




National Report

Based on Hotline contacts documented January–June 2018

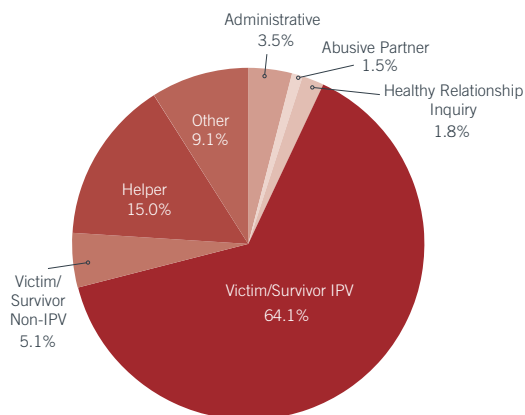
In 2018, the National Domestic Violence Hotline answered **98,954 contacts**. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.



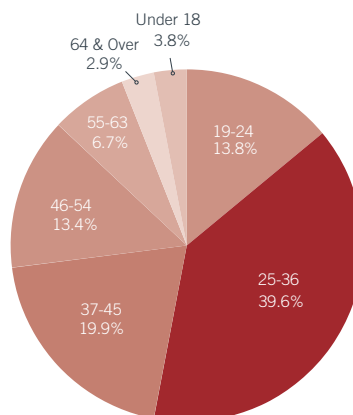
Of the contacts answered, nearly **95.7%** of callers or chatters disclosed a location within the U.S. and U.S. territories. The remainder of this report reflects only those contacts.

| | | |
|---|--------------|---------------|
|  | Phone | 78,216 |
|  | Chat | 20,727 |
|  | TTY | 0 |
| | Total | 98,954 |

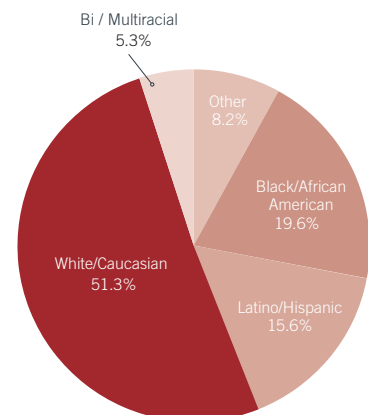
Who is contacting The Hotline from the U.S.?



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. Los Angeles, CA | 2.3% |
| 2. New York, NY | 1.9% |
| 3. Houston, TX | 1.7% |
| 4. Chicago, IL | 1.5% |
| 5. Dallas, TX | 1.4% |
| 6. Phoenix, AZ | 1.1% |
| 7. Philadelphia, PA | 1.1% |
| 8. Atlanta, GA | 1.0% |
| 9. San Diego, CA | 1.0% |
| 10. San Antonio, TX | 0.9% |
| Total: | 14.0% |

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?

95%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

29%

Economic/Financial Abuse

control finances, ruin credit, etc.

16%

Digital Abuse

steal passwords, constant texts, etc.

12%

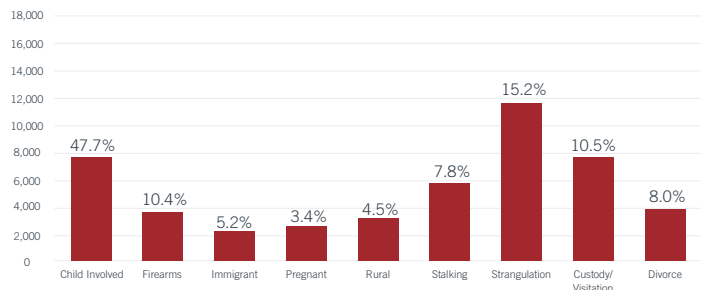
Sexual Abuse

rape, exploitation, coercion, etc.



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Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

| | | |
|------------------------------------|--------|-------|
| DV Shelter | 21,190 | 28.0% |
| Legal Advocacy | 23,156 | 30.6% |
| Individual Professional Counseling | 16,114 | 21.3% |
| DV Support Groups | 8,497 | 11.2% |
| Legal Representation | 6,009 | 7.9% |
| Protective/Restraining Order | 7,527 | 9.9% |



Referrals to Service Providers

139,257

Offers to Direct Connect

26,999

Referrals to Other Resources

124,000

Most-Referred Resources

WomensLaw.org

211 - United Way

Aunt Bertha

Childhelp National Child Abuse Hotline

GoodTherapy.org

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