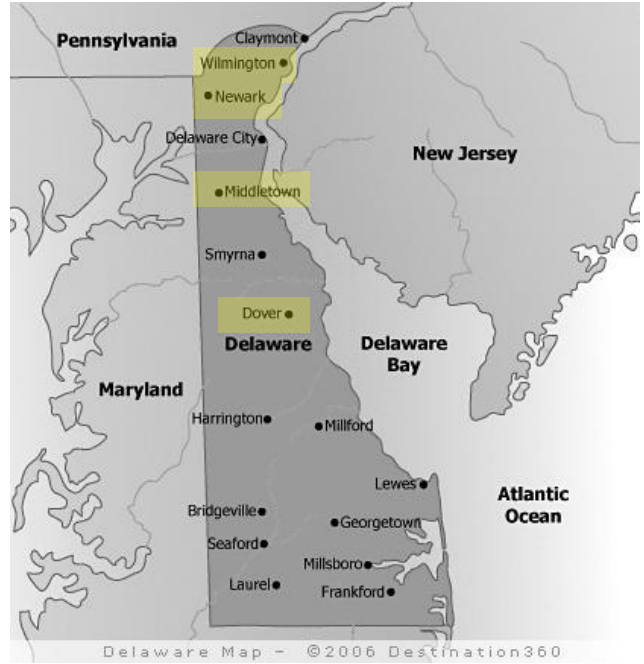


Top 5 Delaware Cities in Call Volume

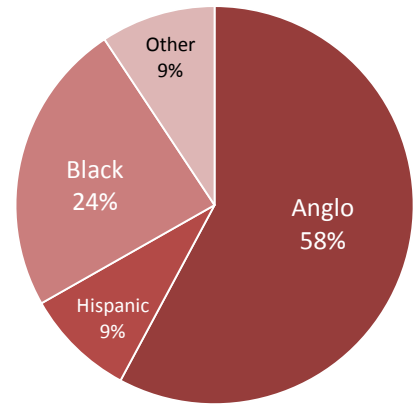
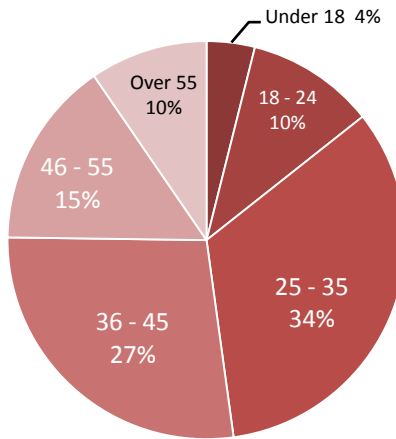
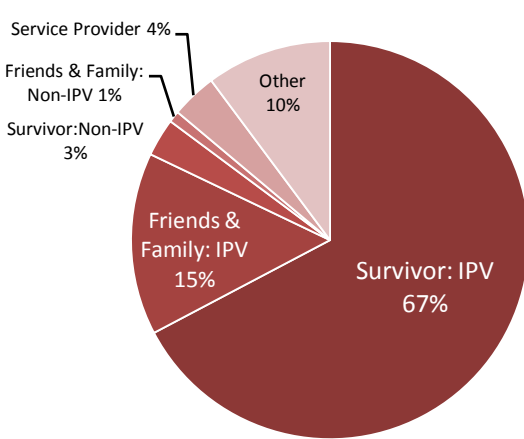
		Calls	Percent Change (From CY 09)	% of Total (DE)
1	Wilmington	95	- 10%	28%
2	Newark	49	- 2%	15%
3	Dover	41	17%	12%
4	New Castle	27	- 7%	8%
5	Middletown	14	8%	4%
	Total	226	- 3%	67%



Total Number of Calls

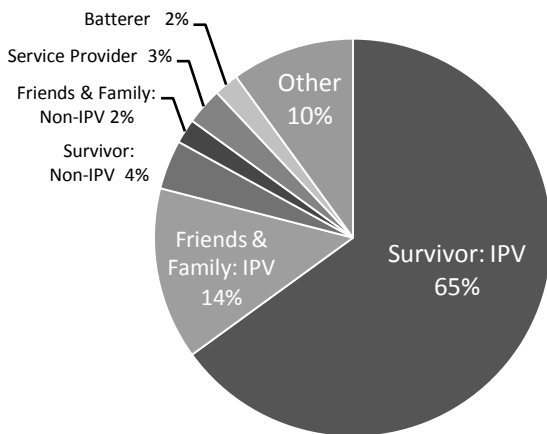
In CY 2010, NDVH documented **335 calls** from Delaware. Delaware is **ranked forty-fourth** in terms of NDVH call volume.

Caller Demographics

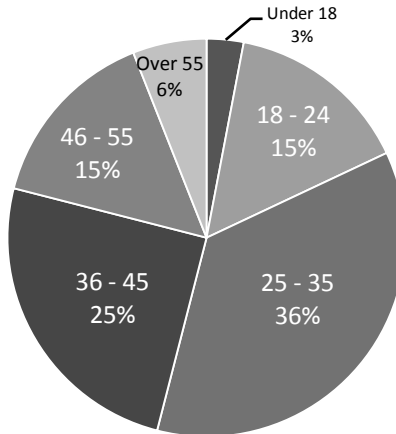


From Delaware

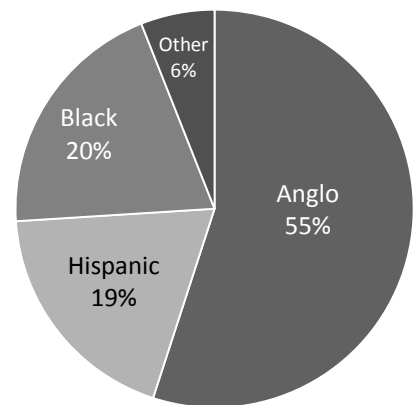
Caller Type



Victim Age



Caller Ethnicity



National Average

Challenges faced by Victims/Survivors from Delaware

Types of Abuse

	Callers from DE	National Avg
Emotional	57%	55%
Physical	40%	41%
Sexual	3%	4%

Caller Situations

	Callers from DE	National Avg
Legal Challenges	48%	42%
Family Violence	27%	32%
Economic Abuse	28%	25%
Custody Disputes	14%	15%
Stalking	11%	9%
Immigration	9%	7%
Rural Location	2%	6%

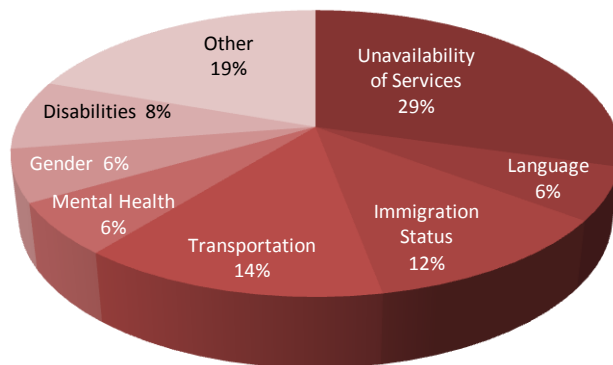
Denied Shelter

There were only 2 incidents in which a DE caller reported that he/she was denied shelter. One incident was in Wilmington; one incident was in Newark.

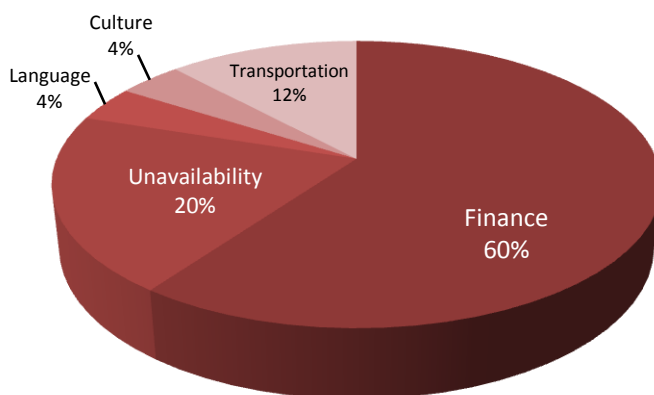
Barriers to Service

There were 267 disclosed incidents from Delaware callers regarding barriers to services: 142 were in the area of direct services and 125 were in the area of legal services. Below is the breakdown of the specified barriers.

Direct Service



Legal Service



Services Requested by Callers from Delaware

Top Referrals to Delaware Providers

NDVH Advocates made 283 referrals to DE providers.

	Provider	City	Referrals
1	DV Program, Child Inc.	Wilmington	111 (39%)
2	SAFE	Milford	63 (22%)
3	YWCA Delaware	Wilmington	26 (9%)
4	Abriendo Puertas	Milford	19 (7%)
5	Community Legal Aid Society, Inc.	Wilmington	12 (4%)

82% of DE referrals were to these 5 providers.

Top 3 Services Requested by DE Callers

1 Domestic Violence Services (59%)

Within this category, callers most frequently requested shelter, individual and group therapy, and nonresidential shelter services (such as hotlines).

2 Legal Services (35%)

47% of the callers requesting legal services were seeking assistance with protective/restraining orders. 29% were seeking an attorney.

3 Basic Human Needs (3%)

40% of callers seeking support with basic human needs expressed a need for emergency financial aid, 30% were seeking long-term housing, and 15% were seeking assistance with daily transportation.