

BASED ON THE NATIONAL DOMESTIC VIOLENCE HOTLINE CONTACTS DOCUMENTED JANUARY–JUNE 2017

In 2017, The National Domestic Violence Hotline documented **2,058 contacts*** from Massachusetts. The state ranks 14th in terms of contact volume. The National Domestic Violence Hotline provides Crisis Intervention, SafetyPlanning, Referrals and DV Education for these contacts.



1,874
CALLS



184
CHATS

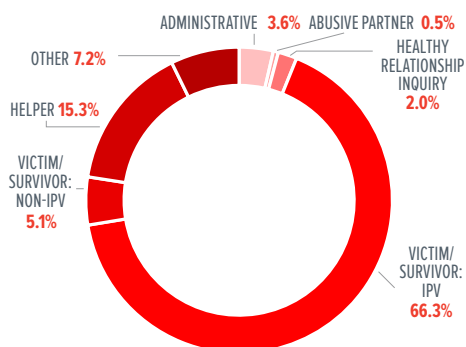


0
EMAILS

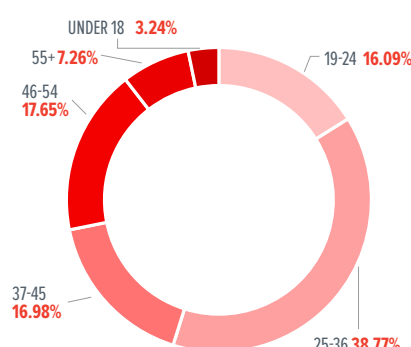


2,058
TOTAL

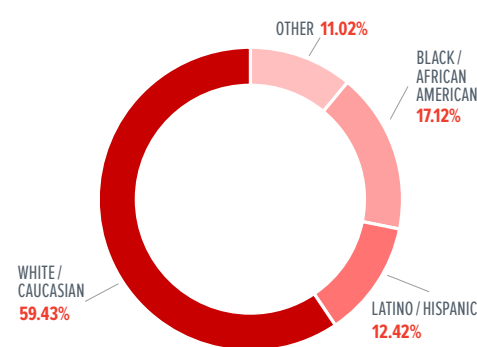
WHO IS CONTACTING THE NATIONAL DOMESTIC VIOLENCE HOTLINE FROM MASSACHUSETTS



CONTACT TYPE



VICTIM AGE



CONTACT 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 CITIES IN CONTACT VOLUME

1. BOSTON	30.80%	7. NEW BEDFORD	1.66%
2. WORCESTER	5.83%	8. CAMBRIDGE	1.51%
3. SPRINGFIELD	4.42%	9. LAWRENCE	1.30%
4. LOWELL	2.34%	10. BROCKTON	1.20%
5. FALL RIVER	1.93%		
6. FRAMINGHAM	1.82%		

TOTAL 52.81%

CHAT: 24/7/365 • CALL: 1.800.799.SAFE (7233)

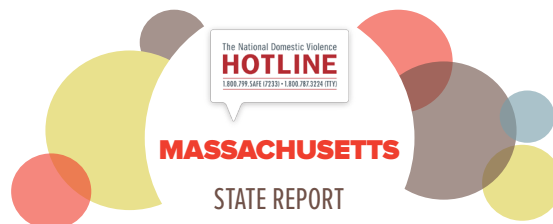
FOR MORE INFORMATION, VISIT WWW.THEHOTLINE.ORG



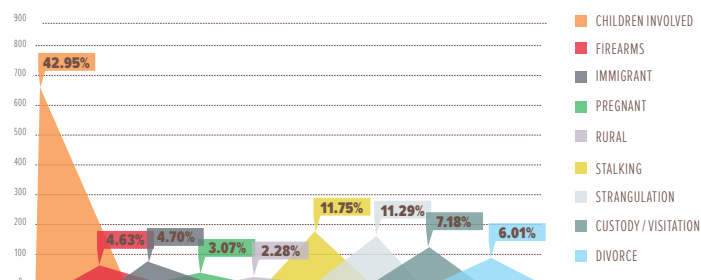
**Contacts documented refers to the calls, online chats or texts where a location was self-disclosed by the contact.*



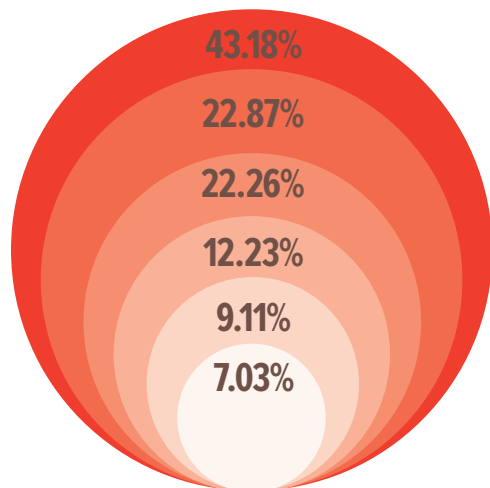
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MOST COMMON DISCLOSED SPECIAL FACTORS

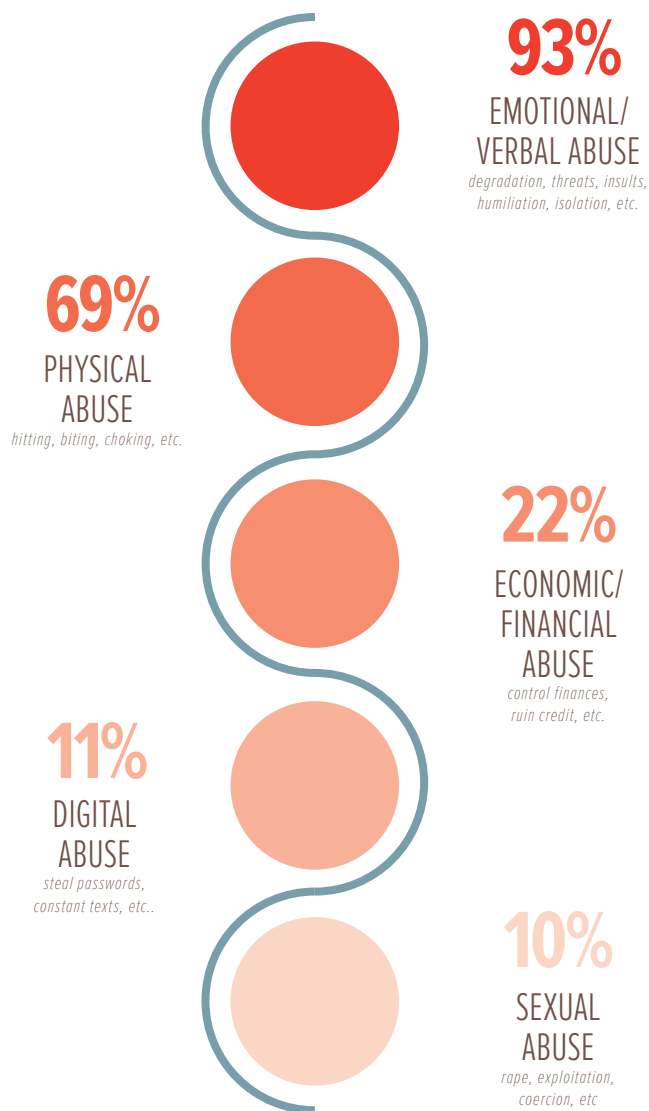


WHAT DO VICTIMS NEED



- **706** Domestic Violence Shelter
- **374** Individual Professional Counseling
- **364** Legal Advocacy
- **200** Domestic Violence Support Groups
- **149** Protective/Restraining Order Assistance
- **115** Legal Representation

WHAT ARE VICTIMS EXPERIENCING



THEHOTLINE.ORG

theline.org is a comprehensive online resource for those affected by abuse.

Visits Jan. – June 2017:

984,242

New Visitors Jan. – June 2017:

772,966

Most Viewed Pages on thehotline.org in 2017

Relationship Spectrum
Setting Boundaries
Healthy Conflict Resolution
Help a Friend or Family Member
Abuse Defined

"Why Don't They Just Leave?"
Resource For Victims & Survivors
Survivor Series
Get Help Today

TOP RESOURCE REFERRALS

Massachusetts
Statewide Bed Line/
Hotline



REFERRALS TO
SERVICE PROVIDERS

211 - United Way
Womenslaw.org
Rhode Island UW



OFFERS TO DIRECT
CONNECT

Connecticut
Statewide Bed Line



REFERRALS TO
OTHER RESOURCES