

The National Domestic Violence
HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Maryland State Report

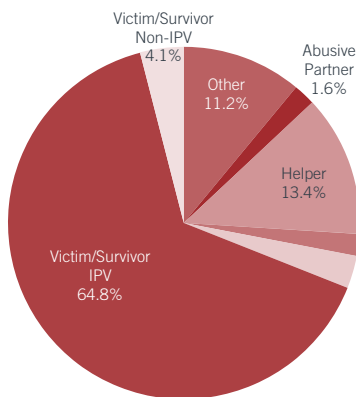
Based on Hotline contacts documented January–December 2016

In 2016, the National Domestic Violence Hotline documented* **3,235 contacts** from Maryland. The state ranks 17th in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.

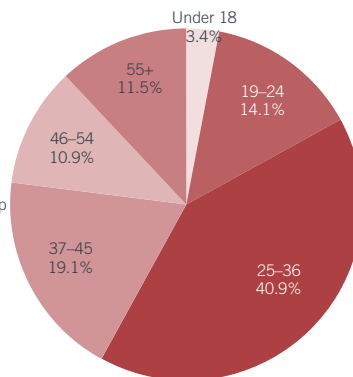
*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

Phone	2,941
Chat	294
TTY	0
Total	3,235

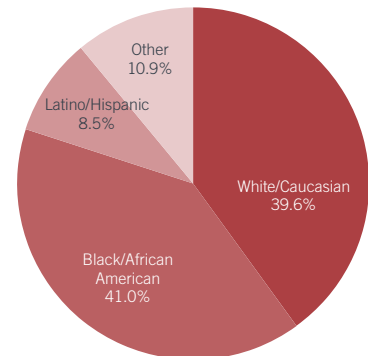
Who is contacting The Hotline from Maryland?



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
- Victim/Survivor: Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caregiver, etc.
- Helper – a caller reaching out to help another including: family/friend, service provider, law enforcement, medical/health, religious leader/program or teacher
- Healthy Relationship Inquiry – anyone with questions about healthy relationships, where no abuse is present
- Administrative – someone seeking basic information, rather than advocacy
- 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 includes off target callers, non-DV calls, hang-ups, prank calls and feedback

Top 10 Cities in Contact Volume

1. Baltimore	27%
2. Silver Spring	6%
3. Waldorf	3%
4. Hyattsville	3%
5. Rockville	3%
6. Laurel	3%
7. Glen Burnie	2%
8. Frederick	2%
9. Germantown	2%
10. Annapolis	2%
Total:	52%

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?

93%

Emotional/Verbal Abuse

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

65%

Physical Abuse

hitting, biting, choking, etc.

22%

Economic/Financial Abuse

control finances, ruin credit, etc.

9%

Sexual Abuse

rape, exploitation, coercion, etc.

7%

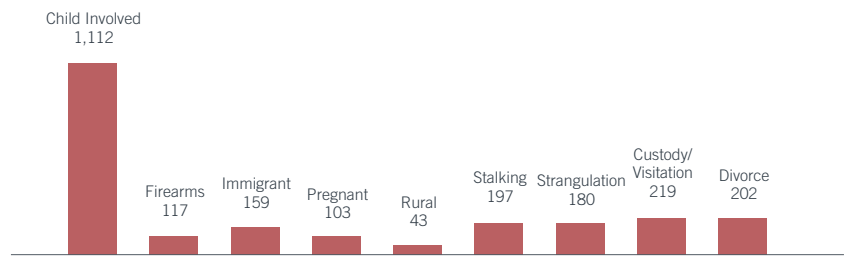
Digital Abuse

steal passwords, constant texts, etc.



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Most Commonly Disclosed Special Factors in Victims' Experiences



What do victims need?

Commonly Requested Hotline Services:

DV Shelter	625	27%
Legal Advocacy	627	27%
Individual Professional Counseling	598	26%
DV Support Groups	271	12%
Legal Representation	199	9%
Protective/Restraining Order	240	10%



Referrals to Service Providers

4,229

Offers to Direct Connect

1,407

Referrals to Other Resources

905

Most-Referred Resources

Womenslaw.org
 211 - United Way
 LawHelp.org
 GoodTherapy.org
 Lundy Bancroft

This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.