

2015 Pennsylvania State Report

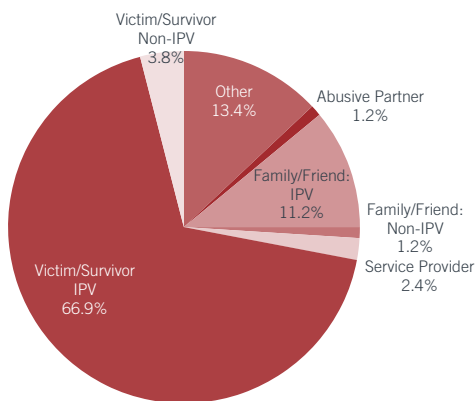
Based on Hotline contacts documented January–December 2015

In 2015, the National Domestic Violence Hotline documented **7,125 contacts** from Pennsylvania. The state ranks 5 in terms of Hotline contact volume. The Hotline provides Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

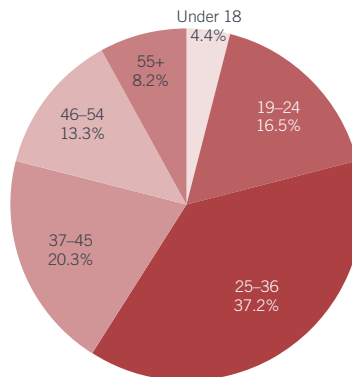
**Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.*

Phone	6,648
Chat	468
TTY	4
Total	7,125

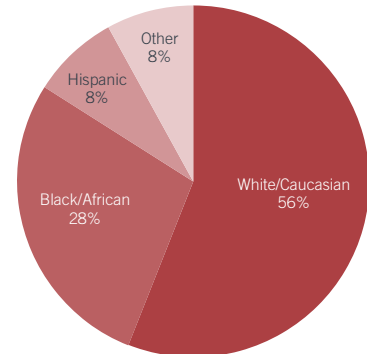
Who is calling The Hotline?



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 or abusive partner
 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 Cities in Contact Volume

1. Philadelphia	28%
2. Pittsburgh	10%
3. Harrisburg	3%
4. Allentown	3%
5. Lancaster	3%
6. Reading	2%
7. York	2%
8. Scranton	1%
9. Bethlehem	1%
10. New Castle	1%
Total:	53%

What are victims experiencing?

94%

Emotional/Verbal Abuse

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

69%

Physical Abuse

hitting, biting, choking, etc.

16%

Economic/Financial Abuse

control finances, ruin credit, etc.

6%

Sexual Abuse

rape, exploitation, coercion, etc.

3%

Digital Abuse

steal passwords, constant texts, etc.



Referrals to Service Providers

8,006

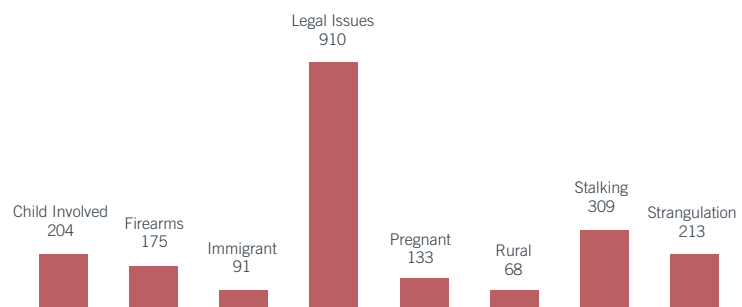
Offers to Direct Connect

2,630

Referrals to Other Resources

1,542

Most Commonly Disclosed Special Factors in Victims' Experiences



Those disclosing legal issues:

Protective Orders	1,028	42%
Other	1,034	42%
Custody/Visitation	443	18%
Divorce	301	12%
Citizenship/Documentation	58	2%
Interstate Custody	47	2%

Commonly Requested Hotline Services:

Domestic Violence Shelter	1,369	29%
Legal Advocacy	1,099	23%
Individual Professional Counseling	950	20%
DV Support Groups	696	15%
DV Nonresidential Services	689	14%
Legal Representation	539	11%

Most-Referred Resources

Womenslaw.org
 211 - United Way
 Pennsylvania Coalition Against Domestic Violence
 Custody Prep for Moms
 Childhelp National Child Abuse Hotline



This report was supported by Grant Number 90EV0426 from Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services.