

2015 California State Report

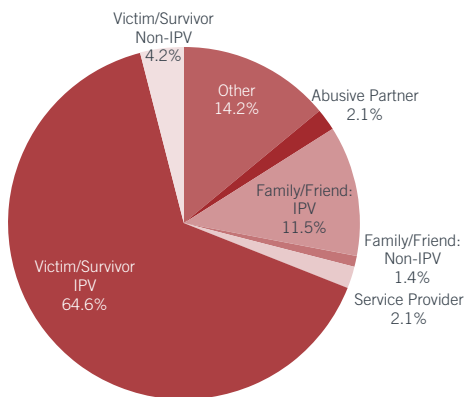
Based on Hotline contacts documented January–December 2015

In 2015, the National Domestic Violence Hotline documented **29,020 contacts** from California. The state ranks 1 in terms of Hotline contact volume. The Hotline provides Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

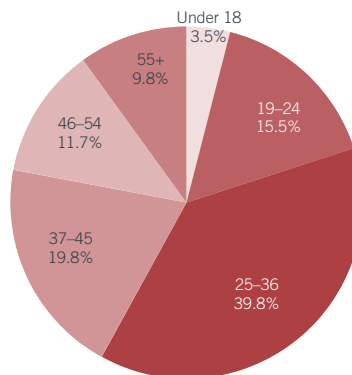
**Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.*

Phone	27,114
Chat	1,874
TTY	12
Total	29,020

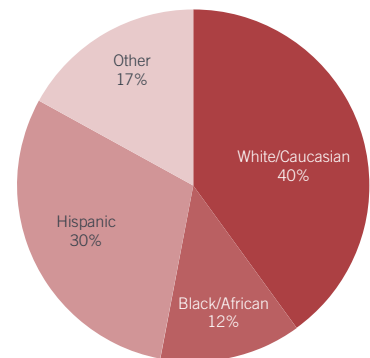
Who is calling The Hotline?



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
 Friend/Family: IPV (Intimate Partner Violence) – a friend or family member of a victim/survivor of IPV or abusive partner
 Victim/Survivor: Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caretaker, etc.
 Friend/Family: Non-IPV – a friend or family member of a victim of any other type of abuse, such as child or elder abuse
 Service Provider – a caller from any agency, including other domestic violence agencies, which provides social services
 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 might include callers like law enforcement or medical professionals

Top 10 Cities in Contact Volume

1. Los Angeles	14%
2. San Diego	6%
3. Sacramento	4%
4. San Francisco	4%
5. San Jose	3%
6. Oakland	3%
7. Riverside	2%
8. San Bernardino	1%
9. Fresno	1%
10. Long Beach	1%
Total:	39%

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.

68%

Physical Abuse

hitting, biting, choking, etc.

16%

Economic/Financial Abuse

control finances, ruin credit, etc.

7%

Sexual Abuse

rape, exploitation, coercion, etc.

3%

Digital Abuse

steal passwords, constant texts, etc.



Referrals to Service Providers

31,787

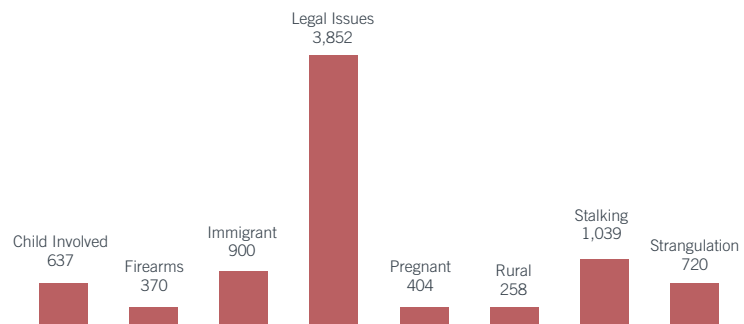
Offers to Direct Connect

10,835

Referrals to Other Resources

6,051

Most Commonly Disclosed Special Factors in Victims' Experiences



Those disclosing legal issues:

Protective Orders	4,323	41%
Other	4,357	42%
Custody/Visitation	2,044	20%
Divorce	1,579	15%
Citizenship/Documentation	491	5%
Interstate Custody	176	2%

Commonly Requested Hotline Services:

Domestic Violence Shelter	4,391	22%
Legal Advocacy	5,028	26%
Individual Professional Counseling	3,988	20%
DV Support Groups	3,195	16%
DV Nonresidential Services	2,685	14%
Legal Representation	2,534	13%

Most-Referred Resources

Womenslaw.org
 211 - United Way
 Haven Hills Crisis Line
 California Statewide Hotline
 (Bay Area Counties only)
 Custody Prep for Moms



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