



MODERNIZING AVP'S HOTLINE AND GROWING OUR RESERVE

A CASE FOR SUPPORT

These are tumultuous times.

The New York City Anti-Violence Project (AVP) is turning 40 at a time when our community is experiencing unprecedented attacks of hate from individuals and from our government. In the past few years, we have mourned the loss of the highest number of anti-LGBTQ homicide victims in our 20-year history of tracking this information. Homicides of transgender women of color, particularly Black trans women, continue to be almost a weekly occurrence. In 2018 we saw a significant increase in the severity of hate violence incidents, and reports of intimate partner violence in our community are on the rise. Every day, AVP hears from more community members who are impacted by this violence and hate. Overall, the LGBTQ community is experiencing a crisis of violence and AVP must be stronger than ever to respond.

With your support, we will invest in essential technological updates needed to ensure our hotline remains a community lifeline, and will shore up AVP's emergency fund to ensure we can sustain AVP's life saving services and programs, now and for the next 40 years.

**A JUST WORLD
IS OUR CALLING**

Serving New York's lesbian, gay, bisexual, transgender, queer and HIV-affected communities
New York City Anti-Violence Project
116 Nassau Street, 3rd Floor, New York, NY 10038
212.714.1184 · www.avp.org



MODERNIZING THE HOTLINE FOR THE PRESENT AND FUTURE

AVP's hotline is a lifeline for LGBTQ and HIV-affected survivors of violence. The founders of AVP built an organization around a kitchen table. An activist's home phone number became the first hotline. It filled a huge void and helped galvanize the community.

The hotline has run nonstop for 40 years and has evolved and grown with the needs of our community. A land line answered by a small, dedicated team became beepers and a network of trained volunteers. Today, cell phones have replaced beepers and a counseling staff of over 15 and hundreds of volunteers, trained and certified by AVP, answer 3,000 calls each year in English and Spanish. A language translation service allows us to provide on-demand translation in over 200 languages.

Individuals call us every day who have experienced violence and are in immediate crisis. Through the hotline, they get help to address their immediate safety needs and get connected to critical counseling, advocacy and legal services, a sense of community; and an opportunity to organize for long-term solutions. We get calls from across New York City, and also from across the nation. The hotline is often the only place LGBTQ survivors can be sure to find a voice on the other end of the line that is affirming of all of their identities and trained to address their specific needs.

As we celebrate AVP's 40th, we are entering a new time of growth and innovation. **The needs of our community are ever-changing, and AVP's hotline must keep up with these changes. Help support the next evolution of the hotline:**



Adding Text & Chat Capabilities

Our phones and other devices have changed the ways we communicate. Text and chat features will allow us to better connect with a new generation of survivors when they need it and in the ways they feel most comfortable. Accomplishing this will require a significant investment to upgrade our technology and website, provide additional staffing, and train our staff and volunteers.



Expanding our Reach

Many LGBTQ survivors live in isolated communities across the state and beyond. By making AVP's hotline better known and accessible beyond New York City, we can help fill a critical void in areas where LGBTQ community members cannot easily access supportive, local services. AVP will study the feasibility of statewide and national expansion and then, based on the results, will invest to promote the hotline outside of New York City, conduct research to build our database of referrals, and add the staffing and volunteer support needed to respond to an increased volume of calls.

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