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

National Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline answered **168,074 contacts**. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.

Phone	148,389
Chat	19,680
TTY	2
Total	**168,074**

*Of the contacts answered, nearly **86.8%** of callers or chatters disclosed a location within the U.S. and U.S. territories. The remainder of this report reflects only those contacts.*

Who is contacting The Hotline from the U.S.?

Caller Type

Victim Age

Caller Ethnicity

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 (domestic violence) calls, hang-ups, prank calls and feedback*

Top 10 Cities in Contact Volume

1. Los Angeles, CA	2.5%
2. New York, NY	1.9%
3. Houston, TX	1.8%
4. Chicago, IL	1.8%
5. Dallas, TX	1.7%
6. Philadelphia, PA	1.3%
7. Phoenix, AZ	1.3%
8. San Diego, CA	1.2%
9. Atlanta, GA	0.9%
10. Brooklyn, NY	0.9%
Total:	15.3%

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

What are victims experiencing?

68%
Physical Abuse
hitting, biting, choking, etc.

26%
Emotional/Verbal Abuse
degradation, threats, insults, humiliation, isolation, etc.

26%
Economic/Financial Abuse
control finances, ruin credit, etc.

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

10%
Sexual Abuse
rape, exploitation, coercion, 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 responsiblity 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	38,932	62.2%
Legal Advocacy	38,430	61.4%
Individual Professional Counseling	30,915	49.4%
DV Support Groups	15,841	25.3%
Legal Representation	11,675	18.6%
Protective/Restraining Order	14,443	23.1%

Referrals to Service Providers
236,343

Offers to Direct Connect
59,677

Referrals to Other Resources
195,645

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
GoodTherapy.org
Custody Prep for Moms

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