

California State Report

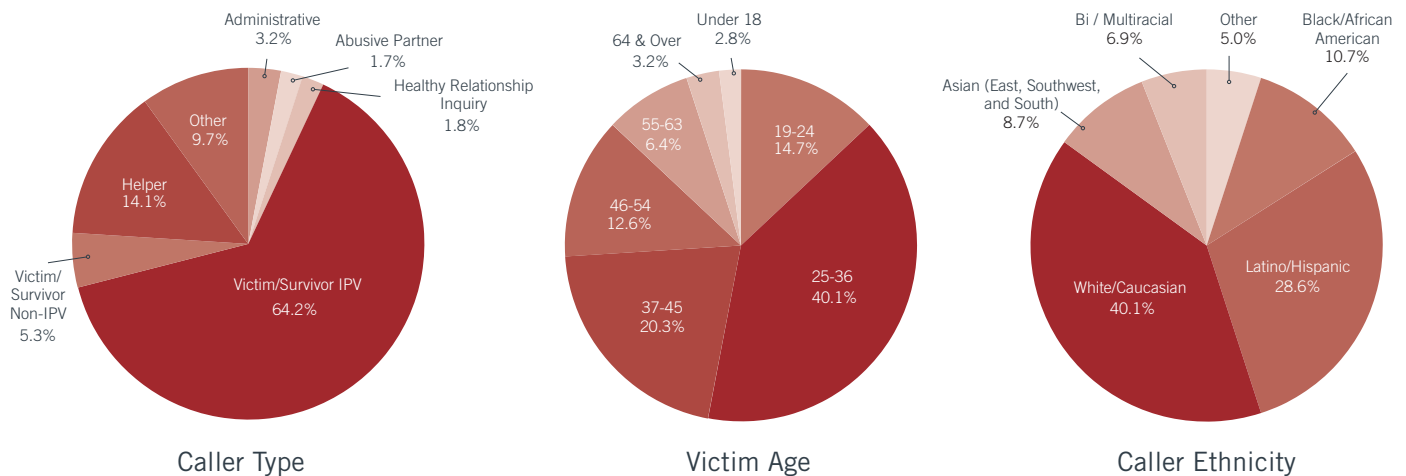
Based on Hotline contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline documented* **15,781 contacts** from California. The state ranks 1st in terms of contact volume to The Hotline. 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	12,714
Chat	3,065
TTY	0
Total	15,781

Who is contacting The Hotline from California?



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 (domestic violence) calls, hang-ups, prank calls and feedback

Top 10 Cities in Contact Volume

1. Los Angeles	14.4%
2. San Diego	6.0%
3. Sacramento	4.5%
4. San Francisco	3.7%
5. San Jose	3.0%
6. Oakland	2.1%
7. Riverside	1.8%
8. Long Beach	1.6%
9. Bakersfield	1.2%
10. Anaheim	1.1%
Total:	39.4%

What are victims experiencing?

96%

Emotional/Verbal Abuse

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

66%

Physical Abuse

hitting, biting, choking, etc.

28%

Economic/Financial Abuse

control finances, ruin credit, etc.

17%

Digital Abuse

steal passwords, constant texts, etc.

11%

Sexual Abuse

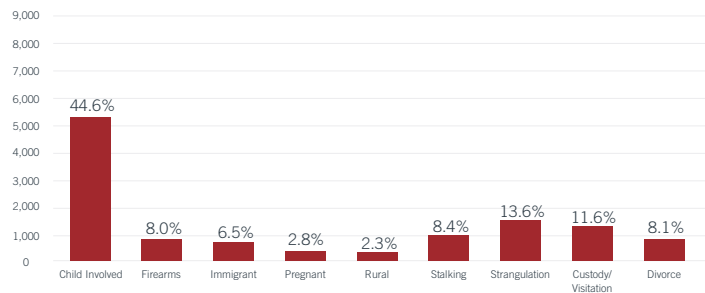
rape, exploitation, coercion, etc.



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	2,733	22.7%
Legal Advocacy	4,130	34.4%
Individual Professional Counseling	2,817	23.4%
DV Support Groups	1,398	11.6%
Legal Representation	1,055	8.8%
Protective/Restraining Order	1,446	12.0%



Referrals to Service Providers

23,231

Offers to Direct Connect

4,256

Referrals to Other Resources

19,545

Most-Referred Resources

WomensLaw.org

211 - United Way

Aunt Bertha

GoodTherapy.org

Childhelp National Child Abuse Hotline

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