

New York State Domestic & Sexual Violence Hotline

2022 Data

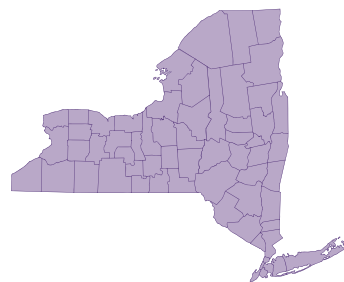
WHAT IS THE NYS DOMESTIC & SEXUAL VIOLENCE HOTLINE?

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. 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.

Hotline Call Volume

8,145

Calls made to the hotline during calendar year 2022.



THE LANDSCAPE OF DOMESTIC & SEXUAL VIOLENCE IN NEW YORK STATE

The NYS Domestic & Sexual Violence Hotline refers callers to any of the local 24-hour hotlines operating within every New York State county and New York City. As reported to the NYS Office of Children and Family Services, these local hotlines received approximately **269,217** calls during 2022, while the NYC Domestic Violence Hotline, which serves all 5 boroughs, received **85,458** calls. The National Domestic Violence Hotline also received **11,065** calls from New York during 2022. In 2022, a total of **288,427** calls were received between the state hotline, the National Domestic Violence Hotline, and local hotlines statewide; however, callers may call or be referred between multiple lines.

Source: Safe Horizon, NYS Office of Children and Family Services, National Domestic Violence Hotline



Office for the
Prevention of
Domestic Violence

New York State Domestic and Sexual Violence Hotline

Text: 844.997.2121

Call: 800.942.6906

Chat: opdv.ny.gov

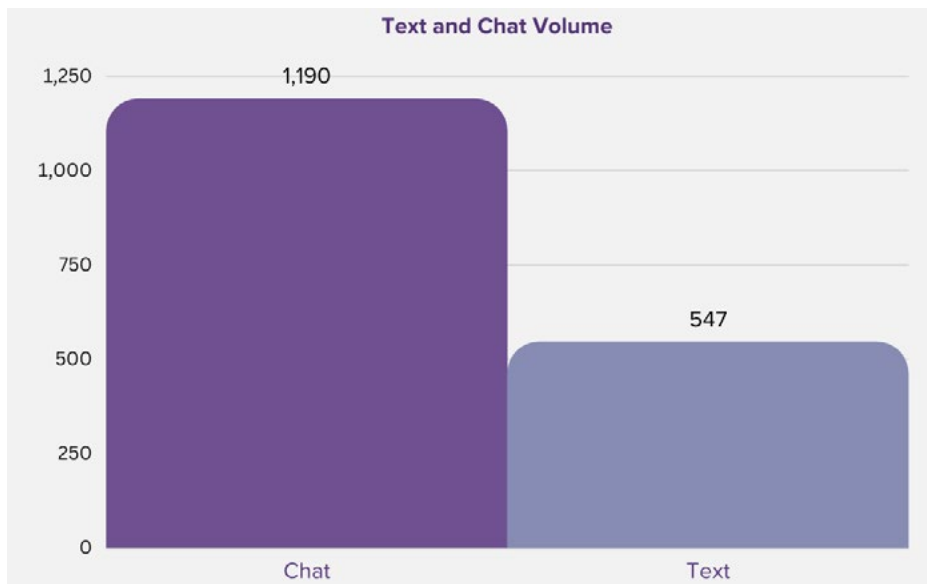
Free. Confidential. 24/7.

Available in most languages

WHAT SERVICES DO CALLERS ASK FOR?

The services below were the most requested during 2022:

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



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 2022, the third year of the text and chat lines operation, a combined **1,737** text and chat contacts were received.

WHO IS CALLING THE HOTLINE?

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
- ▲ **Unknown:** Caller details not disclosed



Office for the
Prevention of
Domestic Violence

New York State Domestic and Sexual Violence Hotline

Text: 844.997.2121

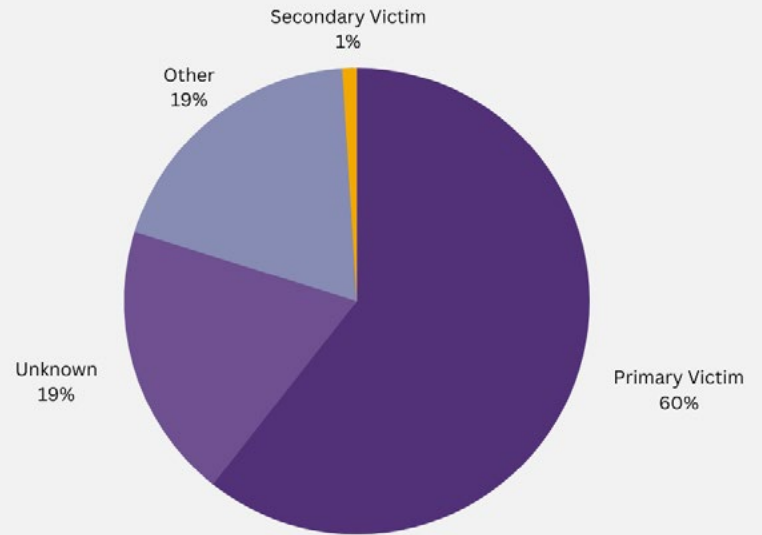
Call: 800.942.6906

Chat: opdv.ny.gov

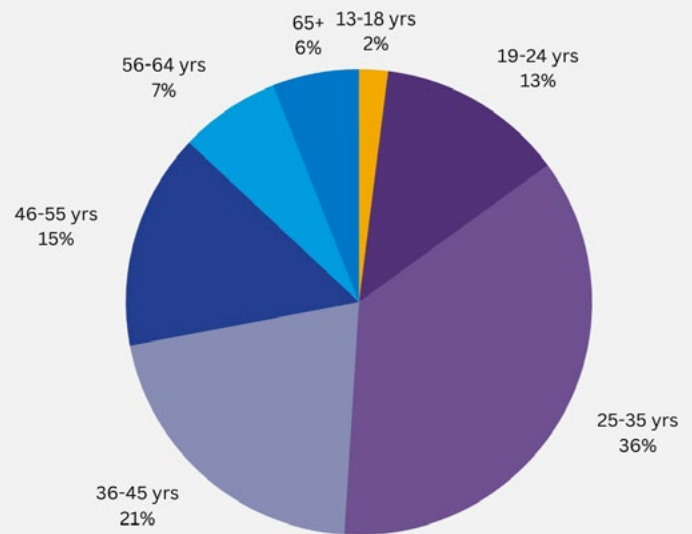
Free. Confidential. 24/7.

Available in most languages

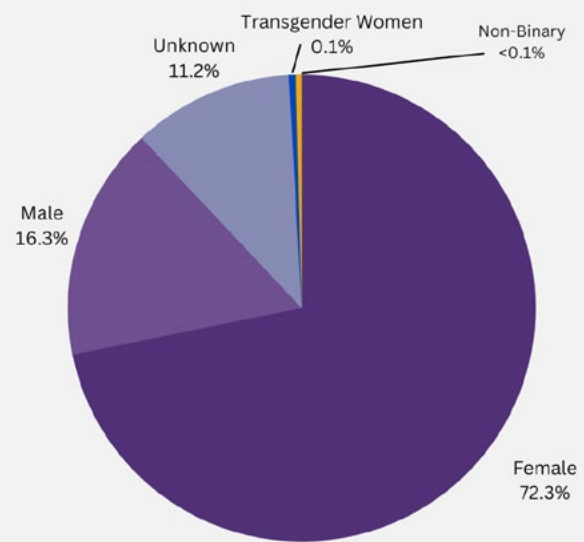
Caller Type



Primary Victim Age



Primary Victim Gender



Primary Languages

During 2022, the Hotline responded to callers in the following languages (listed in order by volume of calls):

1. English	12. Hungarian
2. Spanish	13. Hindi
3. Chinese-Unknown Dialect	14. Vietnamese
4. Russian	15. Uzbek
5. Mandarin	16. Ukrainian
6. Italian	17. Swedish
7. Cantonese	18. Swahili
8. Bengali	19. Neapolitan
9. Farsi	20. Haitian Creole
10. Arabic	21. French
11. Portuguese	22. Bambara

HOW DID CALLERS HEAR ABOUT THE HOTLINE?

- ▲ Media/Internet 93.3%
- ▲ Family member/Friend 4.1%
- ▲ DV Residential or Non-Residential Program 1.6%
- ▲ NYS Office for the Prevention of Domestic Violence (OPDV) 0.4%
- ▲ Police/DIR 0.2%
- ▲ Medical Provider 0.1%
- ▲ Courts 0.1%
- ▲ Child Advocacy Center 0.1%
- ▲ National Domestic Violence Hotline & RAINN 0.1%



Office for the
Prevention of
Domestic Violence

New York State Domestic and Sexual Violence Hotline

Text: 844.997.2121
Call: 800.942.6906
Chat: [opdv.ny.gov](https://www.opdv.ny.gov)

Free. Confidential. 24/7.
Available in most languages

WHERE ARE THE CALLS COMING FROM?

New York State

Overall, the Hotline received the highest call volume (**64%**) 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:

- ▲ Orange **5%**
- ▲ Albany **4%**
- ▲ Westchester **4%**
- ▲ Erie **4%**
- ▲ Monroe **2%**
- ▲ Schenectady **2%**

Call Time for Highest Number of Calls

During 2022, the highest volume of calls to the Hotline occurred:

- ▲ Month: **September**
- ▲ Day: **Wednesday**
- ▲ Time of Day: **9 am - 5 pm**
- ▲ Average Length of Call: **13 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.



**Office for the
Prevention of
Domestic Violence**

New York State Office for the Prevention of Domestic Violence

The Office for the Prevention of Domestic Violence (OPDV) is the country's only executive level state agency dedicated to the issue of gender-based violence.

For more information, contact us:

518-457-5800

opdvpublicinfo@opdv.ny.gov

<https://opdv.ny.gov/>