

The National Domestic Violence HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

California State Report

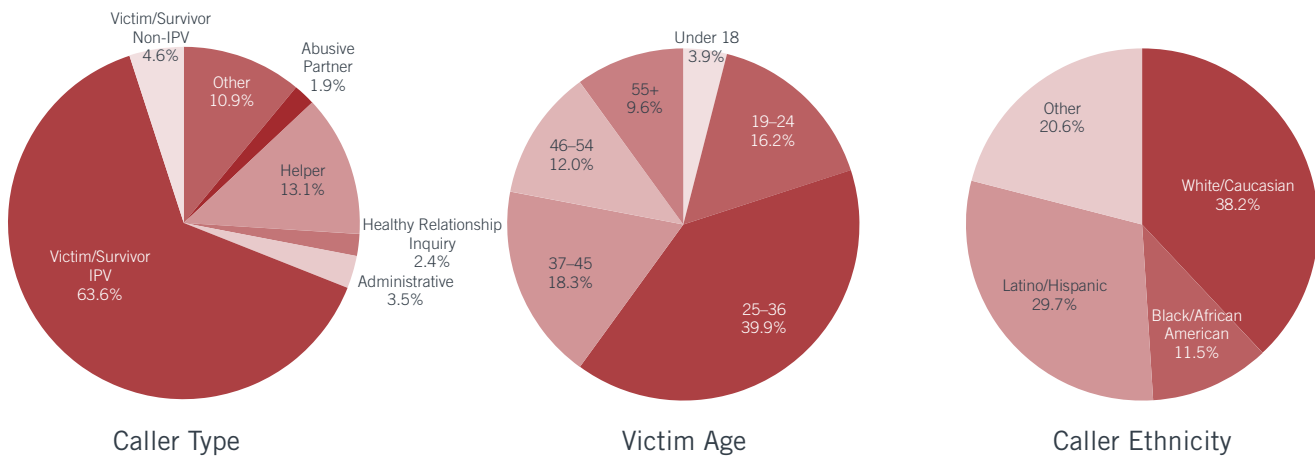
Based on Hotline contacts documented January–December 2016

In 2016, the National Domestic Violence Hotline documented* **28,431 contacts** from California. The state ranks 1st 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	26,299
Chat	2,131
TTY	1
Total	28,431

Who is contacting The Hotline from California?



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. Los Angeles	14%
2. San Diego	6%
3. Sacramento	4%
4. San Francisco	4%
5. San Jose	3%
6. Oakland	3%
7. Long Beach	2%
8. Riverside	2%
9. San Bernardino	1%
10. Anaheim	1%
Total:	40%

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?

93%

Emotional/Verbal Abuse

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

66%

Physical Abuse

hitting, biting, choking, etc.

22%

Economic/Financial Abuse

control finances, ruin credit, etc.

7%

Sexual Abuse

rape, exploitation, coercion, etc.

7%

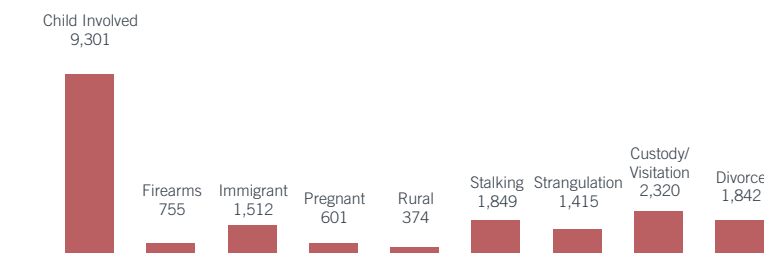
Digital Abuse

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	5,690	28%
Legal Advocacy	6,595	32%
Individual Professional Counseling	5,097	25%
DV Support Groups	2,307	11%
Legal Representation	2,183	11%
Protective/Restraining Order	2,787	13%



Referrals to Service Providers

39,608

Offers to Direct Connect

13,105

Referrals to Other Resources

7,545

Most-REFERRED Resources

Womenslaw.org

211 - United Way

Haven Hills Crisis Line

GoodTherapy.org

LawHelp.org

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