

A Snapshot of the WomensLaw Email Hotline in 2023

6,423

Email Hotline
users served

5,716 in English
707 in Spanish

Compared to 2022, we improved performance in the following ways:



We responded to **2,671** more Email Hotline users.



We decreased our response wait time from 2.05 to **1.43** business days.



We decreased the closure rate by **66%** (English Hotline) and by **79%** (Spanish Hotline).

Email Hotline user profile:

35% were victims of **at least two types of abuse.**

52% had or needed a **restraining order.**

18% were **representing themselves in court** or preparing to.

98% of survey participants said they **understood the information** they received.



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

One Email Hotline user told us:



The answer EXCEEDED my expectations. [The attorney] explained everything in terms I could understand and then went beyond my initial question to give some advice on staying safe in my home with my spouse. **I felt not only validated but cared for.**