

WI Department of Children and Families

**Fun with Data:
Domestic Abuse Program
Annual Report**

Background

Why Collect Data?

- Required by Federal funder (Family Violence Prevention and Services Act)
- Required for State funds
- Data and other information is used to:
 - document our work
 - grow our programs
 - show need, trends, gaps
 - advocate for funds, locally and statewide

Overview

- Data is reported on the Federal Fiscal Year Basis (October – September).
- Reporting Period is different than the typical contract period for nonprofits (January – December).
- Report covers **all** persons who receive DV-related services from your agency.....
 - even if not funded by DCF;
 - even if person doesn't actively identify as a victim or survivor;
 - includes concerned family members or friends who may seek services (e.g., counseling services, hotline).

Residential (Shelter) Services

Provide an **unduplicated** count all of persons receiving residential services in reporting period.

Count all persons once during the reporting period, even for multiple stays.

Example: Jane and her two children stay in shelter from October 23 – December 15, 2016. She and her two children return and stay from February 3 – February 28, 2017.

Count as one woman and two children in the October 1, 2016 – September 30, 2017 reporting period.

Your data base or other system should be able to unduplicate clients.

Residential Services

What is Youth IPV and how do I count it?

- IPV stands for “Intimate Partner Violence”.
- Youth IPV is sometimes also referred to as “teen dating violence”.
- This includes youth under the age of 18, who are victims of violence in their own intimate or dating relationships.
- Youth IPV is a subset of Children and Youth and should be counted in both categories.

Example: Louisa, an emancipated minor, stays in your shelter for one night.

Count Louisa in both in the Youth IPV category and in the Children/Youth Category.

Residential (Shelter) Services

- ***Include*** persons in shelter, safe homes, or in program-sponsored hotel/motel rooms.
- ***Include*** each person that arrives and is assigned a bed (even if that person does not stay entire night)
- ***Include*** a client if bed is assigned and unavailable for others (even if the client does not return for night)
- ***Do not include*** clients in transitional housing programs.
- ***Do not include*** clients you only refer to another shelter.



Gender

Gender is always self-identified.

Categories include:

- Female
 - Male
 - Transgender male to female
 - Transgender female to male
 - Other/Not reported
-
- Transgender is a term for people whose gender identity, expression or behavior is different from those typically associated with their assigned sex at birth.
 - *Transgender male to female* refers to a transgender individual who currently identifies as a woman.
 - *Transgender female to male* refers to a transgender individual who currently identifies as a man.
 - Other may include, for example, gender nonconforming individuals.

Residential (Shelter) Services

Nights of Shelter

Count the number of persons sheltered, multiplied by the number of nights.

Example: Marcie has four children and they reside in shelter for 20 nights. 1 woman + 4 children = 5 persons.

Count as 20 nights of shelter for women and 80 nights of shelter for children (4 children x 20 nights each =80)

Shelter Nights

Consider doing a self-check on your Annual Report.

- Do the numbers seem right?
- Is it consistent with the message provided in the community?

Example: in 2015-2016 you served:

<i>Women</i>	<i>64</i>	<i>1,679 nights</i>
<i>Children</i>	<i>60</i>	<i>1,204 nights</i>
<i>Men</i>	<i>2</i>	<i>8 nights</i>
<i>Total</i>	<i>126</i>	<i>2,891 nights</i>

Average stay = 22.9 nights (2,891 ÷ 126 = 22.9)

Residential Services

Unmet requests for shelter

- Count each request for shelter that you are not able to meet *due to shelter being full*.
- This is a duplicated count.

Example: Your shelter is very full. You get a call five nights in a row from the same person asking if there is an opening. Count this as 5 unmet requests for shelter.

- Count only adults. Do not count children.

Example: Dora calls your shelter. She says she has two children and needs shelter. You are full to capacity. Count this as 1 unmet request for shelter.

Residential Services

Unmet Requests for Shelter

- *Include* only persons who were not served because you were at capacity (full).
- Do not include persons who were not served because their needs were inappropriate for your services, e.g., someone who is not a victim of domestic violence but needs a place to stay (homeless).

NONRESIDENTIAL SERVICES

- Provide an **unduplicated** count all of persons receiving nonresidential services in reporting period. Count each person once, no matter how many times they received services.

Example: Sandy attends your support group twice a month, each month.

Count Sandy as 1 unduplicated client.

- Count clients who receive ***only*** nonresidential services.

Example: Laura stayed in shelter from Nov. 1 – Nov 15. After she left shelter, she attended support group six times from November – February.

Do not count Laura as a nonresidential client. Count her only as a residential client.

Nonresidential Services

- **Count** only victim-related, direct services.
- **Do not count** persons receiving/attending community education sessions.
- **Do not count persons receiving** Batterer Intervention Services.
- **Please**, be sure to include the Youth IPV Victims that you serve. This is often missed on the data report, but still described in the narrative report.
 - Include Youth IPV victims that may receive supportive counseling or advocacy services by staff at partner locations (schools, youth development programs, etc.)
 - It's important to get an accurate count to demonstrate need, document services to this underserved population, and make the case for funding.

Demographics – Race and Ethnicity

- Includes persons from both residential and nonresidential services
- Allow clients to self-identify; do not make assumptions about someone's race/ethnicity.
- Clients may self-identify in more than one category; therefore, total number may exceed number of unduplicated clients.
- WI Report includes category for Southeast Asian (Hmong, Laotian, Cambodian, Vietnamese).
- Report also includes category for Native Hawaiian/Other Pacific Islander.

Demographics - Age

- Count persons receiving both residential and nonresidential services.
- Count each person once (unduplicated count).
- Do not count a person in two different age categories if he/she enters another category while receiving services.
- Most databases will ask for a birthdate to track a client, but you can also report as “unknown”.

Demographic Category – Limited English Proficiency

- Persons who are unable to communicate effectively in English because their primary language is not English and they have not developed fluency in the English language. A person with Limited English Proficiency may have difficulty speaking or reading English.
- Generally applies to children old enough to communicate (i.e., do not count infants).
- Count persons receiving both residential and non-residential services.
- Count each person only once.

Demographic Category- Primary Language Spoken

The language spoken primarily in the home or community of the client, or the language acquired in earliest childhood.

Categories include:

- Spanish
 - Hmong
 - Russian
 - American Sign Language
 - Other (not English)
-
- Count languages *other* than English.
 - Count persons receiving both residential and non-residential services
 - Count each person only once.

Hotline Calls

- Count all calls received on any agency line that relate to an individual or family in need of some kind of service. Caller does not have to be in “immediate crisis”.
- It is expected that this number will be duplicated, as people often call more than once. Count all calls, including repeat callers and calls from third parties.
- Include communications received on a texting hotline.

Hotline Calls

- **Include** calls from victims or on behalf of victims.
- **Include** calls regarding locating resources for a victims or on behalf of a victim.
 - *Example: A social worker from the Human Services Department calls to ask about services and referral procedures for one of her clients.*

Count this as a hotline call.

Do not include business calls, such as staff to staff calls, staff to board calls; calls about donations, calls from the media, etc.

Example: The local paper calls and wants a comment on how you feel the NFL is responding to domestic violence.

Do not count as a hotline call.

Individual Supportive Counseling and Advocacy

This is the category that DV programs find most confusing. It is likely the most underreported category.

This data element is one way we measure intensity of services. We have used it to show that programs spend more time working with clients due to the increasing complexity of their lives.

Count the 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., etc., etc.

Individual Supportive Counseling and Advocacy - Adult

- For individual supportive services, count the total number of service contacts provided, regardless of length.
- A contact could be a brief advocacy session in shelter or several hours to accompany a survivor to court.
- Do not count brief encounters such as distribution of supplies, toiletries, etc.
- The encounter does not need to be planned.
 - *Example: You notice a shelter resident is looking sad and ask how she is doing. The two of you then sit down and she updates you on her recent challenges and struggles.*

Count this as a contact for Individual Supportive Counseling and Advocacy - Adult.

Hotline vs. “contact”

Counting “Contacts” Over the Phone

- Supportive Counseling and Advocacy is sometimes offered over the phone, especially in rural areas.
- This happens often, but not exclusively, when a client does not access face-to-face services due to distance, ability, time, convenience, or other factors.
- The services provided over the phone are similar to face-to-face counseling and advocacy services.
- You are able to provide demographics (racial/ethnic group, age, gender) for this caller.

Hotline vs. “contact”

Example: A victim/survivor has been receiving legal advocacy services from your program and has been accompanied by an advocate to court for a restraining order. The client calls the advocate on the phone with follow-up questions about the restraining order.

Count this call as a contact for Supportive Counseling and Advocacy-Adult.

Example: A victim/survivor talks to a DV advocate by phone on a regular basis for support. She has an on-going phone relationship with the advocate. The advocate knows her by name.

Count each call as a contact for Supportive Counseling and Advocacy-Adult

Hotline vs. “contact”

Example: A victim/survivor calls the hotline for the first time. The advocate discusses numerous safety and support issues with the client and together they decide they client will enter shelter.

Count this call as a Hotline call.

Example: A victim/survivor calls to ask for emotional support. She does not give her name. She calls on the following two nights, referencing her earlier calls.

Count each call as a Hotline call, as you do not have the information necessary to do an intake and record information for Supportive Counseling and Advocacy.

Hotline vs. “contact”

Example: a law enforcement officer call on the hotline and asks if you can meet a victim at the police station. An advocate is able to respond to this request, and does so.

Count the call from the law enforcement officer as a *hotline call* and the meeting with the victim a *contact* for Individual Supportive Counseling and Advocacy-Adult.

Individual Supportive Counseling and Advocacy

Consider doing a self-check on your Annual Report.

- Calculate the average numbers of contacts per person served.
- Do the numbers seem about right? Too low?
- Are there strategies staff can take to try to capture all the relevant contacts?

Example: a DV shelter program reports serving 283 adults (both shelter and nonresidential). A total of 6,511 contacts are reported for Individual Supportive Counseling and Advocacy - Adult.

6,511 contacts ÷ 283 adults = 23 contacts per person

Shelter programs are likely to have several contacts per day with residents. Does your average number of contacts per person reflect this?

It may be impossible to count every contact, but it's important to give it your best effort.

Group Supportive Counseling and Advocacy - Adult

- Count the supportive services provided to adult victims in a group setting, such as a support group.
- Count the number of sessions, regardless of length, for each individual in attendance.
- For example, 5 support groups (one hour in length) with 10 individuals at each group = 50 service contacts.

Activities for Children and Youth

- Count all individual activities that fall outside of child/youth advocacy, including unplanned or unstructured contacts. Count total number of service contacts.
- Count all group activities that fall outside of child advocacy including recreational activities, field trips, etc. Count total number of service contacts, e.g., a 3-hour field trip for 4 children = 4 service contacts.
- Sometimes we do things with kids just for fun. Count those here!

Community Education

- Count all informational presentations or trainings about domestic violence and/or services related to victims of domestic violence and their children, such as training for health professionals, social services, law enforcement, etc. **Include** general community awareness presentations.
- Include all presentations for an *adult or mixed-age audience*. Count the total number of training and community education presentations. Count the total number of individuals attending.
- 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.

Community Education

Example: You are asked to give a presentation regarding domestic violence in the workplace at a local restaurant for the employees. There are 14 adults and 6 youth in the audience.

Count this as 1 community education presentation (Adults/General Population), 20 participants.

Public Awareness Activities

- Count all domestic violence-focused information forums where domestic violence information is distributed and an exact count of audience can not be obtained, such as:
 - press conferences;
 - booths at health fairs;
 - community resource fairs;
 - DVAM activities;
 - etc., etc.
- Count the total number of such activities.
- Use the narrative questions to describe any events of particular significance.

Volunteers

- Count number of individuals performing volunteer service from all areas, including programmatic (e.g. advocacy, transportation) and administrative services (e.g., board members, data entry.)
- Count total time of volunteer hours, rounded to nearest hour.

Outcomes

This will be covered more intensively in upcoming webinar.

Budget

- Provide the total annual budget for *all domestic abuse services* offered by your agency (not just through the DCF grant).
- Use the budget from the most recent completed period used by your agency (this may be the last calendar year).
- Does not need to be an audited amount.
- Use whole dollar amounts only (no cents).
- Complete only those categories that apply to your organization.
- **Do not include :**
 - transitional housing facilities/services
 - other separate, non-DV programs your agency provides
 - services that are part of larger multi-service/purpose agency (e.g., YWCA, Family Service agency)
 - general crime victim services
 - sexual assault services

Submitting Your Report

- Submit through Survey Monkey. It's helpful to have all the information in front of you when you begin.
- You may want to print a copy of your report before exiting Survey Monkey.
- Please double check data for accuracy before submitting. (It's easy to forget a data element or have a typo).
- You may want to compare numbers to previous year. Is there anything that surprises you or that you want to check further?
- Please make sure numbers submitted in DCF Report are congruent with messages given in community.

Narrative Report

- Respond to the questions taking into account all DCF grants as appropriate (Basic Services, Outreach; Children's Programming; Support Services ; Underrepresented populations; RFSP).
- Client success stories are helpful to understand the human impact of what we do.
- If sharing details from a story from an actual client (rather than a composite), please make sure you have permission to share those details. Please make note that all names are fictitious.
- Stories may be shared publically, e.g., with federal funder, for statewide advocacy purposes, etc.)
- Quotes from a survivor about how services helped him/her are also welcome.

Narrative Report

- Use Narrative as way of helping DCF understand what you do.
- Use Narrative as opportunity to put data elements in context (if necessary) or to explain fluctuations in numbers.
- Thoughtful information about trends you may be experiencing in your community is especially appreciated!
- Please submit via e-mail. Hard copy not needed (Mother Earth thanks you).

Narrative Report

- Use Narrative as way of helping DCF understand what you do.
- Use Narrative as opportunity to put data elements in context (if necessary) or to explain fluctuations in numbers.
- Thoughtful information about trends you may be experiencing in your community is especially appreciated!
- Please submit via e-mail. Hard copy not needed (Mother Earth thanks you).

Thank You

Questions?

- Contact Sharon Lewandowski
 - (608) 422-6965
 - Sharon.Lewandowski@wisconsin.gov