

Post-COVID Calls for Service on the WOMAN Inc. Domestic Violence Crisis Line

INCREASE IN CALLS:

The most drastic difference happened immediately following the shelter-in-place orders. In terms of MARCH 2020 numbers, it looks like from March 1-10 to March 11-25, our calls doubled. The numbers slowly leveled out in the following week and into April.

Call totals:

March, '20: 885 calls

April, '20: 738 calls

May 1-8, '20: 220 calls

TOTAL: 1,843

March, '19: 481 calls

April, '19: 431 calls

May 1-8, '19: 134 calls

TOTAL: 1,046

Who placed calls on the line, March-May 1:

FY 18-19:

survivors: 71%

friends and family/outside organizations: 18%

FY 19-20:

survivors: 60%

friends and family/outside organizations: 37%

Counseling, referrals and support group inquiries have increased from March to April. I think the following info speaks to survivors adapting to this current situation, and how they are currently reaching out for support, post shelter-in-place orders:

Online/Email hits, including requests for counseling, inquiries from social media and CROC intakes/inquiries:

April '20: 100

March '20: 37

I don't have all the data from years previous because we weren't tracking information the same way we are now.

