A Snapshot of the WomensLaw Email Hotline in 2023

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

- **Email Hotline users served**: 6,423
  - 5,716 in English
  - 707 in Spanish

- 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.

**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.”

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