The National Domestic Violence
HOTLINE
1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Texas State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **17,394 contacts** from Texas. The state ranks 2nd 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	15,584
Chat	1,809
TTY	1
Total	**17,394**

Who is contacting The Hotline from Texas?

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. Houston	16.9%
2. Dallas	16.3%
3. San Antonio	8.0%
4. Austin	7.5%
5. Fort Worth	4.0%
6. El Paso	2.1%
7. Arlington	1.7%
8. Plano	1.2%
9. Irving	1.2%
10. Pasadena	1.1%
Total:	54.1%

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?

93%

Emotional/Verbal Abuse

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

71%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	4,494	69.7%
Legal Advocacy	4,212	65.4%
Individual Professional Counseling	3,048	47.3%
DV Support Groups	1,481	23.0%
Legal Representation	1,416	22.0%
Protective/Restraining Order	1,585	24.6%

Referrals to Service Providers

26,741

Offers to Direct Connect

6,582

Referrals to Other Resources

20,177

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Texas Advocacy Project
Family Violence Legal Line

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