

# 2011

# DOMESTIC VIOLENCE HELP LINE REPORT *Highlights*

## Domestic Violence Help Line

The City of Chicago Domestic Violence Help Line is a 24 hour, 7 days a week, toll-free telephone service that is a clearinghouse to domestic violence (DV) services in Chicago and throughout Illinois. The service is confidential and multi-lingual.

Established in 1998, the Help Line is a service of the Chicago Department of Family and Support Services, Division on Domestic Violence and is a partnership with the Chicago Metropolitan Battered Women's Network.

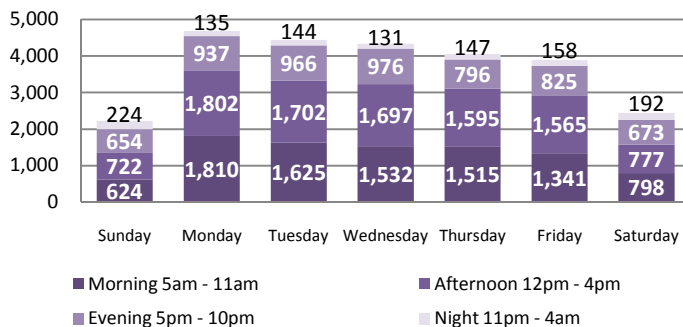
Help Line advocates provide callers with information, safety planning, and transfers to domestic violence agencies. Advocates have access to over 400 agencies that provide domestic violence services in Chicago and throughout Illinois.

An annual Domestic Violence Help Line Report is published which summarizes information collected for all calls. This highlight presents key findings from the 2011 Help Line Report.

## Call Volume

Over 300,000 callers have received support and information from the Help Line since inception in 1998. In 2011, the Help Line responded to 26,063 callers. Daily call volume was highest on Mondays and in the afternoons between the hours of 12 noon and 4 pm.

**Daily Call Volume**  
N=26,063

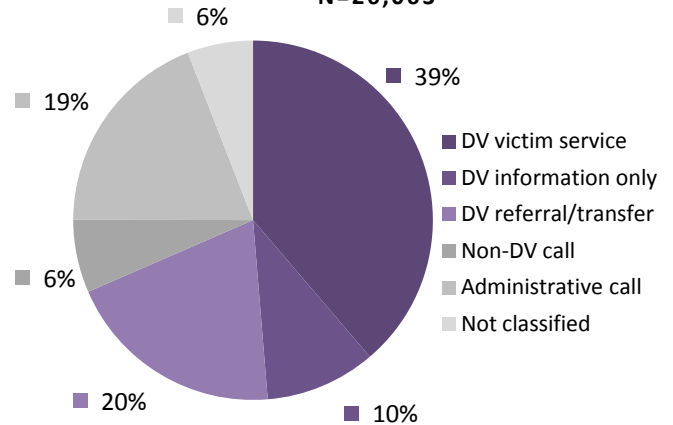


## Classification of Calls 2011

The majority of all callers to the Help Line were from Chicago. Callers mostly sought domestic violence related support (69%) that included calls for victim services (39%), information only

Caller Location	All	Victim
Chicago	70%	66%
Cook County (excluding Chicago)	12%	17%
Illinois (excluding Cook)	17%	17%
Outside of Illinois	1%	<i>Only Illinois victim callers analyzed</i>

**All Calls Classification**  
N=26,063



(10%), or transfers to a service provider (20%) for repeat victim callers. Approximately one-quarter of callers received non-domestic violence related support and information.

## Victim Calls for Service

Callers seeking domestic violence victim services were most often victims themselves (86%). The table below displays selected characteristics and experiences of victims seeking service support living in Chicago, Cook County (excluding Chicago), and Illinois (excluding Cook). See full report for complete description of victim characteristics, experiences, and service needs.

Domestic violence victims in Chicago were slightly younger, more often Black, requested shelter less, and were referred by the police more than Cook County and Illinois victims. Cook County and Illinois victims were slightly older and requested shelter more than Chicago victims. Cook County victims had more children and reported more physical abuse than Chicago and Illinois victims. Illinois victims were more often White and conducted calls in English more than Chicago and Cook County victims.

Victim Information	Chicago	Cook Cty.	Illinois
Female	91%	93%	92%
Median age	32	34	34
Race	60% Black	43% Black	55% White
Has child 0-18	44%	52%	46%
English speaker	91%	89%	93%
Physical abuse	90%	92%	89%
Shelter requested	37%	49%	42%
Referred by police	65%	54%	55%