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**

- 2016: 250,000
- 2017: 250,000
- 2018: 250,000
- 2019: 250,000

**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

- **National Resources**
  - 211 - United Way, RAINN, Scarleteen

- **Children’s Services/Parenting**
  - Custody Prep for Moms, Childhelp National Child Abuse Hotline

- **Economic Resources**
  - Aunt Bertha, HUD, Purple Purse

- **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
81,610 FACEBOOK FOLLOWERS
34,135 TWITTER FOLLOWERS

LOVEISRESPECT
42,469 FACEBOOK FOLLOWERS
30,180 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
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

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