



## VictimConnect Three Year Report July 1, 2015 – June 30, 2018



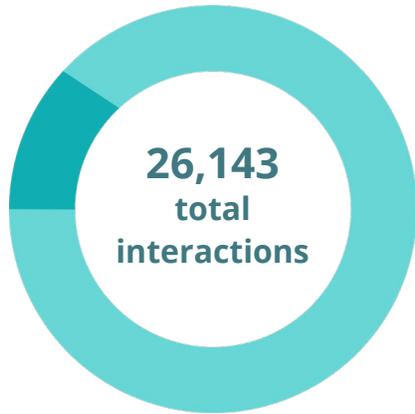
**24,253**  
phone  
calls



**1,844**  
chats



**46**  
texts

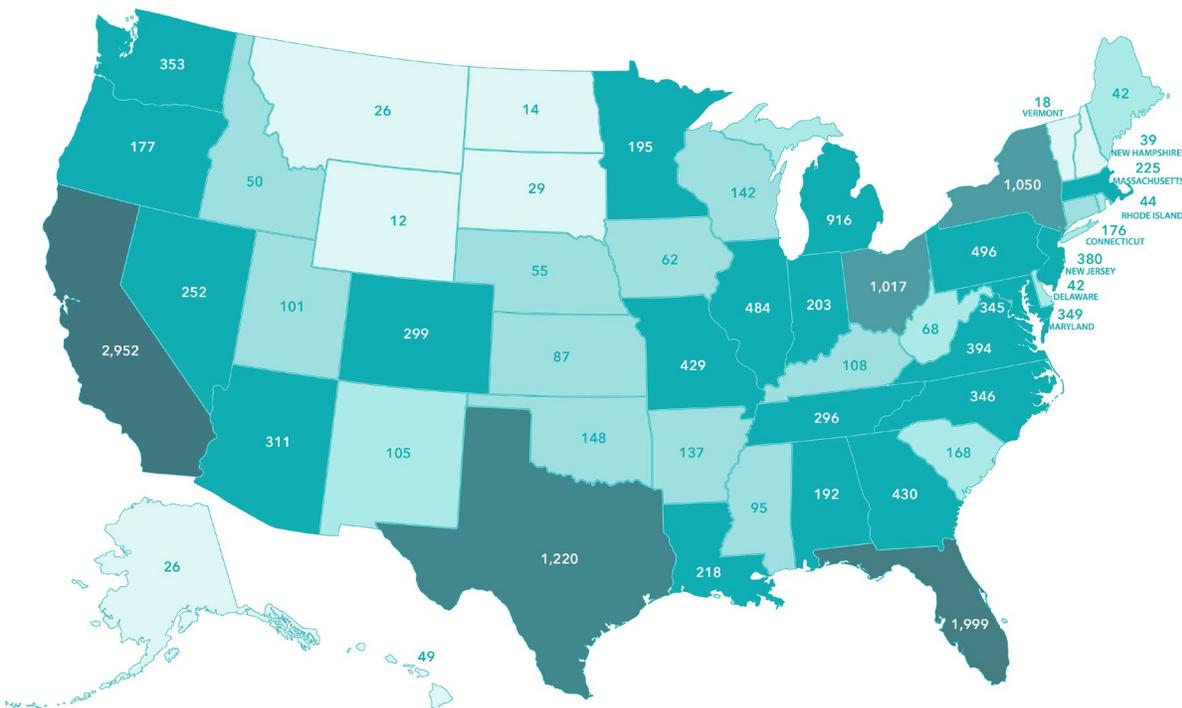


### Services

In July 2015, the VictimConnect Resource Center officially opened its helpline to victims, their families and friends, and those who work in the victim services community. The helpline users, referred to as “visitors,” have the choice to **call**, **chat online**, or – since 2016 – **text** a trained victim assistance specialist (VAS), allowing them to reach out in a way that they find most comfortable. Visitors can reach a VAS by calling **1-855-4VICTIM** or by visiting **www.VictimConnect.org**.

### Visitor Location

Since its inception, VictimConnect VASs have helped visitors from all **50 states**, **multiple U.S. territories**, and some **international locations**. In 70 percent of these cases, the visitor provides the VAS with his or her location. **California, Florida, Texas, New York, and Ohio**, the five states that generate the most volume, make up about 40 percent of helpline interactions.

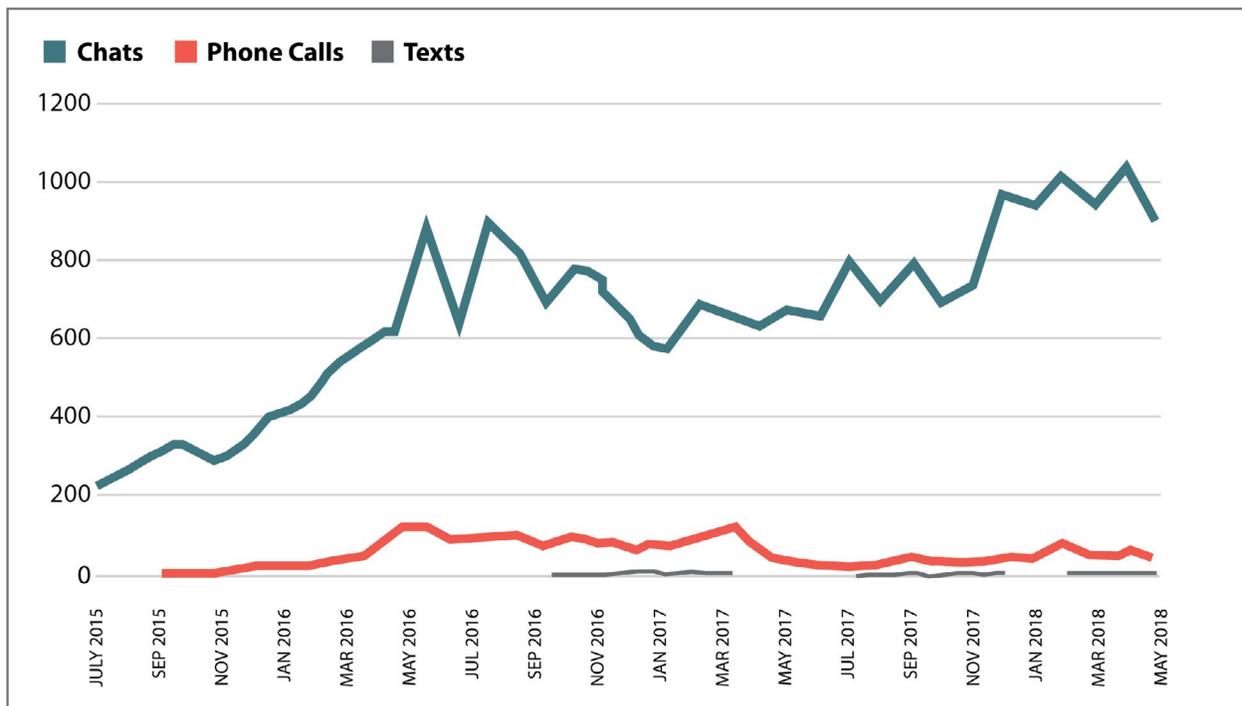


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## Volume over Time

VictimConnect’s interaction with visitors has steadily increased in its three years, with calls jumping from a 144 percent increase in 2017 to a **269 percent increase** in 2018. As of June 2018, there was an average of **33 visitor interactions per weekday**. We have noticed that since the helpline began, spikes in call, chat, and text volume occurred in response to mass violence events. While VictimConnect has consistently grown since 2015 by increasing its online presence with Google adwords and hiring more VASs, we expect call volume to decrease in the next year since there have not been as many mass violence events. Overall, mass violence makes up 5 percent of interaction volume, so the expected drop in interactions does not correlate to the work the helpline is doing. Visitor interactions continue to grow, regardless of spikes. For example, VictimConnect experienced the **second most interactions per month in May 2018**, when no mass violence events were recorded in the United States.

### Visits Per Month by Medium



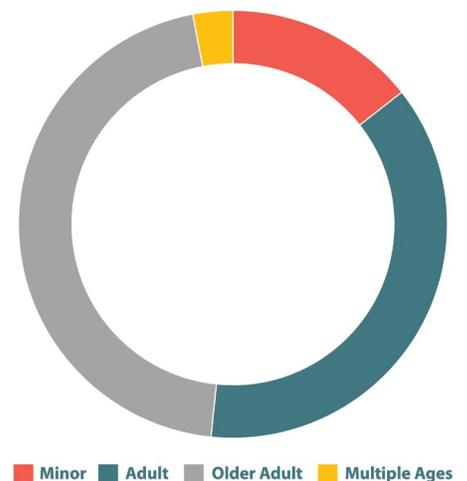
## Demographic Data Collection

VictimConnect strives to protect the **anonymity** of all of its visitors. As a result, VASs do not ask for specific or personal information regarding the visitor’s identity, and they will only solicit information if it will aid in the process of helping a visitor find resources. VASs will, however, collect **basic demographic information if a visitor chooses to disclose** anything. This information includes visitors’ locations, ages, genders, ethnicities, crimes experienced, services requested, relationships with a victim, and relevant trends and keywords. Once it is aggregated and recorded, this data allows the VASs to **track important trends, assess visitors’ needs** for specific services, and **adapt VictimConnect protocols and resources** appropriately.

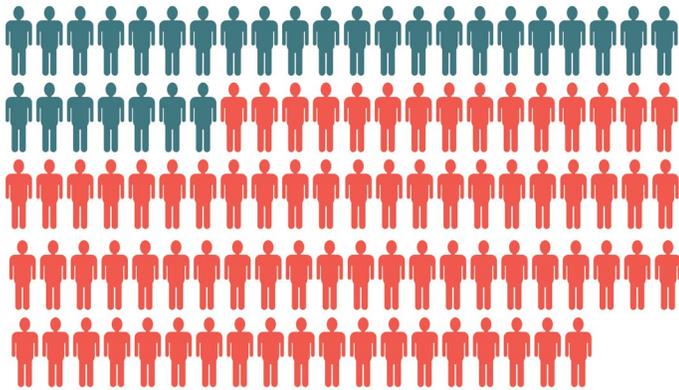
### Age of Visitor

Due to the anonymity of the helpline, the majority – about **90 percent** – of visitors **do not disclose their age** or how old they were when the crime occurred. We do, however, know that of our visitors who report their age, about 14 percent are minors, 37 percent are adults, and 45 percent are older adults. The high number of older adult visitors (adults who are 60 or older) is due in part to the National Center for Victims of Crime’s partnership with the **DOJ Elder Justice Initiative**.

### Visitor Age



## Gender of Visitor



■ Male (29%) ■ Female (71%) Note: 0.2% of visitors identified as gender nonconforming or as transgender.

## Gender of Visitor

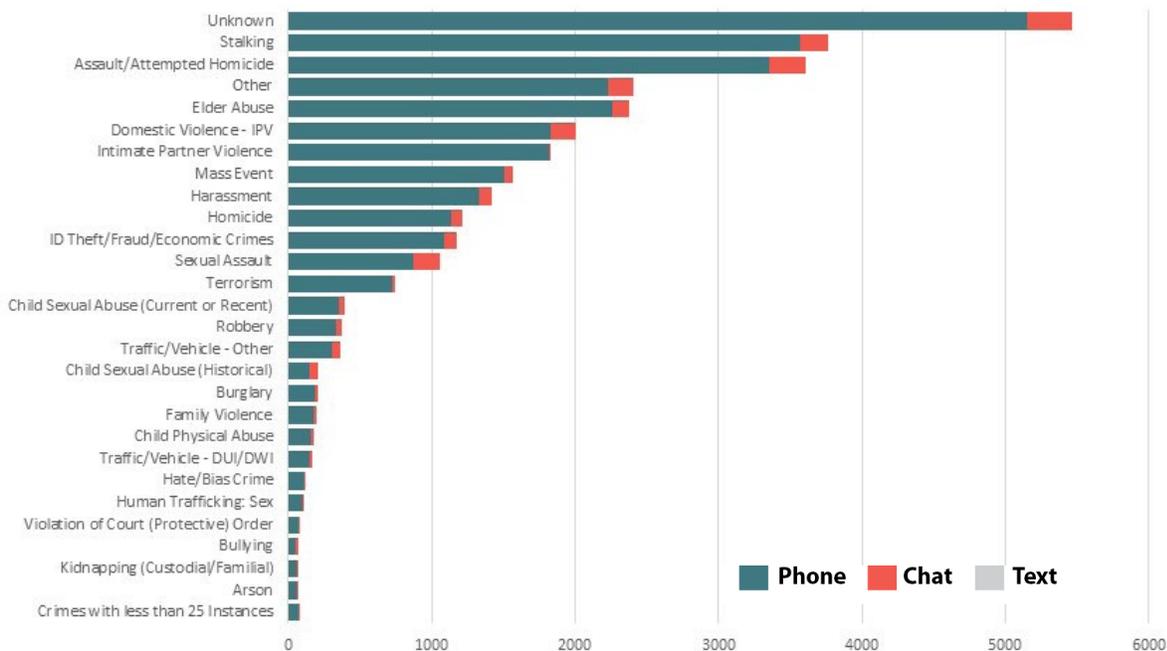
While we do not know many of our visitors' ages, we do know that **51 percent are willing to disclose their gender**. Of these visitors, about 71 percent identify as female, 29 percent identify as male, and 0.2 percent identify as transgender or nonconforming. Visitors may feel more inclined to share their gender due to specific crimes they have experienced, such as stalking or sexual assault. In some cases, VASs may ask for visitors' genders to direct them to specific services.

## Crimes Discussed

When visitors reach out to VictimConnect, they share the **type of crime they experienced 81 percent of the time**. From this, we have gathered that 13 percent of interactions are about **stalking, assault and attempted homicide** make up 12 percent, and **crimes against older adults** make up 8 percent. Interactions listed as

"unknown" mean the visitor did not disclose the crime, and "other" reflects a crime a visitor experienced, but the VAS was not able to determine the specific type of crime. "Other" also represents crimes that do not fit well within another category. Roughly **12 percent** of visitors shared that they experienced **multiple types of victimization**.

## Crimes Disclosed by Helpline Visitor



Note: "Other" includes Human Trafficking: Labor; Child Exposed to Violence; Non-criminal Event (Natural and Disaster Relief); Adult Survivors of Childhood Abuse; Organized Crime; Kidnapping (Non-Custodial); Child Pornography; Domestic Violence - Teen Victimization; Domestic Violence - Non-IPV (Intimate Partner Violence)

## Services Requested

After three years, VictimConnect's most requested services are **financial assistance, crime reporting, and legal assistance**. This remains consistent with the information collected for last year's report as well. VASs always provide visitors with information and referrals that fit their needs the most; **19 percent need multiple kinds of services** due to the nature of the crime. Apart from the top three services, the VASs also make referrals for case management, mental health counseling, housing or shelters, support groups, and identity theft. In some cases, the VASs can directly connect the visitor to an appropriate service via **warm transfer**. The VASs understand that all visitors are in a different place when they reach out to the helpline - some have just experienced a crime, some are in the early stages of recovery, and some are already working with specific services. No matter the case, the VASs are committed to helping the visitors heal by remaining calm, listening, and providing the appropriate next steps.

**6,908**  
Financial/  
Compensation

**1,066**  
Hotline/Referral  
Services

**5,612**  
Crime  
Reporting

**5,326**  
Legal  
Services