



DOMESTIC VIOLENCE COUNTS Massachusetts Summary

On September 13, 2017, 48 out of 48 (100%) identified domestic violence programs in Massachusetts participated in the National Census of Domestic Violence Services. The following figures represent the information reported by these 48 participating programs about services provided during the 24-hour survey period.

1,760 Victims Served in One Day

712 adult and child victims of domestic violence found refuge in emergency shelters or transitional housing provided by local domestic violence programs.

1,048 adult and child victims received non-residential assistance and services, including counseling, legal advocacy, and children’s support groups.

Services Provided by Local Programs	On Census Day
Children's Support or Advocacy	73%
Bilingual Advocacy (services provided by someone who is bilingual)	65%
Court Accompaniment/Legal Advocacy	63%
Prevention Services and/or Educational Programs	52%
Emergency Shelter	50%

596 Hotline Calls Answered

Domestic violence hotlines are a lifeline for victims in danger, providing support, information, safety planning, and resources. During the 24-hour survey period, local and state hotline staff in Massachusetts answered on average 25 hotline calls per hour.

258 Attended Prevention and Education Trainings

On Census Day, 258 individuals in communities across Massachusetts attended 26 training sessions provided by local domestic violence programs, gaining much-needed information on domestic violence prevention, early intervention, and more.

298 Unmet Requests for Services in One Day, of which 64% (190) were for Housing

Victims made nearly 300 requests for services—including emergency shelter, housing, transportation, childcare, legal representation, and more—that could not be provided because programs lacked the resources to meet victims’ needs.

In the past year, 21 local programs in Massachusetts laid off or did not fill 41 staff positions. Most of these positions (53%) were direct service providers, such as shelter staff or legal advocates. This means that there were fewer advocates to answer calls for help or provide needed services.

❖ “Through our transitional housing program, we provided housing to a woman with disabilities fleeing her 35-year marriage. She commented that without this program, she never would have left her husband. She stated, ‘I would be dead because he would have killed me or I would have killed myself. I just couldn’t take it any longer.’”

