




CALIFORNIA STATE REPORT

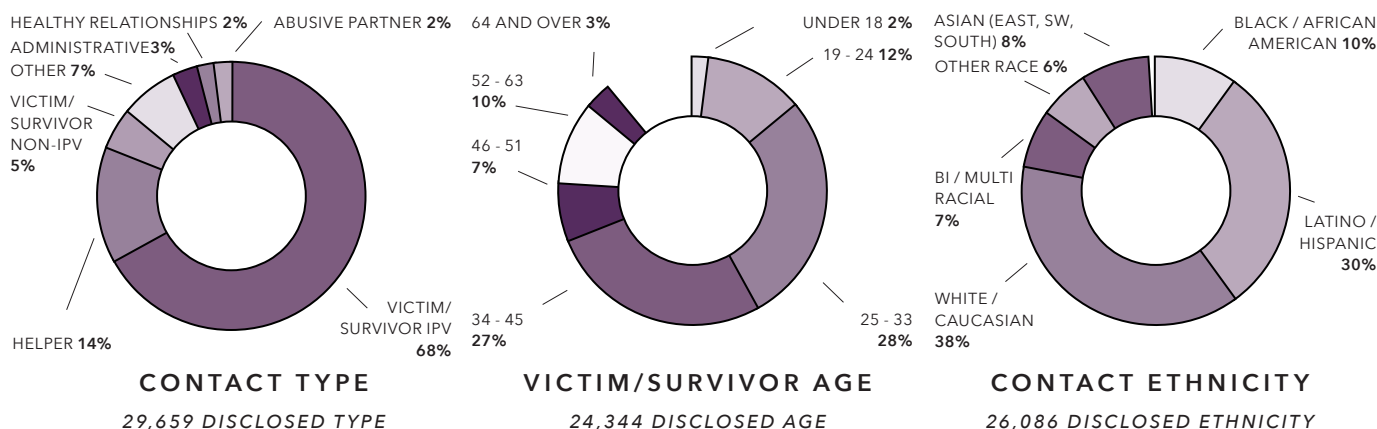
Based on The National Domestic Violence Hotline's
contacts documented January–December 2019

In 2019, the National Domestic Violence Hotline documented **29,659** contacts from California. The state ranks 1st in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and domestic violence (DV) and intimate partner violence (IPV) education for these contacts.

	Phone	23,246
	Chat	6,411
	Email	2
	Total	29,659

WHO IS CONTACTING THE HOTLINE?

Due to rounding of our data calculations, these numbers may not equal 100%



CONTACT TYPE DEFINITIONS:

Victim/Survivor Intimate Partner Violence (IPV): A contact who has experienced abuse by an intimate partner and is looking for information, resources, emotional or other support regarding the abusive relationship.

Victim/Survivor Non-IPV: A contact who has experienced abuse from anyone other than an intimate partner (i.e. parent, sibling, caretaker), and is looking for information, resources, or support regarding the abuse.

Healthy Relationship Inquiry: A contact discussing intimate partner relationships who is not experiencing a pattern of abusive behaviors.

Abusive Partner: A contact who engages in a pattern of behavior to establish power and control over an intimate partner.

Other: A contact who is not currently experiencing violence and has needs outside the scope of healthy relationships or intimate partner violence services.

*NOTE: This contact type excludes wrong numbers.
Contacts may report one or more types of abuse.*

TOP 10 CITIES BY CONTACT VOLUME

City	%
Los Angeles	14%
San Diego	6%
Sacramento	4%
San Francisco	4%
San Jose	3%
Oakland	2%
Long Beach	2%
Riverside	2%
San Bernardino	1%
Fresno	1%

WHAT VICTIMS ARE EXPERIENCING

97%

EMOTIONAL / VERBAL ABUSE

Behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation, which most often unfolds as a pattern of behavior over time.

67%

PHYSICAL ABUSE

Non-accidental use of force that results in bodily injury, pain, or impairment. This may include being slapped, burned, cut, bruised, or improperly physically restrained.

30%

ECONOMIC/FINANCIAL ABUSE

When one intimate partner has control over the other partner's access to economic resources, which diminishes the victim's capacity to support themselves.

20%

DIGITAL ABUSE

The use of technologies such as texting and social networking to bully, harass, stalk, or intimidate a partner.

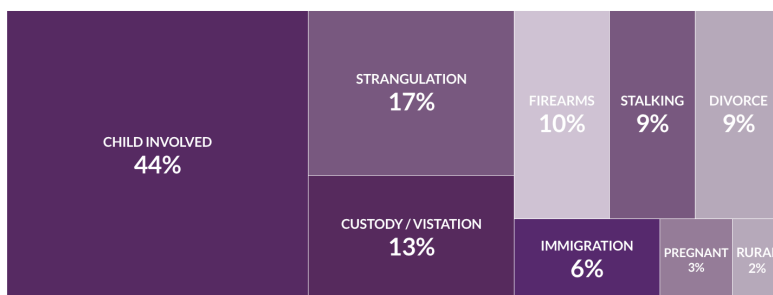
12%

SEXUAL ABUSE

Non-consensual sexual interaction through coercion, guilt, or force. This may include pressure to engage in sexual activity, refusal to use contraception, or demanding of sexual images or video.

23,571 DISCLOSED EXPERIENCES

MOST COMMONLY DISCLOSED FACTORS BY VICTIM/SURVIVORS



VICTIM/SURVIVOR NEEDS COMMONLY REQUESTED SERVICES:

DV SHELTER	5,008	21%
LEGAL ADVOCACY	7,649	32%
INDIVIDUAL PROFESSIONAL COUNSELING	5,278	22%
SUPPORT GROUPS	2,941	12%
LEGAL REPRESENTATION	2,288	10%
PROTECTIVE/RESTRAINING ORDER	2,835	12%

REFERRALS TO LOCAL SERVICE PROVIDERS

25,716

OFFERS TO DIRECT CONNECT

9,850

OFFERS ACCEPTED

4,731

REFERRALS TO OTHER RESOURCES

12,762

Best practice is to refer each contact to 3 resources.

MOST-REFERRED RESOURCES

- 1 211 - UNITED WAY
- 2 WOMENSLAW.ORG
- 3 AUNT BERTHA
- 4 CHILDHELP NATIONAL CHILD ABUSE HOTLINE
- 5 GOODTHERAPY.ORG

Providers are direct providers of domestic violence services, offered in their local community free of charge to victims/survivors.

Resources are social service agencies or informative programs. They are not domestic violence specific, and they can be either statewide or nationwide.



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.