

The National Domestic Violence HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Pennsylvania State Report

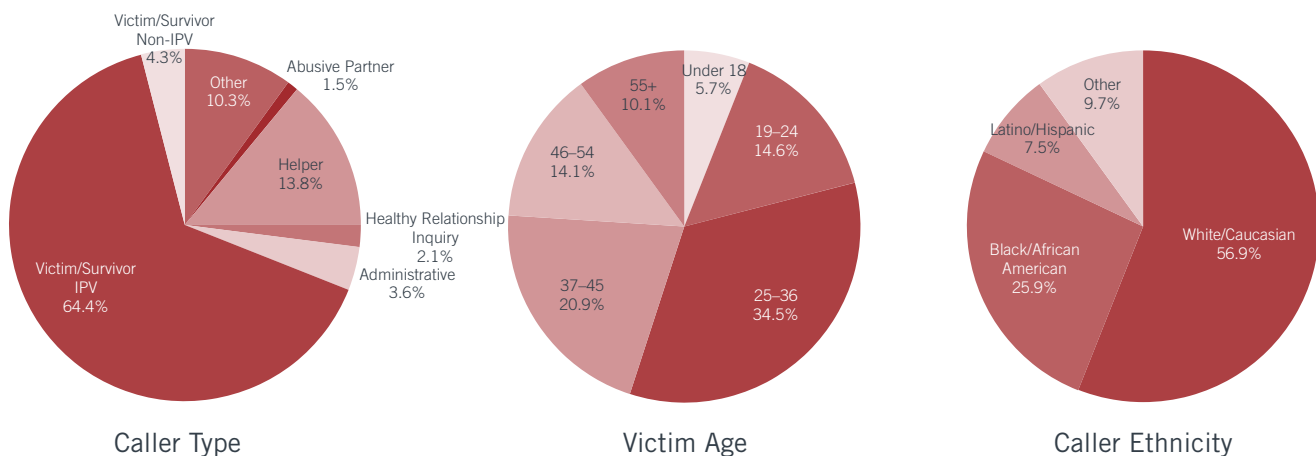
Based on Hotline contacts documented January–June 2016

In the first half of 2016, the National Domestic Violence Hotline documented * **3,554 contacts** from Pennsylvania. The state ranks fifth 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	3,329
Chat	225
TTY	0
Total	3,554

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. Philadelphia	27%
2. Pittsburgh	11%
3. Harrisburg	3%
4. Allentown	3%
5. Lancaster	2%
6. York	2%
7. Reading	2%
8. Erie	1%
9. Darby	1%
10. Norristown	1%
Total:	54%

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?

93%

Emotional/Verbal Abuse

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

66%

Physical Abuse

hitting, biting, choking, etc.

24%

Economic/Financial Abuse

control finances, ruin credit, etc.

7%

Sexual Abuse

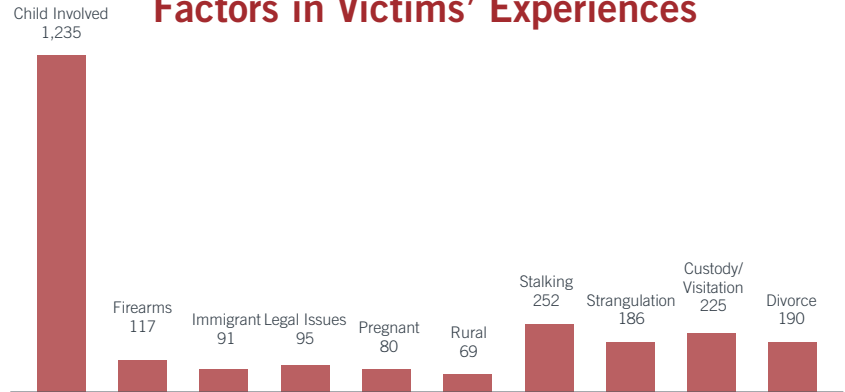
rape, exploitation, coercion, etc.

5%

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	833	34%
Legal Advocacy	630	26%
Individual Professional Counseling	460	19%
DV Support Groups	212	9%
Legal Representation	214	9%
Protective/Restraining Order	302	12%



Referrals to Service Providers

4,644

Offers to Direct Connect

1,697

Referrals to Other Resources

866

Most-REFERRED Resources

Womenslaw.org

211 - United Way

Custody Prep for Moms

GoodTherapy.org

Pennsylvania Coalition Against Domestic Violence



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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.