

Puerto Rico Report

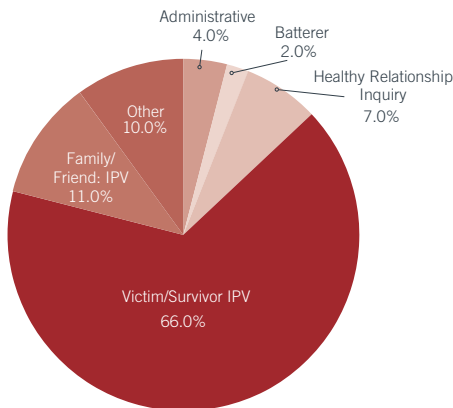
Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline and loveisrespect documented* **105 contacts** from Puerto Rico. The Hotline and loveisrespect provide Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

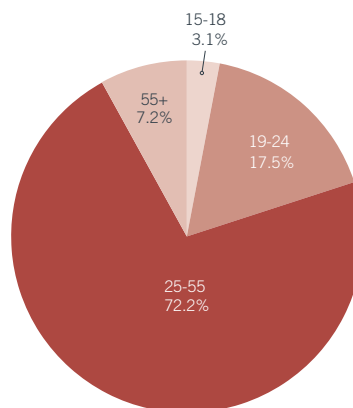
*Contacts documented refers to the calls, online chats and texts where a location was self-disclosed by the contact.

Phone	20
Chat	85
Text	0
Total	105

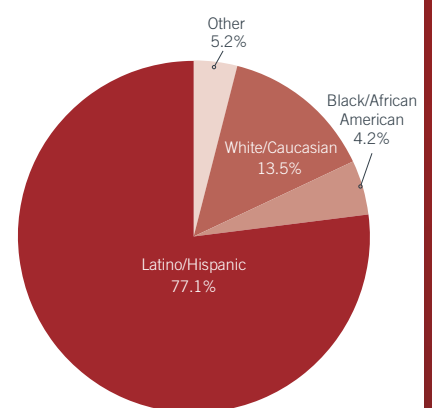
Who is contacting The Hotline and loveisrespect from Puerto Rico?



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 States in Contact Volume

1. San Juan	24.8%
2. Puerto Real	10.5%
3. Guaynabo	9.5%
4. Bayamon	4.8%
5. Gurabo	4.8%
6. Mayaguez	3.8%
7. Aguadilla	2.9%
8. Caguas	2.9%
9. Hatillo	2.9%
10. Trujillo Alto	2.9%
Total:	69.5%

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?

93%

Emotional/Verbal Abuse

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

51%

Physical Abuse

hitting, biting, choking, etc.

30%

Economic/Financial Abuse

control finances, ruin credit, etc.

14%

Digital Abuse

steal passwords, constant texts, etc.

6%

Sexual Abuse

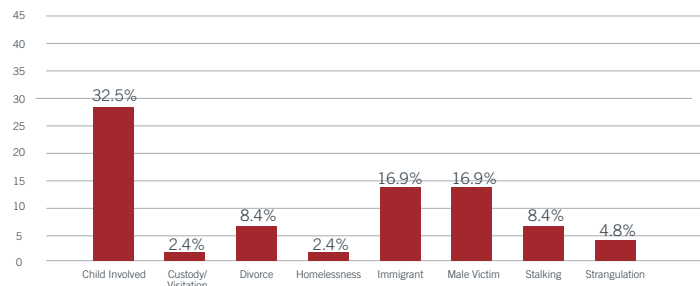
rape, exploitation, coercion, etc.



This publication was made possible by Grant Number 90EV0426 from the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health

and Human Services. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services.

Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

DV Shelter	21.9%
Legal Advocacy	19.0%
Individual Professional Counseling	20.0%
DV Support Groups	8.6%
Legal Representation	4.8%
Protective/Restraining Order	1.9%



Referrals to Service Providers

105

Offers to Direct Connect

31

Referrals to Other Resources

58

Most-Referred Resources

1. 211 - United Way
2. Scarleteen
3. benefits.gov
4. Lundy Bancroft
5. WomensLaw.org

This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.