



DOMESTIC VIOLENCE COUNTS Massachusetts Summary

On September 14, 2016, 52 out of 52 (**100%**) identified domestic violence programs in Massachusetts participated in the National Census of Domestic Violence Services. The following figures represent the information provided by these 52 participating programs about services provided during the 24-hour survey period.

1,834 Victims Served in One Day

765 domestic violence victims found refuge in emergency shelters or transitional housing provided by local domestic violence programs.

1,069 adults and children received non-residential assistance and services, including counseling, legal advocacy, and children's support groups.

Services Provided by Local Programs	Sept. 14th
Individual Support or Advocacy	96%
Emergency Shelter	79%
Children's Support or Advocacy	79%
Bilingual Advocacy (services provided by someone who is bilingual)	63%
Support/Advocacy Related to Public Benefits/TANF/Welfare	62%
Court or Legal Accompaniment/Advocacy	52%

604 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, local and state hotline staff answered **604** calls, averaging **25** hotline calls every hour.

293 Attended Prevention and Education Trainings

On the survey day, **293** individuals in communities across Massachusetts attended **23** training sessions provided by local domestic violence programs, gaining much-needed information on domestic violence prevention and early intervention.

389 Unmet Requests for Services in One Day, of which 85% (331) were for Housing

When there are not enough resources, survivors' requests for a safe place to live, legal representation, counseling, and other supportive services go tragically unmet—countless times in a single day.

Victims made **22** requests for services—including emergency shelter, housing, transportation, childcare, legal advocacy, and more—that could not be provided because programs did not have the resources to provide these services.

Across Massachusetts, **48.5** staff positions were eliminated in the past year. Most (**63%**) of these positions were for direct services, such as shelter staff or legal advocates. This means that there were fewer advocates to answer calls for help or provide needed services.

❖ An advocate said, "One Spanish-speaking shelter resident asked a bilingual advocate for assistance with a permanent housing application. While in the office, she was excited to learn she could go back to school to learn English as a second language. She contacted the local community college and went the same day to take an assessment exam."