



What is the NYS Domestic & Sexual Violence Hotline?

The Hotline responds to and is a resource for victims of domestic and sexual violence, concerned friends and family, and stakeholders. The Hotline can be accessed in three ways: 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 in a confidential manner, including: safety planning, 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 2021:

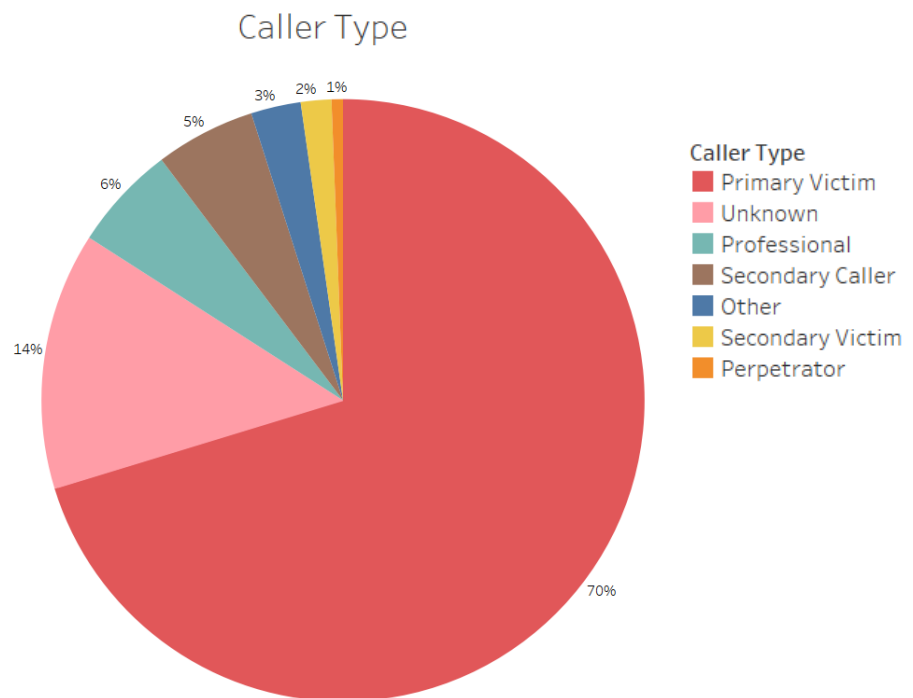
- General information about domestic violence and/or sexual assault
- Information and resources regarding:
 - ◊ Where to receive domestic and/or sexual violence advocacy services and how an advocate might help
 - ◊ Criminal and/or civil orders of protection
 - ◊ Linkage to emergency domestic violence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

Hotline Call Volume
During calendar year 2021, the Hotline documented a total of 11,540 calls compared to 12,360 in 2020, representing a 7% decrease in total calls from 2020.

Who is calling the Hotline?

Caller Type Definitions

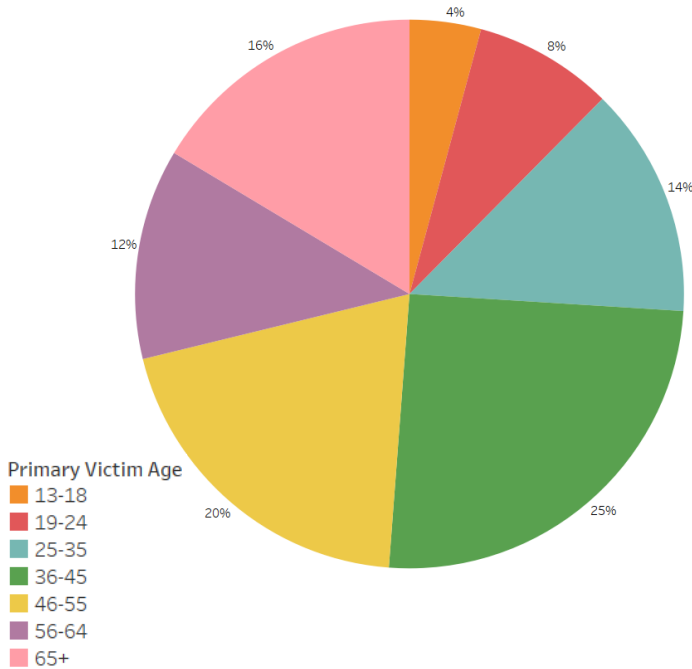
- **Primary Victim:** Caller who has been the target of abuse
- **Secondary Victim:** Caller(s) who have a relationship to primary victim and who also have been impacted by the abuse. Examples include family members, loved ones, concerned others, etc.
- **Professional:** Caller(s) seeking information in a professional capacity, seeking information
- **Perpetrator:** A person(s) who inflicts abusive behavior
- **Other:** Any other caller seeking general information regarding domestic violence or sexual assault
- **Unknown:** Caller details not disclosed



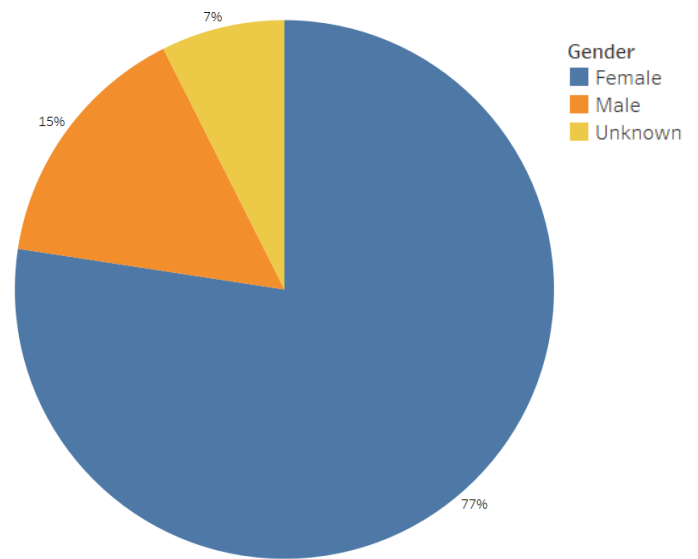


Who is calling the Hotline?

Primary Victim Age



Primary Victim Gender Identity



Primary Languages

During 2021, the Hotline responded to callers in the following languages (listed in order by volume of calls):

- | | | | |
|----------------------------|----------------------|----------------|--------------|
| 1. English | 7. Russian | 13. Turkish | 18. Albanian |
| 2. Spanish | 8. Urdu | 14. Igbo (Ibo) | 19. Burmese |
| 3. Chinese-Mandarin | 9. Chinese-Contonese | 15. Italian | 20. Japanese |
| 4. Bengali | 10. French | 16. Korean | 21. Karen |
| 5. Chinese-dialect unknown | 11. Haitian Creole | 17. Swahili | 22. Polish |
| 6. Arabic | 12. Hindi | | |

Where are calls coming from?

New York State

Overall, the State Hotline received the highest call volume (63%) 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 | 5% |
| Albany | 4% |
| Westchester | 4% |
| Orange | 3% |
| Monroe | 2% |

Other Hotlines: Response and Referral

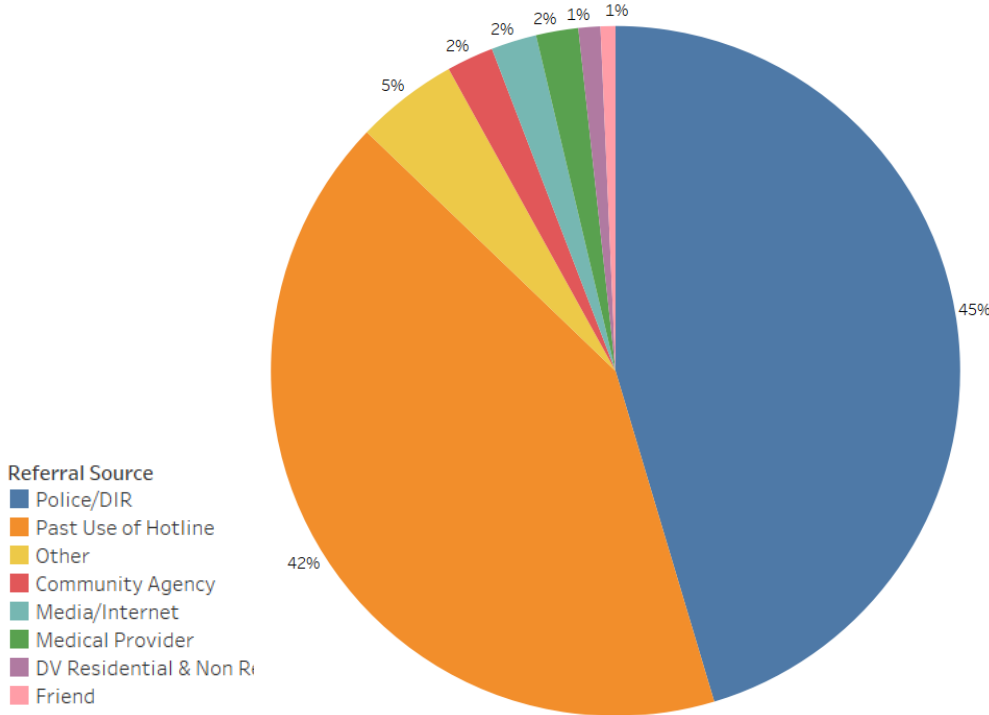
The NYS Domestic & Sexual Violence Hotline refers callers to any of the local 24-hour hotlines operating within every New York State county and throughout the New York City area. Approved by the NYS Office of Children and Family Services, these local hotlines received 275,700 calls during 2021, while the New York City Domestic Violence Hotline, which serves all 5 boroughs, received 93,753 calls.¹

¹ Safe Horizon, NYS Office of Children and Family Services.



How did callers hear about the Hotline?

How did callers hear about the Hotline?



Peak Call Time for Highest Number of Calls

During 2021, the highest volume of calls to the Hotline occurred:

Month: August

Day: Monday

Time of Day: 1 pm - 2 pm

Average Length of Call: 7 minutes

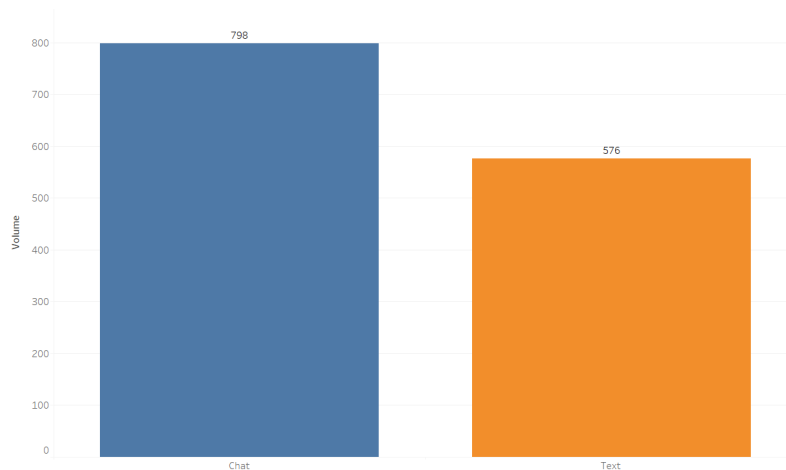
Text and Chat Services

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

In 2021, a combined 1,374 text and chat contacts were received.

Contact Type
■ Chat
■ Text

Text and Chat Volume



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.