

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 2016:

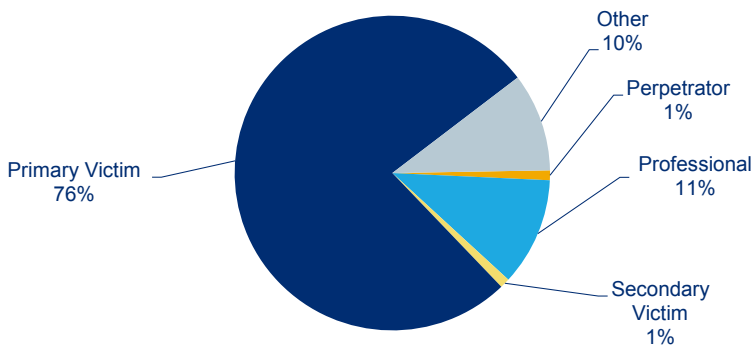
- Information and resources regarding:
 - ◊ Criminal and/or civil orders of protection
 - ◊ How to obtain police escort to retrieve belongings, revise DIRs, file complaints, and find contact information for specific jurisdictions
 - ◊ Legal issues such as divorce, immigration, property rights, etc.
 - ◊ Linkage to emergency domestic violence shelter
 - ◊ Where to receive domestic and/or sexual violence advocacy services and how an advocate might help
- General information about domestic violence and/or sexual assault

Hotline Call Volume

During calendar year 2016, the Hotline documented 8,584 domestic violence and sexual assault calls.

Who is calling the Hotline?

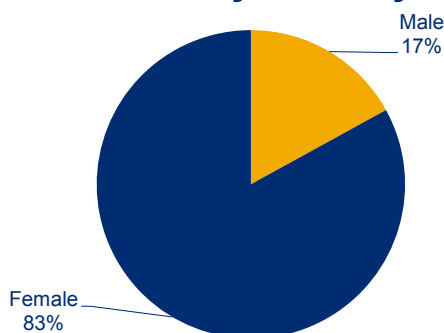
Caller Type



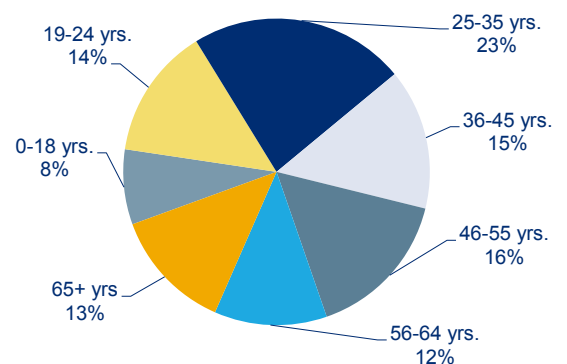
Caller Type Definitions

- **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 2016, the Hotline responded to callers in the following languages (listed in order by volume of calls):

- | | | | |
|-------------|-------------------|----------------|-------------|
| 1. Spanish* | 8. French | 15. Korean | 22. Nepali |
| 2. Mandarin | 9. Haitian Creole | 16. Polish | 23. Swahili |
| 3. Arabic | 10. Cantonese | 17. Portuguese | 24. Thai |
| 4. Bengali | 11. Italian | 18. Vietnamese | 25. Wolof |
| 5. Russian | 12. Japanese | 19. Albanian | |
| 6. Chinese | 13. Urdu | 20. Cambodian | |
| 7. Burmese | 14. French Creole | 21. Hindi | |

*81% of non-English speaking calls requiring translation were Spanish

Where are calls coming from?

New York State

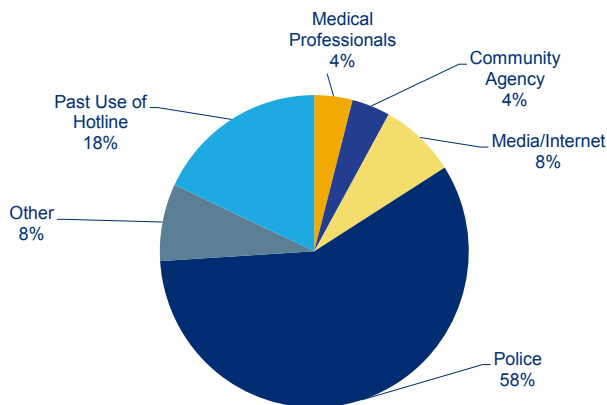
Overall, the Hotline received the highest call volume (62%) from NYC and Long Island (New York, Kings, Bronx, Queens, Suffolk, Nassau, and Richmond). When looking at call volume for the rest of the state, the highest volume came from:

Erie	14%	Monroe	5%
Westchester	12%	Dutchess	4%
Albany	11%	Schenectady	4%
Orange	8%	Onondaga	4%

Other States

Other than New York, the states with the highest call volume to the NYS Domestic & Sexual Violence Hotline for 2016 were: New Jersey, California, Massachusetts, Florida, Pennsylvania, and Connecticut.

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.

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. These local hotlines are approved by the NYS Office of Children and Family Services.¹ The New York City Domestic Violence Hotline received 83,672 calls in 2016.

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.

¹ Total number of local hotline calls was not available at the time of this publication. OPDV will update this section when data becomes available.

Peak Call Time for Highest Number of Calls

During 2016, the highest volume of calls to the Hotline occurred:

Month: August
Day: Monday
Time of Day: 9am

Average Length of Call: 8 minutes

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