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%

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.

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

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