

## Puerto Rico Report

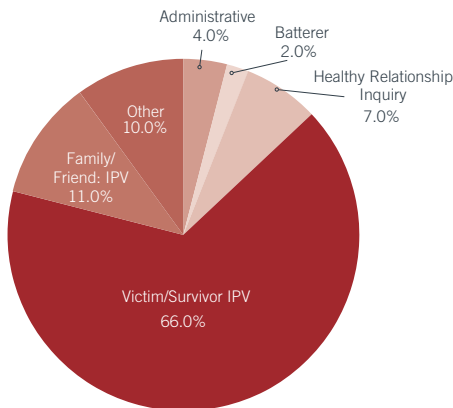
Based on Hotline contacts documented January–December 2017

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.

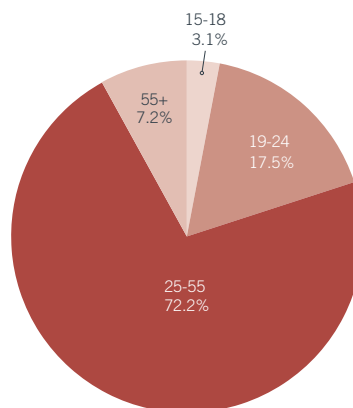
\*Contacts documented refers to the calls, online chats and texts where a location was self-disclosed by the contact.

Phone	20
Chat	85
Text	0
<b>Total</b>	<b>105</b>

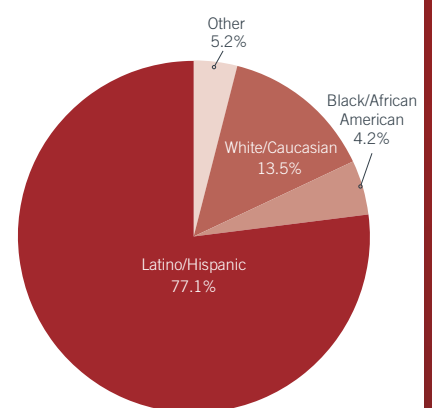
### Who is contacting The Hotline and loveisrespect from Puerto Rico?



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%
<b>Total:</b>	<b>69.5%</b>

## 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

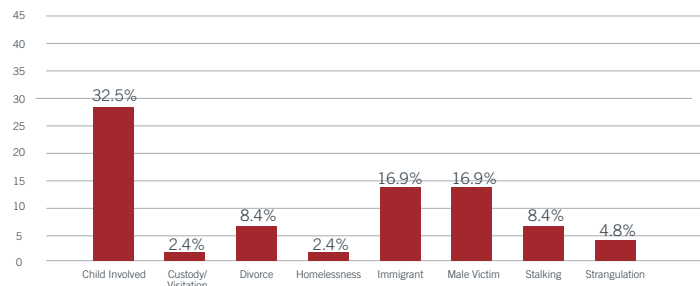
*rape, exploitation, coercion, etc.*



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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.*

## Guam Report

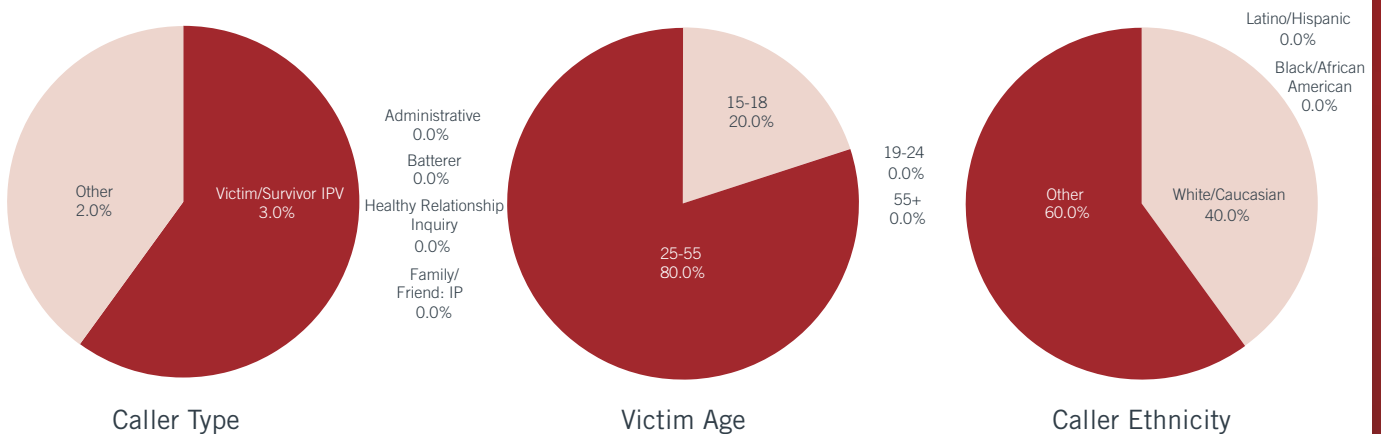
Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline and loveisrespect documented\* **5 contacts** from Guam. 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	3
Chat	2
Text	0
<b>Total</b>	<b>5</b>

### Who is contacting The Hotline and loveisrespect from Guam?



#### 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 Cities in Contact Volume

1. Hagatna	40.0%
2. Agana Heights	20.0%
3. Mangilao	20.0%
4. Yigo	20.0%
<b>Totals:</b>	<b>100%</b>

## What are victims experiencing?

# 80%

### Emotional/Verbal Abuse

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

# 20%

### Physical Abuse

*hitting, biting, choking, etc.*

# 0%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

# 0%

### Digital Abuse

*steal passwords, constant texts, etc.*

# 0%

### Sexual Abuse

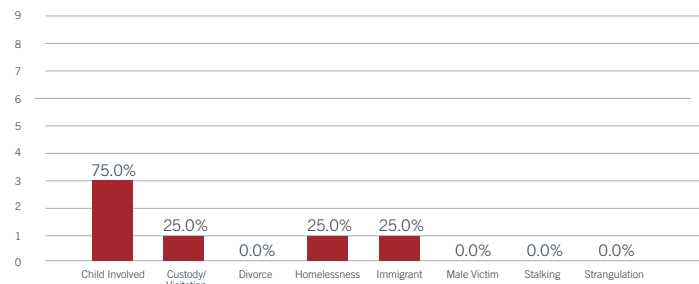
*rape, exploitation, coercion, etc.*



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## Most Commonly Disclosed Special Factors in Victims' Experiences



## What do victims need?

### Commonly Requested Hotline Services:

DV Shelter	20.0%
Legal Advocacy	20.0%
Individual Professional Counseling	20.0%
DV Support Groups	20.0%
Legal Representation	0.0%
Protective/Restraining Order	0.0%



Referrals to Service Providers

4

Offers to Direct Connect

1

Referrals to Other Resources

11

### Most-Referred Resources

1. Your Life Your Voice (Boys Town)
2. GoodTherapy.org
3. National Parent Helpline
4. National Suicide Prevention Lifeline
5. Parenting.org (Boys Town)

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

## Northern Mariana Islands Report

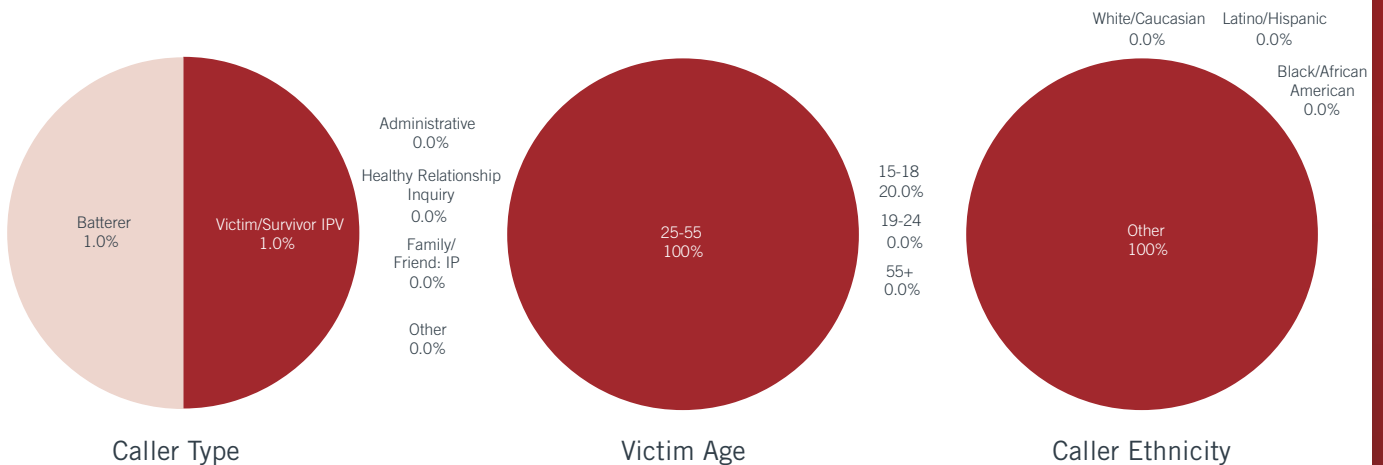
Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline and loveisrespect documented\* **2 contacts** from the Northern Mariana Islands. 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	0
Chat	2
Text	0
<b>Total</b>	<b>2</b>

### Who is contacting The Hotline and loveisrespect from Northern Mariana Island?



#### 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 Cities in Contact Volume

1. Saipan	50.0%
2. Tinian	50.0%
<b>Totals:</b>	<b>100%</b>

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?

# 100%

### Emotional/Verbal Abuse

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

# 100%

### Physical Abuse

*hitting, biting, choking, etc.*

# 50%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

# 0%

### Digital Abuse

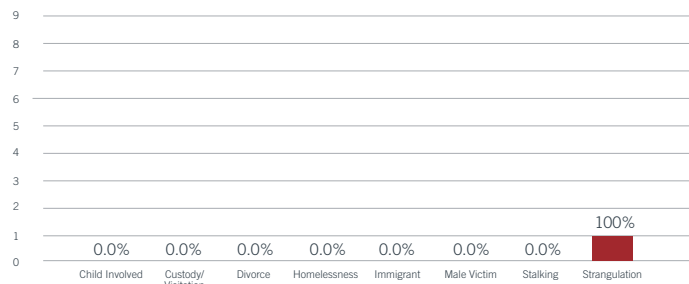
*steal passwords, constant texts, etc.*

# 0%

### Sexual Abuse

*rape, exploitation, coercion, etc.*

## Most Commonly Disclosed Special Factors in Victims' Experiences



## What do victims need?

### Commonly Requested Hotline Services:

DV Shelter	50.0%
Legal Advocacy	50.0%
Individual Professional Counseling	0.0%
DV Support Groups	0.0%
Legal Representation	0.0%
Protective/Restraining Order	50.0%



Referrals to Service Providers

0

Offers to Direct Connect

1

Referrals to Other Resources

0



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# Virgin Islands Report

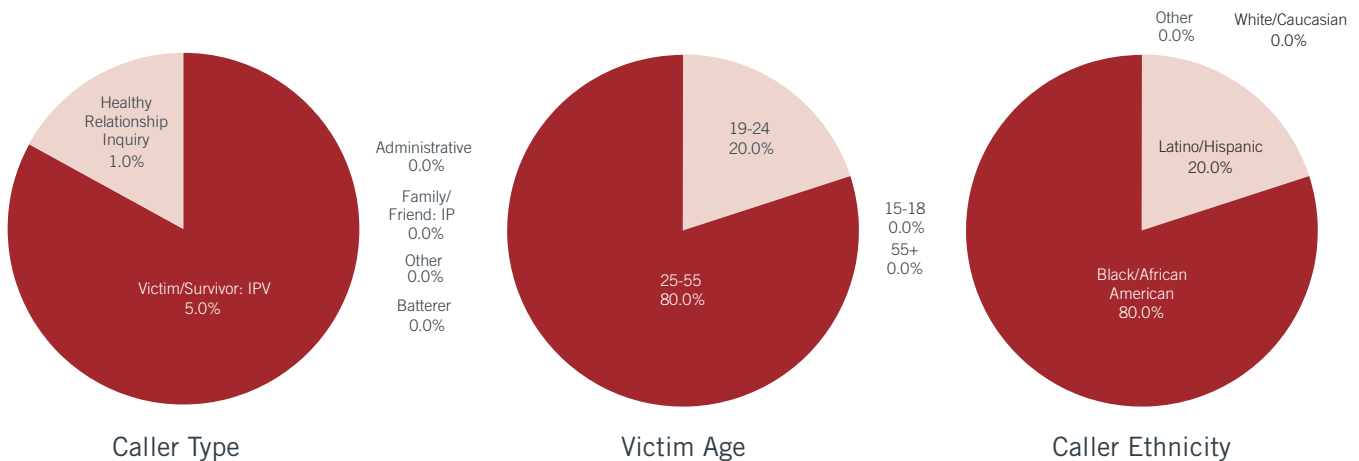
Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline and loveisrespect documented\* **6 contacts** from the Virgin Islands. 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	0
Chat	6
Text	0
<b>Total</b>	<b>6</b>

## Who is contacting The Hotline and loveisrespect from the Virgin Islands?



### 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

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Administrative – someone seeking basic information, rather than advocacy

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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 Cities in Contact Volume

1. St Thomas	50.0%
2. Saint Croix	33.3%
3. Kingshill	16.7%
<b>Totals:</b>	<b>100%</b>

## What are victims experiencing?

**68%**

### Emotional/Verbal Abuse

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

**33%**

### Physical Abuse

*hitting, biting, choking, etc.*

**0%**

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

**0%**

### Digital Abuse

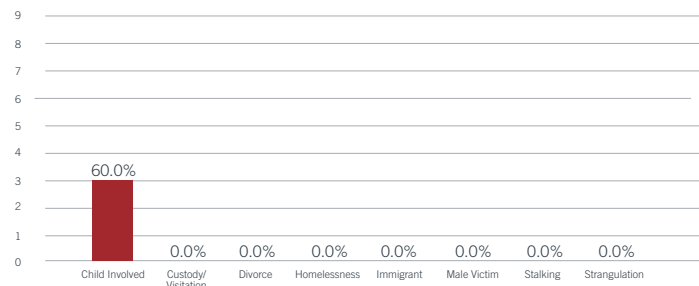
*steal passwords, constant texts, etc.*

**0%**

### Sexual Abuse

*rape, exploitation, coercion, etc.*

## Most Commonly Disclosed Special Factors in Victims' Experiences



## What do victims need?

### Commonly Requested Hotline Services:

DV Shelter	33.3%
Legal Advocacy	16.7%
Individual Professional Counseling	16.7%
DV Support Groups	16.7%
Legal Representation	0.0%
Protective/Restraining Order	0.0%



Referrals to Service Providers

**5**

Offers to Direct Connect

**3**

Referrals to Other Resources

**0**



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# Armed Forces Africa Report

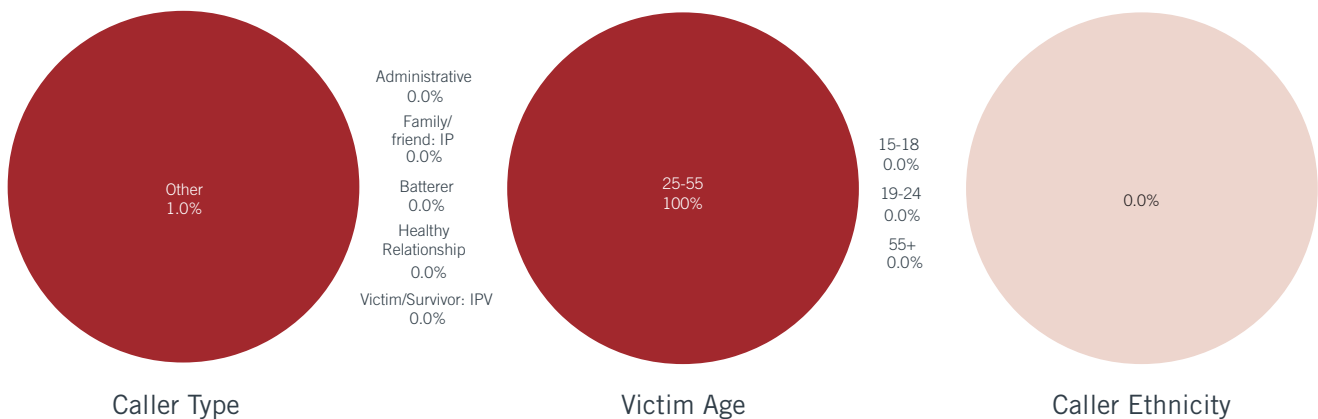
Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline and loveisrespect documented\* **1 contact** from the Armed Forces of Africa. The Hotline and loveisrespect provide Crisis Intervention, Safety Planning, Referrals and DV Education for this contact.

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

Phone	0
Chat	1
Text	0
<b>Total</b>	<b>1</b>

## Who is contacting The Hotline and loveisrespect from the Armed Forces of Africa?



### 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

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### Top Cities in Contact Volume

1. Apo	100%
<b>Totals:</b>	<b>100%</b>

## What are victims experiencing?

0%

### Emotional/Verbal Abuse

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

0%

### Physical Abuse

*hitting, biting, choking, etc.*

0%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

0%

### Digital Abuse

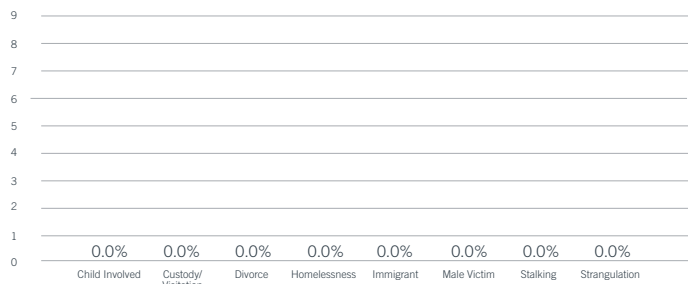
*steal passwords, constant texts, etc.*

0%

### Sexual Abuse

*rape, exploitation, coercion, etc.*

## Most Commonly Disclosed Special Factors in Victims' Experiences



## What do victims need?

### Commonly Requested Hotline Services:

DV Shelter	0.0%
Legal Advocacy	0.0%
Individual Professional Counseling	0.0%
DV Support Groups	0.0%
Legal Representation	0.0%
Protective/Restraining Order	0.0%



Referrals to Service Providers

0

Offers to Direct Connect

0

Referrals to Other Resources

0



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