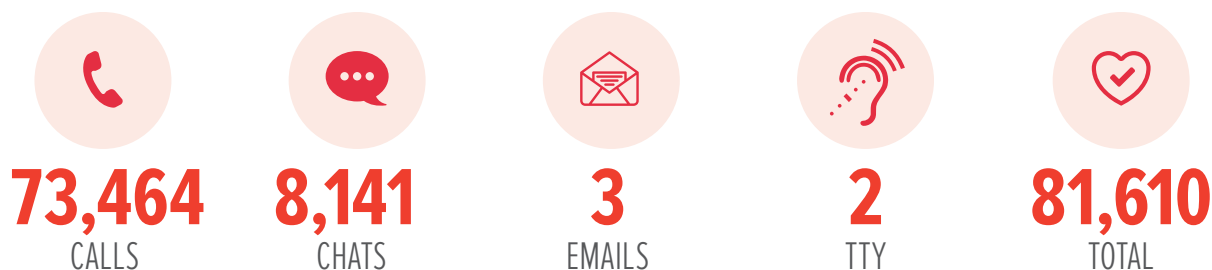


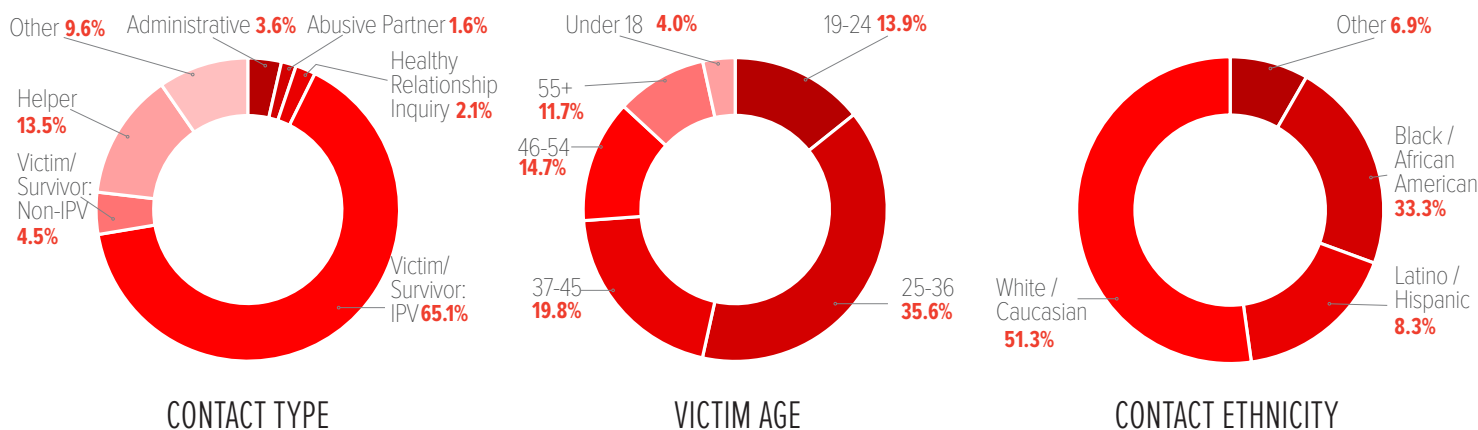


## BASED ON THE NATIONAL DOMESTIC VIOLENCE HOTLINE CONTACTS DOCUMENTED JANUARY–JUNE 2017

The National Domestic Violence Hotline provides crisis intervention, safety planning, referrals and DV and healthy relationship education. From January to June 2017, loveisrespect answered **106,276 contacts\***. Of the contacts answered, **76%** of the callers or chatters disclosed a location in the U.S. and U.S. territories. The remainder of this report reflects only those contacts.



## WHO IS CONTACTING THE NATIONAL DOMESTIC VIOLENCE HOTLINE



## CALLER TYPE DEFINITIONS

**VICTIM/SURVIVOR: IPV (INTIMATE PARTNER VIOLENCE)** – A victim or survivor of abuse from his/her partner or spouse.

**VICTIM/SURVIVOR: NON-IPV** – A victim or survivor of abuse by anyone else: parent, sibling, caregiver, etc.

**HELPER** – A caller reaching out to help another including: family/friend, service provider, law enforcement, medical/health, religious leader/program or teacher.

**HEALTHY RELATIONSHIP INQUIRY** – Anyone with questions about healthy relationships, where no abuse is present.

**ADMINISTRATIVE** – Someone seeking basic information, rather than advocacy.

**ABUSIVE PARTNER** – A caller who identifies as abusive or who an Advocate believes to be an abusive partner.

**OTHER** – Any caller about whom an Advocate is able to gather info, but who does not fit into an above category; this includes off target callers, non-DV calls, hang-ups, prank calls and feedback.

## TOP 10 CITIES IN CONTACT VOLUME

1. CALIFORNIA	17.7%	7. GEORGIA	3.1%
2. TEXAS	9.9%	8. NORTH CAROLINA	2.9%
3. NEW YORK	6.8%	9. ARIZONA	2.8%
4. FLORIDA	5.5%	10. WASHINGTON	2.7%
5. PENNSYLVANIA	4.6%		
6. ILLINOIS	3.9%		

**TOTAL 60.2%**

**CHAT: 24/7/365 • CALL: 1.800.799.SAFE (7233)**

**FOR MORE INFORMATION, VISIT [WWW.THEHOTLINE.ORG](http://WWW.THEHOTLINE.ORG)**



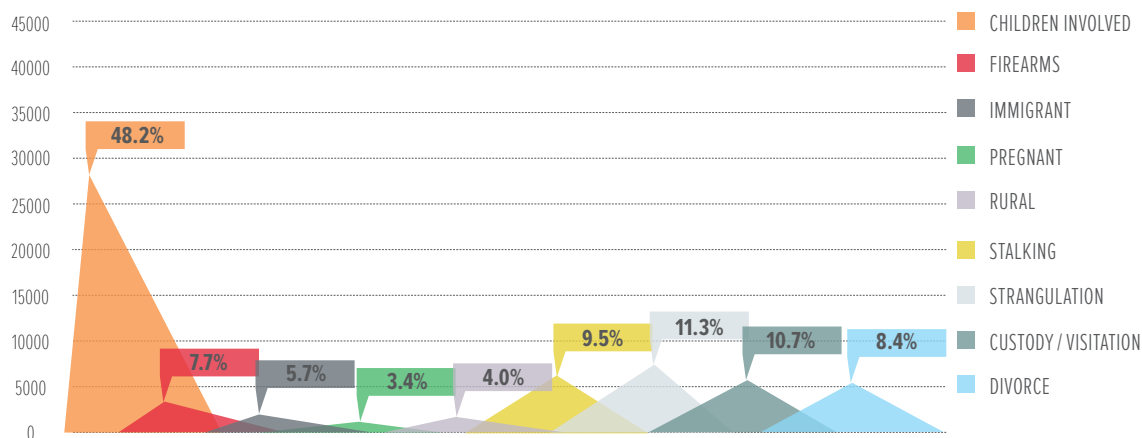
*\*Contacts documented refers to the calls, online chats or texts where a location was self-disclosed by the contact.*



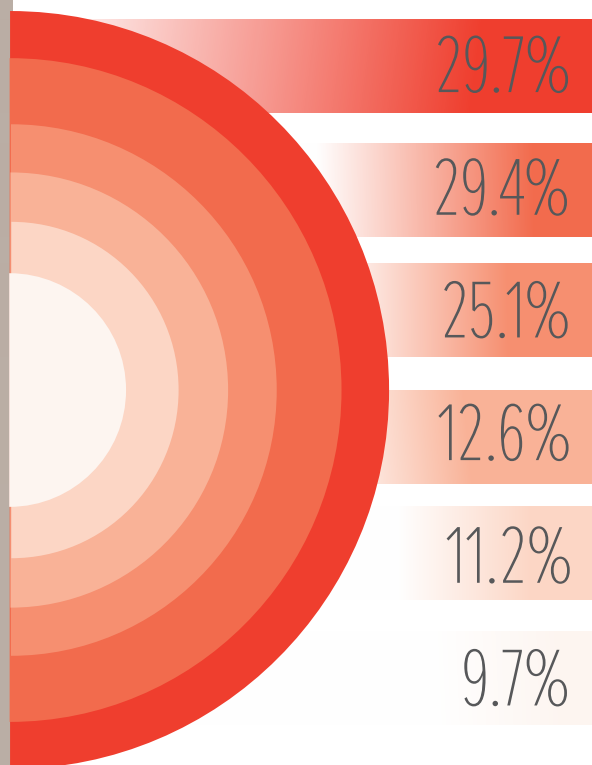
This project described was supported by Grant Number 90EV0426 from the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services. The opinions, findings, conclusions and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services.



## MOST COMMON DISCLOSED SPECIAL FACTORS

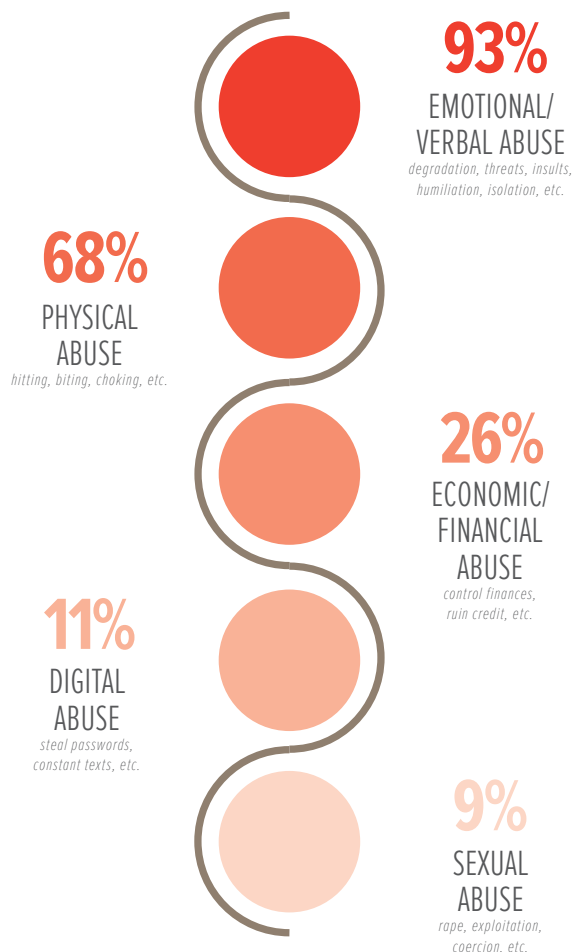


## WHAT DO VICTIMS NEED



- 18,619** Legal Advocacy
- 18,462** Domestic Violence Shelter
- 15,717** Individual Professional Counseling
- 7,932** Domestic Violence Support Groups
- 7,015** Protective/Restraining Order Assistance
- 7,015** Legal Representation

## WHAT ARE VICTIMS EXPERIENCING



## TOP RESOURCE REFERRALS

Womenslaw.org  
211 - United Way  
Aunt Bertha  
GoodTherapy.org  
LawHelp.org  
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**112,903**

REFERRALS TO SERVICE PROVIDERS

**30,829**

OFFERS TO DIRECT CONNECT

**93,589**

REFERRALS TO OTHER RESOURCES

## THEHOTLINE.ORG

thehotline.org is a comprehensive online resource for those affected by abuse.

Visits Jan. – June 2017:

**984,242**

New Visitors Jan. – June 2017:

**772,966**

## MOST VIEWED PAGES ON THEHOTLINE.ORG IN 2017

Relationship Spectrum  
Setting Boundaries  
Healthy Conflict Resolution  
Help a Friend or Family Member  
Abuse Defined  
"Why Don't They Just Leave?"  
Resource For Victims & Survivors