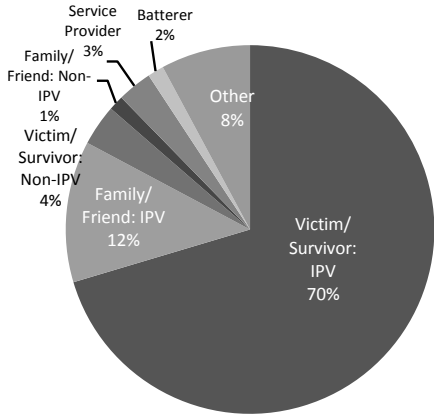
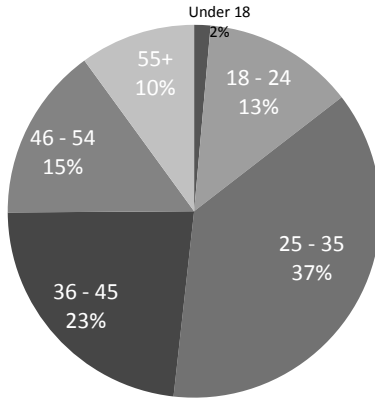


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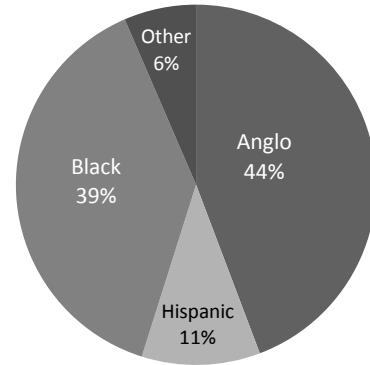
## Who is calling the Hotline from MD?



**Caller Type**



**Victim Age**



**Caller Ethnicity**

The category of "other" includes: Arab/Middle Eastern/Iranian, Asian (East/Southeast/South), Multiracial, and Native American/Alaskan Native.

### Caller Type Definitions:

**Victim/Survivor: IPV** (Intimate Partner Violence) – a victim or survivor of abuse from his/her partner or spouse

**Friend/Family: IPV** (Intimate Partner Violence) – a friend or family member of a victim/survivor of IPV

**Victim/Survivor: Non-IPV** – a victim or survivor of abuse by anyone else: parent, sibling, caretaker, etc.

**Friend/Family: Non-IPV** – a friend or family member of a victim of any other type of abuse, such as child or elder abuse

**Service Provider** – a caller from any agency, including other domestic violence agencies, which provides social services

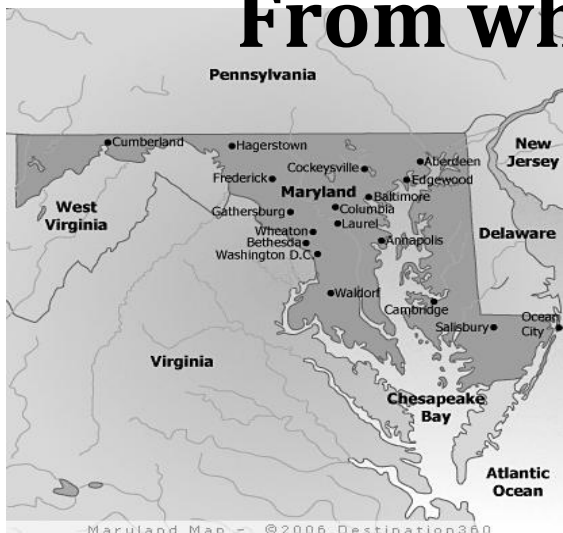
**Batterer** – a caller who identifies as abusive or who an Advocate believes to be a batterer

**Other** – any caller about whom an Advocate is able to gather info, but who does not fit into an above category; this might include callers like law enforcement or medical professionals

## Hotline Call Volume

In 2013 the Hotline documented 2,117 calls from Maryland. The state ranks nineteenth in terms of Hotline call volume.

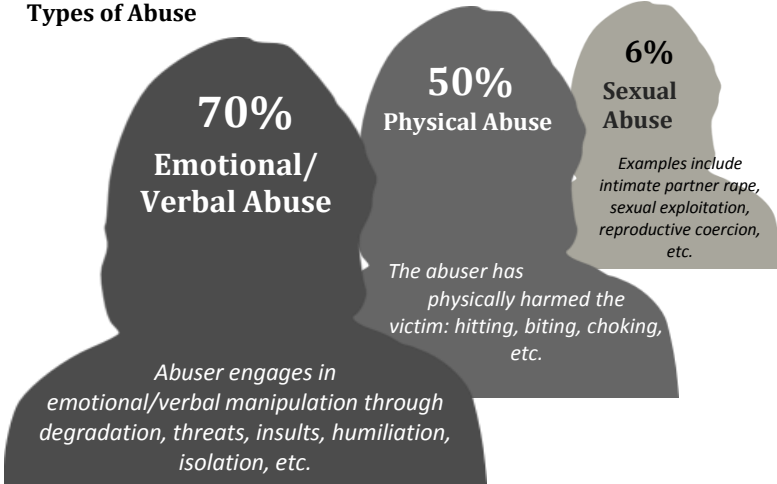
## From where are they calling?



Top 10 Maryland Cities in Call Volume		
Rank	City	% of Total
1	Baltimore	22%
2	Silver Spring	5%
3	Rockville	4%
4	Hyattsville	2%
5	Frederick	2%
6	Columbia	2%
7	Laurel	2%
8	Annapolis	2%
9	Mount Airy	1%
10	Hagerstown	1%
<b>Total</b>		<b>45%</b>

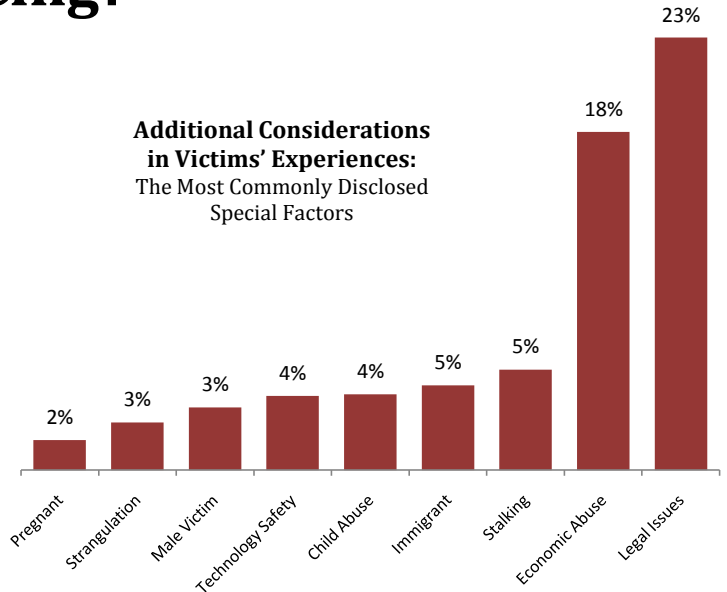
# What are victims experiencing?

## Types of Abuse



\*This represents the experiences disclosed by callers who are victim/survivors of intimate partner violence.

## Additional Considerations in Victims' Experiences: The Most Commonly Disclosed Special Factors



Of those who disclosed Legal Issues, this is what they were seeking: Protective Orders (41%), Custody/Visitation (21%), Divorce (18%), Immigration (7%), Interstate Custody (2%), Other (11%).

# How are victims' needs being met?

## Most Commonly Requested Services:

On top of services provided by the Hotline (seen to the right), the external services below are also frequently requested by callers. Hotline Advocates refer callers to external providers to meet these needs.



This category indicates when a caller is seeking an on staff attorney who takes individual DV cases.

This category includes non-residential services offered by a DV program, like: case management, advocacy, or crisis hotlines.

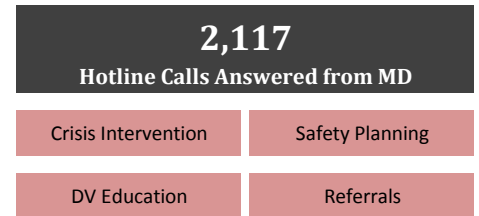
This category encompasses group counseling provided by trained staff or therapists.

This category is marked when a caller is seeking protective/restraining order assistance, advocacy at court, or help with other legal agencies.

Callers are often seeking counseling for victims provided by a therapist.

Though Advocates may sometimes offer homeless shelters and other community resources to certain callers, this number only represents victims who are seeking domestic violence related residential services.

## Hotline Services



## Connecting Victims to External Resources

