U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
Administration on Children, Youth and Families

Navigating the Family Violence Prevention and Services Program

A Guide for State and Territorial Administrators

November 2012

The purpose of the Family Violence Prevention and Services Act is to support the establishment, maintenance and expansion of programs and projects to prevent incidents of family violence, domestic violence, and dating violence and to provide immediate shelter and supportive services for victims of family violence and their dependents that meet the needs of all victims, including those in underserved communities.

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ACKNOWLEDGMENTS

We at the Family Youth Services Bureau (FYSB) in the Administration on Children, Youth and Families are proud to serve some of the nation's most vulnerable families. Every day, committed people and well-designed programs are making a difference in the lives of victims of domestic violence and their children. The domestic violence programs you fund and monitor provide not only immediate safety, but also services to improve long-term social and emotional well-being. Comprehensive domestic violence services have been shown to enhance promotive factors that improve outcomes for survivors, including a higher quality of life and less abuse over time.

Equally important are services for children exposed to violence, services that enable young people to understand and navigate their world in healthy, positive ways. The negative impacts of exposure to violence ripple across the lifespan, limiting children's chances to succeed in school, work, and relationships, but interventions that enhance children's resiliency can break that cycle. The majority of survivors seeking services from domestic violence programs are mothers of minor-aged children. Your domestic violence programs recognize that mothers' social and emotional well-being is fundamentally intertwined with their children's well-being, and that children have their own needs and concerns. By serving mothers and children together, the programming you administer is changing the future, one life at a time.

This guide is dedicated to survivors of domestic violence who overcome obstacles daily and achieve safety for themselves and their children.   We are motivated by the bravery of survivors and inspired by their successes. We also honor all the advocates – including you – who work to end violence in their communities. You save lives and help children thrive.

Sincere gratitude goes to all the Family Violence Prevention and Services Act (FVPSA) State Grant Administrators who work tirelessly to improve domestic violence services within their states and who imparted their experiences to enhance this document. A special thank you goes to the administrators who served on this guide's steering committee, as they were instrumental to its development.

Finally, this guide would not be possible without the staff of the Family Violence Division in the Family Youth Service Bureau, and specifically to Edna James, FVPSA Program Specialist, who helped advocate for its creation and maintained oversight of the project.

FVPSA State Grant Administrators play a crucial role in our efforts to end domestic violence, and we thank you for your dedication to victims of domestic violence and their children. This guide was created by and for you – we hope it is useful in supporting your crucial grant administration role.

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INTRODUCTION

The Family Violence Prevention and Services Act (FVPSA)[1] provides the primary federal funding stream dedicated to the support of emergency shelter and supportive services for victims of domestic violence and their dependents.

Enacted by Congress in 1984, FVPSA is intended to help states: raise public awareness about domestic violence; prevent its occurrence; and create, maintain, and expand services for victims of domestic violence and their dependents.

FVPSA grant funds were the first dollars appropriated at the federal level to assist states in responding to and preventing incidents of family violence[2] and it continues to be the primary source of dedicated funding for domestic violence shelters and support services. It helps fund core domestic violence services across the country, including crisis response, safe housing, advocacy, counseling, legal assistance, safety planning, and comprehensive support.

By statute, a significant portion of FVPSA funding (70%) goes directly to states and territories as a formula grant. FVPSA state and territorial grant administrators (hereinafter referred to as administrators) are the individuals tasked in their states to manage this funding stream. An administrator's role and involvement

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[1] FVPSA can be currently found at 42 U.S.C. §10401 *et seq.* as amended by P.L. 111-320. It was most recently reauthorized through the Child Abuse Prevention and Treatment Act Reauthorization Act of 2010. For a more in depth discussion of FVPA see FVPSA: A Closer Look

[2] Congress uses "family violence" in its legislation that authorized FVPSA. Family violence and domestic violence are used interchangeably within the FVPSA program announcements. It is important to know that the emphasis of the FVPSA program is on family violence, domestic violence, and dating violence as they occur in the context of intimate partner relationships.

in domestic violence issues often goes beyond planning and managing grants and funding programs. Administrators also play a crucial role in developing and implementing a broad range of policy, public awareness, and technical assistance activities to improve responses and services for victims of domestic violence and their children. They are a voice for victims of domestic violence, service providers, and advocates, and are central players in the effort to end violence against women.

As with any profession, administrators come from diverse backgrounds and often step into an undefined role. While many administrators have similar jobs, to date there is not a uniform job description. Many factors can impact an administrator's role such as: where the position is housed, additional roles and responsibilities assigned, the politics within the state, the relationship among agencies working on violence against women issues, and how FVPSA funding is distributed and monitored.

In a questionnaire disseminated to and completed by FVPSA administrators, new administrators relayed that they frequently feel isolated and need greater direction on how to approach their work and balance their duties. They also want opportunities to learn from the successes and challenges of other administrators. Veteran or "seasoned" administrators echoed these sentiments, noting that they often work solo, are placed in agencies disconnected from domestic violence issues, and would also like more guidance about their role. This guide was developed, by and for FVPSA state grant administrators in partnership with the U.S. Department of Health and Human Services (HHS), as a direct result of such experiences and feedback. This guide may be particularly useful to new administrators, but it is also designed to be beneficial to all administrators as they seek to enhance their own roles and ultimately to provide better services to victims of domestic violence and their children.

The guide is intended to be a living document, meaning that it will change over time as information about the FVPSA state grant program is updated and as administrators

continue to share their experiences. The guide has several components:

- The main document with general information about the FVPSA grant program and administrator duties with corresponding video clips of administrators sharing lessons learned and other tips (can be found at: http://www.acf.hhs.gov/programs/fysb/programs/family-violence-prevention-services

- A glossary with acronyms and terms that an administrator might encounter in his/her job;

- An appendix containing a collection of downloadable sample forms and documents; and

- A hyperlinked resource list that contains national organizations that specialize in FVPSA-related topics and articles on pertinent administrator duties and substantive areas.[3]

Administrators are encouraged to refer to the guide as needed and to contact the Family Violence Prevention and Services Program (FVPSA Program) and other FVPSA state administrators for ongoing networking, support, and advice.

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[3]This guide relied upon many resources for its development, and in particular the *VOCA Administrators Toolkit,* developed by the National Association of VOCA Assistance Administrators. Citations to materials used can be found in the resource list.

PHILOSOPHICAL FRAMEWORK

Overview[4]

Domestic violence is a pervasive problem that has devastating and far-reaching consequences for individual victims, their children, and their communities. Throughout history, various terms have been used to refer to domestic violence, including intimate partner violence, wife beating, marital assault, spousal abuse, abuse, battering, family violence, post-separation violence, dating violence, and partner abuse.[5] Today, many interchangeable terms continue to be used. The following are ones that administrators may hear most frequently:[6]

Domestic Violence	**Victim**
Intimate partner violence	Survivor
Family violence	Battered woman
Abuse/domestic abuse	Abused
Partner/spousal abuse	Victimized partner
Battering	Non-offending parent
Violence against women	Adult victim

Perpetrator	**Children**
Abuser	Secondary victim
Batterer	Witness to violence
Offender	Exposed to violence
Offending parent	

Domestic violence is characterized by the relationship between the victim and the perpetrator, e.g., those dating, married, formerly or currently living together, or having a child in common. Frequently, the violence does not end when the relationship terminates or the partners separate.[7] It occurs across all groups, regardless of culture, race, and socio-economic status, gender, or sexual orientation.[8] While men can also be victims of domestic violence, women are much more likely than men to be victimized by a current or former intimate partner.[9] Some studies show that approximately 85 percent of all victims are female (the other 15% includes intimate partner violence in same sex relationships and men who were battered by a female partner); intimate partner violence made up 20% of violent crime against women.[10]

> *"Since all FVPSA administrators are in government agencies, there can be a tendency to focus on bureaucracy, such as rules, regulations, and compliance. These are important, but an understanding and appreciation of the issue [domestic violence] is critical."*
>
> ~*A State Administrator*

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[4]This section is a very brief overview of domestic violence and is not intended to replace any formal training on this issue. Administrators must continually avail themselves of education about domestic violence, including emerging issues and promising practices.

[5]*See*, Ganley, Anne L., Understanding Domestic Violence: Prepatory Reading for Participants, in Ganley, Anne L. & Schechter, Susan, Domestic Violence: A National Curriculum for Family Preservation Practitioners 32 (Janet Carter Ed., 1995).

[6]For purposes of this guide, the terms domestic violence, intimate partner violence, and violence against women are used to encompass all forms of violence that occur in an intimate relationship. "Survivors" and "victims" are terms to describe the person who is the recipient of the violence and "batterer" and "perpetrator" for the person responsible for inflicting the violence.

[7]*See,* Pence, Ellen, Advocacy on Behalf of Battered Women in SOURCEBOOK ON VIOLENCE AGAINST WOMEN 329-343 (Claire M. Renzetti, Jeffrey L. Edleson & Raquel Kennedy Bergen eds., 2001).

[8] Since victims of domestic violence are overwhelmingly female, gender-neutral terms are often not used because it minimizes the severity of the social issue facing girls and women. *Ganley, supra* note 4 at 32-38, 44.

[9]A national crime survey's data shows that men commit 95% of all assaults on female spouses or girlfriends. In 2001, women accounted for 85% of the victims of intimate partner violence. Women are much more likely than men to be killed by an intimate partner; 40% of all women murdered are killed by their husbands or boyfriends, whereas less than 4% of the murders of men are from intimate partner abuse. See Bureau of Justice Statistics, Crime Data Brief, Intimate Partner Violence, 1993-2001 (Feb. 2003) and National Institute of Justice and Centers for Disease Control and Prevention, Prevalence, Incidence, and Consequences of Violence Against Women: Findings from the National Violence Against Women Survey (Nov. 1998).

[10]Bureau of Justice Statistics, Family Violence Statistics: Including Statistics on Strangers and Acquaintances, U.S. Department of Justice (2005).

Each state has codified "domestic violence" for civil and criminal remedies with definitions varying across the country. In the domestic violence field, intimate partner violence is commonly defined as a pattern of assaultive and coercive behaviors that includes physical, sexual, and psychological abuse and economic coercion.[11] Perpetrators of domestic violence use one or a combination of tactics to instill fear in and dominance over their partners.[12] Some common battering tactics (list is not all inclusive):

- Physical assaults/battery
- Sexual assault, including pressured, coerced, or forced sex
- Psychological/emotional abuse
- Threats of violence against the victim, others, or self
- Destruction of property
- Abuse of pets/abuse of service animals
- Stalking and harassment
- Intimidation, humiliation, degradation
- Isolation
- Economic coercion
- Use of children to control and undermine the adult victim
- Exploitation or belittlement
- Threats or use of weapons
- Denial of access to health care or medication
- Threats to change, exploit, or expose legal/immigration status
- Destruction of assistive devices or adaptive equipment such as videophones, wheel chairs, etc.

- Targeting abuse to specific parts of the body (e.g., hands, arms, and sight to prevent Deaf victim from using Sign Language)
- Threats to "out" or expose a survivor's sexual orientation and/or gender identity
- Interfering with treatment such as withholding of hormones and other medications vital to transgender survivors who are transitioning
- Other forms of oppression

Prevalence of Domestic Violence

Domestic violence occurs in epidemic proportions potentially causing serious injury, economic harm, death, and long-term health issues. Approximately 2.3 million people each year in the United States are raped and/or physically assaulted by a current or former spouse, boyfriend, or girlfriend each year.

Additionally, in this country:

- Nearly one in four women and one in nine men experience violence at the hands of a current or former spouse or boyfriend at some point in her/his life.[13]

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[11]Ganley, supra note 4 at 33.

[12]Litton, Lauren, J., Helping St. Louis County Families: A Guide for Court Professionals on the Co-Occurrence of Domestic Violence and Child Abuse/Neglect, St. Louis County Greenbook Initiative (2007).

[13]National Institute of Justice and the Centers of Diease Control and Prevention, "Extent, Nature and consequences of Intimate Partner Violence: Findings from the National Violence Against Women Survey 2000."

- On average more than three women a day are murdered by their husbands or boyfriends.[14]

- Data collected in 2005 revealed that women experience two million injuries from intimate partner violence each year.[15]

- Approximately one in three adolescent girls is a victim of physical, emotional, or verbal abuse from a dating partner.[16]

- Approximately 15.5 million children are exposed to domestic violence every year.[17]

- In a single day in 2010, 20,406 children were living in a domestic violence shelter or transitional housing facility. Another 6,592 children sought services at a non-residential program.[18]

- Women who have experienced domestic violence are 80 percent more likely to have a stroke, 70 percent more likely to have heart disease, 60 percent more likely to have asthma, and 70 percent more likely to drink heavily than women who have not experienced domestic violence.[19]

- In 2003, the cost in the U.S. of intimate partner rape, physical assault, and stalking totaled $8.3 billion for direct medical and mental health care services and lost productivity from paid work and household chores.[20]

- In the U.S., one in 12 women and one in 45 men have been stalked in their lifetime.[21]

- Nearly 7.8 million women have been raped by an intimate partner at some point in their lives.[22]

System Responses

Historically, the most common response by the community, law enforcement, the courts, and social service agencies is expecting the victim to leave the perpetrator of the violence. The inference is that stopping the abuse is her responsibility. This viewpoint not only places the focus of interventions on the victim's behavior, but also assumes:

1) That leaving is a viable solution;

2) That ending the relationship is what the victim desires;

3) That ending the relationship is in the child's best interest; and

4) That leaving will stop the violence.

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[14]Catalano, Shannan. Intimate Partner Violence in the United States, Bureau of Justice Statistics (2007).

[15]Centers for Disease Control and Prevention, Adverse Health Conditions and Health Risk Behaviors Associated with Intimate Partner Violence, Morbidity and Mortality Weekly Report (Feb. 2008).

[16]Davis, Antoinette, Interpersonal and Physical Dating Violence Among Teens, The National Council on Crime and Delinquency Focus (2008).

[17]McDonald, Renee, et al., Estimating the Number of American Children Living in Partner Violent Families, Journal of Family Psychology, 30(1), 137-142 (2006).

[18]National Network to End Domestic Violence, Domestic Violence Counts 2011. A 24-hour census of domestic violence shelters and services.

[19]Supra, note 15.

[20]Max, W., et al., The Economic Toll of Intimate Partner Violence Against Women in the United States, Violence and Victims, 19(3) 259-272 (2004).

[21]Stalking Resource Center, Stalking Fact Sheet, The National Center for Victims of Crime (Oct. 2005).

[22]Campbell, Jacquelyn, C., et al., Assessing Risk Factors for Intimate Partner Homicide, Issue Number 250 (Nov. 2003).

Often, one or more of these assumptions is false. Communities and the domestic violence field over time have learned that leaving a batterer is not an option for many survivors and the reasons why a person would stay in an abusive relationship are numerous.[23] Services should be tailored to respond to all circumstances and to honor a survivor's autonomy in deciding how best to protect her and her children. Information should be presented in a confidential and respectful manner offering comprehensive options that have been created through collaborative efforts.[24] It is important to know that many individuals experiencing domestic violence will decide not to avail themselves of "traditional" domestic violence services or formal systems, like the courts. There are a multitude of reasons for this, including that it may be too dangerous, lack of trust or fear of law enforcement, concern over legal entanglements (being reported to child protection services, worried about being deported, etc.), anxiety over banishment from the family or a particular community, or shame. Instead, victims of domestic violence may turn to family, friends, co-workers, faith-based, or other community-based services, or decide to manage the daily risks alone.

History of the Domestic Violence Movement

While domestic violence is not a new phenomenon, the acknowledgment that it has a far-reaching impact on families and communities is a relatively recent development. It was not until the 1980s and 1990s that mainstream society truly accepted that domestic violence is a major societal problem, resulting in federal funding to support needed services.

However, to fully appreciate the roots of intimate partner violence in society and the domestic violence movement, it is helpful to review some historical points (see "Timeline" on the next page for highlights).

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[23]See, McGee, Susan G. S., 20 Reasons Why She Stays: A Guide for Those Who Want to Help Battered Women, (2005) and supra note 11.

[24]Davies, Jill, _Advocacy Beyond Leaving: Helping Battered Women in Contact With Current or Former Partners, A Guide for Domestic Violence Advocates_, Family Violence Prevention Fund (2009).

Timeline

1871	Alabama is the first state to rescind the legal right of men to beat their wives.
1882	Maryland is the first state to pass a law that makes wife-beating a crime, punishable by 40 lashes or a year in jail.
1919	American women win the right to vote with the passage of the 19th Amendment to the Constitution.
1950's & 1960's	The civil rights, anti-war, and black liberation movements challenge the country, laying a foundation for the feminist movement.
1965	Congress passes laws prohibiting discrimination against women in employment and requiring equal pay for equal work.
1967	The state of Maine opens one of the first shelters in the United States.
Late 1960's &	Women's advocates in St. Paul, Minnesota start the first hotline for battered women.
Mid-70's	With a unanimous vote at its national conference, NOW declares marital violence a major issue and establishes a National Task Force on Battered Women/Household Violence. Oregon becomes the first state to enact legislation mandating arrest in domestic violence cases.
Early 80's	First national day of unity in October is established by the National Coalition Against Domestic Violence to mourn battered women who have died, celebrate women survivors, and honor all who have worked to defeat domestic violence. First congressional hearings are held on the issue of domestic violence.
1984	Passage of the Family Violence Prevention and Services Act (FVSPA) as part of the Child Abuse Prevention and Treatment Act (CAPTA) and the U.S. Attorney General establishes task force on family violence to examine scope and nature of problem.
1987-88	National Coalition Against Domestic Violence establishes the first national toll-free domestic violence hotline. The U.S. Surgeon General declares wife abuse as the leading health hazard to women.
1993	The United Nations recognizes domestic violence as an international human rights issue and issues a Declaration on the Elimination of Violence Against Women.
1994	Congress passes the Violence Against Women Act, which funds services for victims of sexual assault, stalking and domestic violence, allows victims to seek civil rights remedies for gender-related crimes, and provides training to increase police and court officials' sensitivity. VAWA created the NDVH which is administered through the FVPSA Program.
2011	There are over 1,944 identified local domestic violence programs throughout the United States and the Territories.

The notion of wife-beating to discipline or correct a wife's behavior has been condoned throughout history, with laws established as early as 753 B.C. allowing its practice.[25] Throughout the 1800s, state laws and cultural practices continued to support a man's right to discipline his wife. It was often framed as a family or women's issue, to be handled privately. It was not until the 1970s, when women began to share their stories more publicly that awareness about violence against women increased and the breadth of this issue came to light.[26]

With increased public awareness about the effects of domestic violence, communities were challenged to directly confront this problem. In the 1960s and 1970s, the women's liberation movement laid the foundation for feminists, community activists, and survivors of domestic violence to come together to organize on behalf of battered women.[27] The initial focus of the emerging battered women's movement was to raise public consciousness of the reality of violence against women.[28] The shared belief within the movement was that women face brutality from their partners and indifference from social institutions.[29] As the collective voices of women broke the silence around violence, the enormous need for assistance was revealed.[30] Safety became a key goal of early advocacy efforts,

which included securing shelter and support for victims of domestic violence.[31]

Additional fundamental principles of the battered women's movement included advocating for battered women's rights to self-determination, holding offenders accountable in the criminal justice system and in communities, and calling for systemic changes that would challenge the social oppression of women and promote women's rights.

While early consciousness-raising efforts increased the availability of shelters for victims and their children, the need for justice and autonomy within the civil and criminal justice systems remained unanswered. In the 1980s, those in the battered women's movement (hereinafter referred to as the movement) began to shift their focus from increasing awareness to holding social institutions accountable.[32] Domestic violence was then linked to other issues and framed as violence against women,[33] allowing the movement to turn its attention to improving the laws and the

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Each year a National Census of Domestic Violence Services is conducted. It is a useful way to take a snapshot of the service needs across the country. In 2011, 1,746 programs in the United States and its territories participated in the census revealing that in **one day**:

- 67,399 victims received services
- 36,332 victims and their children found safety by staying in shelters or other housing options offered by domestic violence programs
- 22,508 hotline calls were answered
- 26,339 individuals were trained on domestic violence
- 10,581 requests for assistance were unmet

~ *Domestic Violence Counts 2011. A 24-hour census of domestic violence shelters and services.*

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[25]See, SafeNetwork: California's Domestic Violence Resource, *Herstory of Domestic Violence: A Timeline of the Battered Women's Movement* (Sept. 1999) and Millennium Ending Domestic Violence, *Timeline of Milestones*.

[26]Bancroft, Lundy & Silverman, Jay, *The Batterer as Parent: Addressing the Impact of Domestic Violence on Family Dynamics* 1, 99 (2002); Jaffe, Peter, et al., *Common Misconception in Addressing Domestic Violence in Child Custody Disputes*, Juvenile and Family Court Journal 57, 59 (NCJFCJ Fall 2003); and Bureau of Justice Statistics Special Report: *Violence Against Women: Estimates from the Redesigned Survey* (NCJ-154348) 4 (August 1995).

[27]Schechter, Susan, *WOMEN AND MALE VIOLENCE*: The Visions and Struggles of the Battered Women's Movement, 29-52 (1982) (describing the influence of earlier movements, such as the anti-rape, civil rights, anti-war, and black liberation movements, on the women's liberation movement and eventually the battered women's movement).

[28]Richie, Beth, E. & Menard, Anne, *Important States of the Battered Women's Movement in the United States* .

[29]Supra note 27.

[30]Supra note 28

[31]Id. (describing the how first shelters were literally women's homes opened up to other women and children in danger); and Pence supra note 6 (describing the role of advocacy as "[continuing] to make women's real experiences visible and to make women's safety a goal of legal intervention and the responsibility of the community").

[32]Supra note 28

[33]Id.

criminal justice and legal responses to domestic violence.[34]

Different viewpoints existed within the movement as to how to achieve the outlined goals, but this informal network coalesced around key strategies for policy reform and systems accountability.[35] Beginning in the 1980s and continuing today, change efforts have resulted in enhanced civil and criminal system responses, including protection order statutes, mandatory and pro-arrest statutes and policies, and child custody and visitation practices focusing on safety.[36]

More recently, additional emphasis has been placed on returning the movement to its antiviolence roots by including addressing all forms of anti-oppression and linking to other social change movements such as reproductive and economic justice and human rights initiatives. There was an unintended consequence of further marginalizing subgroups of survivors when emphasis was primarily placed in the criminal justice arena. The domestic violence movement is working to address the intersection of race, class, and gender into its analysis and ensure that tailored and meaningful supportive services exist for survivors of all races, religions, sexual orientations, genders, ages, immigration status, and cultural and linguistic backgrounds. There are also significant efforts to engage men in ending domestic and dating violence, to respond to the co-occurrence of domestic violence and other issues such as mental health and substance abuse, and to examine how to more effectively assist survivors and their children in dealing with the trauma and other effects of battering.

In 2007, FVPSA along with the National Institute of Justice funded a shelter study to be aware of the experiences and needs of survivors who accessed shelter services. Three thousand four hundred and ten (3,410) survivors, from 215 programs, across eight states, participated in the study. The study revealed that:

- Shelters address compelling needs not met elsewhere;

- Survivors do not turn to shelters as a first resort;

- Shelter programs respond to diverse people and needs;

- Primary needs expressed are basic: safety, information, help with children, help with emotional distress, and economic resources;

- Shelters actually meet most needs for most residents;

- Shelter staff help resolve most problems that arise; and

- Survivors rate their shelter experience highly, and attribute meaningful change to their time there.

The study also showed that: resource challenges remain an issue, mothers' concerns about their children are primary, continued staff training in conflict resolution is important, shelter rules need further consideration, and language and cultural competence are crucial. Hence, while there is still work to be done, through the dedication of advocates, survivors, activists, and allies there has been tremendous movement at the national level creating an infrastructure for states to advance the development of domestic violence policies and services. Today there is a network of domestic violence programs that on a single day in 2011 reported that more than 67,399 victims

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[34]Pence, supra note 6.

[35]Supra note 28.

[36]Id. at 2.

across the country received services.[37] FVPSA supports these services and other federal programs as described in the following pages.

Synopsis of Federal Public Policy Response

When Congress passed the Family Violence Prevention and Services Act (FVPSA) in 1984, it created the first domestic violence-specific federal funding stream.[38] Due to a series of high profile cases in the mid-1990s, national debates and additional federal public policy responses ensued, such as the Violence Against Women Act (VAWA) that sought to improve criminal justice and community-based responses to domestic violence, dating violence, sexual assault, and stalking.[39] Its passage in 1994, and its reauthorization in 2000 and 2005, has impacted every aspect of the domestic violence field.[40]

In 2009, the White House created a position called the Advisor on Violence Against Women that advises the President and Vice President on domestic violence and sexual assault issues. The Advisor also serves as a liaison to the domestic violence and sexual assault advocacy community, coordinates with federal agencies on the implementation of federal funding, and influences the development of policy and new initiatives.[41]

In addition to FVPSA, administrators should be aware of two other federal offices and funding sources that states and programs heavily rely upon to support the creation and maintenance of effective public policy and service-related responses for families experiencing domestic violence.

- **Office on Violence Against Women (OVW).** Created in 1995, OVW administers financial and technical assistance to communities across the country that are developing programs, policies, and practices aimed at ending domestic violence, dating violence, sexual assault, and stalking. Currently, OVW administers three formula-based grant programs and 18 discretionary grant programs, established under VAWA and subsequent legislation. The three formula programs include STOP (Services, Training, Officers, Prosecutors), SASP (Sexual Assault Services Program), and State Coalitions. The 18 discretionary programs work to support victims and hold perpetrators accountable through promoting a coordinated community response. Funding is provided to local and state and tribal governments, courts, non-profit organizations, community-based organizations, secondary schools, institutions of higher education, and state and tribal coalitions. These entities work toward developing more effective responses to violence against women through activities that include direct services, crisis intervention, transitional housing, legal assistance to victims, court improvement, and training for law enforcement and courts. They also work with specific populations such as elder victims, or persons with disabilities, college students, teens, and culturally and linguistically specific populations.

- **Office for Victims of Crime (OVC).** Established by the 1984 Victims of Crime Act (VOCA), OVC's mission is to enhance the Nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices in ways that

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[37] Domestic Violence Counts 2010. A 24-hour census of domestic violence shelters and services. National Network to End Domestic Violence, 2010.

[38] Child Abuse Amendments of 1984, Pub. L. No. 98-457, 98 Stat. 1749, 1757-1764; for current statutory language see Family Violence Prevention and Services Act, 42 U.S.C. § 10401-10414 (2010).

[39] The Violence Against Women Act of 1994 (VAWA) was passed as Title IV, sec. 40001-40703 of the Violent Crime Control and Law Enforcement Act of 1994 HR 3355 and signed as Public Law 103-322 by President Bill Clinton on September 13, 1994. VAWA was drafted by then-U.S. Senator Joseph Biden's office with support from a number of advocacy organizations including Legal Momentum and The National Organization for Women, which described the bill as "the greatest breakthrough in civil rights for women in nearly two decades."

[40] See, The National Domestic Violence Hotline, *Violence Against Women Act (VAWA)* (highlighting the different provisions and impacts of VAWA 1994 and its subsequent reauthorizations).

[41] Office of the Vice President, *Vice President Biden Announces Appointment of White House Advisor on Violence Against Women,* The White House (June 26, 2009).

will promote justice and healing for all victims, including victims of sexual and domestic violence. OVC is charged by Congress with administering the Crime Victims Fund (the Fund), a major source of funding for victim services. The Fund is unique in that it is composed primarily of criminal fines, special assessments, and bond forfeitures from convicted federal offenders, making it a self-sufficient source of income.[42] Its main funding streams include state victim compensation and assistance formula grants; discretionary grants; support for victim-witness coordinators in U.S. Attorneys' Offices, FBI victim specialists, and the Federal Victim Notification System; and formula grants to states through the U.S. Department of Health and Human Services, as mandated by the Children's Justice Act.

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TIP:

Administrators should be familiar with other federal funding streams that support local domestic violence programs. Many subgrantees will have grants from OVW or VOCA, and it is helpful to understand the focus and requirements these funders have established, as it can drive the work of local programs and impact services offered around the state.

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[42] *See*, National Coalition Against Domestic Violence & National Alliance to End Sexual Violence, *Victims of Crime Act (VOCA)*.

FVPSA: A CLOSER LOOK

(1) Assist States and Indian Tribes in efforts to increase public awareness about, and primary and secondary prevention of family violence, domestic violence, and dating violence;

(2) Assist States and Indian tribes in efforts to provide immediate shelter and supportive services for victims of family violence, domestic violence, dating violence, and their dependents;

Overview

The Family Violence Prevention and Services Act (FVPSA) was enacted in the Child Abuse Amendments of 1984 and has been reauthorized many times; most recently it was extended for five years when reauthorized as part of the Child Abuse Prevention and Treatment Reauthorization Act of 2010 (CAPTA) in November 2010. Currently, it can be found in 42 U.S.C. §10401 *et seq.* as amended by P.L. 111-320.[43]

FVPSA is the primary funding stream for local domestic violence programs to provide core services, including crisis response, safe housing, advocacy, counseling, legal assistance, safety planning and comprehensive support.

Since 1984, Congress has continued to make its intent clear that the funds be used to raise awareness of domestic violence, prevent its occurrence, provide services to victims and their children, and support domestic violence providers to enhance their responses through training and technical assistance.

Specifically, FVPSA's statutory purposes are to:

Overview of Legislative History

FVPSA was originally enacted in sections 301–313 of Title III of the Child Abuse Amendments of 1984 (P.L. 98–457, 10/9/84). FVPSA has been reauthorized and otherwise amended by the following:

- Child Abuse Prevention, Adoptions, and Family Services Act of 1988 (P.L. 100–294, 4/25/88);
- Child Abuse, Domestic Violence, Adoption, and Family Services Act of 1992 (P.L. 102–295, 5/28/92);
- Safe Homes for Women Act of 1994, Subtitle B of the Violent Crime Control and Law Enforcement Act of 1994 (P.L. 103–322, 9/13/94);
- Child Abuse and Prevention Treatment Act Amendments of 1996
  - (P.L. 104–235, 10/3/96);
- Victims of Trafficking and Violence Protection Act of 2000 (P.L. 106–386, 10/28/00);
- Keeping Children and Families Safe Act of 2003 (P.L. 108-36); and
- Child Abuse and Prevention and Treatment Reauthorization Act of 2010 . *See*, Section 301-313 of the Family Violence Prevention and Services Act, as amended by Section 201 of the CAPTA Reauthorization Act of 2010, Pub.L 111-320.

~ For more detailed information see FVPSA Legislative History Handout and Resource List.

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[43]This translates to the United States Code, Title 42 (The Public Health and Welfare), Chapter 110 (Family Violence Prevention and Services).

(3) Provide for a national domestic violence hotline; and

(4) Provide for technical assistance and training relating to family violence, domestic violence, and dating violence, programs to States and Indian tribes, local public agencies (including law enforcement agencies, courts, and legal, social service, and health care professionals), nonprofit private organizations (including faith-based and charitable organizations, community-based organizations, and voluntary associations), tribal organizations, and other persons seeking such assistance and training.

Although Congress uses the term "family violence" in the legislation, the focus of the FVPSA program is on domestic violence, dating violence, and sexual assault as it occurs within the context of intimate partner relationships. In the most recent reauthorization, this was clarified by also defining dating and domestic violence to be consistent with definitions found in VAWA.

FVPSA authorizes the Secretary of Health and Human Services to carry out the intent of the legislation through such activities as creating grants, coordinating programs and research, and providing technical assistance. The Family Violence Prevention and Services Program (FVPSA Program) is housed within the Family and Youth Services Bureau (FYSB), Administration on Children, Youth, and Families (ACYF)in the Administration for Children & Families (ACF), in the U.S. Department of Health and Human Services

HHS

ACF

ACYF

FYSB

FVPSP

(HHS).[44] ACYF is administered by a Commissioner who is a Presidential appointee. ACYF is divided into two bureaus (FYSB and the Children's Bureau), each of which is responsible for different issues involving children, youth, and families and a cross-cutting unit responsible for research and evaluation. Each of ACYF's bureaus is headed by an Associate Commissioner.

What FVPSA Funds

Congress outlines how the money authorized under FVPSA is to be allocated.

Formula Grants:

- States and U.S. territories receive 70% of available funds, and Native American tribes and tribal organizations receive 10% for implementing, maintaining, and expanding programs and projects to respond to, prevent, and raise public awareness about domestic violence.

- Ten percent (10%) is allocated to state and territorial Domestic Violence Coalitions(collectively referred to in this document as state coalitions) to provide technical assistance to state agencies and organizations on policy and practices related to intervention and prevention, as well as training and support to local domestic violence programs. State coalitions also conduct needs assessments and planning activities that are designed to document gaps in current response and prevention efforts and help guide future endeavors.

- Six percent (6%) is dedicated to support the establishment and operation of a National Resource Center on Domestic Violence, a National Indian Resource Center addressing Domestic Violence and Safety for Indian Women, and special issue and culturally specific special issue resource centers.

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[44]ACF is responsible for programs that promote the economic and social well-being of children, families and communities.

- HHS retains 2.5% for evaluation, monitoring, and other administrative costs associated with overseeing FVPSA.

- The remaining 1.5% of FVPSA funds is allocated to discretionary spending.

In addition to the above, the following programs are also included as part of FVPSA:

- The National Domestic Violence Hotline (NDVH) receives core funding through FVPSA under a separate line item appropriation. NDVH is a nonprofit organization that provides crisis intervention, information, and referral to victims of domestic violence, perpetrators, friends, and families. The hotline answers approximately 23,500 calls each month and is a resource for domestic violence advocates, government officials, law enforcement agencies, and the general public. The hotline operates 24 hours a day, 365 days a year, in more than 170 different languages through interpreter services, with a TTY line available for the Deaf, Deaf-Blind, and Hard of Hearing.

- The Demonstration Grants for Community Initiative is a separate line item appropriation under FVPSA that is administered by the Centers for Disease Control and Prevention (CDC). The CDC uses this funding to support Domestic Violence Prevention Enhancement and Leadership Through Alliances (DELTA) projects. DELTA projects focus on primary prevention, use collaborative processes, and employ a multi-level approach, attempting to influence change at various levels of the community.

ROLE OF THE STATE ADMINISTRATOR

The opportunity to help survivors and their children and be part of the movement to end violence against women is tremendous. Long gone are the days when administrators were merely observers of the movement and simply distributed funds. Administrators are now collaborators, leaders, learners, policy shapers, and most importantly partners within their state working to foster progress and effectively leverage resources for the domestic violence community. Hence, the role of the state FVPSA administrator is multi-faceted. Administrators still handle the vital role of disbursing funds but they also work toward the goal of creating options for survivors of domestic violence and their children to enhance safety and address the belief systems that allow violence in intimate relationships to continue. How an individual administrator approaches his/her role will determine the impact that can be made on these more significant goals.

"Besides understanding domestic violence, administrators need to know the requirements of FVPSA, how to develop a state plan, how to collaborate with other organizations that impact domestic violence victims, and be familiar with resources at state and national levels that can help the administrator."

~ A State Administrator

Overview of the Tasks of the Administrator

Some of the primary tasks of the administrator include serving as:

- Steward of public funds;

- Facilitator and advocate for domestic violence programs and services

- Collaborator with state and territorial domestic violence coalitions, tribes, and other state entities;

- Coordinator of allies of those responding to intimate partner violence and facilitator of respectful relationships;

- Distributor of funding and monitor of the quality of services;

- Convener of partners and developer of unified vision and strategic plans for the state;

- Creator (with partners) of meaningful, accessible, and culturally-relevant services for marginalized and underserved populations;

- Provider of technical assistance and training to state agencies and local programs receiving funding;

- Advocate for victims and the professionals working to end domestic violence;

- Assessor of policy and service needs;

- Navigator of federal and state mandates;

- Participant in statewide efforts, including attending trainings, meetings, and other activities associated with domestic violence.

In some states administrators may also:

- Oversee other funding streams such as VAWA, VOCA, and Temporary Aid to Needy Families (TANF);

- Certify domestic violence programs;

- Serve as mediators on hot-button issues;

- Act as media liaison or point of contact on domestic violence issues (often in collaboration with the state domestic violence coalition);

- Connect funding streams and domestic violence-related efforts;

This expansive list affirms that administrators are asked to wear many hats.

Factors that Can Affect the Role

There are several factors that an administrator may need to account for in his/her role, including:

- Where the position is placed within the state structure;

- The administrator's own skill set;

- The history of collaboration with the state domestic violence coalition and local service providers;

- Strengths and needs of local programs; and

- Other responsibilities assigned in addition to FVPSA grant administration.

The type of agency designated to administer FVPSA state grant funds may affect the manner in which the administrator carries out his/her responsibilities. Administrator positions are usually housed within the state's department of social services, or other state agencies such as the department of health/mental health. There is no one entity that is best suited to administer the grant program but each placement has its own set of benefits and challenges that ultimately impact the administrator's ability to influence policy and manage funds.

For example, some placements will bring more status to the position, boosting visibility of the issue of domestic violence and the administrator's ability to set policy. Conversely, that same placement might hinder an administrator's ability to work independently and creatively. Some placements connect the administrator to other agencies on the state and local level that are engaged in domestic violence work, whereas another placement can be isolating, offering the administrator little or no support from within or outside of the agency. Every administrator should analyze how their placement

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> **TIP**:
>
> Administrators may want to shadow domestic violence advocates and program staff as a way to experience the day-to-day activity of a domestic violence program, so long as confidentiality is respected.
>
> Read and re-read the federal grant program announcement. When questions arise, do not hesitate to contact the FVPSA Program.
>
> Stay informed about issues that intersect with domestic violence and where cohesive responses and funding could be coordinated such as with mental health, child abuse and neglect, and substance abuse services.

within the state structure may facilitate and impede some of their responsibilities and then plan accordingly.

Time management can be a major challenge for the administrator who also manages other state or federal grant programs. In an informal questionnaire conducted by the [Family Violence Prevention and Services Program](#) (FVPSA Program), 34.5% of responding administrators indicated they were solely responsible for FVPSA funds, leaving the majority in charge of at least one other funding source, and many with multiple funding streams.[45] Generally, the non-FVPSA funds that administrators also managed included state funds, VOCA, VAWA, and other federal funding sources such as TANF, Sexual Assault Services Program, and Rape Prevention and Education.

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[45]In October 2009, administrators from the 50 states and Puerto Rico responded to an informal FVPSA Program state administrator questionnaire, inquiring how they disseminate funds, their relationship with their state coalition, and their recommendations for this guide. There was a 57% return rate. Though not scientific, the questionnaire results provide insight into the way administrators are generally conducting their jobs. There are several references to this questionnaire throughout the guide. Additionally, the text boxes in this guide that highlight quotes from state administrators come directly from comments shared on that questionnaire.

Recommended Knowledge and Skill Sets for an Administrator

Some administrators come to their position directly from the domestic violence field and others from the state government system; each bring a different set of leadership skills. Individuals currently serving as administrators recommend that new administrators have or acquire the following knowledge and skill sets:

- Firm understanding of intimate partner violence, best practices, and how non-profit domestic violence programs operate;

- Ability to read federal statutes in order to understand compliance issues;

- Ability to write grants, grant reports, and requests for proposals;

- Facilitation and strategic planning skills;

- Experience in and comfort with public speaking;

- Technology-savvy in order to create documents, reports and training materials and navigate the Internet;

- Familiarity with relevant national, statewide, and community resources, including the interrelationship of state and federal funding streams that support domestic violence, dating violence, sexual assault, stalking, and human trafficking prevention and intervention efforts.

Administrators need not always be domestic violence experts when they begin the job; however, it is imperative that administrators quickly obtain domestic violence training and remain current on emerging and best practices. Administrators need to have some working knowledge about best practices when it comes to such things such as:

- Confidentiality;

- Safety planning;

- Shelter services;

- Trauma-informed programming;

- Culturally and linguistically-specific services and support groups;

- Prevention;

- Outreach to underserved communities;

- Criminal justice responses (batterer intervention programs, arrest policies, victimless prosecution); and

- Civil responses (protection orders, custody and visitation, child protection agencies).

This guide is not intended to be a curriculum on domestic violence, and therefore the above issues are not explored in depth. There are numerous ways new state administrators can learn about domestic violence including accessing national resource centers, attending trainings at the domestic violence coalition, and reading books, articles, and research referenced on credible online resources. Administrators must take the time to learn about the history, laws, and practices both in their state and nationally. This will help provide context about the domestic violence field and the climate within which local programs operate; ultimately making administrators more successful in their role.

Administrators are expected to attend an annual meeting that brings together all the FVPSA state administrators to receive training and technical assistance on emerging issues, engage in peer-to-peer learning, and network with each other. There is a half-day orientation for new administrators. The conference usually provides dedicated time where both administrators and state domestic violence coalition executive directors can convene for shared learning. The meeting is organized by the FVPSA Program with input from administrators. The grantee meeting is a great way for administrators to meet each other and share ideas that enhance their role once back in their state.

There are a host of national organizations dedicated to working on domestic violence related issues. State administrators are encouraged to turn to these organizations for information about best practices and emerging issues. A few resources to be aware of are the Domestic Violence Resource Network (DVRN) and all the National and Special Issue Resource Centers, the National Online Resource Center on Violence Against Women (VAWNet) and the Minnesota Center Against Violence and Abuse (MINCAVA).

- The DVRN is administered by the FVPSA Program. It is a network of centers that provide resource information, training and technical assistance to federal, state, local and tribal agencies, domestic violence programs, local community and faith-based organizations, and other entities and individuals who provide services to domestic violence victims.

- VAWnet is a comprehensive and easily accessible online collection of full-text, searchable materials and resources on domestic violence, sexual violence and related issues.

- MINCAVA provides an extensive pool of up-to-date educational resources about all types of violence, including higher education syllabi, published research, funding sources, upcoming training events, individuals or organizations which serve as resources, and searchable databases with over 1000 training manuals, videos and other education resources.

These organizations and others are listed in the attached Resource List.

KEY COMPONENTS OF FVPSA

The following section of the Guide highlights key components of the FVPSA state formula grant program.

State Plans

Overview

A state plan is required to receive FVPSA state funds. Beyond the information provided in the Funding Opportunity Announcement (Announcement), administrators often feel that they are left to navigate the creation, design, and use of the plan on their own. Administrators frequently have questions about this grant requirement, including whether the plan should be a discrete document and whether inclusion of all the requested information on the state's application, as outlined in the Announcement, qualifies as a state plan.

Receiving Stakeholder Input

The following are some of the common ways administrators gather stakeholder input for their state plans:

Collaborative Meetings
Anecdotal Information
Focus Groups
Workgroups
Surveys
Suggestions on Program Reports
Information Gathered During Site Monitoring or
Technical Assistance Visits

Through the FVPSA state administrator questionnaire, many administrators indicated that they did not have a written state plan separate from the application. While there is currently no formal requirement that the state plan be a stand-alone document,[46] this section of the guide is

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[46]The federal government has accepted a responsive application that outlines a plan for use of the funds as required in the Announcement as a state plan. This section is not intended to require administrators to create a more formalized stand-alone plan. However, good planning requires a proactive and inclusive planning process.

intended to aid administrators in critically thinking about the development of a state plan.

The plan ultimately is a road map for how the funds will be used and distributed within the state with the goal of maximizing the funds to meet the needs of victims of domestic violence. Every state plan is different. Some are complex with charts, graphs, appendices, and references, while others are simple and straightforward. The requirements listed in the Announcement form the basic elements of a state plan. State planning can facilitate the identification of:

- Current gaps in the state;

- Emerging issues; and

- Untapped resources.

Benefits of Having a State Plan

The state plan is the public face of the FVPSA grant program and it documents the state's effort to address intimate partner violence and the role that FVPSA funded programs play as part of the state's response. It is also a mechanism for key stakeholders to come together to assess needs, barriers, and emerging issues and to strategize on how to improve responses for victims and their children, especially from underserved communities.

In some states, the plan is formally adopted by the state agency's authorized official or even by the governor, while other state administrators use the plan as an internal working document. Creating a state plan:

- Shows a commitment to the issue, to underserved communities, and to working collaboratively across the state and within communities to end intimate partner violence.

- Serves as a tool to connect local programs, the state or territorial domestic state violence coalition, the public, and other

interested parties to the administrator and state agency.

- Provides an opportunity to assess how multiple funding streams can be used to complement one another and address domestic violence comprehensively across the state.

- Keeps attention on how funds are being allocated within the state to address domestic violence and to respond to fluctuations of federal and state funding levels.

- Helps create a clear and unified vision.

- Fosters a proactive stakeholder approach (as opposed to reactive) to the development of domestic violence services and resources.

The goal is to collaboratively develop a comprehensive plan that is reflective and responsive to the holistic needs of victims of domestic violence and their children, taking into consideration service levels, priorities and economic conditions within the state. Survivors experience many consequences of victimization, including financial instability, unemployment, chronic illness, damaged credit, homelessness, chemical dependency, and mental and behavioral health issues. All of these should be considered when administrators are developing the state's application and state plan.

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Caution:
A state plan can be a larger document that incorporates other funding streams and efforts around the state. Therefore it does not need to be specific to FVPSA, but it must be inclusive of all of FVPSA's requirements.

In FVPSA's state administrator questionnaire, administrators stated when setting priorities for the state plan, they rely most heavily on local domestic violence programs, the state domestic violence coalition, information collected from client surveys, advisory committees, and the state agency administering FVPSA. Here are guiding questions to consider when developing or revising a state plan:[47]

- What historically has been the state's approach to ending domestic and dating violence? Who has been involved in those efforts? What are those efforts, on both the prevention and intervention continuum of response?

- What is the state's climate for addressing domestic violence, including new policies or laws that either present barriers or opportunities for change?

- How is the state evaluating current services and determining the needs of underserved populations,[48] what strategies has it tried, and have they been successful?

- How does the state coordinate FVPSA activities with other resources and efforts?

- How will outreach to underserved communities be conducted and how will needs be met?

- What training and resources are needed by those providing shelter and supportive services to victims of domestic violence and their children?

- What mechanisms will be employed to increase public awareness of domestic violence and available resources?

- What strategic planning is the state doing to maintain services for victims, regardless of whether federal funding is available?

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[47]The scope of a state plan will in large part will be dictated by the resources available to undertake such a plan. These questions can guide those working on the state plan although they may not all be addressed within the state plan.

[48]Make sure to include a definition or describe what is meant by underserved populations, as this will vary among states and even within a state.

TIP:

Before designing a state plan, administrators should:

Become familiar with their state laws and processes that are connected to domestic violence, including definitions of domestic and family violence, protection order processes, certification requirements, and confidentiality and privilege statutes, etc. This will help administrators gain insight into the "political" and public policy climate in their state as it pertains to intimate partner violence. It is important for the administrator to know their state's framework and how it will support or potentially present challenges to the implementation of a state plan.

Learn whether a state or strategic plan pertaining to domestic violence or related issues already exists. There may be task forces, committees, or coalitions working at a state level or regionally that have crafted similar documents that can steer or be used for FVPSA purposes. If there is a similar preexisting document, administrators may want to meet with the people responsible for its development to determine if the FVPSA grant could be included in that document to strengthen the state plan. The planning should occur in coordination with these other statewide efforts such as the STOP formula grant.

Become familiar with local programs and the state domestic violence coalition and other state and federal resources available to support the services or state plan.

- What steps is the state taking to ensure grant funds are equitably distributed within the state or to areas that are typically underserved?

- How long will the plan be utilized, what will be the process to review and update it, and how often will that occur?

- In what ways will the plan be communicated to other key stakeholders around the state, and how visible will the plan be to the public?

- How can the state support interventions informed by sound evidence?

A state plan takes time to develop. Therefore, administrators should be actively seeking input into the state's next application throughout the current application period. This is not an activity that can occur within 60 days of submission of the application. To have a comprehensive and forward thinking plan, it is recommended that administrators participate in a comprehensive planning process, tied with other statewide efforts, so that the annual state plan (i.e. application) is congruent with other efforts and can serve as a driving force. Administrators should review their plan on a regular basis to assess the progress being made and identify and address any barriers toward implementation.

Partnering with the State or Territorial Domestic Violence Coalitions and Tribes

The state or territorial domestic violence coalition (referred to as a state coalition in this document) is a primary partner of the administrator. In several states these coalitions may be "dual coalitions" addressing both domestic and sexual violence. FVPSA requires a close working relationship by ensuring the state asks the coalition to participate in the planning and monitoring of the distribution of subgrants and the administration of the grant programs and projects.

Why is Collaboration Important?

Collaboration and coordination have become mantras for communities working to eradicate

domestic, dating, and family violence.[49] The strength of the domestic violence field is often attributed to grassroots and collaborative efforts that are grounded in the needs and interests of families experiencing intimate partner violence. Collaboration helps communities create a shared vision for responding to and preventing domestic violence and is an avenue for leveraging and coordinating resources. It is an essential element to the work of administrators, a key to success, and furthers the intent of FVPSA. Through collaboration administrators can:

- Coordinate federal funding to ensure that monies are used in the most effective manner and seek to guarantee the integrity and intent of federal funding;

- Identify duplicative services and streamline a more coordinated service delivery system;

- Develop state and strategic plans that enhance the delivery of victim services;

- Identify needed resources and services for victims of domestic violence and those who work on their behalf;

- Improve outreach to victims and accessibility to services;

- Identify gaps in services and develop collaborative approaches to fill such gaps;

- Generate public awareness about intimate partner violence and available resources;

- Engage the community in the endeavor to end violence against women; and

- Develop and implement public policy initiatives.

Collaboration takes time and dedication but in the end it furthers the interest of the state, the state domestic violence coalition, those working on behalf of survivors, other stakeholders and most importantly, victims and their children.

> ### *Collaboration*
>
> Collaboration is a mutually beneficial and well-defined relationship entered into by two or more organizations to achieve common goals. The relationship includes a commitment to mutual relationships and goals; a jointly developed structure and shared responsibility; mutual authority and accountability for success; and sharing of resources and rewards. Such relationships require comprehensive planning and well-defined communication channels operating on many levels.

What is a State Domestic Violence Coalition?

Each state and some territories have a statewide domestic violence and sexual violence/assault coalition (state coalition); some are dual coalitions meaning they address both issues. Historically, coalitions have been responsible for leading public policy efforts in their states as well as collectively representing the voices of survivors and local domestic violence programs at the state-level.[50] Coalitions developed as a result of the grassroots efforts discussed earlier in this Guide.[51] FVPSA and VAWA funding have helped support their infrastructures and to increase their sustainability and visibility. Coalitions are non-governmental, not-for-profit statewide membership organizations that work with their members and allies to:[52]

- Promote quality services for victims that focus on safety and self-determination;

- Link victims with services and resources in their communities;

- Advocate and educate on behalf of survivors and their children;

- Foster public policy changes;

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[49]For an overview on collaboration and differences between coordination, cooperation and collaboration, see, Collaboration Handbook: Creating, Sustaining, and Enjoying the Journey and the National Network for Collaboration.

[50]National Network to End Domestic Violence Fund, Defining State Domestic Violence Coalitions: Essential Criteria (2007).
[51]See the section on Understanding Domestic Violence.
[52]Supra note 72.

- Facilitate partnerships among victim advocates, allied organizations, and state agencies;

- Mobilize a statewide voice on domestic violence;

- Engage in prevention and social change efforts;

- Provide services, community education, and technical assistance.

Congress appropriates 10% of FVPSA as formula grants to state domestic violence coalitions so that they can provide technical assistance and training, serve as a clearinghouse and resource center for state-wide domestic violence programs and conduct needs assessments.

Fostering a Relationship with the State Coalition

Administrators have many responsibilities to juggle and while it can be complex, building a relationship with the state or territorial domestic violence coalition can help create a more productive environment in which to address intimate partner violence and oversee grant administration. It is expected that state coalitions will collaborate when deciding funding issues. Coalition staff can be: instrumental in the planning, development and/or writing and review of grant solicitations; participate on the team that develops the formula for the distribution of funds; and help peer review proposals and select subgrantees.

In the FVPSA questionnaire, **every** administrator had a working relationship with their state coalition, with 51.7% of respondents describing it as "excellent." Through the questionnaire, administrators shared many tips and suggestions on how to facilitate a good relationship with coalitions. While these tips may not work in all situations, they may help new administrators better understand the environment in which they are working, and help them navigate through the more challenging issues

First and foremost, the coalition should be considered a partner and ally. Administrators should reach out to the coalition soon after acquiring their position. Relationships are built on trust, which requires open and frequent communication and transparency about concerns, expectations, and objectives. It is imperative for administrators to meet regularly with the coalition's executive director and staff members to discuss resource sharing, philosophical frameworks of the agencies, roles and responsibilities as they pertain to domestic violence advocates and service providers, and other pertinent issues. Administrators should work with the state coalition to identify in advance potential sources of tensions, as well as mechanisms to resolve them, in the event they arise.

Some specific suggestions about how to establish and maintain a partnership include:

- Recognizing the expertise that the coalition brings and being open to its advice;

- Establishing joint projects, attending annual meetings, and participating in activities that support the coalition in accomplishing its goals;

- Gaining a complete understanding of the issue of domestic violence and participating in trainings offered by the coalition and other providers;

- Joining the coalition and attending membership meetings to stay abreast of the issues that go beyond FVPSA funding;

- Working collectively to assist local programs in data collection, service delivery, and other technical assistance needs;

- Collaborating regarding the development of comprehensive services across the state;

- Clearly outlining roles and responsibilities under FVPSA and communicating this to local programs;

- Learning about the past relationships among former FVPSA administrators, the local programs, and the state coalition, and

building upon what worked and learning from what did not;

- Establishing a work environment that invites inquiries and input from local programs, the state coalition, and others;

- Respecting the relationship between local domestic violence programs and the state domestic violence coalition – at times it may be easier, or more appropriate, for a local program to seek technical assistance and advice from the coalition rather than the state administrator;

- Discussing potential conflicts and competing interests BEFORE they occur;

- Making sure to be honest and clear at the start of any joint project what each party needs from the relationship and if resources are shared, what that division will look like, including staff time and fiscal responsibility;

- Ensuring that staff of all partnering agencies know each other (especially the staff working on the project) and are comfortable contacting the other partners;

- Recognizing that no one can be an expert on everything so ask questions, ask questions, ask questions, and listen closely to the answers–Don't be afraid to say "I don't know";

- Building relationships between the state agency housing the FVPSA administrator and the coalition board so that the work is sustained in case of transition in positions.

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Caution:
Even if the state passes the grant money directly to the coalition to disperse and in every aspect to "manage" the funds, the state remains legally responsible to the federal government to be in compliance with the use and management of the grant.

Administrator-Coalition Partnerships

The examples of how states and coalitions have collaborated to enhance the use of FVPSA vary across states. Both coalitions and administrators benefit from strong alliances, as more can be accomplished when working in unison. Successful administrator-coalition partnerships clearly outline the goals and parameters of their relationship in advance and have ongoing dialogues to measure success and address issues as they arise.

In many states, the coalition and administrator work cooperatively on projects, each having discrete responsibilities. For instance, one state reported that the coalition primarily monitors standards of care, whereas the administrator monitors shelter and contract compliance. In some states, the FVPSA money is passed directly to the coalition for disbursement to local programs and/or for monitoring. In some states, administrators rely on coalition staff to help accomplish their own goals and therefore pay the coalition to partner on projects or provide training in those cases in which administrators do not have the time, expertise or other resources to do so.

The following is a list of ways in which some administrators reported they collaborate or work with their coalition:

- Subcontract to plan an annual conference;

- Hold shared leadership meetings;

- Host and plan joint taskforces, conferences, and special initiatives;

- Share data;

- Subcontract with the coalition to monitor local program FVPSA expenditures, provide trainings and technical assistance, and assist with public awareness activities;

- Cross participation on advisory committees;

- Partner on public policy efforts;

- Subcontract with the coalition to develop model policies (e.g. confidentiality and sample release of information forms) and to provide related training;

- Leverage non-FVPSA funds for the coalition to train local programs;

- Strategize how to assist struggling programs that are out of FVPSA compliance or have other technical assistance needs;

- Hold monthly meetings to check-in on statewide efforts;

- Jointly establish minimum training and develop model policies.

Administrator-Tribal Partnerships

Forging meaningful partnerships with Tribes and Tribal organizations is both beneficial and necessary. States and Tribal entities experiencing successful collaborative relationships have noted positive outcomes on issues relative to funding; the provision of culturally sensitive shelter and support services for Native victims of domestic violence and their children; offender accountability; and technical assistance. The structure of these partnerships varies across states. Tribes, Tribal Domestic & Sexual Violence Coalitions, and/or Tribal organizations working closely with Administrators are collaborating to:

- Enhance existing services to Native women and children that are receiving services at non-native shelters;

- Share data;

- Share resource information;

- Forge cross-participation on advisory committees;

- Partner on public policy efforts;

- Strategize around technical assistance issues and coordinate statewide program efforts;

- Jointly establish minimum training and develop model policies;

- Establish shared leadership meetings;

- Support and plan joint taskforces, conferences, and special initiatives;

- Provide training around issues of Tribal jurisdiction and sovereignty as it affects domestic violence.

Attending to Issues of Diversity

The shelter study funded by FVPSA and the National Institute of Justice (previously referenced in the History of the Domestic Violence Movement section of this Guide) revealed that linguistic and cultural competence of shelters and staff is crucial for survivors to have positive experiences when accessing shelter services and that survivors do not turn to shelters as a first resort. Therefore, it is imperative that shelters work with communities to enhance their knowledge of domestic violence.

Linguistically and culturally-relevant services are community-based services that offer full linguistic access and culturally specific services and resources, including outreach, collaboration, and support mechanisms primarily directed toward underserved communities.

To meet the needs of communities, state agencies and domestic violence programs must:

- Be aware of the diversity that exists and be open to learning about them;

- Know what resources are available and identify any barriers to their utilization;

- Discover unmet needs;

- Engage the actual communities in brainstorming how to meet the unmet needs;

- Explore whether there are opportunities to build partnerships and cross-train to enhance responses to survivors.

Organizations must also reflect the diversity of their communities in which they seek to operate and serve on both organizational and programming levels. They must be flexible in their approaches and take time to learn about and value the culture and experiences of those that they seek to assist. There are many terms that speak to the issue of attending to diversity, such as cultural

relevancy, culturally-informed, and cultural humility. Cultural competency is another term, although it is now understood that culture competency is not something that is "achieved" but instead requires constant assessment by organizations and self-examination by employees.

Cultural competency is a developmental process that evolves over an extended period. Both individuals and organizations are at various levels of awareness, knowledge, and skills along the cultural competence continuum.[53] Characteristics of cultural competency include understanding, appreciating, and respecting the cultural differences and similarities within, among, and between diverse groups, respecting individuals and cultural differences, and implementing a trust-promoting method of inquiry.

Cultural competency requires organizations to:

- Have a defined set of values and principles, and demonstrate behaviors, attitudes, policies and structures that enable them to work effectively cross-culturally;

- Have the capacity to (1) value diversity, (2) conduct self-assessments, (3) manage the dynamics of difference, (4) acquire and institutionalize cultural knowledge, and (5) adapt to diversity and the cultural contexts of the communities they serve; and

- Incorporate the above in all aspects of policy making, administration, practice, and service delivery, and systematically involve consumers, key stakeholders, and communities.[54]

Cultural competency is not limited to race and ethnicity. It includes acculturation level, social class, sexual orientation, age, religion, and gender. There is also diversity within cultures and there is a great deal of other variability among the

individuals needing domestic violence service delivery programs, including:[55]

- Age

- Gender identity

- Language(s) spoken, and English proficiency

- Physical ability and disability

- Sexual orientation

- Citizenship status

- Health (physical, emotional, and mental)

- Literacy

- Religious and spiritual beliefs

- Socio-economic status

To effectively address all of these issues, programs need to commit significant resources and time. Administrators should seek ways to support such undertakings by supporting training and technical assistance and through funding different initiatives. FVPSA-supported National Resource Centers and Culturally Specific and Special Issue Resource Centers are organizations that administrators may want to turn to for guidance.

> 💡
> **TIP:**
> In many instances, for underserved communities to trust outreach and intervention efforts, trusted members of their own community must be involved. Administrators should ensure that community members and service providers are involved in the design and improvement of intervention and prevention activities.

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[53]See the attached Resource List, the National Center for Cultural Competency, Towards a Culturally Competent System of Care, and VAWNet Working with Specialized Populations.
[54]Id.

[55]Lyon, Eleanor & Sullivan, Cris M., Outcome Evaluation Strategies for Domestic Violence Service Programs Receiving FVPSA Funding: A Practical Guide, National Resource Center on Domestic Violence (Nov. 2007).

Serving Underserved Communities

A critical purpose of FVPSA's state formula grants is to establish, maintain, and expand domestic violence prevention and intervention programs in order to provide specialized services for underserved populations and victims who are members of racial and ethnic minority populations and underserved populations.

The desire of Congress to reach underserved communities has been emphasized in FVPSA's most recent reauthorization. States are required to demonstrate a commitment to diversity and to the establishment of services for underserved populations, including for: ethnic, racial, and non-English minorities, older individuals, and individuals with disabilities. States must indicate this commitment not only through their state plan but also through grant making to community-based organizations that can assist in addressing the unmet needs of these populations through outreach, prevention, and intervention in a way that is relevant to that underserved community.

"Underserved populations" include populations who have been underserved because of their geographic location (such as rural isolation), their racial and ethnic background, or their special needs (such as language barriers, disabilities, immigration status, or age). It also refers to any other population determined to be underserved by the Secretary of HHS. In some circumstances, these populations may be overrepresented in service statistics yet remain underserved because their needs are not adequately met.

A state can also determine other populations are "underserved" in addition to the ones mentioned above. For example, other historically marginalized populations include currently/ formerly incarcerated victims, homeless victims, Lesbian, Gay, Bisexual and Transgender (LGBT) victims, and economically disadvantaged victims as underserved communities. It is incumbent on the administrator and his/her partners to identify traditionally underserved communities in their state and describe how these communities may be reached in meaningful, safe, and perhaps non-conventional ways.

Accessibility

To be in compliance with federal law, programs that receive any FVPSA funding must be accessible. The coordination of accessible services will ensure that effective interventions are in place to build skills and capacities that contribute to the healthy, positive, and productive functioning of victims, children, youth, and families. This means services have to be delivered without discrimination on the basis of age, disability, gender, race, color, national origin, or religion. (*42 U.S.C. §10406*) Barriers to accessing shelter, such as requiring participation in supportive services and rigid program rules, are not allowed. Accessibility is a broad requirement that encompasses:[56]

Citizenship

All victims of domestic violence, regardless of citizenship, legal status, or tribal affiliation are to have the same access to services without the need to produce documentation of residency/ citizenship.

Linguistics

Programs must be able to assist victims of domestic violence that have Limited English Proficiency (LEP), are Deaf,[57] or are hard of hearing. Using children or other family members to interpret for adult victims is not a best practice and can compromise safety.[58] LEP.gov, the federal government's website addressing limited language proficiency provides additional information on ensuring language access.

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[56]For more guidance on complying with any of the listed requirements visit Office of Civil Rights within HHS.

[57] See http://www.lep.gov for further guidance.

[58]The National Domestic Violence Hotline, AT&T Language Line, and the Asian/Pacific-Islander Domestic Violence Resource Project are two resources for local and state programs.

Language Resources

For linguistic support, technical assistance, training and resources, Administrators and Programs can turn to two of FVPSA's National Culturally Specific Special Issue Resource Centers. FVPSA's resource centers serve a national network of advocates, community members, organizations, and services agencies that work to eliminate family violence, domestic violence, and dating violence; and support intervention and prevention efforts across the country.

Asian & Pacific Islander Institute is a national resource center providing training and technical assistance and serving as a clearinghouse on gender violence in Asian and Pacific Islander communities. API Institute has the following resources:

(1) Interpretation Technical Assistance and Resource Center
interpretation@apiidv.org;
www.apiidv.org/organizing/interpretation.php

(2) Resource Guide for Advocates & Attorneys on Interpretation Services for Domestic Violence Victims
www.apiidv.org/files/Interpretation.Resource.Guide-APIIDV-7.2010.pdf

(3) Translated Materials. A list of translated materials produced by domestic violence programs around the country. The list includes over 500 items such as brochures, forms, manuals, legal glossaries, in more than 32 different Asian and Pacific Islander languages
www.apiidv.org/resources/translated-materials.php

National Latin@ Network-Casa de Esperanza

Casa de Esperanza works within Latin@ communities to increase access for Latinas experiencing domestic violence. Casa provides culturally relevant linguistic trainings, technical assistance and tools that focus on expanding the domestic violence field's capacity to support Latinas around issues of Limited English Proficiency (LEP) www.lep.gov.

Disabilities

Both the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. §794) are applicable to all programs and activities conducted with any FVPSA funds.[59] Section 504 prohibits organizations and employers from excluding or denying individuals with disabilities or denying such individuals an equal opportunity to receive program benefits and services. The Fair Housing Act[59] also applies to FVPSA-funded shelters.

FVPSA-funded programs must make reasonable accommodations for victims who meet the definition of having a disability,[60] including making physical changes to the facility and changing rules, procedures, and policies.[61] They also cannot establish eligibility criteria that excludes or "screens out" victims who have a mental illness or a physical disability, who have a chemically dependence, or who otherwise meet the definition of having a disability, unless such criteria is necessary to meet the objectives of the program. Even a program without 24-hour staffing may not screen out these individuals.

A shelter may deny access to its program if the person poses a direct threat or a significant risk of substantial harm to the health or safety of the individual or others **but only if** that risk cannot be eliminated or reduced below the level of a "direct threat" by reasonable accommodation. A shelter must establish through objective, medically supportive methods that there is significant risk that substantial harm could occur and follow ADA and Fair Housing Act requirements to make a reasonable accommodation rather than excluding or evicting a victim. This means that victims should not be denied access to services unless it compromises program operations. An example would be a victim living with a mental illness. Her mental

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[59]See, U.S. Department of Justice Americans with Disabilities Act for information and technical assistance, including a toolkit for state and local governments on all aspects of implementing ADA.

[60]The definition of a disability is found in the glossary.

[61]There are instances when a program can deny a request for an accommodation, such as if it place an undo financial burden on the program. However, it is recommended that programs should first consult with an attorney.

illness is not a permissible reason to exclude her from the shelter. However, if a symptom of her mental illness is violent behavior then she may be denied services because she is a direct threat to other shelter residents and staff. The danger and not the mental illness is the basis for exclusion. If at some point in time that danger is removed, even though her mental illness remains, she must be provided services. Even in this example, under the ADA and Fair Housing Act, the program should first attempt to try to accommodate that individual to determine if the risk can be removed or reduced below a direct threat.

Welcoming Services

Voluntary Services

Pursuant to FVPSA, survivors cannot be required to participate in supportive services in order to access emergency shelter. A philosophical underpinning of the domestic violence movement is that survivors' autonomy should be respected and that victims are in the best position to determine what will facilitate or compromise safety for them and their children. This means that any resource or service accessed by a victim must be voluntary and not be conditioned upon participation in other services or programs, no matter how helpful the program. However, a client may be asked to leave a program if that client purposefully and willingly violates the program's rules in a manner that endangers the safety and well-being of other participants, staff, or children.

> ⚠️
> ### Caution:
> Administrators should be aware of any restrictions on the use of funding for construction and ensure that subgrantees are duly informed.

Cost

Services and resources supported by FVPSA cannot have any income eligibility requirements imposed upon individuals seeking to access those services or resources. FVPSA-funded programs also cannot charge fees for the services they provide.

Confidentiality

Confidentiality pertains to the treatment of information that an individual has disclosed in a trusted relationship with the expectation that it will not be divulged to others in ways that are inconsistent with the understanding of the original disclosure unless permission is granted. Confidentiality is a core value shaping the work of domestic violence service providers. It is considered a fundamental element underlying safety and therefore guides the development and delivery of all services.

Many victims of domestic violence fear retribution from their abuser for seeking assistance and therefore do not want anyone outside of the local domestic violence program knowing that they sought services or advice. Some victims may still be living with their abuser, while others may be fleeing a situation and looking for confidential locations where they can stay. In both instances, breaches of confidentiality can be lethal. In response to this, some states have afforded advocate/victim confidentiality and/or privilege.[62]

FVPSA has provisions about confidentiality that states are required to follow. Establishing a consistent federal standard for domestic violence programs, FVPSA-funded programs are required to follow the confidentiality provisions outlined in the Violence Against Women Act of 1994 (VAWA), which were strengthened and clarified in its reauthorization in 2005. There are three main requirements under FVPSA that pertain to confidentiality:

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[62]A privilege is something that is created in law to prevent (usually the government) from acquiring information. It is formed on the basis of a relationship, such as attorney-client or spouses, and is held by the client or owner of the information.

- Establish and implement policies and protocols for maintaining the confidentiality of records pertaining to any individual provided domestic violence services. [63]

- Prohibit individual identifiers from being shared when providing statistical data on program activities and program services regardless of encryption, hashing, or other data security measures, without an informed, written, reasonably time-limited release as described in 42 U.S.C. section 13925 of the of the Violence Against Women Act Reauthorization of 2005.

- Keep the location of shelter programs confidential, except with written authorization of the person or persons responsible for the operation of such shelter.

The second bullet garners the most questions by administrators and thus this section will focus on it. In general it means that no personally identifying information about a client can be shared by the local program to any third-party unless there is a valid release of information or compelled release through statute or court order, and even under these circumstances only limited information is released to meet the requirement. A third-party is any person or entity outside of the local domestic violence service provider or program. Therefore, a state administrator would be considered a third-party.

What is an Individual Identifier?

It is essential that the confidentiality of survivors and their children accessing FVPSA services is upheld. Consequently, when providing statistical data on program activities and program services, FVPSA subgrantees must not report to the state, other funders, or any third party any personally identifying information about a victim of domestic violence or her dependents.

VAWA provides a fairly broad definition concerning what constitutes personally identifying information in cases of domestic violence, dating violence, sexual assault, or stalking. In addition to obvious identifiers such as name, address and social security number, it includes information that can potentially reveal the identity of a victim even if that person's name, address, or social security number was not provided. It can be a set of information that seems benign (e.g., type of employment, city of residence, race, religion, immigration status, number of children), but when combined can result in the identification of a victim.

For example, a program reports that a survivor who is Hasidic is residing in a shelter along with her six children. This information may not identify someone living in an urban area, but it could very likely identify a victim who resides in a small rural town (where there may not be many Hasidic Jews, or at least Hasidic families with that particular number of children). Therefore, it is not possible to say precisely what individual piece of information will identify a victim beyond her name, social security number, contact information, and date of birth. To protect a victim's identity, her individual circumstances must dictate what can or cannot be reported as data.

It is always safer to err on the side of non-disclosure of personally identifying information if there is any question that disclosure would identify a survivor.

What Data Can Be Shared?

In order to best ensure victim safety and confidentiality while obtaining much-needed data, FVPSA requires that states **only collect unduplicated data for each FVPSA-funded program,** [64] and not unduplicated counts across programs or statewide. This means that a local domestic violence program can keep its own records that enable it to determine whether the same person has stayed at the shelter or received non-residential services more than once during

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[63] See section on contents of application for more information about this requirement.

[64] As used in this context, a "program" refers to a local domestic violence service provider such as a domestic violence shelter.

the year. However, no client information may be transmitted from one local program to another to determine if the same person stayed at both shelters during that year.

States and subgrantees may share aggregate data and non-identifying demographic information. As mentioned, the type of data shared must be considered carefully, especially in smaller or more homogenous communities where demographics could identify an individual survivor. For example, non-identifying demographic information might include pre-determined age ranges instead of exact ages. Using programs that encrypt data or create unique hashed identifiers is not sufficient to meet confidentiality standards under FVPSA, so such data cannot be shared.

Additionally, the confidentiality requirements do not release the state or subgrantee from the duty to report child abuse or neglect if deemed a mandatory reporter by state law. However, disclosure under these circumstances should be limited only to the information required to meet the legal duty.[65]

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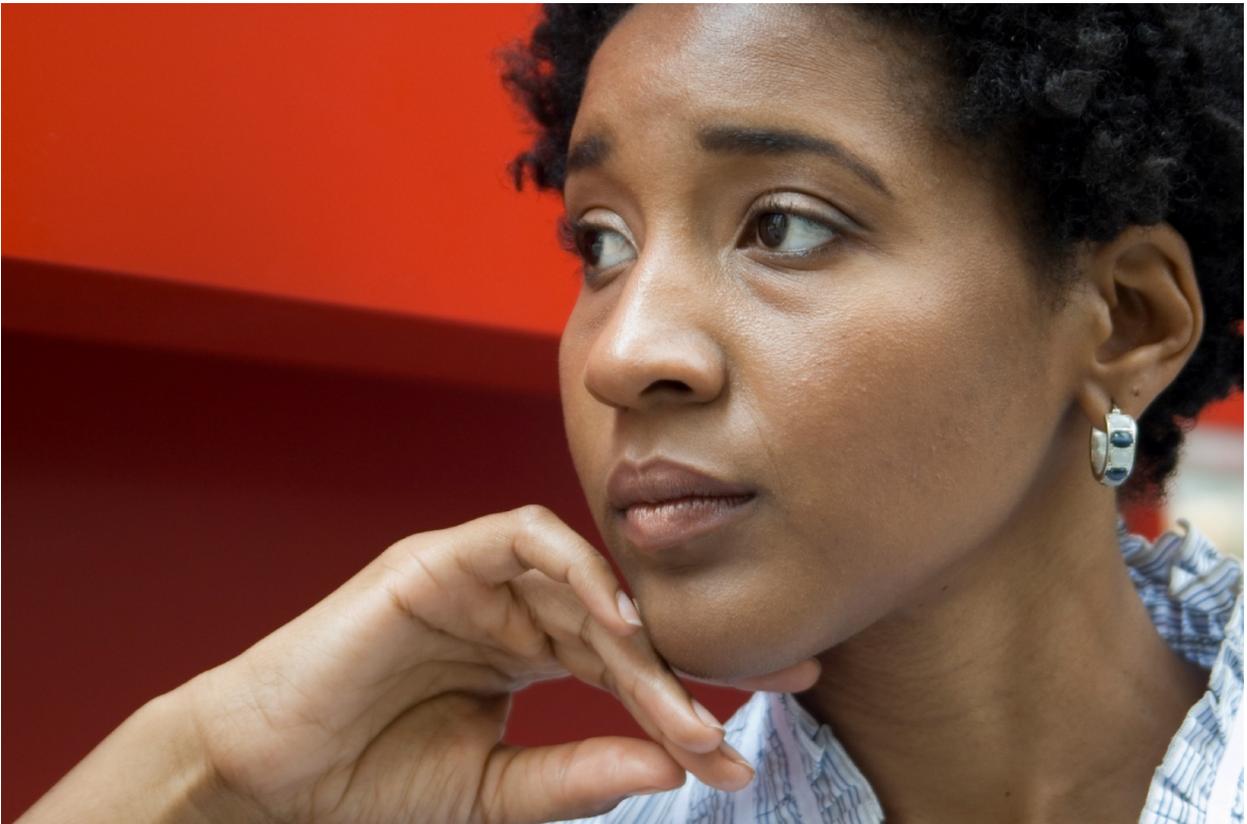
[65] For more information about mandated reporting *see*, Child Welfare Information Gateway, *Mandatory Reporters of Child Abuse and Neglect: Summary of State Laws* (2010).

Releases of Information

All clients prior to receiving services should be informed of a program's confidentiality policy, including what informed is kept, what will be shared and why,[66] and who would have access to the information prior to sharing information. Programs cannot disclose personally identifying information about individuals receiving services without obtaining an informed, reasonably time-limited written consent of the person.[67] To have a valid release, a client must be given the opportunity to make an informed decision about whether or not to release information. This is called informed consent and involved four key elements:

- Communication
- Comprehension
- Voluntariness
- Consent

Communication: For consent to be valid, it is necessary for the persons concerned to know why there is a need to share information, with whom it will be shared, and what are the likely consequences of agreeing or not agreeing to a disclosure of information.

Comprehension: Clients must understand what they are agreeing to. There are two components: first that a person has the capacity or competency level to consent, and second that the communication is being made in a way that facilitates comprehension. Therefore, survivors must have the opportunity to ask questions, the release form should be written in lay language, free of technical jargon, and be culturally and linguistically sensitive.

Voluntariness: A person has to voluntarily agree to sign the release. Individuals should not be coerced to sign or promised benefits for signing. Therefore, no one can be **required to** sign a release of information in order to access services, as that alone negates the element of informed consent.

Consent: Individuals must authorize their release of information, in writing, by signing the proper form.

There are sample release of information forms that meet VAWA standards.[68] Blanket and open ended releases protects no one. The release should be written in a way that it is not open for interpretation. Instead, it should clearly and concisely describe what information can be released, for what purposes, to whom, and under what circumstances. Other components to a good release form include that it: summarizes the program's confidentiality policy; designates specific agencies or individuals to whom the information will be released; describes the specific information to be released, the purpose for which the information is to be released, and what limits there are, if any; describes the method through which the information will be released – oral or written, and how (fax, mail, etc); explains the consequences of not signing the release; requires signatures and corresponding dates from both the client and program staff; contains a statement that the consent can be withdrawn at any time and provides the ability to revoke the release; and states the duration for which the release is valid.

A release should be reasonably-time limited. Reasonably-time limited is determined by the circumstances and is based on the survivor's needs. The guiding philosophy is the shorter the better and typically is not more than 60 days. New releases can be obtained if needed to expand the time frame.

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[66] In certain circumstances a program may be legally required to share information (e.g. mandated reporting of suspected child abuse or neglect) and must take certain steps if compelled to release information.

[67] In addition to the resources in the attached Resource List, go to NNEDV for information about confidentiality, VAWA's provisions, and sample release of information forms. See also, Field, Julie, Survivor Confidentiality and Privacy: Releases and Waivers At-A-Glance SafetyNet Project, NNEDV (2008).

[68] Id.

Frequently Asked Questions Pertaining to Confidentiality:

Q: Who is considered a third party?

A: Any person or entity outside of the local domestic violence program/provider. This definition includes FVPSA state administrators.

Q: Can personally identifiable information about a victim ever be shared?

A: Yes, if the victim signs a properly executed release of information form. However, the information can only be released to the extent described on the form.

Q: Can administrators have access to client files or other personally identifying information during site visits or for monitoring purposes?

A: No. Even when state agencies fund local programs, they are not permitted to review client records, as it is considered a confidentiality breach. If files must be reviewed as part of monitoring or technical assistance, personally identifying information MUST be redacted or hidden from the files before the administrator or third party looks at the file. It is also recommended that states find ways to accomplish monitoring tasks without needing to access client files.

Q: Does the FVPSA confidentiality requirement prevent the ability to call emergency responders to a shelter location?

A: No. Local programs should be able to give the emergency operator enough information to respond (such as the location of the program) without identifying the survivor as a shelter resident. Shelters may want to ask residents during their intake whether there would be concern about police, fire fighters, and EMTs coming to the shelter in case of an emergency and if so conduct safety planning for those instances.

Q: Can personally identifying information be shared with child protective services?

A: No. No information beyond what is required under state law to be in compliance with mandatory reporting can be provided without a properly executed written release of information from the victim.

Q: What should a program or entity do if another grant program is asking for data that identifies victims?

A: If the program is using FVPSA funding to support its services, it should tell the other program that it cannot release this information, even if the services are also being supported by other funding streams. Federal rules pertaining to confidentiality should be cited.

Q: Can a local domestic violence program gather identifying client data?

A: Yes. The restriction is not on the gathering of the data that is needed to deliver services, but on reporting that information to anyone outside of the program.

Confidentiality will continue to be a hot topic in the domestic violence field. New technology continually makes people more accessible, traceable, and subject to safety concerns and data subject to compromise and security breaches.

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> **TIP:**
> Administrators should be prepared to respond to local programs' questions and concerns about confidentiality, data reporting, and the use of technology. This is a topic in which collaboration and partnering with the state coalition can reinforce federal VAWA/FVPSA requirements, and technical assistance and training on the issue can be delivered with a single consistent message.

GRANT MANAGEMENT

Between the State and Federal Government

A principal role of the FVPSA State Administrator (administrator) is to apply for, receive, and ensure compliance with all the terms of the federal grant program. As a recipient of a federal grant, administrators are responsible for:

- Developing a state plan for use of FVPSA funds;

- Submitting a state grant application with all required components;

- Disbursing funds within the state;

- Monitoring the use of subgrantees' FVPSA funds (within the state);

- Complying with federal guidelines for use of the funds, including adhering to all programmatic and financial terms of the grant;

- Submitting required reports;

- Closing out the grant.

Ultimately, this also means:

- Working collaboratively with other state agencies, Tribes, the state or territorial domestic violence coalition, and community-based organizations to determine needs, and developing and implementing the plan;

- Creating a method to monitor subgrantees;

- Developing a method to disperse the funds within the state;

- Developing a method to collect data and account for the use of funds back to the federal government;

Applying for the Grant

FVPSA state formula grants, formally called the [Family Violence Prevention and Services/Grants for Domestic Violence Shelters and Supportive Services/Grants to States](#) are awarded directly to states and U.S. Territories. Specifically, this group comprises all 50 U.S. states, the District of Columbia, the Commonwealth of Puerto Rico, and, except as otherwise provided, Guam, American Samoa, the United States Virgin Islands, and the Commonwealth of the Northern Mariana Islands.[69] Only state-level governmental agencies are eligible to apply for the funds.[70] The statutory goals outlined for state FVPSA funds drive the contents of the application. State formula grants are to be used to support the establishment, maintenance, and expansion of programs and projects that are designed to:

- Prevent incidents of family violence, domestic violence, and dating violence;

- Provide immediate shelter, supportive services, and access to community-based programs for victims of family violence, domestic violence, or dating violence, and their dependents; and

- Provide specialized services for children exposed to family violence, domestic violence, or dating violence, underserved populations, and victims who are members of racial and ethnic minority populations.

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[69] It should be noted that Guam, the Virgin Islands, the Commonwealth of the Northern Mariana Islands, and American Samoa apply for funds as a part of their consolidated grant under the Social Services Block grant, however they are required to submit Performance Progress Reports using the standardized format. Federally recognized tribes also have a formula grant program which is awarded under a separate Announcement.

[70] U.S. Department of Health and Human Services, *HHS Grants Policy Statement*, Office of the Assistant Secretary for Resources and Technology, Office of Grants (January 1, 2007)(outlining definitions for discretionary grants).

The annual amount awarded to each state is fixed (based on the formula below) and therefore administrators do not need to include a budget with their applications. Also, there is no cash or in-kind match required for a state to receive funds. However, grants funded by the States will meet the matching requirement in 42 U.S.C. 10406(c)(4). No Grant shall be made to any entity other than a State unless the entity agrees that, with respect to the cost to be incurred by the entity in carrying out the program or project for which the grant is awarded, the entity will make available (directly or through donations from public or private entities) non-Federal contributions in an amount that is not less than $1 for every $5 of federal funds provided under the grant. The non-Federal contributions required may be in cash or in-kind. As already noted, 70% of the total FVPSA appropriation is awarded as formula grants to states and U.S. territories. Currently the formula is: a base grant of $600,000 is given to each state, the District of Columbia, and the Commonwealth of Puerto Rico. The remaining funds are allotted to the states through a proportional distribution based on the states' population. Guam, American Samoa, the Virgin Islands, and the Commonwealth of the Northern Mariana Islands each receive grants of not less than one-eighth of one percent of the amounts available to the states as appropriated under the FVPSA legislation. It is anticipated that the annual federal allocation should remain fairly level from year to year, although actual awards for those fiscal years may increase or decrease depending on Congressional appropriations, so administrators should be prepared to adapt their plans.

Application Components

The FVPSA State Grant Program Funding Opportunity Announcement (Announcement) is the administrator's roadmap to developing her/his state's application. The Announcement sets forth the application requirements, the application process, and other administrative and fiscal requirements for the FVPSA grant. After the Announcement is released or published **states**

have thirty (30) days within which to submit their applications.[71]

> **TIP**:
>
> Do not assume that the Announcement will be the same from year to year. Requirements, forms, and restrictions may change. It is imperative to read the Announcement closely and make sure the state's application is complete and in compliance with all requirements.

DUNS & EIN

The Office of Management and Budget (OMB) requires all federal grant applicants to have a Data Universal Numbering System (DUNS) number which is a unique nine-digit number issued to businesses by Dun & Bradstreet. The number must be on all applications regardless of whether the grant is submitted electronically or as a hard copy. If an applicant does not have one, it is easy and free to acquire; however, it can take up to six weeks to obtain so time must be allotted for that process. An Employer Identification Number (EIN) is also required. An EIN, commonly referred to as a Federal Tax Identification Number, is used to identify a business entity and is issued by the Internal Revenue Service. If the state entity has previously been the grantee, these numbers will be listed on prior applications. Most state governments will already have these identifiers.

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[71]The Announcement is published by the Family Violence Prevention & Services Program (FVPSA Program), which is housed in the Family and Youth Services Bureau (FYSB) of the Administration on Children, Youth and Families (ACYF). The Announcement is often sent directly to the states by the FVPSP Office, but it is incumbent upon the states to be watching for the Announcement and to be aware of application deadlines. It will be posted on the agency's website when released. The application deadline will be included in the Announcement.

Assurances & Certifications

Along with the application, assurances are required. Assurances are written and signed agreement(s) guaranteeing that the state will comply with federal grant requirements if awarded the grant. For example, entities receiving FVPSA state formula grants must attest to such things as:

- At least 70% of the funds distributed within the state will be used for immediate shelter and supportive services;[72]

- No grant funds will be given directly to victims of domestic violence or their dependent(s);

- There will be an equitable distribution of grant funds within the state and between urban and rural areas;

- There will be no conditions placed on any adult or youth victims of domestic, family, or dating violence in order to access shelter through a program receiving FVPSA money;

- The state domestic violence coalition was consulted and participated in the planning and monitoring of the distribution of grants within the state; and

- Services and resources supported by FVPSA funding will not have any income eligibility requirements imposed upon individuals seeking to access those services or resources.

Certifications are documents that must be signed by an authorized individual that confirm that certain facts or statements are true. When signing and submitting the application online, applicants are legally agreeing to all terms and conditions of the certification. FVPSA grantees must submit the following certifications with their state application:

- Lobbying Certification and Disclosure Form

- Certification Regarding Environmental Tobacco Smoke

- Certification Regarding Drug-Free Workplace Requirements

Many of the required reporting and application grant forms are online.

Cover Page & Signature

The application must clearly identify the state agency or entity applying for the grant with complete address, and provide the name, contact information, and signature of the chief program official designated as responsible for the administration of the FVPSA grant funds and the coordination of related programs within the state, as well as the name and information of the primary contact person if different than the chief program official.

Description of State Project

Most of the content that is required in the state's application is outlined by statute. The state must include detailed information about how it plans to use the funds with additional supporting documentation. Many of the things listed below, like confidentiality, underserved populations, and involvement of the state domestic violence coalition, are explained more fully in other sections of this Guide. The plan should specifically outline:

- How the activities and services provided by the state are designed to reduce family violence, domestic violence, and dating violence, including target populations and how funds will be used to provide shelter, supportive services, and prevention services;

- The overall results expected from the use of the grant funds;

- How the state will involve community-based organizations, whose primary purpose is to provide culturally appropriate services to underserved populations and victims who are members of racial and ethnic minority populations, including how

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[72]The terms "shelter" and "supportive services" for purposes of FVPSA funding are defined legislatively. These definitions can be found in the glossary.

such community-based organizations can assist the state in addressing the unmet needs of such populations;

- How the state will provide specialized services for children exposed to family, domestic, or dating violence;

- What populations are considered underserved within the state, why these populations are being targeted for outreach and services, and how the needs of underserved populations will be met. More specifically:

  ✓ How did the state identify underserved populations? What year was that process undertaken? What were the ensuing findings?
  ✓ What is the plan for outreach, training, service delivery, and technical assistance to enhance responses and education aimed at the underserved community?
  ✓ How is leadership from these communities involved in the above activities?
  ✓ What new services will be created and which ones will be enhanced?
  ✓ Through what means will public awareness about domestic violence be conducted?
  ✓ How will individuals and communities become more aware of, and be linked to, resources around the state?
  ✓ How will underserved communities have opportunities to apply for FVPSA funds?

- How equitable distribution of grants and grant funds will occur within the state and between urban and rural areas;

- How the state domestic violence coalition, knowledgeable individuals, and interested organizations, including those serving or representing underserved communities, were consulted and participated in the state plan's development.

TIP:

It takes significant time to assess adequately whether there are gaps in resources across the state, to identify underserved populations, to build new alliances and strengthen collaborative relationships, and to evaluate current services. Undertaking these tasks throughout the previous application period will help demonstrate the required cooperation and collaboration and facilitate the application process. Thus, administrators should not wait until the funding opportunity announcement is released to begin to work on the components of the applications, especially the state plan (see Key Components of FVPSA section of this guide for more information about state plans.)

This additional documentation needs to accompany the application:

- A copy of the relevant section of the state's civil order of protection[73] statute or code that demonstrates the procedures enforced for removing a respondent from his/her home when exclusive use of a shared household is awarded to the victim;

- The policies, procedures and protocols that will be required for any entity receiving FVPSA funds to ensure compliance with VAWA confidentiality provisions. These policies must cover at a minimum how individual identifiers of client records will be excluded when providing statistical data on program activities and program services; how records of individuals accessing

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[73]In some states this is called a restraining order, an order for protection, a protection from abuse order or something similar. It is a civil order where a petitioner is requesting the court to order the respondent to stop abusing or harassing her based on their relationship. Depending upon the state, it can restrict all forms of contact, award temporary custody/visitation of children, provide for exclusive use of personal or real property (including a dwelling), and create a myriad other restrictions and forms of relief or benefits for the petitioner (victim). If violated, this civil order may become a criminal offense.

prevention and intervention services will be kept confidential and maintained by the program providing those services; and how the address or location of any FVPSA-supported shelter will not be made public without the written authorization of the person(s) responsible for the operation of the shelter;[74]

- Documentation showing that there has been participation and consultation with the state domestic violence coalition in the planning and monitoring of the distribution of FVPSA grants within the state.

Application Review

After the Application has been submitted as outlined in the Announcement, an initial review will be completed by FVPSA Program staff to ensure that all components identified have been completed and submitted. The FVPSA Program will assess for the following:

- Is the designated state agency considered an eligible entity for administration of FVPSA funds within the state?

- Is the application responsive to the Announcement?

- Are all the mandatory certifications included?

- Has the application been signed by an individual with authority to bind the state to the grant agreement?

- Was the state plan developed in coordination and consultation with other agencies? Does it focus on meeting the needs of underserved populations, and concretely outline how those needs will be met?

- Does it clearly articulate how the confidentiality of victims of domestic violence and their children will be preserved?

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[74]For more information about confidentiality see section in this guide entitled, "Confidentiality".

TIP:
It is recommended that as an administrator you build a close working relationship with individuals working in the budget/fiscal departments of your agency. Typically, this person (or persons) may be responsible for everything ranging from payroll, to supply acquisition, to grants management. Their sole attention is not on the FVPSA grant. It is recommended that within a month of assuming your position and at least semi-annually thereafter, to sit down with the fiscal agent to outline the goals of the FVPSA grant, discuss roles and responsibilities in relation to grant oversight, and check in on how everything is going. Some administrators have found it helpful to give their fiscal department a heads-up when communication is expected from the federal government, such as receipt of the Award Letter, so that it does not get missed in the flurry of other agency activities.

- The involvement of the state's domestic violence coalition in the planning and monitoring of the distribution of funds.

- How are funds being distributed within the state?

- Does it demonstrate coordination with stakeholders?

If the application passes the FVPSA Program review, it will be recommended for formal approval. If problems with the application are detected at any review level, the applicant will be notified within 45 days of the application's submission date. The applicant will have up to six months to correct any deficiencies in its application or funds will be withheld.

If the application is approved the state will receive an Award Letter issued by ACF's Office of Grants Management (OGM). This document is sent to the authorized official. This is usually the person who handles budgetary matters for the

legal grantee (the state agency that is the direct recipient of FVPSA funds). The administrator should obtain a copy of the Award Letter for his/her records. The Award Letter contains the following information:

- The formal (legal) name of the grant program and Catalog of Federal Domestic Assistance (CFDA) number;[75]

- The purpose of the grant and citations of statutes and regulations under which the grant is made;

- The application period and amount of the award;

- The accounting classification number;

- Terms and conditions of the grant and any other special conditions determined necessary as a condition of the award;

- The budget period and the approved budget, including any reallotted amounts, if applicable;

- The names and contact information of the federal grant management and program officers, the federal payment office, and the HHS contact official who provides information about HHS payments.

Award terms and conditions as predetermined by regulatory, statutory, and agency requirements, usually accompany the Award Letter. **Acceptance of FVPSA grant funds automatically constitutes a clear consent to comply with all conditions imposed by the government.** It is the administrator's obligation to ensure that the state complies with these terms and conditions, which also adhere to federal legislation governing employment, discrimination, and access.

It is essential for the state to communicate with both the FVPSA Program (usually undertaken by the administrator) and the division of mandatory grants of OGM (usually undertaken by the state's fiscal representative). If an application needs to be modified or there are

other significant changes in the state's structure or management of the funds, these issues should be discussed first with the assigned FVPSA program specialist and then followed up accordingly.

⚠️
Caution:
If the state entity changes during the project period, the new state executive officer should send a letter immediately to OGM with the name of the state entity and the state agency's DUNS and EIN. A copy of the letter should go to the FVPSA Program office. This will reduce the likelihood of any delay in future dissemination of funds from the federal government to the state.

Expenditure Period

Usually, a state is able to draw down funds within 60 days after the application's due date. The time frame the state has to spend the FVPSA funds is known as the "project period." Becoming familiar with all aspects of the project period will eliminate confusion. FVPSA funds may be used for expenditures on and after October 1 of each fiscal year for which they are granted. A fiscal year starts October 1st of the prior year and ends September 30th of the fiscal year. For example:

FY 2012 is October 1, 2011 to September 30, 2012

FY 2013 is October 1, 2012 to September 20, 2013

While the fiscal year runs one year, the expenditure period is 24 months. Each award may be used for expenditures on and after October 1st of the fiscal year for which they are granted and will be available for expenditure through September 30th of the following fiscal year. For example:

FY 2012 award: expenditure period runs from October 1, 2011 to September 30, 2013

FY 2013 award: expenditure period runs from October 1, 2012 to September 30, 2014

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[75]The CFDA number is a unique number assigned to each federal grant which helps the federal government track activities and expenditures under the program.

A state is able to pay for allowable expenses that are incurred within the corresponding 24 months even if the money is not available for draw down until later in the fiscal year. Here is an example to help illustrate the point:

State A hired John, a consultant, to assist with monitoring activities for FY 2012. John started working on October 5, 2011; however, the state did not have access to its FY 2012 funds until December 2011. State A can pay John for any work or expenses incurred on or after October 1, 2011. However, if John did some preparatory work in September 2011, the state could not use FY 2012 funds to pay him since the work fell outside of the expenditure period.

Grant funds must be obligated by the end of the expenditure period (September 30th) but states have up to 90 days after the expenditure period to liquidate (to release) those funds (December 29th). Obligating funds means you have incurred an expense, even if it is not paid for yet. Liquidating funds means that you have fully expended them. Building upon the prior example, John continues his monitoring duties through September 2012 for State A and submits an invoice for his work on October 15, 2012. State A can still use FY 2012 funds because the work was completed within the fiscal year expenditure period as long as they pay the invoice prior to December 29, 2012.

If a state does not use all of the funds within the 24-month period the federal government will recoup the remaining funds. **There are no extensions**. The chart below outlines some of the time frames.

Award Year (Federal Fiscal Year)	Project Period (24 Months)	Application Requirements	Reporting (Due Date Is 12/29)
FVPSA will continue to disperse funds annually. The Federal FY is a one-year period from October through September.	*States will continue to have two years to spend the funds.*	*States must submit an application annually by the due date indicated in the Announcement.*	*Reports include all activities conducted in the previous fiscal year, regardless of which FVPSA grant funds were spent in that time.*
FY 2012	10/01/11 - 9/30/13	• *States must submit an application annually by the due date indicated in the FY2012 Announcement.*	• Report activities from 10/01/11 through 9/30/12. Activities may have been funded by FY 2011 or previous years' FVPSA funds. • Grantees must submit the Performance Progress Report forms and outcome measures. • Year-end financial reports are due.
FY 2013	10/01/12 - 9/30/14	• *States must submit an application annually by the due date indicated in the FY2013 Announcement.*	• Report activities from 10/01/12 through 9/30/13. Activities may have been funded by FY 2012 or previous years' FVPSA funds. • Grantees must submit the Performance Progress Report forms and outcome measures. • Year-end financial reports are due.
FY 2014	10/01/13 - 9/30/15	• *States must submit an application annually by the due date indicated in the FY2014 Announcement.*	• Report activities from 10/01/13 through 9/30/14. Activities may have been funded by FY 2013 or previous years' FVPSA funds. • Grantees must submit the Performance Progress Report forms and outcome measures. • Year-end financial reports are due.

Reporting

As recipients of FVPSA funds, states are required to submit performance progress and financial status reports.[76] The Family and Youth Services Bureau (FYSB) posts invaluable information on its website, including what reports are compulsory, timeframes for submission, and templates. Administrators are encouraged to check the website on a regular basis for updates.

Performance Progress Report[77]

The *performance progress report (PPR)* is the state's way of informing the federal government of its major activities and accomplishments during the time frame that the report covers. Administrators are required to file performance progress reports annually. They are due December 29th each year, 90 days after the close of the fiscal year.

The PPR asks states to describe their activities and how these activities are achieving the objectives of the grant, including an evaluation of the effectiveness of those activities, and numerical and narrative data about the activities.

Subgrantees are required to complete a form about the services they provided with their FVPSA funds, certifying that these services were in fact provided per their application. These reports are used by administrators to compile aggregate data for the PPR.

Administrators should refer to the PPR for exact requirements of what is to be included. Here is generally what is required:

State Section

- A description of the tasks the state undertakes as part of its administrative role;
- How funding was disseminated and used;
- Descriptions of the impact of the funding on individuals and on communities;

- Description of significant activities undertaken.

FVPSA Outcome Project

Through the use of surveys, FVPSA-funded programs are required to measure the extent to which domestic violence survivors, after having contact with their program, report that they:

1) Now have more strategies for enhancing their safety; and

2) Now have knowledge of available community resources.

See, Outcome Evaluation Strategies for Domestic Violence Service Programs Receiving FVPSA Funding: A Practical Manual, and *Evaluating the Outcomes of Domestic Violence Service Programs: Some Practical Considerations and Strategies*

Subgrantee Section

Subgrantees will report the following information on the Subgrantee Information section of the PPR:

- An unduplicated count of the number of women, men, children, and youth[78] served at non-residential and residential programs within the one year reporting period. Unduplicated count means that each program can count a person only once regardless of how many times he/she accesses the program or its various services;

- Demographics of the people who received services and accessed shelter;

- Total number of supportive services provided;

- The total number of community education and public awareness presentations and the number of participants in attendance.

A component of the PPR is outcome measurement and for that reason FVPSA developed a specific

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[76]Typically the responsibility to complete the program report falls upon the administrator and the financial status report is completed by the fiscal department of the state entity receiving the FVPSA grant from HHS.

[77]An example of the PPR and corresponding definitions are in the appendix.

[78]Youth IPV refers to a youth under the age of eighteen who is a victim of intimate partner violence (i.e. teen dating violence, including sexual assault).

outcome measurement project.[79] Many shy away from anything that resembles research and evaluation. However, measuring outcomes is necessary to understand the impact the dollars are having on the safety and well-being of those experiencing domestic violence. Outcome measurement is designed to find out if programs are working, if the effects of the efforts match desired goals, and if there is a positive impact as a result of the funded programs.

There are two main types of evaluation: process and outcome.[80] Process evaluation helps assess what is being done, how it is being accomplished, who is engaged in the process, what services victims are receiving, and what programmatic and survivor needs exist. Outcome evaluation, on the other hand, assesses the impact of the program. For example, what happened *as a result* of an individual participating in a program or receiving a specific service? Did the outcome match the intent of the program?

The information yielded from outcome measurements is quite powerful. It can be used to:

- Report to Congress the effectiveness of FVPSA-funded programs;

- Provide feedback to local programs about their services and drive enhanced service delivery, where needed;

- Advocate for committing resources for effective domestic violence programming;

- Inform the state about the different needs and experiences of domestic violence survivors and their children, thereby shaping FVPSA state plans.

The outcomes measurement project has adaptable sample surveys for use by administrators and local programs. When receiving feedback from survivors, **it is important to remember to do so in a manner that meets FVPSA/VAWA confidentiality requirements**, to tailor feedback mechanisms and questions to the specific outcome to be measured, to have questions and forums be culturally-sensitive and inclusive, and to be open to hearing about outcomes not achieved. For more information about confidentiality, turn to the Key Components of FVPSA section in this guide.

Financial Status Report

All states must submit annual financial status reports. The [Federal Financial Report](#) (FFR) or SF-425 has been designed to replace the Financial Status Report (SF-269) and the Federal Cash Transactions Report (SF-272) with one comprehensive financial reporting form. FFRs are submitted annually at the end of the calendar year (by December 29th). States have an option of submitting their reports online through the [Online Data Collection](#) (OLDC) or by mailing a hard copy to the [Division of Mandatory Grants, Office of Grants Management](#).

> ⚠️
> **Caution**:
> The Federal government can suspend funding if a state fails to submit required reports or uses funds inappropriately. Additionally, all funds reported as unobligated after the obligation period will be recouped.

The PPR's are one way for the FVPSA Program to gauge the efficacy of the FVPSA state formula grant program; another is through formal monitoring. The FVPSA Program is responsible for measuring the programmatic effectiveness and fiscal performance of all FVPSA grant programs. For state grants, the FVPSA Program assesses on an ongoing basis whether:

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[79]Information about outcome measurement was pulled from products created under that project. Two projects, "Documenting Our Work" and a "Pilot FVPSA Outcome Project," were undertaken. See Lyon, Eleanor & Sullivan, Cris M., *Outcome Evaluation Strategies for Domestic Violence Service Programs Receiving FVPSA Funding: A Practical Manual*, National Resource Center on Domestic Violence (Nov. 2007); and Sullivan, Cris M. & Alexy, Carole, *Evaluating the Outcomes of Domestic Violence Service Programs: Some Practical Considerations and Strategies*, Pennsylvania Coalition Against Domestic Violence (Feb. 2001). Sample survey forms and other invaluable information are contained in these documents.

[80]Id

- States and the recipient programs are making adequate progress toward achieving performance objectives as outlined in applications;

- Grant funds are being spent in accordance with federal regulations, FVPSA administrative requirements, and pertinent OMB circulars; and

- Federal funds are being used responsibly.

Each year, the FVPSA Program monitors 10% of state grantees. Grantees that are being monitored are notified prior to the site visit and given information on the monitoring process and FVPSA program staff who will participate. At its conclusion, the state will receive a brief written report. States can also *request* a FVPSA Program monitoring/site visit should they deem it necessary or useful.

Between the State and its Subgrantees

Overview

A major role of the administrator is to carry out statewide grant management responsibilities. This includes ensuring compliance with all the federal and state requirements of the FVPSA program, managing the process of soliciting and awarding subgrants, monitoring performance goals, and providing overall direction and long-term planning for the best uses of the grant to serve victims of domestic violence and their children. The administrator's role is to manage the federal grant−not the local programs− but to achieve these goals, it is incumbent on administrators to establish effective working relationships with each of its subgrantees and contractors.

FVPSA allows states to retain **up to 5%** of each annual award for the administration of the state FVPSA grant program. It is up to the individual state to determine whether or not to use the funds in this way and, if so, how much to use. The administrative cost provision is only available to the state agency designated to administer the FVPSA state grant.

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TIP:

Administrators may want to set up a tickler system that reminds them at least 60 days in advance of when a report is due. It can be confusing to some that the federal fiscal year is used to track money and activities while the individual state may operate on a different fiscal year.

There is a section on the PPR for subgrantees to fill out. Many administrators suggest that when making subgrantee awards, the PPR along with any other data collection tools be sent to subgrantees so that they are immediately aware of what information they will need to report back to the administrator and when.

Sample Documents

In this Guide's Appendix, there are numerous sample documents that have been generated by individual states. These are not being held out as best practices, but instead to give administrators examples of what states have created. The Appendix includes samples of:

- State plans
- RFPs/applications and corresponding forms
- Outcome measurement information and tools
- Reporting forms
- Confidentiality materials from National Network to End Domestic Violence
- Monitoring tools, e.g. peer review forms, site visit reports, protocols, etc.

States have used the administrative costs to pay for:

- Expenses directly related to the management of the grant program, such as salaries and benefits for administrators, other staff, and consultants that contribute to overall fiscal and programmatic management;

- Activities that impact the delivery and quality of services and resources throughout the state such as strategic planning, outcome measurement, surveys or needs assessments, training and technical assistance, and efforts to collaborate and coordinate with other domestic violence efforts occurring in the state.

While most states use their administrator to coordinate the enormous amount of activities of the formula grant program, some contract duties, like monitoring or disbursement of funds to other entities. The FVPSA state administrator questionnaire revealed that 14% of respondents passed the administrative funding directly to the state domestic violence coalition to handle the disbursement of funding to local programs. For the states that did "pass through" the money to the coalition, most maintained some administrative duties such as filing the annual reports to federal government, monitoring local programs, or compiling data.

Intent of FVPSA Funding

The purpose of the FVPSA formula grants is to assist states and tribes in their efforts to increase public awareness about, and primary and secondary prevention of, family violence, domestic violence, and dating violence, and to provide immediate shelter and supportive services for victims of domestic violence and their dependents. Under FVPSA, states shall use grant funds to establish, maintain, and expand programs and projects within the state:

- To prevent incidents of family violence, domestic violence, and dating violence;

- To provide immediate shelter, supportive services, and access to community-based programs for victims of family violence, domestic violence, or dating violence and their dependents; and

- To provide specialized services for children exposed to family violence, domestic violence, or dating violence, underserved populations and victims.

It is *essential* that states are using funds to reach underserved communities and creating effective, new research-based responses.[81] To this end, FVPSA grants support training, coordination, and collaborations between state and territorial coalitions, Tribal organizations, law enforcement, courts, victim services providers, child welfare agencies, medical and mental health service providers, and many others to make more responsive and effective services available to victims of domestic violence and their families.

As the administrator, you will need to establish a mechanism to disperse funds within the state. With that in mind, these guidelines and restrictions for use of the funds must be followed:

1) FVPSA funds may only be given to local public agencies and nonprofit private organizations. To be a FVPSA-eligible organization, the agency must assist victims of family violence, domestic violence, or dating violence, and their dependents AND have a documented history of effectively working on those issues. It is suggested that administrators examine applicants' mission and value statements, provision of core services, reputation in the community, and background of those in key positions to assist in the determination of whether it is an entity that meets this criteria. Subgrantees can be from faith-based[82] and

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[81]Family & Youth Services Bureau, U.S. Department of Health & Human Services, FVPSA State and Territory Formula Grant Program (explaining how states and territories then distribute FVPSA funds to local public, private, nonprofit, and faith-based organizations and programs that demonstrate effectiveness in the field of family violence services and prevention).

[82]This includes faith-based, charitable organizations and voluntary associations. Federal funds shall not be used to support inherently religious activities such as religious instruction, worship, or proselytization. Therefore, faith-based

charitable organizations, community-based organizations, Tribal organizations, and voluntary associations.

Other organizations that do not meet this criteria but have a demonstrated history of serving populations in their communities, including culturally-specific and appropriate services, are eligible to apply and receive FVPSA funding IF they partner with an organization that does meet this definition.

2) By accepting FVPSA funds, organizations agree that they will not use the money to provide direct financial payments to victims or dependents nor will they place any condition on victims or dependents in order to receive emergency shelter.

3) The federal funds can be used to supplement but not supplant existing state resources for the same projects or activities.

4) No income guidelines can be imposed on individuals who are seeking services or assistance that is subsidized in any way by FVPSA funding.

5) The address or location of any shelter or facility receiving FVPSA funds will not be made public, except with the written authorization of the person or persons responsible for the shelter's operation.

6) A direct payment of cash from grant funds cannot be given directly to any victim of domestic violence or their dependent.

7) Special emphasis shall be given to funding community-based projects that have demonstrated effective outcomes especially around the operation of domestic violence shelters and the provision of counseling, advocacy, and self-help services to victims and their children.

8) At least 70% of the funds must go to support immediate shelter and supportive services for victims of domestic violence and their

children, with a minimum of 25% of the overall budget being dedicated to providing supportive and prevention services.

9) Up to five percent of the budget can be used toward state administrative costs.

10) Any agency or organization receiving FVPSA funds must comply with confidentiality requirements and establish policies, procedures, and protocols to ensure their compliance.

Eligible applicants for subgrants can provide the following services with their FVPSA funds for survivors of family violence, domestic violence, or dating violence and their dependents. This list is not all inclusive:

- Immediate shelter and related supportive services

- Safety planning

- Individual and group counseling

- Peer support groups

- Information and referrals

- Prevention services and campaigns

- Training and technical assistance

- Public awareness and campaigns

- Culturally and linguistically appropriate services

- Services for children exposed to family violence, domestic violence, or dating violence

- Advocacy

- Case management services

- Legal and medical advocacy

- Assistance in securing other resources, including safe and affordable permanent housing and homelessness prevention services.

- Transportation

- Child care

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organizations must take steps to separate, in time or location, their inherently religious activities from the services funded under this program. See regulations pertaining to the Equal Treatment for Faith-Based Organizations.

- Job training and employment services

- Financial planning

- Literacy services

- Economic empowerment services

- Parenting and education services

- *Targeted* meaning the state specifies conditions that applicants must meet, such as serving specific populations, offering explicit services, or operating in a designated geographic area.

More than 50% of the respondents to the administrator questionnaire said that they used a competitive process, 35% used a formula or non-competitive process, and 15% used a combination (e.g., a continuation of grants to current subgrantees and competitive applications for new agencies seeking FVPSA funding). Each of these approaches may be appropriate, depending upon the state plan. What is important is that the awards are made in a way that is fair, consistent, and objective. A quick review of the competitive and formula processes follows.

Competitive

The most common way states award grant monies is to do so competitively, where a solicitation known as a Request for Proposals (RFP) is developed and disseminated. The RFP (like the FVPSA Funding Opportunity Announcement) informs interested programs about the criteria to receive funding, what they must submit to apply, priorities for the grant funds, responsibilities if awarded, and other compliance issues.

Subgrant Award Process

How grants are awarded to subgrantees is often dictated by legislative or administrative rules. When administrators have input into the process, care should be taken to consult with stakeholders such as the state coalition and help create a process that fulfills the Congressional intent of FVPSA and the needs of the state. There are several ways money can be awarded to domestic violence programs. The subgrant award process may include one or a combination of the following options:

- *Open, competitive process* meaning any eligible organization can apply;

- *Non-competitive continuation* meaning money is available only to current subgrantees; the state may specify the amount of each agency's subgrant award;

Potential subgrantees must be provided sufficient information in order to make an informed decision about whether to apply for the funding (e.g., whether it matches their program's philosophy, whether they have the capacity to comply with reporting requirements, etc.). The RFP should be written in a way that is clear and easy to understand. Some basic components of an RFP are:

- Eligibility
- Brief abstract about problem/ project description
- Required assurances and certifications
- Outcome measurement
- Project goals and objectives
- Budget information
- Restrictions on grant funds
- Reporting and data collection

The subsequent questions and considerations can be helpful when developing an RFP (also see sample RFP in appendix.)

How will programs be informed about the availability of FVPSA funds?

Depending upon the nature and scope of the state plan, states will use a variety of means to publicize the availability of funds in order to solicit grant applications. States may also have legal requirements for announcing funding opportunities such as publishing them in the official state newspaper and in other media serving the selected geographic areas, or publishing them in an official state register or administrative/procurement publication.

In order to reach programs serving marginalized and underserved populations, administrators should communicate the availability of FVPSA funds in a way that is widely accessible to those communities. Some states use listservs, email blasts, local and online newspapers, and announcements placed in community newsletters. Some states also hold regional meetings or conference calls about the RFP so that programs can ask questions about the funding stream and the application process. Administrators report that this seems to help improve the relevance and quality of applications.

How will the proposal be reviewed and how will programs be selected for awards?

Generally speaking, funding decisions will be made by a panel of people who have been asked to evaluate requests received by the state for funding. It is strongly recommended that evaluation teams or panels be comprised of individuals familiar with domestic violence issues including but not limited to: shelter service provision, ancillary services, provider training, state licensing requirements (if any), personnel issues, children's services/issues, etc. It also is critical that reviewers do not have a conflict of interest with any of the applicants and that they are representative of the diversity of interests in the state to ensure that funding covers a variety of programming. Many programs do not have skilled

grant writers on staff and the *proposal review process should not unintentionally penalize them.*

Formula

Some states have developed noncompetitive formulas to distribute domestic violence funding. There are several reasons states have decided to utilize a formula versus a competitive procurement process:

- A formula typically provides a base level of funding per eligible program. It provides programs with some level of stability from year to year, even when there are fluctuations in funding. It also supports a more equitable distribution of available funding;

- Even when the state has an annual or biennial renewal application for programs funded by formula, the process is much simpler than a competitive procurement process. It involves fewer staff resources for both the state and the local program;

- Formula distribution eliminates the factor of "who has a better grant writer" that can be found in competitive processes.

When selecting to distribute through a formula, developing the funding formula is important. A significant byproduct of the process is that it can build cohesion among the programs, thereby eliminating the competitive factor that is inherent in an RFP process. Considerations when developing a formula:

Q. Who will be responsible for developing the formula?

A. Administrators most likely will gather representatives from state agencies, the state domestic violence coalition, and local programs to discuss the needs of the state and brainstorm a formula. Someone will need to facilitate as well as translate the discussion into a formula. These conversations can be difficult, as money is at stake for some. States can facilitate this process or enter a contract with a third party to assist with facilitation and

recommendations for the formula design and implementation. The third party could be an independent consultant (potentially even from out-of-state) or the state coalition can be hired to serve in this role. Because the formula may involve complex calculations, whoever is responsible for its creation must have the knowledge, skills, and ability to process and translate data.

Q. Who should participate?

A. This is perhaps the most critical issue for ensuring buy-in. The formula should be developed using a collaborative process/advisory committee involving members of the local domestic violence programs and the state and territorial coalitions. Administrators should try to balance participation between rural/urban, small/large, dual program /free-standing domestic violence programs, shelter/nonresidential, culturally-specific/traditional responders, established/emerging programs, and any other significant factors. Incorporating the voice of underserved communities is imperative. The number of participants will depend upon the size of the state but the advisory committee should be kept to a manageable number to facilitate in-depth conversations and progress toward the ultimate goal of creating the formula.

Q. How transparent should the process be?

A. It is imperative that there is open communication with domestic violence stakeholders regardless of whether they actively participate on the advisory committee. Feedback mechanisms between the advisory committee and the non-participating programs should be developed. Electronic surveys, conference calls, and webinars are a few efficient and low-cost methods to receive input.

Q. What potential formula factors should be examined?

A. This will largely depend on the characteristics of your state, the analytical skills of your facilitator, and the variability of the data to be built into your formula. Most states have opted to keep the formula relatively simple. That is, they build in factors that include population by county/service area, geographic size of county/service area, how many programs are to be funded in a specific county/service area, and whether the program is a shelter or nonresidential program. While important, factors such as poverty levels, population demographics, and myriad other factors may overly complicate development of a statewide formula. Administrators should monitor the potential impact on new and

> *"Building relationships with funded programs; providing good 'customer service;' responding promptly to requests; and providing needed technical assistance are keys to managing subgrants."*
>
> *~A State Administrator*

emerging programs and culturally-specific programs as the formula is being developed.

Q. Should the process be documented?

A. Yes. By capturing the rationale and policy considerations used to develop the formula, the state has a document to reference that explains how the formula was developed and illustrates the collaborative process used to make the determination. The formula and implementation methodology must be written, including step-by-step instructions, to maintain integrity and consistency. This is especially useful if there is a change in agency leadership or in the person serving as FVPSA state administrator.

Here are examples of formulas states are using:

- Base amount to each geographic area, with the remainder split between population and square miles;

- Different base amounts to residential and non-residential programs, with the remainder calculated by the county's population and the miles in program's service area;

- Base amount per program, followed by a percent of the population by county and a percent based on geographic size of the county. The formula assures equitable distribution between rural and urban areas;

- Demographics and historical spending;

- Equal distribution among all programs;

- A percentage of the overall money available, designated to be used solely to support prevention or shelter and supportive services for underserved and special populations., e.g. culturally or linguistically specific programming, services specifically designed for lesbian, gay, bisexual, transgendered or queer (LGBTQ) survivors, survivors with disabilities, or teens, etc.

Administrators should not shy away from an assessment of their state's current formula. Equity and ease of use are essential for a workable formula. When developing or reviewing their state formula, administrators are encouraged to confer with the FVPSA Program and other state administrators, particularly those from states with a similar geographical and demographic make-up.

Disbursement of Funds

Once subgrantees are selected, administrators are tasked with disseminating funds to them. Awards (or grants) may be paid as fixed price, cost reimbursement, or as block grants.

A fixed price or fee-for-service is when a set amount is to be paid for the delivery of a specific service. The fee can be set by the state, contractor, or be open to negotiation. This type of payment arrangement is common with contractors. If applied to local domestic violence programs, it can be based on a price for a discrete service. For example, a program may get X amount for a shelter bed night, a counseling unit, or the delivery of a community presentation. A fixed price approach can offer flexibility when wanting to add money to a contract, but it can be difficult to quantify services rendered for grant reporting purposes, making the process cumbersome.

Cost reimbursement is based on actual expenditures of the program or contractor. These costs are outlined in a preapproved budget submitted by the subgrantee. These types of payments are easily tracked and reconciled, but adding money to a contract/award may be complicated.

Block grants are divided equally among recipients and paid on a timeline determined by the state. Funds are generally released on a quarterly, monthly, or annual basis. Providers are given the discretion to spend the dollars in the manner that best maintains their programs and services. The advantage to block grants is that subgrantees do not have to be out-of-pocket for any costs. The challenge is that the state and hence, administrators, have less control over how grant dollars are spent.

On the informal FVPSA state administrator questionnaire, 21.4% of responding administrators said they paid programs by a fee-for-service arrangement (fixed price), 25% issued one award (block grant), and 53.6% reimbursed based on submitted invoices/requests, most frequently done on a monthly basis.

Disbursement to subgrantees may occur on the federal funding cycle (October 1 through September 30 of the following year), a state fiscal year (generally July 1 through June 30 of the following year), or a calendar year (January 1 through December 31 of the following year).

In addition, the length of the award can vary from state to state. A funding period may be as short as one year, as long as three years, or anything in between. This is unique to each state's procurement rules, funding availability, and departmental policy. If an administrator has the ability to give input and make the decision as to the funding cycle, feedback from local programs and the state coalition should be sought.

Below are some frequently asked questions about disbursement of funds:

Q. *How much funding should be awarded to an individual program?*

A. The decision of how much to award a program is left to each state's discretion. It can be fixed or based on a program request. If competitive, the award amounts may be affected by the number of successful responses to the solicitation and the availability of funds. The state may also decide to cap awards. This means that program awards cannot exceed a predetermined, maximum figure as decided by the state and outlined in the solicitation.

Q. *If a formula is created, can that formula remain in place forever?*

A. Funding formulas are not static. It is best practice to review the formula on a regular basis—annually at a minimum—to update variable data (population, number of programs, etc.). It is also recommended that administrators periodically review the formula assumptions (i.e., the calculation for the base allocation per program) and policies (i.e., how to allocate funding to programs that cover more than one county) to ensure they continue to support the goal of equitably distributing funding throughout the state. If major changes are needed, a group should be

reconvened so that there is input from stakeholders similar to what occurred when the formula was originally developed.

Q. *Can the state place additional conditions on subgrantees beyond the federal FVPSA requirements?*

A. Yes, as long as the state is not violating federal statutes and is in line with the goals and philosophy of FVPSA.

Q. *Must underserved communities be served with FVPSA funds?*

A. Yes. While specialized support for underserved communities has always been a goal of FVPSA, Congress has placed additional emphasis on this in the most recent reauthorization. The FVPSA Program funds several culturally specific and special issue resource centers that can be helpful in thinking about how to include these populations in state planning and identify, build, and fund new and existing programs.

Q. *Can an administrator provide technical assistance on developing grant proposals?*

A. This is usually not a good idea and may be prohibited by procurement or state regulations, as it can look like favoritism. However, as already mentioned, it is an emerging practice to hold public forums (conference calls, webinars, regional meetings, etc.), where questions about the grant program and RFP process can be asked and answered. Some states have the state coalition provide training on grant writing and proposal development throughout the year so programs are better prepared to respond to RFPs when released.

Monitoring

Administrators use various methods to monitor subgrantees. The goal of monitoring is to:

1. Ensure the subgrantee is in compliance with FVPSA requirements; and

2. Identify and resolve problems that may impede services provided to victims of domestic violence and their children.

It is within the administrator's purview to decide, in conjunction with a state agency, the format, depth, and frequency of monitoring. Administrators must assess their own resources (including time, budget, number of programs funded, and distance between programs) to decide what type of monitoring works best for their state.

There are three main ways that administrators perform this subgrantee oversight; they are through desk, onsite, and peer review monitoring. Approximately 50% of respondents to the FVPSA state administrator questionnaire stated that they conduct annual onsite monitoring visits, whereas 25% undertake onsite visits every three years, and the other 25% annually engage in desk monitoring. Administrators indicated they have developed protocols and guidelines, structured report forms, checklists, and survey tools to assist in the monitoring process (see the Appendix for a few examples).

Desk Monitoring

Just as the name indicates, desk monitoring is accomplished from the administrator's own office. Desk monitoring can be conducted throughout the year, as ongoing monitoring or maintenance or at a designated time as part of a more detailed monitoring review. Here are some examples of desk monitoring:

- A financial review where the goal is to examine subgrantee financial information to ensure compliance with requests for reimbursement, that supporting documents have been submitted, expenditures are allowable under FVPSA, and the projected budget remains accurate;[83]

- A performance review—by examining subgrantee progress reports, statistics, and related documentation—aimed at gauging

whether the subgrantee is on target with performance of services and other activities as outlined in its application;

- Holding a conference call or webcam review whereby administrators can interview staff, volunteers, and board members. Using technology in this way facilitates timely reviews and is cost-effective. However, technology cannot fully replace onsite visits.

Administrators may want to consider establishing a specific time within the award period to review subgrantee financial and performance information to determine if any next steps are needed, such as an inspection of additional materials or scheduling an onsite monitoring.

> *"Ways that I developed a relationship with subgrantees include personal visits to programs; onsite technical assistance to programs; attendance at quarterly meetings hosted by local programs; and acknowledging each program's operations as unique to the community served."*
>
> *~A State Administrator*

Onsite

Nothing replaces actually visiting a program to get a better sense of the subgrantee agency and the community it serves. An onsite visit (whether for monitoring or technical assistance purposes) allows the administrator to meet staff and observe daily operations. It is also a good way to learn about the program's achievements, learn about needs and trends, identify challenges, and develop a plan for overcoming challenges.

A site visit should be scheduled in advance to provide the subgrantee with sufficient notice to prepare for the visit. Administrators should inform subgrantees:

- Who will be interviewed, purpose of the interviews, and length of time needed;

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[83]If a subgrantee spends more than $500,000 during the fiscal year, administrators must ensure that the subgrantee has an audit in compliance with the requirement of OMB Circular A-133.

- Any facilities/programs that will be toured and for what purpose;

- What policies, procedures, or forms will be reviewed either before or during the visit; and

- The purpose of the site visit.

If an administrator is visiting a shelter, the program must be given adequate time to notify residents the exact date and time the visit will occur so that arrangements can be made for a victim who wants to protect her confidentiality by either remaining in her room or temporarily leaving the shelter. Administrators should expect programs to ask them to sign a confidentiality agreement that he/she will not disclose the location of the shelter or any information about the residents before they tour a program.

As previously discussed, administrators should not expect to have access to client records even though they provide funds to the program. If files must be reviewed as part of monitoring or technical assistance, personally identifying information MUST be redacted or hidden before the administrator or third party looks at the file. States should find ways to accomplish monitoring tasks without accessing client records (for more information about confidentiality, turn to the confidentiality section in this guide).

Some states have developed procedures for site visits so subgrantees know in advance what to expect. Other administrators have their own checklists about steps to be taken before, during, and after visits.[84] Administrators are encouraged to develop a process that works best for them and the subgrantees and facilitates a cooperative working relationship. Resource availability will also dictate whether administrators will be able to conduct onsite visits and, if so, how detailed and intensive they will be.

In order to expedite monitoring, some states will request that subgrantees submit their policies and procedures in advance of the visit so that the administrator has sufficient time to review them and can be prepared to discuss them during the

site visit. Some states have asked the state coalition to perform the monitoring duties on behalf of the state, particularly when the coalition plays a role in program certification.[85]

For a standard onsite visit, administrators should get enough information to determine:

- How does the subgrantee utilize its FVPSA funds, including what types of services are provided, when and how are they provided, and are the uses aligned with the intent of the grant funds and in compliance with FVPSA rules and regulations?

- Does the program's use of the funds help fulfill the goals of the state plan?

- Is there someone providing oversight to the program and services? Is there an adequate checks and balances system in place for the expenditure of the funds?

- Does the subgrantee have contact with other domestic violence programs and the state coalition to ensure best practices or the availability of technical assistance?

- Is the subgrantee collecting the necessary data and submitting reports as requested?

Other important considerations for the administrator include:

- Examining the structure, mission, and staffing of the program (including the use of volunteers), hiring practices, certification and training requirements, and administrative policies and procedures;

- Examining the structure and role of the board, including training and technical assistance needs and its relationship with the program's executive director;

- Examining the diversity of the staff and board, whether it is representative of the community being served, and whether emphasis is being placed on meeting the needs of underserved or culturally-specific

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[84]See appendix for examples.

[85]For more information about state domestic violence coalition, see that section of the guide.

populations (i.e., what resources are provided for such work);

- Examining policies and procedures, especially pertaining to confidentiality, recordkeeping, data collection, program eligibility, and federal regulations around employment and accessibility;

- Determining what services are offered, by whom and when, and what barriers might prevent victims from accessing them. Also, looking at community outreach, public awareness activities, and collaborative efforts;

- Taking a tour of any facility to examine safety and security, accessibility, and rules and regulations;

- Attending a training or conference being offered by the organization;

- Examining accounting practices.

> **TIP**:
> Be respectful of staff time. When deciding who to interview, consider first the executive director, project director, and/or fiscal manager. If an administrator wants to interview program staff, try to do so in a way that has the least impact on resources. For example, forego a full staff meeting, select a sampling of staff members for interviews, consider holding a small group discussion, and keep the lengths of interviews to a minimum, as staff may need to respond to emergency situations. Also, when scheduling a visit, offer the subgrantee several dates to select from. This conveys that administrators understand how busy programs are and the impact a visit has on the program.

Peer Review

A peer review is when a group of people or an individual who work in the same field as the subgrantee conducts a review of the program and help instill best practices and evaluate compliance. For our purposes, this would be people with expertise in domestic violence and service-delivery to survivors and their children.[86] It is helpful for the administrator to create protocols for peer review team members to guide their monitoring visit. Administrators should make sure team members are properly trained before sending them on a site visit and that the team is balanced in terms of skill and professional acumen. Also, no one on the team should have a conflict of interest with a particular program. In smaller states, the latter issue can be difficult to overcome.

Monitoring Reports

After engaging in a monitoring activity, it is recommended that administrators summarize their findings in an objective and clearly written report. This memorializes the monitoring for both the state and the subgrantee. The report should describe accomplishments, make recommend-dations, and state clearly any corrective actions needed in order to maintain funding. Reports should not only not focus exclusively on how a program can improve, but it should also highlight what is working.

If a local program needs improvement, administrators should first determine if assistance can be provided to the program. While dangerous practices cannot be allowed to occur, sometimes taking a hard line approach with programs does not always result in a quick resolution. When possible, administrators should consider creating a corrective action plan for the program and provide support for its implementation. State coalitions can partner to help bring the local program in compliance. If a program is not amenable to change or unresponsive to concerns, administrators must be prepared to implement alternatives to reestablish services in that community as quickly as possible.

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[86]There is a sample peer review packet in the appendix.

Tips from the Field

Administrators had these suggestions to pass along when it comes to all aspects of subgrantee management:

- If using an RFP process, consider combining closely-aligned funding sources, such as VAWA and VOCA, into one application as a way to streamline the process for local programs;

- Set a page limit on grant proposals especially given the short time frames in which to publish the RFP, disburse the money, and report back the use of the funds to the federal government;

- Provide a checklist for applicants so they can make sure they have completed and submitted all necessary components;

- Distribute FVPSA money to local programs as soon as possible. Administrators should also help subgrantees understand the award process and the expectations that go along with receiving FVPSA funding. This includes being clear with local programs about the allowable and unallowable uses of grant funds;

- Create online forms or templates for subgrantees that contain individual project goals and contact information so that local programs need only fill in updated data and budget information;

- Administrators should receive data from subgrantees well in advance of the federal report due date so that it can be reviewed for accuracy. To facilitate this process, administrators may want to provide a template reporting form to subgrantees or establish a system for data collection to ensure data is received on an ongoing basis;

- Some administrators ask subgrantees to submit quarterly reports instead of annual reports. This makes the task of collecting data less overwhelming for both the local programs and the administrator. Additionally, it helps alert the administrator to any issue at the local level (e.g. a subgrantee not meeting its projected numbers or is not able to fulfill requests for services, etc.) so that technical assistance can be made available to assist the program or a site visit is conducted.

TIP:

As part of the monitoring process, it behooves administrators to build relationships with local programs and to create mechanisms to have ongoing dialogues about survivor and technical assistance needs and to receive input into potential FVPSA program and policy changes.

Developing template report forms can expedite the process of completing the reports.

Administrators should be aware of where monitoring reports are filed and who has access to them. For example, some states have a process where FVPSA-related reports are reviewed by high-level state officials. To build the trust of local programs, administrators should inform them prior to monitoring, where the reports will be sent and who will see them.

Remember that the administrator's role is to manage the federal grant, not the local programs.

ASSISTANCE AVAILABLE TO ADMINISTRATORS

FVPSA Program Technical Assistance

The federal FVPSA Program is the central hub of information as it pertains to FVPSA, including how states and programs are using funds and promising practices, FVPSA grant management, and emerging issues in the domestic violence field. FVPSA Program staff are available to support administrators in their role, providing them the training and technical assistance (TA) they need to improve their work, beyond the annual conference.

Administrators are encouraged to contact FVPSA Program staff to request training and TA, samples of documents from other states, contact numbers of peers, and questions that pertain to the grant management, as well as to brainstorm how administrators can address challenges that may be compromising the achievement of grant objectives.

The FVPSA Program offers conference calls, webinars, site visits, and one-on-one meetings to deliver TA. Additionally, the FVPSA Program supports numerous national resource centers, including special issue and culturally-specific special issue resource centers that can assist with TA and training as needed. Administrators can contact those organizations directly.

National Organizations, Trainings & Reading Materials

There is a wealth of information available on intimate partner violence and the history of the domestic violence movement. As discussed, it is critical for the administrator to not only know this history but appreciate how it contributes to today's responses and those who work in the field. Your state domestic violence coalition can steer you to many up-to-date and respected resources. There are also numerous national organizations that are dedicated to sub-issues within the domestic violence field that should be used as resources to administrators.

It is also recommended that administrators attend trainings on domestic violence, grant management, and building other skill sets that are often required of administrators, such as facilitation, strategic planning, evaluation, and building collaborative relationships. The Resource List included in this guide highlights national organizations and provides good fundamental reading material.

Peer-to-Peer Support

The annual conference is a great way to meet other state administrators and domestic violence coalition directors. However, do not hesitate to contact peers throughout the year. FVPSP

maintains a current list of names of state administrators with corresponding contact information.

Administrators may find themselves isolated in their own states. Therefore, speaking to each other in a shared FVPSA language with a common role (although this may look a bit different from state to state) is reassuring, fosters learning, and ultimately drives best practices. Peer-to-peer learning and support is encouraged. Some states have organized regional meetings of FVPSA state administrators. Be creative and find ways to connect in person, by phone or email, and via the web.

TIP:

TA should not merely be looked upon as assistance when problems arise, but also as a way to obtain the best ideas concerning training and handling local programs. Build a relationship with the FVPSP office and staff and use them as a resource.

Administrators are sometimes afraid to reveal a problem in their state or with their grant. However, do not wait for a problem to get much worse before you call for TA. The FVPSA Program wants to ensure states succeed and is not looking to "catch" a state in wrongdoing. While the FVPSA Program must make certain that federal regulations are being followed, staff will work with administrators so that they have the information and training to understand and carry out those regulations, as well as carry that message forward within their state.

The Domestic Violence Resource Network (DVRN) is funded by the U.S. Department of Health and Human Services, Administration for Children, Youth and Families, Family Violence Prevention and Services Program to strengthen individual, community, and systems responses to domestic violence by providing technical assistance, resource materials, training, analysis, research, and referrals.

National Domestic Violence Hotline
800-799-7233
TTY: 800-787-3244
www.thehotline.org

National Resource Centers

National Resource Center on Domestic Violence
800-537-2238
www.nrcdv.org and www.vawnet.org

National Indigenous Women's
Resource Center
406-465-16738
www.niwrc.com

Special Issue Resource Centers

Battered Women's Justice Project
Criminal and Civil Justice Center &
National Clearinghouse for the Defense of Battered Women
800-903-0111
www.bwjp.org

National Health Resource Center on Domestic Violence
888-792-2873
www.futureswithoutviolence.org

National Center on Domestic Violence,
Trauma & Mental Health
312-726-7020
www.nationalcenterdvtraumamh.org

Resource Center on Domestic Violence:
Child Protection and Custody
800-527-3223
www.ncjfcj.org/dept/fvd

Culturally-Specific Special Issue Resource Centers

Asian & Pacific Islander Institute on
Domestic Violence
415-568-3315
www.apiidv.org

Casa de Esperanza
651-772-1611
www.casadeesperanza.org

Institute on Domestic Violence in the
African American Community
877-643-8222
www.idvaac.org

Childrens Technical Assistance
Futures Without Violence
Targeted Technical Assistance Project
617-426-8667
www.futureswithoutviolence.org

CONCLUSION

FVPSA state administrators have a very unique role within their state and in the continuum of responses to domestic violence. They are positioned to help shape policy in their state and across the country for use of funds and most importantly, the provision of needed resources and services to survivors and their children as they seek safety in the immediate and long-term. Serving as a FVPSA state administrator requires a multitude of skills and the work can sometimes be challenging. However, ultimately it is an extremely important and rewarding position. Administrators are part of a larger community that collectively seeks to end violence against women.

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
Administration on Children, Youth and Families

GLOSSARY

Navigating the Family Violence Prevention and Services Program

A Guide for State and Territorial Administrators

Acronyms

Acronym	Definition
ABA	American Bar Association
ACF	Administration for Children and Families
ACYF	Administration on Children, Youth and Families
ADA	Americans with Disabilities Act
AG	Attorney General
APS	Adult Protective Services
ASFA	Adoption and Safe Families Act
BIP	Batterer Intervention Program
BJA	Bureau of Justice Assistance
BJS	Bureau of Justice Statistics
BWJP	Battered Women's Justice Project
CAC	Child Advocacy Center
CASA	Court Appointed Special Advocate
CCR	Coordinated Community Response
CDC	Centers for Disease Control and Prevention
CFDA	Catalog of Federal Domestic Assistance
CFR	Code of Federal Regulations
CPS	Child Protective Services
DA	District Attorney
DELTA	Domestic Violence Prevention Enhancement and Leadership Through Alliances
DFCS	Department of Family and Children's Services
DOJ	Department of Justice
DUNS	Data Universal Numbering System
DV	Domestic Violence
DVRN	Domestic Violence Resource Network
ED	Executive Director
EIN	Employer Identification Number
FFR	Federal Financial Report
FLSA	Fair Labor Standards Act
FOIA	Freedom of Information Act
FSR	Financial Status Report
FVPSA	Family Violence Prevention and Services Act
FVPSP	Family Violence Prevention and Services Program
FY	Fiscal Year
FYSB	Family and Youth Services Bureau
GAL	Guardian ad Litem

GAO	Government Accountability Office
GMS	Grants Management System
GPO	Government Printing Office
GPS	Grant Policy Statement
HIPPA	Health Insurance Portability Accountability Act of 1996
HHS	U.S. Department of Health and Human Services
ICWA	Indian Child Welfare Act
IDVAAC	Institute on Domestic Violence in the African American Community
IPV	Intimate Partner Violence
LAV	Legal Assistance to Victims (Grant Program)
LGBT	Lesbian, Gay, Bi-Sexual, and Transgender (Community)
LE	Law Enforcement
LEP	Limited English Proficiency
MOU	Memorandum of Understanding
NAESV	National Alliance to End Sexual Violence
NCADV	National Coalition Against Domestic Violence
NCJFCJ	National Council of Juvenile and Family Court Judges
NCVC	National Center for Victims of Crime
NDVH	National Domestic Violence Hotline
NIJ	National Institute of Justice
NNEDV	National Network to End Domestic Violence
NRCDV	National Resource Center on Domestic Violence
OCVA	Office for Crime Victims Advocacy
OGM	Office of Grants Management
OJP	Office of Justice Programs
OLDC	Online Data Collection
OMB	Office of Management and Budget
OOP	Order of Protection
OVC	Office of Victims of Crime
OVW	Office on Violence Against Women
PO	Protection Order
PPR	Performance Progress Report
PTSD	Post Traumatic Stress Disorder
RAINN	Rape, Abuse and Incest National Network
RFP	Request for Proposals
RPE	Rape Prevention and Education
SA	Sexual Assault
SASP	Sexual Assault Services Program
SF	Standard Form

STOP	Services – Training – Officers - Prosecutors Violence Against Women Formula Grant Program
SV	Sexual Violence
TA	Technical Assistance
TANF	Temporary Aid to Needy Families
TDM	Team Decision-Making
VAWA	Violence Against Women Act
VAWnet	National Online Resource Center on Violence Against Women
VOCA	Victims of Crime Act

Definitions

Abuse	Another term for domestic violence or intimate partner violence. Abuse can also mean child or elder abuse.
Abuser	Another term for Batterer or Perpetrator.
Advocate	A person who provides advocacy, support, options, resources, and referrals for victims/survivors. Advocates also work on a community and system-level identifying and promoting changes that will improve responses to victims/survivors and their children.
Advocacy	For purposes of FVPSA, advocacy is considered any individual or group supportive services provided to adults or children which extend beyond a brief, isolated contact, e.g., crisis intervention, safety planning, individual counseling, peer counseling, educational services. This activity is reported by states on the FVPSA performance progress report.
Allowable Cost	A permitted expenditure under the grant funds usually set by Congress or the granting agency (funder). Additionally, the cost must be reasonable for the performance of the award, in conformity with the law, and included in the grant budget.
Application	A formal request for financial support of a project, program, or activity submitted on specified forms and in accordance with grant instructions. Sometimes called a grant proposal.
Approved Budget	The financial expenditure plan, including any revisions approved by the awarding party for the grant-supported project or activity. The approved budget consists of federal grant funds and non-federal participation and will be specified on the Notice of Grant Award and on any subsequent revised or amended award notice.
Assurances	Written and signed agreement(s) that grantee will comply with federal grant requirements if awarded the grant. Assurances are often required to be included with the application.
Authorization	Legislation enacted by Congress that establishes or continues the operation of a federal program or authorizes expenditures. Such legislation is normally a prerequisite for subsequent appropriations or other kinds of budget authority to be contained in appropriation acts.
Batterer	The person who engages in acts of domestic violence against another person. A batterer is someone who uses physical, emotional, psychological, sexual, and economic abuse and other tactics in order to maintain power and control over their intimate partner.
Batterer Intervention Program (BIP)	A program designed to hold people who use violence against their partners accountable for their behavior with the goal of changing the behavior. BIPs are grounded in the understanding of the dynamics of intimate partner violence as opposed to anger management programming, and are considered an important component of an effective community response effort.
Best Practices	A standard, technique, or methodology that through research and replication, has been proven valid and reliable. A commitment to using the best practices in any field is a

commitment to using all the knowledge and technology at one's disposal to ensure success.

Block Grant	For FVPSA, typically an award made by the state to a subgrantee where the dollar amount is set/pre-established and the funds are generally paid on a quarterly, monthly or annual basis.
Budget Period	The intervals of time (usually 12 months each) into which a project period is divided for budgetary and funding purposes. Funding of individual budget periods sometimes is referred to as "incremental funding."
Carryover	Unobligated federal funds remaining at the end of any budget period that may be carried forward to another budget period to cover allowable costs of that budget period (whether as an offset or additional authorization).
Certifications	Documents that confirm certain facts or statements that are signed by an individual with the authority to attest to their truthfulness. For federal funding streams, different certifications are required most often pertaining to lobbying and workplace requirements.
Child	Anyone under the age of 18, unless legally emancipated.
Children's Activities	A type of activity that states are required to keep count of for FVPSA performance progress reports. Under FVPSA, children's activities are defined as any activity that falls outside of child advocacy, including unplanned/ unstructured contacts such as mentoring, recreational activities, childcare, etc.
Closeout	When all administrative actions have been completed, all disputes settled, and final payment has been made under the grant.
Contract	A written agreement between a recipient and a third party to acquire commercial goods or services.
Collaborate	The process in which individuals and/or organizations share resources and responsibilities jointly to plan, implement, and evaluate programs to achieve common goals. The emphasis is on fundamentally altering traditional agency relationships. Formal collaboration requires individual agencies to commit considerable amounts of resources on behalf of individual agencies. The relationship includes a commitment to mutual relationships and goals; a jointly developed structure and shared responsibility; mutual authority and accountability for success, and sharing of resources and rewards. Such relationships require comprehensive planning and well-defined communication channels operating on many levels.
Co-Occurrence	When a child is independently abused or neglected in a family where domestic violence is also occurring. The abuse or neglect may or may not be related to the domestic violence.
Cooperation	Cooperation is characterized by informal relationships that exist without any commonly defined mission, structure, or planning efforts. Information is shared as needed, and authority is retained by each organization so there is virtually no risk. Resources are separate as are rewards.

Coordinate	To bring entities into causal, complementary, parallel, or reciprocal relationship; to harmonize. Coordination is characterized by formal relationships and understanding of compatible missions. Some planning and division of roles are required, and communication channels are established. Authority still rests with individual organizations, but resources are available to participants and rewards are mutually acknowledged.
Competence	Acquisition of knowledge, skills, and experience necessary for the development and implementation of services to different groups served.
Community Education	Any presentations or training related to intimate partner violence including what resources and services are available to families experiencing domestic violence.
Confidentiality	The process of ensuring that information is accessible only to those authorized to have access. Strict confidentiality requirements have been created under VAWA and apply to programs receiving funds authorized under VAWA funds.
Consultant	An individual who provides professional advice or services for a fee, but normally not as an employee of the engaging party. The term "consultant" also includes a firm that provides paid professional advice or services.
Cooperative Agreement	Where money is awarded from the federal government, but such award is made with the understanding that there will be substantial involvement of the federal government in the implementation of the award. The recipient can expect substantial collaboration, participation, and/or intervention in the management of the grant project.
Culture	The shared values, traditions, norms, customs, arts, history, folklore, and institutions of a group of people that are unified by race, ethnicity, language, nationality, or religion.
Crisis Line/Hotline	A dedicated line where calls are received by those who have experience dealing with domestic violence. Under FVPSA, all calls received on an agency line that relate to an individual or family in need of some kind of service are to be counted and included on FVPSA grant reports.
Cultural Competency	The ability of practitioners to function effectively in the context of racial, ethnic, religious, or cultural differences by responding to the unique strengths and concerns of families.
Cultural Diversity	Differences in race, ethnicity, language, nationality, or religion among various groups within a community. A community is said to be culturally diverse if its residents include members of different groups.
Cultural Sensitivity	An awareness of the nuances of one's own and other cultures.
Dating Violence	Violence committed by a person:

Dating Violence — Violence committed by a person:

(A) Who is or has been in a social relationship of a romantic or intimate nature with the victim; and

(B) Where the existence of such a relationship shall be determined based on a consideration of the following factors:

    (i)   The length of the relationship
    (ii) The type of relationship

      (iii) The frequency of interaction between the persons involved in the relationship.

DELTA	Domestic Violence Prevention Enhancement and Leadership Through Alliances is a prevention program that seeks to reduce the incidence of intimate partner violence by addressing the entire continuum of IPV.
Deobligation	Deobligation occurs when unspent funds remain at the end of the fiscal year and the federal agency takes repossession of these funds.
Disability	A person is considered to have a disability under federal law if he/she has a physical or mental impairment which substantially limits one or more major life activities even with the help of medication or aids/devices. Some examples include AIDS, alcoholism, heart disease, and mental illness.
Discretionary	Unlike a formula grant, a discretionary grant awards funds on the basis of a competitive process. The department reviews applications, in part through a formal review process, in light of the legislative and regulatory requirements and published selection criteria established for a program. The review process gives the department discretion to determine which applications best address the program requirements and are, therefore, most worthy of funding.
Domestic Violence	Each state has its own definition for civil and criminal proceedings but generally, domestic violence is a pattern of assaultive and coercive behaviors, including physical, sexual, and psychological attacks, as well as economic coercion, that adults or adolescents use against their intimate partners where the perpetrator and victim are currently or have been previously dating, cohabiting, married, or divorced. Under FVPSA, domestic violence includes felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, by a person with whom the victim shares a child in common, by a person who is cohabiting with or has cohabited with the victim as a spouse, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction. *Immediate Family Member* means: (A) a spouse, parent, brother, sister, or child of that person, or an individual to whom that person stands *in loco parentis*; or (B) any other person living in the household of that person and related to that person by blood or marriage.

Domestic Violence
Coalition

A statewide nongovernmental nonprofit private domestic violence organization that:

(A) Has a membership that includes a majority of the primary-purpose domestic violence service providers in the State;

(B) Has a board membership that is representative of primary-purpose domestic violence service providers, and which may include representatives of the communities in which the services are being provided in the State;

(C) Has as its purpose to provide education, support, and technical assistance to such service providers to enable the providers to establish and maintain shelter and supportive services for victims of domestic violence and their dependents; and

(D) Serves as an information clearinghouse, primary point of contact, and resource center on domestic violence for the State and supports the development of policies, protocols, and procedures to enhance domestic violence intervention and prevention in the State.

DUNS | A unique nine-digit number issued to businesses by Dun & Bradstreet. A Data Universal Numbering System number is required when applying for federal grants.

DVRN | The Domestic Violence Resource Network is funded by the U.S. Department of Health and Human Services to inform and strengthen domestic violence intervention and prevention efforts at the individual, community, and societal levels. The DVRN includes two national resource centers, three special issue resource centers, five culturally-specific Institutes, the National Center on Domestic Violence, Trauma & Mental Health, the National Network to End Domestic Violence, and the National Domestic Violence Hotline.

Economic Abuse | Any action by one person that limits their partner's ability to earn, have access to, or manage the economic resources in their life.

EIN | An Employer Identification Number is also known as a Federal Tax Identification Number, and is used to identify a business entity. It is issued by the Internal Revenue Service.

Emotional Abuse | Any statements, actions, or lack of action intended to or resulting in one's partner experiencing any emotional or psychological injury. Also known as psychological abuse.

Expenditure Period | The calendar period during which grant funds can be used. FVPSA funds may be spent on and after October 1 of each fiscal year for which they are granted, and will be available for expenditure through September 30 of the following fiscal year.

Family Violence | A broader concept than domestic violence that can include child abuse and neglect, child-to-parent violence, or sibling violence. Under FVPSA legislation it is defined as: "Any act or threatened act of violence, including any forceful detention of an individual, that: (a) results or threatens to result in physical injury; and (b) is committed by a person against another individual (including an elderly person) to whom such person is or was related by blood or marriage or otherwise legally related or with whom such person is or was lawfully residing."

Fee for Service | The amount of payment agreed upon for the delivery of a service rendered.

Federal Appropriation | A formal approval to draw funds from the federal treasury for specific purposes.

Federal Budget | The president's annual proposal to Congress, usually submitted in January, for federal expenditures and revenues for the coming fiscal year (which starts October 1).

Federal Grant | An award of financial assistance from a federal agency to a recipient to carry out a public purpose of support or stimulation authorized by a law of the United States. Federal grants are not federal assistance or loans to individuals.

Federal Register | Published by the Office of the Federal Register, National Archives and Records Administration (NARA), the Federal Register is the official daily publication for rules, proposed rules, and notices of Federal agencies and organizations, as well as executive orders and other presidential documents. It is updated daily by 6 a.m. and is published Monday through Friday, except Federal holidays.

Financial Status | A standard federal form that shows the status of funds and is used to

Report	monitor the financial progress of awards. The form requires information on total outlays (federal and recipient shares) and unobligated balances of federal funds. The form used for FVPSA is the Federal Financial Report SF-425.
Fiscal Year	A fiscal year (or financial year, or sometimes budget year) is a period used for calculating annual ("yearly") financial statements in businesses and other organizations. The federal government's fiscal year begins on October 1 of the previous calendar year and ends on September 30 of the year with which it is numbered. For example, FY2010 runs from October 1, 2009 and ends September 30, 2010.
Flow-Down/ Through Provisions	The rules governing whether, and how, grant terms apply to subawards or contracts under grants.
Formula Grant	Noncompetitive grants given to eligible agencies where awards are based on a predetermined formula. May also be called a mandatory grant.
Grantee	The recipient of a grant. The organizational entity or individual to which a grant (or cooperative agreement) is awarded and which is responsible and accountable both for the use of the funds provided and for the performance of the grant-supported project or activities. The grantee is the entire legal entity even if only a particular component is designated in the award document.
Grants.gov	Grants.gov was established as a governmental resource named the E-Grants Initiative, part of the President's 2002 Fiscal Year Management Agenda to improve government services to the public.
Grantor	The entity that makes/awards a grant.
Human Trafficking	Trafficking involves forcible movement of a person from one place to another and forcible utilization of their services with the intention of inducting them into trade for commercial gains. The word 'forcible' signifies that the action is against the person's will or that consent has been obtained by making deceptive claims and false allurements.
Intimate Partners	Intimate partners include current and former spouses and dating partners (sexual activity does not need to be occurring to be considered an intimate partner). Intimate partners include same-sex and opposite-sex relationships.
Intimate Partner Violence	Intimate Partner Violence (IPV) is another term for domestic violence.
Informed Consent	Informed consent is a phrase to indicate that the consent a person gives meets certain minimum, legally required standards. The person consenting must have a clear appreciation and understanding of all the facts, implications, and future consequences of an action. Additionally, the person consenting must have adequate reasoning faculties, be provided with all the relevant facts at the time consent is given, and indicate the consent in writing.
Linguistically and Culturally-Relevant Services	Community-based services that offer full linguistic access and culturally specific services and resources, including outreach, collaboration, and support mechanisms primarily directed toward underserved communities.
Liquidate	To liquidate funds means to use the grant funds, i.e. they have been spent.

Mandated Reporter	Certain professionals are required by law to report (or cause a report to be made) whenever financial, physical, sexual or other types of abuse have been observed or are suspected, or when there is evidence of neglect, knowledge of an incident, or an imminent risk of serious harm. These professionals tend to be physicians, social workers, and other providers who have contact with children or vulnerable adults.
Mandatory Grants	Those grants that a federal agency is required by statute to award if the recipient, usually a state, submits an acceptable State Plan or application and meets the eligibility and compliance requirements of the statutory and regulatory provisions of the grant program.
Match	Contributions made by a third party to support the overall costs of a project; often a requirement of federal grants. There can be a cash match or an in-kind match; the latter refers to goods and services.
Monitoring	A process in which a grant's programmatic performance and business management performance are assessed by reviewing information gathered from various required reports, audits, site visits, and other sources. Monitoring can be accomplished through several different mechanisms, such as onsite or desk monitoring.
NCADV	The National Coalition Against Domestic Violence, whose work includes coalition building at the local, state, regional, and national levels; support for the provision of community-based, non-violent alternatives - such as safe home and shelter programs - for battered women and their children; public education and technical assistance; policy development and innovative legislation; focus on the leadership of NCADV's caucuses developed to represent the concerns of organizationally underrepresented groups; and efforts to eradicate social conditions which contribute to violence against women and children.
National Domestic Violence Hotline	The hotline was established in 1996 as a component of the Violence Against Women Act (VAWA) and receives its core funding through FVPSA. It is a nonprofit organization that provides crisis intervention, information, and referrals to victims of domestic violence, perpetrators, friends, and families. The hotline is a resource for domestic violence advocates, government officials, law enforcement agencies, and the general public.
NNEDV	The National Network to End Domestic Violence, which serves as the membership organization for the state-level domestic violence coalitions. As a social change organization, it is dedicated to creating a social, political, and economic environment in which violence against women no longer exists. It addresses public policy nationally, offers training and technical assistance to coalitions, lobbies for funding, and offers a range of programs and initiatives to address the complex causes and far-reaching consequences of domestic violence.
Obligate	To obligate funds means to have incurred an expense where the intention is to use grant funds to pay for that cost.
OMB	The United States Office of Management and Budget is the White House office responsible for devising and submitting the president's annual budget proposal to Congress.

OMB Circulars	Instructions or information issued by OMB to federal agencies. Circulars that pertain to the FVPSA program include:

OMB Circular A-87, 2 CFR 225 Cost Principles for State, Local and Indian Tribal Governments

OMB Circular A-133 Audits of States, Local Governments, and Non-Profits Organizations

OMB Circular A-122 Cost Principles for Non-Profit Organizations

OMB Circular A-110 Uniform Administrative Requirements for Grants and Agreements With Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations

OVW	Created in 1995, the Office on Violence Against Women administers financial and technical assistance to communities across the country that are developing programs, policies, and practices aimed at ending domestic violence, dating violence, sexual assault, and stalking. Currently, OVW administers two formula grant programs and 17 discretionary grant programs, which were established under VAWA and subsequent legislation.
Outcome	An outcome is a change in knowledge, attitude, skill, behavior, expectation, emotional status, or life circumstance due to the service being provided. Also known as an outcome measure.
Outcome Evaluation	An outcome evaluation involves examining change that has occurred because a specific service has been provided.
Outlays	Another term for expenditures. The charges made to the federally sponsored project or program. They may be reported on a cash or accrual basis.
OVC	The Office for Victims of Crime was established by the 1984 Victims of Crime Act (VOCA) to oversee diverse programs that benefit victims of crime. OVC provides substantial funding to state victim assistance and compensation programs– the lifeline services that help victims to heal. The agency supports trainings designed to educate criminal justice and allied professionals regarding the rights and needs of crime victims.
Peer Review	Peer review is the evaluation of creative work or performance by other people in the same field in order to maintain or enhance the quality of the work or performance in that field. Peer review utilizes the independence, and in some cases the anonymity, of the reviewers in order to discourage *cronyism* (i.e., favoritism shown to relatives and friends) and obtain an unbiased evaluation.
Perpetrator	Another word for batterer or abuser.
Personally Identifying Information	Individually identifying information for or about an individual including information likely to disclose the location of a victim of domestic violence, dating violence, sexual assault, or stalking, including:

(A) A first and last name;

(B) A home or other physical address;

(C) Contact information (including a postal, e-mail or Internet protocol address, or telephone or facsimile number);

(D) A social security number; and

(E)   Any other information, including date of birth, racial or ethnic background, or religious affiliation, that, in combination with any of subparagraphs (A) through (D), would serve to identify any individual.

Physical Abuse	Any unwanted physical contact, especially that which may cause fear, pain or injury, whether done directly or indirectly.
Post Separation Violence	Any type of behavior that would qualify as domestic violence that occurs after two people have ended their intimate partner relationship. This type of violence can take many forms, including physical or sexual assault, threats of abuse or violence, stalking, harassment, and threats related to taking custody of the children, refusing child support or threatening to harm the children.
Primary Victim	The person to whom the abuse is directed.
Privilege	Also known as a privileged communication, privilege is a legal term describing certain specific types of relationships that enjoy protection from disclosure in legal proceedings. Privilege is granted by law and belongs to the client in the relationship. It can either be absolute or qualified, each affording a different level of protection. Privileged relationships vary by state law.
Project Period	The length of time the entire grant runs. FVPSA has three-year project periods.
Performance Progress Report	The PPR is the annual report submitted by the state to assess progress. It describes the activities carried out and includes an assessment of the effectiveness of those activities in achieving the purpose of the grant.
Protection Order	A legal order that is issued by the court at the request of the victim (petitioner) against the batterer (respondent) to prevent violent or threatening acts or harassment against; contact or communication with; or physical proximity to, the victim. A protection order (in some places called a restraining order) can provide legal protection but not necessarily physical protection.
Rape	Although the legal definition of rape varies from state to state, rape is generally defined as forced or non-consensual sexual contact.
Reimbursement	Compensation paid to an entity for monies already spent. Typically there is a formal request made for reimbursement.
Related Assistance	This term is no longer used. See Supportive Services.
Release of Information	A form that is signed by a client or the client's guardian and gives permission to an entity or agency to release certain personal information or documentation about that client. There are many requirements for a valid release.
RFP	A Request for Proposals (RFP) is a process where proposals are solicited for contracts under the negotiated procurement method.
Risk Assessment	A tool used to identify how much danger a victim is in for serious harm or even death from a batterer. Risk assessments are complex and should not be considered foolproof.
Safety	Condition of being safe; freedom from danger or hazard.

Safe Homes	Residences of volunteers who offer their private homes for short-term crisis situations or other temporary housing that a program arranges.
Safety Planning	A process where victims of domestic violence explore and evaluate strategies to safeguard themselves and their children in different situations that may bring about safety concerns. The philosophy is to have decisions made in advance so if an emergency arises, there are concrete plans in place to achieve, eliminate, or manage a safety threat.
Sexual Assault	Any contact, statements, or actions that are intended to cause or result in physical, emotional, or psychological sexual injury to another person. Sexual assault takes many forms, including attacks such as rape or attempted rape, as well as any unwanted sexual contact or threats. Usually a sexual assault occurs when someone touches any part of another person's body in a sexual way, even through clothes, without that person's consent. Some types of sexual acts which fall under the category of sexual assault include forced sexual intercourse (rape), sodomy (oral or anal sexual acts), child molestation, incest, fondling, and attempted rape.
Shelter	In general, refers to safe and confidential emergency housing provided to victims and their children who are fleeing their homes due to domestic violence. Shelters are often run by domestic violence organizations that offer a continuum of services. Under FVPSA, a shelter is the provision of temporary refuge and supportive services in compliance with applicable State law (including regulation) governing the provision, on a regular basis, of shelter, safe homes, meals, and supportive services to victims of family violence, domestic violence, or dating violence, and their dependents.
Shelter Night	Any night a victim of domestic violence spends in an onsite shelter managed by the domestic violence program, program-sponsored hotel rooms, and safe houses, or other temporary housing that a program arranges.
SMARTLINK	A payment management system used by HHS for grantees to request payments.
Special Conditions	Specific conditions placed on the grantee if awarded the grant, as found in the grant solicitation or included in the grant award.
Stalking	The exact definition varies by state, but in general it is a pattern of repeated, unwanted attention, harassment, and contact which reasonably alarms, torments, or terrorizes the person being stalked.
State Government	The government of any state of the United States, the District of Columbia, the Commonwealth of Puerto Rico, any U.S. territory or possession, and, except as otherwise provided, Guam, American Samoa, the United States Virgin Islands, and the Commonwealth of the Northern Mariana Islands, or any agency or instrumentality of a State exclusive of local governments. State institutions of higher education and state hospitals are not considered state governments for purposes of the HHS general administrative requirements for grants.
State Plan	A state plan is required to receive FVPSA funds. It is a document that outlines the state's plan to address domestic violence, the resources necessary to support that plan, a description of how and for what purposes the resources are to be used, and a projection of the effects of the programs on people and the environment.

State Population	The number of people living in the state as determined by the most recent U.S. Census data available.
STOP	The Service, Training, Officers, Prosecutors grant program funds coordinated community responses supporting police officers, prosecutors, courts, and victim services. It is the largest source of VAWA funding for states to combat domestic and sexual violence.
Subgrantee	A recipient of grant funds from the grantee and not directly from the original grantor. A
Supplant	Supplanting funds are loosely defined as using federal grant money to "replace" or "take the place of" existing local funding.

Supportive Services — Services for adult and youth victims of family violence, domestic violence or dating violence , and dependents exposed to family violence , domestic violence or dating violence that are designed to:

(A) Meet the needs of victims of family violence, domestic violence, or dating violence, and their dependents, for short-term, transitional, or long-term safety; and

(B) Provide counseling, advocacy, or assistance for victims of family violence, domestic violence, or dating violence, and their dependents.

Supportive services include:

1. Prevention services such as outreach, parenting, employment training, educational services, promotion of good nutrition, diease prevention, and substance abuse prevention;

2. Counseling with respect to family violence, counseling or other supportive services provided by peers, either individually or in groups, and referral to community social services;

3. Transportation and technical assistance with respect to obtaining financial assistance under Federal and State programs, and referrals for appropriate health-care services (including alcohol and drug abuse treatment), but shall not include reimbursement for any health-care services;

4. Legal advocacy to provide victims with information and assistance through the civil and criminal courts, and legal assistance;

5. Children's counseling and support services, and child care services for children who are victims of family violence of the dependents of such victims, and children who witness domestic violence.

Survivor	Someone who has experienced any form of intimate partner violence. Some advocates assert a survivor is someone who has overcome the domestic violence, or who has escaped an abusive relationship. Other advocates say that simply the experience of domestic violence makes a person a "survivor." Another word for victim.

Underserved Populations	These are populations that experience barriers related to access to prevention and intervention resources and services. The term "underserved populations" includes populations underserved because of geographic location, underserved racial and ethnic populations, populations underserved because of special needs (such as language barriers, disabilities, alien status, or age), and any other population determined to be underserved by the U.S. Secretary of Health and Human Services.
Unduplicated Count	Number of primary victims served (adult and youth). Instructions on how to count shelter and non-shelter services are provided with the reporting forms. A client can only be counted once by a program but a separate program who also served that client can also count that client.
Vendor	An organization/company that provides goods and services in a competitive environment to many different purchasers. Such goods and services are ancillary to the operation of the federal program and not subject to compliance requirements of the federal program.
Victim	Someone who has experienced any form of intimate partner violence. Another term for survivor.
VOCA	The Victims of Crime Act is a key funding source for services that help victims of sexual assault, domestic violence, child abuse, and other offenses to cope with the trauma and aftermath of crime. This fund is not from taxpayer money but rather consists of funds and penalties collected from federal offenders.
Youth IPV Victim	Youth under the age of 18 who are victims of intimate partner violence (e.g., teen dating violence, including sexual assault).

RESOURCE LIST

Navigating the Family Violence Prevention and Services Program

A Guide for State and Territorial Administrators

National Resource Centers & Special Issue and Culturally-Specific Resource Centers (FVPSA Funded)

Asian & Pacific Islander Institute on Domestic Violence
450 Sutter Street, Suite 600
San Francisco, CA 94108
Phone: (415) 568-3315
Fax: (415) 954-9999
Email: healthinfo@apiahf.org
Website: www.apiidv.org

The Asian & Pacific Islander Institute on Domestic Violence (APIIDV) is a national resource center and clearinghouse on gender violence in Asian American, Native Hawaiian and Pacific Islander communities. It is a program of the Asian & Pacific Islander American Health Forum. APIIDV serves a national network and identifies and addresses critical issues, provides technical assistance and training, conducts research, and engages in policy advocacy.

Battered Women's Justice Project – Criminal and Civil Justice Center
1801 Nicollet Avenue South, Suite 102
Minneapolis, MN 55403
Phone: (612) 824-8768 or (800) 903-0111 ext. 1
Fax: (612) 824-8965
Website: www.bwjp.org

The Battered Women's Justice Project (BWJP) offers training, technical assistance, and consultation on the most promising practices of the criminal and civil justice systems in addressing domestic violence. Topics covered include effective intervention in the use of arrest, prosecution, sentencing, victim safeguards, and batterers' intervention programs; advocacy for victims of domestic violence by military personnel; and justice for battered women and their children in the civil legal arena through improved battered women's access to civil justice options and quality legal representation in civil court processes.

Battered Women's Justice Project – National Clearinghouse for the Defense of Battered Women
125 South 9th Street, Suite 302
Philadelphia, PA 19107
Phone: (215) 351-0010 or (800) 903-0111 ext. 3
Website: www.ncdbw.org

The National Clearinghouse for the Defense of Battered Women (National Clearinghouse) is a resource and advocacy center for battered women charged with crimes related to their battering. The National Clearinghouse works with battered women who have been arrested and are facing trial, as well as those who are serving prison sentences, and provides customized technical assistance to battered women charged with crimes and to members of their defense teams (defense attorneys, advocates, expert witnesses and others).

Institute on Domestic Violence in the African American Community
290 Peters Hall
1404 Gortner Avenue
St. Paul, MN 55108-6142
Phone: (612) 624-5357 or (877) NIDVAAC
Fax: (612) 624-9201
Email: info@idvaac.org
Website: www.idvaac.org

The Institute on Domestic Violence in the African American Community (IDVAAC) seeks to raise awareness of the impact of domestic violence in the African American community, to identify community needs and best practices needed to eliminate domestic violence, and to facilitate local and national conference and training forums on domestic violence. The IDVAAC organizes community forums, conducts research, and performs policy analysis. It also produces publications, uses other forms of media, and works collaboratively with other organizations to share knowledge and experience to develop culturally competent responses to domestic violence among African Americans.

National Center on Domestic Violence, Trauma & Mental Health
Phone: (312) 726-7020
Fax: (312) 726-7022
Email: info@nationalcenterdvtraumamh.org
Website: www.nationalcenterdvtraumamh.org

The National Center on Domestic Violence, Trauma and Mental Health is a national technical assistance project designed to cultivate a deeper understanding about the mental health and advocacy needs of survivors of domestic violence and their children and the impact of trauma on individual healing and social change. The Center is a project of the Domestic Violence and Mental Health Policy Initiative (DVMHPI).

National Domestic Violence Hotline
P.O. Box 161810
Austin, Texas 78716
Phone: (512) 794-1133 or (800) 799-7233
TTY: (800) 787-3224
Website: www.ndvh.org

The National Domestic Violence Hotline is a nonprofit organization that provides crisis intervention, information, and referral to victims of domestic violence, perpetrators, friends and families. The Hotline answers a variety of calls and is a resource for domestic violence advocates, government officials, law enforcement agencies, and the general public. Advocates receive approximately 21,000 calls each month. The Hotline operates 24 hours a day, 365 days a year, in more than 170 different languages through interpreter services, with a TTY line available for the Deaf, Deaf-Blind and Hard of Hearing.

National Health Resource Center on Domestic Violence
100 Montgomery Street
San Francisco, CA 94129
Phone: (415) 252-8900 or (888) 792-2873
TTY: (800) 595-4889
Fax: (415) 252-8991
Email: health@endabuse.org
Website: www.futureswithoutviolence.org

The National Health Resource Center on Domestic Violence is a project of Futures Without Violence and is the nation's clearinghouse for information on the health care response to domestic violence and provides free technical assistance and materials to thousands of people each year. The Health Resource Center supports health care practitioners, administrators and systems, domestic violence experts, survivors, and policy makers at all levels as they seek to improve health care's response to domestic violence.

National Latin@ Network for Healthy Families and Communities-Casa de Esperanza
1821 University Avenue West, Suite #S-155
Saint Paul, MN 555104
Phone: (651) 646-5553
Fax: (651) 646-5299
Website: www.casadeesperanza.org
Casa de Esperanza works within Latin@ communities to increase access for Latinas experiencing domestic violence. Casa provides culturally relevant linguistic trainings, and technical assistance tools that focus on expanding the domestic violence field's capacity to support Latinas around issues of Limited English Proficiency (LEP).

National Resource Center on Domestic Violence
3605 Vartan Way, Suite 101
Harrisburg, PA 17110
Phone: (800) 537-2238
TTY: (800) 553-2508
Fax: (717) 545-9456
Website: www.nrcdv.org (See also www.vawnet.org)

The National Resource Center on Domestic Violence (NRCDV) is a project of the Pennsylvania Coalition Against Domestic Violence. The NRCDV provides comprehensive and individualized technical assistance and training, as well as specialized resource materials on such topics as domestic violence intervention and prevention, community education and organizing, public policy and systems advocacy, and funding. The NRCDV also operates VAWnet (the National Online Resource Center on Violence Against Women), the Women of Color Network, Building Comprehensive Solutions to Domestic Violence, and the Domestic Violence Shelter Study.

Resource Center on Domestic Violence: Child Protection and Custody
P.O. Box 8970
Reno, NV 89507
Phone: (800) 527-3223
Fax: (775) 784-6160
Email: fvdinfo@ncjfcj.org
Website: www.ncjfcj.org

The Resource Center on Domestic Violence: Child Protection and Custody (Resource Center) is a project of the National Council of Juvenile and Family Court Judges. It provides training and technical assistance to professionals seeking to improve outcomes on child protection and child custody cases that involve domestic violence and engages in policy reform in those areas.

National Indigenous Women's Resource Center
624 Adams Street
Alburquerque, NM 87110
Phone: (505)259-3693 or (406) 465-1638
Fax: (505)255-1468
www.niwrc.com

The National Indigenous Women's Resource Center (NWRC) is a Native nonprofit organization serving American Indian and Alaska Native Tribes, Native Hawaiians, and Tribal and Native Hawaiian organizations. The NIWRC provides technical assistance/training and resource information regarding violence committed against Native women and their children.

National Domestic and Sexual Violence Organizations

Abused Deaf Women's Advocacy Services
8623 Roosevelt Way NE
Seattle, WA 98115
Phone: (206) 726-0093
TTY: (888) 236-1355
IM: ADWASHotline (outside of King County)
E-mail: adwas@adwas.org
Website: www.adwas.org

Abused Deaf Women's Advocacy Services (ADWAS) provides comprehensive services to Deaf and Deaf-Blind victims/survivors of sexual assault, domestic violence, and stalking. ADWAS honors the language and culture of Deaf and Deaf-Blind people and believes that it is very empowering for victims/survivors to see their own people in control of ADWAS.

American Bar Association Commission on Domestic Violence
740 15th Street, NW
Washington, DC 20005-1019
Phone: (202) 662-1000
Website: www.abanet.org/domviol

The ABA Commission on Domestic Violence seeks to increase access to justice for victims of domestic violence, sexual assault, and stalking, by mobilizing the legal profession. The ABA Commission on Domestic Violence provides technical assistance and training for attorneys, offers several web-based resources, and provides dozens of low-cost publications for those representing survivors of domestic violence.

California Coalition Against Sexual Assault
1215 K Street, Suite 1100
Esquire Plaza
Sacramento, CA 95814
Phone: (916) 446-2520
TTY: (916) 446-8802
Fax: (916) 446-8166
Email: info@calcasa.org
Website: www.calcasa.org/category/campus

The California Coalition Against Sexual Assault (CALCASA) provides the unifying vision and voice to all Californians speaking out against sexual violence. CALCASA's leadership at both the state and national level brings support, justice, and hope to victims/survivors of sexual assault, and to those who work to eradicate sexual violence in our communities. It also serves as a national technical assistance provider to institutes of higher education through its Campus Program.

Disability Resources, Inc.
Department IN, Four Glatter Lane
Centereach, NY 11720-1032
Phone: (631) 585-0290
E-mail   info@disabilityresources.org
Website: www.disabilityresources.org

Disability Resources, Inc. was established to promote and improve awareness, availability and accessibility of information that can help people with disabilities live, learn, love, work and play independently. The organization disseminates information about books, pamphlets, magazines, newsletters, videos, databases, government agencies, nonprofit organizations, telephone hotlines and on-line services that provide free, inexpensive or hard-to-find information to help people with disabilities live independently.

Domestic Violence & Mental Health Policy Initiative
29 East Madison, Suite 1750
Chicago, IL 60602
Phone: (312)726-7020
Fax: (312) 726-7022
Website: www.dvmhpi.org

The Domestic Violence and Mental Health Policy Initiative (DVMHPI) is an innovative Chicago-based project designed to address the unmet mental health needs of domestic violence survivors and their children. DVMHPI operates the National Training and

Technical Assistance Center on Domestic Violence, Trauma and Mental Health (NTTAC), funded by the US Department of Health and Human Services, Administration on Children, Youth and Families.

FaithTrust Institute
2400 N. 45th Street, Suite 101
Seattle, WA 98103
Phone: (206) 634-1903 ext. 10 or (877) 860-2255
Fax: (206) 634-0115
Email: infor@faithtrustinstitute.org
Website: www.faithtrustinstitute.org

The FaithTrust Institute is a national, multi-faith organization working to end sexual and domestic violence by providing communities and advocates with the tools and knowledge they need to address the religious and cultural issues related to abuse. It uses a leadership development model to provide in-person training, consultation and video, Internet and print resources. The FaithTrust Institute also provides in-depth analysis, sets the agenda, and calls forth the best from religious and secular organizations to address and prevent sexual and domestic violence.

Futures Without Violence
100 Montgomery Street
San Francisco, CA 94129
Phone: (415) 252-8900
TTY: (800) 595-4889
Fax: (415) 252-8991
Website: www.futureswithoutviolence.org

Futures Without Violence works to prevent violence within the home and in the community. Futures continues to break new ground by reaching out to new audiences (e.g., men and youth), promoting leadership within communities to ensure that violence prevention efforts become self-sustaining, and transforming the way health care providers, police, judges, employers, and others address domestic violence.

INCITE! Women of Color Against Violence
P.O. Box 226
Redmond, WA 98073
Phone: (484) 932-3166
Email: incite_national@yahoo.com
Website: www.incite-national.org

INCITE! Women of Color Against Violence is a national activist organization of radical feminists of color advancing a movement to end violence against women of color and their communities through direct action, critical dialogue and grassroots organizing.

Jewish Women International
2000 M Street, NW, Suite 720
Washington, DC 20036
Phone: (202) 857-1300 or (800) 343-2823
Fax: (202) 857-1380
Website: www.jwi.org

Jewish Women International (JWI) is the leading Jewish organization working to empower women and girls – through economic literacy; community training; healthy relationships education; and the proliferation of women's leadership. JWI programs, advocacy and philanthropic initiatives protect the fundamental rights of all girls and women to live in safe homes, thrive in healthy relationships, and realize the full potential of their personal strength.

Legal Momentum: The Women's Legal Defense and Education Fund
395 Hudson Street
New York, NY 10014
Phone: (212) 925-6635
Fax: (212) 226-1066
Email: news@legalmomentum.org
Website: www.legalmomentum.org

Legal Momentum is the nation's oldest legal defense and education fund dedicated to advancing the rights of all women and girls. Its four strategic goals include: increasing pathways into quality employment opportunities, protecting workplace rights of vulnerable populations, strengthening the safety net, and expanding rights, justice, and services for victims of violence. Legal Momentum also operates the Immigrant Women Program and the National Judicial Education Program.

Men Stopping Violence
2785 Lawrenceville Highway, Suite 112
Decatur, GA 30033
Phone: (866) 717-9317
Fax: (404) 270-9895
Website: www.menstoppingviolence.org

Men Stopping Violence (MSV) is a social change organization and national leader in the field of ending men's violence against women. Men Stopping Violence works locally, nationally, and internationally to dismantle belief systems, social structures, and institutional practices that oppress women and children and dehumanize men themselves. It offers training, education for the public, intervention with violent men, resources, and working with fathers.

Mending the Sacred Hoop Technical Assistance Project
202 East Superior Street
Duluth, MN 55802
Phone: (888) 305-1650 or (218) 623-HOOP
Fax: (218) 722-5775
Website: www.msh-ta.org

Mending the Sacred Hoop Technical Assistance Project (MSH-TA) is a Native American program that provides training and technical assistance to American Indian and Alaskan Native relations in the effort to eliminate violence in the lives of women and their children. MSH-TA works with villages, reservations, rancherias and pueblos across the United States to improve the justice system, law enforcement, and service provider response to the issues of domestic violence, sexual assault and stalking in Native communities.

National Center on Domestic and Sexual Violence
4612 Shoal Creek Boulevard
Austin**,** TX 787565
Phone: (512) 407-9020
Fax: (512) 407-9020
Website: www.ncdsv.org
The National Center on Domestic and Sexual Violence (NCDSV) designs, provides, and customizes training and consultation; influences policy; provides law enforcement training; promotes collaboration; and enhances diversity with the goal of ending domestic and sexual violence. The NCDSV's major focus area for advocacy is the military's response to domestic and sexual violence.

National Center on Full Faith and Credit
1901 North Fort Myer Drive, Suite 1011
Arlington, VA 22209
Phone: (800) 903-0111
Fax: (703) 312-7966
Email: ncffc@bwjp.org
Website: www.bwjp.org/ncffc_home.aspx

The National Center on Full Faith and Credit (NCFFC) is a project of the Battered Women's Justice Project. NCFFC's seeks to facilitate implementation of the Full Faith and Credit clause of the Violence Against Women Act in all states, tribes, and territories through public awareness of the statute's requirements and through problem-solving technical assistance and support to individuals and jurisdictions.

National Clearinghouse on Abuse in Later Life
307 South Paterson Street, Suite 1
Madison, WI 53703
Phone: (608) 255-0539
Fax: (608) 255-3560
Website: www.ncall.us

The National Clearinghouse on Abuse in Later Life (NCALL) is a nationally recognized leader on program development, policy and technical assistance, and training that addresses abuse in later life. NCALL reviews materials and participates on state and national advisory committees and trains professionals from domestic violence and sexual assault programs, the aging network, adult protective services, criminal justice, health care, faith based and other areas.

National Network to End Domestic Violence
1400 16th Street NW, Suite 330
Washington, DC 20036
Phone: (202) 543-5566
Fax: (202) 543-5626
Website: www.nnedv.org

The National Network to End Domestic Violence (NNEDV) is a social change organization that is dedicated to creating a social, political, and economic environment in which violence against women no longer exists. NNEDV currently serves as the primary provider of technical assistance to state domestic violence coalitions. It has several national projects including training and technical assistance to state coalitions, on Violence Against Women Act (VAWA) implementation, safe use of technology, and transitional housing.

National Sexual Assault Resource Sharing Project
Check website for regionally-specific contact information
Website: www.resourcesharingproject.org

The National Sexual Assault Resource Sharing Project (RSP) was created to help state sexual assault coalitions across the country access the resources they need in order to develop and thrive. The project is designed to provide technical assistance, support, and to facilitate peer-driven resources for all statewide sexual assault coalitions and also provides specific assistance on the Sexual Assault Services Program (SASP).

National Sexual Violence Resource Center
123 North Enola Drive
Enola, PA 17025
Phone: (800) 739-3895
TTY: (717) 909-0715
Fax: (717) 909-0714
Email: resources@nsvrc.org
Website: www.nsvrc.org

The National Sexual Violence Resource Center (NSVRC) provides leadership, consultation and technical assistance by generating and facilitating the development and flow of information on sexual violence intervention and prevention strategies. NSVRC works to address the causes and impact of sexual violence through collaboration, prevention efforts and the distribution of resources.

Praxis International
206 West 4th Street, Suite 207
Duluth, MN 55806
Phone: (218) 525-0487
Fax: (218) 525-0445
Email: info@praxisinternational.org
Website: www.praxisinternational.org

Praxis International, Inc. is a nonprofit research and training organization that works toward the elimination of violence in the lives of women and children. It works with local, statewide, and national reform initiatives to bridge the gap between what people need and what institutions provide.

Rape, Abuse & Incest National Network
2000 L Street, NW, Suite 406
Washington, DC 20036
Phone: (202) 544-3064
Fax: (202) 544-3556
Email: info@rainn.org
Website: www.rainn.org

The Rape, Abuse & Incest National Network (RAINN) is the nation's largest anti-sexual assault organization. RAINN operates the National Sexual Assault Hotline (1-800-656-HOPE) and leads national efforts to prevent sexual assault, improve services to victims, and ensure accountability through prevention and education, public policy, and victim services.

Sisters of Color Ending Sexual Assault
P.O. Box 625
Canton, CT 06019
Phone: (860) 693-2031
Email: sistersl@sisterslead.org
Website: www.sisterslead.org

The National Organization of Sisters of Color Ending Sexual Assault (SCESA) is a Women of Color-led nonprofit dedicated to working with communities to create a just society in which Women of Color are able to live healthy lives free of violence.SCESA was born out of a desire for Women of Color in the anti-sexual assault movement across the country to reclaim leadership and ensure inclusion of experiences in ending sexual assault.

Stalking Resource Center
2000 M Street, NW, Suite 480
Washington, DC 20036
Phone: (202) 467-8700
Email: src@ncvc.org
Website: www.ncvc.org/src/Main.aspx

The Stalking Resource Center is a program of the National Center for Victims of Crime. Launched in July 2000, with initial funding from the Office on Violence Against Women of the U.S. Department of Justice, its dual mission is to raise national awareness of stalking and to encourage the development and implementation of multidisciplinary responses to stalking in local communities across the country.

Women of Color Network
6400 Flank Drive, Suite 1300
Harrisburg, PA 17112
Phone: (800) 537-2238
TTY: (800) 553-2508
Fax: (717) 545-9456
Email: wocn@pcadv.org
Website: www.womenofcolornetwork.org

The Women of Color Network is a national grassroots initiative responding to violence against women and families in communities of color. Designed by and for women of color, WOCN is committed to promoting women of color leadership, facilitating critical dialogues, and mobilizing for social justice issues. As a national advocacy initiative, our programming and issue areas are identified directly by the Network's Women of Color constituency.

Additional Organizations

Child Welfare Information Gateway
Phone: (800) 394-3366
Email: info@childwelfare.gov
Website: www.childwelfare.gov

The Child Welfare Information Gateway is a service of the Children's Bureau, Administration for Children and Families, U.S. Department of Health and Human Services, and provides access to print and electronic publications, websites, and online databases covering a wide range of topics from prevention to permanency, including child welfare, child abuse and neglect, adoption, search and reunion, and much more.

Council of State Governments
P.O. Box 11910
Lexington, KY 40578-1910
Phone: (859) 244-8181
Fax: (859) 244-8001
Website: www.csg.org

The Council of State Governments (CSG) is the nation's only organization serving all three branches of state government. The CSG offers a region-based forum that fosters the exchange of insights and ideas to help state officials shape public policy and to network, develop leaders, collaborate and create problem-solving partnerships.

National Association of State Chief Administrators
c/o Council of State Governments
P.O. Box 11910
Lexington, KY 40578-1910
Phone: (859) 244-8181
Fax: (859) 244-8001
Website: www.nasca.org

The National Association of State Chief Administrators (NASCA) is a membership organization that brings together chief officials from administration and general services to discuss common concerns and to exchange information and ideas. Through interstate communication and highlighting innovative programs, NASCA helps members implement public policy and improve government efficiency and effectiveness. NASCA is an affiliated organization of the Council of State Governments.

National Center for Cultural Competence
3300 Whitehaven Street, NW, Suite 3300
Washington, DC 20007
Phone: (800) 788-2066, (202) 687-5387
TTY: (202) 687-5503
Fax: (202) 687-8899
Email: cultural@georgetown.edu
Website: http://gucchd.georgetown.edu/nccc

The National Center for Cultural Competence (NCCC) is housed within Georgetown University's Center for Child & Human Development and provides national leadership and contributes to the body of knowledge on cultural and linguistic competency within systems and organizations. Among its many services, the NCCC provides training, technical assistance, and consultation; creates tools and resources to support health and mental health care providers and systems; and supports leaders to promote and sustain cultural and linguistic competency.

The Northwest Network of Bi, Trans, Lesbian and Gay Survivors of Abuse
P.O. Box 18436
Seattle, WA 98118
Phone: (206) 568-7777
TTY: (206) 517-9670
Email: info@nwnetwork.org *(This e-mail address is being protected from spambots. You need JavaScript enabled to view it)*
Website: www.nwnetwork.org

The Northwest Network increases communities' ability to support the self-determination and safety of bisexual, transgendered, lesbian, and gay survivors of abuse through education, organizing and advocacy. The organization works within a broad liberation movement dedicated to social and economic justice, equality and respect for all people and the creation of loving, inclusive and accountable communities.

United Nations: The Division for the Advancement of Women
2 United Nations Plaza, DC2-12th Floor
New York, NY 10017
Email: daw@un.org
Website: www.un.org/daw

Grounded in the vision of equality of the United Nations Charter, the Division for the Advancement of Women (DAW) advocates the improvement of the status of women of the world, and the achievement of their equality with men –as equal actors, partners, and beneficiaries of sustainable development, human rights, peace and security. Together with governments, other entities of the United Nations system, and civil society, including non-governmental organizations, DAW actively works to advance the global agenda on women's rights, gender equality and the empowerment of women, and ensure that women's voices are heard in international policy arenas.

Online Resource Databases

National Violence Against Women Prevention Research Center
Phone: (843) 792-2945
Fax: (843) 792-3388
Website: www.musc.edu/vawprevention

The National Violence Against Women Prevention Research Center (NVAWPRC) offers a website sponsored by the Centers for Disease Control and Prevention. The NVAWPRC provides information useful to scientists, practitioners, advocates, grassroots organizations, and other professionals or lay persons interested in current topics related to violence against women and its prevention. NVAWPRC addresses program evaluation, measuring impact of prevention programs, practice guidelines, and state policy.

Toolkit to End Violence Against Women
Website: http://toolkit.ncjrs.org/

The Toolkit to End Violence Against Women (Toolkit) website provides guidance to communities, policy leaders, and individuals engaged in activities to end violence against women. The Toolkit was developed by the National Advisory Council on Violence Against Women and the recommendations contained therein were reviewed by numerous experts in the fields of sexual assault, domestic violence, and stalking. The chapters focus on particular audiences or environments and include recommendations for strengthening prevention efforts and improving services and advocacy for victims.

MINCAVA Electronic Clearinghouse
Minnesota Center Against Violence & Abuse
University of Minnesota
105 Peters Hall
1404 Gortner Avenue
St. Paul, MN 55108-6142
Phone: (612) 624-0721
Fax: (612) 625-4288
Website: www.mincava.umn.edu

The MINCAVA electronic clearinghouse provides an extensive pool of up-to-date educational resources about all forms of violence and includes higher education curriculum, published research, funding sources, upcoming training events, individuals or organizations that serve as resources, and searchable databases with over 1000 training manuals, videos and other education resources.

Violence Against Women Online Resources
Website: www.vaw.umn.edu

The Violence Against Women Online Resources (VAWOR) provides materials on domestic violence, sexual assault, and stalking for criminal justice professionals, sexual assault and domestic violence victim advocates, and other multi-disciplinary professionals and community partners who respond to these crimes.

VAWnet, The National Online Resource Center on Violence Against Women
Website: www.vawnet.org

The VAWnet's stated goal is to support local, state and national violence against women prevention and intervention strategies that are safe, effective, and address the self-identified issues of consequence to victims and survivors. VAWnet provides domestic violence resources, sexual violence resources, research, and grants and funding. VAWnet's resources include materials such as training curricula, federal and state funding information, program development information and service delivery models, approaches to public policy advocacy (including collaboration), and applied research.

Cited Materials & Additional Resources

Federal Grant Management, Funding, and FVPSA-Specific Information

ACF Funding Opportunities
Website: www.acf.hhs.gov.grants

Lists funding opportunities and has downloadable forms pertaining to applications, certifications, assurances, disclosures, surveys and reporting and other announcements

Americans with Disabilities Act
Website: www.ada.gov

The U.S. Department of Justice has created a website dedicated to information about the Americans with Disabilities Act (ADA), including an ADA Best Practices Tool Kit for State and Local Governments designed to assist state and local officials to improve compliance with Title II of the Americans with Disabilities Act (ADA) in their programs, services, activities, and facilities.

Catalog of Federal Domestic Assistance
Website: www.cfda.gov

The online Catalog of Federal Domestic Assistance (CFDA) provides access to a database of all federal programs available to state and local governments (including the District of Columbia); federally-recognized Indian tribal governments; territories (and possessions) of the United States; domestic public, quasi-public, and private profit and non-profit organizations and institutions; specialized groups; and individuals.

Fair Housing Act, U.S. Department of Housing and Urban Development
Website: www.hud.gov

Overview of Fair Housing Laws and Presidential Executive Orders.

Family Violence Prevention and Services Program, *Program Summary*, available at
www.acf.hhs.gov

Federal Register
Website: www.gpoaccess.gov/fr/

Published by the Office of the Federal Register, National Archives and Records Administration (NARA), the Federal Register is the official daily publication for rules, proposed rules, and notices of Federal agencies and organizations, as well as executive orders and other presidential documents. It is updated daily by 6 a.m. and is published Monday through Friday, except Federal holidays. *GPO Access* contains Federal Register volumes from 59 (1994) to the present.

Grants.gov
Website: www.grants.gov

Grants.gov provides the public with the ability to search for federal government-wide grant opportunities and offers User Guides with instructions on the registering for, finding, and applying for grants.

Documenting Our Work-FVPSA Outcome Project

Lyon, Eleanor & Sullivan, Cris M., *Outcome Evaluation Strategies for Domestic Violence Service Programs Receiving FVPSA Funding: A Practical Guide*, National Resource Center on Domestic Violence (Nov. 2007), available at http://pubs.pcadv.net/FVPSA_Outcome

National Association of Victims of Crime Administrators
Website: www.navaa.org

Office of Management and Budget – Grants Management
Website: www.whitehouse.gov/omb/grants_default/

The Office of Management and Budget (OMB) Grants Management website offers key information for managing federal grant awards, including policy statements, circulars, forms, and links to additional resources. The OMB Circulars offer guidance for States, local governments, and Indian Tribes on such areas as cost principles, administrative requirements, and audit requirements.

Office for Victims of Crime
Website: www.ojp.usdoj.gov/ovc

Established in 1988 through an amendment to the Victims of Crime Act (VOCA) of 1984, OVC is charged by Congress with administering the Crime Victims Fund (the Fund). Through OVC, the Fund supports a broad array of programs and services that focus on helping victims in the immediate aftermath of crime and continuing to support them as they rebuild their lives. Millions of dollars are invested annually in victim compensation and assistance in every U.S. state and territory, as well as for training, technical assistance, and other capacity-building programs designed to enhance service providers' ability to support victims of crime in communities across the Nation.

Office on Violence Against Women
Website: www.ovw.usdoj.gov/overview.htm

The Office on Violence Against Women (OVW), a component of the U.S. Department of Justice, provides national leadership in developing the nation's capacity to reduce violence against women through the implementation of the Violence Against Women Act (VAWA). Created in 1995, OVW administers financial and technical assistance to communities across the country that are developing programs, policies, and practices aimed at ending domestic violence, dating violence, sexual assault, and stalking.

Reporting Timeframes, Family Violence Prevention
Website: www.acf.hhs.gov
www.acf.hhs.gov/programs/fysb/content/forms/reportforms/fv/FVPSA_State_Grant_Report_Definitions_Final.pdf (SF-PPR Definitions)

The Family and Youth Services Bureau provides Administration for Children & Families (ACF) grantees with copies of reporting forms, definitions, and timeframes for submitting grant reports. The website also includes information about progress reports

required for Formula Grantees. The forms and definitions are provided in PDF format.

U.S. Department of Health and Human Services, *HHS Grants Policy Statement*, Office of the Assistant Secretary for Resources and Technology, Office of Grants (January 1, 2007) available at www.hhs.gov/grantsnet/adminis/gpd/

The Department of Health and Human Services Grant Policy Statement (HHS GPS) makes available to HHS grantees, in a single document, up-to-date policy guidance to serve as the administrative terms and conditions of HHS discretionary grant awards. This document is also designed to be useful to those interested in HHS grant programs by providing information about HHS and its discretionary grant process

U.S. Department of Health and Human Services, Office for Civil Rights
http://www.hhs.gov/ocr/civilrights/index.html

U.S. Government Accountability Office

U.S. Government Accounting Office, *Services Provided to Victims of Domestic Violence, Sexual Assault, Dating Violence, and Stalking*, GAO-07-846R (July 19, 2007), available at http://www.gao.gov/products/GAO-07-846R

Cited Materials, Additional Reading & Other Resources

Accessibility

Accessing Safety Initiative at: www.accessingsafety.org Provides comprehensive technical assistance and training to grant recipients of the Office on Violence Against Women's *Education and Technical Assistance Grants to End Violence Against Women with Disabilities Program* and limited assistance and support to organizations and communities that are not funded through this grant program, but are committed to improving their services for victims with disabilities and Deaf victims.

Hoog, Cathy, *Increasing Agency Accessibility for People with Disabilities: Domestic Violence Agency Self-Assessment Guide,* Washington State Coalition Against Domestic Violence (Rev. 2004), available at http://www..vawnet.org

Orloff, Leslye E. & Little, Rachel, *Somewhere to Turn: Making Domestic Violence Services Accessible to Battered women – A 'How To' Manual for Battered women's Advocates and Service Providers* AYUDA, Inc. (May 1999), available at www.vawnet.org

Advocacy

California Coalition Against Sexual Assault, *Media Advocacy Guide* (2009), available at http://calcasa.org/media-advocacy-guide/

The Center for Lobbying in the Public Interest and W.K. Kellogg Foundation, *Effective Advocacy at all Levels of Government* (May 2008), at http://ww2.wkkf.org/advocacyhandbook/index.html

National Network to End Domestic Violence, *Campaign for Funding to End Domestic and Sexual Violence: FY 2012 Appropriations Briefing Book* available at www.nnedv.org/

VAWnet, *Approaches to Public Policy Advocacy* http://vawnet.org
This webpage includes resources that are designed to assist advocates, organizations, and other professionals to advocate effectively for the rights and needs of victims and survivors of sexual violence.

Children: Co-Occurrence of Domestic Violence and Effects of Domestic Violence

Bancroft, Lundy & Silverman, Jay. (2002). *The Batterer as Parent: Addressing the Impact of Domestic Violence on Family Dynamics.* CA: Sage Publications.

Edleson, Jeffrey, *Emerging Responses to Children Exposed to Domestic Violence*. Harrisburg, PA: VAWnet, a project of the National Resource Center on Domestic Violence/Pennsylvania Coalition Against Domestic Violence. Retrieved (October 2006), available at www.vawnet.org

The "Greenbook" Federal Initiative
www.thegreenbook.info

Provides resources and information regarding the six federally funded communities implementing the National Council of Juvenile and Family Court Judges guidelines, *Effective Intervention in Domestic Violence & Child Maltreatment Cases: Guidelines for Policy and*

Practice.

Groves, Betsy McAlister & Fox, Kenneth, *Helping Young Children Affected by Domestic Violence: The Role of Pediatric Health Settings, Early Childhood, Domestic Violence, and Poverty: Helping Young Children and Their Families - Paper #1*, School of Social Work, University of Iowa (Susan Schechter, ed. January 2004) available at www.nccev.org/pdfs/series_all.pdf

Jaffe, Peter & Crooks, Claire, *Understanding Women's Experiences Parenting in the Context of Domestic Violence: Implications for Community and Court-Related Service Providers*, commissioned by Violence Against Women Online Resources (February 2005) available at www.vaw.umn.edu/documents/commissioned/parentingindv/parentingindv.html

Jaffe, Peter G., *et al., Parenting Arrangements After Domestic Violence: Safety as a Priority in Judging Children's Best Interest*, JOURNAL OF THE CENTER FOR FAMILIES, Children & the Courts, Vol. 6:81 (2005).

The Link Research Project: Understanding the Link Between Child Maltreatment and Woman Battering www.mincava.umn.edu/link

Provides up-to-date information on current research, practice, and promising intervention models with families experiencing domestic violence and child abuse and neglect.

Litton, Lauren, J., *Helping St. Louis County Families: A Guide for Court Professionals on the Co-Occurrence of Domestic Violence and Child Abuse/Neglect,* St. Louis County Greenbook Initiative (2007), available at www.thegreenbook.info/documents/SLC_Court_Guide.pdf

Collaboration

Amherst H. Wilder Foundation, Wilder Collaboration Factors Inventory (on-line tool used to assess collaboration efforts based on 20 research-based questions), at http://wilderresearch.org/tools/cfi/index.php

Field, Julie, *Template Memorandum of Understanding: Partnership Agreement for Community Collaboration* (Nov. 2008), available at http://nten.org/uploads/09ntc/presentations/9NNEDVTCIP_MOUPartnershipAgreement_Template_Nov08.doc

Mattessich, Paul & Monsey, Barbara. (1992). *Collaboration-What Makes it Work, 2nd Edition: A Review of Research Literature on Factors Influencing Successful Collaboration.* St. Paul: Amherst H. Wilder Foundation.

National Network for Collaboration, *Collaboration Framework - Addressing Community Capacity* (1996) available at http://crs.uvm.edu/nnco/collab/framework.html

National Resource Center on Domestic Violence, *Thinking, Meeting Facilitation* (Feb. 2000), available at www.vawnet.org

Piercy, Day, *Building Comprehensive Solutions to Domestic Violence: Skills for Successful Collaborations,* A *Skills Building Curriculum in Negotiation, Collaborative Mindset, Strategic,* available at www..vawnet.org/category/index_pages.php?category_id=112

Ray, Karen & Winer, Michael. (1994). *The Collaboration Handbook* and *Nimble Collaboration: Fine-Tuning Your Collaboration for Lasting Success.* Fieldstone Alliance.

Russell, Jan, *Communication Skills for Successful Collaboration* (2008), available at http://ncdsv.org/images/CommunicationSkillsforSuccessfullCollaborations_JanRussell....pdf

Schechter, Susan, *New Challenges for the Battered Women's Movement: Building Collaborations and Improving Public Policy for Poor Women*, (Jan. 1999), available at www.vawnet.org

W.K. Kellogg Foundation, *Community Partnership Tool Kit* (on-line tool for building and maintaining partnerships to strengthen communities), available at http://ww2.wkkf.org/Pubs/CustomPubs/CPtoolkit/CPToolkit/default.htm

Confidentiality

Davies, Jill, *Confidentiality & Information Sharing Issues for Domestic Violence Advocates Working with Child Protection and Juvenile Court Systems* (2003), available at
http://endabuse.org/userfiles/file/Children_and_Families/InfoSharing.pdf

Field, Julie, *Survivor Confidentiality and Privacy: Releases and Waivers At-A-Glance*, SafetyNet Project, NNEDV (2008), available at www.nnedv.org

Field, Julie, Survivor Confidentiality and Privacy: Releases and Waivers FAQs, SafetyNet Project, NNEDV, available at
www.nnedv.org

Litton, Lauren, J., *Assisting Battered Women Involved in the Child Protection System, A Framework for San Francisco Domestic Violence Advocates in Co-Occurrence Cases*, San Francisco Greenbook Project (July 2007), available at
www.thegreenbook.info/documents/Assisting_Battered.pdf

National Network to End Domestic Violence, *Safety Net*, *Technology Safety Project*
Many documents on client confidentiality, releases of information, and VAWA provisions
http://nnedv.org/resources/safetynetdocs.html
Some specific ones:
Data Security Checklist to Increase Victim Safety & Privacy,
http://nnedv.org/docs/SafetyNet/NNEDV_DataSecurity.pdf
VAWA Confidentiality
www.nnedv.org/policy/issues/VAWAconfidentiality

Washington State Coalition Against Domestic Violence, *Model Protocol on Confidentiality When Working with Battered Women* (Rev. June 2007), available at
www.wscadv.org/resourcesPublications.cfm?aId=E3FD5E18-C298-58F6-083E5D4A98D5502F

Cultural Competency

Alliance for Nonprofit Management, *Cultural Competency Initiative*, available at
http://www.allianceonline.org/content/index.php?pid=55

Bartlett, Catalina Vallejos, *Beyond Numbers and Compliance: Valuing of Cultural Diversity in National Nonprofit Capacity-Building Organizations*, ENHANCE 1:1, Alliance for Nonprofit
http://209.190.249.70/assets/library/10_beyondnumbers.pdf

Cross, Terry*, et al., Towards a Culturally Competent System of Care,* CASSP Technical Assistance Center, Georgetown University Development Center (1989), available at
http://www.eric.ed.gov/PDFS/ED330171.pdf

Management, (Dec. 2003), available at
www.allianceonline.org/assets/library/10_beyondnumbers.pdf

National Center for Cultural Competence, Georgetown University, Center for Child and Human Development
http://nccc.georgetown.edu/

VAWNet, *Working with Specific Populations*
www.new.vawnet.org

In an effort to respond to the diverse experiences of victims and survivors of domestic violence, services must be individualized to meet the unique needs of each population and/or community. The resources listed here present a starting point for considering the various issues that impact on the lives of victims and survivors in specific populations.

Warrier, Sujata, *Culture Handbook*, Family Violence Prevention Fund (2005) available at
www.vaw.umn.edu/documents/culturehandbook/culturehandbook.pdf

Domestic Violence

Bureau of Justice Statistics, *Crime Data Brief*, Intimate Partner Violence, 1993-2001 (Feb. 2003).

Campbell, Jacquelyn, C., *et al., Assessing Risk Factors for Intimate Partner Homicide*, Issue Number 250 (Nov. 2003), available at
www.ncjrs.gov/pdffiles1/jr000250e.pdf

Catalano, Shannan. *Intimate Partner Violence in the United States*, Bureau of Justice Statistics (2007), recent statistics available at

http://bjs.ojp.usdoj.gov/index.cfm?ty=tp&tid=315

Centers for Disease Control and Prevention, Injury Prevention & Control: Violence Prevention, available at www.cdc.gov/ViolencePrevention/intimatepartnerviolence/index.html
Many fact sheets about intimate partner violence, teen dating violence and prevention. See:
    National Intimate and Sexual Violence Survey www.cdc.gov/violenceprevention/nisvs
    Centers for Disease Control and Prevention, *Adverse Health Conditions and Health Risk Behaviors Associated with Intimate Partner Violence*, Morbidity and Mortality Weekly Report (Feb. 2008), available at www.cdc.gov/mmwr/preview/mmwrhtml/mm5705a1.htm

Davies, Jill, *Advocacy Beyond Leaving: Helping Battered Women in Contact With Current or Former Partners, A Guide for Domestic Violence Advocates*, Family Violence Prevention Fund (2009). http://www.vaw.umn.edu/documents/advocacybeyondleaving/advocacybeyondleaving.html

Davis, Antoinette, *Interpersonal and Physical Dating Violence Among Teens*, The National Council on Crime and Delinquency Focus (2008), available at www.nccd-crc.org/nccd/pubs/2008_focus_teen_dating_violence.pdf

Domestic Violence State Coalitions, List of available at www.nnedv.org

Family Violence Prevention Fund, The Facts on Domestic, Dating and Sexual Violence (2009), available at:
http://endabuse.org/userfiles/file/Children_and_Families/DomesticViolence.pdf

Ganley, Anne L., *Understanding Domestic Violence: Preparatory Reading for Participants* in Anne . Ganley & Susan Schechter, DOMESTIC VIOLENCE: A NATIONAL CURRICULUM FOR FAMILY PRESERVATION PRACTITIONERS 32 (Janet Carter Ed., 1995).

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Performance Progress Report

Performance Progress Report (PPR)
Family Violence Prevention and Services Act (FVPSA Program) / Family and Youth Services Bureau (FYSB) /
Administration on Children, Youth and Families (ACYF) / Administration for Children and Families (ACF) /
U.S. Department of Health and Human Services (HHS)
State/Territory Grant Report Cover Page

1. Federal Agency and Organization Element to Which Report is Submitted FVPSP/FYSB/ACYF/ACF/HHS	2. Federal Grant or Other Identifying Number Assigned by Federal Agency	3a. DUNS Number
		3b. EIN
4. Recipient Organization (Name and Complete Address Including Zip Code)		5. Recipient Identifying Number or Account Number

6. Project Reporting Period Start Date: *(Month, Day, Year)* 10/1/2011	End Date: *(Month, Day, Year)* 9/30/2012	7. Reporting Period End Date *(Month, Day, Year)* 9/30/2012	8. Final Report? ■ Yes ☐ No
			9. Report Frequency ■ *annual* ☐ *semi-annual* ☐ *quarterly* ☐ *other*

10. Performance Narrative

Attach a separate document with the labeled responses to each of the elements in Section H.

11. Other Attachments

Attach a listing of the below information related to the subgrantees and contracts awarded under this grant.

- *Name of subgrantee*
- *Address*
- *Contact phone number*
- *Amount of award*

12. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

12a. Typed or Printed Name and Title of Authorized Certifying Official	12c. Telephone *(area code, number and extension)*
	12d. Email Address
12b. Signature of Authorized Certifying Official	12e. Date Report Submitted *(Month, Day, Year)*
	13. Agency Use Only

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OMB Approval Number: 0970-0280
Expiration Date: 11/30/2014

Performance Progress Report (PPR)
State/Territory Grant Report (continued)

1. Federal Agency and Organization Element to Which Report is Submitted FVPSP/FYSB/ACYF/ACF/HHS	2. Federal Grant or Other Identifying Number Assigned by Federal Agency 0	3a. DUNS Number 0
		3b. EIN 0

Section SP - State Portion
Information on FVPSA grants/funds awarded should include any funds awarded by the state during the federal fiscal year reporting period. For example, during the past federal fiscal year (Oct- Sep), the State made awards to subgrantees in July. The State should report on the grants and funds awarded in July and any other funds awarded during the federal fiscal year reporting period. The State's aggregate report of services provided by FVPSA subgrantees should include all services/grant activities that occurred throughout the federal fiscal year reporting period (Oct – Sep).

Label	Additional Information on Grantee or Grant Project	Response
SP-01	Total funds awarded to subgrantees by the State	
SP-02	Total number of subgrants awarded	
SP-03	Total amount of state administrative costs	
SP-04	Total number of subgrants to programs with shelters	
SP-05	Total number of subgrants to programs without a shelter facility	
SP-06	Total number of subgrants to culturally and linguistically specific services programs	

Comments on responses to above section (optional)

2

Performance Progress Report (PPR)
Family Violence Prevention Services Program Performance Report
Subgrantee Information

1. Federal Agency and Organization Element to Which Report is Submitted FVPSP/FYSB/ACYF/ACF/HHS	2. Federal Grant or Other Identifying Number Assigned by Federal Agency 0	3a. DUNS Number 0
		3b. EIN 0

(This line is for subgrantee use only)	Subgrantee organization name	Subgrantee location

Subgrantee Information: This information in sections A-I should be collected by each subgrantee and compiled by the state into this one section. This report is a compilation of **all domestic violence services** *regardless of* funding source, not just FVPSA funds, used to provide the below services to victims. For the narrative responses (section H), the State should chose what information to include from the subgrantees and may include information about FVPSA funds retained by the State.

Section A – General Program Information

Label	Information Requested	Response	Explanation (optional)
A-01	Total domestic violence program budget		
A-02	FVPSA grant amount		
A-03	Number of shelter facilities		
A-04	Number of non-shelter service sites		
A-05	Number of volunteers		
A-06	Number of volunteer hours		

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OMB Approval Number: 0970-0280
Expiration Date: 11/30/2014

Performance Progress Report (PPR)
Subgrantee Information (continued)

1. Federal Agency and Organization Element to Which Report is Submitted	2. Federal Grant or Other Identifying Number Assigned by Federal Agency	3a. DUNS Number 0
FVPSP/FYSB/ACYF/ACF/HHS	0	3b. EIN 0

Section B—People Served (Unduplicated)
Include all victims served. Do not include clients served only in Batterers Intervention Services; count them in Section F.

	Shelter (including safe homes)	**Women**	**Men**	**Not Specified**	**Children**	**Youth IPV Victim**		
B-01	Unduplicated Count of Clients Served							
	Non-Shelter (supportive services only)	**Women**	**Men**	**Not Specified**	**Children**	**Youth IPV Victim**		
B-02	Unduplicated Count of Clients Served							
	Race/Ethnicity	**Black or African American**	**American Indian/ Alaska Native**	**Asian**	**Hispanic or Latino**	**Native Hawaiian/ Other Pacific Islander**	**White**	**Unknown/ Other**
B-03	Clients							
	Age	*0-17*	*18-24*	*25-59*	*60+*	**Unknown**		
B-04	Clients							

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OMB Approval Number: 0970-0280
Expiration Date: 11/30/2014

Performance Progress Report (PPR)
Subgrantee Information (continued)

1. Federal Agency and Organization Element to Which Report is Submitted	2. Federal Grant or Other Identifying Number Assigned by Federal Agency	3a. DUNS Number
FVPSP/FYSB/ACYF/ACF/HHS	0	0
		3b. EIN 0

Section C—Shelter Services
Indicate the number of shelter nights for each person that arrives and is provided a bed, including on-site shelter, safe home or hotel room. Count the # of people housed times the number of nights.

C-01	Shelter Nights	
C-02	Unmet Requests for Shelter	

Section D—Supportive Services for Adults
Indicate the number of service contacts provided regardless of length.

	Crisis/Hotline Calls	**Total Calls**
D-01	Crisis/Hotline Calls	
	Supportive Counseling & Advocacy	**Number of Service Contacts**
D-02	Individual Supportive Counseling & Advocacy	
D-03	Group Supportive Counseling & Advocacy	

Section E—Supportive Services for Children
Indicate the number of service contacts provided regardless of length.

	Supportive Counseling & Advocacy	**Number of Service Contacts**
E-01	Individual	
E-02	Group	
	Activities for Children & Youth	**Number of Service Contacts**
E-03	Individual Activities	
E-04	Group Activities	

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OMB Approval Number: 0970-0280
Expiration Date: 11/30/2014

Performance Progress Report (PPR)
Subgrantee Information (continued)

1. Federal Agency and Organization Element to Which Report is Submitted	2. Federal Grant or Other Identifying Number Assigned by Federal Agency	3a. DUNS Number 0
FVPSP/FYSB/ACYF/ACF/HHS	0	3b. EIN 0

Section F—Batterer Intervention Services
Report only if these services are funded by FVPSA.

	Gender	Male	Female	Not Specified		
F-01	Unduplicated Count of Clients Receiving Batterer Intervention Services					
	Age	0-17	18-24	25-59	60+	Unknown
F-02	Batterer Intervention Clients					
	Intervention/ Counseling Services	Number of Service Contacts				
F-03	Individual Counseling					
F-04	Group Counseling					

Section G—Community Education and Public Awareness
Indicate the total number of training and community education presentations and the total number of individuals attending.

	Community Education	Number of Presentations	Number of Participants
G-01	Adults/General Population		
G-02	Youth Targeted		
	Community Awareness Activities	Number of Activities	
G-03	Awareness Activities		

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OMB Approval Number: 0970-0280
Expiration Date: 11/30/2014

Performance Progress Report (PPR)
Subgrantee Information (continued)

1. Federal Agency and Organization Element to Which Report is Submitted	2. Federal Grant or Other Identifying Number Assigned by Federal Agency	3a. DUNS Number
FVPSP/FYSB/ACYF/ACF/HHS	0	0
		3b. EIN 0

Section H—Narrative Responses
Attach a separate document with the labeled responses to each of the below elements.

H-01	For services supported in whole or in part by your FVPSA grant, share a story about a client, service or community initiative.	
H-02	What does the FVPSA grant allow you to do that you wouldn't be able to do without this funding?	
H-03	Describe any efforts supported in whole or in part by your FVPSA grant to meet the needs of underserved populations in your community, including populations underserved because of ethnic, racial, cultural or language diversity, sexual orientation or gender identity or geographic isolation. Describe any ongoing challenges.	
H-04	Describe significant prevention and outreach activities, supported in whole or in part by your FVPSA grant, during the program year.	
H-05	Provide information on the evaluation of the effectiveness of your domestic violence programming	
H-06	(Optional) Provide any additional information that you would like us to know about your FVPSA-supported domestic violence program, i.e., the unmet needs of victims in your community, other funding sources used for programming or service trends that are emerging in your community.	

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Performance Progress Report (PPR)
Subgrantee Information (continued)

1. Federal Agency and Organization Element to Which Report is Submitted	2. Federal Grant or Other Identifying Number Assigned by Federal Agency	3a. DUNS Number
		0
FVPSP/FYSB/ACYF/ACF/HHS	0	3b. EIN 0

Section I—Service Outcome Data
For each service area from which you collected outcome data, indicate how many surveys were completed and how many YES responses you received to each of the outcome questions (resources and safety).

	Survey Type	Number of Surveys Competed	Number of Yes Responses to Resource Outcome	Number of Yes Responses to Safety Outcome	
I-01	Shelter survey				
I-02	Support services and advocacy survey				
I-03	Counseling survey				
I-04	Support group survey				
I-05	TOTAL				

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Performance Progress Report (PPR)

Instructions for Completion of the Performance Progress Report

Instructions for Cover Page

Item	Data Element	Instructions
1.	Federal Agency and Organizational Element to Which Report is Submitted	Enter the name of the awarding Federal agency and organizational element identified in the award document or otherwise instructed by the agency. The organizational element is a sub-agency within an awarding Federal agency.
2.	Federal Grant or Other Identifying Number Assigned by the awarding Federal agency	Enter the grant/award number contained in the award document.
3a.	DUNS Number	Enter the recipient organization's Data Universal Numbering System (DUNS) number or Central Contract Registry extended DUNS number.
3b.	EIN	Enter the recipient organization's Employer Identification Number (EIN) provided by the Internal Revenue Service.
4.	Recipient Organization	Enter the name of recipient organization and complete address, including ZIP code.
5.	Recipient Account Number or Account Number	Enter the account number or any other identifying number assigned by the recipient to the award. This number is strictly for the recipient's use only and is not required by the awarding Federal agency.
6.	Project/Grant Period	Enter the federal fiscal year covered by this performance progress report.
7.	Reporting Period End Date	Enter the ending date of the reporting period.
8.	Final Report	Mark appropriate box. Check "yes" only if this is the final report for the project/grant period specified in Box 6.
9.	Report or Frequency	Select "annual" for report frequency.
10.	Performance Narrative	Attach a separate document with the labeled responses to each of the elements in Section H.
11.	Other Attachments	Attach a separate document per the instructions on the cover page.
12a.	Certification – Name	Type or print the name and title of the Authorized Certifying Official.
12b.	Certification - Signature	The Authorized Certifying Official should sign here.
12c.	Certification – Phone	Enter the area code, phone number and extension of the Authorized Certifying Official.
12d.	Certification – Email	Enter the email address of the Authorized Certifying Official.
12e.	Certification – Date	Enter the date (month, day, year) the report is submitted.

Instructions for Section SP - State Portion

Item	Data Element	Instructions
SP-01	Total funds awarded to subgrantees by the State	Report the total amount of grant awards or contracts made to subgrantees (i.e., domestic violence programs) during the reporting period.

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Performance Progress Report (PPR)

Item	Data Element	Instructions
SP-02	Total number of subgrants awarded	Count the number of grant awards or contracts made to subgrantees.
SP-03	Total amount of state administrative costs	Report the total amount of grant funds used to support State/Territory costs for the administration of FVPSA funding.
SP-04	Total number of subgrants to programs with shelters	Count the number of grant awards or contracts made to domestic violence programs that have a shelter facility.
SP-05	Total number of subgrants to programs without a shelter facility	Count the number of grant awards or contracts made to domestic violence programs that do not have a shelter facility and provide supportive services only.
SP-06	Total number of subgrants to culturally and linguistically specific services programs	Count the number of grant awards or contracts made to culturally and linguistically specific services programs. Culturally and linguistically specific services refers to community-based services that offer full linguistic access and culturally specific services and resources, including outreach, collaboration and support mechanisms primarily directed toward culturally specific communities.

Instructions for Section A – General Program Information

Item	Data Element	Instructions
		Explanation of information to be collected: This report is a compilation of all of the domestic violence services provided by local domestic violence programs for victims of domestic violence and their dependents – whether or not the service is provided with FVPSA funds. In consultation with FVPSA state administrators, tribal program coordinators and coalition representatives, it was determined that this report would include a count of all domestic violence services provided through FVPSA-funded programs, including those supported through other funding sources. In order to accurately report the proportion of services supported through FVPSA funding, grantees are required to report the total domestic violence budget (A-01) and the FVPSA grant amount (A-02). These figures are used to determine the percentage of the program budget /services funded through FVPSA. It is imperative that the total domestic violence program budget (A-01) are accurate numbers.
A-01	Total Domestic Violence Program Budget	This is the sum of the total annual budgets for each local domestic violence program at the same point in time. Each local domestic violence program will report its total budget that is used to provide the services to victims included in this report, This number could include additional funding from other sources or it may be the same as the FVPSA grant amount listed in A-02. The FVPSA State Administrator then sums up each of the entries from the local programs and enters the number here. For example, the total program budget would include all funding sources, i.e., FVPSA dollars and state dollars to provide shelter to victims. Grant dollars set aside to provide separate services to sexual assault victims would not be included here. In addition, a domestic violence program that is located within a larger social service agency would only include its budget for domestic violence programming. For example, a local domestic violence program that receives $50,000 in FVPSA funds, $20,000 from the state for DV services and $10,000 from a private funder would report $80,000 as its total domestic violence program budget.
A-02	FVPSA Grant Amount	List total amount of FVPSA grant received within this fiscal year.
A-03	Number of Shelter Facilities	List the total number of shelter facilities providing immediate housing to victims of domestic violence and their children managed by the domestic violence program. This number should not include safe homes, motels or shelter beds provided by other programs.

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Item	Data Element	Instructions
A-04	Non-Shelter Services Sites	List the total number of service sites (i.e., office locations) where a program provides non-residential services. This may include the coordination of shelter for victims through hotels and safe homes where there is not a shelter facility. This number should be one (1) if the program has a single program site with no shelter facility. If a program maintains satellite locations, they should be counted here, i.e., one main office and two satellite offices should be reported as three (3) sites. This is not a count of the number of hotels and safe homes used.
A-05	Volunteers	Count number of individuals from all areas, including programmatic (i.e., advocacy, and transportation) and administrative services (i.e., board members and data entry).
A-06	Volunteer Hours	Count total time rounded to nearest hour.

Instructions for Section B – People Served

Item	Data Element	Instructions
		If the grantee has concerns that providing the data below will allow a report reader to personally identify a victim, then use the boxes for "not specified" or "unknown" for that client's data.
B-01	Shelter (including safe homes)	Number of new domestic violence victims (clients) seen for the first time during this reporting period who received shelter services (including a shelter facility managed by the program, safe home or hotel). Clients should be counted once regardless of the number of times served during the fiscal year. Clients who received shelter should only be counted in this element and not counted in B-02 even though they may have received non-shelter services also. Clients who were referred to another domestic violence shelter program *should not* be counted here. Count will be within program only and not unduplicated across programs statewide.
B-02	Non-Shelter (supportive services only)	Clients who received *only* non-shelter services should be counted in this category. Exclude clients served only by Batterer Intervention Programs (they are counted in Sec. E) and those served by a hotline only. *Count should be within program only and not unduplicated across programs statewide.*
	Youth IPV Victim	Count the number of youth under the age of 18 who were identified as victims of intimate partner violence (IPV). This number is a subset of the total number of children served. For example, a program served 100 children & youth of which 8 identified as Youth IPV Victims. Report as Children & Youth – 100; Youth IPV Victim – 8 which means the 8 Youth IPV Victims are counted in both fields. Child abuse cases do not count as IPV victims.
B-03	Race/Ethnicity	Report the race and/or ethnicity of the clients served, including children and youth. Clients may self-identify in more than one category, i.e., White and Hispanic. Therefore, the total number may exceed the total number in B-01 plus B-02.
B-04	Age	Report the ages of the clients served, including children and youth. These demographic totals should equal the program's numbers totaled in B-01 plus B-02. For example, if the program served 30 women, 62 children and 2 men, the total for all the ages should add up to 94.

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Performance Progress Report (PPR)

Instructions for Section C –Shelter Services

Item	Data Element	Instructions
C-01	Shelter Nights	Indicate the number of shelter nights for each person who arrives and is provided a bed, including on-site shelter, safe home or hotel room. Include victims of domestic violence and their dependents. Count the number of people housed times the number of nights. For example, a victim and her 3 children stay in the shelter or safe house for 5 nights – 4 people x 5 nights = 20 shelter nights. Shelter includes onsite shelter managed by the domestic violence program, program-sponsored hotel rooms and safe homes (residences of volunteers who offer their private homes for short-term crisis situations) or other temporary housing that your program arranges. Nights that a victims stays in a shelter (i.e., a shelter in a nearby county) not managed by your program should not be counted.
C-02	Unmet Requests for Shelter	Count the number of unmet requests for shelter due to program shelter, safe homes or sponsored hotel rooms being at capacity or unavailable. Count the adult victims of domestic violence only. This count should not include individuals who were not served because their needs were inappropriate for the services of your program, i.e., homelessness not related to domestic violence. Count the total number of times requests for shelter were declined, even if the program provided other services.

Instructions for Section D – Supportive Services for Adults

Item	Data Element	Instructions
D-01	Crisis/Hotline Calls	Calls received on any agency line that relate to an individual or family in need of some kind of service. A program does not have to have a dedicated hotline to count these calls. Count all calls including repeat callers and calls from third parties. Do not count donations, general information about program or violence issues unrelated to a specific individual or family, calls from the media, etc.
D-02	Individual	Count the total number of service contacts provided regardless of length. A contact could be a thirty minute counseling session in shelter or several hours to accompany a survivor to court. Do not count brief encounters such as distribution of toiletries, giving out a survey to complete, etc. Supportive services are services such as crisis intervention, safety planning, individual counseling, educational services, legal advocacy, personal advocacy, housing advocacy, medical advocacy, information/referral, transportation and home visits.
D-03	Group	Count the total number of sessions for each individual in attendance at the group. For example, 5 support groups with 10 individuals at each = 50 service contacts. Some examples of groups are support groups or psycho-educational groups.

Instructions for Section E – Supportive Services for Children

Item	Data Element	Instructions
Supportive Counseling/Advocacy for Children & Youth		

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Performance Progress Report (PPR)

Item	Data Element	Instructions
E-01	Individual	Count total number of service contacts with children under the age of 18. These supportive services provided to children may be crisis intervention, safety planning, individual counseling or educational services. For example, if an advocate meets 3 different times with a client to have a safety planning session, drive to an appointment and provide crisis counseling, then the count would be 3 service contacts.
E-02	Group	Count the total number of sessions for each individual in attendance at the group. For example, 4 groups with 8 individuals at each = 32 service contacts. Some examples of groups are support groups for children who are exposed to domestic violence or art therapy groups.
Activities for Children & Youth Counts in this section are non-IPV related services provided.		
E-03	Individual	Count total number of service contacts with children that fall outside of child advocacy including contacts such as mentoring or recreational opportunities.
E-04	Group	Count the total number of service contacts that fall outside of child advocacy including recreational activities, child care, etc. For example, a field trip to a park for 4 children residing in shelter = 4 service contacts.

Instructions for Section F – Batterer Intervention Services

Item	Data Element	Instructions
Batterer intervention services include a provision of sessions based on a specific model of intervention designed to address accountability for abusive behavior including re-education programs for those who abuse their intimate partners. **Report in this section only if these services are funded by FVPSA.**		
F-01	Unduplicated Count of Clients Receiving Batterer Intervention Services	Number of new clients seen for the first time during this reporting period who received batterer intervention services (either individual or group services) using FVPSA funds. Clients should be counted once regardless of the number of times served during the fiscal year.
F-02	Age	Report the ages of the clients served in batterer intervention, including youth. These demographic totals should equal the totals for F-01.
F-03	Individual	Count the total number of service contacts with clients who received batterer intervention services. For example, if a provider meets with a client 12 separate times to provide a series of counseling sessions, then that is 12 service contacts.
F-04	Group	Count the total number of service contacts with clients who received group batterer intervention services. For example, if a support group was held with 12 clients that met for 24 weeks, then the number of service contacts would be 12 times 24 to equal 288.

Instructions for Section G – Community Education and Public Awareness

Item	Data Element	Instructions

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Performance Progress Report (PPR)

Item	Data Element	Instructions
G-01	Adults/ General Population	Count the total number of presentations or trainings about domestic violence and/or services related to victims of domestic violence and their children. In addition, count the number of individuals in attendance. Some examples may be a training for health professionals or a workshop for tribal leaders. Include all presentations for a mixed-age audience.
G-02	Youth Targeted	Count the total number of presentations or trainings about domestic violence, dating violence, healthy relationships or available services for victims. In addition, count the number of individuals in attendance. Some examples may be a presentation to youth in school on healthy relationships or a workshop for youth at a Safety Day event.
G-03	Public Awareness Activities	Report any domestic violence-focused information forums where domestic violence information is distributed, yet an exact count of audience can not be obtained, such as a press conference, booth at a health fair or a Pow Wow.

Instructions for Section H – Narrative Responses

Item	Data Element	Instructions
H-01 through H-06	Narrative Responses	Attach a separate document with the labeled responses to each of the listed elements (H-01 through H-06) on the form.

Instructions for Section I – Service Outcome Data

Item	Data Element	Instructions
I-01 through I-05	Service Outcome Data	Domestic violence programs should be collecting outcome information from their clients served. A manual and instructions from the Documenting Our Work Project are available online at the Outcomes webpage from www.vawnet.org homepage (Special Project Participants drop down menu at the bottom right corner --> FVPSA Outcomes --> same username and password - "outcomes"). There are two mandated questions that must be asked of clients. Because of the services I received, I feel: • I know more about community resources (yes or no). • I know more ways to plan for my safety (yes or no). Outcome information may be collected for each service – shelter, support services and advocacy, counseling and support group. However, at a minimum, FVPSA requests outcome information on shelter services from programs that provide shelter services. For each service, count the number of surveys completed and the number of yes responses to each question: • I know more about community resources (Resource Outcome). • I know more ways to plan for my safety (Safety Outcome).

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ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION
OFFICE OF INTERGOVERNMENTAL SERVICES
VICTIM JUSTICE AND ASSISTANCE PROGRAM
FAMILY VIOLENCE PREVENTION AND SERVICES ACT
QUARTERLY PERFORMANCE REPORT

REPORT PERIOD: Select One

SUBGRANT ORGANIZATION		SUBGRANT NUMBER	

Section A—PEOPLE SERVED (Unduplicated): Indicate the number of all clients served by gender, ethnicity, and age. Do not include clients served *only* in Batterers Intervention Services; count them in Section E.

RESIDENTIAL *Unduplicated Count of Clients Served*	**Women**	**Men**	**Children**	**Youth IPV Victim**			
NON-RESIDENTIAL *Unduplicated Count of Clients Served*	**Women**	**Men**	**Children**	**Youth IPV Victim**			
RACE	**Black or African American**	**American Indian/ Alaska Native**	**Asian**	**Hispanic or Latino**	**Native Hawaiian/ Other Pacific Islander**	**White**	**Unknown/ Other**
GENDER	**Female**	**Male**	**Not Specified**				
AGE	*0-17*	*18-24*	*25-59*	*60+*	**Unknown**		

Section B—RESIDENTIALSERVICE: Indicate the number of shelter nights for each person that arrives and is provided a shelter bed. Count the # of people housed X the number of nights.

Shelter Nights		
Unmet Requests for Shelter		

Section C—RELATED SERVICES AND ASSISTANCE FOR ADULTS: Indicate the number of service contacts and/or hours provided regardless of length. For states using time increments, report total hours in "Number of Hours" column provided.

CRISIS HOTLINE CALLS	**Total Calls**	
SUPPORTIVE COUNSELING & ADVOCACY	**Number of Service Contacts**	**Number of Hours**
Individual		
Group		

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REVISED: DECEMBER 2009

ATTACH PROGRAM SPECIFIC REQUIREMENTS AND QUARTERLY STATISTICAL SUMMARY REPORTS

REPORT PERIOD: Select One

SUBGRANT ORGANIZATION		SUBGRANT NUMBER	

Section D—RELATED SERVICES AND ASSISTANCE FOR CHILDREN: Indicate the number of service contacts and/or hours provided regardless of length. For states using time increments, report total hours in "Number of Hours" column provided.

SUPPORTIVE COUNSELING & ADVOCACY	Number of Hours	Number of Service Contacts	
Individual			
Group			
ACTIVITIS FOR CHILDREN & YOUTH	Number of Hours	Number of Service Contacts	
Individual Activities			
Group Activities			

Section F—COMMUNITY EDUCATION AND PUBLIC AWARENESS: Indicate the total number of training and community education presentations. Indicate the total number of individuals attending.

COMMUNITY EDUCATION	Number of Presentations	Number of Participants	
Adults/General Population			
Youth Targeted			
COMMUNITY AWARENESS ACTIVITIES	Number of Activities		
Awareness Activities			

Section G—Service Outcome DATA: For each program area, from which you collected outcome data, indicate how many surveys were completed and how many YES responses you received to each of the outcome questions (resources and safety).

Survey Type	Number of Surveys Competed	Number of Yes Responses to Resource Outcome	Number of Yes Responses to Safety Outcome	
Shelter Survey				
Support Services and Advocacy Survey				
Counseling Survey				
Support Group Survey				
TOTAL				

I certify that I am the authorized or acting authorized official of the subgrant organization named above. The contents of this report are a true and accurate representation of the services provided during the reporting period. Furthermore, I accept that this certification shall be treated as a material representation of fact upon which reliance will be placed by the State of Arkansas, Department of Finance and Administration.

_____   _____
Authorized Official Signature   **Date**

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REVISED: DECEMBER 2009

ATTACH PROGRAM SPECIFIC REQUIREMENTS AND QUARTERLY STATISTICAL SUMMARY REPORTS

ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION
OFFICE OF INTERGOVERNMENTAL SERVICES
VICTIM JUSTICE AND ASSISTANCE PROGRAM
FAMILY VIOLENCE PREVENTION SERVICES ACT
QUARTERLY PERFORMANCE REPORT DEFINITIONS

RESIDENTIAL SERVICES	
Shelter Nights	Shelter includes onsite shelter managed by the DV program, program sponsored hotel rooms, and safe houses – residences of volunteers who offer their private homes for short-term crisis situations, or other temporary housing that your program arranges. Include victims of domestic violence and their dependents only. A night should be counted for each person that arrives and is provided a shelter bed. Count the number of people housed multiplied by the number of nights.
Unmet Requests for Shelter	Unmet requests for shelter due to program being at capacity. Count the adult victims of domestic violence only. This count should not include individuals who were not served because their needs were inappropriate for the services of your program, e.g. homelessness not related to domestic violence. Count the total number of times requests for shelter were declined.
RELATED SERVICES & ASSISTANCE	
Crisis/Hotline Calls	Calls received on an agency line that relate to an individual or family in need of some kind of service. Count all calls including repeat callers and calls from third parties. DO NOT COUNT: donations; general information about the program or domestic violence issues unrelated to a specific individual or family; calls from the media, etc.
SUPPORTIVE COUNSELING & ADVOCACY	
Individual	Supportive services provided to adults which extend beyond a brief, isolated contact: e.g. crisis intervention, safety planning, individual counseling, peer counseling, educational services, legal advocacy, personal advocacy, housing advocacy, medical advocacy, information/referral, transportation, home visits, etc. Count total number of hours and/or service contacts provided regardless of length. A contact could be a brief advocacy session in shelter or several hours to accompany a victim to court. DO NOT COUNT brief encounters such as distribution of tokens, supplies, toiletries, etc.
Group	Supportive services to adult victims in a group setting such as victims' support group. Total number of hours and/or sessions for each individual in attendance. Ex: Five (5) hour long support groups with 10 individuals at each session equals 50 service contacts and/or 50 hours.
SUPPORTIVE COUNSELING/ADVOCACY FOR CHILDREN & YOUTH	
Individual	Supportive services provided to children which extends beyond a brief, isolated contact, e.g. crisis intervention, safety planning, individual counseling, peer counseling, educational services. Children include anyone under the age of 18, unless legally emancipated. Count total number of hours and/or service contacts.
Group	Supportive services provided to children in a group setting, such as child-witness support groups. Total number of sessions for each individual in attendance, e.g. four (4) hour long support groups with eight (8) individuals at each equals 32 service contacts and/or 32 hours.
ACTIVITIES FOR CHILDREN & YOUTH	
Individual	All activities that fall outside of child advocacy, including unplanned/unstructured contacts such as mentoring opportunities. Count total number of hours and/or service contacts.
Group	All activities that fall outside of child advocacy, including recreational activities, child care, etc. Count total number of hours and/or service contacts. EX: a three (3) hour field trip for four (4) children equals 4 service contacts and/or 12 hours.
BATTERER INTERVENTION SERVICES	
Individual	Provision of individual sessions based on a specific model of intervention, i.e. programs designed to address accountability for abusive behaviors, including re-education programs for those who abuse their intimate partners.
Group	Provision of group sessions based on a specific model of intervention for those who abuse their intimate partners.

REVISED: FEBRUARY 2009

DEFINITIONS (contd.):

COMMUNITY EDUCATION	
Adults	All presentations of information or trainings about domestic violence and/or services related to victims of domestic violence and their children, such as training for health professionals. Include all presentations for a mixed-age audience. Count the total number of training and community education presentations. Count the total number of individuals attending.
Youth Targeted	Presentations that are specifically targeted for audiences of children or youth, such as school-based prevention programs, should be counted under the Youth section. Count the total number of training and community education presentations. Count the total number of individuals attending.

PUBLIC AWARENESS ACTIVITIES
All domestic violence focused information forums where domestic violence information is distributed and developed and an exact count of audience cannot be obtained, such as press conferences; booths at health fairs, etc. Count the number of such activities. Description of such events should be included in the Annual Performance Narrative Report.

SERVICE OUTCOME DATA
DESCRIBE RESOURCE OUTCOME AND SAFETY OUTCOME. For each program area from which you collected outcome data, indicate how many surveys[1] were completed and how many YES responses you received to each of the outcome questions. .

[1]Sample surveys are available by contacting VJA @ 501-683-1685
REVISED: FEBRUARY 2009

Domestic

Abuse

Assistance

Program

2007

Annual Report

Colorado Department of Human Services ▪ Division of Colorado Works

Overview

The Domestic Abuse Assistance Program (DAAP), located within the Colorado Department of Human Services (CDHS), is the sole government entity in the State of Colorado dedicated entirely to funding and sustaining community-based domestic abuse programs across the State. DAAP ensures that services to victims of domestic abuse and their children are readily available throughout Colorado's diverse communities.

More than just a funding administration, DAAP is responsible for:

- Taking the lead for CDHS and state government to address domestic abuse policy and legislative initiatives;

- Working collaboratively and developing partnerships with state entities and community stakeholders;

- Ensuring that domestic abuse program standards are met and level of service provision is optimal;

- Tracking statistical data related to domestic violence service delivery;

- Analyzing data and developing relevant reports for program stakeholders; and,

- Delivering domestic abuse-related training to CDHS and county departments of human/social services personnel.

History

In 1983, the Colorado General Assembly authorized the formation of DAAP, located in the Colorado Department of Human Services (CDHS). The legislation created the Colorado Domestic Abuse Fund (CDAF), a voluntary check-off on Colorado individual income tax forms. The funds from the CDAF encourage the development and maintenance of domestic abuse programs across Colorado. DAAP distributes the funds from the CDAF directly to community-based domestic abuse programs.

In 1984, DAAP was designated to receive federal funds from the Family Violence Prevention and Services Act (FVPSA). DAAP distributes these funds to community-based domestic abuse programs. Nationally, and in Colorado, FVPSA is the largest funding source for emergency services for victims and their children.

For two years, 2002 and 2003, DAAP received State general fund dollars designated for distribution to community-based domestic abuse programs. Due to budget shortfalls, this funding was eliminated, and DAAP secured additional funding from Colorado's Temporary Assistance for Needy Families (TANF) block grant to distribute to domestic abuse programs.

Kay's Story

Kay's husband was enrolled in a treatment program for abusers and Kay received advocacy and support from the victim's advocates employed by the treatment program. Kay says, "I would sometimes call the advocate's number late at night just to get her voicemail to hear her voice. She was the first person who believed me and made me feel sane." The advocate helped Kay develop a safety plan and referrals for other services to help Kay remain safe from abuse.

Each year, DAAP funds support at least 40 domestic abuse programs across Colorado. This funding sustains a network of domestic abuse programs and services, available to victims and their families, 24-hours a day.

Governance

DAAP operates with the guidance of two groups – the Advisory Committee and the Selection Committee. DAAP's Advisory Committee, which meets bi-monthly, provides guidance with regard to the overall direction of the program. 2007 members:

- Alicia Calderon, Colorado's Attorney General's Office

- Mary Clair, CDHS Child Support Enforcement

- Kenya Lyons, Colorado Division of Criminal Justice

- Delores Nelson, El Paso County Department of Human Services

- Peggy Rogers, CDHS Aging and Adult Protective Services

- Pam Stewart-Maddox, San Miguel Resource Center

- Carol Wahlgren, CDHS Child Welfare

- Denise Washington, Colorado Coalition Against Domestic Violence

DAAP's Selection Committee is responsible for reviewing all applications for funding and make recommendations to CDHS. 2007 members:

- Margaret Abrams, Denver District Attorney's Office

- Art Atwell, CDHS Workforce Development

- Donna Bailey, Violence Prevention Coalition of Southwest Colorado

- Nancy Feldman, Colorado Department of Public Safety, Division of Criminal Justice, Office for Victims Programs

- Angela Gover, University of Colorado, Program on Domestic Violence

- Paula Hammond, Project Safeguard

- Spiro Koinis, Denver Adult Probation Department

- Levetta Love, El Paso County Department of Human Services

- Mary McGhee, CDHS Division of Boards and Commissions

- Tamika Payne, Colorado Coalition Against Sexual Assault

- Judy Page, Colorado's Attorney General's Office

- Jalice Vigil-Kelly, Office of the State Court Administrator

- Randy Saucedo, Colorado Coalition Against Domestic Violence

- Ana Soler, Front Range Earth Force

Collaborative Work

In Colorado, victims of domestic abuse seek services from a myriad of programs and systems. As such, DAAP strives to ensure programs and systems work together to provide a seamless array of support. DAAP participates in a variety of collaborative efforts to include engaging the response of the criminal justice system, civil legal services, county departments of human services, the Colorado Coalition Against Domestic Violence, the CDHS Responsible Fatherhood Program, and many others.

2007 Accomplishments

DAAP serves as the State lead on domestic abuse issues. DAAP works collaboratively with other State and CDHS programs, counties, and other non-governmental agencies to develop state domestic violence policy, address legislative issues, and measure the effectiveness and quality of domestic violence programs. DAAP's accomplishments for 2007 include:

- Delivered a domestic violence in-service training for 40 CDHS staff;

- Facilitated a one-day domestic violence institute to enhance collaborations between domestic violence services and healthy father-involvement programs;

- Developed an advanced domestic violence training led by subject-matter experts for 75 county human services staff;

- Provided two Family Violence Option training sessions for 50 county human services staff;

- Bestowed the first annual domestic abuse program award to a funded program; and,

- Conducted nine site visits to programs receiving DAAP funds.

Funding Sources

DAAP is a compilation of three different funding sources that are pooled to distribute to domestic abuse programs across Colorado. Funding has remained nearly stable for the past three years, while at the same time many programs face an increase in demand for their services and new programs request funding from DAAP to provide domestic abuse services. Annually, DAAP distributes approximately $2.2 million.

The Colorado Domestic Abuse Fund (www.domesticabusefund.org)

Colorado taxpayers elect to make donations through their state income tax return refunds to the Domestic Abuse Fund. The first tax return donations for DAAP were collected from the 1983 income tax year. Each year, DAAP distributes the funds to community-based domestic abuse programs.

(continued)

Eventually the parents were able to re-establish contact with their daughter and four months after coming to the workshop, the mother helped her daughter escape the relationship. Their daughter returned home with her parents and re-enrolled in college. She is very grateful to her parents and has plans to become a veterinarian. Both the parents and their daughter credit the "How to Help" workshop for helping free her from abuse.

The Family Violence Prevention and Services Act

In 1985, the Federal Congress approved the Family Violence Prevention and Services Act (FVPSA), appropriating monies to each state. Colorado determined that the monies would be distributed by DAAP. Colorado received its first allocation in 1986. DAAP reserves a small portion of FVPSA funds for administrative purposes. The majority of funds go directly to community-based domestic violence programs and provide training and education for workers in domestic violence programs across Colorado. These funds are intended to provide shelter for victims and their children, as well as other services that enhance safety.

Temporary Assistance for Needy Families

To meet the increased need for domestic abuse services in Colorado, additional funding for DAAP was secured in 2004 through Temporary Assistance for Needy Families (TANF) monies. In addition, in 2004, DAAP also relocated within CDHS to the Colorado Works program, having previously been located in Child Welfare Services.

Local Domestic Abuse Programs

In 2007, DAAP administered funds and provided oversight to 41 local domestic abuse programs. These programs are statewide and represent the majority of domestic violence programs in Colorado. These local programs provide crisis intervention, advocacy, prevention, and various support and skill building to assist victims in re-stabilizing their lives, as well as prevention through community education. Local programs funded by DAAP represent rural and urban, shelter and non-shelter, and general and specialized services. Programs also provide direct services to victims in traditionally underserved areas and populations. This report documents the services provided by these domestic abuse programs as well as many of the stories of real victims who used the services.

2007 DAAP Funded Programs

Programs listed below received DAAP funding to provide domestic abuse services to victims and their children. Awards ranged from approximately $10,000.00 over $100,000.00.

Program Name	City
A Woman's Place, Inc.	Greeley
Advocate Safehouse Project	Glenwood Springs
Advocates Against Battering and Abuse	Steamboat Springs
Advocates Against Domestic Assault	Trinidad
Advocates Crisis Support Services	Craig
Advocates for Victims of Assault	Frisco

Advocates of Lake County	Leadville
Advocates Victim Assistance Team of Grand County	Hot Sulphur Springs
Alliance Against Domestic Abuse	Salida
Alternative Horizons Corporation	Durango
Alternatives to Family Violence, Inc.	Commerce City
Alternatives to Violence	Loveland
AMEND	Denver
Archuleta County Victim Assistance Program	Pagosa Springs
Arkansas Valley Resource Center	La Junta
Clear Creek County Advocates	Georgetown
Colorado Anti-Violence Project	Denver
Colorado Coalition Against Domestic Violence	Denver
Crossroads Safehouse	Fort Collins
Denver Center for Crime Victims	Denver
Domestic Safety Resource Center	Lamar
Estes Valley Victim Advocates	Estes Park
Family Crisis Services	Canon City
Family Tree	Wheat Ridge
Gateway Battered Women's Services	Aurora
Help for Abused Partners	Sterling
Latimer House Counseling & Advocacy Center	Grand Junction
Renew, Inc.	Cortez
RESPONSE: Help for Battered Women	Aspen
Safe Shelter of St. Vrain Valley	Longmont
Safehouse Denver	Denver
Safehouse Progressive Alliance for Nonviolence	Boulder
San Miguel Resource Center	Telluride
SHARE, Inc.	Fort Morgan
TESSA	Colorado Springs
The Resource Center of Eagle County	Avon
Tri-County Resource Center	Montrose
Tu Casa, Inc.	Alamosa
Volunteers of America Brandon Center	Denver
Volunteers of America Southwest Safehouse	Durango
Women's Crisis & Family Outreach Center	Castle Rock

Marcia's Story

Marcia, a 65 year-old woman, came to the domestic abuse program for support after experiencing abuse for much of her 47-year marriage. Marcia lived in the shelter for three months, where the staff discussed her situation, offered her options and understanding, and she attended a weekly support group. Marcia says, "They helped me get my life to be worth fighting for and feeling I was able to see myself that I was worth working for. I am a good person, mother, and grandmother."

Program Services

All DAAP-funded programs provide confidential services via their crisis line 24 hours a day, 7 days a week. Programs offer a wide array of domestic abuse services to victims and their children. Most programs have bilingual staff or translators available.

General Services - Programs offer supportive advocacy to victims in crisis as well as those in need of long-term support. These services include safety planning, support groups, counseling, case management, transportation, information and referrals, and other programming as described below.

Residential Services - Many programs have residential shelters where victims and their children can stay in a comfortable home while receiving supportive advocacy. Shelter stays are usually around 45 days, and can be as long as 90 days in some programs, depending on need. Several programs offer transitional housing where victims and their children can stay for up to two years. Programs without a shelter or transitional housing may be able to provide short-term safehousing in a motel.

Children - Residential shelters offer children's programming such as group support, safety planning, healthy communication, skill-building and recreation for children living in the shelter. Some programs also offer parenting skills classes. Childcare is usually available for victims who are attending domestic violence counseling or support groups.

Advocacy - Court-based advocacy such as accompaniment to hearings for civil orders of protection are widely available. Other legal services such as support with immigration issues, divorce or child custody may be directly available in some programs or by referral. General advocacy is available to help victims access resources such as victim compensation, affordable housing, food stamps, welfare, and other community supports.

Teens - Teen dating violence education services are available in many programs that collaborate with local schools to promote healthy relationships and recognize the signs of an abusive relationship.

Community Education - Programs have staff who are available to speak to community groups about domestic violence. Presentations have been made to schools, churches, hospitals, social services, businesses, law enforcement, civic groups and others interested in learning more about the dynamics and prevention of domestic violence.

Efforts to Improve/Strengthen Programs

Despite challenges, programs constantly improve upon existing services in a variety of ways. Examples include:

- Recruitment of Board of Directors members who bring diversity to the

Claudia's Story

Claudia says she never knew that domestic violence meant more than just physical abuse. She felt like she couldn't go to the local domestic abuse program because the type of abuse she was facing was emotional and financial. Over the course of her abusive marriage, she lost her confidence and her ability to speak for herself. At the domestic abuse program, Claudia worked with an advocate to understand that the abuse wasn't her fault. She says, "The best was talking to someone who believed me. Now I can see the red flags earlier and I know what I want in a relationship. Today, Claudia is planning to pursue a master's degree in social work, eager to help other women and children.

organization;

- Monitoring criminal justice intervention (comparing the number of domestic violence arrests to the number of convictions or reviewing dual arrest cases);

- Creating a triage team of victim advocates, domestic violence program staff, law enforcement and district attorney staff to asses domestic violence cases from the preceding day's arrests;

- "Building Peaceful Communities" – designing a curriculum for early education centers to receive training on children exposed to domestic violence;

- "Peace Maker Campaign" – giving students (pre-school through high school) tools to navigate important relationships in a healthy way;

- Creation of a Entrepreneurial Training Program and a revolving loan fund; and

- Support group for male victims of domestic violence.

Shelter & Transitional Housing

Victims of domestic abuse and their children need safe housing to rebuild their lives in the wake of abuse. Shelters provide a temporary respite and opportunity for families to heal. In 2007 DAAP-funded programs provided 96,172 nights of shelter to 5,117 individuals. Compared to 2006, this is an increase of 8.79% in the number of shelter nights provided. However, the number of individuals sheltered has decreased from 5,601 in 2006, which caused the average number of nights an individual resides in shelter to increase by 15.6% from 42 in 2006 to 50 in 2007. Programs report that more individuals request shelter for longer periods of time due to the lack of available of affordable housing in many communities.

Twenty-eight DAAP-funded programs in Colorado have residential shelter and the remainder provides limited shelter through temporary motel stays. On average, victims spend 50 nights in shelter. During this time they must secure all the economic resources necessary to live independently. In 2007, 6,341 individuals were turned away from shelters in Colorado due to a lack of capacity, a 7% increase from 2006, where 5,886 individuals were turned away. These figures are part of a growing trend, which has seen the numbers of individuals turned away from shelters steadily increase over the past several years, while many programs increase the number of beds available in their shelter or open new shelter facilities in communities previously lacking a shelter. Victims of abuse often report that they return to an abusive situation because they cannot find affordable long-term housing.

Year	Number of Individuals Turned Away from Shelter
2004	2,793
2005	2,537
2006	5,886
2007	6,341

Monica's Story

Monica, who spoke very little English, called the local domestic abuse program to seek support with the ongoing criminal prosecution of her partner for assaulting her. The bilingual staff of the program was able to inform Monica about the status of the criminal case and connect Monica to resources such as the Victims Compensation Fund. With the program's support, Monica was able to relocate to another state, where her family resided. Monica reports that she is strong and safe.

Individuals residing in shelter programs received a wide range of supportive services, including individual and group counseling, and general advocacy. In 2007, DAAP-funded programs provided:

- 74,218 individual counseling sessions to 3,898 victims, an average of 19 sessions per victim;

- 29,911 group counseling sessions to 3,586 victims, an average of 8 sessions per victim; and,

- advocacy 40,621 times to 3,982 victim, an average of 10 times per victim.

Shelter Residents

Men = 15
0%

Children = 2165
43%

Women = 2897
57%
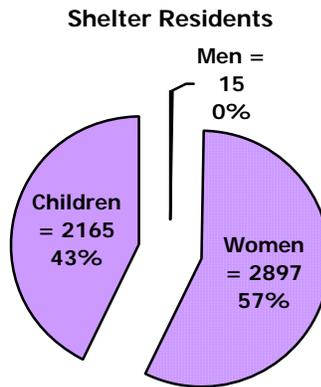
Nearly half the residents in shelter during 2007 were children, age 18 and under (43%). Advocates for children provide counseling (individual and group), opportunities for child-centered play and respite care for mothers in counseling. Children who are exposed to domestic abuse feel safe at shelter and learn healthy ways to communicate about the abuse.

In 2007, DAAP-funded programs provided transitional housing to 296 women, a 22% increase compared to 2006 when 232 women received services through transitional housing programs. Transitional housing programs provide housing for about 18 months, allowing families an extended period of time to receive supportive services to heal from abuse and secure the economic resources necessary to live independently.

Other Services

In 2007, DAAP-funded programs answered 38,863 emergency crisis intervention phone calls. For many victims, a crisis line is their first link to resources to assist in attaining safety. All DAAP-funded crisis lines in Colorado are answered 24-hours a day, 7 days per week, 365 days per year. Crisis line workers engage victims in safety planning and provide appropriate referrals to community resources. All domestic abuse services are confidential and free of charge.

Victims and their children often need long-term supportive services beyond what is provided during a short-term shelter stay and for victims who either live too far from the nearest shelter or are turned away from shelter due to a lack of capacity receive a wide range of services. These services can be the key to attaining safety. Many programs provide teen dating violence education, parenting education, court-based advocacy, and other necessary programming. Most programs have bilingual and bicultural staff and all programs have access to interpreters. One Front Range domestic violence program has started a support group

specifically for friends and family of victims of abuse. Another has a legal services program to assist immigrant victims in obtaining visas.

In addition to crisis line calls and shelter-based services, DAAP-funded programs provided individual and group counseling and advocacy/supportive services to 19,132 individuals not residing in shelter programs. Programs provided 29,521 sessions of individual counseling to 7,128 victims, 24,732 sessions of group counseling to 3,597 victims, and advocacy 55,274 times to 15,052 victims.

Victim Age

Victims of abuse can be of any age. Children who are exposed to domestic abuse often become targets and are significantly impacted. Teenage victims need safety planning and supportive services to help develop new and healthy dating relationships. Victims of abuse in later life are often subject to financial exploitation or neglect from those who are caring for them. 50% of victims in 2007 were between the ages of 25-29, and 20% were between the ages of 0-12.

Victim's Age

☐	0-12
☐	13-17
☐	18-24
☐	25-59
☐	60+
■	Unknown
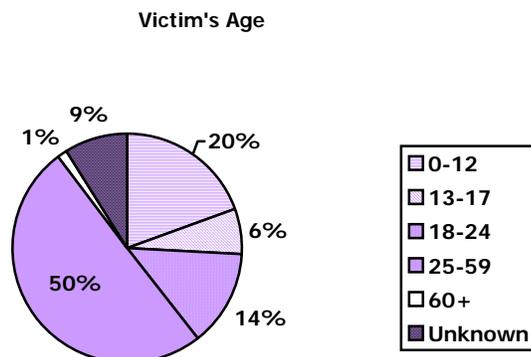
Rural Victims of Domestic Abuse

Colorado is world renown for its impressive mountains and natural beauty. Colorado's geographic diversity is an asset to many, but becomes a barrier to safety for many victims who must travel a great distance to reach the safety of a shelter or the supportive services of an advocate, leaving their employment, support system and children's schools. Poor weather and adverse road conditions restrict victims' access to help. In demonstrating greater efforts to reach rural victims, many programs have two or more office locations in remote areas. In 2007, DAAP-funded programs provided services to 8,497 victims residing in rural communities.

GLBT Victims of Domestic Abuse

In 2007, DAAP-funded programs provided services to 162 individuals who identify as gay, lesbian, bisexual or transgender (GLBT). This number is nearly double the number of GLBT victims served by DAAP-

Nicole's Story

Nicole lived in a domestic abuse transitional housing unit for two years after leaving her husband who was verbally and physically abusive to her and her son. Nicole is also faced with other obstacles such as a learning disability, and with the support of the transitional housing program Nicole was able to find a job, which helped increase her self-esteem and confidence. She is able to financially support herself and her son, remain safe and will be attending college.

funded programs in 2006, reflecting the increased ability of programs to outreach to the GLBT population. GLBT couples experience domestic violence at the same rate as straight couples. However, GLBT victims faced additional barriers in coming forward to report the abuse.

Victims with Limited English Proficiency

Many programs have made incredible strides in serving monolingual, non-English speaking victims. In addition to assisting monolingual, Spanish-speaking victims, programs assist victims whose primary languages were Arabic, Japanese, Korean, German and Russian. Although most programs have bilingual staff, many communities lack bilingual attorneys, therapists or law enforcement officers. DAAP funds provide one program with services to victims seeking self-petitions and U-Visas under the Violence Against Women Act (VAWA) and report a 95% success rate in obtaining legal permanent status for their clients. Many communities in Colorado have an agriculturally based economy, which results in a large number of migrant workers from Mexico. In 2007, DAAP-funded programs provided services to 2,052 victims with limited English proficiency.

Victim Race/Ethnicity

Victims of domestic abuse cross all racial and ethnic lines. DAAP-funded programs are equipped to address abuse in a diverse setting. Programs diversify staff to reflect the make-up of their communities and provide services in culturally and linguistically appropriate settings. In 2007, over 50% of the victims served by DAAP-funded programs are Anglo (Not Hispanic) and nearly 30% are Hispanic.

Race/Ethnicity

Legend:
- African American
- Anglo (Not Hispanic)
- Asian/Pacific Islander
- Hispanic
- Multi-Racial
- Native American
- Other
- Unknown

Pie chart values: 11%, 1%, 2%, 2%, 28%, 1%, 4%, 51%
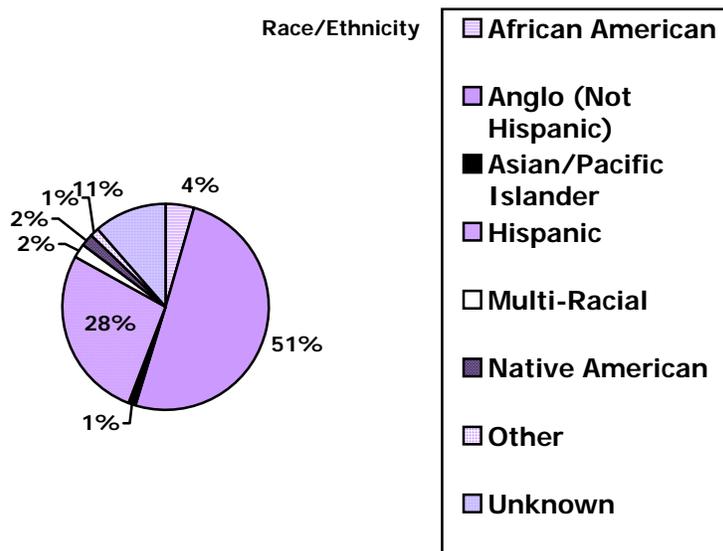
Victim with Disabilities

In 2007, DAAP-funded programs provided services to 1,540 victims with a known disability, a 6% increase compared to the 1,451 victims served in 2006. Disabled victims face additional barriers to safety as they are often physically unable to leave an abusive partner and are reliant on their partner for care. Most shelters in Colorado are fully accessible to disabled victims and advocates are trained to provide a full-range of services to disabled victims.

Community Involvement

DAAP-funded programs are reliant on the support of community volunteers who answer crisis line calls, provide advocacy to victims, and offer a wide range of supportive services to program staff. In 2007, 3,102 volunteers provided 305,341 hours of community service to programs. Their support is crucial to victims' ongoing efforts to reach safety.

Community Education & Technical Assistance

Many domestic abuse programs focus their prevention efforts on community education. Their work includes outreach to the general public to change societal perceptions regarding the acceptance of violence. DAAP-funded programs target a wide range of audiences such as students, businesses and civic organizations. In 2007, they provided 2,994 presentations to 96,084 individuals.

In addition, DAAP-funded programs provided 659 training and technical assistance presentations to 11,266 individuals. These presentations target law enforcement, clergy, medical professionals and others who encounter victims in their professions.

Batterer Intervention Services

DAAP funds a program that provides services to abusive men. DAAP funds the portion of the program that offers victim advocacy to the partners of men who attend the batterer intervention counseling. The confidential victim advocacy provided allows victims access to information about their partners' or ex-partners' progress in treatment.

Contact DAAP

The Domestic Abuse Assistance Program
Colorado Department of Human Services
1575 Sherman Street, 3rd Floor
Denver, Colorado 80203
Phone: (303) 866-2855
Fax: (303) 866-5488
www.domesticabusefund.org

Pam's Story

Pam was married for 23 years to a man who was an alcoholic and abusive. Over the years she learned that she could not leave her abusive husband without support and called the local domestic abuse crisis line. She started counseling and attending a support group. Eventually, she found the strength to safely leave her husband and found a job to support herself and her two children. Although she struggles as a single parent, she is safe and knows that her children will have a better life.

Other Resources

Colorado Coalition Against Domestic Violence

(303) 831-9632
1 (888) 778-7091
www.ccadv.org

National Domestic Violence Hotline

Provides crisis hotline assistance for domestic violence victims across the country.

1 (800) 799-SAFE (7233) or 1 (800) 787-3224 (TTY)
www.ndvh.org

National Teen Dating Abuse Hotline

1 (866) 331-9474
1 (866) 331-8453 TTY
www.loveisrespect.org

Family Violence Prevention Fund

www.endabuse.org

National Latino Alliance for the Elimination of Domestic Violence

www.dvalianza.org

National Network to End Domestic Violence

www.nnedv.org

National Coalition Against Domestic Violence

www.ncadv.org

COLORADO DEPARTMENT OF
HUMAN SERVICES

DOMESTIC VIOLENCE
PROGRAM

Quarterly Reports and Outcome Measurements
Technical Assistance – October/November 2009

Today's Webinar

2

- □ Purpose of collecting data
- □ Logistics and process
- □ Data collection elements
- □ Outcome measurements
- □ Narrative reports
- □ Question and answers

Why Collect Data

3

- □ Family Violence Prevention and Services Act (FVPSA) requirements
- □ Show statistical information and outcome measurements
- □ Qualitative and quantitative
- □ Annual report

Forms Needed to Collect Reports

4

- □ Internal documents and case files
- □ Quarterly report form – Excel spreadsheet
- □ Outcome measurement templates
- □ Narrative responses in Survey Monkey

Reporting Cycles

5

- □ First Quarter – October 1 to December 31
- □ Second Quarter – January 1 to March 31
- □ Third Quarter – April 1 to June 30

  Fourth Quarter – July 1 to September 30

Submitting Reports

6

- □ Email completed forms to Brooke.ElyMilen@state.co.us
- □ Hard copy is not needed
- □ Narrative report – Survey Monkey
- □ Deadlines:
  - ◘ First Quarter – JANUARY 31ST
  - ◘ Second Quarter – APRIL 30TH
  - ◘ Third Quarter – JULY 31ST
  - ◘ Fourth Quarter – OCTOBER 31ST

Quarterly Reporting Form

- □ 11 Sections
- □ Divided between data for NEW clients and data for ONGOING services (number of contacts)
- □ Transitional housing is distinct

Section 1 – Crisis Intervention and Information & Referral Services

- □ Crisis intervention phone calls – counts calls from victims or calls on behalf of victims
- □ Crisis intervention and emergency response in-person – count walk-ins to office, crisis scene, hospital, etc…
- □ Information & Referral – count contacts regarding locating resources for a victim or on behalf of a victim

How do you count?

- □ A call comes in to the crisis line from law enforcement. The officer asks you to meet the victim at the police station. Do you:
  - a) Count the crisis line call AND the meeting at the police station
  - b) Count JUST the crisis line call
  - c) Count JUST the in-person contact

Section 2 – Community Involvement

- □ NEW volunteers – count volunteers as new for the quarter they started, and new each October 1st (first quarter)
- □ Volunteer hours – round hours of service to nearest whole hour

How do you count?

- □ Your organization functions under the direction of a board of directors with six members. Do you count all the board members as volunteers?

  YES

  NO

  DEPENDS

Section 2 – Community Involvement (continued)

- □ Community Education Presentations – count the number of domestic violence related speaking engagements
- □ Persons attending – count audience members
  Community Awareness Activities – count public awareness forums

Section 2 – Community Involvement (continued)

13

- □ Youth Targeted Community Education Presentations – count school-based prevention presentations, teen dating violence, etc…
- □ Person attending – count audience members

How do you count?

14

- □ You are asked to give presentation regarding domestic violence in the workplace at a local restaurant for the employees. There are 14 adults and 6 youth in the audience. How do you report this?
    - a) 1 community education presentation, 20 persons attending
    - b) 1 community education presentation, 14 persons attending and 1 youth targeted presentation, 6 persons attending

Section 3 – Total Client Population

15

- □ Only count unduplicated – NEW – clients in this section
- □ All clients are considered new the first quarter they receive services
- □ All clients are NEW each October 1st

October

How do you count?

16

- □ A woman with three children entered shelter on September 23rd. They stayed for 19 days. How do you count them in section 3?
    - a) Fourth quarter – 1 woman 3 children
    - b) First quarter – 1 woman 3 children
    - c) both a and b

Section 3 – Total Client Population (continued)

17

- □ Residential – temporary shelter
- □ Non-Residential
- □ Transitional Housing
- □ Gender – always self-identified
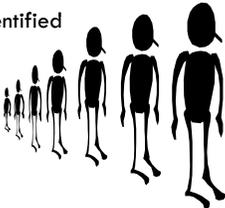
How do you count?

18

- □ Lara came to shelter in January and stayed for 3 days. She returned to shelter in August and stayed for 18 days. How do you count her?
    - a) Second quarter – 1 new residential woman
    - b) Fourth quarter – 1 new residential woman
    - c) Both a and b

How do you count?

19

☐ After Lara left shelter in January, she participated in support group for 8 weeks. How do you count her?

　　a) Second quarter – 1 new residential woman

　　b) Second quarter – 1 new non-residential woman

　　c) Both a and b

Section 4 - Occupancy

20

☐ Total # of Nights – cumulative total for adults and children

☐ Average # of Nights – calculate only for client that leaves during that reporting period

☐ Unmet requests – count total and then count adults only

How do you count?

21

☐ Marcie has four children and they reside in shelter for 20 nights. How many nights of shelter should you count?

　　a) 26

　　b) 100

Section 5 - Demographics

22

☐ Unduplicated count

☐ Area of residence

☐ Age

☐ **Race/Ethnicity** – self-identified

☐ **Underserved** – self-identified

☐ Income level

☐ Do not count transitional housing

Section 6 – Related Services and Assistance

23

☐ Count residential and non-residential <u>contacts</u>

☐ Do not count transitional housing

☐ Individual Counseling – beyond a brief, isolated **contact**

☐ Group Counseling

☐ Advocacy

☐ Children & Youth Activities

How do you count?

24

☐ During this quarter, 4 women resided in the shelter, each received 6 individual counseling sessions, attended support group 4 times, and 9 advocacy contacts. How should you document?

　　a) 6 individual counseling, 4 support group, and 9 advocacy contacts

　　b) 24 individual counseling, 16 support group, and 36 advocacy contacts

Sections 7 and 8 – Transitional Housing

25

- □ Same definitions as sections 5 and 6
- □ Count transitional housing services separately
- □ Leave blank if you do not have transitional housing

Section 9 – Batterer Intervention Services

26

- □ Count the unduplicated number of individuals who receive services through a batterer intervention program
- □ Count the number of contacts with individuals who receive batterer intervention services

Section 10 – Service Outcome Data

27

- □ Examining change that has occurred as a result of a service being provided
- □ An outcome is a change in knowledge, attitude, skill, behavior, expectation, emotional status, or life circumstance due to the service being provided

Section 10: Services Outcome Data (continued)

28

- □ Five areas of service:
  1. Shelter
  2. Support Services and Advocacy
  3. Support Groups
  4. **Counseling**
  5. Transitional Housing
- □ Two outcome measurements:
  1. # of Survivors who have increased their strategies for enhancing their safety
  2. # of Survivors who have increased their knowledge of available community resources

Research Shows…

29

- □ Survivors identify two strategies that are likely to make the abusive situation better
  1. Contacting a domestic violence program
  2. Actually staying at a domestic violence shelter
- □ Women who have stayed in shelters are more likely to:
  1. Generate escape plans
  2. Use active resistance strategies
  3. Seek help from professionals

Getting Started

30

- □ Staff buy-in
- □ Determining
  1. What questions to ask
  2. How often to collect data
  3. When to collect data
  4. From whom
- □ Client buy-in
  1. Use forms to improve services
  2. Brief forms, skip any questions they are not comfortable answering
  3. Protecting their anonymity

When to Collect Data

31

- □ Do not collect when clients are in crisis
- □ Allow enough time for change to occur
- □ Collect often enough to include clients who receive short-term services

How Often to Collect Data

32

- □ Depends on service provided to client
  - Close to exit for shelter residents
  - Every 3 – 6 weeks for support groups and counseling
  - Support services/advocacy – difficult to determine – allow at least 2 contacts
- □ Collect data throughout the year
- □ OK to have duplicated forms – each client may complete more than once

Sampling

33

- □ Not necessary to collect data from every client
- □ A segment of clients is used to represent the experiences of the group as a whole
- □ Survivors from all ages, races and cultural groups, sexual orientations, religious preferences, and abilities
- □ Dissatisfied as well as satisfied clients need to be included
- □ Do not pick and choose
- □ Depends on size of program
- □ Hundreds of clients – 20 – 25% of clients should be sampled as long as selection is consistent and unbiased

Using Outcome Measurement Forms

34

- □ Survivors complete voluntarily
- □ Basic demographics
- □ Checklist of services – what they received, what they wanted
- □ Outcome measurements
- □ Overall satisfaction with services

Protecting Anonymity

35

- □ Locked box or sealed envelope
- □ Have all clients use same pen/pencil
- □ Private area
- □ Tell clients when/who opens box
- □ Process for completing surveys for clients with literacy, disability, or language barriers

Other Thoughts…

36

- □ Forms not to be used for staff supervision
- □ Outcome measurements is not the same as program evaluation
- □ DVP will not use the outcome results in funding decisions

Section 11: Narrative Questions

37

□ Submit responses via Survey Monkey link

□ Answer each question

□ Deadline – October 31st

H1N1 FVPSA Reporting

38

□ Report data re: impact of flu

□ If shelter has to close due to H1N1

□ If shelter residents have to be relocated due to H1N1

□ Ongoing reporting

□ Assume H1N1 if not able to distinguish

39 QUESTIONS?

Technical Assistance

40

□ Brooke Ely-Milen, DVP Specialist

(303) 866-3321

Brooke.ElyMilen@state.co.us
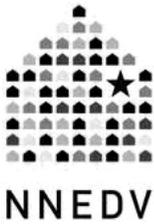
Data Security Checklist to Increase Victim Safety & Privacy

In this electronic age, we all have heightened data privacy needs. However, victims of domestic violence, sexual violence, and stalking have even greater security and safety concerns. Any data collection initiative within a local program or between several service providers must be carefully planned, implemented, and evaluated regularly - the safety and privacy of survivors depend on it.

Data security includes a range of issues -- from preventing unauthorized access to minimizing information collected and shared. Given the complex safety risks in this work, such databases may need to be stored on separate servers with tight security within and between different service providers, to maintain privilege and confidentiality.

Safety Net: the National Safe & Strategic Technology Project provides training around the country on all forms of technology and it's relevance to victims and their advocates. Read more on our website, www.nnedv.org.

IMPORTANT NOTE: This checklist is meant to give local programs a starting point in discussing client safety and data security; it is not intended to replace intensive training. Please work with your State Domestic Violence and Sexual Assault Coalitions to increase your community's awareness of data security.

Before You Begin Your Data Collection Initiative

❑	**Minimize Data Collected**	Minimize what is collected to lessen the safety risks to victims and your organization's liability. Review the goals of your organization/project and evaluate your data collection process. Are there less invasive alternatives to measure outcomes and streamline intake? How could the data you plan to collect be misused if accessed through legitimate or illegitimate means?
❑	**Develop and Implement Clear Policies**	Develop clear policies and procedures that outline privacy practices for handling sensitive victim data. Communicate these policies regularly at orientation and meetings. Data security policies should address: • The content of the record, how long it will exist, and who may have access to it • Processes for survivors to opt-out, inspect, withdraw, or correct their data/records • Collection, modification, use, and disclosure procedures for client identifiable data • Procedures for the secure disposal of computers or other electronic media that contain client identified data • Screening, training, and background check processes of individuals who have access to sensitive information • Procedures to protect against unauthorized use and unauthorized access
❑	**Conduct Privacy Impact Assessments**	Government agencies are beginning to conduct Privacy Impact Assessments (PIA) to address: types of information collected, purposes for collection, the intended uses of information, information sharing, client notification, and information security. The Center for Democracy and Technology offers educational tools for additional information. Please see their website: www.cdt.org/egov/handbook/privacy.shtml
❑	**Keep data Separate**	Databases with casenotes and other sensitive information must be carefully protected. It's important to keep a victim advocate's confidential electronic records separate from prosecution databases since defense attorneys may have the right to see prosecutor notes and may attempt to argue that various entities have access to each other's data if the databases are combined or even on the same server. Work with attorneys who specialize in confidentiality and privilege in addition to technology experts. Important Note: If data is shared it should be minimal and should not invade a victim's privacy.
❑	**Limit Access Levels**	Limit the number of users who are authorized to view the most sensitive information. When determining access levels, your organization must consider safety risks if the data will be shared internally within one organization or across many organizations. It is critical to review the local, state, federal laws that stipulate who can access victim data.

Critical Elements to Include when Designing your Data System

❑	**Test Your Security**	Hire a trusted and skilled consultant or security firm to test the security of your network and data protection procedures. Banks and defense organizations are expected to go to great lengths to protect their data; Victim Service Providers must protect the lives of victims (and their data) to the same levels. An outside Security Audit can provide an in-depth analysis of what is weak or missing.
❑	**Keep victim data away from the Internet**	The safest way to protect sensitive client information is to have separate computers: one for Internet/email and another for all sensitive data. These separate computers should not be networked together. Firewalls and anti-virus programs are helpful (see below), but can be compromised. When lives are on the line…keep data safe.
❑	**Utilize Anti-Virus Software & Firewalls**	If you have an office network, consider the corporate addition of any anti-virus or firewall program because the server automatically updates itself and each desktop connected to the server. Anti-Virus Protection and Software or Hardware Firewalls are important security steps for any organization with Internet access, however are not secure enough to adequately protect victim and client-identifiable data.
❑	**Use Alphanumeric Passwords and Change them Frequently**	Password management is a critical part of data security. Alphanumeric passwords are a combination of upper and lower case letters, numbers and symbols. The use of pet names, birthdays, or words in a dictionary should be prohibited. Passwords should be changed frequently and kept safe; do not keep under the keyboard or taped to the monitor! A password-activated screen-saver for employees with access to sensitive information helps increase data security when they step away from their computers.
❑	**Use Encryption**	Encryption is the conversion of data into a form that cannot be easily understood by unauthorized users. Encryption is not the solution to all security concerns; it is a small piece of a comprehensive security solution. Financial Institutions, the CIA, and the FBI use encryption to protect stored data and data in transit over their networks.

Ongoing Maintenance, Audits, and Training

❑	**Update Operating Systems**	Regularly download all the latest patches and updates for your operating systems. Sometimes the automatic Windows Update feature is not set up correctly, so it is important to check for updates weekly at the Microsoft website: www.microsoft.com
❑	**Audit for Quality Assurance**	This is a process of evaluating the data collected and removing any incorrect information. At minimum, staff responsible for the day-to-day data entry should not be in charge of the audit. Audits should include random samples of information collected about clients to help assess quality, accuracy, and to identify if inappropriate data is being collected or shared.
❑	**Use Skilled Technology Professionals**	Most non-profit organizations do not have a Full-Time Information Technology Specialist, however, it is imperative that organizations collecting potentially lethal electronic data have qualified professional technical support. To limit cost, ask organizations that have been used as national models about their databases, their overall design, and the possibility of contracting to use their database as a starting point.
❑	**Seek Ongoing Education**	Attend issue specific trainings or bring a consultant to your organization to speak about data security & victim safety. With high turnover, it is especially important to offer ongoing training & education to maintain the security of data and the safety of victims.

This checklist cannot cover every issue relevant to data security, but offers a list of key issues to consider.

The Fundamentals

- A survivor should be notified of what is happening with his/her information and who has access to the information. This includes any legal duty to share information or any other limits on confidentiality.
  - It is her/his information – it is her/his choice: It is her/his choice of what information is shared and with whom the information is shared.
  - This includes what information may be included about the survivor in a database.
- A written release is required any time personal information is shared outside of a confidential relationship.
- Before obtaining a release, determine whether there is another way to meet the survivor's needs without revealing her confidential information
- The *who* (who are you/who are the partners) and *what* (what is your role and obligation for confidentiality to the victim) will guide you in whether or not you need a release.

Innovative Partnerships

- The fact that you have created a partnership does **not** eliminate nor lessen the confidentiality or privilege obligations of each partner agency.
  - Protect the confidentiality of victim information.
  - Recognize that even apparently innocuous information can be very revealing.
  - The most protective standard should be the guide.
- Although these guidelines for confidentiality waivers and releases are primarily for nonprofit advocates, as a partner in an innovative partnership, it is important to know that the information you have received was properly obtained.

Federal & State Laws

- **VAWA 2005 § 3:** Grantees and subgrantees cannot disclose personally identifying information about persons served without the informed, written, reasonably time-limited consent of the person.
- **State:** Most states have victim/advocate confidentiality for sexual assault and domestic violence survivors and advocates. Check with an attorney in your jurisdiction to see what confidentiality laws apply.
- **Reminders:** If statute or court mandate demands release of information, the person releasing the information must notify the victim of the disclosure and take steps to continue to protect the privacy and safety of the victim. For reporting, evaluation, or data collection requirements purposes, only nonpersonally identifying aggregate data (e.g., 5 women, 1 man, 10 children) may be released.

Consent must be informed, written, and reasonably time-limited

- **Informed:** Survivors must know what they are agreeing to when signing a release and the consequences of signing the release. They should be aware of how their information will be used and how and when it will be shared. Consider language and other communication barriers.
- **Written:** Releases must be written. If a release is given orally in the very rare emergency situation, the survivor's identity must be verified and she must sign the written release as soon as possible.
- **Reasonably time-limited:** "Reasonably time-limited" is determined by the circumstances, based on the survivor's needs. The shorter the better. Releases can always be signed later for additional time or other purposes. Weigh the importance between minor inconvenience (an advocate having to ask the survivor to sign releases more than once) and the survivor's right to her or his information, confidentiality, and privacy.
- **Reminder:** A waiver or release cannot be a condition of service. Nor can consent be presumed because the survivor chooses to use your services.

Who can authorize a release?

- An adult survivor who wants to release information.
- An emancipated minor.
- Typically, a teen who can consent to release of information under state law without the need of parental or guardian permission.
- The non-abusive parent/guardian of an unemancipated minor **and** the unemancipated minor.
- The non-abusive, court-appointed guardian of a person who has been adjudicated to have a cognitive disability.

Best Practices

- Use a uniform detailed release form with survivors.
- Encourage your partners to use similar detailed forms.
- Try to NEVER use an oral release.
- Use written releases even if you have an MOU or confidentiality agreement with a partner agency.
- Have a release for each community partner that gets information. A release that checks off a list of community partners and is not specific as to what information is going to be shared or the consequences of sharing, is not fully informed consent.
- Keep in mind that disparate information, when taken together, can be identifying.
- Don't rely on releases provided by another agency.
- Nonpersonally identifying aggregate data should be sufficient for data reporting purposes.
- Contact your program manager if a funding authority requests identifying information.

Annual Report to Send to FVPSA Administrator

Organization Name: _____

Date Sent: _____   Reporting Period: _____

Please send the following numbers to your FVPSA State Administrator. For each program area from which you collected outcome data, indicate how many surveys were completed, and how many YES responses you received to each of the outcome questions (resources and safety). Do not send percentages; only actual numbers. If you did not collect outcome information for a particular service below, write in N/A (for not applicable).

Shelter

\# of surveys completed: _____   \# of yes responses to resource outcome _____   \# of yes responses to safety outcome: _____

Support Services and Advocacy

\# of surveys completed: _____   \# of yes responses to resource outcome _____   \# of yes responses to safety outcome: _____

Support Groups

\# of surveys completed: _____   \# of yes responses to resource outcome _____   \# of yes responses to safety outcome: _____

Counseling

\# of surveys completed: _____   \# of yes responses to resource outcome _____   \# of yes responses to safety outcome: _____

TOTALS

\# of surveys completed: _____   \# of yes responses to resource outcome _____   \# of yes responses to safety outcome: _____

(The TOTAL numbers should equal the sum of each column)

Counseling Feedback Form

Thank you for your help! Although doing this is <u>voluntary</u>, your answers to these questions will help our program understand and improve the services we provide. We do not ask for your name. Your answers are <u>confidential</u> and very important to us. Please respond honestly. When you have finished, put this form in the envelope you were given, seal it, and put it in the place the staff member showed you.

1. About how many sessions with program staff <u>for counseling</u> have you had in the last year?

    ___ 0 ___ 1 ___ 2 – 5 ___ 6 – 10 ___ more than 10

2. Have you filled out one of these forms <u>about your experience with counseling</u> in the past?

    ___ no ___ yes ***If yes:*** About how long ago? _____ months

3. People want to talk to counselors for different reasons. The following list describes different reasons why you may have come to our program for counseling. Every woman wants and needs different things, so there are no "right" answers. Please ***use one of the numbers*** in the box below to rate ***each*** of the items on the list according to the help you received ***from counseling***:

    > 3 = I got <u>all</u> of the help of this kind that I wanted
    > 2 = I got <u>some</u> of the help of this kind that I wanted
    > 1 = I wanted this kind of help, but I didn't get <u>any</u>
    > 0 = it <u>doesn't apply</u> to me—I didn't want or need this

    ___ talking to someone who understands my situation

    ___ learning more about why/how domestic violence happens

    ___ help figuring out how I can be safer

    ___ hearing about what other women have done in my situation

    ___ learning to be more comfortable doing things for myself

    ___ finding out who to call or where to get help

    ___ help figuring out what to do with my life

    ___ help keeping access to my faith community

    ___ help staying in my community safely

    ___ other *(describe)* _____

    ___ help with issues related to my children

    ___ support to make some changes in my life

    ___ understanding myself better

    ___ feeling better about myself

    ___ help ending my relationship safely

    ___ help staying in my relationship safely

    ___ help with budgeting

    ___ feeling more comfortable asking for help

    ___ feeling more hopeful about my life

4. I am most comfortable talking about my issues and concerns related to the abuse I have experienced in the following way (**please check only one**):

    ___ in a support group with other women who have had similar experiences

    ___ in a conversation with only one other person

    ___ I am equally comfortable talking in a group or with just one person

5. ***Because of*** the counseling services I have received from this program <u>so far</u>, I feel (please check **yes or no**):

Yes	No		Yes	No	
___	___	I know more ways to plan for my safety	___	___	more hopeful about the future
___	___	I know more about community resources	___	___	more comfortable asking for help
___	___	like I can do more things on my own	___	___	more confident in my decision-making

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6. Please circle the number that best reflects your agreement or disagreement with the following statements.

	doesn't apply	strongly disagree	disagree	agree	strongly agree
Staff treated me with respect.	0	1	2	3	4
Staff were caring and supportive.	0	1	2	3	4
Staff spent enough time talking about my safety.	0	1	2	3	4
Over all, my religious/spiritual beliefs were respected.	0	1	2	3	4
Over all, my sexual orientation was respected.	0	1	2	3	4
Over all, my racial/ethnic background was respected.	0	1	2	3	4
Staff helped address any needs related to my disability.	0	1	2	3	4
Staff helped address any needs related to my youth or advancing age.	0	1	2	3	4

7. Over all, thinking about my experience with counseling, I would rate the help I have received so far as:

very helpful   helpful   a little helpful   not at all helpful

comments _____

_____

8. If a friend of mine told me she was thinking of coming to this program for help, I would: (***please check one***)

strongly recommend she come   recommend she come

recommend she not come   strongly recommend she not come

because: _____

We ask the next questions to see if different groups of people have different experiences here, so we can continue to improve our services for ALL people. But please feel free to leave any item blank if you are concerned it will identify you.

9. I consider myself to be:

African American/Black   Hispanic/Latina   Other (what?) _____

Asian/Pacific Islander   Multiracial

Native American/Alaskan Native   White   _____

If there is a particular ethnic background that is important to you, please identify: _____

10. My age is: 17 or younger   18 – 24   25 - 34   35 – 49   50 - 64   65 or older

11. I am: female   male   transgender

12. I have _____ minor children (age 17 or younger)

13. I consider myself to be:

heterosexual/straight   lesbian/gay

bisexual   other (*please describe*) _____

14. The highest level of education I have so far is:

8th grade or less   High school graduate or GED   College graduate

9th – 11th grade   Some college   Advanced degree

Thank you very much

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Formulario de opinión sobre el asesoramiento

¡Gracias por tu ayuda! Aunque hacer esto es <u>voluntario</u>, tus respuestas a estas preguntas ayudarán a nuestro programa a entender y mejorar los servicios que ofrecemos. No pedimos tu nombre. Tus respuestas son <u>confidenciales</u> y muy importantes para nosotros. Por favor, responde honestamente. Cuando termines, por favor coloca esta encuesta en el sobre que te dimos, ciérralo; luego colócalo en el lugar que el miembro del personal te mostró.

1. ¿Cuántas sesiones con el personal del programa de asesoramiento has tenido durante el año pasado?

   ___ 0   ___ 1   ___ 2 – 5   ___ 6 – 10   ___ más de 10

2. ¿Has completado uno de estos formularios <u>sobre tu experiencia con el asesoramiento</u> en el pasado?

   ___ no   ___ sí   ***Si respondiste sí****: ¿Hace cuánto tiempo?* _____ meses

3. Las personas quieren hablar con los consejeros/asesores por diferentes motivos. La siguiente lista describe diferentes razones por las que puedes haber llegado a nuestro programa para recibir asesoramiento. Cada mujer quiere y necesita cosas diferentes así que no hay respuestas "correctas". Por favor, usa ***uno de los números*** de la caja de abajo para calificar ***cada*** una de las cosas en la lista de acuerdo a la ayuda que recibiste ***de los consejeros/asesores.***.

> 3 = Recibí <u>toda</u> la ayuda de este tipo que quise
> 2 = Recibí <u>algo</u> de ayuda de este tipo que quise
> 1 = Quería este tipo de ayuda pero <u>no</u> me la dieron
> 0 = N<u>o me aplica</u>—No la quería o necesitaba

___ hablar con alguien que entiende mi situación
___ aprender más sobre por qué/cómo ocurre la violencia doméstica
___ ayuda para saber cómo estar más segura
___ escuchar lo que otras mujeres hicieron en mi misma situación
___ aprender a sentirme más cómoda haciendo cosas por mí misma
___ saber a quién llamar o en dónde obtener ayuda

___ ayuda para saber qué hacer con mi vida
___ ayuda para tener acceso a mi comunidad de fe
___ ayuda para estar más segura en mi comunidad
___ otro (describe) _____

___ ayuda con problemas relacionados con mis hijos
___ apoyo para realizar cambios en mi vida

___ entenderme mejor
___ sentirme mejor sobre mí misma

___ ayuda para finalizar mi relación de forma segura

___ ayuda para quedarme en mi relación de forma segura

___ ayuda para saber presupuestar
___ sentirme más cómoda pidiendo ayuda
___ sentirme más esperanzada sobre mi vida

4. Me siento más cómoda hablando sobre mis problemas y preocupaciones relacionados con el abuso que experimenté del siguiente modo (***por favor, marca sólo una***):
   ___ en un grupo de apoyo con otras mujeres que han tenido experiencias similares
   ___ en una conversación con sólo otra persona
   ___ me siento igual de cómoda hablando en grupo o con sólo una persona

5. ***Gracias*** a los servicios de asesoramiento que recibí hasta ahora de este programa, siento:
   (*por favor, marca **sí** o **no***)

Sí	No		Sí	No	
___	___	sé más formas de planificar mi seguridad	___	___	más esperanza en el futuro
___	___	sé más sobre recursos de la comunidad	___	___	más cómoda pidiendo ayuda
___	___	puedo hacer cosas por mí misma	___	___	más confianza para tomar mis decisiones

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6. Por favor, dibuja un círculo en el número que mejor indique tu acuerdo o desacuerdo con las siguientes frases:

	no aplica	muy en desacuerdo	en desacuerdo	de acuerdo	muy de acuerdo
El personal del refugio me trató con respeto.	0	1	2	3	4
El personal del refugio fue comprensivo y compasivo.	0	1	2	3	4
El personal del refugio pasó el tiempo suficiente hablando sobre mi seguridad.	0	1	2	3	4
En general, se respetaron mis creencias religiosas/espirituales.	0	1	2	3	4
En general, se respetó mi orientación sexual.	0	1	2	3	4
En general, se respetó mi origen racial/étnico.	0	1	2	3	4
El personal del refugio lidió con las necesidades relacionadas con mi discapacidad.	0	1	2	3	4
El personal del refugio lidió con las necesidades relacionadas con mi joven edad o edad avanzada.	0	1	2	3	4

7. En general, al pensar sobre mi estadía aquí, calificaría la ayuda que recibí en este refugio como:

___muy útil   ___ útil   ___ algo útil   ___ nada útil

comentarios_____

8. Si una amiga me dijera que estaba pensando en venir aquí para recibir ayuda, yo: (***por favor, marca una***)

___ recomendaría firmemente que viniera   ___ recomendaría que viniera
___ recomendaría que no viniera   ___ recomendaría firmemente que no viniera

porque:_____

Hacemos las siguientes preguntas para ver si diferentes grupos de personas tienen diferentes experiencias aquí para así continuar con nuestros servicios para TODAS las personas. Por favor, no te preocupes si dejas alguna pregunta en blanco ya que podría identificarte.

9. Considero que soy:
___ Afroamericana/Negra   ___ Hispana/Latina   ___ Otra (¿cuál?) _____
___ Asiática/Islas del Pacífico   ___ Multirracial
___ Nativa americana/Nativa de Alaska   ___ Blanca

Si hay un antecedente étnico en particular que sea importante para ti, por favor identifícalo:_____

10. Mi edad es: ___17 ó menos   ___ 18 – 24   ___ 25 - 34   ___ 35 – 49   ___ 50 - 64   ___ 65 ó más

11. Soy: ___ hembra   ___ varón   ___ transgénero

12. Tengo _____ hijos pequeños (de 17 años o menos).

13. Considero que soy:
___ heterosexual   ___ lesbiana/gay   ___ bisexual   ___ otro (*por favor, descríbelo*) _____

14. El nivel más alto de educación que tengo hasta ahora es:
___ 8º grado o menos   ___ Preparatoria o GED   ___ Graduada universitaria
___ Grado 9º – 11º   ___ Algo de universidad   ___ Grado avanzado

¡Muchas gracias!

CREATING A PLAN WITH STAFF
FOR COLLECTING OUTCOME EVALUATION DATA

1. Meet with key staff to explain the need for the evaluation and how it can be useful to the organization.

2. Decide with staff who will collect the data, how often, and from whom.

3. The importance of *sampling* clients:

   a. Do not collect data when clients are in crisis
   b. Collect data often enough that you don't miss those clients who receive short-term services, BUT not so often it's a burden to clients
   c. Sampling shelter residents:
      • Ideally, try to ask every shelter resident to participate as they get closer to shelter exit (other than those in crisis).
   d. Sampling support group participants:
      • Ideally, every 3-4 weeks pass out forms to all group members at the end of a meeting, and invite them to stay an extra 5 minutes to complete the form. Pens or pencils should be provided, a locked box or sealed envelope should be provided, and the facilitator should leave the room.
   e. Sampling advocacy program participants:
      • Ideally, after 2 contacts with the advocate unless the advocate believes they'll see the client again. You want to allow enough time for change to occur, but not miss those clients receiving short-term advocacy.

4. The key to sampling is that you must make sure that the people you include are as much like ("representative of") the whole group of people who receive your services as possible.

   a. Survivors from all ages, races and cultural groups, sexual orientations, religious preferences, and abilities must be included.
   b. Dissatisfied as well as satisfied clients need to be included.

5. Copy enough blank forms that they are readily available to staff; they should be in a visible area that will remind staff to use them.

6. Design a way that clients can return completed forms in an anonymous way. You can make or buy a locked box with a hole in the top, or can provide envelopes that clients can seal themselves and place in a safe place. Consider:

   a. Clients need to feel that no one will look at their form in the near future.
   b. Clients need to feel that they will not be identified by their survey.
   c. Before you begin, you could ask some clients what place or approach would feel best to them.
   d. You might need to figure this out through trial and error.

7. Decide with staff how often to discuss how the data collection is going; this should be quite often in the beginning while staff is getting used to the new procedures and to decide together what strategy works well and what doesn't.

8. All staff who might invite clients to participate in completing a survey should have a copy of the "*Directions for inviting clients to participate in outcome evaluation.*"

11/06

Shelter Resident Survey--#1

Thank you for your help. Although doing this is <u>voluntary</u>, your answers to these questions will help us plan and improve our shelter services. Please answer honestly and on your own—there are no right or wrong answers. Your answers are <u>confidential</u> and very important to us. Please do this as soon as you can. When you have finished, please put this survey in the envelope you were given and seal it; then put it in the confidential place the shelter staff showed you.

1. Where have you heard about this emergency shelter? (*please check all that apply*)

   __ telephone book   __ domestic violence (DV) advocate, incl. other DV shelter   __ people in court
   __ family member   __ people from my religious/spiritual community   __ health care provider
   __ police   __ child protective services staff   __ TANF (welfare) staff
   __ friend(s)   __ social service agency staff, incl. homeless shelter   __ flyer/brochure/poster
   __ other (where?) _____

2. When was the *first* time you heard about this shelter?
   ____ a day or two ago   ____ more than a day or two, but less than a month ago
   ____ between a month and a year ago   ____ more than a year ago

3. Have you ever stayed at this shelter before? ___no   ___ yes   (*If yes*): How long ago did you stay here?
   ___in the past 6 months   ___ 6 months to a year ago   ___ more than a year ago

4. When you decided to come here, what did you think this shelter would do for you?

   _____

5. Did you have any concerns about contacting this shelter? ___no   ___ yes (**Please** *describe your concerns*):
   _____

6. Have you ever tried to stay at this shelter in the past and not been able to do so?   ___no   ___ yes

   If yes: What was the reason you couldn't stay here? _____

   _____

7. Please check <u>all</u> of the following that were true for you when you *first arrived* here this time:

   ___ the staff made me feel welcome   ___ the staff treated me with respect
   ___ the space felt comfortable   ___ it seemed like a place for women like me
   ___ the other women made me feel welcome   ___ none of these choices were true for me

8. What do you think you would have done if this shelter didn't exist? _____

   _____

--over, please--

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9. While I'm here I hope I can get help with (*check all that apply to you; there are no "right" answers*):

___ safety for myself	___ transportation
___ safety for my children	___ support from other women
___ learning about my options and choices	___ a job or job training
___ paying attention to my own wants and needs	___ counseling for myself
___ paying attention to my children's wants and needs	___ counseling for my children
___ understanding about domestic violence	___ emotional support for myself
___ safety planning	___ health issues for myself
___ education/school for myself	___ health issues for my children
___ education/school for my children	___ my abuse-related injuries
___ reconnecting with my community	___ leaving my relationship
___ budgeting & handling my money	___ TANF (welfare) benefits
___ child protection system issues	___ other government benefits
___ child welfare system issues	___ issues related to my disability
___ ideas for handling the stress in my life	legal system/legal issues (which?)
___ connections to other people who can help me	___ protective/restraining order
___ finding housing I can afford	___ my abuser's arrest
___ responding to my children when they are upset or causing trouble	___ my own arrest
	___ custody or visitation questions
___ child care	___ divorce-related issues
	___ immigration issues

___ other (*what?*) _____

We ask the next questions to see if different people have different experiences here, so we can continue to improve our services for everyone. But please leave any item blank if you are concerned it will identify you.

---

10. I consider myself to be:

___ African American/Black	___ Hispanic/Latina	___ Other (what?) _____
___ Asian/Pacific Islander	___ Multiracial	
___ Native American/Alaskan Native	___ White	_____

If there is a particular ethnic background that is important to you, please identify: _____

11. My age is: ___17 or younger   ___ 18 – 24   ___ 25 - 34   ___ 35 – 49   ___ 50 - 64   ___ 65 or older

12. I have _____ minor children--age 17 or younger [*write in number of children you have under age 18*].

Please write in # of children <u>with you in shelter</u> in each age group: _____ under 1 year old   _____ 1 – 5 yrs.

_____ 6 – 12 yrs   _____ over age 12

13. I consider myself to be:

___ heterosexual/straight	___ lesbian/gay
___ bisexual	___ other (*please describe*) _____

14. The highest level of education I have so far is:

___ 8th grade or less	___ High school grad or GED	___ College grad
___ 9th – 11th grade	___ Some college	___ Advanced degree

15. My gender is: ___ female   ___ male   ___ transgender

Thank you very much!!

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Encuesta para residentes de refugios--#1

Gracias por tu ayuda. Aunque hacer esto es <u>voluntario</u>, tus respuestas a estas preguntas nos ayudarán a planificar y mejorar los servicios de nuestros refugios. Por favor, responde honestamente y por ti misma; no hay respuestas correctas o incorrectas. Tus respuestas son <u>confidenciales</u> y muy importantes para nosotros. Por favor, completa esta forma tan rápido como puedas. Cuando termines, por favor ponla en el sobre que te dimos y ciérralo; luego colócalo en el lugar confidencial que el personal del refugio te mostró.

1. ¿Cómo supiste de este refugio de emergencia? (*por favor, marca todas las que apliquen*)

   __ guía telefónica

   __ un familiar

   __ la policía

   __ amigo/a(s)

   __ defensoras contra violencia doméstica (DV en inglés) incl. refugios de DV

   __ personas de mi comunidad religiosa/espiritual

   __ personal del servicio de protección de menores

   __ personal de la agencia de servicios sociales incl. refugios para personas sin hogar

   __ personas de la corte

   __ proveedor de atención médica

   __ personal de TANF (asistencia social)

   __ folleto/cartel/póster

   __ otro lugar (¿dónde?) _____

2. ¿Cuándo escuchaste por ***primera*** vez de este refugio?
   ___ hace uno o dos días   ___ más de uno o dos días pero menos de un mes
   ___ entre un mes y un año   ___ más de un año

3. ¿Estuviste antes en este refugio? ___no   ___ sí   (***Si respondiste sí***): ¿Hace cuánto que estuviste aquí?
   ___en los últimos 6 meses   ___ entre 6 meses y un año   ___ hace más de un año

4. Cuando decidiste venir aquí, ¿qué pensaste que este refugio haría por ti?

   _____

5. ¿Te preocupó algo al ponerte en contacto con este refugio? ___no   ___ sí (***Por favor,*** *describe qué te preocupó*): _____

6. ¿Intentaste quedarte en este refugio en el pasado pero no pudiste?   ___no   ___ sí

   Si respondiste sí: ¿Por qué razón no pudiste quedarte aquí? _____

   _____

7. Por favor, pon una marca en todos los que sean ciertos ***justo cuando viniste*** esta vez:

   ___ el personal me hizo sentir bienvenida   ___ el personal me trató con respeto
   ___ el espacio se sentía cómodo   ___ parecía un lugar para mujeres como yo
   ___ las otras mujeres me hicieron sentir bienvenida   ___ ninguna de estas opciones fue cierta para mí

8. ¿Qué crees que hubieras hecho si este refugio no existiera? _____

   _____

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9. Mientras esté aquí espero obtener ayuda en (*marca todas las que te apliquen; no hay respuestas "correctas"*):

___ seguridad para mí

___ seguridad para mis hijos

___ aprender más sobre mis diferentes opciones

___ prestar atención a mis propios deseos y necesidades

___ prestar atención a los deseos y necesidades de mis hijos

___ entender la violencia doméstica

___ planificación de seguridad

___ educación/escuela para mí

___ educación/escuela para mis hijos

___ reconectar con mi comunidad

___ presupuestar y lidiar con mi dinero

___ problemas del sistema de protección de menores

___ problemas del sistema de ayuda a menores

___ ideas para lidiar con el estrés de mi vida

___ conexiones con otras personas que pueden ayudarme

___ encontrar una vivienda/alojamiento que pueda pagar

___ responder a mis hijos cuando estén enojados
     o causen problemas

___ guardería para niños/as

___ otros (*¿cuáles?*)_____

___ transporte

___ apoyo de otras mujeres

___ un trabajo o capacitación para un trabajo

___ asesoramiento para mí

___ asesoramiento para mis hijos

___ apoyo emocional para mí

___ problemas de mi salud

___ problemas de salud de mis hijos

___ mis heridas relacionadas con el abuso

___ abandonar mi relación

___ Beneficios de TANF (asistencia pública)

___ otros beneficios del gobierno

___ problemas relacionados con mi discapacidad

sistema legal/problemas legales (¿cuáles?)

   ___ orden de alejamiento/protección

   ___ el arresto de mi abusador

   ___ mi propio arresto

   ___ preguntas sobre custodia o visitas

   ___ asuntos relacionados con el divorcio

   ___ asuntos de inmigración

Estas preguntas nos ayudarán a saber quién usa nuestro refugio para así poder continuar mejorando nuestros servicios. No te preocupes si dejas alguna pregunta en blanco porque podría identificarte.

10. Considero que soy:

___ Afroamericana/Negra   ___ Hispana/Latina   ___ Otra (¿cuál?) _____

___ Asiática/Islas del Pacífico   ___ Multirracial

___ Nativa americana/Nativa de Alaska   ___ Blanca   _____

Si hay un antecedente étnico en particular que sea importante para ti, por favor identifícalo: _____

11. Mi edad es: ___17 ó menos   ___ 18 – 24   ___ 25 - 34   ___ 35 – 49   ___ 50 - 64   ___ 65 ó más

12. Tengo _____ hijos pequeños de 17 años o menos [*escribe el número de hijos menores de 18 años*].

    Por favor, escribe el número de hijos <u>contigo en el refugio</u> en cada grupo de edad: _____ menos de 1 año
      _____ 1 – 5 años   _____ 6 – 12 años   _____ más de 12 años

13. Considero que soy:

___ heterosexual   ___ lesbiana/gay

___ bisexual   ___ otro (*por favor, descríbalo*)

_____

14. El nivel más alto de educación que tengo hasta ahora es:

___ 8º grado o menos   ___ Preparatoria o GED   ___ Graduada universitaria

___ Grado 9º – 11º   ___ Algo de universidad   ___ Grado avanzado

15. Mi género es: ___ hembra   ___ varón   ___ transgénero

¡Muchas gracias!

Shelter Resident Survey--#2

Approximate number of days you stayed in this shelter this stay: _____

1. The following list describes different types of services you may have wanted, and may have received while you were in the shelter. Every woman wants and needs different things, so there are no "right" answers. Please rate *each* of the items on the list according to the help you received with:

> 3 = I got <u>all</u> of the help of this kind that I wanted
> 2 = I got <u>some</u> of the help of this kind that I wanted
> 1 = I wanted this kind of help, but I didn't get <u>any</u>
> 0 = it <u>doesn't apply</u> to me—I didn't want or need this

___ safety for myself

___ safety for my children

___ learning about my options and choices

___ paying attention to my own wants and needs

___ paying attention to my children's wants and needs

___ understanding about domestic violence

___ safety planning

___ education/school for myself

___ education/school for my children

___ reconnecting with my community

___ budgeting & handling my money

___ child protection system issues

___ child welfare system issues

___ ideas for handling the stress in my life

___ connections to other people who can help me

___ finding housing I can afford

___ responding to my children when they are upset or causing trouble

___ child care

___ other (*what?*) _____

___ transportation

___ support from other women

___ a job or job training

___ counseling for myself

___ counseling for my children

___ emotional support for myself

___ health issues for myself

___ health issues for my children

___ my abuse-related injuries

___ leaving my relationship

___ TANF (welfare) benefits

___ other government benefits

legal system/legal issues (which?)
   ___ protective/restraining order
   ___ my abuser's arrest
   ___ my own arrest
   ___ custody or visitation questions
   ___ divorce-related issues
   ___ immigration issues

2. What about the shelter has made you feel most comfortable? _____

_____

~~ over, please ~~

3. *Because of* my experience in the shelter, I feel (please check **yes** or **no**):

Yes	No		Yes	No	
___	___	I know more ways to plan for my safety	___	___	more hopeful about the future
___	___	I know more about community resources	___	___	more comfortable asking for help
___	___	more confident in my decision-making	___	___	I know more about my options
___	___	more comfortable talking about things that bother me	___	___	like I can do more things on my own
___	___	that I will achieve the goals I set for myself			

Comments: _____

_____

4. *Because of* our time in the shelter, I think my children (check **yes** or **no,** or check "doesn't apply—no children"):

Yes	No		Yes	No	
___	___	are better able to express their feelings without violence	___	___	feel more supported
___	___	have more understanding of what has been happening at home	___		doesn't apply—no children

*Comments:*_____

5. Please circle the number that best reflects your agreement or disagreement with the following statements:

	doesn't apply	strongly disagree	disagree	agree	strongly agree
Shelter staff treated me with respect.	0	1	2	3	4
Shelter staff were caring and supportive.	0	1	2	3	4
Shelter staff spent enough time talking about my safety	0	1	2	3	4
Shelter staff spent enough time talking about my children's safety	0	1	2	3	4
Over all, my religious/spiritual beliefs were respected.	0	1	2	3	4
Over all, my sexual orientation was respected.	0	1	2	3	4
Over all, my racial/ethnic background was respected.	0	1	2	3	4
Shelter staff helped address any needs related to my disability	0	1	2	3	4
Shelter staff helped address any needs related to my youth or advancing age	0	1	2	3	4

6. Over all, thinking about my stay here, I would rate the help I received at this shelter as:

___very helpful   ___ helpful   ___ a little helpful   ___ not at all helpful

comments _____

7. If a friend of mine told me she was thinking of coming here for help, I would: (please check one)

___strongly recommend she come   ___ recommend she come

___ recommend she not come   ___ strongly recommend she not come

because: _____

8. The shelter staff try to make your stay as helpful as possible. However, every woman's situation is different, and sometimes problems can occur, even in the best of programs. The list on the next page describes different types of problems you may have experienced while you were in the shelter.   Please let us know about any problems you experienced, using the numbered ratings for *each* item on the list. Please be honest, and *add your comments*!

*Please put one of these numbers on the space next to each type of problem listed below***:**

3 = this was not a problem for me	1 = this was a problem, and it was <u>not</u> resolved to my satisfaction
2 = this was a problem, but it was resolved	0 = this is not a rule or it doesn't apply to me

A. Problems related to <u>rules</u> about--   **Comments**

___ Curfew   _____

___ Child care (what?)   _____

___ Child discipline and monitoring   _____

___ Chores   _____

___ Time limits on staying here   _____

___ Going to my job or school   _____

___ Telephone privileges   _____

___ Contact with my abusive partner   _____

___ Contact with family or friends   _____

___ Allowing teen boys to stay here   _____

___ Other (what?) _____   _____

B. Problems related to other concerns—

___ Conflicts with other women in shelter   _____

___ Conflicts with staff   _____

___ Lack of respect for my customs/practices   _____

___ Choices of food available   _____

___ Need for transportation   _____

___ Communicating (e.g. language barriers)   _____

___ Difficulties getting around in the shelter   _____

___ Finding privacy   _____

___ Other (what?) _____   _____

We ask the next questions to see if different people have different experiences here, so we can continue to improve our services for everyone. But please leave any item blank if you are concerned it will identify you.

9. I consider myself to be:

    ___ African American/Black   ___ Hispanic/Latina   ___ Other (what?) _____

    ___ Asian/Pacific Islander   ___ Multiracial

    ___ Native American/Alaskan Native   ___ White   _____

    If there is a particular ethnic background that is important to you, please identify: _____

10. My age is: ___17 or younger   ___ 18 – 24   ___ 25 - 34   ___ 35 – 49   ___ 50 - 64   ___ 65 or older

11. I have _____ minor children (age 17 or younger). How many are with you here? _____ [# of children]

12. I consider myself to be:

    ___ heterosexual/straight   ___ lesbian/gay   ___ bisexual   ___ other (*please describe*) _____

13. The highest level of education I have so far is:

    ___ 8th grade or less   ___ High school grad or GED   ___ College grad

    ___ 9th – 11th grade   ___ Some college   ___ Advanced degree

14. My gender is: ___ female   ___ male   ___ transgender

Thank you very much!!   *Copyright NRCDV*

Encuesta para residentes de refugios--#2

Gracias por tu ayuda. Aunque hacer esto es <u>voluntario</u>, tus respuestas a estas preguntas nos ayudarán a planificar y mejorar los servicios de nuestros refugios. Por favor, responde honestamente y por ti misma; no hay respuestas correctas o incorrectas. Tus respuestas son <u>confidenciales</u> y muy importantes para nosotros. Por favor, completa esta forma tan rápido como puedas; después colócala en el sobre que te dimos y ciérralo; luego colócalo en el lugar confidencial que el personal del refugio te mostró.

Número aproximado de días que estuviste en este refugio esta vez: _____

1. La siguiente lista describe diferentes tipos de servicios que puede que hayas necesitado y que podrías haber recibido mientras estuviste en el refugio. Cada mujer quiere y necesita diferentes cosas así que no hay respuestas "correctas". Por favor, califica *cada* una de las cosas de la lista de acuerdo con la ayuda que recibiste:

> 3 = Recibí <u>toda</u> la ayuda de este tipo que quise
> 2 = Recibí <u>algo</u> de ayuda de este tipo que quise
> 1 = Quería este tipo de ayuda pero <u>no</u> me la dieron
> 0 = <u>No me aplica</u>—No la quería o necesitaba

___ seguridad para mí

___ seguridad para mis hijos

___ aprender más sobre mis diferentes opciones

___ prestar atención a mis propios deseos y necesidades

___ prestar atención a los deseos y necesidades de mis hijos

___ entender la violencia doméstica

___ planificación de seguridad

___ educación/escuela para mí

___ educación/escuela para mis hijos

___ reconectar con mi comunidad

___ presupuestar y lidiar con mi dinero

___ problemas del sistema de protección de menores

___ problemas del sistema de ayuda a menores

___ ideas para lidiar con el estrés de mi vida

___ conexiones con otras personas que pueden ayudarme

___ encontrar una vivienda/alojamiento que pueda pagar

___ responder a mis hijos cuando estén enojados
   o causen problemas

___ guardería para niños/as

___ otros (*¿cuáles?*) _____

___ transporte

___ apoyo de otras mujeres

___ un trabajo o capacitación para un trabajo

___ asesoramiento para mí

___ asesoramiento para mis hijos

___ apoyo emocional para mí

___ problemas de mi salud

___ problemas de salud de mis hijos

___ mis heridas relacionadas con el abuso

___ abandonar mi relación

___ beneficios de TANF (asistencia pública)

___ otros beneficios del gobierno

sistema legal/problemas legales (¿cuáles?)

   ___ orden de alejamiento/protección

   ___ el arresto de mi abusador

   ___ mi propio arresto

   ___ preguntas sobre custodia o visitas

   ___ asuntos relacionados con el divorcio

   ___ asuntos de inmigración

2. ¿Qué cosas del refugio te hicieron sentir más cómoda? _____

_____

3. *Gracias* a mi experiencia en el refugio, siento: (por favor marca **sí o no**)

Sí	No		Sí	No	
___	___	sé más formas de planificar mi seguridad	___	___	más esperanzada en el futuro
___	___	sé más sobre recursos de la comunidad	___	___	más cómoda pidiendo ayuda
___	___	más confianza para tomar mis decisiones	___	___	sé más sobre mis opciones
___	___	más cómoda hablando de cosas que me enojan	___	___	puedo hacer cosas por mí misma
___	___	que lograré los objetivos que me proponga			

*Comentarios:*_____
_____

4. *Gracias* al tiempo que pasamos en el refugio, creo que mis hijos: (marca **sí** o **no**, o "no aplica—sin hijos")

Sí	No		Sí	No	
___	___	expresan mejor sus sentimientos sin violencia	___	___	se sienten más apoyados
___	___	entienden mejor lo que ha estado ocurriendo en casa	___		no aplica—sin hijos

*Comentarios:*_____

5. Por favor, dibuja un círculo en el número que mejor indica tu acuerdo o desacuerdo con las siguientes frases:

	no aplica	muy en desacuerdo	en desacuerdo	de acuerdo	muy de acuerdo
El personal del refugio me trató con respeto.	0	1	2	3	4
El personal del refugio fue comprensivo y compasivo.	0	1	2	3	4
El personal del refugio pasó el tiempo suficiente hablando sobre mi seguridad.	0	1	2	3	4
El personal del refugio pasó el tiempo suficiente hablando sobre la seguridad de mis hijos.	0	1	2	3	4
En general, se respetaron mis creencias religiosas/espirituales.	0	1	2	3	4
En general, se respetó mi orientación sexual.	0	1	2	3	4
En general, se respetó mi origen racial/étnico.	0	1	2	3	4
El personal del refugio lidió con las necesidades relacionadas con mi discapacidad.	0	1	2	3	4
El personal del refugio lidió con las necesidades relacionadas con mi juventud o edad avanzada.	0	1	2	3	4

6. En general, al pensar sobre mi estadía aquí, calificaría la ayuda que recibí en este refugio como:

___muy útil   ___ útil   ___ algo útil   ___ nada útil

comentarios _____

7. Si una amiga me dijera que estaba pensando en venir aquí para recibir ayuda, yo: (por favor, marca una)

___recomendaría firmemente que viniera   ___ recomendaría que viniera
      ___ recomendaría que no viniera   ___ recomendaría firmemente que no viniera

porque: _____

8. El personal del refugio trata que tu estadía sea lo más útil posible. Sin embargo, la situación de cada mujer es diferente y a veces pueden ocurrir problemas incluso en el mejor programa. La lista en la página siguiente describe diferentes tipos de problemas que puedes haber experimentado mientras estuviste en el refugio. Por favor, haznos saber cualquier problema que hayas experimentado usando las calificaciones con número para *cada* frase de la lista. Por favor, sé honesta y *¡agrega tus comentarios!*

Por favor, coloca uno de estos números en el espacio junto a cada tipo de problema listado a continuación:

3 = esto no fue un problema para mí	1 = esto fue un problema y <u>no</u> se resolvió a mi satisfacción
2 = esto fue un problema pero se resolvió	0 = esto no es una regla o no me aplica

A. **Problemas relacionados con <u>reglas</u> sobre**:   Comentarios

___ Toque de queda (*curfew*)   _____

___ Guardería para niños (¿qué?)   _____

___ Disciplina de niños y su control   _____

___ Tareas   _____

___ Límites de tiempo para quedarse aquí   _____

___ Ir a mi trabajo o escuela   _____

___ Privilegios telefónicos   _____

___ Contacto con mi pareja abusiva   _____

___ Contacto con mi familia o amigos   _____

___ Permitir que adolescentes se queden aquí   _____

___ Otra (¿cuál?) _____   _____

B. **Problemas relacionados con otros asuntos:**

___ Conflictos con otras mujeres en el refugio   _____

___ Conflictos con el personal   _____

___ Falta de respeto por mis costumbres/prácticas   _____

___ Opciones disponibles de comida   _____

___ Necesidad de transporte   _____

___ Comunicación (p, ej, barrera lingüística)   _____

___ Dificultades para moverse en el refugio   _____

___ Tener privacidad   _____

___ Otra (¿qué?) _____   _____

Hacemos las siguientes preguntas para ver si diferentes mujeres tienen diferentes experiencias aquí para que podamos seguir mejorando nuestros servicios a TODAS las mujeres. No te preocupes si dejas alguna pregunta en blanco porque podría identificarte.

9. Considero que soy:

___ Afroamericana/Negra   ___ Hispana/Latina   ___ Otra (¿cuál?) _____

___ Asiática/Islas del Pacífico   ___ Multirracial

___ Nativa americana/Nativa de Alaska   ___ Blanca   _____

Si hay un antecedente étnico en particular que sea importante para ti, por favor identifícalo: _____

10. Mi edad es: ___17 ó menos   ___ 18 – 24   ___ 25 - 34   ___ 35 – 49   ___ 50 - 64   ___ 65 ó más

11. Tengo _____ hijos pequeños (de 17 años o menos). ¿Cuántos están aquí contigo? _____ [# de hijos]

12. Considero que soy:
     ___ heterosexual   ___ lesbiana/gay   ___ bisexual   ___ otro (*por favor, descríbelo*) _____

13. El nivel más alto de educación que tengo hasta ahora es:

___ 8º grado o menos   ___ Preparatoria o GED   ___ Graduada universitaria

___ Grado 9º – 11º   ___ Algo de universidad   ___ Grado avanzado

14. Mi género es: ___ hembra   ___ varón   ___ transgénero

¡Muchas gracias!

Support Services & Advocacy Feedback Form

Thank you for your help. Your answers to these questions will help us improve our services. Please answer honestly—there are no right or wrong answers. Your answers are <u>confidential</u> and very important to us. Please do this right away. When you have finished, please put this survey in the envelope you were given, seal it, then put it in the confidential place the advocate showed you.

1. People come to our program for different types of help. The following list describes different types of services you may have wanted, and may have received from someone in this program. Every person wants and needs different things, so there are no "right" answers. Please rate *each* of the items on the list according to the help you received with the number from the box that describes your experience:

> 3 = I got <u>all</u> of the help of this kind that I wanted
> 2 = I got <u>some</u> of the help of this kind that I wanted
> 1 = I wanted this kind of help, but I didn't get <u>any</u>
> 0 = it <u>doesn't apply</u> to me—I didn't want or need this

___ talking to someone who understands my situation

___ help figuring out how I can be safer

___ help keeping custody of my children

___ help with safe visitation for my children

___ help getting child support

___ help getting access to child care

___ help with child protection hearings or requirements

___ help with my children's school (e.g. records, changing schools, etc.)

___ help with health insurance for my children

___ help getting access to health care

___ help getting medical benefits (e.g. Medicaid)

___ help getting access to mental health services

___ help getting access to substance abuse services

___ help with government benefits (e.g. welfare/ TANF, food stamps, others)

___ learning more about why/how domestic violence happens

___ help meeting my child's disability-related needs

___ help meeting my needs related to my disability

___ help with budgeting

___ help getting safe & adequate housing

___ help getting job-related training

___ help getting a job

___ other (*describe*)_____

___ information about counseling options

___ support to make some changes in my life

___ help with a protective order

___ information about the legal system process

___ someone to go with me to court

___ information about my legal rights and options

___ help supporting the court case against the person who abused me

___ help stopping the court case against the person who abused me

___ help with probation issues

___ help getting access to an attorney

___ help with police issues

___ help preparing to testify in court

___ help dealing with my arrest

___ help dealing with sexual abuse services for me or my children

___ help understanding my rights & options related to my residency status

___ help getting benefits as an immigrant

___ help getting residency status

___ help getting support from my faith community

___ help arranging transportation to meet my needs

___ help ending my relationship

___ help staying in my relationship safely

2. Our advocacy and support services are meant to help you to get what you need and to have your voice heard. About how many <u>advocacy/support-related</u> contacts with program staff have you had in the last year (your best guess)?

    one   two   three – ten   more than ten   none

3. Have you been a shelter resident during any part of this time?   ___ yes   ___ no

4. Have you completed <u>this</u> form before, during the past year?   ___ yes   ___ no   ____ I don't remember

5. ***Because of*** the advocacy/support services I have received from this program so far, I feel *(please check either **yes** or **no**)*:

Yes No		Yes No	
____ ____	I know more ways to plan for my safety	____ ____	more hopeful about the future
____ ____	I know more about community resources	____ ____	more comfortable asking for help
____ ____	I know more about my rights and options	____ ____	more confident in my decision-making
____ ____	that I will achieve the goals I set for myself	____ ____	like I can do more things on my own

6. Please circle the number that best reflects your agreement or disagreement with the following statements.

	doesn't apply	strongly disagree	disagree	agree	strongly agree
Program staff treated me with respect.	0	1	2	3	4
Program staff were caring and supportive.	0	1	2	3	4
Program staff spent enough time talking about my safety.	0	1	2	3	4
Over all, my religious/spiritual beliefs were respected.	0	1	2	3	4
Over all, my sexual orientation was respected.	0	1	2	3	4
Over all, my racial/ethnic background was respected.	0	1	2	3	4
Program staff helped address any needs related to my disability.	0	1	2	3	4
Program staff helped address any needs related to my youth or advancing age.	0	1	2	3	4

7. Is there anything the program could do to improve our advocacy/support services?   yes   no

    If yes: Please describe: _____

    _____

    _____

8. Over all, thinking about my experience with this program so far, I would rate the help I have received as:

    very helpful   helpful   a little helpful   not at all helpful

    comments _____

    _____

    _____

~~next page, please~~

9. If a friend of mine told me she was thinking of coming here for help, I would: (please check one)

strongly recommend she come   recommend she come

recommend she not come   strongly recommend she not come

because:

_____

_____

We ask the next questions to see if different groups of people have different experiences here, so we can continue to improve our services for ALL people. But please feel free to leave any item blank if you are concerned it will identify you.

---

10. I consider myself to be:

African American/Black   Hispanic/Latina   Other (what?) _____
Asian/Pacific Islander   Multiracial
Native American/Alaskan Native   White   _____

If there is a particular ethnic background that is important to you, please identify: _____

_____

11. My age is: 17 or younger   18 – 24   25 - 34   35 – 49   50 - 64   65 or older

12. I have _____ minor children (age 17 or younger)

13. I consider myself to be:

heterosexual/straight   lesbian/gay
bisexual   other (*please describe*) _____

14. The highest level of education I have so far is:

8th grade or less   High school graduate or GED   College graduate
9th – 11th grade   Some college   Advanced degree

15 I am:

female   male   transgender

Thank you very much!

Formulario de opinión sobre los Servicios de Defensa y de Apoyo

Gracias por tu ayuda. Tus respuestas a estas preguntas nos ayudarán a mejorar nuestros servicios. Por favor, responde honestamente; no hay respuestas correctas o incorrectas. Tus respuestas son <u>confidenciales</u> y muy importantes para nosotros. Hazlo tan rápido como puedas. Cuando termines, por favor coloca esta encuesta en el sobre que te dimos, ciérralo; luego colócalo en el lugar confidencial que la defensora te mostró.

1. Las personas vienen a nuestro programa por diferentes tipos de ayuda. La siguiente lista describe diferentes tipos de servicios que puede que hayas querido y que podrías haber recibido de alguien en este programa. Cada persona quiere y necesita diferentes cosas así que no hay respuestas "correctas". Por favor, califica *cada* una de las cosas de la lista de acuerdo a la ayuda que recibiste con el número de la caja que describe tu experiencia.

> 3 = Recibí <u>toda</u> la ayuda de este tipo que quise
> 2 = Recibí <u>algo</u> de ayuda de este tipo que quise
> 1 = Quería este tipo de ayuda pero <u>no</u> me la dieron
> 0 = <u>No me aplica</u>—No la quería o necesitaba

___ hablar con alguien que entiende mi situación

___ ayuda para saber cómo estar más segura

___ ayuda para tener la custodia de mis hijos

___ ayuda con visitas seguras con mis hijos

___ ayuda para obtener sustento para los niños

___ ayuda para tener acceso a la guardería de niños

___ ayuda en las visitas en la corte sobre protección o requerimientos

___ ayuda con la escuela de mis hijos (p. ej. registros, cambiar de escuelas, etc.)

___ ayuda con el seguro médico para mis hijos

___ ayuda para obtener acceso al sistema médico

___ ayuda para obtener beneficios médicos (p. ej. Medicaid)

___ ayuda para obtener acceso a servicios de salud mental

___ ayuda para prepararme a testificar en la corte

___ ayuda para lidiar con mi arresto

___ ayuda para lidiar con los servicios de abuso sexual para mí o mis hijos

___ ayudarme a entender mis derechos y opciones relacionados con mi estatus de residencia

___ ayuda para lograr beneficios como inmigrante

___ ayuda para obtener mi residencia legal

___ ayuda para lograr apoyo de mi comunidad de fe

___ ayuda para tener el transporte que necesite

___ ayuda para terminar mi relación

___ ayuda para permanecer en mi relación de forma segura

___ otros (*descríbelos*)_____

___ información sobre opciones de asesoramiento

___ apoyo para realizar cambios en mi vida

___ ayuda con una orden de protección

___ información sobre el proceso del sistema legal

___ alguien que venga a la corte conmigo

___ información sobre mis derechos y opciones legales

___ ayuda en la corte contra la persona que abusó de mi

___ ayuda para detener el caso en la corte contra la persona que abusó de mí

___ ayuda con problemas de libertad condicional

___ ayuda para tener acceso a abogados

___ ayuda con asuntos policiales

___ ayuda para obtener servicios de abuso de sustancias

___ ayuda con beneficios del gobierno (asistencia social/TANF, estampillas de comida, otros)

___ aprender más sobre por qué/cómo ocurre la violencia doméstica

___ ayuda para cumplir las necesidades de mis hijos discapacitados

___ ayuda con las necesidades causadas por mi discapacidad

___ ayuda para presupuestar

___ ayuda para lograr alojamiento/hogar seguro y adecuado

___ ayuda para obtener capacitación profesional

___ ayuda para obtener un trabajo

2. Nuestros servicios de apoyo y defensa están ahí para ayudarte a lograr lo que necesitas y que se escuche tu voz. ¿Cuántos contactos <u>relacionados con tu defensa/apoyo</u> has tenido con el personal del programa en el último año (aproximadamente)

__uno   __ dos   __ tres a diez   __ más de diez   __ninguno

Derechos de autor NRCDV

3. ¿Fuiste residente del refugio durante parte de ese tiempo? ___ sí ____ no

4. ¿Completaste este formulario anteriormente, durante el año pasado? __sí __no __no recuerdo

5. *Gracias* a los servicios de defensa/apoyo que recibí de este programa hasta ahora, siento: (*por favor marca sí o no*)

Sí	No		Sí	No	
___	___	sé más formas de planificar mi seguridad	___	___	más esperanzada en el futuro
___	___	sé más sobre recursos de la comunidad	___	___	más cómoda pidiendo ayuda
___	___	sé más sobre mis derechos y opciones	___	___	más confianza para tomar mis decisiones
		que lograré los objetivos que me propongo	___	___	puedo hacer cosas por mí misma

6. Por favor, dibuja un círculo en el número que mejor indique tu acuerdo o desacuerdo con las siguientes frases.

	no aplica	muy en desacuerdo	en desacuerdo	de acuerdo	muy de acuerdo
El personal del programa me trató con respeto.	0	1	2	3	4
El personal del programa fue comprensivo y compasivo.	0	1	2	3	4
El personal del programa pasó el tiempo suficiente hablando sobre mi seguridad.	0	1	2	3	4
En general, se respetaron mis creencias religiosas/espirituales.	0	1	2	3	4
En general, se respetó mi orientación sexual.	0	1	2	3	4
En general, se respetó mi origen racial/étnico.	0	1	2	3	4
El personal del programa lidió con las necesidades relacionadas con mi discapacidad.	0	1	2	3	4
El personal del refugio lidió con las necesidades relacionadas con mi edad joven o avanzada.	0	1	2	3	4

7. ¿Hay algo que el programa podría hacer para mejorar nuestros servicios de defensa/apoyo? __sí   __no

   Si respondiste sí: Por favor, descríbelo _____

   _____

   _____

8. En general, al pensar sobre mi experiencia con este programa hasta ahora, calificaría la ayuda que recibí como:

   ___muy útil   ___ útil   ___ algo útil   ___ nada útil

   comentarios _____

   _____

9. Si una amiga me dijera que estaba pensando en venir aquí para recibir ayuda, yo: (por favor, marca una)

   __ recomendaría firmemente que viniera   __ recomendaría que viniera

            __ recomendaría que no viniera   __ recomendaría firmemente que no viniera

porque: _____

_____

10. Considero que soy:

___ Afroamericana/Negra   ___ Hispana/Latina   ___ Otra (¿cuál?) _____

___ Asiática/Islas del Pacífico   ___ Multirracial

___ Nativa americana/Nativa de Alaska   ___ Blanca   _____

Si hay un antecedente étnico en particular que sea importante para ti, por favor identifícalo: ___

11. Mi edad es: ___17 ó menos ___ 18 – 24 ___ 25 - 34 ___ 35 – 49 ___ 50 - 64 ___ 65 ó más

12. Tengo _____ hijos pequeños (de 17 años o menos).

13. Considero que soy:

___ heterosexual   ___ lesbiana/gay

___ bisexual   ___ otro (*por favor, descríbelo*) _____

14. El nivel más alto de educación que tengo hasta ahora es:

___ 8º grado o menos   ___ Preparatoria o GED   ___ Graduada universitaria

___ Grado 9º – 11º   ___ Algo de universidad   ___ Grado avanzado

15. Soy:

___ hembra   ___ varón   ___ transgénero

¡Muchas gracias!

OCJS CUSTOMER SATISFACTION SURVEY SUMMARY

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Columbus, Ohio 43223
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OCJS Customer Satisfaction Survey
Summary

The following is a summary of the OCJS Customer Satisfaction Survey. It is divided into the following categories: RFP Process, Application Process, Grant Awards Process, Grant Denials, Orientation, Grant Administration, Monitoring, and Customer Service.

Demographics and Methodology
The OCJS customer satisfaction survey was administered from September 26, 2007, through October 16, 2007, via Survey Monkey, an online survey provider. The survey was described as having a focus on the administration of federal grant programs. An announcement regarding the survey's availability was sent to all current OCJS grant recipients (approximately 350 total) as well as through the *Criminal Justice Weekly*, an OCJS bulletin distributed to approximately 1,700 subscribers. Current grant recipients make up a subset of subscribers to the *Criminal Justice Weekly* bulletin.

One hundred sixty-one individuals responded to the customer satisfaction survey. The respondents represented agencies in 60 of Ohio's 88 counties (some represented more than one county).

Of the 161 respondents, 93 percent reported ever having received a grant from OCJS. The following is a breakdown of what respondents received in 2007:

Funding Source	Grants that Respondents are Currently Receiving
JAG or JAG LE	87
VAWA	56
FVPSA	39
RSAT	1
PSN	4
Paul Coverdell	5
Anti-Gang	10

*Some agencies receive more than one type of funding

Twelve respondents reported that this is the first year their agency has received an OCJS grant.

Many questions required a rating response. Because each respondent's perception of the meaning of a particular score could differ, some assumptions were made in order to aggregate the responses. Unless otherwise specified, the scale ranged from 1 to 10, where 1 corresponded to 'not at all… (important, satisfied, etc.)' and 10 corresponded to 'very…(important, satisfied, etc.)'. A rating of one to three was interpreted as an

unfavorable response, a rating of four to six was interpreted as being a neutral response, and a rating of seven to 10 was interpreted favorably.

Request for Proposal (RFP) Process
Forty-three percent of respondents found out about the OCJS RFP through the OCJS web site, while others became aware of it through word of mouth and through the OCJS *Criminal Justice Weekly*. Nearly all (96 percent) accessed the RFP via the web site.

When asked how well the goals and requirements for each program area were explained in the RFP, 86 percent were satisfied or very satisfied (score of seven or above). Eighty-six percent of customers were also satisfied or very satisfied with the information in the RFP on the proposal narrative. Another 86 percent felt that it was important or very important for the RFP to state how points will be allocated when the application is scored.

Application Process
Sixty-one percent of agencies ranked the importance of providing training on the application process as important or very important, while 28 percent were neutral on the issue (score of 4-6). Not surprisingly, 99 percent of respondents said it was important or very important to know the timeline of the grant application process, with nearly 75 percent ranking this issue a '10'. Eighty-seven percent of customers were satisfied with the information in the OCJS grants calendar on the timeline for grant applications.

Sixty-one percent of agencies applied for the grant online, while most of the remaining respondents downloaded the application and submitted it by mail. Approximately ¾ of the 98 respondents who submitted online reported no technical difficulties. Of those 23 respondents who did report technical difficulties, there was a split in their thoughts regarding how well the difficulties were resolved — 53 percent were satisfied, scoring an eight or above (there were no 'seven' responses), while 47 percent were neutral or slightly dissatisfied with the resolution, scoring a three, four, five, or six.

Eighty-three percent felt it was easy or very easy to determine the appropriate forms that were needed to submit a complete grant application.

OCJS asked respondents to report their satisfaction with the different parts of the application (problem statement, project description, project objectives and outcomes, timeline and activities, budget, and collaboration). Overall, respondents were satisfied or very satisfied with how all sections were defined, with no score averaging below 7.7 (out of 10). Additionally, the majority (89 percent) were satisfied or very satisfied with the ease of completing the OCJS application.

Ninety-six percent of respondents felt it was important or very important to be able to contact OCJS staff with questions about the applications, and of these, 72 percent rated it a "10". Of those who had to contact OCJS staff with questions regarding the application, 91 percent reporting being satisfied or very satisfied with the responsiveness of OCJS

staff. The majority, or 60 percent, of these individuals who expressed satisfaction gave OCJS staff a "10" for responsiveness.

Ninety-three percent of respondents have received an OCJS grant in the past. Sixty percent reported that their agency was notified of its grant award within the timeline specified in the RFP. Given this finding, when asked about the timeliness in which the agency was notified of its grant award, satisfaction levels varied. While the majority, 59 percent, reported being satisfied or very satisfied with the timeliness of notification, 25 percent were neutral on the issue, and 16 percent were dissatisfied or very dissatisfied.

Eighty-five percent of respondents were satisfied with the clarity of the pre-award conditions. Ninety-seven percent of the respondents reported that the special program conditions assigned to their grant were understandable, and 95 percent felt that they were relevant to the agency's program.

Sixty-nine respondents reported having been denied a grant in the past. Of these, about half, 48 percent, requested feedback. Of the 33 respondents who had requested feedback, 64 percent felt that the feedback they received was valuable or very valuable, while 21 percent were neutral on the issue. Four individuals reported that the feedback was not at all valuable.

Of the 33 who requested feedback on their denied grant, 64 percent were made aware of their right to review the findings leading to the denial decision.[1]

Orientation Training

Eight-two percent of respondents reported having someone from their agency attend an OCJS orientation training at some point in time. Respondents were satisfied with the information provided in the training, which included information on draw down of funds, grant adjustments, quarterly subgrant reports, semi-annual performance reports, fiscal monitoring, programmatic monitoring, audits, and grant closeout procedures. Each aspect of training received an average rating of 7.8 or above out of 10.

Grant Administration

While the majority (80 percent) of respondents felt that the quarterly subgrant reports (QSRs) were easy or very easy to complete, 20 percent were less positive about the ease of filling out the QSR, with 18 percent giving it a neutral score and 2 percent of respondents giving it an unsatisfactory score. Most respondents (74 percent) have asked for assistance at one time or another filling out the QSR. Of those who have asked for assistance, 90 percent were satisfied or very satisfied with the assistance they received, and of these, 63 percent rated their satisfaction as a "10".

Eighty-six percent of respondents reported that the performance reports were easy or very easy to fill out. Despite their ease, there was mixed reaction regarding the ability of the

---

[1] The ordering of the questions was such that it only allowed those who were denied <u>and</u> requested feedback to answer this question. Ideally, it should have allowed all those who had been denied to answer the question, regardless of whether or not they requested feedback.

performance reports to adequately demonstrate an agency's progress with the grant. Seventy-three percent of respondents were satisfied or very satisfied with this aspect of the performance report, while 20 percent were less satisfied, giving performance reports a neutral score on their ability to demonstrate grant progress. When respondents asked for assistance filling out the performance reports, 91 percent felt satisfied or very satisfied with the assistance they received from staff.

Monitoring

Forty-one percent of respondents reported undergoing a fiscal monitoring. Of those who underwent a fiscal monitoring, 60 percent were conducted by telephone and 40 percent were done on-site.

Forty percent of respondents reported undergoing a programmatic monitoring, with a higher percentage done on-site (55 percent) than by telephone (45 percent).

Forty-eight percent of respondents stated that their agency had not undergone any fiscal or programmatic monitoring.

Customer Service

Ninety-one percent of respondents reported being satisfied or very satisfied with the service provided by OCJS staff.

Additionally, respondents were asked to rate the customer service they received from OCJS grant coordinators in the following areas:
- Helpfulness in providing technical assistance
- Reasonableness in response time
- Knowledge of grants
- Accuracy of information relayed
- Courteous behavior

Overall, respondents were very pleased with the customer service they received. On a five-point scale (five being "strongly agree"), the average rating OCJS grant coordinators received in each of these areas ranged from a 4.5 to a 4.7. "Strongly agree" was also the most frequently reported response for each of the areas.

Eighty-nine percent of respondents were satisfied or very satisfied with how OCJS administers the grant program. Likewise, 89 percent of respondents were satisfied or very satisfied with the OCJS grants web site.

Additional Comments Regarding Grant Administration

Respondents were offered the chance to comment on aspects of grant administration that OCJS does particularly well or that OCJS could improve upon. The following summarizes many of the comments received.

What OCJS and its staff do well…
- Trainings and seminars are very helpful.

- Staff display willingness to assist subgrantees.
- Staff are professional and knowledgeable.
- Staff are timely and responsive.
- Ability to apply online is appreciated.

What OCJS could improve upon...
- Timeliness in notification of grant awards and denials.
- Timeliness in disbursement of funds.
- Streamlining the application process.
- Reminding subgrantees of important information such as upcoming deadlines (perhaps by e-mail or a listserv), as well as notifying subgrantees promptly of late reports.
- Providing more in-depth grants training, as well as training on the use of the web site.

Finally, respondents were offered the chance to discuss other ways in which OCJS could assist agencies with the grants process. The responses were similar to those provided in the previous question on ways to improve grant administration, mostly focusing on timeliness in notification of awards and denials, timeliness in disbursement of funds, additional training, and keeping subgrantees informed, whether it be regarding deadlines, providing feedback on reporting requirements, etc.

Outcome Evaluation Training for FVPSA Grantees

Provided by

Cris Sullivan, Ph.D.

Eleanor Lyon, Ph.D.

What This Training Covers

- New FVPSA program mandate for evaluation
- Background information about prior evaluation efforts of domestic violence programs
- Specific strategies for collecting this (and other) information directly from survivors
- Specific strategies for reporting the data and using the information to improve services

New FVPSA Requirements

- In 2005, the Family Violence Prevention and Services (FVPSA) Program within DHHS was reviewed by the Office of Management and Budget (OMB).

- 'Results were not adequately demonstrated.'

- FVPSA Program is now required to have grantees collect outcome data.

So What is Outcome Evaluation?

- Outcome evaluation involves examining *change that has occurred* as a result of a service being provided.

- An *outcome* is a change in knowledge, attitude, skill, behavior, expectation, emotional status, or life circumstance *due to the service being provided.*

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FVPSA Program Response:

- In response, Bill Riley, then Director of the FVPSA Programs, convened a national advisory workgroup to develop strategies for local programs.

- He wanted the new requirement to be useful to programs, and not to be too burdensome.

Advisory Workgroup

- **Consisted of coalition directors, national resource centers, state FVPSA administrators, local program directors, and evaluation specialists**
- **Discussed needing outcomes to reflect the complex nature of our services**
- **Wanted outcomes to be evidence-based and meaningful to local programs**
- **Looked to prior evaluation efforts to inform this work**

Prior Evaluation Efforts

- **In late 1990s Cris Sullivan worked with PCADV and Pennsylvania programs to identify reasonable outcomes of our work and how to evaluate those outcomes**

- **This resulted in an outcome evaluation manual that included tools for programs to use**

- **She also began providing one-day workshops for programs to learn about outcome evaluation.**

Prior Evaluation Efforts

- **Also around that time the National Resource Center on Domestic Violence (NRCDV) had been facilitating discussions among state coalition directors, women of color activists, and others to think critically about our work**

- **As a result, in 1998 NRCDV initiated the Documenting Our Work Project (DOW)**

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The People Behind DOW

- **Project coordinators: Eleanor Lyon, Anne Menard and Sujata Warrier**

- **A work group of coalition directors, local program directors, evaluation specialists, state administrators, and national resource centers**

Why Document Our Work?

1) To develop consensus on definitions, goals, and outcomes of our work.

2) Individual funders are increasingly requiring outcome evaluation.

3) Can use to strengthen and inform program practice, policy and research.

4) Can use to encourage accountability to survivors and their children.

DOW Products

- **Self-assessment tools for state coalitions and local programs**

- **Community assessment tools for state coalitions and local programs**

- **Outcome evaluation surveys for local programs to evaluate hotlines, counseling, support groups, support services & advocacy, and shelter services**

Client Feedback Surveys

- Please see the DOW client feedback surveys in the manual appendix

- The surveys were created to hear specifically from survivors about their experiences, in a simple and straightforward way

- They were tested in programs across four states and found to be useful

The Advisory Group Noted That:

◆ **Similar outcomes were identified across the DOW project as well as Cris's work in Pennsylvania and other states.**

◆ **Programs were finding these outcomes, trainings, manuals and survey tools to be useful to them.**

Advisory Group Also Looked to Research for Guidance

- Research on the effectiveness of domestic violence services is limited.

- However, some longitudinal research has found that increasing women's knowledge about and access to community resources decreases their risk of re-abuse and increases their well-being.

- The manual includes more info about these studies

Research Also Shows:

- ◆ **The two strategies survivors have identified as most likely to make the (abuse) situation better are contacting a domestic violence victim service program (72%) and actually staying at a domestic violence shelter (79%).**

- ◆ **Women who have stayed in shelters are more likely to generate escape plans, use active resistance strategies against abusers and seek help from professionals when faced with abuse.**

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Workgroup Consensus:

They identified two outcomes that:

- Are appropriate given the varied nature of survivors' contact with programs

  - crisis contacts and non-crisis contacts, varying lengths of contact, contact within different service contexts, such as hotline, shelter, advocacy, and support groups)

- Have been empirically shown by research to lead to long-term outcomes of increased safety and well-being

Workgroup's Two Recommended Outcomes

As a result of contact with the domestic violence program, 65% or more of domestic violence survivors will have more:

1. strategies for enhancing their safety.

2. knowledge of available community resources.

Additional Recommendations

- Roll out these new expectations over time.
- Provide training and technical assistance to states.
- Provide actual tools and databases to states.
- Pilot the DOW forms across four states to see if people find them to be manageable and useful.

Timeline for Rolling Out FVPSA Outcomes

Oct '05 – Sept '06:

- **Introduced the outcomes to FVPSA grantees**
- **Collaborated with pilot sites (MO, NE, PA, WI) to identify needs related to outcome evaluation**

Timeline for Rolling Out FVPSA Outcomes

Oct '06 – Sept '07:

- **Worked with pilot sites to refine data collection strategies, data collection tools, and reporting procedures.**

- **Added additional pilot sites (NH, VT, ME); finalized an outcome manual that includes specific strategies and tools for grantees.**

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Timeline for Rolling Out FVPSA Outcomes

Oct '07 – Sept '08:

- Create a DVD training
- Provide Train the Trainer workshops
- Work with additional sites until outcome evaluation is fully implemented.

By December of 2009:

- all programs will be submitting a full year of data on the 2 outcomes to their FVPSA administrators (and then on to DHHS)

The Pilot Project

A few findings to demonstrate
the type of information you can get
from survivors themselves

What Did the Pilot Involve?

- In-person training of program staff
- Follow-up TA—conference calls & listserv
- Strong encouragement to use complete DOW-derived forms
- Use of forms: shelter (2), support group, support services/advocacy, & counseling—some revised during training

Forms Have in Common:

- Completed voluntarily by survivors
- Checklist of services women may have wanted & what they received
- Outcomes of the service, including two new FVPSA outcomes:
  - I know more ways to plan for my safety
  - I know more about community resources
- Respect and support received
- Overall satisfaction with service
- Basic demographics

Why Not Just Ask the Two Outcome Questions?

◆ Would look odd to clients if there were only two questions on a survey

◆ The usefulness of the info is limited

◆ Does not give contextual information to programs

◆ Does not capture important process information (such as respect, autonomy)

Examples of Results

- **Data submitted anonymously from programs with data entered**
- **Represents survivors who received services across three states in 2007**

"When I First Arrived in Shelter…"

Staff made me feel welcome	96%
Staff treated me with respect	91%
Other women made me feel welcome	84%
It seemed like a place for women like me	78%
The space felt comfortable	78%

If Service Was Desired, % of Women Who Received:

	All	Some
Safety	95%	4%
Learning about my options & choices	75	22
Safety planning	80	16
Understanding about DV	81	15
Paying attention to own wants & needs	79	15
Emotional support for myself	76	17
Finding housing I can afford	67	24

"Because of Shelter Experience, I Feel…"

More hopeful about the future	96%
I can do more things on my own	95%
That I will achieve goals I set for myself	94%
I know more about my options	91%
More comfortable asking for help	91%
I know more about community resources	**91%**
I know more ways to plan for my safety	**90%**
More confident in my decision-making	88%

How Helpful was Shelter?
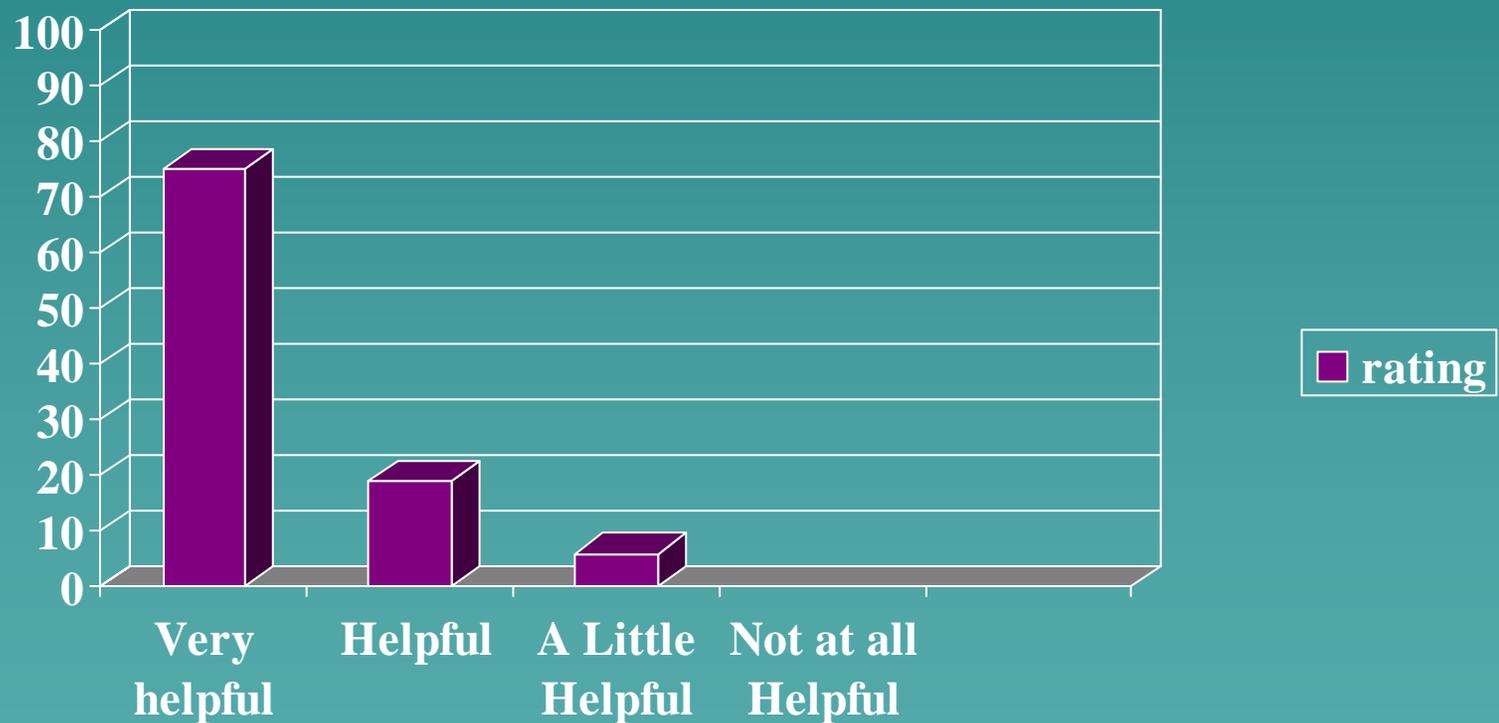
Of *Support Services* Desired, % of Women Who Received:

	All	Some
Talk with someone who understands	82%	17%
Support to make changes in my life	80	16
Information about counseling options	77	19
Learning how/why DV happens	73	25
Help getting safe/adequate housing	63	29
Help with a protective order *	91	3
Help with access to MH services *	68	24

"Because of Support Services, I Feel…"

More hopeful about the future	97%
More comfortable asking for help	94%
I will achieve the goals I set for myself	94%
I know more ways to plan for my safety	**93%**
I know more about my rights and options	93%
I can do more on my own	91%
More confident about my decision-making	91%
I know more about community resources	**85%**

How Helpful were Support Services?
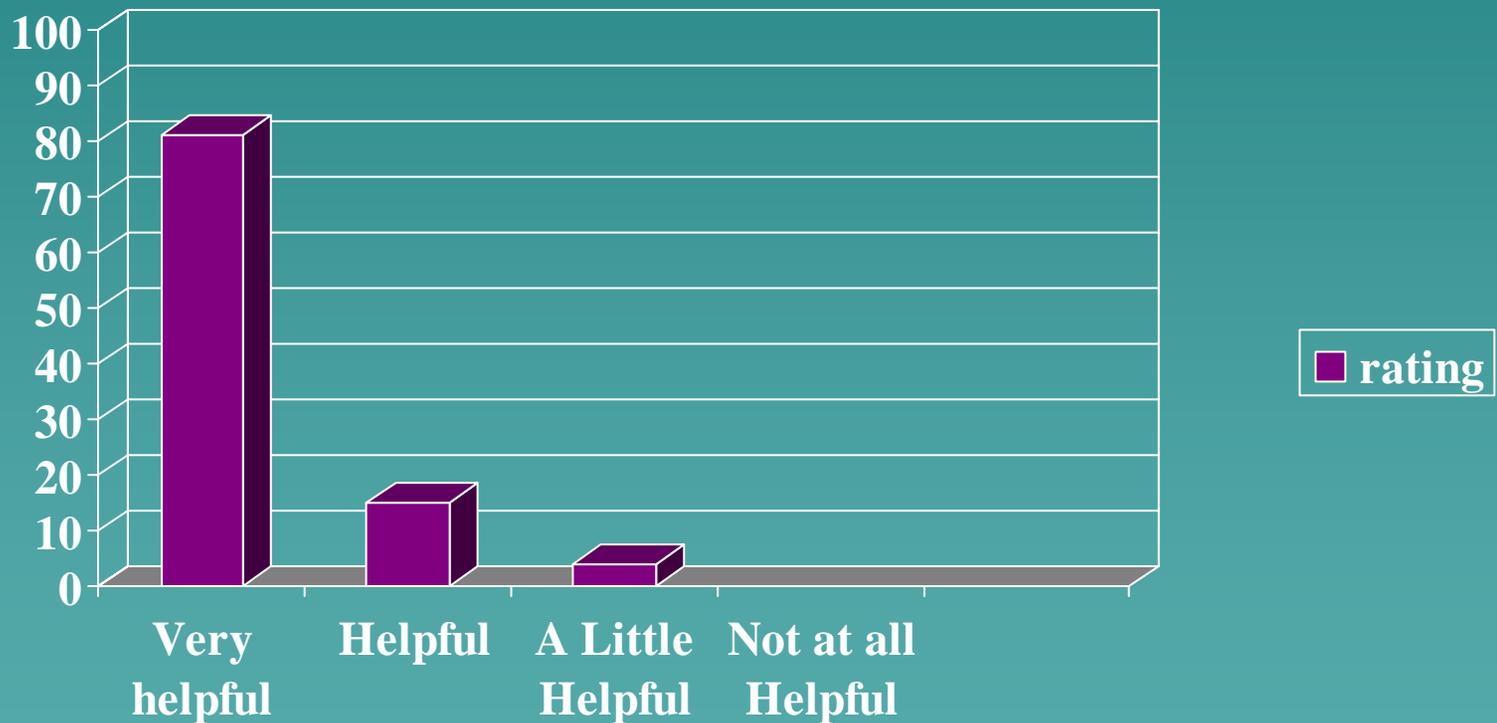
Of *Support Group* Needs, % of Women Who Received:

	All	Some
Talk to others who understand	68%	30%
Hear what other women have done	67	28
Feel better about myself	65	29
Support to make changes in my life	61	34
Learn more about how/why DV	63	31
Learn who to call, where to get help	68	27
Help ending my relationship safely	53	35

"*Because of* Support Groups, I Feel…"

More hopeful about the future	93%
More confident about my decision-making	93%
More comfortable asking for help	91%
I can do more on my own	88%
I know more ways to plan for my safety	**85%**
I know more about community resources	**81%**

How Helpful were Support Groups?

	rating
Very helpful	~65
Helpful	~29
A Little Helpful	~3
Not at all Helpful	0
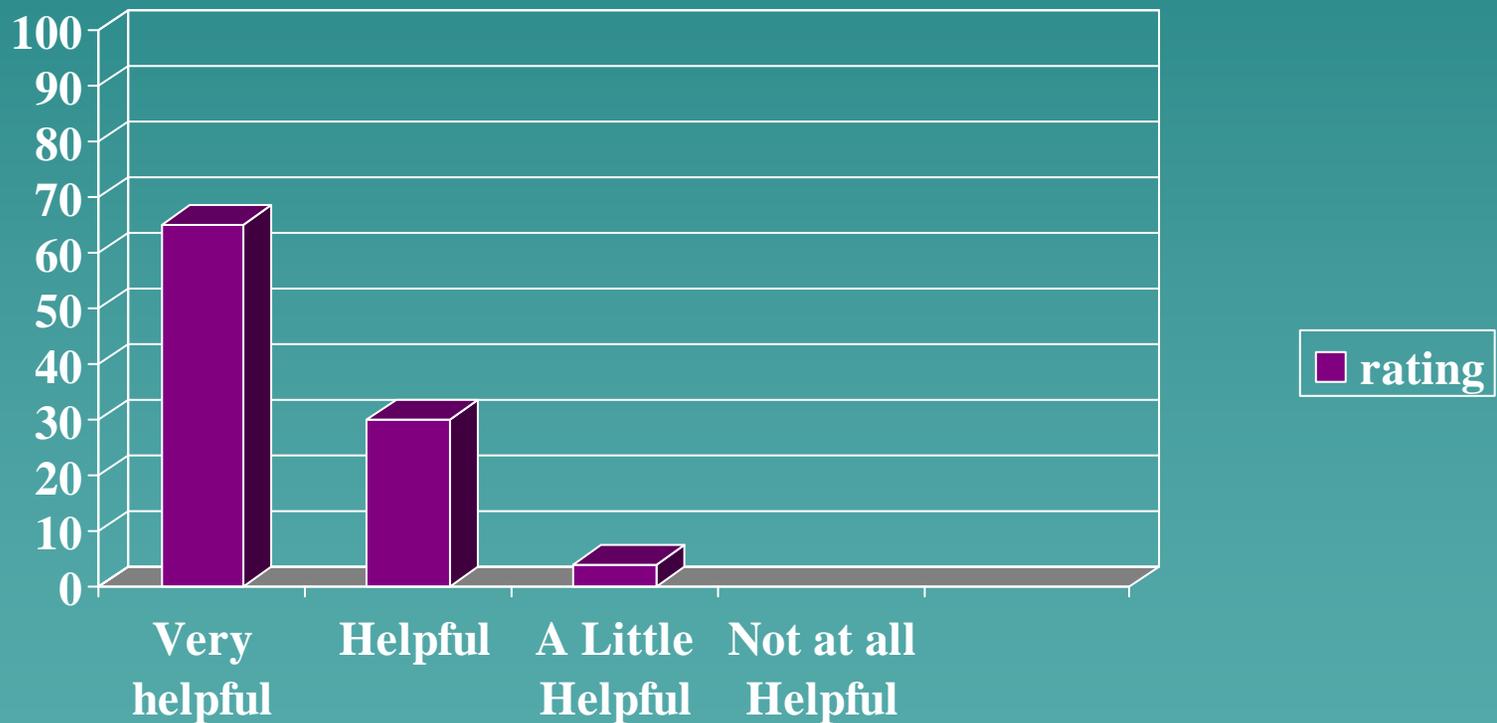
Of *Counseling* Needs,
% of Women Who Received:

	All	Some
Talk to others who understand	78%	20%
Figure out how I can be safer	78	18
Learn who to call, where to get help	75	14
Feel better about myself	72	23
Support to make changes in my life	70	22
Understand myself better	68	25
Help with issues about my children	63	31

"*Because of* Counseling, I Feel…"

More hopeful about the future	95%
I can do more on my own	95%
I know more ways to plan for my safety	**94%**
More confident about my decision-making	93%
More comfortable asking for help	92%
I know more about community resources	**90%**

How Helpful was Counseling?
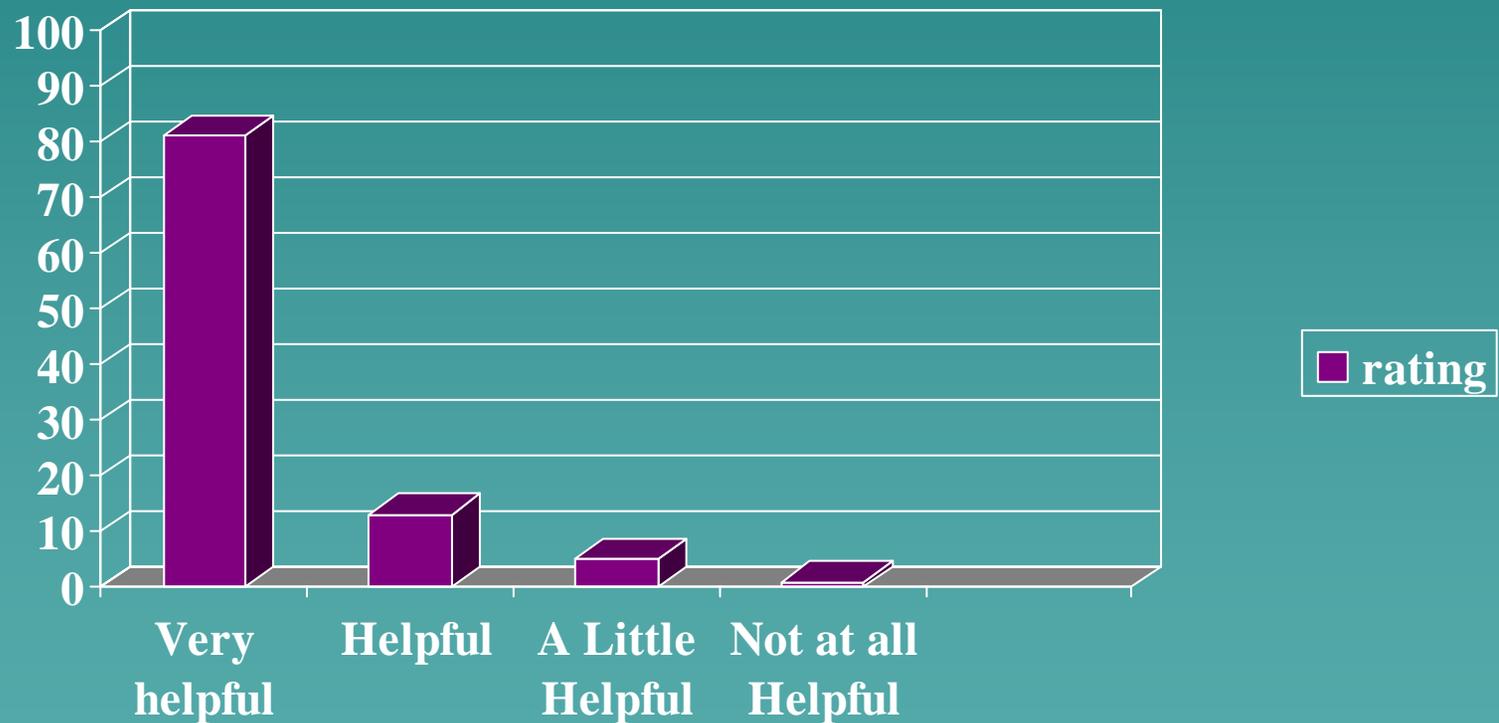
Conclusions from Pilot

- Overall, survivors found the forms easy to fill out

- Overall, staff found the process relatively simple

- Programs found the information useful

- Some programs want fewer questions

Changes Made Based on Pilot

- We have created a "menu" of questions that programs can use to create their own surveys
- Databases have been created in Access and Excel for those programs using the entire DOW forms
- We have created "cheat sheets" staff can use to remind them how to gather the information
- Continuing to translate the forms into languages other than English

Collecting the New FVPSA Outcomes

Collecting the New FVPSA Outcomes: Getting Started

- Getting staff buy-in

- Deciding who on staff will do what

- Deciding what questions to ask, how often to collect data, when to collect, and from whom

- Treating clients respectfully

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Staff Buy-in

The Problem:

- **Staff are generally already overworked and tired of paperwork that feels meaningless**

- **Staff often don't understand why they have to collect the information they do, or what happens to it**

- **Staff often don't ever see the tabulated information they DO collect**

Getting Staff Buy-in

- Involve them in understanding how the information can be used by the program
- Explain the new requirement and have them participate in developing a protocol for gathering the information
- Share the findings with them periodically
- Discuss with them how to make program changes based on the findings

Deciding Who on Staff Will Do What

◆ In the manual is a form entitled

CREATING A PLAN WITH STAFF

FOR COLLECTING OUTCOME

EVALUATION DATA

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Data Collection Protocol

- Forms should be handy and visible to the staff who will hand them out to clients

- Staff should understand *when* and *how* to ask clients to participate

- Supervision of this process, especially in the beginning, is important

What Will be Used?

- **We recommend using the forms available at http://pubs.pcadv.net/FVPSA_Outcome/.**

  At the login screen, type:

  > **User name: outcomes**

  > **Password: outcomes**

- **If not, incorporate the two questions into forms already being used by the program**

- **Important we have consistent information to share with FVPSA administrator**

When Will Data be Collected?

- **Do not collect data when clients are in crisis**
- **Allow enough time for change to occur**
  - **You can't expect change to occur, for example, after a woman attends only one support group**
- **But collect often enough that you don't miss those clients who receive short-term services**

How Often Will Data be Collected?

- **Depends on service:**
  - **Close to exit for shelter residents**
  - **Every 3-6 weeks for support groups and counseling**
  - **Support services is the most difficult to determine because you often don't know when you've "finished." Allow enough time for change to occur (at least 2 contacts with an advocate, at minimum)**

How Often Throughout the Year Will Data be Collected?

- ◆ **There are a number of options:**
  - ■ **The first (or second, or third…) week of every month or quarter**
  - ■ **The first (or second, or third…) month of every quarter**
  - ■ **All year long**
- ◆ **Whatever you pick, stay consistent**

From Whom Will Data be Collected?

- The good news: NOT EVERYONE

- Important to SAMPLE clients

Sampling

- **Sampling is an accepted way of collecting information from a part of a group to represent the views or experiences of the group as a whole.**

- **It is used all the time to gather information about the American public (polls, census, etc).**

Sampling Strategies

◆ **The key to sampling is that you must make sure that the people you include are as much like ("representative of") the whole group of people who receive your services as possible.**

   ▪ **Survivors from all ages, races and cultural groups, sexual orientations, religious preferences, and abilities must be included.**

   ▪ **Dissatisfied as well as satisfied clients need to be included.**

Sample Size

- **The number of survivors you collect information from is not fixed, and depends in part on how big your program is.**

  - If you serve hundreds every year, then collecting information from 20-25% may be enough, as long as the selection process is consistent and unbiased.

  - In general, **the larger the number of clients you serve, the smaller the percentage you will need.** If you have 1000 clients, sampling 10% or 15% may be enough. If you have 50 clients, sampling half of them would be better.

Sampling Recommendations

- **Shelter residents**
  - **Try to get all residents to complete**
  - **Residents would NOT complete support services forms**
- **Support Services**
  - **After <u>at least</u> 2 contacts with advocate (but as late in the process as possible)**
- **Support group / Counseling**
  - **Every 3-6 weeks**

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Inviting Clients to Participate

- Only if the survivor is *not* in crisis
- Stress that participation is voluntary
- Stress that you use client feedback to improve services
- Stress the forms are brief and they can skip any questions they want
- Stress how their anonymity is protected

Protecting Client Anonymity

- ◆ **This is CRITICAL**

- ◆ **Clients need to know you are serious and have taken steps to ensure anonymity**

- ◆ **Provide a locked box or sealed envelope for them to return surveys**
  - ▪ **If a small program, stress you only open the box or envelope monthly or quarterly**

Accessibility Concerns

- The forms are available in English and Spanish, with other languages being added (check in with the website periodically for more information)

- Discuss with staff how to include women who are not able to complete written surveys (either due to illiteracy, disability, or language)

- Surveys can be completed verbally, but NOT by the staff member who delivered the service

Protecting Client Anonymity

- Provide either a pencil or a black or blue pen for client to use to complete survey

- Provide a private space for survey completion

- NEVER have service provider take the completed survey back from client

- Verbally explain these things to clients

The Two Outcomes to Report

◆ **Desired Outcomes:**

- ▪ **As a result of contact with the domestic violence program, 65% or more of domestic violence survivors will have strategies for enhancing their safety.**

- ▪ **As a result of contact with the domestic violence program, 65% or more of survivors will have knowledge of available community resources.**

The Survey Items that Measure The Two Outcomes

- I know more ways to plan for my safety
  - Yes or No

- I know more about community resources
  - Yes or No

What Else Should We Ask?

- At a minimum, you just need to ask the 2 outcomes.

- We recommend adding at least a few other questions important to your program

- Can pick and choose from our menu, use the forms available, or create your own

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When Adding Items:

◆ Try to keep the survey short and simple, but:

◆ Include questions important to your agency

  ▪ Don't just ask about what you currently offer, but ask about other services clients might need

  ▪ Getting staff input is helpful, increases buy-in

  ▪ Getting input from a survivor advisory board is invaluable as well!

The Surveys are In –
Now What?

- ◆ Entering the data
  - ▪ Identify more than one staff to do this
- ◆ Demonstration: shelter form
- ◆ Access and Excel databases are available for the DOW forms
- ◆ Instructions can be found in the manual

Analyzing the Data

- **Quantitative:**
  - **Frequencies/counts**
  - **"Cross tabs"**
  - **If some information is missing**
- **Qualitative**
  - **Themes and examples**

Interpreting Your Findings

- Keep it <u>simple</u>—esp. for the public
- Keep it <u>positive</u>—let people know about your good work
- Keep it <u>honest</u>—program credibility is crucial

Using Graphics: An Example

Relationship Between Number of Contacts with an Advocate and Women Feeling They Know More About Resources
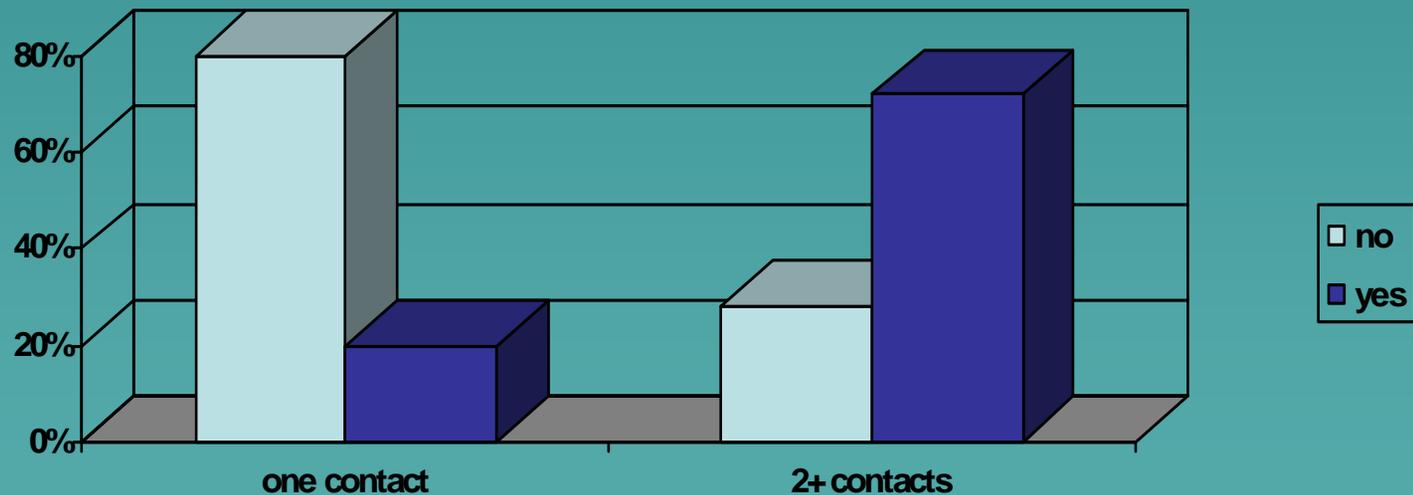
Using Your Findings

Internally:

- ◆ Improve your services based on feedback
- ◆ Advertise to staff, volunteers, and clients how you are using the findings

Using Your Findings

Externally:

- Use findings to justify current services
- Use findings to justify creating new services
- Use findings to create systems change

Reporting the Two Outcomes

- **States will be handling this differently; work with FVPSA administrator**

- **A form in the manual has been created for this purpose entitled "Annual Report to Send to FVPSA Administrator"**

- **These outcomes are NOT meant to be used by FVPSA administrators to make funding decisions**

Additional Supports

- **Manual, forms, instructions, and FAQs are available at no charge at:**

  http://pubs.pcadv.net/FVPSA_Outcome/

  At the login screen, type:

  User name: outcomes

  Password:outcomes

Additional Supports

- **Throughout 2008 Cris Sullivan and Eleanor Lyon will be offering a limited number of conference calls, workshops, and other forms of technical assistance (their contact information is in the manual)**

- **Your state coalition and/or FVPSA administrator will keep you posted**

Thank You!

We wish you the best of luck and sincerely hope this information is helpful to you and your program

Documenting Our Work

The Documenting Our Work (DOW) project was initiated by Family Violence Prevention and Services Act staff at the U.S. Department of Health and Human Services and the National Resource Center on Domestic Violence
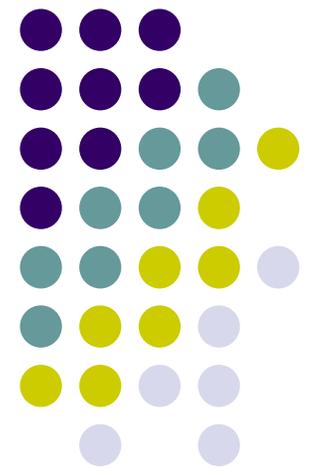
So, what is DOW?

DOW is national initiative to develop tools to gather data on the impact and value of services provided by local domestic violence programs.

It requires a new type of data collection— collecting data directly from victims.

How will this impact Virginia?

The Family Violence Prevention & Services (FVPSA) program has been participating in the Documenting Our Work initiative to develop outcome reporting components for FVPSA grantees that would be reasonable, valid and tested, useful to local programs and not burdensome.

Effective October 1, 2008, the FVPSA requires each state to submit a new set of data about services provided by Domestic Violence Programs and a new set of data about the outcomes of services.

Don't Panic

We are so lucky to have VAdata!

VAdata makes it easy for us to meet the new service data requirements for FVPSA.

We have updated your VAdata reports to include the statistical information required by FVPSA.

What Will Be New To VAdata?

Currently, VAdata does not include information or data collected directly from the people receiving services.

There are two new reporting elements required by FVPSA that involves "outcome" data and necessitates the collection of some data from adults who use the services of domestic violence programs.

Talk to me about "outcomes."

Outcomes help to document that our services make a difference to people.

This more qualitative data demonstrates that all we have done has had an important impact.

What are the two new outcomes?

1. As a result of contact with the domestic violence program, 65% or more of domestic violence survivors will have strategies for enhancing their safety.

2. As a result of contact with the domestic violence program, 65% or more of domestic violence survivors will have knowledge of available community resources.

So, what is Virginia's Plan?

The VAdata Advisory Committee and staff addressed this question for about 12 months and made the following recommendations:

- Make the **outcome data collection a part of the VAdata system** so that all data will be in one central place and reports can be generated easily;

- **Adapt the extensive "Documenting Our Work" (DOW) survey forms** developed by the FVPSA office and the National Resource Center, making them shorter and easier to read and complete;

So, what is Virginia's Plan?

- Establish a **central data entry point** for the outcome data so that the burden of data entry is not placed on local agencies or on the Action Alliance;

- Promote practice that includes **making outcome surveys available to most shelter residents and most survivors who access community-based services** only; and

- Develop DOW tools that would applicable **to sexual assault so we can also report outcomes of services provided by SACC,** knowing that outcome requirements may be coming for VOCA funds.

Let's Talk about the Surveys?

The VAdata staff have developed two surveys:

- **Shelter Resident Survey**, to be made available to person's accessing shelter services

- **Community Services Survey,** to be made available to person's using community advocacy services.

What Do the Surveys Ask?

- Length of time in Shelter or Receiving Services

- Whether or not the person would refer a friend

- Information about help wanted and received

- Gains from shelter stay or advocacy services

What Do the Surveys Ask?

- Feelings about respect and support received

- Four open-ended questions
  - What other help was needed/wanted
  - What s/he would have done if shelter/services didn't exist
  - Description of difficulties/concerns
  - Description of positive experiences

- Basic demographics

Let's Talk About Implementation

Our Goals:

1. Each person receiving services has an equal opportunity to participate and/or provide feedback

2. Each program develops a set procedure for distributing and collecting surveys

3. We work together to protect the anonymity of those completing the surveys

How Do We Get Started?

- The VAdata staff will provide all SDVAs with a pdf of each survey for you to copy.

- Each SDVA will be assigned a unique number—the number will be printed right on your surveys.

- Each SDVA will also be given a set of mailing labels for the PO Box to which the surveys will be returned (they do not go to the regular Action Alliance mailing address).

Getting Started Cont.

- Each SDVA will decide a regular time-frame or interval for distributing the survey to people receiving services

- Each SDVA will develop a protocol for collecting completed surveys that promotes anonymity and confidentiality.

When/How Do We Hand Out the Surveys?

Community-Based Services---hand out the survey to each adult who receives services from your agency on at least 3 different dates.

Shelter-Based Services--- hand out surveys to residents at the point that you think they are about mid-way through their shelter stay.

What happens to the completed surveys?

We request that people completing the surveys put them in an envelope, seal it, and returns it to you.

You may also choose to have a designated box where they can put the surveys.

We request that you send the completed surveys to the designated post office box on a regular basis and no later than 15 days following the end of a calendar quarter (Jan. 15, April 15, July 15, Oct. 15).

Why Do We Have to Send Them Away?

To promote confidentiality of feedback

To make sure we don't add an additional burden of data entry on local agencies or on the Action Alliance.

What Happens to the Surveys?

- They will be retrieved by a person with whom the Action Alliance has contracted to enter the data.

- S/he will enter all of the data into VAdata.

- Summarized data will be reported to you via your regular VAdata reports.

- The paper surveys will be shredded once entered into VAdata.

How will this data be helpful to us?

- To improve services, including an examination of whether or not people from marginalized and/or underserved populations have different experiences with our services

- To document need.

- To promote accountability to the people we serve.

How will this data be helpful to us?

- These are outcomes that are valid, tested, and evidence-based.

- The outcomes and survey questions were informed by people working in the domestic violence field and not imposed by an outsider

- Across the nation, victims/survivors will be answering, at a minimum, these same two questions:

  - **Because of the services I have received from this program so far, I feel:**
    - I know more ways to plan for my safety
      Yes   No
    - I know more about community resources
      Yes   No

Will there be other outcomes from this new data?

Take a look at the surveys.

All of this data can be used to document how people were helped as a result of your services.

There is even an opportunity for people to tell us what they would have done if your services had not existed. In the Virginia pilot, this has provided some compelling narrative.

What were those results?

What would you do without Shelter?

- "stay with the abuser"

- "I would be killed or still in my situation"

- "I don't know I think I would took my life."

- "Been on street; unsafe"

I'm sure many of us have heard these statements. How compelling to be able to report on them in the person's own words!

What happens if the surveys are not completed and returned?

These surveys are completely VOLUNTARY.

People may choose, for whatever reason, not to return them.

What is important is everyone who fits the criteria is offered the opportunity to complete and return a survey.

What if someone leaves the shelter unexpectedly, without receiving a survey?

This is going to happen, and it's not a problem.

The goal is to develop a system for distributing the surveys and to follow your system when possible.

What if an advocate forgets to give a person a survey on the planned date?

This, too, is going to happen. When there are new procedures in practice and/or new staff and volunteers in the agency, things get missed.

We encourage SDVA advocates to do what they can to assure that victims/survivors are given the opportunity to participate.

Who do we call if we have questions?

Contact the VAdata staff:

Kristine Hall

or

Sherrie Goggans

@ 804.377.0335

Safety Net: *the National Safe & Strategic Technology Project*
at the National Network to End Domestic Violence
202-543-5566   www.nnedv.org   SafetyNet@nnedv.org

NATIONAL
NETWORK TO
END
DOMESTIC
VIOLENCE

AN UPDATE ON THE VIOLENCE AGAINST WOMEN ACT (VAWA) & CONFIDENTIALITY
*Congress agrees that Domestic Violence Programs
should continue to put confidentiality first*

NOTE: VAWA 2005 was passed in the US Senate on 12/16/05 and in the US House on 12/17/05. VAWA 2005 will go into effect as soon as the President signs the bill.

1) **HOW WILL NEW VAWA PROVISIONS PROTECT VICTIM INFORMATION?**
Congress has clarified and reaffirmed the importance of victim confidentiality in two sections of VAWA: **Section 3** "Universal Grant Conditions: Nondisclosure of Confidential or Private Information," and **Section 605 "**Amendment to the McKinney-Vento Homeless Assistance Act".

2) **HOW WILL THE VAWA SECTION 3 CONFIDENTIALITY PROVISION MORE BROADLY PROTECT VICTIM INFORMATION?** In VAWA 2005, Congress amends VAWA and FVPSA funded programs to provide more protections for victim information in multiple arenas, including in public records and databases. With this provision, Congress clarifies and affirms existing confidentiality practices that protect the safety and privacy of victims of domestic violence, dating violence, sexual assault, and stalking.

Section 3 prohibits sharing personally identifying information about victims without "reasonably time-limited," written and informed consent. Given this new provision, VAWA and FVPSA funded programs are prohibited from disclosing personally identifying victim information to any third party database, including an HMIS system. This provision allows a survivor to choose to temporarily waive her confidentiality for a meeting or conversation or other limited period of time, through informed, written consent and a specific short-term release.

> *VAWA SECTION 3: CONFIDENTIALITY PROVISION (see page 3 for full text)*
>
> *"(B) NONDISCLOSURE.—Subject to subparagraphs (C) and (D), grantees and subgrantees shall not — (i) disclose any personally identifying information or individual information collected in connection with services requested, utilized, or denied through grantees' and subgrantees' programs; or (ii) reveal individual client information without the informed, written, reasonably time-limited consent of the person*
>
> *...(D) INFORMATION SHARING.—Grantees and subgrantees may share— (i) nonpersonally identifying data in the aggregate regarding services to their clients and nonpersonally identifying demographic information in order to comply with Federal, State, tribal, or territorial reporting, evaluation, or data collection requirements;"*

3) **WHAT HMIS RELATED PROVISIONS ARE INCLUDED IN VAWA?** In Section 605, Congress has amended the McKinney-Vento Homeless Assistance Program in VAWA to protect personally identifying information of victims.

- **Domestic Violence Programs shall not provide identifying information about victims.** VAWA 2005 prevents local victim service programs from providing personally identifying information about victims. It is Congress' clear intent that encoding or scrambling personally identifying information does not make it subject to disclosure.

> *"...the Secretary shall instruct any victim service provider that is a recipient or subgrantee not to disclose for purposes of a Homeless Management Information System personally identifying information about any client."*

- **New Rule Making.** If HUD wants to mandate that victim services programs provide *non-identifying* information, such as aggregate data, HUD must first create a new public notice and comment period.

- **Non-Identifying Data.** After notice and comment, HUD may request that victim service providers enter into HMIS non-identifying information such as aggregate totals, or other demographics that do not identify a victim. Since it is possible to identify many victims in rural states and small communities by nothing more than ethnicity or age + zip code, the information that victim service providers can share must be carefully scrutinized and limited. In addition, non-personally identifying information must be further protected by being "de-identified, encrypted, or otherwise encoded."

> *"The Secretary may, after **public notice and comment**, require or ask such recipients and subgrantees to disclose for purposes of a Homeless Management Information System **non-personally identifying data** that has been de-identified, encrypted, or otherwise encoded."*

- **Stronger Confidentiality Laws.** Over 30 states have advocate confidentiality laws that prevent local programs from disclosing any identifying information about victims, encrypted or otherwise, and if those protections are stronger than the Section 605 protection, the stronger protection will prevail. As mentioned above, VAWA 2005 has strengthened the federal confidentiality laws for VAWA and FVSPA funded programs, which further prohibits the sharing of any identifying victim information.

> *"Nothing in this section shall be construed to supersede any provision of any Federal, State, or local law that provides greater protection than this paragraph for victims of domestic violence, dating violence, sexual assault, or stalking."*

4) **WHEN DO THESE VAWA PROVISIONS TAKE EFFECT?** Section 605, the amendment to the McKinney-Vento program will go into effect as soon as the President signs VAWA 2005 into law. Federal agencies will be providing more information to grantees about the confidentiality provision in Section 3 of VAWA, including when it goes into effect. In collaboration with federal agencies, NNEDV will continue to provide guidance to the field.

5) **WHICH OF THESE VAWA PROVISIONS WILL APPLY TO MY PROGRAM?** **Section 605 amends the McKinney-Vento Homeless Assistance Act** to prohibit all victim service providers from entering personally-identifying information into an HMIS database. Consistent with this federal law, victim services providers and the Continuums of Care to which they belong should not be providing personal, identifying information about victims, nor should they be punished by having their funds withheld or application incentives removed for complying with this law or State law.

The **Confidentiality Provisions in Section 3 apply to programs funded by the Violence Against Women Act or the Family Violence Prevention and Services Act (FVPSA)**. Many local domestic violence programs receive VAWA and FVPSA funding through their state VAWA and FVPSA Administrators. Your state domestic violence coalition can help you determine if you receive VAWA or FVPSA funding.

6) **IN SECTION 605, WHO ARE "VICTIM SERVICE PROVIDERS"?** Victim service providers include nonprofit organizations whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking, such as rape crisis centers, battered women's shelters, and domestic violence transitional housing programs. This also includes faith-based programs and homeless shelters which have specific victim services programs or umbrella organizations that have a specific victim services program as part of their organization. In those cases, confidentiality protections would only extend to the specific program in question, unless the larger organization receives VAWA or FVPSA funding and falls under the Section 3 protection.

7) **HOW CAN WE HELP PROTECT VICTIMS WHO USE OTHER SERVICES SUCH AS HOMELESS SHELTERS?** Victims are not automatically exempt from having their information entered into HMIS when they use other HUD-funded services. It is critical that advocates educate victims about their right to decline any information about them being entered into an HMIS system and also educate other HUD funded agencies to provide full notice and consent (not "inferred consent," a concept used by some HMIS programs). All clients should have the opportunity to decline any or all electronic HMIS entry – whether the information is "scrambled," "hidden," or "open." NNEDV will continue to work with Congress and with other national homeless organizations to protect all victims who use HUD-funded services.

VAWA SEC. 3. NONDISCLOSURE OF CONFIDENTIAL OR PRIVATE INFORMATION.—

''(A) IN GENERAL.—In order to ensure the safety of adult, youth, and child victims of domestic violence, dating violence, sexual assault, or stalking, and their families, grantees and subgrantees under this title shall protect the confidentiality and privacy of persons receiving services.

''(B) NONDISCLOSURE.—Subject to subparagraphs (C) and (D), grantees and subgrantees shall not —

''(i) disclose any personally identifying information or individual information collected in connection with services requested, utilized, or denied through grantees' and subgrantees' programs; or

''(ii) reveal individual client information without the informed, written, reasonably time-limited consent of the person (or in the case of an unemancipated minor, the minor and the parent or guardian or in the case of persons with disabilities, the guardian) about whom information is sought, whether for this program or any other Federal, State, tribal, or territorial grant program, except that consent for release may not be given by the abuser of the minor, person with disabilities, or the abuser of the other parent of the minor.

''(C) RELEASE.—If release of information described in subparagraph (B) is compelled by statutory or court mandate—

''(i) grantees and subgrantees shall make reasonable attempts to provide notice to victims affected by the disclosure of information; &

''(ii) grantees and subgrantees shall take steps necessary to protect the privacy and safety of the persons affected by the release of the information.

''(D) INFORMATION SHARING.—Grantees and subgrantees may share—

''(i) nonpersonally identifying data in the aggregate regarding services to their clients and nonpersonally identifying demographic information in order to comply with Federal, State, tribal, or territorial reporting, evaluation, or data collection requirements;

''(ii) court-generated information and law-enforcement generated information contained in secure, governmental registries for protection order enforcement purposes; and ''(iii) law enforcement- and prosecution-generated information necessary for law enforcement and prosecution purposes.

VAWA SEC. 605. AMENDMENT TO THE MCKINNEY-VENTO HOMELESS ASSISTANCE ACT.

Section 423 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11383) is amended—

(1) by adding at the end of subsection (a) the following:

''(8) CONFIDENTIALITY.—

(A) VICTIM SERVICE PROVIDERS.—In the course of awarding grants or implementing programs under this subsection, the Secretary shall instruct any victim service provider that is a recipient or subgrantee not to disclose for purposes of a Homeless Management Information System personally identifying information about any client. The Secretary may, after public notice and comment, require or ask such recipients and subgrantees to disclose for purposes of a Homeless Management Information System non-personally identifying data that has been de-identified, encrypted, or otherwise encoded. Nothing in this section shall be construed to supersede any provision of any Federal, State, or local law that provides greater protection than this paragraph for victims of domestic violence, dating violence, sexual assault, or stalking.

''(B) DEFINITIONS.—

''(i) PERSONALLY IDENTIFYING INFORMATION OR PERSONAL INFORMATION.—The term 'personally identifying information' or 'personal information' means individually identifying information for or about an individual including information likely to disclose the location of a victim of domestic violence, dating violence, sexual assault, or stalking, including—

''(I) a first and last name;

''(II) a home or other physical address;

''(III) contact information (including a postal, e-mail or Internet protocol address, or telephone or facsimile number);

''(IV) a social security number; and

''(V) any other information, including date of birth, racial or ethnic background, or religious affiliation, that, in combination with any other non-personally identifying information would serve to identify any individual.

''(ii) VICTIM SERVICE PROVIDER.— The term 'victim service provider' or 'victim service providers' means a nonprofit, nongovernmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking.''

HOW TO COLLECT OUTCOME EVALUATION DATA
BY *SAMPLING* CLIENTS

Your contract with DSHS for domestic violence services requires you collect outcome evaluation data from clients in three program areas:

a. Emergency shelter
b. Non-residential, in-person supportive services and advocacy
c. Non-residential support groups

If you use DSHS contract funds to provide non-residential supportive services and advocacy and nonresidential support groups, you can collect outcome evaluation data from clients throughout the year, or you can sample clients.[1] Many programs find it easier to just incorporate evaluation into their day-to-day work, trying to provide as many survivors as possible with the opportunity to provide feedback about services. However, for programs that don't feel they have the resources to do this, sampling is an accepted way of collecting information from a part of a group to represent the views or experiences of the group as a whole.

If you choose to collect outcome data by sampling clients, sampling must be conducted at least two (2) times during the contract period. However, the sampling _methods_ you use to collect the data must be done carefully to make sure your sample is both representative and typical of the clients you serve AND that the sample size is sufficient. Consequently, you may have to sample more than two times per year (or for longer sampling periods) in order to have a sufficient amount of data that can reliably be representative of everyone you serve.

Sampling Terms and Concepts:

a. **Representative sample** means that the people who complete the surveys are "typical" of your clients overall in terms of race, age, gender, sexual orientation, disability, etc. It also means that the time(s) you choose to sample should be a typical time period, and one when it will be easy for advocates to focus on providing the survey to clients. If, for example, you have periods of time that are always especially busy (e.g. October), or especially slow, you may want to avoid those times because they are not **representative** of your typical client flow.

b. **Sample size** depends on how big your program is – the number of survivors you collect information from is not fixed. Start by figuring out approximately how many clients you typically provide a specific service (e.g. support group) to in a given year. The idea is that you need to get information from enough of them that you can say what you have is a fair and reasonable reflection of the experience of the whole group. If you have a relatively small program, for example, and have only 20 people in a support group during a year, then you should try to get information from all of them rather than by sampling. If you have hundreds of support group participants in a year, then collecting information from 20-25% may be enough, as long as you have a **representative** sample.

c. **Sampling period** means the length of time you select to collect the information from the sample groups (e.g. support group). How long your sampling period should be will be determined by the number you decide is your goal for the sample. In general, the larger the number of clients you serve in a particular service, the smaller the percentage you will need, as long as the sampling time period is fairly typical and selection of participants is consistent and unbiased. For example, if you typically provide non-residential support services and advocacy to 1,000 clients, sampling 10-15% may be enough. If you have 50 clients, sampling at least half of them would be better.

Tips for Sampling:

a. Do not collect data when clients are in crisis.

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[1] Sampling cannot be used for emergency shelter residents; you must provide an opportunity for all shelter residents to answer the outcome evaluation questions.

b. Collect data often enough that you don't miss clients who receive short-term services, BUT not so often that it's a burden to clients. For short-term support services and advocacy clients, ideally you should ask them to complete a survey after two or more contacts unless you believe you will see the client again (then wait until you have done more work together).

c. Sampling clients who receive <u>nonresidential, in-person supportive services and advocacy</u>:

➔In order to get a good sample that is both representative of your typical clients AND to have a sufficient sample size, consider surveying clients after they have seen an advocate 2 times, unless the advocate thinks they will see the client again. You want to allow enough time for change to occur, but not miss those clients receiving short-term advocacy.

d. Sampling clients who participate in <u>non-residential support groups</u>:

➔In order to get a good sample that is both representative of your typical clients AND to have a sufficient sample size, consider surveying clients every 3-4 weeks, at the end of the support group meeting.

e. Make sure that the people you include in the sample are as much like ("representative of") the whole group of people who receive your services as possible. This is why 2 times a year may be insufficient to meet this requirement.

➔You must include survivors from all ages, races and cultural groups, sexual orientations, religious preferences, and abilities.
➔Dissatisfied as well as satisfied clients need to be included in your sample.

Examples of Sampling:

These are ***only examples*** of how different-sized programs ***may choose*** to sample participants in non-residential advocacy services and support groups.

	Annual # of Clients	*Targeted* Sample Size	Sample Period
Program A			
Advocacy Services	2,500	375 (15%)	The first week of every month
Support Group	100	50 (50%)	Every other month
Program B			
Advocacy Services	1,000	250 (25%)	One month each quarter
Support Group	65	65 (100%)	On-going, every 3-4 weeks
Program C			
Advocacy Services	200	100 (50%)	Every other month
Support Group	20	All	On-going
Program D			
Advocacy Services	140	140 (100%)	On-going
Support Group	8	All	On-going

7/08

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References:

Lyon, E. & Sullivan, C. (2007). *Outcome Evaluation Strategies for Domestic Violence Service Programs Receiving FVPSA Funding: A Practical Guide* (pp. 53 – 57). National Resource Center on Domestic Violence. http://pubs.pcadv.net/FVPSA_Outcome/