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.

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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.

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Alabama State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,620 contacts** from Alabama. The state ranks 27th 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	1,401
Chat	19,680
TTY	0
Total	**1,620**

Who is contacting The Hotline from Alabama?

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. Birmingham	20.5%
2. Mobile	7.9%
3. Montgomery	7.1%
4. Huntsville	6.0%
5. Tuscaloosa	3.6%
6. Dothan	2.4%
7. Phenix City	1.9%
8. Enterprise	1.7%
9. Decatur	1.7%
10. Florence	1.6%
Total:	54.5%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

73%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

12%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	382	56.8%
Legal Advocacy	396	58.8%
Individual Professional Counseling	332	49.3%
DV Support Groups	160	23.8%
Legal Representation	107	15.9%
Protective/Restraining Order	130	19.3%

Referrals to Service Providers

1,908

Offers to Direct Connect

592

Referrals to Other Resources

1,923

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
GoodTherapy.org
Crime Victims Compensation - Alabama

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Alaska State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **261 contacts** from Alaska. The state ranks 47th 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	226
Chat	35
TTY	0
Total	**261**

Who is contacting The Hotline from Alaska?

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.	Anchorage	37.4%
2.	Juneau	21.7%
3.	Fairbanks	11.3%
4.	Wasilla	4.3%
5.	Palmer	3.5%
6.	Emmonak	1.7%
7.	Kenai	1.7%
8.	Eagle River	1.3%
9.	Ketchikan	1.3%
10.	Kodiak	1.3%
	Total:	85.7%

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What are victims experiencing?

91%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

11%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	35	38.0%
Legal Advocacy	53	57.6%
Individual Professional Counseling	41	44.6%
DV Support Groups	27	29.3%
Legal Representation	19	20.7%
Protective/Restraining Order	23	25.0%

Referrals to Service Providers

266

Offers to Direct Connect

74

Referrals to Other Resources

308

Most-Referred Resources

WomensLaw.org
Alaska Network on Domestic Violence and Sexual Assault
GoodTherapy.org
211 - United Way
Lundy Bancroft

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Arizona State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **4,882 contacts** from Arizona. The state ranks 9th 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	4,446
Chat	436
TTY	0
Total	**4,882**

Who is contacting The Hotline from Arizona?

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.	Phoenix	44.3%
2.	Tucson	10.4%
3.	Mesa	8.1%
4.	Glendale	3.3%
5.	Chandler	3.2%
6.	Scottsdale	2.9%
7.	Tempe	2.3%
8.	Gilbert	2.0%
9.	Casa Grande	1.3%
10.	Flagstaff	1.3%
	Total:	79.1%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, 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.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	1,400	79.2%
Legal Advocacy	1,033	58.5%
Individual Professional Counseling	812	46.0%
DV Support Groups	447	25.3%
Legal Representation	298	16.9%
Protective/Restraining Order	341	19.3%

Referrals to Service Providers

7,254

Offers to Direct Connect

1,890

Referrals to Other Resources

5,724

Most-Referred Resources

A New Leaf Centralized Screening
211 - United Way
WomensLaw.org
Aunt Bertha
AZ Coalition to End Sexual & Domestic Violence

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Arkansas State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,042 contacts** from Arkansas. The state ranks 34th 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	928
Chat	114
TTY	0
Total	**1,042**

Who is contacting The Hotline from Arkansas?

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.	Little Rock	21.0%
2.	Fayetteville	6.1%
3.	Hot Springs	3.6%
4.	Fort Smith	3.4%
5.	Jonesboro	3.4%
6.	Rogers	3.3%
7.	North Little Rock	2.7%
8.	Conway	2.5%
9.	Pine Bluff	2.3%
10.	Springdale	2.3%
	Total:	50.9%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

73%

Physical Abuse

hitting, biting, choking, etc.

28%

Economic/Financial Abuse

control finances, ruin credit, etc.

14%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	263	64.1%
Legal Advocacy	263	64.1%
Individual Professional Counseling	180	43.9%
DV Support Groups	84	20.5%
Legal Representation	86	21.0%
Protective/Restraining Order	96	23.4%

Referrals to Service Providers

1,335

Offers to Direct Connect

384

Referrals to Other Resources

1,240

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Crime Victims Compensation and Statewide Victim Services - Arkansas
Arkansas Coalition Against Domestic Violence

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California State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **29,321 contacts** from California. The state ranks 1st 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	26,323
Chat	2,998
TTY	0
Total	**29,321**

Who is contacting The Hotline from California?

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	14.1%
2.	San Diego	6.6%
3.	San Francisco	4.5%
4.	Sacramento	4.4%
5.	San Jose	3.6%
6.	Oakland	2.3%
7.	Long Beach	1.7%
8.	Riverside	1.5%
9.	San Bernardino	1.3%
10.	Anaheim	1.2%
	Total:	41.1%

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?

94%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	5,438	49.0%
Legal Advocacy	7,507	67.6%
Individual Professional Counseling	5,936	53.4%
DV Support Groups	2,995	27.0%
Legal Representation	2,302	20.7%
Protective/Restraining Order	3,098	27.9%

Referrals to Service Providers

42,350

Offers to Direct Connect

10,333

Referrals to Other Resources

33,564

Most-Referred Resources

WomensLaw.org
211 - United Way
Haven Hills Crisis Line
Aunt Bertha
GoodTherapy.org

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Colorado State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **3,600 contacts** from Colorado. The state ranks 16th 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	3,186
Chat	414
TTY	0
Total	**3,600**

Who is contacting The Hotline from Colorado?

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.	Denver	37.5%
2.	Colorado Springs	9.0%
3.	Aurora	7.8%
4.	Fort Collins	3.8%
5.	Boulder	3.2%
6.	Lakewood	2.9%
7.	Littleton	2.1%
8.	Pueblo	2.0%
9.	Greeley	1.5%
10.	Longmont	1.5%
	Total:	71.4%

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What are victims experiencing?

95%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	737	55.0%
Legal Advocacy	867	64.7%
Individual Professional Counseling	717	53.5%
DV Support Groups	364	27.2%
Legal Representation	275	20.5%
Protective/Restraining Order	299	22.3%

Referrals to Service Providers

5,140

Offers to Direct Connect

1,257

Referrals to Other Resources

4,182

Most-Referred Resources

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

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Connecticut State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,372 contacts** from Connecticut. The state ranks 30th 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	1,223
Chat	149
TTY	0
Total	**1,372**

Who is contacting The Hotline from Connecticut?

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.	New Haven	9.7%
2.	Hartford	7.2%
3.	Bridgeport	6.3%
4.	Stamford	5.1%
5.	Waterbury	4.8%
6.	New Britain	4.3%
7.	Norwalk	3.4%
8.	Danbury	2.6%
9.	New London	2.5%
10.	Middletown	1.9%
	Total:	47.7%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

61%

Physical Abuse

hitting, biting, choking, etc.

29%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

8%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	324	66.8%
Legal Advocacy	294	60.6%
Individual Professional Counseling	228	47.0%
DV Support Groups	124	25.6%
Legal Representation	111	22.9%
Protective/Restraining Order	84	17.3%

Referrals to Service Providers

1,751

Offers to Direct Connect

495

Referrals to Other Resources

1,597

Most-Referred Resources

WomensLaw.org
211 - United Way
Connecticut Statewide Bed Line
Aunt Bertha
Childhelp National Child Abuse Hotline

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The National Domestic Violence HOTLINE
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Delaware State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **564 contacts** from Delaware. The state ranks 40th 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	494
Chat	70
TTY	0
Total	**564**

Who is contacting The Hotline from Delaware?

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.	Wilmington	32.2%
2.	Dover	13.3%
3.	Newark	12.4%
4.	Millsboro	5.2%
5.	New Castle	5.0%
6.	Bear	3.9%
7.	Milford	3.9%
8.	Middletown	2.7%
9.	Seaford	2.3%
10.	Long Neck	2.1%
	Total:	83.0%

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?

94%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

30%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

8%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	125	63.8%
Legal Advocacy	137	69.9%
Individual Professional Counseling	104	53.1%
DV Support Groups	42	21.4%
Legal Representation	45	23.0%
Protective/Restraining Order	40	20.4%

Referrals to Service Providers

735

Offers to Direct Connect

200

Referrals to Other Resources

676

Most-Referred Resources

211 - United Way
WomensLaw.org
Aunt Bertha
Crime Victim Compensation - Delaware
Childhelp National Child Abuse Hotline

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

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

Florida State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **9,341 contacts** from Florida. The state ranks 4th 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	8,104
Chat	1,237
TTY	0
Total	**9,341**

Who is contacting The Hotline from Florida?

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.	Miami	12.6%
2.	Orlando	8.8%
3.	Jacksonville	7.0%
4.	Tampa	6.4%
5.	Fort Lauderdale	3.6%
6.	West Palm Beach	2.5%
7.	Saint Petersburg	2.2%
8.	Tallahassee	1.9%
9.	Kissimmee	1.7%
10.	Daytona Beach	1.6%
	Total:	48.2%

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?

94%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

30%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	2,038	58.2%
Legal Advocacy	2,240	63.9%
Individual Professional Counseling	1,771	50.5%
DV Support Groups	925	26.4%
Legal Representation	664	18.9%
Protective/Restraining Order	750	21.4%

Referrals to Service Providers

12,080

Offers to Direct Connect

3,281

Referrals to Other Resources

11,167

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Florida Statewide Hotline
GoodTherapy.org

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

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

Georgia State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **5,177 contacts** from Georgia. The state ranks 7th 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	4,567
Chat	609
TTY	1
Total	**5,177**

Who is contacting The Hotline from Georgia?

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.	Atlanta	31.0%
2.	Savannah	3.3%
3.	Augusta	3.3%
4.	Marietta	3.0%
5.	Decatur	2.9%
6.	Columbus	2.4%
7.	Macon	2.3%
8.	Lawrenceville	2.2%
9.	Athens	1.9%
10.	Conyers	1.4%
	Total:	53.6%

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?

94%

Emotional/Verbal Abuse

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

70%

Physical Abuse

hitting, biting, choking, etc.

28%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	1,503	74.2%
Legal Advocacy	1,088	53.7%
Individual Professional Counseling	942	46.5%
DV Support Groups	516	25.5%
Legal Representation	339	16.7%
Protective/Restraining Order	386	19.1%

Referrals to Service Providers

7,833

Offers to Direct Connect

2,014

Referrals to Other Resources

6,008

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Georgia Statewide Hotline
Crime Victim Compensation and Statewide Victim Services - Georgia

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

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

Hawaii State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **488 contacts** from Hawaii. The state ranks 41st 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	431
Chat	57
TTY	0
Total	**488**

Who is contacting The Hotline from Hawaii?

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.	Honolulu	52.6%
2.	Kailua Kona	6.7%
3.	Hilo	6.2%
4.	Wahiawa	2.6%
5.	Wailuku	2.6%
6.	Ewa Beach	2.4%
7.	Kahului	2.4%
8.	Pearl City	2.2%
9.	Pahoa	1.9%
10.	Kapolei	1.7%
	Total:	81.3%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

63%

Physical Abuse

hitting, biting, choking, etc.

22%

Economic/Financial Abuse

control finances, ruin credit, etc.

14%

Digital Abuse

steal passwords, constant texts, etc.

8%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	82	44.6%
Legal Advocacy	110	59.8%
Individual Professional Counseling	96	52.2%
DV Support Groups	41	22.3%
Legal Representation	32	17.4%
Protective/Restraining Order	35	19.0%

Referrals to Service Providers

588

Offers to Direct Connect

152

Referrals to Other Resources

548

Most-Referred Resources

WomensLaw.org
211 - United Way
LawHelp.org
Aunt Bertha
Crime Victim Compensation - Hawaii

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

Idaho State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **439 contacts** from Idaho. The state ranks 44th 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	375
Chat	64
TTY	0
Total	**439**

Who is contacting The Hotline from Idaho?

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.	Boise	31.6%
2.	Nampa	7.7%
3.	Coeur d'Alene	6.5%
4.	Idaho Falls	5.1%
5.	Pocatello	4.3%
6.	Lewiston	4.1%
7.	Moscow	4.1%
8.	Twin Falls	3.9%
9.	Caldwell	3.6%
10.	Meridian	3.1%
	Total:	74.0%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

14%

Sexual Abuse

rape, exploitation, coercion, etc.

11%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	88	54.3%
Legal Advocacy	106	65.4%
Individual Professional Counseling	81	50.0%
DV Support Groups	53	32.7%
Legal Representation	30	18.5%
Protective/Restraining Order	38	23.5%

Referrals to Service Providers

502

Offers to Direct Connect

140

Referrals to Other Resources

527

Most-Referred Resources

WomensLaw.org
211 - United Way
Custody Prep for Moms
Legal Resource Center on Violence Against Women
Aunt Bertha

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

Illinois State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **6,494 contacts** from Illinois. The state ranks 6th 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	5,761
Chat	733
TTY	0
Total	**6,494**

Who is contacting The Hotline from Illinois?

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. Chicago	45.9%
2. Champaign	2.1%
3. Rockford	1.6%
4. Waukegan	1.6%
5. Joliet	1.4%
6. Aurora	1.3%
7. Peoria	1.0%
8. Springfield	0.9%
9. Plainfield	0.7%
10. Evanston	0.7%
Total:	57.3%

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?

94%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, 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.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	1,497	63.2%
Legal Advocacy	1,364	57.6%
Individual Professional Counseling	1,177	49.7%
DV Support Groups	550	23.2%
Legal Representation	399	16.8%
Protective/Restraining Order	525	22.2%

Referrals to Service Providers

9,508

Offers to Direct Connect

2,313

Referrals to Other Resources

7,530

Most-Referred Resources

Illinois Statewide Bed Line/Hotline
WomensLaw.org
211 - United Way
Aunt Bertha
GoodTherapy.org

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

Indiana State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **2,728 contacts** from Indiana. The state ranks 19th 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	2,420
Chat	308
TTY	0
Total	**2,728**

Who is contacting The Hotline from Indiana?

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.	Indianapolis	35.7%
2.	Fort Wayne	3.7%
3.	Hammond	3.2%
4.	Gary	2.9%
5.	South Bend	2.6%
6.	Lafayette	2.1%
7.	Evansville	2.0%
8.	Anderson	1.9%
9.	Bloomington	1.8%
10.	Greenwood	1.3%
	Total:	57.2%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

11%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	528	53.8%
Legal Advocacy	688	70.1%
Individual Professional Counseling	460	46.8%
DV Support Groups	278	28.3%
Legal Representation	206	21.0%
Protective/Restraining Order	351	35.7%

Referrals to Service Providers

3,755

Offers to Direct Connect

940

Referrals to Other Resources

3,170

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Indiana Coalition Against Domestic Violence
Crime Victims Compensation - Indiana

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

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

Iowa State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **823 contacts** from Iowa. The state ranks 37th 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	692
Chat	131
TTY	0
Total	**823**

Who is contacting The Hotline from Iowa?

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.	Des Moines	21.0%
2.	Cedar Rapids	8.2%
3.	Davenport	6.9%
4.	Iowa City	6.1%
5.	Waterloo	5.6%
6.	Council Bluffs	3.2%
7.	Dubuque	2.8%
8.	Sioux City	2.5%
9.	Fort Dodge	2.2%
10.	Cedar Falls	2.0%
	Total:	60.4%

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?

95%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

11%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	177	55.1%
Legal Advocacy	170	53.0%
Individual Professional Counseling	144	44.9%
DV Support Groups	81	25.2%
Legal Representation	60	18.7%
Protective/Restraining Order	51	15.9%

Referrals to Service Providers

931

Offers to Direct Connect

250

Referrals to Other Resources

987

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
GoodTherapy.org
Iowa Statewide Hotline

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

Kansas State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,031 contacts** from Kansas. The state ranks 35th 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	887
Chat	144
TTY	0
Total	**1,031**

Who is contacting The Hotline from Kansas?

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.	Wichita	23.8%
2.	Kansas City	16.2%
3.	Topeka	7.2%
4.	Overland Park	6.1%
5.	Lawrence	4.8%
6.	Olathe	2.8%
7.	Salina	2.1%
8.	Leavenworth	1.9%
9.	Lenexa	1.6%
10.	Hutchinson	1.3%
	Total:	67.7%

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?

93%

Emotional/Verbal Abuse

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

65%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Sexual Abuse

rape, exploitation, coercion, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	217	56.8%
Legal Advocacy	211	55.2%
Individual Professional Counseling	178	46.6%
DV Support Groups	82	21.5%
Legal Representation	53	13.9%
Protective/Restraining Order	67	17.5%

Referrals to Service Providers

1,366

Offers to Direct Connect

338

Referrals to Other Resources

1,177

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Lundy Bancroft
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.

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

Kentucky State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,413 contacts** from Kentucky. The state ranks 29th 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	1,220
Chat	193
TTY	0
Total	**1,413**

Who is contacting The Hotline from Kentucky?

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.	Louisville	28.4%
2.	Lexington	12.7%
3.	Bowling Green	5.1%
4.	Paducah	2.7%
5.	Frankfort	2.4%
6.	Danville	2.0%
7.	Murray	1.6%
8.	Owensboro	1.6%
9.	Morehead	1.4%
10.	Covington	1.4%
	Total:	59.3%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

11%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	293	57.0%
Legal Advocacy	286	55.6%
Individual Professional Counseling	211	41.1%
DV Support Groups	114	22.2%
Legal Representation	81	15.8%
Protective/Restraining Order	107	20.8%

Referrals to Service Providers

1,710

Offers to Direct Connect

440

Referrals to Other Resources

1,669

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Kentucky Domestic Violence Association
Crime Victims Compensation - Kentucky

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

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

Louisiana State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,880 contacts** from Louisiana. The state ranks 23rd 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	1,680
Chat	200
TTY	0
Total	**1,880**

Who is contacting The Hotline from Louisiana?

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.	New Orleans	18.7%
2.	Baton Rouge	14.9%
3.	Shreveport	7.3%
4.	Lafayette	5.1%
5.	Hammond	3.1%
6.	Lake Charles	3.1%
7.	Alexandria	2.9%
8.	Monroe	2.7%
9.	Metairie	2.1%
10.	Prairieville	2.1%
	Total:	61.9%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

74%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Sexual Abuse

rape, exploitation, coercion, etc.

11%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	500	67.3%
Legal Advocacy	416	56.0%
Individual Professional Counseling	344	46.3%
DV Support Groups	168	22.6%
Legal Representation	119	16.0%
Protective/Restraining Order	151	20.3%

Referrals to Service Providers

2,432

Offers to Direct Connect

700

Referrals to Other Resources

2,231

Most-Referred Resources

211 - United Way
WomensLaw.org
Aunt Bertha
Louisiana Statewide Hotline
GoodTherapy.org

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

Maine State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **451 contacts** from Maine. The state ranks 42nd 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	366
Chat	85
TTY	0
Total	**451**

Who is contacting The Hotline from Maine?

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.	Portland	18.7%
2.	Augusta	8.9%
3.	Bangor	6.7%
4.	Lewiston	5.4%
5.	Auburn	3.0%
6.	Scarborough	2.7%
7.	Brunswick	2.2%
8.	Waterville	2.2%
9.	Bath	2.0%
10.	Sanford	2.0%
	Total:	54.2%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

57%

Physical Abuse

hitting, biting, choking, etc.

23%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Sexual Abuse

rape, exploitation, coercion, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	83	53.2%
Legal Advocacy	95	60.9%
Individual Professional Counseling	75	48.1%
DV Support Groups	51	32.7%
Legal Representation	33	21.2%
Protective/Restraining Order	28	17.9%

Referrals to Service Providers

507

Offers to Direct Connect

132

Referrals to Other Resources

537

Most-Referred Resources

WomensLaw.org
211 - United Way
GoodTherapy.org
Legal Resource Center on Violence Against Women
Maine Statewide Hotline

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

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

Maryland State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **3,211 contacts** from Maryland. The state ranks 17th 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	2,820
Chat	391
TTY	0
Total	**3,211**

Who is contacting The Hotline from Maryland?

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.	Baltimore	28.8%
2.	Frederick	5.9%
3.	Silver Spring	5.9%
4.	Rockville	3.0%
5.	Columbia	2.3%
6.	Hagerstown	2.2%
7.	Hyattsville	2.2%
8.	Laurel	2.1%
9.	Waldorf	2.1%
10.	Gaithersburg	2.1%
	Total:	56.6%

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What are victims experiencing?

95%

Emotional/Verbal Abuse

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

65%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	563	47.1%
Legal Advocacy	714	59.7%
Individual Professional Counseling	664	55.6%
DV Support Groups	321	26.9%
Legal Representation	227	19.0%
Protective/Restraining Order	264	22.1%

Referrals to Service Providers

4,498

Offers to Direct Connect

1,025

Referrals to Other Resources

3,702

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
GoodTherapy.org
LawHelp.org

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

Massachusetts State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **4,151 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	3,709
Chat	442
TTY	0
Total	**4,151**

Who is contacting The Hotline from Massachusetts?

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.	Boston	31.1%
2.	Springfield	5.2%
3.	Worcester	5.0%
4.	Fall River	2.1%
5.	Lowell	2.0%
6.	Brockton	1.5%
7.	Framingham	1.5%
8.	New Bedford	1.4%
9.	Cambridge	1.4%
10.	Lawrence	1.3%
	Total:	52.5%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	1,413	86.4%
Legal Advocacy	736	45.0%
Individual Professional Counseling	697	42.6%
DV Support Groups	392	24.0%
Legal Representation	217	13.3%
Protective/Restraining Order	277	16.9%

Referrals to Service Providers

6,054

Offers to Direct Connect

1,553

Referrals to Other Resources

4,902

Most-Referred Resources

Massachusetts Statewide Bed Line/Hotline
211 - United Way
WomensLaw.org
Aunt Bertha
Connecticut Statewide Bed Line

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

Michigan State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **4,316 contacts** from Michigan. The state ranks 12th 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	3,834
Chat	482
TTY	0
Total	**4,316**

Who is contacting The Hotline from Michigan?

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.	Detroit	24.1%
2.	Grand Rapids	5.8%
3.	Flint	3.3%
4.	Lansing	3.0%
5.	Ann Arbor	2.5%
6.	Kalamazoo	2.3%
7.	Warren	1.9%
8.	Southfield	1.4%
9.	Jackson	1.4%
10.	Saginaw	1.4%
	Total:	47.2%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

70%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

11%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	1,169	70.0%
Legal Advocacy	917	54.9%
Individual Professional Counseling	782	46.8%
DV Support Groups	424	25.4%
Legal Representation	216	12.9%
Protective/Restraining Order	390	23.3%

Referrals to Service Providers

6,053

Offers to Direct Connect

1,589

Referrals to Other Resources

5,000

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Crime Victims Compensation and Statewide Victim Services - Michigan
GoodTherapy.org

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

Minnesota State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **2,222 contacts** from Minnesota. The state ranks 21st 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	1,877
Chat	345
TTY	0
Total	**2,222**

Who is contacting The Hotline from Minnesota?

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.	Minneapolis	31.3%
2.	Saint Paul	16.0%
3.	Duluth	5.7%
4.	Saint Cloud	3.1%
5.	Rochester	2.4%
6.	Blaine	1.1%
7.	Coon Rapids	1.1%
8.	Eden Prairie	1.1%
9.	Shakopee	1.1%
10.	Brooklyn Park	1.0%
	Total:	63.9%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

64%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	469	61.1%
Legal Advocacy	468	60.9%
Individual Professional Counseling	351	45.7%
DV Support Groups	204	26.6%
Legal Representation	131	17.1%
Protective/Restraining Order	139	18.1%

Referrals to Service Providers

3,115

Offers to Direct Connect

639

Referrals to Other Resources

2,652

Most-Referred Resources

WomensLaw.org
211 - United Way
Minnesota Statewide Bed Line/Hotline
Aunt Bertha
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.

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

Mississippi State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **971 contacts** from Mississippi. The state ranks 36th 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	851
Chat	120
TTY	0
Total	**971**

Who is contacting The Hotline from Mississippi?

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.	Jackson	14.9%
2.	Gulfport	6.2%
3.	Hattiesburg	6.1%
4.	Biloxi	4.2%
5.	Southaven	3.6%
6.	Tupelo	2.7%
7.	Oxford	2.4%
8.	Picayune	2.4%
9.	Brandon	2.3%
10.	Meridian	2.2%
	Total:	46.9%

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?

94%

Emotional/Verbal Abuse

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

75%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

11%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	300	86.5%
Legal Advocacy	217	62.5%
Individual Professional Counseling	171	49.3%
DV Support Groups	87	25.1%
Legal Representation	65	18.7%
Protective/Restraining Order	84	24.2%

Referrals to Service Providers

1,183

Offers to Direct Connect

363

Referrals to Other Resources

1,109

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Mississippi Coalition Against Domestic Violence
Crime Victims Compensation - Mississippi

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

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

Missouri State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **2,710 contacts** from Missouri. The state ranks 20th 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	2,385
Chat	325
TTY	0
Total	**2,710**

Who is contacting The Hotline from Missouri?

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. Saint Louis	31.0%
2. Kansas City	17.5%
3. Springfield	4.4%
4. Independence	2.6%
5. Columbia	2.4%
6. Saint Charles	1.8%
7. Jefferson City	1.6%
8. Joplin	1.5%
9. Salem	1.2%
10. Branson	0.9%
Total:	65.0%

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?

92%

Emotional/Verbal Abuse

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

72%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Sexual Abuse

rape, exploitation, coercion, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	754	76.8%
Legal Advocacy	527	53.7%
Individual Professional Counseling	461	46.9%
DV Support Groups	249	25.4%
Legal Representation	162	16.5%
Protective/Restraining Order	205	20.9%

Referrals to Service Providers

4,299

Offers to Direct Connect

969

Referrals to Other Resources

3,145

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Childhelp National Child Abuse Hotline
Lundy Bancroft

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

Montana State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **384 contacts** from Montana. The state ranks 46th 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	326
Chat	58
TTY	0
Total	**384**

Who is contacting The Hotline from Montana?

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.	Billings	18.9%
2.	Missoula	11.5%
3.	Great Falls	7.2%
4.	Helena	5.4%
5.	Kalispell	5.4%
6.	Bozeman	5.2%
7.	Ronan	5.2%
8.	Polson	3.2%
9.	Butte	2.9%
10.	Havre	2.9%
	Total:	67.6%

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?

91%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

29%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

13%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	75	60.0%
Legal Advocacy	102	81.6%
Individual Professional Counseling	68	54.4%
DV Support Groups	30	24.0%
Legal Representation	27	21.6%
Protective/Restraining Order	31	24.8%

Referrals to Service Providers

411

Offers to Direct Connect

118

Referrals to Other Resources

474

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Montana Legal Services Association (MLSA)
Scarleteen

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

Nebraska State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **677 contacts** from Nebraska. The state ranks 38th 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	577
Chat	100
TTY	0
Total	**677**

Who is contacting The Hotline from Nebraska?

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.	Omaha	51.2%
2.	Lincoln	14.4%
3.	Bellevue	2.4%
4.	Grand Island	1.7%
5.	Norfolk	1.6%
6.	North Platte	1.6%
7.	Sidney	1.4%
8.	Fremont	1.3%
9.	Kearney	1.3%
10.	York	1.1%
	Total:	78.0%

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?

94%

Emotional/Verbal Abuse

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

69%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Sexual Abuse

rape, exploitation, coercion, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	136	49.1%
Legal Advocacy	150	54.2%
Individual Professional Counseling	107	38.6%
DV Support Groups	52	18.8%
Legal Representation	46	16.6%
Protective/Restraining Order	61	22.0%

Referrals to Service Providers

838

Offers to Direct Connect

219

Referrals to Other Resources

770

Most-Referred Resources

WomensLaw.org
211 - United Way
Nebraska Domestic Violence Sexual Assault Coalition
Childhelp National Child Abuse Hotline
GoodTherapy.org

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

Nevada State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,668 contacts** from Nevada. The state ranks 26th 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	1,450
Chat	218
TTY	0
Total	**1,668**

Who is contacting The Hotline from Nevada?

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.	Las Vegas	69.8%
2.	Reno	13.3%
3.	Henderson	5.0%
4.	Carson City	1.7%
5.	Elko	1.0%
6.	Sparks	1.0%
7.	Winnemucca	0.9%
8.	Pahrump	0.7%
9.	Fernley	0.6%
10.	Gardnerville	0.6%
	Total:	94.7%

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?

94%

Emotional/Verbal Abuse

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

69%

Physical Abuse

hitting, biting, choking, etc.

29%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

8%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	339	55.3%
Legal Advocacy	403	65.7%
Individual Professional Counseling	314	51.2%
DV Support Groups	161	26.3%
Legal Representation	102	16.6%
Protective/Restraining Order	125	20.4%

Referrals to Service Providers

2,335

Offers to Direct Connect

562

Referrals to Other Resources

1,943

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Crime Victim Compensation and Statewide Victim Services - Nevada
Custody Prep for Moms

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

New Hampshire State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **425 contacts** from New Hampshire. The state ranks 45th 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	355
Chat	70
TTY	0
Total	**425**

Who is contacting The Hotline from New Hampshire?

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.	Manchester	21.4%
2.	Nashua	7.4%
3.	Concord	6.4%
4.	Salem	3.1%
5.	Derry	2.3%
6.	Exeter	2.3%
7.	Portsmouth	2.3%
8.	Rochester	2.3%
9.	Berlin	2.0%
10.	Littleton	2.0%
	Total:	51.4%

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What are victims experiencing?

95%

Emotional/Verbal Abuse

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

59%

Physical Abuse

hitting, biting, choking, etc.

23%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	92	64.8%
Legal Advocacy	94	66.2%
Individual Professional Counseling	87	61.3%
DV Support Groups	44	31.0%
Legal Representation	29	20.4%
Protective/Restraining Order	27	19.0%

Referrals to Service Providers

591

Offers to Direct Connect

145

Referrals to Other Resources

516

Most-Referred Resources

WomensLaw.org
211 - United Way
GoodTherapy.org
Lundy Bancroft
Aunt Bertha

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

New Jersey State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **4,533 contacts** from New Jersey. The state ranks 11th 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	4,016
Chat	517
TTY	0
Total	**4,533**

Who is contacting The Hotline from New Jersey?

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.	Jersey City	6.5%
2.	Newark	6.5%
3.	Trenton	2.6%
4.	Paterson	2.5%
5.	Colonia	2.2%
6.	Elizabeth	1.9%
7.	Fort Lee	1.6%
8.	Camden	1.6%
9.	Keyport	1.6%
10.	Atlantic City	1.3%
	Total:	28.3%

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?

95%

Emotional/Verbal Abuse

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

65%

Physical Abuse

hitting, biting, choking, etc.

28%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	910	55.0%
Legal Advocacy	1,041	62.9%
Individual Professional Counseling	913	55.1%
DV Support Groups	458	27.7%
Legal Representation	338	20.4%
Protective/Restraining Order	372	22.5%

Referrals to Service Providers

5,937

Offers to Direct Connect

1,551

Referrals to Other Resources

5,144

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.

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

New Mexico State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,130 contacts** from New Mexico. The state ranks 32nd 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	1,005
Chat	125
TTY	0
Total	**1,130**

Who is contacting The Hotline from New Mexico?

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.	Albuquerque	44.6%
2.	Santa Fe	12.5%
3.	Las Cruces	5.7%
4.	Rio Rancho	4.4%
5.	Farmington	2.2%
6.	Alamogordo	2.1%
7.	Clovis	1.7%
8.	Las Vegas	1.6%
9.	Taos	1.5%
10.	Hobbs	1.4%
	Total:	77.8%

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?

95%

Emotional/Verbal Abuse

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

64%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

14%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	202	51.3%
Legal Advocacy	257	65.2%
Individual Professional Counseling	206	52.3%
DV Support Groups	106	26.9%
Legal Representation	82	20.8%
Protective/Restraining Order	76	19.3%

Referrals to Service Providers

1,350

Offers to Direct Connect

383

Referrals to Other Resources

1,309

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Lundy Bancroft
GoodTherapy.org

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

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

New York State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **11,333 contacts** from New York. The state ranks 3rd 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	9,920
Chat	1,413
TTY	0
Total	**11,333**

Who is contacting The Hotline from New York?

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.	New York	27.3%
2.	Brooklyn	12.9%
3.	Bronx	10.7%
4.	Queens Village	4.6%
5.	Rochester	3.0%
6.	Buffalo	2.7%
7.	Albany	2.4%
8.	Staten Island	1.9%
9.	Long Island City	1.9%
10.	Yonkers	1.5%
	Total:	68.9%

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?

94%

Emotional/Verbal Abuse

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

66%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	2,724	64.2%
Legal Advocacy	2,354	55.5%
Individual Professional Counseling	2,050	48.3%
DV Support Groups	1,068	25.2%
Legal Representation	738	17.4%
Protective/Restraining Order	889	21.0%

Referrals to Service Providers

15,961

Offers to Direct Connect

3,972

Referrals to Other Resources

13,074

Most-Referred Resources

WomensLaw.org
New York (5 boroughs) Bed Line
211 - United Way
Aunt Bertha
GoodTherapy.org

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

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

North Carolina State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **5,110 contacts** from North Carolina. The state ranks 8th 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	4,541
Chat	567
TTY	0
Total	**5,110**

Who is contacting The Hotline from North Carolina?

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. Charlotte	23.8%
2. Raleigh	8.7%
3. Greensboro	6.2%
4. Durham	3.8%
5. Fayetteville	3.7%
6. Wilmington	3.5%
7. Winston Salem	2.8%
8. Asheville	2.1%
9. Gastonia	1.8%
10. Jacksonville	1.6%
Total:	58.0%

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?

94%

Emotional/Verbal Abuse

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

69%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	1,604	85.6%
Legal Advocacy	1,105	59.0%
Individual Professional Counseling	870	46.4%
DV Support Groups	457	24.4%
Legal Representation	315	16.8%
Protective/Restraining Order	380	20.3%

Referrals to Service Providers

7,448

Offers to Direct Connect

2,060

Referrals to Other Resources

5,905

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Custody Prep for Moms
Crime Victims Compensation - North Carolina

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

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

North Dakota State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **213 contacts** from North Dakota. The state ranks 48th 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	190
Chat	23
TTY	0
Total	**213**

Who is contacting The Hotline from North Dakota?

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.	Fargo	30.9%
2.	Bismarck	17.6%
3.	Grand Forks	9.0%
4.	Minot	8.0%
5.	Dickinson	5.9%
6.	Williston	5.3%
7.	Watford City	2.7%
8.	Devils Lake	1.6%
9.	Jamestown	1.6%
10.	Mandan	1.6%
	Total:	84.0%

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?

91%

Emotional/Verbal Abuse

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

64%

Physical Abuse

hitting, biting, choking, etc.

28%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	44	57.1%
Legal Advocacy	48	62.3%
Individual Professional Counseling	35	45.5%
DV Support Groups	17	22.1%
Legal Representation	14	18.2%
Protective/Restraining Order	12	15.6%

Referrals to Service Providers

234

Offers to Direct Connect

79

Referrals to Other Resources

254

Most-Referred Resources

211 - United Way
WomensLaw.org
StrongHearts Native Helpline
GoodTherapy.org
North Dakota Council on Abused Women's Services

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

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

Ohio State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **4,246 contacts** from Ohio. The state ranks 13th 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	3,534
Chat	712
TTY	0
Total	**4,246**

Who is contacting The Hotline from Ohio?

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. Columbus	14.9%
2. Cleveland	13.8%
3. Cincinnati	10.8%
4. Dayton	4.9%
5. Toledo	4.3%
6. Akron	4.0%
7. Canton	2.0%
8. Youngstown	2.0%
9. Lorain	1.7%
10. Coshocton	1.1%
Total:	59.4%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, 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.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	866	54.4%
Legal Advocacy	961	60.4%
Individual Professional Counseling	755	47.5%
DV Support Groups	406	25.5%
Legal Representation	225	14.1%
Protective/Restraining Order	364	22.9%

Referrals to Service Providers

5,509

Offers to Direct Connect

1,328

Referrals to Other Resources

5,105

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Custody Prep for Moms
Crime Victim Compensation and Statewide Victim Services - Ohio

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

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

Oklahoma State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,253 contacts** from Oklahoma. The state ranks 31st 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	1,059
Chat	194
TTY	0
Total	**1,253**

Who is contacting The Hotline from Oklahoma?

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.	Oklahoma City	29.3%
2.	Tulsa	19.6%
3.	Norman	4.5%
4.	Lawton	3.6%
5.	Edmond	2.7%
6.	Shawnee	1.9%
7.	Stillwater	1.5%
8.	Enid	1.3%
9.	Ardmore	1.2%
10.	Broken Arrow	1.2%
	Total:	66.7%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Sexual Abuse

rape, exploitation, coercion, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	320	63.9%
Legal Advocacy	274	54.7%
Individual Professional Counseling	225	44.9%
DV Support Groups	113	22.6%
Legal Representation	85	17.0%
Protective/Restraining Order	84	16.8%

Referrals to Service Providers

1,614

Offers to Direct Connect

414

Referrals to Other Resources

1,513

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Childhelp National Child Abuse Hotline
LawHelp.org

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

Oregon State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **2,177 contacts** from Oregon. The state ranks 22nd 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	1,881
Chat	296
TTY	0
Total	**2,177**

Who is contacting The Hotline from Oregon?

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. Portland	39.4%
2. Eugene	6.6%
3. Salem	5.5%
4. Medford	5.3%
5. Beaverton	4.6%
6. Hillsboro	2.0%
7. Bend	1.9%
8. Gresham	1.6%
9. Grants Pass	1.4%
10. Roseburg	1.3%
Total:	69.7%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

63%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

14%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	368	46.9%
Legal Advocacy	498	63.5%
Individual Professional Counseling	422	53.8%
DV Support Groups	233	29.7%
Legal Representation	146	18.6%
Protective/Restraining Order	177	22.6%

Referrals to Service Providers

2,967

Offers to Direct Connect

683

Referrals to Other Resources

2,592

Most-Referred Resources

WomensLaw.org
211 - United Way
Call To Safety
Aunt Bertha
GoodTherapy.org

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

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

Pennsylvania State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **7,957 contacts** from Pennsylvania. The state ranks 5th 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	7,122
Chat	835
TTY	0
Total	**7,957**

Who is contacting The Hotline from Pennsylvania?

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.	Philadelphia	27.6%
2.	Pittsburgh	9.0%
3.	Lancaster	3.4%
4.	Allentown	2.5%
5.	Harrisburg	2.5%
6.	Reading	1.9%
7.	West Pittsburg	1.7%
8.	York	1.6%
9.	Easton	1.5%
10.	Scranton	1.4%
	Total:	53.0%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	2,131	71.9%
Legal Advocacy	1,725	58.2%
Individual Professional Counseling	1,314	44.3%
DV Support Groups	625	21.1%
Legal Representation	541	18.3%
Protective/Restraining Order	759	25.6%

Referrals to Service Providers

11,130

Offers to Direct Connect

2,979

Referrals to Other Resources

9,129

Most-Referred Resources

WomensLaw.org
211 - United Way
Aunt Bertha
Custody Prep for Moms
Crime Victims Compensation and Statewide Victim Services - Pennsylvania

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

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

Rhode Island State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **443 contacts** from Rhode Island. The state ranks 43rd 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	381
Chat	62
TTY	0
Total	**443**

Who is contacting The Hotline from Rhode Island?

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.	Providence	42.4%
2.	Woonsocket	7.7%
3.	Pawtucket	5.2%
4.	Warwick	4.7%
5.	Cranston	4.0%
6.	East Providence	3.7%
7.	Coventry	3.2%
8.	West Warwick	2.5%
9.	Lincoln	2.2%
10.	North Providence	2.2%
	Total:	77.9%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

14%

Digital Abuse

steal passwords, constant texts, etc.

12%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	110	78.6%
Legal Advocacy	87	62.1%
Individual Professional Counseling	87	62.1%
DV Support Groups	48	34.3%
Legal Representation	31	22.1%
Protective/Restraining Order	33	23.6%

Referrals to Service Providers

639

Offers to Direct Connect

166

Referrals to Other Resources

532

Most-Referred Resources

WomensLaw.org
211 - United Way
Rhode Island United Way
GoodTherapy.org
Massachusetts Statewide Bed Line/Hotline

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

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

South Carolina State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,868 contacts** from South Carolina. The state ranks 24th 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	1,640
Chat	228
TTY	0
Total	**1,868**

Who is contacting The Hotline from South Carolina?

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.	Columbia	19.0%
2.	Charleston	9.0%
3.	Greenville	7.5%
4.	Myrtle Beach	6.0%
5.	Spartanburg	4.1%
6.	Rock Hill	3.0%
7.	Fort Mill	2.5%
8.	Florence	2.2%
9.	Summerville	2.2%
10.	Sumter	2.2%
	Total:	57.8%

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What are victims experiencing?

94%

Emotional/Verbal Abuse

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

71%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

11%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	479	67.8%
Legal Advocacy	400	56.7%
Individual Professional Counseling	340	48.2%
DV Support Groups	185	26.2%
Legal Representation	113	16.0%
Protective/Restraining Order	130	18.4%

Referrals to Service Providers

2,289

Offers to Direct Connect

663

Referrals to Other Resources

2,247

Most-Referred Resources

WomensLaw.org

211 - United Way

Aunt Bertha

South Carolina Coalition Against Domestic Violence and Sexual Assault

Crime Victim Compensation and Statewide Victim Services - South Carolina

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

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

South Dakota State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **184 contacts** from South Dakota. The state ranks 51st 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	159
Chat	25
TTY	0
Total	**184**

Who is contacting The Hotline from South Dakota?

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.	Sioux Falls	30.6%
2.	Rapid City	24.7%
3.	Eagle Butte	3.5%
4.	Vermillion	3.5%
5.	Aberdeen	2.9%
6.	Mitchell	2.9%
7.	Spearfish	2.4%
8.	Brookings	1.8%
9.	Sturgis	1.8%
10.	Box Elder	1.2%
	Total:	75.3%

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?

96%

Emotional/Verbal Abuse

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

64%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

11%

Digital Abuse

steal passwords, constant texts, etc.

8%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	37	56.9%
Legal Advocacy	32	49.2%
Individual Professional Counseling	40	61.5%
DV Support Groups	21	32.3%
Legal Representation	11	16.9%
Protective/Restraining Order	16	24.6%

Referrals to Service Providers

210

Offers to Direct Connect

53

Referrals to Other Resources

224

Most-Referred Resources

211 - United Way

StrongHearts Native Helpline

WomensLaw.org

South Dakota Coalition Against Domestic Abuse and Sexual Assault South Dakota

Network Against Family Violence and Sexual Assault

WomensLaw.org

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

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

Tennessee State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **2,799 contacts** from Tennessee. The state ranks 18th 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	2,444
Chat	355
TTY	0
Total	**2,799**

Who is contacting The Hotline from Tennessee?

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.	Nashville	19.4%
2.	Memphis	16.6%
3.	Knoxville	8.9%
4.	Chattanooga	6.3%
5.	Henderson	4.4%
6.	Clarksville	3.8%
7.	Murfreesboro	2.7%
8.	Cleveland	1.8%
9.	Jackson	1.7%
10.	Kingsport	1.5%
	Total:	67.1%

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?

94%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	661	62.7%
Legal Advocacy	565	53.6%
Individual Professional Counseling	501	47.5%
DV Support Groups	243	23.1%
Legal Representation	192	18.2%
Protective/Restraining Order	226	21.4%

Referrals to Service Providers

3,764

Offers to Direct Connect

925

Referrals to Other Resources

3,264

Most-Referred Resources

211 - United Way

Aunt Bertha

GoodTherapy.org

Custody Prep for Moms

WomensLaw.org

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

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

Texas State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **17,394 contacts** from Texas. The state ranks 2nd 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	15,584
Chat	1,809
TTY	1
Total	**17,394**

Who is contacting The Hotline from Texas?

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.	Houston	16.9%
2.	Dallas	16.3%
3.	San Antonio	8.0%
4.	Austin	7.5%
5.	Fort Worth	4.0%
6.	El Paso	2.1%
7.	Arlington	1.7%
8.	Plano	1.2%
9.	Irving	1.2%
10.	Pasadena	1.1%
	Total:	54.1%

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What are victims experiencing?

93%

Emotional/Verbal Abuse

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

71%

Physical Abuse

hitting, biting, choking, etc.

27%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	4,494	69.7%
Legal Advocacy	4,212	65.4%
Individual Professional Counseling	3,048	47.3%
DV Support Groups	1,481	23.0%
Legal Representation	1,416	22.0%
Protective/Restraining Order	1,585	24.6%

Referrals to Service Providers

26,741

Offers to Direct Connect

6,582

Referrals to Other Resources

20,177

Most-Referred Resources

211 - United Way

Aunt Bertha

Texas Advocacy Project

Family Violence Legal Line

WomensLaw.org

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

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

Utah State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,518 contacts** from Utah. The state ranks 28th 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	1,368
Chat	150
TTY	0
Total	**1,518**

Who is contacting The Hotline from Utah?

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.	Salt Lake City	3.8%
2.	Ogden	0.5%
3.	Provo	0.3%
4.	West Jordan	0.2%
5.	Saint George	0.2%
6.	Orem	0.2%
7.	Sandy	0.2%
8.	Park City	0.2%
9.	Layton	0.2%
10.	Riverton	0.1%
	Total:	69.7%

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What are victims experiencing?

96%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

28%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	284	57.3%
Legal Advocacy	414	83.5%
Individual Professional Counseling	317	63.9%
DV Support Groups	139	28.0%
Legal Representation	107	21.6%
Protective/Restraining Order	180	36.3%

Referrals to Service Providers

1,975

Offers to Direct Connect

550

Referrals to Other Resources

1,780

Most-Referred Resources

211 - United Way

Aunt Bertha

GoodTherapy.org

Utah Domestic Violence Council

WomensLaw.org

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

Vermont State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **211 contacts** from Vermont. The state ranks 49th 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	183
Chat	28
TTY	0
Total	**211**

Who is contacting The Hotline from Vermont?

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.	Burlington	25.3%
2.	Bennington	5.9%
3.	Brattleboro	5.9%
4.	Rutland	5.9%
5.	Saint Albans	5.9%
6.	Barre	4.8%
7.	Montpelier	4.3%
8.	Springfield	3.2%
9.	South Burlington	2.2%
10.	Bradford	1.6%
	Total:	65.1%

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?

91%

Emotional/Verbal Abuse

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

65%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

9%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	45	65.2%
Legal Advocacy	41	59.4%
Individual Professional Counseling	28	40.6%
DV Support Groups	18	26.1%
Legal Representation	9	13.0%
Protective/Restraining Order	14	20.3%

Referrals to Service Providers

242

Offers to Direct Connect

76

Referrals to Other Resources

250

Most-Referred Resources

211 - United Way

Aunt Bertha

Crime Victims Compensation and Statewide Victim Services - Vermont

GoodTherapy.org

WomensLaw.org

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

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

Virginia State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **3,614 contacts** from Virginia. The state ranks 15th 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	3,069
Chat	545
TTY	0
Total	**3,614**

Who is contacting The Hotline from Virginia?

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.	Richmond	12.4%
2.	Virginia Beach	7.4%
3.	Alexandria	5.2%
4.	Norfolk	4.8%
5.	Fairfax	4.4%
6.	Arlington	3.4%
7.	Woodbridge	3.3%
8.	Fredericksburg	2.8%
9.	Roanoke	2.8%
10.	Hampton	2.5%
	Total:	49.0%

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?

94%

Emotional/Verbal Abuse

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

65%

Physical Abuse

hitting, biting, choking, etc.

28%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	697	53.2%
Legal Advocacy	918	70.0%
Individual Professional Counseling	722	55.1%
DV Support Groups	354	27.0%
Legal Representation	272	20.7%
Protective/Restraining Order	290	22.1%

Referrals to Service Providers

4,795

Offers to Direct Connect

1,203

Referrals to Other Resources

4,316

Most-Referred Resources

211 - United Way
Aunt Bertha
Custody Prep for Moms
Childhelp National Child Abuse Hotline
WomensLaw.org

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

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

Washington State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **4,702 contacts** from Washington. The state ranks 10th 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	4,143
Chat	558
TTY	0
Total	**4,702**

Who is contacting The Hotline from Washington?

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.	Seattle	28.9%
2.	Tacoma	9.4%
3.	Vancouver	5.6%
4.	Spokane	3.6%
5.	Everett	3.4%
6.	Olympia	2.7%
7.	Kent	2.2%
8.	Auburn	1.9%
9.	Bellevue	1.8%
10.	Renton	1.8%
	Total:	61.4%

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?

93%

Emotional/Verbal Abuse

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

65%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

12%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	1,022	59.9%
Legal Advocacy	1,114	65.3%
Individual Professional Counseling	834	48.9%
DV Support Groups	468	27.4%
Legal Representation	345	20.2%
Protective/Restraining Order	356	20.9%

Referrals to Service Providers

7,008

Offers to Direct Connect

1,617

Referrals to Other Resources

5,554

Most-Referred Resources

211 - United Way
Aunt Bertha
GoodTherapy.org
LawHelp.org
WomensLaw.org

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

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

West Virginia State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **581 contacts** from West Virginia. The state ranks 39th 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	486
Chat	95
TTY	0
Total	**581**

Who is contacting The Hotline from West Virginia?

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. Charleston	12.1%
2. Huntington	8.2%
3. Martinsburg	5.4%
4. Morgantown	4.8%
5. Parkersburg	4.8%
6. Clarksburg	4.6%
7. Wheeling	3.2%
8. Weirton	3.0%
9. Princeton	2.6%
10. Fairmont	2.4%
Total:	51.0%

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?

92%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

16%

Digital Abuse

steal passwords, constant texts, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	130	62.2%
Legal Advocacy	146	69.9%
Individual Professional Counseling	108	51.7%
DV Support Groups	54	25.8%
Legal Representation	36	17.2%
Protective/Restraining Order	63	30.1%

Referrals to Service Providers

697

Offers to Direct Connect

201

Referrals to Other Resources

665

Most-Referred Resources

211 - United Way
Childhelp National Child Abuse Hotline
Aunt Bertha
Custody Prep for Moms
WomensLaw.org

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

Wisconsin State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,852 contacts** from Wisconsin. The state ranks 25th 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	1,568
Chat	284
TTY	0
Total	**1,852**

Who is contacting The Hotline from Wisconsin?

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. Milwaukee	30.4%
2. Madison	10.8%
3. Kenosha	3.2%
4. Green Bay	2.9%
5. Racine	2.6%
6. La Crosse	2.6%
7. Appleton	1.8%
8. Waukesha	1.5%
9. Eau Claire	1.4%
10. Wausau	1.4%
Total:	58.5%

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?

93%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

13%

Digital Abuse

steal passwords, constant texts, etc.

13%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	448	63.2%
Legal Advocacy	381	53.7%
Individual Professional Counseling	338	47.7%
DV Support Groups	178	25.1%
Legal Representation	112	15.8%
Protective/Restraining Order	143	20.2%

Referrals to Service Providers

2,537

Offers to Direct Connect

634

Referrals to Other Resources

2,189

Most-Referred Resources

211 - United Way
Childhelp National Child Abuse Hotline
GoodTherapy.org
Custody Prep for Moms
WomensLaw.org

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Wyoming State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **200 contacts** from Wyoming. The state ranks 50th 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	176
Chat	24
TTY	0
Total	**200**

Who is contacting The Hotline from Wyoming?

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.	Cheyenne	26.9%
2.	Casper	18.1%
3.	Laramie	9.9%
4.	Jackson	7.7%
5.	Gillette	4.9%
6.	Cody	3.8%
7.	Riverton	2.7%
8.	Rock Springs	2.7%
9.	Sheridan	2.7%
10.	Douglas	2.2%
	Total:	81.3%

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What are victims experiencing?

97%

Emotional/Verbal Abuse

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

59%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

16%

Sexual Abuse

rape, exploitation, coercion, etc.

14%

Digital Abuse

steal passwords, constant texts, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	40	69.0%
Legal Advocacy	39	67.2%
Individual Professional Counseling	43	74.1%
DV Support Groups	16	27.6%
Legal Representation	11	19.0%
Protective/Restraining Order	21	36.2%

Referrals to Service Providers

207

Offers to Direct Connect

62

Referrals to Other Resources

229

Most-Referred Resources

211 - United Way
Wyoming Coalition Against Domestic Violence & Sexual Assault
Aunt Bertha
Rape, Abuse, and Incest National Network RAINN)
211 - United Way

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

Washington DC State Report

Based on Hotline contacts documented January–December 2017

In 2017, the National Domestic Violence Hotline documented* **1,094 contacts** from Washington DC. The state ranks 33rd 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	1,006
Chat	88
TTY	0
Total	**1,094**

Who is contacting The Hotline from Washington DC?

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*

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?

92%

Emotional/Verbal Abuse

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

70%

Physical Abuse

hitting, biting, choking, etc.

21%

Economic/Financial Abuse

control finances, ruin credit, etc.

10%

Digital Abuse

steal passwords, constant texts, etc.

10%

Sexual Abuse

rape, exploitation, coercion, etc.

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Most Commonly Disclosed Special Factors in Victims' Experiences

What do victims need?

Commonly Requested Hotline Services:

DV Shelter	296	72.2%
Legal Advocacy	166	40.5%
Individual Professional Counseling	188	45.9%
DV Support Groups	87	21.2%
Legal Representation	55	13.4%
Protective/Restraining Order	70	17.1%

Referrals to Service Providers

1,761

Offers to Direct Connect

389

Referrals to Other Resources

1,215

Most-Referred Resources

WomensLaw.org
GoodTherapy.org
Aunt Bertha
Lundy Bancroft

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