

The National Domestic Violence HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Massachusetts State Report

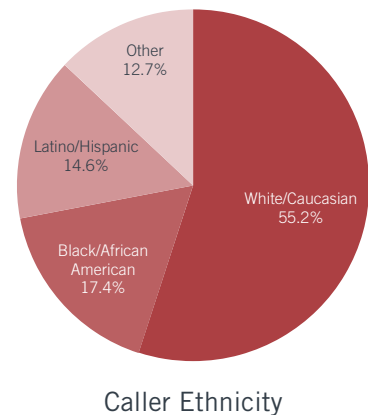
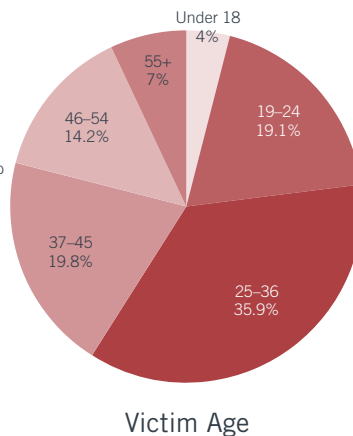
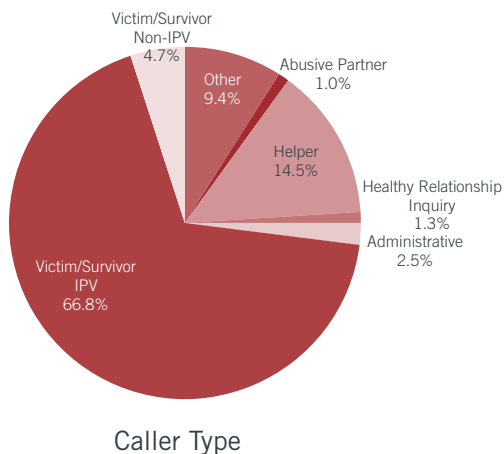
Based on Hotline contacts documented January–June 2016

In the first half of 2016, the National Domestic Violence Hotline documented * **1,903 contacts** from Massachusetts. The state ranks 14th 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	1,748
Chat	155
TTY	0
Total	1,903

Who is contacting The Hotline?



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 Cities in Contact Volume

1. Boston	26%
2. Worcester	6%
3. Springfield	5%
4. Lowell	3%
5. New Bedford	2%
6. Cambridge	2%
7. Lawrence	2%
8. Brockton	2%
9. Fall River	2%
10. Salem	1%
Total:	50%

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.

69%

Physical Abuse

hitting, biting, choking, etc.

23%

Economic/Financial Abuse

control finances, ruin credit, etc.

10%

Sexual Abuse

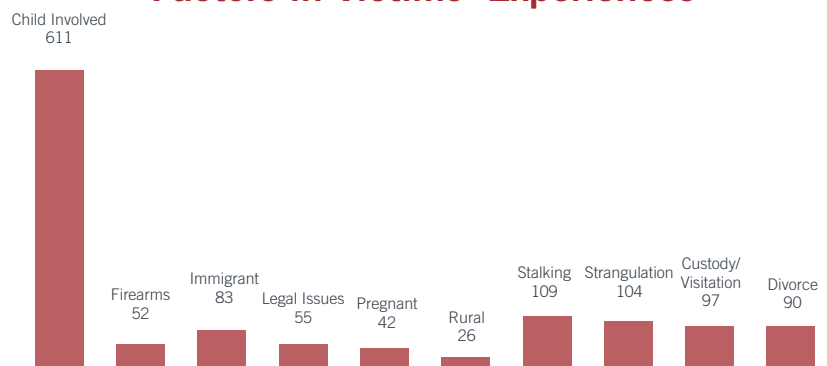
rape, exploitation, coercion, etc.

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	631	46%
Legal Advocacy	284	21%
Individual Professional Counseling	269	19%
DV Support Groups	109	8%
Legal Representation	96	7%
Protective/Restraining Order	92	7%



Referrals to Service Providers

2,602

Offers to Direct Connect

901

Referrals to Other Resources

588

Most-Referred Resources

Massachusetts Statewide Bed Line/Hotline

Womenslaw.org

211 - United Way

Connecticut Statewide Bed Line

Rhode Island United Way



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.