

2015 Massachusetts State Report

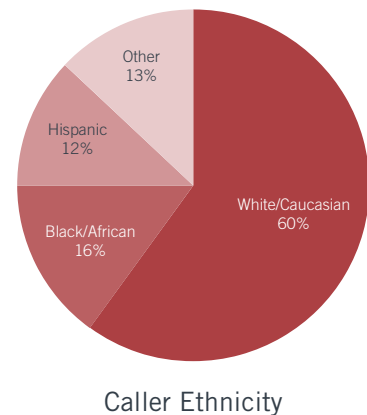
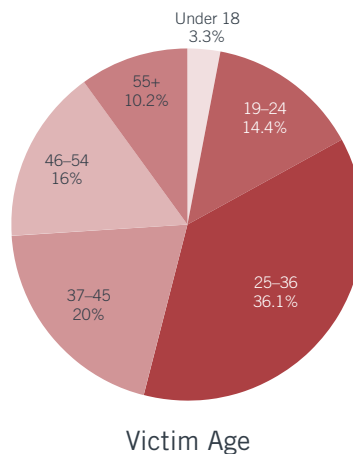
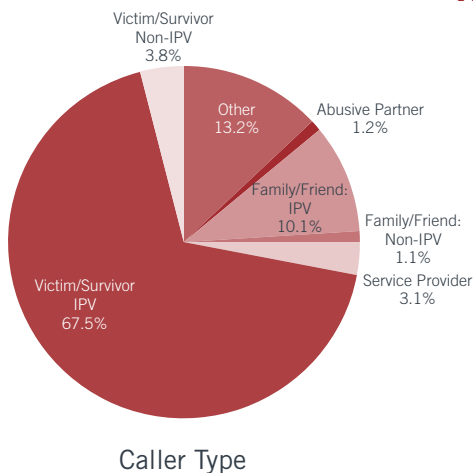
Based on Hotline contacts documented January–December 2015

In 2015, the National Domestic Violence Hotline documented **3,919 contacts** from Massachusetts. The state ranks 14 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	3,654
Chat	259
TTY	1
Total	3,919

Who is calling The Hotline?



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. Boston	27%
2. Springfield	6%
3. Worcester	5%
4. Salem	2%
5. Lowell	2%
6. Brockton	2%
7. Cambridge	2%
8. Fall River	2%
9. Chelsea	2%
10. Mashpee	1%
Total:	50%

What are victims experiencing?

93%

Emotional/Verbal Abuse

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

68%

Physical Abuse

hitting, biting, choking, etc.

15%

Economic/Financial Abuse

control finances, ruin credit, etc.

8%

Sexual Abuse

rape, exploitation, coercion, etc.

3%

Digital Abuse

steal passwords, constant texts, etc.



Referrals to Service Providers

4,222

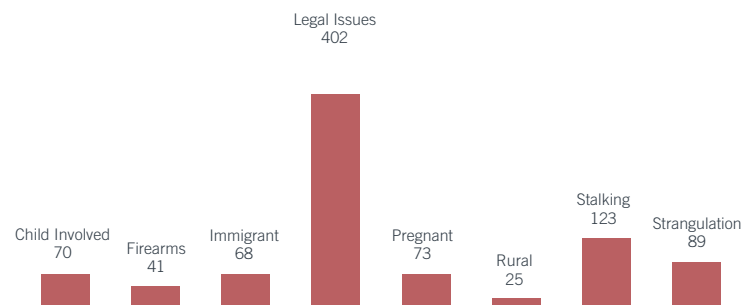
Offers to Direct Connect

1,568

Referrals to Other Resources

1,170

Most Commonly Disclosed Special Factors in Victims' Experiences



Those disclosing legal issues:

Protective Orders	382	32%
Other	603	50%
Custody/Visitation	203	17%
Divorce	173	14%
Citizenship/Documentation	32	3%
Interstate Custody	23	2%

Commonly Requested Hotline Services:

Domestic Violence Shelter	851	32%
Legal Advocacy	475	18%
Individual Professional Counseling	496	19%
DV Support Groups	390	15%
DV Nonresidential Services	342	13%
Legal Representation	236	9%

Most-Referred Resources

Massachusetts Statewide Bed Line/Hotline

Womenslaw.org

Connecticut Statewide Bed Line

211 - United Way

Rhode Island United Way



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