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

2015 Puerto Rico Report

Based on Hotline and loveisrespect contacts documented Jan.–Dec. 2015

In 2015, the National Domestic Violence Hotline and loveisrespect documented **63 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 and online chats where a location was self-disclosed by the caller or chatter.*

Phone	46
Chat	16
Text	1
Total	**63**

Who is contacting us?

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. San Juan	27%
2. Bayamon	10%
3. Puerto Real	10%
4. Carolina	8%
5. Arecibo	3%
6. Rio Grande	3%
7. Toa Baja	3%
8. Barranquitas	2%
9. Cayey	2%
10. Cidra	2%
Total:	70%

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?

62%
Emotional/Verbal Abuse
degradation, threats, insults, humiliation, isolation, etc.

30%
Physical Abuse
hitting, biting, choking, etc.

3%
Economic/Financial Abuse
control finances, ruin credit, etc.

5%
Sexual Abuse
rape, exploitation, coercion, etc.

3%
Digital Abuse
steal passwords, constant texts, etc.

Referrals to Service Providers
69

Offers to Direct Connect
16

Referrals to Other Resources
21

This report was supported by Grant Number 90EV0426 from Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services.

Most Commonly Disclosed Special Factors in Victims' Experiences

Those disclosing legal issues:

Protective Orders	7	33%
Other	6	29%
Custody/Visitation	8	38%
Divorce	4	19%
Citizenship/Documentation	1	5%
Interstate Custody	1	5%

Commonly Requested Hotline Services:

Domestic Violence Shelter	15	32%
Legal Advocacy	16	34%
Individual Professional Counseling	13	28%
DV Support Groups	10	21%
DV Nonresidential Services	9	19%
Legal Representation	7	15%

Most-Referred Resources

Your Life Your Voice (Boys Town)

GoodTherapy.org

211 - United Way

Womenslaw.org

Travelers Aid of Puerto Rico