



Massachusetts State Report

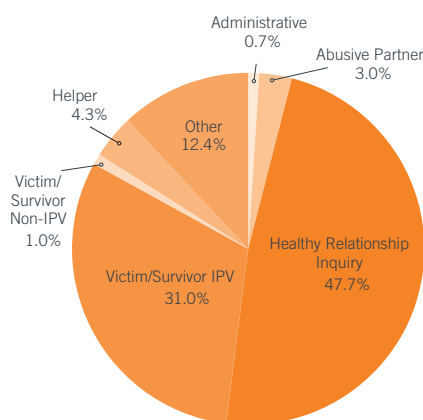
Based on loveisrespect contacts documented January–December 2017

In 2017, loveisrespect documented* **606 contacts** from Massachusetts. The state ranks 13th in terms of contact volume. loveisrespect provides crisis intervention, safety planning, referrals and DV and healthy relationship education for these contacts.

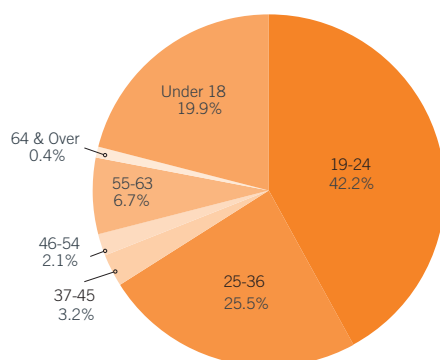
*Contacts documented refers to the calls, online chats and texts where a location was self-disclosed by the caller, chatter or texter.

Phone	294
Chat	247
Text	65
Total	606

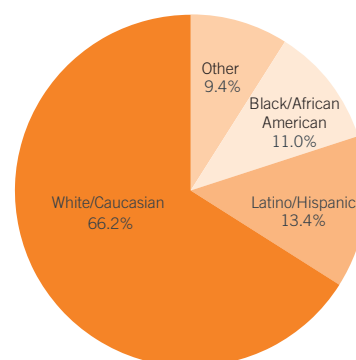
Who is contacting loveisrespect from Massachusetts?



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 (domestic violence) calls, hang-ups, prank calls and feedback

Top 10 Cities in Contact Volume

1. Boston	47.4%
2. Springfield	3.7%
3. Worcester	3.2%
4. Medford	2.8%
5. Pittsfield	2.1%
6. Fall River	2.0%
7. Attleboro	1.8%
8. Lowell	1.2%
9. New Bedford	1.2%
10. Cambridge	1.1%
Total:	66.6%

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

What are victims experiencing?

95%

Emotional/Verbal Abuse

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

50%

Physical Abuse

hitting, biting, choking, etc.

24%

Digital Abuse

steal passwords, constant texts, etc.

18%

Sexual Abuse

rape, exploitation, coercion, etc.

11%

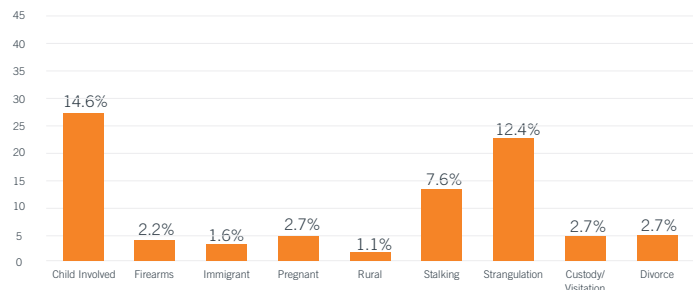
Economic/Financial Abuse

control finances, ruin credit, etc.



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Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

DV Shelter	16	17.4%
Legal Advocacy	31	33.7%
Individual Professional Counseling	60	65.2%
DV Support Groups	34	37.0%
Legal Representation	5	5.4%
Protective/Restraining Order	12	13.0%



Referrals to Service Providers

726

Offers to Direct Connect

43

Referrals to Other Resources

713

Most-Referred Resources

Scarleteen
 GoodTherapy.org
 WomensLaw.org
 Your Life Your Voice (Boys Town)
 211 - United Way

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