



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. The Hotline can be accessed through three portals: calls, text, or an online chat function; it is available 24/7/365 and is free, confidential, and available in most languages. Funded by the New York State Office for the Prevention of Domestic Violence, the Hotline is staffed by trained advocates who respond to a variety of service needs, including: crisis intervention, supportive services, information and referral, and technical support to providers.

What services do callers ask for?

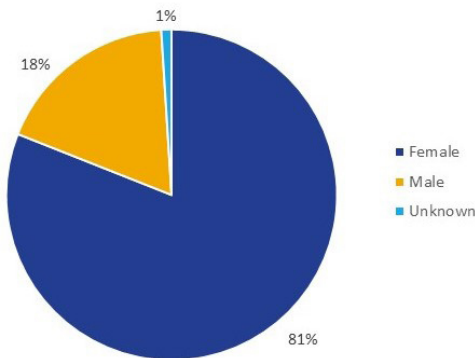
The services below were the most requested during 2020:

- 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
 - ◊ Criminal and/or civil orders of protection
 - ◊ Linkage to emergency domestic violence shelter
 - ◊ How to obtain police escort to retrieve belongings, revise DIRs, file complaints, and find contact information for specific jurisdictions
 - ◊ Linkage and referral to domestic and sexual violence and elder abuse counseling
 - ◊ Legal issues such as divorce, immigration, property rights, etc.

Hotline Call Volume
During calendar year 2020, the Hotline documented 8,583 domestic violence and sexual assault calls.

Who is calling the Hotline?

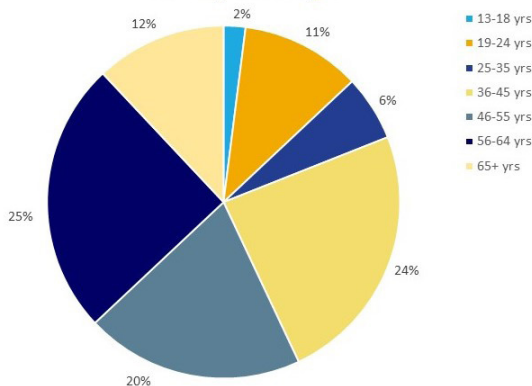
Primary Victim Gender Identity



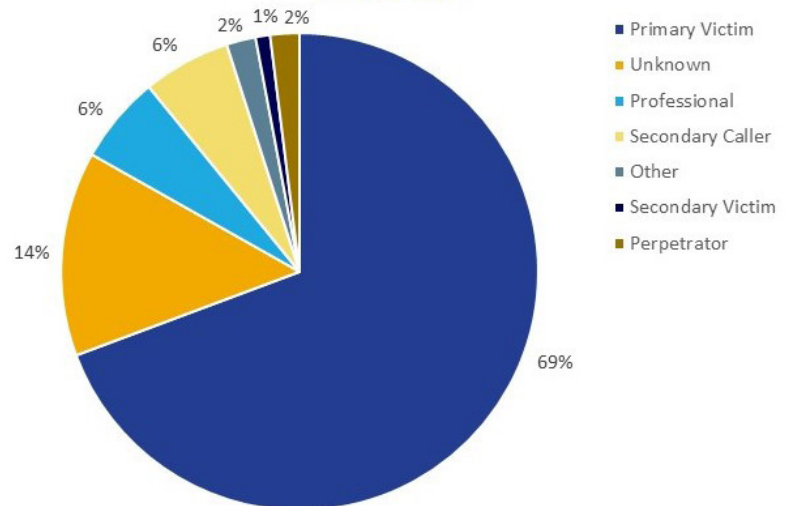
Caller Type Definitions

- 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

Primary Victim Age



Caller Type





Primary Languages

During 2020, the Hotline responded to callers in the following languages (listed in order by volume of calls):

- | | | | |
|----------------------|-------------------------|-----------------------|-------------------------|
| 1. English | 9. Haitian Creole | 17. Egyptian (Arabic) | 24. Krio |
| 2. Spanish | 10. Japanese | 18. Farsi | 25. Polish |
| 3. Chinese-Mandarin | 11. Urdu | 19. Hungarian | 26. Soninke (Sarakhole) |
| 4. Bengali | 12. French | 20. Hebrew | 27. Burmese |
| 5. Russian | 13. Mandinka | 21. Hindi | 28. Italian |
| 6. Arabic | 14. Portuguese (Brazil) | 22. Kinyarwanda | 29. Somali |
| 7. Chinese-Cantonese | 15. Sinhalese | 23. Korean | 30. Turkish |
| 8. Chinese | | | |

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 240,175 calls during 2020, while the New York City Domestic Violence Hotline, which serves all 5 boroughs, received 57,902 calls from April – December 2020.¹

¹ NYS Office of Children and Family Services, The Domestic Violence Prevention Act 2020 Report to the Governor and Legislature.

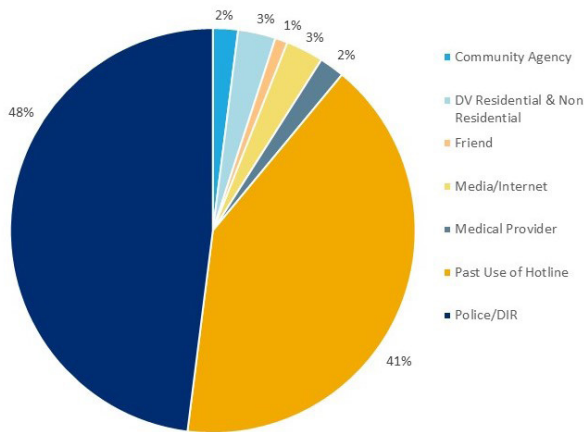
Where are calls coming from?

New York State

Overall, the Hotline received the highest call volume (59%) from NYC (New York, Kings, Bronx, Queens, and Richmond) and Long Island (Suffolk, Nassau). When looking at call volume for the rest of the state, the highest call volume came from the following counties:

- | | |
|-------------|----|
| Erie | 6% |
| Albany | 4% |
| Westchester | 4% |
| Orange | 4% |
| Schenectady | 2% |

How did callers hear about the Hotline?



Peak Call Time for Highest Number of Calls

During 2020, the highest volume of calls to the Hotline occurred:

Month: August

Day: Monday

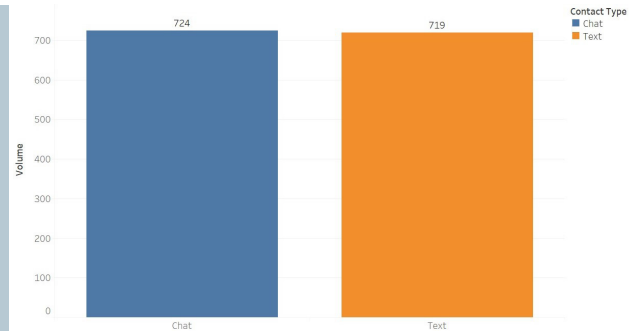
Time of Day: 12 pm - 1 pm

Average Length of Call: 7 minutes

Text and Chat Services

In March 2020, OPDV also started a text and chat line in response to the COVID-19 pandemic to broaden hotline access during quarantine.

In 2020, a combined 1,443 text and chat contacts were received.



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.

Call: 1-800-942-6906 Text: 844-997-2121 Chat: opdv.ny.gov

NYS Domestic & Sexual Violence Hotline

Confidential • 24 HRS/7 DAYS

English & español, Multi-Language Accessibility