

# Massachusetts State Report

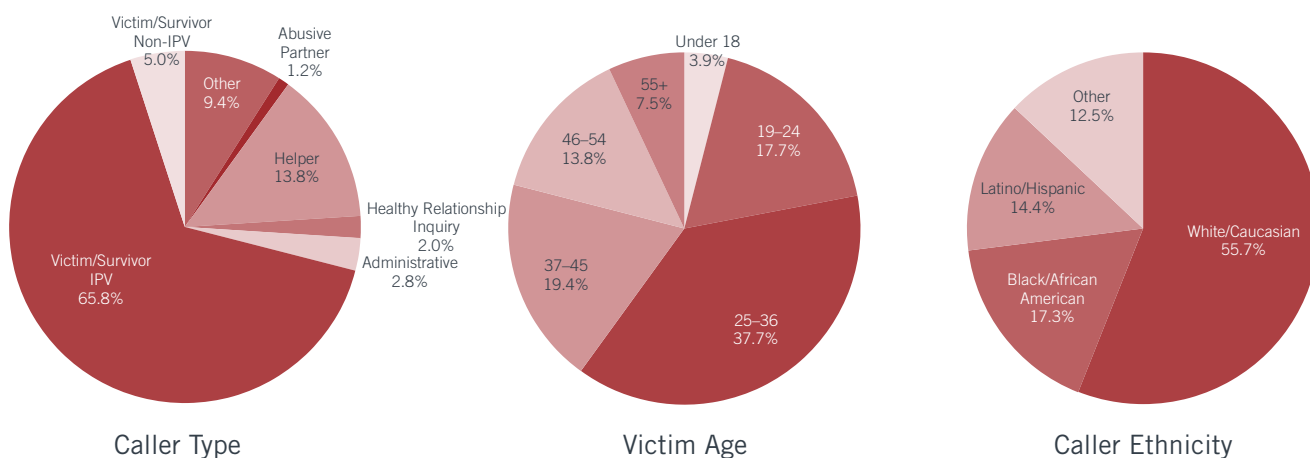
Based on Hotline contacts documented January–December 2016

In 2016, the National Domestic Violence Hotline documented\* **3,827 contacts** from Massachusetts. The state ranks 14th in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.

\*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

Phone	3,504
Chat	323
TTY	0
<b>Total</b>	<b>3,827</b>

## Who is contacting The Hotline from Massachusetts?



### Caller Type Definitions:

Victim/Survivor: IPV (Intimate Partner Violence) – a victim or survivor of abuse from his/her partner or spouse  
 Victim/Survivor: Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caregiver, etc.  
 Helper – a caller reaching out to help another including: family/friend, service provider, law enforcement, medical/health, religious leader/program or teacher  
 Healthy Relationship Inquiry – anyone with questions about healthy relationships, where no abuse is present  
 Administrative – someone seeking basic information, rather than advocacy  
 Abusive Partner – a caller who identifies as abusive or who an Advocate believes to be an abusive partner  
 Other – any caller about whom an Advocate is able to gather info, but who does not fit into an above category; this includes off target callers, non-DV calls, hang-ups, prank calls and feedback

### Top 10 Cities in Contact Volume

1. Boston	26%
2. Worcester	6%
3. Springfield	5%
4. Lowell	3%
5. Fall River	2%
6. Cambridge	2%
7. Brockton	2%
8. New Bedford	2%
9. Lawrence	2%
10. Lynn	1%
<b>Total:</b>	<b>49%</b>

## What are victims experiencing?

# 92%

### Emotional/Verbal Abuse

*degradation, threats, insults, humiliation, isolation, etc.*

# 68%

### Physical Abuse

*hitting, biting, choking, etc.*

# 22%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

# 9%

### Sexual Abuse

*rape, exploitation, coercion, etc.*

# 7%

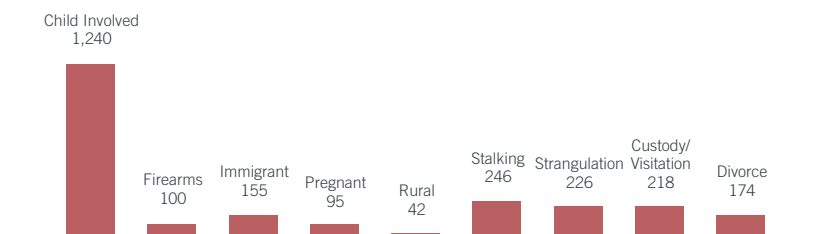
### Digital Abuse

*steal passwords, constant texts, etc.*



This publication was made possible by Grant Number 90EV0426 from the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services.

## Most Commonly Disclosed Special Factors in Victims' Experiences



## What do victims need?

### Commonly Requested Hotline Services:

DV Shelter	1,340	46%
Legal Advocacy	580	20%
Individual Professional Counseling	578	20%
DV Support Groups	261	9%
Legal Representation	204	7%
Protective/Restraining Order	191	7%



### Referrals to Service Providers

## 5,320

### Offers to Direct Connect

## 1,788

### Referrals to Other Resources

## 1,357

### Most-Referred Resources

Massachusetts Statewide Bed Line/Hotline

Womenslaw.org

211 - United Way

Connecticut Statewide Bed Line

Rhode Island United Way

*This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.*