



Violence Against Women Counts 2011 Information Package

24 Hour Census of Violence Against Women Services Information Package for
Transition House, Second Stage, Third Stage, Safe Home and CWWA Programs

Survey starts on **Tuesday, November 22**
Ends **Wednesday, November 23, 2011**

This survey information package and survey census package is part of an initiative to count the number of people served by Violence Against Women programs in BC in a single day. Please try to answer the questions as accurately as possible. Your program's individual results will not be reported on their own and this survey is not tied to your program's funding.

Informational Webinar

Would you like more information about the 24 hour Census?

Join our **Informational Webinar Conference Calls** for all programs!

Each call will cover the same information, last up to 1 hour, and will be held on:

Thursday, November 10 (New Date) at 1:00pm Pacific Standard Time

Tuesday, November 15 at 9:30am Pacific Standard Time

Please register at: www.surveymonkey.com/s/24hrinfoeg

After you register, the call-in information is on the "Thank You" page.

We will also email call-in information the day before the call.

You will need an internet connection and phone line to participate in the webinar. If you would like to "call in only" please contact survey@bcsth.ca



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Please review the information provided in this packet before the Survey Day. If you have any questions about this initiative, please contact BC Society of Transition Houses at survey@bcsth.ca

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*BC Society of Transition Houses would like to thank
The National Network to End Domestic Violence for
providing us with the materials for this Census.*

Submission Instructions

We strongly prefer that you submit your results online. This will allow us to more quickly analyze the results and provide you with a complete report. If you experience any technical difficulties, please contact BCSTH at survey@bcsth.ca

If you are a multi-service agency, we would like each of your different programs to keep count separately and fill out separate survey forms provided for each specific program. Each program (TH, SS, TS, SH and CWWA) have separate survey forms. Please fill out the survey that corresponds with your program.

New this year, we will be asking all programs to submit their results separately. In the past, we asked agencies that had more than one of the same program to combine results. Please do not combine results this year and submit responses only for your program.

You can enter your data online by following these 3 easy steps:

- STEP 1.** Throughout the Survey Day, keep track of your count on the questionnaire provided for your program. This will allow you to quickly enter the results online at the end of the Survey Day.
- STEP 2.** At the end of the Survey Day, please complete the information about your program and geographic location. Specific program information and names will never be used or referred to in reporting, they simply allow us to follow-up with programs who have not submitted their 24-hour data.
- STEP 3.** After the Survey Day, please click on or paste the following URL into your web browser www.surveymonkey.com/s/BCSTH24hrcensus to enter your results or follow the link on our website. The online form is identical to the questionnaire included in this packet. Simply enter your answers in the designated spots. If you have trouble viewing the webpage, please contact survey@bcsth.ca

Responses are due by 5PM PST on Thursday December 8, 2011.

That's it! Entering the information online can take as little as 15 minutes. If you are unable to access the Internet and would prefer to fax in your results, we have included a cover sheet at the end of the Survey Packet that must be attached to the fax.

SURVEY INFORMATION AT A GLANCE

Survey Period	Begin Tuesday November 22, 2011 12:00pm Pacific / 1:00pm Mountain End Wednesday November 23, 2011 11:59am Pacific / 12:59pm Mountain
Fill Out the Survey	www.surveymonkey.com/s/BCSTH24hrcensus OR follow the link at www.bcsth.ca OR fax the attached survey form and cover sheet to 604.682.6962. If you have questions, contact BCSTH at survey@bcsth.ca

Instructions for Programs

What is Violence Against Women Counts?

- BCSTH is working with our membership in the Violence Against Women sector in BC to create a snapshot of services provided on one day.
- This snapshot count of people who were served in a 24-hour period will help us get a provincial picture of how many people are seeking services, how many people we were unable to serve, and the overall scope of the services we're delivering.
- We welcome any feedback and suggestions for next year's census.

Who is participating?

- The primary purpose is for Violence Against Women programs supported by BCSTH. This includes, Transition House, Safe Home, Second Stage and Third Stage programs as well as Children Who Witness Abuse programs. There are separate surveys for each of these programs.

What will my program get out of this initiative?

- After the Census, we will provide a report summarizing totals. Your organization can use this information in a number of different ways. For example, you can use the report to help create compelling grant reports or applications to funders and potential funders; to set priorities for improving existing services or create new services for women, youth and children; and to enhance community outreach, training, and volunteer support.
- This project is part of a larger initiative to collect information about the women, youth and children we serve without collecting personally identifying information about individuals.

What do I need to do before the Survey Day?

- Read this Survey packet and contact BCSTH or survey@bcsth.ca if you have questions.
- Identify who will be responsible for collecting the information during the 24-hour survey period for each program and who will enter the information online.
- Discuss how you will count the number of people served.

What do I need to do on the Survey Day?

- Throughout the Survey Day, keep track of your counts on the questionnaire provided in this packet.
- Provide basic totals for the questions asked if applicable.

What do I need to do after the Survey Day?

- By December 8th, enter your results online. You can enter your responses as early as Thursday November 24th at 8am PST. (If you do not have access to the Internet, you can fax your responses.)
- If you have any questions about how to fill out the form, need a copy of your programs specific form, or have technical difficulties, please contact BCSTH at survey@bcsth.ca

That's it! The results from your program will be added to others in BC, and a report will be compiled.

Frequently Asked Questions

GENERAL QUESTIONS

Q. Can I start my 24-hour survey period anytime as long as it's 24 hours?

A. No. The best way to ensure that we are not duplicating the number of women, youth and children served is to ensure that everyone is counting in the same 24 hour period. It is highly unlikely that a person will be served by similar programs twice in a 24 hour period of time. Please ensure that your program is collecting during the 24-hour survey period between 12pm PST on Tuesday, November 22nd and 11:59am PST on Wednesday, November 23rd. This means that if you are in Mountain Standard Time, you will begin your 24-hour survey period at 1:00 pm on November 22nd. Refer to the first page of this Survey Packet to see when you should begin your 24-hour survey period.

Q. I don't have a copy of the survey that corresponds with my program, can I use another program's survey?

A. No. Though the information packages are the same, each survey has questions specific to each program. If you do not have a copy of your program's survey contact BCSTH at survey@bcsth.ca and we will send it to you ASAP.

Q. Doesn't the government collect our stats every month? Why are we doing this again?

A. Yes. However the data submitted on a monthly or quarterly basis may include duplicate information (1 woman may have been served by 2 of the same programs in a quarter). This data aims to eliminate as much as possible this duplication.

Q. I'm not sure what time zone I'm in.

A. If you are uncertain about what time zone your program is located in, you can check www.nrc-cnrc.gc.ca/eng/services/inms/time-services/time-zones.html If you do not have Internet access or are unable to determine your time zone, please contact BCSTH.

Q. My program only served a few people today—do I really need to fill this out?

A. We need to count every woman, youth and child, caregiver served on this day. While it might seem like your numbers are small, your participation has a huge impact. Because your totals are compiled with the rest of our members, our report is much more powerful when 100% of the programs participate. Please fill out this Survey so we can include your program's services in our count of Violence Against Women services.

Q. My program was closed today – Do I really need to fill this out?

A. Yes. We need every program to submit their 24 hour census survey. There are a number of questions you will still be able to fill out, including questions about number of people on waitlists. Some questions allow you to enter that the program was closed for the day.

Q. If the Transition House and Second Stage House are in the same building and with the same staff, do I have to fill out separate forms?

A. Yes. Each program is entirely different and requires different levels of support. Reporting them separately emphasizes this.



- Q. My program also has a sexual violence program. Should I respond to this Survey?**
- A.** Yes. But please only fill out the survey for BCSTH supported programs such as Transition House, Second Stage House, Third Stage, Safe Home and Children Who Witness Abuse programs. This is because we are not able to send this survey to all sexual violence programs and therefore would not have an accurate provincial total.
- Q. My program also has a homeless shelter. Should I respond to this Survey?**
- A.** Please only fill out the survey for BCSTH supported programs such as Transition House, Second Stage House, Third Stage, Safe Home and Children Who Witness Abuse programs. This is because we are not able to send this survey to all homeless programs and therefore would not have an accurate provincial total.
- Q. My program is housed in a larger community service program (e.g., a YWCA). How should I count services?**
- A.** Please only fill out the survey for BCSTH supported programs such as Transition House, Second Stage House, Third Stage, Safe Home and Children Who Witness Abuse programs.
- Q. I don't see a place to record information about our Outreach and/or Stopping the Violence program. Should we enter this information somewhere?**
- A.** The STV, Outreach and Multi-cultural Outreach programs are not programs supported by BCSTH. Because we are unable to connect with all STV and Outreach programs, it would be an inaccurate count of women accessing services therefore it is not necessary for these programs to fill out this survey.
- Q. I don't feel some of the important services we provide are reflected in this survey. How do I reflect them?**
- A.** Please record this information in one of the last two questions asking if there is anything else you would like to share with the government or with BCSTH. We welcome your feedback to make improvements for future surveys.
- Q. I've filled out my form. Now what do I do?**
- A.** Log on to www.surveymonkey.com/s/BCSTH24hrcensus and fill in your results. You can also follow the link at www.bcsth.ca or fax in your form. The online Survey Form is identical to the questionnaire included in this packet. Simply enter your answers in the designated spots. If you have trouble viewing the webpage, please contact survey@bcsth.ca
- Q. The webpage isn't working or I don't have Internet access. How do I submit my numbers?**
- A.** If the link at www.bcsth.ca is not working, you can go directly to the Survey by entering www.surveymonkey.com/s/BCSTH24hrcensus into your web browser (e.g., Internet Explorer). If you are still unable to enter your data, please fax your survey to 604.682.6962. Please use the fax cover sheet provided on page 12 of this Survey information package.
- Q. Should I fax a copy also, even if I fill out the Survey Form online?**
- A.** No. We prefer that you just fill out the Survey Form online. If you do not have Internet access, please fax the Survey Form with the attached fax cover sheet.
- Q. How do I know you've received our data?**

- A.** You will receive an email confirming receipt of your data. Please ensure you fill out question 6 asking for a contact email so we can let you know we received your data. If you do not receive an email within 48 hours and have attempted to submit your data please email us at survey@bcsth.ca
- Q. If I receive a confirmation email about sending in my data, can the person e-mailing see my data?**
- A.** We will only be looking at the combined data of all of our member programs who respond to the 24 hour survey, not individual program responses. No identifying information about any program or agency will appear in reports or discussions of the 24 hour census findings.
- Q. Will we get a report after the Survey?**
- A.** After the Census, BCSTH will provide all programs with a report detailing the counts of Violence Against Women services provided and the number of people served in a single day. We are in the process of building capacity to speed up the report process and hope to get the 2011 report out sooner than in past years.
- Q. Why are you asking for my program name this year? Will this information be used in the report?**
- A.** Because we only asked for agency names in the past, we have had trouble determining exactly how many programs participated in the survey and if we had any duplicates. We hope that by having the names of each program, the survey coordinator will be able to determine when there are duplicate entries. This will also allow us to follow up with members who have not submitted their information. We will only be looking at the combined data of all of our member programs who responded to the 24 hour survey, not individual program responses. No program or agency names or identifying information will be used in reports or any other discussions of the findings from the survey.

SURVEY SECTION I: BASIC INFORMATION [QUESTIONS 1-5]

Ask for basic information about your program. These questions will be used to help us keep track of who has participated. Publicly released data will only include count totals and will not include any information about your program specifically.

- Q. Will my funder see the data from my program?**
- A.** The data we collect will be combined with other programs across BC and totalled. No one program or agency will be identifiable.
- Q. Do I need to provide any information that identifies service recipients individually?**
- A.** No. We only need final totals of the number of people who used your violence against women program services today. Please do not provide any details in any section that might compromise the confidentiality of any client in your program.
- Q. Our agency has more than one location. Do we count each location separately or together?**
- A.** New this year we are asking each program to fill out a separate survey response form. In the past, we asked agencies with more than one of the same program to combine their responses and submit only one form. This year, we would prefer that each program submit a separate response sheet.

SURVEY SECTION II: SURVEY DAY COUNTS – PEOPLE SERVED

[QUESTION 6-8]

Ask about the number and experiences of people served by your program in the survey time period. These questions will be used to calculate the total number of people served in programs across BC. In order to get the most accurate count possible, please review the Definition of Terms included in this Survey Packet to ensure you are counting all appropriate people.

Q. What does trans-identified mean?

A. Some people do not feel their sex or gender identity matches the sex or /gender they were assigned at birth. Some people who feel this way may identify as male or female, but others may not feel either of these categories fits them well. We ask that you please categorize people according to the sex or gender they identify with.

Q. Our organization provides ‘relationship abuse offender treatment’ intervention services. Should we count individuals served in these settings?

A. No. Please do not include any individual exclusively served in a relationship abuse offender treatment program in your Survey Day counts.

[QUESTIONS 9-12]

Ask about the different types of services your program provided in the 24-hour survey period. These are a chance for you to tell us, generally, what activities your program engaged in during the survey period.

Q. We did a volunteer training today, does that count as a public education session?

A. Yes. Please count the number of volunteers who attended this training and include this as a training session.

Q. What does Service Related Calls/Emails/Texts include in Question 9?

A. Service related calls, emails and texts include, but are not limited to, calls/emails/texts to Service Recipients, calls/emails/texts where staff have left messages and were unable to reach the Service Recipient, crisis line calls, intake calls, calls/emails/texts by others seeing if their client qualifies for entry, calls/emails/texts of what services your program offers etc.

SURVEY SECTION III: SURVEY DAY COUNTS – UNMET REQUESTS FOR SERVICE [QUESTIONS 13-15]

Ask for the number of people your program was unable to serve in the 24-hour survey period. In addition to helping us determine the unmet needs of women, youth and children who experience violence, these questions also help us identify the areas where Violence Against Women programs may need more funding.

Q. Should we consider all the people on our waiting list as having unmet requests for service or should we only count those individuals added to the list during the 24-hour period?

A. You should count ALL the people on your waiting list as having unmet requests for service. You should record the number of people on the waiting list at the end of the 24-hour period. This list may have carried over from previous days.



Q. Who do we count as having unmet requests for service?

- A.** You SHOULD include people who requested a service you could not provide even if you did provide another service (ex: A woman who has experienced violence requested transitional housing. You currently do not have any beds open, but you were able to refer her to another transition house. Since the initial request was for housing at your house, the need was unmet).
You SHOULD NOT include people who had needs that were outside the scope of the Violence Against Women-related services your program provides. (Ex: If someone is asking for help at a Food Bank but the individual is not fleeing violence or requires no assistance for violence against women, they should not be counted as having an “unmet request for service” since their request is outside the scope of your program’s Violence Against Women-related services.)

SURVEY SECTION IV: COMMUNITY SUPPORT [QUESTIONS 16-19]

This information will help us get a sense of how much support your program received from community members and groups in the 24-hour survey period.

SURVEY SECTION V: COMMENTS AND QUOTES [QUESTIONS 20-23]

This section gives you an opportunity to share the thought and experiences of women, youth and children fleeing violence and the staff supporting them. Please ensure that no identifying information is included.

Q. Will the information we provide negatively impact our funding?

- A.** Nothing you say here will affect your funding in any negative way. No one organization will be identified with the quotations and comments.

Q. What would be useful to know?

- A.** Consider telling us anything that is typical about your work or the experiences of women, youth and children accessing your program. Anecdotes or stories that help illustrate what your day was like will be helpful. It would also be useful to know if anything out of the ordinary happened at your program. It is helpful for us, when preparing reports, to use quotations and comments that are full sentences.

Q. My program had a crisis today, and we didn’t serve anyone. What should I do?

- A.** We understand that circumstances beyond your control may result in your program having unusually low numbers. Please explain what happened in the comment box provided in question 21.

Q. How do I provide feedback about the 24 hour census?

- A.** We welcome your feedback and suggestions for improvement for next years’ 24 hour census. You can do this in question 21 or by emailing survey@bcsth.ca

Definition of Terms

Please review the following definitions to understand the terms used in this Survey. If you have additional questions regarding definitions, please consult the Frequently Asked Questions (FAQs) document included above in this Survey Packet. If you still have additional questions, please contact BCSTH at survey@bcsth.ca

24-Hour Survey Period

The one-day count begins at 12:00pm PST on Tuesday November 22nd and ends 24 hours later at 11:59am PST on Wednesday, November 23rd. If you are in a different time zone, you will begin at a different time; please see the first page of this Survey Packet or the FAQs sheet to determine what time this period begins in your time zone.

Children Who Witness Abuse Program

Ministry of Public Safety and Solicitor General funded counseling program for children and youth ages 3-18 who have been exposed to violence in the home.

Child Support Services

Support to children and youth ages 0-18 outside of a Children Who Witness Abuse Counselling program.

Crisis Line Calls

Crisis line calls refer to calls made to a crisis line number for any purpose, including, but not limited to, crisis intervention, requests for support by women who have experienced violence, requests for support by friends or family of women who have experienced violence, or requests for information. Also, please count crisis calls that come into your main office. (Even if the phone number the caller dials isn't officially your crisis line).

Violence Against Women Program

A Violence Against Women advocacy program is considered a primary purpose program if the primary goal of its mission and its services are to provide services to women fleeing violence and their children. The goal of the Census is to gather an unduplicated count of people accessing a Transition House, Second Stage House, Third Stage House, Safe Home or Children Who Witness Abuse Counselling Program.

Training/Community Education

Training or community education refers to outreach efforts to specific groups or to the community in general that increase public awareness about violence against women, improve response to survivors, enhance services, or mobilize action. These may include police training, community forums, presentations to students, or volunteer training.

Trans-Identified Person

Some people do not feel their sex or gender identity matches the sex or /gender they were assigned at birth. Some people who feel this way may identify as male or female, but others may not feel either of these categories fits them well. We ask that you please categorize people according to the sex or gender they identify with.

Safe Home Program

Short-term, emergency housing in private homes, apartments and/or hotels.

Second Stage Program

Longer-term (generally 3-24 months) secure housing with support designed to assist women while they search for permanent housing.

Transition House Program

Short to moderate term (generally up to 30 days) first stage emergency housing.

Third Stage Program

Supportive housing for women who have left violent relationships and who no longer need crisis service supports.

Unmet Requests for Service

This term refers to people whose primary needs could not be met by your program because of resource constraints (e.g., no space, time, staff, or money). In other words, this SHOULD include people who were turned away or who you referred to another agency because of your program's resource constraints. Resource constraints include not having enough staff, no available beds, limited accessibility, turned away as a result of not having enough resources to support someone with severe mental health or substance use concerns etc. This should also include all people on a waitlist at the end of the 24-hour period.

When counting individuals whom you were unable to serve, you should NOT count individuals who make requests outside the scope of your program's Violence Against Women-related services. For example, if someone is asking for help accessing a Food Bank but the individual is not fleeing violence or does not require assistance for experiencing violence, they should not be counted as having an "unmet request for service" since their request is outside the scope of your program's Violence Against Women-related services.

Additionally, this count should NOT include people who have needs that are inappropriate for the services of your program. For example, someone with no history of experiencing violence who is requesting counseling for depression should not be counted.



Fax Submissions Coversheet

If at all possible, please enter your data online since this will allow us to total the data quickly. The web form is linked at www.bcsth.ca or www.surveymonkey.com/s/BCSTH24hrcensus

If you do not have access to the Internet or are having difficulty with the online form and need to fax your information, please attach this page to your Survey Form.

TO **BC SOCIETY OF TRANSTION HOUSES**

FAX TO **604.682.6962**

SUBJECT **24 HOUR CENSUS FAX SUBMISSION**

FROM

(please list contact person here)

PHONE NO.

EMAIL

You must complete the following information in order for us to enter your faxed-in data.

AGENCY NAME

PROGRAM NAME

This will be kept confidential.