The National Domestic Violence Hotline has answered over 5.2 million contacts (calls, chats, and texts) since our lines first opened in 1996, and demand for our services continues to increase. We experienced an 8.6% increase in contacts received in 2019. Since 2015, our contact volume has increased by 43%.

Unanswered contacts do not equate to people not served.

### Annual Answered Calls, Chats, and Texts

<table>
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<th>Year</th>
<th>Calls Answered: The Hotline</th>
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### Top Resource and Referral Types in 2019

In 2019, advocates provided 221,057 referrals to shelter and domestic violence service providers and 169,961 referrals to additional resources across the nation.

- **Legal Resources**
  - WomensLaw.org, Legal Resource Center on Violence Against Women
- **Children’s Services/Parenting**
  - Custody Prep for Moms, Childhelp National Child Abuse Hotline
- **Economic Resources**
  - Aunt Bertha, HUD, Purple Purse
- **National Resources**
  - 211 - United Way, RAINN, Scarleteen
- **Mental Health and Counseling**
  - Goodtherapy.org, National Alliance on Mental Illness, National Suicide Prevention Lifeline, Calm.com
TYPES OF ABUSE

Many people assume abuse means that physical violence is happening, but that’s not always the case. Abuse comes in many forms—it’s not just physical. Of those who reported an abuse type(s):

**EMOTIONAL AND VERBAL ABUSE**

190,572 REPORTS

UP 4%

COMPARED TO 2018

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.

**PHYSICAL ABUSE**

128,788 REPORTS

UP 3%

COMPARED TO 2018

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.

**DIGITAL ABUSE**

63,203 REPORTS

UP 101%

COMPARED TO 2018

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

**ECONOMIC AND FINANCIAL ABUSE**

53,016 REPORTS

UP 8%

COMPARED TO 2018

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

**SEXUAL ABUSE**

25,237 REPORTS

UP 7%

COMPARED TO 2018

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.

VISITS TO OUR WEBSITES

5,345,283 VISITS TO THEHOTLINE.ORG

AND 4,395,432 VISITS TO LOVEISRESPECT.ORG.

2019 SOCIAL MEDIA BY THE NUMBERS

Overall, we gained more than 10,000 new Facebook followers and more than 2,000 new Twitter followers.

**THE HOTLINE**

81,610 FACEBOOK FOLLOWERS

34,135 TWITTER FOLLOWERS

**LOVEISRESPECT**

42,469 FACEBOOK FOLLOWERS

30,180 TWITTER FOLLOWERS

PEOPLE SERVED

249,951 TOTAL OF CONTACT TYPES

VICTIM/SURVIVOR 71%

HELPER/FAMILY/FRIEND 13%

OTHER 16%

WHAT ARE VICTIMS EXPERIENCING?

- **14,590** contacts experience **Housing - Instability** - up **217%** from 2018
- **20,943** victims disclosed the use or threat of **Firearms** - up **19%** from 2018
- **14,900** contacts experienced **Stalking** - Up 9% from 2018
- **7,659** contacts reported issues with **Housing - Homeless** - up 6% from 2018
- **4,503** victims experience threats related to **Immigration Status Concerns** - down 1% from 2018
- **81,676** of our contacts reported that their abusive situation **Involved Children** - down 2% from 2018
- **6,689** victims are abused because of **Immigrant** status - down 10% from 2018
WHO WE ARE

First established in 1996 by the Violence Against Women Act, the National Domestic Violence Hotline is the only 24/7/365 national organization that directly serves victims of domestic violence, their friends and family via phone, chat and text. Our work rests on three pillars - crisis intervention, prevention, and systems change.

The heart of The Hotline is our highly-trained advocate staff, who provide high-quality, trauma-informed education, validation, and connection to services that empower victims and survivors to make life-changing decisions with dignity and respect. We recognize that victims and survivors need a wide range of assistance; therefore, we maintain a robust database of approximately 5,000 carefully vetted providers and resources, including shelter and transitional housing, counseling, culturally and linguistically specific programs, and legal services. The Hotline is a frontline resource for survivors, often the first source of validation of abuse experienced, and a trusted provider of resources, referrals and safety planning tailored to each callers’ needs.

To respond to the unique needs of teens and young adults, loveisrespect was launched in 2007. Many teens rely on loveisrespect to understand exactly what a healthy relationship is and how they can protect themselves against dating violence. loveisrespect strives to be a safe, inclusive space for young people to access information and get help in an environment that is designed specifically for them. loveisrespect also mobilizes parents, educators, peers, and survivors to proactively raise awareness on healthy dating behaviors and how to identify unhealthy and abusive patterns.

We advocate for survivor-centered policies and legislation using knowledge and data informed by speaking with hundreds of thousands of survivors each year. In coalition with other leaders in the field, we ensure that survivors are represented when policymakers discuss matters that effect their safety and support.

The Hotline and loveisrespect provide the following services, via phone, online chat, or text, with access to 200+ languages:

- Trauma-informed crisis intervention
- Personalized safety planning
- Domestic violence education
- Healthy relationship information
- Referrals to local/state resources

Our services are free and confidential.

OUR VISION

We envision a world where all relationships are positive, healthy and free from violence.

OUR MISSION

Our mission is to answer the call to support and shift power back to those affected by relationship abuse — 24 hours a day, seven days a week, 365 days a year.

To learn more about The Hotline and how to support our mission, please visit the hotline.org

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