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.

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<tr>
<th>CONTACTS ANSWERED: THE HOTLINE</th>
<th>CONTACTS ANSWERED: love is respect</th>
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<tbody>
<tr>
<td>446,320</td>
<td>518,498</td>
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<td>147,408</td>
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*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. 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.

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
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)

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.

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 services, resources and information are informed by a national Youth Council members from across the country.

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.

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

Our services are free and confidential. To learn more about The Hotline and to support our mission, please visit thehotline.org.

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.

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.