



Welcome to the State of Michigan Domestic Violence VOICEDV Hotline

## FAQ

### 1. What is the Domestic Violence VOICEDV Hotline?

The Domestic Violence VOICEDV 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 in real time.

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

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

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

**Telephone Hotline: 1-855-864-2338**

**Text Line (SMS): 1-877-861-0222**

**TTY: 1-517-898-5533**

**Online Chat available 24 hours a day at <https://mcedsv.org/hotline-domestic-violence/hotline-chat>**

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

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

### 5. Who operates the Hotline?

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

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