Calls Received

305,685

Online Chats Received

96,080

Texts Received

19,750

Types of Abuse

86%
Emotional/Verbal Abuse
degradation, threats, insults, humiliation, isolation, etc.

60%
Physical Abuse
hitting, biting, choking, etc.

22%
Economic/Financial Abuse
control finances, ruin credit, etc.

12%
Digital Abuse
steal passwords, constant texts, etc.

10%
Sexual Abuse
rape, exploitation, coercion, etc.

Note: Victims and survivors may experience multiple types of abuse.

Total Contacts Answered in 2017

323,356

98,159 calls, chats and texts went unanswered due to a lack of resources.

People Served

Victims & Survivors 67.5%

Helper* 12.8%

Other+ 19.7%

* Someone contacting us on behalf of, or to help, a person who is now or has previously been the victim of abuse

+ 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?

- 72,004 contacts reported that their abusive situation had children involved.
- 12,965 victims experienced stalking.
- Many victims discussed struggles with suicide: 5,143 through threats from their abusive partner and 3,257 personally.
- 11,883 victims disclosed the use or threat of firearms.
- 7,946 victims were struggling with issues related to immigration.
We are the leading national organization that directly serves victims of relationship abuse and their families and friends.

The National Domestic Violence Hotline (The Hotline) is a vital service that answers the call to support and shift power back to victims and survivors of relationship abuse through human connection and practical assistance 24 hours a day, seven days a week, 365 days a year.

The Hotline’s highly-trained, expert advocates provide compassionate support to anyone who reaches out for help with lifesaving resources, safety planning and hope.

loveisrespect, a project of The Hotline, helps millions of teens and 20-somethings learn about healthy relationships and dating violence. The Hotline and loveisrespect:

- Are free and confidential.
- Have the most comprehensive resource database in the country, with access to 4,800 service providers and resources in the US, US territories, Puerto Rico, the US Virgin Islands and Guam.
- Are routinely sought for our expertise by national and local media, federal, state and local governments, service providers, law enforcement and nonprofit colleagues.

Over the last 21 years, The Hotline and loveisrespect have answered more than 4 million calls, chats and texts from people seeking help around issues of domestic violence and dating abuse.
More than 5,700 of those who called The Hotline and loveisrespect in 2017 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

8% increase in website visits over 2016

In 2017, there were 2,043,783 visits to thehotline.org and 3,641,413 visits to loveisrespect.org.

The Hotline

76,046 Likes
As of Dec. 31, 2017, increased by 6%

29,293 Followers
As of Dec. 31, 2017, increased by 15%

loveisrespect

41,698 Likes
As of Dec. 31, 2017, increased by 11%

28,803 Followers
As of Dec. 31, 2017, increased by 10%

Overall, we gained more than 15,000 new Facebook likes and more than 6,800 Twitter followers in 2017.

Leading the Conversation

In 2017, the National Domestic Violence Hotline leveraged issue-specific data to help shape the national conversation about domestic violence.

HEALTHY RELATIONSHIP WORKSHOPS

During the month of October, The Hotline and loveisrespect attended healthy relationship events at Lone Star College in Houston, TX, as well as Cheryl’s Voice Domestic Violence Awareness Summit 4 Women & Men in Fort Worth, TX. The Hotline was able to share information about its services at these events, which helped raise awareness about relationship abuse.

SUPREME COURT AMICUS BRIEF *

In September, The Hotline joined three other national organizations to file an amicus brief with the U.S. Supreme Court. In the brief, we urged justices to uphold protections that Congress extended to refugees escaping gender based violence through VAWA and other legislation. Early feedback stated that the brief was “really powerful” and “a real value-add, providing a perspective that no other amicus brief provides... in a very moving and compelling way.”

FIX NICS ACT *

The Hotline introduced its first online petition in November via MoveOn.org in support of amending the National Instant Criminal Background Check System (NICS) or Fix NICS Act of 2017. This bipartisan piece of legislation will help ensure criminal conviction data is current in background checks during gun purchases, so abusers with existing convictions cannot legally access firearms and further harm victims and survivors.

* Lobbying activities were conducted using non-federal funds

A Connection to Resources

In 2017, advocates provided 181,384 referrals to domestic violence service providers and 100,855 referrals to additional resources across the nation.

TOP RESOURCE REFERRAL TYPES IN 2017

1. Legal Resources
   ex: WomensLaw.org, Legal Resource Center on Violence Against Women

2. National Resources
   ex: 211 - United Way, RAINN, Scarleteen

3. Children's Services/Parenting
   ex: Custody Prep for Moms, Childhelp National Child Abuse Hotline

4. Mental Health and Counseling
   ex: GoodTherapy.org, National Alliance on Mental Illness, National Suicide Prevention Lifeline, Calm.com

5. Economic Resources
   ex: Aunt Bertha, HUD, Purple Purse