

A Year of Impact: National Domestic Violence Hotline & loveisrespect



2016

The National Domestic Violence Hotline is a 501c3 organization that relies on generous contributions from the public, government and corporations to continue operation.

The National Domestic Violence
HOTLINE
1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

“

This has helped me get through the night and gave me a little more strength than I had a few minutes ago. It has kept me from calling or running back to him.

—Anonymous Hotline contact

”

“

Thank you so much for all your time, kind words, advice and resources!

—Anonymous loveisrespect texter

”

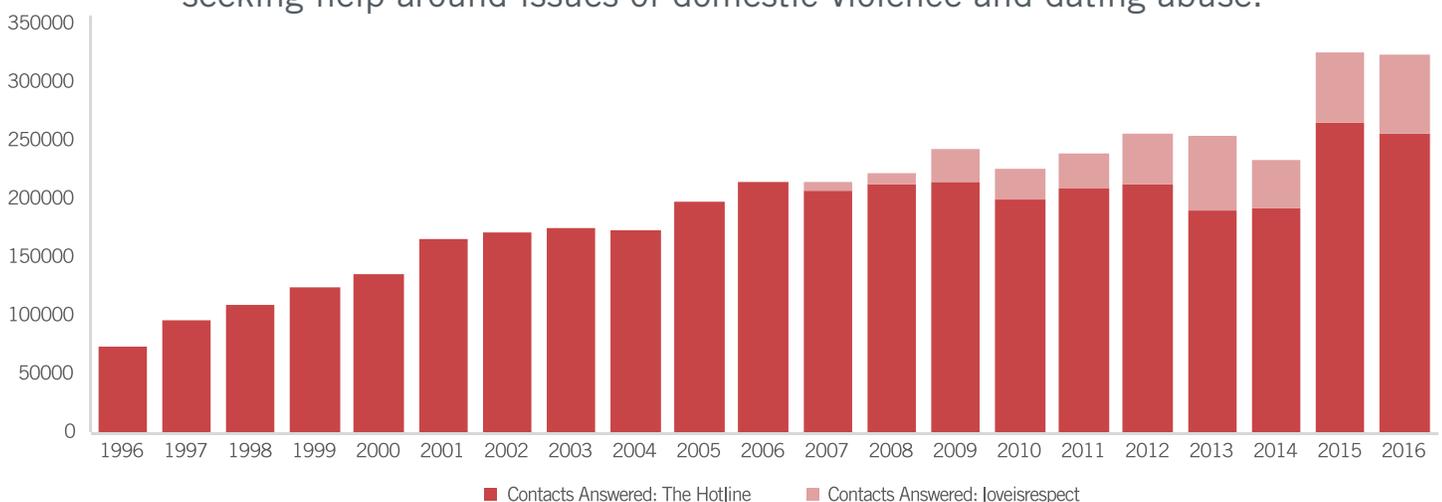
We are the leading national organization that directly serves victims of relationship abuse and their families and friends.

The National Domestic Violence Hotline (The Hotline) is a compassionate, knowledgeable resource shifting power back to victims and survivors through human connection and practical help 24 hours a day, seven days a week, 365 days a year. The Hotline’s highly-trained, expert advocates provide peer-to-peer support to anyone who reaches out to us with lifesaving tools, safety planning and hope.

Loveisrespect, a project of The Hotline, helps millions of teens and 20-somethings learn about healthy relationships and dating violence. The Hotline and loveisrespect are:

- Free and confidential.
- The most comprehensive resource database in the country, with access to 4,800 service providers and resources in the US, US territories, Puerto Rico, the US Virgin Islands and Guam.
- Routinely sought for our expertise by national and local media; federal state and local government; service providers; law enforcement; and nonprofit colleagues.

Over the last 20 years, The Hotline and loveisrespect have answered more than 4 million calls, chats and texts from people seeking help around issues of domestic violence and dating abuse.



Calls Received

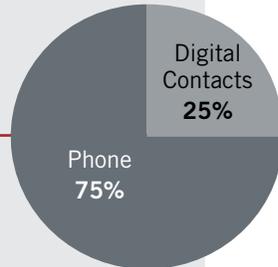
348,224

Online Chats Received

94,664

Texts Received

21,172



Types of Abuse

84%

Emotional/Verbal Abuse
degradation, threats, insults, humiliation, isolation, etc.

58%

Physical Abuse
hitting, biting, choking, etc.

19%

Economic/Financial Abuse
control finances, ruin credit, etc.

8%

Sexual Abuse
rape, exploitation, coercion, etc.

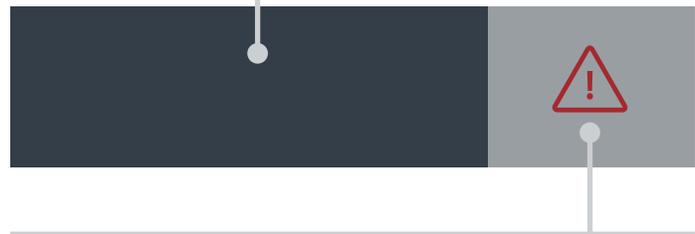
7%

Digital Abuse
steal passwords, constant texts, etc.

Note: Victims and survivors may experience multiple types of abuse.

Total Contacts Answered in 2016

323,669



140,391 calls, chats and texts went unanswered due to a lack of resources.

People Served



* Someone contacting us on behalf of, or to help, a person who is now, or has previously been the victim of abuse

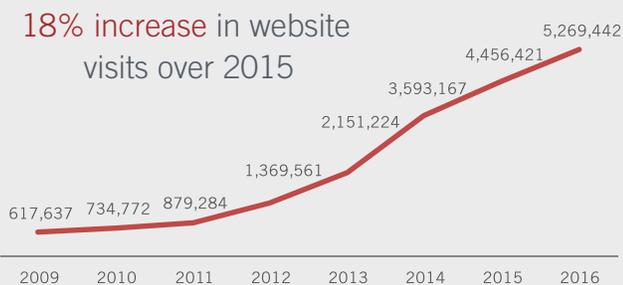
⁺ Includes Abusive Partners, Service Providers, Healthy Relationship Inquiries, Etc
- Excludes Denied Chat, Hang-Up, Off-Target, Prank/Sex, and Wrong Number

What are victims experiencing?

- More than 64,500 contacts reported that their abusive situation had **children involved**.
- More than 11,400 victims experienced **stalking**.
- Many victims discussed struggles with **suicide**, more than 3,600 through threats from their abusive partner and more than 2,200 personally.
- More than 6,800 victims disclosed the use or threat of **firearms**.
- More than 7,000 victims were struggling with issues related to **immigration**.

More than 8,800 of those who called The Hotline and loveisrespect in 2016 were non-English speakers. The Hotline provides services to those callers through bilingual staffing and 24-hour access to interpreters in 200+ languages.

Visits to Our Websites



In 2016, there were **1,993,615** visits to thehotline.org and **3,275,827** visits to loveisrespect.org.

The Hotline



71,550 Followers
As of Dec. 31, 2016,
increased by 18.5%



25,307 Followers
As of Dec. 31, 2016,
increased by 20.4%

loveisrespect



37,285 Followers
As of Dec. 31, 2016,
increased by 23.6%



26,126 Followers
As of Dec. 31, 2016,
increased by 15.8%

Overall, we gained more than 18,000 new Facebook followers and more than 7,800 Twitter followers in 2016.

Leading the Conversation

In 2016, the National Domestic Violence Hotline leveraged issue-specific data to help shape the national conversation about domestic violence.

Amicus Brief on Firearms

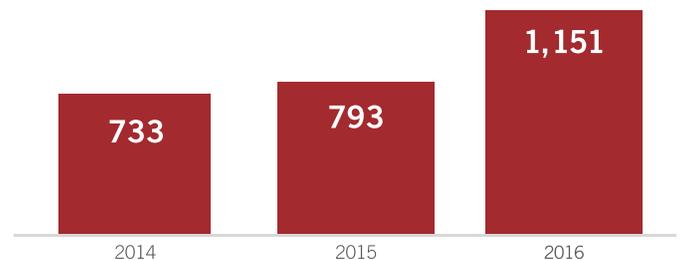
The Hotline filed an amicus brief with the Supreme Court on a case about firearms to help the justices understand how domestic violence differs from other crimes and define “coercive control.” The Hotline’s brief was the only brief to bring forth the voices of victims and survivors and show how abusive partners use firearms to threaten, control and torture survivors.

Congressional Briefing on Teen Dating Violence

In the spring, loveisrespect partnered with Mary Kay to host a Congressional Briefing on teen dating violence in partnership with honorary co-host United States Senator Patty Murray. The briefing included the voice of a teen survivor, as well as a loveisrespect advocate who talked about the importance of digital services in helping teens and young adults.

Conversations in the Media

Together, The Hotline and loveisrespect received a **45% increase** in media coverage.



A Connection to Resources

In 2016, advocates provided 163,853 referrals to domestic violence service providers and 690,096 referrals to additional resources across the nation.

TOP RESOURCE REFERRAL TYPES IN 2016

1. Legal Resources
ex: WomensLaw.org, Legal Resource Center on Violence Against Women
2. Children’s Services/Parenting
ex: Custody Prep for Moms, Childhelp National Child Abuse Hotline
3. Mental Health and Counseling
ex: National Alliance on Mental Illness, National Suicide Prevention Lifeline, Calm.com, Goodtherapy.org
4. Statewide Hotlines
ex: New York (5 boroughs) Bed Line, Massachusetts Statewide Bed Line/Hotline, Illinois Statewide Bedline
5. National Resources
ex: 211 - United Way, RAINN