Save the Date: Thursday, September 9, 2021
(from 8 a.m. EDT on 9/9/2021 to 7:59 a.m. EDT on 9/10/2021)

Survey Packet and Instructions

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 survey. It is an informational overview of the survey questions and the survey platform. Since NNEDV has moved the survey to a new reporting platform, we recommend each program attend the webinar or watch the recording.

The webinar will be held on Wednesday, August 11th from 4:00-5:30 p.m. EDT. The link to watch the webinar recordings will be emailed to DVCountsInfo@lists.nnedv.org. To subscribe to this listserv, please email DVCounts@nnedv.org.

Webinar Registration: https://nnedv.zoom.us/webinar/register/WN_9xDbc-siSAOlpktybjF5g

Table of Contents

Please review the information provided in this packet before the survey day. If you have any questions about this initiative, please contact your state coalition or NNEDV’s DV Counts Team at DVCounts@nnedv.org.

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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 16th 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 unmet requests because of a lack of resources, and the overall scope of services that local programs provided.

Who should participate?

★ For a local program to qualify for participation in the Domestic Violence Counts survey, one of its primary purposes must be domestic violence services. 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:

  o Pursue state legislative reforms;

  o Increase funding by showing your program’s benefits and the impact of limited resources;

  o Create compelling grant reports or applications to funders and potential funders; and/or

  o Inform community outreach, training, and volunteer support.
What do I need to do BEFORE the survey day?

⭐ **Read** this survey packet and contact [DVCounts@nnedv.org](mailto:DVCounts@nnedv.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).

What do I need to do AFTER the survey day?

⭐ By September 24, enter your results online at [nnedv.org/DVCounts2021](http://nnedv.org/DVCounts2021). You can enter your responses as early as September 10 at 8 a.m. EDT.

⭐ 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 to let us know you need to fax your responses. If you experience any technical difficulties, please contact NNEDV at 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 6-14 of this packet.

Step 3

After the survey day, please go to nnedv.org/DVCounts2021 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. Responses are due by September 24, 2021.

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, or fax the filled-out survey to us using the cover sheet on page 15.
Survey Information at a Glance

Survey Period:

<table>
<thead>
<tr>
<th>Begins Thursday, September 9, 2021</th>
<th>Ends Friday, September 10, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 a.m. Eastern/Atlantic</td>
<td>7:59 a.m. Eastern/Atlantic</td>
</tr>
<tr>
<td>7:00 a.m. Central</td>
<td>6:59 a.m. Central</td>
</tr>
<tr>
<td>6:00 a.m. Mountain</td>
<td>5:59 a.m. Mountain</td>
</tr>
<tr>
<td>5:00 a.m. Pacific</td>
<td>4:59 a.m. Pacific</td>
</tr>
<tr>
<td>4:00 a.m. Alaska</td>
<td>3:59 a.m. Alaska</td>
</tr>
<tr>
<td>2:00 a.m. Hawaii</td>
<td>1:59 a.m. Hawaii</td>
</tr>
<tr>
<td>1:00 a.m. American Samoa</td>
<td>12:59 a.m. American Samoa</td>
</tr>
<tr>
<td>10:00 p.m. Guam/Northern Mariana Islands</td>
<td>9:59 p.m. Guam/Northern Mariana Islands</td>
</tr>
</tbody>
</table>

Filling out the survey: Fill out the survey online at nnedv.org/DVCounts2021 (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 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 nnedv.org/coalitions) or the National Network to End Domestic Violence at DVCounts@nnedv.org or 202-543-5566 x134.

**Responses are due by 11:30 p.m. EDT on September 24, 2021.**
This is the beginning of the actual survey.

Once completed, please enter your data online by following the link at nnedv.org/DVCounts2021.

If you do not have access to the internet, you can fax the survey to us along with the fax cover sheet on page 15 of this packet. Please email DVCounts@nnedv.org to let us know you need to fax your responses.

The survey period is Thursday, September 9, starting at 8:00 a.m. EDT through Friday, September 10, at 7:59 a.m. EDT. See page 5 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 (pgs. 22-24) or Frequently Asked Questions (pgs. 16-22) sections at the end of this survey packet. If neither of these documents answers your questions, email us at DVCounts@nnedv.org.

Program Information:

1. **State and ZIP Code** *(of administrative office)*:

2. **Program Name** *(will be kept confidential)*:

3. **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:

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

   - 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
   - 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: ____________________________________________

□ Other (please specify): ____________________________________

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).

<table>
<thead>
<tr>
<th>5. Number of people served in: EMERGENCY SHELTER</th>
<th>6. Number of people served in: TRANSITIONAL HOUSING or OTHER HOUSING</th>
<th>7. Number of people served in: HOTEL or MOTEL</th>
<th>8. Number of people served in: NON-RESIDENTIAL SUPPORTIVE SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>Adults</td>
<td>Adults</td>
<td>Adults</td>
</tr>
<tr>
<td>Children</td>
<td>Children</td>
<td>Children</td>
<td>Children</td>
</tr>
</tbody>
</table>

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.)

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.)

<table>
<thead>
<tr>
<th>11. Please provide: The total number of training or public education sessions conducted by your program in the 24-hour survey period.</th>
<th>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.</th>
</tr>
</thead>
</table>

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 “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.)
Unmet Requests on DV Counts Day:
Totals for One Day Only (Not Monthly/Yearly Total)

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).

Questions 14-17 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.

<table>
<thead>
<tr>
<th>14. Number of unmet requests for: EMERGENCY SHELTER</th>
<th>15. Number of unmet requests for: TRANSITIONAL HOUSING or OTHER HOUSING</th>
<th>16. Number of unmet requests for: HOTEL or MOTEL</th>
<th>17. Number of unmet requests for: NON-RESIDENTIAL SUPPORTIVE SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>Adults</td>
<td>Adults</td>
<td>Adults</td>
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<tr>
<td>Children</td>
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</tbody>
</table>

18. 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 and throughout the Year**

19. 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 been reduced or eliminated due to funding cuts and the fourth column tracks whether the particular service was reduced or eliminated as a direct result of COVID-19.

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

- 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].

- If you entered the number of people who were served in shelter or transitional housing on page 7 (questions 6 and 7), please be sure to indicate in columns 1 and 2, below, that you provided those services.

<table>
<thead>
<tr>
<th>Types of services provided</th>
<th>Service provided on the DV Counts Day</th>
<th>Service offered throughout the year</th>
<th>Service reduced or eliminated due to funding cuts</th>
<th>Service reduced or eliminated due to COVID-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Hotel/Motel Stay</td>
<td>☐</td>
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<tr>
<td>Transitional or Other Housing (run by DV program)</td>
<td>☐</td>
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<tr>
<td>Culturally-Specific Services</td>
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<tr>
<td>Children's Support or Advocacy</td>
<td>☐</td>
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<tr>
<td>Legal Representation by an Attorney</td>
<td>☐</td>
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<tr>
<td>Court Accompaniment or Legal Advocacy</td>
<td>☐</td>
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<tr>
<td>Transportation</td>
<td>☐</td>
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<tr>
<td>Support/Advocacy to Teen/Young Adult Victims of Dating Abuse</td>
<td>☐</td>
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<tr>
<td>Support/Advocacy to Victims of Trafficking</td>
<td>☐</td>
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<tr>
<td>Types of services provided</td>
<td>Service provided on the DV Counts Day</td>
<td>Service offered throughout the year</td>
<td>Service reduced or eliminated due to funding cuts</td>
<td>Service reduced or eliminated due to COVID-19</td>
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<tr>
<td>Support/Advocacy to Elder Victims of Abuse</td>
<td>☐</td>
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<tr>
<td>Support/Advocacy Related to Public Benefits/TANF/Welfare</td>
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<tr>
<td>Support/Advocacy Related to Housing/Landlord</td>
<td>☐</td>
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<tr>
<td>Support/Advocacy Related to Child Welfare/Protective Services</td>
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<tr>
<td>Safe Exchange/Visitation</td>
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<tr>
<td>Support/Advocacy Related to Disability Issues</td>
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<tr>
<td>Support/Advocacy Related to Immigration</td>
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<tr>
<td>Support/Advocacy for LGBTQ+ Victims of Abuse</td>
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<tr>
<td>Support/Advocacy Related to Mental Health</td>
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<tr>
<td>Support/Advocacy Related to Substance Abuse</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Support/Advocacy Related to Health Care or Health Care Systems</td>
<td>☐</td>
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<tr>
<td>Support/Advocacy Related to Technology Use (cyberstalking, etc.)</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Support/Advocacy for Active Duty or Veteran Victims in U.S. Armed Forces</td>
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<tr>
<td>Alternatives to the Criminal Justice System (Transformative, Restorative Justice)</td>
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<td>☐</td>
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<tr>
<td>Childcare/Daycare</td>
<td>☐</td>
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<tr>
<td>Bilingual Advocacy (services provided by someone who is bilingual)</td>
<td>☐</td>
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<tr>
<td>Types of services provided</td>
<td>Service provided on the DV Counts Day</td>
<td>Service offered throughout the year</td>
<td>Service reduced or eliminated due to funding cuts</td>
<td>Service reduced or eliminated due to COVID-19</td>
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<tr>
<td>3rd Party Translation/Interpretation Services</td>
<td>☐</td>
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<tr>
<td>HIV/AIDS Information and/or Support</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Onsite Medical Services</td>
<td>☐</td>
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<tr>
<td>Financial Literacy/Budgeting</td>
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<tr>
<td>Job Training/Employment Assistance</td>
<td>☐</td>
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<tr>
<td>Matched Savings Programs and/or Microloans</td>
<td>☐</td>
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<tr>
<td>Therapy/Counseling for Adults (by a licensed practitioner)</td>
<td>☐</td>
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</tr>
<tr>
<td>Therapy/Counseling for Children or Youth (by a licensed practitioner)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Prevention and/or Educational Programs</td>
<td>☐</td>
<td>☐</td>
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<td>☐</td>
</tr>
</tbody>
</table>

20. If you offer Prevention and/or Educational Programs, what curriculum do you use? Check all that apply.

☐ GreenDot
☐ One Love Foundation Films & Workshops
☐ Coaching Boys into Men
☐ Start Talking
☐ Athletes as Leaders
☐ In their Shoes
☐ Dating Matters
☐ Bringing in the Bystander
☐ Mentors in Violence Prevention (MVP)
☐ Expect Respect
☐ Hombres Unidos Contra la Violencia Familiar
☐ Step Up!
☐ Center on PBIS
☐ Safe Dates
☐ Training offered by a community partner
☐ Other: ____________________________________________________________
21. Does your program contribute to the Department of Housing & Urban Development (HUD) Point in Time (PIT) Count or the HUD Housing Inventory Count?

- [ ] HUD Point in Time Count
- [ ] HUD Housing Inventory Count
- [ ] Neither

22 a. How is your organization addressing racial equity, diversity, and inclusion internally and within your community? (For example: cultural humility trainings, anti-oppression training for board, addressing language access, etc.)

22 b. What changes or improvements have you seen as a result of these efforts?
23. In response to the COVID-19 pandemic, what changes did you make to your organization? (This may include increased/permanent access to virtual services, staff restructuring, increasing access to hotel/motel stays, etc.)

24. Is there anything else you would like to share with NNEDV, Congress, and those who read the DV Counts Report? (This can include addressing COVID-19, 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 nnedv.org/DVCounts2021 to submit this information.
**Fax Cover Sheet**

Have you tried entering your data online? It is a very user-friendly online survey! Access the web form by going to [nnedv.org/DVCounts2021](nnedv.org/DVCounts2021). **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 x134.

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)*: ___________________________________________________
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 DVCcounts@nnedv.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. EDT on Thursday, September 9 and 7:59 a.m. EDT on Friday, September 10. Refer to the Survey Information at a Glance on page 5 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].” Or use the link below to see the time conversation for your city.


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 after 8:00 AM EDT September 10, 2021, contact DVCCounts@nnedv.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 one the primary purposes for 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 and the first name, last name, and email address for a point of contact (POC) for your organization. The POC is typically an Executive Director, Associate Director, or Program Director.

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.

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 organization 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 9, 2020-September 10, 2021. However, we understand this is not possible for many programs. Therefore, programs are welcome to use their data from the calendar year (2020) 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.

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 text line; 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 attended our training/session?

A. Only count the number of attendees who attended your training/session; 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.
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 nnedv.org/DVCounts2021 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.

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

A. If the link at nnedv.org/DVCounts2021 is not working, you can go directly to the survey by entering the link below directly into your web browser (e.g., Internet Explorer, Chrome, etc.)

nnedv.CoalitionManager.org/FormManager/FormSubmission/create?formID=4

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 15 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. After you click submit on the form, you will see a confirmation message. At this point, you have the option to copy the link and preview your submission. You can hold onto the link and preview it anytime afterward. After this point, we cannot provide you copies of what was submitted due to the overwhelming number of responses and questions we receive.

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 15 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. If you did not finish the form, you will be able to return to the system and finish the form. We recommend only completing the form when you have all of your information gathered and are ready to submit the information.

1. Make sure to click Save & Exit before navigating away from the page so any data you have entered will be saved.

2. After clicking SAVE & EXIT click the “COPY LINK” box.

3. Save the link for access at a later date by pasting it into a Word Document or other program.

4. When you are ready you can drop your saved link into a browser window and return to the page where you left off.

You can request permission to edit your submission by following the steps below. Please only request permission to edit when you are absolutely sure the editing needs to happen, as we receive data from over 2000 organizations.

1. After submitting your data, make sure to copy the link provided for you on the “Submission Confirmation” page, by hitting the box that says “COPY LINK.” Save the link.

2. When you are ready to edit, paste the link in a web browser

3. It will direct you to the main page and on the upper right-hand corner in a box it will say “REQUEST EDIT ACCESS”

4. Click “REQUEST EDIT ACCESS”, you will be directed to another page with a box where you can type that you need to make changes.

5. The DV Counts Team will receive an email about the request and approve the request to edit your submission.

6. You will then receive an email stating your request to edit has been approved.

7. In the email click “Edit Response” and you will be directed to your form again to make your edits.

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. Please save a PDF of the submission confirmation page for your record.
Q. I’ve received an email telling me to submit my data but I know I already did. What should I do?

A. Occasionally, during the submission period, NNEDV will send out an email to our DV Counts listserv reminding people to submit. If you know you have already submitted your data you can ignore the email. Since there are over 2,000 local programs it is easiest to utilize our listserv for gentle reminders, instead of emailing each program individually.

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) and provide a link via the DV Counts listserv in early 2022.

Contact NNEDV’s DV Counts Team with any questions not addressed above. Email: DVCounts@nnedv.org

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.

24-Hour Survey Period: The one-day count begins at 8 a.m. EDT on Thursday, September 9 and ends 24 hours later at 7:59 a.m. EDT on Friday, September 10. If you are in a different time zone, you will begin at a different time; please see the “Submission Instructions” page 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.

Hotel/Motel Stays: When emergency shelter is at capacity some programs will utilize hotels or motels to house survivors. In response to COVID-19, NNEDV has broken out the hotel/motel stays into its own column to capture these numbers.

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 16th Annual DV Counts is the second-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.

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

Primary-Purpose Domestic Violence Program: For a local program to qualify for participation in the Domestic Violence Counts survey day, one of its primary purposes must be domestic violence services.

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.)