



2019  
**A YEAR OF  
IMPACT**

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

National Domestic Violence Hotline  
PO Box 90249  
Austin, Texas 78709

The National Domestic Violence Hotline has answered over 5.2 million contacts (calls, chats, and texts) since our lines first opened in 1996, and demand for our services continues to increase. We experienced an 8.6% increase in contacts received in 2019. Since 2015, our contact volume has increased by 43%.

TOTAL CALLS, CHATS, AND TEXTS RECEIVED IN 2019

622,695

TOTAL CALLS, CHATS, AND TEXTS ANSWERED IN 2019

362,897

CALLS RECEIVED IN 2019

349,102

CHATS RECEIVED IN 2019

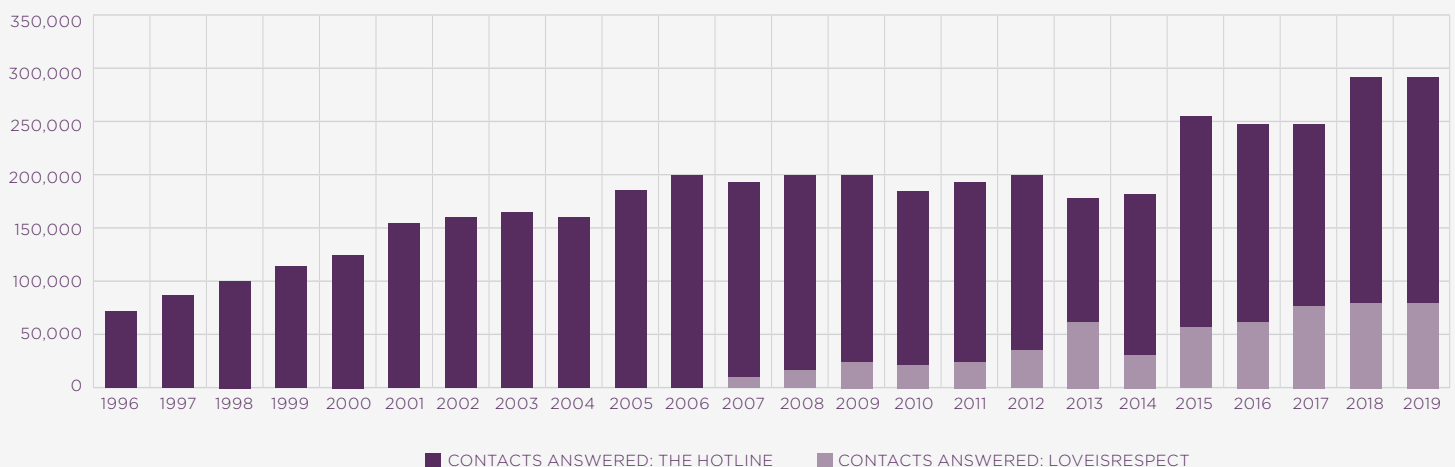
254,781

TEXTS RECEIVED IN 2019

18,812

*Unanswered contacts do not equate to people not served.*

## ANNUAL ANSWERED CALLS, CHATS, AND TEXTS



## TOP RESOURCE AND REFERRAL TYPES IN 2019

In 2019, advocates provided 221,057 referrals to shelter and domestic violence service providers and 169,961 referrals to additional resources across the nation.

### ■ Legal Resources

WomensLaw.org, Legal Resource Center on Violence Against Women

### ■ Children's Services/Parenting

Custody Prep for Moms, Childhelp National Child Abuse Hotline

### ■ Economic Resources

Aunt Bertha, HUD, Purple Purse

### ■ National Resources

211 - United Way, RAINN, Scarleteen

### ■ Mental Health and Counseling

Goodtherapy.org, National Alliance on Mental Illness, National Suicide Prevention Lifeline, Calm.com

## TYPES OF ABUSE

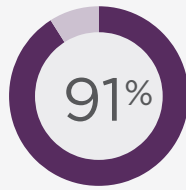
Many people assume abuse means that physical violence is happening, but that's not always the case. Abuse comes in many forms—it's not just physical. Of those who reported an abuse type(s):

### EMOTIONAL AND VERBAL ABUSE

190,572 REPORTS

UP 4%

COMPARED TO 2018



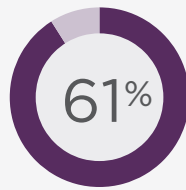
*Behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation, which most often unfolds as a pattern of behavior over time.*

### PHYSICAL ABUSE

128,788 REPORTS

UP 3%

COMPARED TO 2018



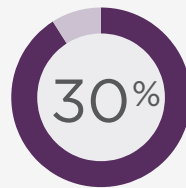
*Non-accidental use of force that results in bodily injury, pain, or impairment. This may include being slapped, burned, cut, bruised, or improperly physically restrained.*

### DIGITAL ABUSE

63,203 REPORTS

UP 101%

COMPARED TO 2018



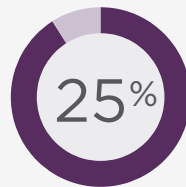
*The use of technologies such as texting and social networking to bully, harass, stalk, or intimidate a partner.*

### ECONOMIC AND FINANCIAL ABUSE

53,016 REPORTS

UP 8%

COMPARED TO 2018



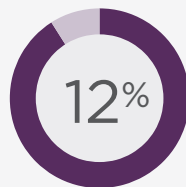
*When one intimate partner has control over the other partner's access to economic resources, which diminishes the victim's capacity to support themselves.*

### SEXUAL ABUSE

25,237 REPORTS

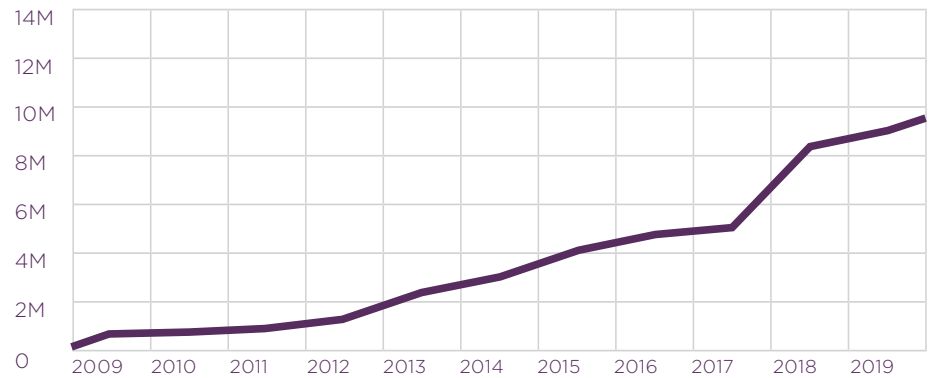
UP 7%

COMPARED TO 2018



*Non-consensual sexual interaction through coercion, guilt, or force. This may include pressure to engage in sexual activity, refusal to use contraception, or demanding of sexual images or video.*

## VISITS TO OUR WEBSITES



5,345,283 VISITS TO THEHOTLINE.ORG  
AND 4,395,432 VISITS TO LOVEISRESPECT.ORG.

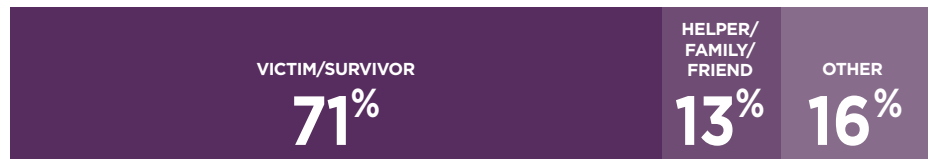
## 2019 SOCIAL MEDIA BY THE NUMBERS

Overall, we gained more than 10,000 new Facebook followers and more than 2,000 new Twitter followers.

THE HOTLINE		LOVEISRESPECT	
81,610	34,135	42,469	30,180
FACEBOOK FOLLOWERS	TWITTER FOLLOWERS	FACEBOOK FOLLOWERS	TWITTER FOLLOWERS

## PEOPLE SERVED

249,951 TOTAL OF CONTACT TYPES



## WHAT ARE VICTIMS EXPERIENCING?

- **14,590** contacts experience **Housing - Instability** - up **217%** from 2018
- **20,943** victims disclosed the use or threat of **Firearms** - up **19%** from 2018
- **14,900** contacts experienced **Stalking** - Up **9%** from 2018
- **7,659** contacts reported issues with **Housing - Homeless** - up **6%** from 2018
- **4,503** victims experience threats related to **Immigration Status Concerns** - down **1%** from 2018
- **81,676** of our contacts reported that their abusive situation **Involved Children** - down **2%** from 2018
- **6,689** victims are abused because of **Immigrant** status - down **10%** from 2018

“

The Hotline is a symbol of hope. I wrote the number up and pasted it on the wall because I'm like, 'This is a lifeline, this is where I'm going to turn my life around. I'm going to get safe and I'm going to stay safe.'  
 –Anonymous Caller 2019

”

“

The Hotline was the first to believe in me and my story. They were the first to give me the platform to speak out, and opened the door for many other opportunities that have come my way into becoming a successful DV advocate, and survivor! Thank you!

”

“

You helped me, and I want to help others in return. The woman who took my call told me that what I was experiencing was emotional abuse, that I wasn't crazy, and that I deserved better. She connected me to local resources that helped me change my life.

”

## WHO WE ARE

First established in 1996 by the Violence Against Women Act, the National Domestic Violence Hotline is the only 24/7/365 national organization that directly serves victims of domestic violence, their friends and family via phone, chat and text. Our work rests on three pillars – crisis intervention, prevention, and systems change.

The heart of The Hotline is our highly-trained advocate staff, who provide high-quality, trauma-informed education, validation, and connection to services that empower victims and survivors to make life-changing decisions with dignity and respect. We recognize that victims and survivors need a wide range of assistance; therefore, we maintain a robust database of approximately 5,000 carefully vetted providers and resources, including shelter and transitional housing, counseling, culturally and linguistically specific programs, and legal services. The Hotline is a frontline resource for survivors, often the first source of validation of abuse experienced, and a trusted provider of resources, referrals and safety planning tailored to each callers' needs.

To respond to the unique needs of teens and young adults, *loveisrespect* was launched in 2007. Many teens rely

on *loveisrespect* to understand exactly what a healthy relationship is and how they can protect themselves against dating violence. *loveisrespect* strives to be a safe, inclusive space for young people to access information and get help in an environment that is designed specifically for them. *loveisrespect* also mobilizes parents, educators, peers, and survivors to proactively raise awareness on healthy dating behaviors and how to identify unhealthy and abusive patterns.

We advocate for survivor-centered policies and legislation using knowledge and data informed by speaking with hundreds of thousands of survivors each year. In coalition with other leaders in the field, we ensure that survivors are represented when policymakers discuss matters that effect their safety and support.

The Hotline and *loveisrespect* provide the following services, via phone, online chat, or text, with access to 200+ languages:

- Trauma-informed crisis intervention
- Personalized safety planning
- Domestic violence education
- Healthy relationship information
- Referrals to local/state resources

**Our services are free and confidential.**

### OUR VISION

We envision a world where all relationships are positive, healthy and free from violence.

### OUR MISSION

Our mission is to answer the call to support and shift power back to those affected by relationship abuse — 24 hours a day, seven days a week, 365 days a year.

**To learn more about The Hotline and how to support our mission, please visit [thehotline.org](http://thehotline.org)**



The production of this publication was supported by Grant Number 90EV0426 from the Department of Health and Human Services, Administration for Children and Families. Its contents are solely the responsibility of the National Domestic Violence Hotline and do not necessarily represent the official views of the Department of Health and Human Services, Administration for Children and Families.