



NNEEDV

16th Annual

Domestic Violence Counts Survey

NNEEDV.org/DVCounts | #DVCounts

Q&A from Domestic Violence Counts Informational Webinar

Q. Would Legal Services/Aids participate if one of their services is to provide assistance to DV survivors?

A. If you identify domestic violence as one of your primary purposes, you can participate in the Domestic Violence Counts.

Q. If we receive calls for rent/utilities assistance on our hotline, do we count them or only individuals seeking shelter?

A. If the caller is a survivor, you can count this under non-residential services, whether it is met or unmet. If the caller has no domestic violence history or requires no assistance related to domestic violence, this person would not be counted under the served or unmet requests numbers.

Q. Are the narrative questions meant to be narratives collected on the survey day?

A. We ask that you submit stories from the day of the count. However, these success stories do not need to be from victims entering your services on the day of the count. This could be a success that happened on the day of the count for someone that has been accessing your program from months.

Q. For the narrative stories, do we need to have a release of information signed by the survivor? If so, where can I find that form?

A. We ask that any stories shared do not include any personally identifying information. It's important to consider what could be identifying in your community. If you are not sharing PII, you do not need a release of information.

In this age of increased data sharing, simply removing the name will not de-identify the data. A lot of other information can be identifying, such as location, the perpetrator's name, or a combination of age and race. Finally, be aware of the mosaic effect, wherein the information by itself is not identifying but combined with other data sets could re-identify individuals.

For more information on confidentiality and personally identifying information, visit TechSafety.org. You can reach out to the DV Counts or Safety Net Teams with any questions – DVCounts@nnedv.org or SafetyNet@nnedv.org.

Q. What if there are no success or other stories that occur on DV Counts Day?

A. If you do not feel like you had a success story to share, please make a note in the box that you didn't have a success. You also can think more broadly about successes to include things such as finally hiring a new person to fill a long-vacant spot which will increase service delivery.

Q. For question 13, can the story be about an existing client that was served on DV Counts Day although the story doesn't occur on Sep 9th (so the story is from a few days before or after and services on DV Counts Day are related to that)?

A. If the overall story is related to something that occurred on the DV Counts Day, you can share the larger story. Over the years we've seen a lot of stories that say something like, "We've been working with a survivor for 6 months now and today she signed her lease. She said she felt so relieved." These stories are helpful in demonstrating that the services provided to victims are not just momentary but extend for months and even years.

Q. Do we count kids whose mothers are victims?

A. There are a number of questions on the survey that ask about the needs of children who may be impacted by domestic violence. You count all children who are in shelter, housing, motel/hotels with their guardian. You will also count children accessing non-residential services, such as children's advocacy and support or children's therapy. You do not count a survivor of child abuse whose situation is not about IPV.

Q. What age is counted as an adult?

A. To clarify what was said on the webinar, if someone enters your program as the victim who is at least the age of majority in your state, they will count as an adult. Someone over the age of majority may be considered as a child if they are a dependent of their guardian in your program. For example, you may have a mother in transitional housing who has their 19-year-old child living with them while taking classes at the community college. Another example, a parent enters your program with a 28-year-old dependent who has an intellectual disability.

Q. Last year, we had some fires and evacuations that prevented programs from providing services on the count day. What is your recommendation for these programs?

A. If your organization experiences a natural disaster (fire, hurricane, flooding, etc.) on the day of the count, your safety is of the utmost importance. We understand that things out of your control prevent you from providing your full-scope of services, if any at all. However, please still submit a report. You can enter all zeros for the counted items and still provide narratives about the impact of the natural disaster. Each year we have quotes on natural disasters that are impactful.

Q. If our program serves DV survivors and survivors of human trafficking, would we select *Domestic violence and crime victims' services program*?

A. You can use the other option and specify that you are a domestic violence and human trafficking program.

Q. Question 4 says to check the category best describing your program. Does *Dual domestic violence and homeless shelter* mean emergency shelter just for DV clients?

A. No, if your organization only serves domestic violence victims, you would select *Domestic Violence Program*. However, if your domestic violence program is situated in or under a homeless services organization you would select *Dual domestic violence and homeless shelter*. A domestic violence shelter is only for victims of domestic violence, whereas a homeless shelter serves any individuals experiencing homelessness.

Q. For the number of clients in shelter, hotel, transitional housing program, etc., does that mean the number of clients who we provide services to that are already in one of those residential facilities or that we connected to one of those on the day of the count?

A. Both. You should count the folks that are already in your residential programs and the individuals you are able to connect to your services.

Q. Our agency does not have a shelter, so we offer hotels stays as emergency shelter. Would you like that counted under emergency shelter or hotel/motel?

A. Please count this as hotel/motel.

Q. Are we to count those in our rapid rehousing and transitional housing programs?

A. Yes, please count those in your housing programs (transitional housing, rapid re-housing, etc.) in your numbers. These should be separate from emergency shelter, hotel/motel, and non-residential services.

Q. When counting the number of unmet requests on the waiting list, do we only count the people who were added to that list on survey day, or the total number of people on that list?

A. You should count **all** the individuals on the waitlist as having unmet requests for services. If your organization had enough funding/staffing/services/housing to meet their needs, they wouldn't be on your waitlist. You will count the number of individuals for each waitlist. For example, you may have a waitlist of 15 people for transitional housing, a waitlist of 6 people for your licensed therapist, and a waitlist of 8 people for your attorney. This would equal 29 unmet requests for services. You may have a person that is on multiple wait lists. In this case, you would still count each of the unmet requests, not the single individual.

Q. For unmet needs, do we report it if it is not met on the survey day but we have been able to meet within the time we have to submit the report?

A. Please count unmet need that fall on the day of the survey even if you were able to meet the need later. We are only collecting information for that one 24-hour period. We understand things change after the survey day and you may have a spot open, but during the reporting period you were unable to meet the request.

Q. Question 17 asks about unmet requests for non-residential services. Would this include advocacy, case management, and counseling?

A. Yes, these would fall under non-residential services. This may also include requests for flexible funding, transportation, childcare, and more.

Q. Regarding question 19: if we provided the service on DV Counts Day and offered the service throughout the year, but it was also reduced due to COVID... do we select all three?

A. Yes, please select all that apply for the large table. You may continue to offer a service but you've had to reduce availability for that service due to funding cuts and COVID. In this case, you may end up selecting all of the options.

Q. Does training interns count as training/education?

A. Yes, non-permanent staff, such as volunteers and interns, can count toward your training numbers for the day of the DV Counts.

Q. If we do a tour of shelter premises and explain our services and needs would this count as community education/training?

A. We do not count shelter tours as community education/training.

Q. Is there a place that captures types of issues that arise during service provision?

A. Depending on the context of the information you want to provide, this could fit under question 18 (unmet needs) or question 24 (anything else you want to include). The final question in the survey is an open space for you to share whatever you think it important to highlight for NNEDV, Congress, and those that read the report. This information can be very helpful to NNEDV in identifying emerging trends.

Q. Does the data need to be submitted on September 10?

A. No. You have until September 24 to enter your data into the online survey form. We understand that programs may need time to compile all of the data and respond to the narrative questions. We will regularly send out reminders about submitting your data.

Q. We have an advocate in another county to provide outreach services. Do we include their numbers in the same report with our shelter?

A. Yes, if the person works for your organization, please include them in your organization's report.

Q. Does this survey overlap/interact with the HUD Point in Time (PIT) Count survey?

A. No, the two do not overlap and do not have anything to do with each other. However, this year we are trying to gauge the number of programs that do participate in the HUD PIT count to be able to inform conversations at the federal level and advocate for domestic violence programs.