The National Domestic Violence Hotline has answered over 5.5 million contacts (calls, chats, and texts) since our lines first opened in 1996, and demand for our services continues to increase. We experienced a 2.3% increase in contacts received in 2020 compared to 2019. Since 2015, our contact volume has increased by 46%. Due to the COVID-19 pandemic, some survivors have been in close proximity to the partner who chooses to abuse and unable to safely reach out for support. For more information about the impact of the pandemic please see our special edition COVID-19 reports.

<table>
<thead>
<tr>
<th>TOTAL CALLS, CHATS, AND TEXTS RECEIVED IN 2020</th>
<th>TOTAL CALLS, CHATS, AND TEXTS ANSWERED IN 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>636,968</td>
<td>363,185</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CALLS RECEIVED IN 2020</th>
<th>CHATS RECEIVED IN 2020</th>
<th>TEXTS RECEIVED IN 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>358,347</td>
<td>262,943</td>
<td>15,678</td>
</tr>
</tbody>
</table>

Unanswered contacts do not equate to people not served.

Contact Type: Victim/Survivor 72%, Helper 14%, Other 14%
Contact Age: 18 & Under 9%, 19-24 18%, 25-33 30%, 34-45 25%, 46-51 7%, 52-63 9%
Contact Ethnicity: White/Caucasian 48%, Black/African American 18%, Latino/Hispanic 6%, Bi/Multiracial 6%, Asian 6%, Other 6%
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 & VERBAL ABUSE
182,784 REPORTS
96% 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
122,953 REPORTS
64% 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.

ECONOMIC & FINANCIAL ABUSE
51,826 REPORTS
27% When one intimate partner has control over the other partner’s access to economic resources, which diminishes the victim’s capacity to support themselves.

DIGITAL ABUSE
33,261 REPORTS
17% The use of technologies such as texting and social networking to bully, harass, stalk, or intimidate a partner.

SEXUAL ABUSE
23,418 REPORTS
12% 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.

2020 SOCIAL MEDIA BY THE NUMBERS
Overall, we gained more than 7,000 new Facebook followers and more than 9,000 new Twitter followers.

THE HOTLINE
88,590 FACEBOOK FOLLOWERS
42,590 TWITTER FOLLOWERS

LOVE IS RESPECT
42,612 FACEBOOK FOLLOWERS
31,697 TWITTER FOLLOWERS

249,951 TOTAL OF CONTACT TYPES

WHAT ARE VICTIMS EXPERIENCING?

+219% housing instability
14,590 contacts

+9% stalking
14,900 contacts

+19% the use or threat of firearms
20,943 contacts

+6% housing (homelessness)
7,659 contacts

-1% immigration status concerns
6,689 contacts

-2% abusive situation involves children
81,676 contacts

-10% immigrant status
4,503 contacts

*Includes healthy relationship inquiries, people who choose to abuse, and other non-DV issues
I credit the Hotline with saving my life from a person who chose to abuse, giving me the facts I needed in an emergency to equip myself to get out.

As a survivor who received support, I know firsthand what a difference you make. The need is greater now when it’s harder to get out.

The Hotline truly helped me in one of my darkest moments, and I am forever grateful for the person that listened to me that night.

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.

To respond to the unique needs of teens and young adults, The Hotline launched love is respect, the National Dating Abuse Helpline in 2007. After over a decade of operations, and after careful consideration of the needs of youth, love is respect was refreshed in 2020 with a new brand and enhanced youth-informed resources.

love is respect continues to be the national resource to disrupt and prevent unhealthy relationships and intimate partner violence by empowering young people through inclusive and equitable education, support, and resources. love is respect is now focused on providing 24/7 information, support, and advocacy to young people between the ages of 13 and 26 who have questions about their romantic relationships. As love is respect continues to evolve, we continue to aim to be a safe and inclusive space for young people to access help and information in a setting specifically for them.

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.

TheHotline.org.

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

TOP RESOURCE AND REFERRAL TYPES IN 2020

In 2020, advocates provided 132,898 referrals to shelter and domestic violence service providers and 140,562 referrals to additional resources across the nation.

Legal Resources
WomensLaw.org, Legal Resource Center on Violence Against Women

National Resources
211 - United Way, RAINN, Scarleteen

Economic Resources
Aunt Bertha, HUD, Purple Purse

Children's Services/Parenting
Custody Prep for Moms, Childhelp National Child Abuse Hotline

Mental Health and Counseling
Goodtherapy.org, National Alliance on Mental Illness, National Suicide Prevention Lifeline, Calm.com

WHO WE ARE

First established in 1996 by the Violence Against Women Act, and sustained with funding from the Family Violence Prevention and Services 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.

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

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.

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 love is respect 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. To learn more about The Hotline and how to support our mission, please visit thehotline.org.

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