

# Creating Access to Safety, Justice, and Opportunity:

THE 2025 NEEDS ASSESSMENT



*Supplemental Data*

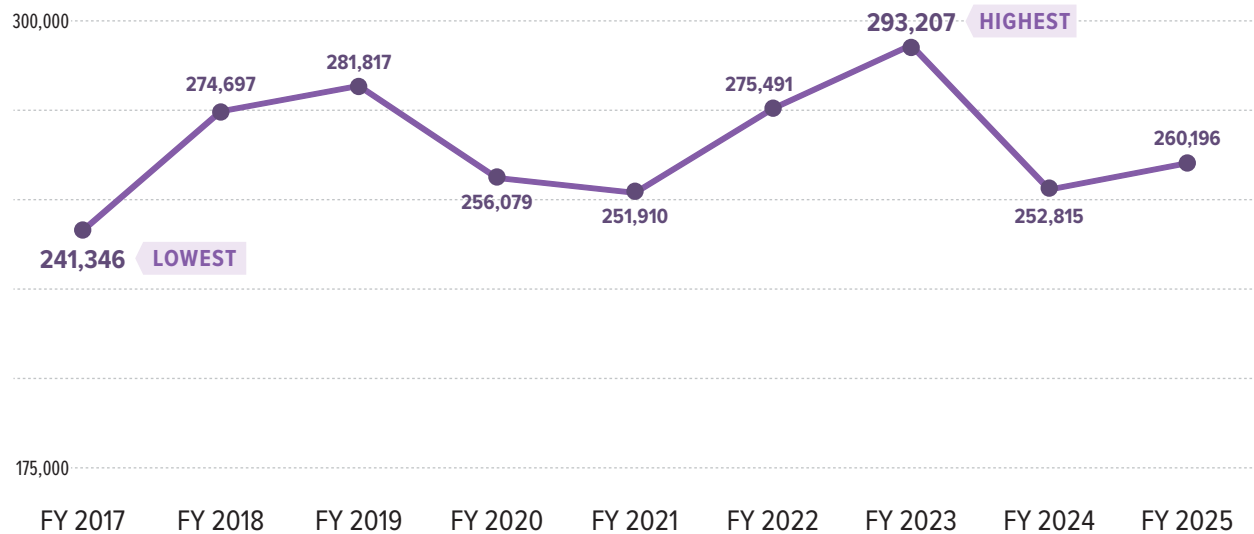
## The First Point of Contact: Understanding the Urgent Hotline Needs of Survivors

### *Nine-Year Trends in Texas Statewide Hotline Contact and Shelter-Seeking Requests*

This brief is an overview of Texas statewide family violence hotline contact activity from 2017 through 2025.<sup>1</sup> Data for this brief covers a nine-year period and includes service numbers from 84 Texas family violence programs. Hotline contact is most typically provided through phone, but may also be provided by chat or text. *Between 2017 and 2025, a total of 2,387,558 hotline contacts were received statewide at Texas family violence programs.* The highest rates of hotline contact occurred in 2023, with 293,207 contacts documented by family violence programs. The lowest rate was in 2017, with 241,346 contacts.

Over the past nine years, Texas family violence programs have answered over **2.3 million hotline requests**, with a consistently high call volume over 240,000 each year.

*Annual Statewide Hotline Call Volume from September 2016 through August 2025*



Ten (10) programs in the major Texas urban areas of Houston, Dallas/Fort Worth, and Austin, along with the Rio Grande Valley, account for 52% of all hotline contacts across the state.

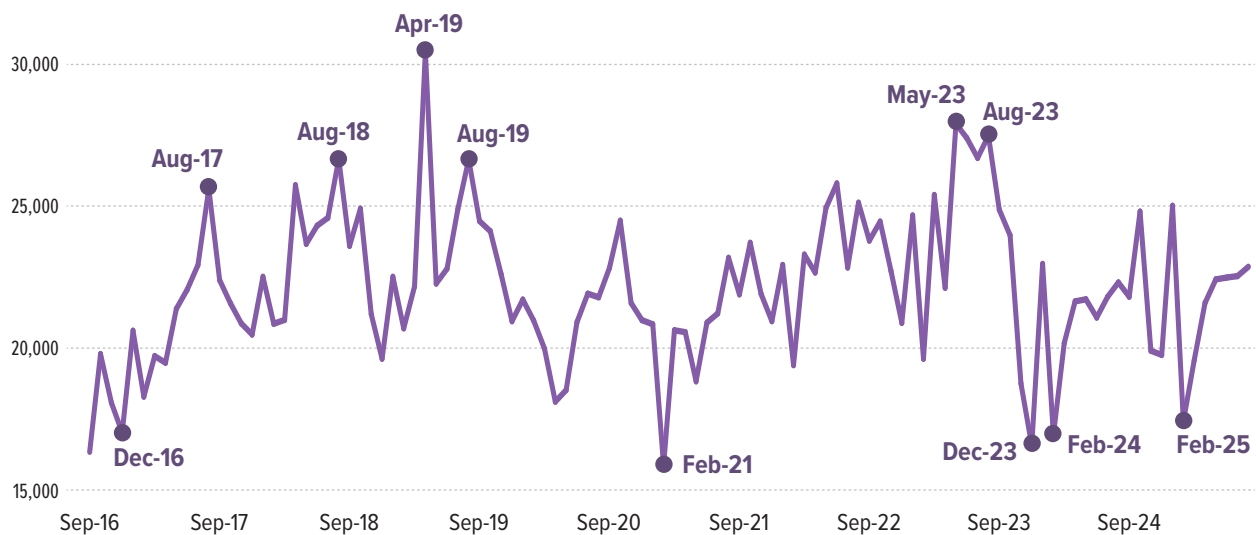
## Annual Hotline Call Volume by Call Type

- » Contacts about **family violence** were the most common contact type every year, accounting for **64.8%** of all calls across the nine-year period (n=1,546,931)
- » An average of **18%** of contacts (n=430,735) were **requesting shelter**.
- » An average of **8%** of contacts were **shelter requests denied** due to lack of space.
- » Starting in 2023, data were collected to assess the percentage of **shelter requests** made via hotline contact that were **granted**. A total of **20.2%** of all hotline contacts who sought shelter were able to obtain it (n=40,723) on that service interaction.

## Monthly Patterns in Hotline Call Volume

Across all months, hotline use remained consistently high, with regular **seasonal fluctuations**.

Hotline Contacts by Month



Clear seasonal patterns were evident in total hotline contact volume. Aggregate contact volume was highest during the summer months, particularly in July (n=209,466) and August (n=221,715), and lowest during winter months, especially February (n=170,033) and December (n=177,246). Based on previous research,<sup>2</sup> *these patterns may indicate increased interest in help-seeking in summer months, when children are on a break from school and it may be easier to relocate.*

### Agency Type (Rural vs. Urban)

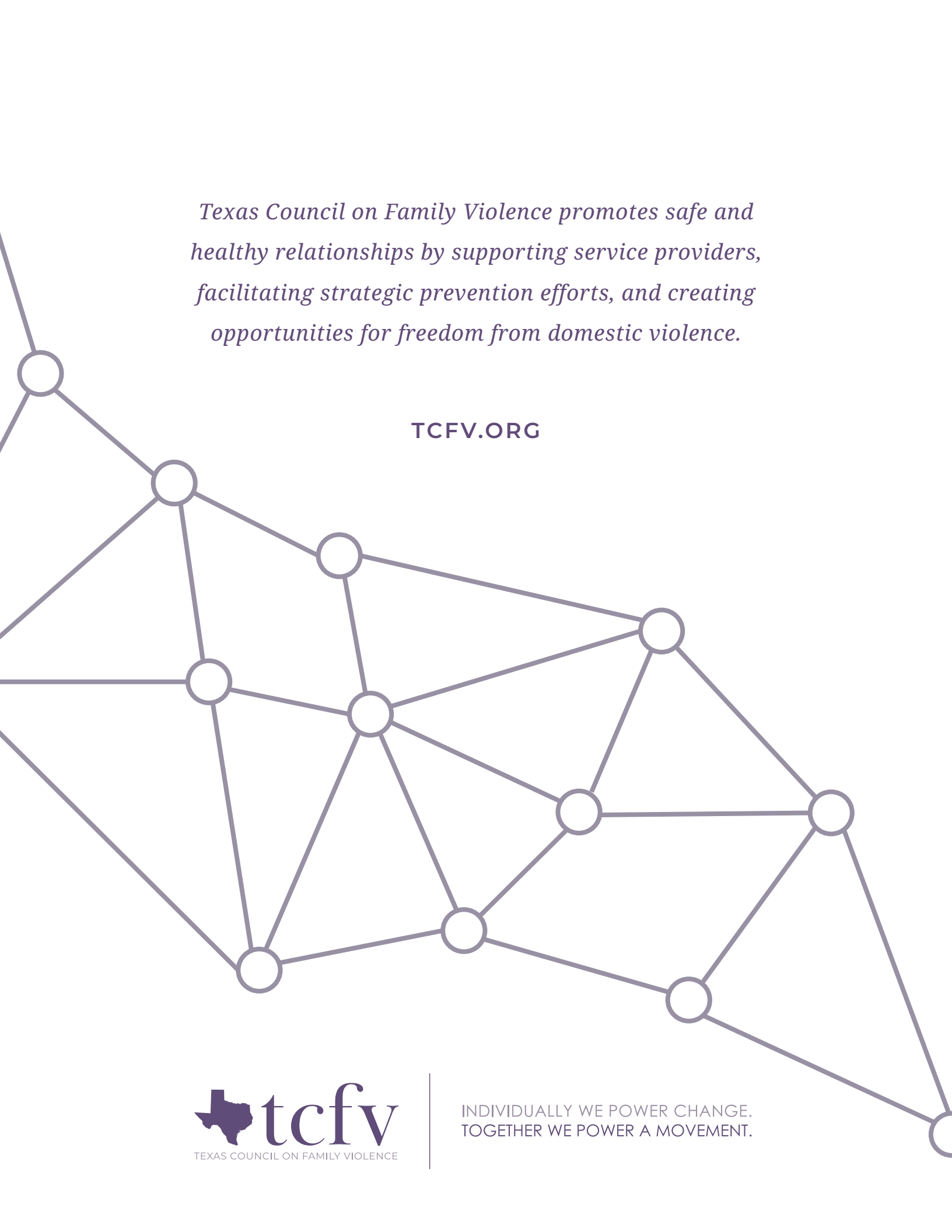
Hotline contact data from 24 rural and 60 urban Texas family violence programs were analyzed. Across the reporting period of nine years, total hotline contacts were consistently concentrated among urban agencies, which represent a larger share of reporting programs statewide. In every year, urban agencies took the majority of hotline contacts annually, while rural agencies accounted for a smaller but relatively stable share of total volume.

<i>Total Hotline Calls by Agency Type</i>	Rural	Urban	Combined
FY 2017	33,034 / 14%	208,312 / 86%	241,346
FY 2018	36,946 / 13%	237,751 / 87%	274,697
FY 2019	37,404 / 13%	244,413 / 87%	281,817
FY 2020	32,601 / 13%	223,478 / 87%	256,079
FY 2021	31,058 / 12%	220,852 / 88%	251,910
FY 2022	23,396 / 8%	252,095 / 92%	275,491
FY 2023	27,498 / 9%	265,709 / 91%	293,207
FY 2024	25,452 / 10%	227,363 / 90%	252,815
FY 2025	26,210 / 10%	233,986 / 90%	260,196
<b>Total</b>	<b>273,599 / 11%</b>	<b>2,113,959 / 89%</b>	<b>2,387,558</b>

*This report was prepared by Dr. Leila Wood at UTHouston Texas Violence and Injury Prevention Research Center (VIPR) and Dr. Julia Cusano at Rutgers University with support from the Texas Council on Family Violence. For questions, please contact Dr. Wood at [leila.g.wood@uth.tmc.edu](mailto:leila.g.wood@uth.tmc.edu) or the Texas Council on Family Violence at [policy@tcfv.org](mailto:policy@tcfv.org).*



1 Data are presented by fiscal year (September through August). The data source is Texas HHSC programmatic data.  
2 The 2019 TCFV State Plan and the 2023 TCFV Non-residential Service Evaluation supports these findings.



*Texas Council on Family Violence promotes safe and healthy relationships by supporting service providers, facilitating strategic prevention efforts, and creating opportunities for freedom from domestic violence.*

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