

Puerto Rico Report

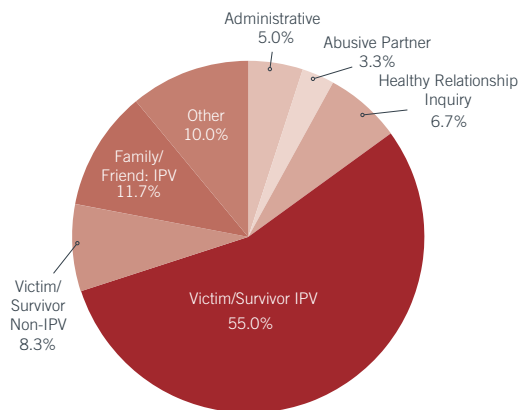
Based on Hotline and loveisrespect contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline and loveisrespect documented* **60 contacts** from Puerto Rico. The Hotline and loveisrespect provide crisis intervention, safety planning, referrals and DV education for these contacts.

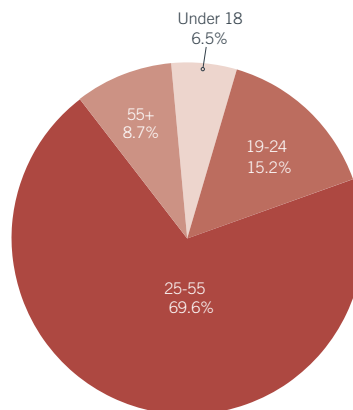
*Contacts documented refers to the calls, online chats and texts where a location was self-disclosed by the caller, chatter or texter.

Phone	42
Chat	13
Text	0
Total	60

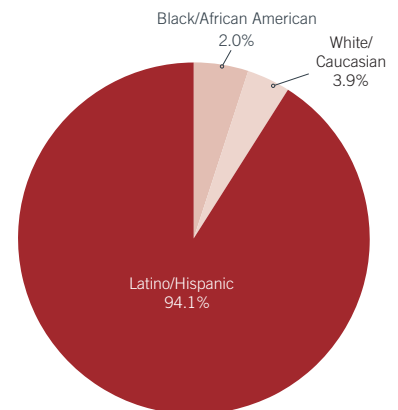
Who is contacting The Hotline and loveisrespect from Puerto Rico?



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. Puerto Real	25.6%
2. San Juan	25.6%
3. Ponce	11.6%
4. Carolina	11.6%
5. Caguas	7.0%
6. Cayey	4.7%
7. Naguabo	4.7%
8. Cidra	4.7%
9. Comerio	2.3%
10. Guayama	2.3%
Total:	78.2%

What are victims experiencing?

43%

Emotional/Verbal Abuse

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

24%

Physical Abuse

hitting, biting, choking, etc.

13%

Economic/Financial Abuse

control finances, ruin credit, etc.

10%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

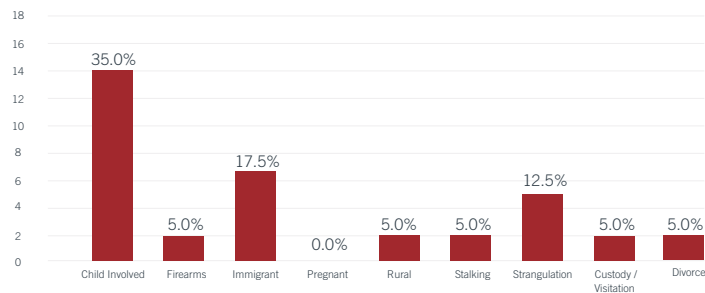
rape, exploitation, coercion, etc.



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Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

DV Shelter	10	25.0%
Legal Advocacy	12	30.0%
Individual Professional Counseling	5	12.5%
DV Support Groups	2	5.0%
Legal Representation	4	10.0%
Protective/Restraining Order	3	7.5%



Referrals to Service Providers

62

Offers to Direct Connect

0

Referrals to Other Resources

18

Most-Referred Resources

Scarleteen

Womenslaw.org

VictimConnect Resource Center

Cyber Civil Rights Initiative (End Revenge Porn)

Immigrant Legal Resource Center (ILRC)

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