

2015 National Report

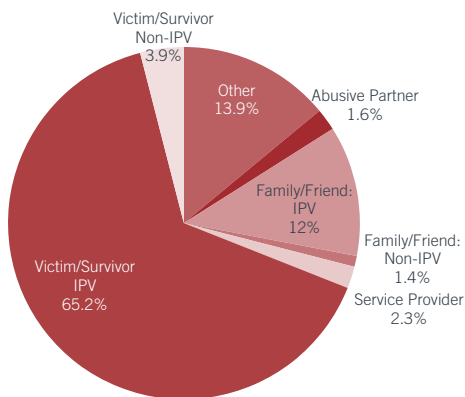
Based on Hotline contacts documented January–December 2015

In 2015, the National Domestic Violence Hotline documented **162,746 contacts**. The Hotline provides Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

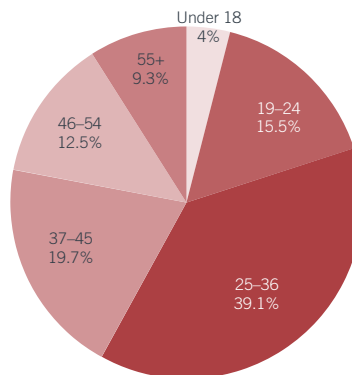
**Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.*

Phone	150,549
Chat	12,018
TTY	57
Total	162,746

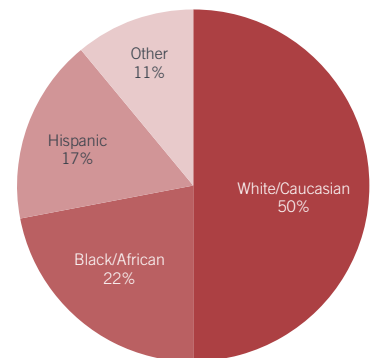
Who is calling The Hotline?



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
 Friend/Family: IPV (Intimate Partner Violence) – a friend or family member of a victim/survivor of IPV
 Victim/Survivor: Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caretaker, etc.
 Friend/Family: Non-IPV – a friend or family member of a victim of any other type of abuse, such as child or elder abuse
 Service Provider – a caller from any agency, including other domestic violence agencies, which provides social services
 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 might include callers like law enforcement or medical professionals

Top 10 States in Contact Volume

1. California	18%
2. Texas	11%
3. New York	6%
4. Florida	5%
5. Pennsylvania	4%
6. Illinois	4%
7. Georgia	3%
8. Arizona	3%
9. North Carolina	3%
10. Washington	3%
Total:	60%

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.

16%

Economic/Financial Abuse

control finances, ruin credit, etc.

7%

Sexual Abuse

rape, exploitation, coercion, etc.

3%

Digital Abuse

steal passwords, constant texts, etc.



Referrals to Service Providers

171,303

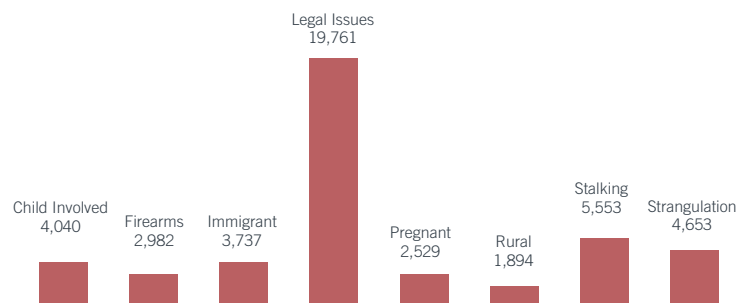
Offers to Direct Connect

60,123

Referrals to Other Resources

37,430

Most Commonly Disclosed Special Factors in Victims' Experiences



Those disclosing legal issues:

Protective Orders	20,427	37%
Other	24,210	44%
Custody/Visitation	10,857	20%
Divorce	8,612	16%
Citizenship/Documentation	2,364	4%
Interstate Custody	1,164	2%

Commonly Requested Hotline Services:

Domestic Violence Shelter	28,680	26%
Legal Advocacy	24,781	23%
Individual Professional Counseling	22,457	21%
DV Support Groups	17,287	16%
DV Nonresidential Services	15,315	14%
Legal Representation	12,382	11%

Most-Referred Resources

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



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