



DOMESTIC VIOLENCE COUNTS Massachusetts Summary

On September 13, 2018, 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 provided by these 48 participating programs about services provided during the 24-hour survey period.

1,785 Victims Served in One Day

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

1,030 adults and children received non-residential assistance and services, including counseling, legal advocacy, and children’s support groups.

| Services Provided by Local Programs | Sept. 13 th |
|--|------------------------|
| Court Accompaniment or Legal Advocacy | 63% |
| Bilingual Advocacy (services provided by someone who is bilingual) | 60% |
| Children’s Support or Advocacy | 52% |
| Emergency Shelter | 48% |
| Prevention Services and/or Educational Programs | 23% |

468 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 in Massachusetts answered on average 20 hotline calls per hour.

127 Attended Prevention and Education Trainings

On the survey day, 127 individuals in communities across Massachusetts attended 20 training sessions provided by local domestic violence programs, gaining much-needed information on domestic violence prevention and early intervention.

299 Unmet Requests for Services in One Day, of which 77% (230) were for Housing

Victims made 299 requests for services — including emergency shelter, housing, transportation, childcare, legal representation, and more — that could not be provided because programs did not have the resources to provide these services. The most frequently requested non-residential services that could not be provided were housing advocacy, legal representation, and financial assistance.

In the past year, local programs in Massachusetts were forced to eliminate 18 staff positions. Most of these positions (73%) 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.

❖ An advocate in Massachusetts said, “A survivor who had substance abuse issues was accepted into our transitional housing program. She now has 24 months of sobriety and has regained custody of her children. She said, ‘**If it wasn’t for this program, I would not be living the life I now have.**’”