

# THE HOTLINE™

## The Hotline is here to help save lives.

The Hotline is here to help women and men in need. A compassionate and caring voice — with people who want to help those who are in abusive relationships.

### The Hotline provides the following services:

- Referrals
- Information requests
- Safety planning
- Domestic violence education and materials
- Crisis intervention
- Promoting public awareness

It is the only service of its kind. It operates 24 hours a day 7 days a week in 170 languages connecting people in crisis to more than 4,500 sources of help in local communities across the U.S., Puerto Rico, Guam and the U.S. Virgin Islands.

One domestic violence survivor who used The Hotline to get out of an abusive relationship calls The Hotline —

“A symbol of hope... a life line... a place where I got safe and turned my life around.”

### FY2012

More than 9,500 Spanish language calls came in to The Hotline. Spanish calls represent 90 percent of the calls to the language line.

Of the total number of Hispanics who contacted The Hotline, 56 percent spoke in English and 44 percent spoke in Spanish.

Other calls were also answered in Mandarin, Russian, Vietnamese, Japanese, Korean, Arabic, Cantonese, Portuguese and Tagalog.

### People who contact The Hotline are experiencing:

- Emotional abuse
- Physical abuse
- Economic abuse
- Sexual abuse
- Custody/visitation
- Family violence
- Immigration issues
- Stalking

# 1.800.799.SAFE™

National Domestic Violence Hotline 1.800.799.SAFE (7233) 1.800.787.3224 (TTY)

### FY2012 Quick Facts

- Since The Hotline was established in 1996 – **more than 2.5 million calls have been answered.**
- Over **200,000** calls were answered in FY2012 alone.
- The Hotline answers an average of **17,500** calls a month.

### Top ten states contacting The Hotline

- |                        |                       |
|------------------------|-----------------------|
| <b>1)</b> California   | <b>6)</b> Illinois    |
| <b>2)</b> Texas        | <b>7)</b> Michigan    |
| <b>3)</b> New York     | <b>8)</b> Arizona     |
| <b>4)</b> Pennsylvania | <b>9)</b> Georgia     |
| <b>5)</b> Florida      | <b>10)</b> Washington |

### Top ten cities contacting The Hotline

#### The Hotline connects people to resources in their local area

- |                       |                        |
|-----------------------|------------------------|
| <b>1)</b> Los Angeles | <b>6)</b> Philadelphia |
| <b>2)</b> Dallas      | <b>7)</b> Phoenix      |
| <b>3)</b> Houston     | <b>8)</b> San Diego    |
| <b>4)</b> New York    | <b>9)</b> Austin       |
| <b>5)</b> Chicago     | <b>10)</b> San Antonio |

### Who Contacts The Hotline?

<b>All:</b>	<b>Age</b>
<b>68%</b> Victims/survivors	<b>35%</b> 25-35
<b>15%</b> Family & friends	<b>25%</b> 36-45
<b>4%</b> Service providers	<b>15%</b> 18-24
<b>2%</b> Batterers	<b>14%</b> 46-55
<b>11%</b> Other	<b>6%</b> 55-64
<b>Victims/survivors of domestic violence:</b>	<b>3%</b> Under 18
<b>95%</b> Women	<b>2%</b> 65+
<b>5%</b> Men	<b>Ethnicity</b>
	<b>51%</b> Caucasian
	<b>21%</b> Black
	<b>20%</b> Hispanic / Latino
	<b>8%</b> Other
	<b>Language</b>
	<b>94%</b> English
	<b>6%</b> Spanish
	<b>&lt; 1%</b> Other