

Puerto Rico Report

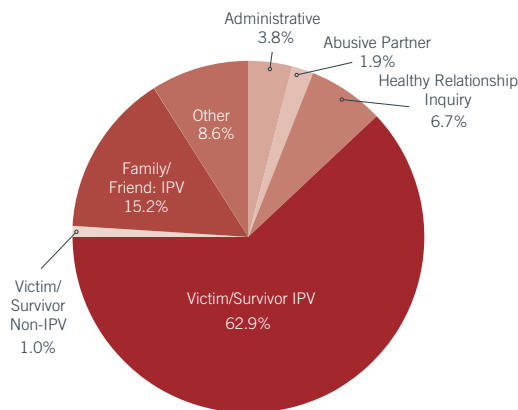
Based on Hotline and loveisrespect contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline and loveisrespect documented* **105 contacts** from Puerto Rico. The Hotline and loveisrespect provide crisis intervention, safety planning, referrals and DV education for these contacts.

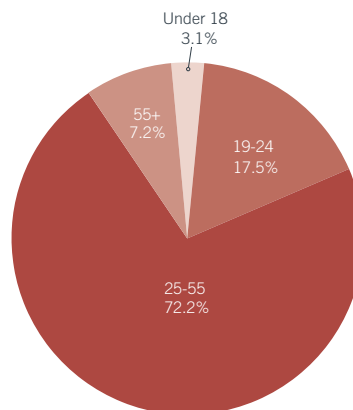
*Contacts documented refers to the calls, online chats and texts where a location was self-disclosed by the caller, chatter or texter.

Phone	20
Chat	85
Text	0
Total	105

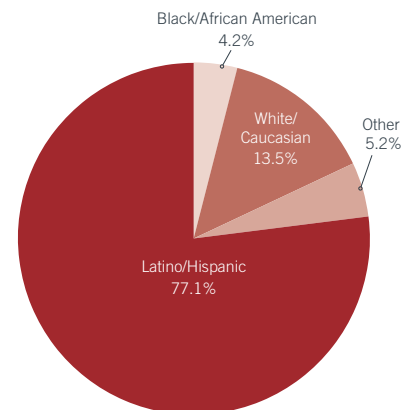
Who is contacting The Hotline and loveisrespect from Puerto Rico?



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 States in Contact Volume

1. San Juan	24.8%
2. Puerto Real	10.5%
3. Guaynabo	9.5%
4. Bayamon	4.8%
5. Gurabo	4.8%
6. Mayaguez	3.8%
7. Aguadilla	2.9%
8. Caguas	2.9%
9. Hatillo	2.9%
10. Trujillo Alto	2.9%
Total:	69.5%

What are victims experiencing?

93%

Emotional/Verbal Abuse

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

51%

Physical Abuse

hitting, biting, choking, etc.

30%

Economic/Financial Abuse

control finances, ruin credit, etc.

14%

Digital Abuse

steal passwords, constant texts, etc.

6%

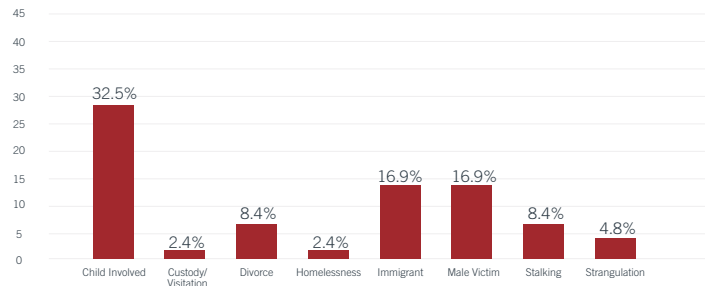
Sexual Abuse

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	21.9%
Legal Advocacy	19.0%
Individual Professional Counseling	20.0%
DV Support Groups	8.6%
Legal Representation	4.8%
Protective/Restraining Order	1.9%



Referrals to Service Providers

105

Offers to Direct Connect

31

Referrals to Other Resources

58

Most-Referred Resources

211 - United Way
Scarleteen
benefits.gov
Lundy Bancroft
WomensLaw.org

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