In the first half of 2015, the National Domestic Violence Hotline documented **79,038 contacts**. The Hotline provides Crisis Intervention, Safety Planning, Referrals and DV Education for these contacts.

*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.*

**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. Washington 3%
10. North Carolina 3%
Total: 60%

**Who is calling The Hotline?**

- **Caller Type**
  - 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

- **Victim Age**
  - Under 18 4.1%
  - 18–24 15.7%
  - 25–35 39.2%
  - 36–45 19.8%
  - 46–54 12.1%
  - 55+ 9.1%

- **Caller Ethnicity**
  - White/Caucasian 50%
  - Black/African American 21%
  - Hispanic 17%
  - Other 12%
  - Other 3%

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?

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional/Verbal Abuse</td>
<td>95%</td>
<td>degradation, threats, insults, humiliation, isolation, etc.</td>
</tr>
<tr>
<td>Physical Abuse</td>
<td>67%</td>
<td>hitting, biting, choking, etc.</td>
</tr>
<tr>
<td>Economic/Financial Abuse</td>
<td>10%</td>
<td>control finances, ruin credit, etc.</td>
</tr>
<tr>
<td>Sexual Abuse</td>
<td>7%</td>
<td>rape, exploitation, coercion, etc.</td>
</tr>
<tr>
<td>Digital Abuse</td>
<td>2%</td>
<td>steal passwords, constant texts, etc.</td>
</tr>
</tbody>
</table>

### Most Commonly Disclosed Special Factors in Victims’ Experiences

- **Legal Issues**: 14,726
  - Protective Orders: 9,440 (46%)
  - Other: 8,050 (39%)
  - Custody/Visitation: 5,204 (25%)
  - Divorce: 3,956 (19%)
  - Citizenship/Documentation: 1,158 (6%)
  - Interstate Custody: 582 (3%)

- **Child Abuse**: 1,376
- **Firearms**: 2,220
- **Immigrant**: 2,461
- **Pregnant**: 1,741
- **Rural**: 1,517
- **Stalking**: 4,334
- **Strangulation**: 3,341
- **Tech Safety**: 1,779

### Commonly Requested Hotline Services:

- Domestic Violence Shelter: 18,958 (23%)
- Legal Advocacy: 15,586 (19%)
- Individual Professional Counseling: 14,858 (18%)
- DV Support Groups: 11,996 (15%)
- DV Nonresidential Services: 10,565 (13%)
- Legal Representation: 8,498 (10%)

### Most-Referred Resources

- [womenslaw.org](http://womenslaw.org)
- [211 - United Way](http://211-unitedway.org)
- [Childhelp National Child Abuse Hotline](http://childhelp.org)
- [GoodTherapy.org](http://goodtherapy.org)
- [Rape, Abuse, and Incest National Network (RAINN)](http://rainn.org)

This project was supported in part by Grant No. 2014-CY-AX-K001, awarded by the Office on Violence Against Women, U.S. Department of Justice. 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 Department of Justice, Office on Violence Against Women.