

New Hampshire Coalition Against Domestic and Sexual Violence Victim Database Definitions Manual

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Definitions for the Victim Database Contact Log

The NHCADSV victim database contact log, in this manual, is broken down into sections A through I. Sections J and K include additional information on fields found in the NHCADSV victim database. Most sections are also numbered to make it easier to find the corresponding definition.

A. Contact data and times:

1. **Contact date:** The day, month, and year that you have contact with a service user. This information is required by NHCADSV.
2. **Time of contact:** The time of day or night that you have contact with a service user. Include am or pm. This information is not required by NHCADSV, but may be required by your individual crisis center.
3. **Duration of contact:** The amount of time spent with or on behalf of a service user, whether on the phone or in-person. Minutes will be used by the person filling out the contact log. Minutes will then be converted to “Units of service” by the data input person when the victim contact log is being entered into the database. This information is required by NHCADSV.
 - a. **Units of service:** The first 15 minutes count as one unit of service. For every 15 minutes after that you will add another unit of service. For example: one crisis line call for 4 minutes = 1 unit of service; a walk-in for 16 minutes = 2 units of service; court accompaniment for 44 minutes = 3 units; hospital accompaniment for up to 1 hour = 4 units or if you spent over 1 hour, but less than 1 hour, 15 minutes, = 5 units. If there is no time filled out (blank) on the contact sheet, there will be a default to 1 unit of service.

0-15 min	= 1 unit
16-30 min	= 2 units
31-45 min	= 3 units
46-60 min	= 4 units
61-75 min	= 5 units
76- 90 min	= 6 units
91- 105 min	= 7 units
106- 120 min	= 8 units

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B. Advocate information:

1. **Advocate position:** The advocate, whether paid staff member or volunteer, will check off their respective position at the crisis center. This information is required by NHCADSV.
 - a. **AVAP-** Ameri-Corps Victim Assistance Program Member
 - b. **Child-** An advocate designated to work with children at the crisis center
 - c. **CJ-** Criminal Justice advocate who works for the crisis center, who acts as a liaison with CJ system e.g. police department, criminal court, etc.
 - d. **Director-**The person responsible for supervising and overseeing the entire crisis center
 - e. **Direct Service-** Any advocate, whose specific job it is to work directly with any service user/victim
 - f. **DVS-** Domestic Violence Specialist is an advocate shared by the crisis center and 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 Advocate” instead of DVS (The DVS advocate position in the database is used to track DVS data for grant reporting purposes). See section I.2. of the contact log for services specific to the DVS position
 - g. **Education/Outreach-** Person at crisis center responsible for educational presentations, trainings, and/or community awareness initiatives
 - h. **Intern-** Any person working at the crisis center for educational credit or life experience (paid or non-paid)
 - i. **SA-** Advocate specializing in Sexual Assault
 - j. **Shelter-** Any advocate who provides services at a domestic violence shelter.

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k. Volunteer am or pm- A person who provides volunteer service on behalf of the crisis center e.g. crisis line, in-office support, hospital calls, etc. Hours for the am and pm shifts will be determined by individual crisis centers' protocols

2. Advocate Name/initials: This information is optional (NHCADSV will not collect the data in this field). Some crisis centers have staff members and volunteers use their names or initials to identify who filled out the contact log

C.

1. Office: The office that the advocate is assigned to when working with service users

D.

1. Location/Method of Contact: How and/or where the advocate comes into contact with the service user. The "*" directs the person filling out the contact log to the "Location description" line for specific information e.g. Newport district court, Lebanon Police department, Derry CAC, Concord Hospital, SA support group, etc.

a. CAC*- Child Advocacy Center

b. Court*- District, Family or Superior court that the crisis center advocate responds to

c. Crisis line- If the service user calls the crisis line

d. DCYF- Division for Children, Youth, and Families office

e. Email- If contact is made through email

f. Hospital*- If the advocate meets with the service user 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.

h. Office appointment- If the service user makes an appointment or sets a time to come to the crisis center office or to meet with an advocate

i. Office call- If the service user calls the crisis center office rather than the crisis line or the advocate makes a call to the victim or someone on the victim's behalf

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- j. **Office walk-in-** The victim/service user shows up unannounced and services are provided at the crisis center's office
 - k. **Other location-** Any contact with a service user at a location other than the ones already listed
 - l. **Police department*-** The police department or other law enforcement agency where the advocate comes into contact with a service user
 - m. **School/Campus-** If the advocate meets with the service user at any type of school, public or private, e.g. elementary, vocational, university/college, second start, etc.
 - n. **Shelter-** Services provided at the domestic violence shelter or other emergency housing
 - o. **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.
 - p. **Support group*-** Any support group offered by the crisis center e.g. domestic violence, sexual assault, child witness, etc.
2. ***Location description:** This information is optional, the NHCADSV does not require the location description. The name of the CAC, court, hospital, police department, or type/name of support group can be entered by the individual crisis centers.

E. Contact information

- 1. **Contact type** (This information is required by NHCADSV)
 - a. **Primary victim-** Contact with any person, 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 crisis center screening. A person qualifies as a primary victim regardless of when victimization occurred or the level of crisis center services provided
 - 1) **Children-** Count as primary victims only if they receive services through the crisis center e.g. DV shelter, transportation, childcare, child support groups, crisis counseling, etc. Children who are mentioned by or accompany an adult primary victim, but do not receive services will be

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listed under “number of children” in section F.7. of the contact log

- b. Secondary victim-** Contact with any person 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.
- c. Third party-** Any person, including an abuser/perpetrator, who is determined not to be a primary or secondary victim 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 crisis center 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 Outreach Database

If someone e.g. CPSW, therapist, family worker, social service provider, police officer etc. has contact with the crisis center 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 section I.1. “services provided” and check “personal advocacy” on the contact sheet

For DVS consultations and referrals that originate from CPSWs and other DHHS staff, in which the DVS has not established contact with the victim, mark third party and refer to section I.2. of the contact log, “DVS specific services”. When DVS is working with the victim and the CPSW or other DHHS staff are receiving on-going consultation regarding that specific victim, then you should track the contact under the victim’s information and refer to section I.1. “services provided” and check “personal advocacy” on the contact sheet and refer to section I.2 “DVS specific services” and mark either DCYF or other DHHS consult

- d. Abuser and/or Perpetrator-** NHCADSV does not collect or count abusers or perpetrators for funding purposes. Abusers and perpetrators will be counted as third party, unless your crisis center wants to track them. If your center does want to track contact with abusers and/or perpetrators, you may do so, but do not send that information along to the NHCADSV business office or the NH DOJ Grants Management Unit

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EXAMPLES

- 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 = **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 crisis center 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 crisis center 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)
2. **Is this the first contact with your crisis center? Yes or No:** In the first quarter of the calendar year, every primary and secondary victim currently entered into the database will be counted as a new victim (you do not have to re-enter the victims' data, simply run the total victims/new victims report for the calendar year). Checking off whether or not it is the person's first contact with the crisis center will help reduce the number of duplicate victims in the database
- a. **Yes-** If the person is a first time contact with your crisis center, check "yes" on the NHCADSV contact log. When entering contact logs into your database the person is keyed/typed in as a new record

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- b. **No-** If the person has had previous contact with your crisis center check “no” and find the best match to the person listed on the contact log in your existing victim records
- c. **Whether or not to count/enter a victim more than once in the database-** There are instances in which a person may have multiple contacts with a crisis center at any given time. Refer to the following:
- 1) **Enter the victim once-** If the victim’s contact with the crisis center is related to the same abuser/perpetrator and the same type of violence, then the victim is entered either as a new record (for first time use of services) or the services provided are added under her/his existing record
 - 2) **Enter the victim more than once-** If the victim is accessing services for more than one crime type by the same abuser/perpetrator, she/he should be entered as a new contact/victim. If the victim accesses services for the same type of violence as before, but by a different abuser/perpetrator she/he is entered as a new contact/victim.
*The victim must receive services in order to be counted as a primary and/or secondary victim

EXAMPLES:

- Kelly has been calling and coming to the crisis center for the last year and a half. She is still with her girlfriend who has been abusing her. She has only dealt with the crisis center for these issues. **Enter Kelly only one time in the database**
- Isabella and her child were in your domestic violence shelter two years ago because of serious threats made by her husband. She reconciled with him shortly after going into shelter, but now is seeking your services because he has not kept his promise to stop being violent. Isabella has not sought services for any other victimization or because of any other abuser/perpetrator. **Isabella and her child are entered one time each in the database**
- Aaliyah, 17, was abducted at a local store and sexually assaulted by a group of men she did not know. This is Aaliyah’s only time contacting the crisis center. **Aaliyah is entered into the database once, even though there are multiple perpetrators**
- Marcus, who is 6 years-old and living in your domestic violence shelter, has witnessed his father’s abuse against his mother. After one month of Marcus staying in shelter, you also learn that his father was

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molesting him. **Marcus would be entered twice in your database-** once as a primary victim of “DV Child-Exposure to DV” and once as a primary victim of “SA-Child”

- Jeff was met at a hospital call. His daughter was raped at a high school party. During the conversation with Jeff, he tells you he is taking this so hard because he was sexually assaulted by his coach in middle school and it brings up memories for him. **Jeff would be entered twice in your database-** once as a secondary victim of “SA Teen- Acquaintance/friend” and once as a primary victim of “SA Adult- Survivor of child SA”
- Su-yung received help from a crisis center advocate at the court, when filing a restraining order against her ex-boyfriend Hu. Eight months later Su-yung was slipped drugs and sexually assaulted by a college neighbor’s friend and is seen by one of your advocates at the hospital. In a follow-up crisis call, Su-yung discloses that she and her sister were also molested as children by their brother. In a subsequent hotline call Su-yung talked a lot about feeling awful for not protecting her sister. **Su-yung would be entered four times in your database-** once as a primary victim of “DV Adult- Physical abuse”, once as a primary victim of “SA Adult-stranger”, once as a primary victim of “SA Adult-Survivor of child SA”, and once as a secondary victim of “SA Adult-Survivor of child SA”

3. **Contact Identity:** This information is redacted before sending data to NHCADSV and the NH DOJ Grants Management Unit
 - a. **Name-** First name and last name or the first name and first initial of the contact’s last name (How the contact’s name is collected is to be determined by individual crisis centers)
 - b. **Phone number-** The phone number used or given by the caller
 - c. **Town/State of residence-** The town that the contact is living/staying in, include the state’s name if the contact is from outside NH
4. **Referred by:** This information is required by NHCADSV. By whom or how was the person referred to the crisis center or how the person knew about your services. 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:
 - a. **Acquaintance-** Someone familiar to the contact e.g. neighbor, hair dresser, friend of a friend, community member, etc.

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- b. BEAS-** NH Bureau of Elderly and Adult Services, DHHS (formerly DEAS)
- c. Court-** Superior, District, Family Court, e.g. when the court pages/calls for an advocate to assist with a restraining order
- d. DCSS-** NH Division of Child Support Services, DHHS
- e. DCYF-** NH Division for Children, Youth, and Families, DHHS
- f. DFA-** NH Division of Family Assistance, DHHS, which includes TANF
- g. DJJS-** Division for Juvenile Justice Services, DHHS, which includes Juvenile Probation and Parole Officers (JPPOs)
- h. Employer-** Any referral generated from the person's place of employment including; supervisor, supervisee, employee assistance program (EAP), human resources, co-worker, etc.
- i. Family/Friend-** Any one the contact identifies as a friend or family member
- j. 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.
- k. Lawyer-** Lawyers, paralegals, Legal Assistance referrals, etc.
- l. Medical provider-** Any referral generated from any medical professional, including hospital staff, private practitioners, EMT's, health clinics, OB/GYN's, dentist, etc.
- m. Mental health provider-** Any referral generated from any mental health provider, including community mental health, private practitioner, etc
- n. Other crisis center-** Referral by one of the NHCADSV's fourteen member programs and/or sexual assault, domestic violence, and stalking crisis centers from out-of-state
- o. Outreach-** Crisis center specific and/or NHCADSV materials including; brochures, handouts, television commercials, knick-knack

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type items (pens, pencils, chap stick, whistles, water bottles), newspaper ads/articles, stickers, bookmarks, phonebook, etc.

- p. Police-** Any law enforcement official who refers person to the crisis center including: state and municipal police, sheriffs, marine patrol, adult probation and parole officers, etc.
- q. Self-** Contact that is derived through the contact “just knowing,” “coming across,” or otherwise referring self to crisis center. Please see note under section E.4. regarding referring source
- r. 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.
- s. 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.
- t. Substance abuse [provider]-** Referral by anyone who is affiliated with the prevention, treatment and recovery of persons with alcohol and other drug abuse and addictions including: re-habilitation facilities, out-patient services, Odyssey Family Center, NH Task Force on Women and Addiction, Office of drug and alcohol policy, Alcoholics and/or Narcotics Anonymous, etc.
- u. Unknown-** When the source of the referral is not stated or is unknown to the advocate
- v. Website-** Self-referral was generated from information gleaned from the crisis center’s or NHCADSV’s website

F. Victim’s information: The data collected under “victim’s information” is about the person who is either a primary or secondary victim only. Third party or other non-victim contact information is not entered. The data in this section, when obtainable, is required by NHCADSV. Only check one identifier per section e.g. under disability only choose one such as emotional or mobility. If more than one identifier exists, choose the predominant one e.g. underserved: the victim identifies as LGBTIQ and lives in a rural area, mark LGBTIQ.

- 1. Ethnicity:** NHCADSV only offers seven choices for ethnicity. We acknowledge that many people identify with more than one ethnic background

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or other ethnicities not listed here, but the ones listed are from our funding sources. 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 that the ethnicity is unknown

- a. **African American/Black**
- b. **Asian American/Asian** (includes Pacific Islanders)
- c. **Latino/Hispanic** (note- being identified as “Hispanic” can be offensive to some individuals, but is used here because of Federal definitions)
- d. **Multi-racial/ethnic** (the victim identifies as having more than one ethnicity)
- e. **Native American/Alaskan Native** (formerly Alaskan Eskimo)
- f. **Unknown** (when victim’s ethnicity is unknown/undisclosed to the advocate)
- g. **White, non-Hispanic**

2. Age

- a. **0-12**
- b. **13-17**
- c. **18-25**
- d. **26-40**
- e. **41-60**
- f. **60+**
- g. **Unknown**

3. **Disability:** Only record self-disclosed or known disabilities. If the disability section is left blank, an assumption will be made that there is no disability or that the disability status is unknown

- a. **Developmental-** A developmental disability manifests before the age of twenty-two and is likely to continue indefinitely. Some individuals

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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 litigation will vary from person to person. Examples of developmental disabilities include Mental Retardation, Cerebral Palsy, Autism, Down syndrome, and Muscular Dystrophy

- b. 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.
- c. 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. Persons who are hard of hearing, typically have functional speech and primarily communicate through speech
- d. 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 other wise non-disabled
- e. Multiple disabilities-** The victim experiences more than one type of disability e.g. PTSD and epilepsy
- f. 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
- g. Unknown-** The victim did not disclose or it is unknown whether or not she/he has a disability

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edited as necessary e.g. after a restraining order is granted, victim and children go into shelter, etc.

- a. **Yes-** Check “yes” if she/he is responsible for expenses of daily living including rent/mortgage, utilities, groceries, child/children’s expenses etc.
- b. **No-** Check “no” if someone other than the victim is financially responsible or if the victim shares financial responsibility for the household

7. **Number of children:** The number of children that the victim is legally responsible for, which may include; biological children, stepchildren, and those under guardianship or foster care, etc.

G. Relationship: This section refers to the primary and the secondary victim only. NHCADSV requires this information

1. **Primary victim’s relationship to the abuser/perpetrator-** The primary victim is the _____ (check off who she/he is) to the abuser/perpetrator

EXAMPLES:

- A woman who was raped (sexually assaulted) by her husband would be checked as a Married-partner
 - A boy who was molested by his priest would be checked as a religious congregant
 - A woman who was fondled by her neighbor would be checked as an acquaintance/friend
 - The man living with and being verbally abused by his girlfriend would be checked as a cohabitant
- a. **Acquaintance/friend-** The victim is someone who is familiar and/or well known to the abuser/perpetrator e.g. friend, roommate, neighbor, coach, friend of a friend, regular at the bar, store clerk, etc.
 - b. **Child-** The child, regardless of age, of the abuser/perpetrator. Includes; adult children, stepchildren, or children who consider the abuser/perpetrator to be a parent e.g. grandparent or other person raising the child as a parent

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- c. **Client/patient-** The victim is a client or patient of the abuser/perpetrator e.g. mental health client, patient of a doctor or dentist, alcohol or drug addict in treatment services, etc.
- d. **Cohabitant-** The victim is living with the abuser/perpetrator and is considered to have an intimate relationship (not necessarily sexual). This option is not for platonic roommates (see “acquaintance/friend”)
- e. **Dating-partner-** The victim is in an intimate relationship (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
- f. **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, see n. “separated”)
- g. **Employee/employer-** The person is a victim of someone within the workplace. The victim can be the employee, employer, co-worker, etc.
- h. **Ex-partner-** The victim is no longer in a dating relationship with the abuser/perpetrator
- i. **Married-partner-** The victim is legally married to the abuser/perpetrator
- j. **Other relative-** The victim is a family member of the abuser/perpetrator e.g. niece, nephew, grandchild, cousin, aunt/uncle, grandparent, etc.
- k. **Parent-** The victim is the parent of the abuser/perpetrator, which can include being the stepparent, foster parent, etc.
- l. **Religious congregant-** The victim is a member of a religious group or organization and is being abused/perpetrated by someone within the religious congregation. The person is a victim regardless of what type of religion or level of membership e.g. Jewish, Catholic, Muslim, Hindu, Christian, Wiccan, etc.
- m. **Same sex partner-** A victim who is/was in an intimate relationship (not necessarily sexual) with a person of the same sex/gender or identifies as being Gay, Lesbian, or Bi-sexual

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- o. 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
 - p. Sibling-** The victim is a sister or brother to the abuser/perpetrator. Includes stepsiblings, half-siblings, etc.
 - q. Stranger-** The victim does not know the abuser/perpetrator
 - r. Student/Teacher-** The victim is/was the student or teacher of the abuser/perpetrator. Any kind or level of school-based relationship including, extracurricular student (music lesson student), professor, teacher-aide, etc.
 - s. Unknown-** The victim's relationship to the abuser/perpetrator is either unknown or not disclosed by the victim
- 2. Secondary victim's relationship to the primary victim-** The secondary victim is the _____ (check off who she/he is) to the primary victim
- a. Acquaintance-** The secondary victim is someone who is familiar and/or well known to the primary victim e.g. roommate, teacher, school nurse, camp counselor, neighbor, coach, social worker, etc.
 - b. Child-** The secondary victim is the child, regardless of age, of the primary victim. Includes; adult children, stepchildren, or children who consider the primary victim to be a parent e.g. grandparent or other person raising the child as a parent
 - c. Cohabitant-** The secondary victim is living with the primary victim and is considered to have an intimate relationship (not necessarily sexual). This option is not for platonic roommates (select "acquaintance" for platonic roommates)
 - d. Employer-** The secondary victim is someone within the primary victim's workplace. The secondary victim can be the employee, employer, co-worker, EAP provider, etc.
 - e. Ex-partner-** The secondary victim is no longer in a dating relationship or married to the primary victim, but is still affected by the violence inflicted upon the primary victim. **The ex-partner as a secondary victim is not the abuser/perpetrator of the primary victim

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EXAMPLES:

- A woman has remarried and is being abused by her new husband; her non-abusive ex-husband is receiving crisis center services because he is worried about her safety
 - A woman is raped by a friend, her ex-boyfriend, whom she is still close to, talks with the advocate because he is upset that this happened to her
- f. Friend-** The secondary victim is a friend or is considered to be more than an acquaintance to the primary victim
- g. Married-** The secondary victim is married to the primary victim
**The married secondary victim is not the abuser/perpetrator of the primary victim
- h. Other-** The secondary victim is someone other than those listed or described under the list of secondary victims
- i. Parent-** The secondary victim is the parent of the primary victim, which may include being the stepparent, foster parent, guardian, etc.
- j. Partner-** The secondary victim is in an intimate relationship (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 to the primary victim. **Includes same sex/gender partners
- k. Relative-** The secondary victim is a family member of the primary victim e.g. sibling, niece, nephew, grandchild, cousin, aunt/uncle, grandparent, in-laws, step-relatives, etc.
- l. Teacher-** The secondary victim is/was the teacher of the primary victim. Any kind or level of school-based relationship including, extracurricular teacher (music lessons, art), professor, teacher-aide, Student Assistance Provider, counselor, etc.
- m. Unknown-** The secondary victim’s relationship to the primary victim is either unknown or not disclosed by the secondary and/or primary victim

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H. Type of Violence: Required by NHCADSV and DOJ. Only check one type of violence. **These definitions are guidelines for advocates collecting data on sexual violence, domestic violence, stalking, and other crime, 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. In cases where the victim reveals more than one type of victimization during a contact, choose the violence that was primarily focused on (for all intents and purposes, the more egregious of the crimes). If the victim spends equal time talking about more than one type of victimization, a new contact should be recorded.

1. **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 harassment and sexual assault

Sexual assault- 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 (16years old in New Hampshire)

- a. **SA Adult- Acquaintance/friend-** Sexual assault of an adult (over the age of eighteen) committed by an acquaintance or a friend
- b. **SA Adult- Intimate partner/dating-** Sexual assault of an adult that was committed by the person's spouse, boyfriend, girlfriend, fiancée, or dating partner
- c. **SA Adult- Familial-** Sexual assault of an adult by a relative or someone that the victim considers a family member
- d. **SA Adult- Multiple perpetrators-** An adult that has been sexually assaulted by more than one perpetrator at the time of incidence
- e. **SA Adult- Stranger-** The adult victim was sexually assaulted by someone unknown to her/him
- f. **SA Adult- Survivor of child SA-** The adult was sexually assaulted/abused as a child
- g. **SA Child (0-12) -** Sexual assault of a child, infancy through age twelve, including acts such as molestation, fondling, etc.
- h. **SA Teen (13-17) - Acquaintance/friend-** A teen victim (age thirteen through seventeen), who has been sexually assaulted by an acquaintance, friend, classmate, etc.

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- i. **SA Teen (13-17)- Intimate partner/dating-** Sexual assault of a teenager that was committed by the person's spouse, boyfriend, girlfriend, fiancée, or the person the victim considers her/his dating partner
- j. **SA Teen (13-17)- Familial-** Sexual assault of a teenager by a relative or someone that the victim considers a family member
- k. **SA Teen (13-17)- Multiple perpetrators-** A teenager that has been sexually assaulted by more than one perpetrator at the time of incidence
- l. **SA Teen (13-17)- Stranger-** The teenage victim was sexually assaulted by someone unknown to her/him
- m. **SA- Harassment-** Unwelcome verbal comments or conduct that is sexual in nature. Nonconsensual sexual contact or touching will 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.

EXAMPLES:

- 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 type of crime as sexual harassment
 - Monique contacted the crisis center because her supervisor repeatedly has made comments about her body and she is uncomfortable with being around him
2. **Stalking-** 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 restraining 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
- a. **ST- non-intimate-** Stalking that is perpetrated by someone that is an acquaintance or is unknown (stranger) to the victim. Non-intimate

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stalking is not related to any past or current domestic violence or sexual violence

- b. ST- with DV-** Stalking is the primary crime that the victim is accessing services for, but it relates to current or past domestic violence

EXAMPLE:

- 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
- c. ST- with SV-** Stalking is the primary crime that the victim is seeking services for, but it also relates to current or past sexual violence

EXAMPLE:

- 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
- 3. Domestic Violence-** A pattern of coercive behavior that is used by one person to gain power and control over another in an intimate relationship. Domestic violence may include physical violence, sexual assault, emotional and psychological intimidation, verbal abuse, stalking, and emotional control
- a. DV Adult- Emotional Abuse-** Victim is over the age of eighteen and 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.
- b. DV Adult- Physical Abuse-** Victim is over the age of eighteen and has contact with the crisis service due to current or past physical abuse e.g. pushing, pulling hair, restrained from leaving or getting up, strangulation, hitting or punching, spitting, etc.

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- c. **DV Child (0-17)- Exposure to DV-** A child (infant through seventeen years old) who is being exposed in any number of ways to the abuser's power, control, and violence
 - d. **DV Child (0-17) - Child Abuse-** Child maltreatment that mandated 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 crisis center supervisor
 - e. **DV Elder (60+) - Emotional Abuse-** Victim is over the age of sixty and 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.
 - f. **DV Elder (60+)- Physical Abuse-** Victim is over the age of sixty and has contact with the crisis service due to current or past physical abuse e.g. pushing, pulling hair, restrained from leaving or getting up, strangulation, hitting or punching, spitting, etc.
 - g. **DV Teen (13-17)- Emotional Abuse-** Victim is age thirteen through seventeen and is being or has been subjected to emotional and psychological control and abuse e.g. name calling, partner's jealousy, isolation, threats, intimidation, etc. that was committed by the person's spouse, boyfriend, girlfriend, fiancée, or the person the victim considers her/his dating partner
 - h. **DV Teen (13-17)- Physical Abuse-** Victim is age thirteen through seventeen and has contact with the crisis service due to current or past physical abuse e.g. pushing, pulling hair, restrained from leaving or getting up, strangulation, hitting or punching, spitting, etc. that was committed by the person's spouse, boyfriend, girlfriend, fiancée, or the person the victim considers her/his dating partner
4. **Other Crime-** NHCADSV is not requiring crisis centers to provide on-going services for victims of other crime. "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, or stalking
- a. **OC- 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

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- b. **OC- Other-** Any crime or victimization that is not domestic violence, sexual 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.

I. Services

1. Services provided

- a. **Crisis counseling (Hotline)-** Typically refers to a telephone (hotline) service that is operated 24-hours, 7 days a week, which provides emotional support and validation, empathetic listening, options, information and referral, advocacy, etc. This category includes crisis intervention and support that happens on the telephone, even if it was not initiated as a crisis hotline call e.g. direct call to the crisis center office
- b. **Crisis counseling (In-person) -** Refers to any in-person crisis intervention, including emotional support and validation, empathetic listening, options, information and referral, advocacy, etc. Crisis intervention and support are provided by crisis center advocates. Such counseling may occur at the scene of the crime, immediately after a crime, or be provided on an on-going basis
- c. **Criminal justice support*-** Any support, assistance, and advocacy that is provided to a victim who is dealing with any stage of the criminal justice process, including post-sentencing. Criminal justice support may include accompanying a victim to her/his abuser's/perpetrator's bail hearing, arraignment, criminal violation of a restraining order, criminal hearing, etc. "*" directs the advocate filling out the contact log to fill out additional information below the services section. Criminal justice support does not include assistance for civil restraining orders see I.1.s. "Emergency legal advocacy" or I.1.t. "TRO/PRO Accompaniment"
- d. **Childcare-** Refers to the crisis center 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. See definition of "Primary victim- Children" in section E.1.a.1)
- e. **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

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paying for items for her/him, not just offering a referral to public assistance or helping the victim obtain public assistance

- f. Emergency legal advocacy-** Refers to offering information about the civil legal process including temporary restraining orders, and other protective orders e.g. elder abuse petitions, child abuse petitions, equity orders, etc. Emergency legal advocacy also includes informing victims of the D.O.V.E. project, assisting the victim in filing the paperwork and retaining a D.O.V.E. attorney. 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 Aid are covered under personal advocacy
- g. Follow-up [contact] -** Refers to in-person and telephone contact, and written communication with victims in order to offer emotional support, provide empathetic listening, follow-up on a victim's progress, offering additional resources and information, etc.
- h. Group counseling/support-** refers to the coordination and provision of supportive group activities and includes self-help, peer to peer support, social support, etc. The victim needs to actually attend the support group, not just be referred
- i. Hospital accompaniment-** Hospital Accompaniment 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.
- j. Info/ref (information and referral) general- In-person-** refers to in-person contact with a victim, during which time information is offered such as community resources, how other systems operate, and referrals to local services are given
- k. Info/ref (information and referral) specific- In-person-** In-person contact with a victim, during which time information specific to the crisis center is offered and referrals within the agency are given e.g. discussing services that the crisis center offers, support group types and times, agency grievance procedures, referrals to the Domestic Violence Specialist, etc.
- l. Info/ref (information and referral) general- Phone-** Refers to telephone contact with a victim, during which time information is offered such as community resources, how other systems operate, and referrals to local services are given

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- m. Info/ref (information and referral) specific- Phone-** Telephone contact with a victim, during which time information specific to the crisis center is offered and referrals within the agency are given e.g. discussing services that the crisis center offers, support group types and times, agency grievance procedures, referrals to the Domestic Violence Specialist, etc.
- n. Material goods assistance-** Any items or goods given to the victim that are not monetary e.g. diapers, food, clothing, holiday gifts, furniture, etc.
- o. Other shelter referral**-** See the options for “shelter referral reason” I.3. listed below the “Services provided” section of the contact log. Only choose one reason for referral
- p. 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 Aid 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 crisis center services. 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

- q. Police accompaniment-** 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

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- r. **Shelter bed nights-** Each night a person is sheltered at the crisis center's shelter or safe home. One contact log must be formulated for each individual staying in the shelter (safe home), including counting a bed night for each individual child. Shelter bed night refers to offering short- and long-term housing and related support services to victims and families following victimization. Separate screens need to be done for each service provided to a shelter resident in order to record multiple contacts. The total number of nights can be done on one screen, but it will only be recorded as one contact
 - s. **Transportation provided-** Refers to providing transportation for a victim and her/his children to access services or support. Transportation miles are no longer collected by NHCADSV
 - t. **Transportation to DV (domestic violence) shelter-** Only check this option when you are actually transporting a victim to your agency's shelter for intake or when meeting another crisis center to transfer a victim between shelters
 - u. **TRO (temporary restraining order) accompaniment***-** Accompanying or meeting a victim at court to provide assistance, information, and support during an ex-parte hearing for the TRO. If the advocate provides information, without going to the court with the victim, the service should be counted as "Emergency legal advocacy." The "***" directs you to fill out further information about the TRO hearing in section I.4.
 - v. **PRO (permanent restraining order) accompaniment***-** Refers to accompanying or meeting a victim at court to provide assistance, information, and support for a PRO hearing. Giving information, without going to court with the victim, would be counted under "Emergency legal advocacy." The "***" directs you to fill out further information about the PRO hearing in section I.4.
 - w. **Victim's compensation-** Any referral, discussion, or actual assistance with victim's compensation. 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
2. **DVS specific services-** These are services specifically provided by the DVS or interim DVS (during vacations, position vacancy, medical leave, etc.). If

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the DVS is providing a DCYF or other DHHS staff member with a formal consult or has received a formal referral and there is no contact established between the DVS and the victim yet, then you should mark “third party” on section E.1. of the contact log and check off one of the services below. 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, under section I.2. of the contact log, on the behalf of the victim using the victim’s contact information

****Note-** General information or education provided by the DVS to DCYF and other DHHS staff members should be tracked in the Outreach/Education Database

- a. **DCYF referral-** A formal referral must conform to the standards set by the DVS program. The “DCYF referral” on the contact log refers to the standardized process in which a CPSW informs the victim of the availability of the DVS, explains the purpose of the DVS position at DCYF, collects pertinent contact information, and arranges for contact between the victim and the DVS
 - b. **DCYF consult (consultation)-** The occasions on which a CPSW seeks out the expertise of a DVS on a particular case. It does not matter whether or not the DVS is currently involved with that client (victim). Consultations may include general concerns about a specific case, safety issues, how to approach the victim, DVS availability, etc.
 - c. **Other DHHS referral-** A referral that is made to the DVS from other DHHS divisions
 - d. **Other DHHS consult (consultation)-** The occasions on which staff from other DHHS divisions seek out the expertise of a DVS on a particular case. It does not matter whether or not the DVS is currently involved with that client (victim). Consultations may include general concerns about a specific case, safety issues, how to approach the victim, DVS availability, etc.
3. ***Criminal justice support-** Mark additional services provided, if applicable.
- a. **Bail hearing-** Assisting the victim by offering information or support regarding a bail hearing
 - b. **Criminal charge-** Providing information, emotional support, accompaniment, etc. for the victim relating to charges brought against

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the abuser/perpetrator e.g. assault, criminal threatening, stalking, harassment, trespassing, etc.

- c. Violation of TRO/PRO (temporary/permanent restraining order)-** Offering the victim information, support, and/or accompaniment for the purposes of reporting a violation of the TRO/PRO, or criminal hearing related to the TRO/PRO
 - d. Other-** Any other criminal justice support related to the victimization of the primary or secondary victim
- 4. **Shelter referral reason-** The reason the victim was referred to another shelter or other community housing service
- a. Accessibility-** The domestic violence shelter or safe home is not accessible based on a disability or injury that the victim has e.g. not wheelchair accessible, victim has back injury and cannot climb stairs, etc.
 - b. Capacity issue-** Shelter does not have a room or space that can accommodate the number of people in the victim's family e.g. you have a room that can only fit three people, but a victim with four children calls for shelter, you do not have enough space to accommodate all the family members in one room so capacity issue is listed as the reason for referral to another shelter
 - c. Geographic location-** 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 your crisis center does not meet that need e.g. a victim from a city may want to continue to live in a city environment and your shelter is in a rural area; the shelter is in the same town as the perpetrator, etc.
 - d. Homeless-** The person requesting shelter is homeless and there is no domestic violence stated. Individual crisis centers determine if they serve the homeless. Please refer to your agency's policies on shelter
 - e. Ineligible-** The victim does not meet the shelter's screening policy e.g. the victim needs to be in imminent danger
 - f. Not interested-** The victim is not interested in going into your crisis center's shelter
 - g. Rules-** Victim does not want to adhere to the rules of your crisis center's shelter e.g. no drug or alcohol use, curfew, etc.

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J. Other fields that are found in the NHCADSV victim database

1. **Mailing name-** Blank text format allows centers to enter whatever information that they want or need
2. **Address 1-** Blank text format allows centers to enter whatever information they want or need
3. **Address 2-** Blank text format allows centers to enter whatever information they want or need
4. **Name look up box-** This field enables the data entry person to search for a person's name listed in a drop down box format
5. **Key victim number-** This number is automatically generated and assigned to each person entered into the victim database
6. **ID number-** Blank text format allows centers to enter whatever information they want or need
7. **Children comment-** This field allows centers to enter comments and information relevant to a child or children e.g. names, ages, etc.
8. **Comments-** Blank field for any additional comments or information about a person e.g. more than one abuser, more than one type of victimization, etc.

K. Optional fields in the NHCADSV victim database- Check with your crisis center to see if you should be collecting and/or entering the information listed below

1. **Assailant name-** Blank field to enter a name or other data
2. **Income-** Drop down box listing the following levels of income: Poverty, Middle, Upper, and Unknown. Check with your crisis center to see if you collect this data, and if so, what are the guidelines that you should use in determining the level of income
3. **Date of incident-** Blank field for centers to add the date that the incident/crime occurred
4. **Optional fields 1-6-** There are six, blank "Optional" fields for crisis centers use for collecting other information and data specific to their agencies. In order to use any of the six fields, you must call and confirm use with the victim database point person at NHCADSV. Examples of optional field use: assailant substance abuse, weapons used, religion, specific type(s) of ethnicity, United Way reporting requirements, etc.

New Hampshire Coalition Against Domestic and Sexual Violence Victim Database Definitions Manual

****Note-** NHCADSV staff members caution crisis centers about collecting data that may be potentially used in a detrimental or negative way against a victim e.g. victim's substance abuse, pregnancy status, mental health diagnosis, etc. Please contact us, if you have questions about alternatives to collecting data in the victim database