



## Our Vision

DVHopeline's vision is that each contact will advance survivors' journeys to autonomy, safety, and freedom, and strengthen our communities' resolve to end gender-based violence.

We recognize that the causes of domestic violence are rooted in the intersections of multiple forms of oppression.

We also believe that early access to support lessens the risk of serious violence in an abusive relationship, and that prevention is key to ending domestic violence.

## Safe and Confidential Domestic Violence Helpline

DVHopeline began supporting the community in 2021. There are two ways individuals can reach out, via phone 206-737-0242 or chat <https://dvhopeline.org/>. The DVHopeline **doesn't** have a program email address or voicemail to leave messages.

The DVHopeline is the largest program at New Beginnings, and provides advocacy from 6am-10pm daily, and from 10pm-6am, our calls are automatically transferred to the National Domestic Violence Hotline.



Freedom from abuse is a journey, and DVHopeline advocates are here to walk with you.

**206-737-0242**

**The DVHopeline is a 24/7 centralized domestic violence King County advocacy support line to anyone experiencing domestic or intimate partner violence, as well as concerned friends, family, or community members who are looking for more information or support.**

The Domestic Violence Hopeline (DVHL) is an inbound-only contact center. It is a free, community-accessible advocacy support line designed to meet the evolving needs of both survivors and service providers.

Unlike traditional domestic violence programs, DVHL is not a shelter or ongoing case management program. Instead, we fill critical gaps in advocacy by offering real-time, trauma-informed support that helps individuals navigate complex systems and immediate needs.

Our advocates are trained generalists, which means every contact receives consistent, high-quality care, regardless of who answers the call or chat. Through streamlined systems, we ensure continuity of advocacy, meeting each person where they are and guiding them through their situation during the contact.

What sets DVHL apart is our structure and availability. Since we aren't a designated resource line, we will take the time to help contacts understand their options and navigate systems effectively, which reduces frustration and breaks down barriers to access support.



## Our skills and services include:

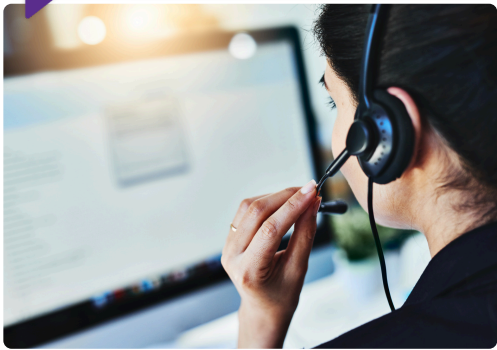
- Emotional support and safety planning
- Legal advocacy
- Housing advocacy
- DV education and prevention information
- Enrollment in Address Confidentiality Program (ACP)
- Discernment and assessment completion for Domestic Violence Coordinated Housing Access point (DVCHAP)
- Assessment of needs for referrals to Community Advocacy Programs (CAP)
- Information sharing on emergency, confidential, domestic violence shelters
- Warm transfers to resource (Crisis Connections, Warm Line)
- Confidential case consult collaboration

# DVHopeline and the Community:

The DVHopeline exists to support both survivors and the community of advocates working to serve them. We do this by:

- Filling gaps to supporting agencies experiencing increased call volumes with decreased staffing by offering an option to establish a MOU for deeper partnership, which allows flexible call forwarding options based on agency needs. However, an MOU is not required for agencies to share and utilize us for support.
- Expanding access through phone and chat. For community partners that do not offer a chat option, DVHL fills this gap to increase accessibility for real-time support.
- Employing many bilingual advocates, and all advocates have access to interpreters and technology to serve non-English speaking contacts.
- Integrating resources like our access to Washington 211 and New Day databases within our documentation system to provide accurate and real-time referrals rather than just offering resource lists.
- Increased internal capacity to regularly meet with community partners beyond King County, allowing us to maintain ongoing relationships and build new partnerships that expand access to support for our contacts.

"You have reached the DVHopeline, we are a great starting point, or we can help you address all of your DV advocacy needs. What can I support you with today?"



## Survivor-Driven Remote Advocacy at the DVHopeline:

<b>Boundaries, Safety &amp; Confidentiality</b>	<ul style="list-style-type: none"><li>• DVHL Advocates are emotionally present listeners, skilled in grounding and de-escalation while prioritizing each contact’s safety.</li><li>• Safety is assessed from the start, including physical, digital, and tech safety planning as needed.</li><li>• Advocates honor anonymity and communication preferences, setting clear expectations around confidentiality and availability.</li><li>• Support is survivor-paced and judgment-free, using empathy, verbal cues, and mirrored language to create connection and minimize power dynamics.</li></ul>
<b>Survivor-centered Advocacy &amp; Trauma-informed Approach</b>	<ul style="list-style-type: none"><li>• DVHL is a remote advocacy program grounded in survivor-defined support, flexibility, and responsiveness.</li><li>• Advocates walk alongside survivors, centering emotional presence, self-determination, and care over crisis-solving or “fixing.”</li><li>• Support is consent-based and nonjudgmental, with advocates asking clarifying questions and affirming each survivor’s lived experience.</li><li>• Conversations are survivor-led, with space for pauses, emotion, and healing—always approached with compassion and patience.</li></ul>
<b>Ensuring Accessibility &amp; Equity:</b>	<ul style="list-style-type: none"><li>• DVHL Advocates center survivors who have been historically excluded or underserved, offering support that adapts to each individual’s needs.</li><li>• Support is low-barrier and flexible. No ID, documents, or proof of need is required to access safety planning or resources.</li><li>• Advocates prioritize communication access, using phone or chat, plain language, interpreters, and culturally respectful practices.</li><li>• All support is consent-based and harm-reduction focused, centering the contact’s autonomy and what is possible in the moment.</li></ul>

## Resources

Learn more about how the DVHL supports survivors and providers in our community:



[www.dvhopeline.org](http://www.dvhopeline.org)



DVHopeline: 206-737-0242