



# MASSACHUSETTS STATE REPORT

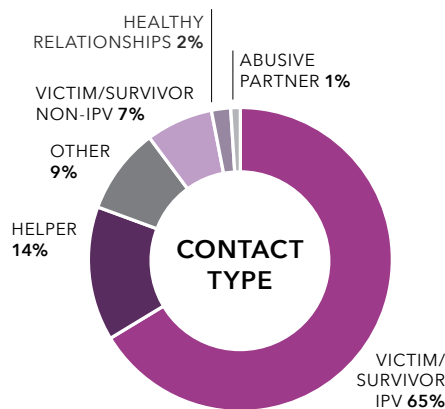
Based on the National Domestic Violence Hotline's contacts documented January-June 2020

In the first half of 2020, the National Domestic Violence Hotline documented **2,196** contacts from Massachusetts. The state ranks 13th in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and domestic violence (DV) and intimate partner violence (IPV) education for these contacts.

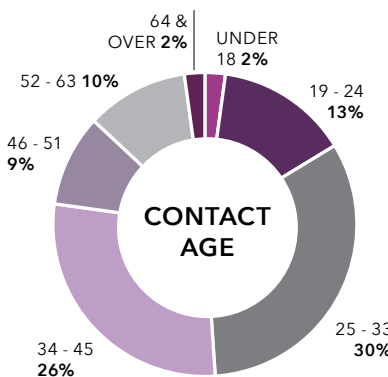
	Phone	<b>1,728</b>
	Chat	<b>468</b>
	Total	<b>2,196</b>

## WHO IS CONTACTING THE HOTLINE?

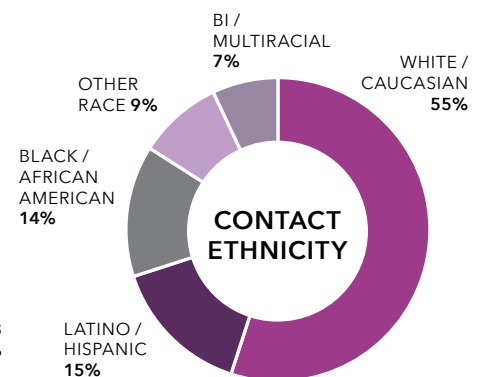
*Due to rounding of our data calculations, these numbers may not equal 100%*



2,184 DISCLOSED TYPE



1,952 DISCLOSED AGE



1,900 DISCLOSED ETHNICITY

### CONTACT TYPE DEFINITIONS:

**Victim/Survivor Intimate Partner Violence (IPV):** A contact who has experienced abuse by an intimate partner and is looking for information, resources, emotional or other support regarding the abusive relationship.

**Victim/Survivor Non-IPV:** A contact who has experienced abuse from anyone other than an intimate partner (i.e. parent, sibling, caretaker), and is looking for information, resources, or support regarding the abuse.

**Healthy Relationship Inquiry:** A contact discussing intimate partner relationships who is not experiencing a pattern of abusive behaviors.

**Abusive Partner:** A contact who engages in a pattern of behavior to establish power and control over an intimate partner.

**Other:** A contact who is not currently experiencing violence and has needs outside the scope of healthy relationships or intimate partner violence services.

### TOP 10 CITIES BY CONTACT VOLUME

City	%
Boston	26%
Worcester	5%
Springfield	5%
Lowell	3%
Cambridge	2%
Brockton	2%
Fall River	2%
Quincy	2%
Plymouth	2%
Lawrence	1%

## WHAT VICTIMS ARE EXPERIENCING

97%

### EMOTIONAL/ VERBAL ABUSE

Behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation, which most often unfolds as a pattern of behavior over time.

66%

### PHYSICAL ABUSE

Non-accidental use of force that results in bodily injury, pain, or impairment. This may include being slapped, burned, cut, bruised, or improperly physically restrained.

29%

### ECONOMIC/FINANCIAL ABUSE

When one intimate partner has control over the other partner's access to economic resources, which diminishes the victim's capacity to support themselves.

16%

### DIGITAL ABUSE

The use of technologies such as texting and social networking to bully, harass, stalk, or intimidate a partner.

10%

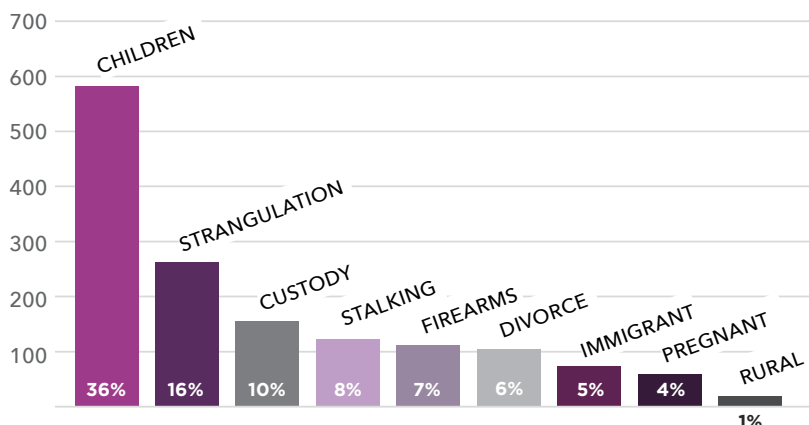
### SEXUAL ABUSE

Non-consensual sexual interaction through coercion, guilt, or force. This may include pressure to engage in sexual activity, refusal to use contraception, or demanding of sexual images or video.

1,841 DISCLOSED EXPERIENCES

NOTE: Contacts may report one or more types of abuse.

## MOST COMMONLY DISCLOSED FACTORS BY VICTIMS/SURVIVORS



## VICTIM/SURVIVOR NEEDS COMMONLY REQUESTED SERVICES:

DV SHELTER	526	30%
LEGAL ADVOCACY	430	25%
INDIVIDUAL PROFESSIONAL COUNSELING	343	20%
PROTECTIVE/RESTRAINING ORDER	186	11%
SUPPORT GROUPS	136	8%
LEGAL REPRESENTATION	130	7%

2,045 REFERRALS TO LOCAL SERVICE PROVIDERS

612 OFFERS TO DIRECT CONNECT

1,468 REFERRALS TO OTHER RESOURCES

Best practice is to refer each contact to 3 resources.

## MOST-REFERRED RESOURCES

- 1 SAFELINK
- 2 211 - UNITED WAY
- 3 WOMENSLAW
- 4 AUNT BERTHA
- 5 GOODTHERAPY

Providers are direct providers of domestic violence services, offered in their local community free of charge to victims/survivors.

Resources are social service agencies or informative programs. They are not domestic violence specific, and they can be either statewide or nationwide.



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