

## Puerto Rico Report

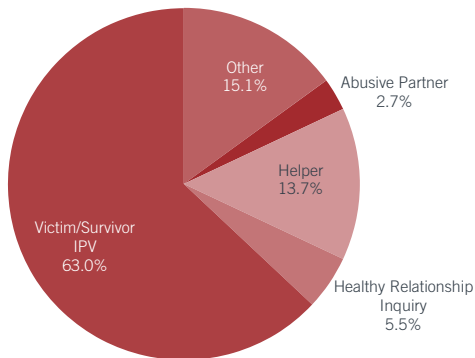
Based on Hotline and loveisrespect contacts documented Jan.– Jun. 2016

In the first half of 2016, the National Domestic Violence Hotline and loveisrespect documented\* **73 contacts** from Puerto Rico. The Hotline and loveisrespect provide Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

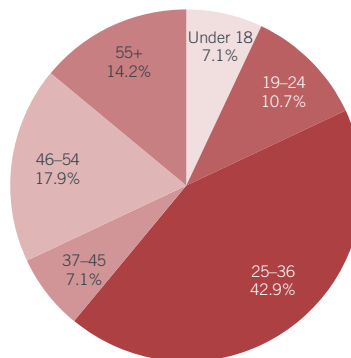
\*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

Phone	69
Chat	4
Text	0
<b>Total</b>	<b>73</b>

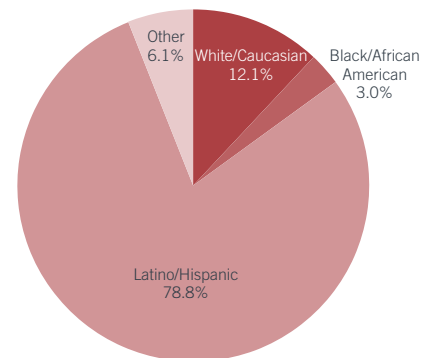
### Who is contacting us?



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. San Juan	19%
2. Puerto Real	11%
3. Gurabo	7%
4. Bayamon	6%
5. Guaynabo	6%
6. Arecibo	4%
7. Caguas	4%
8. Guayama	4%
9. Rincon	4%
10. San Antonio	4%
<b>Total:</b>	<b>69%</b>

## What are victims experiencing?

90%

### Emotional/Verbal Abuse

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

65%

### Physical Abuse

*hitting, biting, choking, etc.*

31%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

2%

### Sexual Abuse

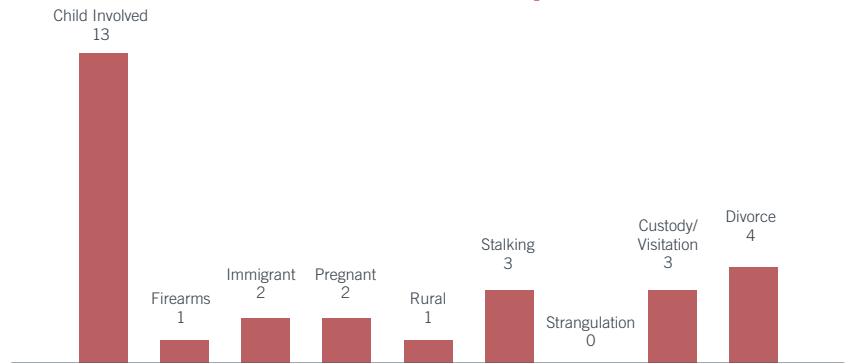
*rape, exploitation, coercion, etc.*

6%

### Digital Abuse

*steal passwords, constant texts, etc.*

## Most Commonly Disclosed Special Factors in Victims' Experiences



## What do victims need?

### Commonly Requested Hotline Services:

DV Shelter	5	16%
Legal Advocacy	8	25%
Individual Professional Counseling	10	31%
DV Support Groups	2	6%
Legal Representation	2	6%
Protective/Restraining Order	3	9%



### Referrals to Service Providers

56

### Referrals to Other Resources

16

## Most-REFERRED Resources

Womenslaw.org

Boys Town National Hotline

211 - United Way

American Overseas Domestic Violence Crisis Center

Blah Therapy



This report was supported by Grant Number 90EV0426 from Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services.

*As of January 2016, The Hotline began using a new data collection system to more accurately reflect the needs of contacts. This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.*