victims experiencing?

- More than 32,000 victims disclosed **legal issues**, which may include protective/restraining orders, custody and visitation, divorce and other legal matters.
- More than 9,600 victims experienced **stalking**.
- More than 4,000 victims discussed struggles with **suicide**, 62%* threats from their abusive partner and 38%* personally.
- Nearly 5,000 victims disclosed the use or threat of **firearms**.
- More than 5,500 victims were struggling with issues related to **immigration**.

*Data collection began in April 2015. The Hotline and lovesrespect began using a new data collection system to more accurately reflect the needs of contacts.

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This project described was supported by Grant Number 90EV0426 from Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services.



Helping the most vulnerable

Many of those contacting us say they will not call law enforcement or use the court system

- Fear of discrimination on basis of race, income, immigration status, sexual orientation or gender identity
- Concern about privacy
- Fear of losing custody of children
- Fear of retaliatory violence by abuser

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Serving survivors on the continuum of change

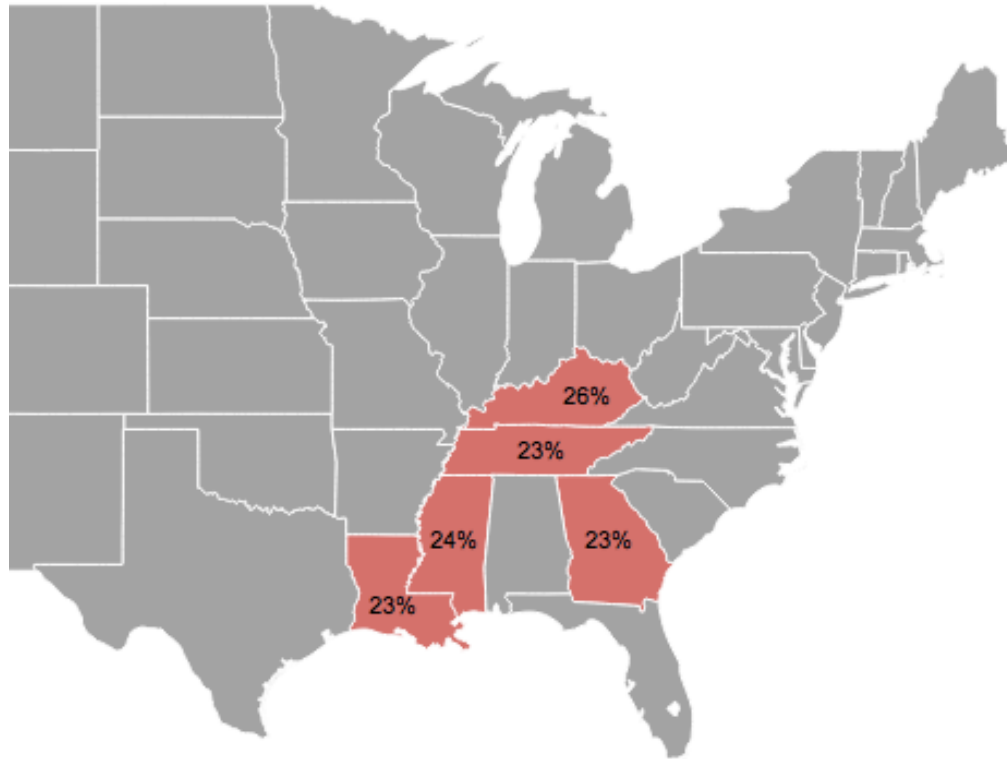
Pre-contemplation

- Contemplation

Preparation

- Action

Financial and transportation barriers are the most commonly cited barriers for callers/chatters.



Top 5 States Where Callers Report Transportation Issues

► Insights

All five states with highest rates of transportation barriers are in the South.

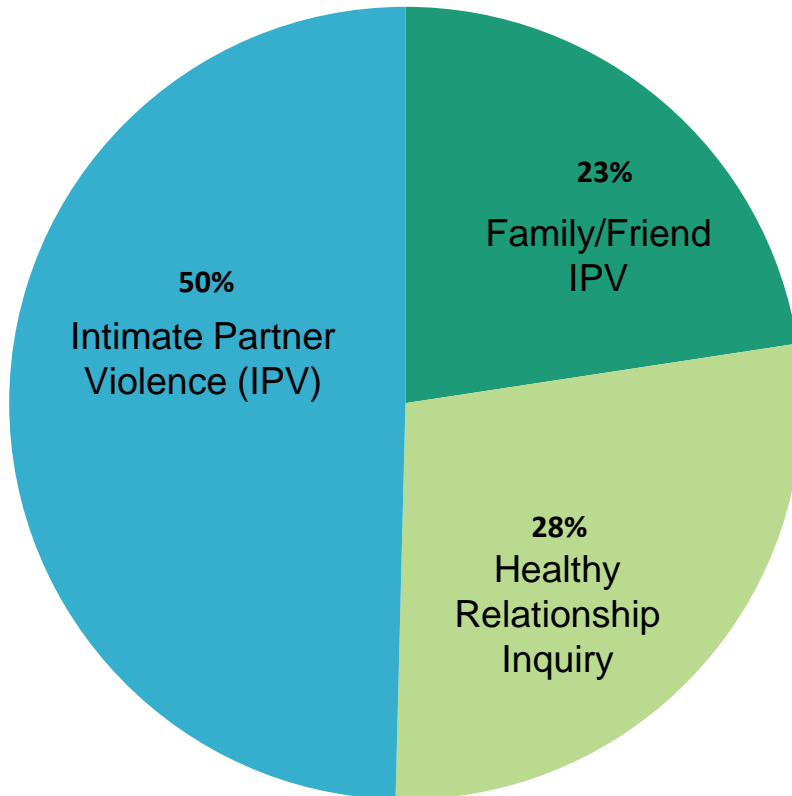
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About 13% of callers/chatters are male. Half of those identify as victims/survivors of domestic violence.

Call/Chat Issues Reported by Callers Identifying as Male



▶ Insights

A high percentage of Male Callers identify as Victims/Survivors.

- Men tend to call more often about Healthy Relationship Inquiries or as Family/Friends of victims or survivors.
- 50% of male callers/chatters identify as a victim/survivor.
- Male callers/chatters are more likely to be white, tend to be younger, and are more likely to use chat than female callers.

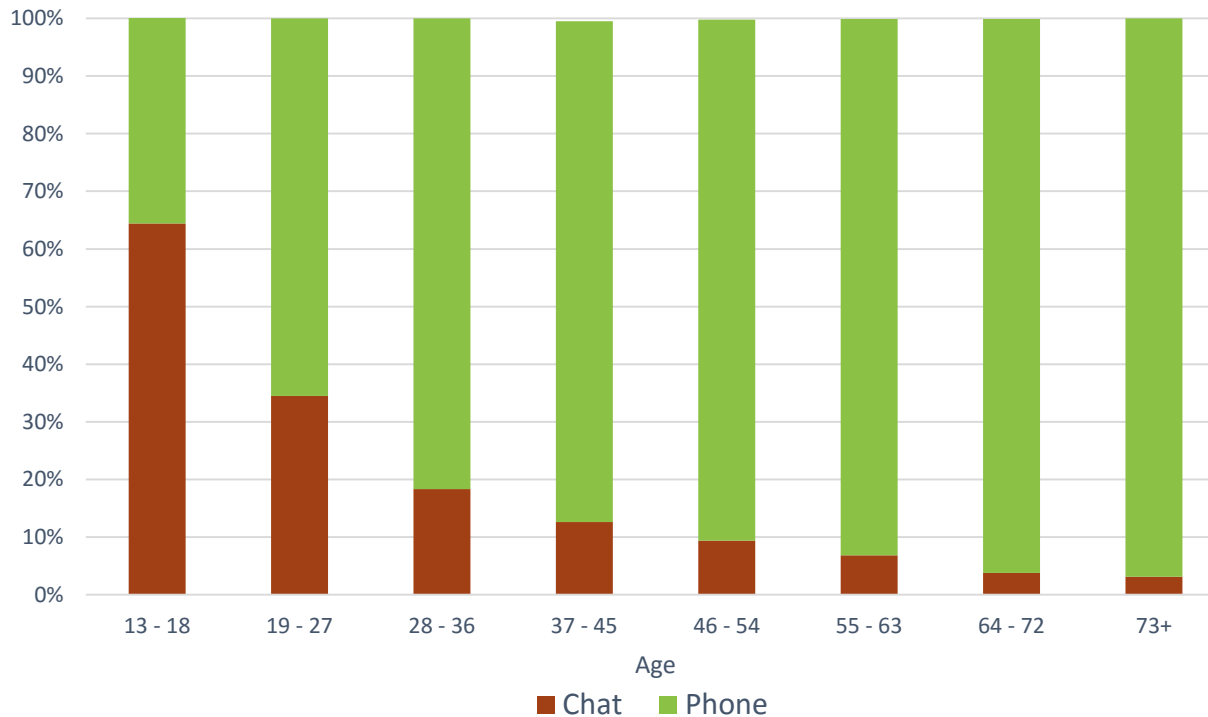
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Phone contact is more common than chat among all age groups other than adolescents.

Share of Interactions by Chat/Phone, by Age



► Insights

Unsurprisingly, younger people are reaching the Hotline via chat.

- 64% of interactions with 13-18 year olds were over chat
- 9% of interactions with 46-54 year olds were over chat
- Phone is still more popular than chat for all age groups over 18.

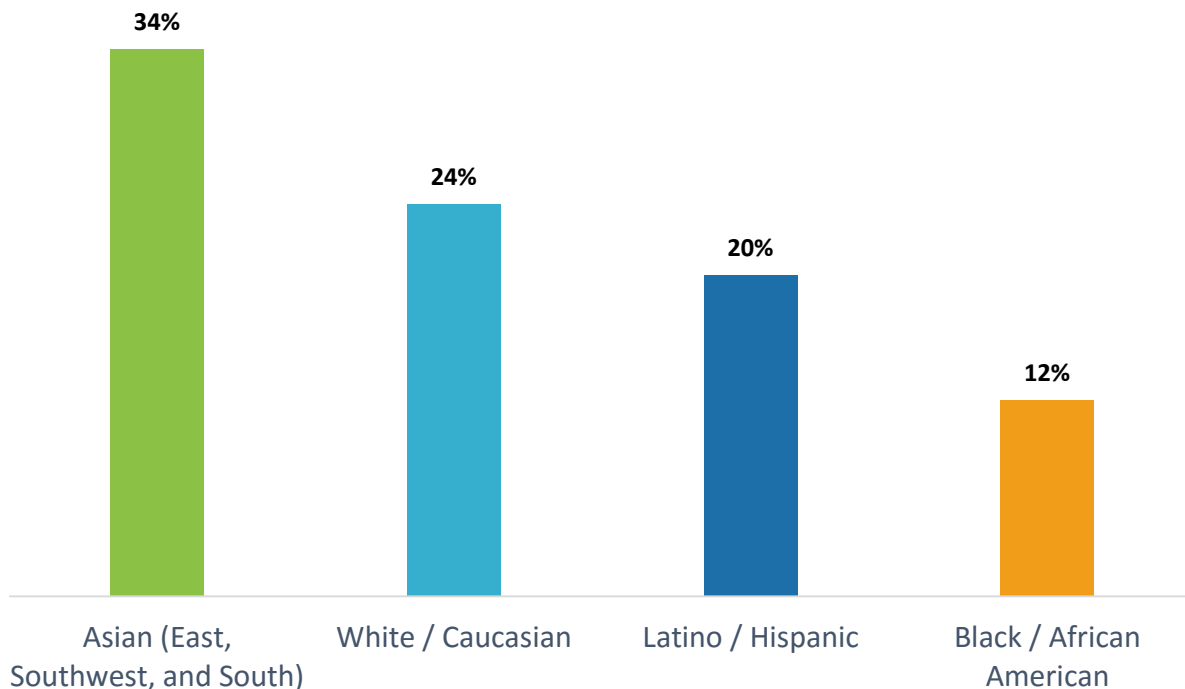
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Chat usage also varies significantly by race.

Percentage of Total Contacts Made by Chat, by Race



► Insights

Chatting is most common among Asians and least popular among African-Americans.

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NDVH takes protecting privacy very seriously.

- NDVH does not collect personally identifiable information (PII) on callers/chatters.
- We do not collect Caller ID or IP addresses
- We will automate data aggregation at smaller geographies, racial, and age categories to protect anonymity, in conformance with Census standards for public use microdata.

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Thank You!



Rob Valente

rvalente@ndvh.org