

Domestic Violence Counts

National Census of Domestic Violence Services

NNEDV

*** Save the Date: Thursday, September 13, 2018 (from 8 a.m. EST on 9/13/2018 to 7:59 a.m. EST on 9/14/2018) ***

This Census 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.

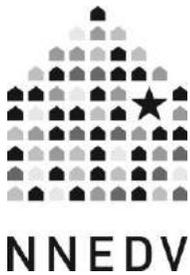
*** Informational Webinar for Local DV Programs ***

You do NOT need to attend the webinar nor watch a recording of it to participate in the Census count. It is an informational overview for those who are unfamiliar with the Census or who are looking for additional guidance. The webinar will be held on **Wednesday, August 22nd from 3-3:30 p.m. EST** and the links to watch the recording of it will be emailed to censusinfo@nnedv.org. To subscribe to this listserv, please email census@nnedv.org.

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 Census Team at census@nnedv.org.

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Instructions for Participating Programs

What is Domestic Violence Counts?

- 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 13th annual Census!
- 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 Census. The purpose of the Census is to gather an unduplicated count of people accessing nonprofit domestic violence advocacy services. It is not intended to count the number of victims who may visit an emergency room, police department, government agency, or criminal justice agency on that day.

How will participating in the Census benefit my program?

- NNEDV develops a national report and a state summary 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 Census 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?

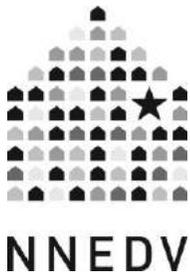
- **Read** this survey packet and contact census@nnedv.org with questions.
- **Identify** which staff member will be responsible for collecting the information during the 24-hour period and who will enter the information online.
- **Discuss** how you will count the number of people served and the number 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 (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 DV 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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Submission Instructions

What do I need to do AFTER the survey day?

- By October 1st, enter your results online at nnedv.org/census2018. You can enter your responses as early as September 14, 8 a.m. EST.
- If you do not have access to the internet, you may fax your responses to 202-747-7626.
- If you have any questions about how to complete the form or if you experience technical difficulties, please contact us at census@nnedv.org

Submission Instructions

We strongly prefer that you submit your results online, as this allows us to more quickly analyze the results. Please only fax your submission if you have no access to the internet. If you experience any technical difficulties, please contact NNEVDV at census@nnedv.org.

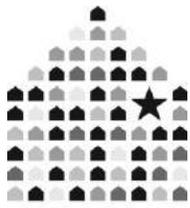
You can best prepare yourself to enter your data online by following these three easy steps:

- 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.
- 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 Census Day. Please DO NOT attempt to view or fill out the survey before you are ready to finish your entry. The online survey includes only the EXACT questions that appear below.
- Step 3** After the survey day, please go to nnedv.org/census2018 and enter your results. The online form is identical to the questionnaire included in this packet. Simply enter your answers in the designated spots. If you have trouble viewing the webpage, please contact census@nnedv.org. **Responses are due by October 1.**

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 at census@nnedv.org, or fax the filled-out survey to us using the cover sheet on page 13.

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



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Submission Instructions

SURVEY INFORMATION AT A GLANCE

Survey Period:	Begins Thursday, September 13, 2018	Ends Friday, September 14, 2018
	8:00 a.m. Eastern	7:59 a.m. Eastern
	7:00 a.m. Central	6:59 a.m. Central
	6:00 a.m. Mountain	5:59 a.m. Mountain
	5:00 a.m. Pacific	4:59 a.m. Pacific
	4:00 a.m. Alaska	3:59 a.m. Alaska
	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

Fill out the survey: Fill out the survey online at nnev.org/census2018 (**preferred method**).

Or email us a photo or pdf at census@nnev.org. Or fax the attached survey Form and cover sheet to 202-747-7626. **Please ONLY use these options if you absolutely do not have access to the electronic survey.**

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

Responses are due by 11:59 p.m. EST on October 1, 2018



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2018 Survey Form

This is the beginning of the actual survey.

Once completed, please enter your data online by following the link at nnedv.org/census2018.

If you do not have access to the internet, you can fax the survey to us along with the fax cover sheet on page 13 of this packet, or send a photo or PDF by email to census@nnedv.org.

The survey period is Thursday, September 13, starting at 8:00 a.m. EST through Friday, September 14, at 7:59 a.m. EST. See page 4 for your start and end times.

If you are unclear about any of the questions asked or terms used, please refer to the Definitions of Terms or Frequently Asked Questions sections at the end of this survey packet. If neither of these documents answers your questions, email us at census@nnedv.org.

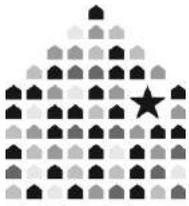
1. ZIP Code (of administrative office): _____ 2. State: _____

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:

- Culturally-specific or Linguistically-specific** program (a program specifically intended to serve 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 LGBTQ 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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2018 Survey Form

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Services Provided on the Census Day --- Totals for 1 day only (not monthly/yearly totals)

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

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Men	<input type="text"/>
Transgender Women	<input type="text"/>
Gender Non-Binary	<input type="text"/>
Children	<input type="text"/>

7. Number of people served in: TRANSITIONAL HOUSING or OTHER HOUSING

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Men	<input type="text"/>
Transgender Women	<input type="text"/>
Gender Non-Binary	<input type="text"/>
Children	<input type="text"/>

8. Number of people served in: NON-RESIDENTIAL SUPPORTIVE SERVICES

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Men	<input type="text"/>
Transgender Women	<input type="text"/>
Gender Non-Binary	<input type="text"/>
Children	<input type="text"/>

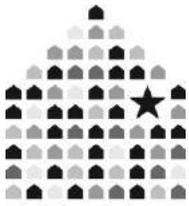
9. Please provide:
The total number of **hotline calls** received in the 24-hour survey period.

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

11. 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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12. Please tell us a survivor “success story” that is related to the help your organization provided on the Census Day. For tips on sharing a compelling story, please see the FAQ document or the “Advice on sharing a compelling story or anecdote” section on page 12. You can also share information about your agency’s innovative/successful initiatives. (Please use fake names and anonymize. Please use complete sentences so these quotes can be used in the published report.)



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N N E D V

2018 Survey Form

Unmet Requests on Census Day – Totals for one day only (not monthly/yearly total)

Questions 13-15 asks for the number of requested services that you were *unable to meet on the Census 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 make 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).

13. Number of Unmet Requests for: EMERGENCY SHELTER

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Men	<input type="text"/>
Transgender Women	<input type="text"/>
Gender Non-Binary	<input type="text"/>
Children	<input type="text"/>

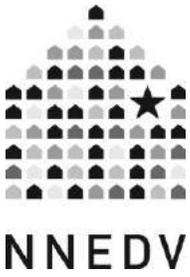
14. Number of Unmet Requests for: TRANSITIONAL HOUSING or OTHER HOUSING

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Men	<input type="text"/>
Transgender Women	<input type="text"/>
Gender Non-Binary	<input type="text"/>
Children	<input type="text"/>

15. Number of Unmet Requests for: NON-RESIDENTIAL SUPPORTIVE SERVICES

Women	<input type="text"/>
Men	<input type="text"/>
Transgender Men	<input type="text"/>
Transgender Women	<input type="text"/>
Gender Non-Binary	<input type="text"/>
Children	<input type="text"/>

16. Please provide a brief story about a request on the Census Day that you were unable to meet. This will help illustrate the demand and need for programs and services. See “Advice on sharing a compelling story or anecdote” on page 12. Please use fake names and anonymize. Please use complete sentences so these quotes can be used in the published report.



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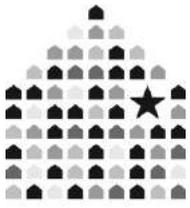
2018 Survey Form

17. How many staff positions did you lay off and/or how many vacant positions did you not fill in the past year because your organization lacked funding? _____

18. What types of positions were laid off or unfilled? (Please include the number of positions in each category.)

- Administrative
- Direct Services
- Prevention/Education
- Other: (please describe)

(Survey continues on the next page)



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2018 Survey Form

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19. Tell us about the services that your program provided on the Census Day and throughout the year.

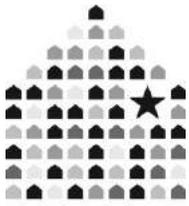
The first two columns indicate whether you provide this service on the Census Day and/or throughout the year. The next two columns are to give us a sense of whether the particular service has decreased/was eliminated and if funding cuts were a factor.

***NOTE: If you checked that you provided the service on the Census day [column 1] make sure that you also check that you offer this service throughout the year [column 2].

Also, if you entered numbers of people served in shelter or transitional housing in question 6-7, please check that you provided those services on the census day column below.

Then complete columns 3 and 4, as applicable.

Types of services provided	Service provided on the Census Day	Service offered throughout the year	Service reduced or eliminated in the past year	Check this box if funding cuts were a factor in the decision to reduce or eliminate this service
Emergency Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hotel/Motel Stay	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Children's Support or Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Representation by an Attorney	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court or Legal Accompaniment/Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homicide Reduction Initiative/Lethality Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Support/Advocacy to Victims of Trafficking	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>

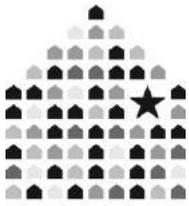


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Support/Advocacy Related to Public Benefits/TANF/Welfare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Housing /Landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Child Welfare/Protective Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe Exchange/Visitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Disability Issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Immigration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy for LGBTQ Victims of Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy Related to Substance Abuse	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Support/Advocacy Related to Technology Use (Cyberstalking, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy for Active Duty Victims in U.S. Armed Forces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support/Advocacy for Veteran Victims who served in U.S. Armed Forces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare/Daycare	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
3 rd Party Translation/Interpretation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV/AIDS Information and/or Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Onsite Medical Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Literacy/Budgeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Training/Employment Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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Matched Savings Programs and/or Microloans	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Therapy/Counseling for Children or Youth (by a licensed practitioner)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rural Outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prevention Services and/or Educational Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Is there anything else you would like to share with NNEDV, Congress, and those who read the Census? (This can include barriers/significant challenges/positive developments/innovative programs.)

21. Has your agency observed a difference in the number of immigrant victims reaching out to your agency?

- No change
- Increase
- Decrease

22. Are immigrant victims sharing with your agency that they have concerns about contacting police? If so, what are their concerns?

- Yes
- No
- If yes _____

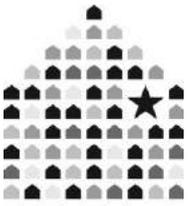
23. Are immigrant victims reporting to your agency that they have concerns about going to court for a matter related to the abuser/offender? If so, what are their concerns?

- Yes
- No
- If yes _____

24. Is there anything you would like to share about the experiences of immigrant survivors?



Thank you for completing our survey!
Please go to nnedv.org/census2018 to submit this information.



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Tips on Telling a Compelling Story

Advice on sharing a compelling story or anecdote: In questions 12 and 16, above, we provide an optional opportunity for you to tell us a compelling story of survivors accessing your services or unmet requests. These stories give the DV Counts Census depth and help portray the life-saving work that happens every day in DV programs. We have a few tips on writing these short anecdotes:

- Convey how the survivor *felt* (e.g., scared, frightened, overwhelmed, unsure, confused, supported, acknowledged, relieved, relaxed, safe, etc.). It is especially compelling if the survivor articulated these feelings to you and you can actually recall his/her words and provide them in a short quote.
- Tell us how your advocacy helped a survivor (see examples below).
- Tell us about the perceived impact of the unmet request (e.g., “We didn’t have shelter space, so the survivor was unable to escape that evening.”).
- Do not share details that could identify the survivor.

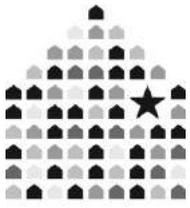
Examples:

“A survivor we worked with told us how grateful she was for meeting people who were knowledgeable, loving, and caring. She said she felt truly safe for the first time in more than a decade.”

“We assisted a survivor apply for a VAWA self-petition. Her husband abused her for years and told her that she would be deported if she went to the police. After working with us, she told us that she felt “free as a butterfly.””

“A woman in our shelter told us she had nowhere to go and told us that we ‘saved her life.’”

“While the children in shelter were doing their homework, I noticed one of the young boys crying. I asked him what was wrong and why he was crying. He said that nothing was wrong and he was just happy to be here and he loved all of us. He told me that no one had ever cared for him and his mom so much, and asked if they could keep staying because he’s scared they’d have to move again. I told him that we had an apartment for them and they would never have to go back.



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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 nnedv.org/census2018. **We prefer that you please enter your data online** since this will allow us to compile the data quickly. You may also send a photo or pdf copy of your survey to census@nnedv.org.

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.

Please use this cover sheet **ONLY if you do not have access to the internet or are having difficulty with the online form** and you call us and we ask you to fax your information.

To: NNEDV Census Team
Subject: Census Fax Submission
Send to Fax: 202-747-7626

From: _____ (Please List Contact Person Here)

Phone Number and Extension: _____

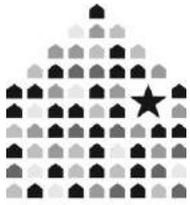
Sent from Fax Number: _____

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)



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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 census@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. EST on Thursday, September 13 and 7:59 a.m. EST on Friday, September 14**. Refer to the Submission Instructions page 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, go to <http://www.time.gov>. Click on your state or territory and look for your location. If you do not have internet access or are unable to determine your time zone, please contact your state coalition.

Q: Why am I unable to open the link to the Census?

A: The Census link is not "live" until the morning after Census Day. If you are still having trouble accessing the link on or after September 14, 2018, contact census@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?

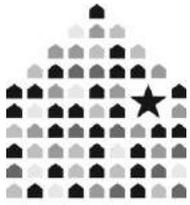
A. Use the ZIP code of your administrative office. If there is no specific "administrative office," use the ZIP code of the office where your Executive Director is located.

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 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 families 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 Census of Domestic Violence Services

NNEDV Frequently Asked Questions

Please ensure that the person completing the survey has access to these frequently asked questions.

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 families to whom your program provided services on the survey day. 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 the non-residential or housing sections of the survey. Please count the number of domestic violence survivors and their families 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?

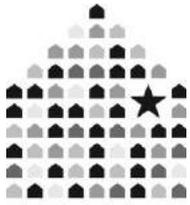
A. No. Please do not include any individuals exclusively served in a batterer intervention program in your survey day numbers.

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 14, 2017-September 13, 2018. However, we understand this is not possible for many programs. Therefore, programs are welcome to use their data from the calendar year (2017) 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: If a DV service provider is providing case management, safety planning, or other advocate contact via phone (rather than in person) with survivors that they have been working with continually, how would the program count that? (For example, with a long-time client, not a hotline/first time caller.)

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.



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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.

Q. We did a training today for our volunteers. Does that count as a public education session in questions 10 and 11?

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.

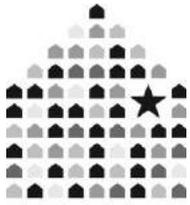
Q. Who do we count as having an “unmet request” for service?

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” for services since the request is outside of the scope of your program's domestic violence related 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.



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Submitting Your Survey

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

A. Go to www.nnedv.org/census2018 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 census@nnedv.org.

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

A. If the link at www.nnedv.org/census2018 is not working, you can go directly to the survey by entering https://www.surveymonkey.com/r/NNEDV_2018_Census into your web browser (e.g., Internet Explorer, Chrome, etc.) If you are still unable to enter your data, please take a photo or send a PDF of your survey to census@nnedv.org, or fax your survey to 202-747-7626. Please use the fax cover sheet provided on page 13 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 enclosed fax cover sheet from this packet.

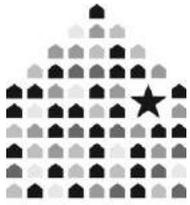
Q: I made an error on my data/I submitted a blank copy/I did not complete my survey, and the survey collector says I already submitted. What do I do?

A: Unfortunately survey monkey saves your entry by the cookies on your browser. Please follow these steps to get us your correct submission. If none of these steps work for you, please email us at census@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_2018_Census
- 2) Try accessing the survey from a different computer and enter your data at https://www.surveymonkey.com/r/NNEDV_2018_Census
- 3) Scan or take photos of your paper survey and email a copy to census@nnev.org
- 4) Fax your paper copy following the fax instructions listed above.

Q. How do I know if NNEDV has received our data?

A. If we haven't received your data, someone 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.



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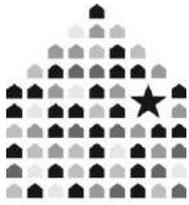
Q. Who sees the data that I submit?

A. Only the Census 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 Census 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 (www.nnedv.org/resources/census) and provide a link via the Census listserv in early 2019.

(Please continue to the next page for Definitions)



Domestic Violence Counts

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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 census@nnedv.org

24-Hour Survey Period

The one-day count begins at 8 a.m. EST on Thursday, September 13 and ends 24 hours later at 7:59 a.m. EST on Friday, September 14. 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.

Elderly Victims

We use the definition within the Violence Against Women Act 42 U.S.C. 13925 (a) (11) - "a person who is 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 (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.

Immigrant

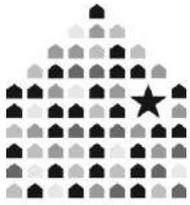
Immigrant refers to any individual who is not a citizen or national of the United States. For the purposes of this survey, this also includes refugees, asylum seekers, newcomers, individuals with unknown or unofficial immigration status, and temporary workers.

Gender non-binary

The idea that there are only two genders is sometimes called a gender binary, because binary means "having two parts" (in this case male and female). Therefore, non-binary is one term individuals use to describe genders that don't fall into one of these two categories, man or woman. Not all non-binary people identify as trans and not all trans people identify as non-binary.

Primary-Purpose Domestic Violence Program

For the Census, 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 Census 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 Census Day. The Census 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.



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NNEDV Definitions of Terms

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.

Transgender Individual

Someone is transgender if the person's own experience of the person's sex or gender identity is different from the sex assigned at birth. Some transgender individuals may choose to identify as male or female, while others prefer to identify as transgender. A transgender man is someone who identifies as a man but was assigned female at birth. A transgender woman is someone who identifies as a woman but was assigned male at birth.

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 new category to help the Census 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 Census 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).