

The National Domestic Violence  
**HOTLINE**

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

# Puerto Rico Report

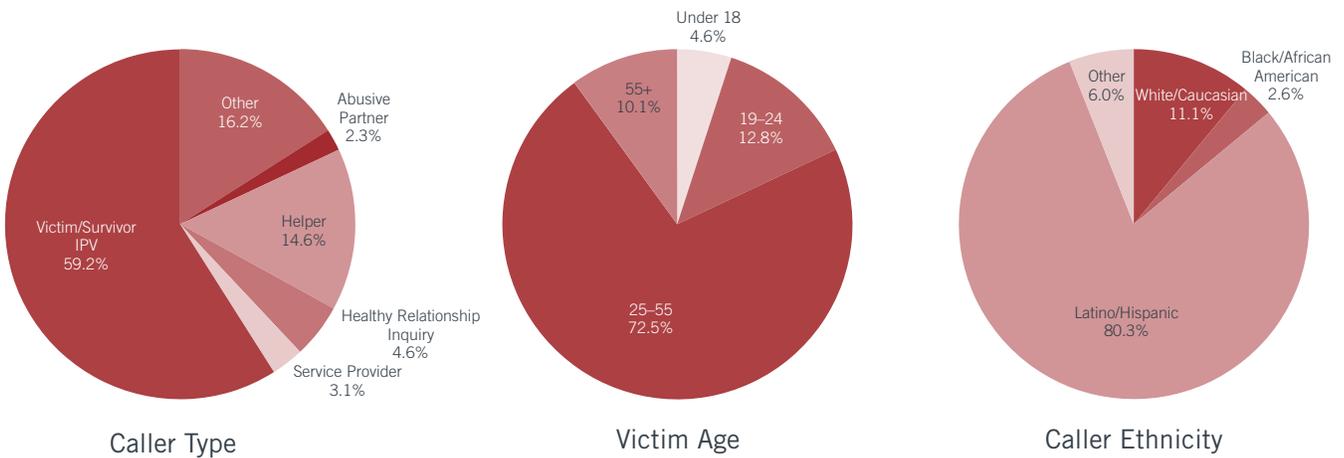
Based on Hotline and loveisrespect contacts documented Jan.– Dec. 2016

In 2016, the National Domestic Violence Hotline and loveisrespect documented\* **130 contacts** from Puerto Rico. The Hotline and loveisrespect provide Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

\*Contacts documented refers to the calls, online chats and texts where a location was self-disclosed by the contact.

☎ Phone	120
💬 Chat	9
📱 Text	1
<b>Total</b>	<b>130</b>

## Who is contacting The Hotline and loveisrespect from Puerto Rico?



### Caller Type Definitions:

- Victim/Survivor: IPV (Intimate Partner Violence) – a victim or survivor of abuse from his/her partner or spouse
- Victim/Survivor: Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caregiver, etc.
- Helper – a caller reaching out to help another including: family/friend, service provider, law enforcement, medical/health, religious leader/program or teacher
- Healthy Relationship Inquiry – anyone with questions about healthy relationships, where no abuse is present
- Administrative – someone seeking basic information, rather than advocacy
- 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 includes off target callers, non-DV calls, hang-ups, prank calls and feedback

### Top 10 Cities in Contact Volume

1. San Juan	26%
2. Puerto Real	10%
3. Bayamon	5%
4. Mayaguez	5%
5. Guaynabo	5%
6. Gurabo	4%
7. Guayama	3%
8. Aguadilla	3%
9. Rincon	2%
10. Arecibo	2%
<b>Total:</b>	<b>65%</b>

The National Domestic Violence Hotline is a 501c3 organization that relies on generous contributions from the public, government and corporations to continue operation.

## What are victims experiencing?

# 92%

### Emotional/Verbal Abuse

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

# 58%

### Physical Abuse

*hitting, biting, choking, etc.*

# 32%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

# 2%

### Sexual Abuse

*rape, exploitation, coercion, etc.*

# 4%

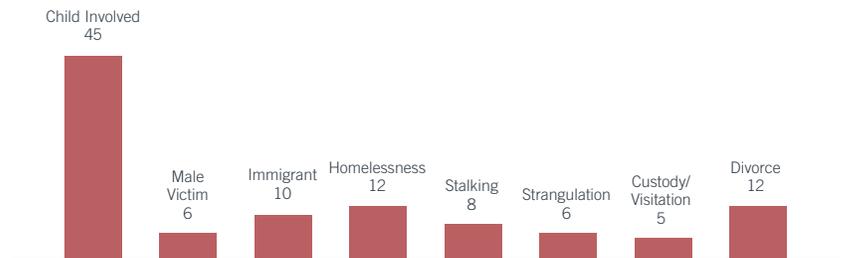
### Digital Abuse

*steal passwords, constant texts, etc.*



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## Most Commonly Disclosed Special Factors in Victims' Experiences



## What do victims need?

### Commonly Requested Hotline Services:

DV Shelter	27	27.6%
Legal Advocacy	27	27.6%
Individual Professional Counseling	26	26.5%
DV Support Groups	9	9.2%
Legal Representation	12	12.2%
Protective/Restraining Order	7	7.1%



Referrals to Service Providers

# 150

Referrals to Other Resources

# 45

### Most-REFERRED Resources

Womenslaw.org

Scarleteen

LawHelp.org

Cyber Civil Rights Initiative

Puerto Rico Domestic Violence and Sexual Assault Coalition

*This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the territory.*