

2015 Texas State Report

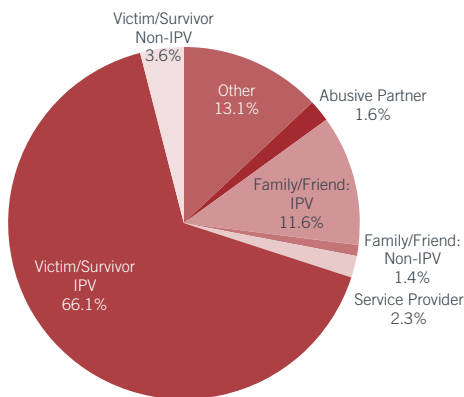
Based on Hotline contacts documented January–December 2015

In 2015, the National Domestic Violence Hotline documented **17,774 contacts** from Texas. The state ranks 2 in terms of Hotline contact volume. The Hotline provides Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

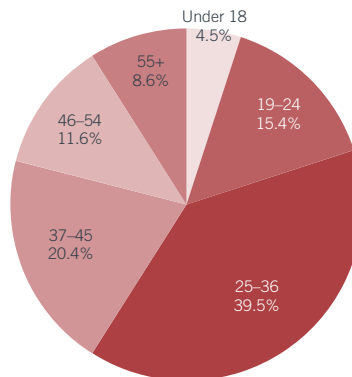
**Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.*

Phone	16,624
Chat	1,125
TTY	10
Total	17,774

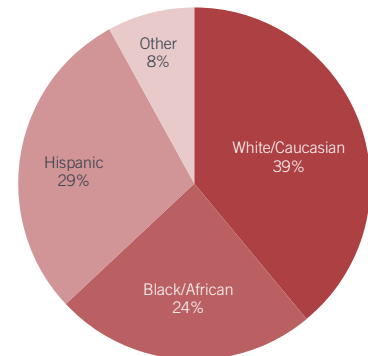
Who is calling The Hotline?



Caller Type



Victim Age



Caller Ethnicity

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 or abusive partner
 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
 Abusive Partner – a caller who identifies as abusive or who an Advocate believes to be an abusive partner
 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

Top 10 Cities in Contact Volume

1. Houston	17%
2. Dallas	16%
3. Austin	9%
4. San Antonio	8%
5. Fort Worth	4%
6. El Paso	3%
7. Arlington	2%
8. Plano	1%
9. Mckinney	1%
10. Garland	1%
Total:	61%

What are victims experiencing?

94%

Emotional/Verbal Abuse

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

71%

Physical Abuse

hitting, biting, choking, etc.

17%

Economic/Financial Abuse

control finances, ruin credit, etc.

7%

Sexual Abuse

rape, exploitation, coercion, etc.

3%

Digital Abuse

steal passwords, constant texts, etc.



Referrals to Service Providers

21,282

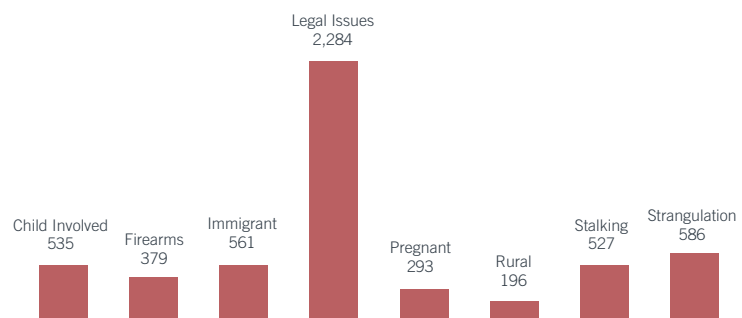
Offers to Direct Connect

6,828

Referrals to Other Resources

3,955

Most Commonly Disclosed Special Factors in Victims' Experiences



Those disclosing legal issues:

Protective Orders	2,187	35%
Other	2,591	42%
Custody/Visitation	1,385	22%
Divorce	1,097	18%
Citizenship/Documentation	382	6%
Interstate Custody	119	2%

Commonly Requested Hotline Services:

Domestic Violence Shelter	3,393	28%
Legal Advocacy	2,925	24%
Individual Professional Counseling	2,401	20%
DV Support Groups	1,819	15%
DV Nonresidential Services	1,709	14%
Legal Representation	1,623	13%

Most-Referred Resources

Womenslaw.org
 Family Violence Legal Line
 Texas Advocacy Project
 211 - United Way
 Texas Council on Family Violence



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