

A Year of Impact: National Domestic Violence Hotline & loveisrespect



2015

The National Domestic Violence Hotline is a 501c3 organization that relies on generous contributions from the public, government and corporations to continue operation.

The National Domestic Violence
HOTLINE
 1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

We are the only national organization that directly serves victims of relationship abuse and their families and friends.

“

I know you're a stranger, but you really helped me. And, I feel like you've heard my pain.

—Anonymous Hotline contact

”

“

From the bottom of my heart, thank you so much. This was so helpful, and I really feel better about helping my sister.

—Anonymous loveisrespect chatter

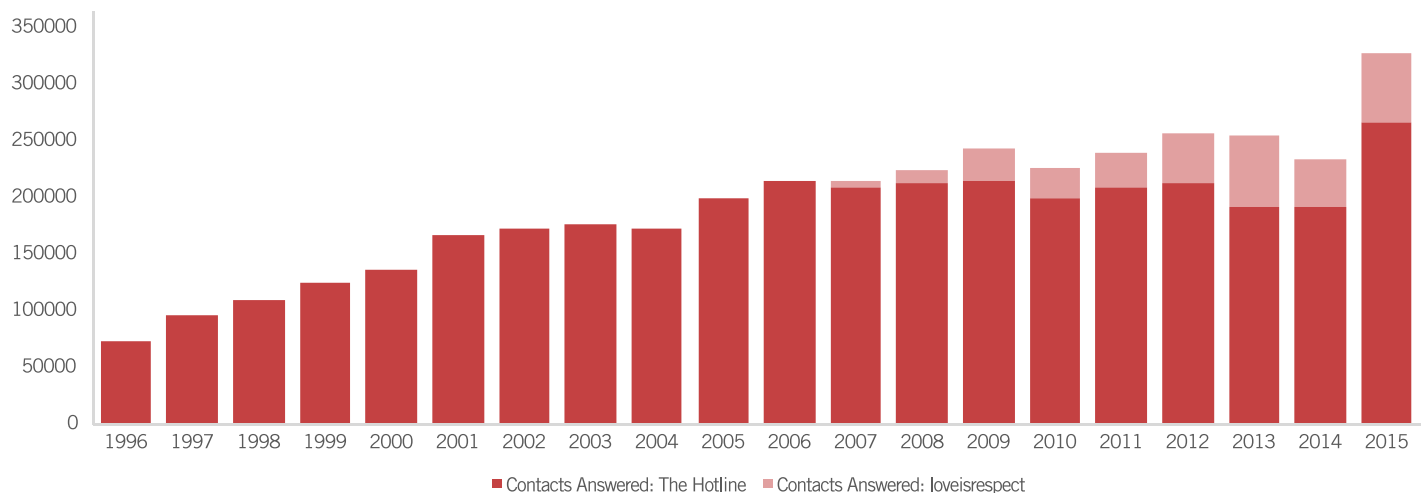
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Every day, 24/7/365, the National Domestic Violence Hotline (The Hotline) is a compassionate, knowledgeable resource empowering victims through human connection and practical help. The Hotline's highly trained expert advocates provide peer-to-peer support to anyone who reaches out to us, with lifesaving tools, safety planning and hope.

- Free, anonymous and confidential
- Most comprehensive resource database in the country, with access to 4,200 providers and resources in the US, Puerto Rico, the US Virgin Islands and Guam
- loveisrespect, a project of The Hotline and Break the Cycle, helps millions of teens and 20-something's learn about healthy relationships and dating violence

Our expertise is routinely sought by national and local media, federal, state and local government, service providers, law enforcement and nonprofit colleagues.

Over the last 20 years, more than 3.8 million people have received help from The Hotline and loveisrespect around issues of domestic and dating violence.



Calls Received

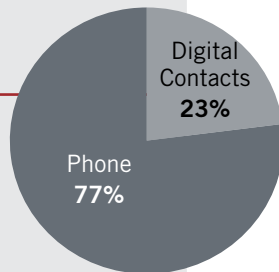
334,827

Online Chats Received

85,144

Texts Received

16,268



Types of Abuse

84%

Emotional/Verbal Abuse
degradation, threats, insults, humiliation, isolation, etc.

59%

Physical Abuse
hitting, biting, choking, etc.

19%

Economic/Financial Abuse
control finances, ruin credit, etc.

8%

Sexual Abuse*
rape, exploitation, coercion, etc.

5%

Digital Abuse*
steal passwords, constant texts, etc.

Total Contacts Received in 2015

436,239

109,817 were unanswered due to a lack of resources.

While experiencing a **15% increase** in calls, chats and texts received, we were able to answer **40% more** contacts than in 2014.



People Served

Category	Percentage
Victims & Survivors	66%
Family & Friends	13%
Other+	21%

+Includes Abusive Partners, Service Providers, Healthy Relationship Inquiries, Etc
-Excludes Denied Chat, Hang-Up, Off-Target, Prank/Sex, and Wrong Number

What are victims experiencing?

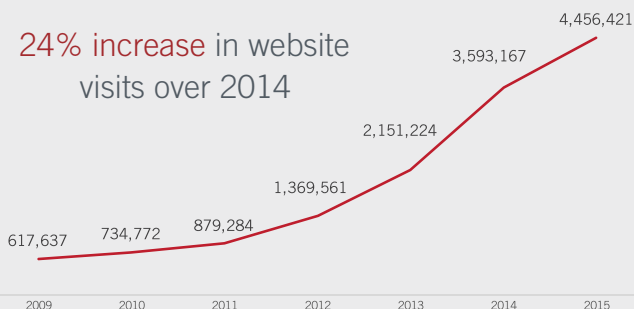
- More than 32,000 victims disclosed **legal issues**, which may include protective/restraining orders, custody and visitation, divorce and other legal matters.
- More than 9,600 victims experienced **stalking**.
- More than 4,000 victims discussed struggles with **suicide**, 62%* threats from their abusive partner and 38%* personally.
- Nearly 5,000 victims disclosed the use or threat of **firearms**.
- More than 5,500 victims were struggling with issues related to **immigration**.

*Data collection began in April 2015, The Hotline and loveisrespect began using a new data collection system to more accurately reflect the needs of contacts.



More than 8,700 of those who contacted The Hotline in 2015 were non-English speakers. The Hotline provides services to those callers through bilingual staffing and 24-hour access to interpreters in 200+ languages.

Visits to Our Websites



In 2015, there were **1,941,798** visits to thehotline.org and **2,514,623** visits to loveisrespect.org.

The Hotline



60,354 Followers
As of Dec. 31, 2015,
increased by 40%



21,016 Followers
As of Dec. 31, 2015,
increased by 31%

loveisrespect



30,164 Followers
As of Dec. 31, 2015,
increased by 45%



22,562 Followers
As of Dec. 31, 2015,
increased by 22%

Overall, we gained nearly 26,500 new Facebook followers and more than 9,000 Twitter followers in 2015.

Leading the Conversation

In 2015, the National Domestic Violence Hotline leveraged issue-specific data to help shape the national conversation about domestic violence.

Law Enforcement Survey

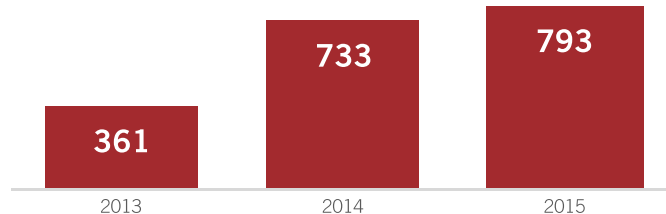
A survey about domestic violence victims' experiences with law enforcement, conducted via chat services with the help of Professor TK Logan of the University of Kentucky, showed that both victims who had previously called the police and those who had never called the police shared a strong reluctance when it came to turning to law enforcement for help.

Congressional Briefing on Cyberstalking

On April 15, The Hotline helped organize a Congressional Briefing on Cyberstalking and Online Threats hosted by the National Task Force to End Sexual and Domestic Violence, National Council of Women's Organizations and the National Organization for Women in partnership with United States Representative Katherine Clark.

Conversations in the Media

Together, The Hotline and loveisrespect received an **8% increase** in media coverage.



A Connection to Resources

In 2015, advocates provided 167,054 referrals to domestic violence providers and 80,974 referrals to additional resources across the nation.

TOP RESOURCE REFERRAL TYPES IN 2015

1. National Resources
ex: Childhelp National Child Abuse Hotline, RAINN
2. Legal Resources
ex: WomensLaw.org, Legal Resource Center on Violence Against Women
3. Useful Websites
ex: 211 – United Way, benefits.gov, Lundy Bancroft
4. Teen Resources
ex: Your Life Your Voice, Scarleteen, Boys Town
5. State Coalitions
ex: California Partnership to End Domestic Violence, Texas Council on Family Violence