



*Department of Health and Human Services / Administration for Children and Families
Administration on Children, Youth and Families / Family and Youth Services Bureau*

National Domestic Violence Hotline

The Family Violence Prevention and Services Act (FVPSA) provides funding for the on-going operation of a 24-hour, national, toll-free telephone hotline. The Hotline is an immediate link to lifesaving help for victims. It provides information and assistance to adult and youth victims of family violence, domestic violence, or dating violence, family and household members, and other persons such as domestic violence advocates, government officials, law enforcement agencies and the general public.

Accessibility

The Hotline can be accessed via the nationwide number **1-800-799-SAFE(7233)** or **TTY 1-800-787-3224** or **(206) 518-9361 (Video Phone Only for Deaf Callers)**. The Hotline provides service referrals to agencies in all 50 states, Puerto Rico, Guam and the U.S. Virgin Islands. Persons can also contact the Hotline through an email request from the Hotline website www.thehotline.org.

Services are provided without regard to race, color, national origin, religion, gender, age, or disability (including deaf and hard of hearing). Assistance is available in English and Spanish with access to more than 170 languages through telephonic interpreter services.

Services

The Hotline provides the following services:

- Crisis intervention.
- Domestic violence education.
- Safety planning.
- Directly connecting callers to Service Providers such as local shelters.
- Referrals to agencies that provide legal, economic self-sufficiency, sexual assault, elder abuse, children's and other related services.

Answering Calls, Saving Lives

The Hotline receives over 22,000 calls per month. In calendar year 2011, the Hotline answered 208,662 calls. Of those calls, 66% were from victim/survivors of Intimate Partner Violence. Hotline advocates utilize a database of over 4,500 providers and resources across the nation to provide referrals. In 2011, advocates directly connected 12,774 victims/survivors callers to local service providers such as emergency shelters for life-saving services including safe shelter, safety planning and counseling.

FVPSA Funding for the Hotline:

Congress authorizes \$3.5 million each year for the Hotline under the Family Violence Prevention and Services Act. It's funding is distinct from the funding for other FVPSA programs. Actual appropriations for the Hotline over the past few years are:

2010	\$3,209,000
2011	\$3,202,582
2012	\$3,196,946

For additional information or questions regarding the National Domestic Violence Hotline, please email Angela Yannelli, Senior Family Violence Program Specialist, at: angela.yannelli@acf.hhs.gov