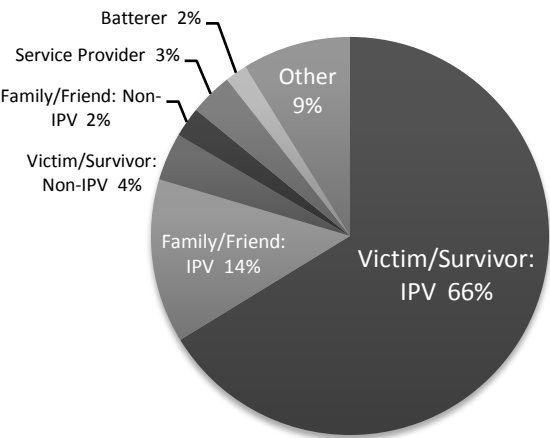
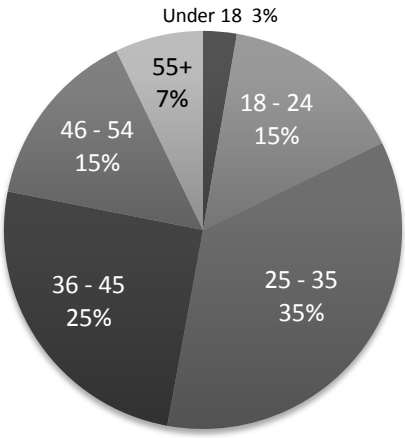


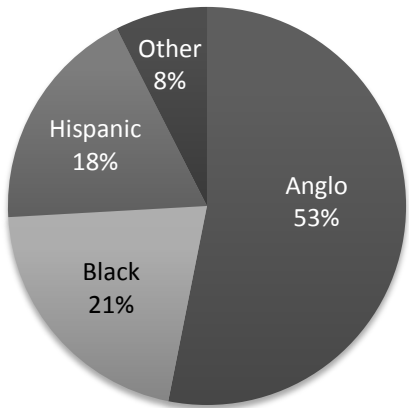
# Who is calling the Hotline?



**Caller Type**



**Victim Age**



**Caller Ethnicity**

The category of "other" includes: Arab/ Middle Eastern/ Iranian, Asian (East/ Southeast/ South), Multiracial, and Native American/ Alaskan Native.

**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

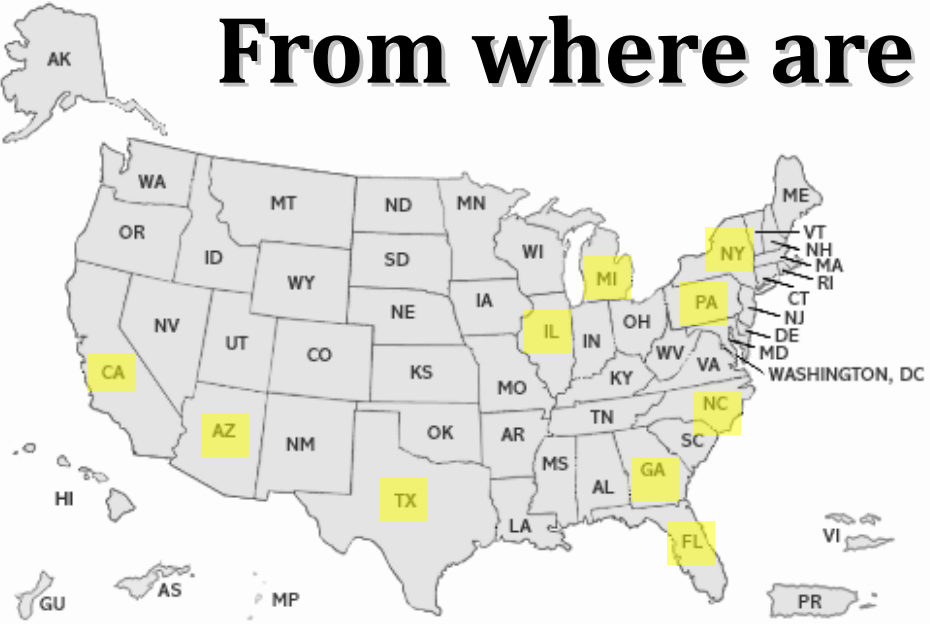
**Batterer** – a caller who identifies as abusive or who an Advocate believes to be a batterer

**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

## Hotline Call Volume

In calendar year 2011, the Hotline received over **265,000 calls**. That is an average of **over 22,000 calls a month**.

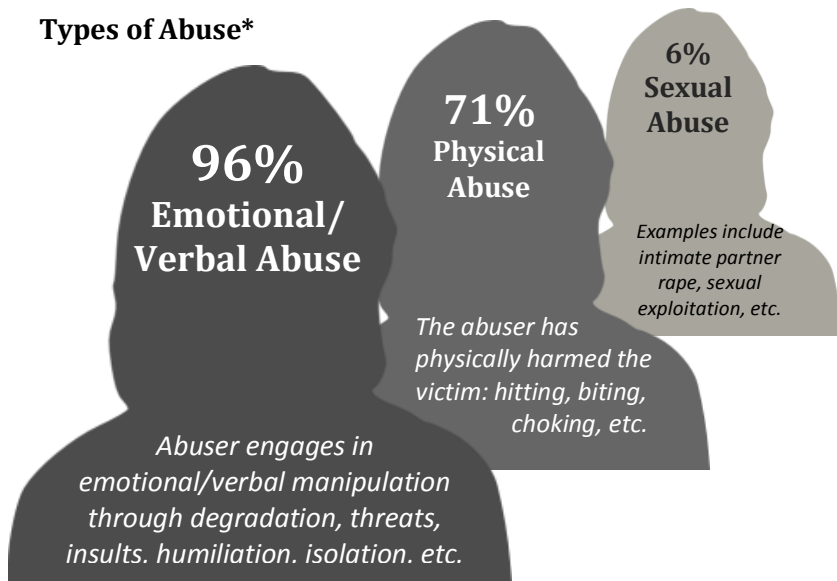
# From where are they calling?



Rank	State	% of Total
1	California	17%
2	Texas	12%
3	New York	6%
4	Pennsylvania	5%
5	Florida	5%
6	Illinois	4%
7	Arizona	3%
8	Michigan	3%
9	Georgia	3%
10	North Carolina	3%
<b>Total</b>		<b>60%</b>

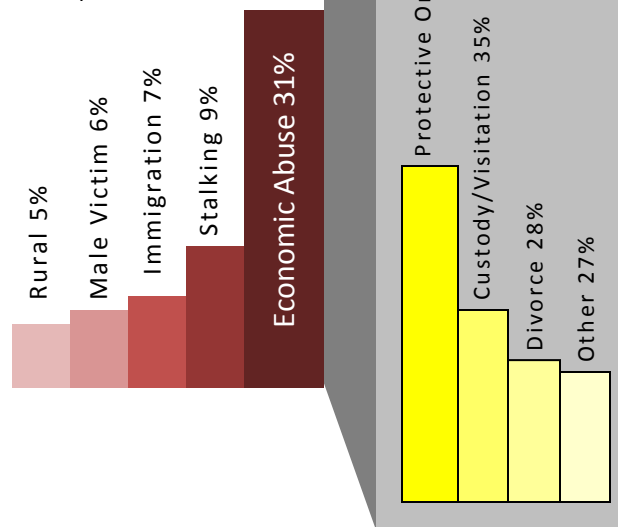
# What are victims experiencing?

## Types of Abuse\*



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

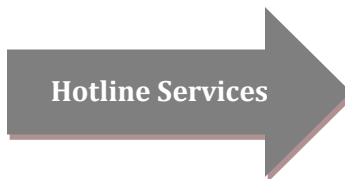
## Additional Considerations in Victims' Experiences: The Most Commonly Disclosed Special Factors



# How are victims' needs being met?

## The Most Commonly Disclosed Victim Needs:

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.



**208,662**  
Hotline Calls Answered

Crisis Intervention	Safety Planning
DV Education	Referrals

**Domestic Violence Shelter: 26%**

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.

**142,716**  
Referrals to Service Providers

Hotline Advocates have access to a database of 4,500 providers and resources across the nation.

**Legal Advocacy: 15%**

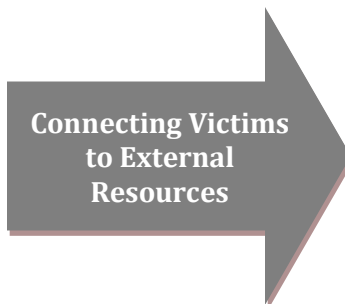
This category is marked when a caller is seeking protective/restraining order assistance, advocacy at court, or help with other legal agencies.

**12,774**  
Direct Connects

Victim is Directly Connected to a Provider

**Individual Counseling: 13%**

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



**28,764**  
Referrals to Other Resources

Top Resource Referrals of 2011:

Legal Resources  
WomensLaw.org, Legal Resource Center

National Resources  
Childhelp Hotline, RAINN

Useful Websites  
211 United Way

Economic Self-Sufficiency Resources  
Benefits.gov, NNEDV

**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.

**Legal Representation: 8%**

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