State Fiscal Year 2016
July 1, 2015 – June 30, 2016

Calls received by the state domestic violence hotline ............ 3,680
Crisis hotline and information/referral calls received by emergency domestic violence shelter programs ............. 94,627
Adult survivors and children receiving emergency domestic violence shelter ...................................... 5,957
Total bednights for new and returning ........................................ 222,785
Number of unmet requests for emergency shelter .............. 22,039
Adult survivors and children receiving nonresidential domestic violence advocacy services ........ 19,163

Domestic violence programs provided the following:
Hours of individual support and advocacy to adults........... 144,570
Hours of support group advocacy to adults.......................... 27,448
Hours of individual and group support/activities for children .... 28,984
Training, presentations and outreach to this many individuals ...... 44,015
Hours of service donated by volunteers................................ 97,390

Demographics Chart - AGE

18% 17 and below
9% 18 - 24
69% 25 - 59
4% 60 and over

Demographics Chart - RACE / ETHNICITY

7% African American/Black
2% Asian
20% Hispanic/Latino
5% Multi-Racial
3% Native American/Alaska Native
1% Pacific Islander/Native Hawaiian
52% White
10% Not Reported/Other
52%

In SFY 2016, there were unmet requests for domestic violence emergency shelter from eligible individuals, an 8% increase over the previous year.

“I never thought I’d make it this far, but yet here I am. When you welcomed me with open arms, open minds and empathetic compassion, I finally felt safe. You all supported me mentally, emotionally and spiritually... when I was ready to collapse and... held my hand throughout it all. Thank you.”

— Survivor

Questions should be directed to the DSHS Program Manager at (360) 902-8493

Information about individual agencies can be obtained from: www.dshs.wa.gov/ca/domestic-violence/
Shelter and Supportive Services  Local domestic violence programs provide emergency domestic violence shelter to victims of domestic violence and their dependent children. In addition to shelter, residents receive supportive services such as advocacy, legal assistance, access to support groups, and other specialized services based on each person’s unique needs. The majority of service recipients, however, receive non-shelter based services such as advocacy, assistance with protection orders and other legal issues, and access to support groups. In 2016, the 43 domestic violence shelter programs provided 222,785 shelter bed nights to victims and their families. Victims stayed in shelter an average of 36 days in 2016.

Meeting Survivors’ Needs

Beginning in July 2008, survivors receiving services at domestic violence programs funded by DSHS had the opportunity to provide confidential feedback on the services they received. In response to two questions answered by 5,862 survivors in 2016:

5,505 (94%) responded that as a result of receiving services, they know more ways to plan for their safety

5,415 (92%) responded that as a result of receiving services, they know more about community resources

These outcomes are consistent with the findings from two national multi-state studies that documented the experiences of survivors that received emergency shelter and non-shelter based services from domestic violence programs.


Local domestic violence programs offer community education and training opportunities to organizations and the public about domestic violence. This could be a training or presentation to a local faith based leaders, teachers, or hosting an information table at a community event. In 2016 domestic violence programs provided training and presentations to 44,015 individuals.

Services Chart - ADULTS AND CHILDREN PROVIDED SHELTER OR NON-SHELTER BASED SERVICES

Washington State Domestic Violence Hotline
1-800-562-6025
(Voice and TTY)

*Data is collected from 43 domestic violence shelter/safe home agencies in 39 counties that contract with the Department of Social and Health Services/Children’s Administration. Contractors provide emergency domestic violence shelter and advocacy services.

*Service numbers include all data reported into the statewide InfoNet data collection system during state fiscal year 2016. Data for this report was pulled in November 2016.

*This data reflects only the emergency domestic violence shelter and advocacy services provided by DSHS contracted agencies and does not reflect the full range of services provided by contractors.

*In August 2012 the state domestic violence hotline reduced its hours of operation.