



2022

A YEAR OF
IMPACT

NATIONAL
DOMESTIC
VIOLENCE
HOTLINE

In 2022, The Hotline experienced historic high contact volume—with more than 2,000 incoming calls, chats and texts per day. The longterm effects of the pandemic coupled with the launch of Google’s enhanced search optimization for The Hotline resulted in our receiving and answering more calls, chats and texts than ever before. In response to this unprecedented demand, we hired a record number of advocates, created a queue management system to decrease wait times, and enhanced our self-service options for those unable to reach out or wait safely for live services.

We are grateful for the ways we could quickly respond to survivors—made possible by our many generous supporters. **Yet we recognize that there are thousands more people needing 24/7 crisis support. The need for domestic violence services and support has never been greater in this country.**

TOTAL CALLS, CHATS, AND TEXTS RECEIVED IN 2022

775,073*

TOTAL CALLS, CHATS, AND TEXTS ANSWERED IN 2022

446,320

CALLS RECEIVED IN 2022

518,498

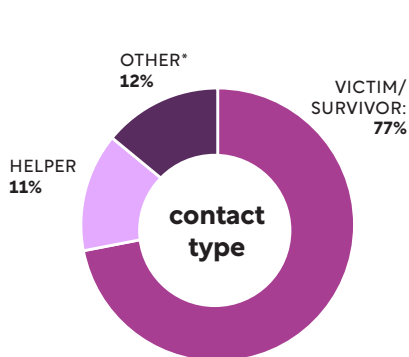
CHATS RECEIVED IN 2022

147,408

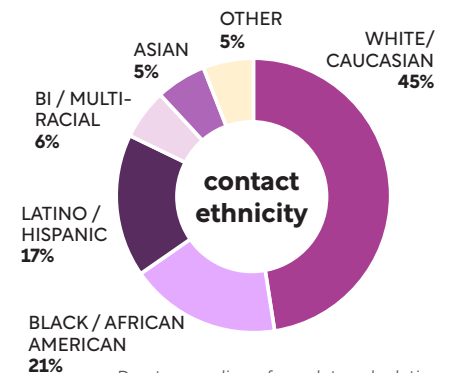
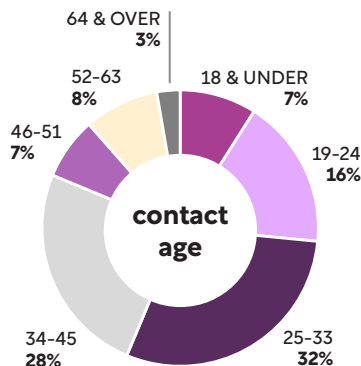
TEXTS RECEIVED IN 2022

109,167

**Unanswered contacts do not equate to people not served.*

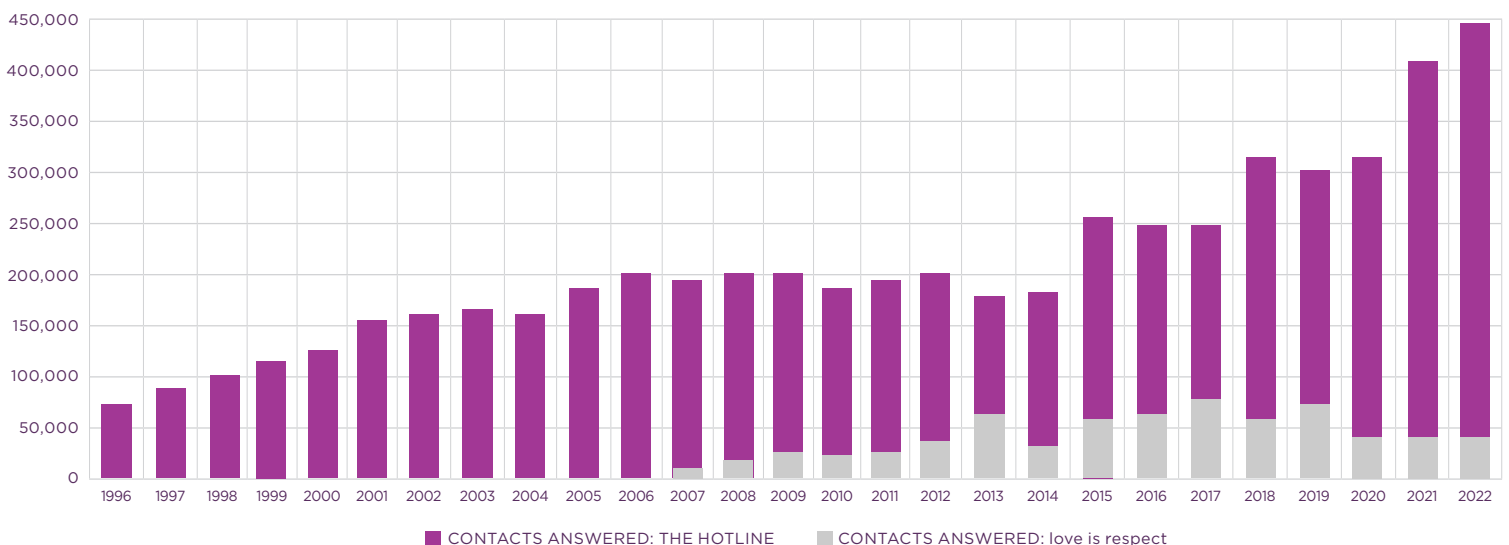


**Includes healthy relationship inquiries, people who choose to abuse, and other non-DV issues*



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

ANNUAL ANSWERED CALLS, CHATS, AND TEXTS



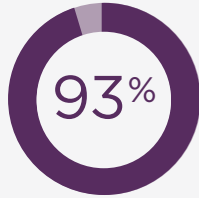
TYPES OF ABUSE

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. The following is a summary of the types of abuse experienced by those reaching out to The Hotline/love is respect.

EMOTIONAL & VERBAL ABUSE

184,890 REPORTS

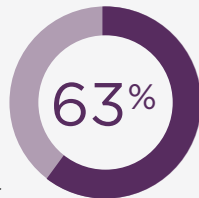
Behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation, which most often unfolds as a pattern of behavior over time.



PHYSICAL ABUSE

124,859 REPORTS

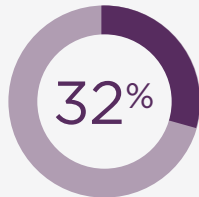
Non-accidental use of force that results in bodily injury, pain, or impairment. This may include being slapped, burned, cut, bruised, or physically restrained.



ECONOMIC & FINANCIAL ABUSE

63,808 REPORTS

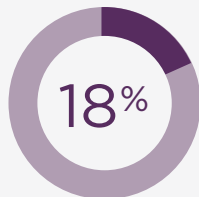
When one intimate partner has control over the other partner's access to economic resources, which diminishes the survivor's capacity to support themselves.



DIGITAL ABUSE

35,145 REPORTS

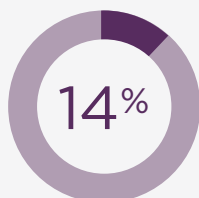
The use of technology such as texting and social networking to bully, harass, stalk, or intimidate a partner.



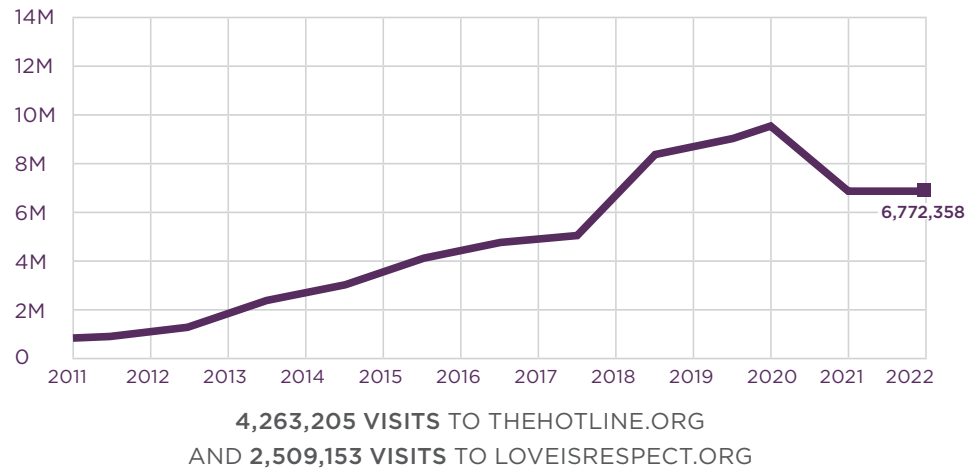
SEXUAL ABUSE

27,350 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.



VISITS TO OUR WEBSITES



2022 SOCIAL MEDIA BY THE NUMBERS

The Hotline

90,586
FACEBOOK
FOLLOWERS

48,328
TWITTER
FOLLOWERS

15,425
INSTAGRAM
FOLLOWERS

love is respect

43,424
FACEBOOK
FOLLOWERS

32,119
TWITTER
FOLLOWERS

16,729
INSTAGRAM
FOLLOWERS

TRENDS IN WHAT SURVIVORS ARE EXPERIENCING COMPARED TO CALENDAR YEAR 2021

+114%

housing (homelessness)
16,624 REPORTS

+47%

housing (instability)
31,419 REPORTS

+25%

substance abuse - abusive partner
26,772 REPORTS

+22%

firearms
21,235 REPORTS

+19%

children involved
87,619 REPORTS

-70%

COVID-19
2,764 REPORTS

“

You have given me such clarity and hope and tools to make the best decision for myself.”

“

Speaking to you right now, I feel like I’m getting this weight off my chest. Thank you so much for being there.”

“

The Hotline was key in helping me recognize a bad relationship and get out before it got even more violent.”

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.

TOP RESOURCE AND REFERRALS IN 2022

In 2022, advocates provided 299,514 referrals to shelter and domestic violence service providers and 209,608 referrals to additional resources across the nation.

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

Mental Health and Counseling ■ Goodtherapy.org, Your Life Your Voice (Boys Town), Crisis Text Line, National Suicide Prevention Lifeline, National Alliance on Mental Illness (NAMI), Mental Health is Health (Half of Us)

Economic Resources ■ Findhelp.org

Legal Resources ■ WomensLaw.org, VictimConnect Resource Center

National Resources ■ 211 - United Way, RAINN

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

Housing ■ Housing Collaborative, Homeless Shelter Directory, HUD

ABOUT THE HOTLINE

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.

Our highly-trained advocates are the core of The Hotline. They 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 ages 13–26 who have questions about their



romantic relationships. We continue to be a safe and inclusive space for young people to access help and information. Our services, resources and information are informed by a national Youth Council with members from across the country.

We also 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 affect 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.



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.