The National Domestic Violence Hotline answered its **6 millionth contact** on December 30, 2021. In calendar year 2021, our advocates answered more calls, chats, and texts than ever before. Since 1996, we have kept our lines open 24/7 for anyone who needs us—and more than six million have connected with our advocates to receive support, connection to resources and hope for a safer future.

The time it takes to answer one million contacts continues to get shorter as demand for our services increases, especially as the COVID-19 pandemic persists with increased risks for survivors. It took nearly 7.5 years to answer our first million, and just over 2.5 years to answer the latest. Answering our 6 millionth is a bittersweet milestone—we know that there are millions more who need support.

<table>
<thead>
<tr>
<th>TOTAL CALLS, CHATS, AND TEXTS RECEIVED IN 2021</th>
<th>TOTAL CALLS, CHATS, AND TEXTS ANSWERED IN 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>620,193</strong></td>
<td><strong>408,370</strong></td>
</tr>
</tbody>
</table>

**CALLS RECEIVED IN 2021** | **CHATS RECEIVED IN 2021** | **TEXTS RECEIVED IN 2021**
--- | --- | ---
**338,559*** | **237,117** | **44,517**

*Unanswered contacts do not equate to people not served.

Due to rounding of our data calculations, these numbers may not equal 100%.
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. All forms of abuse are dangerous and harmful. Of those who reported an abuse type(s):

**Emotional & Verbal Abuse**
177,047 reports
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**
113,249 reports
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**
47,424 reports
When one intimate partner has control over the other partner’s access to economic resources, which diminishes the survivor’s capacity to support themselves.

**Digital Abuse**
27,966 reports
The use of technology such as texting and social networking to bully, harass, stalk, or intimidate a partner.

**Sexual Abuse**
21,093 reports
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.

2021 Social Media by the Numbers
Overall, we gained more than 6,500 new Facebook followers, 8,000 new Twitter followers and 5,900 new Instagram followers.

The Hotline
- Facebook followers: 96,871
- Twitter followers: 46,132
- Instagram followers: 13,876

Love is Respect
- Facebook followers: 45,761
- Twitter followers: 31,866
- Instagram followers: 14,488

People Served
221,829 total of contact types

- Victim/Survivor: 75%
- Helper/Family/Friend: 13%
- Other*: 12%

*Includes healthy relationship inquiries, people who choose to abuse, and other non-DV issues

Trends in What Survivors Are Experiencing Compared to Calendar Year 2020

- Trafficking - labor: +25%, 218 contacts
- Housing (homelessness): +18%, 7,762 contacts
- Housing (instability): +16%, 21,418 contacts
- Pregnancy: -15%, 4,704 contacts
- Rural: -15%, 2,129 contacts
- Strangulation: -16%, 24,187 contacts
This is such an important and needed service that you provide. In times of trouble, when there’s no one else to talk to, it is life-saving.”

You guys do amazing work and this chat has helped me more than I can put into words. Thank you for everything you’re doing and please keep it up!”

I came to hotline.org because I feel like I have no one to talk to about issues I am dealing with. The advocate I connected with was very understanding, asked the right questions and shared very useful advice. They provided me with helpful resources and also made sure I was taking care of myself through it all. I’m very grateful for today.”

TOP RESOURCE AND REFERRAL TYPES IN 2021
In 2021, advocates provided 208,765 referrals to shelter and domestic violence service providers and 192,898 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 ■ Allstate Moving Ahead

Housing ■ Aunt Bertha, HUD

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

Healthcare ■ Catholic Charities USA, Benefits.gov, “Find a Federally-Funded Health Center”

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 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 core 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.

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 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. We continue to be a safe and inclusive space for young people to access help and information in a setting specifically for them. Our services, resources and information are informed by a national Youth Council with members from across the country age 13-26.

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.

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.

This project was supported by Grant Number 90EV0459 from the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services. The opinions, findings, conclusions and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services.