



DOMESTIC VIOLENCE COUNTS REPORT MASSACHUSETTS SUMMARY

On September 10, 2020, 49 out of 49 (100%) identified domestic violence programs in Massachusetts participated in a national count of domestic violence services conducted by the National Network to End Domestic Violence (NNEDV). Services provided by domestic violence programs looked different in 2020, as frontline advocates navigated unforeseen challenges due to the COVID-19 pandemic and other crises. The following figures represent the information shared by the participating programs about the services they provided during the 24-hour survey period.

1,892 Victims Served in One Day

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

1,190 adult and child victims received non-residential assistance and services, including counseling, legal advocacy, children’s support groups, and more.

Table 1: Services Provided on 9/10/20	% of Programs Providing Services
Support/Advocacy Related to Housing/Landlord	69%
Bilingual Advocacy	61%
Court Accompaniment or Legal Advocacy	47%
Emergency Shelter	47%

338 Hotline Contacts Received

Domestic violence hotlines are a lifeline for victims in danger, providing support, information, safety planning, and resources via phone, chat, text, and/or email. During the 24-hour survey period, hotline staff in Massachusetts received 338 contacts, averaging 14 contacts per hour.

❖ “We connected a survivor and her child with services. We worked with her not just on healing in the moment, but also on career development and a housing search that empowered her to survive on her own. She told us: ‘My life truly began anew when I came to your organization.’”

305 Individuals Attended Prevention and Educational Trainings

Community education is essential to raising awareness about domestic violence and the resources that are available to victims, while promoting prevention strategies. On the survey day, local domestic violence programs educated 305 individuals in communities across Massachusetts. Advocates provided 22 trainings that addressed domestic violence prevention, early intervention, and more.

434 Unmet Requests for Services in One Day

Victims made 434 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. Approximately 54 percent of these unmet requests were for housing or emergency shelter.

Greatly increased funding would enable domestic violence programs to provide comprehensive services to all survivors seeking help and to prevent violence in their communities.