



NNEDV

17<sup>th</sup> Annual

# Domestic Violence Counts Survey

NNEDV.org/DVCounts ★ #DVCounts

## Webinar FAQs

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This document includes questions asked during our August 16 webinar.

- ★ Please review these **FAQs** and **all other materials** before the survey day.
- ★ All materials will be available at [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022).
- ★ If you have a question that is not answered, please reach out to [DVCounts@NNEDV.org](mailto:DVCounts@NNEDV.org).

### Listserv

Q.1. How do I get on the listserv?

Q.2. I am new to this role. How do I get on the listserv? I have been forwarded information from the past DV Supervisor thus far.

A. Please email [DVCounts@NNEDV.org](mailto:DVCounts@NNEDV.org).

Q.1. Will you send an email once we get closer to the date?

Q.2. Will an email with the packet and form be emailed as we get closer to the date?

A. Yes. You will receive an automatic email from the survey form when it is open, and reminders to submit during the time the form is open. All materials will be available at [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022).

Q. what is the email to reach out if we made an error? I have emailed before, multiple times, and never received a response back.

A. Please email [DVCounts@NNEDV.org](mailto:DVCounts@NNEDV.org). Due to the high volume of emails we receive, we may be slow to respond, and we appreciate everyone's patience. Please feel free to follow up with us if you need a response and have not received one after several business days.

## Links to Materials

- Q.1. is it possible to get a link to that information again
- Q.2. Can you post the link to the packet?
- Q.3. Will we be receiving this presentation via email
- Q.4. Can we access this recording after this session?
- Q.5. Is this webinar going to be available for viewing later?
- Q.6. Will you email the PowerPoint
- Q.7. will we get a copy of the slide show

A. The packet, webinar, PPT, and all materials will be available at [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022).

- Q.1 can you please put link here to do survey?
- Q.2. Can you put the link to the survey here please

A. The survey link will be available at [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022) beginning September 8.

- Q.1. Is there a sample document that has been made to help staff track the interactions?
- Q.2. Is there a survey we can use to give to each staff member that they then turn in to the person who is submitting the information?

A. The survey packet (available at [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022)) contains all information that will be asked on the survey form. Staff are welcome to use printed or electronic copies of the survey packet; please make sure someone at your organization is in charge of **compiling and submitting one survey form submission** for all staff members' information.

- Q.1. What materials will be provided in other languages?
- Q.2. Last year, we received beautiful face images promoting dv counts survey day but they were only in English. Can these be provided in Spanish?

A. The survey packet, "Tips on Telling a Compelling Story," survey day social media toolkit, webinar recording, and webinar PowerPoint will be available in both Spanish and English. All materials will be available at [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022).

## Survey Dates and Logistics

**Q.1. can you please clarify the dates again? on the form we have it says September 8 and 9 but you said September 23rd?**

**Q.2. what time does the survey close on Sep 23**

**Q.3. what day is count day**

**A.** The **survey day begins** on Wednesday, September 7, 2022 at 8:00 a.m. Eastern/Atlantic. The **survey day ends** on Thursday, September 8, 2022, at 7:59 a.m. Eastern/Atlantic. The **survey form opens** on Thursday, September 8, 2022 at 8:00 a.m. Eastern/Atlantic. The **survey form closes** on Friday, September 23, 2022 at 11:30 p.m. Eastern/Atlantic. Please review the survey packet (available at [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022)) for time zone conversions.

**Q. So we will upload the answers the very next morning when the survey ends?**

**A.** The survey form opens on Thursday, September 8, 2022 at 8:00 a.m. Eastern/Atlantic and closes on Friday, September 23, 2022 at 11:30 p.m. Eastern/Atlantic. You may submit your answers at any point during this time.

**Q. do we have to register ahead of time to be able to participate?**

**A.** Your state or territorial coalition has already submitted program lists to the DV Counts team. Generally, no further action is needed from most programs. However, if you are not represented by a coalition, or if you do not see your program when you begin filling out the survey form, please select your state/territory and "Other" to enter your information manually.

**Q. will we be able to save a copy once we've downloaded it or is it something we would have to print out?**

**A.** After you submit the form, you will see a confirmation message. At this point, you have the option to copy the link and preview your submission. On the preview page, you should be able to export your responses to PDF. You can hold onto the link and preview it anytime afterward. Please note that NNEDV cannot provide you copies of what was submitted due to the overwhelming number of responses and questions we receive.

**Q. are all questions required to be able to submit the survey?**

**A.** Required questions are indicated with an asterisk (\*) and all **required** questions must be answered before the survey is able to be submitted.

**Q. Could you please explain once more how to save the survey before it is submitted?**

**A.** Click the "Submit Later" button and you will be prompted to create a password to save your progress. When you are ready to re-enter the survey, please re-enter your state and program name, and the system will detect that you have a submission in progress. You will then be prompted to enter your password and be able to re-enter your survey.

**Q. Can we purposely schedule DV clients and/or DV trainings for that day?**

**A.** Yes, but please do still count all survivors and their children requesting domestic violence-related services during the survey day, whether they were previously scheduled or not.

### Salary Question

**Q.1.** salary is difficult to answer as at our agency due to starting pay depends on position at the agency and many may be direct service providers

**Q.2.** I agree, as salary for a legal advocate will be different than that of a licensed mental health counselor. How should we decide what to share?

**Q.3.** Maybe in the future, NNEDV could collect the lowest paid full time staff member to see if organizations are paying living wage to all staff.

**Q.4.** what about places that are unionized? or employ both social workers and attorneys in the program? (for rate of pay)

**Q.5.** Hi, I also have the question regarding the pay rate.

**A.** For purposes of this question ("What is the starting base pay of a full-time front-line advocate at your organization?"), we are defining a front-line advocate as an employee who works in direct services as an advocate, counselor, etc. where they provide advocacy/support directly to survivors. **If you have more than one position fitting this description, please use the person whose starting base pay is the lowest.**

## My Agency Has Multiple Programs, Departments, etc.

**Q.1. I run a shelter and we run two housing programs. Do we need numbers for both?**

**Q.2. This may be redundant , but our program is multi departments , do we count ALL individuals the day of ? Not just Shelter ?**

**Q.3. we have multiple programs within in one agency to be clear we would count any services provided across all programs and combine them?**

**Q.4. How does the survey work for the family-justice center model where we have multiple partners? Should we count only the people served by our advocates or everyone who is served/ seeks out resources from our center? Similarly, do we count all services provided at our FJC by ourself and partners or just the services provided by our staff advocates?**

**A.** Please count all survivors and their children requesting domestic violence-related services during the survey day, across all of your program's departments and programs that serve them. If your program has more than one location, please combine the data and submit **one** form. Please count only survivors served directly by your organization, not your partners.

**Q. We are on the border between two states and we receive funding for the shelter from each state. In the past, I've been directed to complete two surveys - one for each state. Should I continue to do this?**

**A.** No. Please only submit **one** survey form. The survey form will pre-assign your program to one of the two states (likely the one where your administrative office is located), so please check both states when you begin filling out the survey form. Please contact [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022) if you are unable to find your program.

**Q. What if there are two centers in the same area that see the same clients? We provide counseling and medical services but the other one provides advocacy and shelter...**

**A.** If these two centers are multiple locations for the same agency, you will submit **one** form for all locations. If these are two completely unrelated agencies, each will submit **separate** forms. (It is okay if this causes some duplication, as there is no way to see whether two completely unrelated agencies "share" a client without discussing their personally identifying information.)

## How Do I Count...?

**Q.1. For #6, number of people served in emergency Shelter- are we counting only people that Counselors assisted that day, or do we count all people in shelter because they are all in shelter, therefore are getting a service?**

**Q.2. Just to clarify, we are counting all of the people already in our shelter receiving services or just people who as for it that day?**

**Q.3. When it comes to services. Will we only be counting people that were assisted that day or do we count people ,for example, that were already in shelter prior since they are still being serviced?**

**Q.4. Are we only counting requests made that day -- or people waiting for services that day regardless of when those services were requested?**

**Q.5. does it have to be new clients seeking services or can it be existing clients reaching out?**

**A.** Please count all survivors and their children requesting domestic violence-related services during the survey day, including both new clients accessing your services for the first time on the survey day **AND** ongoing clients who continued to access your services on the survey day.

**Q.1. What about mental health services like counselors?**

**Q.2. Do we count those seeking TPO related to DV?**

**Q.3. Do I count my counseling sessions with victims in addition to shelter residents in our dv shelter?**

**Q.4. what about the walk in that is seeking shelter? Yes, we get this**

**A.** Please count all survivors and their children requesting domestic violence-related services during the survey day.

**Q. I think "throughout" implies that it was offered for all or most of those 12 months, which may not be the case for a service provided on the day of the survey.**

**A.** Because the survey is completed after the survey day, the survey day automatically becomes part of the past 12 months. This means that any service **provided** on the survey day would also have been **offered** during the past 12 months (i.e. at minimum, on the survey day).

**Q.1. Would services provided to children of survivors also be counted or only the survivor?**

**Q.2. I help mom to apply daycare, do we count mom and her kid?**

**Q.3. When counting transitional housing -- count both adults and children, or just adults?**

**Q.4. We complete emergency protective orders at our shelter when the courthouse is closed for petitioners. Would we count children protected in the order also?**

**A.** Please count all survivors and their children requesting domestic violence-related services during the survey day. Questions on the survey form will indicate when to enter numbers for adults vs. children.

**Q. we are a multi-program agency; should we count the individuals who are presenting in our Adult Protective Services that day if they are experiencing domestic violence?**

**A.** Only if they are victims of domestic violence and requesting domestic violence-related services during the survey day.

**Q. What if we have only one person in our shelter the day of? Would all shelter staff count that or just one?**

**A.** To the extent possible, please do not duplicate shelter numbers. This person would be counted as one person in question 6 ("Number of people served in emergency shelter").

**Q.1. Does Facebook sessions that provide awareness info count?**

**Q.2. When you are talking about public training, can we count tabling events were we talk to the community and give information**

**A.** Public training session refers to training 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. Facebook Live sessions can count as public training if you are delivering extended information about domestic violence. Tabling sessions will only count if they include an active training. Please email [DVCounts@NNEDV.org](mailto:DVCounts@NNEDV.org) if you are not sure whether your session counts.

**Q. We are serving some of our emergency shelter clients in a hotel due to Covid and staffing, would we count those clients under hotel/motel or emergency shelter?**

**A.** Please count clients in the location where they are on the survey day. If they are in a hotel/motel on the survey day, please include them in question 8 ("Number of people served in hotel or motel").

- Q.1. Do we count one time for a client for being at the shelter and one time for Case Management they receive that day**
- Q.2. Your slide presentation said to count number of requests, not individuals, so your statement about not duplicating when a client was served by more than one staff member is confusing.**
- Q.3. If on the day of the Survey both the agency lawyer and the advocate safety planned for a common client, will the client be counted 2X?**
- Q.4. are we counting people or services provided?**
- Q.5. your slide presentation said to count number of requests, not individuals. That goes against what you just said about not duplicating when one client was served by multiple staff members. Which is the correct action to take then?**

- A.** Throughout the survey, some questions refer to "number of people" and some questions refer to "number of requests." Please make sure to read questions carefully and enter the data that best matches each question. Please email [DVCounts@NNEDV.org](mailto:DVCounts@NNEDV.org) if you need additional clarification.

For questions 6-9, please count the "number of people." If a survivor is in shelter or transitional housing and also receiving what could be considered a non-residential service, please only count them under shelter or transitional housing.

For questions 15-18, please count the "number of requests." This may mean that a person is represented under served as well as unmet requests. It may also mean that one person has more than one unmet request. This is okay. **We want the actual number of unmet requests** not people with unmet requests.

**Q. Would you recommend counting survivors completing groups that are a requirement of a child services plan?**

- A.** Yes. Please count all survivors and their children requesting domestic violence-related services during the survey day.

**Q. with the Urban/Suburban/Rural, etc--is that how they understand their area to be classified, but not related to any grant funding (e.g. a rural services grant), is that correct?**

- A.** Yes, this is how they understand their area to be classified and is not tied to any funding source.



**Q. Are there services that are provided to DV survivors that should not be counted? For example, a DV survivor living in one of our supportive housing units gets help from a case manager applying to a job/transferring their child to a new school/contacting management about a leak/etc.**

**A.** Please count all survivors and their children requesting domestic violence-related services during the survey day. This includes all domestic violence-related services that your agency was able to provide, as well as any requested services that went unmet due to your agency's lack of resources.

**Q. do we count non-residential clients that received services that day or just the ones who are signed up for non-residential services at that time?**

**A.** Please count all survivors and their children requesting domestic violence-related services during the survey day. If someone was signed up previously but did not request or receive a service during the survey day, please do not count them.

## Housing

**Q. Our agency has section 8 housing. Do we need to count those clients and their children on the day of the DV count if they do not use the service on survey day.**

**A.** Yes. Please count all survivors and their children served in your organization's housing, or requesting domestic violence-related services, during the survey day.

**Q1. I think you gave two different answers to similar questions. To the RRH program that offers rental assistance you said that was "other housing" but to the question about paying rent you said that was "non-residential service." Can you clarify?**

**Q2. so RRH is NOT residential?**

**Q3. We have a rental assistance program for DV survivors. Would this fall under "other housing" or would this just be considered a non-residential service?**

**Q4. If we provide rent for the DV survivors housing, will it be other housing or non-residential services**

**A.** Programs that provide rapid re-housing (RRH) funds or other rental subsidies should count these services under question 7 ("Number of people served in transitional housing or other housing") **only if** the funds/subsidies come from your program. If **another organization** provides the funds/subsidies for rent, and your program is providing housing advocacy, support, or non-monetary services, that would instead be non-residential.

## Unmet Needs / Unmet Requests

**Q.1. Do we include our list of victims on our waiting list for outpatient therapy even if they have been on the list for a while**

**Q.2. should waitlists be checked on that day for accurate numbers**

**Q.3. This is only pertaining to services that our DV programs will specifically serve themselves, correct? For instance, as for housing and relocation assistance, our DV agency works with another agency for housing assistance although we do have clients who are actively on a wait list. Would we use that data for unmet requests?**

**A.** Yes. You should count ALL survivors and their children 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. Do we count callers that call in for services but they are denied services not because of our agencies resources but rather that the callers situation is not a DV situation?**

**A.** No. Please do not count individuals whose needs 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. To clarify: if someone WAS seeking services/support from us related to DV, and asked for help applying to food stamps, we could consider that an unmet need? Is it an unmet need because the survivor needs food stamps, or only if we can't help them get food stamps?**

**A.** If a **survivor** requests help applying for food stamps, please count them; if you are unable to meet this need, please count it as an unmet need. However, if someone is asking for help applying for food stamps but 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. We don't have a staff attorney. Is that an unmet need?**

**A.** Not having a staff attorney is not in and of itself an unmet need. However, if you have an open staff attorney position, and a survivor requests a service on the survey day that cannot be met **specifically because** you do not have that position filled, that is an unmet need.

**Q. What is unmet Non-residential services?**

**A.** A non-residential service is any domestic violence-related service that is not emergency shelter, transitional or other housing, or hotel or motel stays. It commonly includes services like counseling, transportation, legal advocacy, etc. An unmet need (non-residential or otherwise) refers to domestic violence-related needs that could not be met by your program because of resource constraints (e.g., no space, time, staff, or money).

**Q. We serve a very rural 10 county area and receive multiple phone calls from victims in the Kansas City metropolitan area asking for shelter (we are close to the metro area). We would count these as unmet request for shelter correct? We provide emergency shelter but due to funding/resources we are only able to provide services for victims in our area.**

**A.** Yes. Unmet needs are domestic violence-related needs that 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.

**Q. I'm sorry but I'm still a little unclear. If I have a shelter resident who receives 3 services in the shelter that day, I would only count all of that as 1...but the services we can't provide, all of those are counted**

**A.** Yes. Questions 6-9 ("Number of people served in...") asks about the **number of people** and questions 15-18 ("Number of unmet requests for...") ask about the **number of requests**. However, for questions 6-9, please count people only once. If someone is in shelter and receiving non-residential services, please count them under shelter only.

**Q.1. someone asked this in the chat and I missed the response, feel free to skip if already answered: how do we handle unmet requests that are fulfilled via referral? does it depend on reason for referral (program at capacity vs needs better met elsewhere)**

**Q.2. If someone calls requesting a service that we don't offer - for example, they call looking for legal representation in a landlord/tenant case that's DV related, but we only offer legal representation for family law cases - should we count that as unmet needs?**

**A.** This depends on your program. "Unmet" 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). For example, if you **would** offer landlord/tenant legal representation but funding restricts it or if you have been unable to fill a staff position to meet this need, that would be an unmet need. However, if you **would not** offer landlord/tenant legal representation no matter what, that would not be an unmet need **and** would not be counted in the survey.

**Q. If someone calls on behalf of a victim (we don't speak directly to the victim) does that also count for unmet need if we don't have shelter, etc**

**A.** Yes. Please count all survivors and their children requesting domestic violence-related services during the survey day, even if this request was made through another person. If you are unable to meet this need, it would be considered an unmet need.

## Referrals

**Q.1. I'm a little confused about an unmet request that is fulfilled with a referral. We have programs that are designed to help connect people with referrals and not to complete those requests within the program. Are those unmet requests?**

**Q.2. We have a program that is designed to help connect people with referrals. To use your example, if someone requests a lawyer to help them with a divorce, we would make a referral for that person.**

**Q.3. Is an request that is fulfilled with a referral considered an unmet request? We have programs that are designed to connect people to referrals and not complete those requests within our programs directly. Would that be unmet?**

**Q.4. We connect with resources within our community to provide some of the support for our participants, eg. housing, if someone needs help getting housing, we can make referrals to some housing but do not provide them with housing., Does that count as meeting the needs of our participants or not?**

**A.** "Unmet" 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). If your programs are **specifically designed** for referrals only, then your only unmet requests would be if someone requested a referral and did not receive one.

**Q.1. If you are a non-residential program and you help a victim get in a safe house on this day. How would you count that**

**Q.2. One of our programs provides housing navigation for emergency housing voucher holders. How should that be counted in questions 6-9/15-18?**

**A.** If your program does not operate the safe house/housing directly, please count this housing advocacy as a non-residential service that you provided.

## Hotlines

**Q. In the event we have people calling to check on space, can we count them?**

**A.** Yes. If they call through your hotline, please count them as a hotline contact. If they end up accessing your agency's services or programs, please count them in the appropriate places on the survey form as well.

**Q.1. Can you define "hotline" for the purposes of the survey?**

**Q.2. do helpline calls qualify as well? Or does it only have to be hotline calls?**

**A.** Hotline contacts refer to calls, chats, texts, and/or emails made to your agency's hotline number or chat/text/email service for purposes including crisis intervention, requests for support by survivors, requests for support by friends or family, or requests for information. If your agency operates a helpline that serves this purpose, please count it as well.

**Q. With the description you just provided, do we count walk-in, unexpected, new people walking in as hotline too?**

**A.** No. Please only count hotline contacts as calls, chats, texts, and/or emails to your hotline. If you do provide a service or are unable to fulfill their request(s), please count them in the appropriate places on the survey form.

**Q. Are statewide DV Hotline services counted through this DV counts or not? (I can reach out via email if this is better addressed via email)**

**A.** Yes. Please report all hotline contacts (calls, chats, text, emails, etc.) your program receives on the survey day. This may include state or territory hotlines if they are routed through your program. (It is okay if this causes some duplication, as there is no way to confirm duplicate hotline contacts without discussing their personally identifying information.) **NOTE:** If you are a state or territorial coalition running a state/territory-wide hotline that is not routed through a local program, please email [DVCounts@NNEDV.org](mailto:DVCounts@NNEDV.org) to submit your data.

## Narrative Questions

**Q. What if something specific about their story could be identifying i.e. rare situation etc.?**

**A.** Please try to de-identify these details as much as possible. If this is not possible, please consider sharing a different story. Please see our "Tips on Telling a Compelling Story" document (available at [NNEDV.org/DVCounts2022](https://NNEDV.org/DVCounts2022)) for additional guidance.

**Q. what if you don't have a success story that happened that 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. The narrative question relates to a success story on the DV counts day? or generally a success story of a survivor.**

**A.** To the extent possible, please try to share a success story from the survey day itself. 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. Would we enter every staff response to the long questions in the single box?**

**A.** The narrative questions have a 1000-character limit (approximately 300 words) for responses. Please shorten your answers, or include only one story, if you are over this limit.