

# National Report

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

In 2018, the National Domestic Violence Hotline answered **197,257 contacts**. The Hotline provides crisis intervention, safety planning, referrals and domestic violence (DV) and intimate partner violence (IPV) education for these contacts.

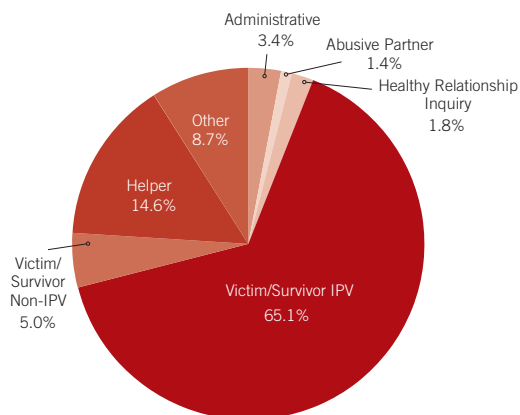


*Of the contacts answered, nearly **96%** of callers or chatters disclosed a location within the U.S. and U.S. territories. This report reflects only those contacts.*

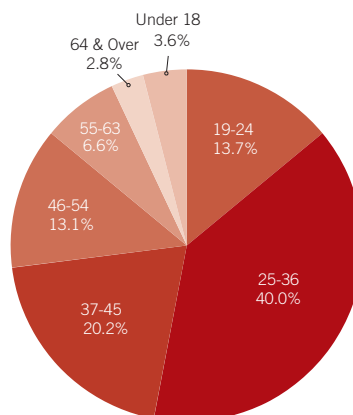
*\*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter. Any email contacts where a location was self-disclosed are represented in the total.*

Phone	154,048
Chat	43,186
TTY	1
<b>Total</b>	<b>197,257</b>

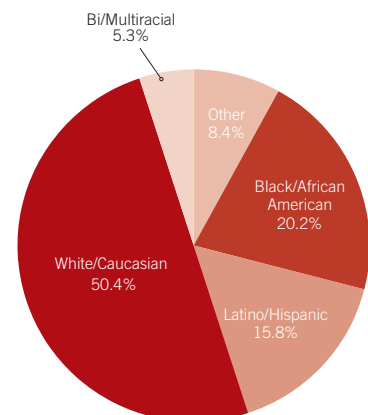
## Who is contacting the Hotline from the U.S.?



Contact Type



Victim Age



Caller Ethnicity

### 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. Los Angeles	2.3%
2. New York	1.9%
3. Houston	1.7%
4. Chicago	1.6%
5. Dallas	1.5%
6. Philadelphia	1.2%
7. Phoenix	1.1%
8. San Diego	1.0%
9. Atlanta	1.0%
10. Denver	0.9%

**Total:** 14.1%

### Top 10 States by Contact Volume

1. California	16%
2. Texas	10%
3. New York	7%
4. Florida	6%
5. Pennsylvania	5%
6. Illinois	4%
7. Georgia	3%
8. Washington	3%
9. North Carolina	3%
10. Arizona	3%

**Total:** 60%

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

# 95%

### Emotional/Verbal Abuse

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

# 67%

### Physical Abuse

*hitting, biting, choking, etc.*

# 27%

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

# 16%

### Digital Abuse

*steal passwords, constant texts, etc.*

# 11%

### Sexual Abuse

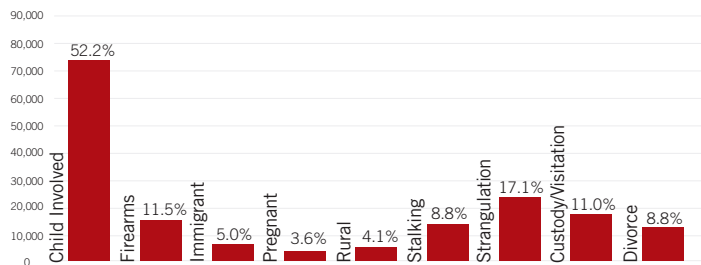
*rape, exploitation, coercion, etc.*



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and Human Services. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services.

## Most Commonly Disclosed Special Factors in Victim/Survivor' Experiences



## Victim/Survivor Needs

### Commonly Requested Services:

DV Shelter	43,669	28.7%
Legal Advocacy	45,422	29.9%
Individual Professional Counseling	31,603	20.8%
DV Support Groups	17,003	11.2%
Legal Representation	12,318	8.1%
Protective/Restraining Order	14,816	9.7%



### Referrals to Local Service Providers

**202,319**

### Offers to Direct Connect

**58,914**

### Referrals to Other Resources

**112,971**

## Most-Referred Resources

1. WomensLaw.org
2. 211 - United Way
3. Aunt Bertha
4. Childhelp National Child Abuse Hotline
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.*