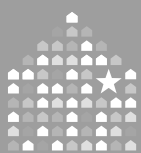


Domestic Violence Counts:07

A 24-hour census of domestic violence
shelters and services across the United States



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National Summary

On September 25, 2007, 1,346 out of 1,949, or 69%, of identified domestic violence programs in the United States participated in the 2007 National Census of Domestic Violence Services. The following figures represent information provided by the 1,346 participating programs about services they provided during the 24-hour survey period.

53,203 Victims Served in One Day

- **25,321** domestic violence victims found refuge in emergency shelters or transitional housing provided by local domestic violence programs.
- **27,882** adults and children received non-residential services, including individual counseling, legal advocacy, and children's support groups.
- In just one day, **92%** of local programs provided individual counseling or advocacy but only **35%** were able to provide transitional housing. Services provided by programs include:

| | |
|-----|-----------------------------------|
| 92% | Individual Counseling or Advocacy |
| 74% | Emergency Shelter |
| 71% | Legal Accompaniment/Services |
| 64% | Advocacy with Social Services |
| 60% | Children's Counseling/Advocacy |
| 60% | Group Counseling or Advocacy |
| 42% | Childcare |
| 35% | Transitional Housing |

7,707 Unmet Requests for Services

Many programs reported a critical shortage of funds and staff to assist victims in need of services, such as housing, childcare, mental health and substance abuse counseling, and legal representation.

NOT ENOUGH STAFF

Programs reported that lack of staffing was a reason that they could not meet victims' requests for services. Nearly 69% of programs have fewer than 20 paid staff, and 35% of those programs have less than 10 paid staff.

20,582 Hotline Calls Answered

Domestic violence hotlines answered more than 14 hotline calls every minute, providing support, information, safety planning, and resources.

29,902 People Trained

Programs provided more than 1,500 trainings, where community members gained much needed information on prevention and early intervention.

During the 24-hour survey period, our program was still coping with the aftermath of a domestic violence homicide that occurred in our community a few weeks ago. Advocates from the program provided support to grieving friends and family and are working to create community change.

—Wisconsin DV program

We took a crisis call from a victim that was being discharged from the hospital. She had fled from another state because of domestic violence and waited until she got far away enough to feel safe going to the emergency room. The hospital was ready to release her and called us for shelter. We were full but were able to transfer her to the nearest safe shelter about 100 miles away.

—Georgia DV program



Domestic Violence Counts:07

A 24-hour census of domestic violence shelters and services across the United States

On September 25, 2007, a woman arrived at a shelter in Nevada with her two young children. She was wearing little clothing, and the duct tape that her abuser had bound her with was still hanging from her wrists and ankles. As she approached the front door of the shelter, her husband, who had followed her, ran up, grabbed one of the children from her arms, and quickly left. Shelter staff helped her inside and called the police. As of two days after this event, neither her abuser nor her child has been located.

This woman and her children were among more than 53,000 victims of domestic violence across the United States who reached out for services on September 25th. Her story vividly depicts the abuse and violence inflicted upon tens of thousands of adults and children every day, as well as the critical role that domestic violence programs play in saving lives and helping survivors find safety and refuge from violence.

For the second consecutive year, the National Network to End Domestic Violence (NNEDV) conducted the National Census of Domestic Violence Services (Census). Designed to protect the safety and confidentiality of victims, the Census collects an unduplicated count of adults and children seeking domestic violence services during a single 24-hour period.

NNEDV identified 1,949 domestic violence programs in the United States that were eligible to participate in the Census. Of those programs, 1,346 programs participated, representing a participation rate of 69 percent. During the 24-hour period of the Census, these programs provided support and services for 53,203 adults and children, answered a total of 19,432* crisis hotline calls, and offered prevention training and education for 29,902 members of the community.

Despite assisting more than 53,000 adults and children, participating programs were unable to meet 7,707 requests for services due to a lack of resources. Many programs reported shortages in critical services such as housing, transportation, childcare, legal representation, and counseling services for victims. As stated by a domestic violence program in Missouri, "The more resources and advocacy victims receive, the better the chance they have. Cuts in funding eventually cost lives."

* The National Domestic Violence Hotline answered an additional 1,150 calls during the 24-hour Census period.

"We cover over 5,000 square miles in service delivery area. We only have enough funding for 4 rural outreach workers. It is difficult for them to provide services in all these areas. Often the adult survivors are seen, especially those who need assistance with restraining orders, but it is impossible to meet the individual advocacy needs of their children."

—Louisiana DV program

"Our program has received more hotline calls than usual lately because of a highly publicized dating violence case in our community that ended in death."

—Pennsylvania DV program

Victims Served

Domestic violence programs across the country work hard to meet the full range of victims' needs. "In an average day, we try and help clients in all aspects of their lives," reported an Oregon program. "We help them with legal matters, including restraining orders, divorce, and immigration issues. We also help clients find employment, better their education, find housing, and arrange for childcare." In addition to providing advocacy services, programs also answer hotline calls and offer community education and outreach.

On the day of the survey, the 1,346 participating domestic violence programs provided critical services to 53,203 adults and children. The chart on the right shows a breakdown of the number adults and children who received services on the survey day.

Housing and Shelter

One of the key services programs provide is shelter for victims fleeing domestic abuse. "During the survey period, we were able to provide shelter to a woman and her many children in our new shelter facility that was purchased with some private grant funding. This is something that was not available in our rural community before," writes an Idaho DV program. "It gave this family a safe haven until the perpetrator was apprehended."

On the day of the Census, more than 25,000 victims requested and received housing, either in emergency shelters or in transitional housing.

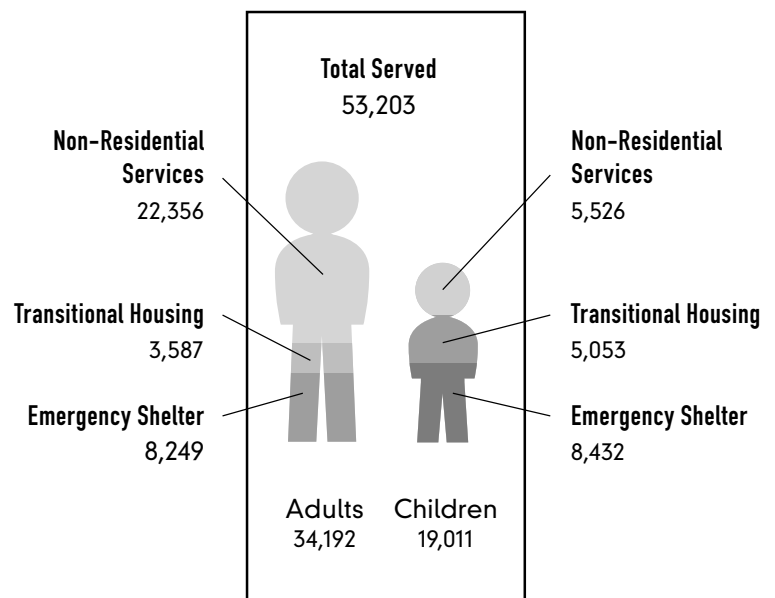
Emergency Shelter: Emergency shelters are intended to provide a short-term living space for victims in response to an immediate crisis and include both safe houses and paid hotel rooms. Participating programs reported that the average length of stay for emergency shelter is 36 days.

ON THE CENSUS DAY:

- 74% of the participating programs offered emergency shelter
- 8,249 adults and 8,432 children stayed in emergency shelters

"The local police department called our program today and requested an advocate for a victim whose abuser had just been arrested after holding a gun to her head. Our advocate provided crisis intervention, safety planning, assisted the victim in obtaining a protection order, and bought the victim some groceries."

—Nebraska DV program



Transitional Housing: Transitional housing is temporary shelter designed to house residents after their stay in emergency shelter and before they make permanent living arrangements. Many transitional housing options last up to 24 months. Participating programs reported that the average length of stay for transitional housing is 300 days.

ON THE CENSUS DAY:

- 35% of the participating programs offered transitional housing
- 3,587 adults and 5,053 children were living in transitional housing

Advocacy Services

More than 22,000 adults and 5,000 children obtained non-residential services on the Census day. Participating programs reported providing the following services for both residential and non-residential victims:

| Service Provided | Percent of Programs |
|--|---------------------|
| Individual counseling and advocacy | 92% |
| Emergency shelter (including safe houses and hotels) | 74% |
| Legal accompaniment/services | 71% |
| Advocacy with social services/TANF/welfare | 64% |
| Transportation | 64% |
| Children’s counseling and advocacy | 60% |
| Group counseling and advocacy | 60% |
| Advocacy with housing office/landlord | 53% |
| Advocacy with school system | 49% |
| Advocacy with child welfare system/Child Protective Services | 48% |
| Childcare | 42% |
| Financial/budgeting skills | 38% |
| Transitional housing | 35% |
| Medical services/accompaniment | 32% |
| Job training/employment assistance | 31% |
| Advocacy with disability service providers | 24% |

Domestic violence programs provide one-on-one advocacy for individuals as well as group advocacy. Individual advocacy includes one-on-one counseling, case management, safety planning, job counseling and training, housing support, legal services, accompaniments, and other services provided for individuals.

Group advocacy includes support groups for adults or children, group job-training and financial skills programs, group counseling services, and more; is usually moderated by staff, volunteers or peers; and is attended only by survivors.

“We succeeded in placing a mom and her three children in a rental apartment after they had been in the shelter for 48 days. We got furniture and other necessities through a local church, whose volunteers assisted in helping this family move.”

—North Carolina DV Program

“We are the only program providing intensive economic advocacy and credit counseling to women. We are unable to serve all who are referred to us; no one else in the region offers specialized services similar to ours.”

—Missouri DV program

“A woman came in today so badly beaten that she was coughing up blood. We were able to help her obtain a protection order against her abuser that afternoon.”

—Arkansas DV program

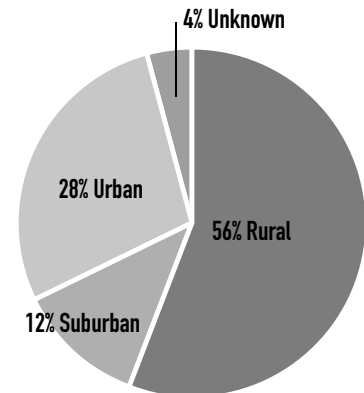
“I met with a client at the sheriff’s office who had been badly beaten. It was not safe for her to come to our office, so I met her there for crisis counseling, needs assessment, and assistance filing for relocation benefits.”

—Florida DV program

Staff and volunteers spend countless hours advocating on behalf of survivors. As a Georgia local program described, “By the end of the survey day, one of our advocates had met with 11 women and 14 children. She advocated for their financial needs, car repairs, doctor appointments, and found extra funding to help them purchase medicine.”

Primary Population Served

Across the United States, local programs provide support to victims of domestic violence in a variety of communities. The chart on the right represents the primary population programs reported serving.



Crisis Hotlines

Domestic violence crisis hotlines are a lifeline for victims in danger, allowing individuals to access services around the clock. Hotline calls are often victims’ first point of contact with domestic violence programs. “A victim of domestic violence came into our Thrift Store and picked up a brochure. She called the hotline from her car outside the store,” reported a Texas DV program.

On the Census day, local and state hotline operators answered 19,432 calls. In addition, the National Domestic Violence Hotline answered 1,150 calls during the survey period. In total, advocates responded to 20,582 hotline calls in the 24-hour period, equivalent to more than 14 calls every minute.

Prevention and Community Education

Because outreach and education are essential to ending violence, domestic violence programs offer trainings to their communities as part of their mission.

ON THE CENSUS DAY:

- Participating programs provided 1,521 training and education sessions to the community.
- 29,902 individuals in communities across the United States attended training and education sessions.

Community outreach and education also link domestic violence programs to an essential resource—volunteers. Volunteers help programs answer telephones, assist in shelters, provide transportation for clients, collect donations, provide childcare, and assist in many other ways.

ON THE CENSUS DAY:

- 33% of participating programs had more than 20 volunteers, and 18% of those programs had more than 40 volunteers.

Unmet Needs

“A woman called our program today looking for shelter. Our shelter was full and all of our funds had been expended. There were no available resources in the community. We tried to refer her to a local mission, but they were full and she was turned away. Later that evening, she was raped. After we got a call from the emergency room, our sexual assault counselor went to provide crisis counseling at the hospital. If our community had more resources, this could have ended differently.”

On the survey day, 7,707 requests for services were unmet due to a lack of resources, including limited funds for critical services and supplies, lack of shelter space, and insufficient program staff.

ON THE CENSUS DAY:

- Approximately 61% of unmet requests were for housing (2,923 unmet requests for emergency shelter and 1,753 unmet requests for transitional housing)
- 39% were for non-residential services (3,031 unmet requests)

Programs face multiple barriers that prevent them from providing services to all victims who seek assistance. Many programs identified the following areas as barriers:

Funding

Programs cited lack of funding as the number one reason they were unable to serve victims on the survey day. Forty-two (42) percent of domestic violence programs reported budgets of less than \$500,000 a year.

Staff

The majority (69 percent) of domestic violence programs that participated in this survey employed fewer than 20 paid staff, and approximately half of those programs operated with fewer than 10 paid staff members. Lack of sufficient staffing critically impacts programs' ability to meet victims' needs since most programs provide services and shelter 24 hours a day, 7 days a week.

Housing

Programs reported being unable to meet 4,676 requests for emergency shelter and transitional housing on the survey day. Lack of shelter is a significant issue. A Florida program noted that, “We have to turn away approximately 76 people each month because of lack of space in our shelter,” while a Kansas program is “forced to turn away more than 600 women and children seeking shelter each year.”

“We lack sufficient funds for staffing. We are understaffed even when we have every position filled, and our salaries are so low that we have constant turnover. This affects our services because we are operating with skeleton crews who lack sufficient experience to deal with the needs of our population.”

— California DV program

“A client had to turn down a job interview because she did not have a vehicle, and bus transportation is not available to the job site.”

—Connecticut DV program

“Affordable childcare and housing still continue to be one of the greatest unmet needs.”

—Illinois DV program

“It would be helpful to have more public information and public service announcements to educate the public about this issue. We would like to believe that the public knows how serious the problem of domestic violence is, but there is still a lot of silence and stigma about reporting it or getting help for victims.”

—Texas DV program

Transportation

Programs across the country pointed to transportation as an area where more resources are needed. This problem is particularly acute for rural programs, many of which cover hundreds or even thousands of square miles with little or no public transportation options.

Legal Services

Many programs report a need for more legal services, particularly pro bono representation of clients in need of assistance with restraining orders, divorces, and child custody cases. An Arkansas program was unable to provide an attorney for a woman who came in scratched from head to toe after being dragged through a thorn bush by her husband. “We don’t have grant money for an attorney, so we were not able to help her with legal counsel.”

Childcare and Children’s Services

Many victims of domestic violence have children who also need assistance. One rural program “had to make serious cuts to children’s services due to the pressing nature of crisis services.” Another suburban program reported that “children are waiting four weeks or longer see a counselor due to limited availability of counseling services.”

Substance Abuse and Mental Health Services

Survey participants from all parts of the country pointed to a need for more substance abuse and mental health services for victims of domestic violence. “There is nowhere in our community to refer clients with severe mental illness and/or drug addiction,” reported an Idaho program.

Language Barriers

Programs reported several cases where they were unable to adequately serve non-English speaking victims on the survey day because of a lack of bilingual staff or translation services.

Basic Necessities

Some programs lacked the resources to provide even basic necessities for victims. One Utah program described, “We are running low on towels and had no pillows. I know this may seem small, but it was sad that we did not even have the simple comfort of a pillow for our newest resident.”

Community Education

Because of rising expenses and lack of funding, many programs reported a cut in community education and outreach. Programs in Alaska reported eliminating community outreach positions, and in North Carolina the Safe Date program has been discontinued in some local middle schools.



Conclusion

The National Census of Domestic Violence Services, administered by the National Network to End Domestic Violence, revealed that 53,203 adults and children in the United States received services and support from 1,346 local domestic violence programs during a 24-hour period in September 2007. While a great number of domestic violence victims accessed and received services, a total of 7,707 requests by victims for services went unmet due to inadequate funding and resources for local domestic violence programs.

This unmet demand highlights the need for additional funding and support. Given the dangerous and potentially lethal nature of many victims' circumstances, insufficient funding of domestic violence programs and services should be acknowledged as a serious barrier to those seeking help and safety. Domestic violence programs across the country struggle every day to serve victims who contact them. However, the reality is that with limited resources, funding and staffing, these programs are unable to meet the needs of every victim who calls or comes to their doors seeking help.

To read state summaries or to learn more about the upcoming 2008 Census, please visit: www.nnedv.org/census

“On the survey day, a transitional housing guest exited our transitional housing program. She left this note: “I came here a year ago with nothing. I did not even have myself. You showed me that I have a future and there is always hope.”

—Pennsylvania DV program



Appendix 1:

Methodology & Understanding the Census Data

The Census is a point-in-time count that provides a noninvasive, unduplicated count of individuals who access domestic violence services during a single 24-hour period. Developed in 2006 by a team of experts in the field of domestic violence service providers, the goal was to survey how many individuals contacted domestic violence programs in search of assistance.

The “snapshot” methodology is unduplicated, operating on the assumption that a victim is unlikely to access services at more than one domestic violence program in a 24-hour period. It is impossible for a victim to be sheltered in two programs simultaneously, nor is a victim likely to travel from one primary purpose domestic violence program to another in the same day. Programs are often located far apart and serve a wide geographic area.

The Census is noninvasive and takes into account the dangerous nature of domestic violence and the need to prioritize victim safety and confidentiality. It is an aggregate, state-wide count of the number of victims who sought services, and an aggregate count of the number of services programs provided.

Although this is the second annual count of domestic violence services, the data cannot be compared to the previous year’s Census. The Census relies on voluntary self-reporting of primary purpose domestic violence programs. Without a 100 percent participation rate from year to year, straight line data comparisons do not hold much significance. Furthermore, extrapolating the current data to project the total number of victims seeking services on this day would likely produce an inaccurate total count. Any attempt at extrapolation or projection would require a much closer analysis of non-participating programs than this study intends or attempts to make.

The data reported in this Census is a 24-hour period “snapshot,” thus multiplying the 1-day total by 365 to create a yearly number would be inaccurate. Some victims might only use services once a year, while others may access support many times over the course of a year. In addition, most programs experience days where many victims seek services and some days where few victims seek services.

“What I liked best about participating in the Census was seeing the number of folks who couldn’t be served because we don’t have enough resources—maybe someone will see those numbers and realize how much it matters.”

—Connecticut DV Program

Appendix 2:

Summary Data

“It is very frustrating to have to turn down women who have no place to go and are afraid for their safety.”

—Colorado DV Program

| State | Response Rate | Adults Served | Children Served | Total People Served | Unmet Requests for Services | Hotline Calls Answered | Total People Trained | Served in Shelter | Served in Transitional Housing | Non-Residential Served |
|-------|---------------|---------------|-----------------|---------------------|-----------------------------|------------------------|----------------------|-------------------|--------------------------------|------------------------|
| AK | 100% | 309 | 187 | 496 | 15 | 113 | 90 | 220 | 80 | 196 |
| AL | 63% | 338 | 194 | 532 | 4 | 102 | 926 | 155 | 97 | 280 |
| AR | 54% | 180 | 161 | 341 | 35 | 72 | 1,277 | 161 | 65 | 115 |
| AZ | 56% | 539 | 516 | 1,055 | 110 | 182 | 181 | 621 | 140 | 294 |
| CA | 61% | 1,961 | 1,088 | 3,049 | 571 | 794 | 1,370 | 874 | 631 | 1,544 |
| CO | 70% | 596 | 465 | 1,061 | 301 | 621 | 364 | 235 | 206 | 620 |
| CT | 63% | 718 | 117 | 835 | 97 | 217 | 200 | 141 | 45 | 649 |
| DC | 78% | 132 | 35 | 167 | 10 | 18 | 35 | 7 | 17 | 143 |
| DE | 86% | 90 | 55 | 145 | 6 | 26 | 0 | 46 | 13 | 86 |
| FL | 69% | 1,401 | 1,036 | 2,437 | 75 | 888 | 769 | 818 | 580 | 1,039 |
| GA | 60% | 792 | 858 | 1,650 | 392 | 428 | 579 | 498 | 369 | 783 |
| HI | 58% | 115 | 54 | 169 | 8 | 45 | 16 | 100 | 10 | 59 |
| IA | 100% | 546 | 267 | 813 | 114 | 460 | 1,036 | 340 | 93 | 380 |
| ID | 43% | 229 | 123 | 352 | 50 | 144 | 169 | 113 | 65 | 174 |
| IL | 90% | 1,687 | 766 | 2,453 | 607 | 1,063 | 437 | 627 | 474 | 1,352 |
| IN | 42% | 457 | 387 | 844 | 93 | 306 | 644 | 332 | 275 | 237 |
| KS | 85% | 778 | 285 | 1,063 | 141 | 300 | 1,194 | 214 | 60 | 789 |
| KY | 100% | 838 | 351 | 1,189 | 106 | 462 | 712 | 448 | 119 | 622 |
| LA | 65% | 428 | 300 | 728 | 121 | 135 | 349 | 263 | 80 | 385 |
| MA | 78% | 992 | 324 | 1,316 | 309 | 675 | 341 | 275 | 212 | 829 |
| MD | 92% | 626 | 233 | 859 | 139 | 392 | 2,836 | 216 | 95 | 548 |
| ME | 100% | 325 | 146 | 471 | 34 | 128 | 220 | 66 | 162 | 243 |
| MI | 76% | 1,273 | 898 | 2,171 | 256 | 1,151 | 557 | 778 | 625 | 768 |
| MN | 36% | 504 | 338 | 842 | 110 | 321 | 195 | 239 | 42 | 561 |
| MO | 100% | 1,239 | 877 | 2,116 | 375 | 552 | 676 | 906 | 213 | 997 |
| MS | 60% | 130 | 148 | 278 | 53 | 242 | 274 | 155 | 42 | 81 |
| MT | 50% | 133 | 97 | 230 | 129 | 88 | 41 | 45 | 54 | 131 |

To download state summaries, please visit: www.nnedv.org/census

Appendix 2: Summary Data

“Our program was able to help a woman who was severely beaten and held hostage for two days in her house. We helped the victim through her police interview and her medical examination.”

—Michigan DV program

| State | Response Rate | Adults Served | Children Served | Total People Served | Unmet Requests for Services | Hotline Calls Answered | Total People Trained | Served in Shelter | Served in Transitional Housing | Non-Residential Served |
|--------------|---------------|---------------|-----------------|---------------------|-----------------------------|------------------------|----------------------|-------------------|--------------------------------|------------------------|
| NC | 65% | 984 | 413 | 1,397 | 165 | 542 | 1,384 | 449 | 97 | 851 |
| ND | 100% | 177 | 119 | 296 | 25 | 82 | 415 | 87 | 57 | 152 |
| NE | 96% | 375 | 227 | 602 | 77 | 245 | 433 | 186 | 60 | 356 |
| NH | 100% | 165 | 70 | 235 | 19 | 89 | 57 | 76 | 18 | 141 |
| NJ | 80% | 825 | 587 | 1,412 | 187 | 464 | 461 | 516 | 172 | 724 |
| NM | 35% | 275 | 198 | 473 | 24 | 131 | 66 | 138 | 123 | 212 |
| NV | 60% | 171 | 120 | 291 | 214 | 152 | 44 | 165 | 5 | 121 |
| NY | 40% | 1,913 | 772 | 2,685 | 259 | 729 | 541 | 431 | 415 | 1,839 |
| OH | 100% | 1,537 | 615 | 2,152 | 141 | 684 | 1,752 | 661 | 244 | 1,247 |
| OK | 91% | 555 | 255 | 810 | 67 | 335 | 455 | 289 | 61 | 460 |
| OR | 55% | 579 | 274 | 853 | 212 | 333 | 153 | 190 | 171 | 492 |
| PA | 100% | 1,874 | 661 | 2,535 | 209 | 892 | 1,546 | 716 | 355 | 1,464 |
| RI | 100% | 239 | 53 | 292 | 32 | 129 | 125 | 54 | 22 | 216 |
| SC | 77% | 312 | 126 | 438 | 4 | 108 | 132 | 177 | 35 | 226 |
| SD | 45% | 144 | 105 | 249 | 66 | 147 | 231 | 108 | 5 | 136 |
| TN | 83% | 849 | 476 | 1,325 | 53 | 343 | 762 | 413 | 103 | 809 |
| TX | 63% | 2,332 | 1,630 | 3,962 | 656 | 1,750 | 2,819 | 1,513 | 808 | 1,641 |
| UT | 100% | 298 | 322 | 620 | 125 | 290 | 483 | 252 | 205 | 163 |
| VA | 83% | 679 | 356 | 1,035 | 178 | 586 | 981 | 439 | 106 | 490 |
| VI | 67% | 21 | 4 | 25 | 7 | 24 | 51 | 4 | 0 | 21 |
| VT | 93% | 158 | 49 | 207 | 26 | 73 | 90 | 37 | 15 | 155 |
| WA | 48% | 675 | 480 | 1,155 | 328 | 470 | 106 | 293 | 344 | 518 |
| WI | 58% | 1,062 | 498 | 1,560 | 263 | 682 | 481 | 463 | 233 | 864 |
| WV | 100% | 356 | 227 | 583 | 48 | 120 | 229 | 82 | 78 | 423 |
| WY | 75% | 281 | 68 | 349 | 61 | 107 | 617 | 49 | 44 | 256 |
| Total | 69% | 34,192 | 19,011 | 53,203 | 7,707 | 19,432 | 29,902 | 16,681 | 8,640 | 27,882 |

To download state summaries, please visit: www.nnedv.org/census