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 2017

In 2017, the National Domestic Violence Hotline documented* **29,321 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	26,323
Chat	2,998
TTY	0
Total	**29,321**

Who is contacting The Hotline from California?

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 (domestic violence) calls, hang-ups, prank calls and feedback*

Top 10 Cities in Contact Volume

1.	Los Angeles	14.1%
2.	San Diego	6.6%
3.	San Francisco	4.5%
4.	Sacramento	4.4%
5.	San Jose	3.6%
6.	Oakland	2.3%
7.	Long Beach	1.7%
8.	Riverside	1.5%
9.	San Bernardino	1.3%
10.	Anaheim	1.2%
	Total:	41.1%

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?

94%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, 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 responsiblity 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	5,438	49.0%
Legal Advocacy	7,507	67.6%
Individual Professional Counseling	5,936	53.4%
DV Support Groups	2,995	27.0%
Legal Representation	2,302	20.7%
Protective/Restraining Order	3,098	27.9%

Referrals to Service Providers

42,350

Offers to Direct Connect

10,333

Referrals to Other Resources

33,564

Most-Referred Resources

WomensLaw.org
211 - United Way
Haven Hills Crisis Line
Aunt Bertha
GoodTherapy.org

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