WI Department of Children and Families

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 those specific services are 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).

Changes to the Annual DCF Client Data and Services Report

- Annual report format and questions have been updated by the Family Violence Prevention and Services Act (federal funder)

- No longer collecting data on number of service contacts and on number of volunteers/volunteer hours.

- Added questions on victim services that is more in line with OVW (VAWA) and OVC (VOCA) questions.

- Added more data to be collected on children.

- Added element on clients *self-identifying* as LGBTQ.

Changes to the Annual DCF Client Data and Services Report

- Begin collecting the new information as soon as you can.

- We understand that information in this reporting period (October 1, 2017 – September 30, 2018) may be incomplete. Do your best for this report period.

- Osnium is working on a FVPSA report, which will be used to update the DCF Report. Information on the timeline and cost will be provided as we receive it.

Residential (Shelter) Services

Provide an **<u>unduplicated</u>** 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, 2017. She and her two children return and stay from February 3 – February 28, 2018.

Count as one woman and two children in the October 1, 2017 – September 30, 2018 reporting period.

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

Residential (Shelter) Services

- *Include* persons in shelter, safe homes, or in program-sponsored hotel/motel rooms or scattered site apartments.

- *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.

- Youth Interpersonal Violence (Youth IPV) is no longer broken out in this category, but counted elsewhere in the report.

Gender

- Gender is always self-identified.
  Categories for Adults 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 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)

- Include the nights that a client spent in a program-sponsored hotel/motel as well.

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 2016-2017 you served:

Women	*64*	*2,179 nights*
Children	*60*	*1,904 nights*
Men	*2*	*16 nights*
Total	*126*	*4,099 nights*

Average stay = 32.5 nights (4,099 ÷ 126 = 32.5)

Residential (Shelter) Services

Unmet requests for shelter

- Count each request for shelter that you are not able to meet *due to shelter being full (or at capacity).*

- 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 (Shelter) Services

Unmet Requests for Shelter

- *Include* only persons who were not served because you were at capacity (full) or beds were unavailable.

- *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 **<u>unduplicated</u>** count all of persons receiving nonresidential services in the 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 <u>not</u> count Laura as a nonresidential client. Count her only as a residential (shelter) 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.

- Youth Interpersonal Violence (Youth IPV) is no longer broken out in this category, but counted elsewhere in the report.

- If you are providing advocacy services to a client who is at a different program's shelter, you should still count the client here.

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.

➢ DCF Report includes category for Southeast Asian (Hmong, Laotian, Cambodian)

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.

- *Report Change:* Split the age category for Children from ages 0 – 17 into two categories: **ages 0 – 12 and 13 – 17.**

- There is also a new category for **Unknown Child Age.**

Age

- Age Categories for Adults are:

  18-24

  25-59

  60+

  Unknown

- The age totals should equal your total number served for residential services and for nonresidential services.

Persons Needing Language Services

Persons Needing Language Services

- A person with Limited English Proficiency will need language services. A person with Limited English Proficiency is one who does not speak English as their primary language and has a limited ability to read, write, speak or understand English (including Deaf and hard of hearing persons).

- Language services may include, for example: interpretation, bilingual services, provision of English as a Second Language classes, 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, 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.

LGBTQ

- This is a new data element.

- Count the number of clients who **self-identify** as Gay, Lesbian, Bisexual, Transgender, or Queer.

- Clients may not feel safe self-identifying, so this data element is likely to be under-reported.

- Collecting this information will involve particular considerations related to sensitivity, privacy, and confidentiality protections.

- Assurances to survivors of nondiscrimination and confidentiality are critical because LGBTQ individuals may have well-founded concerns that sharing this information will expose them to discrimination, including denials of access to benefits and services.

LGBTQ

Some suggestions from *Open Minds, Open Doors: Transforming Domestic Violence Program to Include LGBTQ Survivors* (*http://www.ncdsv.org/images/TheNetworkLaRed_OpenMindsOpenDoors_2010.pdf*)

- It is important to remember that a person who identifies in one of these categories may not feel safe sharing their identity with your program, regardless of the format of this question, due to fear of homophobic and transphobic reactions.

- Survivors should be encouraged to share only what they feel comfortable with and not be pressured to out themselves to staff or others.

- It can be helpful to assure survivors that their gender identity/sexual orientation will remain confidential and to explain your confidentiality policy.

- Programs should have thoughtful discussion about what confidentiality around someone's sexual orientation or transgender status entails.

LGBTQ

Diverse and Resilient has created a Tip Sheet with best practices to collect this information.

- Self-identifying information can be documented at any point during or after intake.

- Assure survivors that answering questions about their LGBTQ identity is completely optional.

- If a client reveals to you personally their LGBTQ status, advocates can document that on the intake form the box, even after intake if they've gotten permission from the client.

- If you do not have permission, track this information separately and anonymously.

LGBTQ

Suggested language when collecting this information might be:

Due to barriers and disparities for LGBTQ survivors, our funders have asked us to collect statistical data. You cannot be denied access to our program if you answer these or if you do not answer. We will not share any personally-identifying information about you with our funders, only aggregate data. We never share any information about you without your informed, written consent.

Your answers are completely voluntary.

Please check box (client or advocate can check box based on disclosure):

_____ *Identify as part of the Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) Community"*

LGBTQ

Additional questions may include:

- *Sexuality: Do you identify as:*
  - *Lesbian*
  - *Gay*
  - *Bisexual*
  - *Queer*
  - *Other identity within LGBTQ community not identified here? _____*
  - *Prefer not to answer*
-
- *Gender Identity*
  We asked for your gender at the beginning of the form. These are additional questions about gender that are entirely optional.
- *Do you identify as:*
  - *Transgender*
  - *Gender nonconforming*
  - *Gender Queer*
  - *Intersex*
  - *Other gender not identified here? _____*
  - *Prefer not to answer*

Teen Dating Violence

- This is a count of all of the youth age 13-17 receiving services due to being a victim of dating violence in their own relationships.

- These youth could be receiving services on their own, an emancipated minor or other minor eligible to receive services, or could be a youth who accompanies their parent to shelter and self-identifies as needing their own services.

- This replaces tracking Youth IPV separately in shelter and nonresidential services.

- Count each person only once.

- Count youth receiving both shelter and nonresidential services.

Hotline Calls

- Count <u>all</u> 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, such as a family member.

- 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 #MeToo movement.

Do <u>not</u> count as a hotline call.

Services to Victims

- All new data elements

- Should closely align with data already collected for VOCA and VAWA funding.

- This replaces the Service Contacts in the old DCF Report.

Services to Victims

Adults

- Number of Adults Receiving Crisis Intervention

- Number of Adults Receiving Victim Advocacy Services

- Number of Adults Receiving Individual or Group Counseling/Support Group
- Number of Adults Receiving Criminal/Civil Legal Advocacy

- Number of adults Receiving Medical Accompaniment

- Number of adults Receiving Transportation Services

Services to Victims

Children/Youth

- Number of Children/Youth Receiving Crisis Intervention

- Number of Children/Youth Receiving Victim Advocacy Services

- Number of Children Receiving Individual or Group Counseling/Support Group

Services to Victims

- Definitions for types of victim services are included in handout on DCF Report Definitions.

- Provide an unduplicated count of clients who receive each service. Count each client only once for each type of service the client received. Clients may receive one, some, or all of these services.

- Count clients receiving both shelter and nonresidential services.

Services to Victims

- Victim Advocacy Services" is a broad category that includes many types of advocacy, e.g., employment, housing, health care, victim's compensation, economic support, etc.
  - ***Do not*** include clients who receive any type of criminal or civil legal advocacy. Those clients are counted only in the "Criminal/Civil Legal Advocacy" category.

- The "Crisis Intervention" category includes crisis intervention that occurs in person and/or over the phone with an *established* client.
  - Count an established client receiving crisis intervention over the phone here. Do not also count them in a hotline call.

Services to Victims

- One interaction with a client may involve several types of services.

  Example: You may be driving a client to the courthouse to help her obtain a restraining order. Count this as "Criminal/Civil Legal Advocacy" and as "Transportation Services"

  Example: You may have a session with a client in which you discuss the status of the criminal case with her abuser <u>and</u> assist her with obtaining needed health care services. Count this in "Criminal/Civil Legal Advocacy" and in "Victim Advocacy Services".

Services to Victims

- To start document these services, use the following guide (format FVPSA; Osnium):
  - Youth Crisis intervention ; Crisis Counseling/Advocacy
  - Youth Victim Advocacy Services ; Any of the support/advocacy services (i.e. housing counseling/advocacy)
  - Youth Individual or Group Counseling ; Child Group Activity or Individual Counseling/Support
  - Adult Crisis Intervention ; Crisis Counseling/Advocacy
  - Adult Victim Advocacy Services ; Any of the support/advocacy services (i.e. housing counseling/advocacy)

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 Targeted Education section. Count the total number of 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.

Outcomes

Provide information on the two FVPSA required outcomes from surveys.

Because of services received, I feel:
- I know more about community resources (yes or no)
- I now more ways to plan for my safety (yes or no)

Provide information for each service:
- Shelter
- Support services and advocacy
- Support group
- Counseling

Outcomes

- For each service, provide information on the number of surveys *completed* and the number of yes responses to each question.

- If both questions (safety and community resources) are not answered, do not consider the survey completed.

- A manual and instructions on the FVPSA outcomes are available on-line at:

  http://nrcdv.org/FVPSAOutcomes

Additional Information

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.

Additional Information

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.

Additional Information

Classification for Rural –Urban Communities

- Classifications are: Rural, Urban, Suburban

- *Self-identify* with the <u>primary classification</u> 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.

- Not sure? Go to: <u>www.ruralhealthinfo.org</u>. Click on the *Am I Rural? Tool.*

-

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).

Budget

- 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 <u>and</u> that you have changed any information that could be personally identifying.

- Please make note that all names have been changes/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).

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Thank You

Questions?

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