

The National Domestic Violence HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

New Mexico State Report

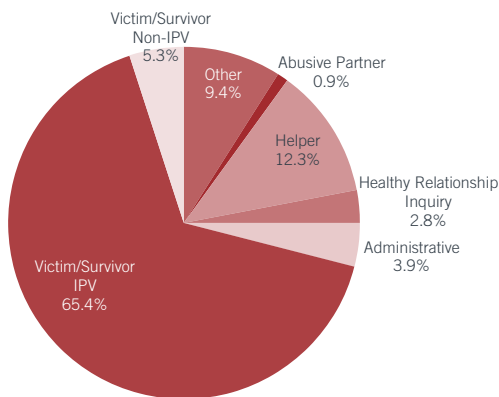
Based on Hotline contacts documented January–June 2016

In the first half of 2016, the National Domestic Violence Hotline documented * **543 contacts** from New Mexico. The state ranks 34th in terms of Hotline contact volume. The Hotline provides Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

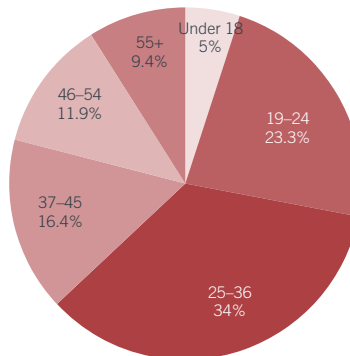
*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

Phone	500
Chat	43
TTY	0
Total	543

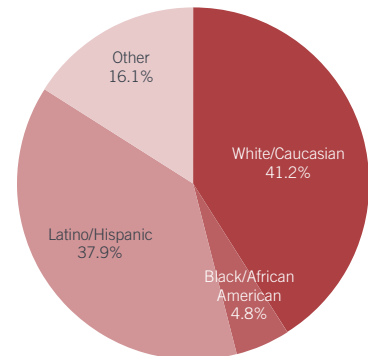
Who is contacting The Hotline?



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

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. Albuquerque	45%
2. Santa Fe	9%
3. Las Cruces	8%
4. Rio Rancho	4%
5. Gallup	4%
6. Farmington	3%
7. Roswell	3%
8. Silver City	2%
9. Jal	2%
10. Clovis	2%
Total:	81%

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?

91%

Emotional/Verbal Abuse

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

70%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

10%

Sexual Abuse

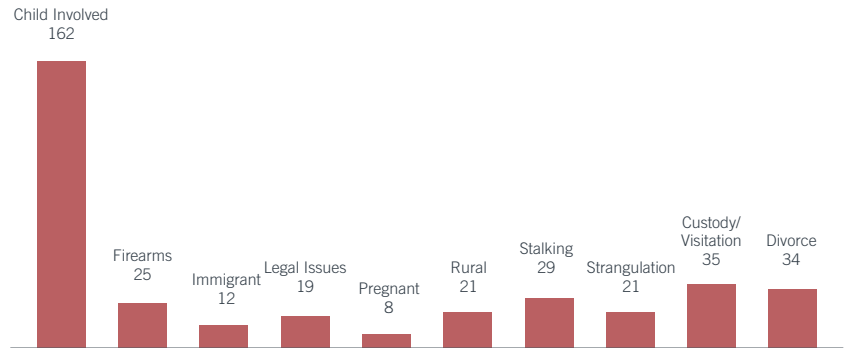
rape, exploitation, coercion, etc.

5%

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	105	29%
Legal Advocacy	104	29%
Individual Professional Counseling	81	23%
DV Support Groups	29	8%
Legal Representation	25	7%
Protective/Restraining Order	45	13%



Referrals to Service Providers

631

Offers to Direct Connect

272

Referrals to Other Resources

189

Most-REFERRED Resources

Womenslaw.org

211 - United Way

New Mexico State Coalition Against Domestic Violence

Custody Prep for Moms

Rape, Abuse, and Incest National Network (RAINN)



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.