

# Pennsylvania State Report

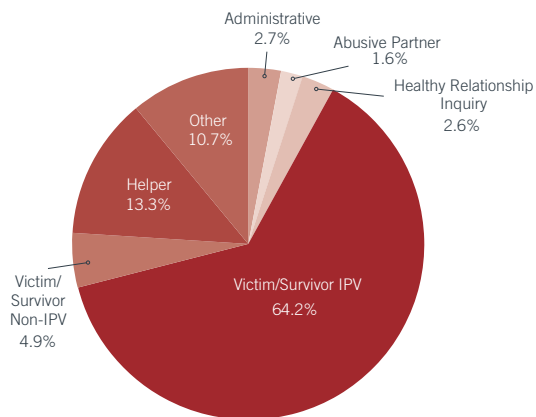
Based on Hotline contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline documented\* **4,414 contacts** from Pennsylvania. The state ranks 5th in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.

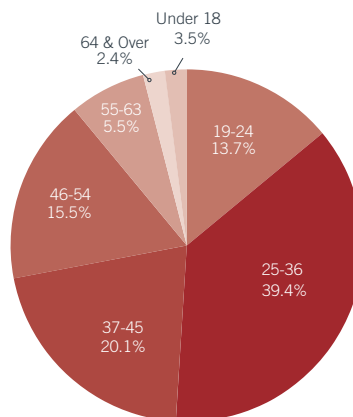
\*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

Phone	3,510
Chat	904
TTY	0
<b>Total</b>	<b>4,414</b>

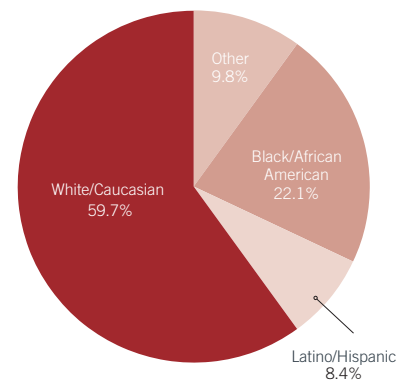
## Who is contacting The Hotline from Pennsylvania?



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 (domestic violence) calls, hang-ups, prank calls and feedback

### Top 10 Cities in Contact Volume

1. Philadelphia	24.5%
2. Pittsburgh	8.9%
3. Lancaster	2.8%
4. Allentown	2.8%
5. Scranton	2.5%
6. Harrisburg	2.5%
7. West Pittsburg	2.0%
8. Reading	1.9%
9. York	1.8%
10. Bethlehem	1.4%
<b>Total:</b>	<b>51.1%</b>

## What are victims experiencing?

# 96%

### Emotional/Verbal Abuse

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

# 68%

### Physical Abuse

*hitting, biting, choking, etc.*

# 28%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

# 15%

### Digital Abuse

*steal passwords, constant texts, etc.*

# 10%

### Sexual Abuse

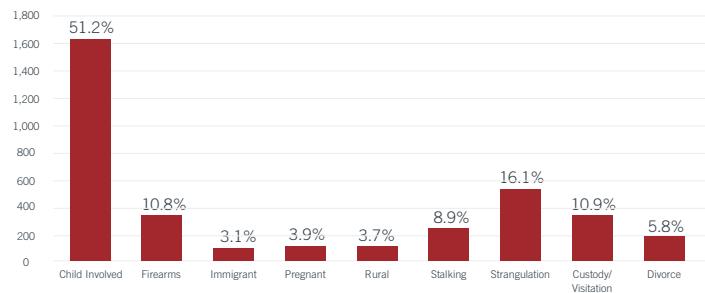
*rape, exploitation, coercion, etc.*



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## Most Commonly Disclosed Special Factors in Victims' Experiences



## What do victims need?

### Commonly Requested Hotline Services:

DV Shelter	1,017	30.8%
Legal Advocacy	1,019	30.8%
Individual Professional Counseling	581	17.6%
DV Support Groups	311	9.4%
Legal Representation	271	8.2%
Protective/Restraining Order	407	12.3%



### Referrals to Service Providers

## 5,996

### Offers to Direct Connect

## 1,242

### Referrals to Other Resources

## 5,390

### Most-Referred Resources

WomensLaw.org

211 - United Way

Aunt Bertha

Custody Prep for Moms

Childhelp National Child Abuse Hotline

*This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.*