



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

The DVHopeline is King County's 24/7 centralized domestic violence 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.

What sets DVHL apart is our structure and availability. As we are not 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.

## Safe and Confidential Helpline











**PHONE: 206-737-0242**  
**CHAT: [dvhopeline.org](https://dvhopeline.org)**

6 am-10 pm daily,  
and from 10 pm-6 am

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 reduces the risk of serious violence in an abusive relationship, and that prevention is key to ending domestic violence.

## Our Skills and Services

-  Emotional support and safety planning
-  Legal advocacy
-  Housing advocacy
-  Gender-based violence (GBV) 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 transfer to resources (e.g. Crisis Connections, WA Warm Line)
-  Confidential case consultation and collaboration



New Beginnings' mission is to empower survivors and mobilize community awareness and action to end domestic violence.

## DVHipline and the Community

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



Filling in gaps left by supporting agencies experiencing increased call volumes with decreased staffing by offering an option to establish a Memorandum of Understanding (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 realtime 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.

## Survivor-Driven Remote Advocacy at the DVHipline

### Boundaries, Safety & Confidentiality

- Advocates are emotionally present listeners, skilled in grounding and de-escalation while prioritizing each contact's safety.
- Advocates honor anonymity and communication preferences, setting clear expectations around confidentiality and availability.
- Support is survivor-paced and judgment-free, using empathy and verbal cues to create connection and minimize power dynamics.

### Survivor-centered Advocacy & Trauma-informed Approach

- DVHL is a phone/chat advocacy program grounded in individualized support, flexibility, and responsiveness tailored to each survivor's needs.
- Support is consent-based and nonjudgmental, with advocates affirming each survivor's lived experience.
- Conversations are survivor-led, with space for pauses, emotion, and healing—always approached with compassion and patience.

### Ensuring Accessibility & Equity

- Support is free, confidential, low-barrier and flexible. No ID, documents, or proof of need is required to access safety planning or resources.
- Advocates prioritize communication access, using phone or chat, plain language, interpreters, and culturally respectful practices.

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*The DVHipline does not have a program email address or voicemail to leave messages.*

DVHL calls are automatically transferred to the National Domestic Violence Hotline.

You can call the DVHipline in any language and we will provide an interpreter.

*Chats are only available in English.*