

# DOMESTIC VIOLENCE SERVICE DEFINITIONS

2008-2009

1. **EMERGENCY SHELTER FOR 24 HOURS OR MORE:** Temporary emergency housing of domestic violence victims and their dependents. Service is measured in individuals served and days of housing provided.
  - (1.1) Emergency Shelter New Admissions: Each individual sheltered is counted once during the fiscal year during the month they initially enter shelter. Return shelter visits are not included in this count. One (1) individual sheltered constitutes one (1) service unit. When an individual has received shelter services, but leaves in less than 24 hours, they may be counted as an individual served. **This is an unduplicated count.**
  - (1.2) Emergency 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.**
  - (1.3) Days of Shelter: Days are counted for each resident (including return individuals). Each 24-hour period is counted as a day of shelter. If a family is sheltered overnight, but less than 24 hours, it may be counted as one day of shelter per individual. All shelter days are counted each month, regardless of the month the resident entered shelter. **This is a duplicated count.**
  - (1.4) Race/Ethnicity of Individuals in Shelter: Race/Ethnicity is counted for each unduplicated individual in shelter during the fiscal year of this contract. If the individual's race/ethnicity is not one of the options listed, the individual should be counted as Other. **This count when totaled must equal the Emergency Shelter New Admissions total. This is an unduplicated count.**
  - (1.5) Age of Individuals in Shelter: Age is counted for each unduplicated individual in shelter during the fiscal year of this contract. **This count when totaled must equal the Emergency Shelter New Admissions total. This is an unduplicated count.**
  
2. **COUNSELING:** Counseling is advocacy which involves providing information on the dynamics of domestic violence, doing an assessment of risk, and/or engaging in other supportive activities as appropriate. It is measured in individuals served and hour of counseling. This measure does not include individuals served through Batterers' Intervention Programs.
  - (2.1) Face-to-Face Counseling in Shelter: Individuals in shelter who attend counseling sessions in individual and/or group settings. The counseling session must be a minimum of 15 minutes in duration to meet the service

definition. For measurement, each individual is counted once during the fiscal year during the month they initially entered counseling. **This is an unduplicated count.**

- (2.2) Face-to-Face Counseling in Outreach: Individuals using the center's outreach program, including transitional housing participants, who attend counseling sessions in individual and/or group settings. The counseling session must be a minimum of 15 minutes in duration to meet the service definition. For measurement, each individual is counted once during the fiscal year during the month they initially entered counseling. **This is an unduplicated count.**
- (2.3) Race/Ethnicity in Face-to-Face Counseling: Race/Ethnicity is counted for each unduplicated individual accessing face-to-face counseling services during the fiscal year of this contract. If the individual's race/ethnicity is not one of the options listed, the individual should be counted as Other. **This count when totaled must equal the Face-to-Face Counseling total. This is an unduplicated count.**
- (2.4) Age in Face-to-Face Counseling: Age is counted for each unduplicated individual accessing face-to-face counseling services during the fiscal year of this contract. **This count when totaled must equal the Face-to-Face Counseling total. This is an unduplicated count.**
- (2.5) Telephone Counseling: Counseling provided by telephone. The counseling session must be a minimum of 15 minutes in duration to meet the service definition. Each individual is counted once for each telephone counseling session. **This is a duplicated count.**
- (2.6) Counseling Hours: Time is measured in 15-minute increments. For example, 15 minutes is reported as .25, 45 minutes is reported as 0.75. All hours are counted each month regardless of the month the individual entered counseling. All counseling hours are counted for individual and group counseling regardless of whether a full service management file has been opened. **This is a duplicated count.**

- 3. **24 HOUR HOTLINE:** The provision of crisis counseling and information and referrals on a 24 hour per day, seven days a week basis by trained center staff, paid or unpaid. This service is measured in telephone contacts; one (1) telephone contact constitutes one (1) unit of service.

To meet the service definition, the contact must be with a victim of domestic violence or individual seeking information about center services or community referrals in order to help a victim of domestic violence. **This is a duplicated count.**

- 4. **ASSESSMENT OF CHILDREN:** Evaluation of the basic needs of children served by the program, and the referral of children to services when appropriate. Service

includes a screening for child abuse and an assessment of risk. This service is measured in assessments completed. One (1) child assessed is one (1) unit of service provided. **This is an unduplicated count.**

5. **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 face-to-face, 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. **This is a duplicated count.**
  
6. **CASE (SERVICE) MANAGEMENT:** The provision of an individual needs assessment, development of a service plan, a written safety plan, and the coordination of appropriate services and follow-up. Files shall contain these elements if an individual has been in shelter for 72 hours or more and in outreach files if individual has been seen face-to-face at least 3 times.
  - (6.1) Case (Service) Management in Shelter: One (1) shelter file closed constitutes one 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 closed. If additional services are then accessed, the file is reopened, but the individual is not counted again during the same fiscal year. **This is an unduplicated count.**
  
  - (6.2) Case (Service) Management in Outreach: One (1) outreach file closed constitutes one unit of service. In outreach services a file should generally be considered for closure if there has been no contact for 30 days. If additional services are then accessed, the file is reopened. Service management cannot be provided through hotline calls and telephone counseling with individuals who have not participated in a face to face program. **This is an unduplicated count.**
  
7. **COMMUNITY EDUCATION:** Presentation to the public, both in person and through the media, of information on the incidence and dynamics of domestic violence.

(7.1) Community Education Units of Services: The number of presentations to the public, in person, containing information on the incidence and dynamics of domestic violence. One (1) community education presentation before a group of individuals constitutes one (1) unit of service.

(7.2) Community Education Attendance: The number of individuals attending the presentation. The count must be documented on a sign-in sheet or with a signed verification attesting to the number of individuals present at the presentation provided by the individual representing the organization or group receiving the training to meet the service definition.

(7.3) Media: The number of presentations to the public through the media containing information on the incidence and dynamics of domestic violence. One (1) presentation through the media constitutes one (1) unit of service. A single presentation that is shown multiple times throughout the month is counted only once. **The projected numbers of individuals reached through a media presentation are not counted under this category or under Community Education Attendance.**

8. **PROFESSIONAL TRAINING:** Provision of domestic violence training to law enforcement personnel and other professionals and paraprofessionals.

(8.1) Units of Service: One (1) training with a group of individuals constitutes one (1) unit of service.

(8.2) Attendance: The number of individuals attending the training. The count must be documented on a sign-in sheet or with a signed verification attesting to the number of individuals present at the training provided by the individual representing the organization receiving the training to meet the service definition.

9. **SAFETY PLANNING:** The development of a plan for security that includes a lethality assessment, documentation of abuser patterns, and an escape plan. Florida Administrative Code 65C-6 requires that a service management plan containing a safety plan be provided to all residents in shelter for 72 hours or more and to all non-residents upon 3 or more individual counseling sessions.

(9.1) Face-to-Face Safety Planning: The development of a safety plan with an individual accessing center services in the shelter or through outreach. To meet the service definition, the plan must include the elements in the definition and be signed by the individual acknowledging their involvement in the development of the plan. Each unduplicated individual who receives a safety plan face to face in shelter or outreach counts as one (1) unit of service. A child's safety plan shall not be counted unless the child is the primary program participant receiving domestic violence services and the child's safety plan can be executed independently of the parent/guardian. Please note that most centers do not have programs in which the child is the primary program participant; therefore, most centers

will not be reporting the number of safety plans provided to children. **This is an unduplicated count.**

(9.2) Telephone Safety Planning: The development of a safety plan over the telephone. To meet the service definition, the safety plan must include the elements in the definition. Each individual who receives a safety plan over the telephone counts as (1) unit of service. **This is a duplicated count.**

(9.3) Safety Plans ES After 72 Hours: The number of individuals who left shelter after 72 hours with a safety plan. To meet the service definition, the plan must include the elements in the definition and be signed by the individual acknowledging their involvement in the development of the plan. A child's safety plan shall not be counted unless the child is the primary individual receiving domestic violence shelter services and the child's safety plan can be executed independently. The completed plan is reported for the month in which the individual leaves shelter. Each individual leaving shelter after 72 hours with a completed, signed, and dated safety plan as defined above counts as one (1) unit of service. The total number of these safety plans must not exceed the total number of individuals leaving shelter after 72 hours for that month. **This is an unduplicated count.**

10. **ALTERNATIVE ACCOMMODATIONS**: If an individual has requested shelter and is referred to another shelter or accommodations because the shelter is full or unable to accommodate for gender or safety reasons, one (1) individual constitutes one unit of service. **This is a duplicated count.**
11. **INDIVIDUALS SHELTERED BEYOND CAPACITY**: Each individual who has been accepted to shelter while the shelter is over capacity and is given sleeping accommodations other than the shelter's regular resident beds is counted as one (1) one unit of service. **This is an unduplicated count.**
12. **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. **This is a duplicated count.**

## **Rural Initiative – Definitions**

**July 1, 2008 – June 30, 2009**

**NEW INDIVIDUAL:** First-time individuals are new. The new individual can be in-person or over the telephone.

**REPEAT INDIVIDUAL:** An individual that has been seen once before within the same fiscal year. (July 1, 2006-June 30, 2007)

**INJUNCTION ASSISTANCE:** Services provided to individuals in obtaining an injunction for protection. Assistance can include, but is not limited to, guidance regarding the injunction process, assistance with filling out the documents, translation and attendance in court with the individual.

**SUPPORT GROUP MEETINGS:** Two or more individuals in attendance can count as a support group meeting. Count each time you have a meeting. For example, if you facilitate a weekly group (closed or open) for four weeks, count four (4) support group meetings, not one (1) support group. Support group meetings must be outreach. A support group of residents in shelter does not qualify for this grant. *Please note that it is a written deliverable to keep a file on each support group meeting that you facilitate. This file should include the sign-in sheet from the support group meeting and any notes the advocate deems relevant.*

**UNDERSERVED INDIVIDUALS:** Include geographic location, racial/ethnic group, foreign language or other special needs.

**NEWSPAPER ARTICLES:** The article must be educational in nature and can be on domestic violence and/or sexual violence issues. A Task Force meeting notice does not qualify as a newspaper article.

**“WITHIN THE COMMUNITY”:** This term means that you must go to that community to fulfill the objective, not just have people from that community in an audience. If your objective is to provide training to an African-American/Hispanic community-based organization/church you must go to the organization or church in order to count the class. You may not count a class you do for the general community that includes African-Americans/Hispanics in the audience.

**SUPPORTING DOCUMENTATION:** Supporting documentation includes paper copies of items that you report on a monthly basis. Examples include, but are not limited to, newspaper articles, posters, brochures, minutes, agendas, and sign-in sheets for trainings or meetings. *Please note that you should **not** include sign-in sheets from support group meetings or notes from individual sessions in your monthly supporting documentation. Keep these records on file for the FCADV yearly monitoring visit.*

**PRIMARY PREVENTION TRAINING:** You are required to attend one primary prevention training during this grant year. This training does not need to be facilitated by FCADV however it does need to be approved by FCADV *prior* to registration. Prevention is defined as a systematic process that promotes healthy environments and behaviors and reduces the likelihood or frequency of an incident, condition, or injury occurring.

**MONTHLY REPORTING FORMS:** One electronic report must be sent by email to FCADV. The email address to use is [Contract\\_Manager@fcadv.org](mailto:Contract_Manager@fcadv.org). One original report and one copy should be sent by mail. The address to use is FCADV, 425 Office Plaza Dr., Tallahassee, FL, 32301. Please make sure that all reports are to arrive at FCADV by the 10<sup>th</sup> of every month.

**OUTREACH SERVICES:** Any services that occur outside of the shelter environment.

**COMMUNITY-BASED ORGANIZATIONS:** Any organization that is based in the community that you service, comprised of the same population, or services the same individuals. These organizations include, however are not limited to, civic organizations, schools, churches, law enforcement, hospitals, local businesses, etc.

**TASK FORCE – “DIVERSE GROUP”:** The Domestic and Sexual Violence Task Force that you create or participate in should be comprised of representatives from community-based organizations (see definition above). They should also be a “diverse group” in that if you outreach to specific communities (i.e. Hispanic, African American and Elderly) a representative from that community should have a seat on the task force. It is also important to have at least one survivor of DV/SV sitting on your task force.