Annual Client Services and Data Report Definitions and Instructions

`Report Category	Definition	Instructions
Residential (Shelter) Services	Shelter Services include persons receiving on-site shelter, lodging in safe homes, or in program–sponsored hotel/motel rooms, scattered site apartments, or other temporary shelter. Do not count persons in transitional housing.	• Count the number of persons served during the reporting period. • Count each person once, regardless of how many times the person may be served during the reporting period (unduplicated count). • Persons who receive residential (shelter) services should be counted in Residential Services *only* and not in Nonresidential Services.
Nights of Shelter	A shelter night should be counted for each person that arrives and is provided a shelter bed, thus making it unavailable for others.	• Count the number of people sheltered, multiplied by the number of nights. For example, a victim/survivor and her three children stay in shelter for 5 nights - 4 people x 5 nights = 20 shelter nights.
Unmet Requests for Shelter	Unmet requests for shelter *due to program being full or at capacity.*	• Count only 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.
Nonresidential Services	Clients who received *only* non-residential direct services are counted in this category.	• Count the number of persons served during the reporting period. • Count each person once, regardless of how many times the person may be served during the reporting period (unduplicated count). • If a client stays in shelter and also receives a nonresidential service (e.g., support group, legal advocacy) before or after

		staying in shelter, count that person **only** in residential services. ▪ Do **not** count persons receiving Batterer Intervention Services or those attending educational presentations in this category.
Gender	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" category may include, for example, gender fluid or gender non-conforming individuals.	▪ Count persons receiving both residential and non-residential services. ▪ Count each person only once (unduplicated count).
Children/Youth	A person under the age of 18.	▪ Count persons receiving both residential and non-residential services. ▪ Count each person only once (unduplicated count).
Race/Ethnicity	Categories include: ▪ American Indian or Alaskan Native ▪ Black or African American ▪ Hispanic/Latina	▪ Count persons receiving both residential and non-residential services. ▪ Count both children and adults.

	- Southeast Asian- A person from Laos (including Hmong) or Cambodia. - Other Asian - Native Hawaiian or Other Pacific Islander - White - Unknown/Other	- Clients may self-identify in more than one category; therefore, total number may exceed number of unduplicated clients. - Clients should be allowed to self-identify their own racial/ethnic designation. Do not make assumptions about the racial/ethnic background of a client.
Age	Categories include: 0 – 12 13 - 17 - Unknown Child Age 18 – 24 25 – 59 60+ - Unknown Adult Age	- Count persons receiving both residential and non-residential services. - Count each person only once (unduplicated count). - Do not count a person again in two different age categories if he/she enters another age category while receiving services.
Persons Needing Language Services	Count the number of persons receiving some type of language services, such as interpretation, translation, bilingual services, provision of English as a Second Language class, etc.	- Count persons receiving both residential and non-residential services. - Count each person only once.
Primary Language Spoken	The language spoken primarily in the home or community of the client. 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.

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Lesbian, Gay, Bisexual, Transgender or Queer (LGBTQ)	Count the number of clients who *self-identify* as Gay, Lesbian, Bisexual, Transgender, or Queer.	- Collecting this information will involve particular considerations related to sensitivity, privacy, and confidentiality protections. - See Tip Sheet from *Diverse and Resilient* for more information on collecting this information safely and appropriately. - Providing this information is completely voluntary for clients. - Count persons receiving both residential and non-residential services. - Count each person only once.
Youth (13-17) Receiving Services Due to Being A Victim of Teen Dating Violence	Youth receiving services due to being a victim of dating violence *in their own relationships*. Youth can be receiving services on their own, as an emancipated minor, or a youth who accompanies their parent to shelter/services and self-identifies as needing their own services.	- Count youth ages 13-17. - Count persons receiving both residential and non-residential services. - Count each person only once.
Hotline Calls	Calls received on <u>any</u> agency line that relate to an individual or family in need of some type of service.	- Count all calls, including repeat calls and calls from third parties (e.g., concerned friends and family of victims). - The caller does not have to be in "immediate crisis". - These calls are duplicated, as people often call more than once. - Do **not** count business calls, such as staff to staff calls, staff to board calls; calls about donations, calls from the media; etc.

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Victim Services - Adults	▪ **Adults Receiving Individual or Group Counseling:** individual or group counseling or support group provided by a volunteer, staff, or advocate. ▪ **Adults Receiving Crisis Intervention**; Process by which a person identifies, assesses, and intervenes with an individual in crisis so as to restore balance and reduce the effects of crisis in his/her life. ▪ **Adults Receiving Victim Advocacy Services:** Actions designed to help the victim/survivor obtain needed resources or services including employment, housing, shelter services, health care, victim's compensation. ▪ **Adults Receiving Criminal/Civil Legal Advocacy** Assisting a client with civil legal issues, including paperwork for restraining orders accompanying a client to a restraining order hearing, or other civil proceeding; and all other advocacy within the civil justice system. This also includes accompanying a client to an administrative hearing, such as unemployment, Social Security, TANF, or food stamp hearing. Assisting a client with criminal legal issues including notifying the client of cases status, pleas agreements, and sentencing terms; preparing paperwork such as victim impact statements; accompanying a client to a criminal court proceeding or law enforcement interview; and all other advocacy within the criminal justice system. ▪ **Adults Receiving Medical Accompaniment:** Accompanying a domestic violence victim to, or meeting a victim at, a hospital, clinic, or medical office. ▪ **Adults Receiving Transportation:** Provision of transportation, either directly or through bus passes, taxi fares, or other means of transportation.	▪ Report the number of clients who receive each service. ▪ Count each client only once for each type of service that the client received.

Annual Client Services and Data Report Definitions and Instructions

Victim Services - Children and Youth	▪ **Children/Youth Receiving Individual or Group Counseling:** individual or group counseling or support group provided by a volunteer, staff, or advocate. ▪ **Children/Youth Receiving Crisis Intervention**; Process by which a person identifies, assesses, and intervenes with an individual in crisis so as to restore balance and reduce the effects of crisis in his/her life. ▪ **Children/Youth Receiving Victim Advocacy Services:** Actions designed to help the victim/survivor obtain needed resources or services including educational services, employment, housing, shelter services, health care, victim's compensation, etc.	▪ Report the number of clients who receive each service. ▪ Count each client only once for each type of service that the client received.
Community Education Youth Targeted Education	Informational presentations about domestic violence, dating violence, healthy relationships or available services for victims. Examples may be a presentation to youth in school on healthy relationships or a workshop for youth at a Safety Day event.	▪ Count the total number of informational presentations to youth. ▪ Count the total number of individuals attending.
Outcomes	The outcome questions are: ▪ I know more ways to plan for my safety ▪ I know more about community resources The program areas are: ▪ Shelter ▪ Supportive Services and Advocacy ▪ Support Group ▪ Counseling	▪ 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.
Number of Shelter Facilities	▪ This is a count of shelter facilities providing immediate housing to survivors **managed by** the domestic violence program.	

	▪ This includes communal living spaces and other buildings owned or rented by your program. ▪ This number **should not** include safe homes, hotels/motels or shelter beds provided by another program.	
Number of Non-shelter Service Sites	Provide information on the number of non-shelter service sites. This is a count of how many office locations where you provide non-residential services.	▪ This number should be one if you are a single site with no shelter facility. ▪ If your program maintains satellite locations, count them here. One main office and two satellite offices should be reported as three sites.
Classification for Rural – Urban Communities	Classifications are: ▪ Rural ▪ Urban ▪ Suburban	▪ *Self-identify* with the primary classification that most closely matches your service area. ▪ You may add an explanatory note if you feel that your service area encompasses both urban and rural, but choose one as primary.
Agency/Program Budget	Complete only those categories that apply to your domestic abuse agency or program. If you operate a transitional housing facility/service or some other separate program, do not include the expenditures for those programs/activities. If the domestic abuse program is part of a larger multi-service/purpose agency (such as a YWCA or Family Service agency), do not include the expenditures for non-domestic abuse services of the larger agency. Also, do not include expenditures for sexual assault services or general crime victim services.	▪ Provide the total annual budget for all domestic abuse services offered by your agency/program (not just through the DCF grant). ▪ Use the budget from the most recent completed period used by your agency/program.