

**FOR IMMEDIATE RELEASE (01/22/2025):**

**CONTACT:** Bernie Lubell@cityhall.nyc.gov | 646.879.0656 (cell)



***MAYOR'S OFFICE TO END DOMESTIC AND GENDER-BASED VIOLENCE ADDS  
CHAT FUNCTION AND RE-NAMES NYC'S HOTLINE TO STREAMLINE ACCESS  
FOR SURVIVORS OF ALL CRIMES***

***ENDGBV invests \$1.5 million in funding to expand hotline services through Women Forward NYC, the Adams administration's initiative to make New York City the most women-forward city in the U.S.***

**NEW YORK, NY** – The Adams Administration is doubling down on its efforts to reduce crime in New York City and improve access to quality resources with two major updates to a critical service: NYC's 24-Hour Hope Hotline.

- 1) A **new chat feature** will allow us to reach more New Yorkers in their time of need.
- 2) The **hotline is now called NYC's 24-Hour Hope Hotline**. This new name ensures survivors of all crimes feel empowered to reach out for help and combines the efforts of the city's previously separate domestic violence, sexual violence and crime hotlines.

Now, help is always available on NYC's 24-Hour Hope Hotline at 1-800-621-HOPE (4673).

"The expansion of NYC's 24-Hour Hope Hotline to include a chat feature underscores our administration's efforts to create a safer city for all New Yorkers," said **New York City Mayor Eric Adams**. "Our hotline received more than 101,000 calls last year alone and this new chat feature will allow us to expand our reach and meet thousands more crime victims in their time of need. Our ability to connect victims to services 24 hours a day, 365 days a year is a critical tool in our efforts to keep New York the safest big city in the United States."

The chat feature is available:

- Monday through Friday between 10:00 a.m. and 8:00 p.m.
- Saturday between 10:00 a.m. and 3:00 p.m.
- Sunday between 9:00 a.m. and 5:00 p.m.

Language translation will be available through chat beginning in February. The chat feature will be available 24 hours a day, 365 days a year as early as April.

"In a time of need, we must make access points for care and connection simple and user-friendly. That's why today's announcement is critical," said **Anne Williams-Isom, Deputy Mayor for Health and Human Services**. "We're moving from three crime victim access lines to one and we're adding a chat feature so any person in need of help related to any type of crime can reach support as quickly as possible. Thank you to the Office to End Domestic and Gender-Based Violence for their leadership in this effort and our partner and the teams of staff that make this service possible."

“In an emergency, survivors need a clear plan to seek help. Condensing three separate hotlines into one ensures they get resources quickly, easily and without complication,” said **Saloni Sethi, Commissioner of the Mayor’s Office to End Domestic and Gender-Based Violence**. “The new chat function allows us to meet survivors wherever they are. Whether you are a survivor of sexual violence, human trafficking, domestic violence, or any other crime, we urge you to log onto our [website](#) to chat with an advocate or call 1-800-621-HOPE (4673).”

The hotline is overseen by ENDGBV in contract with [Safe Horizon](#).

“We are proud to partner with the city to ensure that all survivors of violence, abuse and exploitation can access skilled, compassionate, practical help in moments of crisis, 24 hours a day, every day of the year,” said **Liz Roberts, Safe Horizon CEO**. “Safe Horizon’s dedicated Hotline advocates help survivors develop individualized safety plans, make informed decisions, and connect with the resources they need to heal. The addition of the chat feature is a critical step forward – now, even when survivors cannot safely make a phone call, they can still access immediate help and support online. We applaud the Mayor’s Office to End Domestic and Gender-Based Violence for their leadership and support in improving access for all survivors.”

The Hotline’s new chat feature is one of many programs included in [Women Forward NYC: An Action Plan for Gender Equity](#), a \$43 million investment aimed at making New York City the most women-forward city in the United States by becoming a national leader on gender equity, including for transgender and gender-expansive New Yorkers. Supported through city dollars, private and public partnerships, academic institutions, and federal grant funding, the action plan addresses gender disparities by connecting women to professional development and higher-paying jobs; dismantling barriers to sexual, reproductive, and chronic health care; reducing gender-based violence against women; and providing holistic housing services, including for formerly incarcerated women and domestic and gender-based violence survivors.

### **About the Mayor’s Office to End Domestic and Gender-Based Violence**

The Mayor’s Office to End Domestic and Gender-Based Violence (ENDGBV) develops policies and programs, provides training and prevention education, conducts research and evaluations, and performs community outreach. We collaborate with City agencies and community stakeholders to ensure access to inclusive services for survivors of domestic and gender-based violence (GBV). GBV can include intimate partner and family violence, elder abuse, sexual assault, stalking, and human trafficking. ENDGBV also operates the [New York City Family Justice Centers](#), co-located multidisciplinary service centers providing vital social services, civil legal, and criminal justice assistance for survivors of domestic and gender-based violence and their children—all under one roof. For more information, visit [nyc.gov/ENDGBV](https://nyc.gov/ENDGBV). Follow us on [Facebook](#), [Instagram](#), [X](#) and [LinkedIn](#).