



Envisioning a World Free from Relationship Abuse

This project was supported by Grant Number 90EV0459 from the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services. The opinions, findings, conclusions and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services.

Our Services

In 2020, of those who contacted The Hotline, 71% were victims/survivors. Over 636,000 contacts reached out to The Hotline in 2020. More than 81,000 contacts disclosed that their abusive situation involved children or impacted children. In many cases, multiple abuse types were reported. Of those who reported a type of abuse:

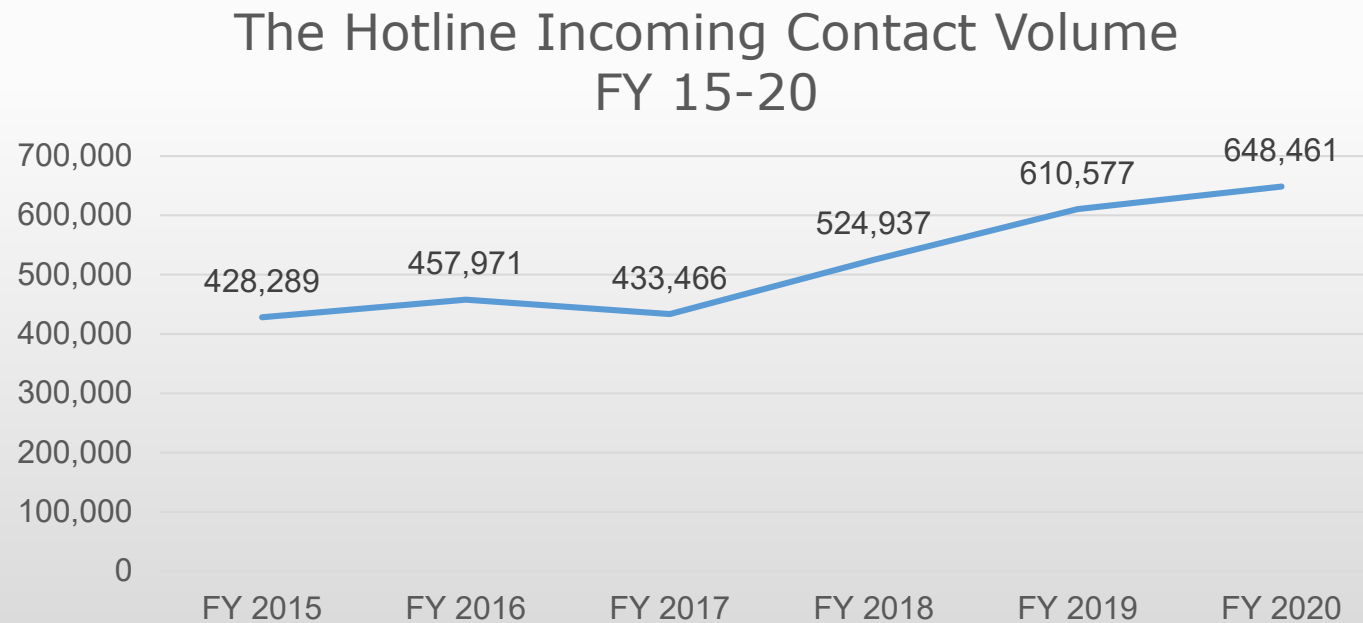
- 96% reported emotional/verbal abuse
- 64% reported physical abuse
- 17% reported digital abuse
- 27% reported economic/financial abuse
- 12% reported sexual abuse

Our highly-trained advocates provide trauma-informed education, validation, and connection to services that empower victims and survivors to make life-changing decisions with dignity and respect. We maintain a robust database of approximately 5,000 carefully vetted providers and resources, including shelter and transitional housing, counseling, culturally and linguistically specific programs, and legal services.

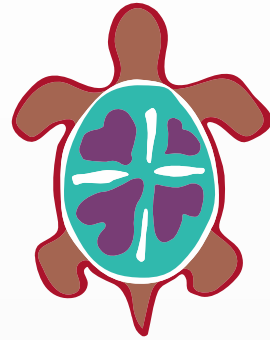
The Hotline's services are available in English and Spanish, with 22% of our advocate staff being bilingual. Translation services are available in over 200 languages through the use of a language line.

Contact Volume

Demand for The Hotline's services is growing as demonstrated by our **46% increase in contact volume since 2015**. We are continuing to strategize around this demand and the increasing needs of survivors across the country. This includes Native American/Alaska Native (through our partnership with StrongHearts Native Helpline) and deaf, hard-of-hearing or deafblind (through our partnership with Abused Deaf Women's Advocacy Services), with 24/7 advocacy and connection to local services.



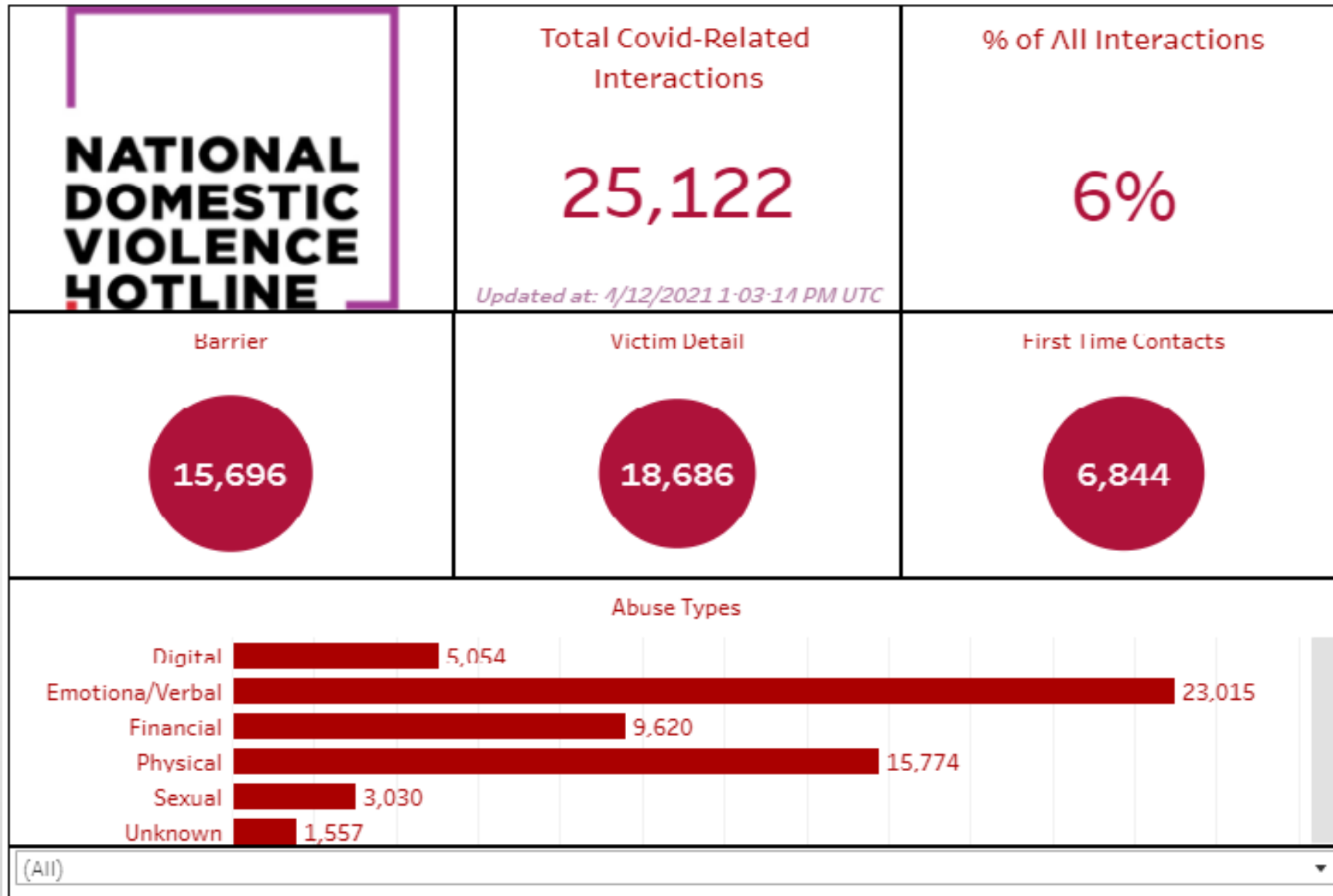
StrongHearts Native Helpline



STRONGHEARTS Native Helpline

1-844-7NATIVE
strongheartshelpline.org
Available 24/7 via phone, chat, and text.

COVID-19 Data Dashboard



COVID-19 Data Dashboard

Victim Details



Other Service Barriers Mentioned



Even when the virus's immediate threat is over, the long-term effects on the health, safety, and financial security of survivors will be a priority for The Hotline.

How COVID-19 Impacts The Hotline

- The Hotline's entire team, more than 179 people, began remote work in mid-March 2020 to ensure that we can continue to provide critical, life-saving services for hundreds of thousands of survivors.
- Before the pandemic, The Hotline had already transitioned services to the cloud. We see the need to plan for future large-scale national natural disasters (i.e., winter storm in Texas).
- The Hotline also collaborates across our field and is prepared to serve as the backup for other helplines and providers from local and regional direct service providers, who may be forced to suspend services due to COVID-19 or other natural disasters. Some local organizations have already transferred their lines, and we are prepared to receive more as needed.

Innovations and Expansions to Our Work in 2021

- We will text-enable The Hotline's toll-free number to expand text message capability. As the COVID-19 pandemic highlighted, there are situations when survivors cannot place a phone call or access a website for a chat. However, they may be able to contact for help via SMS/text services safely.
- We will continue to expand our advocate staffing (based on funding) to ensure high-quality services no matter what time of day a person is reaching out, whether they are adults or youth. As we grow our staffing models over time, more infrastructure (technology, oversight, and quality assurance) must also be in place.
- We will publish The Hotline's provider database on thehotline.org and espanol.thehotline.org so that those who do not reach out to The Hotline for services directly can still be connected to support by finding providers/resources in their local communities. *For any organization wishing not to be published, their information will be hidden, and no shelter addresses will be published.*
- The CDC will be using our COVID-19 data, along with other data sources, to determine the long-term impact of the pandemic on those affected by domestic violence.



**NATIONAL
DOMESTIC
VIOLENCE
HOTLINE**

Call: 1-800-799-SAFE (7233)
Chat: [TheHotline.org](https://www.TheHotline.org)
Available 24/7 via phone and chat



Call: 1-866-331-9474
Chat: [loveisrespect.org](https://www.loveisrespect.org)
Text: "LOVEIS" to 22522
Available 24/7 via phone, chat, and text