



## **Domestic Violence Service Activity Definitions**

### **1. People Served (Unduplicated Count)**

#### **(1.1) Residential New Admissions**

Number of new domestic violence victims/survivors seen for the first time during this reporting period, counted once regardless of the number of times victim may be served during the fiscal year. Individuals who received shelter (residential services) should be counted in this category only. Shelter includes onsite shelter managed by the domestic violence 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. Individuals who were referred to another domestic violence program should not be counted here. This is an unduplicated count.

#### **(1.2) Non-Residential (Outreach & Transitional Housing) New Intakes**

Number of new domestic violence victims/survivors seen for the first time during this reporting period, counted once regardless of the number of times victim may be served during the fiscal year. Individuals who received only non-residential services (outreach and transitional housing) should be counted in this category only. Specify the numbers who were women, men, and children under the age of 18. Exclude clients served only by batterer intervention programs. This is an unduplicated count.

#### **(1.3) Youth Intimate Partner Violence (IPV) Victim**

Where youth under the age of 18 identified as victims of intimate partner violence (IPV), count in subset “Youth IPV Victims.” For example, a program served 100 children and youth, 8 identified as IPV victims. Report as Children & Youth = 100; Youth IPV Victim = 8. The services should be counted either in residential or non-residential. This is an unduplicated count.

#### **(1.4) Demographics for Individuals Served**

##### **(1.4.1) Race**

Race is counted for each unduplicated individual who receives residential or non-residential services for the first time during the fiscal year. If the individual’s race is not one of the options listed, the individual should be counted as “Other”.

- The residential (shelter) count when totaled must equal the residential new admissions total.

- The non-residential (outreach) count when totaled must equal the non-residential new intakes total.

(1.4.2) Ethnicity

Ethnicity is counted for each unduplicated individual who receives residential or non-residential services for the first time during the fiscal year. If the individual’s ethnicity is not one of the options listed, the individual should be counted as “Other”.

- The residential (shelter) count when totaled must equal the residential new admissions total.
- The non-residential (outreach) count when totaled must equal the non-residential new intakes total.

(1.4.3) Gender

Gender is counted for each unduplicated adult who receives residential or non-residential services during the fiscal year. The options are: Female; Male; Transgender Male; Transgender Female; Other/not provided.

- The residential (shelter) count when totaled must equal the residential new admissions total.
- The non-residential (outreach) count when totaled must equal the non-residential new intakes total.

(1.4.4) Age

Age is counted for each unduplicated individual who receives residential or non-residential services during the fiscal year, including children and youth.

- The residential (shelter) count when totaled must equal the residential new admissions total.
- The non-residential (outreach) count when totaled must equal the non-residential new intakes total.

**2. Residential (Emergency Shelter) Services**

(2.1) Shelter Nights

A night shall be counted for each person that arrives and is provided a shelter bed, including on-site shelter, safe home or hotel room. Count the # of people housed multiplied by the # nights. For example, a victim/survivor and her 3 children stay in the shelter or safe house for 5 nights – 4 people x 5 nights = 20 shelter nights. If a family is sheltered overnight, but less than 24 hours, it may be counted as one night of shelter per individual. This is a duplicated count.

(2.2) Shelter for 72+ Hours

Each unduplicated adult individual who leaves shelter after 72 hours counts as one (1) unit of service. This number is reported for the month in which the individual leaves shelter. This is an unduplicated count.

- (2.3) 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, even if the program provided other services. This is a duplicated count.

### **3. Supportive Services and Activities for Adults**

- (3.1) Crisis/Hotline Calls  
Calls received on any 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 program or violence issues unrelated to a specific individual or family, calls from the media, etc. This is a duplicated count.
- (3.2) Individual Supportive Counseling & Advocacy  
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. Count the total number of service contacts provided. Each individual counseling session must be a minimum of five (5) minutes in duration to meet the service definition. Do not count brief encounters such as distribution of toiletries, giving out a survey to complete, etc. This is a duplicated count.
- (3.3) Group Supportive Counseling & Advocacy  
Supportive services provided to adults in a group setting such as victims' support group. Count the total number of sessions for each individual in attendance at the group. For example, 5 support groups with 10 individuals each = 50 service contacts. Each group counseling session must be a minimum of 30 minutes in duration to meet the service definition. This is a duplicated count.
- (3.4) Group Activities for Adults  
All activities that fall outside of adult advocacy including recreational activities, group house meetings, etc. Count total number of hours and service contacts. For example, a 30-minute house meeting for 10 adults = 10 service contacts and 5 hours. Each activity must be a minimum of 15 minutes in duration to meet the service definition. This is a duplicated count.
- (3.5) Safety Planning  
The development of a plan for increased safety that includes a risk assessment, documentation of abuser patterns or tactics, and a possible escape plan. *Chapter 65H-1, F.A.C.* requires that service to assist in development of a plan be provided to all residents and non-residents. Count the number of times safety planning was

discussed/updated. Safety planning must occur if an individual has been in shelter for 72 hours and in outreach files if an individual has received counseling services at least two (2) times. This is a duplicated count.

(3.6) Direct Service Information and Referral

Providing information and/or referrals about domestic violence and available services and resources appropriate to the individual need. Information and referral may be provided in person, by telephone, by email, or by mail. Each referral to one service agency or resource, per individual per contact constitutes one (1) unit of service. This does not include educational training, presentations, or distribution of materials to the community at large. All referrals should be meaningful and personalized for each individual. This is a duplicated count.

(3.7) Case (Service) Management

The provision of an intake with basic individual needs assessment, development of a service plan, documentation that safety planning was conducted, and the coordination of appropriate services and, where applicable, follow-up. Files shall contain these elements if an individual has been in shelter for 72 hours and in outreach files if an individual has received counseling services at least two (2) times. This is an unduplicated count.

- Residential: One (1) shelter file that meets all of the elements of case management constitutes one (1) unit of service. When an individual leaves the shelter (or is determined to not be returning and a bed is no longer being held), the file is considered non-active. If additional services are then accessed, the file becomes active again, but the individual is not counted again during the same fiscal year.
- Non-Residential: One (1) non-residential file that meets all of the elements of case management constitutes one (1) unit of service. In non-residential services a file should generally be considered as non-active if there has been no contact for 30 days. If additional services are then accessed, the file becomes active again. Service management cannot be provided through hotline calls and with individuals who have not participated in a non-residential program.

(3.8) TANF Eligible Individuals (Diversion Program)

All individuals who complete and sign the Domestic Violence Diversion Program TANF Eligibility Determination Form indicating that the income accessible to them at the time of completing the form is less than 200% of the Federal Poverty Level. All children determined to be eligible for TANF services shall also be reported on the TANF Diversion Program form, regardless of whether or not they are present in the shelter. All children of adults receiving services for whom the adult is the legal custodian should be reported on TANF forms. Each individual listed on a signed form is counted and reported during the month that the form is signed. Individuals shall complete a new TANF form each time the file is opened.

- Demographics: Count gender for all eligible adults and numbers of eligible children under 18 years old who are provided residential and/or non-residential services. This is a duplicated count.

#### **4. Supportive Services and Activities for Children & Youth**

(4.1) Assessment of Children

Evaluation of the basic needs of children served by the program, and the referral of children to services when appropriate. This service is measured in assessments completed. One (1) child assessed is one (1) unit of service provided. This is an unduplicated count.

(4.2) Individual Supportive Counseling & Advocacy for Children & Youth

Supportive services provided to children and youth, which extend 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 the total number of service contacts provided. Each individual counseling session must be a minimum of five (5) minutes in duration to meet the service definition. Do not count brief encounters such as distribution of toiletries, giving out a survey to complete, etc. This is a duplicated count.

(4.3) Group Supportive Counseling & Advocacy for Children & Youth

Supportive services provided to children in a group setting such as child-witness support groups. Count the total number of sessions for each individual in attendance at the group. For example, 4 groups with 8 individuals each = 32 service contacts. Each group counseling session must be a minimum of 30 minutes in duration to meet the service definition. This is a duplicated count.

(4.4) Individual Activities for Children & Youth

All activities that fall outside of child advocacy including unplanned/unstructured contacts such as mentoring and recreational opportunities. Count total number of hours and service contacts. This is a duplicated count.

(4.5) Group Activities for Children & Youth

All activities that fall outside of child advocacy including recreational activities, child care, etc. Count total number of hours and service contacts. For example, a 3-hour field trip for 4 children = 4 service contacts and 12 hours. This is a duplicated count.

#### **5. Community Education & Public Awareness**

(5.1) Adult Community Education & Professional Training

All presentations of information or trainings about domestic violence and/or services related to victims of domestic violence and their children, such as

professional training for law enforcement officers and health care 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.

(5.2) Youth Oriented Community Education

Presentations about domestic violence, dating violence, healthy relationships or available services for victims that are specifically oriented for audiences of children or youth, such as school-based prevention programs, should be counted. Count the total number of training and community education presentations. Count the total number of individuals attending.

(5.5) Public Awareness Activities

All domestic violence-focused information forums where domestic violence information is distributed, yet an exact count of audience cannot be obtained, such as press conferences, booths at health fairs, etc. One (1) activity constitutes one (1) unit of service.

## **6. Service Outcome Data and Performance Measures**

(6.1) Shelter Surveys

There are two mandated questions that must be asked of participants. 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).

(6.2) Performance Measures

- 97% of adult and child victims in shelter for more than seventy-two (72) hours at a certified domestic violence center shall have a family safety and security plan when they leave the shelter.
- 97% of adult and child victims in shelter for more than seventy-two (72) hours at a certified domestic violence center shall have a case/service management plan when they leave the shelter.
- 85% of children in shelter for more than seventy-two (72) hours at a certified domestic violence center shall have an assessment when they leave the shelter.