

## A Snapshot of the WomensLaw Email Hotline in 2024

6,298

Email Hotline  
users served

5,549 in English  
749 in Spanish

Compared to 2023, we improved performance in the following ways:



We responded to **42** more Spanish Email Hotline users.



We kept the Spanish Email Hotline open **100%** of the year!



We decreased the English Email Hotline closure rate by **5%** (from 85.7 days to 64.9 days).

### Email Hotline user profile:

**35%** were victims of **two or more types of abuse.**

**17%** were victims of **physical abuse.**

**32%** were victims of a **crime.**

**54%** had or needed a **restraining order.**

**53%** needed **safety-planning information.**



**83%** of users were women, and **64%** of users were between 25-59 years of age.



The top three states with Email Hotline users were **California, Texas, and Florida.**

### Email Hotline users told us:



I want to thank you so very much for your responsiveness, sensitivity, extremely useful information, and for **the small bit of hope I now have** because of your website.

**Estoy muy agradecida con usted que a pesar que no la conozco.** Detrás de una pantalla ha hecho mucho más que cualquier persona familia amistades que hoy me han dejado sola. Todo lo que me enviaba me fue muy útil. Gracias.

