

# Arizona State Report

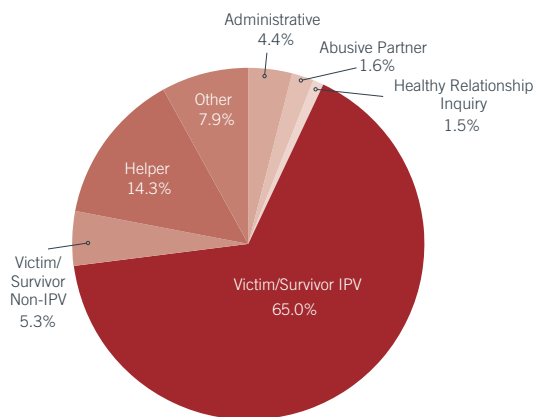
Based on Hotline contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline documented\* **2,735 contacts** from Arizona. The state ranks 10th in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.

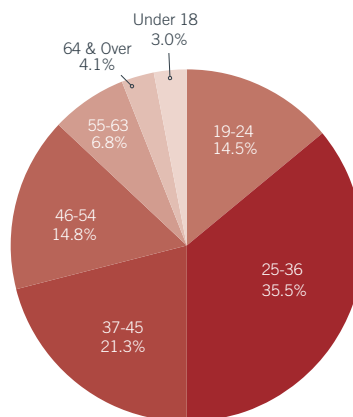
\*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

Phone	2,244
Chat	491
TTY	0
<b>Total</b>	<b>2,735</b>

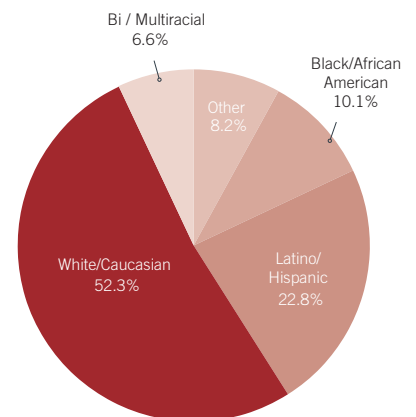
## Who is contacting The Hotline from Arizona?



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

### Top 10 Cities in Contact Volume

1. Phoenix	40.4%
2. Tucson	12.1%
3. Mesa	8.4%
4. Glendale	3.6%
5. Scottsdale	3.3%
6. Chandler	3.2%
7. Tempe	3.2%
8. Gilbert	1.9%
9. Avondale	1.6%
10. Flagstaff	1.5%
<b>Total:</b>	<b>79.1%</b>

## What are victims experiencing?

# 95%

### Emotional/Verbal Abuse

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

# 68%

### Physical Abuse

*hitting, biting, choking, etc.*

# 30%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

# 16%

### Digital Abuse

*steal passwords, constant texts, etc.*

# 11%

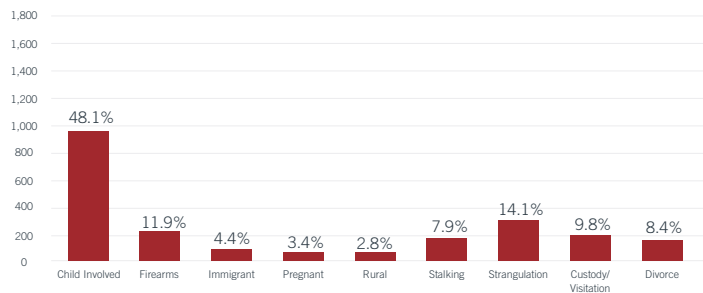
### Sexual Abuse

*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	726	33.9%
Legal Advocacy	651	30.4%
Individual Professional Counseling	426	19.9%
DV Support Groups	219	10.2%
Legal Representation	155	7.2%
Protective/Restraining Order	213	9.9%



### Referrals to Service Providers

## 4,016

### Offers to Direct Connect

## 865

### Referrals to Other Resources

## 3,393

## Most-Referred Resources

A New Leaf Centralized Screening  
 WomensLaw.org  
 211 - United Way  
 Aunt Bertha  
 Custody Prep for Moms

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