



## BASED ON THE NATIONAL DOMESTIC VIOLENCE HOTLINE CONTACTS DOCUMENTED JANUARY–JUNE 2017

In 2017, The National Domestic Violence Hotline documented **14,468 contacts\*** from California. The state ranks 1st in terms of contact volume. The National Domestic Violence Hotline provides Crisis Intervention, SafetyPlanning, Referrals and DV Education for these contacts.



**13,265**  
CALLS



**1,203**  
CHATS

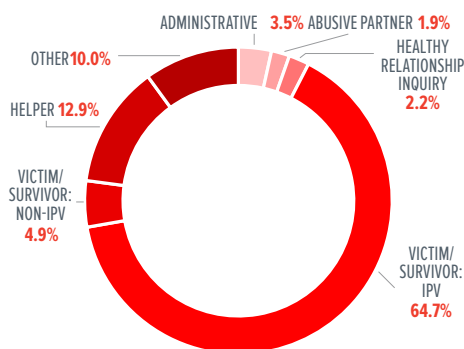


**0**  
EMAILS

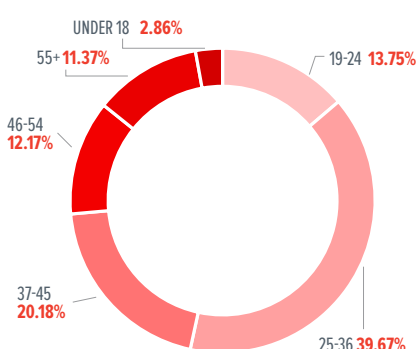


**14,468**  
TOTAL

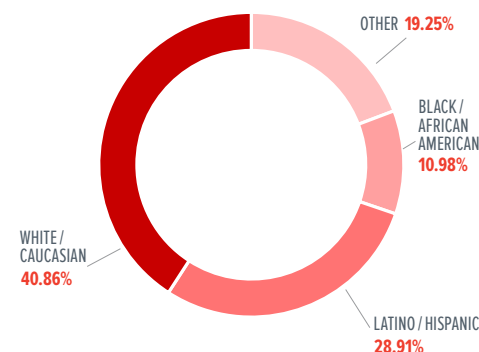
## WHO IS CONTACTING THE NATIONAL DOMESTIC VIOLENCE HOTLINE FROM CALIFORNIA



CONTACT TYPE



VICTIM AGE



CONTACT 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. LOS ANGELES	13.62%	7. LONG BEACH	1.88%
2. SAN DIEGO	6.62%	8. RIVERSIDE	1.39%
3. SAN FRANCISCO	4.49%	9. SAN BERNARDINO	1.38%
4. SACRAMENTO	4.31%	10. ANAHEIM	1.08%
5. SAN JOSE	3.39%		
6. OAKLAND	2.55%		

**TOTAL 40.72%**

CHAT: 24/7/365 • CALL: 1.800.799.SAFE (7233)

FOR MORE INFORMATION, VISIT [WWW.THEHOTLINE.ORG](http://WWW.THEHOTLINE.ORG)



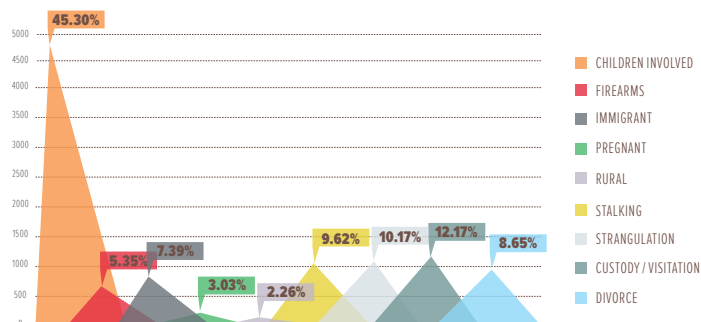
\*Contacts documented refers to the calls, online chats or texts where a location was self-disclosed by the contact.



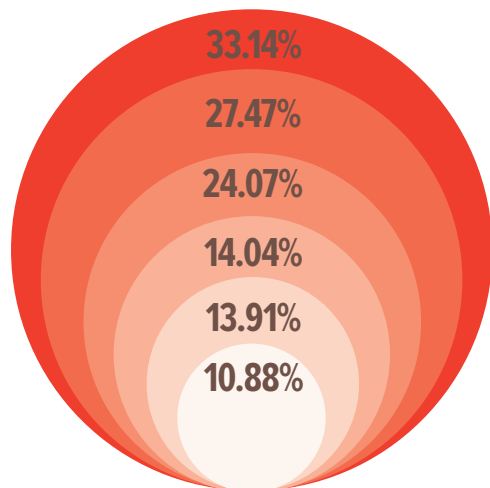
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## MOST COMMON DISCLOSED SPECIAL FACTORS

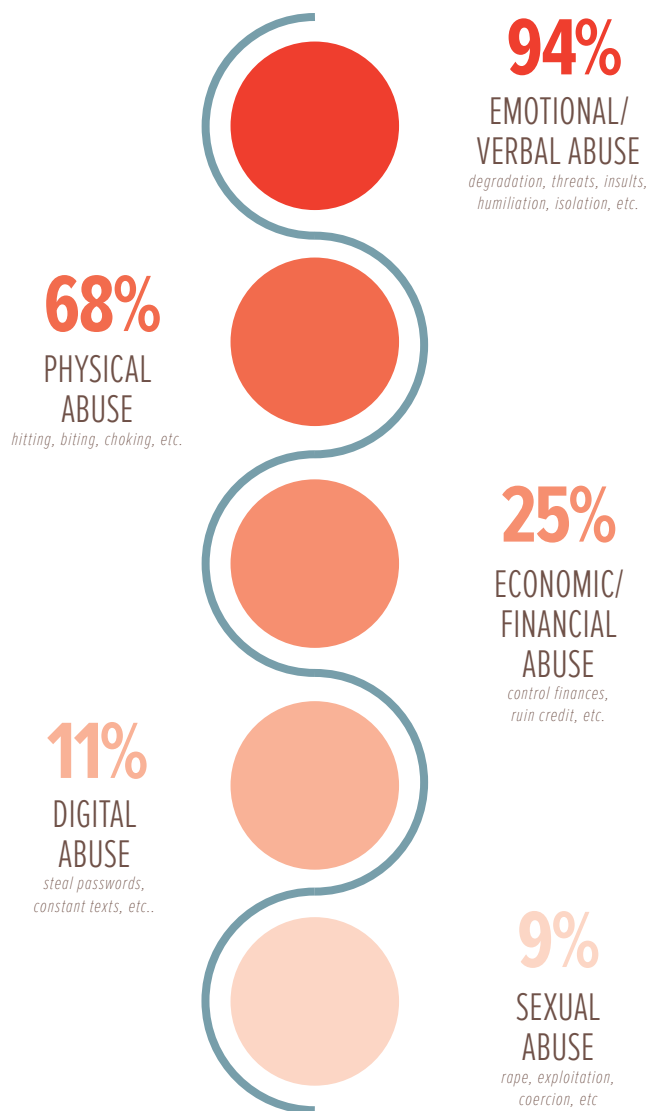


## WHAT DO VICTIMS NEED



- **3,681** Legal Advocacy
- **3,051** Individual Professional Counseling
- **2,673** Domestic Violence Shelter
- **1,559** Protective/Restraining Order Assistance
- **1,545** Domestic Violence Support Groups
- **1,208** Legal Representation

## WHAT ARE VICTIMS EXPERIENCING



## THEHOTLINE.ORG

thehotline.org is a comprehensive online resource for those affected by abuse.

Visits Jan. – June 2017:

**984,242**

New Visitors Jan. – June 2017:

**772,966**

### Most Viewed Pages on thehotline.org in 2017

Relationship Spectrum  
Setting Boundaries  
Healthy Conflict Resolution  
Help a Friend or Family Member  
Abuse Defined

"Why Don't They Just Leave?"  
Resource For Victims & Survivors  
Survivor Series  
Get Help Today

## TOP RESOURCE REFERRALS

Womenslaw.org  
211 - United Way

Haven Hills Crisis Line  
GoodTherapy.org

Aunt Bertha  
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REFERRALS TO  
SERVICE PROVIDERS



OFFERS TO DIRECT  
CONNECT



REFERRALS TO  
OTHER RESOURCES