

The National Domestic Violence HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Pennsylvania State Report

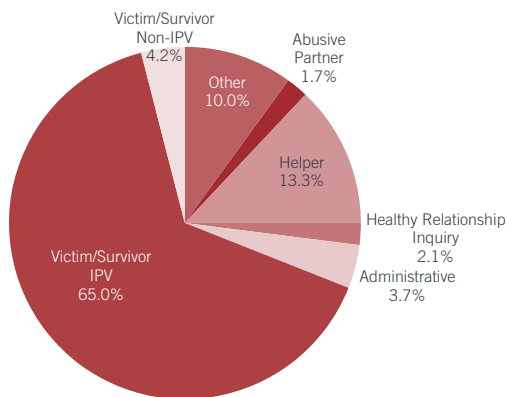
Based on Hotline contacts documented January–December 2016

In 2016, the National Domestic Violence Hotline documented* **7,323 contacts** from Pennsylvania. The state ranks 5th in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.

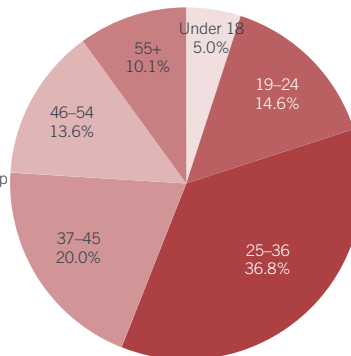
*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

Phone	6,789
Chat	534
TTY	0
Total	7,323

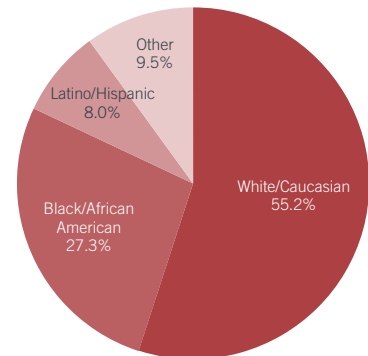
Who is contacting The Hotline from Pennsylvania?



Caller Type



Victim Age



Caller Ethnicity

Caller Type Definitions:

Victim/Survivor: IPV (Intimate Partner Violence) – a victim or survivor of abuse from his/her partner or spouse

Victim/Survivor: Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caregiver, etc.

Helper – a caller reaching out to help another including: family/friend, service provider, law enforcement, medical/health, religious leader/program or teacher

Healthy Relationship Inquiry – anyone with questions about healthy relationships, where no abuse is present

Administrative – someone seeking basic information, rather than advocacy

Abusive Partner – a caller who identifies as abusive or who an Advocate believes to be an abusive partner

Other – any caller about whom an Advocate is able to gather info, but who does not fit into an above category; this includes off target callers, non-DV calls, hang-ups, prank calls and feedback

Top 10 Cities in Contact Volume

1. Philadelphia	27%
2. Pittsburgh	10%
3. Harrisburg	3%
4. Lancaster	3%
5. Allentown	2%
6. Reading	2%
7. York	2%
8. Bethlehem	1%
9. Erie	1%
10. Norristown	1%
Total:	54%

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

What are victims experiencing?

93%

Emotional/Verbal Abuse

degradation, threats, insults, humiliation, isolation, etc.

67%

Physical Abuse

hitting, biting, choking, etc.

23%

Economic/Financial Abuse

control finances, ruin credit, etc.

7%

Sexual Abuse

rape, exploitation, coercion, etc.

7%

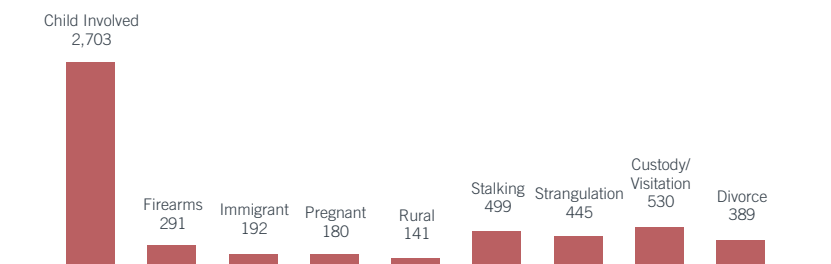
Digital Abuse

steal passwords, constant texts, etc.



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Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

DV Shelter	1,994	37%
Legal Advocacy	1,393	26%
Individual Professional Counseling	1,070	20%
DV Support Groups	478	9%
Legal Representation	414	8%
Protective/Restraining Order	648	12%



Referrals to Service Providers

9,858

Offers to Direct Connect

3,443

Referrals to Other Resources

1,866

Most-Referred Resources

Womenslaw.org

211 - United Way

Crime Victims Compensation & Statewide Victim Services - Pennsylvania

Custody Prep for Moms

Childhelp National Child Abuse Hotline

This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.