

Massachusetts State Report

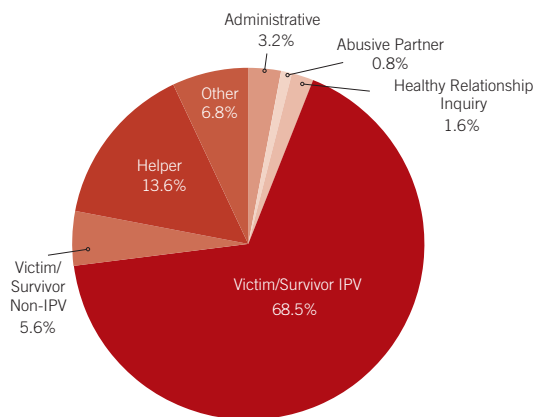
This report is based on The Hotline's contacts documented January 1st – June 30th, 2019

The National Domestic Violence Hotline documented* **2,246 contacts** from Massachusetts. The state ranks 15th 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.

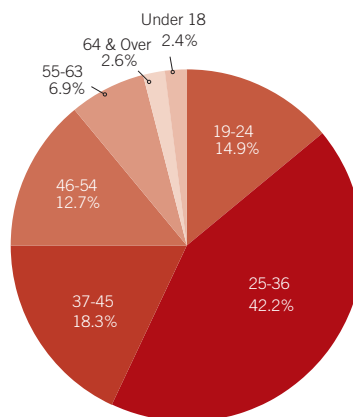
**Contacts documented refers to the calls, online chats and texts where a location was self-disclosed.*

Phone	1,775
Chat	471
TTY	0
Total	2,246

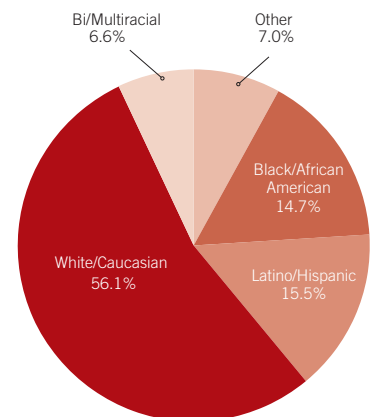
Who Is Contacting The Hotline From Massachusetts?



Contact Type



Victim/Survivor Age



Contact 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. Boston	27.3%
2. Springfield	5.7%
3. Worcester	4.5%
4. Fall River	2.2%
5. New Bedford	2.1%
6. Lowell	1.9%
7. Cambridge	1.7%
8. Quincy	1.6%
9. Brockton	1.4%
10. Lawrence	1.2%

What Victims/Survivors Are Experiencing

96%

Emotional/Verbal Abuse

Behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation, which most often unfolds as a pattern of behavior over time.

65%

Physical Abuse

Non-accidental use of force that results in bodily injury, pain, or impairment. This may include to being slapped, burned, cut, bruised or improperly physically restrained.

25%

Economic/Financial Abuse

When one intimate partner has control over the other partner's access to economic resources, which diminishes the victim's capacity to support themselves.

15%

Digital Abuse

The use of technologies such as texting and social networking to bully, harass, stalk or intimidate a partner.

11%

Sexual Abuse

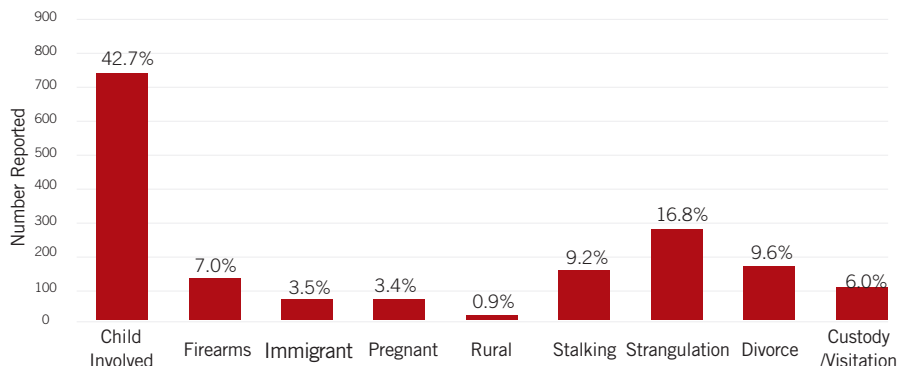
A behavior by one person upon another. It is often perpetrated using force or by taking advantage of another.



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Most Commonly Disclosed Factors By Victim/Survivors



Victim/Survivor Needs

Commonly Requested Services:

Shelter	612	33.6%
Legal Advocacy	399	21.9%
Individual Professional Counseling	373	20.4%
Support Groups	221	12.1%
Legal Representation	145	7.9%
Protective/Restraining Order	124	6.8%



Referrals to Local Service Providers

3,374

Offers to Direct Connect

757

Referrals to Other Resources

2,902

Most-Referred Resources

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