

# Florida Domestic Violence Hotline Annual Report

Between July 1, 2017 and June 30, 2018, the Florida Domestic Violence Hotline received 28,387 calls. The Florida Domestic Violence Hotline is a trilingual service available in English, Spanish and Creole provided to survivors of domestic violence, friends, family and community partners. The following information details calls documented during the year.

## Who Called The Hotline?

### Survivors of Violence 66%

Includes domestic violence, sexual assault, stalking, later in life and other forms of abuse.

#### Other callers include:

Advocates	Medical personnel
Attorneys	Social service providers
Clergy	Students
Department of Children and Families	Volunteers
Law enforcement	Friends and Family of survivors

## Type of Calls

70% of callers are seeking help directly related to intimate partner violence, familial violence, sexual violence, or stalking.

### Non Domestic Violence 17%

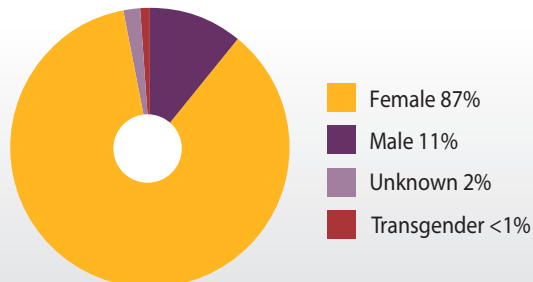
Includes service needs such as homelessness, financial resources, other information and referral needs.

862 calls were answered on the Spanish/Creole Hotlines. In addition to the trilingual services provided on the Florida Domestic Violence Hotline, the Florida Coalition Against Domestic Violence provides access to interpreter language services for the 42 certified domestic violence centers as well as the legal and statewide hotline.

The most commonly requested language interpreters include:

Spanish 61.68%	Creole 5.40%
Arabic 7.28%	Portuguese 4.86%
Russian 5.77%	

## Sex/Gender



# DOMESTIC VIOLENCE SURVIVORS' PRIMARY NEEDS

Whether survivors of violence are able to leave an abusive situation or call to get more information about the variety of resources available, their needs are complex and deserve on-going support. In order to meet these needs, the Florida Domestic Violence Hotline connects survivors to local certified domestic violence centers for direct services and community referrals.

During this reporting period, advocates answering the Florida Domestic Violence Hotline discussed 14,979 domestic violence related needs with survivors.

## PROFILE OF HIGHEST REQUESTED NEEDS:

**40%** of survivors requested information and referrals on local or statewide domestic violence services and systems.

**24%** of survivors requested domestic violence emergency shelter.

**6%** of survivors requested information about support groups in which they could participate.

**5%** of survivors requested information specific to receiving an Injunction for Protection.

**5%** of survivors requested domestic violence counseling. Domestic violence counseling includes individual crisis counseling with an advocate.

**5%** of survivors identified a need for other legal services including divorce, child custody, and housing rights.

**4%** of survivors requested additional safety planning from a local domestic violence center after speaking with an advocate.

**2%** of survivors requested information regarding relocation assistance.

**2%** of survivors identified a need for additional advocacy related to their situation. Advocacy may include communication on a survivor's behalf with community partners, courthouse advocacy, or other programs offered by a certified domestic violence center.

## Safety Planning

### Advocates on the Florida Domestic Violence Hotline provide emergency safety planning including the following:

#### Immediate Phone Safety / Communications

This includes considerations for the survivor's immediate safety while on the hotline such as safety strategies that address concerns related to GPS/tracking devices, cellular devices, computers or other communications devices.

#### Emotional Support

This includes considerations for emotional well-being and use of support networks while in or leaving an abusive relationship.

#### Going to Shelter

This includes the development of a plan to safely enter shelter, such as considerations of what to bring to shelter and how to reach the confidential location.

#### Leaving the Relationship

This includes safety strategies for when the survivor may be leaving the relationship and danger increases.

#### Financial

This includes safety strategies related to financial concerns. Advocates explore access to financial resources, bank accounts and a plan for economic security.

#### During a Violent Situation

This includes the review of safety strategies a survivor may use if the abuser uses violence while in the home.

#### Changing Routes and Schedules

This includes the development of safety strategies that address an abuser's pattern of stalking and/or exhibiting harassing behaviors.

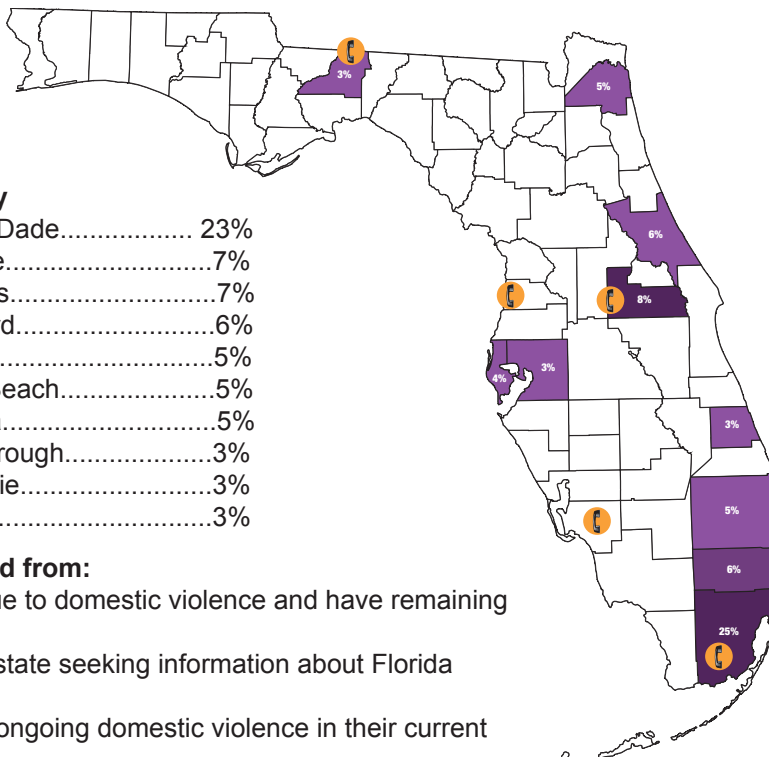
# HIGH CALL VOLUME MAP

97% of the calls received on the Florida Domestic Violence Hotline came from within the State of Florida.

### Out of state calls (3%) were received from:

- survivors who have fled the state due to domestic violence and have remaining service needs in Florida
- friends or family calling from out-of-state seeking information about Florida resources
- survivors seeking relocation due to ongoing domestic violence in their current location

County	Percentage
Miami-Dade	23%
Orange	7%
Pinellas	7%
Broward	6%
Duval	5%
Palm Beach	5%
Volusia	5%
Hillsborough	3%
St. Lucie	3%
Leon	3%



## Legal Hotline

In addition to the Florida Domestic Violence Hotline, the 1-800-500-1119 number provides access to the Florida Domestic Violence Legal Hotline. During this reporting period, Legal Hotline staff handled 6,950 calls regarding legal information, advice and referrals for domestic violence help.

### Who Called the Legal Hotline?

#### Survivors of Violence 87%

- Other (healthcare, law enforcement, attorney or unknown): 8.9%
- Friends and Family: 2.9%
- Advocates: 1.1%

The above map highlights highest legal hotline call areas.

Miami-Dade	269
Duval	235
Orange	203
Broward	199
Palm Beach	167

Survivors calling the legal hotline have a variety of questions regarding issues they face in efforts to leave the abusive situation. The most frequently sought advice was related to obtaining and enforcing an injunction for protection. Frequently survivors seek legal advice regarding other domestic relations matters such as divorce and timesharing. The hotline is prepared to answer questions related to housing, custody, relocation, public benefits, and other issues callers may face. Local resources are provided to each caller based on their individualized need.

**1-800-500-1119**  
**TDD (800) 621-4202**  
**Florida Relay 711**

**Florida Domestic Violence Legal Hotline** provides attorneys to answer survivors' legal questions regarding injunctions for protection, divorce, custody, housing, immigration and other civil legal matters at no cost to survivors. The hotline attorneys are available 8 am - 4 pm EST Monday – Friday. Survivors can call toll free at 1-800-500-1119 ext. 3.

Interpreters are available for survivors with limited English proficiency.



**FCADV**  
Florida Coalition Against Domestic Violence