



Freedom from abuse is a journey, and DVHopeline advocates are here to walk with you.

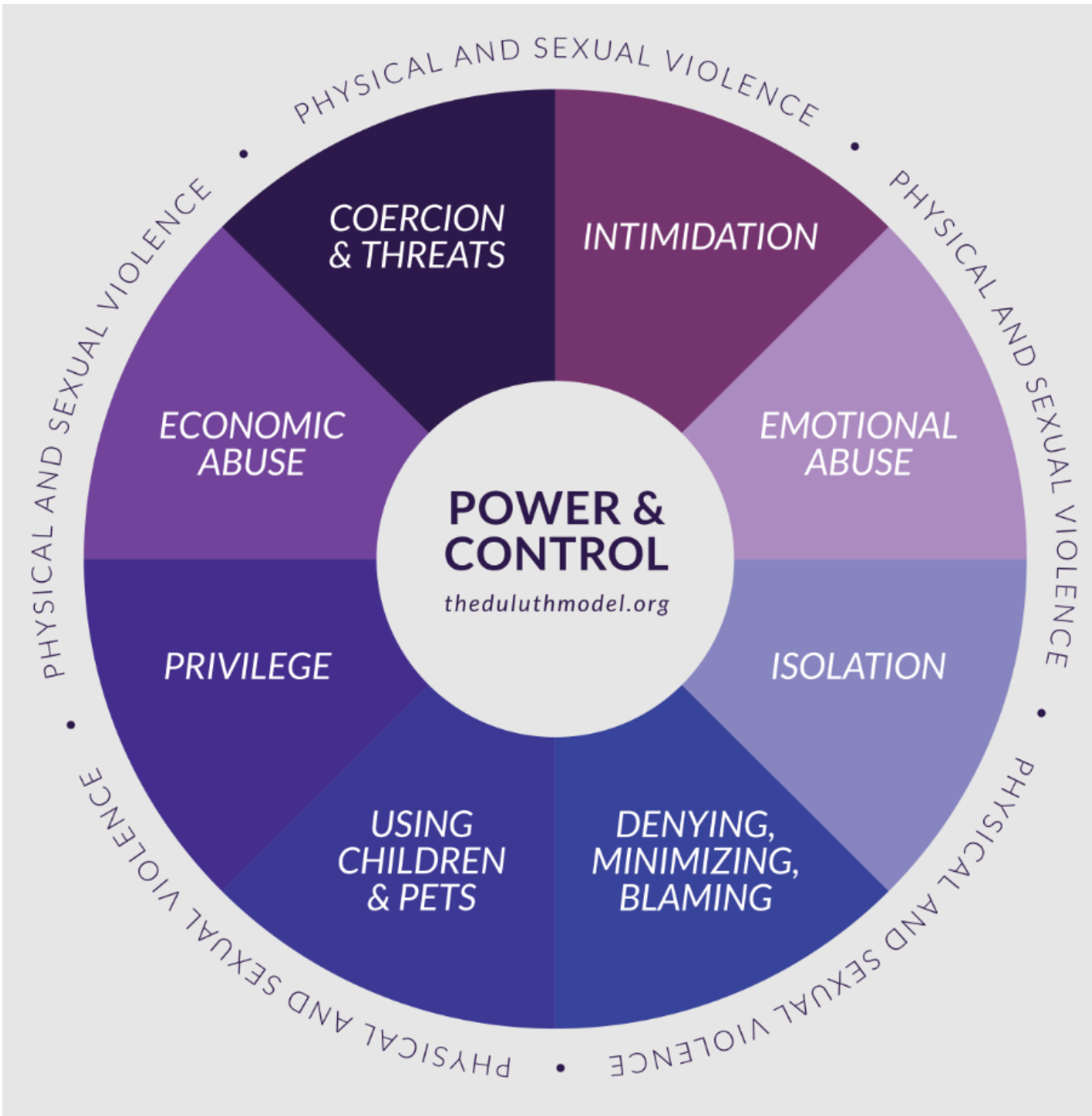
Domestic violence (DV) is defined as patterns of behavior in a relationship used to gain power and control over an intimate partner (intimate partner violence, or IPV).

While 85% of DV victims identify as women, it happens to people of all genders, sexual orientations, ages, races, nationalities, religions, and economic statuses.

DV is most likely to occur within intimate couples who are married, living together, or dating, but it also includes stalking, elder abuse, and commercial sex trafficking that happens between partners.

While DV frequently happens in between family members and, in certain cases, between close friends, we are focused specifically on IPV here in King County and the DVHopeline.





- We are the DVHopeline, the hotline for domestic violence/intimate partner violence information, advocacy, and referrals in King County, as well as parts of Pierce County.
- Our advocates answer calls and online chats 24/7, 365 days a year. We serve DV/IPV survivors; supporters, family, and friends of survivors; case managers, medical professionals, or advocates working with survivors in other settings; community members interested in healthy relationship education or DV/IPV prevention; as well as persons causing harm and their supporters, family, and friends.
- We also do case consults with advocates and other frontline workers.
- If it's a question about DV/IPV, we're the all-in-one first stop.



Our history

- The DVHopeline grew from needs put forth by the Coalition to End Gender Based Violence and community partners in 2019 to have one “front door” for DV/IPV services in King County.
 - We launched in 2021 and have grown to partner with agencies in Pierce County, to coordinate with DV agencies across Western Washington, and foster relationships with non-DV/IPV service providers.
 - Our partners include New Beginnings, Lifewire, YWCA King County, YWCA Pierce County, the Salvation Army, and DAWN.
 - We answered more than 32,000 calls and chats in 2023.
- Our primary funders are King County and the City of Seattle.



Our vision

Our vision for the DVHopeline is that each call or contact will advance survivors' journeys to autonomy, safety, and freedom, and strengthen our communities' resolve to end gender-based violence.

We recognize that the causes of DV are rooted in the intersections of multiple forms of oppression including sexism, racism, homophobia and transphobia, xenophobia, ableism, and economic inequality and that DV occurs in all racial, religious and socio-economic groups, and children, youth, and elders can all be negatively impacted by domestic violence.

We also believe that early access to support lessens the risk of serious violence in an abusive relationship, and that prevention is key to ending domestic violence.



Elevating some of our values

The DVHopeline is committed to engaging in community change by including trauma-informed, harm reduction, and prevention practices in our work and being a part of reimagining a safer community for all, including:

- Developing protocols and practices that promote equity in access to service and support for Black, Indigenous and People of Color survivors, including immigrants and refugees who have Limited English Proficiency
- Providing a response that is inclusive and responsive to LGBTQIA2+ survivors
- Ensuring accessibility to the DVHopeline for survivors with disabilities
- Honoring the life stage of the caller and making referrals that reflect the developmental needs of the caller, whether they are children, youth, adults, or elders
- Offering complete transparency about available resources, providing survivors with clear and accurate information



Types of calls we handle

- Emotional support
- Crisis calls
- Safety planning
- Enrollments in the Address Confidentiality Program (ACP)
- Short-term advocacy (answering questions and providing advisement on):
 - Systems navigation
 - Legal issues (domestic violence protection orders/no-contact orders, basic information on court and legal systems)
 - Housing issues (renter's rights as a DV/IPV survivor, navigating housing and sheltering)
 - Parenting and family support
- We also do referrals, intakes, and connections to outside services and community organizations

When we do referrals, they are to:

- DV shelters, DV/IPV-specific transitional housing and rapid rehousing openings, community advocacy programs (“wraparound” DV/IPV support), legal clinics, counseling and support groups, and other community resources
 - When we cannot provide a direct referral, we still ensure that any referrals we provide fit the caller. We spend the time to assess a survivor's needs and try and match them with resources they are eligible for
 - “Concierge” service

To professionals, we are always available for:

- Confidential case consults
- Information on DV/IPV services in King County and the state of Washington
- Assistance with systems navigation
- DV education and prevention information

Our calls do not always result in a referral: our mission is to be an advocacy line that does referrals, not a referral line that does advocacy.

- We are unable to provide referrals without a survivor on the line, but you can conference in with a survivor or be in the same room.
- We have live language interpretation available on calls.
- We are staffed 24/7/365.
- We have online chat but will not (usually) do referrals on chat, and interpreters are not available.
- We specialize in DV/IPV, but we will always try and find the best next step. “No wrong door.”

We are always available to answer your questions.



**Do you feel afraid
in your relationship?**



*Do you need help finding
resources to support your safety?*

**ARE YOU WORRIED THAT
SOMEONE YOU CARE
ABOUT IS BEING ABUSED?**

**Do you want to learn more
about healthy relationships
and domestic violence?**

Call the DVHopeline.

We are here for you 24 hours a day, every day of the year.

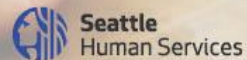
DVHopeline is a free, safe, and confidential domestic violence helpline in King County for people from all communities, of any age and gender. We provide interpreters for over 200 languages. *We are here to help.*

Local: 206-737-0242

Online Chat: www.dvhopeline.org

**Freedom from abuse is a journey.
DVHopeline advocates are here to walk with you.**

This program receives funding from the King County
Veterans, Seniors and Human Services Levy



How to reach us

Call: 206-737-0242
Chat: dvhopeline.org



Thank you!

Caren Sumption
Lead advocate
csumption@newbegin.org

DV Hopeline
Pathways to freedom
from domestic abuse