

## Narrative guide for reporting domestic violence services

### Emergency shelter/Transitional housing residents

A domestic violence shelter is emergency housing that must provide access, admittance and residence in temporary shelter for victims of domestic violence and their children 24 hours a day, every day of the year. Shelter may be provided through a shelter facility, a safe home or other accommodations, such as motel/hotel placement. Transitional housing is non-emergency housing that is intended for a length of stay of more than 6 months. Transitional housing units can be located within an emergency shelter facility but should afford more privacy and independence than emergency shelter accommodations.

**Number of new shelter/safehome/motel placement residents:** Count those residents who entered your shelter or safehome network or who were placed in a motel in the month being reported.

**Number of ongoing shelter/safehome/motel placement residents:** Count those residents who were in your shelter, safehome network, or motel placement program in the previous month and who remained in the month being reported.

**Bednights of shelter/safehome/motel placement provided:** A bednight is counted when a person spends the night in your shelter, safehome network or a motel. Count total number of bednights each person spent in your shelter, safehome network or motel in the month being reported.

**Number of new transitional housing residents:** Count those residents who entered your non-emergency transitional housing units in the current month.

**Number of ongoing transitional housing residents:** Count those residents who were in your non-emergency transitional housing units in the previous month and who remained in the month being reported.

**Bednights of transitional housing provided:** A bednight is counted when a person spends the night in one of your non-emergency transitional housing units. Count total number of bednights each person spent in your non-emergency transitional housing units in the month being reported.

### Non-residential domestic violence program participants

Non-residential services may include, but are not limited to, case management, face-to-face crisis intervention, support group, court advocacy and professional therapy.

**Number of new non-residential program participants:** Count those individuals who began receiving non-residential domestic violence services from your program in the current month.

**Number of ongoing non-residential program participants:** Count those individuals who have been receiving non-residential domestic violence services from your program in the previous month and who continued to receive services in the month being reported.

### Number turned away from shelter

Count the number of individuals seeking admission to your shelter or safehome network who had to be “turned away” because your facility was full. This number includes those you referred to other domestic violence shelters because your facility was full. Do not include those women who are turned away from your program for reasons other than because your facility was full.

### Ethnicity of new residents/program participants

The determination of each new resident’s or program participant’s ethnic background should be left for that adult to define. Do not assume to know this; you should ask those you serve to tell you how they identify themselves and their children. Not all ethnicities can be fully listed on this form, so please use the “Other” line to identify an individual’s ethnicity that is not listed.

### Age of new residents/program participants

Count the number of new adult and child participants in each age range.

### Hotline calls and/or telephone crisis intervention calls

Count the number of telephone calls to your hotline or crisis phone line. These calls can be emergency and/or informational as related to matters of domestic violence, sexual assault or associated issues. Hotline services include, but are not limited to: crisis intervention; assessment of the caller's critical needs; safety planning; information about legal remedies; and information and referral to community resources. You also can count calls that come into your office line but, by their nature, become a crisis phone call. E-mail or other electronic forms of communication that are crisis oriented should be included, also.

### Face-to-face crisis intervention services

Face-to-face crisis intervention services are provided to an individual in crisis to stabilize emotions, clarify issues, and provide support and assistance to help explore options for resolution of the individual’s immediate crisis and needs. Crisis intervention provided by telephone should not be included in this category; instead, it should be tabulated in the “Hotline call and/or telephone crisis intervention call” category.

**Number of individuals served (count each person only once):** Count the number of individuals receiving crisis intervention services in person.

**Total number of hours of service provided:** Count the total number of hours (rounded to the nearest quarter hour) you spend with all individuals.

## Case management services

Case management services are tangible, goal-directed interactions, advocacy and assistance provided to an individual to obtain needed services, to develop short and long-term resources and safety plans, and to facilitate the coordination of services from multiple service providers. This can include long-term safety planning, finding non-emergency services related to establishing living for battered women and their children, such as housing, health care, job training, education, child care, etc. Also include case management by telephone, including follow-up calls.

**Number of individuals served (count each person only once):** Count each individual only once when reporting case management services, even though you might have had more than one contact during the month.

**Total number of hours of service provided:** Count the total number of hours (rounded to the nearest quarter hour) you spend with all individuals.

## Domestic violence support groups

Support groups are interactive group sessions that may be non-directed, topic oriented or informational and educational. Support groups are facilitated by a qualified, trained staff member or volunteer.

**Number of groups led by staff, volunteer, peer or other layperson:** Count the number of peer support group sessions facilitated by a program staff member, trained volunteer advocate, other layperson or licensed professional therapist. For the purposes of this report, you should count the total number of groups held in a month. If no one attends your regularly scheduled support group on any given day, you should not count the support group service as being provided for that day.

**Total number of individuals attending:** Count the number of women, men and/or children in attendance at each and every group. In this case, it is important to document how many times the same individual goes to each support group during the month. If your program offers four weekly support groups, and the same individual attends each group, then s/he should be counted four times.

## Licensed professional therapy/Therapeutic groups

Licensed professional therapy and therapeutic groups are delivered by an individual who is in compliance with state licensure rules and regulations pertaining to a psychologist, counselor or social worker and who has specific training in addressing issues of domestic and sexual violence.

**Number of individuals receiving professional therapy:** Count each individual only once when reporting licensed professional therapy services, even though s/he might have attended several sessions during the month.

**Total number of therapy hours provided:** Count the total number of hours (rounded to the nearest quarter hour) of therapy received for all individuals.

**Number of therapeutic groups led by licensed professional therapist:** Count therapeutic groups led by licensed professional therapists. For the purposes of this report, you should count the total number of groups held in a month.

**Total number of individuals attending:** Count the number of women, men and/or children in attendance at each and every group. In this case, it is important to document how many times the same individual goes to each group during the month.

## Life skills/Parenting/Adult education/Other groups

This category is for recording special classes or group sessions that focus on improving the life skills of your program's participants, such as parenting, adult education, literacy, financial management, job training or career development.

**Number of groups/classes held:** Count the total number of classes or group sessions held in a month.

**Number of individuals attending:** Count the total number of individuals in attendance at each and every group.

## Court advocacy/Legal representation

Court advocacy is the provision of information, support assistance, accompaniment and intervention with any aspect of the civil or criminal legal system on behalf of a victim of domestic violence. The Order of Protection subcategories are specific to advocacy within the circuit courts to assist someone to obtain or pursue matters involved with adult and child Orders of Protection. Court advocacy and court accompaniment is a service primarily provided in person. Legal representation with any aspect of the civil or criminal legal system is provided by an attorney.

**Number of individual adults assisted with *Ex Parte* Order of Protection:** Count the number of individuals assisted with filling out the petition to obtain an *Ex Parte* Order of Protection for an adult. This includes accompaniment to the circuit clerk's office to file the petition (or electronic filing, if available).

**Number of individual adults assisted with Full Order of Protection:** Count the number of individuals provided with information, assistance and accompaniment to court for the hearing for a Full Order of Protection.

**Number of individual adults assisted with Child Order of Protection:** Count the number of individuals provided with information and assistance in filling out the petition to obtain an *Ex Parte* or Full Child Order of Protection. This includes accompaniment to the circuit clerk's office to file the petition and to court for the full order hearing.

**Number of individual adults assisted with other civil/criminal matters:** Count the number of individuals provided with assistance related to civil and/or criminal justice issues other than Orders of Protection. This includes accompaniment to legal hearings, assistance with child custody or dissolution issues, assistance with criminal cases, referrals to attorneys, or accompaniment to any interview or meeting with an attorney at the request of a victim of domestic violence .

**Number of adults for whom you obtained legal services:** Count the number of adults for whom you obtained legal representation for a civil or criminal matter. A simple referral should not be counted.

**Number of adults for whom you provided legal representation:** Count the number of adults for whom you provided legal representation as their attorney for a civil or criminal matter.

**Number of hours of court advocacy services provided:** Count the total number of hours (rounded to the nearest quarter hour) of court advocacy provided to all individuals.

**Number of hours of legal representation provided:** Count the total number of hours (rounded to the nearest quarter hour) of legal representation by an attorney provided to all individuals.

## Batterer intervention services

This category of service is the provision of individual and/or group sessions for those who batter their intimate partners. This service is provided by program staff, a contract facilitator or a licensed professional counselor who offers counseling and groups based on a specific model of intervention services for those who engage in a practice of battering their intimate partner. Groups that are defined solely as anger management, conflict resolution, marriage counseling or counseling for aggressive behaviors would not fit this definition of batterer intervention services.

**Number of new participants who volunteered for batterer intervention services:** Count the total number of new participants who volunteered to attend batterer intervention services in the month being reported.

**Number of new participants court ordered to batterer intervention services:** Count the total number of new participants who were court ordered to attend batterer intervention services in the month being reported.

**Number of groups held:** Count the total number of classes or group sessions held in a month.

**Number of individuals attending groups:** Count the total number of individuals in attendance at each and every group.

**Number receiving individual counseling:** Count each individual only once even though s/he might have attended several sessions during the month.

**Total number of individual counseling hours provided:** Count the total number of hours (rounded to the nearest quarter hour) of counseling received by all individuals.

## Training and community education presentations

This section should include all in person presentations of information or trainings about domestic violence and/or services for victims of domestic violence and their children. The audience may include but is not limited to: volunteers; law enforcement; court personnel; health care providers; state/local government; educators; students; community groups; and religious groups, etc.

**Number of all training and community education presentations:** Count the total number of training and community education presentations presented during the month being reported. Media presentations can be included in this number.

**Total number of individuals attending training and community education presentations:** Count the total number of individuals attending each training and community education presentation. The numbers of those attending may be estimated. Do not include number of individuals for media presentations because the number cannot be accurately assessed.

## Volunteer hours

This is the total number of hours (rounded to the nearest quarter hour) provided by volunteers in all areas/capacities in which they serve to benefit the services provided by your domestic violence program.