National [Indigenous] Domestic Violence Hotline Performance Progress Report
ACF-OFVPS-FVPSA-PPR COVER PAGE
Office of Family Violence Prevention and Services (OFVPS)
Administration for Children and Families
U.S. Department of Health and Human Services

<table>
<tr><td>1. Federal Agency and Organization Element to Which Report is Submitted

ACF-OFVPS-FVPSA</td><td>2. Federal Grant or Other Identifying Number Assigned by Federal Agency

[Enter text here]</td><td>3.a DUNS Number

[Enter text here]
3b. EIN

[Enter text here]</td></tr>
<tr><td colspan="2">4. Recipient Organization (Name and Complete Address Including Zip Code)

[Enter text here]</td><td>5. Recipient Identifying Number or Account Number

[Enter text here]</td></tr>
<tr><td colspan="2">6. Project Reporting Period
Start date: End date:
[Enter text here] [Enter text here]</td><td>7. Final Report
Y ( ) N ( )
8. Report Frequency
Semi-annual</td></tr>
<tr><td colspan="3">9. Performance Narrative (performance narrative is covered in the attached PPR forms)</td></tr>
<tr><td colspan="3">10. Attachments</td></tr>
<tr><td colspan="3">11. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.</td></tr>
<tr><td colspan="2">12a. Typed or Printed Name and Title of Authorized Certifying Official

[Enter text here]</td><td>12c. Telephone (area code, number and extension)
[Enter text here]
12d. Email Address
[Enter text here]</td></tr>
<tr><td colspan="2">12b. Signature of Authorized Certifying Official

[Enter text here]</td><td>12e. Date Report Submitted (Month, Day, Year)

[Enter text here]</td></tr>
</table>

PAPERWORK REDUCTION ACT (PRA) OF 1995 (Public Law 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to implement the use of a PPR specific to the Resource Center grantees will allow OFVPS to collect more relevant information from these grantees to measure Resource Centers' reach and impact. Public reporting burden for this collection of information is estimated to average 10 hours per grantee, including the time for reviewing instructions, gathering, and maintaining the data needed, and reviewing the collection of information. This collection of information is required to retain a benefit related to and funded by the Family Violence Prevention and Services Act (FVPSA), 42 U.S.C. 10401 et seq., which authorizes the U.S. Department of Health and Human Services to award grants to the National Domestic Violence Hotline and National Indigenous Domestic Violence Hotline. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the PRA of 1995, unless it displays a currently valid OMB control number. If you have any comments on this collection of information, please contact Mozelle Sam Mozelle.Sam@acf.hhs.gov.

Program Indicators Narrative

Major activities and accomplishments during this period: Describe your performance progress during the reporting period in completing the activities described in the Hotline's strategic objectives. For each objective below, provide information on your successes in meeting the terms of the cooperative agreement as outlined in the Award Letter as of the end of the current reporting period. Please limit your overall response to 2,500 words.

- Objective 1: Provide high-quality and responsive services to all contacts (callers, chatters and texters) contacting The Hotline.
- Objective 2: Provide high-quality and responsive services to youth/young adult users and callers contacting the Hotline.
- Objective 3: Expand the capacity of the Hotline to receive calls, chats, and texts by publicizing and promoting our 24/7 services and raising awareness on the issue of domestic violence/intimate partner violence causing adults and youth/young adults to reach out for direct services and/or log on to our websites to learn more.

Problems: Comment on the challenges and barriers listed below that prevented you from meeting accomplishments or milestones that should have occurred during this reporting period. Use this report section to advise Project Officer and Grants Management Specialist of assistance needs. Please limit your overall response to 2,500 words. Challenges and barriers related to the list below:

- Public awareness and outreach
- Staffing
- Technology
- Workforce receipt of non-crisis contacts
- Other (Please specify)

Dissemination activities: Briefly describe project related inquiries and information dissemination activities, including online activities, carried out over the reporting period. Itemize and include a copy of any newspaper, newsletter, magazine articles, or other published materials considered relevant to project activities or used for project information or public relations purposes.

Other activities:

Technical assistance (TA): Please provide any relevant information on technical assistance provided to local domestic violence-focused programs during this period, including the impact the site visits, TA consultations, or information and referral services had or are expected to have. Please limit your response to 1,000 words.

- **Site Visit:** An in-person visit made to an agency/location for the purpose of providing TA consultation.

- **TA Consultation**: TA consultations involve substantive contact with individuals or organizations via phone, email, or in-person that does not rise to the level of a site visit.
- **Information and Referral Services**: These services involve the provision of information, materials, or referrals to other resources in response to specific requests.

Research projects (optional): Describe any surveys and/or data collection efforts launched or conducted during this period, including key findings and how the Hotline plans to use findings from these efforts. Please limit your response to 1,000 words.

Partnerships (optional): Describe any meaningful relationships and/or partnerships (both new and ongoing) that have assisted in meeting your objectives and/or increased the effectiveness of the Hotline this reporting period. Include ongoing special projects or partnerships with other federal agencies. If available, include the name and Employer Identification Number of each partner organization. Please limit your response to 1,000 words.

Interpretation services: Please provide any relevant information on language line usage during this reporting period, including how they were used to reach the Hotline's goals. Please limit your response to 1,000 words.

Activities planned for next reporting period: Briefly describe any activities planned for the next reporting period that align with the terms of the cooperative agreement as outlined in the Award Letter. Please limit your response to 1,000 words.

Additional significant findings and events (optional): What other details regarding your work from this reporting period would you like the Family Violence Prevention and Services Act office to know? This could include but is not limited to additional information on survivor-centered outcomes and/ or anecdotes from contactors if not already addressed in your report. Areas of high priority include intersections with foster care and technology-facilitated abuses. Please limit your response to 1,000 words.

Quantitative Data Tables

Complete Tables 1-5 with data from the relevant reporting period.

Table 1. Provision of High-Quality and Responsive Services to All Contacts (Callers, Chatters, and Texters) Contacting the Hotline

Provision of high-quality and responsive services to all contacts (callers, chatters, and texters) contacting the Hotline	
Calls	
Calls received by the Hotline during the reporting period	
Calls answered by advocates during the reporting period	
Average caller wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
Limited English Proficiency (LEP) calls answered by advocates during this reporting period	
Chats	
Chats received by the Hotline during the reporting period	
Chats answered by advocates during the reporting period	
Average chatter wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
LEP chats answered by advocates during this reporting period	
Texts	
Texts received by the Hotline during the reporting period	
Texts answered by advocates during the reporting period	
Average texter wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
LEP texts answered by advocates during this reporting period	

Optional supplementary narrative:

Provide any other information on goals for the provision of high-quality and responsive services for callers, chatters, and/or texters and why goals were or were not met during this period. Please limit your response to 500 words.

Table 2. Provision of High-Quality and Responsive Services to Youth/Young Adult Users (Callers, Chatters, and Texters) Contacting the Hotline

Provision of high-quality and responsive services to youth/young adult users (callers, chatters, and texters) contacting the Hotline	
Calls	
Calls received by the Hotline during the reporting period	
Calls answered by advocates during the reporting period	
Average caller wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
Limited English Proficiency (LEP) calls answered by advocates during this reporting period	
Chats	
Chats received by the Hotline during the reporting period	
Chats answered by advocates during the reporting period	
Average chatter wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
LEP chats answered by advocates during this reporting period	
Texts	
Texts received by the Hotline during the reporting period	
Texts answered by advocates during the reporting period	
Average texter wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
LEP texts answered by advocates during this reporting period	

Optional supplementary narrative:

Please provide any other information on goals for the provision of high-quality and responsive services for youth/young adult callers, chatters and/or texters and why goals were or were not met during this period. Please limit your response to 500 words.

Table 3. Provision of High-Quality and Responsive Services to Deaf/Hard of Hearing Adult Users (Callers, Chatters, and Texters) Contacting the Hotline

Provision of high-quality and responsive services to Deaf/Hard of Hearing adult users (callers, chatters, and texters) contacting the Hotline	
Calls	
Calls received by the Hotline during the reporting period	
Calls answered by advocates during the reporting period	
Average caller wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
Chats	
Chats received by the Hotline during the reporting period	
Chats answered by advocates during the reporting period	
Average chatter wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
Texts	
Texts received by the Hotline during the reporting period	
Texts answered by advocates during the reporting period	
Average texter wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	

Optional supplementary narrative:

Please provide any other information on goals for the provision of high-quality and responsive services for youth/young adult callers, chatters and/or texters and why goals were or were not met during this period. Please limit your response to 500 words.

Table 4. Provision of High-Quality and Responsive Services to American Indian, Alaska Native, Native Hawaiian Adult Users (Callers, Chatters, and Texters) Contacting the Hotline

Provision of high-quality and responsive services to American Indian and Alaska Native adult users (callers, chatters, and texters) contacting the Hotline	
Calls	
Calls received by the Hotline during the reporting period	
Calls answered by advocates during the reporting period	
Average caller wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
Chats	
Chats received by the Hotline during the reporting period	
Chats answered by advocates during the reporting period	
Average chatter wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	
Texts	
Texts received by the Hotline during the reporting period	
Texts answered by advocates during the reporting period	
Average texter wait time for a connection to an advocate	
Answer rate during the reporting period	
Answer rate in previous reporting period	

Optional supplementary narrative:

Please provide any other information on goals for the provision of high-quality and responsive services for youth/young adult callers, chatters and/or texters and why goals were or were not met during this period. Please limit your response to 500 words.

Table 5. Accomplishments of the Domestic Violence Hotline, Online Connections, and Text Outcome Measures

Survivor-Centered Outcome Metrics
For this reporting period, please provide the percentage of callers reporting increased knowledge of safety planning: _____
For this reporting period, please provide the percentage of callers reporting increased knowledge of community resources: _____

Table 6. Demographic Information (Age, Race, Sex) of Contactors (Calls, Chats, Texts)

[Race/Ethnicity: Report the race and/or ethnicity of the clients served, including adults, children and youth. Clients may self-identify in more than one category, e.g., White and Hispanic.]

Defining race and ethnicity. In accordance with the Office of Management and Budget (OMB) Statistical Policy Directive No. 15: Standards for Maintaining, Collecting, and Presenting Federal Data on Race and Ethnicity (SPD 15), the race and ethnicity categories set forth are sociopolitical constructs and are not an attempt to define race and ethnicity biologically or genetically. The SPD 15 race and ethnicity categories are intended to result in more accurate and useful race and ethnicity data across the Federal government.

Demographic Information of Contactors	
Overall Number of Contactors	
Age	
Youth/Young Adult (ages 13 to 24)	
Ages 25 to 40	
Ages 41 to 50	
Ages 51 to 65	
Ages 65+	
Race	
American Indian or Alaska Native (AIAN)	**=Sum(Below)**
For example, Navajo Nation, Blackfeet Tribe of the Blackfeet Indian Reservation of Montana, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, Aztec, Maya, etc.	
Asian	**=Sum(Below)**
Chinese	
Asian Indian	

Filipino	
Vietnamese	
Korean	
Japanese	
Enter, for example, Pakistani, Hmong, Afghan, etc.	
Black or African American	**=Sum(Below)**
African American	
Jamaican	
Haitian	
Nigerian	
Ethiopian	
Somali	
Enter, for example, Trinidadian and Tobagonian, Ghanaian, Congolese, etc.	
Hispanic or Latino	**=Sum(Below)**
Mexican	
Puerto Rican	
Salvadoran	
Cuban	
Dominican	
Guatemalan	
Enter, for example, Colombian, Honduran, Spaniard, etc.	
Middle Eastern or North African	**=Sum(Below)**
Lebanese	
Iranian	
Egyptian	
Syrian	
Iraqi	
Israeli	
Enter, for example, Moroccan, Yemeni, Kurdish, etc.	
Native Hawaiian or Pacific Islander	**=Sum(Below)**
Native Hawaiian	

Samoan	
Chamorro	
Tongan	
Fijian	
Marshallese	
Enter, for example, Chuukese, Palauan, Tahitian, etc.	
White	**=Sum(Below)**
English	
German	
Irish	
Italian	
Polish	
Scottish	
Enter, for example, French, Swedish, Norwegian, etc.	
Multi-racial	
Sex	
Men	
Women	
Did not identify	

Optional supplementary narrative:

Provide any additional information on the age, race, and/or distribution of contactors, particularly where the Hotline may see opportunities or barriers in outreach and communication. Please limit your response to 500 words.

Table 7. Support of State and/or Local Hotlines

Support of State and/or Local Hotlines	
How many states and/or local hotlines rolled their lines to the Hotline during this period?	
How many organizations and/or state coalitions have signed up to access Hotline data via real-time Tableau dashboard?	
Existing sign-ups for the dashboard at the beginning of this period	
New sign-ups for the dashboard during this period	

How frequently have organizations and/or state coalitions accessed Hotline data provided via real-time Tableau dashboards?	
Number of times data has been accessed	

Optional supplementary narrative:

Provide information on the type of data provided via real-time dashboards, and how organizations and/or state coalitions have used this data. Please limit your response to 500 words.

Table 9. In Queue Management System Information

In Queue Management System	
Number of contacts received through chat during this reporting period.	
Number of contacts received through text during this reporting period	
Number of searches on the public directory during this reporting period	

Table 10. Staffing Information

Staffing for Hotline	
The total number of call center staff that answer calls this reporting period	
Number of full-time call center staff? (35-40 hours per week) for this reporting period	
Number of part time staff? (less than 35 hours per week) for this reporting period	
The total number of call center staff that answer calls the previous reporting period.	
Number of full-time call center staff? (35-40 hours per week) for the previous reporting period.	
Number of part time staff? (less than35 hours per week) for the previous reporting period.	
The total number of hours volunteers answered calls this reporting period	