



NNEDV

Domestic Violence Counts 2014

A 24-Hour Census of Domestic Violence Shelters and Services



NATIONAL NETWORK TO END DOMESTIC VIOLENCE



To the staff at the **1,697** local domestic violence programs who participated in the 2014 National Census of Domestic Violence Services, thank you for taking time out of your busy schedules to provide us with a glimpse of the incredible, life-saving work you do every day.



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'14 Domestic Violence Counts National Summary

On September 10, 2014, 1,697 out of 1,916 (89%) identified domestic violence programs in the United States participated in the 2014 National Census of Domestic Violence Services. The following figures represent the information provided by these 1,697 participating programs about services provided during the 24-hour survey period.

67,646 Victims Served in One Day

36,608 domestic violence victims found refuge in emergency shelters or transitional housing provided by local domestic violence programs.

31,038 adults and children received non-residential assistance and services, including 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. 10
Individual Support or Advocacy	98%
Children's Support or Advocacy	85%
Emergency Shelter	79%
Transportation	55%
Court Advocacy/Legal Accompaniment	53%
Prevention or Education Programs	53%

20,845 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 20,845 calls and the National Domestic Violence Hotline staff answered 1,283 calls, averaging more than 15 hotline calls every minute.

23,506 Attended Prevention and Education Trainings

On the survey day, 23,506 individuals in communities across the United States and territories attended 1,157 training sessions provided by local domestic violence programs, gaining much-needed information on domestic violence prevention and early intervention.

10,871 Unmet Requests for Services in One Day, of which 56% (6,126) were for Housing

Victims made more than 10,000 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.

Cause of Unmet Requests for Help

- 28% reported reduced government funding.
- 18% reported not enough staff.
- 18% reported cuts from private funding sources.
- 14% reported reduced individual donations.

Across the United States, 1,392 staff positions were eliminated in the past year. Most of these positions (76%) 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.

"Housing is a constant need for domestic violence survivors. We get calls and walk-ins almost every day from women, most with children, who are fleeing abusive situations and are in desperate need of housing. We always have a waiting list."

—Utah Advocate



On September 10, 2014...

In California...

A woman and her child slept in their car to flee abuse.

In Kentucky...

A woman was held hostage by her husband, while he physically and sexually assaulted her.

In North Carolina...

A pregnant woman was strangled by her husband.

In Pennsylvania...

A woman called for help when her partner threatened to kill her and himself.

In Virginia...

A woman called a hotline from the basement where her husband had locked her up.

...In Just One Day



On September 10, 2014, across the United States and U.S. Territories, **67,646 adults and children received vital services from 1,697 domestic violence programs**. On the same day, **10,871 requests for services were unmet due to a lack of resources**. For the ninth consecutive year, the National Network to End Domestic Violence (NNEDV) conducted its annual National Census of Domestic Violence Services (Census), a one-day, unduplicated snapshot of the number of individuals who accessed domestic violence services, the types of services they requested, and the stories and experiences of survivors and advocates. Of the 1,916 domestic violence programs and shelters identified nationwide, 1,697 programs (89%) participated in the 2014 Census.

During that 24-hour period, 17,301 children and 19,307 adults found safety in emergency shelters and transitional housing, and another 6,562 children and 24,476 adults received advocacy and support through non-residential services ranging from counseling to courtroom advocacy. In addition to providing face-to-face services to victims and their children, **local domestic violence advocates answered 20,845 hotline calls on that day, and provided 1,157 trainings on domestic violence to more than 23,500 people**.

For the past nine years, the Census has revealed the daily successes and struggles programs face while assisting victims reaching out for safety.

In the last decade, the country has experienced significant economic upheaval resulting in substantial funding cuts at the federal, state, and local levels. Continued cuts and reduced government spending have forced many programs to reduce services and caused some to permanently close their doors. At the same time, they are experiencing an increase in the demand for services. While shelters and programs do their best to meet survivors' needs and often go to incredible lengths to provide services, resources have been stretched thin.

For victims, domestic violence programs are the light at the end of a long, dark tunnel. Advocates and programs must have greater resources and support so they can continue to ensure that when victims reach out for help, they are met with a sympathetic ear, a helpful hand, and a safe place to go.

* The National Domestic Violence Hotline answered an additional 1,283 calls on the survey day.

Victims Served

“We helped a woman who was shot twice by her husband. We connected her with a safe place to stay and helped her file for a protective order.”

—California Advocate

“We accompanied a survivor to court to get a protection order. With our help, she felt empowered and safe, and she was successful in getting a full order of protection against her abuser. She had been too afraid to face her abuser in court and would have not sought any legal remedies without our support.”

—Missouri Advocate

A Lifeline

In just one day, 67,646 adults and children found safety and help at 1,697 domestic violence programs across the United States and U.S. Territories. Victims often reach out for assistance after a particularly violent or threatening act of abuse or when the violence has escalated to a point at which they fear for their lives or their children’s lives. When victims seek help, it is a critical time, and it is vitally important that domestic violence service providers be there to provide help and safety. In California an advocate shared, “We had a caller who drove for 4 days to escape her abuser. She had no funds or food and was very low on gas. We got her to our shelter within an hour. She had been through so much, but was happy to finally be in a safe place.”

On September 10

Local and state domestic violence hotlines answered 20,845 hotline calls and the National Domestic Violence Hotline answered an additional 1,283 calls. On this one day, hotlines answered an average of 922 calls per hour or 15 calls per minute.

Seeking Safety and Refuge

Survivors who are trying to escape from abuse and begin new lives have many basic needs: shelter, food, money, transportation, childcare, legal assistance, and more. One of the most immediate needs is a safe place to stay. When victims make the decision to leave, they should not have to worry about where they and their children will sleep that night.

Lifesaving Emergency Shelters

On September 10, 2014, nearly 24,000 adults and children (40 percent of the total victims served on the survey day) found refuge in an emergency shelter. An advocate in Washington, DC, described a child in shelter: “He smiled and said he’d never had anyone care for his mom and him so much.”

	Emergency Shelter	Transitional Housing	Non-Residential Services	Total
Children	11,936	7,371	6,562	25,869
Adults	11,920	5,381	24,476	41,777
Total	23,856	12,752	31,038	67,646

Critical, Yet Limited, Transitional Housing

Emergency shelter is meant to give survivors a safe and secure place to stay immediately after they flee an abusive partner. Following emergency shelter, many survivors have little money and no credit, and need help transitioning to permanent housing. Some domestic violence programs provide transitional housing—temporary accommodation designed as a stepping-stone between crisis and long-term safety and self-sufficiency. On the survey day, 12,752 victims and their children were safely sheltered in transitional housing.

On September 10

79% of programs provided emergency shelter for survivors and their children.

37% of programs provided transitional housing for survivors and their children.

For many survivors, the common length of stay in an emergency shelter is 30 to 60 days; however, it can take 6 to 10 months or more for a family to secure stable, permanent housing due to a shortage of affordable housing options. Without available transitional housing, many victims face the untenable choice between homelessness and returning to further violence. A California advocate reported, “Finding permanent housing for families is extremely difficult due to the lack of affordable housing. Oftentimes, survivors who are trying to escape very violent situations decide to return to their abuser because they have no other options. If they don’t, they will become homeless.” Moreover, while in transitional housing, many survivors benefit from additional services as they work to rebuild their lives.

Comprehensive Advocacy and Support

In the aftermath of abuse, survivors benefit from compassion and support as they heal and rebuild their lives. During this time, domestic violence advocates provide vital support and services to address a variety of issues, including legal concerns, counseling, employment, transportation, and childcare.

For example, an advocate in Florida prepared a survivor for a job interview. “We made sure that she had transportation and clothing so that she could look and feel her best during the interview. We conducted mock interviews to prepare her for possible interviewing questions. She felt very confident and prepared.”

On the survey day, 31,038 individuals received non-residential services, which can include a variety of support and advocacy services. The chart below shows the percentage of programs that provided the following requested services.

On September 10	
Individual Support/Advocacy	98%
Children’s Support/Advocacy	85%
Transportation	55%
Court Accompaniment/Advocacy	53%
Group Support/Advocacy	48%
Public Benefits/TANF/Welfare Advocacy	43%

For a complete list of services programs provided on the Census Day and throughout the year, see page 11.

Advocates empower survivors by discussing safety planning strategies, connecting them with resources and other services, and advocating on their behalf. They go above and beyond to help survivors feel supported: On the Census Day, a Washington advocate worked long after her shift was over to ensure a survivor got to the shelter safely, and in Colorado, an advocate spent the night at the hospital while a survivor gave birth.

Prevention and Education: A Path to Ending Domestic Violence

In addition to providing crisis intervention services, community-wide education and prevention initiatives are crucial to ending the cycle of domestic violence.

On September 10

Advocates provided 1,157 trainings to 23,506 students, parents, teachers, law enforcement officers, mental health professionals, attorneys, child protective services employees, and other professionals.

During these trainings, students will sometimes reveal that they are being victimized and ask for help. An advocate in Georgia said, “After a community training, a young lady came up afterwards and said that the training helped her realize she was in an abusive relationship. We gave her additional information and some safety planning strategies so she could end the relationship safely.”

Educating other service professionals on the nuances of domestic violence is a critical component in improving system-wide responses to domestic violence. These trainings have an impact on how perpetrators are held accountable and the way domestic violence victims are treated. In Kansas, an advocate shared a survivor’s experience with law enforcement. “The police officer in the survivor’s case escorted her home and talked to her about what to do if her abuser should return and attempt to break in. She told us that she never felt that anyone believed her about the abuse until the officer spent time helping her. The police officer even stopped by later to check in on her and gave her kids ice cream gift cards. The education and collaboration we do with law enforcement helps them give survivors the sense of safety and security they needed.”

“A woman with two children entered our shelter after severe abuse by her husband. At one point her abuser poured transmission fluid on her and her toddler and threatened to ignite them with a lighter. She found safety and security at our shelter and is applying to enter our transitional housing program.”

—Michigan Advocate

“On the Census Day, a mother and her two children who had been living in our shelter moved into their own apartment. She completed her nursing degree and got a new job, and her family is now safe.”

—California Advocate

Devastating Unmet Needs

Although more than 67,000 adults and children found refuge and help on the survey day, an additional 10,871 requests for services were unmet because of a lack of resources.

Domestic violence programs and shelters across the country are operating with less funding, fewer resources, and even fewer staff. The economic environment of the last few years has resulted in a combination of fewer grants, fewer donations from the community, and reduced government funds at every level. This shortage of resources within domestic violence programs has been compounded by a reduction in funding for other social services upon which victims often rely, such as low-income housing, mental health services, and more.

On September 10

10,871 requests for services were unmet because of limited resources.

- ▶ 40% of unmet requests were for emergency shelter.
- ▶ 16% of unmet requests were for transitional housing.
- ▶ 44% of unmet requests were for non-residential services.

The chart below shows the number of unmet requests, broken down by requests from adults and children and by types of services.

	Emergency Shelter	Transitional Housing	Non-Residential Services	Total
Children	2,527	959	3,554	7,040
Adults	1,830	810	1,191	3,831
Total	4,357	1,769	4,745	10,871

Lack of Housing

The largest unmet need was for shelter and housing. Emergency shelter, transitional housing, and affordable housing are critical in helping survivors permanently escape violence.

In Maryland, an advocate shared the experience of a survivor they were working with: “While sitting at the dining room table, he put a gun to her head and told her that he would kill her and the children. She was able to escape and found refuge with us.”

However, in most places, the demand for emergency shelter far outpaces availability. Despite serving more than 23,500 people in emergency shelter on the Census day, programs were unable to meet 4,357 requests for emergency shelter.

Particularly after a survivor leaves, many abusers are incredibly dangerous, stalking victims and posing a deadly threat. Safe shelter is crucial for survivors who are facing life-threatening violence. In Vermont, an advocate reported, “We were unable to shelter a victim because her abuser found her here. We had to move her to another location for her safety.”

When shelters are at capacity or when additional security is needed, many programs look to alternative safe locations to house a survivor, such as hotels or motels in the community. In the past year, though, due to funding cuts, 122 programs report that they had to eliminate these services. Programs often rely on individual donations to pay for hotel rooms, and hotel/motel stays are expensive. When these services are not available, many victims and their children are left without a safe place to sleep at night and may face the untenable choice between homelessness and further violence.

“A victim of domestic violence and her four children had been living/hiding in her car for two weeks after escaping abuse. She needed emergency shelter but we couldn’t take her in because our shelter was full.”

—Nevada Advocate

“A victim we are serving needs mental health and medical care. She is on waiting lists but the wait is long. She needs regular medication, and she goes to the ER but they can only give her a prescription for three days. It is very difficult for her to heal from abuse and trauma while dealing with inconsistent health care.”

—New Hampshire Advocate

Transitional housing is another option for survivors and is particularly critical for victims' safety after they leave emergency shelter and are working toward finding safe, affordable, and permanent housing.

Currently, 42 percent of domestic violence programs provide transitional housing as part of their services, but because of funding cuts, 79 programs had to reduce or eliminate their transitional housing services in the past year. Despite the success of transitional housing programs in helping survivors find stability for themselves and their children, the shortage of these services means that far too many victims leave shelter without a stable place to go.

Fewer Staff to Assist Survivors

Despite an increase in demand for services, there are fewer staff to answer the phone, provide comprehensive services, search for other options for victims they are unable to help, and even less time to document unmet needs and requests for help. Most programs operate with small staffs, and layoffs mean that fewer people are available to provide the critical services victims need.

A Montana advocate said, "For some survivors, we may be the only support they have. It is vitally important that we continue to be able to offer the range of services needed to help survivors rebuild their lives." Yet, programs do all they can. In Arizona, an advocate reported, "Last summer we sheltered 65 people, which is a record for us because our capacity is only 40. We don't turn away families if we can help it, but our services are definitely stretched."

Prior to the economic downturn, local programs were already underfunded and understaffed. In 2014, 640 programs eliminated 1,392, an average of 2.2 positions per program. This staffing cut is significant since half of local domestic violence programs have fewer than 20 staff.

Of the staff who were laid off in 2014, 76 percent were direct service positions, such as case managers, advocates, shelter staff, and child advocates. This type of staffing reduction has a significant impact on what programs can do to help survivors. Many advocates report not even being able to know how many victims reach out to request services every day, because so few staff are there to answer calls or keep the program doors open.

Positions that have been laid off in the past year:

Direct Services — 76%
 Operations/Administration — 18%
 Prevention Staff — 6%

Significant Cuts to Services

With fewer staff and resources, comprehensive and critical services have also been eliminated. Some significant services that programs had to cut or reduce in the past year included transportation, legal representation, bilingual advocacy, and therapy or counseling for both adults and children.

Programs Reduced or Eliminated the Following Services in 2014

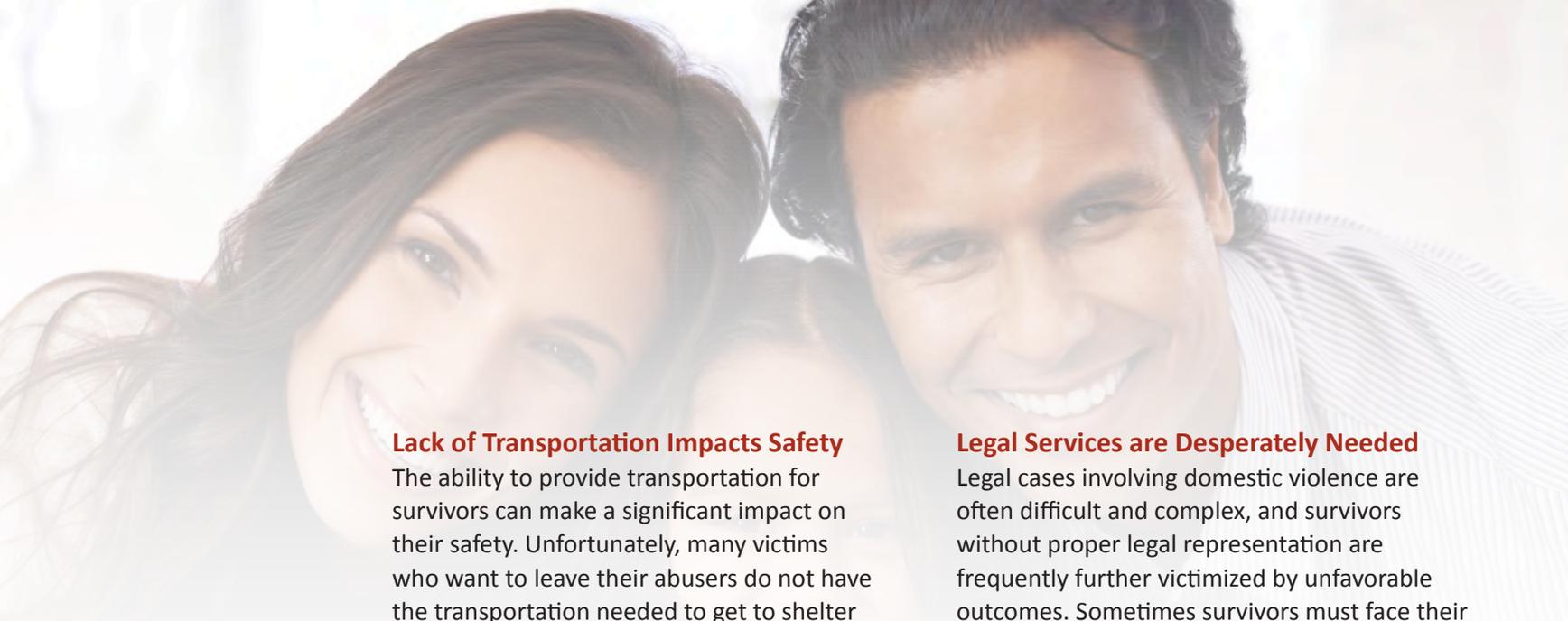
134	Group Support or Advocacy
122	Hotel/Motel Stays or Safe Houses
109	Transportation
79	Transitional Housing
68	Childcare
66	Legal Representation by an Attorney
50	Therapy/Counseling for Adults
48	Emergency Shelter
44	Therapy/Counseling for Children

"We worked with a survivor to obtain her children's birth certificates, so she could enroll them in school. The abuser would not turn over the children's birth certificates, and enrolling the kids in school was the first step in getting their lives back."

—Ohio Advocate

"The need for services for survivors of domestic violence continues to increase while the funding for these services remains stagnant or is reduced. Our counselors have clients waiting up to 60 days to begin sessions."

—Virginia Advocate



“A survivor we worked with told us how grateful she was for meeting people who were knowledgeable, loving, and caring. She said she felt truly safe for the first time in more than a decade.”

—Idaho Advocate

Lack of Transportation Impacts Safety

The ability to provide transportation for survivors can make a significant impact on their safety. Unfortunately, many victims who want to leave their abusers do not have the transportation needed to get to shelter and are left stranded in an unsafe place. This is especially true for survivors living in rural, isolated, or geographically scattered communities. Physical distance, coupled with a lack of public transportation, can make it difficult to reach a crisis center that could be more than 100 miles away. Even for survivors in urban areas, the lack of transportation can make it difficult for them to leave a violent partner or even get to counseling, court dates, job interviews, or work.

Some domestic violence programs are able to offer transportation services to survivors (such as bus vouchers, gas money, or transport in a program vehicle); however, many are not. In this past year, 109 programs reduced or eliminated transportation-related services because of budget cuts, leaving many victims without the means to access safety and self-sufficiency.

Advocate in the Tennessee

A survivor who had been “hiding out” in a hotel from her abuser called us. She planned her escape for weeks, getting a ride to a nearby store from a neighbor and then walking the rest of the way to the hotel. She had seen information about our local program in her local news and had jotted down the number. We immediately picked her up from the hotel, provided her with a temporary phone, helped her file for an order of protection, reconnected her with relatives in another city, and stayed with her until her family member came to pick her up and take her to safety.

Legal Services are Desperately Needed

Legal cases involving domestic violence are often difficult and complex, and survivors without proper legal representation are frequently further victimized by unfavorable outcomes. Sometimes survivors must face their abusers in court to obtain a protection order, receive child support, or testify in criminal proceedings. This can be financially and emotionally difficult for many survivors, and it can be helpful to have someone accompany them who is supportive and knowledgeable about the court system.

Advocate in Iowa

“On the Census Day, we accompanied a survivor to court. She testified against her ex-husband who brutally abused her for years. The advocate sat with her and held her hand as the guilty verdict was read. She didn’t have any other support that day except ours since the victim’s family lives far away.”

Because access to legal services can significantly increase a survivor’s safety and long-term stability, some domestic violence programs have been able to address this critical need by providing either legal advocacy or representation by a lawyer.

On the survey day, 53 percent of programs were able to have an advocate accompany a victim to court, but only 11 percent of programs were able to assist victims with legal representation. Funding cuts have forced some programs to cut these important services, and in the past year, 74 programs reduced or eliminated their legal advocacy programs and 66 reduced or eliminated their legal representation services.

Of the unmet requests, legal representation through an attorney was the second most sought-after service, after housing/shelter.

Without proper legal representation or advocacy, survivors and their families continue to struggle with safety issues. In Oregon, an advocate reported, “A survivor needed an attorney to help modify her custody agreement with her abusive ex-partner because of his unsafe behavior around their daughter. Unfortunately, I couldn’t make an appointment with Legal Aid because they were full.”

Underserved Victims

With resources and services already strained, victims from isolated or marginalized communities have an even harder time seeking help and finding pathways out of abuse. Immigrant survivors often face isolation, fear, restrictive immigration laws, and language barriers, any of which may prevent them from reaching out for help. Furthermore, abusers of immigrant victims often control their victims by deliberately misrepresenting the law, confiscating immigration documents, and threatening deportation or taking away their children if they report violence.

In Michigan, an advocate reported: “We worked with a survivor whose partner was extremely psychologically, emotionally and physically abusive. Her only form of identification was her passport, which her husband had hidden. She was terrified of getting help because she feared she would be deported since her husband threatened this frequently.”

Advocate in Illinois

“A woman and her baby are living in shelter. She does not have a social security number or any other identification because her abusive ex-husband refused to file for her citizenship. We’ve helped her with her Violence Against Women Act self-petition, but it’s still pending. Because of lack of resources, language barriers, and poor credit history, it has been extremely challenging to get her what she needs.”

Survivors who are elderly or have a disability may face additional barriers. An advocate in Wisconsin shared: “We worked with a victim who became seriously ill as a result of medical issues that were untreated because her abuser refused to let her get any medical help. We helped her find a doctor and made sure she had transportation to attend her appointments.”

Victims who identify as members of the LGBTQ community also face unique barriers in accessing safety and justice. Despite laws that prohibit discrimination, LGBTQ survivors sometimes have a difficult time accessing help and protection.

A Colorado advocate shared, “A trans woman came into shelter after decades of domestic violence by her partner. We are a trans-inclusive shelter, recognizing that same-gender abuse can occur, and helped her feel safe in reaching out for shelter. Our affirming and gender-diverse environment, as well as the open support regarding her need for sobriety/detox support, empowered her to stay. She wept with relief that we were able to help her.”

Programs Provide the Following Services:

Advocacy Related to Immigration:

- 19% on the Census Day
- 76% throughout the year

Bilingual Advocacy:

- 33% on the Census Day
- 65% throughout the year

Advocacy Related to Disability Issues:

- 16% on the Census Day
- 77% throughout the year

“We helped a client, who was recently diagnosed with multiple sclerosis, reestablish physical therapy and gain access to medical supplies. Her perpetrator had been denying her medical supplies and had cancelled her physical therapy appointments. She obtained a restraining order and has moved into a safe place.”

—California Advocate

“We worked with a woman whose husband started abusing her shortly after her arrival to the United States. Over the years she suffered physical, verbal, emotional, and sexual abuse. Her husband controlled the finances, would not allow her to work or to develop friendships to keep her isolated.”

—Indiana Advocate

Unconscionable Consequences

“We took in a woman into our shelter after she fled her abuser. She had nowhere to go and told us that we ‘saved her life.’”

—New Jersey Advocate

While domestic violence programs must face the untenable reality of being unable to help everyone who comes to their door, survivors face the ultimate consequences. They are often left with few options for safety. Other potential consequences for victims who are turned away include: trying to subsist on very little money and ending up financially ruined and/or facing bankruptcy; moving to a location that may have more resources but requires leaving a job, kids’ schools, family, friends and other support systems; or living in a series of short-term locations, such as with multiple family members or in a car. In Florida, a woman moved five times to escape her abuser. In Alabama, a survivor wanted to move to another state for a job opportunity but because of financial abuse, did not have the resources to relocate.

The violence and control that many survivors suffer is multi-faceted and can include emotional, physical, sexual, financial, and mental abuse. Despite their efforts to leave, the barriers they face often seem insurmountable.

When victims take the difficult step to reach out for help, they must be able to find safety and support. Given the dangerous and potentially lethal nature of domestic violence, our communities and our country cannot afford to ignore victims’ needs.

Although the challenges seem overwhelming at times—for survivors as well as advocates—it is imperative that when a survivor seeks assistance, an advocate is available with resources to help. Despite significant funding cuts, programs and advocates do everything they can to be there when the crisis line rings or when a survivor walks through their doors. As a North Carolina advocate said, “This work is 24-hours. We are committed to the cause and to the support of survivors.”

The lack of funding and resources is devastating. “Every day we receive urgent and compelling requests from survivors who are not safe and desperately need our help,” said an advocate from Nebraska. “It’s heartbreaking to tell them that our shelter is full, even though we do everything we can. We hold innovative fundraisers and manage up to 45 grants each year simply to meet the needs of survivors and their children. It’s still not enough!”

The difficult work, devastating effects of domestic violence, and limited resources also take a toll on advocates. “Funding cuts mean that we have limited staff, so we have to go above and beyond to get work done,” said a Pennsylvania advocate. “But this affects our personal lives greatly. We can’t afford more funding cuts.”

Addressing domestic violence requires everyone—funders, policy makers, victim advocates, social service providers, law enforcement, courts, and communities—to work together to support victims, hold offenders accountable, ensure adequate funding for services, and prevent further violence. As a North Carolina advocate said, “Protecting domestic violence funding is essential. We must continue to be able to provide services. A community free of violence is a healthier community.”

“We assisted a survivor apply for a VAWA visa after she came to us for help. Her husband abused her for years and told her that if she went to the police, she would be deported. After working with us, she told us she felt, ‘free as a butterfly.’”

—Virginia Advocate

Services Provided on Census Day

Services Provided	On Sept. 10, 2014	Throughout the Year
Individual Support or Advocacy	98%	100%
Children's Support or Advocacy	85%	94%
Emergency Shelter	79%	87%
Transportation	55%	88%
Court Advocacy/Legal Accompaniment	53%	92%
Prevention/Educational Programs	52%	91%
Group Support or Advocacy	48%	90%
Advocacy Related to Public Benefits/TANF/Welfare	43%	88%
Advocacy Related to Housing Office/Landlord	37%	84%
Advocacy Related to Mental Health	37%	84%
Transitional Housing	37%	42%
Bilingual Advocacy (services provided by someone who is bilingual)	33%	65%
Advocacy Related to Child Welfare/Protective Services	29%	86%
Therapy/Counseling for Adults (by a licensed practitioner)	25%	47%
Childcare/Daycare	25%	51%
Advocacy Related to Substance Abuse	24%	78%
Rural Outreach	23%	62%
Advocacy Related to Healthcare or Healthcare Systems	21%	75%
Financial Literacy/Budgeting	20%	75%
Advocacy Related to Immigration	19%	76%
Job Training/Employment Assistance	19%	61%
Therapy/Counseling for Children (by a licensed practitioner)	16%	39%
Advocacy Related to Disability Issues	16%	77%
Support/Advocacy to Elder Victims of Abuse	16%	83%
Support/Advocacy to Teen Victims of Dating Violence	15%	82%
Safe Houses	15%	25%
Translation/Interpretation Services (provided through a 3rd party)	12%	69%
Legal Representation by an Attorney	11%	28%
Media/Press Response or Outreach	11%	72%
Onsite Medical Services or Accompaniment	9%	62%
Advocacy Related to Technology Use (Cyberstalking, etc.)	9%	72%
Support/Advocacy to Victims of Trafficking	9%	69%
Hotel/Motel Stay	7%	57%
Policy Advocacy	7%	52%
Advocacy with the Military	3%	41%
HIV/AIDS Information and/or Support	3%	41%
Matched Savings Programs and/or Micro Loans	2%	9%

Summary Data

State or Territory	Response Rate	Adults Served	Children Served	Total People Served	Unmet Requests for Services	Hotline Calls Answered	Total People Trained	Served in Shelter	Served in Transitional Housing	Non-Residential Served
AK	95%	263	143	406	28	54	174	252	40	114
AL	100%	450	336	786	38	161	496	256	68	462
AR	88%	240	160	400	56	169	100	211	83	106
AZ	88%	838	764	1,602	171	300	507	822	422	358
CA	100%	3,395	2,389	5,784	1,216	1,910	2,608	1,650	1,314	2,820
CO	78%	568	336	904	163	357	199	322	187	395
CT	100%	906	203	1,109	44	325	741	241	80	788
DC	83%	434	413	847	77	75	212	94	405	348
DE	100%	161	58	219	14	17	49	70	39	110
FL	100%	2,233	1,317	3,550	224	857	468	1,684	342	1,524
GA	84%	947	936	1,883	224	502	574	658	474	751
GU	100%	16	27	43	36	22	0	30	10	3
HI	70%	329	218	547	33	131	85	160	38	349
IA	100%	515	338	853	133	255	178	307	210	336
ID	87%	326	188	514	160	184	146	125	64	325
IL	100%	1,758	870	2,628	506	1,003	858	719	508	1,401
IN	100%	1,096	711	1,807	182	651	1,101	805	365	637
KS	100%	577	374	951	284	334	408	294	136	521
KY	100%	708	250	958	95	215	149	330	131	497
LA	94%	416	225	641	141	210	245	199	99	343
MA	100%	1,280	515	1,795	398	610	341	400	455	940
MD	100%	803	282	1,085	160	507	264	311	64	710
ME	100%	305	134	439	55	113	111	69	141	229
MI	81%	1,509	983	2,492	315	581	169	805	810	877
MN	87%	1,301	1,155	2,456	406	675	661	635	298	1,523
MO	100%	1,152	726	1,878	432	451	420	1,054	264	560
MS	100%	246	219	465	6	181	414	184	209	72

State or Territory	Response Rate	Adults Served	Children Served	Total People Served	Unmet Requests for Services	Hotline Calls Answered	Total People Trained	Served in Shelter	Served in Transitional Housing	Non-Residential Served
MT	90%	225	176	401	126	116	210	147	91	163
NC	71%	1,083	595	1,678	151	637	670	747	113	818
ND	95%	219	156	375	32	109	93	110	50	215
NE	95%	236	165	401	85	171	125	136	37	228
NH	100%	196	72	268	22	120	45	72	73	123
NJ	75%	744	365	1,109	65	404	469	276	219	614
NM	50%	374	236	610	64	156	159	262	149	199
NV	100%	286	207	493	79	168	55	164	38	291
NY	74%	2,614	1,470	4,084	605	1,045	1,041	1,601	629	1,854
OH	100%	1,168	671	1,839	249	659	604	739	204	896
OK	81%	522	306	828	68	325	232	415	64	349
OR	85%	976	631	1,607	344	628	331	349	310	948
PA	100%	1,645	853	2,498	252	744	1,941	858	515	1,125
PR	81%	269	209	478	12	93	53	96	181	201
RI	100%	250	73	323	110	102	95	62	56	205
SC	92%	270	120	390	9	120	480	194	23	173
SD	32%	123	115	238	10	74	143	134	18	86
TN	100%	617	251	868	81	425	1,077	389	141	338
TX	84%	2,690	2,177	4,867	1,516	1,517	1,598	1,939	1,168	1,760
UT	100%	395	533	928	135	199	171	336	283	309
VA	100%	884	528	1,412	281	558	730	584	263	565
VI	100%	66	56	122	13	8	4	16	17	89
VT	100%	223	100	323	20	101	19	118	49	156
WA	86%	1,245	685	1,930	549	603	642	569	457	904
WI	89%	1,294	655	1,949	367	685	692	722	232	995
WV	100%	227	79	306	9	119	82	86	27	193
WY	100%	164	115	279	20	109	67	48	89	142
Total	89%	41,777	25,869	67,646	10,871	20,845	23,506	23,856	12,752	31,038

While the children in shelter were doing their homework I noticed one of the young boys crying. I asked him what was wrong and why he was crying. He said that nothing was wrong and he was just happy to be here and he loved all of us. He told me that no one had ever cared for him and his mom so much, and if they could keep staying because he's scared they'd have to move again. I told him that we had an apartment for them to stay at and they would never have to go back.

— Washington, DC, Advocate



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