

The National Domestic Violence HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

California State Report

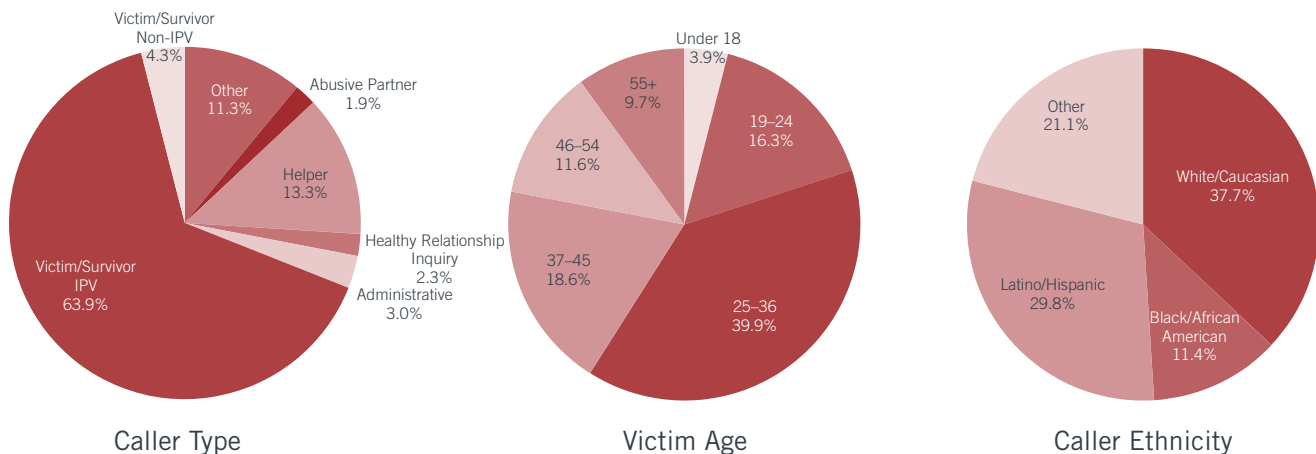
Based on Hotline contacts documented January–June 2016

In the first half of 2016, the National Domestic Violence Hotline documented * **14,380 contacts** from California. The state ranks first 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	13,402
Chat	978
TTY	0
Total	14,380

Who is contacting The Hotline?



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 calls, hang-ups, prank calls and feedback

Top 10 Cities in Contact Volume

1. Los Angeles	14%
2. San Diego	6%
3. Sacramento	5%
4. San Francisco	4%
5. San Jose	3%
6. Oakland	3%
7. Long Beach	2%
8. Riverside	2%
9. San Bernardino	2%
10. Anaheim	1%
Total:	40%

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?

92%

Emotional/Verbal Abuse

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

66%

Physical Abuse

hitting, biting, choking, etc.

21%

Economic/Financial Abuse

control finances, ruin credit, etc.

7%

Sexual Abuse

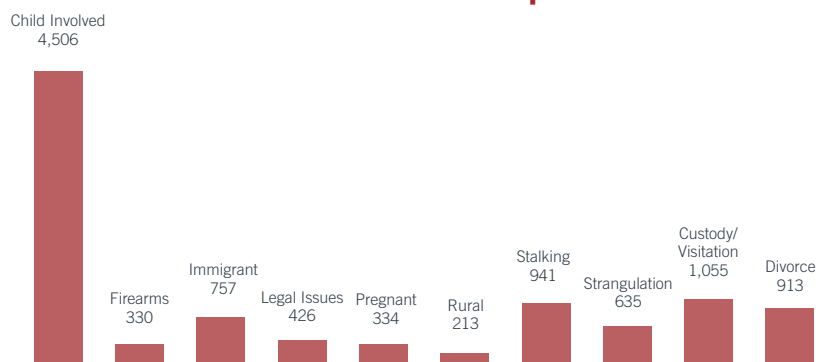
rape, exploitation, coercion, etc.

7%

Digital Abuse

steal passwords, constant texts, etc.

Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

DV Shelter	2,734	28%
Legal Advocacy	3,118	32%
Individual Professional Counseling	2,299	23%
DV Support Groups	1,081	11%
Legal Representation	956	10%
Protective/Restraining Order	1,336	14%



Referrals to Service Providers

19,803

Offers to Direct Connect

6,848

Referrals to Other Resources

3,461

Most-Referred Resources

Womenslaw.org

211 - United Way

Haven Hills Crisis Line

Custody Prep for Moms

GoodTherapy.org



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.

As of January 2016, The Hotline began using a new data collection system to more accurately reflect the needs of contacts. This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.