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%

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.

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.