

Domestic Violence Counts

National Census of Domestic Violence Services

NNEDV 2013 Survey Packet

*** Save the Date: September 17, 2013 ***

This Census Survey is part of an initiative to better count the individuals served by local domestic violence programs in a single day. Please try to answer the questions as accurately as possible. Your program's individual results will not be reported separately, and this Survey is not tied to your program's funding.

*** Informational Conference Call for Local DV Programs ***

You do NOT need to listen to this call to participate in the Census Count. This call is an informational overview for those who are unfamiliar with the Census or who are looking for additional guidance.

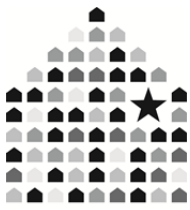
The call will last 30 minutes. It will be held at 3 pm Eastern Time (2 pm CT, 1 pm MT, Noon PT, 11 am Alaska, 9 am Hawaii, 8 am America Samoa, 5 am Guam/Northern Marianas) on **Tuesday, September 10th**.

To listen to the call, please register at: nnedv.org/CensusCall2013

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Please review the information provided in this packet before the Survey Day. If you have any questions about this initiative, please contact your state coalition or NNEDV's Census Team at census@nnedv.org.

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Domestic Violence Counts

National Census of Domestic Violence Services

NNEDV Instructions for Participating Programs

What is Domestic Violence Counts?

- The National Network to End Domestic Violence (NNEDV) is working with state and territorial domestic violence coalitions to create a snapshot of domestic violence services provided across the U.S. in a 24-hour period.
- This snapshot count offers both a statewide and national picture of the number of people seeking services, the number of people local programs were unable to serve because of lack of resources, and the overall scope of services that local programs provided.

Who should participate?

- Only primary purpose domestic violence programs should participate in the Census. The purpose of the Census is to gather an unduplicated count of people accessing nonprofit domestic violence advocacy services. It is not intended to count the number of victims who may visit an emergency room, police department, government agency, or criminal justice agency on that day.

How will participating in the Census benefit my program?

- NNEDV develops a national report and a state summary of survivors served and services programs provided for you to use. Your organization can use this information in a number of different ways. Use the Census Report to—
 - Help pursue state legislative reforms.
 - Help increase funding by showing the benefits of your program and the impact of a lack of resources.
 - Create compelling grant reports or applications to funders and potential funders.
 - Inform community outreach, training, and volunteer support.

What do I need to do BEFORE the Survey Day?

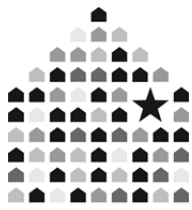
- **Read** this survey packet and contact census@nnedv.org with questions.
- **Identify** who will be responsible for collecting the information during the 24-hour period and who will enter the information online.
- **Discuss** how you will count the number of people served and the number of requests that your program was unable to meet.
- **Ask** your colleagues for answers to questions that you may not know the answer to.

What do I need to do ON the Survey Day?

- Throughout the Survey Day, keep track of the questions that you need to answer (for example, number of people served and what types of services were provided).

What do I need to do AFTER the Survey Day?

- By September 30, enter your results online. You can enter your responses as early as September 18.
- If you do not have access to the Internet, you may fax your responses.
- If you have any questions about how to fill out the form or experience technical difficulties, please contact us at census@nnedv.org.
- That's it! The results from your program will be added to others in your state and nationally, and we will release a report in early 2014.



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NNEDV Submission Instructions

We strongly prefer that you submit your results online. This will allow us to more quickly analyze the results. If you experience any technical difficulties, please contact NNEDV at census@nnedv.org.

You can enter your data online by following these 3 easy steps:

- Step 1.** Throughout the Survey Day, keep track of the questions that you need to answer (for example, number of people served and what types of services were provided). This will allow you to quickly enter the results online at the end of the Survey Day.
- Step 2.** At the end of the Survey Day, please complete the rest of the survey.
- Step 3.** After the Survey Day, please go to nnedv.org/census2013survey and enter your results. The online form is similar to the questionnaire included in this packet. Simply enter your answers in the designated spots. If you have trouble viewing the webpage, please contact census@nnedv.org.
Responses are due by September 30th.

That's it! Many previous participants reported that entering the information online took as little as 15 minutes. If you are unable to access the Internet, you can fax the filled-out survey to us using the cover sheet on page 13 of this packet.

SURVEY INFORMATION AT A GLANCE

Survey Period:	Begins September 17, 2013	Ends September 18, 2013
	8:00 a.m. Eastern	7:59 a.m. Eastern
	7:00 a.m. Central	6:59 a.m. Central
	6:00 a.m. Mountain	5:59 a.m. Mountain
	5:00 a.m. Pacific	4:59 a.m. Pacific
	4:00 a.m. Alaska	3:59 a.m. Alaska
	2:00 a.m. Hawaii	1:59 a.m. Hawaii
	1:00 a.m. America Samoa	12:59 p.m. America Samoa
	10:00 p.m. (Sept 16) Guam/Northern Marianas	9:59 p.m. (Sept 17) GU/MP

Please double check your time zone to ensure that your count starts at the right time for your state or territory.

Fill Out the Survey: Fill out the Survey online at nnedv.org/census2013survey
OR fax the attached Survey Form and cover sheet to 202-747-7626.

If you have questions, contact your state coalition (find your coalition at www.nnedv.org/resources/coalitions)
OR the National Network to End Domestic Violence at census@nnedv.org or 202-543-5566.

Responses are Due by Midnight ET on September 30, 2013



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Once completed, please enter your data online by following the link at nnedv.org/census2013survey. If you do not have access to the internet, you can fax the survey to us, using the fax cover sheet.

The survey period is Tuesday, September 17, starting at 8:00 AM Eastern Time through Wednesday, September 18, ending at 7:59 AM Eastern. See page 3 for your start and end times.

If you are unclear about any of the questions asked or terms used, please refer to the Definitions of Terms or Frequently Asked Questions included at the end of this Survey Packet. If neither of these documents answers your questions, email us at census@nnedv.org.

1. **State:** _____ 2. **ZIP Code** (of Administrative Office): _____

3. **Program Name:** _____
(This will be kept confidential.)

4. **Please check the category below which best describes your type of program:**

- Culturally-Specific or Linguistically-Specific (a program specifically intended to serve a traditionally underserved or marginalized community, including a culturally-specific community, linguistically-specific community, racial or ethnic minority, or tribal community.)
 - Domestic and Sexual Violence Program specific to mostly immigrant communities
 - Domestic and Sexual Violence Program specific to mostly Tribal communities
 - Domestic and Sexual Violence Program specific to mostly African-American/Black communities
 - Domestic and Sexual Violence Program specific to mostly South Asian or Asian Pacific Island communities
 - Domestic and Sexual Violence Program specific to mostly Latina/o communities
 - Domestic and Sexual Violence Program specific to mostly LGBTQ communities
 - Domestic and Sexual Violence Program specific to another community
Please specify: _____
- Domestic Violence Program
- Dual Domestic and Sexual Violence Program
- Dual Domestic Violence and Homeless Shelter
- Domestic and/or Sexual Violence and Crime Victims Services Program
- Domestic Violence Program housed within a larger social service program
- Other (please specify): _____



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During the 24-hour survey period, please provide the number of people served in the following capacities. (Please do not include individuals served through batterer intervention programs.)

Please do not enter any words, letters, symbols or number ranges in the boxes below. The boxes are only able to accept whole numbers (numbers without decimal points).

**5. Number of people served in:
EMERGENCY SHELTER**

Women	
Men	
Transgender Men	
Transgender Women	
Children	

**6. Number of people served in:
TRANSITIONAL HOUSING**

Women	
Men	
Transgender Men	
Transgender Women	
Children	

**7. Number of people served in:
NON-RESIDENTIAL SERVICES**

Women	
Men	
Transgender Men	
Transgender Women	
Children	

8. Please provide:

The total number of **hotline calls** received in the 24-hour survey period.

9. Please provide:

The total number of **trainings** or public education sessions conducted by your program in the 24-hour survey period.

10. Please provide:

The total number of **individuals** who attended a training or public education session conducted by your program today.

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11. Please tell us of a success story about a survivor because of the help you were able to provide on the Census Day.

12. On the Census Day (September 17), did your community experience a domestic violence related homicide?

- Yes
- No
- Don't Know



2013 DV Counts: National Census of Domestic Violence Services Survey Form

13. Tell us about the services your program provided on the Census Day and throughout the year.

This year, we want more details about the services you provide. The first two columns are whether you provide this service, either on the Census Day or throughout the year. The next four columns are to give us a sense of whether particular services have increased or decreased.

Types of services provided.	Service offered on the Census Day.	Service provided throughout the year.	Service added in the past year.	Service reduced in the past year.	Service eliminated in the past year.	Never provided this service.
Individual Support or Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group Support or Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe Houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hotel/Motel Stay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transitional Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Support or Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Representation by an Attorney	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court/Legal Accompaniment/Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy to Teen Victims of Dating Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy to Victims of Trafficking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy to Elder Victims of Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Public Benefits/TANF/Welfare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Housing Office/Landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Child Welfare/Protective Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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Types of services provided.	Service offered on the Census Day.	Service provided throughout the year.	Service added in the past year.	Service reduced in the past year.	Service eliminated in the past year.	Never provided this service.
Advocacy Related to Disability Issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Immigration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Substance Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Health Care or Healthcare Systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Technology Use (Cyberstalking, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy with the Military	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare/Daycare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bilingual Advocacy (services provided by someone who is bilingual)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Translation/Interpretation Services (a 3 rd party was needed to translate for the survivor or the advocate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV/AIDS Counseling and/or Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Skills/Budgeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Services/Accompaniment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Training/Employment Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Therapy/Counseling for Adults (by a licensed practitioner)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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Types of services provided.	Service offered on the Census Day.	Service provided throughout the year.	Service added in the past year.	Service reduced in the past year.	Service eliminated in the past year.	Never provided this service.
Therapy/Counseling for Children (by a licensed practitioner)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rural Outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media/Press Response or Outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Policy Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. If these services were reduced or eliminated, what were the reasons? (Check all that apply)

- Lack of community resources to support the program
- Government funding reduced
- Private funding cuts
- Individual donations reduced
- Reduced staffing hours
- Not enough available staff
- Not enough demand for services
- Other:

Questions 15-17 ask for the number of requested services that you were *unable to meet on the Census Day* due to a lack of resources. This SHOULD include requests for services you could not provide even if you did provide another service. Also include individuals who were referred to another agency.

This SHOULD NOT include requests that are outside the scope of the domestic violence related services your programs provide—in other words, requests for services that you would not have served regardless of the availability of resources.

Please do not enter any words, letters, symbols or number ranges in the boxes below. The boxes are only able to accept whole numbers (numbers without decimal points).

**15. Number of Unmet Requests in:
EMERGENCY SHELTER**

Women	
Men	
Transgender Men	
Transgender Women	
Children	

**16. Number of Unmet Requests in:
TRANSITIONAL HOUSING**

Women	
Men	
Transgender Men	
Transgender Women	
Children	

**17. Number of Unmet Requests in:
NON-RESIDENTIAL SERVICES**

Women	
Men	
Transgender Men	
Transgender Women	
Children	



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18. Of the requests for non-residential services that you could not meet, which services were most in demand? You can check all that apply.

- Attorney/Legal Representation
- Counseling/Substance Abuse/Mental Health
- Legal Advocacy/Accompaniment
- Cash Assistance/Financial Assistance
- Transportation/Gas
- Housing/Rental Assistance/Utilities
- Homeless Services
- Other:

19. Please provide a brief story about a request on the Census Day that you were unable to meet to illustrate the demand and need for programs and services.

20. In the past year, when you have not been able to meet survivors' requests for services, what most often happens? You may choose more than one answer but please limit your response to what most often occurs.

- They return to their abuser.
- They stay with friends and family.
- They become homeless.
- They live in their cars.
- They move away where they can find more support, leaving jobs, family, or other resources.
- They try to survive on very little financially and often end of financially ruined and/or facing bankruptcy.
- Unfortunately, we don't know what happens after.
- Other:

OPTIONAL QUESTIONS

These optional questions provide us more data about trends in the field and give us a more contextual understanding of the services provided. Please answer these questions to the best of your ability.

21. Does your program offer economic empowerment programming? (For example, classes for survivors on economic/financial/employment issues.)

- Financial literacy/budgeting education
- Matched savings programs
- Job readiness/job training
- Micro loans
- Recovering from financial abuse (e.g., repairing credit record)
- Other



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22. If you offer financial literacy education, what curriculum do you use?

- Moving Ahead through Financial Empowerment (NNEDV & The Allstate Foundation)
- ROW's Economic Action Program (REAP)
- Hope & Power for Your Personal Finances (NCADV, NEFE, & Intuit)
- Your program's own curriculum or materials
- Training offered by a community partner
- A combination of the above curriculum
- Other:

23. If you use the Moving Ahead through Financial Empowerment (NNEDV & The Allstate Foundation) curriculum (or a combination of curriculum that includes the Moving Ahead curriculum), approximately how many survivors have you trained in the past year? _____

24. What year did you begin offering economic empowerment programming? _____

25. What are specific challenges survivors face when trying to get stable, permanent housing? Feel free to share a non-identifying story.

26. What would help survivors attain stable housing (more funding, availability of affordable housing, different policies, etc.)?

27. How many shelter beds does your shelter have? _____

28. How many paid staff are employed by your program: _____

29. How many positions did you lay off or not fill in the past year? _____

30. What type of positions was laid off or unfilled?

- Administrative
- Attorney
- Bilingual Advocate
- Bookkeeper/Finance Staff
- Case Manager/Advocate
- Child Advocate
- Community/Outreach Position
- Court Advocate
- Hotline Staff
- Legal Advocate
- Shelter Staff
- Transitional Housing Advocate/Coordinator
- Prevention staff
- Other:



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31. If your local program receives non-traditional funding other than grants, donations, and fundraisers, please tell us about these innovative funding streams. (For example, does a company pay your program to provide employee assistance services (EAP) or do you receive payment for trainings to local universities or hospitals?)

32. In the past year, approximately how many trainings have your program provided to health care practitioners? _____

33. In the past year, approximately how many referrals have your program received from health care practitioners? _____

34. What are some of the consequences, positive and negative, that your community is seeing with the implementation of the Affordable Care Act?

35. In last year's survey, programs said that trainings for community partners and other service providers were needed. Please tell us who needs the training and who you would like to conduct the training by checking the appropriate box below.

Audience	This group needs DV training.	Best provided by local program (your agency).	Best provided by your state coalition.	Best provided by a national TA provider.
Attorneys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Businesses/ Workplaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child protective services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Faith/Clergy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guardian ad litem / CASA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health care professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing/Section 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immigration officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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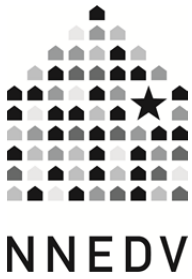
Audience	This group needs DV training.	Best provided by local program (your agency).	Best provided by your state coalition.	Best provided by a national TA provider.
Judges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K-12 Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health/ substance abuse professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prosecutor's office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF/Welfare/ Benefits Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
University Campuses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36. What kinds of questions/information would you like for us to include in next year's Census?

37. Please give us your first name (and last initial if someone at your agency has the same name) so we can contact you if we have any questions about the data you submitted.

Thank you for completing our survey!

Please go to nnedv.org/census2013survey to submit this information.



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Cover Sheet for Fax Submissions



Have you tried entering your data online? The software and the form have been upgraded this year to make it easier than ever!

Access the web form by going to nnedv.org/census2013survey.

Please enter your data online since this will allow us to total the data quickly.

If you do not have access to the Internet or are having difficulty with the online form and need to fax your information, please use this cover sheet.

To: NNEDV Census Team
Subject: Census Fax Submission
Send to Fax: 202-747-7626

From: _____ (Please List Contact Person Here)

Phone: _____

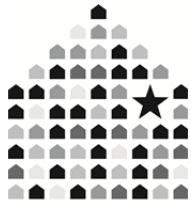
Sent from Fax: _____

You MUST complete the following information in order for us to enter your faxed-in data.

State: _____

Zip Code: _____ (of Administrative Office)

Program Name: _____ (This will be kept confidential.)



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NNEDV Frequently Asked Questions

Please ensure that the person completing the survey has access to these Frequently Asked Questions.

Review these Frequently Asked Questions (FAQs) before completing the Survey Form. If you have additional questions, please contact your state coalition or NNEDV at census@nnedv.org.

General Questions

Q. Can I start my 24-hour survey period anytime as long as it's 24 hours?

A. No. Because we want a count of the number of people served by all local programs in the same 24-hour period, we need your program to collect the information during the **24-hour survey period between 8 a.m. ET on Tuesday, September 17 and 7:59 a.m. ET on Wednesday, September 18**. This means that if you are in Central Standard Time, you will begin your 24-hour survey period at 7:00 a.m. on September 17. Refer to the Submission Instructions page to see when you should begin your 24-hour survey period.

Q. I'm not sure what time zone I'm in.

A. If you are uncertain about what time zone your program is located in, go to <http://www.time.gov>. Click on your state or territory and look for your location. If you do not have Internet access or are unable to determine your time zone, please contact your state coalition.

Survey Questions

Q. Our domestic violence program has more than one location. If we are combining the number of people we serve from different locations, which ZIP code do we use?

A. Use the ZIP code of your administrative office (or the office where your Executive Director is located).

Q. My program name is not listed online as an option to choose. Can I still participate?

A. Yes, if the primary purpose of your organization is to provide services to victims of domestic violence you can participate. Check to make sure you have selected the correct state. If your program name has changed, check to see if we listed your program in your old name. If your program is not listed, choose "Other" and give us your program name.

Q. My program is a dual domestic violence and sexual violence program or dual domestic violence and homeless program. Should I respond to this Survey?

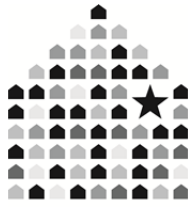
A. Yes. Please count only the number of domestic violence survivors and their families you provided services to on the Survey day. You should also identify your program type in question 4.

Q. My program is housed in a larger community service program (e.g., a YWCA). How should I count services?

A. Please count the number of domestic violence survivors and their families you provided services to on the Survey day. You should also identify your program type in question 4.

Q. My program does not have a shelter. Should I respond to this Survey?

A. Yes. You can fill out the non-residential sections of the Survey. Please count the number of domestic violence survivors and their families you served on the Survey day in any capacity.



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NNEDV Frequently Asked Questions

Q. My program only served a few people today—do I really need to fill this out?

A. We need to count every survivor served on this day. While it might seem like your numbers are small, your participation has a huge impact! It's really powerful to be able to say 100% of the programs in each state/territory participated. Please fill out this Survey so we can include your program's services in our count of domestic violence services.

Q. We didn't serve anyone today. What should I do?

A. We understand that circumstances beyond your control may result in your program having unusually low numbers or no data to report. Even if you did not provide any services on the Census Day, your answers to the general questions are still helpful.

Q. Our organization provides batterer intervention services. Should we count individuals served in these settings?

A. No. Please do not include any individual exclusively served in a batterer intervention program in your Survey Day counts.

Q. We did a volunteer training today, does that count as a public education session?

A. Yes. Please count the number of volunteers who attended this training and include this as a training session.

Q. We provided training at a conference today. Do we count the number of attendees who attended the entire conference or just the number of attendees who attending our training?

A. Only count the number of attendees who attended your training, and not the total number of attendees who attended the conference.

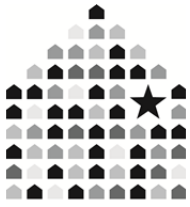
Q. Should we consider all the people on our waiting list as having unmet requests for service or should we only count those individuals added to the list during the 24-hour period?

A. You should count ALL the people on your waiting list as having unmet requests for service since they would not be on the waiting list if you had enough funding/services/housing to meet their needs.

Q. Who do we count as having unmet requests for service?

A. You SHOULD include individuals who requested a service you could not provide even if you did provide another service. (For example: A survivor requested individual counseling. You don't currently have any appointment times open, but you were able to suggest that the survivor attend a support group. Since the initial request was for individual counseling, the need was unmet).

You SHOULD NOT include individuals who had needs that were outside the scope of the domestic violence related services your program provides. (For example: If someone is asking for help applying for Food Stamps but the individual has no domestic violence history or requires no domestic violence assistance, they should not be counted as having an "unmet request for service" since their request is outside the scope of your program's domestic violence related services.)



Domestic Violence Counts

National Census of Domestic Violence Services

NNEDV Frequently Asked Questions

Q. Do I need to provide any information that identifies survivors individually?

A. No. We only need aggregate counts of the number of people who used your domestic violence program services today. Please do not provide any details in any section that might compromise the confidentiality of any client in your program.

Submitting Your Survey

Q. I've filled out my form. Now what do I do?

A. Go to nnedv.org/census2013survey and enter your responses. The online Survey Form is identical to the questionnaire included in this packet. Simply enter your answers in the designated spots. If you have trouble viewing the webpage, please contact census@nnedv.org.

Q. The webpage isn't working or I don't have Internet access. How do I submit my numbers?

A. If the link at nnedv.org/census2013survey is not working, you can go directly to the Survey by entering <https://www.surveymonkey.com/s/census2013survey> into your web browser (e.g., Internet Explorer). If you are still unable to enter your data, please fax your survey to 202-747-7626. Please use the fax cover sheet provided on page 13 of the Survey Packet.

Q. Can I get a copy of the Survey Form I submitted for our records?

A. Unfortunately, we cannot provide copies of your submitted survey. It is best for you to fill out the paper version of the Survey and keep a copy of that.

Q. Should I fax a copy also, even if I fill out the Survey Form online?

A. No. We prefer that you just fill out the Survey Form online. If you do not have Internet access, please fax the Survey Form with the attached fax cover sheet.

Q. How do I know you've received our data?

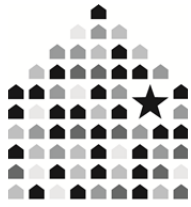
A. If we haven't received your data, someone will contact you, reminding you to submit your data.

Q. Who sees the data that I submit?

A. Only the Census team at NNEDV will see the data that you submit. No one else will ever see your program's specific data.

Q. When will the report be released?

A. It typically takes us 4-5 months to analyze the data and write the report. NNEDV will publish the report on NNEDV's website (www.nnedv.org/resources/census) and provide a link via the Census listserv in early 2014.



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NNE DV Definition of Terms

Please ensure that the person completing the survey has access to these Frequently Asked Questions.

Please review the following definitions to understand the terms used in this Survey. If you have additional questions regarding definitions, please consult the Frequently Asked Questions (FAQs) document included in this Survey Packet.

If you still have additional questions, please contact:

- Your State Coalition OR
- National Network to End Domestic Violence at census@nedv.org or 202-543-5566

Terms

24-Hour Survey Period

The one-day count begins at 8 a.m. ET on Tuesday, September 17 and ends 24 hours later at 7:59 a.m. ET on Wednesday, September 18. If you are in a different time zone, you will begin at a different time; please see the "Submission Instruction" page in this Survey Packet to determine what time you should start counting in your time zone.

ADA

ADA refers to the Americans with Disabilities Act.

Emergency Shelter

Emergency shelters are intended to provide a short-term living space for individuals in response to an immediate crisis. When we ask for the number of adults and children who accessed emergency shelter services from your program, we include stay in safe home nights as well as hotel nights. (Note that in question 13, we split emergency shelter, safe houses, and hotel/motel stay.)

Hotline Calls (also called "Crisis Calls")

Hotline calls refer to calls made to a hotline number for any purpose, including, but not limited to, crisis intervention, requests for support by survivors, requests for support by friends or family of survivors, or requests for information. Additionally, please count crisis calls that come into your main office even if the call didn't come through your hotline.

Policy Advocacy

Policy advocacy includes calling/emailing your Members of Congress at the federal or state levels about legislation; talking to local officials about city/county ordinances or other local policies; lobbying; advocating with state or federal social service agencies; working with local, state, or federal organizations to change laws or policies that address the needs of domestic violence programs and services; and other similar activity.

Primary Purpose Domestic Violence Program

For the Census, we are only counting domestic violence advocacy programs, with a primary purpose and mission of providing services to victims of domestic violence. The purpose of the Census is to gather an unduplicated count of people accessing nonprofit domestic violence advocacy services. It is not intended to count the number



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NNEDV Definition of Terms

of victims who may visit an emergency room, police department, or criminal justice agency on that day, since it may be possible that a survivor visits an emergency room and then a domestic violence program on the same day.

Training/Community Education

Training or community education refers to outreach efforts to specific groups or to the community in general that increase public awareness about domestic violence, improve responses to survivors, enhance services, or mobilize action. These may include police training, community forums, presentations to students, or volunteer training.

Transgender Individual

Someone is transgender if their own experience of their sex or gender identity is different from the sex they were assigned at birth. Some transgender individuals may choose to identify as male or female, while others prefer to identify as transgender. A transgender man is someone who identifies as a man but was assigned as a woman at birth. A transgender woman is someone who identifies as a woman but was assigned as a man at birth.

Transitional Housing

Transitional housing is temporary housing designed to house residents, while helping them transition into permanent living arrangements. Many transitional housing options last up to 24 months.

Unmet Requests for Service

This term refers to individuals whose primary needs could not be met by your program because of resource constraints (e.g., no space, time, staff, or money). In other words, this SHOULD include individuals who were turned away or who you referred to another agency due to your own program's resource constraints.

When counting individuals whom you were unable to serve, you should NOT count individuals who make requests outside the scope of your program's domestic violence-related services. For example, if someone is asking for help applying for Food Stamps but the individual has no domestic violence history or requires no domestic violence assistance, they should not be counted as having an "unmet request for service" since their request is outside the scope of your program's domestic violence-related services.