

# Who Contacts the National Domestic Violence Hotline and loveisrespect?

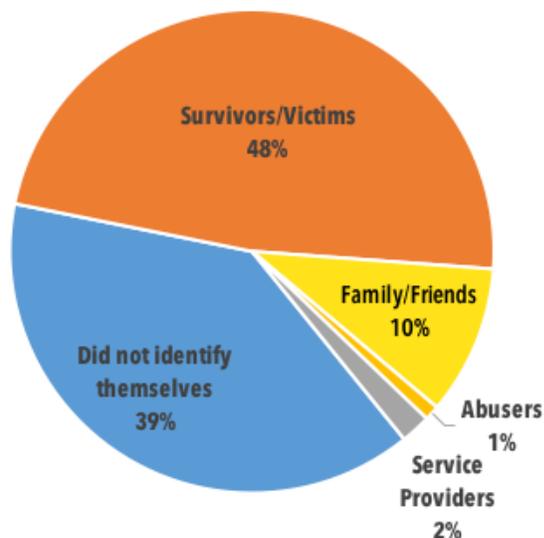
Accomplishments of the Domestic Violence Hotline, Online Connections, and Text

The National Domestic Violence Hotline (The Hotline) and loveisrespect (LIR) offer services to connect with a staff person via three methods: telephone, online chat, and text. This snapshot report describes the characteristics of those who contacted The Hotline and LIR using these three modes<sup>1</sup>. Between January 2014 and December 2015, The Hotline and LIR received over 500,000 contacts.

## Most contactors were victims and survivors.

Over the 24-month period, advocates entered 503,620 contacts into the Advocate Caller Application (ACA) Database.<sup>2</sup> Of these, 85% were classified as contacts with The Hotline and 15% were classified as contacts with LIR. As illustrated in Figure 1, contactors who identified themselves were from one of four groups: survivors/victims (48%), family members or friends of survivors/victims (10%), service providers (2%), and abusers (1%).

**Figure 1.** Types of Contactors to The Hotline and LIR



## Project Overview

The National Domestic Violence Hotline ('The Hotline') and loveisrespect ('LIR'; the helpline targeted toward young people) provide information and assistance to a range of people including:

- adult and youth victims and survivors of domestic violence or dating violence,
- friends and family of victims and survivors,
- service providers, and
- other interested stakeholders, including batterers/abusers.

They do this through:

- 24-hour national, toll-free telephone hotline and helpline,
- online chat platforms,
- text messaging services, and
- websites.

The Hotline and LIR provide:

- crisis intervention and emotional support
- information about national, state, and community resources
- direct connections to local providers.

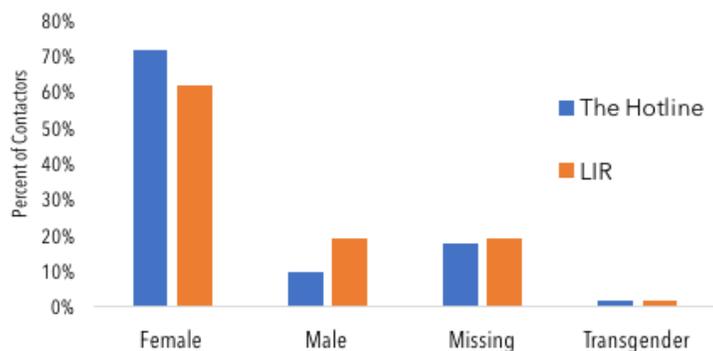
The Office of Planning, Research, and Evaluation and the Family and Youth Services Bureau's Family Violence Prevention and Services Program within the Administration for Children and Families are collaborating with The George Washington University on the Accomplishments of the Domestic Violence Hotline, Online Connections and Text (ADVHOCaT) project.

In its first phase, ADVHOCaT seeks to describe the activities and immediate outcomes of The Hotline and LIR and to revise or create new performance measures.

## Most contactors were female.

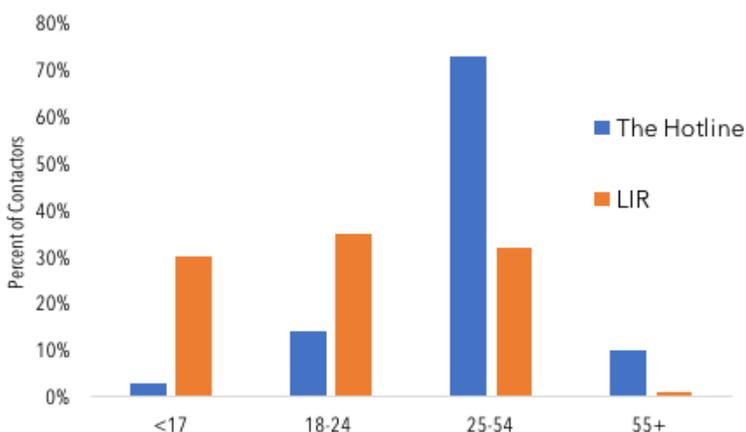
Advocates ask contactors for their age, gender, and state/country location to help them find local services, but contactors do not have to give this information. Figure 2 shows the gender distribution of contactors to The Hotline and LIR. The majority of contactors reported their gender as female.

**Figure 2.** Gender of The Hotline and LIR Contactors



Most of The Hotline contactors were between 25 and 54 years old. LIR contactors were evenly distributed among the 13-17, 18-24, and 25-54 age ranges. LIR had more young adult contactors than The Hotline. Figure 3 shows the distribution by age.

**Figure 3.** The Hotline and LIR Contactors by Age



### Most contacts were in English.

The Hotline and LIR offer services in over 200 languages through the use of the AT&T interpretation line and Spanish- and English-speaking advocates are available on-site to answer calls. However, The Hotline and LIR offer services by online chat only in English at this time. Over 90% of contacts occur in English, 5% occur in Spanish, and fewer than 2% occur in another language.

### People contact The Hotline and LIR from various locations.

Of the 70% of The Hotline contactors and 40% of LIR contactors who provided their location, 35% were from the South, 31% were from the West, 17% were from the Northeast, and 16% were from the Midwest.<sup>3</sup> Fewer than 1% of contacts came from locations outside of the United States.

### Most contactors learned about The Hotline or LIR through the internet.

Most contactors reported that they learned about The Hotline or LIR through the internet or a specific internet search engine (e.g., Google or Yahoo). Having previously contacted The Hotline/LIR was a common way to learn about The Hotline/LIR followed by being referred by a service provider.

### Most contactors experience emotional abuse.

Emotional abuse was the most reported form of abuse for those who contacted The Hotline and LIR. Of those survivors/victims for whom information on forms of abuse is available, 85% reported emotional abuse and 59% reported physical abuse. Contactors reported economic, sexual, and digital (i.e., use of technology to bully, harass, stalk, or intimidate a partner) abuse to lesser extents. Information on forms of abuse was missing for 43% of The Hotline and 77% of LIR contactors. This could have been because the contactor did not discuss a particular form of abuse or because the advocate did not or was unable to record this information.

<sup>1</sup> Data for this fact sheet do not include information about those who access The Hotline and LIR websites.

<sup>2</sup> Data for this fact sheet are aggregated from the Advocate Caller Application Database (ACA). Advocates (i.e. The Hotline/LIR staff who answer calls/chats/texts) manually enter anonymous data about the caller/ chatter and the call/chat into this database. Data from the ACA are taken from January 1, 2014 at 12:01am CST to December 31, 2015 at 11:59pm CST.

<sup>3</sup> Census Bureau Regions and Divisions with State FIPS Code. Found at: [https://www2.census.gov/geo/pdfs/maps-data/maps/reference/us\\_regdiv.pdf](https://www2.census.gov/geo/pdfs/maps-data/maps/reference/us_regdiv.pdf)

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