



NNEDV

# Domestic Violence Counts National Census of Domestic Violence Services

## 2011 Survey Packet

**\* Save the Date: September 15, 2011 \***

This 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. 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, and will be held at **3pm Eastern Time**

(2pm CT, 1pm MT, Noon PT, 11am Alaska, 9am Hawaii) on

**Wednesday September 7<sup>th</sup>**

or

**Tuesday, September 13<sup>th</sup>**

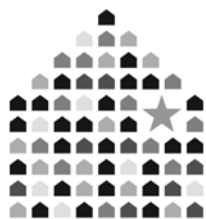
To listen to the call, please register at:

[www.nnedv.org/CensusCalls](http://www.nnedv.org/CensusCalls)

## Table of Contents

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 Safety Net Project at [census@nnedv.org](mailto:census@nnedv.org).

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# Domestic Violence Counts

## National Census of Domestic Violence Services

### Instructions for Participating Programs

#### What is Domestic Violence Counts?

- NNEDV is working with the state and territorial domestic violence coalitions to create a snapshot of domestic violence services provided across the USA.
- This snapshot count of survivors who were served in a 24-hour period will help us get both a statewide and a national picture of how many people are seeking services, how many people we were unable to serve, and the overall scope of the services that local programs are delivering.

#### Who should participate?

- 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.

#### What will my program get out of this initiative?

- After the Census, your program will have access to a report summarizing state and national totals. Your organization can use this information in a number of different ways. For example, you can use the Survey Reports to help pursue legislative reforms; to create compelling grant reports or applications to funders and potential funders; to set priorities for improving existing services or creating new services for survivors; and to enhance community outreach, training, and volunteer support.
- This project is part of a larger initiative to collect information about the survivors we serve without collecting personally identifying information about individuals.

#### What do I need to do before the Survey Day?

- **Read** this survey packet and contact [census@nnedv.org](mailto: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.
- **Ask** your colleagues who have the information you need to answer the optional questions.

#### What do I need to do on the Survey Day?

- Throughout the Survey Day, keep track of your counts on the questionnaire provided in this packet.

#### 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 16. If you do not have access to the Internet, you can 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](mailto:census@nnedv.org).

That's it! The results from your program will be added to others in your state, and a report will be compiled.

**Thank you for your participation!**



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# Domestic Violence Counts

## National Census of Domestic Violence Services

### Submission Instructions

We strongly prefer that you submit your results online. This will allow us to more quickly analyze the results and provide you with a complete report. If you experience any technical difficulties, please contact the NNEDV Safety Net Project at [census@nnedv.org](mailto:census@nnedv.org).

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

- Step 1.** Throughout the Survey Day, keep track of your count on the questionnaire 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 any additional questions.
- Step 3.** After the survey day, please go to [www.nnedv.org/census2011](http://www.nnedv.org/census2011) and click on the link to the form to enter your results. The online 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](mailto:census@nnedv.org). **Responses are due by September 30<sup>th</sup>.**

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, we have included a cover sheet at the end of the Survey Packet that must be attached to the fax.

#### SURVEY INFORMATION AT A GLANCE

Survey Period:	Begin September 15, 2011		End September 16, 2011
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

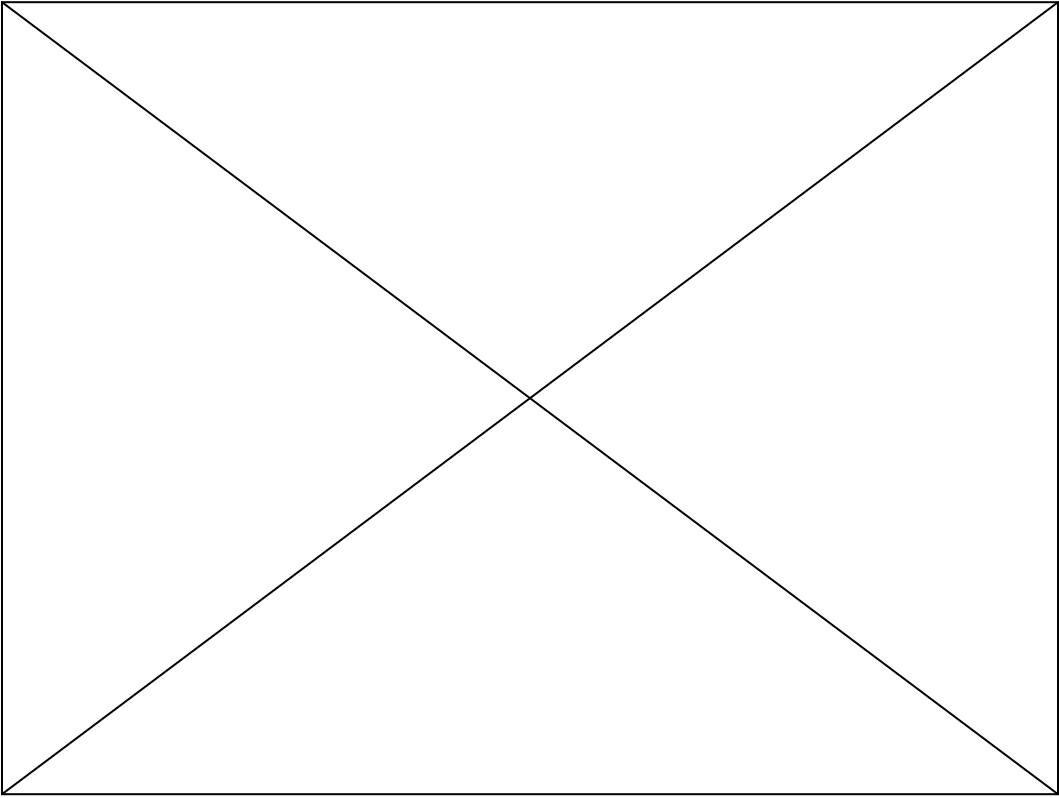
Residents of Hawaii, Arizona, Puerto Rico, and the Virgin Islands should verify these times since those areas do not observe daylight savings time.

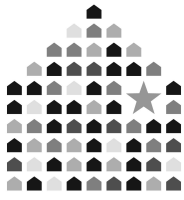
Fill Out the Survey: Link to the Survey from [www.nnedv.org/census2011](http://www.nnedv.org/census2011)  
OR fax the attached Survey Form and cover sheet to (202) 747-7848.

If you have questions, contact your state coalition (find your coalition at [www.nnedv.org](http://www.nnedv.org))  
OR the National Network to End Domestic Violence at [census@nnedv.org](mailto:census@nnedv.org) or 443-650-8588.

**Responses are Due by 5:00 p.m. on September 30, 2011**

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# 2011 DV Counts: National Census of DV Services Survey Form

Once completed, please enter your data online by following the link at [www.nnedv.org/census2011](http://www.nnedv.org/census2011)  
If you do not have access to the Internet, you can fax the survey to us, using the attached fax cover sheet.

The survey period is Thursday September 15 through Friday September 16.  
See the Time Zone page for your start and end times.

If you are unclear about any of the questions asked or terms used, please refer to the Definition of Terms or Frequently Asked Questions included in the Survey Packet. If neither of these documents answers your questions, e-mail us at [census@nnedv.org](mailto: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)

Tribal Domestic and/or Sexual Violence Program

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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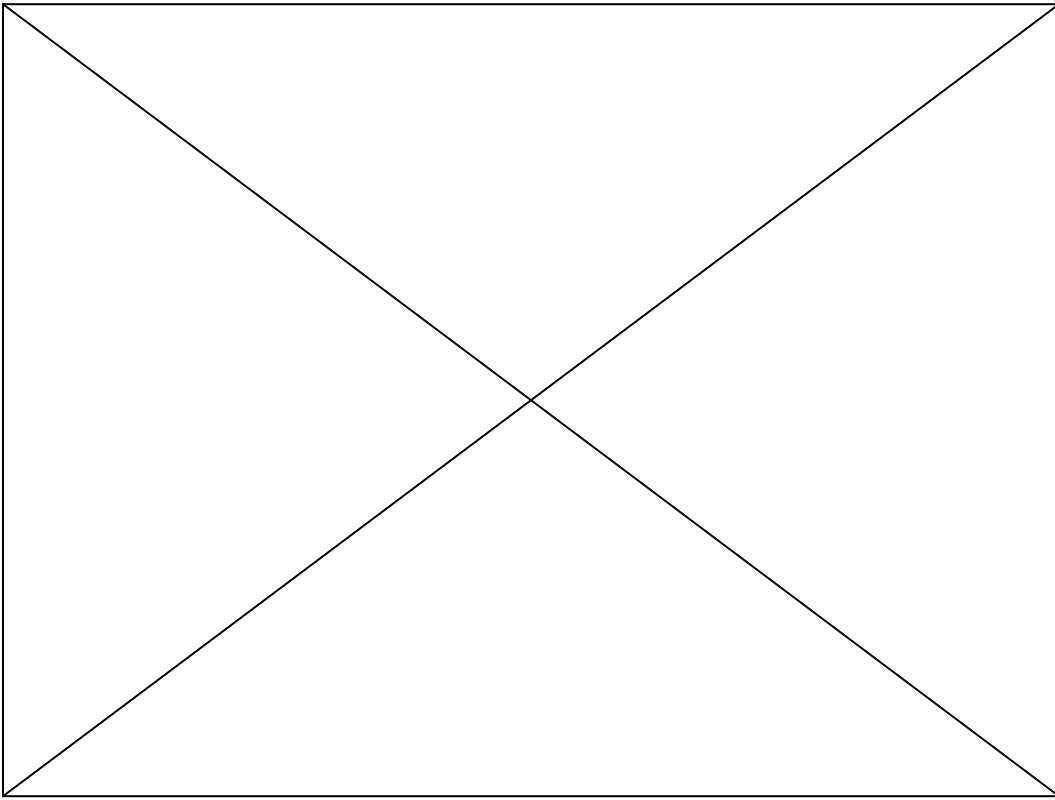
Survey Day Count - Individuals Served

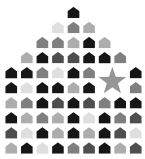
A. Please provide the number of people served in the 24 hour survey period in the following capacities.

(Please do not include individuals served through batterer intervention programs.)

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

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# 2011 DV Counts: National Census of DV Services Survey Form

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### 5. Number of People Served in: EMERGENCY SHELTER

Do not offer this service   
(Enter 0 in this box & skip to next question)

Women	<input type="checkbox"/>
Men	<input type="checkbox"/>
Transgender Adults	<input type="checkbox"/>
Children	<input type="checkbox"/>

### 6. Number of People Served in: TRANSITIONAL HOUSING

Do not offer this service   
(Enter 0 in this box & skip to next question)

Women	<input type="checkbox"/>
Men	<input type="checkbox"/>
Transgender Adults	<input type="checkbox"/>
Children	<input type="checkbox"/>

### 7. Number of People Served in: NON-RESIDENTIAL SERVICES

Do not offer this service   
(Enter 0 in this box & skip to next question)

Women	<input type="checkbox"/>
Men	<input type="checkbox"/>
Transgender Adults	<input type="checkbox"/>
Children	<input type="checkbox"/>

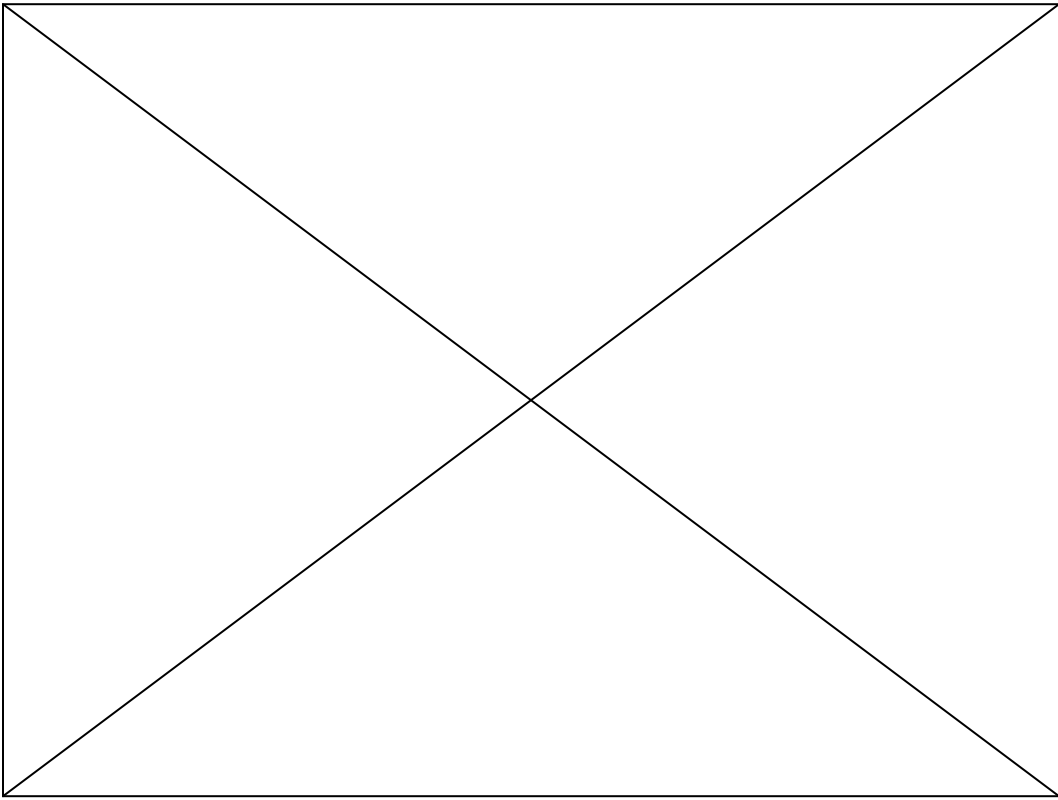
### 8. Please check all that apply

Example: If you normally provide shelter, but didn't have anybody in shelter today, please check the first column.  
If you provide shelter AND at least one person was in the shelter today please check BOTH columns.

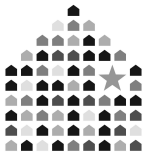
When you complete this question, you should have checks in BOTH columns.

	Our agency offers this service throughout the year.	Our agency provided this service on the Census day.
Individual Support or Advocacy	<input type="checkbox"/>	<input type="checkbox"/>
Group Support or Advocacy	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Shelter (including hotels or safe houses)	<input type="checkbox"/>	<input type="checkbox"/>
Transitional Housing	<input type="checkbox"/>	<input type="checkbox"/>
Children's Support or Advocacy	<input type="checkbox"/>	<input type="checkbox"/>
Legal Representation by an Attorney	<input type="checkbox"/>	<input type="checkbox"/>
Court/Legal Accompaniment/Advocacy	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy to Teen Victims of Dating Violence	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy to Victims of Trafficking	<input type="checkbox"/>	<input type="checkbox"/>

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# 2011 DV Counts: National Census of DV Services Survey Form

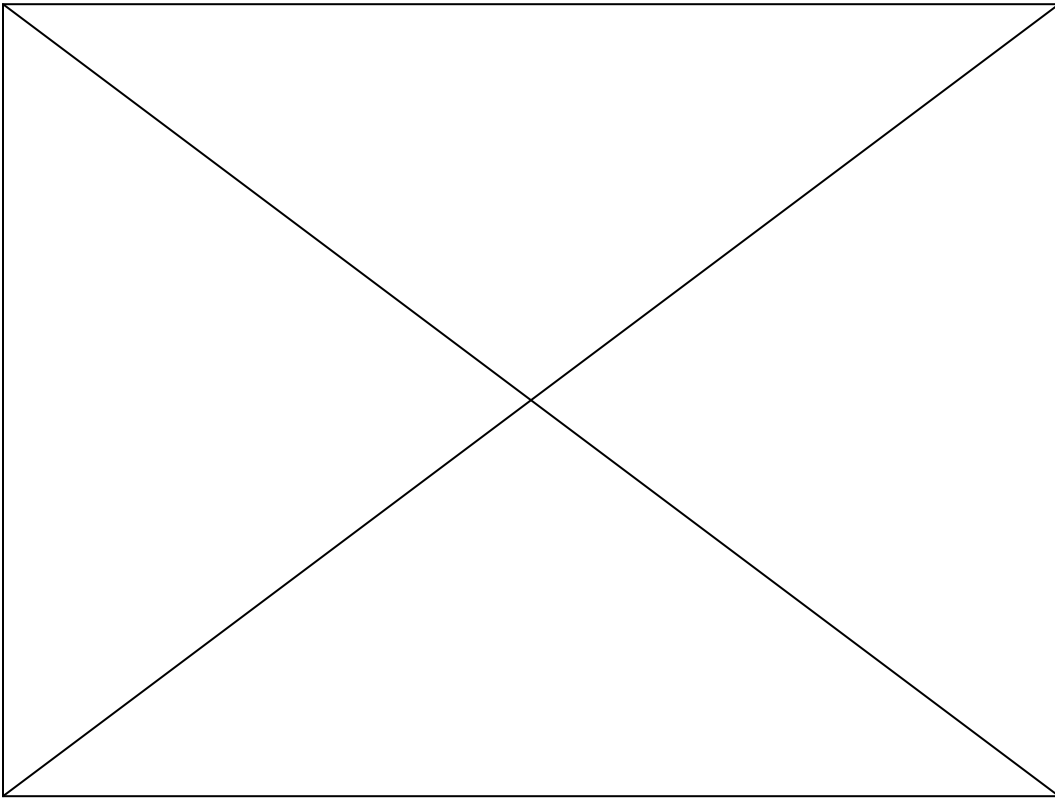
8. (continued)

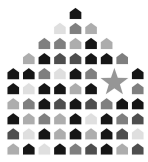
Our agency offers this  
service throughout the year.

Our agency provided this  
service DURING the survey day.

Advocacy Related to Public Benefits/TANF/Welfare	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Housing Office/Landlord	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Child Welfare/Protective Services	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Disability Issues	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Immigration	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Mental Health	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Substance Abuse	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy Related to Technology Use (Cyberstalking, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy with the Military	<input type="checkbox"/>	<input type="checkbox"/>
Childcare/Daycare	<input type="checkbox"/>	<input type="checkbox"/>
Bilingual Advocacy (services by someone who is bilingual)	<input type="checkbox"/>	<input type="checkbox"/>
Translation/Interpretation Services (a 3rd party is needed to translate for the survivor or the advocate)	<input type="checkbox"/>	<input type="checkbox"/>
HIV/AIDS Counseling and/or Support	<input type="checkbox"/>	<input type="checkbox"/>
Financial Skills/Budgeting	<input type="checkbox"/>	<input type="checkbox"/>
Medical Services/Accompaniment	<input type="checkbox"/>	<input type="checkbox"/>
Job Training/Employment Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Therapy/Counseling for Adults (by a licensed practitioner)	<input type="checkbox"/>	<input type="checkbox"/>
Therapy/Counseling for Children (by a licensed practitioner)	<input type="checkbox"/>	<input type="checkbox"/>
Rural Outreach	<input type="checkbox"/>	<input type="checkbox"/>
Media/Press Response or Outreach	<input type="checkbox"/>	<input type="checkbox"/>

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# 2011 DV Counts: National Census of DV Services Survey Form

Please do not enter any words, letters, symbols or number ranges (ex. 8-10) into the boxes below. The boxes are only able to accept whole numbers (numbers without decimal points).

**9. Please provide:**

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

**10. Please provide:**

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

**11. Please provide:**

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

**C. We know that in many communities, the demand for services far outweighs the supply. Often, programs are not able to provide all the services they wish they could because of lack of resources. Sometimes these individuals are referred somewhere else or must be turned away.**

**12. So that we can better understanding your resource constraints, please check the reasons that contributed to your program being unable to serve some survivors during this 24-hour survey period: (Check all that apply.)**

- Not enough Staff
- No available Beds and/or no money for a hotel stay
- Not enough Funding for needed programs and services
- Not enough Specialized Services (e.g., drug and alcohol counselor)
- Limited Accessibility (e.g., not enough translators, bilingual staff or ADA accessible bedrooms)

Other

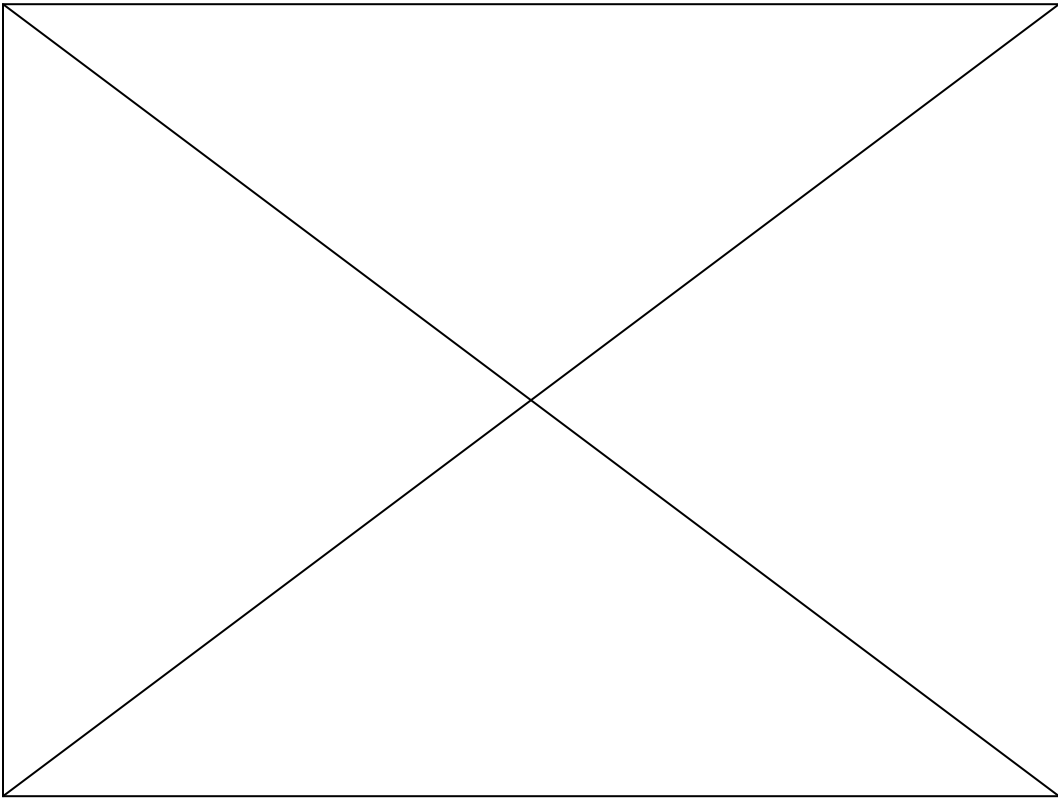
**D. Please tell us about the number of people requesting services who you were unable to serve due to a lack of resources (like those listed above).**

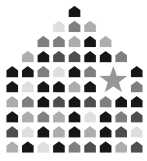
This SHOULD include individuals who requested a service you could not provide even if you did provide another service (Ex: A survivor requested individual counseling. You don't currently have any appointment times open, but you were able to suggest that the survivor attend support group. Since the initial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

This SHOULD also individuals who were referred to another agency.

This SHOULD NOT include individuals who had needs that were outside the scope of the domestic violence-related services your program provides (i.e., individuals you would not have served regardless of the availability of resources).

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# 2011 DV Counts: National Census of DV Services Survey Form

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Please do not enter any words, letters, symbols or number ranges (ex. 8-10) into the boxes below. The boxes are only able to accept whole numbers (numbers without decimal points).

### 13. Unable to Serve: EMERGENCY SHELTER

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Adults	<input type="text"/>
Children	<input type="text"/>

### 14. Unable to Serve: TRANSITIONAL HOUSING

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Adults	<input type="text"/>
Children	<input type="text"/>

### 15. Unable to Serve: NON-RESIDENTIAL SERVICES

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Adults	<input type="text"/>
Children	<input type="text"/>

### 16. Which service was the most requested by those people you were unable to serve? (Please select only ONE)

- Emergency Shelter
- Transitional Housing
- Legal Advocacy/Accompaniment
- Attorney/Legal Representation
- Counseling

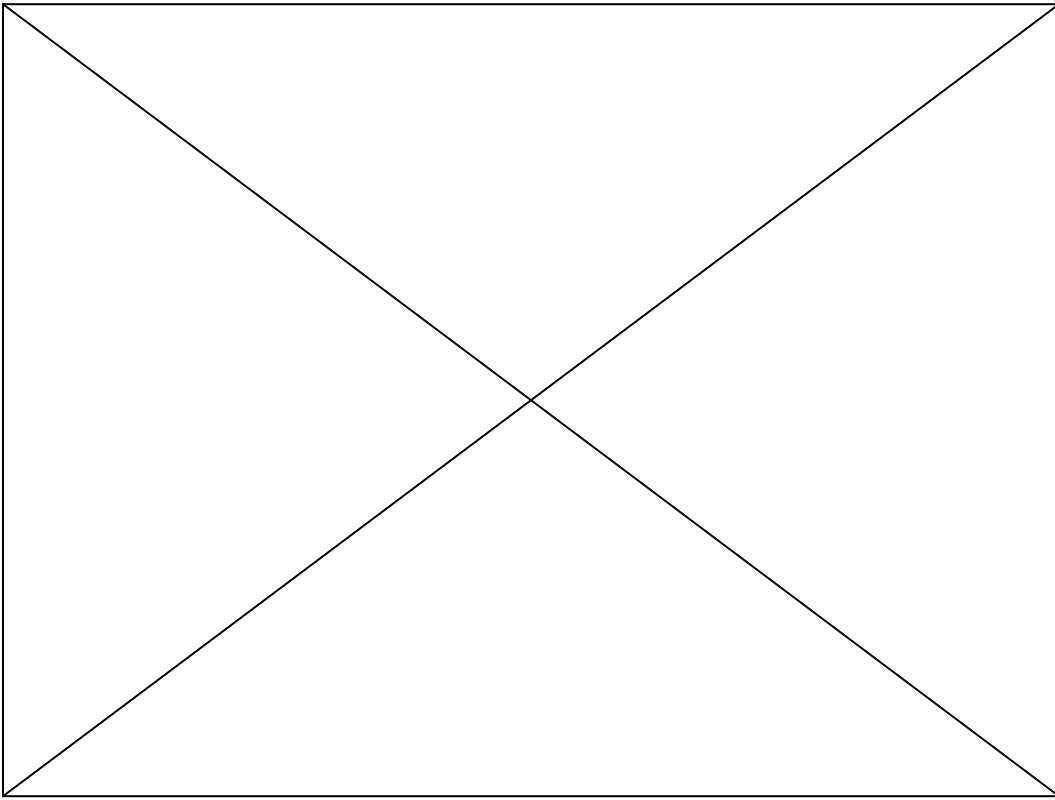
Other (please specify)

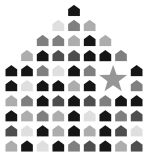
### 17. Of the victims currently receiving services from your program, are any seeking legal assistance with (check all that apply):

- Child custody?
- Child support?
- Child protection issues?
- Criminal defense?
- Violations of protection orders?
- Divorce?
- Housing?
- Immigration?
- Financial or economic issues (debt, mortgage, credit issues)?
- Federal benefits (social security, TANF, etc.)?

Other (please specify)

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# 2011 DV Counts: National Census of DV Services Survey Form

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**18. In your work to increase survivor safety, how important is it to regularly interact or network with community partners (law enforcement, nonprofit partners, courts, legal aid, social services, medical services, etc).**

**Please check only ONE.**

- Extremely important
- Very important
- Somewhat important
- Not important at all

**19. During the 24-hour survey period, did your area experience any domestic violence-related incident involving: (Check all that apply.)**

**Please only note this if the incident(s) occurred during the survey period**

- Homicide/Attempted Homicide
- Suicide/Attempted Suicide
- Kidnapping/Attempted Kidnapping
- Hostage Situation

The following question asks you to tell the story of the survivors you work with everyday. Your quotes will be used in the Census report and other NNEEDV reports. Your quotes are CRITICAL to adding meaning and understanding to the numbers you've provided. Your program will never be identified by name, so please share information in an anonymous form (e.g., "our program" vs. "Washington DC Women's Center").

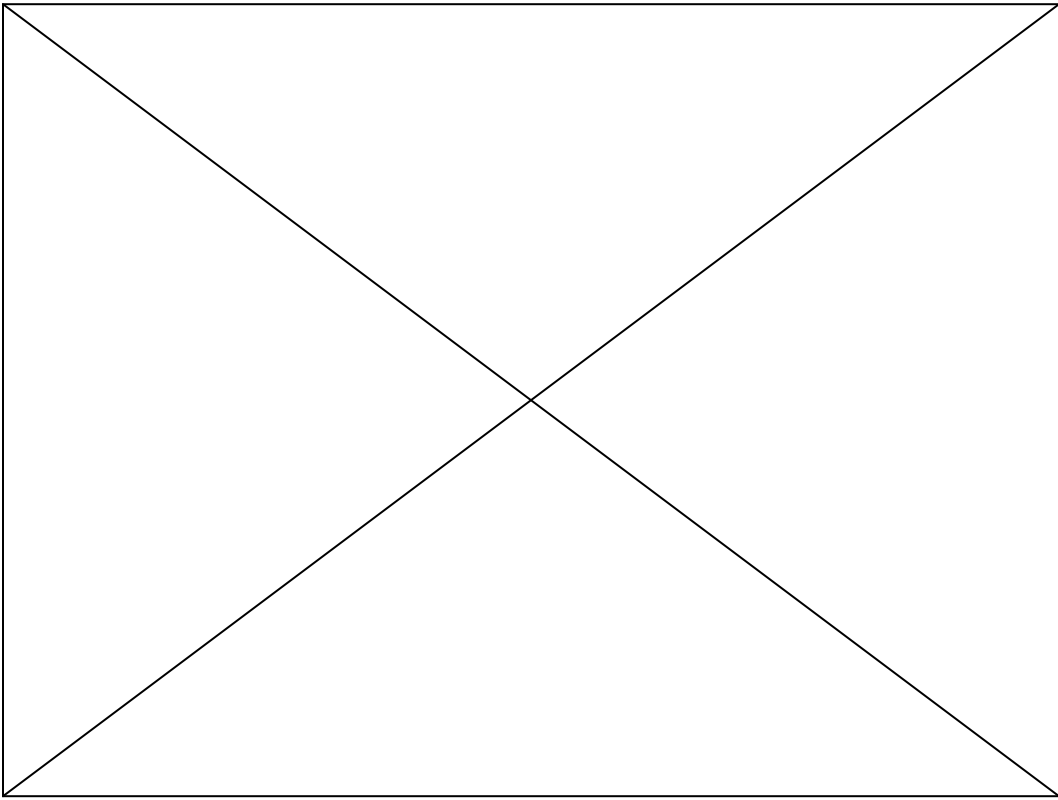
**20. Each year in both the state summaries and the national report, we include quotes to make these numbers more "real" for the readers of this report. Please share something memorable that happened during the survey day. We are looking for stories that highlight how you made a difference in the life of a victim, show the need for the work you do or highlight a particular strength of your agency.**

**21. Is there anything else you would like NNEEDV or Congress to know?**

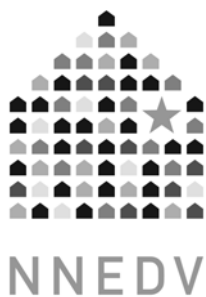
**Thank you for completing our survey!**

**Please go to [www.nnedv.org/census2011](http://www.nnedv.org/census2011) to submit this information**

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# Domestic Violence Counts National Census of Domestic Violence Services 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!

The web form is linked at [www.nnedv.org/census2011](http://www.nnedv.org/census2011)

If at all possible, **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  
(202) 747-7848

From: \_\_\_\_\_ (Please List Contact Person Here)

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Subject: Census Fax Submission

**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.)

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

# Domestic Violence Counts

## National Census of Domestic Violence Services



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### 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](mailto: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 Thursday, September 15 and 7:59 a.m. ET on Friday, September 16**. 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 15. Refer to the first page of this Survey Packet 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, you can check <http://www.time.gov>. Simply click on your state 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.

**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 our state participated. Please fill out this Survey so we can include your program's services in our count of domestic violence services.

**Q. My program is 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 today. For questions regarding the number of volunteers, etc., please refer only to the domestic violence program/portion of your agency. 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 today. For questions regarding the number of staff, amount of budget, etc, please refer only to the budget of the domestic violence-related services program within your agency, not the overall budget of the agency. 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 today in any capacity.

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

**A.** Go to [www.nnedv.org/census2011](http://www.nnedv.org/census2011) and click on the link to the Survey form to enter your results. 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](mailto: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 [www.nnedv.org/census2011](http://www.nnedv.org/census2011) is not working, you can go directly to the Survey by entering <https://www.surveymonkey.com/s/8L927JH> into your web browser (e.g., Internet Explorer). If you are still unable to enter your data, please fax your survey to (202) 747-7848. Please use the fax cover sheet provided on page 15 of the Survey Packet.

**Q. I want a copy of the Survey Form I submitted for our records. How do I do that?**

**A.** After filling out the Survey online, you can print a copy of your answers by following the printing instructions at the end of the online form. (Simply print it as you would from any other website.)

**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. If I receive a reminder call about sending in my data, can the person calling see my data?**

**A.** No. That person will receive notification that you have not submitted your data but cannot see the content of any data you submit. There will be no public record of your count, and identifying information about your program will not be released.

**Q. When will the report be released?**

**A.** After the Census, it typically takes 4-5 months for the information to be processed and the report to be written. NNEDV will publish the report online and provide a link via the Census listserv as soon as it is available.

**Survey Section I: BASIC INFORMATION (Required)**

**Q. Will my funder or state coalition see the data from my program?**

**A.** The data we collect will be aggregated for state and national totals.

**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 which might compromise the confidentiality of any client in your program.

**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).

**Survey Section II: SURVEY DAY COUNTS – INDIVIDUALS SERVED (Required)**

**Q. What is a transgender person?**

**A.** Individuals are transgender if their experience of their sex or gender identity is different from the sex/gender they were assigned at birth. Some transgender individuals may choose to identify as male or female, while others prefer to identify as transgender.

**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.

**Survey Section III: SURVEY DAY COUNTS – UNMET REQUESTS FOR SERVICE (Required)**

**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.

**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. (Ex: 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. (Ex: 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.).

**Survey Section IV: PROGRAM INFORMATION (Optional but Important)**

**Q. Will the information we provide negatively impact our funding?**

**A.** Nothing you say here will affect your funding in any negative way. The numbers you provide will be used to calculate national and state level totals. Information about your specific organization will not be used individually. Instead, we've been able to use the national and state totals to show the need for funding for domestic violence service providers.

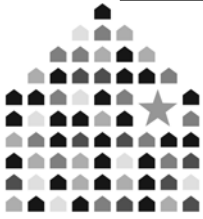
**Q. What would be useful to know about our day?**

**A.** Tell us if anything particularly good or bad that happened during the Survey Day. Anecdotes or stories that help illustrate what your day was like are particularly good. It would also be useful to know if anything out of the ordinary happened at your program. Please do not provide an hour-by-hour account of your day. Instead, let us know what you generally do or even just an anecdote of something that happened during the Survey Day. It would be helpful to have complete sentences.

**Q. My domestic violence program had a crisis today, and we didn't serve anyone. What should I do?**

**A.** We understand that circumstances beyond your control may result in your program having unusually low numbers. Please explain what happened in the comment box at the end of the survey.

Please ensure that the person completing the survey has access to these definitions.



NNEDV

# Domestic Violence Counts

## National Census of Domestic Violence Services

### Definition of Terms

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@nnedv.org](mailto:census@nnedv.org) or 443-650-8588

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#### 24-Hour Survey Period

The one-day count begins at 8 a.m. ET on **Thursday, September 15** and ends 24 hours later at 7:59 a.m. ET on **Friday, September 16**. If you are in a different time zone, you will begin at a different time; please see the first page of this Survey Packet or the FAQs sheet to determine what time this period begins 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. Included in this category are safe home nights as well as hotel nights.

#### 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 phone number the caller dials isn’t officially your hotline).

#### Primary Purpose Domestic Violence Program

A domestic violence advocacy program is considered a primary purpose program if the primary goal of its mission and its services are to provide 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 of victims who may visit an emergency room, police department, or criminal justice agency on that day. However, if a nonprofit domestic violence advocacy program employs an advocate who works out of one of these locations, those service numbers would be included.

#### 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.

### Transitional Housing

Transitional housing is temporary housing designed to house residents for a mid-length period of time, 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. Resource constraints include not having enough staff, no available beds, limited accessibility, etc.

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.

Additionally, this count should NOT include individuals who have needs that are inappropriate for the services of your program. For example, someone with no history of experiencing domestic violence is requesting counseling for depression.