

A YEAR OF IMPACT:

National Domestic Violence Hotline
and *loveisrespect*

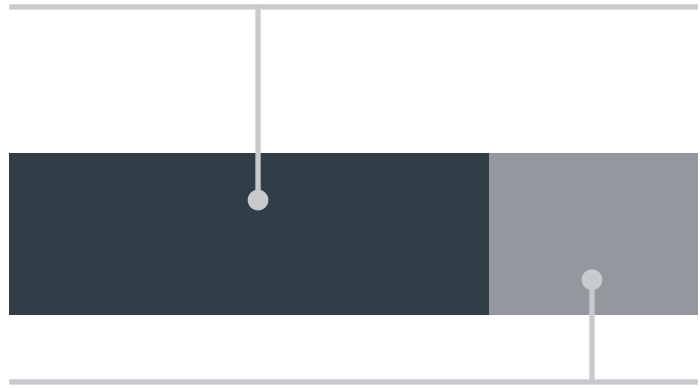


2018

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

Total Contacts Answered In 2018

371,399



202,271 calls, chats and texts went unanswered due to a lack of resources. Your support enables us to do more to ensure every person gets the help they need.

Calls Received

321,573

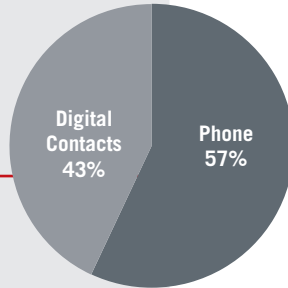
Online Chats Received

238,012

Online chats were up 147% compared to 2017.

Texts Received

14,085



Types Of Abuse

88%

Emotional/Verbal Abuse

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

60%

Physical Abuse

hitting, biting, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, forbidding work, etc.

15%

Digital Abuse

stealing passwords, constant texts, pressures to sext, etc.

11%

Sexual Abuse

rape, exploitation, coercion, etc.

People Served



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

+ Includes abusive partners, service providers, healthy relationship inquiries, etc.

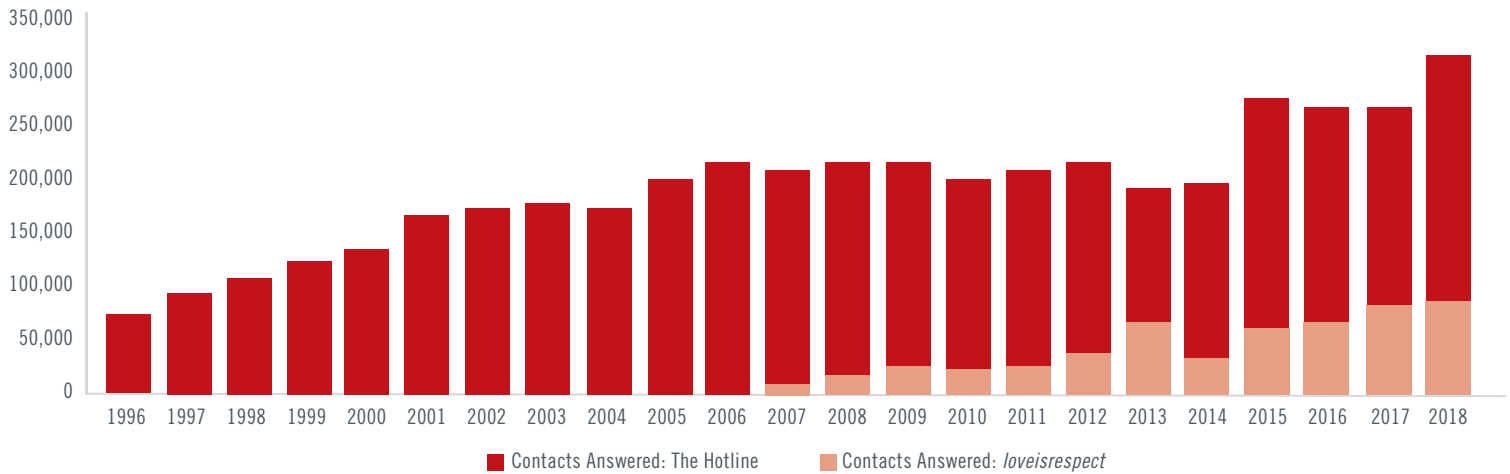
- Excludes denied chat, hang-up, off-target, prank, and wrong number

What Are Victims Experiencing?

- 22% (83,209) of our contacts reported that their abusive situation **involved children**. This is similar to 2017.
- 13,625 victims experienced **stalking**.
- 7,482 cited suicidal **threats** from their abusive partners.
- 4.7% (17,527) of victims disclosed the use or threat of **firearms**. This is compared to 3.6% in 2017.
- 4,565 victims experienced threats related to **immigration status**.

Over the last 22 years, The Hotline and loveisrespect have answered more than 4.8 million calls, chats and texts from people seeking help around issues of domestic violence and dating abuse.

2018 was a record setting year for The Hotline and *loveisrespect*. We received more contacts in one year than in any other year since the inception of The Hotline.



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

We are the leading national organization that directly serves victims of relationship abuse and their families and friends.

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

The Hotline’s highly-trained, expert advocates provide compassionate support, life-saving resources, and safety planning. *loveisrespect*, a prevention program of The Hotline, helps millions of teens and 20-somethings learn about healthy relationships and dating violence.

The Hotline and *loveisrespect*:

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

“
Thank you so much for hearing me today. Every time I get off the phone with you (guys) I feel stronger than I did before I called.

—Anonymous Hotline caller

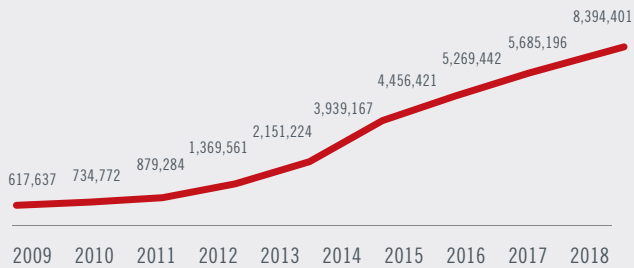
“
I’m calling just to say thank you for being such a support for me when I had no one. I used to have to call you everyday and thanks to you I have been able to leave an abusive situation, so I just wanted to thank you from the bottom of my heart.

—Anonymous Hotline caller

In 2018, 8,363 of those who contacted The Hotline and *loveisrespect* were non-English speakers. The Hotline provides services to those callers through bilingual staffing and 24-hour access to interpreters in 200+ languages.

Visits To Our Websites

48% increase in website visits



5,141,646 visits to thehotline.org and 3,252,755 visits to loveisrespect.org.

2018 Social Media By The Numbers

The Hotline Facebook



81,610 Followers

The Hotline Twitter



34,135 Followers

loveisrespect Facebook



42,469 Followers

loveisrespect Twitter



30,180 Followers

Overall, we gained more than 10,000 new Facebook followers and more than 2,000 new Twitter followers.

Leading The Conversation

In 2018, the National Domestic Violence Hotline leveraged issue-specific data to help shape the national conversation about domestic violence.

#VAWA4ALL

During the past year, The National Domestic Violence Hotline has advocated expansively for the reauthorization of the Violence Against Women Act (VAWA) and the Family Violence Prevention and Services Act (FVPSA). We hosted a briefing on why these funding sources are essential to ensure services across the country and the importance of public-private partnerships. Without VAWA or FVPSA much of the work that we, and that our partners do, would not be possible. We will continue to advocate until both of these crucial landmark acts are reauthorized.

#1Thing

The Hotline encouraged people to share the one thing they could do to end domestic violence. We shared 61 total social media posts and 14 total videos on The Hotline's YouTube page.

#WomenBreakingfree

Suze Orman, author, "Women & Money" interviewed seven survivors of domestic violence. The social posts promoted the series that featured Orman, The Hotline, Avon, Avon Foundation for Women and the Urban Resource Institute. We shared 52 total social media posts and 8 videos across social media channels and website.

Conversations In The Media

Together, The Hotline and *loveisrespect* received 4 times the increase in media coverage in 2018 compared to 2017.



Providing Connection To Resources

In 2018, advocates provided 156,157 referrals to shelter and domestic violence service providers and 213,926 referrals to additional resources across the nation.

TOP RESOURCE REFERRAL TYPES IN 2018

1. Legal Resources

WomensLaw.org, *Legal Resource Center on Violence Against Women*

2. National Resources

211 - United Way, *RAINN*, *Scarleteen*

3. Children's Services/Parenting

Custody Prep for Moms, *Childhelp National Child Abuse Hotline*

4. Mental Health and Counseling

Goodtherapy.org, *National Alliance on Mental Illness*, *National Suicide Prevention Lifeline*, *Calm.com*

5. Economic Resources

Aunt Bertha, *HUD*, *Purple Purse*