



## Welcome to the State of Michigan Sexual Assault Voices 4 Hotline

### FAQ

#### 1. What is VOICES4 Hotline?

Voices4 Hotline provides confidential and anonymous support for all victims/survivors, their significant others and those professionals who serve them in the state of Michigan 24 hours a day and 7 days a week. These services are secure and available Realtime.

#### 2. What role does it play in meeting the needs of survivors in Michigan?

Voices4 Hotline provides live, one-on-one, crisis support services. These services are there for those who need assistance in finding both local supports and support in the moment through our trained advocates.

#### 3. How can someone access the Hotline?

**Telephone Hotline: 1-855-864-2374**

**TTY: 1-517-381-8470**

**Chat:** <https://mcedsv.org/hotline/hotline-chat/>

**Text: 1-866-238-1454**

#### 4. Who can use and access these services?

Services are available to anyone who contacts Hotline staff through the telephone or TTY.

#### 5. Who operates the Hotline?

Voices4 Hotline is staffed by trained advocates of the Michigan Coalition to End Domestic and Sexual Violence.

#### 6. How are staff trained?

Hotline advocates undergo both classroom and direct service training over a period of six weeks. Some of the topics included in the training are sexual assault dynamics, trauma informed care, and survivor centered advocacy.

#### 7. What are the Hotline's hours of operation?

*The State of Michigan Sexual Assault Hotline, is supported by Crime Victim Assistance Grant Award awarded to the Michigan Coalition to End Domestic and Sexual Violence by the Division of Victim Services, Michigan Department of Health and Human Services. The grant award comes from the Federal Crime Victims Fund, established by the Victims of Crime Act of 1984. The opinions, findings, and conclusions or recommendations expressed in this publication/program exhibition are those of the author(s) and do not necessarily reflect the view of the U.S. Department of Justice or the Michigan Department of Health and Human Services."*



## Welcome to the State of Michigan Sexual Assault Voices 4 Hotline

The Hotline services are available 24 hours a day, 7 days a week and 365 days a year.

*The State of Michigan Sexual Assault Hotline, is supported by Crime Victim Assistance Grant Award awarded to the Michigan Coalition to End Domestic and Sexual Violence by the Division of Victim Services, Michigan Department of Health and Human Services. The grant award comes from the Federal Crime Victims Fund, established by the Victims of Crime Act of 1984. The opinions, findings, and conclusions or recommendations expressed in this publication/program exhibition are those of the author(s) and do not necessarily reflect the view of the U.S. Department of Justice or the Michigan Department of Health and Human Services."*