

The National Domestic Violence HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Texas State Report

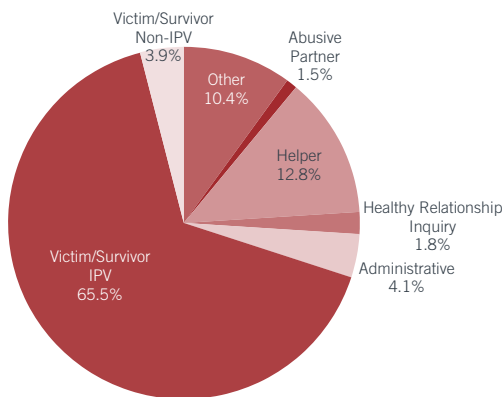
Based on Hotline contacts documented January–December 2016

In 2016, the National Domestic Violence Hotline documented* **17,251 contacts** from Texas. The state ranks 2nd in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.

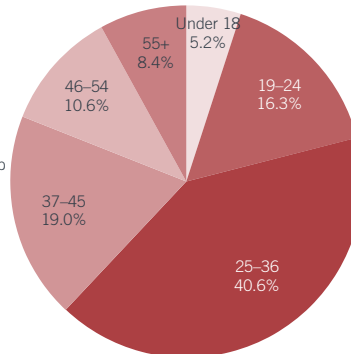
*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

Phone	16,045
Chat	1,206
TTY	0
Total	17,251

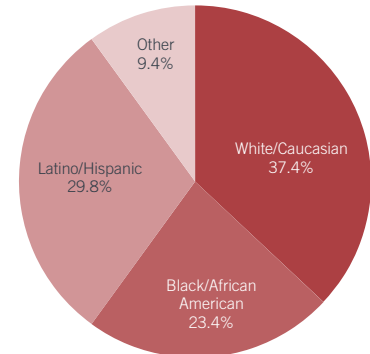
Who is contacting The Hotline from Texas?



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

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

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.

69%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

8%

Sexual Abuse

rape, exploitation, coercion, etc.

6%

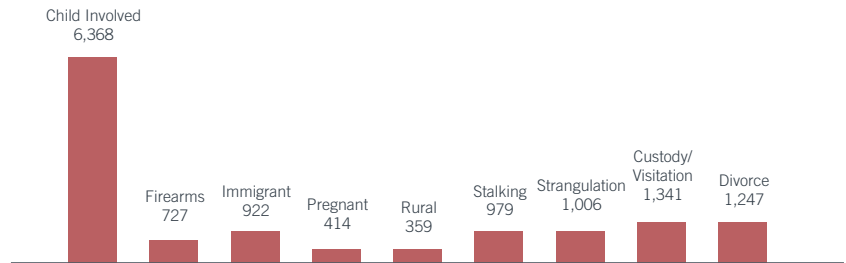
Digital Abuse

steal passwords, constant texts, etc.



This publication was made possible by Grant Number 90EV0426 from the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services.

Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

DV Shelter	4,497	35%
Legal Advocacy	3,705	29%
Individual Professional Counseling	2,754	21%
DV Support Groups	1,199	9%
Legal Representation	1,392	11%
Protective/Restraining Order	1,427	11%



Referrals to Service Providers

25,507

Offers to Direct Connect

8,365

Referrals to Other Resources

4,876

Most-Referred Resources

Womenslaw.org

211 - United Way

Family Violence Legal Line

Texas Advocacy Project

Crime Victim Compensation - Texas

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