

*City of Chicago
Domestic Violence Help Line
1-877-TO END DV
1-877-863-6338
1-877-863-6339 (TTY)*

**CITY OF CHICAGO
DOMESTIC VIOLENCE
HELP LINE REPORT
2010**

**City of Chicago
Department of Family and Support Services
Division on Domestic Violence**



Domestic Violence Help Line

The Domestic Violence Help Line is a 24 hour-7 days a week, toll-free telephone service that functions as a clearinghouse to domestic violence services in Chicago and throughout Illinois. The service is confidential, multi-lingual, and accepts inquires from all members of the public.

The Domestic Violence Help Line was established in 1998 and is a service of the City of Chicago, Department of Family and Support Services, Division on Domestic Violence. It is a partnership with the Chicago Metropolitan Battered Women's Network. The Help Line staff complete a state required 40-hour domestic violence training program before they interact with callers.

These Domestic violence workers, called VIRAs (Victim Information and Referral Advocates), determine callers' needs, provide support that can include general domestic violence information, safety planning, and referrals to domestic violence services, and can complete a 3-way transfer to link a caller and a domestic violence service agency. Referrals are made to over 400 agencies that provide domestic violence services in Chicago and throughout Illinois. VIRAs can assist callers in over 170 languages via the Language Line.

The 2010 Report

The Domestic Violence Help Line Report presents a summary of information collected for all calls taken by the Help Line during the calendar year 2010. It describes general call volume and victim service call characteristics. For victim service calls, characteristics are displayed for two distinct caller groups. The first is a 3-area classification which counts calls from a) Chicago; b) Cook County, excluding Chicago; and c) Illinois, excluding Cook County. The second group displays calls for 5 regional county clusters.¹

¹ County clusters are based on Illinois Department of Human Services classification. See Glossary for counties that correspond with each region.

This report reflects Help Line callers and their service needs. It is not an indicator of prevalence or incidents of domestic violence in Chicago or Illinois. It is intended as a resource to inform the community about victims of domestic violence and the role of the Help Line in connecting victims with service and support.

Data Source and Methods

The Domestic Violence Help Line operates on multiple databases that allow VIRAs to record case specific information about a call, a victim, as well as search for domestic violence service provider programs in Chicago and Illinois. These databases are a unique and comprehensive data source for examining characteristics, referral source, and/or service needs of victims of domestic violence in Chicago and throughout Illinois. Each database can be analyzed separately and/or linked to facilitate a comprehensive analysis of the experiences of domestic violence victims. Descriptive analysis of this data occurs annually in the Domestic Violence Help Line Report. Unidentified or missing data are excluded from total counts. This is common in survey research methodology involving sensitive subject matter and occurs when callers decline or are unable to respond to questions.

Other Reports and Publications

Visit the Chicago Department of Family and Support Services, Division on Domestic Violence website - www.cityofchicago.org/domesticviolence - to access the current and other Help Line Reports.

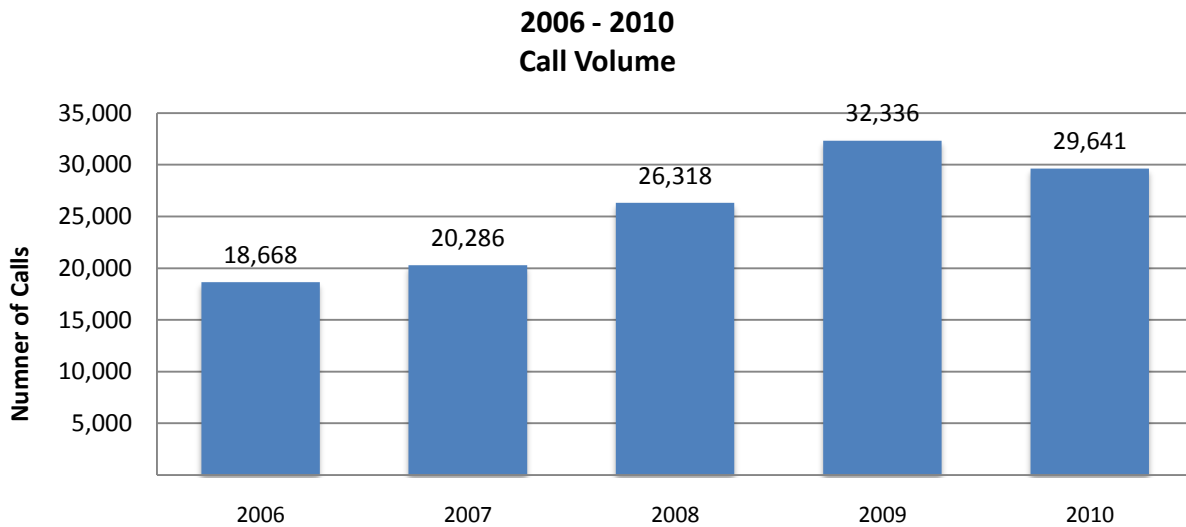
This Domestic Violence Help Line Report 2010 was prepared by Ebony M. Dill, Coordinator of Research and Evaluation with guidance and contributions from Jennifer Welch, Deputy Commissioner of the Division on Domestic Violence, Gwyn Katis, Domestic Violence Help Line; Dawn Dalton, Chicago Metropolitan Battered Women's Network; Greg Kedzior, Chicago Police Department; and Jennifer Greene, Office of Cook County State's Attorney.

Table of Contents

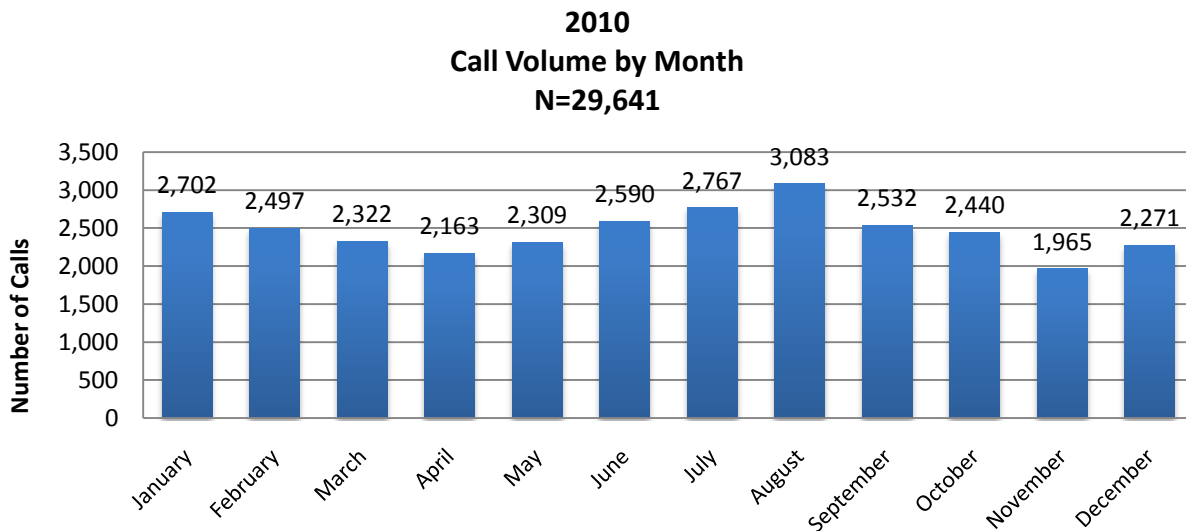
Total Call Volume.....	4
Classification of Calls.....	7
Victim Service Calls by Chicago, Cook County, and Illinois.....	8
Call Volume.....	9
Victim Characteristics.....	14
Victim Violence Experience.....	16
Abuser Characteristics.....	20
Victim Service Calls by Region.....	22
Call Volume.....	23
Victim Characteristics.....	26
Victim Violence Experience.....	28
Abuser Characteristics.....	32
Glossary.....	34

Table of Contents

Help Line Total Call Volume

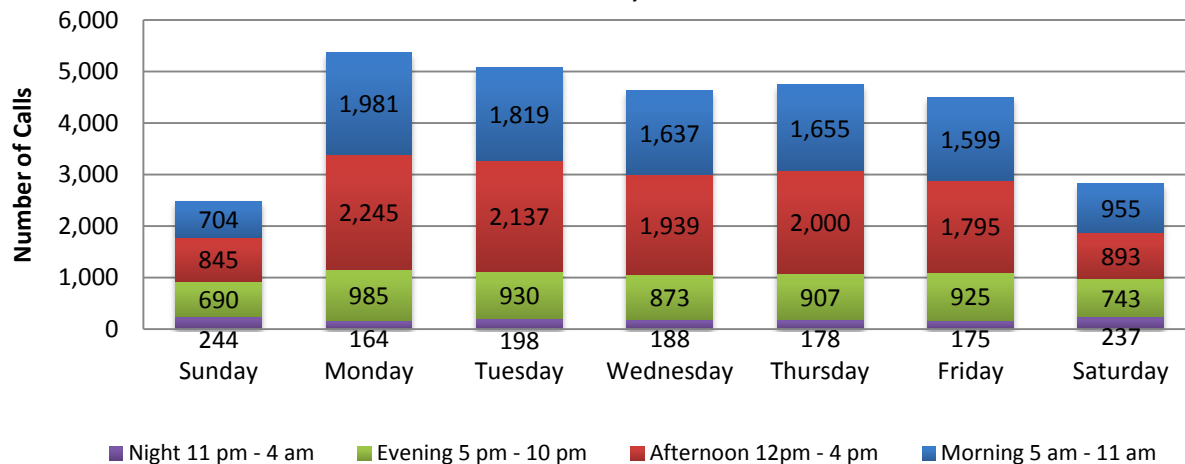


- ❖ The Domestic Violence Help Line answered 29,641 calls in 2010.
 - ❖ Since inception in 1998, the Help Line has taken over 250,000 calls.
 - ❖ On average, call volume has annually increased by 4% since inception.
-



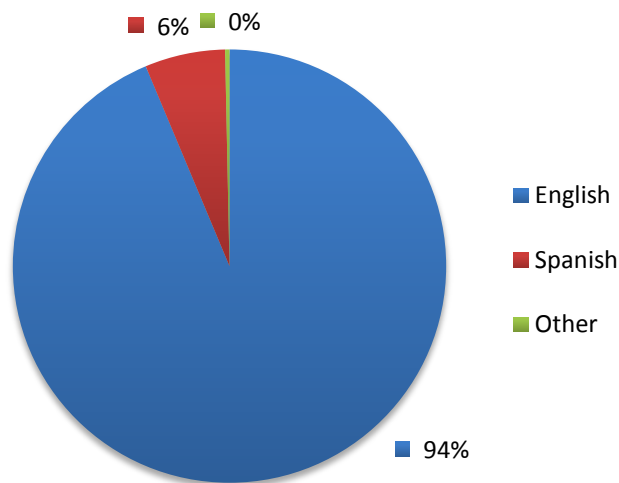
- ❖ The Help Line answered an average of 2,470 calls per month in 2010.
 - ❖ The highest volume of calls were received in August (n=3,083).
 - ❖ The fewest number of calls were received in November (n=1,965). The reduced call volume is attributed to a temporary interruption in services and data collection when the Help Line moved to a new location.
-

Call Volume by Time of Day
N=29,641



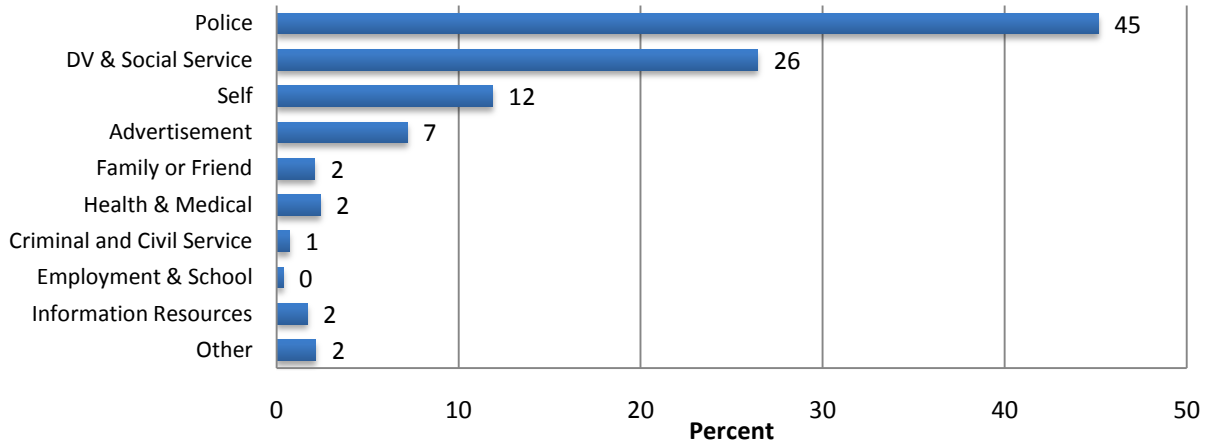
- ❖ The Help Line answered an average of 81 calls per day in 2010.
- ❖ Call volume was highest on Mondays and Tuesdays in the afternoon between the hours of 12 noon and 4 pm.

Call Volume by Language Used
N=29,641



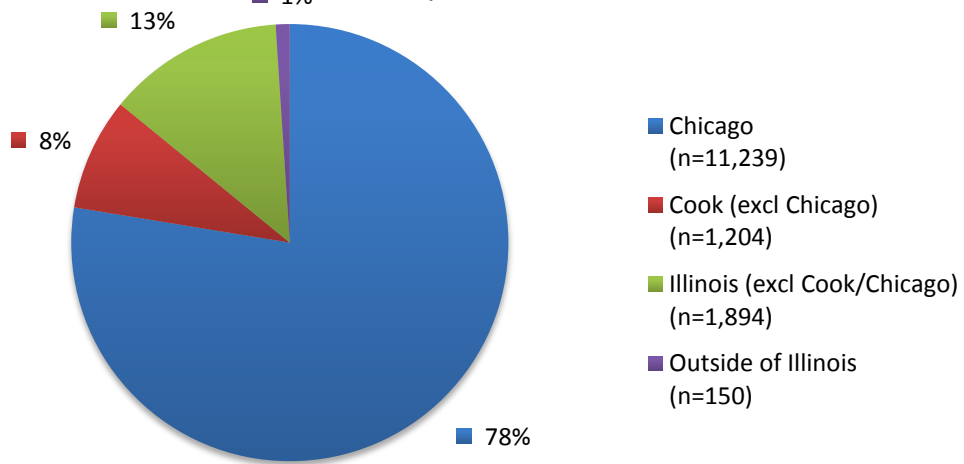
- ❖ Calls were primarily conducted in English (94%) followed by Spanish (6%).
- ❖ Less than half a percent of calls were taken in the following other languages, in order of frequency: Polish, Arabic, Russian, Hindi, Cantonese Chinese, Mandarin Chinese, Urdu, Korean, Amharic, Japanese, Assyrian, French, Other Chinese, Pakistani, Bosnian, Vietnamese, Portugese, Tagalog, and Serbian.

Call Volume by Referral Sources
N=13,092



- ❖ Referral source information was relevant and collected for 44% of the total call volume that resulted in service and/or transfer support.
- ❖ Callers learned about the Help Line from the police (45%), followed by domestic violence and social service providers (26%) and self referrals (12%).

Call Volume by Location
N=14,487

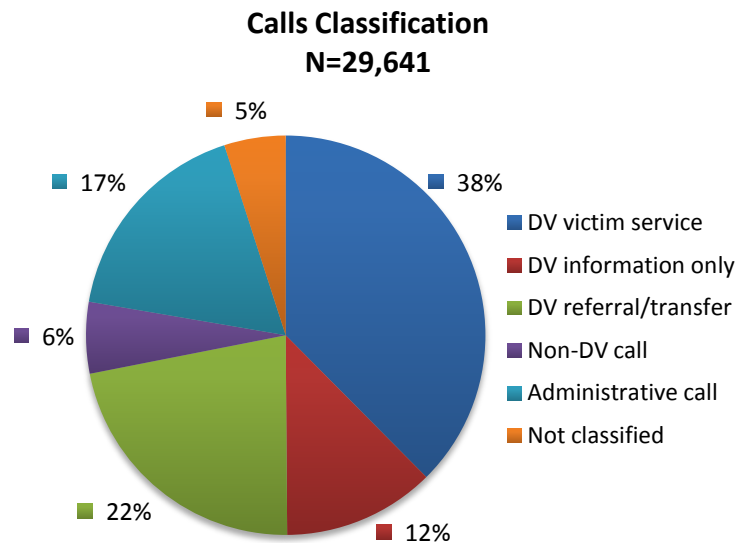


- ❖ Location information was relevant and collected for 49% of the total call volume that resulted in service and/or transfer support.
- ❖ The majority of callers to the Help Line were from Chicago (78%) and 21% were from Illinois locations outside of Chicago.

Classification of Calls

The total volume of calls to the Help Line was classified to describe the type of service provided to callers.

The following classifications depicts: 1) calls for domestic violence (DV) victim services; 2) domestic violence information only; 3) transfers to service providers for repeat victim callers; 4) non-DV related support; or 5) administrative support. The remaining calls received were not classified because they were missing information.²



Nearly 75% of callers were seeking domestic violence related support that could be service, information, or transfer.

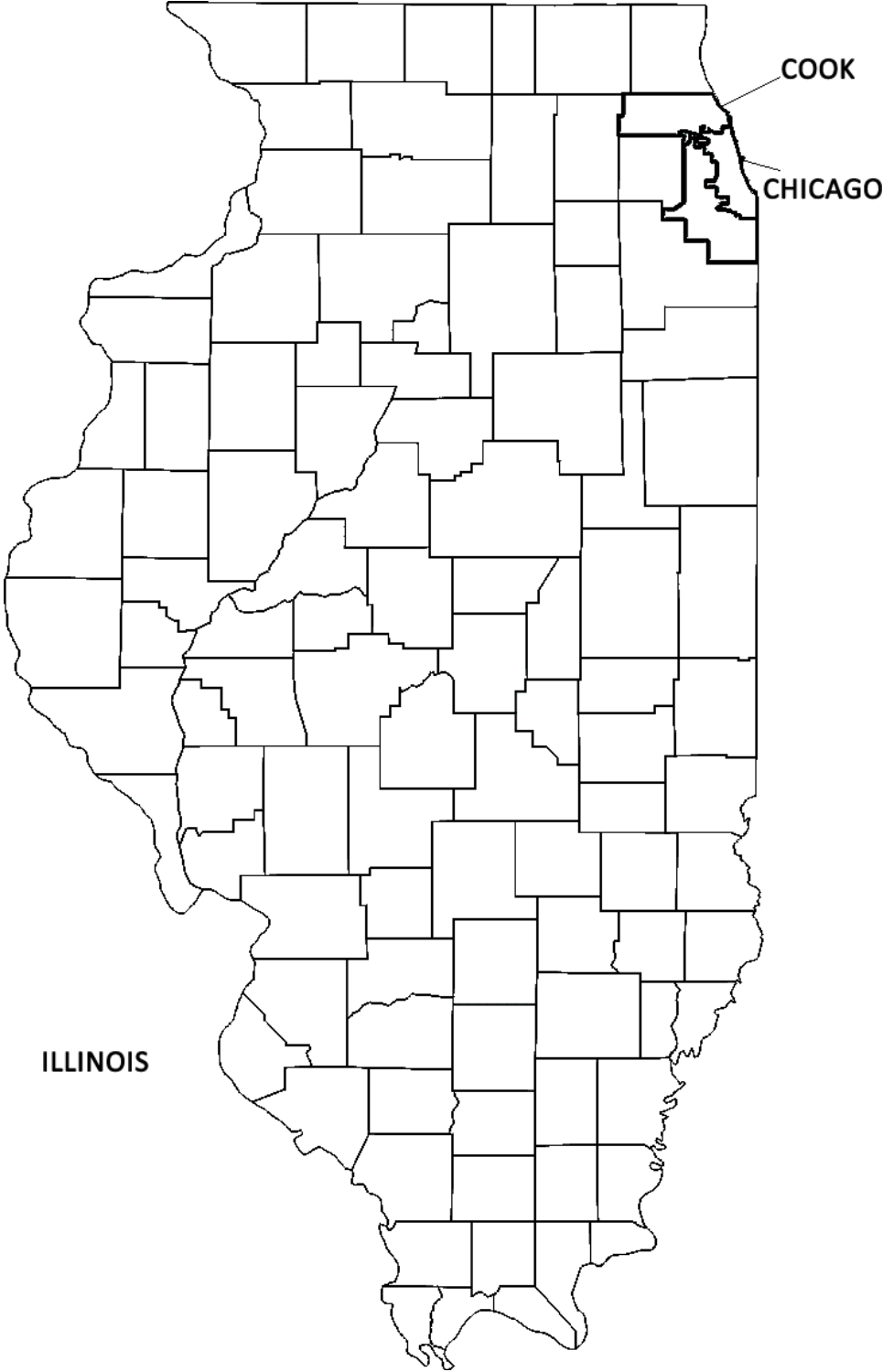
- ❖ Callers seeking domestic violence victim services (38%) provided information that is used to examine victims' characteristics, service needs, and to make appropriate service referrals.
- ❖ Calls for domestic violence information (12%) only included: requests for general information about domestic violence; requests for the total number of shelter beds or available shelter beds; individuals checking the phone number; requests for information about the Help Line; requests to make donations to shelters, victims, or of cell phones; requests for a list of DV referral agencies, DV materials, volunteer or internship opportunities; or for educators to make DV presentations.
- ❖ Callers receiving transfer services (22%) were directly linked to a service provider. These callers were victims who had previously called the Help Line and were invited to call back for new/additional information or when they needed to be (re-)connected with an agency. Call takers facilitate a 3-way telephone linkage with these callers and the provider agency.

The following sections of this report summarize characteristics and violence experiences for victim service calls only where a zip code or county designation was provided. This information is displayed primarily in graphs to aid area comparisons and in aggregate summaries for the total location, with attention to notable area specific distinctions.

² It is not uncommon that survey research collecting sensitive subject matter will include missing data. This occurs when callers decline or are unable to respond to questions.

VICTIM SERVICE CALLS

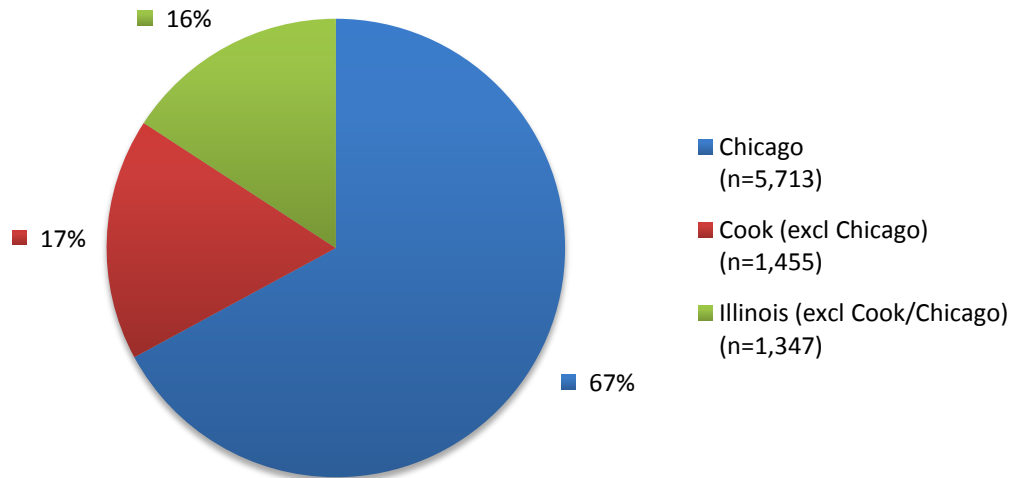
Chicago, Cook County, and Illinois



Chicago, Cook County, and Illinois

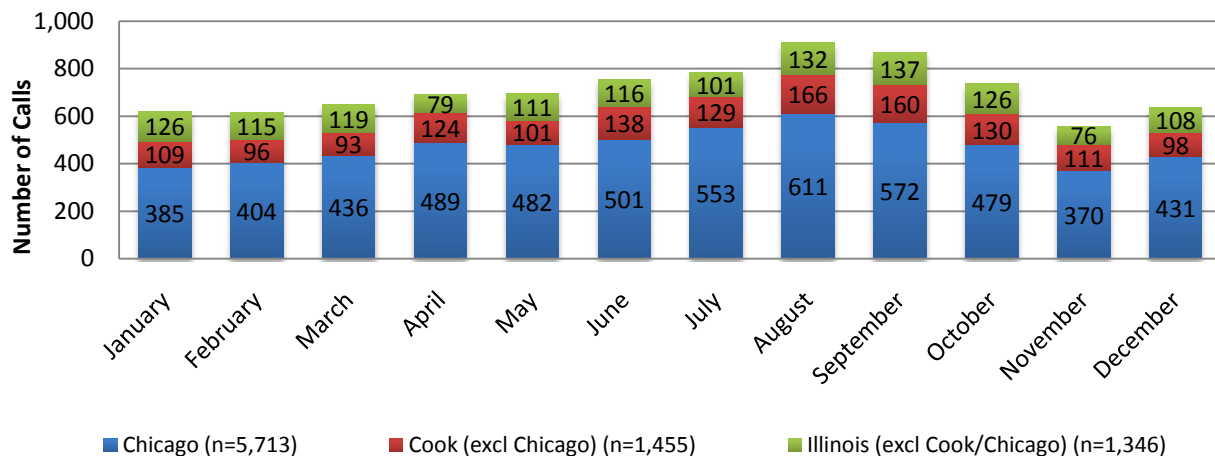
Victim Service Calls - Call Volume

Victim Service Calls by Location
N=8,515



- ❖ Victim characteristic and violence experience information was relevant and collected for 29% of the total call volume that requested victim service information and provided location information.
- ❖ The majority of victim service callers to the Help Line were from Chicago (67%) and 33% were from Illinois locations outside of Chicago.

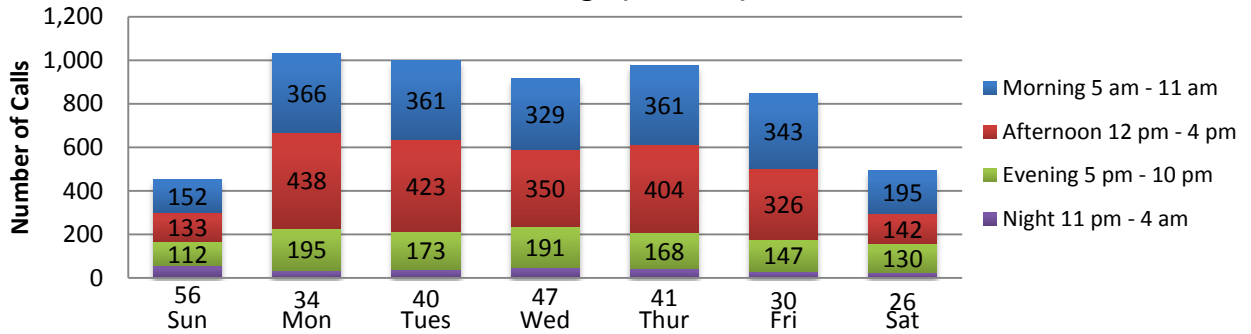
Victim Service Calls by Month
N=8,515



- ❖ The Help Line answered an average of 710 victim service calls per month in 2010.
- ❖ The highest volume of victim service calls were in August (n=909) and September (n=869).
- ❖ The fewest number of calls were received in November (n=557) when the Help Line moved to a new location and experienced a temporary interruption in services.

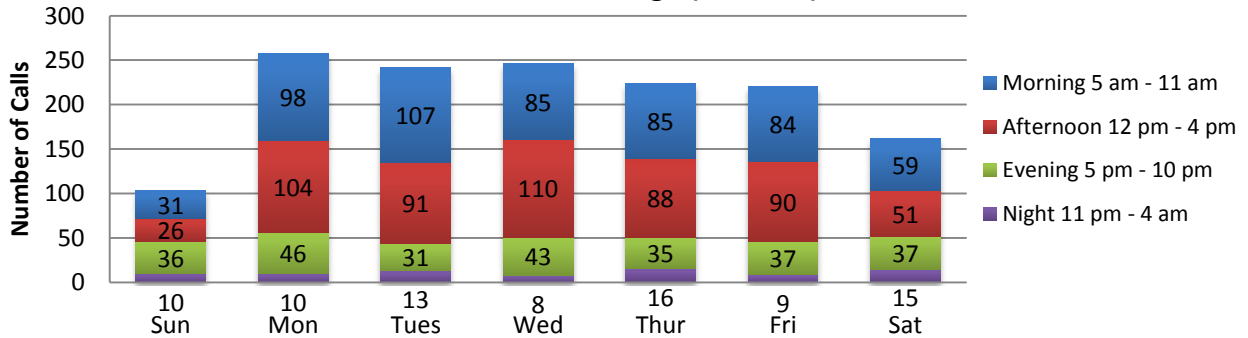
- ❖ The Help Line answered an average of 24 victim service calls per day statewide.

**Victim Service Calls by Time of Day
Chicago (N=5,713)**



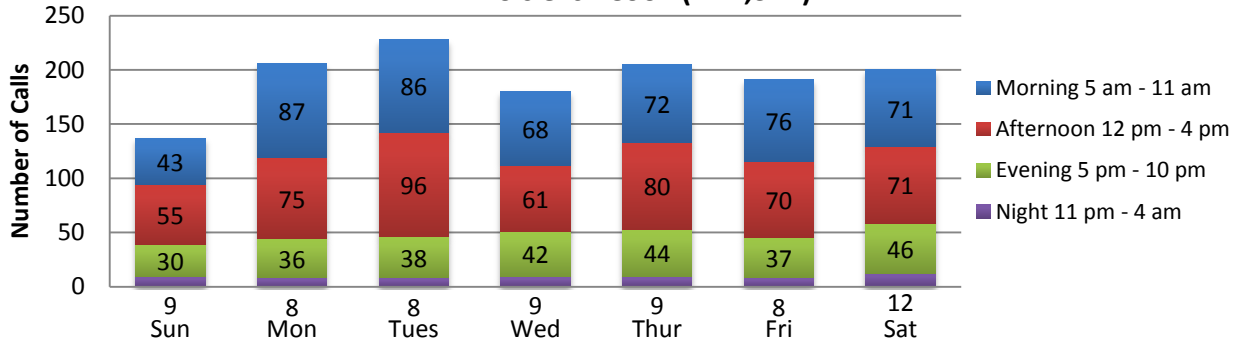
- ❖ An average of 16 calls was from Chicago callers.
- ❖ Chicago call volume was highest in the afternoons and on Mondays.

**Victim Service Calls by Time of Day
Cook excl. Chicago (N=1,455)**



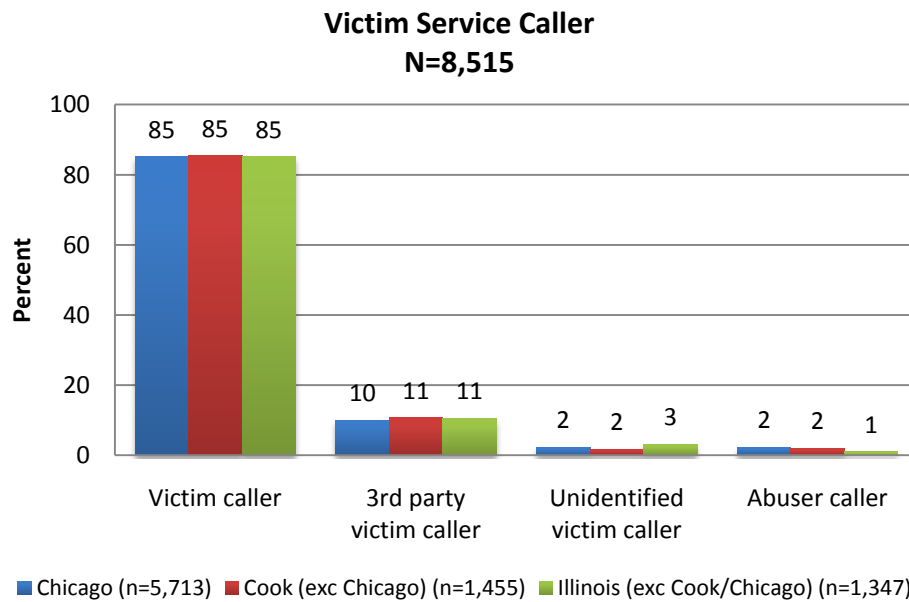
- ❖ An average of 4 victim service calls was from Cook County callers.
- ❖ Cook call volume was highest in the afternoons and on Mondays.

**Victim Service Calls by Time of Day
Illinois excl. Cook (N=1,347)**



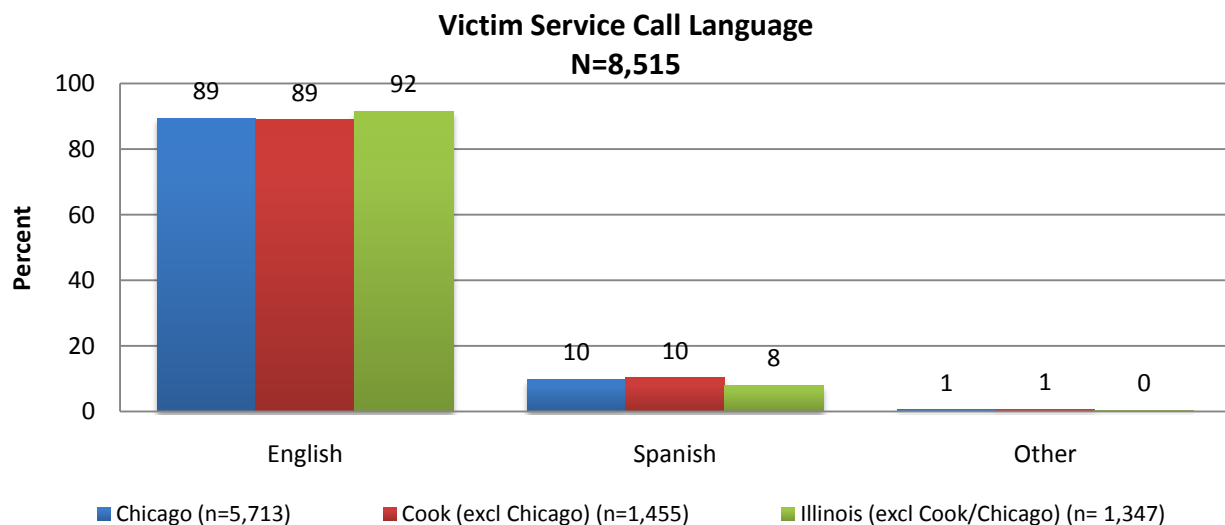
- ❖ An average of 4 victim service calls was from Cook County callers.
- ❖ Illinois call volume was highest in the mornings or afternoons and on Tuesdays.

Victim Service Calls – Call Characteristics



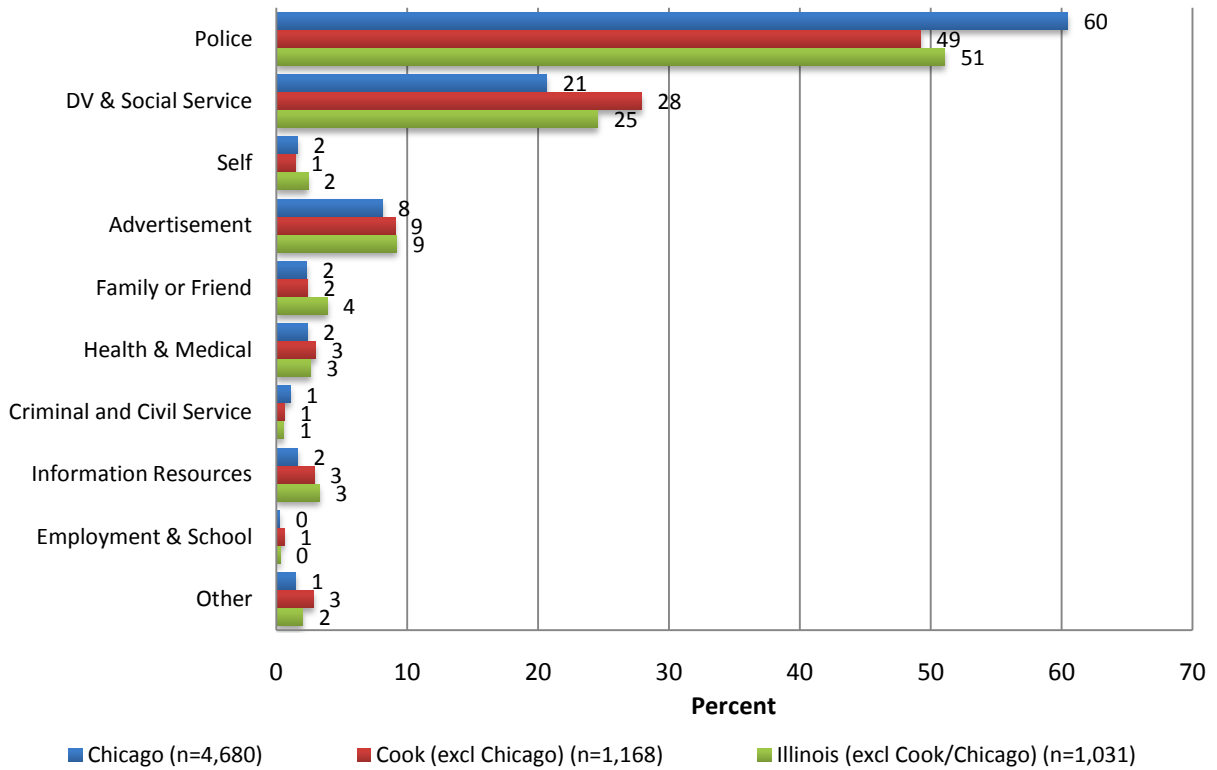
April 2010 [3rd party] caller
A caller said that she has been carrying our card around for years and she now has a girlfriend who needs help. She wanted to make sure the number was still active after all this time.

- ❖ Calls for victim services were most often placed by victims themselves (85%).
- ❖ Abusers called the Help Line for themselves or for a victim and represented 2% of callers; 60% of abuser callers sought information about partner abuse intervention programs.



- ❖ Victim service calls were primarily conducted in English (89%) followed by Spanish (9%).
- ❖ One percent of victim service calls were taken in the following other languages, in order of frequency: Polish, Arabic, Cantonese Chinese, Urdu, Korean, Mandarin Chinese, Japanese, Amharic, Hindi, Bosnian Russian, French, and Portuguese.

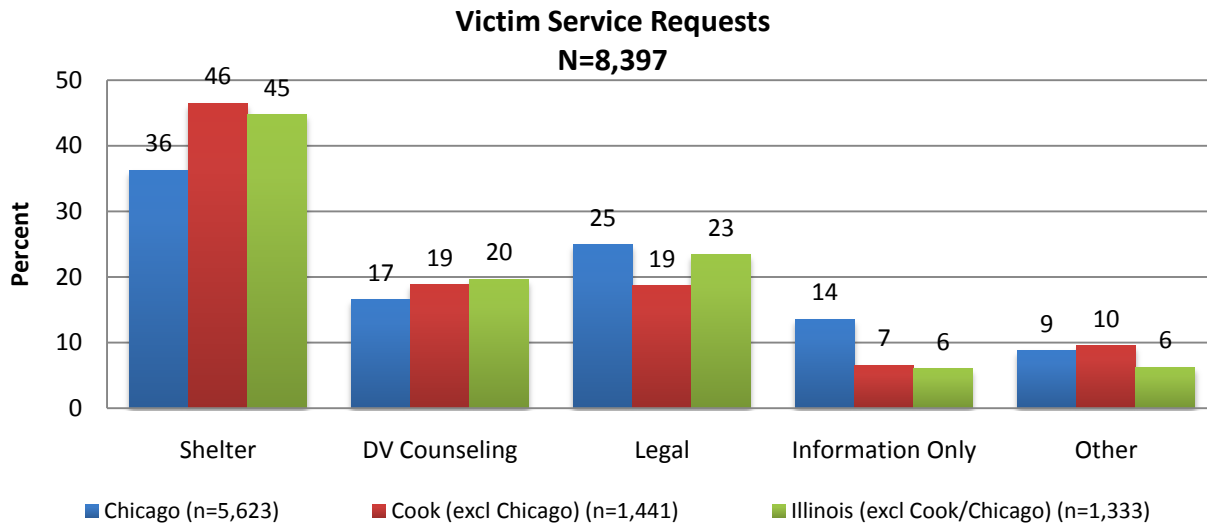
Victim Service Calls by Referral Sources
N=6,879



- ❖ Victim service callers most often identified the police (57%) as their referral source to the Help Line followed by domestic violence and social service providers (23%) and advertisements (8%).
- ❖ More Chicago (60%) victim service callers identified the police as the referral source than Cook (49%) and Illinois (51%) callers.

May 2010 caller

A police officer from East St. Louis called to say that he felt he was responding to an increased amount of domestic violence calls and he wanted to get training in domestic violence. The Help Line identified and linked him to a program in his area that was able to speak with him about getting trained.



- ❖ Most victim service callers were looking for shelter (39%) and legal (24%) services.
- ❖ Victim service callers requested between 1 and 6 services; one Chicago victim service caller requested as many as 14 services that included children’s services, civil legal representation, shelter, financial assistance, DV counseling, and other legal advocacy.
- ❖ More Cook (46%) and Illinois (45%) victim service callers requested shelter than Chicago (36%) callers.
- ❖ More Chicago (25%) and Illinois (23%) victim service callers requested legal services than Cook (19%) callers.

October 2010 caller

A caller arrived from out of state by Greyhound bus with 3 small children. She was fleeing her abuser. She called from the bus station saying that someone had told her she could obtain emergency domestic violence shelter through the Help Line.

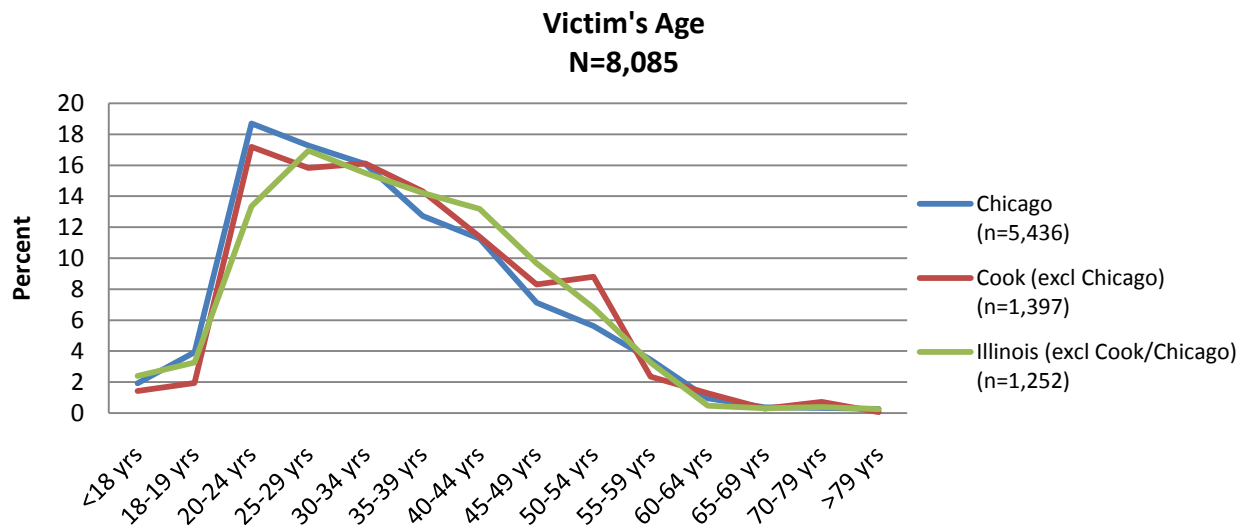
There were no spaces available in Chicago when she called and she had no money for transportation to get anywhere else.

After locating available shelter downstate in a city served by Greyhound, the Help Line Supervisor made numerous calls to various Greyhound phone numbers in an effort to obtain free transportation for the woman and her children.

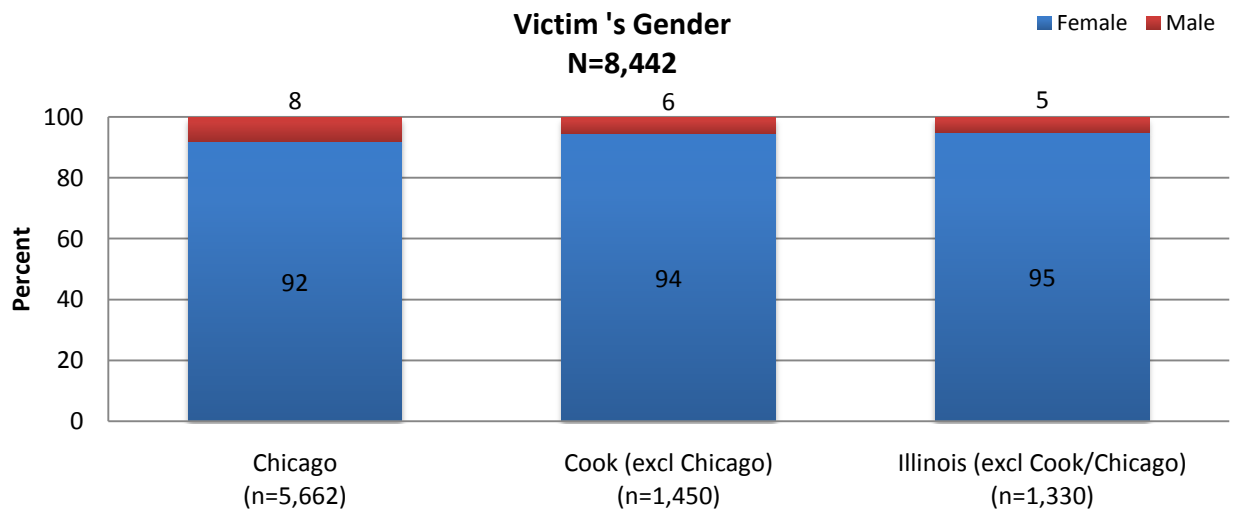
A sympathetic supervisor allowed for the free transport with a letter from the Help Line on the victim’s behalf to document her need.

The woman and her children safely arrived at the shelter later that night.

Victim Service Calls – Victims’ Characteristics



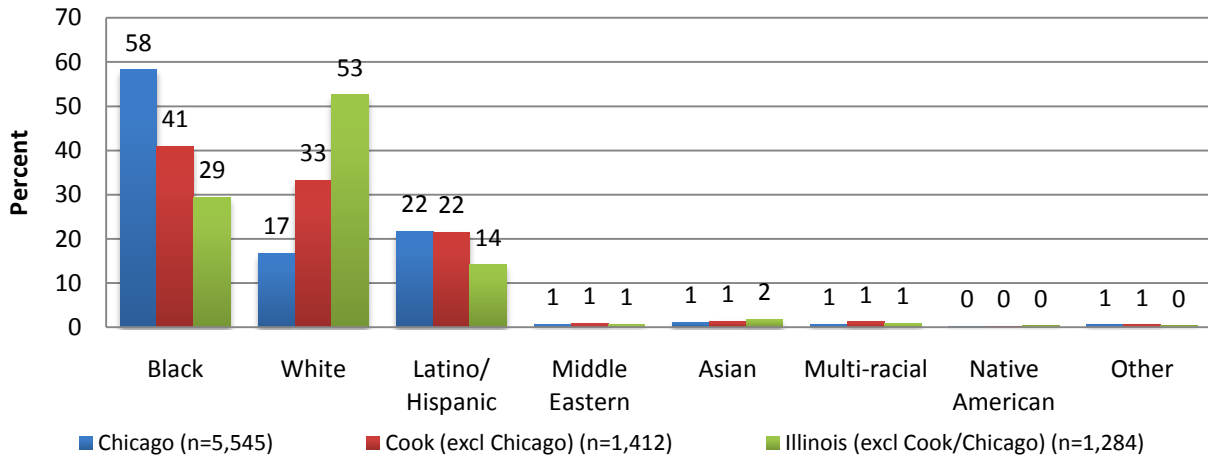
- ❖ The average age of victims was 34 (median=32).
- ❖ Two (2%) percent of victim service callers were 17 and younger and 5% were 55 and older.
- ❖ Victims’ ages ranged between 1 and 97 years of age.³
- ❖ Chicago (median=31) victims were younger than Cook and Illinois victims (median=34).



- ❖ Most domestic violence victims were female (93%).

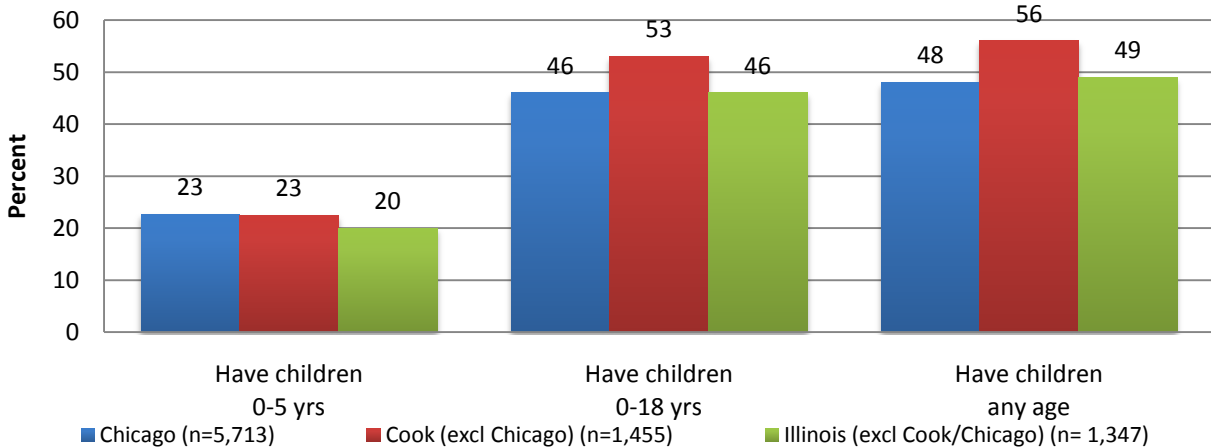
³ Callers can report information for victims of any age. Staff and contracted delegates of the City of Chicago who serve children and their families are mandated reporters and are legally required to report cases of suspected child abuse.

Victim's Race/Ethnicity
N=8, 241



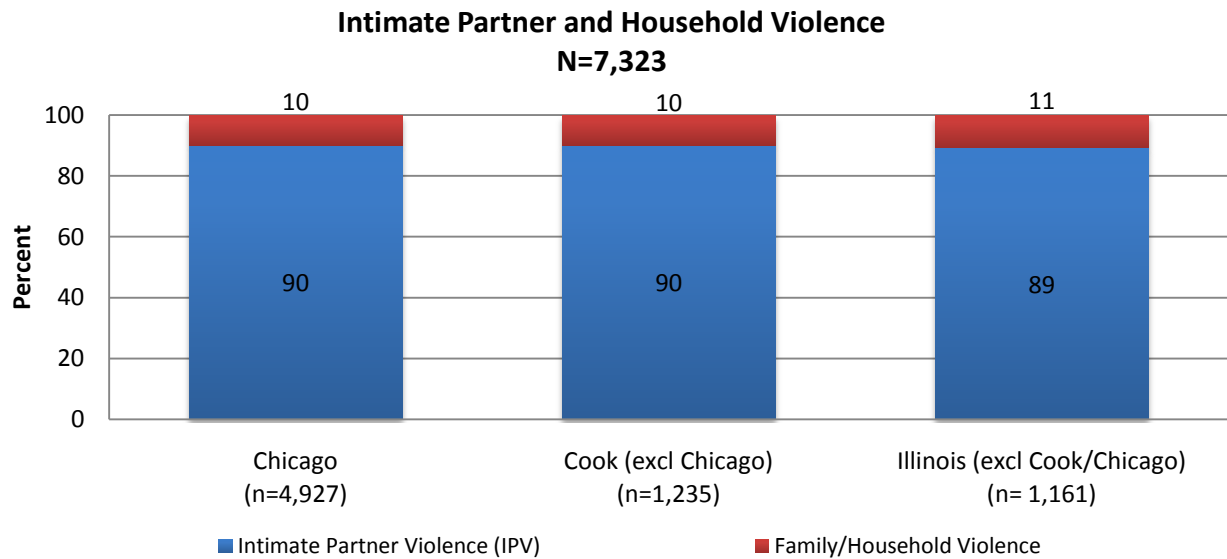
- ❖ More than half of victims were Black (51%) followed by White (25%) and Hispanic (21%).
- ❖ Victims were mostly Black (58 %) in Chicago, Black (41%) and White (33%) in Cook, and White (53%) in Illinois.

Parentage
N=8,515

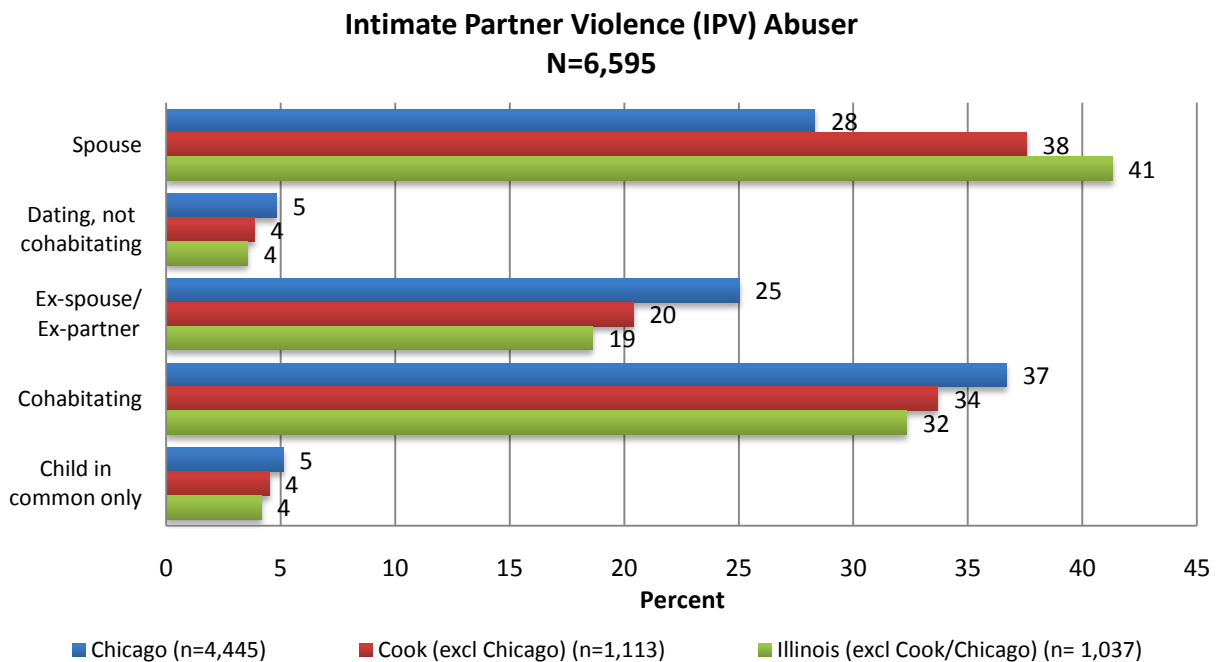


- ❖ Half (50%) of all victims had a dependent of any age in their care (range=0-61).
- ❖ Twenty-two percent (22%) of victims had a minor child 0-5 years of age and 47% had a minor child 0-18 years of age.
- ❖ Victims had an average of 2 minor children in their care (range=1-16). The average age of a minor child 0-18 years of age was 7 (median=6).
- ❖ Six percent (6%) of victims were pregnant at the time a call was made to the Help Line.

Victim Service Calls – Victims’ Violence Experience

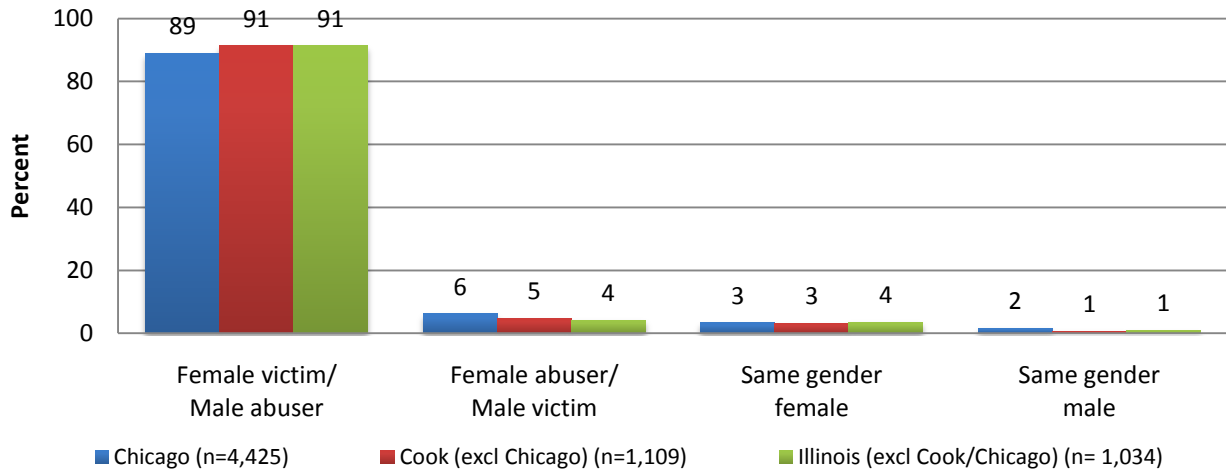


- ❖ Victim service callers reported being abused by an intimate partner (90%) or a family/household member (10%).



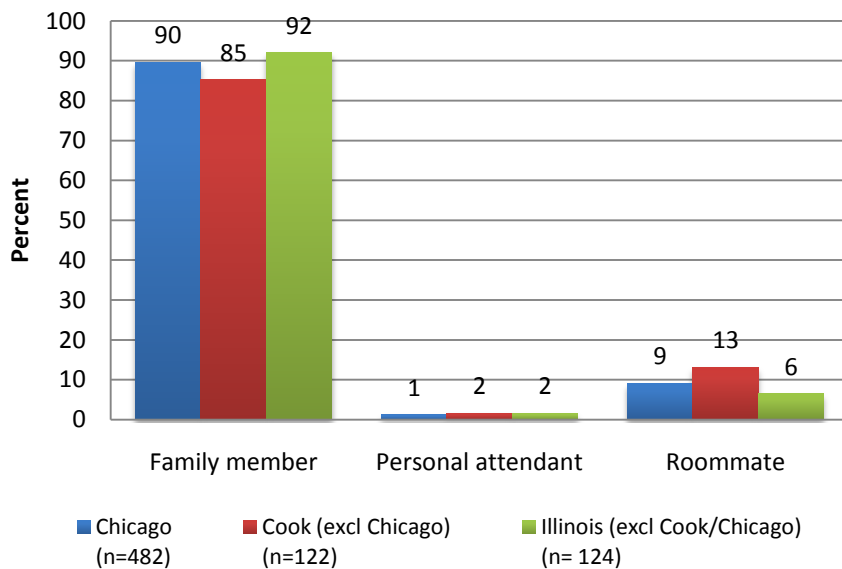
- ❖ Of the 90% of intimate partner violence, abusers were a cohabitating partner (35%), spouse (32%), or an ex-spouse/ex-partner (23%).
- ❖ Victims in Cook (38%) and Illinois (41%) were abused by a spouse more than Chicago victims (28%).

Intimate Partner Violence Victim/Abuser Gender
N=6,567



- ❖ Of the 90% of intimate partner violence, most occurred between a female victim and a male abuser (90%) with 6% of male victims abused by a female.
- ❖ Four percent (4%) of IPV occurred in same gender relationships between female (3%) or male (1%) partners.

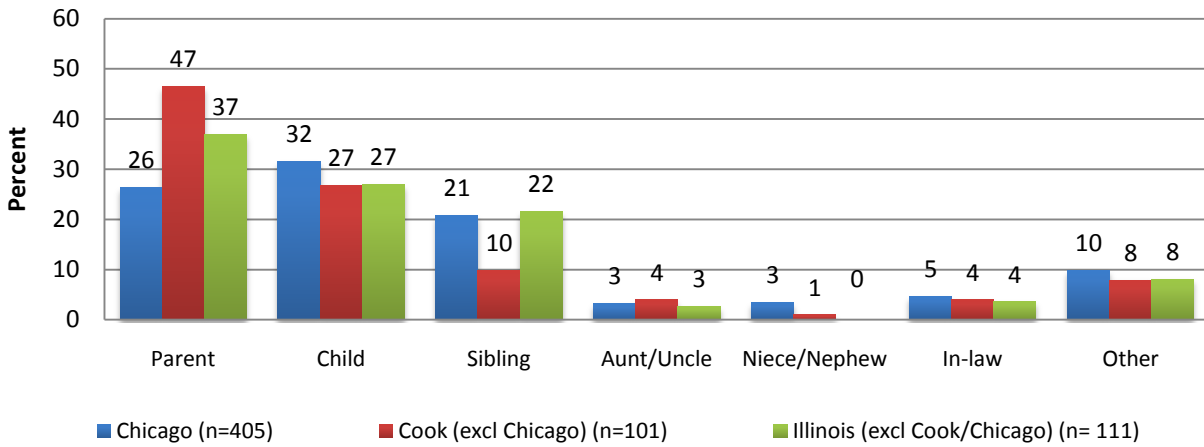
Family/Household Abuser
N=728



July 2010 Caller
A woman called because her stepmother was preventing her from seeing her elderly father. The caller is worried that her stepmother is abusing her father.
The caller was linked to the Elder Abuse Hotline for assistance.

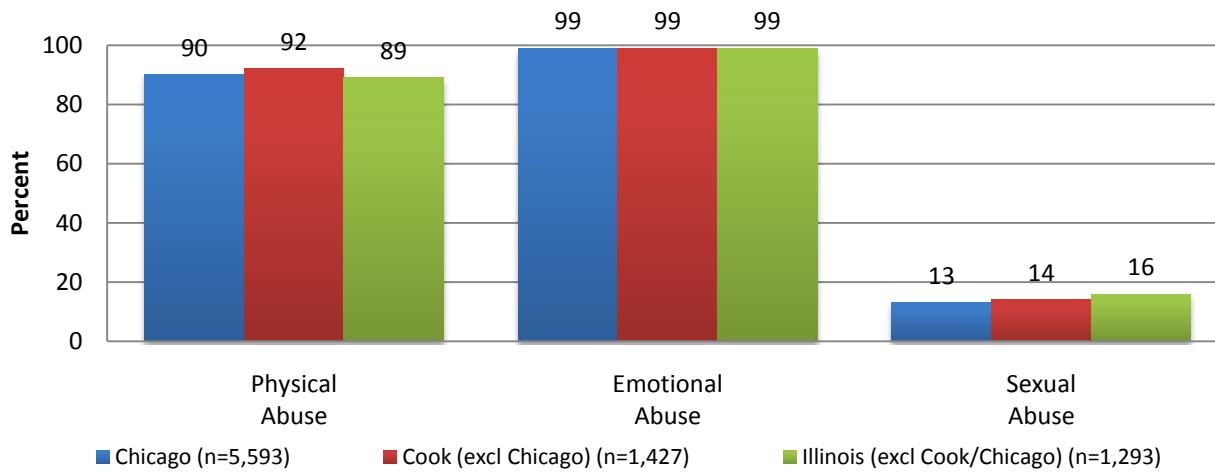
- ❖ Of the 10% of family/household violence, abusers were primarily a family member (89%).
- ❖ Fewer Cook (85%) victims were abused by a family member than Chicago (90%) and Illinois (92%) victims.

**Family Member Abuser
N=617**



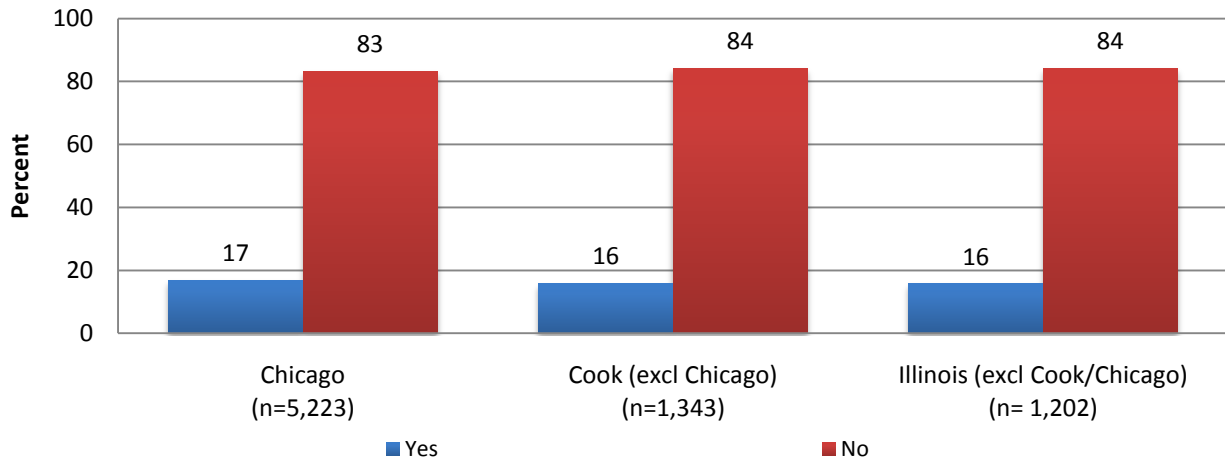
- ❖ Of the family member abusers, a parent (32%), a child (30%), or a sibling (19%) was most often the abuser.
- ❖ Cook victims were abused by a parent (47%) more than Chicago (26%) and Illinois (37%) victims and less often by a sibling (10%) than Chicago (26%) and Illinois (37%) victims.

**Type of Abuse
N=8,313**



- ❖ The type of abuse that victims experience was determined during a discussion of “what happened.” One or multiple forms of abuse may be recorded.
- ❖ Most victims mention emotional (99%) as well as physical (90%) forms of abuse.
- ❖ Cook (92%) victims mentioned more forms of physical abuse than Illinois (89%) victims.

Order of Protection Against Abuser N=7,768



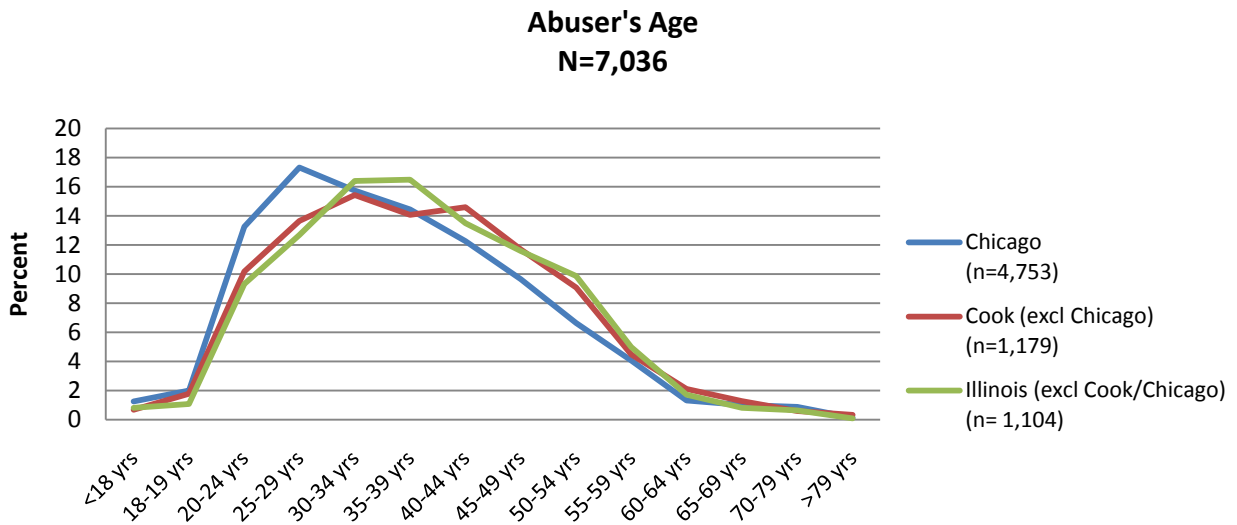
- ❖ Sixteen percent (16%) of victims had an order of protection against their abuser at the time a call was made to the Help Line.

September 2010 caller

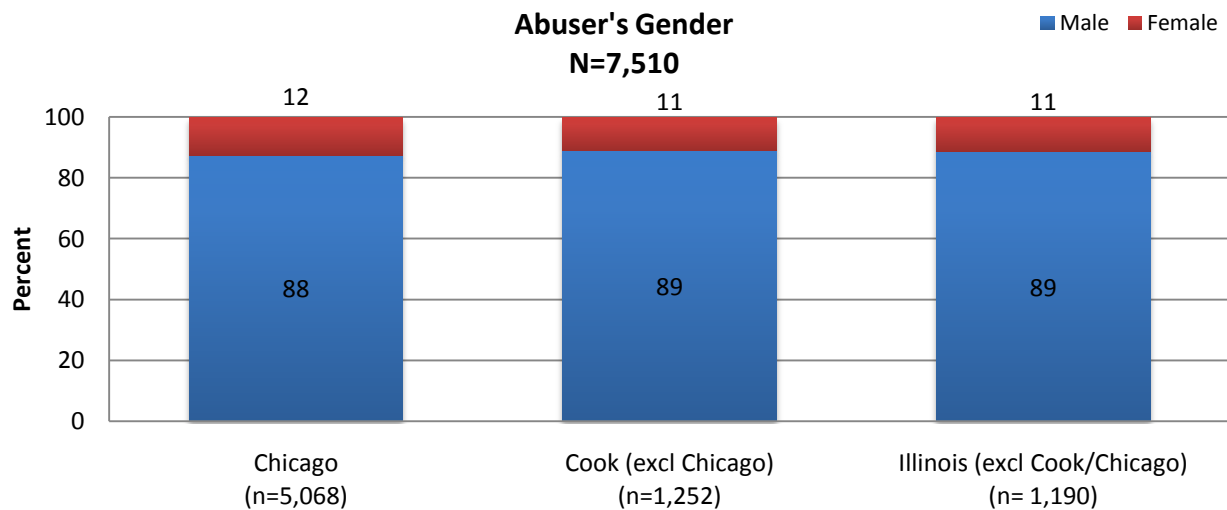
A caller said she tried to make a police report in order to get an order of protection but they wouldn't give her one because [her abuser] has only threatened to hit her and hasn't actually hit her yet.

She was told about obtaining orders through civil court and planned to go to DV court to try to obtain one.

Victim Service Calls – Abusers’ Characteristics



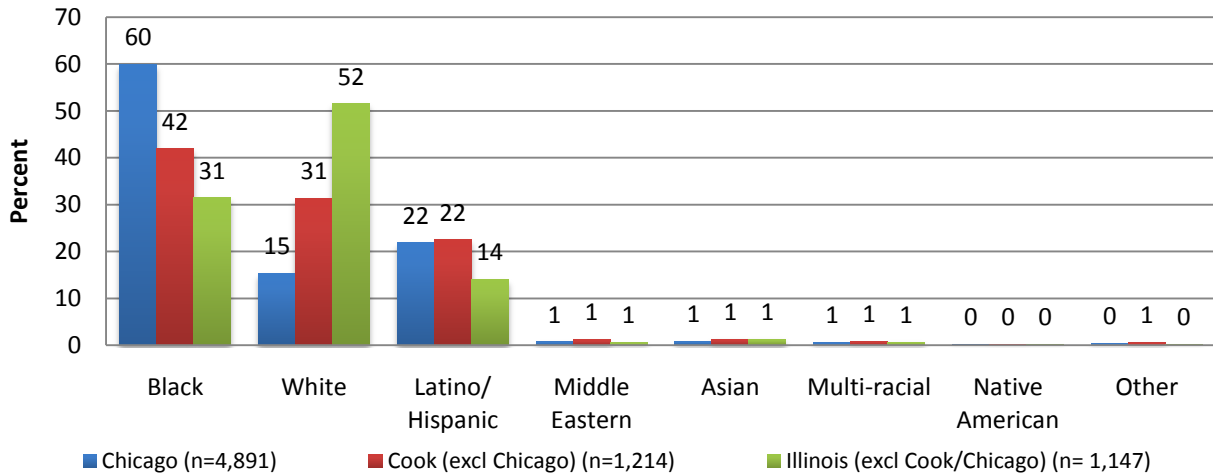
- ❖ The average age of abusers was 37 (median=36).
- ❖ One (1%) percent of abusers were 17 and younger and 8% were 55 and older.
- ❖ Abusers’ ages ranged between 9 and 89 years of age.⁴
- ❖ *Chicago (median=35) abusers were slightly younger than Cook and Illinois victims (median=38).*



- ❖ Most domestic violence abusers were male (88%).

⁴ Callers can report information for victims of any age. Staff and contracted delegates of the City of Chicago who service children and their family are mandated reporters and are legally required to report cases of suspected child abuse.

**Abuser Race/Ethnicity
N=7,252**



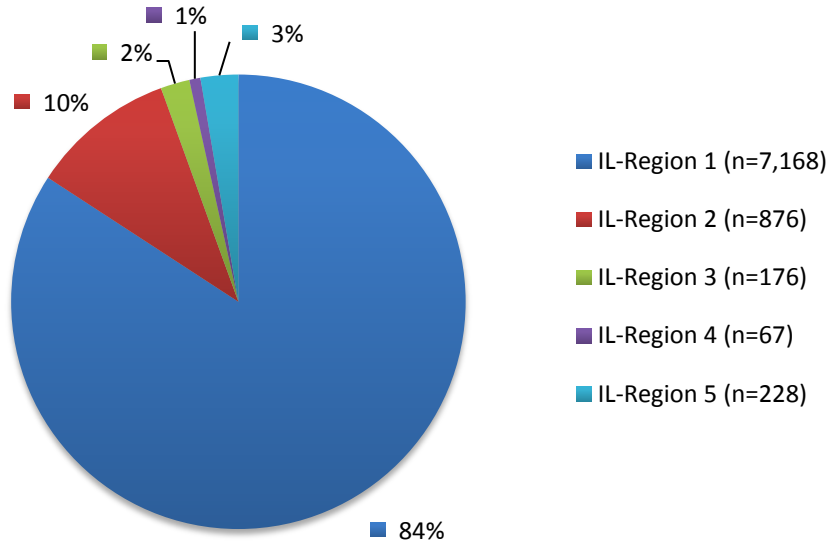
- ❖ More than half of abusers were Black (52%) followed by White (24%) and Hispanic (21%).
- ❖ Abusers in Chicago were mostly Black (60%), abusers in Cook were Black (42%) and White (31%), and abusers in Illinois were White (52%).

July 2010 caller

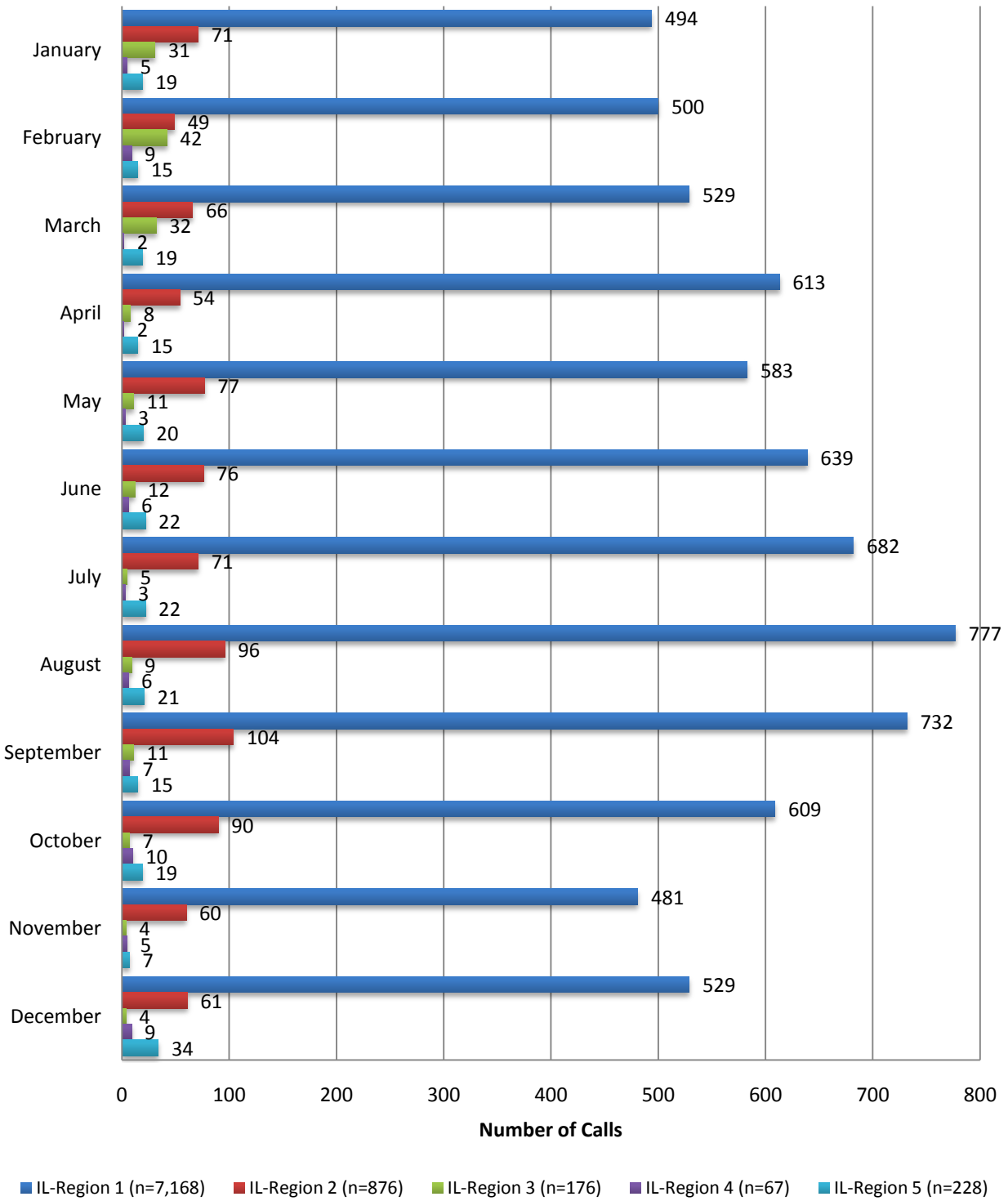
A caller said that she had just received a letter that said that her abuser would be released from prison next month. He has served 13 years for her attempted murder. She is sure that he knows where she lives and will come to finish the job. Caller has 2 adolescent male children and is also experiencing extreme financial hardship at present. She has been selling bottled water on the street to survive.

She was linked to an agency that could provide counseling, legal advocacy and potentially shelter for her and her sons should she need it upon her abuser's release from prison.

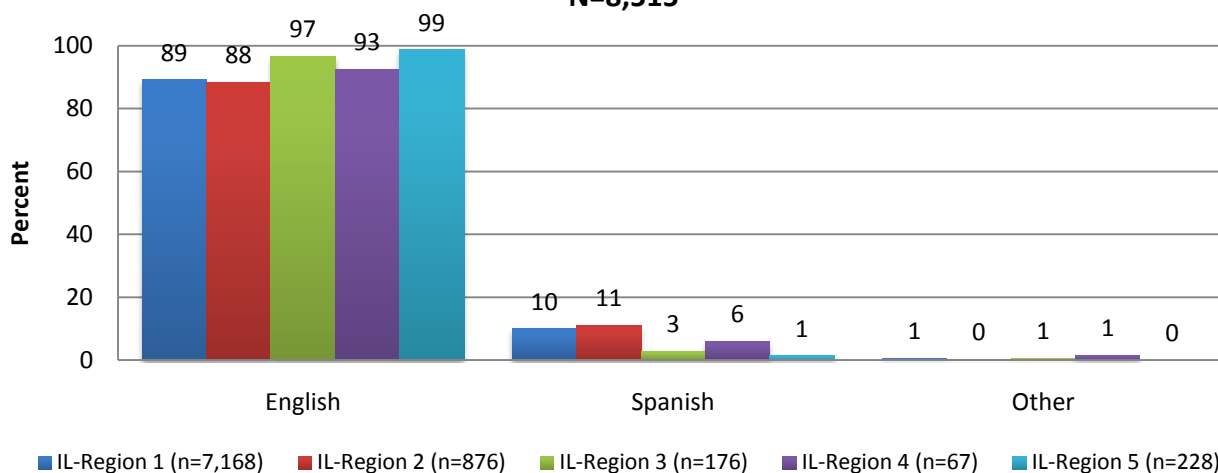
Victim Service Calls by Region N=8,515



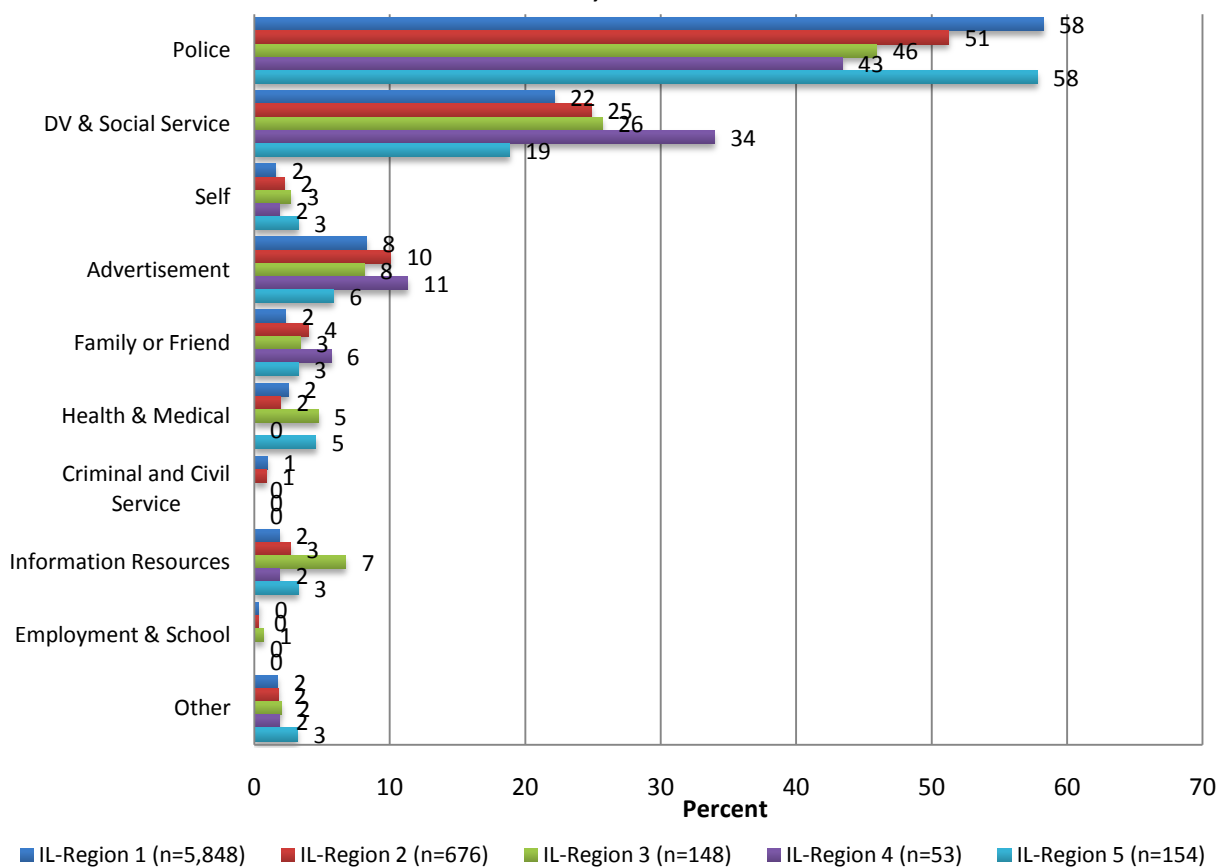
Victim Service Calls by Month N=8,515



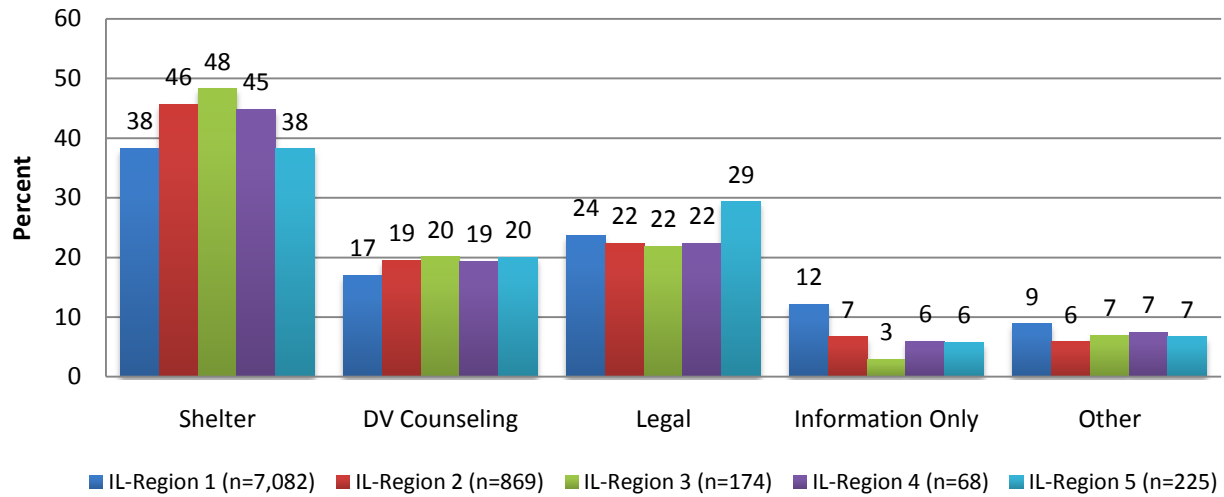
Victim Service Call Language N=8,515



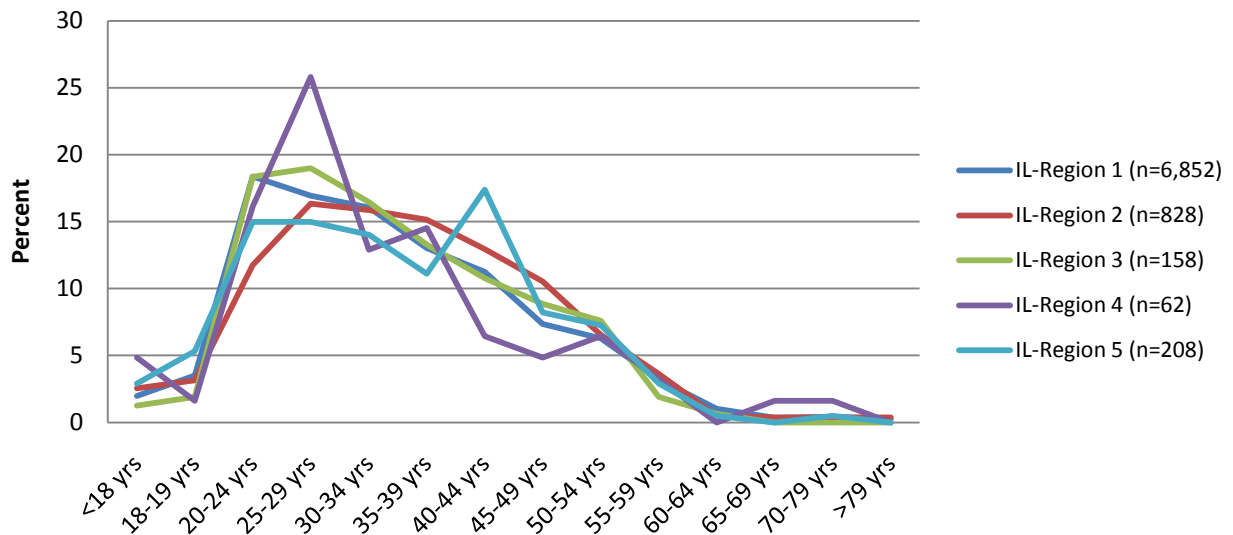
Victim Service Calls by Referral Source N=6,878

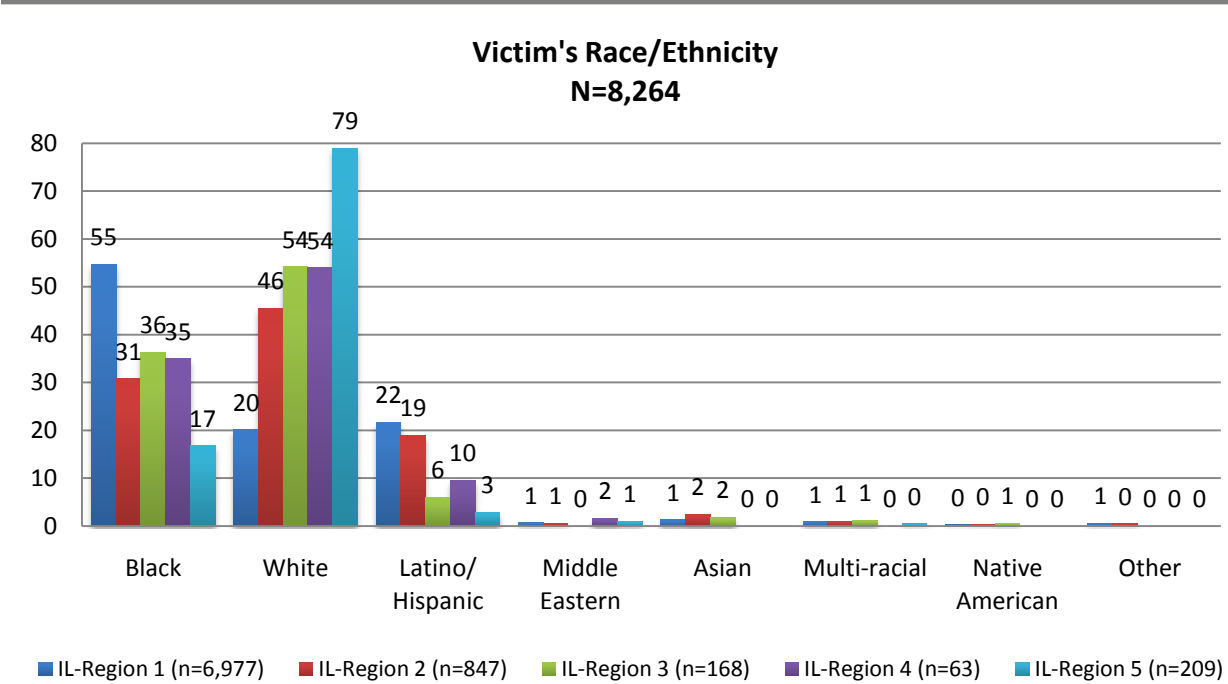
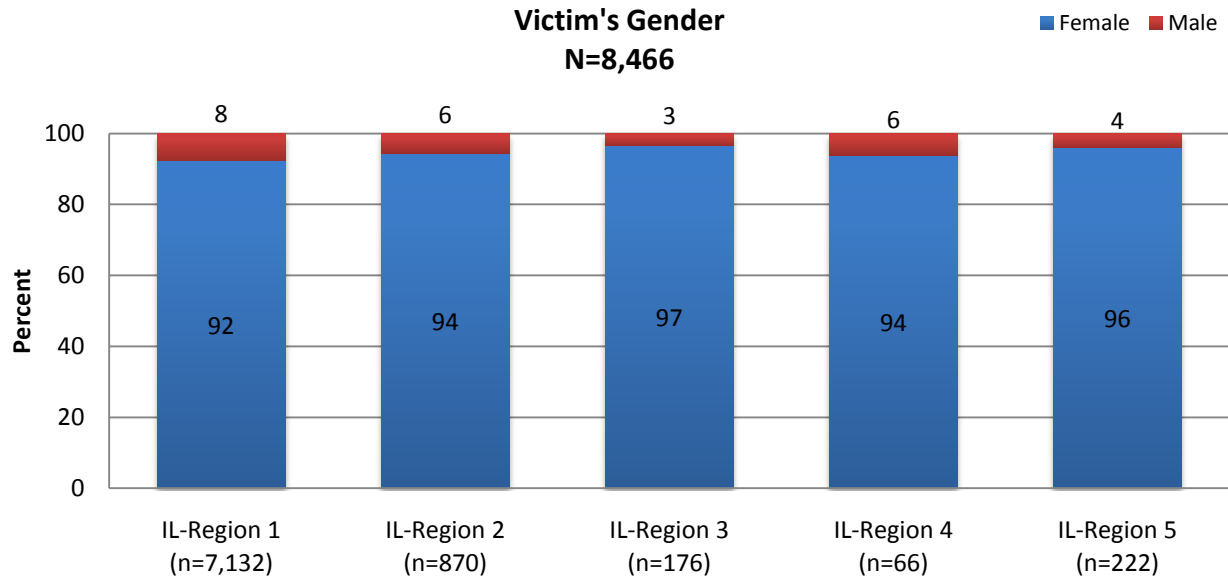


Victim Service Requests N=8,418

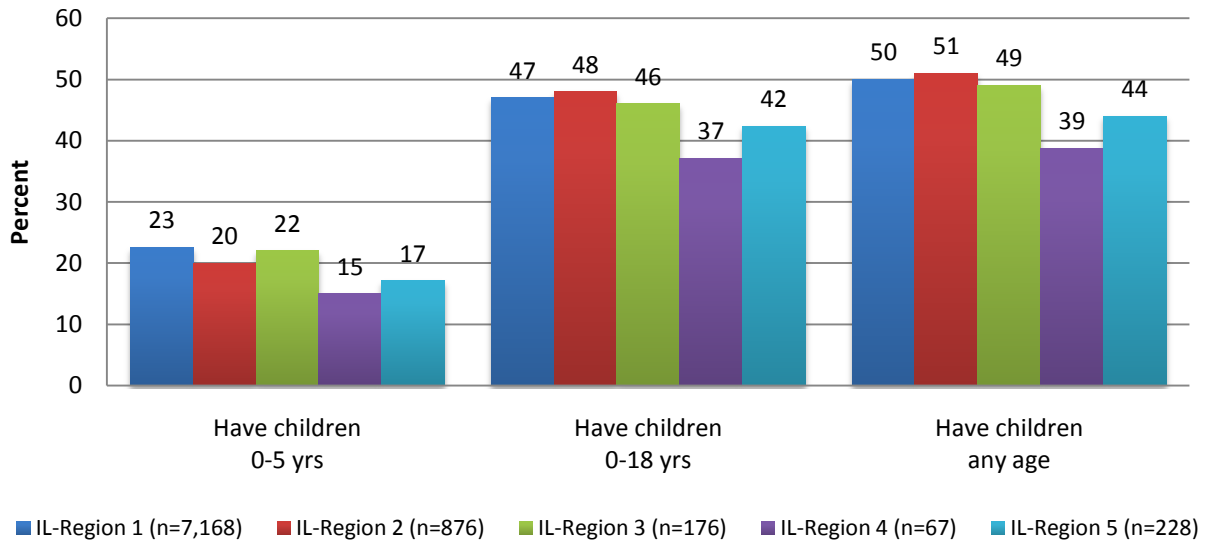


Victim's Age N=8,108

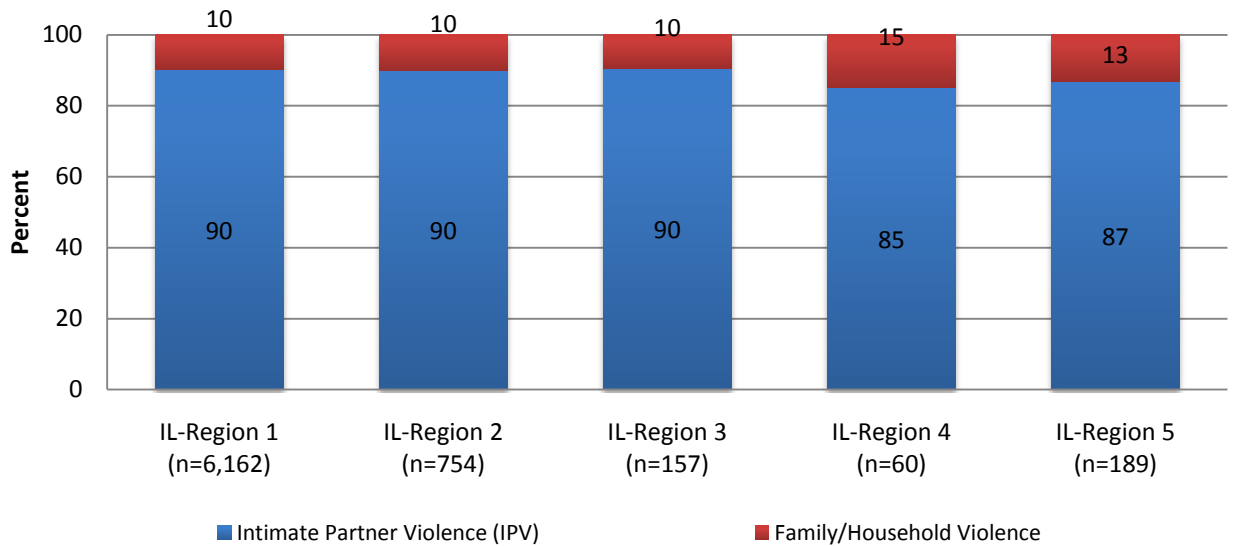




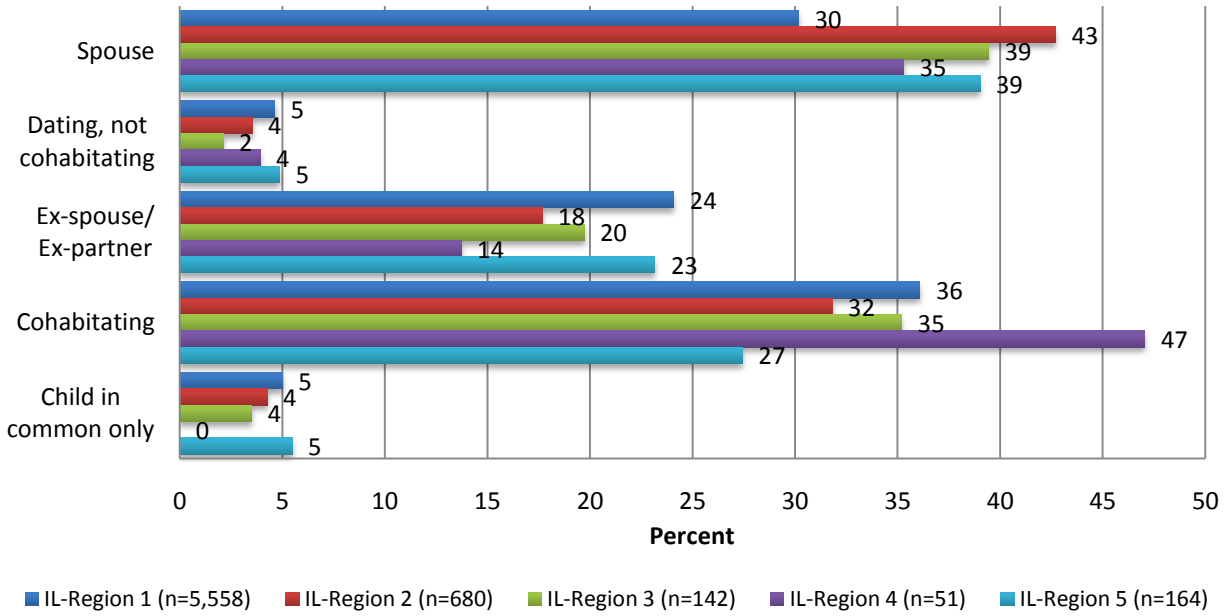
**Parentage
N=8,515**



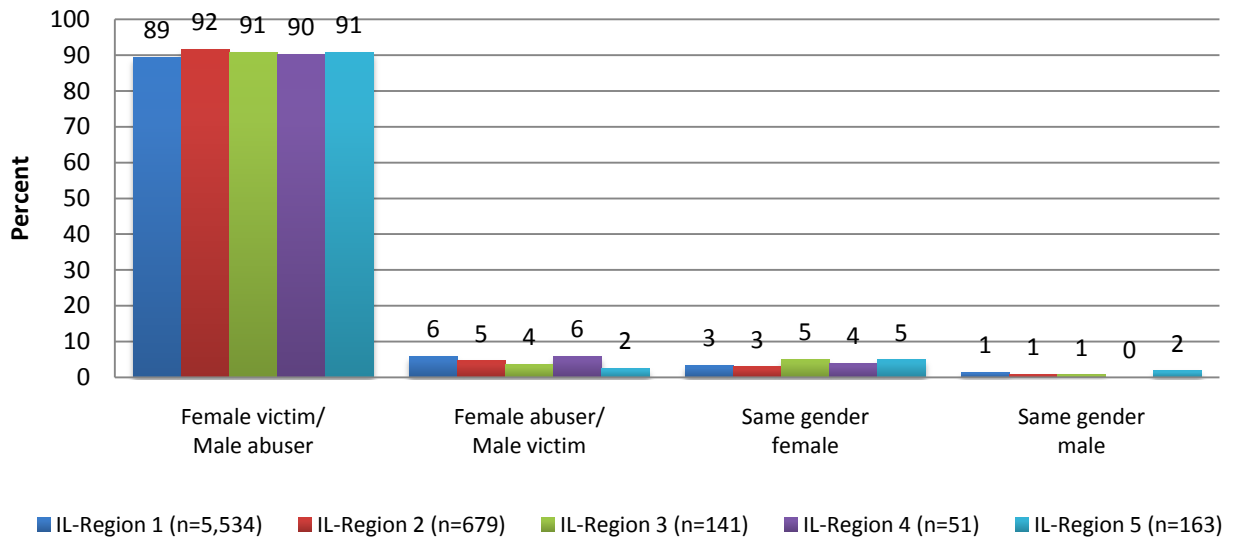
**Intimate Partner and Household Violence
N=7,323**



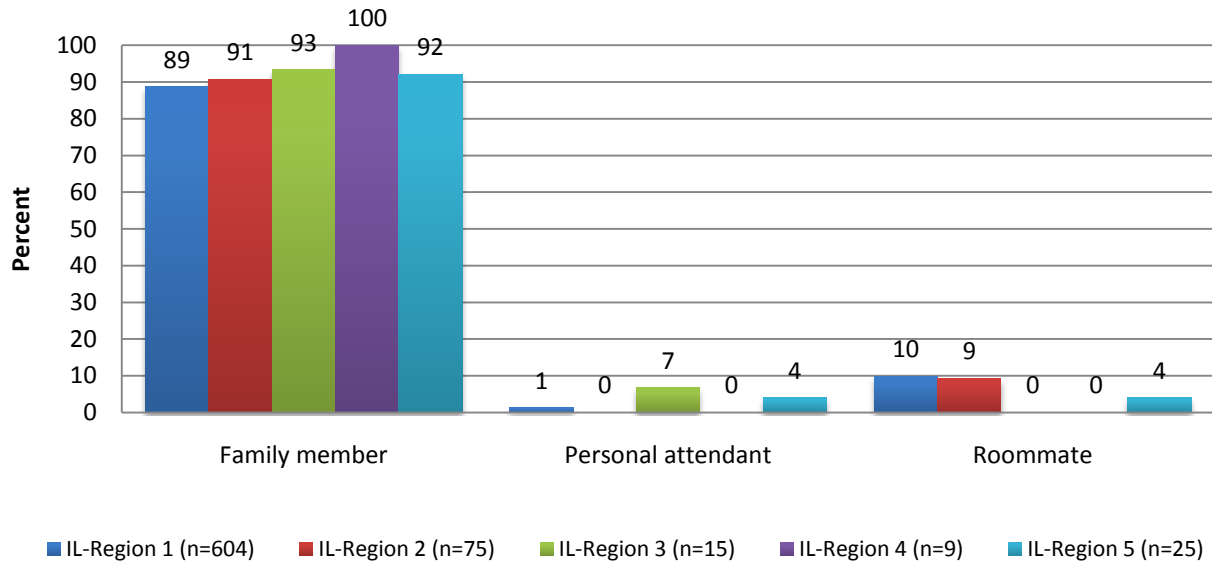
Intimate Partner Violence (IPV) Abuser
N=6,595



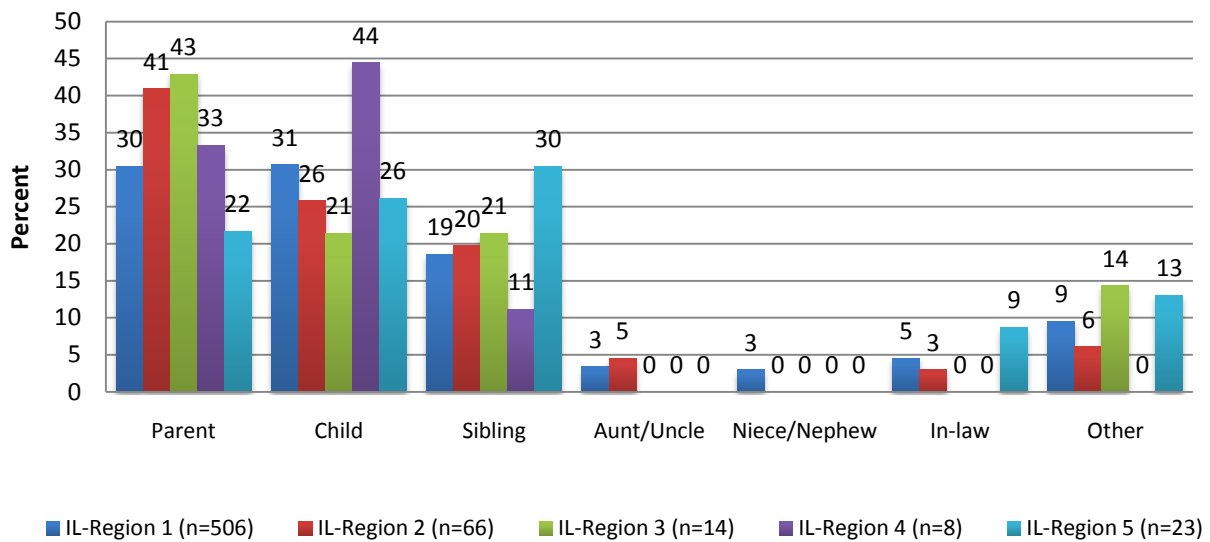
Intimate Partner Violence (IPV) Victim/Abuser Gender
N=6,568



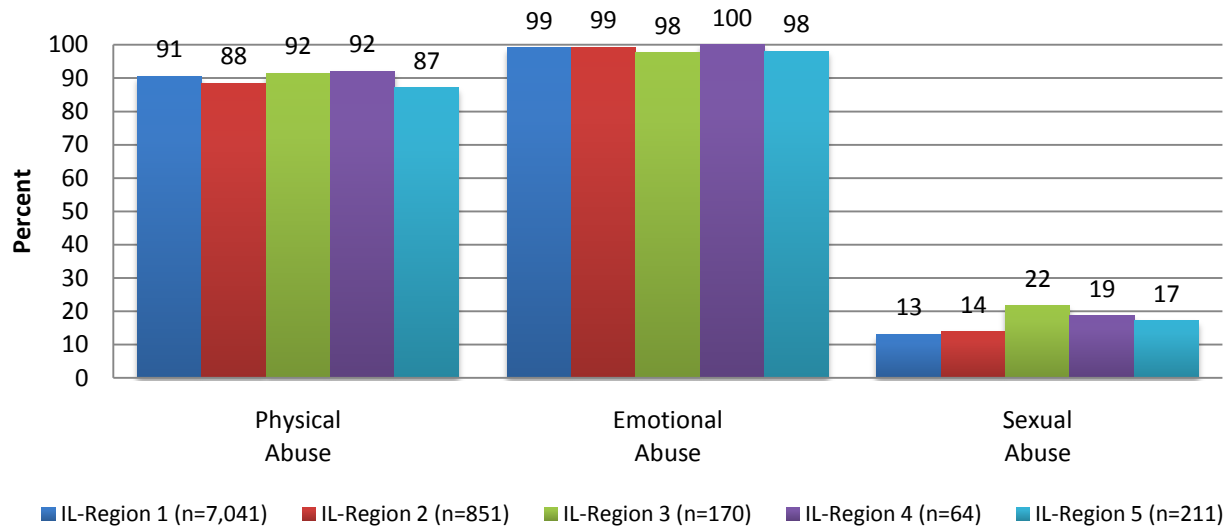
**Family/Household Abuser
N=728**



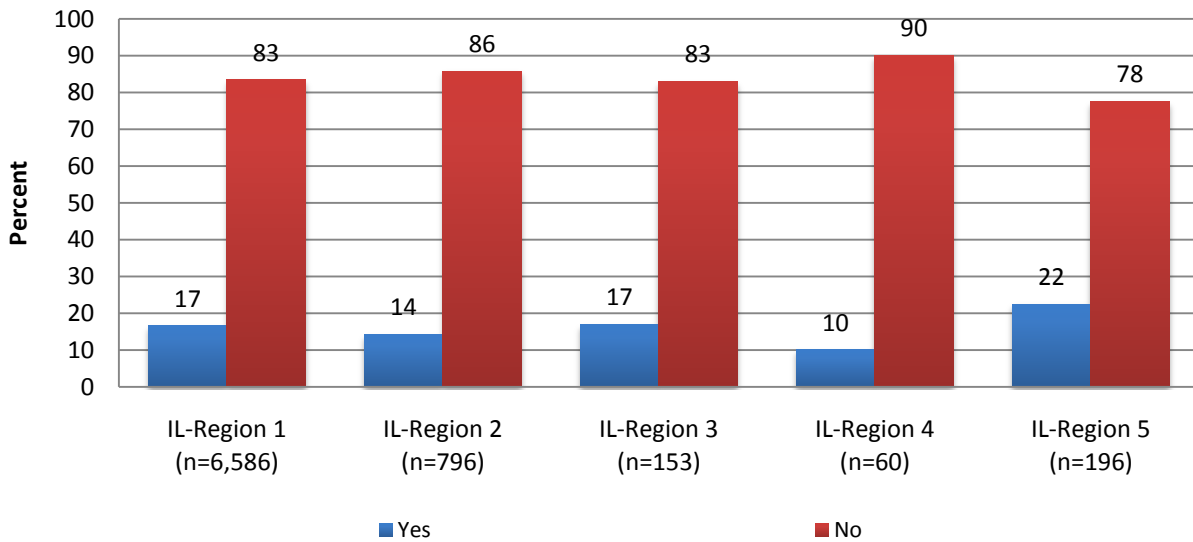
**Family Member Abuser
N=617**



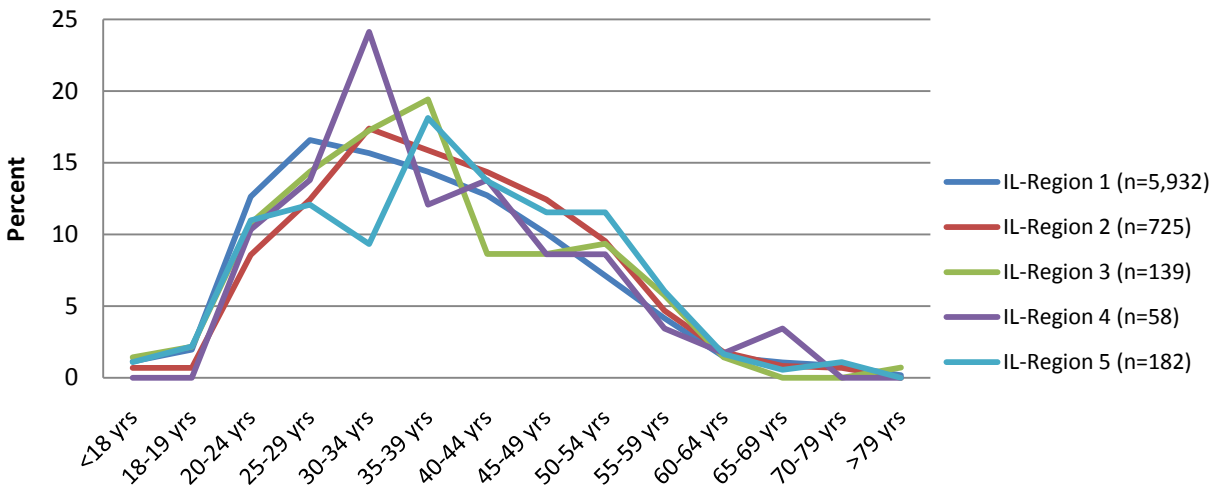
Type of Abuse
N=8,337



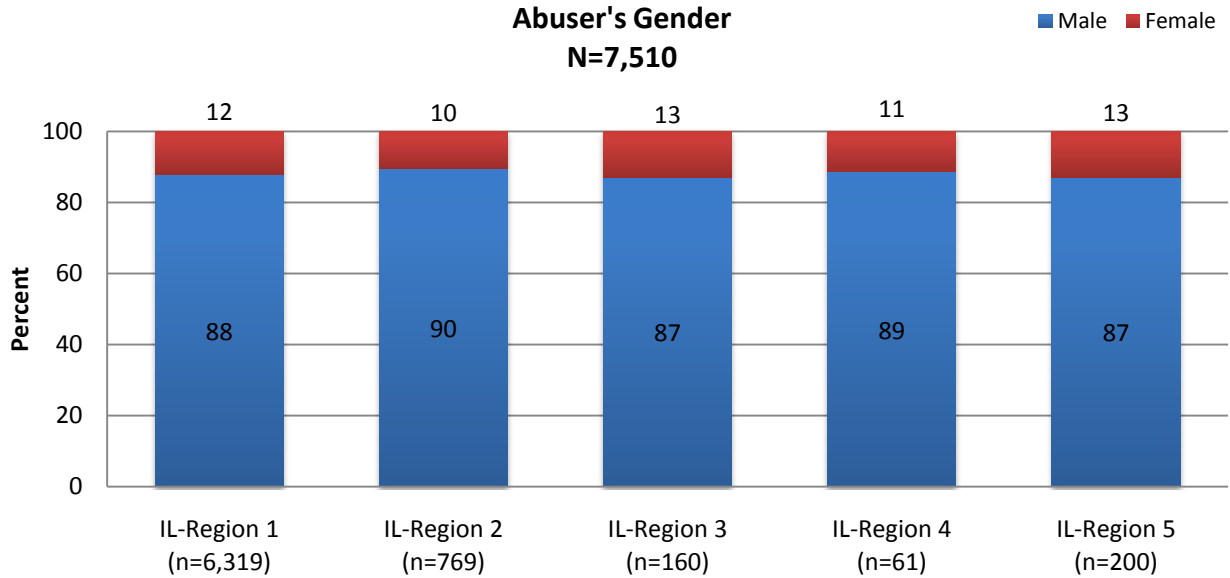
Order of Protection Against Abuser
N=7,791



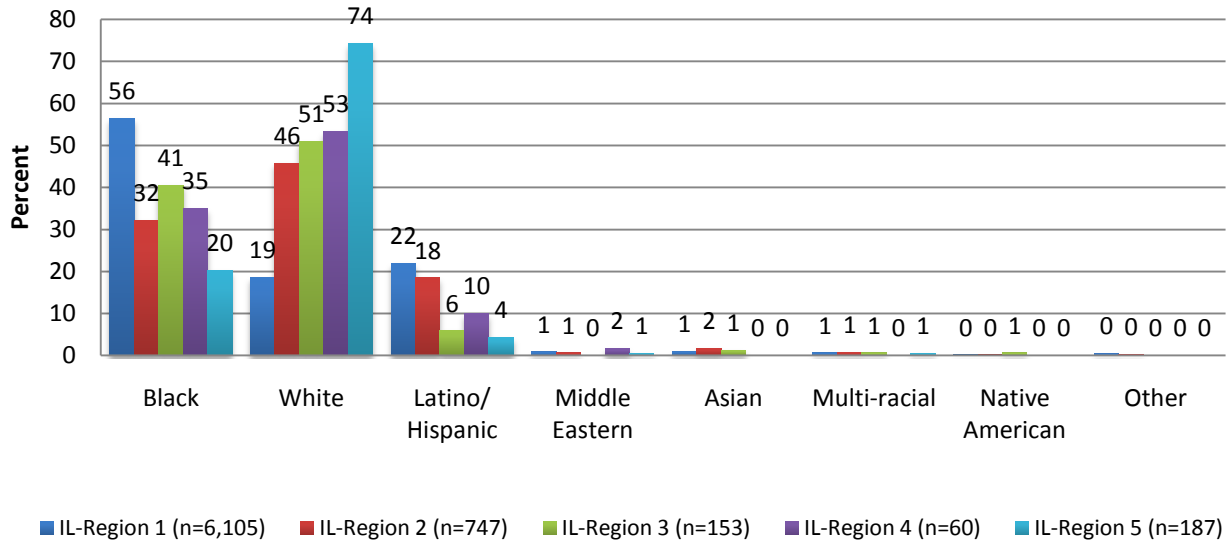
Abuser's Age
N=7,036



Abuser's Gender
N=7,510



Abuser's Race/Ethnicity
N=7,252



Glossary

Abuser	Callers provide demographic information (age, sex, race) about the victim’s abuser.
Abuse Type	Callers report domestic abuse that includes physical, emotional, and sexual violence.
Age	Age is presented as an average, median, or age group. Where used, the median represents the middle point in the range of ages and is useful when there are few data points.
Call Classification	Calls are classified as requests for domestic violence (DV) victim services, DV information only, transfers to service providers, non-DV information, or administrative support to describe the type of service provided to callers.
Call Volume	The total number of calls reported for a given time period.
Children	Callers are asked to provide the age and gender of all dependent children living with the victim. Dependent children can be a minor child as well as an adult child.
County	Callers are asked for county designations to connect them with services and to approximate the caller’s location for statistical purposes.
Language	Language reflects the language used during the call. Callers can however be connected with services in their primary language, if requested and available.
Location	Calls are classified by location to aid across area comparisons.
N	N represents the total count or the sub-population of the total count. Missing data account for total count variations.
Race	Callers identify the victim’s race/ethnicity and the call taker records it as Black/African American, White, Latino/Hispanic, Middle Eastern, Asian, Multi-racial, Native American or Other.
Referral Source	Callers are asked how they learned about the Help Line. Referral sources are grouped into seven broad categories.
Regions	Five regions were created based on county clusters as organized by the Illinois Department of Human Services. The county/counties that make up each region are listed below.
<i>Region 1</i>	Cook
<i>Region 2</i>	Boone, Carroll, DeKalb, DuPage, Grundy, Jo Daviess, Kane, Kankakee, Kendall, Lake, Lee, McHenry, Ogle, Stephenson, Whiteside, Will, Winnebago
<i>Region 3</i>	Bureau, Champaign, Ford, Fulton, Henderson, Henry, Iroquois, Knox, La Salle, Livingston, McDonough, McLean, Marshall, Mason, Mercer, Peoria, Putnam, Rock Island, Stark, Tazewell, Vermilion, Warren, Woodford
<i>Region 4</i>	Adams, Brown, Calhoun, Cass, Christian, Clark, Coles, Cumberland, De Witt, Douglas, Edgar, Effingham, Greene, Hancock, Jersey, Logan, Macon, Macoupin, Menard, Montgomery, Morgan, Moultrie, Piatt, Pike, Sangamon, Schuyler, Scott, Shelby
<i>Region 5</i>	Alexander, Bond, Clay, Clinton, Crawford, Edwards, Fayette, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jasper, Jefferson, Johnson, Lawrence, Madison, Marion, Massac, Monroe, Perry, Pope, Pulaski, Randolph, Richland, St. Clair, Saline, Union, Wabash, Washington, Wayne, White, Williamson

Relationship	Callers are asked to identify the relationship of the abuser to the victim. This relationship can be between intimate partners or a family/household member.
Service Request	Callers request services based on their needs. They receive referral information or are transferred via a 3-way telephone link with a service provider. Identification of needed services does not necessitate service connection or receipt. For presentation purposes, these services are grouped into four broad categories.
Victim	A domestic violence victim is anyone who has experienced abuse in a domestic relationship such as from an intimate partner or a family/household member.
Victim Service Call	Callers seeking service information for a victim. These calls can be placed by the victim or any caller on behalf of the victim.
Zip Code	Callers are asked for zip code designations to connect them with services and to approximate the caller's location for statistical purposes.