



# Answering the Call: The Hotline's National Policy Agenda

For more than 25 years, the National Domestic Violence Hotline (The Hotline) has provided critical, life-saving support to survivors of intimate partner violence and their loved ones. Our advocates shift power back to survivors, not only providing hope – for safety, for a life free from violence, and for healing – but also offering tangible pathways to resources that they may not know they have access to otherwise. With each person served, we're able to better understand the experience of survivors and the individual and systemic challenges they face in accessing safer outcomes for themselves and their loved ones.

The Hotline answers 400,000+ contacts (calls, chats and texts) each year to provide validation, safety planning, and connection to resources and support for relationship abuse. Since our inception in 1996, we have answered more than 6 million calls, chats, and texts from all over the country. While the landscape for survivors has changed in many ways since The Hotline began, there is much work to be done to close the gap between what survivors need to stay safe and access to those resources and support.

We hear on the lines every day that survivors need:

- Immediate and long-term financial resources
- Safe and affordable housing
- Pathways to safety that don't involve the police
- Culturally specific, queer and trans inclusive, accessible resources and programs

- Legal advocacy and resources to keep their children safe
- Access to affordable reproductive and healthcare resources
- Strategies to prevent online and technological abuse
- Support for partners to stop causing harm, including options outside of the criminal justice system

The Hotline's Policy Agenda intends to bridge these gaps through policy advocacy and issue education campaigns by:

1. Amplifying our extensive data of survivor experiences and needs from the lines
2. Advancing research and policy solutions that center on the needs of the most marginalized survivors
3. Advocating for robust appropriations funding and resources, and
4. Grounding our policy priorities in our values as a survivor-centered, anti-racist organization.

Every day, we answer the call to support and shift power back to those affected by relationship abuse. Through our policy advocacy, we hope to build power for survivors so that they are able to fully access the resources and support they need to be free from violence.