Who is calling the Hotline?

**CALLER TYPE DEFINITIONS:**

Victim/Survivor: IPV (Intimate Partner Violence) – a victim or survivor of abuse from his/her partner or spouse

Friend/Family: IPV (Intimate Partner Violence) – a friend or family member of a victim/survivor of IPV

Victim/Survivor: Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caretaker, etc.

Friend/Family: Non-IPV – a friend or family member of a victim of any other type of abuse, such as child or elder abuse

Service Provider – a caller from any agency, including other domestic violence agencies, which provides social services

Batterer – a caller who identifies as abusive or who an Advocate believes to be a batterer

Other – any caller about whom an Advocate is able to gather info, but who does not fit into an above category; this might include callers like law enforcement or medical professionals

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Hotline Call Volume

In 2012 the Hotline received nearly 265,000 calls. That is an average of over 22,000 calls a month.

From where are they calling?

**Top 10 U.S. States in Call Volume**

<table>
<thead>
<tr>
<th>Rank</th>
<th>State</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>California</td>
<td>18%</td>
</tr>
<tr>
<td>2</td>
<td>Texas</td>
<td>12%</td>
</tr>
<tr>
<td>3</td>
<td>New York</td>
<td>7%</td>
</tr>
<tr>
<td>4</td>
<td>Florida</td>
<td>6%</td>
</tr>
<tr>
<td>5</td>
<td>Pennsylvania</td>
<td>5%</td>
</tr>
<tr>
<td>6</td>
<td>Illinois</td>
<td>5%</td>
</tr>
<tr>
<td>7</td>
<td>Michigan</td>
<td>4%</td>
</tr>
<tr>
<td>8</td>
<td>Arizona</td>
<td>3%</td>
</tr>
<tr>
<td>9</td>
<td>Georgia</td>
<td>3%</td>
</tr>
<tr>
<td>10</td>
<td>North Carolina</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>68%</strong></td>
</tr>
</tbody>
</table>

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What are victims experiencing?

Types of Abuse

- **96% Emotional/Verbal Abuse**
  Abuser engages in emotional/verbal manipulation through degradation, threats, insults, humiliation, isolation, etc.

- **72% Sexual Abuse**
  The abuser has physically harmed the victim: hitting, biting, choking, etc.

- **7% Physical Abuse**
  Examples include intimate partner rape, sexual exploitation, reproductive coercion, etc.

*This represents the experiences disclosed by callers who are victim/survivors of intimate partner violence.

How are victims’ needs being met?

Most Commonly Requested Services:

On top of services provided by the Hotline (seen to the right), the external services below are also frequently requested by callers. Hotline Advocates refer callers to external providers to meet these needs.

**Legal Representation 7%**

This category indicates when a caller is seeking an on staff attorney who takes individual DV cases.

**DV Advocacy 11%**

This category includes non-residential services offered by a DV program, like: case management, advocacy, or crisis hotlines.

**DV Support Groups 11%**

This category encompasses group counseling provided by trained staff or therapists.

**Individual Counseling 13%**

Callers are often seeking counseling for victims provided by a therapist.

**Legal Advocacy 14%**

This category is marked when a caller is seeking protective/restraining order assistance, advocacy at court, or help with other legal agencies.

**DV Shelter 24%**

Though Advocates may sometimes offer homeless shelters and other community resources to certain callers, this number only represents victims who are seeking domestic violence related residential services.

**211,733**

Hotline Calls Answered

<table>
<thead>
<tr>
<th>Crisis Intervention</th>
<th>Safety Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>DV Education</td>
<td>Referrals</td>
</tr>
</tbody>
</table>

**136,323**

Referrals to Service Providers

4,500 Local Providers across the Nation

**72,485**

Offers to Direct Connect

Hotline Advocate Offers to Directly Connect a Caller to a Provider

**32,971**

Referrals to Other Resources

Top 5 Resource Referrals in 2012:

- WomensLaw.org
- 211 – United Way
- National Center on Elder Abuse
- CA Bed Line
- Boys Town National Hotline

Of those who disclosed Legal Issues, this is what they were seeking: protective orders (58%), custody/visitation (35%), divorce (26%), immigration assistance (3%), and other (26%).