

The National Domestic Violence  
**HOTLINE**

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

# 2015 National Report

Based on Hotline contacts documented January – December 2015

In 2015, the National Domestic Violence Hotline answered **264,980 contacts**. The Hotline provides Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.



Of the contacts answered, **62%** of the callers or chatters disclosed a location within the US and US territories.

Phone 150,549\*

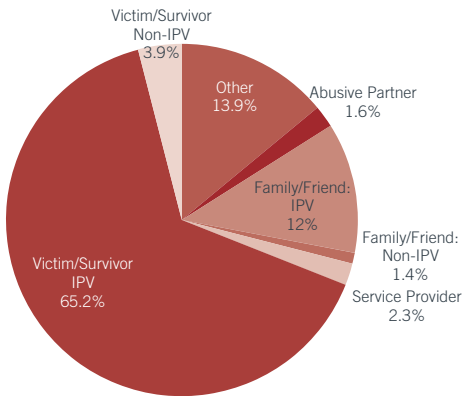
Chat 12,018\*

TTY 57\*

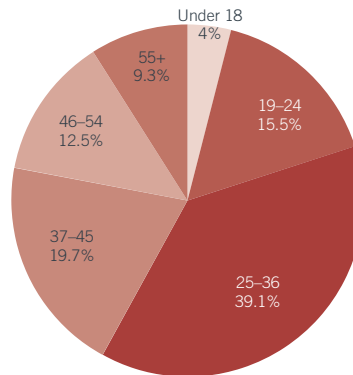
**Total 162,746\***

\*Reflects contacts where location was self-disclosed by contact.

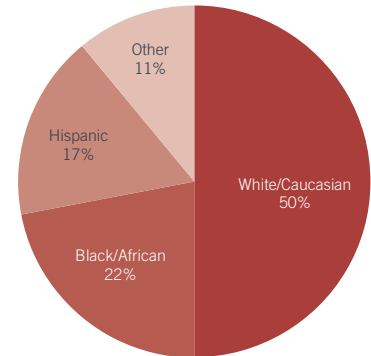
## Who is calling The Hotline?



Caller Type



Victim Age



Caller Ethnicity

### Caller Type Definitions:

Victim/Survivor: IPV (Intimate Partner Violence) – a victim or survivor of abuse from his/her partner or spouse

Friend/Family: IPV (Intimate Partner Violence) – a friend or family member of a victim/survivor of IPV

Victim/Survivor: Non-IPV– a victim or survivor of abuse by anyone else: parent, sibling, caretaker, etc.

Friend/Family: Non-IPV – a friend or family member of a victim of any other type of abuse, such as child or elder abuse

Service Provider – a caller from any agency, including other domestic violence agencies, which provides social services

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 might include callers like law enforcement or medical professionals

### Top 10 States in Contact Volume

1. California	18%
2. Texas	11%
3. New York	6%
4. Florida	5%
5. Pennsylvania	4%
6. Illinois	4%
7. Georgia	3%
8. Arizona	3%
9. North Carolina	3%
10. Washington	3%
<b>Total:</b>	<b>60%</b>

The National Domestic Violence Hotline is a 501c3 organization that relies on generous contributions from the public, government and corporations to continue operation.

## What are victims experiencing?

**94%**

### Emotional/Verbal Abuse

*degradation, threats, insults, humiliation, isolation, etc.*

**68%**

### Physical Abuse

*hitting, biting, choking, etc.*

**16%**

### Economic/Financial Abuse

*control finances, ruin credit, etc.*

**7%**

### Sexual Abuse

*rape, exploitation, coercion, etc.*

**3%**

### Digital Abuse

*steal passwords, constant texts, etc.*



Referrals to Service Providers

**171,303**

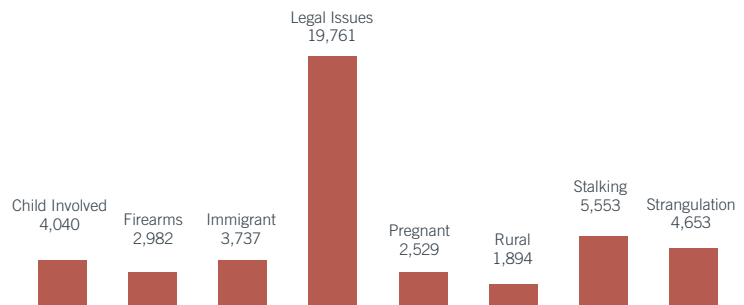
Offers to Direct Connect

**60,123**

Referrals to Other Resources

**37,430**

## Most Commonly Disclosed Special Factors in Victims' Experiences



### Those disclosing legal issues:

Protective Orders	20,427	37%
Other	24,210	44%
Custody/Visitation	10,857	20%
Divorce	8,612	16%
Citizenship/Documentation	2,364	4%
Interstate Custody	1,164	2%

### Commonly Requested Hotline Services:

Domestic Violence Shelter	28,680	26%
Legal Advocacy	24,781	23%
Individual Professional Counseling	22,457	21%
DV Support Groups	17,287	16%
DV Nonresidential Services	15,315	14%
Legal Representation	12,382	11%

### Most-Referred Resources

- Womenslaw.org
- 211 - United Way
- Custody Prep for Moms
- Childhelp National Child Abuse Hotline
- GoodTherapy.org



This report was supported by Grant Number 90EV0426 from Administration on Children, Youth and Families, Family and Youth Services Bureau, U.S. Department of Health and Human Services.