

Massachusetts State Report

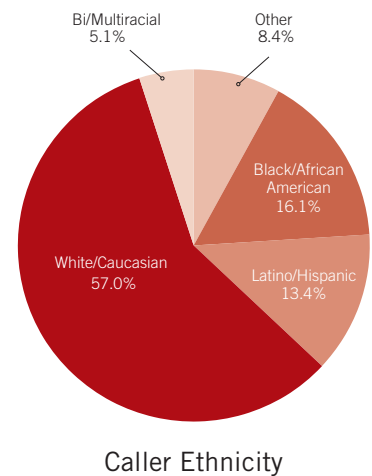
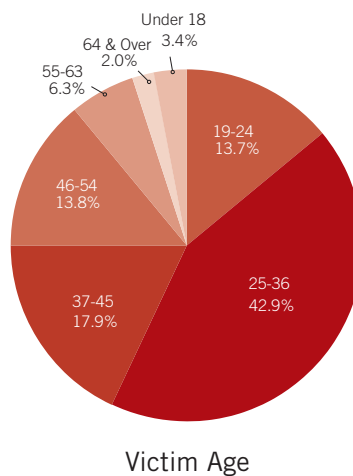
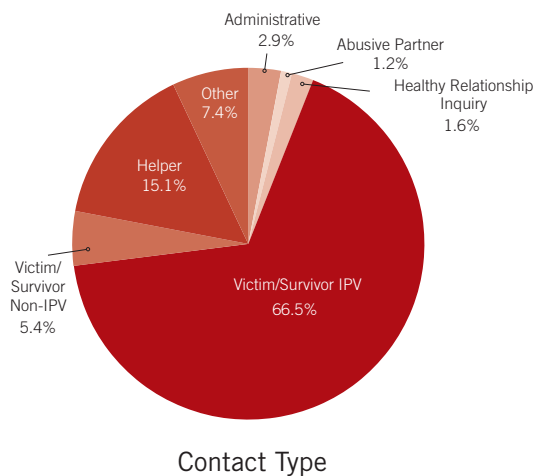
Based on The Hotline's contacts documented January – December 2018

In 2018, the National Domestic Violence Hotline documented* **4,503 contacts** from Massachusetts. The state ranks 16th in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and domestic violence (DV) and intimate partner violence (IPV) education for these contacts.

**Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter. Any email contacts where a location was self-disclosed are represented in the total.*

Phone	3,628
Chat	874
TTY	0
Total	4,503

Who is contacting the Hotline from Massachusetts?



Contact Type Definitions:

Victim/Survivor Intimate Partner Violence (IPV): A contact who has experienced abuse by an intimate partner and is looking for information, resources, emotional or other support regarding the abusive relationship.

Victim/Survivor Non-IPV: A contact who has experienced abuse from anyone other than an intimate partner (i.e. parent, sibling, caretaker), and is looking for information, resources, or support regarding the abuse.

Healthy Relationship Inquiry: A contact discussing intimate partner relationships who is not experiencing a pattern of abusive behaviors.

Abusive Partner: A contact who engages in a pattern of behavior to establish power and control over an intimate partner.

Other: A contact who is not currently experiencing violence and has needs outside the scope of healthy relationships or intimate partner violence services.

NOTE: This contact type excludes wrong numbers

Top 10 Cities by Contact Volume

1. Boston	30.5%
2. Springfield	5.8%
3. Worcester	5.2%
4. Lowell	2.5%
5. Brockton	2.0%
6. New Bedford	1.6%
7. Lawrence	1.5%
8. Cambridge	1.5%
9. Fall River	1.3%
10. Chicopee	1.2%
Total:	53.1%

The National Domestic Violence Hotline is a 501c3 organization that relies on generous contributions from the public, government and corporations to continue operation.

What Victims Are Experiencing

96%

Emotional/Verbal Abuse

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

66%

Physical Abuse

hitting, biting, choking, etc.

25%

Economic/Financial Abuse

control finances, ruin credit, etc.

16%

Digital Abuse

steal passwords, constant texts, etc.

11%

Sexual Abuse

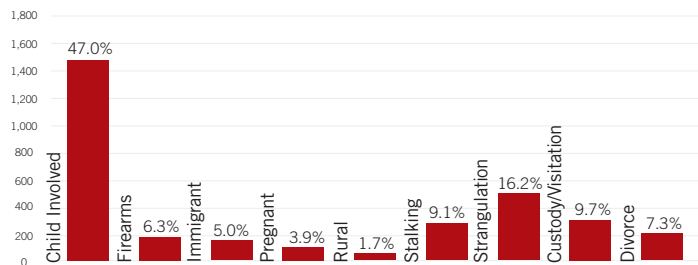
rape, exploitation, coercion, etc.



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Most Commonly Disclosed Special Factors in Victim/Survivor' Experiences



Victim/Survivor Needs

Commonly Requested Services:

DV Shelter	1,426	39.8%
Legal Advocacy	793	22.1%
Individual Professional Counseling	643	17.9%
DV Support Groups	355	9.9%
Legal Representation	238	6.6%
Protective/Restraining Order	226	6.3%



Referrals to Local Service Providers

4,804

Offers to Direct Connect

1,430

Referrals to Other Resources

2,815

Most-Referred Resources

1. SafeLink
2. 211 - United Way
3. WomensLaw.org
4. Aunt Bertha
5. GoodTherapy.org

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