



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?

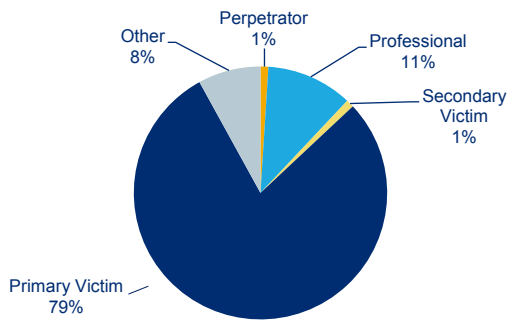
The services below were the most requested during 2017:

- General information about domestic violence and/or sexual assault
- Information and resources regarding:
 - ◊ Criminal and/or civil orders of protection
 - ◊ Linkage to emergency domestic violence shelter
 - ◊ Where to receive domestic and/or sexual violence advocacy services and how an advocate might help
 - ◊ Legal issues such as divorce, immigration, property rights, etc.
 - ◊ 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

Hotline Call Volume
During calendar year 2017, the Hotline documented 8,730 domestic violence and sexual assault calls.

Who is calling the Hotline?

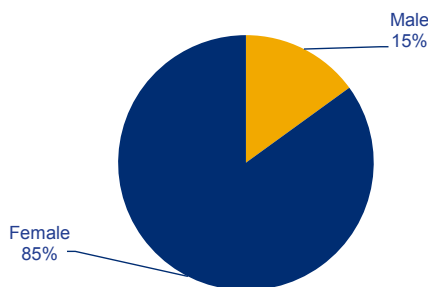
Caller Type



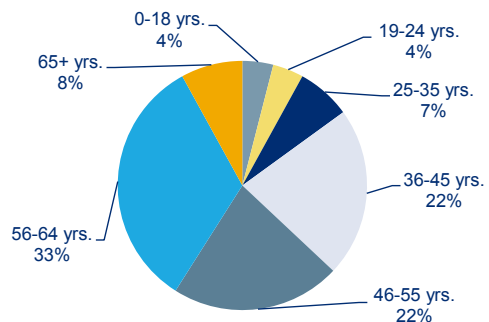
Caller Type Definitions

- **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 2017, the Hotline responded to callers in the following languages (listed in order by volume of calls):

- | | | |
|---------------------|----------------------|----------------|
| 1. Spanish* | 9. Chinese-Cantonese | 17. Hindi |
| 2. Chinese-Mandarin | 10. French | 18. Japanese |
| 3. Bengali | 11. Haitian Creole | 19. Punjabi |
| 4. Russian | 12. Korean | 20. Uzbek |
| 5. Arabic | 13. Pashto | 21. Vietnamese |
| 6. Urdu | 14. Turkish | |
| 7. Nepali | 15. Czechoslovakian | |
| 8. Chinese | 16. Farsi | |

*89% of non-English speaking calls requiring translation were Spanish

Where are calls coming from?

New York State

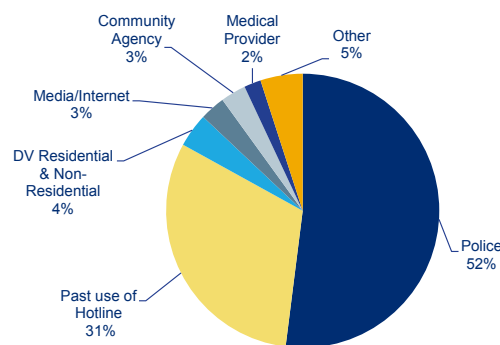
Overall, the Hotline received the highest call volume (56%) from NYC and Long Island (New York, Kings, Bronx, Queens, Suffolk, Nassau, and Richmond). When looking at call volume for the rest of the state, the highest volume came from:

Albany 17%	Monroe	4%
Erie 14%	Dutchess	4%
Westchester 10%	Schenectady	4%
Orange 9%		

Other States

Other than New York, the states with the highest call volume to the NYS Domestic & Sexual Violence Hotline for 2017 were: New Jersey, Florida, Connecticut, California, Maryland, and Massachusetts.

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. The New York City Domestic Violence Hotline, which serves all 5 boroughs, received 81,759 calls this year.

The NYS Domestic & Sexual Violence Hotline also received referrals from the National Domestic Violence Hotline. In 2017, The National Hotline documented 13,512 contacts from New York. Contacts include phone calls, chat, and text to both the Hotline and the loveisrespect Hotline.

Peak Call Time for Highest Number of Calls

During 2017, the highest volume of calls to the Hotline occurred:

Month: October
Day: Monday
Time of Day: 11 am - 1 pm

Average Length of Call: 7 minutes