In 2018, the National Domestic Violence Hotline documented* 2,809 contacts from North Carolina. The state ranks 9th in terms of contact volume to The Hotline. The Hotline provides crisis intervention, safety planning, referrals and DV education for these contacts.

*Contacts documented refers to the calls and online chats where a location was self-disclosed by the caller or chatter.

**Who is contacting The Hotline from North Carolina?**

**Caller Type Definitions:**
- Victim/Survivor IPV (Intimate Partner Violence) – a victim or survivor of abuse from his/her partner or spouse
- Victim/Survivor Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caregiver, etc.
- Helper – a caller reaching out to help another including: family/friend, service provider, law enforcement, medical/health, religious leader/program or teacher
- Healthy Relationship Inquiry – anyone with questions about healthy relationships, where no abuse is present
- Administrative – someone seeking basic information, rather than advocacy
- Abusive Partner – a caller who identifies as abusive or who an Advocate believes to be an abusive partner
- Other – any caller about whom an Advocate is able to gather info, but who does not fit into an above category; this includes off-target callers, non-DV (domestic violence) calls, hang-ups, prank calls and feedback

**Top 10 Cities in Contact Volume**

1. Charlotte 21.2%
2. Raleigh 8.5%
3. Greensboro 5.6%
4. Durham 3.8%
5. Fayetteville 3.8%
6. Winston Salem 3.3%
7. Wilmington 3.2%
8. Gastonia 2.1%
9. Jacksonville 1.6%
10. Asheville 1.6%

Total: 54.7%
What are victims experiencing?

95%
Emotional/Verbal Abuse
degradation, threats, insults, humiliation, isolation, etc.

70%
Physical Abuse
hitting, biting, choking, etc.

29%
Economic/Financial Abuse
close finances, ruin credit, etc.

15%
Digital Abuse
steal passwords, constant texts, etc.

12%
Sexual Abuse
rape, exploitation, coercion, etc.

Most Commonly Disclosed Special Factors in Victims’ Experiences

What do victims need?
Commonly Requested Hotline Services:

- DV Shelter 758 33.7%
- Legal Advocacy 614 27.3%
- Individual Professional Counseling 469 20.8%
- DV Support Groups 236 10.5%
- Legal Representation 145 6.4%
- Protective/Restraining Order 222 9.9%

Referrals to Service Providers 4,057
Offers to Direct Connect 840
Referrals to Other Resources 3,483

Most-Refered Resources
WomensLaw.org
211 - United Way
Aunt Bertha
Childhelp National Child Abuse Hotline
Custody Prep for Moms

This report reflects only data that was self-disclosed by the contact and does not necessarily represent every contact from the state.