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

Puerto Rico Report

Based on Hotline and lovisrespect contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline and loveisrespect documented* **60 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 caller, chatter or texter.*

Phone	42
Chat	13
Text	0
Total	**60**

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

Top 10 States in Contact Volume

1. Puerto Real	25.6%
2. San Juan	25.6%
3. Ponce	11.6%
4. Carolina	11.6%
5. Caguas	7.0%
6. Cayey	4.7%
7. Naguabo	4.7%
8. Cidra	4.7%
9. Comerio	2.3%
10. Guayama	2.3%
Total:	78.2%

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?

43%

Emotional/Verbal Abuse

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

24%

Physical Abuse

hitting, biting, choking, etc.

13%

Economic/Financial Abuse

control finances, ruin credit, etc.

10%

Digital Abuse

steal passwords, constant texts, etc.

9%

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	10	25.0%
Legal Advocacy	12	30.0%
Individual Professional Counseling	5	12.5%
DV Support Groups	2	5.0%
Legal Representation	4	10.0%
Protective/Restraining Order	3	7.5%

Referrals to Service Providers

62

Offers to Direct Connect

0

Referrals to Other Resources

18

Most-Referred Resources

Scarleteen
Womenslaw.org
VictimConnect Resource Center
Cyber Civil Rights Initiative (End Revenge Porn)
Immigrant Legal Resource Center (ILRC)

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Guam Report

Based on Hotline and lovisrespect contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline and loveisrespect documented* **3 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 caller, chatter or texter.*

Phone	1
Chat	2
Text	0
Total	**3**

Who is contacting The Hotline and loveisrespect from Guam?

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 Cities in Contact Volume

1. Agana Heights	50.0%
2. Barrigada	50.0%
Totals:	100%

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What are victims experiencing?

50%

Emotional/Verbal Abuse

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

50%

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	1	100%
Legal Advocacy	0	0.0%
Individual Professional Counseling	0	0.0%
DV Support Groups	0	0.0%
Legal Representation	0	0.0%
Protective/Restraining Order	0	0.0%

Referrals to Service Providers

1

Offers to Direct Connect

1

Referrals to Other Resources

1

Most-Referred Resources

National Suicide Prevention Lifeline

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Northern Mariana Islands Report

Based on Hotline and lovisrespect contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline and loveisrespect documented* **1 contact** 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 caller, chatter or texter.*

Phone	1
Chat	0
Text	0
Total	**1**

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

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

Top Cities in Contact Volume

1. Saipan	100.0%
Totals:	100.0%

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What are victims experiencing?

50%

Emotional/Verbal Abuse

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

50%

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	0	0.0%
Legal Advocacy	0	0.0%
Individual Professional Counseling	0	0.0%
DV Support Groups	0	0.0%
Legal Representation	0	0.0%
Protective/Restraining Order	0	0.0%

Referrals to Service Providers

1

Offers to Direct Connect

11

Referrals to Other Resources

0

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Virgin Islands Report

Based on Hotline and lovisrespect contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline and loveisrespect documented* **2 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 caller, chatter or texter.*

Phone	2
Chat	0
Text	0
Total	**2**

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

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 Cities in Contact Volume

1. St. Thomas	50.0%
2. Saint Croix	50.0%
Totals:	100.0%

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What are victims experiencing?

33%

Emotional/Verbal Abuse

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

33%

Physical Abuse

hitting, biting, choking, etc.

33%

Digital Abuse

steal passwords, constant texts, etc.

0%

Economic/Financial Abuse

control finances, ruin credit, 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	0	0.0%
Legal Advocacy	0	0.0%
Individual Professional Counseling	0	0.0%
DV Support Groups	0	0.0%
Legal Representation	0	0.0%
Protective/Restraining Order	0	0.0%

Referrals to Service Providers

2

Offers to Direct Connect

0

Referrals to Other Resources

0

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Armed Forces Africa Report

Based on Hotline and lovisrespect contacts documented January–June 2018

In 2018, 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 these contacts.

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

Phone	0
Chat	1
Text	0
Total	**1**

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

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*
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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 Cities in Contact Volume

1. Apo	100.0%
Totals:	100.0%

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What are victims experiencing?

33%

Emotional/Verbal Abuse

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

33%

Physical Abuse

hitting, biting, choking, etc.

33%

Sexual Abuse

rape, exploitation, coercion, etc.

0%

Economic/Financial Abuse

control finances, ruin credit, etc.

0%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	0	0.0%
Legal Advocacy	0	0.0%
Individual Professional Counseling	0	0.0%
DV Support Groups	0	0.0%
Legal Representation	0	0.0%
Protective/Restraining Order	0	0.0%

Referrals to Service Providers

0

Offers to Direct Connect

1

Referrals to Other Resources

2

Most-Referred Resources

Military OneSource

Veteran's Crisis Line

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American Samoa

Based on Hotline and lovisrespect contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline and loveisrespect documented* **1 contact** from the American Samoa. 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 caller, chatter or texter.*

Phone	1
Chat	0
Text	0
Total	**1**

Who is contacting The Hotline and loveisrespect from the American Samoa

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*
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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.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	0	0.0%
Legal Advocacy	0	0.0%
Individual Professional Counseling	0	0.0%
DV Support Groups	0	0.0%
Legal Representation	0	0.0%
Protective/Restraining Order	0	0.0%

Referrals to Service Providers

0

Offers to Direct Connect

0

Referrals to Other Resources

1

Most-Referred Resources

Cyber Civil Rights Initiative (End Revenge Porn)

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