

The National Domestic Violence HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

National Hotline Report

Based on Hotline contacts answered January–June 2016

In the first half of 2016, the National Domestic Violence Hotline answered **124,712 contacts**. The Hotline provides Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.



Of the contacts answered, nearly **65%** of callers or chatters disclosed a location within the US and US territories. The remainder of this report reflects only those contacts.

Phone 74,750*

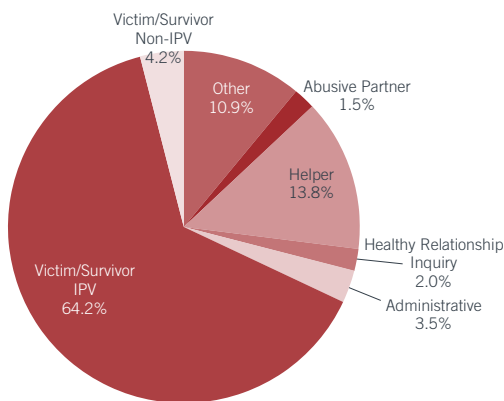
Chat 5,926*

TTY 1*

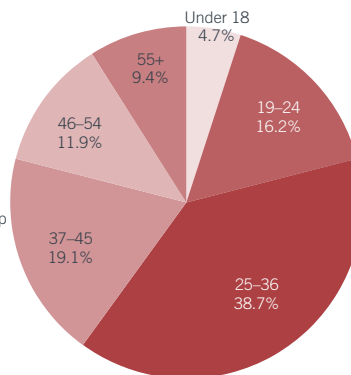
Total 80,677*

*Reflects contacts where a location was self-disclosed by the contact.

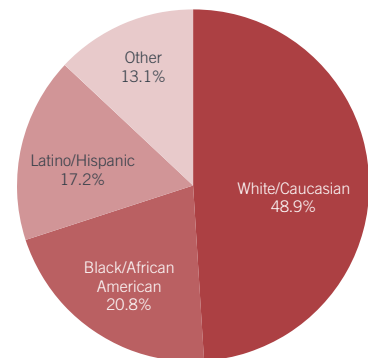
Who is contacting The Hotline?



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

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 calls, hang-ups, prank calls and feedback

Top 10 States in Contact Volume

1. California	18%
2. Texas	11%
3. New York	6%
4. Florida	6%
5. Pennsylvania	4%
6. Illinois	4%
7. Arizona	3%
8. Georgia	3%
9. North Carolina	3%
10. Washington	3%
Total:	61%

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?

92%

Emotional/Verbal Abuse

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

66%

Physical Abuse

hitting, biting, choking, etc.

23%

Economic/Financial Abuse

control finances, ruin credit, etc.

8%

Sexual Abuse

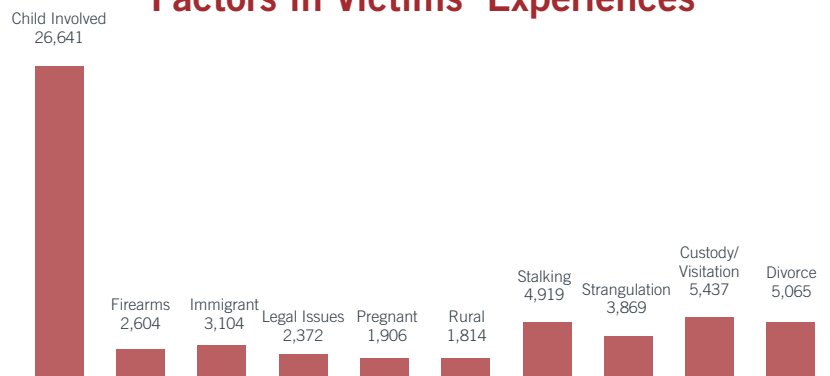
rape, exploitation, coercion, etc.

6%

Digital Abuse

steal passwords, constant texts, etc.

Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

DV Shelter	17,682	32%
Legal Advocacy	15,646	28%
Individual Professional Counseling	12,106	22%
DV Support Groups	5,672	10%
Legal Representation	4,959	9%
Protective/Restraining Order	5,878	11%



Referrals to Service Providers

106,403

Offers to Direct Connect

38,072

Referrals to Other Resources

21,143

Most-Referred Resources

Womenslaw.org

211 - United Way

Custody Prep for Moms

Goodtherapy.org

LawHelp.org



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.

As of January 2016, The Hotline began using a new data collection system to more accurately reflect the needs of contacts. This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.