

National Report

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

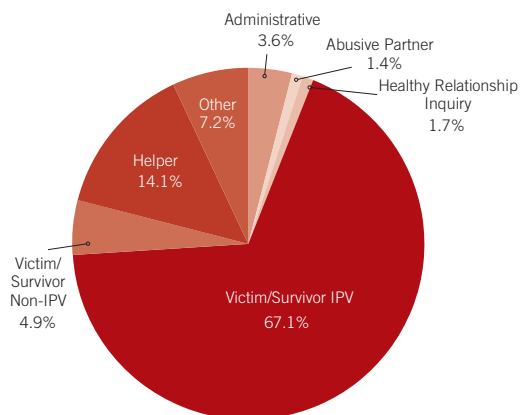
The National Domestic Violence Hotline answered **156,429 total contacts**. The Hotline provides crisis intervention, safety planning, referrals and domestic violence (DV) and intimate partner violence (IPV) education for these contacts.



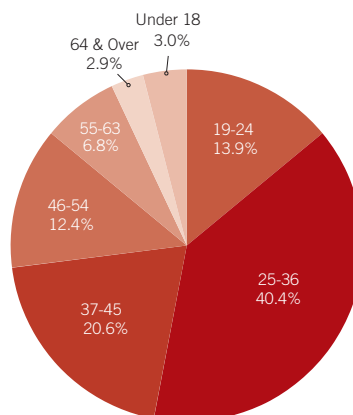
Of the contacts answered, nearly **63% (98,941)** of callers or texters disclosed a location within the U.S. and U.S. territories.

Phone	95,760
Chat	60,669
TTY	0
Total	156,429

Who Is Contacting The Hotline

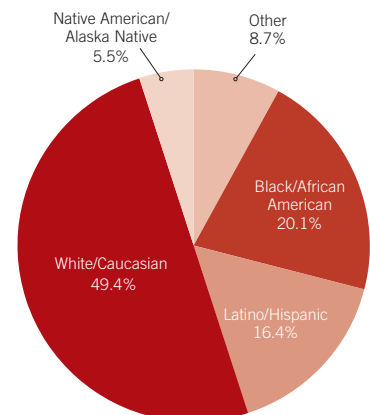


Contact Type



Victim/Survivor Age

80,784 contacts disclosed age



Contact Ethnicity

86,248 contacts disclosed 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 States by Contact Volume

1. California	15.5%
2. Texas	9.7%
3. New York	6.8%
4. Florida	6.6%
5. Pennsylvania	4.2%
6. Illinois	3.8%
7. Georgia	3.4%
8. Washington	3.2%
9. Ohio	2.8%
10. North Carolina	2.7%

Top 10 Cities by Contact Volume

1. Los Angeles	2.3%
2. New York	1.8%
3. Houston	1.8%
4. Chicago	1.7%
5. Dallas	1.3%
6. Philadelphia	1.2%
7. Phoenix	1.1%
8. Atlanta	1.0%
9. San Diego	1.0%
10. Brooklyn	0.9%

What Victims/Survivors Are Experiencing

80,561 contacts reported a specific abuse type(s)

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.

68%

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.

29%

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.

18%

Digital Abuse

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

12%

Sexual Abuse

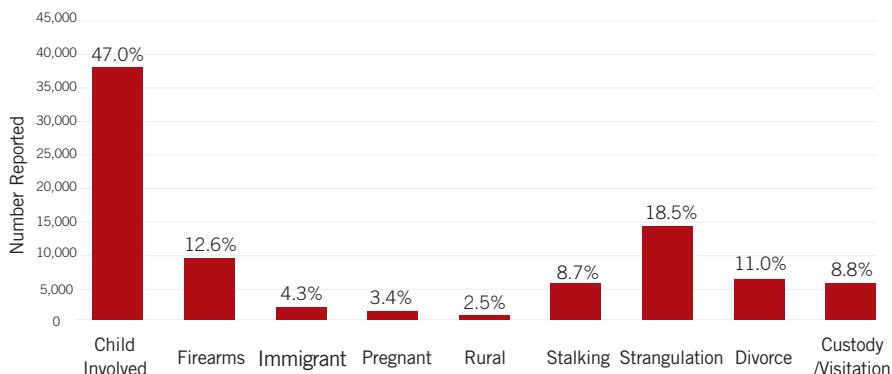
A behavior by one person upon another. It is often perpetrated using force or by taking advantage of another.



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Most Commonly Disclosed Factors By Victim/Survivors



Victim/Survivor Needs

Commonly Requested Services:

Shelter	20,786	26.3%
Legal Advocacy	23,419	29.6%
Individual Professional Counseling	16,411	20.7%
Support Groups	9,261	11.7%
Legal Representation	7,063	8.9%
Protective/Restraining Order	8,269	10.5%



Referrals to Local Service Providers

190,156

Offers to Direct Connect

32,074

Referrals to Other Resources

61,041

Most-Referred Resources

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