

NATIONAL
DOMESTIC
VIOLENCE
HOTLINE

20
23

A YEAR OF
IMPACT

In 2023 the National Domestic Violence Hotline (The Hotline) continued to experience historic demand for services— with more calls, chats and texts answered than ever before. We served more than 460,000 people through our live services and more than 150,000 through our online self-service options. In 2023, many survivors continued to be impacted by housing instability, the need for legal assistance and counseling.

Because of your support, people impacted by relationship abuse across the United States were able to find validation, compassionate support, connection to resources in their area and hope for a safer future through The Hotline. Thank you for making that hope possible!

TOTAL CALLS, CHATS, AND TEXTS RECEIVED IN 2023

928,892*

TOTAL CALLS, CHATS, AND TEXTS ANSWERED IN 2023

461,278

CALLS RECEIVED IN 2023

577,573

CHATS RECEIVED IN 2023

197,047

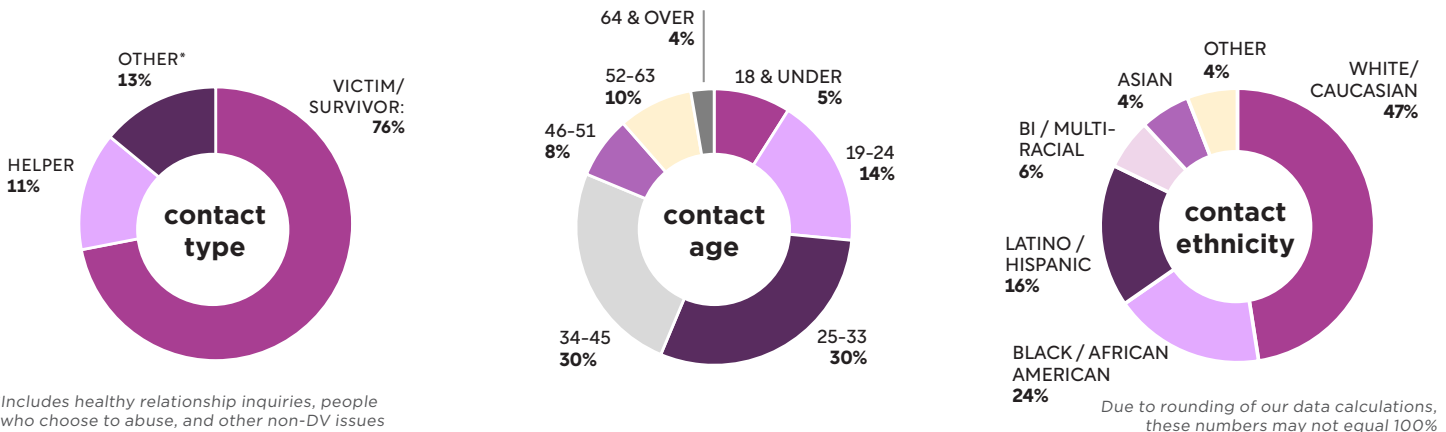
TEXTS RECEIVED IN 2023

154,272

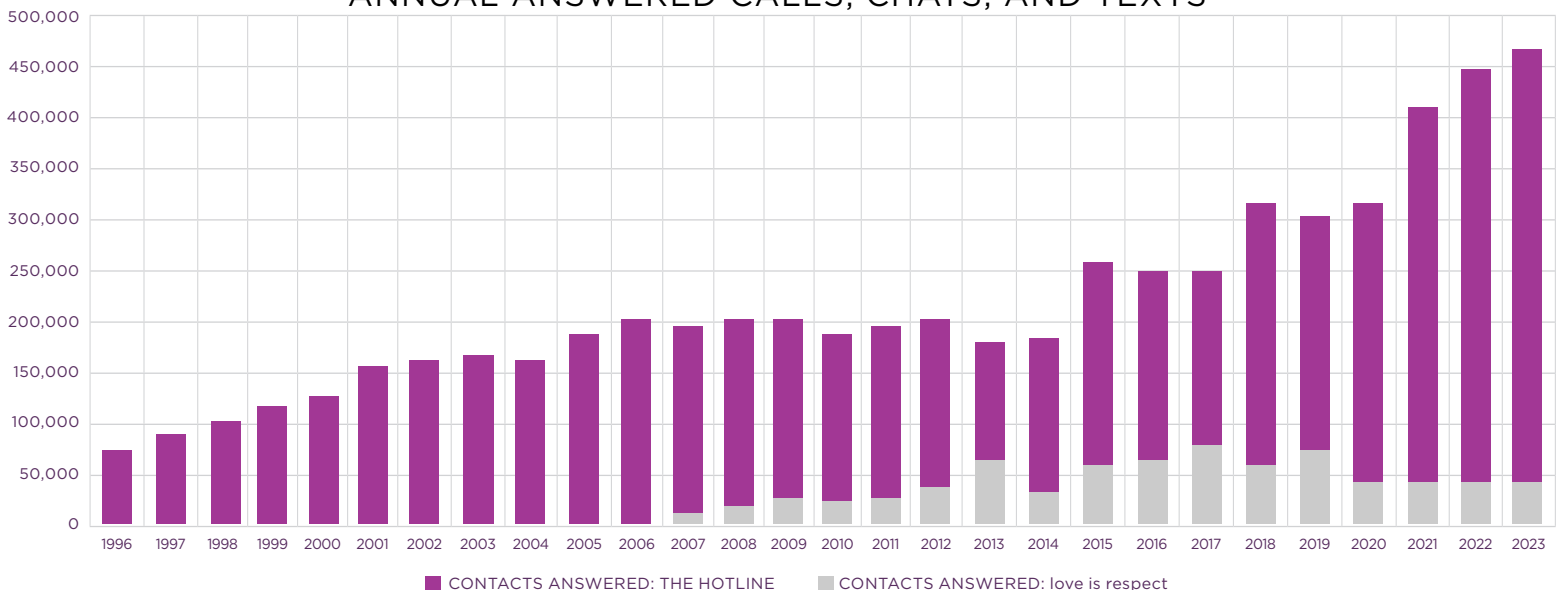
NUMBER OF PEOPLE SERVED THROUGH OUR ONLINE PROVIDER AND RESOURCE DIRECTORY

159,730

*Unanswered contacts do not equate to people not served.



ANNUAL ANSWERED CALLS, CHATS, AND TEXTS



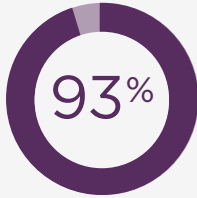
TYPES OF ABUSE

Abuse comes in many forms—it's not just physical. All forms of abuse are dangerous and harmful. The following is a summary of the types of abuse experienced by those reaching out to The Hotline/love is respect. In 2023 248,767 contacts reported abuse."

EMOTIONAL & VERBAL ABUSE

232,081 REPORTS

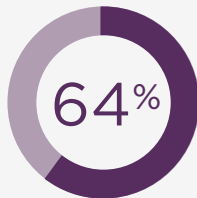
Behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation, which most often unfolds as a pattern of behavior over time.



PHYSICAL ABUSE

160,265 REPORTS

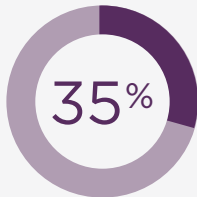
Non-accidental use of force that results in bodily injury, pain, or impairment. This may include being slapped, burned, cut, bruised, or physically restrained.



ECONOMIC & FINANCIAL ABUSE

88,295 REPORTS

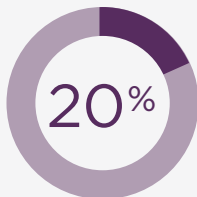
When one intimate partner has control over the other partner's access to economic resources, which diminishes the survivor's capacity to support themselves.



TECHNOLOGY FACILITATED ABUSE

49,607 REPORTS

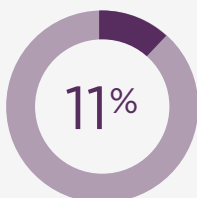
The use of technology such as texting and social networking to bully, harass, stalk, or intimidate a partner.



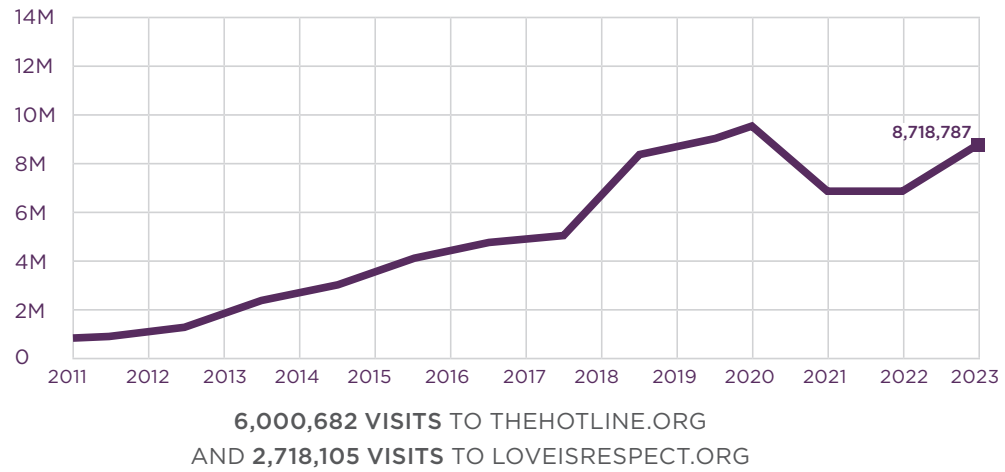
SEXUAL ABUSE

27,529 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



TOP VOLUME BY STATE/CITY

STATE

California
Texas
Florida
New York
Pennsylvania
Georgia
Illinois
Washington
Ohio
North Carolina

CITY

Houston
Los Angeles
Chicago
Philadelphia
New York
Atlanta
Dallas
Phoenix
Brooklyn
San Diego

TRENDS IN WHAT SURVIVORS ARE EXPERIENCING COMPARED TO CALENDAR YEAR 2022

+76%
housing (instability)
55,219 REPORTS

+53%
reproductive/sexual coercion
22,754 REPORTS

+44%
housing (homelessness)
23,908 REPORTS

+31%
firearms
27,865 REPORTS

+22%
children involved
107,008 REPORTS

+22%
substance abuse - abusive partner
32,579 REPORTS

TOP RESOURCE AND REFERRALS IN 2023

In 2023, advocates provided 381,140 referrals to shelter and domestic violence service providers and 295,233 referrals to additional resources across the nation.

Children's Services/Parenting ■ Childhelp National Child Abuse Hotline

Legal Resources ■ WomensLaw.org, Victim Connect Resource Center

Mental Health and Counseling ■ Goodtherapy.org

National Resources ■ 211 - United Way

Economic Resources ■ Findhelp.org

Healthcare ■ Catholic Charities USA

“
Thank you for the resources. I'm feeling empowered; you are helpful beyond words.”

“
I'm thankful this hotline exists. Your advocates are always so knowledgeable and kind.”

“
Thank you for everything. You made a huge difference in my life today.”

“
Everyone needs to know about this line; it is so helpful. Thank you.”

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.

ABOUT THE HOTLINE



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 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.

Our highly-trained advocates are the core of The Hotline. They 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.

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 focused on providing 24/7

information, support, and advocacy to young people ages 13–26 who have questions about their romantic relationships. We continue to be a safe and inclusive space for young people to access help and information. Our services, resources and information are informed by a national Youth Council with members from across the country.



We also 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 affect 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.



Special thanks to our Premier Mission Partner, the National Football League



This project was supported by Grant Number 90EV0459 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.