

# '11

# Domestic Violence Counts Massachusetts Summary

On September 15, 2011, 56 out of 56, or 100%, of identified local domestic violence programs in Massachusetts participated in the 2011 National Census of Domestic Violence Services.

### 1,799 Victims Served in One Day

788 domestic violence victims found refuge in emergency shelters or transitional housing provided by local domestic violence programs. In addition to a safe place to lay their heads at night, shelter residents were provided with a variety of comprehensive services, some of which are listed in the chart below.

1,011 adults and children received non-residential assistance and services, including individual counseling, legal advocacy, and children's support groups.

This chart shows the percentage of programs that provided the following services on the Census Day.

Services Provided by Local Programs:	Sept. 15
Individual Support or Advocacy	100%
Children's Support or Advocacy	73%
Advocacy Related to Housing Office/Landlord	57%
Court/Legal Accompaniment/Advocacy	52%
Emergency Shelter (including hotels/safe houses)	48%
Group Support or Advocacy	48%
Advocacy Related to Immigration	36%
Transitional Housing	27%

### 596 Hotline Calls Answered

Domestic violence hotlines are a lifeline for victims in danger, providing support, information, safety planning, and resources. In the 24-hour survey period, domestic violence programs answered nearly 25 hotline calls every hour.

### 479 Unmet Requests for Services

Many programs reported a critical shortage of funds and staff to assist victims in need of services such as transportation, childcare, language translation, mental health and substance abuse counseling, and legal representation.

### 66% of Unmet Requests Were for Housing

With 317 unmet requests, emergency shelter and transitional housing continue to be the most urgent unmet needs. Other frequently requested unmet needs include legal representation, counseling, and legal advocacy.

Programs were unable to provide services for many reasons:

- 54% reported not enough funding for needed programs and services.
- 46% reported no available beds or funding for hotels.
- 45% reported not enough staff.
- 23% reported not enough specialized services.
- 18% reported limited funding for translators, bilingual staff, or accessible equipment.

"A woman in need of emergency shelter was directed to our agency. We made more than 20 phone calls in 2 hours to find a shelter for her, but nothing was available in the entire state. We did a safety plan with her for the night and a collaboration plan with other agencies for the next day. We worked with her until she had a plan in place."

