

2020

A YEAR OF IMPACT

NATIONAL
DOMESTIC
VIOLENCE
HOTLINE



The National Domestic Violence Hotline has answered over **5.5 million contacts** (calls, chats, and texts) since our lines first opened in 1996, and demand for our services continues to increase. We experienced a **2.3% increase** in contacts received in 2020 compared to 2019. Since 2015, our contact volume has increased by **46%**. Due to the COVID-19 pandemic, some survivors have been in close proximity to the partner who chooses to abuse and unable to safely reach out for support. For more information about the impact of the pandemic please see our special edition COVID-19 reports.

TOTAL CALLS, CHATS, AND TEXTS RECEIVED IN 2020

636,968

TOTAL CALLS, CHATS, AND TEXTS ANSWERED IN 2020

363,185

CALLS RECEIVED IN 2020

358,347

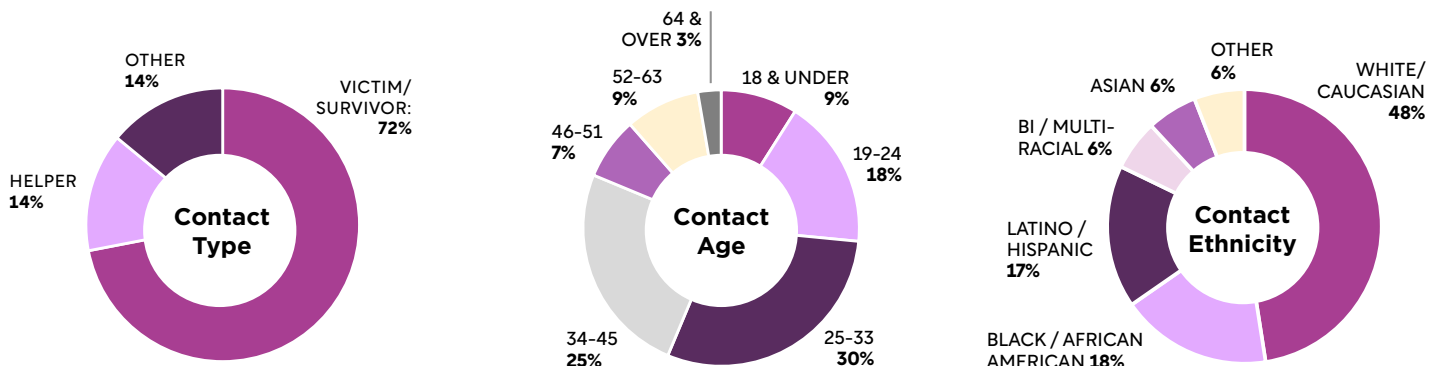
CHATS RECEIVED IN 2020

262,943

TEXTS RECEIVED IN 2020

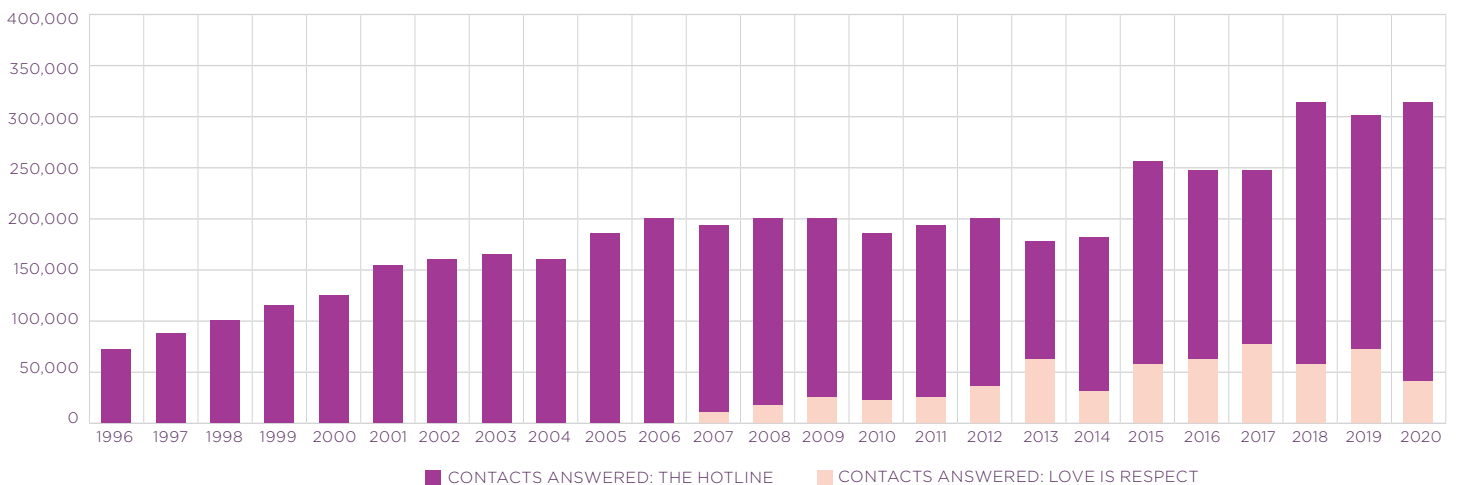
15,678

Unanswered contacts do not equate to people not served.



Due to rounding of our data calculations, these numbers may not equal 100%

ANNUAL ANSWERED CALLS, CHATS, AND TEXTS



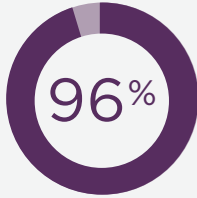
TYPES OF ABUSE

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 & VERBAL ABUSE

182,784 REPORTS

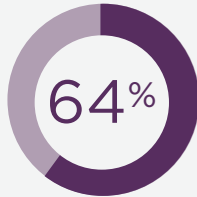
Behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation, which most often unfolds as a pattern of behavior over time.



PHYSICAL ABUSE

122,953 REPORTS

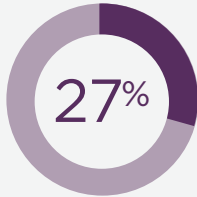
Non-accidental use of force that results in bodily injury, pain, or impairment. This may include being slapped, burned, cut, bruised, or improperly physically restrained.



ECONOMIC & FINANCIAL ABUSE

51,826 REPORTS

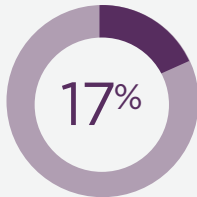
When one intimate partner has control over the other partner's access to economic resources, which diminishes the victim's capacity to support themselves.



DIGITAL ABUSE

33,261 REPORTS

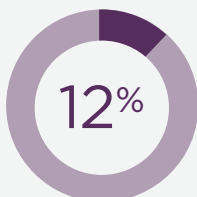
The use of technologies such as texting and social networking to bully, harass, stalk, or intimidate a partner.



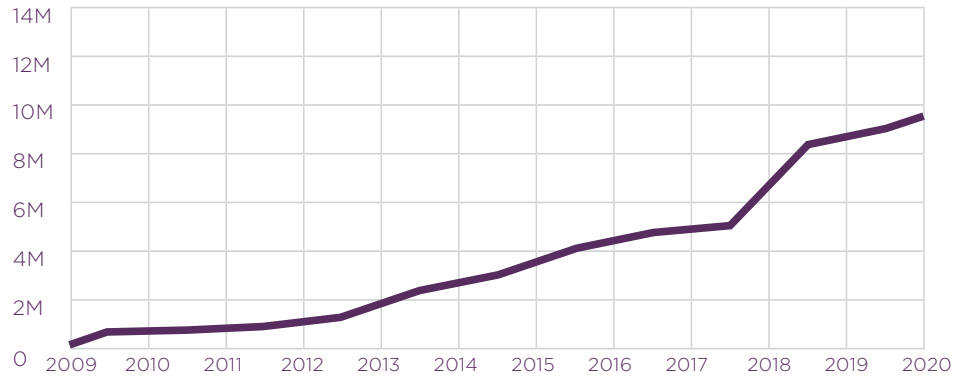
SEXUAL ABUSE

23,418 REPORTS

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



5,476,817 VISITS TO THEHOTLINE.ORG
AND 3,960,769 VISITS TO LOVEISRESPECT.ORG

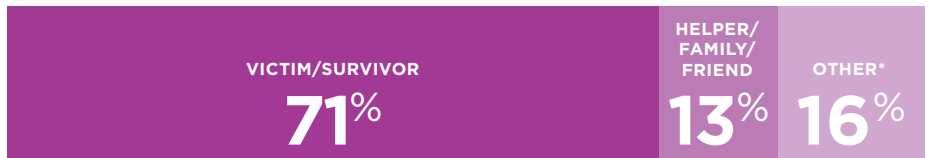
2020 SOCIAL MEDIA BY THE NUMBERS

Overall, we gained more than 7,000 new Facebook followers and more than 9,000 new Twitter followers.

THE HOTLINE		LOVE IS RESPECT	
88,590	42,590	42,612	31,697
FACEBOOK FOLLOWERS	TWITTER FOLLOWERS	FACEBOOK FOLLOWERS	TWITTER FOLLOWERS

PEOPLE SERVED

249,951 TOTAL OF CONTACT TYPES



*Includes healthy relationship inquiries, people who choose to abuse, and other non-DV issues

WHAT ARE VICTIMS EXPERIENCING?

+219%

housing instability
14,590 contacts

+19%

the use or threat of firearms
20,943 contacts

+9%

stalking
14,900 contacts

+6%

housing (homelessness)
7,659 contacts

-1%

immigration status concerns
6,689 contacts

-2%

abusive situation involves children
81,676 contacts

-10%

immigrant status
4,503 contacts



I credit the Hotline with saving my life from a person who chose to abuse, giving me the facts I needed in an emergency to equip myself to get out.



As a survivor who received support, I know firsthand what a difference you make. The need is greater now when it's harder to get out.



The Hotline truly helped me in one of my darkest moments, and I am forever grateful for the person that listened to me that night.



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.

TOP RESOURCE AND REFERRAL TYPES IN 2020

In 2020, advocates provided 132,898 referrals to shelter and domestic violence service providers and 140,562 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

National Resources ■

211 - United Way, RAINN, Scarleteen

Mental Health and Counseling ■

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

Economic Resources ■

Aunt Bertha, HUD, Purple Purse

WHO WE ARE

First established in 1996 by the Violence Against Women Act, and sustained with funding from the Family Violence Prevention and Services 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.

To respond to the unique needs of teens and young adults, The Hotline launched love is respect, the National Dating Abuse Helpline in 2007. After over a decade of operations, and after careful consideration of the needs of youth, love is respect was refreshed in 2020 with a new brand and enhanced youth-informed resources.

love is respect continues to be the national resource to disrupt and prevent unhealthy relationships and intimate

partner violence by empowering young people through inclusive and equitable education, support, and resources. love is respect is now focused on providing 24/7 information, support, and advocacy to young people between the ages of 13 and 26 who have questions about their romantic relationships. As love is respect continues to evolve, we continue to aim to be a safe and inclusive space for young people to access help and information in a setting specifically for them.

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 love is respect 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. To learn more about The Hotline and how to support our mission, please visit thehotline.org.



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