

Domestic Violence Counts

National Census of Domestic Violence Services

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.**

- **UNDUPLICATED COUNT OF SURVIVORS**

By counting the number of people served by all local programs in the same 24-hour period, it is possible to count the number of survivors served nationwide in a single day. This count of survivors will be "unduplicated" across programs, since it is unlikely that an individual was served by more than one primary purpose domestic violence program in a 24-hour period.

- **ALL NUMBERS MUST COME FROM THE SAME 24-HOUR PERIOD**

In order to ensure a credible and meaningful result, we need your program to collect the information by answering the questions below during **the 24-hour survey period between 8 a.m. ET on Tuesday, September 25 and 7:59 a.m. ET on Wednesday, September 26**. It is very important that your program collect information only during the survey period so that we can obtain a true and unduplicated count.

- **COUNTING THE NUMBER OF SERVICES PROVIDED**

In addition to counting the number of people served, the questions in the Survey will help measure the wide range of services provided by local domestic violence programs. This count may include the same person more than once since survivors often use more than one service in a single day. This count will, however, show the different types of support services offered.

Before answering the questionnaire, please read the attached Definition of Terms and Frequently Asked Questions documents carefully.

SURVEY INFORMATION AT A GLANCE

<u>Survey Period:</u>	Begins Tuesday, September 25, 2007	Ends Wednesday, September 26, 2007
	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
	3:00 a.m. Hawaii	2:59 a.m. Hawaii

Fill Out the Survey: Link to the Survey from www.nnedv.org/census2007

If you have questions, contact your state coalition (find your coalition at www.nnedv.org/coalitions) OR the National Network to End Domestic Violence at census@nnedv.org or 202-543-5566 ext. 22.

Responses Are Due by 5:00 p.m. on Friday, September 28, 2007

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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 Safety Net Project at census@nnev.org.

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Informational Conference Calls for Local Domestic Violence Programs

Tuesday, September 11 at 3 p.m. ET

Thursday, September 20 at 3 p.m. ET

Friday, September 14 at 3 p.m. ET

Monday, September 24 at 3 p.m. ET

Please join us for one (or all) of these calls – information shared on all the calls will be the same.

Please register for a call at www.nnev.org/censuscalls.

After you register online, you will be emailed the call-in information the day before the call.

These calls will explain the simple count process, and you will also hear from advocates who have participated in the pervious year's count. Please try to have at least one person from your agency on one of the calls.

If you have, questions contact your state coalition (www.nnev.org/coalitions) OR the National Network to End Domestic Violence at census@nnev.org (preferred) or 202-543-5566 ext. 22.



NNEDV

Domestic Violence Counts

National Census of Domestic Violence Services

Instructions for Participating Programs

What is domestic violence counts?

- NNEDV is working with state coalitions and local domestic violence programs around the country to create a snapshot of survivors' needs.
- This snapshot count of survivors 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're unable to serve, and the overall scope of the services we're delivering.

Who is participating?

- 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. 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.

What will your program get out of this initiative?

- After the Census, your program will be provided with a report summarizing state and national totals. Your organization may be able to 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 you need to do before the Survey Day?

- **Identify** who will be responsible for collecting the information and who will enter the information online.
- **Discuss** how you will count the number of people served and who will be responsible for collecting the counts during the 24-hour period.
- **Review** the sample survey sheet and contact your state coalition or census@nnedv.org with questions.

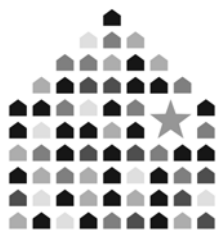
What do you need to do on the Survey Day?

- Throughout the Survey Day, keep track of your counts on the questionnaire provided in this packet.
- Provide basic totals on number of staff, program size, and budget.

What do you need to do after the Survey Day?

- Within 3 business days of the Survey, enter your results online. (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 technical difficulties, please contact your state coalition or the NNEDV Safety Net Project at 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.



NNEDV

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

Domestic Violence Counts

National Census of Domestic Violence Services

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

DV Counts Introduction and Survey Information at a Glance: Before responding to the attached Survey, please review the following general questions. If you have additional concerns about the way this data collection effort may impact the safety of the individuals you serve, please contact SafetyNet@nnedv.org. If you have more general questions about this Survey, please contact census@nnedv.org.

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 25 and 7:59 a.m. ET on Wednesday, September 26**. 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 25. 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.timetemperature.com/tzus/time_zone.shtml. 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 by any agency on this day. While it might seem like your numbers are small, they are very important to us. 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. 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. While in the future we hope to also count the number of sexual violence survivors served, in this Survey we ask you to **only count individuals served in response to domestic violence**. You should also identify your program type in question 6.

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

A. Yes. Please count the number of **domestic violence survivors and their families** you provided services to today. For resource questions, please refer only to the budget of the domestic violence-related services your organization provides. You should also identify your program type in question 6.

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 resource questions, 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 6.

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. Log on to www.nnedv.org/census2007 and 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.

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/census2007 is not working, you can go directly to the Survey by entering http://www.surveymonkey.com/s.aspx?sm=5lgaOhBozYbm_2fYICp2qWYA_3d_3d into your web browser (e.g., Internet Explorer). If you are still unable to enter your data, please fax your numbers to (866) 384-9431. Please use the fax cover sheet provided on page 18 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 the Survey Form by following the printing instructions at the end of the online form.

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. If you submit your data twice, your data will have to be unduplicated, and it will take us longer to analyze the data and finish the report.

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. Will we get a report after the Survey?

A. After the Census, NNEDV will provide all state coalitions and any interested local program with a report detailing the state and national counts of domestic violence services provided and the number of people served in a single day. To request a copy of the final report, there is a link at the end of the online Survey, or you can go to www.nnedv.org/censusreport.

Survey Section I: BASIC INFORMATION (Required)

Questions 1-7 ask for basic information about your program. These questions will be used to help us keep track of who has participated and to construct statewide totals. Publicly released data will only include state level totals and will not include any information about your program specifically.

Q. Who sees the data from my individual program?

A. Your data will be double-blind coded so no one will be able to link your program with the data you provide. That means that while several people may see your data in order to conduct appropriate analyses, no one will be able to link that data to your agency. The data we collect will be aggregated to form 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. Do we count each location separately or together?

A. If your program has more than one location, we prefer that you add together the number of people you serve at each location, and submit one form for this Survey. If you will be submitting separate forms for each site, please indicate that in question 4.

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)

Section A: *Questions 8-10 ask for the number of people served by your program on the Survey Day. These questions will be used to calculate the total number of people served by local programs in your state. In order to get the most accurate counts possible, please review the Definition of Terms included in this Survey Packet to ensure you are counting all appropriate individuals.*

Q. On the day of the Census, one of our shelter residents attended a counseling session or service offered by our program at a location other than the DV shelter. Is that person residential or non-residential for that day?

A. That person should be counted as a residential attendee. Any person that your organization is providing housing for should be considered a residential attendee for the purposes of this Survey. For more information on who is considered residential or non-residential, refer to the Definition of Terms.

Q. What is a transgender person?

A. Individuals are transgender if their experience of their sex or gender identity is different from the sex they were assigned at birth.

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 the batterer intervention program in your Survey Day counts.

Section B: *Questions 11-18 ask about the different types of services your program may provide. We understand these categories are very broad and may not capture the full range of services of your programs. These categories will still allow us to provide a measurement of the diversity of domestic violence program services, above and beyond emergency shelter.*

Q. We have scheduled telephone sessions with clients who cannot physically attend our sessions because of health or transportation difficulties or other reasons. Should I count this as a “hotline call” or “individual advocacy”?

A. If you have an ongoing relationship with an individual and the session was a scheduled interaction, please count this as individual advocacy. If this person called in crisis or you have not established any interaction with that person, please count this as a hotline call.

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. Should job training for survivors be counted as “training/community education” or “advocacy”?

A. Job training should be counted as advocacy (either individual or group depending on the setting).

Q. I am not sure how to classify someone. Who should I contact about my question?

A. Please refer to the Definition of Terms included in the Survey Packet for clarification or email census@nnedv.org.

Survey Section III: SURVEY DAY COUNTS – INDIVIDUALS UNABLE TO BE SERVED (Required)

Section C & D: *Questions 19-22 ask for estimates of the number of people unable to be served by your program in the 24-hour survey period. In addition to helping us determine the unmet needs of survivors, these questions also help us identify the areas where domestic violence programs may need more funding.*

Q. Should we consider all the people on our waiting list as “unable to be served” 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 unable to be served.

Q. Who do we count as “unable to serve”?

A. 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 “unable to serve” since their request is outside the scope of your program’s domestic violence-related services. Refer to the Definition of Terms for a definition of individuals considered “Unable to Serve.”

Survey Section IV: TYPICAL/USUAL DAY COUNTS (Required)

Section E: *Questions 23-28 ask for estimates of the number of people served by your program on a usual or typical day. While the concept of a usual day is quite broad, we believe that these numbers will provide a useful comparison to the Survey Day numbers. However, please try to give us an accurate count of a usual or typical day at your program. Inflated numbers will reduce the credibility of this Survey.*

Q. Why are you collecting information about a “usual day”?

A. We understand that there may be day-to-day fluctuations in the number of people you serve. Because we are only counting within a 24-hour period, we want to ensure our numbers are representative of the services provided by local programs.

Q. To answer the usual day question, can I take a yearly or monthly average and divide it by the number of days in a year or month?

A. Yes. This question is only asking for your best guess as to the number of people served on a typical day. If you can use information you collect for other purposes to answer this question, you are welcome to do that.

Survey Section V: PROGRAM INFORMATION (Optional but Important)

Sections F, G, & H: *While this section is optional, we hope you will take the extra time to fill in questions 29-42. This information will allow us to illustrate the incredible amount of work done by your dedicated staff at your organization’s current funding levels. This information will also allow us to describe the different types of organizations involved in providing support to domestic violence survivors.*

Q. My program is part of a larger agency, and I do not know the annual budget of our domestic violence program, only the whole agency. What should I do?

A. If you know the approximate budget for your domestic violence program (including administrative staff), that is helpful. If not, please circle “don’t know”.

Q. Will the information we provide affect any particular funding source?

A. Nothing you say here will affect your funding. The numbers you provide will be used to calculate national and state level totals. Information about your specific organization will not be used individually.

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.

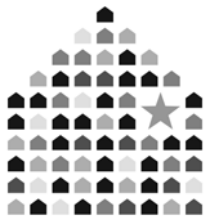
Q. My domestic violence program had a crisis today, and we didn't serve anyone. What should I do?

A. We understand that circumstances beyond your control may result in your program having unusually low numbers. Please fill in the questions in Section IV – Typical/Usual Day Counts and explain what happened in the comment box provided in question 42.

Q. What if I know that one of the residents of our shelter was in another shelter during the survey period?

A. In question 41, please note that there was a transfer between shelters within a single day. It is not necessary that you provide this information and please do not do so if you have concerns that this may compromise either the safety or the confidentiality of a survivor.

Frequently Asked Questions — Page 5 of 5



NNEDV

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

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 or 202-543-5566 ext. 22

24-Hour Survey Period

The one-day count begins at 8 a.m. ET on **Tuesday, September 25** and ends 24 hours later at 7:59 a.m. ET on **Tuesday, September 25**. 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.

Group Advocacy

Group advocacy includes a variety of support programs. Groups may be moderated by staff or volunteers or be attended only by survivors. These may include, but are not limited to, support groups for adults or children, group job-training programs, and group counseling services.

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.

Individual Advocacy

Individual advocacy is a service provided to survivors of domestic violence or their friends or families in a one-on-one setting. This service includes, but is not limited to, one-on-one counseling, case management, safety planning, job counseling and training, housing support, legal services, and accompaniments. **This may include phone counseling sessions with ongoing clients.**

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.

Residential/Non-Residential

Individuals are considered residential if they are staying at your shelter or are staying in a hotel that you are paying for. Individuals are non-residential if you do not have a shelter or are not paying for them to stay at a hotel.

Service Hours

If you do not already count service hours, please disregard this question. Some states count the amount of time they spend providing services in this way.

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 response to survivors, enhance services, or mobilize action. These may include police training, community forums, presentations to high school 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.

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.

Typical/Usual day

A typical/usual day is one that, in your opinion, is representative of an average day at your program. This number can be calculated as the daily average if you have quarterly or yearly data. Otherwise, please use your best judgment. We will use these numbers to compare the Survey Day to your program's usual activities.

Unable to Serve/Referred

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, and limited accessibility.

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, someone with no history of experiencing domestic violence is requesting food and you do not operate a food bank.

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.

Once completed, please enter your data online by following the link at www.nnedv.org/census2007.
(If you do not have access to the Internet, you can fax the survey to us, using the attached fax cover sheet.)
Please read the attached Frequently Asked Questions and Definition of Terms before the survey day.
The survey period is Tuesday morning September 25 through Wednesday morning September 26.
*See the Time Zone page for your start and end times.

Domestic Violence Counts

National Census of Domestic Violence Services

Survey Form

Before beginning this Survey, please make sure you have a copy of the Definition of Terms and the Frequently Asked Questions in front of you.

I. BASIC INFORMATION (Required)

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.

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

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

4. Does your domestic violence program have multiple locations? Yes No

If yes, please combine results from all locations and submit them together.

Our program will be submitting one form for all locations. Yes No

5. Did your program participate in last year's Census? Yes No Don't Know

6. Please check the category below that **best** describes your type of program: (Select only one please.)

- Domestic Violence DV Program housed within a larger social service program
 Dual Domestic and Sexual Violence Dual Domestic Violence and Homeless Shelter
 Community Legal Services or Legal Aid
 DV program housed in a Hospital or Medical Center
 DV Program housed in a Law Enforcement Setting
 Other: (please describe) _____

7. Does your domestic violence program have a shelter? Yes No

Survey Page 1 of 6—Please Continue on to Page 2 of the Survey

II. SURVEY DAY COUNTS – INDIVIDUALS SERVED (Required)

Please provide the following information about the individuals served by your program during the 24-hour survey period.

A. Please provide a count of 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.)

8. Number of People Served in:
Emergency Shelter
Do not offer this service

9. Number of People Served in:
Transitional Housing
Do not offer this service

10. Number of People Served in:
Non-Residential Services
Do not offer this service

Women
 Men
 Transgender Adults
 Children

Women
 Men
 Transgender Adults
 Children

Women
 Men
 Transgender Adults
 Children

B. In order to get a picture of how many people use the different services your program provides, please provide the number of people served by your program during the 24-hour survey period in the following ways. **(Please do not include individuals served through batterer intervention programs.)**

Note: An individual may receive multiple services and should be counted each time they use a different service. This total may be larger than the number you reported in part A.

11. RESIDENTIAL
Individual Advocacy

Women
 Men
 Transgender Adults
 Children

12. RESIDENTIAL
Group Advocacy

Women
 Men
 Transgender Adults
 Children

13. NON-RESIDENTIAL
Individual Advocacy

Women
 Men
 Transgender Adults
 Children

14. NON-RESIDENTIAL
Group Advocacy

Women
 Men
 Transgender Adults
 Children

Survey Page 2 of 6—Please Continue on to Page 3 of the Survey

15. Please provide:

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

16. Please provide:

The **total number of individuals in the community who attended any training or public education session** conducted by your program in the 24-hour survey period.

17. Please provide:

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

18. Please check the services your program offered **during the 24-hour survey period**. (Check all that apply.)

- Advocacy with Child Welfare System (e.g., Child Protective Services)
- Advocacy with Disability Service Providers
- Advocacy with Social Services (e.g., TANF/Welfare)
- Advocacy with School System
- Advocacy with Housing Office/Landlord
- Childcare
- Children's Counseling or Advocacy
- Emergency Shelter (including hotels or safe houses)
- Financial Skills/Budgeting
- Group Counseling or Advocacy
- Individual Counseling or Advocacy
- Job Training/Employment Assistance
- Legal Services/Accompaniment
- Medical Services/Accompaniment
- Transitional Housing
- Transportation
- Other (please list) _____

III. SURVEY DAY COUNTS – INDIVIDUALS UNABLE TO BE SERVED (Required)

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 or primary requests because of lack of resources. Sometimes these individuals are referred somewhere else or must be turned away.

19. For a better understanding of your resources 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: _____

Survey Page 3 of 6—Please Continue on to Page 4 of the Survey

D. Please tell us about the number of people requesting services that you were **unable to serve due to a lack of resources (as listed above)**. This **SHOULD include individuals who were referred** to another agency due to your own program’s resource constraints. This count **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).

20. Unable to Serve:
Emergency Shelter

Women
 Men
 Transgender Adults
 Children

21. Unable to Serve:
Transitional Housing

Women
 Men
 Transgender Adults
 Children

22. Unable to Serve:
Non-Residential Services

Women
 Men
 Transgender Adults
 Children

IV. TYPICAL/USUAL DAY COUNTS (Required)

E. Because there are natural fluctuations in the number of people served, we would like to see how today compares to a typical or usual day at your program. (Please see Definition of Terms to clarify what we mean by a “typical or usual day.”)

Please provide an estimated count of the **number of people served on a usual day** in the following capacities:

23. **Usual Day Served:**
Emergency Shelter

Women
 Men
 Transgender Adults
 Children

24. **Usual Day Served:**
Transitional Housing

Women
 Men
 Transgender Adults
 Children

25. **Usual Day Served:**
Non-Residential Services

Women
 Men
 Transgender Adults
 Children

26. Please provide:

On a usual day, the **total number of hotline** calls received by your program.

27. Please provide:

On a typical training day, the **total number of trainings or public education sessions** conducted by your program.

28. Please provide:

During a typical training, the **total number of individuals in the community that attended any training or public education session** conducted by your program.

Survey Page 4 of 6—Please Continue on to Page 5 of the Survey

V. PROGRAM INFORMATION (Optional but Important)

F. In order to better understand your program, please answer some of the following questions about the size, structure, and services of your program. While these questions are not required, they will help us describe the broad range of programs that serve survivors of domestic violence. **Do not restrict your answers to the 24-hour survey period.**

29. Please select the number of paid staff employed by your program:
 <10 10-20 21-40 >40 Don't Know

30. Please select the number of individuals who volunteer with your program:
 <10 10-20 21-40 >40 Don't Know

31. Please select the population your program **primarily** serves: (Check only one please.)
 Rural Suburban Urban

32. Please select your program's annual budget:
 <\$75,000 \$75,000-\$149,999 \$150,000-\$349,999 \$350,000-\$499,999
 \$500,000-\$1,000,000 >\$1,000,000 Don't know

G. 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 this, many programs provide alternative or referral services to individuals they cannot immediately serve.

33. In a **typical month**, approximately how many people does your program refer to **another domestic violence program** because you're unable to serve them? _____

34. In a **typical month**, approximately how many people does your program refer to **another type of service provider** (e.g., private counselor, pro bono lawyer) because you're unable to serve them? _____

35. On average, how much time do you spend assisting each individual **who does not receive primary services** at your program? (e.g., the amount of time it takes to find another service or shelter with available space.) _____ minutes

36. If you provide shelter, how many **beds** (including cots and cribs) do you have in your:
Emergency Shelter _____
Transitional Housing _____

37. On any given day, what is the **typical number of individuals** who reside in:
Emergency Shelter _____
Transitional Housing _____

Survey Page 5 of 6—Please Continue on to Page 6 of the Survey

V. PROGRAM INFORMATION (Continued)

38. What is the **typical number of days** that an individual resides in:

Emergency Shelter _____

Transitional Housing _____

39. If your program counts “service hours,” on a typical day, about how many **total hours of service** does your program provide in the form of:

If you do not already count service hours, please do NOT answer this question.

Hotline _____

Individual Counseling _____

Group Counseling _____

H. Quotes from the following questions may be used in the Census reports. Please share anything especially compelling that will help those reading the report fully understand the complexity and range of services provided by domestic violence programs. Please provide the information in an anonymous form (e.g., “our program” vs. “Washington DC Women’s Center”).

40. Please share a description (1-2 sentences) of something particularly good or bad that happened during the 24-hour survey period. It would also be useful to know if anything out of the ordinary happened at your program during the 24-hour survey period. **Please do not provide an hour-by-hour account of your day.**

41. Please share an example (1-2 sentences) of how limited resources affected your program today. If you can do so without compromising the identity of a survivor, please describe a specific situation in which an individual was unable to receive services because your program simply did not have the staff, funding, bed space, etc.

42. Is there anything else you would like us to know?

Thank you for completing the Survey and for your participation in the 2007 National Census of Domestic Violence Services.

SURVEY PAGE 6 of 6 – **YOUR SURVEY IS COMPLETE!**
Fill out the survey online at www.nnedv.org/census OR fax this survey form with the attached fax cover sheet to (866) 384-9431.



Domestic Violence Counts

National Census of Domestic Violence Services

NNEDV

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 would like to test the online form to ensure it works and is clear to use, please go to www.nnedv.org/census2007 and click the “test survey” link. If you experience any technical difficulties, please contact the NNEDV Safety Net Project 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 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 the information about your program size and geographic location. These questions are non-identifying and non-invasive and will allow us to illustrate the range of programs participating and serving survivors across the county.
- Step 3.** As soon as possible, please log on www.nnedv.org/census2007 and 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.

That’s it! Many previous participants reported that entering the information online took as little as 15 minutes. If it is absolutely necessary that you fax your sheet in, we have included a cover sheet at the end of the Survey Packet that must be attached to the fax.

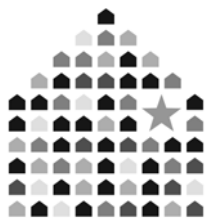
SURVEY INFORMATION AT A GLANCE

<u>Survey Period:</u>	Begin Tuesday, September 25, 2007	End Wednesday, September 26, 2007
	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
	3:00 a.m. Hawaii	2:59 a.m. Hawaii
	9:00 a.m. Atlantic	8:59 a.m. Atlantic

Fill Out the Survey: Link to the Survey from www.nnedv.org/census2007
OR fax the attached Survey Form and cover sheet to (866) 384-9431.

If you have questions, contact your state coalition (find your coalition at www.nnedv.org/coalitions) OR the National Network to End Domestic Violence at census@nnedv.org or 202-543-5566 ext. 22.

Responses Due by 5:00 p.m. on Friday, September 28, 2007



NNEDV

Domestic Violence Counts

National Census of Domestic Violence Services

Coversheet for Fax Submissions

If at all possible, **please enter your data online** since this will allow us to total the data quickly. The web form is linked at www.nnedv.org/census2007.

If you do not have access to the Internet and need to fax your information, please attach this page to your Survey Form.

To: NNEDV Safety Net Team

Fax To: (866) 384-9431

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.)