

2021

A YEAR OF IMPACT



The National Domestic Violence Hotline answered its **6 millionth contact** on December 30, 2021. In calendar year 2021, our advocates answered more calls, chats, and texts than ever before. Since 1996, we have kept our lines open 24/7 for anyone who needs us—and more than six million have connected with our advocates to receive support, connection to resources and hope for a safer future.

The time it takes to answer one million contacts continues to get shorter as demand for our services increases, especially as the COVID-19 pandemic persists with increased risks for survivors. It took nearly 7.5 years to answer our first million, and just over 2.5 years to answer the latest. Answering our 6 millionth is a bittersweet milestone—we know that there are millions more who need support.

TOTAL CALLS, CHATS, AND TEXTS RECEIVED IN 2021

620,193

TOTAL CALLS, CHATS, AND TEXTS ANSWERED IN 2021

408,370

CALLS RECEIVED IN 2021

338,559*

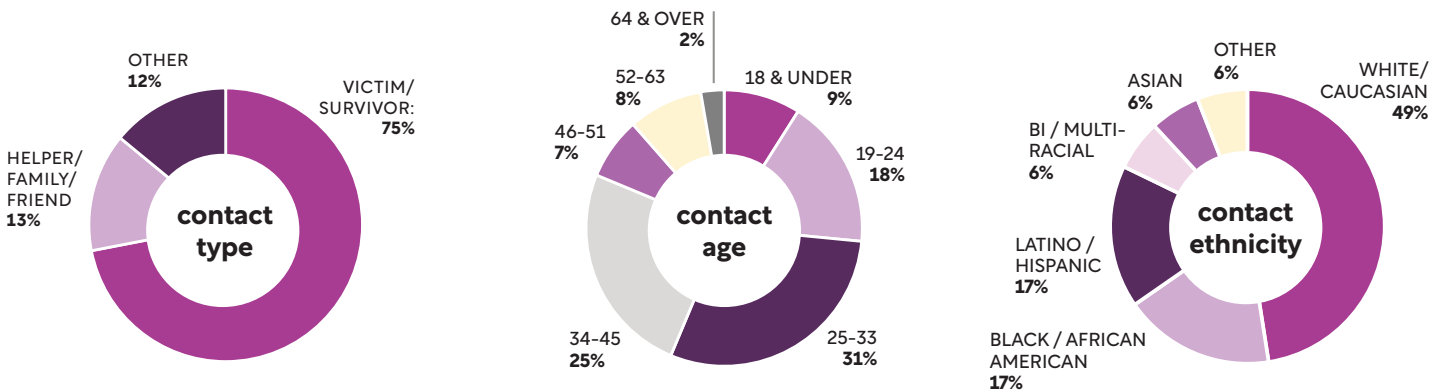
CHATS RECEIVED IN 2021

237,117

TEXTS RECEIVED IN 2021

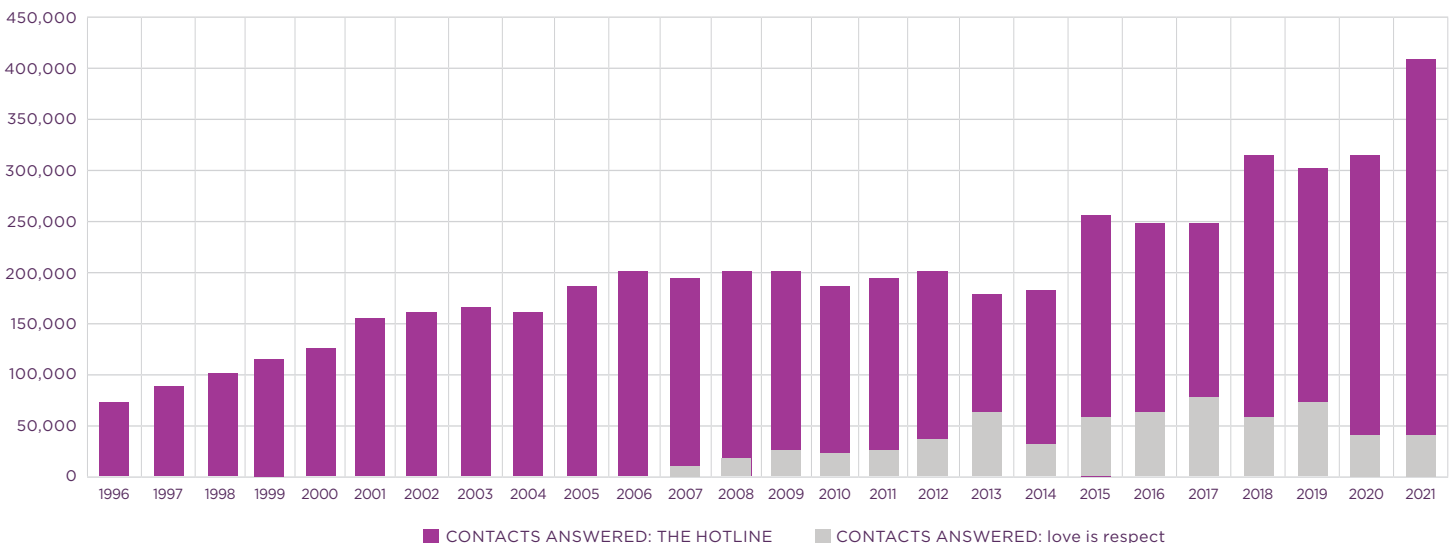
44,517

**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



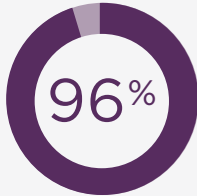
TYPES OF ABUSE

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. All forms of abuse are dangerous and harmful. The following is a summary of definitions of the types of abuse and those who reported them.

EMOTIONAL & VERBAL ABUSE

177,047 REPORTS

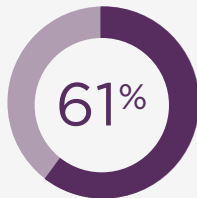
Behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation, which most often unfolds as a pattern of behavior over time.



PHYSICAL ABUSE

113,249 REPORTS

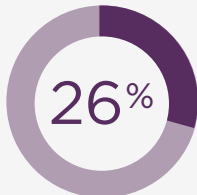
Non-accidental use of force that results in bodily injury, pain, or impairment. This may include being slapped, burned, cut, bruised, or physically restrained.



ECONOMIC & FINANCIAL ABUSE

47,424 REPORTS

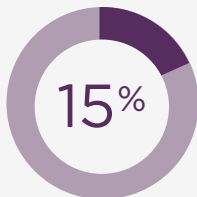
When one intimate partner has control over the other partner's access to economic resources, which diminishes the survivor's capacity to support themselves.



DIGITAL ABUSE

27,966 REPORTS

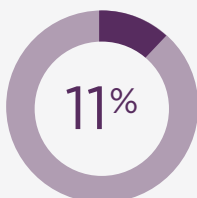
The use of technology such as texting and social networking to bully, harass, stalk, or intimidate a partner.



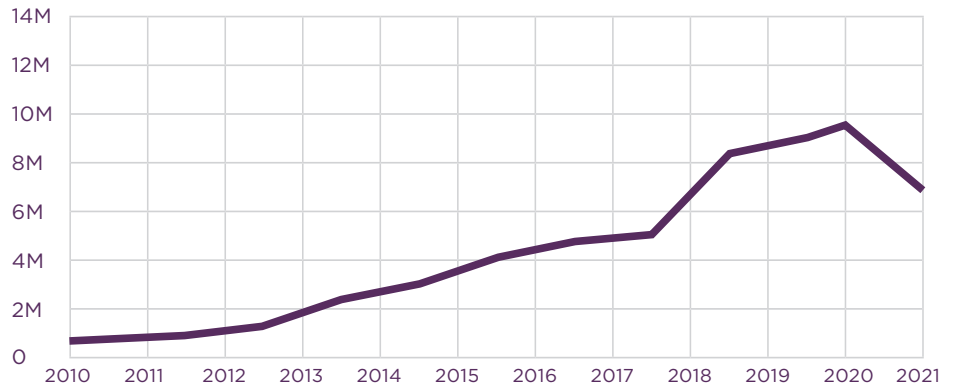
SEXUAL ABUSE

21,093 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.



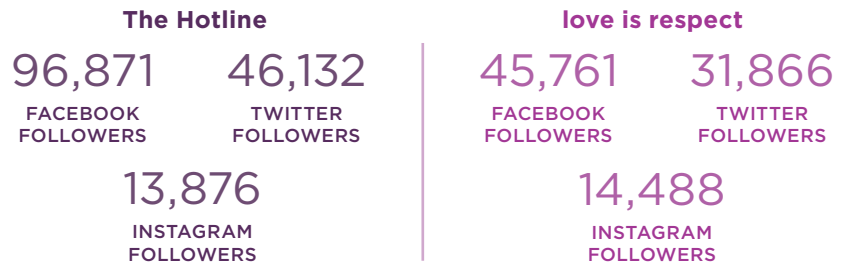
VISITS TO OUR WEBSITES



4,822,379 VISITS TO THEHOTLINE.ORG
AND 2,211,453 VISITS TO LOVEISRESPECT.ORG

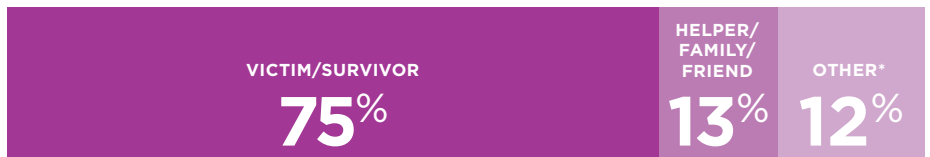
2021 SOCIAL MEDIA BY THE NUMBERS

Overall, we gained more than 6,500 new Facebook followers, 8,000 new Twitter followers and 5,900 new Instagram followers.



PEOPLE SERVED

221,829 TOTAL



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

TRENDS IN WHAT SURVIVORS ARE EXPERIENCING COMPARED TO CALENDAR YEAR 2020

+25%

trafficking - labor
218 contacts

+18%

housing (homelessness)
7,762 contacts

+16%

housing (instability)
21,418 contacts

-15%

pregnancy
4,704 contacts

-15%

rural
2,129 contacts

-16%

strangulation
24,187 contacts



This is such an important and needed service that you provide. In times of trouble, when there's no one else to talk to, it is life-saving."



You guys do amazing work and this chat has helped me more than I can put into words. Thank you for everything you're doing and please keep it up!"



I came to hotline.org because I feel like I have no one to talk to about issues I am dealing with. The advocate I connected with was very understanding, asked the right questions and shared very useful advice. They provided me with helpful resources and also made sure I was taking care of myself through it all. I'm very grateful for today."

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 2021

In 2021, advocates provided 208,765 referrals to shelter and domestic violence service providers and 192,898 referrals to additional resources across the nation.

Legal Resources ■ WomensLaw.org, Legal Resource Center on Violence Against Women

National Resources ■ 211 - United Way, RAINN, Scarleteen

Economic Resources ■ Allstate Moving Ahead

Housing ■ Aunt Bertha, HUD

Children's Services/Parenting ■ Custody Prep for Moms, Childhelp National Child Abuse Hotline

Mental Health and Counseling ■ Goodtherapy.org, National Alliance on Mental Illness, National Suicide Prevention Lifeline, Calm.com

Healthcare ■ Catholic Charities USA, Benefits.gov, "Find a Federally-Funded Health Center"

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 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 advocate staff is 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 between the ages of 13 and 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 in a setting specifically for them. Our services, resources and information are informed by a national Youth Council with members from across the country.

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 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.



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