

Massachusetts State Report

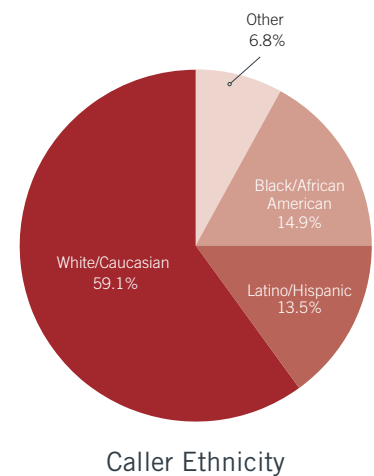
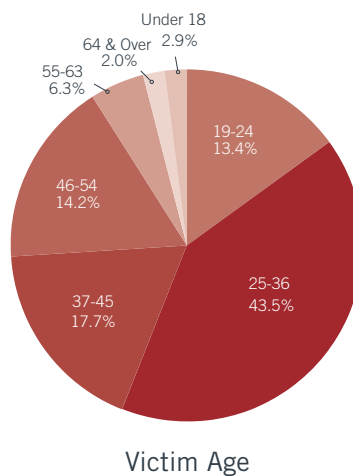
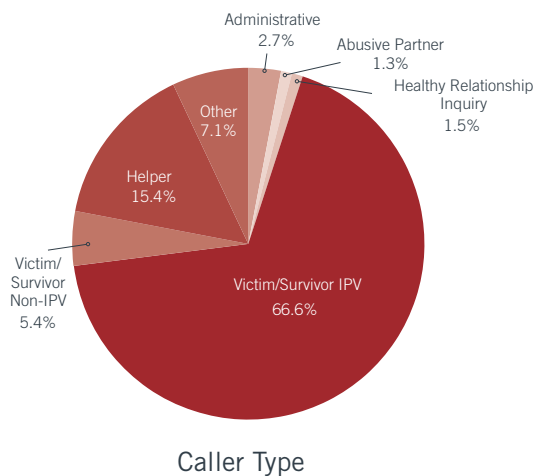
Based on Hotline contacts documented January–June 2018

In 2018, the National Domestic Violence Hotline documented* **2,311 contacts** from Massachusetts. The state ranks 15th 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	1,891
Chat	419
TTY	0
Total	2,311

Who is contacting The Hotline from Massachusetts?



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. Boston	31.8%
2. Worcester	5.5%
3. Springfield	5.0%
4. Brockton	1.8%
5. Lowell	1.8%
6. New Bedford	1.7%
7. Lawrence	1.6%
8. Chicopee	1.5%
9. Cambridge	1.3%
10. Fall River	1.1%
Total:	53.1%

What are victims experiencing?

96%

Emotional/Verbal Abuse

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

67%

Physical Abuse

hitting, biting, choking, etc.

26%

Economic/Financial Abuse

control finances, ruin credit, etc.

15%

Digital Abuse

steal passwords, constant texts, etc.

11%

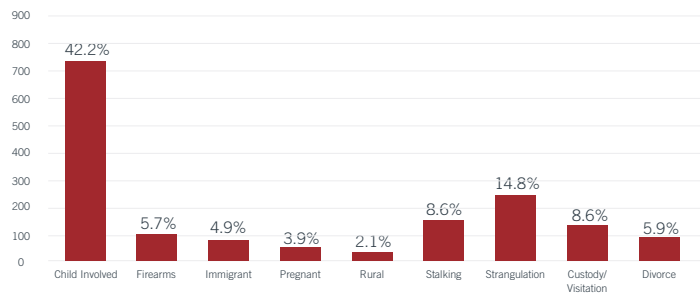
Sexual Abuse

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	744	40.4%
Legal Advocacy	405	22.0%
Individual Professional Counseling	328	17.8%
DV Support Groups	183	9.9%
Legal Representation	122	6.6%
Protective/Restraining Order	108	5.9%



Referrals to Service Providers

3,369

Offers to Direct Connect

677

Referrals to Other Resources

2,890

Most-Referred Resources

SafeLink
211 - United Way
WomensLaw.org
Aunt Bertha
GoodTherapy.org

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