



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?

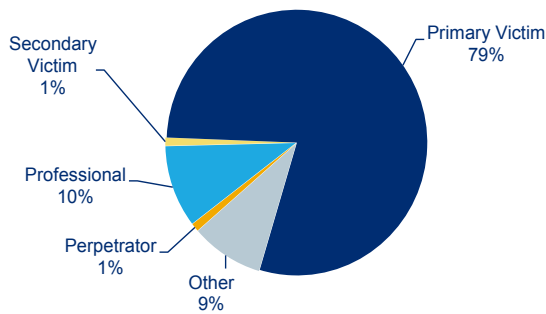
The services below were the most requested during 2018:

- General information about domestic violence and/or sexual assault
- Information and resources regarding:
 - ◊ Where to receive domestic and/or sexual violence advocacy services and how an advocate might help
 - ◊ Linkage to emergency domestic violence shelter
 - ◊ 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 and referral to domestic and sexual violence and elder abuse counseling

Hotline Call Volume
During calendar year 2018, the Hotline documented 7,696 domestic violence and sexual assault calls.

Who is calling the Hotline?

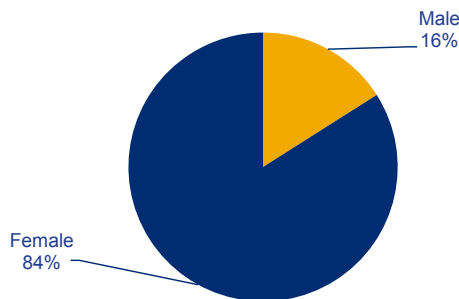
Caller Type



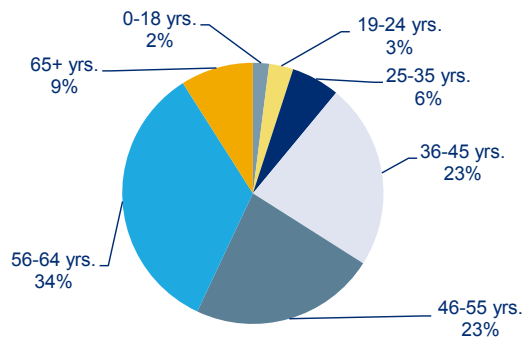
Caller Type Definitions

- **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 2018, the Hotline responded to callers in the following languages (listed in order by volume of calls):

- | | | |
|---------------------|-------------------------|---------------|
| 1. Spanish* | 7. Chinese | 13. Hungarian |
| 2. Chinese-Mandarin | 8. Chinese Cantonese | 14. Tigrinya |
| 3. Russian | 9. Urdu | 15. Serbian |
| 4. Arabic | 10. Portuguese (Brazil) | 16. Hindi |
| 5. Bengali | 11. Thai | |
| 6. Haitian Creole | 12. Farsi | |

*93% 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 253,151 calls during 2018, while the New York City Domestic Violence Hotline, which serves all 5 boroughs, received 81,063 calls.¹

¹ NYS Office of Children and Family Services, The Domestic Violence Prevention Act 2018 Report to the Governor and Legislature.

Where are calls coming from?

New York State

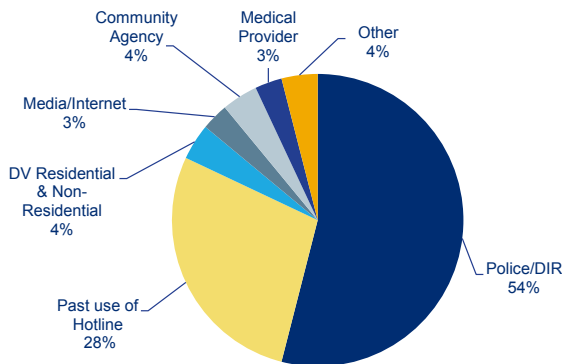
Overall, the Hotline received the highest call volume (55%) from NYC and Long Island (New York, Kings, Bronx, Queens, Suffolk, Nassau and Richmond). When looking at call volume for the rest of the state, the highest call volume came from the following counties:

- Albany** 15%
- Erie** 13%
- Westchester** 11%
- Orange** 9%
- Monroe** 5%

Other States

Other than New York, the states with the highest call volume to the NYS Domestic & Sexual Violence Hotline for 2018 were: New Jersey, Florida, Massachusetts, Connecticut, and Texas.

How did callers hear about the Hotline?



Peak Call Time for Highest Number of Calls

During 2018, the highest volume of calls to the Hotline occurred:

Month: August
Day: Monday
Time of Day: 11 am - 12 pm

Average Length of Call: 7 minutes

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.