

## Domestic Violence Counts National Survey of Domestic Violence Services

**\* Save the Date: Thursday, September 10, 2020  
(from 8 a.m. EST on 9/10/2020 to 7:59 a.m. EST on 9/11/2020) \***

The Domestic Violence Counts 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 Webinar for Local DV Programs \***

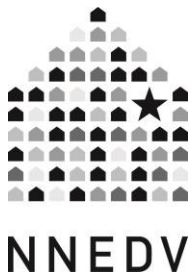
You do NOT need to attend the webinar nor watch a recording of it to participate in the DV Counts. It is an informational overview for those who are unfamiliar with the DV Counts or who are looking for additional guidance. The webinar will be held on **Wednesday, July 29th from 4:00-5:30 p.m. EST**. The links to watch the webinar recordings will be emailed to [dvcountsinfo@lists.nnedv.org](mailto:dvcountsinfo@lists.nnedv.org). To subscribe to this listserv, please email [dvcounts@nnedv.org](mailto:dvcounts@nnedv.org).

**Webinar Recording link:** <https://youtu.be/tvK6UFKNsFM>

### **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 NNEEDV's DV Counts Team at [dvcounts@nnedv.org](mailto:dvcounts@nnedv.org).

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# Domestic Violence Counts

## National Survey of Domestic Violence Services

### Instructions for Participating Programs

#### What is the Domestic Violence Counts survey?

- 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 is our 15th annual Domestic Violence Counts survey (“DV Counts”)!
- This snapshot count offers both a statewide and national picture of the number of people seeking services, the number of people that local programs were unable to serve because of a 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 survey. The purpose of the DV Counts is to gather an unduplicated count of people accessing non-profit 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 DV Counts benefit my program?

- NNEDV develops a national report and state summaries of the survivors served and the services that programs provided, which will be provided to participating programs. Your organization can use this information in a number of different ways. Use the DV Counts report to:
  - Pursue state legislative reforms;
  - Increase funding by showing your program’s benefits and the impact of limited resources;
  - Create compelling grant reports or applications to funders and potential funders; and/or
  - Inform community outreach, training, and volunteer support.

#### What do I need to do BEFORE the survey day?

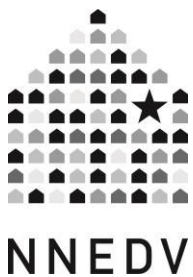
- **Read** this survey packet and contact [dvcounts@nnev.org](mailto:dvcounts@nnev.org) with questions.
- **Identify** which staff member will be responsible for collecting the information during the 24-hour period and who will enter the information online.
- **Discuss** how you will count the number of people served and the number of requests that your program was unable to meet.
- **Ask** your colleagues for answers to questions to which you may not know the answer.

#### What do I need to do ON the survey day?

- Throughout the survey day, keep track of the questions that you need to answer and tally the data that you will eventually enter online (for example, the number of people served and what types of services were provided).

#### What do we do if our agency has more than 1 site or location?

- Please have all of the sites send the numbers to one contact person.
- Total the numbers, and submit only ONE form for the entire agency.
- For example, if there are only 23 domestic violence agencies in the state and one of those agencies has 4 locations, there should only be 23 forms submitted online (not 26 if one agency submits 4 different forms for 4 different locations).



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#### What do I need to do AFTER the survey day?

- By September 26, enter your results online at <http://nnedv.org/DVcounts2020>. You can enter your responses as early as September 11 at 8 a.m. EST.
- If you do not have access to the internet, you may fax your responses to 202-747-7626. Please email us in advance of faxing to [dvcounts@nnedv.org](mailto:dvcounts@nnedv.org) to let us know you need to fax your responses. Please limit all faxes. Please try to complete the survey online first.
- If you have any questions about how to complete the form or if you experience technical difficulties, please contact us at [dvcounts@nnedv.org](mailto:dvcounts@nnedv.org).

## Submission Instructions

We strongly prefer that you submit your data online, as this allows us to more quickly analyze the results. Please only fax your submission if you have no access to the internet. Please email [dvcounts@nnedv.org](mailto:dvcounts@nnedv.org) to let us know you need to fax your responses. If you experience any technical difficulties, please contact NNEDV at [DVcounts@nnedv.org](mailto:DVcounts@nnedv.org).

You can best prepare yourself to enter your data online by following these three easy steps:

**Step 1** Throughout the survey day, keep track of the questions that you need to answer and tally the data that you will eventually enter online as soon as you have provided the services. Compiling the data in the moment or at certain points throughout the 24-hour period will allow you to quickly enter the results online.

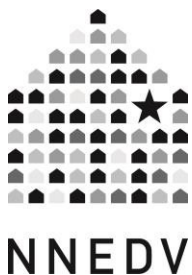
**Please double check your time zone to ensure that your count starts at the right time for your state or territory.**

**Step 2** At the end of the survey day, please complete the rest of the survey. If your agency has several sites/locations, please combine your numbers and answers and only submit 1 form for the agency. You will not be able to enter data into the website until the day AFTER DV Counts Day. Please DO NOT attempt to view or fill out the online survey before you are ready to finish your entry. The online survey includes only the EXACT questions that appear on pages 5 – 13 of this packet.

**Step 3** After the survey day, please go to [nnedv.org/DVcounts2020](http://nnedv.org/DVcounts2020) and enter your data. 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 [DVcounts@nnedv.org](mailto:DVcounts@nnedv.org). Responses are due by September 26, 2020.

**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 email us a photo or pdf of the filled-out survey at [DVcounts@nnedv.org](mailto:DVcounts@nnedv.org), or fax the filled-out survey to us using the cover sheet on page 14.



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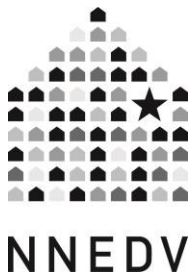
#### SURVEY INFORMATION AT A GLANCE

<b>Survey Period:</b>	<b>Begins Thursday, September 10, 2020</b>	<b>Ends Friday, September 11, 2020</b>
	8:00 a.m. Eastern/Atlantic	7:59 a.m. Eastern/Atlantic
	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 a.m. America Samoa
	10:00 p.m. Guam/Northern Marianas	9:59 p.m. Guam/Northern Marianas

**Filling out the survey:** Fill out the survey online at <http://nnedv.org/DVcounts2020> (preferred method). If you do not have access to the internet, fax the survey form along with the fax cover sheet (page 14 of this packet) to 202-747-7626. **Please ONLY use the fax options if you absolutely do not have access to the electronic survey.** Please email [dvcounts@nnedv.org](mailto:dvcounts@nnedv.org) to let us know you need to fax your responses before sending the fax.

If you have questions, contact your state coalition (find your coalition at <https://nnedv.org/content/state-u-s-territory-coalitions/>) or the National Network to End Domestic Violence at [dvcounts@nnedv.org](mailto:dvcounts@nnedv.org) or 202-543-5566 x116.

**Responses are due by 11:59 p.m. EST on September 26, 2020**



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### Instructions for Participating Programs

#### This is the beginning of the actual survey.

Once completed, please enter your data online by following the link at [nnev.org/DVcounts2020](http://nnev.org/DVcounts2020). If you do not have access to the internet, you can fax the survey to us along with the fax cover sheet on page 14 of this packet. Please email [dvcounts@nnev.org](mailto:dvcounts@nnev.org) to let us know you need to fax your responses.

The survey period is Thursday, September 10, starting at 8:00 a.m. EST through Friday, September 11, at 7:59 a.m. EST. See page 4 for the start and end times in all time zones.

If you are unclear about any of the questions asked or terms used, please refer to the Definitions of Terms (pg. 20-21) or Frequently Asked Questions (pg. 15-19) sections at the end of this survey packet. If neither of these documents answers your questions, email us at [dvcounts@nnev.org](mailto:dvcounts@nnev.org).

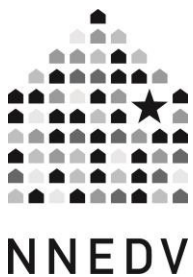
1. ZIP Code (of administrative office): \_\_\_\_\_ 2. State: \_\_\_\_\_

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

4. 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. \_\_\_\_\_

5. Please check the category below which best describes your type of program (*check only one*):

- Culturally-specific or linguistically-specific program** (a program lead by and for a traditionally underserved or marginalized community, including a culturally-specific community, linguistically-specific community, racial or ethnic minority community, or tribal community). If you select this category, please **also** select **one** of these sub-categories:
  - Domestic violence program (DV program) specific to mostly tribal communities
  - DV program specific to mostly immigrant communities
  - DV program specific to mostly African-American/Black communities
  - DV program specific to mostly South Asian or Asian Pacific Islander communities
  - DV program specific to mostly Latina/o/x communities
  - DV program specific to mostly Deaf survivors
  - DV program specific to mostly survivors with disabilities
  - DV program specific to mostly LGBTQIA+ communities
  - DV program specific to another community. Please specify: \_\_\_\_\_
- Domestic violence program**
- Dual domestic and sexual violence program**
- Dual domestic violence and homeless shelter**
- Domestic violence and crime victims' services program**
- Domestic violence program housed within a larger social service program**
- Other (please specify):** \_\_\_\_\_



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### Instructions for Participating Programs

#### **Services Provided on DV Counts Day**

Totals for one day only (not monthly/yearly total)

Please provide the number of people served in the following capacities during the 24-hour survey period. (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).*

6. Number of people served in: EMERGENCY SHELTER		7. Number of people served in: TRANSITIONAL HOUSING or OTHER HOUSING		8. Number of people served in: NON-RESIDENTIAL SUPPORTIVE SERVICES	
Adults		Adults		Adults	
Children		Children		Children	

#### 9. What communication methods does your organization use for hotline contacts (select all that apply):

- Phone
- Text
- E-mail
- Chat

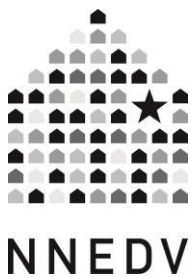
#### 10. Please provide:

The number of hotline contacts received in the 24-hour survey period for each category.

*If your organization operates text, chat, and/or email hotlines please include those numbers here as well.*

*Note: A text/email/chat thread with one person counts as one contact.*

<b>Hotline Contacts:</b>	
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Please provide the number of trainings or public education sessions your organization provided during the 24-hour period. These are educational sessions provided to the public (ex. for high school students) not services to survivors (ex. financial literacy workshop).

Due to the COVID-19 pandemic, we recognize that programs are providing fewer in-person trainings. The number of trainings and number of individuals trained should include both in-person and virtual trainings provided during the survey period.

**11. Please provide:**

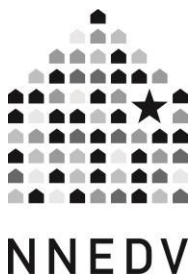
The total number of **trainings or public education** sessions conducted by your program in the 24-hour survey period.

**12. Please provide:**

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

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**13. Please tell us a survivor “success story” that is related to the help your organization provided on the DV Counts Day. For tips on sharing a compelling story, please see the FAQ document (pgs 15-19) or the “Tips on Telling a Compelling Story” one-pager. You can also share information about your agency’s innovative/successful initiatives.** (Please use fake names and anonymize the information, including using “several” children rather than the number, no personally identifying information, etc. Please use complete sentences so these quotes can be used in the published report.



# Domestic Violence Counts

## National Survey of Domestic Violence Services

### Instructions for Participating Programs

#### **Unmet Requests on DV Counts Day**

Totals for one day only (not monthly/yearly total)

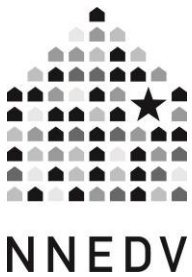
Questions 14-16 ask for the number of requested services that you were unable to meet on the DV Counts Day due to a lack of resources. This SHOULD include requests for services your program could not provide even if you did provide a different service or made a referral to another agency.

This SHOULD NOT include requests that are outside the scope of the domestic violence related services that your program provides—in other words, do not include requests for services that you would not have provided 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).*

<b>14. Number of unmet requests for: EMERGENCY SHELTER</b>		<b>15. Number of unmet requests for: TRANSITIONAL HOUSING or OTHER HOUSING</b>		<b>16. Number of unmet requests for: NON-RESIDENTIAL SUPPORTIVE SERVICES</b>	
Adults		Adults		Adults	
Children		Children		Children	





# Domestic Violence Counts

## National Survey of Domestic Violence Services

### Instructions for Participating Programs

17. Please provide a brief story about a request on the DV Counts Day *that you were unable to meet*. This will help illustrate the demand and need for programs and services. For tips on sharing a compelling story, see the “Tips on Telling a Compelling Story” one-pager. (Please use fake names and anonymize the information, including using “several” children rather than the number, no personally identifying information, etc. Please use complete sentences so these quotes can be used in the published report.

#### **Services Provided on DV Counts Day & Throughout the Year**

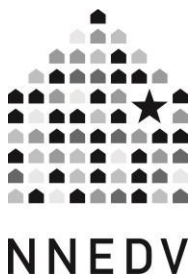
18. Tell us about the services that your program provided on the DV Counts Day and throughout the year (in-person and virtual services).

The first two columns in the chart indicate whether you provided this service on the DV Counts Day and/or throughout the year. The third column tracks whether the particular service has decreased/was eliminated due to funding cuts.

#### **\*\*\*NOTE: PLEASE AVOID THESE COMMON ERRORS\*\*\***

1. If you check off that you provided the service on the DV Counts Day [column 1], please make sure that you **also check off** that you offer this service throughout the year [column 2].
2. If you entered the number of people who were served in shelter or transitional housing on page 6 (questions 6 and 7), please **be sure to indicate in columns 1 and 2**, below, that you provided those services.

**Continue to the next page to complete the chart**

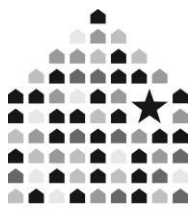


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Types of services provided	Service provided on the DV Counts Day	Service offered throughout the year	Service reduced or eliminated due to funding cuts
Emergency Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hotel/Motel Stay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transitional or Other Housing (run by DV program)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Support or Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Representation by an Attorney	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court Accompaniment or Legal Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy to Teen/Young Adult Victims of Dating Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy to Victims of Trafficking	<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"/>
Support/Advocacy Related to Public Benefits/TANF/Welfare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Housing/Landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Child Welfare/Protective Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe Exchange/Visitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Disability Issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Immigration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy for LGBTQIA+ Victims of Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



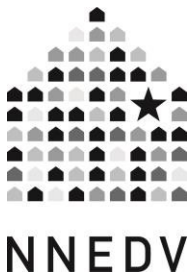
**NNEDV**

# Domestic Violence Counts

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### Instructions for Participating Programs

Support/Advocacy Related to Substance Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Health Care or Health Care Systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Technology Use (cyberstalking, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy for Active Duty or Veteran Victims in U.S. Armed Forces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alternatives to the Criminal Justice System (Transformative, Restorative Justice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare/Daycare	<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"/>
3rd Party Translation/Interpretation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV/AIDS Information and/or Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Onsite Medical Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Literacy/Budgeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Training/Employment Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Matched Savings Programs and/or Microloans	<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"/>
Therapy/Counseling for Children or Youth (by a licensed practitioner)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prevention and/or Educational Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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19. If you offer financial literacy education, what curriculum do you use? Select all that apply.

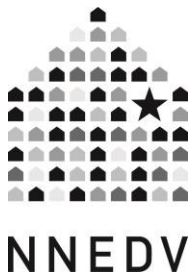
- Moving Ahead Curriculum (NNEDV & The Allstate Foundation)
- ROW's Economic Action Program (REAP)
- Hope & Power for Your Personal Finances (NCADV, NEFE, & Intuit)
- Your program's own curriculum or materials
- Training offered by a community partner
- Other:

20. In response to the COVID-19 pandemic, what was the biggest challenge your organization faced and how was that challenge met (i.e, shared living spaces, access to PPE, high requests for shelter, housing, etc.)? What innovative practices or demonstrations of resiliency would you like to share with NNEDV, Congress, and those that read the DV Counts report?

21. Due to the COVID-19 pandemic, how much additional/unplanned money did your organization have to spend to maintain services?

This amount may include or relate to costs for Personal Protective Equipment (PPE), technology costs for digital services, hotel nights to house survivors, rental assistance, overtime/hazard pay, transportation costs, or other issues arising due to COVID-19.

- \$0-2,000
- \$2,001-5,000
- \$5,001-10,000
- \$10,001-25,000
- \$25,001-50,000
- \$50,000+



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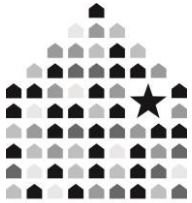
### Instructions for Participating Programs

22. Is there anything else you would like to share with NNEDV, Congress, and those who read the DV Counts Report? (This can include addressing racial injustice, barriers, and other significant challenges, discussing positive developments, and/or outlining innovative programs, etc.)



**Thank you for completing our survey!**

Please go to <http://nnedv.org/DVcounts2020> to submit this information.



# Domestic Violence Counts

## National Survey of Domestic Violence Services

### Fax Cover Sheet

**NNEDV**

Have you tried entering your data online? It is a very user-friendly online survey! Access the web form by going to <http://nnedv.org/DVcounts2020>. **We prefer that you please enter your data online** since this will allow us to compile the data quickly.

Please do NOT fax your data in if you have already entered it online unless NNEDV or your state coalition contact person specifically asks you to, which will only happen very rarely. Submitting your data twice may cause duplicates that we will need to identify and remove, causing a delay in processing the data.

Please use this cover sheet **ONLY if you do not have access to the internet** and you let us know **and we ask you to fax** your information. Please contact NNEDV before sending your fax: [DVcounts@nnedv.org](mailto:DVcounts@nnedv.org) or 202-543-5566 x116.

To: NNEDV DV Counts Team  
Subject: DV Counts Fax Submission  
Fax: 202-747-7626

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

Phone Number and Extension: \_\_\_\_\_

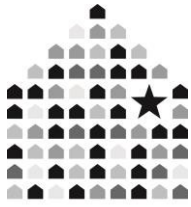
Sent from Fax Number: \_\_\_\_\_

**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)



# Domestic Violence Counts

## National Survey of Domestic Violence Services

### 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 entering your data online. If you have additional questions, please contact your state coalition or NNEDV at [DVcounts@nedv.org](mailto:DVcounts@nedv.org).**

#### General Questions

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

**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. EST on Thursday, September 10 and 7:59 a.m. EST on Friday, September 11.** Refer to the Survey Information at a Glance on page 4 to see when you should begin your 24-hour survey period.

**Q. What can I do if I'm not sure what time zone I'm in?**

**A.** If you are uncertain about in which time zone your program is located, you can Google "What is the time zone in [FILL IN YOUR STATE]." If you do not have internet access or are unable to determine your time zone, please contact your state coalition.

**Q. Why am I unable to open the link to the DV Counts survey?**

**A.** The DV Counts survey link is not "live" until the morning after DV Counts Day. If you are still having trouble accessing the link on or after September 11, 2020, contact [DVcounts@nedv.org](mailto:DVcounts@nedv.org).

#### 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 when entering the data online?**

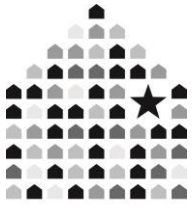
**A.** Use the ZIP code of your administrative office. If there is no specific "administrative office," use the ZIP code of the office where your Executive Director is located.

**Q. When I go to submit my data online, my program's name is not listed online as an option to choose. Can I still participate?**

**A.** Yes, if the primary purpose of your program is to provide services to victims of domestic violence, you can participate. Before adding your program's name, however, please check to make sure you have selected the correct state. Also, if your program name has changed, check to see if we listed your program by its old name. If your program is still not listed, choose "Other" and type in your program name.

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

**A.** Yes. However, please count only the number of domestic violence survivors and their dependents to whom you provided services on the survey day. You should also be sure to identify your program type in question 5 of the survey.



# Domestic Violence Counts

## National Survey of Domestic Violence Services

### NNEDV Frequently Asked Question

**Q. My program is housed in a larger community program (e.g., a YWCA). Do I count the services that only my program provided or should I include the larger community program?**

**A.** Please count the number of domestic violence survivors and their dependents to whom **your program** provided services on the survey day, **not the services that were provided by the larger community program** as a whole. You should also be sure to identify your program type in question 5.

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

**A.** Yes. You can fill out many of the other sections of the survey. Please count the number of domestic violence survivors and their dependents that you served on the survey day in any capacity.

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

**A.** Yes! 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 (and more compelling to policy makers and others) for NNEDV to be able to say that 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 on the survey day. Even if you did not provide any services on the survey day, your answers to the general questions are still helpful and, by responding, you will help your state/territory be one step closer to achieving a 100% participation rate.

**Q. Should we count individuals served in our batterer intervention services?**

**A.** No. Please do not include any individuals exclusively served in a batterer intervention program in your survey day numbers.

**Q. Some survey questions include "in the past year" as the timeframe. What does "in the past year" mean?**

**A.** Ideally, we would like to capture data from the 12-month period between September 8, 2019-September 9, 2020. However, we understand this is not possible for many programs. Therefore, programs are welcome to use their data from the calendar year (2019) or from their prior fiscal year. The most important is to ensure the data for this question is for a 12-month period. In the report, it will be framed as "in the past year."

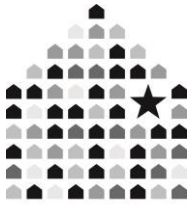
**Q. Does it matter if the survivor is helped in-person, over the phone, by text or email?**

**A.** No. All types of contact still counts.

**Q. Does it matter if the person we helped on survey day is a first-time client or an ongoing client?**

**A.** No. Helping either type of client still counts.





# Domestic Violence Counts

## National Survey of Domestic Violence Services

### NNEDV Frequently Asked Question

**Q. If on the survey day, a DV service provider has multiple phone calls with the same survivor to provide ongoing help, how would the program count that? (Example, the advocate is creating a safety plan and the survivor calls three times, each time with different ideas of what to include in the plan, does this count as 3 requests or 1?)**

**A.** That would be considered a non-residential service. However, make sure to only count them once, even if they and the advocate have multiple phone calls that day. The survivor should only be counted once for any non-residential services requested/provided because we are seeking an unduplicated count of survivors and their dependents accessing domestic violence services.

**Q. We have a textline; should I include these texts when I count our number of hotline callers?**

**A.** Yes, but count the entire text conversation as 1 hotline call regardless of how many texts the advocate exchanged with that specific victim during the survey day. Due to the COVID-19 pandemic, NNEDV has included text, chat, and email hotline contacts in the DV Counts survey.

**Q. We did a training today for our volunteers. Does that count as a public education session in questions 11 and 12?**

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

**Q. We were interviewed on the radio or by a reporter during the survey day. Does that count as a training/education session?**

**A.** No. While working with the media is important, interviews should not be counted as training sessions.

**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; not the total number of attendees who attended the conference.

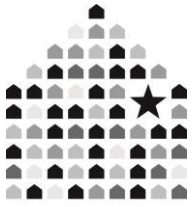
**Q. We have a waiting list for shelter, legal representation, etc. Should we consider all of the people on our waiting list when we count the “unmet requests” for services or should we only count those individuals who we added to the list during the 24-hour period?**

**A.** You should count ALL of the people on your waiting list as having unmet requests for services 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 an “unmet request” 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 initial request from the survivor was not met and should be counted as an unmet request.

You SHOULD NOT include individuals who had needs that were outside the scope of the domestic violence related services that your program provides. For example, if someone is asking for help applying for food stamps but the individual has no domestic violence history and is not in need of any services related to domestic violence, this would not be counted as an “unmet request” since this is outside of the scope of your program's domestic violence services.



# Domestic Violence Counts

## National Survey of Domestic Violence Services

### NNEDV Frequently Asked Question

**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 on the survey day. Please do not provide any details or real names in any section that might compromise the confidentiality of any client in your program.

### Submitting Your Survey

**Q. I've filled out the forms in this packet. Now what do I do?**

**A.** Go to <http://nnedv.org/DVcounts2020> 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 [DVcounts@nnedv.org](mailto:DVcounts@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 <http://nnedv.org/DVcounts2020> is not working, you can go directly to the survey by entering [https://www.surveymonkey.com/r/NNEDV\\_2020\\_DVcounts](https://www.surveymonkey.com/r/NNEDV_2020_DVcounts) into your web browser (e.g., Internet Explorer, Chrome, etc.) If you are still unable to enter your data online, fax your survey to 202-747-7626. Please use the fax cover sheet provided on page 14 of this survey packet if you must fax your form.

**Q. Can I get a copy of the survey form I submitted for our program's 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 fax cover sheet from page 14 of this packet.

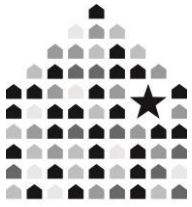
**Q. I made an error on my data/I submitted a blank copy/I did not complete my survey, and the survey collector says I already submitted it. What do I do?**

**A.** Unfortunately, Survey Monkey saves your entry by the cookies on your browser. Please try option 1 or 2 to get us your correct submission online. If options 1 and 2 both don't work for you, then please try option 3. If none of these steps work for you, please email us at [DVcounts@nnedv.org](mailto:DVcounts@nnedv.org).

- 1) Dump the cookies on your browser (advice here: <http://www.whatarecookies.com/delete.asp>) and resubmit your data at [https://www.surveymonkey.com/r/NNEDV\\_2020\\_DVcounts](https://www.surveymonkey.com/r/NNEDV_2020_DVcounts)
- 2) Try accessing the survey from a different computer and enter your data at [https://www.surveymonkey.com/r/NNEDV\\_2020\\_DVcounts](https://www.surveymonkey.com/r/NNEDV_2020_DVcounts)
- 3) Fax your paper copy following the fax instructions listed above.

**Q. How do I know if NNEDV has received our data? Should I call NNEDV to ask?**

**A.** Please don't call us to ask if we received it. If we haven't received your data, NNEDV or your state coalition will contact you to remind you to submit your data. If you don't hear from us, you can assume that your submission went through successfully



# Domestic Violence Counts

## National Survey of Domestic Violence Services

### NNEDV Frequently Asked Question

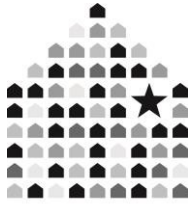
**Q. Who sees the data that I submit?**

**A.** Only the DV Counts team at NNEDV will see the data that you submit. No one else will ever see your program's specific data. If you hear from a coalition staff person reminding you to submit data, it is because NNEDV has asked the coalition staff person to contact you. That person will not see your actual data.

**Q. When will the final DV Counts report be released?**

**A.** It typically takes us 4 to 5 months to analyze the data and write the report. NNEDV will publish the report on NNEDV's website ([nnedv.org/about-us/dv-counts-census/](https://nnedv.org/about-us/dv-counts-census/)) and provide a link via the DV Counts listserv in early 2021.

**(Please continue to the next page for Definitions of Terms)**



# Domestic Violence Counts

## National Survey of Domestic Violence Services

### NNEDV Definitions 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) section above. If you still have additional questions, please contact:

- Your state/territory coalition or NNEDV at [DVcounts@nnedv.org](mailto:DVcounts@nnedv.org).

#### **24-Hour Survey Period**

The one-day count begins at 8 a.m. EST on Thursday, September 10 and ends 24 hours later at 7:59 a.m. EST on Friday, September 11. If you are in a different time zone, you will begin at a different time; please see the "Submission Instructions" pages 3-4 in this survey packet to determine what time you should start the survey.

**Culturally-specific or linguistically-specific program:** a program lead by and for a traditionally underserved or marginalized community. Culturally- or linguistically-specific services uplift the voice of survivors from communities that have been unheard or ignored at mainstream programs due to oppression and systemic-racism.

#### **Elderly Victims**

We use the definition within the Violence Against Women Act 34 U.S.C. 12291(a)(11), which considers an elderly person to be 50 years of age or older.

#### **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 stays in safe homes as well as hotels if paid for by your program.

#### **Hotline Calls/Texts/Chats/Emails (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.

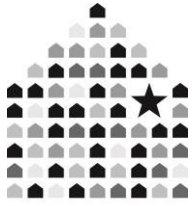
**NOTE:** The 2020 DV Counts is the first year text, chat, and email hotline contacts have been included. Count text, chat, email, and phone hotline contacts separately. Please count the entire text/chat/email conversation as 1 hotline contact regardless of how many texts/chats/emails the advocate exchanged with that specific victim during the survey day.

#### **Immigrant**

Immigrant refers to any individual who is not a citizen or national of the United States. For the purposes of this survey, this also includes refugees, asylum seekers, newcomers, individuals with unknown or unofficial immigration status, and temporary workers.

#### **LGBTQIA+**

LGBTQIA stands for Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, Asexual or Agender. The plus stands for additional sexual orientation and/or gender-identities that individuals may identify with, such as Pansexual, Genderqueer, Two-Spirit, and more. Resource from the LGBTQ Institute on IPV: [http://lgbtqipv.org/wp-content/uploads/2018/11/LGBTQ-Institute-SOGI-Data-Collection-Resource-Guide\\_final.pdf](http://lgbtqipv.org/wp-content/uploads/2018/11/LGBTQ-Institute-SOGI-Data-Collection-Resource-Guide_final.pdf)



# Domestic Violence Counts

## National Survey of Domestic Violence Services

### NNEDV Definitions of Terms

#### **Primary-Purpose Domestic Violence Program**

For the DV Counts, we are only counting domestic violence advocacy programs that have a primary purpose and mission of providing services to victims of domestic violence. The purpose of the DV Counts is to gather an unduplicated count of people accessing nonprofit domestic violence advocacy services. The program can be part of a larger nonprofit agency but you must only count the DV survivors served on DV Counts Day. The DV Counts is not intended to count the number 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 at large that increase public awareness about domestic violence, improve responses to survivors, enhance services, or mobilize action. Some examples may include police training, community forums, presentations to students, or volunteer training.

#### **Transitional Housing or Other 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. “Other housing” includes rental assistance, rapid re-housing, homelessness prevention programs, permanent supportive housing, or other housing that is provided by domestic violence organizations.

**NOTE: Other Housing** is a relatively new category to help the DV Counts track additional types of **housing provided by domestic violence programs**. Please ensure that the persons you are tracking as receiving “other housing” are not tracked as receiving “non-residential” services. This will ensure that the count of survivors served is unduplicated. Additionally, programs should only count survivors in this category who are receiving housing provided by a domestic violence program, not another housing program. If your program provides non-residential advocacy services to a survivor who is accessing another organization’s housing support, please count that survivor in the “non-residential” category. Please only report an “unmet request” for housing when a survivor requests a type of housing that your organization provides but could not provide on the DV Counts Day.

#### **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 has no domestic violence history or requires no assistance related to domestic violence, the person should not be counted as having an “unmet request” for service since the request is outside the scope of your program’s domestic violence related services. You should count ALL of the people on your waiting list as having unmet requests for services since they would not be on the waiting list if you had enough funding/services/housing to meet their needs. Please include individuals who requested a service that you could not provide even if you did provide another service. (For example: A survivor requested an attorney to help with divorce and custody. Your attorney is completely booked so you provide safety planning and a referral to legal services. Since the initial request was for an attorney, the initial request from the survivor was not met.)