

# Coalition Database (CDB) Data Definitions Manual

NHCADSV  
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## INTRODUCTION

This definitions manual provides instruction and definitions for the items collected on the NHCADSV contact log. The purpose of the NHCADSV data system is to supply the member agencies, funders of NHCADSV, clients/survivors, and the public with as much data as possible regarding domestic and sexual violence and stalking in the lives of the people of New Hampshire.

NHCADSV created contact log forms to be used by all member programs across the state. The contact log forms collect data that allows each program to comply with federal VAWA, VOCA, FVPSA, and SVP subcontracts as well as state SGIA and DVPP subcontracts. NHCADSV also created a database user guide as a reference for program staff. This new database contains reports for the above mentioned grants/contracts and will also include tools for customizing data reporting needs.


The abbreviations “dv”, “sv” and “st” are common throughout the data system to mean domestic violence, sexual violence and stalking respectively.

NHCADSV means the Coalition office.


The terms “member agency,” “member program,” and “crisis center” are synonymous and defined as one of the 14 independent member agencies of the NHCADSV providing direct services to victims of domestic violence, sexual assault and stalking.

The term redacted refers to when data is sent to NHCADSV we don’t see that particular field.

The contact log has icons to instruct the advocate on how many selections she/he may mark or check off in a given section of the log and/or when information is required by NHCADSV. The following icons may appear:

 : This means the advocate may only check one type for that section.

 : This means the advocate may check many or all that apply for that section.

**Circle**  : The advocate may circle one for that section.

**(Req)** : The advocate must mark something under the section of the contact log because it is required by NHCADSV.

**(Opt)** : The advocate may mark/write-in information on the contact log, but it is optional, not a requirement by NHCADSV.

## 1. VICTIM INFORMATION

(Required by NHCADSV)

The data collected under “Victim Information” is about the person who is either a primary or secondary victim for NHCADSV purposes. Third party or other non-victim contact information may be entered per your agency’s instructions.

### a. Last Name/First Name/Alias

This information is redacted before sending data to NHCADSV.

Each member agency is requested to do their best to establish a **first and last name** and/or alias for each victim.

For the DVS program, when a third party such as a CPSW calls and your contact type is third party you may enter the CPSW’s name in the name fields. If there is a specific person mentioned who is not yet a client of the member program, you may enter that person’s name in the “In Regards To:” field.

For example, if you enter third party for contact type, and you are talking with a police officer, department or prosecutor, you may enter that person’s name in the name fields, or enter in his/her agency name.

### b. Telephone

This information is redacted before sending data to NHCADSV.

The phone number used or given by the service user should be placed in the telephone section. Please indicate cell, home, etc.

### c. Town/State of Residence

**Town:** The town that the contact is living/staying in.

**State:** The state that the contact is living/staying in.

(**Not on contact log- County:** When entering the town or state of residence in the Database the county representing the town will be automatically generated by the computer program. If the county is located outside of NH the county field will show “out of state”.)

### d. Single Head of Household

This information is optional (NHCADSV will not collect the data in this field).

If the answers to the following question(s) are yes, check the box off. Is the victim a single parent and head of the household? Is victim responsible for expenses of daily living including rent/mortgage, utilities, groceries, child/children’s expenses etc? Head of household applies at first request for service and can be edited as necessary e.g. after a protective order is granted, victim and children go into shelter, etc.

**e. Comments on Victim**

This information is redacted before sending data to NHCADSV.

This is a field to write in a text value/type in information e.g. name of a person. This field is optional and may be used when a third party contacts a member program inquiring about a victim and the member program would like to collect that data. Each specific agency will train advocates on other possible uses of this field.

For DVS: If the contact is with DCYF/Other DHHS, the “Comments” may be used to write in the name of the victim/DCYF client that is being referred for services.

**f. Gender**

(Required by NHCADSV) Only check one type on the contact log.

A person's sense of being or self-determination of being female or male and/or feminine or masculine. Gender identity is often on a continuum and a person may identify anywhere between masculine or feminine and/or may not identify with any specific gender.

Mark whichever gender the victim appears to be or that the victim self discloses as identifying with.

**a. Female**

**b. Male**

**c. Transgender-** Used broadly, transgender may encompass individuals whose gender expression and/or gender identity differs from the biological sex they were born into. Additionally, the term "transgender" often is used to lump individuals together who may identify as transsexual, Female-to-Male (FTM) or Male-to-Female (MTF), cross dressers, drag queens/kings, and other gender identities; however individuals' gender identities may be more diverse than as defined here.

**d. Unknown-** Victim’s gender or gender identity is unknown.

**g. Ethnicity**

(Required by NHCADSV) Only check one type on the contact log.

NHCADSV only offers nine choices for ethnicity. We acknowledge that many people identify with more than one ethnic background or other ethnicities not listed here. Please check the ethnicity the victim self-discloses or choose the best fit on the contact log. If the ethnicity section is left blank on the contact log, an assumption will be made by data entry that the ethnicity is unknown.

**African American/Black**

**Asian American/Asian**

**Hawaiian/Pacific Islander**

**Hispanic/Latino-** (note- being identified as “Hispanic” can be offensive to some individuals, but is used here because of Federal definitions)

**Multi-Racial-** The victim identifies as having more than one race

**Native American/Alaskan Native-** (formerly Alaskan Eskimo)

**White/Non-Hispanic**

**Unknown-** The victim's ethnicity is unknown or undisclosed to the advocate

**Other-** The victim identifies with an ethnicity other than the ones listed on the contact log. A write in field is available on the contact log, but the advocate should attempt to fit the victim into one of the above categories.

## **h. Prior Victimization**

Only check one type on the contact log.

This is optional. In "Prior Victimization," only check one identifier. If more than one prior victimization exists, choose the predominant one, use your best judgment, or choose "multiple". This section may be used if the victim discloses that one of these types of victimizations occurred in the past. This category should be used as historical information about the victim and is not related to services specific to the current "Crime Information" section of the contact log. Enter information under "Crime Information" for the current services you are offering to the victim.

**CSA (Child Sexual Abuse):** Any victim sexually abused as a child.

**CA (Child Abuse):** Any victim physically or emotionally (not sexually) abused or neglected as a child.

**DV (Domestic Violence):** Any victim having experienced domestic violence as an adult or teen in the past.

**Multiple:** Any victim having experienced multiple victimizations (more than one of the victimizations listed) in the past.

**Other:** Any victim having experienced another crime as an adult or teen in the past. A write in field is available on the contact log to specify the other type of prior victimization.

**SA (Sexual Assault):** Any victim having experienced sexual assault as an adult or teen in the past.

**Sexual Harassment:** Any victim having experienced sexual harassment as an adult or teen in the past.

**STK (Stalking):** Any victim having experienced stalking as an adult or teen in the past.

**Trafficking:** Any victim having experienced child labor and/or sexual exploitation.

**Unknown:** The advocate does not know if the victim experienced any prior victimization.

**If none, leave blank.**

## **i. Victim Date of Birth**

NHCADSV will not collect the data in this field. This information is redacted before sending data to NHCADSV

When attainable and/or required for service delivery (usually when victim is receiving Shelter Services), the Victim Date of Birth can be entered in this section of the contact log. Check your program policies/procedures to see if your program collects this data.

## j. Victim I.D. #

For data entry use only - A computer generated record number for a new victim record entered into the victim database. See page 8 of the NHCADSV Database System User Guide. Please enter the victim record number, which is generated by the database application, on the paper contact log.

## 2. CRIME INSTANCE INFORMATION

### a. Dependents

This information is optional (NHCADSV will not collect the data in this field).

**Number of Children:** The number of children for which the victim is legally responsible and who are in the victim's custody (care) at the time of service; this may include biological children, stepchildren, and those under guardianship or foster care, etc.

**Number of Other Dependents:** The number of children for which the victim is legally responsible; this may include; biological children, stepchildren, and those under guardianship or foster care, etc. The number of dependents may include children who may not be living with the victim (parent). Dependents may also include adult children that are incapacitated.

**Number of Children Not In Custody**(only in perp/batterer's custody): This field will help agencies track if a parent has lost custody to the batterer or perpetrator. If the service user has identified that she/he has minor children, but they are not in the service user's custody, due to loss of custody to the batterer/perpetrator, then enter the number of children here.

Example:

A. You are working with a mom with 1 minor child, who was sexually assaulted by dad, and in the divorce dad got custody of child, enter the #1 in this field.

B. You are working with mom about her domestic violence situation with her ex-husband and she discloses that he has custody of their two small children, enter the #2 in this field. This field DOES NOT include any minor children taken away by DCYF.

### b. Income Level

(Not required by NHCADSV) Only check one type on the contact log.

**Very low:**

**Low:**

**Moderate:**

**Above:**

*These income levels are for the Portsmouth-Rochester NH HUD Fair Market Rent Area from the from the US Department of Housing and Urban Development Income Limits issued 3-19-09. If you are using this field*

*specifically for Community Development Block Grant funding your agency receives, you may obtain your area's current HUD income limits for Community Development Block Grants by contacting your local CDBG Public Service Agency.*

This is used for Community Development Block Grants (CDBG) and may be useful as a general research tool to determine income level. Ask the victim, "How many people are in the household?" Then ask the victim for the combined household income. Use the number of people in the household and household income to determine the income level according to the chart on the NHCADSV contact log. The first set of numbers (16,800 19,200, 21,600 ...) is for "Very Low". The second set of numbers (28,000, 32,000, 36,000 ...) is for "Low." And so forth for "Moderate" and "Above." For example, if someone answers they have 3 people in the household, including themselves and their combined household income is \$40,000, you would enter a check mark next to "low"; if they have 8 people in the household, and their combined household income is \$70,000, you would enter a check mark next to "Moderate". The "above" should be used for anything above the ranges in the chart.

**c. Age Range**

(Required by NHCADSV) Only check one type on the contact log.

**0-6**

**7-12**

**13-17**

**18-25**

**26-40**

**41 – 59**

**60+**

**Unknown**

**d. Disability**

(Required by NHCADSV) Only check one type on the contact log.

Only record self-disclosed or known disabilities.

**Developmental:** A developmental disability manifests before the age of twenty-two and is likely to continue indefinitely. Some individuals with developmental disabilities have difficulty learning, remembering, or reasoning. People with developmental disabilities may experience limitations in cognitive abilities, motor abilities, and social abilities. The degree of limitation will vary from person to person. Examples of developmental disabilities include Mental Retardation, Cerebral Palsy, Autism, Down syndrome, and Muscular Dystrophy.

**Emotional:** People with emotional disabilities often have mental illnesses and/or psychiatric labels. The disabilities are often a result of underlying conditions and can cause disturbed thoughts, feelings or behaviors which can make it very difficult for a person to meet their family, social and work responsibilities. Some examples of mental

illness and psychiatric labels are Bipolar Disorder, Post Traumatic Stress Disorder (PTSD), Major Depressive Disorder, Schizophrenia, etc.

**Hearing:** Hearing refers to a wide range of impairments from partial to total hearing loss. Among people with hearing disabilities, there are two general groups, those who are Deaf, and those who are Hard of Hearing. People who are Deaf rely mainly on sign language as a principle means of communication. People, who are hard of hearing, typically have functional speech and primarily communicate through speech.

**Mobility:** A physical disability can be present at birth (e.g. spina bifida), can be caused by disease (e.g. MS), or may be the result of an accident (e.g. spinal cord injury or Traumatic Brain Injury). Not all disabilities are visible. People who use assistive devices, such as a wheel chair, cane or scooter, have highly visible disabilities, because of the presence of the aid. Others, such as people with significant back injuries, may have difficulty lifting or sitting for long periods, but appear otherwise non-disabled.

**Multiple disabilities:** The victim experiences more than one type of disability e.g. PTSD and epilepsy.

**Visual:** Visual disabilities include a wide range of visual impairments that cannot be corrected with glasses. If someone is legally blind it means he or she has 10% or less of what is considered average vision. Ninety percent of people who are legally blind have some vision; they might see shadows, color or shapes.

**Unknown:** The victim did not disclose or it is unknown whether or not she/he has a disability.

**N/A:** the victim does not have a disability.

**Other:** Other disabilities that people may experience include fibromyalgia, learning disabilities, epilepsy, HIV/AIDS, Parkinson's disease, Alzheimer's disease, multiple chemical sensitivity and a host of others not listed here.

#### **e. Unserved**

(This field is primarily used by certain DVs and for Sexual Assault Support Services)  
Only check one type on the contact log.

If you receive a call or request for service from someone who is NOT a victim/survivor of dv, sv or stalking, or if the person is a victim but is requesting a service you do NOT provide, that person should not be counted in the "Unserved, Partial Served" categories.

**Unserved:** Victim who sought services and did not receive the needed service(s), even though those services are typically provided by your program.

**Partial served:** Victim who received some service(s), but not all of the services they needed, is partially served.

**Served:** (Default)--Victim who received the service(s) they needed.

If victim is served, no need to mark anything in Reason Unserved category.

## **f. Reason Unserved**

Only check one type on the contact log.

The following are reasons victims/survivors and children seeking services were not served or were partially served:

**Program reached capacity:** Program is operating at full capacity. Victims/survivors may be placed on a waiting list. In the case of shelter, this could mean that you have beds available but the number of family members is too great for the space available, e.g. you have a room that can only fit three people, but a victim with four children calls for shelter.

**Program unable to provide service due to limited resources/priority-setting:** Program has set priorities (e.g., that they will only represent victims/survivors in protective order hearings who are in imminent danger, or who have complex legal issues related to their protective orders) and is unable to serve victims/survivors who do not meet the priority criteria because of limited resources.

**Need not documented:** Determination is made that there is not sufficient basis to provide the services requested by the victim/survivor. For example, a victim/survivor requests shelter even though she/he had no contact or threats from her/his batterer for more than two years and she is not in danger. Therefore the need for shelter is not documented, [need not documented] even though she is a victim/survivor.

**Ineligibility (Did not meet eligibility requirements):** Victim/survivor does not meet the eligibility requirements of the program, e.g. victim needs to be in imminent danger; homeless, without DV, fits in this category.

**Rules not acceptable (Program rules not acceptable to victim/survivor):** Although eligible for services, a victim/survivor is not willing to comply with rules of the program, e.g. a program maintains a 10:00 pm curfew and the victim/survivor does not agree with the curfew.

**Services not appropriate [for victim/survivor]:** For any reason, the services available are not appropriate for a victim/survivor.

**Transportation [problems]:** Victim/survivor is unable to arrange for transportation to receive services. This includes situations in which public transportation is available but cannot be paid for.

**Conflict of interest:** The program cannot serve the victim/survivor because of a current or previous relationship with that victim/survivor or other parties related to that victim/survivor that would interfere with the ability of the program to serve that victim/survivor. For example, the program is currently serving a victim/survivor and her partner, identifying as a victim, requests to join the same support group as the person you are already serving.

**Substance Abuse (Services inappropriate or inadequate for people with substance abuse problems):** Staff are not able, for any reason, to provide appropriate or adequate services for victims/ survivors with substance abuse problems.

**Mental Health (Services inappropriate or inadequate for people with mental health problems):** Staff are not able, for any reason, to provide appropriate or adequate services for victims/ survivors with certain mental health problems.

**Disabilities (Insufficient/lack of services for people with disabilities):** The services currently provided are not accessible to a person with certain disabilities. For example, a shelter does not allow a care attendant to accompany a victim/survivor to the shelter, which prevents her from being able to use shelter services.

**Geographic location (Geographic or other isolation of victim/survivor):** Staff or volunteers cannot serve the victim due to geographic distance or isolation, or if the victim feels that she/he needs to be in a certain part of the state for comfort reasons, safety purposes, to be close to family or other services and the member program does not meet that need, e.g. the shelter is in the same town as the perpetrator.

**Other:** Describe any other reason for not serving that is not captured above. Victim not interested in service would fit into this category. You may write in the reason on the contact log.

#### **g. Underserved Categories**

(Required by NHCADSV) Only check one type on the contact log.

Any victim that self-discloses or is known to be part of an underserved population. Please pick one underserved item, if it is known and you believe the victim is underserved. If more than one identifier exists, choose the predominant one, e.g. underserved: the victim identifies as LGBTIQQ and lives in a rural area, mark LGBTIQQ.

**Disability:** Any victim that self-discloses that she/he has a disability, regardless of what type or the severity e.g. low visual ability, Cerebral Palsy, Epilepsy, Post Traumatic Stress Disorder (PTSD), etc.

**Elderly 60+:** Any person over the age of sixty.

**Immigrant:** Any foreign-born person who is residing or staying in the United States regardless of how she/he entered and her/his legal status, including refugees, asylees, and immigrants with no legal paperwork and/or expired visas, etc.

**LGBTIQQ:** Victims who self-identify as being Lesbian, Gay, Bi-sexual, Transgender (living as other gender), Intersex (formerly hermaphrodite), Queer, and/or Questioning her/his sexual orientation.

**N/A:** The victim does not fall into any of the identified underserved categories.

**Limited-English:** A victim who does not speak English or has limited English proficiency.

**Rural:** Any victim who is living in an area that is geographically distant from resources and support services. Rural areas are often characterized by farms, small towns, unpopulated regions or towns with fewer than 3,500 people.

**Other:** Victims within your catchment area that are considered underserved e.g. students, persons with high incomes, persons with HIV/AIDS, individuals with alcohol and/or drug issues, etc. A write-in is available on the contact log.

## **h. Contact Type**

(Required by NHCADSV) Only check one type on the contact log.

*Primary victim/survivor, Secondary victim/survivor, Third Party, Perpetrator, Homeless, FIT.* Above contact types in italics are required by NHCADSV.

**Primary Victim:** Describes a person (contact type), of any age or gender, who self identifies as having experienced domestic violence, sexual violence, stalking, or bullying or is determined to be a victim through member program screening. A person qualifies as a primary victim regardless of when victimization occurred or the level of member program services provided. **For examples/scenarios of the contact types, please see Appendix A.**

**Exposure to DV:** If a person is directly exposed to/witnesses domestic violence, she/he should be marked as a primary victim of “domestic exposure” in “Violence Type.”

**Children:** Count as primary victims only if they receive services through the member program e.g. DV shelter, transportation, childcare, child support groups, crisis counseling, or through the designated child advocacy program, if there is one, etc. Children who are mentioned by or accompany an adult primary victim, but do not receive services may be listed under the dependents section of the contact log. e.g. “number of dependents” or “# of children not in custody” on the contact log, (whichever is appropriate.)

**Secondary Victim:** Describes a person (contact type) who is emotionally affected by the primary victim’s situation by virtue of having a close relationship/attachment, e.g. intimate partner, family member, friend, teacher, etc. **For examples/scenarios of the contact types, please see Appendix A.**

**Third party:** Any person, who is determined not to be a primary or secondary victim and/or if the person is determined to be a perpetrator, homeless, or FIT (they are tracked separately from primary and secondary victims in the database) and your program does not want to track them specifically use third party, e.g. doctor’s office, DCYF/DHHS staff, schools, courts, hospitals, police, etc. Initial requests for advocates to respond to the courts, hospitals, police, CACs, etc. should be tracked as third party contacts. The third

party contact must be service related e.g. requests for information about member program or agency services, consultations regarding someone who needs assistance, etc. Calls related to program administration, donations, grants, etc. are not counted. Outreach and education requests should be tracked in the Education and Outreach Database.

For Third Parties, Homeless, and FIT mark the Crime Information with “Violence Status as “N/A No violence status” and “Crime Type” as “No violence type/crime” (The database is built such that for any service rendered, Crime Info has to be assigned to it.)

If someone e.g. CPSW, therapist, family worker, social service provider, police officer etc. has contact with the member program to discuss a victim that you are currently working with (note- you must have a signed release/waiver of 173-C), then you should track the contact under the victim’s information and refer to “general services” and check “personal advocacy” on the contact sheet.

For DVS consultations and referrals in which the DVS has not established contact with the victim, mark third party and record any DVS services under the services sections. Mark the Crime Information with violence status as “N/A No violence status” and “Crime Type” as “No violence type/crime”. (The database is built such that for any service rendered, Crime Info has to be assigned to it.)

**FIT (Families in Transition):** This is optional. NHCADSV does not require it. **If you do not want to use this field, use “Third Party.”** This is a contact type for Turning Points Network, and any other member program who wants to use this category. It is used most often for survivors who do not want to be listed as survivors or who do not identify as survivors but who describe abuse against them. It is also used for individuals and families who contact us who are not survivors but who need assistance in accessing another service or in peer support counseling typically for custody and other legal issues. Turning Points Network does count this work in their annual data to the community and in applying for local support.

**Perpetrator:** (Alleged Abuser and/or Alleged Perpetrator) – This is optional. **If you do not want to use this field, use “Third Party.”** NHCADSV does not collect or count perpetrator contact data for funding purposes. Agencies may collect this per their own policy/practice. This is the person who allegedly committed/is committing violence against the victim.

**Homeless:** This is optional. **If you do not want to use this field, use “Third Party.”** NHCADSV does not collect or count homeless non-dv related, contact data for funding purposes. An individual who is homeless, but does not have sexual violence, domestic violence, or stalking issues (not a primary or secondary victim). If a person is homeless and has dv, sv, and/or stalking as an issue, count her/him under primary/secondary victim.

**For examples/scenarios of the contact types, please see Appendix A.**

## **i. Relationship**

(Required by NHCADSV) Only check one type on the contact log.

**Primary victim's relationship to the abuser/perpetrator:** Describes the primary victim's relationship to the abuser/perpetrator. Place a check mark next to the specific relationship. **See examples in Appendix B.**

**Secondary victim's relationship to the primary victim:** Describes the relationship the secondary victim has with the primary victim. Place a check mark next to the specific relationship. **See examples in Appendix B.**

If your agency would like to track the relationship between the primary victim and her/his abuser, when you are working with the secondary victim, this contact log/database allows you to do so by placing a check mark in the box next to "Secondary victim to primary victim" under the "Relationship" section and then circling the specific relationship that the primary victim has with the abuser/perpetrator from the "Relationship" list. **See examples in Appendix B.**

**Acquaintance:** Someone who is known/familiar to the victim e.g. roommate, neighbor, coach, friend of a friend, regular at the bar, store clerk, etc.

**Child:** The child, regardless of age, of the abuser/perpetrator. Includes both minor and adult children, or children who consider the abuser/perpetrator to be a parent e.g. grandparent or other person raising the child as a parent.

**Child of Partner of the Perpetrator:** The victim is a child, whose parent's partner is victimizing her/him, e.g. used to identify a perpetrator such as Mom's boyfriend when the victim her child.

**Civil Union Partner:** The victim has a legal Civil Union with her/his same-sex abuser/perpetrator.

**Client:** The victim is a considered a client of the perpetrator e.g. mental health client, person in alcohol/drug treatment, etc.

**Co-habitant:** The victim is living with the abuser/perpetrator and is considered to have an intimate relationship. This option is not for platonic roommates (see "acquaintance" above.)

**Dating Relationship:** The victim is in a social relationship of a romantic or intimate nature (not necessarily sexual) that she/he would consider as "dating," "hanging out," or is on the continuum of starting to date to the level of being seriously committed.

**Divorced:** The victim was married and is now legally divorced from the abuser/perpetrator (for those who are still married and are separated, but not divorced, use "separated").

**Employee:** The person is a victim of someone within the workplace, such as a co-worker, employer, vendor, customer, etc.

**Employer:** The person is the employer of the perpetrator within the workplace e.g. supervisor.

**Ex-partner:** The victim is no longer in a dating relationship with the abuser/perpetrator. (For married couples, use “separated” or divorced)

**Familial/Other Relative:** The victim is a relative or someone that she/he considers a family member e.g. grandparents, uncles, or aunts, etc. This definition does not include siblings, child, parents, step-parent, married relationships, or civil union partners.

**Friend:** a well-known or familiar person to the abuser/perpetrator, beyond a relationship as acquaintances e.g. they go shopping together, to the movies, spend time together, etc.

**Guardian:** The victim is a person who is legally entrusted to manage somebody else's affairs, especially those of a minor, elderly individual, and/or incapacitated adult.

**Intimate Partner:** The victim is involved in a committed relationship with the abuser, generally including being sexual partners.

**Married:** The victim is legally married to the abuser/perpetrator (for same-sex individuals who have Civil Unions, see “Civil Union Partner” above).

**Multiple Perps [Perpetrators]:** A person that has been victimized by more than one perpetrator at the time of/per incident incidence. This may be used for any crime type: sexual violence, domestic violence, stalking & bullying. See examples in Appendix B. (NHCADSV realizes that “Multiple Perpetrators” is not a relationship of the victim, but rather a type of victimization. We needed to “fit” it somewhere on the contact log and appreciate your understanding.)

**Parent:** The victim is the parent of the abuser/perpetrator, which can include being the foster parent, etc (for step-parent see “Step Parent” below).

**Patient:** Patient of a medical/health provider, e.g. doctor or dentist, etc.

**Religious Congregant:** The victim is a member of a religious group or organization and is being abused/perpetrated by someone within the religious congregation, e.g. religious leader. The person is a victim regardless of what type of religion or level of membership e.g. Jewish, Catholic, Muslim, Hindu, Christian, Wiccan, etc.

**Religious Leader:** The victim is a leader of a religious group or organization and is being abused/perpetrated by a congregant.

**Same Sex Partner:** A victim who is/was in an intimate relationship with a person of the same sex/gender or identifies as being Gay, Lesbian, or Bisexual. If the same sex partners have a Civil Union see “Civil Union Partner” above. NHCADSV would like Member Programs to track any same-sex relationships not identified as a Civil Union,

whether the partner is a co-habitant, dating partner, etc. under Same Sex Partner to best capture members of this underserved population.

**Separated:** The victim is legally married to the abuser/perpetrator, but is separated or not living with or engaging in a relationship with the abuser/perpetrator, not legally divorced.

**Sibling:** The victim is a sister or brother to the abuser/perpetrator. Includes stepsiblings, half-siblings, fosters, etc.

**Step-child:** The step-child, regardless of age, of the abuser/perpetrator. Includes; both minor and adult children.

**Step-parent:** The victim is the step-parent of the abuser/perpetrator.

**Stranger:** The victim does not know the abuser/perpetrator.

**Student:** The victim is/was the student of the abuser/perpetrator. Any kind or level of school-based relationship including, extracurricular student (music lesson student), daycare, etc.

**Teacher:** The victim is/was the teacher of the abuser/perpetrator. Any kind or level of school-based relationship including, extracurricular teacher, professor or teacher-aide, etc.

**Unknown:** The victim's relationship to the abuser/perpetrator is either unknown or not disclosed by the victim.

**Other:** The relationship of the victim to the abuser/perpetrator does not fit into any of the other categories. A write in field is provided on the contact log to identify the relationship.

## Crime Information

### j. Violence Status

(Required by NHCADSV) Only check one violence type.

Note: If a victim states she/he was previously victimized but is not seeking services related to that prior victimization, please indicate in the "prior victimization" field under Victim Information.

**Victim Survivor:** Victim is seeking services for violence that has occurred either recently or in the past.

**Childhood survivor:** Victim is seeking services for when she/he was a victim of crime as a child.

**N/A / No violence status:** Violence status does not apply. Do not use this box if victim is a primary or secondary victim.

### **k. Violence Type**

(Required by NHCADSV) Only check one type of violence.

These definitions are guidelines for advocates collecting data on sexual violence, domestic violence, stalking, and other crimes, but by no means are they meant to exclude any victim that discloses that she/he was victimized. Remember to check the type of violence that the victim self-identifies with, rather than looking for how the victimization may meet statutory requirements or definitions. If the victim presents more than one type of victimization in a single contact, and substantial time is spent providing a core service for each violence type, a contact log should be created for each victimization. The victim must receive services in order to be counted as a primary and/or secondary victim.

On the contact log, select the "Violence Type" that the victim discussed and received services for during the contact. Only one "Violence Type" can be marked on each contact log and services must be provided to the victim. When the victim mentions more than one/additional "Violence Type" and services were not delivered for those additional victimizations then the victimization should be noted under the "Prior Victimization" section of the contact log.

During a contact a victim may disclose more than one "Violence Type" (type of victimization) either by the same or by a different perpetrator. If the victim discusses more than one "Violence Type" then the advocate will need to determine if more than one contact log should be created.

#### **Count the victim once-**

If the victim's contact with the crisis center is related to the same abuser/perpetrator and the same violence type, then the victim is entered either as a new name/record in the victim database (for first time use of services) or the contact log (services provided) is added under her/his existing name/record.

Only one contact log will be created regardless of the number of advocates working with a victim at one time/per contact. See example in Appendix D.

#### **Count the victim more than once-**

If the victim is accessing services for more than one violence type by the same abuser/perpetrator, the additional violence type should be recorded on another contact log and entered in the database under the victim's record/name.

If the victim accesses services for the same violence type as before, but by a different abuser/perpetrator another contact log is created and entered in the database under the victim's record/name.

#### **Exceptions to counting the victim more than once-**

When a victim experiences sexual violence as part of the coercive pattern of control in a domestic violence relationship the violence type should be "domestic physical & emotional" (see definition for domestic violence below).

When a person has been victimized by more than one perpetrator at the time of/per incident (See the definition of “multiple perpetrators” under the Relationship section of these definitions).

## **Violence Types Definitions:**

(required by NHCADSV) Only check one violence type.

**See examples of Violence Types in Appendix C.**

**General Definition: Domestic Violence-** A pattern of coercive behavior that is used by one person to gain power and control over another in an intimate and/or familial relationship. Domestic violence may include physical violence, sexual assault, emotional and psychological intimidation, verbal abuse, stalking, and emotional control.

**Domestic Emotional:** Victim is being or has been subjected to emotional and psychological control and abuse e.g. name calling, withholding of finances, partner’s jealousy, isolation, threats, intimidation, etc.

**Domestic Exposure:** A victim who is exposed in any number of ways to domestic violence. If you check “childhood survivor” under violence status and “domestic exposure” for violence type, you are indicating the victim is a childhood survivor of exposure to domestic violence. For children who are currently being exposed to [witnessing] domestic violence, mark “victim survivor” under Violence Status and “domestic exposure” for violence type.

**Domestic Physical and Emotional:** Victim has contact with the member program due to current or past physical abuse e.g. sexual assault/violence, pushing, pulling hair, restrained from leaving or getting up, strangulation, hitting or punching, spitting, etc. The victim is also being or has been subjected to emotional and psychological control and abuse e.g. name calling, withholding of finances, partner’s jealousy, isolation, threats, intimidation, etc.

Use this category “Domestic physical & emotional” for Child Abuse. To record child abuse, mark age range (indicating child) then under “Violence Status” check “Victim Survivor”, then under “Violence Type” check as “Domestic: Physical & Emotional.” Child maltreatment mandates a report be made to the Division for Children, Youth, and Families. **Only mark this type of violence when a child abuse report has already been made to DCYF.** For further information about mandatory reporting, contact your member program supervisor.

**General Definition: Sexual- SA or SV: Sexual Violence-** For the purposes of collecting data, the term sexual violence is used broadly to encompass all forms of sexual violence, including but not limited to, sexual coercion and harassment, exposure to sexual acts and sexual assault.

**Sexual Exposure:** A victim who is being exposed to/witnessing perpetration of sexual violence. Sexual violence is used broadly to encompass a continuum of behaviors

including sexual coercion, un-wanted sexual advances/comments, sexual assault, etc. Sexual exposure also includes witnessing acts of indecent exposure and masturbation.

**Sexual Exposure to Pornography:** A victim who is being exposed in any number of ways to inappropriate/pornographic and sexually graphic/explicit materials, images, written materials, etc. by the perpetrator.

**Sexual Grooming:** Developing the trust of a young person or his/her family in order to engage in illegal/inappropriate sexual conduct, includes internet contact, showing pornographic material, gifting, etc.

**Sexual Harassment:** Unwelcome verbal comments or conduct that is sexual in nature, regardless of the location or situation (e.g. work, school, on the street or at a party). Nonconsensual sexual contact or touching should be considered sexual assault. Sexual harassment need not be directed towards a specific person in order to be sexual harassment.

For NHCADSV's purposes, the sexual harassment definition will not delineate between sexual harassment that happens in a work environment versus a school environment. For examples of sexual harassment, please see appendix C.

**Sexual Physical:** Sexual assault may include non-consensual sexual contact or penetration by physical force, by threat of bodily harm, or when the victim is incapable of giving consent by virtue of mental illness, mental retardation, intoxication or being under the age of consent (16 years old in New Hampshire).

**General Definition: Stalking-** Stalking behaviors may include acts such as the perpetrator making repetitive/excessive phone calls, harassing, following the victim, victim's family, and/or threatening to harm the pets. Two or more acts of 1) following a person from place to place, 2) appearing at or around a person's home, work, or other place that person can be found, 3) intimidating another by causing substantial emotional distress and to threaten another person with death or bodily injury, and 4) to follow someone from place to place if there is a protective order or bail order against the follower, with no legitimate purpose other than the intent to make another person afraid or harm them or behavior that would cause a "reasonable person" to be afraid. **For examples/scenarios of the Stalking, please see Appendix C.**

**Non-Intimate:** Usually related to Stalking that is perpetrated by someone that is an acquaintance or is unknown (stranger) to the victim. Non-intimate stalking is not related to any past or current domestic violence or sexual violence

**With/ DV:** Stalking is the primary crime that the victim is accessing services for, but it relates to past domestic violence committed by an intimate partner and/or other relative.

**With/ SV:** Stalking is the primary crime that the victim is seeking services for, but it also relates to past sexual violence.

**OTHER CRIMES Bullying:** Harassment, name calling, writing nasty things about someone, starting rumors, hurtful teasing, pushing, hitting and other behaviors that are threatening and coercive. Bullying is about power and control and most often occurs in a school-related environment.

**OTHER CRIMES Other:** NHCADSV is not requiring member programs to provide on-going services for victims of other crimes. “Other Crime” is included for the instances in which you may provide crisis intervention or services. Other crime is for victimization that is related to a crime other than sexual violence, domestic violence, stalking or bullying. Other crime can include identity theft, assault that is not sexual or intimate in nature, drunk driving, homicide, robbery, suicide, etc. A write-in space is available on the contact log to indicate the specific crime type.

**No Violence Type/Crime:** Do not use this box for primary or secondary victims. This is for use when the person contacting the member program is a third party, e.g. CPSW or other professional. For DVS consultations and referrals in which the DVS has not established contact with the victim, “No violence type/crime” is used.

**l. In Regards To**

This field is optional. (This information will not be collected by NHCADSV and the information will be redacted when sent to NHCADSV.)

This is a field on the contact log to write in a text value e.g. name of a person

**m. Perpetrator Gender**

This field is optional. (This information will not be collected by NHCADSV.)

Male or Female may be selected to indicate the gender of perpetrator. Transgender or Unknown are also available. (See descriptions of gender under Victim Information if you need further assistance).

**n. Alleged Perpetrator/Abuser name**

(This information will not be collected by NHCADSV and the information will be redacted when sent to NHCADSV.)

This field may be used by the member program, at its discretion. Alleged perpetrator/Abuser name: Write in (text value) the perpetrator/abuser’s name in the space provided on the contact log. The perpetrator/abuser’s name, if written in on the contact log, will be entered into the victim database.

**o. Add Comments Here**

This information is optional (This information will not be collected by NHCADSV and the information will be redacted when sent to NHCADSV.)

This is a field on the contact log to write in comments and additional information. Each member program can utilize this field as they deem appropriate.

**p. Crime ID#**

Computer generated identifier for new crime records. See page 10 of the NHCADSV User Guide. This will be filled in on the contact log by data entry staff.

### **3. SERVICE PERIOD INFORMATION**

**a. Contact Start Date & Time**

(Required by NHCADSV)

**Start:** The month, day, and year that an advocate made contact with a victim/service user. The time of day or night that an advocate made contact with a victim/service user. [Include am or pm]. These can be approximated. Military or standard time may be entered.

**b. Contact End Date & Time**

(Required by NHCADSV)

**End:** The month, day, and year that an advocate ended contact with a victim/service user. The time of day or night that an advocate ended the contact. [Include am or pm]. These can be approximated.

**The end date is necessary when the service crosses over into another day**, e.g. a crisis line call that begins @ 11:30pm and ends @ 1:00am.

As in the case of many direct services, you may have contact with the victim and provide an initial service, then be required to wait for a period before providing further service to or on behalf of a victim, e.g. advocate arrives at court with victim for a 1:00pm hearing. The hearing doesn't start until 2:30 and ends at 4:00pm. That would be approximately 3 hours of service time. Advocate arrives at the hospital at 10:00am and initially sees the victim, the victim asks you to wait while they are seen by a physician, then you counsel the victim after her examination, finishing at 2:00pm. That is approximately 4 hours of service time.

Only one contact log will be created regardless of the number of advocates working with a victim at one time/per contact.

The start time and end time of the contact will be used to determine the "Units of Service." This is automatically calculated by the computer. Shelter stays are tracked in the shelter section.

**c. Advocate Initials/Name**

This information is optional (This information will not be collected by NHCADSV and the information will be redacted when sent to NHCADSV).

Please fill in the contact log with the advocate's first, middle and last name initials or up to five initials, per each member program's specifications.

**d. Advocate Site**

This information is optional (this information will not be collected by NHCADSV). Only check one type on the contact log.

The office to which the advocate is assigned when working with victims such as; Main Office, On-Call, DCYF, Shelter, Satellite 1, Satellite 2.

**e. Advocate Position**

(Required by NHCADSV) Only check one type on the contact log.

The advocate, whether paid staff member or volunteer, will check off her/his position at the member program. [AVAP, Admin, CA, CJ, Director, Direct service, DVS, Education/Outreach, Intern, SA, Shelter, Volunteer, or Other Trained Staff.]

**AVAP:** AmeriCorps Victim Assistance Program Member.

**Admin:** Describes the administrative support person who provided direct services.

**CA:** Child Advocate who works for the member program and is designated to work with children.

**CJ:** Criminal Justice Advocate who works for the member program and acts as a liaison with the CJ system e.g. police department, criminal court, etc.

**Director:** The person responsible for supervising and overseeing the entire member program.

**Direct Service:** Any advocate, whose specific job it is to work directly with any victim.

**DVS:** Domestic Violence Specialist is an advocate employed by the member program and who is co-located at DCYF (Division for Children, Youth and Families).

The DVS advocate position should only be marked when the DVS (or other advocate acting as an interim DVS) is providing services within the context of DCYF and other DHHS divisions, specifically when working with victims that have been referred by DCYF or other DHHS staff. When the DVS is doing work that is non-DVS and non-DHHS related she/he should mark off “Direct Service” (or whatever other role is being filled) instead of DVS (The DVS advocate position in the database is used to track DVS data for grant reporting purposes).

**Education/Outreach:** Person at member program responsible for educational presentations, trainings, community awareness initiatives and/or prevention education.

**Intern:** Any person working at the member program for educational credit or life experience (paid or non-paid).

**Volunteer:** A person who provides volunteer service on behalf of the member program e.g. crisis line, in-office support, hospital calls, etc.

**Shelter:** Any advocate who provides services at/or on behalf of the member program's domestic violence shelter.

**SA:** Advocate specializing in Sexual Assault issues and/or other forms of sexual violence.

**Other Trained Staff:** Any person designated and trained to advocate.

**f. Referred By**

(Required by NHCADSV) Only check one type on the contact log.

By whom or how was the person referred to the member program or how the person knew about your services. If multiple referral sources are given, use the first one mentioned. If the contact is a third party professional e.g. Police, Court, DCYF or other DHHS staff, Medical Provider, etc. mark her/his profession as the referring source. Check off one of the following:

**Acquaintance:** Someone familiar to the contact e.g. neighbor, hair dresser, friend of a friend, community member, etc.

**CAC:** Child Advocacy Center

**Court:** Superior, District, Family Court, e.g. when the court pages/calls for an advocate to assist with a restraining order.

**DHHS:** Mark one of the following: BEAS, DCSS, DCYF, DFA, DJJS

**BEAS:** NH Bureau of Elderly and Adult Services, (formerly DEAS)

**DCSS:** NH Division of Child Support Services

**DCYF:** NH Division for Children, Youth and Families

**DFA:** NH Division of Family Assistance, which includes TANF (Temporary Aid to Needy Families) and NHEP (NH Employment Program)

**DJJS:** Division for Juvenile Justice Services, which includes Juvenile Probation and Parole Officers (JPPOs)

**DHHS-Other:** Other DHHS division.

**Employer:** Any referral generated from the person's place of employment including; supervisor, supervisee, employee assistance program (EAP), human resources, co-worker, etc.

**Family/Friend:** Any one the contact identifies as a friend or family member.

**Faith-Based Community:** Any one who is affiliated with a religious group or organization, regardless of what type of religion or level of membership e.g. Jewish, Catholic, Muslim, Hindu, Christian, Wiccan, etc.

**Lawyer:** Lawyers, paralegals, Legal Assistance referrals, etc.

**Medical Provider:** Any referral generated from any medical professional, including hospital staff, private practitioners, EMT's, health clinics, OB/GYN's, dentist, etc.

**Mental Health Provider:** Any referral generated from any mental health provider, including community mental health, private practitioner, etc.

**Other Crisis Center** (member program): Referral by one of the NHCADSV's fourteen member programs and/or sexual assault, domestic violence, and stalking crisis centers from out-of-state.

**Outreach:** Member program specific and/or NHCADSV materials including; brochures, handouts, television commercials, knick-knack type items (pens, pencils, chap sticks, whistles, water bottles), newspaper ads/articles, stickers, bookmarks, phonebook, etc.

**Police:** Any law enforcement official, who refers a person to the member program, including: state and municipal police, sheriffs, marine patrol, adult probation and parole officers, etc.

**Prosecutor:** The victim was referred by the city, county or police prosecutor. Also includes the Attorney General's Office/NH Department of Justice (AG's Office/NH DOJ), US Attorney's Office, and local police prosecutors.

**Self:** Contact that is derived through the contact "just knowing," "coming across," or otherwise referring self to member program.

**School/Campus:** Any type of school-based referral, public or private, e.g. elementary through high school, university/college, vocational/technical, second start, Montessori, etc. Referral can be generated by teachers, Residence Hall Advisors, professors, school counselors and/or nurses, etc.

**Social Service Provider:** Any organization in the community that provides socioeconomic and/or supportive services e.g. Family Strength, CAP, Salvation Army, food pantry/soup kitchen, Families in Transition, disability services, etc.

**Substance Abuse** [provider]- Referral by anyone who is affiliated with the prevention, treatment and recovery of people with alcohol and other drug abuse and addictions including: re-habilitation facilities, out-patient services, Odyssey Family Center, NH Taskforce on Women and Recovery, Office of Drug and Alcohol Policy, Alcoholics and/or Narcotics Anonymous, etc.

**Unknown:** When the source of the referral is not stated or is unknown to the advocate.

**Website:** Self-referral was generated from information gleaned from the member program's or NHCADSV's website.

**Other:** Any "other" not listed. Write in on contact log the specific "referred by" agency if necessary and/or type of outreach.

**g. Methods of Contact**

This information is optional. Only check one type on the contact log.

The avenue (how and/or where) in which the advocate came into contact with the service user. The name of the court, police department, hospital, CAC, prosecutor, DCYF district office name or type/name of support group can be entered by the individual member programs in the box titled, "Other Organization Involved."

**Crisis line:** If the service user calls the crisis line.

**DCYF:** Division for Children, Youth, and Families office.

**Email:** If contact is made through email.

**Office appointment:** If the victim makes an appointment or sets a time to come to the member program office or to meet with an advocate.

**Office call:** If the victim calls the member program office rather than the crisis line or the advocate makes a call to the victim or someone on the victim's behalf.

**Office Walk-in:** The victim shows up without an appointment and services are provided at the member program's office.

**Home Visit:** An advocate provides a service or services in the victim's home.

**Prosecutor:** If contact is made through the city/town/county prosecutor's office, includes courts, Attorney General's Office/NH Department of Justice (AG's Office/NH DOJ), US Attorney's office and local police prosecutors.

**School/Campus:** If the advocate meets with the victim at any type of school, public or private, e.g. elementary, vocational, university/college, Second Start, etc.

**Shelter:** Services provided at the domestic violence shelter or other emergency housing.

**Social Service Org [organization]:** Any organization in the community that provides socioeconomic and/or supportive services e.g. Family Strength, CAP, Salvation Army, food pantry/soup kitchen, Families in Transition, disability services, etc.

**CAC:** Child Advocacy Center

**Court:** District, Family or Superior court to which the member program advocate responds.

**Hospital/Medical:** If the advocate meets with the victim at the hospital or other medical facility e.g. community health clinic, teen health clinic, doctor's office, mental health or substance abuse facility, etc.

**Other DHHS:** If the advocate meets with the victim/third-party at other Department of

Health and Human Services divisions, including Bureau of Elderly and Adult Services (BEAS), Department of Juvenile Justice Services (DJJS), Division of Child Support Services (DCSS), Division of Financial Assistance (DFA), etc.

**Police Department:** The police department or other law enforcement agency where the advocate comes into contact with a victim.

**Support group:** Any support group offered by the member program e.g. domestic violence, sexual assault, child exposure to dv, etc. The support group name may be written in on the contact log under “other organization name.”

**Other:** Any contact with a victim at a location other than the ones already listed. There is space provided to write in location.

### **Comments**

This information is optional (This information will not be collected by NHCADSV and the information will be redacted when sent to NHCADSV).

There is space for a comment on the contact log should there not be the exact agency of contact listed in the database.

## **h. Contact Organization Involved**

This field is used when the member program wants to track the specific agency of contact. For example, if the program contacted the Concord District Court, they would write Concord District in on the Court line of the contact log. In the database, all Courts, Police Stations, Hospitals, CACs, DCYF District Offices are listed and will be selected through a drop down process. We listed some prosecutor’s offices and some titles of support groups from the information given to us at the time of creation of this database.

## **i. Outreach Campaigns**

These fields will be used to track referral sources, as a means to measure specific, specialized outreach efforts (e.g. Cut It Out Campaign would track referrals from hairstylists).

**Statewide:** This field is reserved for statewide efforts and the field name can only be assigned by the Coalition office. Each agency will be informed of what to put in this field annually by the Coalition office.

**Local:** This field is reserved for local, member program specific efforts. The field names must be approved by the Coalition office on an as needed basis when the member program wishes to track local outreach.

## **j. Service Period ID#**

Computer generated identifier for new service period records. See page 10 of the NHCADSV User Guide. This will be filled in on the contact log by data entry staff.

#### 4. SERVICES RENDERED

Check all that apply.

##### a. Accompaniment To

Check all that apply.

CAC, Court, Hospital, Police, Protective Order, Supervised Visitation and Exchange Centers, Other.

**CAC:** Refers to accompanying or meeting a victim at a Child Advocacy Center for support and information, forensic interview accompaniment, team/case management, etc.

**Court:** Refers to accompanying or meeting a victim at District, Family or Superior court to provide assistance, information and support.

**Hospital/Medical:** Refers to accompanying or meeting a victim at a hospital or other medical care setting e.g. doctor's office, health clinic, dentist's office, mental health center, substance abuse facility, etc.

**Police:** Refers to meeting or accompanying a victim to a law enforcement agency for the purposes of filing a complaint, requesting an emergency telephonic restraining order, follow-up interviews, etc. Accompaniment is to the local police department, sheriff's station, State Troopers' station, and may also include accompanying the victim during a police interview at the hospital or other location in which the victim is working with law enforcement.

**Supervised Visitation and Exchange Center:** Refers to meeting or accompanying a victim to the visitation center for the purposes of support e.g. during the intake process.

**Other:** Accompaniment to a location other than the ones listed here. A write in space is provided on the contact log, but the data will not be able to be entered into the database.

##### b. Child Advocate Services

Check all that apply.

This section is intended to track services delivered specifically by child advocates in designated child programming or through designated, specific funding for children's services. Child Advocate Services is not a general category to use for direct services provided to a child.

**Child Care:** Refers to the member program providing childcare used as part of the designated Child Advocacy Program for a child victim e.g. in shelter or for an adult victim's child(ren). Childcare is to be tracked as a service for the child(ren), who are to be listed as primary victims.

**Children's Activities - Individual:** All activities that fall outside of child advocacy (see definition below) including activities that are designed to be therapeutic and/or are meant to be recreational. The Child Advocate is doing a project/game alone with the child (recreation) falls under this category.

**Children's Activities - Group:** All activities that fall outside of child advocacy (see definition below) including activities that are designed to be therapeutic and/or are meant to be recreational, and are in a group setting.

**Children's Advocacy:** Supportive services provided to children beyond a brief, isolated contact e.g. crisis intervention: safety planning, individual counseling, peer counseling, education services, an initial shelter tour with a child or having a conversation with a child at the office. This applies to anyone under the age of 18.

**Children's Counseling:** Individual or peer-to-peer counseling, beyond the initial crisis counseling; not clinical counseling or therapy, e.g. therapeutic services provided to a child using play (drawing, sand table, etc.); group counseling should be tracked under support group.

**Family Strengthening:** Activities to strengthen bonds among family members that have been impacted by domestic abuse/violence. Examples might be playing a game together or doing an art project together.

- Child/Sibling – Activities that include the child and siblings

- Family – Activities that include family members beyond the parent and any child(ren)

- Parent/Child – Activities that include a parent and any child(ren)

**Parenting Support:** Services and/or activities that strengthen parenting skills.

### c. General Services

Check all that apply.

**Childcare:** Refers to the member program providing childcare for a child victim, e.g. in shelter or for an adult victim's child(ren). Childcare is to be tracked as a service for the child(ren), who are to be listed as primary victims. \*Note: check your member program's policy regarding providing childcare as a service.

**Counseling Services:** Refers to any individual, or peer-to-peer counseling/support, social support, beyond the initial crisis, including emotional support and validation, empathetic listening, options, information and referral, advocacy, etc. Such counseling may occur during a telephone call, in person, or be provided on an on-going/long-term basis.

**Crisis Counseling:** Refers to any crisis intervention, including emotional support and validation, empathetic listening, options, information and referral, advocacy, etc. Crisis intervention and support are provided by member program advocates. Such counseling may occur during a crisis hotline call, in person, at the scene of the crime, immediately after a crime.

**Dove Intakes:** Refers to, but is not limited to the process of discussing the Dove Program, assisting a victim in filing out the application for representation by a DOVE attorney, calling for/securing the Dove attorney, and any follow-up that is specific to the DOVE program.

**Emergency Financial Assistance:** Refers to cash outlays or purchases made on behalf of a victim for transportation, food, clothing, emergency housing, victim's compensation ten-day emergency funds, etc. Financial assistance refers to actually giving a victim money or paying for items for her/him, not just offering a referral to public assistance or helping the victim obtain public assistance.

**Emergency Legal Advocacy:** Refers to offering information about the civil legal process including temporary protective orders, and other protective orders e.g. elder abuse petitions, child abuse petitions, equity orders, etc. (Non-emergency and non-immediate legal referrals, information, and assistance in qualifying for L.A.R.C. [Legal Advice and Referral Center] and NH Legal Assistance are covered under personal advocacy.)

**Follow-up:** Refers to in-person and telephone contact, after an initial contact with a victim, and written communication in order to offer emotional support, provide empathetic listening, follow-up on a victim's progress, includes shelter goals, offering additional resources and information, etc. Follow-up and crisis counseling may be marked on the same contact log, if applicable.

**Information:** Contact with a victim/service user, during which time information is offered such as community resources, how other systems operate, and referrals to local services are given. Information specific to the member program is offered to the victim/service user and referrals within the agency are given e.g. discussing services that the member program offers, support group types and times, agency grievance procedures, referrals to the Domestic Violence Specialist, etc.

**Material Goods Assistance:** Any items or goods given to the victim that are not monetary e.g. diapers, food, clothing, holiday gifts, furniture, etc.

**Parental Support:** Support for a victim in strengthening parenting skills.

**Personal Advocacy:** Refers to assisting victims in securing rights, remedies, and services from other agencies; locating emergency financial assistance, intervening with employers, creditors, and others on behalf of the victim; assisting in filing for losses covered by public and private insurance programs including workers compensation and unemployment benefits, assisting the victim with housing, welfare, utility companies, etc. Non-emergency and non-immediate legal referrals, information, and assistance in qualifying for L.A.R.C. (Legal Advice and Referral Center) and NH Legal Assistance & Pro Bono are covered under personal advocacy. Personal advocacy offered by the DVS within DCYF and other DHHS divisions should also be counted under Personal Advocacy.

**\*\*Note-** Personal advocacy is any service or advocacy provided on behalf of the victim. The advocate does not have to have contact with the victim, so long as victim is already accessing member program services, e.g. calls to a housing agency on behalf of the victim. In the instance that advocacy has been provided in the absence of the victim, a contact log should be created under the victim's name or information and personal advocacy should be the only service checked off.

**Profile Update:** This would include talking with a victim about an address change or a request to forward mail or a similar administrative request.

**Safety Planning:** Assisting a victim in developing a personal safety plan and/or consulting with a family member/friend, other professional, etc. in assisting a victim in developing a safety plan.

**Shelter Assessment:** The process of speaking with the victim to determine if she/he is eligible for the member program's emergency shelter.

**Support Group/Counseling Services:** refers to the coordination and provision of peer based supportive group activities. The victim needs to actually attend the support group, not just be referred.

**Therapy:** Therapy or mental health counseling provided by an individual specifically trained by an accredited institution of higher learning, licensed or certified (not to be used for supportive group activities, peer to peer support, etc.) This may include licensed social workers, therapists, psychologists, psychiatrists. If you check "primary" for contact type, therapy is for victim. If you check "perpetrator" for contact type, therapy is for perpetrator.

**Transportation:** Refers to providing transportation for a victim and/or her/his children to access services or support. Transportation miles are no longer collected by NHCADSV.

**Transportation to Shelter:** Only check this option when you are actually transporting a victim to your agency's shelter for intake or when meeting another member program to transfer a victim between shelters.

**Victim Compensation:** Any referral, discussion, or actual assistance with Victim Compensation. This includes at a minimum, making victims aware of (handing a victim a card or brochure for the program) and/or discussing the availability of New Hampshire crime victim's compensation. Additionally, it may include assisting the victim in completing the required forms, gathering needed documentation, and follow-up contact with the victim compensation agency on behalf of the victim.

**Other:** Any other service provided by the member program that would not fit into any of the other services provided categories. A write in space is provided on the contact log, if the member program wants to collect that particular service.

**d. Referred To**

This information is required, when applicable. Check all that apply.

This section used to track who or what program to which you are referring a service user.

**Batterer Intervention Program:** An educational program for domestic violence abusers in which the focus is on accountability for perpetrating violence against his/her partner and/or family members.

**Bonnie Clac:** A non-profit program that assists individuals in obtaining car loans and/or a motor vehicle.

**CAC (Child Advocacy Center):** A child friendly location/center for interviewing alleged victims of child abuse and providing coordination of a multidisciplinary team.

**Children's Services:** A community agency with services to children and youth as its primary focus, e.g. Girls, Inc., Big Brother, Big Sister, etc.

**Community Advocacy:** Community based programs that address a variety of issues and/or provide other advocacy services to individuals and families. E.g. National Alliance for the Mentally Ill, National Association for the advancement of Colored People, Minority Health Coalition, etc.

**Corrections:** Department of Corrections, including probation/parole, victim services, victim-offender dialogue, etc.

**Court:** Superior, District, or Family Court

**DHHS: BEAS, DCSS, DCYF, DFA, DJJS**

**BEAS-** NH Bureau of Elderly and Adult Services, (formerly DEAS)

**DCSS-** NH Division of Child Support Services

**DCYF-** NH Division for Children, Youth and Families

**DFA-** NH Division of Family Assistance, which includes Temporary Aid to Needy Families (TANF) and NH Employment Program (NHEP)

**DJJS-** Division for Juvenile Justice Services, which includes Juvenile Probation and Parole Officers (JPPOs)

**Domestic Violence Program:** Program that provides services and support to individuals regarding domestic violence

**DOVE:** (Domestic Violence Emergency Project) – A legal pro-bono referral program that assists victims with obtaining an attorney for a final protective order hearing.

**Educational Institute:** An educational or vocational institute that offers community or higher education.

**Faith-based Organization:** Referral to anyone who is affiliated with a religious group/organization regardless of what type of religion or level of membership

**Government Agency:** Any government agency, other than the specific NH Divisions listed above, or criminal justice systems agencies listed.

**Homelessness Services:** Referral to an organization that works with homeless populations, advocates for/on behalf of homeless individuals, e.g. NH Coalition to End Homelessness, homeless shelter, etc.

**Housing Services:** Any organization that primarily focuses on securing housing for individuals.

**Immigration:** Referral to an organization or individual who specializes in immigration/legal status issues, e.g. immigration attorney, International Institute.

**Law Enforcement:** Any municipal and/or state police department, sheriff's office, marine patrol, US Marshall, etc.

**Legal Services:** Referral to a legal advocacy organization and/or private attorney.

**Medical/Hospital provider:** Any referral generated to any medical professional, including hospital staff, private practitioners, EMT's, health clinics, OB/GYN's, dentist, etc.

**Mental Health Provider:** Any referral to any mental health provider, including community mental health, private practitioner, etc

**Prosecutor:** The victim is referred to the city, county or police prosecutor. Also includes the Attorney General's Office/NH Department of Justice (AG's Office/NH DOJ), US Attorney's Office, and local police prosecutors.

**Sexual Assault Program:** Referral to program (local member program) that provides information/support to victims of sexual assault.

**Social Service Provider:** Any organization in the community that provides socioeconomic and/or supportive services e.g. Family Strength, CAP, Salvation Army, food pantry/soup kitchen, Families in Transition, disability services, etc.

**Substance Abuse:** [provider]- Referral to anyone who is affiliated with the prevention, treatment and recovery of people with alcohol and other drug abuse and addictions including: re-habilitation facilities, out-patient services, Odyssey Family Center, NH Taskforce on Women and Recovery, Office of Drug and Alcohol Policy, Alcoholics and/or Narcotics Anonymous, etc.

**Supervised Visitation and Exchange Centers:** An agency that provides supervised visitation and exchange of children to ensure safety of victims.

**Other:** Any "other" not listed. Write In: Write in (Text value) the specific "referred to" agency if necessary and/or type of outreach.

**e. Domestic Violence Specialist (DVS) Services**

(Required by NHCADSV when DVS provides services below) Check sections below when they apply.

These are services specifically provided by the DVS or interim DVS (during vacations, position vacancy, medical leave, etc.). If the DVS is providing a DCYF or other DHHS staff member with a formal consult or has received a formal referral and contact has yet to be established between the DVS and the victim, then you should mark “third party” on the contact log, enter the DCYF/DHHS staff’s name in the name fields, if you know it, put the victim’s name in the “re:” field, and check off one of the services in the DVS section. When a DCYF or other DHHS staff member receives on-going DVS consultation regarding a specific client that both the DVS and the DCYF or DHHS staff are working with, then you should track the consult as a service provided on the contact log, on behalf of the victim using the victim’s contact information.

**Other Consult Party:** Check all that apply.

**DHHS** – Any representative of **BEAS, DCSS, DCYF** (CPSW, DO Supervisor, etc.), **DFA, DJJS**.

**DCYF Attorney:** The attorney that represents the state of NH in the child protection case and is located at the DCYF district office.

**Other CASA:** Court Appointed Special Advocates are appointed by a court to represent and protect the interests of a child. The CASA may conduct interviews and investigations, make reports to the court and participate in court hearings.

**Other GAL:** Guardian ad litem are appointed by a court to represent and protect the interests of a child. The GAL may conduct interviews and investigations, make reports to the court and participate in court hearings. The GAL is not the child’s attorney.

**Other Police Dept:** Any representative of law enforcement.

**Other Victim’s Attorney:** The attorney representing the abused parent (domestic violence) in the child protection case.

**Other:** Any other person not listed in this section. A write in space is available on the contact log.

**DCYF Consult Stage:** Only check one type on the contact log.

**Assessment:** Also known as the investigative stage, this stage is used to assess and secure the safety of the child.

**Transfer Meeting:** The meeting where the assessment CPSW transfers the case to the Family Service CPSW.

**Family Services:** After a finding has been made and the case has been transferred to the Family Service CPSW.

**Case Plan:** This is a specific plan which will outline what each parent must do to correct the condition that led to the finding. The case plan is designed to facilitate the safety, stability and well-being of children and adult victims of DV, while holding perpetrators accountable.

**Permanency Planning Team (PPT):** Team meeting to develop permanency action plans for children in out-of-home care.

**DCYF Civil Court:** Only check one type on the contact log.

**Ex parte Hearing:** An ex parte request may be made by a parent, DCYF or police officer when it is believed there is an imminent danger to a child's health or life and when there is not sufficient time to notify the child's parent/guardian prior to the order.

**Bill F:** Custody hearing for parent not charged with abuse and/or neglect.

**Preliminary Hearing:** A hearing to determine whether there is reasonable cause to believe the children have been abused and/or neglected.

**Consent Decree:** Signing of a consent decree, admitting what was alleged in the petition, and therefore negating the need for an adjudicatory hearing.

**Adjudicatory:** A hearing or trial at which the court determines, by a preponderance of the evidence, whether or not the allegations in the petition that a child has been abused or/neglected are true.

**Dispositional:** To review the social study submitted by DCYF and to identify a specific plan which will outline what each parent must do to correct the condition that led to the finding.

**Appeal:** The case is appealed to the superior court for a decision on the lower court's decision.

**Review:** The court will comprehensively review the status of a case and examine the progress made by the parties since the conclusion of the dispositional hearing and to provide the court with an opportunity to correct and revise the case plan.

**Permanency:** A hearing conducted for children where there has been a finding of abuse and/or neglect and the child has been in an out of home placement for 12 of the last 22 months.

**TPR:** Termination of Parental Rights- the involuntary termination of the parent-child relationship by a judicial process which will safeguard the rights and interests of all parties concerned and when it is in the best interest of the child.

**DHHS Initial Referral:** This box will only be checked once in the life of the assessment/case, when the initial referral to the DVS is made. If another report comes in on an open case, or if another CPSW makes a follow-up referral, this box does not get checked. If, after a case is closed, there is a subsequent assessment/case opened on the same family, a referral to the DVS will be checked as “initial referral”.

**f. Civil Court Support**

Check all that apply.

**Custody:** Issues related to child custody, child support, parenting plans, etc.

**Divorce:** Matters related to the victim and her/his spouse regarding divorce e.g. where to obtain divorce petition, assistance with financial affidavits, accompanying victim to a hearing, etc.

**Separation:** Matters related to the victim and her/his spouse during legal separation e.g. where to obtain a divorce petition, assistance with financial affidavits, accompanying victim to a hearing, etc.

**Visitation:** Offering information, support and accompanying a victim to a hearing related to child visitation.

**Other:** Support, information, or accompaniment for other civil matters e.g. separation of property, use of property, monetary support, etc. A write in space is available on the contact log.

**g. Criminal Justice Support**

Check all that apply.

**Bail Hearing/Arrestment:** Assisting the victim by offering information or support regarding a bail hearing or information on criminal protective orders as a condition of bail.

**Criminal Charge:** Providing information, emotional support, accompaniment, etc. for the victim relating to charges brought against the abuser/perpetrator e.g. assault, criminal threatening, stalking, harassment, trespassing, etc.

**Violation of Bail/Criminal Protective Order:** This is not a violation of a civil protective order issued under 173-B. The advocate provided information or support to a victim in regards to a violation of a Criminal Protective Order including orders and conditions of bail (issued as part of bail under RSA 597).

**Violation of TPO/PPO (temporary/permanent protective order):** Offering the victim information, support, and/or accompaniment for the purposes of reporting a violation of the TPO/PPO, or criminal hearing related to the TPO/PPO.

**Other:** Any other criminal justice support related to the victimization of the primary or secondary victim. Space provided on the contact log to write in what type of support was provided.

## **h. Shelter Services**

**Shelter Intake:** The process of placing a client, and/or children, into shelter. Filling out shelter intake forms, going over rules and processes (curfew, alarm codes, house rules, etc.), grocery shopping and taking them and their belongings into the shelter, etc.

## **i. Shelter Type**

Check one

**Emergency Shelter:** Housing for the victim/survivor is provided in a safe, sometimes confidential place that provides 24-hour access to living quarters. The victim/survivor who is in immediate danger may stay for a short period of time on an emergency basis.

**Safe-house:** Generally a private home, but it could be a hotel, allowing a victim/survivor who is in immediate danger to stay for a short period of time on an emergency basis.

**Transitional Housing:** Generally an apartment or single-family housing units. This housing often includes a case management component that would include a work plan for what the client will accomplish while staying at the facility. Victims/survivors and their children are offered an array of direct services by the member program.

## **j. Protective Order Type**

Only check one type on the contact log.

**Domestic Violence – Temporary** (temporary protective order): Accompanying or meeting a victim at court to provide assistance, information, and support during an ex-parte hearing for the domestic violence temporary order. If the advocate provides information, without going to the court with the victim, the service should be counted as “Emergency Legal Advocacy.”

**Domestic Violence – Final** (permanent protective order): Refers to accompanying or meeting a victim at court to provide assistance, information, and support for a domestic violence final (permanent) order hearing. Giving information, without going to court with the victim, would be counted under “Emergency Legal Advocacy.”

**Stalking -Temporary:** (temporary protective order): Accompanying or meeting a victim at court to provide assistance, information, and support during an ex-parte hearing for the stalking temporary order. If the advocate provides information, without going to the court with the victim, the service should be counted as “Emergency Legal Advocacy.”

**Stalking - Final:** (permanent protective order): Refers to accompanying or meeting a victim at court to provide assistance, information, and support for a stalking final

(permanent) order hearing. Giving information, without going to court with the victim, would be counted under “Emergency Legal Advocacy.”

## 5. SHELTER - PROTECTIVE ORDER – CRIMINAL JUSTICE INFORMATION

### a. Protective Order

**Victim PO defendant? Yes** - Mark yes if the victim is listed as the defendant (respondent) on the protective order. If the victim is the plaintiff on the protective order do not mark anything on the contact log.

### b. Criminal Justice

**Is Victim Defendant? Yes-** Mark yes if the victim is listed as the defendant in a criminal matter. If the victim is the not the defendant or is a witness for the criminal matter do not mark anything on the contact log.

### c. Protective Order Outcome

Only check one type on the contact log.

Results of the outcome of the Domestic Violence or Stalking Temporary, or Permanent (final), protective order hearing.

**Continued:** The judge has continued the temporary or permanent (final) protective order hearing.

**Denied:** The judge has denied the domestic violence and/or stalking TPO or PPO.

**Granted:** The judge has granted or approved the domestic violence and/or stalking TPO or PPO.

**Under Advisement:** The domestic violence and/or stalking, TPO or PPO was not ruled on at the court hearing and will be further reviewed and decided upon at a later date.

**Unknown:** The outcome of the hearing/case is unknown.

**Withdrawn:** At the victim’s request, the judge has withdrawn or dismissed the TRO or PRO.

**Judge’s Name:** Write in (text value) the presiding judge’s/marital master’s name in the space provided on the contact log. [The judge’s name on the contact log will be entered into the victim database by the data entry staff.] NHCADSV will receive this data.

### d. Shelter Duration

(Required by NHCADSV)

**Enter Date:** The date a victim enters the shelter for services.

**Exit Date:** The date the victim terminates services at shelter. Each member program is responsible for using a method to go back to the database and enter the End Date of Shelter Services. The end date is used to calculate the number of bed nights for funding requirements.

(For reporting purposes the Total of Bed Nights is calculated by the Enter Date and End Date for shelter services representing the total number of nights a victim stayed in the shelter.)

**e. Shelter Stay Information**

(Required by NHCADSV) Check all that apply.

**First time in shelter-**1<sup>st</sup> time in any shelter ever

**Stayed in this shelter before-** Stayed in this member program's shelter before

**Has stayed in other shelters before-** Has stayed in any domestic violence or other shelter

**Alone at shelter-** Person is alone/unaccompanied, meaning without children and/or other family members

## **APPENDIX A - Examples of Contact Types**

Kimberly is seen by an advocate at the hospital for a sexual assault = primary victim

Kimberly's boyfriend and sister, who are upset, are at the hospital with her while she is having a SANE exam and the advocate offers support and information to them both = secondary victims

Maya discloses to the education coordinator that she is being bullied at school by her classmates = primary victim

Elsa and her four children are given housing at the domestic violence shelter = primary victims (all five)

George calls the crisis line to discuss options because he is being sexually harassed by one of his co-workers = primary victim

Luz calls the member program office asking how she can help her client obtain information on leaving a violent relationship (you have not had contact with her client) = third party

Scott, from housing, calls and wants to know if Yin has filed a restraining order and asks the advocate for a letter stating she is a victim of domestic violence to bump her up the waiting list. Yin has been receiving member program services for three weeks. Yin = primary victim (fill contact log out under Yin's name and mark personal advocacy only the log)

Ben is met at the court by the advocate. He says that his boyfriend is following him everywhere he goes, harassing him and vandalized his car = primary victim (type of violence is stalking with DV)

Mona comes to your crisis center because she needs to find a place to stay and was told by someone in the community that you help women. She was evicted by her landlord last week and doesn't have any family or friends in the area. There is no domestic violence or sexual assault in her background = homeless

The local emergency housing program is full and it is the dead of winter. The program director calls your crisis center and asks you to take in a woman with two children until they have space available. Your shelter has plenty of space and you accept the woman and her two children even though they have not experience domestic violence. The woman and her two children = homeless

Candace meets your advocate at court and wants to file a protective order against her girlfriend because she believes the girlfriend has been cheating on her and now she wants to get her out of the house. Candace spends time talking about being suspicious and jealous of her girlfriend's relationships with other people and about how she wants to show her who really has the upper hand = perpetrator

Mike calls the crisis center to find out about what programs are available for him. He has been arrested and convicted for stalking his ex-partner and is court mandated to receive services = perpetrator

## **APPENDIX B - Examples of Relationships**

A woman who was raped (sexually assaulted) by her husband would be marked as a “Primary victim to abuser” - Married.

A boy who was molested by his priest would be marked as a “Primary victim to abuser” - religious congregant.

A woman who was fondled by her neighbor would be marked as a “primary victim to abuser” - acquaintance.

The man living with and being verbally abused by his girlfriend would be marked as a “primary victim to abuser” - co-habitant.

A woman calls because her sister is being abused by her husband. She is the secondary victim marked under Contact Type. Under “Relationship” you would mark “secondary victim to primary victim”, and place a check mark next to “Sibling” and circle “Married.”

A woman whose child was molested by her boyfriend is the secondary victim marked under Contact Type. Under “Relationship” you would mark “Secondary victim to primary victim” and place a check mark next to “Parent” and circle “Child of Parent of the Perpetrator (e.g. Parent’s (Parent’s Partner is the perpetrator))”

George is sexually assaulted by his live-in partner, Alex. They do not have a civil union. Mark "primary victim to abuser"- same sex relationship (even though they are co-habiting "same sex" best captures that they are LGBTIQQ for data purposes)

**Multiple Perpetrators examples:** A man is in prison and calls the crisis center office for support. He was sexually assaulted last week in the shower by several other inmates. There was one incident of sexual assault by multiple perpetrators. Use "Multiple Perps" under the "Relationship" section of the contact log and Mark "Sexual Physical" under the "Violence Type".

A student is at school and is being bullied by several other classmates at lunch time. The student talks with the crisis center's education coordinator (advocate) after a presentation on bullying. Use "Multiple Perps" under the "Relationship" section of the contact log and Mark "Other Crimes Bullying" under the "Violence Type".

A person is being verbally and physically abused by several family members at a family gathering. There are several perpetrators, but the abuse is taking place during one incident. Use "Multiple Perps" under the "Relationship" section of the contact log and Mark "Domestic Physical & Emotional" under the "Violence Type".

## **APPENDIX C – Crime Information—Violence Types**

### **Examples of Sexual Exposure:**

A child who is in the room while her/his mother is being sexually assaulted.

A friend is made to watch her friend being sexually assaulted.

### **Examples of Sexual Harassment:**

Amir is sitting in the lunchroom with some of his friends when they begin telling jokes that are sexual in nature. Amir is offended and disgusted. Amir's contact log would list the Violence Type as "sexual harassment."

Monique contacted the member program because her supervisor repeatedly has made comments about her body and she is uncomfortable with being around him. Monique's contact log would list the Violence Type as "sexual harassment."

Judy is at work and is pinched and slapped on her buttocks by her colleague. The contact log would have the Violence Type marked as "Sexual Physical" rather than "Sexual Harassment". (Sexual Physical-Includes touching, pinching, groping, forced sexual acts, penetration, (felonious sexual assault); childhood sexual assault)

### **Examples of Stalking:**

**An example of With/ DV:** Judy has been out of her abusive marriage for over one year and has not spoken with her ex-husband. After going back to court with her ex-husband regarding finances, he begins following her to see what dirt he can dig up on her. Judy worries about being followed and is annoyed that her ex-husband won't stop.

**An example of With/ SV:** Nadia was sexually assaulted by a man whom she knew. After the assault Nadia moved to another town and one day ran into the perpetrator at a coffee shop. He began hanging around the coffee shop in order to see her, has been trying to find out where she lives, and has left her "love notes" on her car around town. Nadia is terrified something is going to happen to her again and wants the man to leave her alone.

## **APPENDIX D - Examples of When to Create Another Contact Log for the Same Victim:**

### **Same perpetrator, different type of victimization/ "Violence Type"**

An adult woman calls the crisis line and talks with the advocate for 40 minutes. She spends 15 minutes talking about how her father used to physically and emotionally abuse her as a child. The advocate provides services/support for this victimization. For the other 25 minutes the advocate provides services to the woman because she has been recently seeing her elderly father be abusive towards her mom. The advocate may create more than one contact log because services were provided for each victimization /"Violence Type" even though it was the same perpetrator. One contact log with a "Contact Type" of "Primary" victim with a "Violence Status" of "Victim Survivor" and "Violence Type" of "Domestic Physical & Emotional" and the other contact log would have a "Contact Type" of "Primary" victim with a "Violence Status" of "Victim Survivor" and "Violence Type" of "Domestic Exposure".

Bob's son has been sexually abused by Bob's step-father. The advocate spends time with Bob at the CAC providing crisis counseling, resources and options for both his son and himself as the parent. In the course of the conversation, Bob breaks down and discloses that his step-father also sexually abused him growing up. The advocate provides crisis counseling for Bob's abuse as a child. The advocate may create more than one contact log because services were provided for each victimization/"Violence Type" even though it was the same perpetrator. In this case Bob would have one contact log with a "Contact Type" of "Secondary" victim with a "Violence Status" of "Victim Survivor" and "Violence Type" of "Sexual Physical" and the other contact log would have a "Contact Type" of "Primary" victim with a "Violence Status" of "Childhood Survivor" and "Violence Type" of "Sexual Physical."

### **Different perpetrator, same type of victimization/ "Violence Type"**

Over the course of a year you work with a woman because her ex-husband was emotionally abusive in their marriage, especially during the divorce. She is now re-married and is working with your crisis center again because her current husband is emotionally abusive. The advocate may create more than one contact log for this victim because services were provided for each victimization/ "Violence Type" by different perpetrators.

A man was in the military and was sexually harassed and accused of being gay by his Drill Sergeant. The man's bunk mate caught wind of the rumor and started leaving sexually explicit drawings and making nasty comments about being gay to the man. The man used the crisis line to talk about how he was feeling about the Drill Sergeant and his bunk mate harassing him. The advocate may create more than one contact log for this victim because services were provided for each victimization/ "Violence Type" by different perpetrators.

A woman calls the crisis line to discuss a recent sexual assault by her landlord. The incident has brought back memories of rape that occurred ten years ago in college that she never disclosed or reported. She is seeking support and information for the recent sexual assault, as well as the assault that occurred in college. The advocate provides the woman support and information for both assaults. The advocate may create more than one contact log for this victim because she provided services for each victimization/ "Violence Type" by different perpetrators. One contact

log should be marked with a "Contact Type" of "Primary" victim with a "Violence Status" of "Victim Survivor" and "Violence Type" of "Sexual Physical". The other contact log would have a "Contact Type" of "Primary" victim with a "Violence Status" of "Victim Survivor" and "Violence Type" of "Sexual Physical".

### **Different perpetrator, different type of victimization/ "Violence Type"**

Carla's comes to the crisis center for support. She talks with the advocate, telling her that her teenage son got in her face, and yelled and threatened her while her current husband (the stepfather) stood by and said nothing. During the contact Carla discloses that her son's father was physically abusive and that she had to flee 10 years ago. To this day her ex-husband does not know where she is. She still fears him and doesn't want her son to turn into his father. She is afraid her son is going to find his father and tell him where they are living. The advocate would create two contact logs with Carla as the "Primary Victim", because services were provided to her for each victimization/ "Violence Type" perpetrated by two different family members. For the services provided regarding the son's threatening behavior, one contact log would be marked "Violence Status", "Victim Survivor" and "Violence Type" "Domestic Emotional." The second log would be marked "Violence Status" "Victim Survivor" and "Violence Type" "Domestic Physical and Emotional" for the ex-husband's past abuse.

A woman is being stalked by a man who is a regular customer at her work. She visits the crisis center to find out what resources and options are available. She also has been receiving on-going services for having been emotionally abused in her last intimate relationship. The advocate may create more than one contact log for this victim because services were provided for each victimization/ "Violence Type" by different perpetrators. One log would be marked "Violence Status," "Victim Survivor" and the "Violence Type" as "Stalking non-intimate." The other log would be marked as "Violence Status" "Victim Survivor" and "Violence Type" as "Domestic Emotional."

A child is in your shelter because mom fled domestic violence by her boyfriend. The child is attending group for exposure to domestic violence (domestic exposure). While in shelter the child discloses that the old neighbor was showing pornographic movies and magazines to the child and other children. The advocate spends time working with the child for the exposure to pornography. The advocate may create more than one contact log for this victim because services were provided for each victimization/ "Violence Type" by different perpetrators. One log will have "Violence Status" as "Victim Survivor" and "Violence Type" as "Domestic Exposure." The other log will be marked as "Violence Status" as "Victim Survivor" and the "Violence Type" as "Sexual Exposure to Pornography."

A teenager was being abused emotionally by her mother and has been for years. The teen's father was physically abusive to her during her childhood and her brother has been molesting her since she was six. The abuse was ongoing by all her immediate family members, until she was recently placed under her aunt's guardianship. Your crisis center has been supporting and providing services to the teen for each of the victimizations by each of the family members. In this scenario the victim would have different contact logs for each "Violence Type" perpetrated by each of the family members. One log will have "Violence Status" "Victim Survivor" with "Violence Type" as Domestic Emotional " for Mom's abuse. One log will be marked "Violence Status" as "Childhood Survivor" with the "Violence Type" as "Domestic Physical and

Emotional” for Dad’s abuse. One log would be marked with “Violence Status” as “Victim Survivor” with the “Violence Type” as “Sexual Physical.”

### **Times when only one contact log should be created:**

#### **When additional victimizations/"Violence Types" are mentioned during a contact with a victim, but services are not provided for those victimizations**

Jenna is accessing on-going services at the crisis center related to her children's exposure to domestic violence. During one conversation she mentions an incident in which her mom abused her dad when she was a child. She doesn't want to talk about her past because she wants to stay focused on her children's needs. Only one contact log for this conversation would be created. The contact log would have a "Contact Type" of "Secondary" victim with a "Violence Status" of "Victim Survivor" and "Violence Type" of "Domestic Exposure". The advocate may capture the reference/mentioned victimization of Jenna’s own exposure to domestic violence as a child under the "Prior Victimization" section of the contact log by marking "DV."

A female was sexually assaulted by a friend and you meet her at the hospital to accompany her through the sexual assault exam. She states this is not the first time that a friend has sexually assaulted her, but she does not go into detail. The contact log would have a "Contact Type" of "Primary" victim with a "Violence Status" of "Victim Survivor" and "Violence Type" of "Sexual Physical". The advocate may capture the reference/mentioned victimization of the other/past sexual assault under the "Prior Victimization" section of the contact log by marking "SA."

Eileen has been emotionally abused by her partner who has Bipolar Disorder. Recently his episodes of mania have been escalating and he seems to be losing touch with reality. Eileen is beginning to feel afraid. While talking with the advocate she casually mentions a rape that occurred to her twenty years ago. She is not focused on the prior sexual assault, but on the current issue of domestic violence. For this scenario, use one contact log. The log would have the "Contact Type" of "Primary" victim with a "Violence Status" of "Victim Survivor" and "Violence Type" of "Domestic Emotional." The advocate may capture the reference/mentioned victimization of the past sexual assault under the "Prior Victimization" section of the contact log by marking "SA."

An advocate meets with Ellen at the local child advocacy center because Ellen’s 5 year-old daughter, Mia has disclosed sexual abuse by their neighbor. While Ellen and the advocate are meeting during Mia’s interview, Ellen discloses that she can’t believe this happened to her daughter because it she also was victimized as a child by her uncle. She does not say anything further at this time about the prior abuse and is focused on the current issue of her daughter’s victimization and well-being. For this scenario, use one contact log. The log would have the "Contact Type" of "Secondary" victim with a "Violence Status" of "Victim Survivor" and the “Violence Type” as “Sexual Physical.” The advocate may capture the reference/mentioned victimization of the past sexual assault under the "Prior Victimization" section of the contact log by marking "CSA."

### **Multiple Advocates Working with One Victim at the Same Time:**

An immigrant victim comes to the crisis center and two advocates work with her at the same time providing crisis counseling using the language line and assisting the victim in filling out a domestic violence petition. Only one advocate fills out the log with the multiple services delivered to the victim even though two advocates provided the services jointly during that contact.

## APPENDIX E – Domestic Violence Specialist Information

### Instructions on filling out Contact Logs for DVSS (1/09)

IMPORTANT: “DHHS Initial Referral” can only be checked once in the life of a case.  
\*\*A referral contains the name, safe time and safe number to contact a client. This may be written or verbal.  
\*\*The scenarios below reflect only the field that are required and DVS specific. Check with your crisis center about other fields that they may be requiring.

**1. DVS receives a referral form which does not include a safe time and phone number to contact the client.**

This is not a referral.

**2. DVS receives a referral form in their mailbox, left on the desk, etc, with a safe time and phone number to contact the client.**

1a – Victim Information: CPSW name	3d – ADV Site: DCYF
2a – Dependents: if you know #	3e – ADV Position: DVS
2h – Contact Type: Third-party	3f – Methods of Contact: DCYF
2j – Violence status: No Violence	3g – Contact Organization: DO location
2k – Violence type: No violence type	3h – Referred by: DHHS-DCYF
2l – client name: (Optional)	4e – DHHS Initial Referral: check this
3c – ADV Initials: your initials	

**3. DVS does not receive a referral form but receives verbal, email, voice mail, post-it note, etc, which includes a safe time and number**

1a – Victim Information: CPSW name	3d – ADV Site: DCYF
2a – Dependents: if you know #	3e – ADV Position: DVS
2h – Contact Type: Third-party	3f – Methods of Contact: DCYF
2j – Violence status: No Violence	3g – Contact Organization: DO location
2k – Violence type: No violence type	3h – Referred by: DHHS-DCYF
2l – client name: (Optional)	4e – DHHS Initial Referral: check this
3c – ADV Initials: your initials	

**4. DVS receives a referral form and talks with the CPSW about the case.**

1a – Victim Information: CPSW name	3e – ADV Position: DVS
2a – Dependents: if you know #	3f – Methods of Contact: DCYF
2h – Contact Type: Third-party	3g – Contact Organization: DO location
2j – Violence status: No Violence	3h – Referred by: DHHS-DCYF
2k – Violence type: No violence type	4e – Consult Party – DHHS-DCYF
2l – client name: (Optional)	4e – DCYF Consult Stage – check box
3c – ADV Initials: your initials	4e – DHHS Initial Referral: check this
3d – ADV Site: DCYF	

**5. DVS speaks with a CPSW about a victim/family but no referral is made.**

1a – Victim Information: CPSW name	2a – Dependents: if you know #
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- 2h – Contact Type: Third-party
- 2j – Violence Status: No Violence
- 2k – Violence Type: No violence type
- 2l – client name: (Optional)
- 3c – ADV Initials: your initials
- 3d – ADV Site: DCYF
- 3e – ADV Position: DVS
- 3f – Methods of Contact: DCYF
- 3g – Contact Organization: DO location
- 3h – Referred by: DHHS-DCYF
- 4e – Consult Party – DHHS-DCYF
- 4e – DCYF Consult Stage – check one

**6. DVS receives a referral from a JPPO, BEAS, DFA or CSS worker.**

- 1a – Victim Information: Worker name
- 2a – Dependents: if you know #
- 2h – Contact Type: Third-party
- 2j – Violence Status: No Violence
- 2k – Violence Type: No violence type
- 2l – Client name: (Optional)
- 3c – ADV Initials: your initials
- 3d – ADV Site: DCYF
- 3e – ADV Position: DVS
- 3f – Methods of Contact: Other DHHS
- 3g – Contact Organization: DO location
- 3h – Referred by: DHHS-fill in division
- 4e – Consult Party – DHHS-fill in division name
- 4e – DHHS Initial Referral: check this

**7. DVS has first contact with victim:**

- 1a – Victim Information: fill in V name
- 1f – Gender: fill in
- 1g – Ethnicity: fill in
- 2a – Dependents: if you know #
- 2c – Age Range: fill in
- 2d – Disability: fill in
- 2e – Unserved: check one
- 2f – Reason Unserved: check one
- 2g – Underserved Categories: check one
- 2h – Contact Type: Primary
- 2i – Relationship – check one
- 2j – Violence status: check one
- 2k – Violence type: check one
- 3a & 3b Service Period Information
- 3c – ADV Initials: your initials
- 3d – ADV Site: check one
- 3e – ADV Position: DVS
- 3f – Methods of Contact: check one
- 3h – Referred by: DHHS-DCYF
- 4c – General Services – check all

**8. DVS has a conversation with a CPSW about a victim after contact has been made with the victim (waiver has been signed).**

- 1a – Victim Information: fill in V name
- 1f – Gender: fill in
- 1g – Ethnicity: fill in
- 2a – Dependents: if you know #
- 2c – Age Range: check one
- 2d – Disability: check one
- 2e – Unserved: check one
- 2f – Reason Unserved: check one
- 2g – Underserved Categories: check one
- 2h – Contact Type: Primary
- 2j – Violence Status: check one
- 2k – Violence Type: check one
- 3a & 3b Service Period Information
- 3c – ADV Initials: your initials
- 3d – ADV Site: check one
- 3e – ADV Position: DVS
- 3f – Methods of Contact: check one
- 3h – Referred by: DHHS-DCYF
- 4c – General Services – personal advocacy
- 4e – Consult Party – DHHS-DCYF
- 4e – DCYF Consult Stage – check one

**9. DVS has a conversation with a CPSW about a victim after contact has been made with the victim (release has not been signed):**

- 1a – Victim Information: fill in V name
- 1f – Gender: Check one
- 1g – Ethnicity: check one
- 2a – Dependents: if you know #
- 2c – Age Range: check one
- 2d – Disability: check one
- 2e – Unserved: check one
- 2f – Reason Unserved: check one
- 2g – Underserved Categories: check one
- 2h – Contact Type: Primary
- 2j – Violence status: check one

- 2k – Violence type: check one
- 3a & 3b Service Period Information
- 3c – ADV Initials: your initials
- 3d – ADV Site: check one
- 3e – ADV Position: DVS
- 3f – Methods of Contact: check one
- 3h – Referred by: DHHS-DCYF
- 4c – General Services – information
- 4e – Consult Party – DHHS-DCYF
- 4e – DCYF Consult Stage – check one

**10. DVS is working with a client after the DCYF case is closed.**

- 1a – Victim Information: fill in V name
- 1f – Gender: check one
- 1g – Ethnicity: check one
- 2a – Dependents: fill in #
- 2c – Age Range: check one
- 2d – Disability: check one
- 2e – Unserved: check one
- 2f – Reason Unserved: check one
- 2g – Underserved Categories: check one
- 2h – Contact Type: Primary

- 2j – Violence status: check one
- 2k – Violence type: check one
- 3a & 3b Service Period Information
- 3c – ADV Initials: your initials
- 3d – ADV Site: check one
- 3e – ADV Position: **Direct service**
- 3f – Methods of Contact: check one
- 3h – Referred by: DHHS-DCYF
- 4c – General Services – check all

**11. DVS is on vacation/extended leave and another advocate is covering her/his position and working with DCYF clients.**

Crisis center advocate fills out the contact log as if they are a DVS.

**12. DVS is talking with a DCYF client/mother on the behavior of a child who was impacted by DV.**

- 1a – Victim Information: fill in name
- 1f – Gender: fill in
- 1g – Ethnicity: fill in
- 2a – Dependents: if you know #
- 2c – Age Range: check one
- 2d – Disability: check one
- 2e – Unserved: check one
- 2f – Reason Unserved: check one
- 2g – Underserved Categories: check one
- 2h – Contact Type: Secondary

- 2i – Relationship: check one
- 2j – Violence status: check one
- 2k – Violence type: check one
- 3a & 3b Service Period Information
- 3c – ADV Initials: your initials
- 3d – ADV Site: check one
- 3e – ADV Position: DVS
- 3f – Methods of Contact: check one
- 3h – Referred by: DHHS-DCYF
- 4c – General Services – Parental Support

**13. DVS gets a referral from DCYF for a client who is already working with the crisis center.**

This gets filled out as an initial referral. See #2.

**14. DVS attends a transfer meeting with DCYF staff (client is not present).**

- 1a – Victim Information: fill in V name
- 1f – Gender: fill in
- 1g – Ethnicity: fill in
- 2a – Dependents: if you know #

- 2c – Age Range: check one
- 2d – Disability: check one
- 2e – Unserved: check one
- 2f – Reason Unserved: check one

2g – Underserved Categories: check one  
2h – Contact Type: Primary  
2i – Relationship: check one  
2j – Violence status: check one  
2k – Violence type: check one  
3a & 3b Service Period Information  
3c – ADV Initials: your initials

3d – ADV Site: DCYF  
3e – ADV Position: DVS  
3f – Methods of Contact: DCYF  
3h – Referred by: DHHS-DCYF  
4c – General Services – Personal Advocacy  
4e – Consult Party: DHHS-DCYF  
4e – DCYF Consult Stage: Transfer meeting

**15. DVS is working with a DCYF client and providing services that are not necessarily DVS related services (TRO, hospital accompaniment, etc)**

This would be filled out under the role of the DVS.

**16. DVS is working with a non-DCYF client.**

Fill out contact log as an advocate not as a DVS.

**17. Before consulting with a CPSW, a DVS reads through the report, and looking for red flags etc, to speak to the worker about.**

This would not generate a contact log.

**18. DVS leaves a voice message for a client.**

This would not generate a contact log.

**19. DVS changes a baby diaper.**

This would not generate a contact log and could get very messy.

## **DVS Practice Scenarios**

1. A referral is received in your box at DCYF.
2. Assessment CPSW seeks you out to consult on an intake report that just came in. The report states “severe domestic violence” with the perpetrator still in the home.
3. A BEAS worker calls you up to come and talk with an elderly client that is sitting in her office. You go to the BEAS office and talk with the client.
4. You accompany a client to an adjudicatory hearing that takes 2 hours. You consult with the victim’s attorney for 15 minutes and talk with the CASA about their report for 15 minutes.
5. A JPPO talks with you about a family that she is working with. She would like you to talk with a female teen about dating violence/healthy relationships. The teen had been exposed to DV in her family of origin.
6. Refer back to the scenario above, a referral is received from the JPPO with a safe time and number to reach the juvenile.
7. A client has been working with your crisis center for 3 months (you may or may not be aware of this). DCYF receives a report on the client for neglect and you receive referral from DCYF.
8. You have been working with a DCYF client for 2 months. You sit in on a transfer meeting with the assessment CPSW, Family services CPSW and the CPSW supervisor.