

What is the NYS Domestic & Sexual Violence Hotline?

The Hotline responds to and is a resource for victims of domestic and sexual violence, concerned others and professionals, 24 hours a day, seven days a week. Funded by the New York State Office for the Prevention of Domestic Violence, the Hotline provides trained counselors who respond to a variety of service needs, including: crisis intervention, supportive counseling, information and referral services, and technical support to providers.

What services do callers ask for?

The services below were the most requested during 2015:

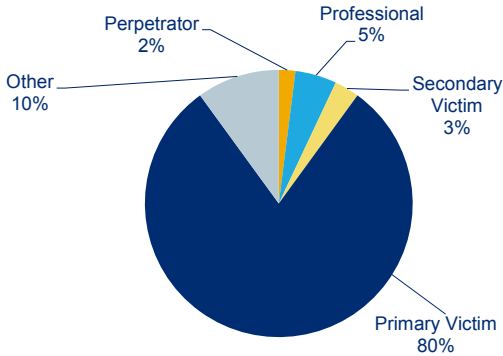
- Information and resources regarding:
 - ◊ Criminal and/or civil orders of protection
 - ◊ How to obtain police escort to retrieve belongings, revise DIRs, file complaints, and find contact information for specific jurisdictions
 - ◊ Legal issues such as divorce, immigration, property rights, etc.
- Linkage to emergency domestic violence shelter and information on housing/relocation and eviction
- General information about domestic violence and/or sexual assault

Hotline Call Volume

During calendar year 2015, the Hotline documented 7,246 domestic violence and sexual assault calls.

Who is calling the Hotline?

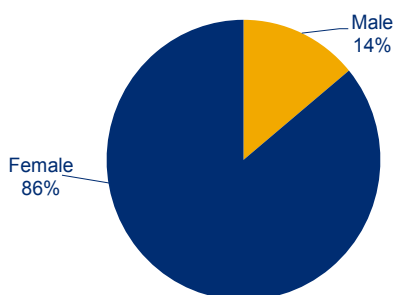
Caller Type



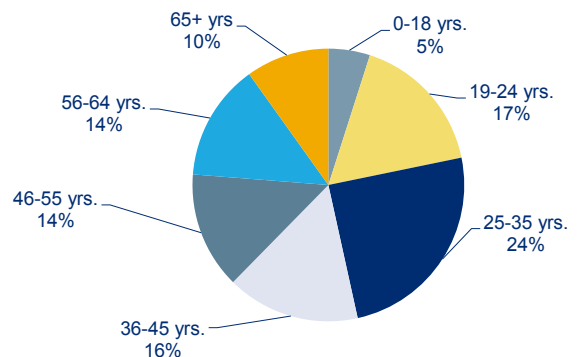
Caller Type Definitions

- **Primary Victim:** A person(s) who is/are the target of abuse by a perpetrator(s)
- **Secondary Victim:** A person(s) who has a relationship to primary victim, who identifies as being impacted by abuse. Common examples include family members, loved ones, concerned others, etc.
- **Professional:** An individual calling in professional/workplace capacity, seeking information
- **Perpetrator:** A person(s) who inflicts abusive behavior onto primary victim(s)
- **Other:** Any caller seeking general information regarding domestic violence or sexual assault

Gender Identity: Primary Victim



Primary Victim Age





Primary Languages

During 2015, the Hotline responded to callers in the following languages (listed in order by volume of calls):

- | | | |
|-------------------|--------------|---------------|
| 1. Spanish* | 8. Wolof | 15. Hungarian |
| 2. Mandarin | 9. Arabic | 16. Nepali |
| 3. Russian | 10. Hindi | 17. Romanian |
| 4. Bengali | 11. Japanese | 18. Somali |
| 5. Haitian Creole | 12. Tigrinya | 19. Turkish |
| 6. Punjabi | 13. French | |
| 7. Polish | 14. Hausa | |

*88% of non-English speaking calls requiring translation were Spanish

Other Hotlines: Response and Referral

The NYS Domestic & Sexual Violence Hotline refers callers to any of the local 24-hour hotlines operating within every New York State county, and throughout the New York City area. Approved by the NYS Office of Children and Family Services, these local hotlines received 156,603 calls this year, while the New York City Domestic Violence Hotline received approximately 87,904 calls.

The NYS Domestic & Sexual Violence Hotline also received referrals from the National Domestic Violence Hotline. The National Hotline averages approximately 8,000 calls from New York State per year.

Where are calls coming from?

New York State

Overall, the Hotline received the highest call volume (64%) from NYC and Long Island (New York, Kings, Queens, Bronx, Suffolk, Nassau, Richmond). When looking at call volume for the rest of the state, the highest volume came from:

- | | | | |
|-------------|-----|----------|----|
| Westchester | 16% | Onondaga | 4% |
| Erie | 10% | Dutchess | 4% |
| Monroe | 6% | Orange | 4% |
| Albany | 6% | Saratoga | 4% |
| Schenectady | 4% | | |

Other States

Other than New York, the states with the highest call volume to the NYS Domestic & Sexual Violence Hotline for 2015 were: Connecticut, New Jersey, Florida, Massachusetts, Pennsylvania, Maine, Georgia, and Iowa.

Peak Call Time for Highest Number of Calls

During 2015, the highest volume of calls to the Hotline occurred:

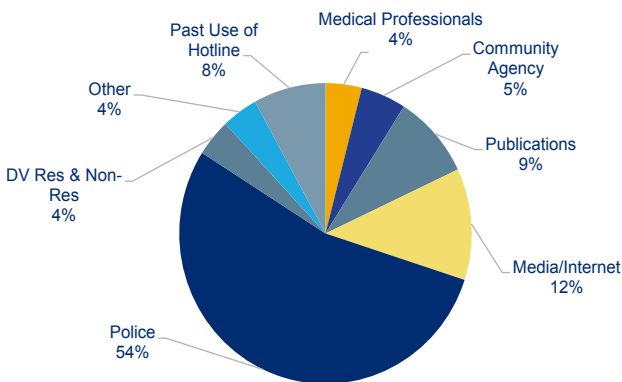
Month(s): July and August

Day: Monday

Time of Day: 9am-4pm

Average Length of Call: 8 minutes

How did callers hear about the Hotline?



Data collection: Data presented is calculated based on number of responses to individual questions and does not correlate to total call volume. Callers have the right not to answer certain questions pertaining to data points reported in this document.

1-800-942-6906

NYS Domestic & Sexual Violence Hotline

Confidential • 24 HRS/7 DAYS

English & español, Multi-Language Accessibility

711: Deaf or Hard of Hearing