

HHSC Family Violence Program FVNet Data and Reporting Guide

**Instruction Guide for Family Violence Program
Grantees**

Effective September 1, 2025



TEXAS
Health and Human
Services

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Introduction and Overview

The purpose of the FVNet Data and Reporting Guide (now referred to as “the Guide”) is to assist Texas Health and Human Services Commission (HHSC) Family Violence Program (FVP) grantees in collecting and reporting accurate data for FVP Shelter, Nonresidential, Special Nonresidential Project (SNRP), or Exceptional Item Funds (EIF) grants for enhanced services and capacity. This guide provides information about data collection and reporting requirements, guidance to improve reporting, and answers to frequently asked questions.

The accuracy and timeliness of reporting is important. Data reported by grantees allows HHSC FVP to demonstrate the value and importance of the services grantees provide to victims of family violence in their communities. FVP reports this data to federal grantors, external stakeholders, and the public.

This guide is one of many resources available to grantees regarding program requirements and reporting. More information can be found on the FVNet Resources page (previously called FAQ/Help page). For additional questions and support, grantees can email their Contract Manager or the Family Violence Program general inbox at familyviolence2@hhsc.state.tx.us.

Reporting Requirements

FVNet Monthly Data: Due the 5th of every month

As stated in the contract, Grantees must submit monthly data related to clients served, services provided, referrals provided, hotline calls, surveys, and community education and prevention. All required data elements and allowable responses are included in this FVNet Data and Reporting Guide. Data is uploaded to FVNet in the format required in the FVNet Data Format Guide, which can be found on the FVNet Resources page.

Monthly data uploads are due on the 5th of the following month. For example, September data is due October 5th. If the 5th falls on a weekend, uploads are due the following Monday. Extensions may be granted for extenuating circumstances on a case-by-case basis. If you need an extension, email FVP by the due date at familyviolence2@hhsc.state.tx.us. Grantees should ensure there are enough staff trained to upload data to cover staff vacations and other staffing shortages. Staffing issues are not considered extenuating circumstances for late data.

Annual Narrative Report: Due the 15th day after the end of the fiscal year

Grantees are also required to submit a narrative report to FVP annually to provide qualitative information related to grant requirements and objectives. This narrative report is submitted through an online form. The annual narrative report submission is due the 15th after the close of the state fiscal year for Shelter and Nonresidential grants, and the 15th after the close of the federal fiscal year for SNRP grants. FVP sends the link to the online form to the grantee one month in advance. An example of the Narrative Reports can be found on the FVNet Resources page.

IAMOnline and FVNet

IAMOnline

Monthly data is uploaded to an application called FVNet. FVNet is hosted on a platform called IAMOnline. To ensure timely reporting, grantees must have multiple staff members with an IAMOnline account and access to FVNet, including at least two staff that have Approver-level status.

FVP will ensure that each grantee's organization is designated as an external partner in IAMOnline before the start of the grant. When staff need access to FVNet, they must set up their own individual login for IAMOnline under your organization, then request access to FVNet. Please visit the FVNet Resources page for step-by-step instructions on how to create an IAMOnline account and request FVNet access.

Each organization must have at least two staff that have Approver-level status in IAMOnline. This means that the Approver can see which staff at their organization have access to FVNet, approve new staff, and remove staff no longer with the organization. Contact FVP to request the addition or removal of the Approver-level status for a staff person. Please note that staff must first have created their IAMOnline account before requesting Approver status. Visit FVNet Resources page for step-by-step instructions and more information about the capabilities of Approvers in IAMOnline.

FVNet

FVNet is the application where grantees upload their monthly data in comma separated values (.csv) files as required in the FVNet Data Format Guide. FVP also provides data-related announcements, and stores FAQs and resources related to policies, data, and reporting. There is a "Site" page on FVNet for grantees to update their organization information and data contacts for FVP. The FVNet Resources page includes a video overview of FVNet and the data upload process.

Once a staff member has access to IAMOnline, they can request access to FVNet. The Approver-level staff will have to approve this request, then an email will be sent to FVP for approval. Grantees can visit the FVNet Resources page for step-by-step instructions on requesting access to FVNet. Grantees should have multiple staff who have FVNet access and can upload monthly data.

FVP requires that two staff that have access to FVNet and report data are identified as the “Data Staff Contacts” in FVNet. This information can be found on the “Site” page of FVNet on the top menu bar. FVP sends data-specific communications to the data staff identified. All grantees must ensure these contacts stay up to date.

For security purposes, it is important for grantees to stay updated with their list of staff who have access to FVNet and have Approver status. If a staff member with FVNet access leaves, grantees should delete their access as soon as possible. All staff should have individual logins and not use a general shared login to access FVNet. When a staff member leaves and Approver-level staff remove access, grantees must also email FVP at familyviolence2@hhsc.state.tx to ensure that the user account is deleted by HHSC.

Data Uploads and Errors

FVP monthly data is required to be uploaded to FVNet in .csv files formatted to the specifications found in the FVNet Data Format Guide. When grantees upload the .csv files, they may receive errors or warnings to catch issues in their data that must be fixed before submitting their data, or “concurring,” as it is called in FVNet. Errors may require re-uploading the most current month of data or resetting and reuploading data for a previous month to address an issue. A full list of errors and warnings can be found on the FVNet Resources page and answers to common error questions can be found in [Appendix IV](#) of this Guide. FVNet will not catch all data inaccuracies and issues. It is important for organizations to review data before submission to ensure accuracy.

General Reporting Information

FVP understands that grantees collect different data about clients and services for different funder requirements and for internal and external goals. Grantees can, and should, have their own data collection practices that meet the needs of all internal goals and stakeholder requirements. Grantees should have procedures that show how they are reporting the data required to be collected to FVP in a consistent and accurate manner. The section below provides some general guidance on reporting, then provides detailed guidance about each data element and allowable responses required to be reported for FVP grants.

What is a Client?

Only eligible HHSC clients are reported in your monthly upload. An eligible client is a victim of family violence, or their dependents, household members, and/or family members. Family violence includes dating violence, as well as sexual assault or human trafficking if they also meet the definition of family violence. All clients must receive an orientation, often called intake, or an emergency orientation for one-time critical services. If it has been over a year since the client last received a service, they should receive another orientation to refresh them on their rights and services available.

New and Returning Clients

In the monthly upload, some Data Elements request data about new clients only. A new client is a client that is served for the first time in the reporting month within the current fiscal year. All clients are considered new in the first month of the fiscal year. If they continue to receive services in consecutive months, they are considered returning clients. Any clients that receive their first HHSC-eligible service in a month are considered new for that month. This does not impact services provided but is important to know for reporting purposes.

What Information Must be Collected from Clients?

All data elements included in the Guide are required to be requested of clients. However, in support of a voluntary, survivor-centered service model, clients are not required to provide any information to receive services. If they state they are a victim of family violence, no other information is required to be shared by the victim. "Did Not Disclose" is an appropriate response for client demographic information. Clients should be informed at orientation of why information is being collected, with whom the information is shared, and their right to not disclose information. Safety for the client and confidentiality requirements should also be considered when reporting.

What is a Service?

FVP requires that all HHSC-eligible services provided to all HHSC-eligible clients are reported in your monthly FVNet upload. While each moment spent supporting a survivor and their family is a priority, FVP does not expect that every task performed by an advocate be reported. Grantees should only report meaningful services in the FVNet upload.

A meaningful service is described as a service that:

- Supports the survivor's self-identified needs and goals;
- Is related to the survivor's victimization or the impact of victimization;

- Does not have a minimum amount of time, but is more than just a check-in, small talk or greeting; and
- Counts as a whole service contact, not a contact per interaction or every step of the service.

Some examples that include day-to-day activities with survivors that are important but would not be reported in FVNet:

- Appointment reminders or quick discussions where no other service/information is provided;
- Providing meals in a shelter;
- Providing a shelter resident with hygiene products, band aids, over the counter drugs or their own prescription drugs; or
- Calling to let a client know something is ready for pick-up.

More than one service could be reported within one interaction with a survivor. For example, an advocate provides both legal assistance and referrals to community resources during a meeting. These would be reported as two separate services as they are two service types with separate definitions.

It may take time to address a service need for a client. While it may not be appropriate to report the same service multiple times in a day as you work towards addressing the need, the same service provided over multiple days could be reported multiple times within FVNet. For example, assisting a client with a Crime Victim's Compensation (CVC) application is complex and may take a long period of time to access funds. Each day an advocate provides assistance with the same CVC application may be counted as a service.

Further, services may be reported if providing a service on behalf of a client, even if you are not communicating with the client at the moment the service is provided. For example, paying rent for a client through an online portal would still count as a Client Assistance service, even though the client is likely not with you while you are making the payment. Remember that meaningful services are directed by the client to meet their needs and goals.

All services can be provided to both adult and child clients. Often a service may be provided to a parent that also impacts a child, such as providing new clothes for children. In cases like this, grantees should still only report the service once – either under the child client or adult client. If both the adult and child are present or receiving a service, a service may be reported under both clients.

Other important guidance:

- Services provided by virtual platform, telephone, or written should follow the same definition of a meaningful service.
- The time of day (for example, 1:30-2:00pm) is not reported in your FVNet upload and not required to be tracked by FVP. The date of the service (1/1/2025) is reported.
- Even if multiple staff members assist in a service, the service should only be reported once per client. For example, if two staff facilitate a support group, that should only count as one service per client. The staff member is not a data element reported within FVNet.
- Services can be provided by staff, contractors, interns, or volunteers.

Reporting All Services

HHSC FVP is required to collect the entire picture of family violence services, per Family Violence Prevention and Services Act (FVPSA) reporting requirements. FVP understands grantees often report different services to funders depending on funder requirements and staff salary percentages, making it complicated and sometimes difficult to meet this request.

For HHSC reporting purposes, when a survivor of family violence, dating violence, or their dependent receives an HHSC approved service from the grantee's organization, the survivor and all related HHSC-eligible clients should be captured in the HHSC monthly data upload. Any person that presents as a survivor of family violence is eligible to be counted regardless of the funding source that supports the staff person providing the service.

FVNet has added an HHSC Type called "Non-HHSC" for both Shelter and Nonresidential grants to offer a solution to track the services reported to FVP that grantees are also reporting to other funders. When reporting HHSC-eligible services provided to HHSC-eligible clients but being reported under a different funding source at the grantee's organization, the grantee should also report this service to HHSC with the "Non-HHSC" Type. This should only be used when you are not billing time to HHSC in any manner. This allows grantees to ensure that all services are reported to FVP, as required by FVPSA, while differentiating between funding sources.

FVP has created a mapping document that instructs grantees on how to report services to HHSC that were also reported to other major state funders. More information about Non-HHSC Type reporting and service mapping can be found in [Appendix V](#). Any service provided to any client at a Non-HHSC funded shelter must be reported under the "Non-HHSC" type, regardless of staff salary funding. For SNRP and EIF grants, services should only be reported to HHSC if they are in alignment with the grantee's approved HHSC project proposal. Find more guidance about HHSC Types in the [HHSC Type section](#) below.

Data Elements and Responses

Below describes in detail the required data elements and allowable responses to be reported in the grantee's monthly FVNet uploads.

Client Demographics

All HHSC-eligible clients that receive an HHSC-eligible service during the reporting month should have the following client demographics reported.

Client ID

The Client ID is a unique number assigned to the client upon intake or orientation for services. The client ID is chosen by the FVP grantee. This Client ID should stay the same throughout the fiscal year.

Responses: The Client ID can be any combination of up to 36 alphanumeric characters (Abc123) and dashes (-).

Age

Age should be self-reported by the client. The age reported should be the age of the client on the last day of the reporting month, if possible.

If the grantee does not have a database that automatically updates and reports the age of the client monthly, the age of the client can be reported as the client age at the beginning of the fiscal year. It is not required to update the age if it should change while the client is receiving services within the fiscal year.

Responses: The age must be reported as a positive numerical number. If the client does not disclose their exact age, this data element can be left blank, but Age Status must be reported.

Age Status

Age Status reports clients in a general category of age if the client did not report their exact age.

Responses:

- Unknown Adult: The client chose not to disclose the information but can be determined with reasonable certainty the person is an adult. An adult is a client aged 18 and older.
- Unknown Child: The client chose not to disclose the information but can be determined with reasonable certainty the person is a child. A child is a client under the age of 18.

- Did Not Disclose: If the client chooses not to disclose the information or the information is unknown, report it as "Did Not Disclose."

FVNet will only allow up to 10 percent total clients to be reported as "Did Not Disclose."

Race and Ethnicity

Race and Ethnicity should be self-selected by the client. Client may choose all responses that apply to them. The examples below are provided to help FVP grantees in understanding the race and ethnicity categories and are based on [official federal guidance](#).

Responses: *Select all that apply.*

- American Indian or Alaskan Native: Individuals with origins in any of the original peoples of North, Central, and South America, including, for example, Navajo Nation, Blackfeet Tribe of the Blackfeet Indian Reservation of Montana, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, Aztec, and Maya.
- Asian: Individuals with origins in any of the original peoples of Central or East Asia, Southeast Asia, or South Asia, including, for example, Chinese, Asian Indian, Filipino, Vietnamese, Korean, and Japanese.
- Black or African American: Individuals with origins in any of the Black racial groups of Africa, including, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, and Somali.
- Hispanic or Latino: Individuals of Mexican, Puerto Rican, Salvadoran, Cuban, Dominican, Guatemalan, and other Central or South American or Spanish culture or origin.
- Middle Eastern or North African: Individuals with origins in any of the original peoples of the Middle East or North Africa, including, for example, Lebanese, Iranian, Egyptian, Syrian, Iraqi, and Israeli.
- Native Hawaiian or Pacific Islander: Individuals with origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands, including, for example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijian, and Marshallese.
- White: Individuals with origins in any of the original peoples of Europe, including, for example, English, German, Irish, Italian, Polish, and Scottish.
- Other: Individuals with origins that do not fit in the categories above.

- Did Not Disclose: If the client chooses not to disclose the information or the information is unknown, report it as “Did Not Disclose.”

Sex

The sex reported should be self-reported by the client. It is possible that grantees have a more expansive list of related categories available for clients. A reminder that grantees can, and should, have their own data collection practices that meet the needs of all internal goals and stakeholder requirements. Report data to FVP in accordance with the response guidance below.

Responses:

- Female
- Male
- Did Not Disclose: If the self-reported sex of the client does not match Male or Female, the client chooses not to disclose the information, or the information is unknown, report as “Did Not Disclose.”

LGBTQ+

Grantees must report the number of clients that voluntarily choose to self-report as LGBTQ+ or LGBTQIA+. It is reported as an aggregate number in the first month the new client receives services; therefore, grantees must ensure to request this information at intake or orientation. Please remember that the federal grant requires this information be reported. Grantees are required to ask, but clients have the right to not disclose the information.

Depending on the database, this information may be collected as a check box or a “Yes/No” response in the client demographics or may be collected in some other manner. Grantees can check with data staff at their organization for clarification.

Responses: The number of clients who identify as LGBTQIA+

The acronym LGBTQIA+ stands for lesbian, gay, bisexual, transgender or two-spirit, intersex, asexual, or any other related term used by the client.

Preferred Language

Preferred Language should be reported as the language the client prefers or feels most comfortable communicating in. This data element is reported in the first month the new client receives services; therefore, grantees must ensure to request this information at intake or orientation.

It is important that services be offered in the language the client is most comfortable communicating in whenever possible. Grantees should not default to English because it may be a second language spoken by the client.

Responses:

- | | | |
|--------------------------|-----------|------------|
| - English | - Arabic | - Burmese |
| - Spanish | - Chinese | - Farsi |
| - American Sign Language | - French | - Hindi |
| - Vietnamese | - Tagalog | - Japanese |
| - Cantonese | - German | - Nepali |
| - Urdu | - Italian | - Thai |
| - Korean | - Russian | - Other |
| | - Amharic | |

Although “Other” is an acceptable response, the responses available for Preferred Language are extensive and FVP would expect that Other be chosen rarely and only when appropriate. Do not use “Other” as an unknown or blank response.

Needing Language Services

Needing language services should be reported when the client requires or requests any service to assist with improving literacy or communication. This includes interpretation, translation, literacy classes, or English as a second language classes. Language services can be provided by external professionals or staff within the grantee’s organization.

This is not a service, but instead the count of clients that need language services. It reported as an aggregate number in the first month the new client receives services; therefore, grantees must ensure to request this information at intake or orientation. A reminder that grantees are required to ask, but clients have the right to not disclose the information. Depending on the database, this information may be collected as a check box or a “Yes/No” response in the client demographics or be collected in some other manner. Grantees can check with their data staff at the organization for clarification.

Responses: The number of clients who need language services.

Disability

Grantees must report number of clients who self-identify as having a disability and needing an accommodation to access shelter or services. This is not a service, but instead the count of clients that need or request some type of accommodation to ensure equal access to service, such as an accessible room, shower, or other accommodation to a service. It is reported as an aggregate number in the first month the new client receives services; therefore, grantees must ensure to request this information at intake or orientation. A

reminder that grantees are required to ask, but clients have the right to not disclose the information.

Depending on the grantee's database, this information may be collected as a check box or a "Yes/No" response in the client demographics or be collected in some other manner. Grantees can check with their data staff at the organization for clarification.

Responses: The number of clients who identify as having a disability and needing an accommodation.

County of Residence

County of Residence is the county the client resides in currently, or if entering a shelter, the county they resided in before entering a shelter. It is reported as an aggregate number in the first month the new client receives services; therefore, grantees must ensure to request this information at intake or orientation. A reminder that grantees are required to ask, but clients have the right to not disclose the information.

Responses:

- All Counties in Texas: A list of counties can be found in [Appendix II](#)
- Out of State
- Out of Country
- Did Not Disclose: If the client chooses not to disclose the information or the information is unknown, report it as "Did Not Disclose."

Military Experience

FVP grantees must ask clients, *"Have you ever served in the United States Military or Texas Military Forces, regardless of length of service or type of discharge?"* Clients can self-select from the responses below.

Responses:

- Current Service
- Prior Service
- No
- Did Not Disclose: If the client chooses not to disclose the information or the information is unknown, report it as "Did Not Disclose."

TANF Status

Temporary Assistance for Needy Families (TANF) Status should be reported based on the eligibility status reported on the client's FVP TANF form. Grantees are required to request clients to complete the TANF form at the beginning of services and ensure the most up to

date version of the form is completed as services continue. FVP updates this form by April 1st of the calendar year with federal poverty information. Required by contract, grantees must ensure they have a process in place to update TANF eligibility for clients annually with the most up to date TANF form.

The TANF form is only required to be completed for adult clients. The status of the adult client should be applied to child clients. Clients can choose not to disclose their income information. For more information, the most up to date TANF forms and the FVP TANF FAQ Document can be found on the FVNet Resources page.

Responses:

- Eligible
- Ineligible
- No Form on File
- Did Not Disclose: If the client chooses not to disclose the information or the information is unknown, report it as "Did Not Disclose."

TANF Date Completed

TANF Date Completed is the date on which the most up to date TANF Form was completed by the client. If there is no form on file, this response can be left blank. It should be rare that no form is on file for clients. The date for child clients should be the date the adult completed the form.

Response: This response should be in the date format MM/DD/YYYY.

Shelter Days

Shelter days are reported to FVP for all clients within a shelter, hotel, motel, or safe home during a reporting month. This number is calculated by counting the number of days between "Enter Shelter" and "Exit Shelter" services, including the date they entered and the date they exited shelter. For example, if a client enters shelter on the 2nd of the month and leaves shelter on the 3rd, that client would have two shelter days reported for the month.

It is important grantees report "Enter Shelter" and "Exit Shelter" services promptly after a client enters or leaves a shelter, hotel, motel, or safe home to ensure Shelter Days are reported accurately and avoid errors in the grantee's reporting. If a client is in a shelter the entire month, their days should equal the number of days in the current reporting month.

Responses: Positive number

Client Victimization Information

Eligible clients receiving services under the grantee's FVP grant must be a victim of family violence or dating violence, per Texas Administrative Code (TAC) §356.603, §356.1303, and §356.2003, or the victim's children, family members, or dependents. Victimization information should only be reported for a client if the client directly experienced the victimization being reported. It may be common that children, family members, or dependents will not have a victimization reported as they may not have directly experienced violence but are receiving services due to the secondary impact of violence.

FVP understands that family violence does not happen in one singular instance, and that clients may experience multiple types of abuse and victimization by multiple people throughout their lifetime. FVP requests that the grantee reports the victimization that is bringing a client in to request services, or the most recent victimization of family violence. Grantees may update victimization if new information is shared in the future by the client, but FVP only requires that one victimization is reported per fiscal year for eligibility purposes.

Type of Abuse

Grantees should report all Types of Abuse disclosed by clients related to their family violence victimization. Multiple responses can be chosen.

Responses: *Select all that apply.*

- Emotional, Psychological, or Verbal Abuse
- Financial or Economic Abuse
- Human Trafficking
- Physical Abuse
- Sexual Abuse
- Stalking
- None
- Did Not Disclose: If the client chooses not to disclose the information or the information is unknown, report it as "Did Not Disclose."

Youth IPV Status

Youth intimate partner violence (IPV) Status is defined as a youth between the age of 13 – 17 who is a victim of intimate partner violence, like dating violence. These youth could be receiving services on their own as an emancipated minor or could be youth who accompany their parent to a shelter and self-identify as needing their own services due to

youth IPV. If the client experienced intimate partner violence while under the age of 18, but is now 18 or older, the answer to this question should be No.

Responses:

- Yes
- No
- Did Not Disclose: If the client chooses not to disclose the information or the information is unknown, report it as "Did Not Disclose."

Victim Abuser Relationship

Victim Abuser Relationship should be the relationship type between the victim and the person using violence. If the victim abuser relationship does not fit into one of the below categories, grantees must consider if the violence being described is family violence and HHSC-eligible.

Responses:

- Spouse (Current or Former)
- Dating Relationship or Intimate Partner (Current or Former)
- Other Family Member or Household Member
- Did Not Disclose: If the client chooses not to disclose the relationship status or the information is unknown, report it as "Did Not Disclose."

Question: What if the victimization being reported involves more than one abuser?

Answer: Data formatting in FVNet only allows for one type of relationship to be chosen per victimization. If one of the abusers had a dating relationship or was an intimate partner or current spouse, then report this relationship. Grantees can choose how they'd like to record the additional abuser relationships internally.

Client Services

The below data elements are required to report about the services provided to clients. Please review the [General Reporting Information](#) section for important information about service reporting.

HHSC Type

The HHSC Type data element is used to help FVP better understand the services being provided. HHSC Type should be selected based on a few parameters:

- What funding source is allocated for the staff salary during the service?
- What funding source is paying for the service or assistance being provided?

- Is the service provided part of a specific grant or project objective, such as SNRP or EIF?
- If the grantee's center operates multiple shelters, what shelter is the client residing in, or are they staying in a hotel, motel, or safe home?

More than one HHSC Type may be applicable to a grantee's center, and it is important that they report the correct HHSC Type depending on the client being served and the service being provided.

Responses:

- HHSC Shelter: This HHSC Type should be chosen if the grantee's center has a Shelter grant from FVP. If the center only runs one shelter, this response will be chosen for both shelter clients residing in shelter and nonresidential clients. If the center has more than one shelter, grantees must identify one of the shelters as the primary shelter. Services for clients residing in the primary shelter should always have HHSC Shelter chosen as the HHSC Type.
- HHSC Shelter 2: If the grantee's center operates two shelters for family violence victims, identify one shelter as the primary shelter, and one shelter as the second/additional shelter, or Shelter 2. Services for clients residing in or receiving nonresidential services at the second shelter may have HHSC Shelter 2 chosen as the HHSC Type.
- HHSC Shelter 3: If the grantee's center operates three shelters for family violence victims, identify a shelter as the primary shelter, additional second shelter as Shelter 2, and the additional third shelter as Shelter 3. Services for clients residing in or receiving nonresidential services at the third shelter should have HHSC Shelter 3 chosen as the HHSC Type.
 - o Additional Shelters must meet the requirements of TAC §356.203 to be considered an HHSC-funded shelter.
- HHSC Hotel: This HHSC Type should be chosen if the center has a Shelter grant from FVP and services are provided to clients residing in a hotel, motel, or safe home being paid for by HHSC funds, including "Enter Shelter" and "Exit Shelter" services reported for clients residing in a hotel, motel, or safe home.
- Non-HHSC Shelter: If the center's main FVP grant is a Shelter grant and an HHSC-eligible client receives an HHSC-eligible service under a different Non-HHSC funding source, or is served at a non-HHSC funded shelter, report that service to FVP using the "Non-HHSC Shelter" type.

Important Note: The HHSC Shelter Type chosen should be the same for a client at Enter Shelter and Exit Shelter. FVNet will show an error if different HHSC Shelter Types are chosen at Enter and Exit.

- HHSC Nonresidential: This HHSC Type should be chosen if the grantee's center receives a Nonresidential grant from FVP. Grantees with a Nonresidential grant will never choose the above HHSC Shelter Types.
- Non-HHSC Nonresidential: If the center's main FVP grant is a Nonresidential grant and an HHSC-eligible client receives an HHSC-eligible service under a different Non-HHSC funding source, report that service to FVP using the Non-HHSC Nonresidential type.
- HHSC SNRP: This HHSC Type should be chosen if the grantee's center receives a SNRP grant from FVP, and the service provided to a client is related to the SNRP project. Only services aligned with the SNRP grant application and project objectives should be reported under the HHSC SNRP Type.
- HHSC SNRP ARP: Special Nonresidential Projects that received ARP COVID funding can use this HHSC Type through September 30, 2025. SNRP ARP will not be allowable on or after October 1, 2025.
- HHSC EIF: FVP sometimes receives EIF that is distributed through additional grants. If providing services under this grant, choose HHSC EIF as the HHSC Type. Only services aligned with the EIF grant application and project objectives should be reported under the HHSC EIF Type.

Question: What is the goal of the Non-HHSC Type?

Answer: HHSC FVP is required to collect the entire picture of family violence services, per FVPSA reporting requirements. FVP understands grantees often report different services to funders depending on funder requirements and staff salary percentages, making this request complicated and sometimes difficult. Non-HHSC Type offers a solution to track the services reported to FVP that grantees are also reporting to other funders. When reporting HHSC-eligible services provided to HHSC-eligible clients but being reported under a different funding source at your organization, the grantee should also report this service to HHSC with the "Non-HHSC" Type. This allows grantees to ensure that all services are reported to FVP while differentiating between funding sources.

FVP has created a mapping document that instructs grantees on how to report services to HHSC that were also reported to other major state funders. More information about Non-HHSC Type reporting and service mapping can be found in [Appendix V](#).

Question: What if a staff member partially funded by HHSC is providing services at a non-HHSC-funded shelter?

Answer: Because the shelter is not funded by HHSC, services provided at a non-HHSC funded shelter should be reported under the “Non-HHSC” type. Staff time spent at the non-HHSC funded shelter should not be allocated to HHSC.

Question: If a grantee has more than one HHSC Shelter Type, how should nonresidential services to clients be reported?

If a grantee only has one shelter, all services, both shelter and nonresidential services, should be reported under the HHSC Shelter type. If a client is receiving nonresidential services as outlined in their SNRP or EIF grant project, services should be reported under the SNRP or EIF HHSC Type.

If a grantee has more than one shelter, grantees can decide how best to report nonresidential services under the multiple HHSC Shelter Types. For example, if services for nonresidential clients occur at the additional shelter site, those may be reported under HHSC Shelter 2. Another example may be that grantees may choose to report nonresidential services provided at an administrative building in their main city location under HHSC Shelter, and nonresidential services delivered at outreach offices under Shelter 2. Grantees should decide what makes the most sense for their community and service delivery and create a process that is consistently applied in data reporting.

As a reminder, if an HHSC-eligible client receives an HHSC-eligible service under a different Non-HHSC funding source, report that service to FVP using the “Non-HHSC Shelter” type.

Service Channel

Service Channel is the method in which the client receives a service. Services should be provided to clients in the channel they prefer, and with their consent. Organizations providing services virtually, by telephone, and in writing must ensure their existing policies address related privacy and confidentiality laws so that best practices are followed. This includes sharing limited information in writing, periodic deletion of communications, and continuing to ensure that the survivor’s preferred communication channel is utilized.

Responses:

- Face to Face (FTF): The service was provided in-person with the client.
- Face to Face Technology (FTF-Tech): The service was provided through technological tools, such as Zoom, Facetime or a telehealth platform.

- Telephone (TEL): The service was provided over the phone. It does not include hotline calls when the caller is not currently receiving other services.
 - o Orientation should only be provided by telephone as a last resort. More information can be found in [Appendix III](#).
- Written (W): The service was provided by email, text messages, chat platform, or letters. A service should not be reported for each correspondence, for example each text or email, but for the service as a whole. It does not include hotline calls when the caller is not currently receiving other services.
 - o If a client prefers services to be provided in writing, the grantee should get this indication and consent in writing.

Service Types

FVP has a specific list of services to be reported monthly. FVP understands this list is not exhaustive of all services grantees provide, and the definitions may not include examples of all services that may fit in that Service Type. Grantees should report services under the most appropriate Service Type and should create procedures to ensure consistent and accurate reporting.

Responses:

- Childcare or Childcare Assistance: Coordinating or providing childcare for a client. This could include providing childcare in a shelter when the parent is not present, providing childcare for an adult nonresidential client while they receive services, or assisting in obtaining long-term childcare for a client. Childcare can be reported under the adult nonresidential client if the child is not receiving any other services. If providing childcare in a shelter, report the service under the child client for every day they receive childcare. If the parent is present for an activity with the child, please report the service under “Children’s Advocacy and Services” Service Type.
- Children’s Advocacy and Services: Providing information, understanding, support, and assistance to address the needs of children who are victims or are children of victims, including efforts to reduce barriers to services within systems and communities. This could include advocacy related to custody or structured group activities for children and their parents. This may also include providing services to ensure children’s educational needs are met, recreational services, non-counseling group sessions, and providing school supplies for children. Advocacy is trauma-informed and led by the parent and child requesting services to meet their unique needs. Advocacy can be provided to the client or on behalf of the client to third parties.

- All Service Types can be reported for children. Please make sure to pick the most appropriate Service Type based on the definitions.
- If a parent is accompanying a child for any of the identified child services, record the service as a Children's Advocacy and Services service for both the parent and the child.
- Client Assistance: Providing a client with meaningful financial assistance beyond day-to-day necessities (such as help with rent, utility payments, tuition assistance, childcare payments, etc.) to address needs related to victimization. Client Assistance should not be reported when providing donated goods to a client, but only when making a third-party payment to cover the cost for the client. Direct payments to individual clients are not allowable with HHSC funding, and all Client Assistance must be provided in accordance with local program policies. If a Client Assistance service is reported, there should also be a Client Assistance Type reported, as described in the [Client Assistance Data Element](#) section below.
 - Because Client Assistance is directly tied to your budget, grantees must ensure that the service has the correct HHSC Type identified to report whether HHSC funds or Non-HHSC funds were used to purchase the Client Assistance.
- Counseling/Therapy: Providing psychological, psychiatric, therapeutic, or other counseling-related treatment to clients one-on-one or in small groups that are not a support group. Counseling services may include both traditional and non-traditional modalities of counseling and support to meet the mental health and wellness needs of clients.
- Crisis Intervention: Providing assistance and support to address immediate safety concerns and reduce acute distress. This may include providing support during or immediately after a crisis or providing necessities such as food, clothing, or other basic needs.
 - A referral to a food bank would be reported under Referral--Community Services.
 - Crisis intervention can include many other services on this list. If a more appropriate service definition exists, please report under that service. For example, safety planning conducted during Crisis Intervention should be reported under the Safety Planning Service Type.
- Economic/Housing Advocacy: Providing information, understanding, support, and advocacy to address the economic and housing needs of a client, including efforts to reduce barriers to services within systems and communities. Examples include assisting with lease termination, housing stability supports (such as housing searches,

landlord engagement, eviction prevention etc.), educational assistance, employment assistance, and financial or credit assistance. Advocacy is trauma-informed and led by the individual requesting services to meet their unique needs. Advocacy can be provided to the client or on behalf of the client to third parties.

- Emergency Orientation: Providing an emergency orientation during a one-time critical assistance service for new clients. Examples of this include hospital, law enforcement or court accompaniment, providing crisis intervention at a community event, or other one-time advocacy for survivors like good cause, lease termination, and utility waiver forms. This allows for clients to get the most critical information about a grantee's program and requirements while also serving their immediate needs. Staff must complete the Emergency Orientation Form with the client when providing this service. The FVNet Resources page contains the Emergency Orientation policy and forms.
- Enter Shelter: Report this service on the day the client, including children, enters an emergency shelter, a hotel, motel, or safe home. Please ensure the HHSC Type chosen identifies which shelter they are residing in, or if they are entering a hotel, motel, or safe home. Do not report transitional housing nights.
 - o Service Channel: This service can only be provided Face to Face.
- Exit Shelter: Report this service on the day the client, including children, exit emergency shelter, a hotel, motel, or safe home. Please ensure the HHSC Type chosen identifies which shelter they are residing in, or if they are exiting a hotel, motel, or safe home. Do not report transitional housing nights.
 - o Service Channel: This service can only be provided Face to Face.

Question: Does the grantee need to report an exit and re-enter service if a client is not in a shelter for a night or multiple nights, but the shelter is still holding the bed for the client?

Answer: FVP understands there may be instances when a client or a client's child may stay away from the shelter, such as with a family member or child staying with their other parent. If the client stays elsewhere for up to two nights, but the shelter is still holding the bed for the client, then there is no need to exit and re-enter the client.

If the client is away for longer than two nights, such as children away from a shelter with a custodial parent for a longer period, or clients transferring to another shelter due to natural disasters, then FVP would expect that the client be exited and re-entered when returning to a shelter. If the grantee's staff were providing non-residential services during the time they were residing at the other shelter, they could still count those services provided as nonresidential services. Further, in the event of a disaster that causes a disruption in service, it is required to report to FVP so they may record it and potentially

make service replications in the allocation process. **This guidance should in no way be interpreted to require shelters to terminate shelter for clients after two nights. This decision should be made in accordance with shelter policy and bed availability.**

- General Advocacy: Providing information, understanding, support, and assistance to increase client safety and access to needed resources or services, including efforts to reduce barriers to services within systems and communities. Advocacy is trauma-informed and led by the individual requesting services to meet their unique needs. Advocacy can be provided to the client or on behalf of the client to third parties. Report this service only if no other service definition is appropriate.
- Good Cause: Providing a client with verification of Good Cause for Family Violence Exemption for TANF and Medicaid benefits per HHSC Form [H1706](#). Good Cause is often requested by non-clients. In these cases, staff must also complete an Emergency Orientation service.
- Health Advocacy: Providing information, understanding, support, and assistance to address the physical, mental, and behavioral health needs of the client, including efforts to reduce barriers to services within systems and communities. This can include both urgent and non-urgent health and medical needs as well as facilitating medical care through partnerships, such as mobile health units. This also can include basic first aid, arranging for non-emergency professional medical services for adult/child residents, nonresidents, or program participants, or obtaining prescription or nonprescription medication for the victim's self-administration. Advocacy is trauma-informed and led by the individual requesting services to meet their unique needs. Advocacy can be provided to the client or on behalf of the client to third parties. Do not report "Medical Accompaniment" as defined below.
- Legal Advocacy and Accompaniment: Providing a client with civil or criminal legal assistance including identifying individual legal needs, providing information and assistance with asserting legal rights and options, and providing support and accompaniment, including court accompaniment. This also includes efforts to reduce barriers to services within systems and communities. Advocacy is trauma-informed and led by the individual requesting services to meet their unique needs. Advocacy can be provided to the client or on behalf of the client to third parties.
- Legal Representation: A staff or contracted attorney performing civil or criminal legal work on behalf of a client.
- Medical Accompaniment: Accompanying a client to, or meeting a victim at, a hospital, clinic, or medical office.

- Needs Assessment: Creating or updating a client's needs assessment in collaboration with the client as required by TAC §356.710 and §356.2107. The needs assessment is voluntary, trauma-informed, and meets the individual needs of the survivor.
- Orientation: Often called intake, providing a client with an overview of the grantee's programs and services in compliance with Texas Administrative Code §356.708, §356.709, §356.1405, or §356.2106. Orientation should be reported for both adult and child clients. Children's orientation should provide relevant information in an age and developmentally appropriate manner. Orientation should be provided for all new clients and clients who have not received a service for over a year.
 - o Service Channel: Orientation should only be provided by telephone as a last resort option. More guidance on providing Orientation by telephone can be found in [Appendix III](#). Orientation is not allowable in writing.
- Peer Support Services: Services or activities created and led by survivors of family violence, including activities and other efforts that facilitate connections and create community among victims of family violence through services and activities created and led by survivors. Grantees should have a plan to support and facilitate peer support services. Staff, interns, and volunteers may support these services, but they must be led, guided, and directed by survivors of family violence. This service can only be counted if it is led by a peer survivor.
- Referral--Community Services: Providing a client with information and referrals about existing community resources, including but not limited to the following: employment training and employment opportunities, medical and healthcare providers, legal assistance providers, protective and regulatory services, resource assistance, public assistance, counseling and treatment services, children's services, and any other appropriate family violence services. If the grantee provides a general list of referrals or multiple referrals at one time, please report that as one service. Any referral to an external community resource should be reported here.
- Safety Planning: Collaborating with a client to create, update, or review a plan to reduce harm and increase safety for themselves and/or their children, family, and friends. This could include a formal safety plan or informal conversations about strategies for safety.
- Support Groups: Providing clients with supportive group activities. Support groups may cover educational topics, such as life skills, or topics of interest brought up by clients, or social activities for adult survivors. This may also include parenting classes or family violence educational curriculum. Support groups may be general or specific to survivor characteristics, such as age. Support groups may be open-ended or closed, time-specific or on-going. Weekly support groups must be provided, but attendance cannot

be mandated. Support groups created and led by survivors of family violence may be reported under “Peer Support Services”. If providing information to a single client, grantees should report it under the most appropriate advocacy category.

- **Transportation:** Providing a client with transportation or arranging transportation for both emergency and non-emergency situations, such as to employment, court dates, or personal appointments, or transportation to nonresidential services provided by the center. This would include assistance with public transportation, including providing bus passes or rideshares, such as Uber and Lyft. Transportation should only be counted as one service whether there is a single destination or multiple destinations in one trip. To and from the shelter or center and destination(s) should be counted as one service.
 - o All transportation should be reported as Transportation and not under the Client Assistance Service Type.

Service Contacts

Each Service Type will need to be accompanied by a Service Contact number. If a client only receives a service once in a day, the count will be 1. If a client receives the same service by the same Service Channel in one day, the service will need to be reported in FVNet as a Service Contact count. For example, if a client receives Crisis Intervention three times in one day, the Service Contact count will be 3. Depending on your database, this count may be adjusted manually within service entries or automatically counted by your database in reporting. Grantees should check their database to ensure Service Contacts are being reported correctly and refer to the FVNet Format Guide for more information related to Service Contacts reporting.

Response: Positive number.

Date of Service

Date of Service is the date the client received the service.

Response: This response should be in the date format MM/DD/YYYY.

Service County

Service County is the county in which the client received services.

Responses:

- All Counties in Texas: A list of counties can be found in [Appendix II](#).
- Out of State
- Out of Country

- Did Not Disclose: If the client chooses not to disclose the information or the information is unknown, report it as "Did Not Disclose."

Question: What county does a grantee report if the service is not provided face to face?

Answer: If offering a service over the telephone, virtually, or in written, the grantee must report the county in which the client is residing at the time of service. Grantees are not to report the county in which the advocate is residing at the time of service. If providing virtual services and the county the client is currently residing in is unknown, please report their County of Residence as their County of Service.

Residing in Shelter?

FVNet asks to designate if a service is provided to a client currently living in a shelter.

Response: Yes or No

If yes, the client must have an "Enter Shelter" service entered. This "Enter Shelter" service will be the first "Yes" response to the Residing in Shelter data element.

At the end of the client's stay, the "Exit Shelter" will also be reported "Yes" for Residing in Shelter. After the client exits, the grantee will then report "No" for all services after they have left a shelter, hotel, motel, or safe home. Depending on their database, this could also be a check box. Grantees should check with their database for confirmation.

Question: Is a client being provided transitional housing considered "in shelter"?

Answer: No. Transitional housing is not considered emergency shelter. Transitional housing clients should be reported as nonresidential clients receiving nonresidential services.

Client Assistance

When reporting a Client Assistance Service Type, grantees should also report the Client Assistance Type under this Data Element. Client Assistance is also tracked within the grantee's Client Assistance Logs as required for financial tracking. More information about Client Assistance Logs can be found on the FVNet Resources page.

Client Assistance Types

Grantees should choose the most appropriate Client Assistance Type.

Responses:

- Accommodations for Survivors with Disabilities: Examples include purchasing items that assist clients with disabilities to meet their needs.

- Adult Education and Employment Expenses: Examples include tuition or purchasing items needed for adult client's education and employment. Report education expenses for children under "Childcare and Child-Related Expenses."
- Childcare and Child-Related Expenses: Examples include school expenses for children.
- Home, Security, and Relocation Assistance: Examples include furniture, appliances, moving-in costs, security systems, minor home repair for damages due to victimization, or any other assistance to help keep a client permanently housed. Do not report rent, mortgage, or utility payments in this Client Assistance Type.
- ID/Vital Document Replacement: Examples include birth certificates, drivers' licenses, and other essential documents.
- Legal Fees and Legal Assistance: Examples include fees to file legal documents or other fees related to legal assistance.
- Physical/Mental Health Expenses: Examples include vitamins, medications, dental bills, items to address mental health needs, and eyeglasses.
- Rent and Mortgage Payments: Examples include late fees, back rent, and application fees.
- Utilities: Examples include deposits, monthly charges, amounts owed, and purchasing a phone or phone minutes.
- Vehicle-Related Expenses: Examples include car payments, repairs, and maintenance.
- Other: Report this response only if the Client Assistance Type does not fit into the other categories above.

Date of Assistance

Date of Assistance is the date the client received the Client Assistance.

Response: This response should be in the date format MM/DD/YYYY.

HHSC Type

Because Client Assistance is directly tied to a grantee's budget, grantees must ensure that the service has the correct HHSC Type identified to report whether HHSC funds or Non-HHSC funds were used to purchase the Client Assistance.

Responses:

- HHSC Shelter: This HHSC Type should be chosen if the Client Assistance is paid for with funds from the grantee's Shelter grant and the client is residing in a center's main shelter, if the center has more than one shelter.

- HHSC Shelter 2: If the grantee's center operates two shelters for family violence victims, identify one shelter as the primary shelter, and one shelter as the additional shelter, or Shelter 2. This HHSC Type should be chosen if the Client Assistance is paid for with funds from the grantee's Shelter grant and the client is residing in a center's additional shelter, or Shelter 2.
- HHSC Shelter 3: If the grantee's center operates three shelters for family violence victims, identify a shelter as the primary shelter, additional second shelter as Shelter 2, and the additional third shelter as Shelter 3. This HHSC Type should be chosen if the Client Assistance is paid for with funds from the grantee's Shelter grant and the client is residing in a center's third shelter, or Shelter 3.
- Non-HHSC Shelter: If the center's main FVP grant is a Shelter grant and Client Assistance is provided using a Non-HHSC funding source, report that service to FVP using the Non-HHSC Shelter type.
- HHSC Hotel: This HHSC Type should be chosen if the center has a Shelter grant from FVP and Client Assistance is provided to clients residing in a hotel, motel, or safe home being paid for by HHSC funds.
- HHSC Nonresidential: This HHSC Type should be chosen if the Client Assistance is paid for with funds from the grantee's Nonresidential grant.
- Non-HHSC Nonresidential: If the center's main FVP grant is a Nonresidential grant and Client Assistance is provided using a Non-HHSC funding source, report that service to FVP using the Non-HHSC Nonresidential type.
- HHSC SNRP: This HHSC Type should be chosen if the Client Assistance is paid for with funds from the grantee's SNRP grant.
- HHSC SNRP ARP: Special Nonresidential Projects that received ARP COVID funding can use this HHSC Type through September 30, 2025. SNRP ARP will not be allowable on or after October 1, 2025.
- HHSC EIF: This HHSC Type should be chosen if the Client Assistance is paid for with funds from the grantee's EIF grant.

Client Referrals

Grantees are required to report referral types provided to established clients in the reporting month. This is an aggregate number of all referrals provided to all established clients and does not tie to Client IDs. The number of referral types provided can be higher than the Referral-Community Resources Service Types reported, since one Referral service may include providing more than one Referral Type to a client.

Referral Types

Responses:

- Child Care: Examples include referrals to the Texas Workforce Commission (TWC) for childcare and to local childcare programs.
- Disability Services: Examples include referrals to local and state services for victims with disabilities.
- Employment and Job Readiness: Examples include referrals to local Workforce Solutions offices for employment, and local employment resources.
- Educational: Examples include referrals to local education resources including GED, college, and continuing education or trade school resources.
- Financial Assistance: Examples include referrals for TANF cash assistance, and direct financial assistance from other community programs such as churches.
- Food or Food Assistance: Examples include referrals to SNAP, WIC, a local food bank, and other local food programs.
- Legal Aid and Assistance: Examples include referrals to legal support for family violence related issues.
- Medical/Dental/Physical Health Assistance: Examples include referrals to Medicaid, Healthy Texas Women Program, primary health care, and health insurance assistance.
- Mental and Behavioral Health Assistance: Examples include referrals to a local mental health authority, local behavioral health authority, substance use programs, and counselors.
- Military/Veteran Services: Examples include referrals to local and state services for victims who are veterans or in the military.
- Other Victim Assistance: Examples include referrals to other victim service programs, such as human trafficking programs.
- Housing: Examples include referrals to HUD programs, local housing authorities, local housing programs, and local utility programs.
- Support for Children's Needs: Examples include referrals to HHSC family support services, home visiting programs, and local resources specific for children.
- Temporary Housing/Shelter: Examples include referrals to other family violence shelters or homeless shelters.

- Other Community Resource: Any other referral to a community program or resource that does not fit in a type above.

Hotline Calls

Grantees should report calls from non-established clients and community members looking for information about family violence and services for family violence. Callers must always be allowed to remain anonymous. Hotline calls can come through multiple methods, such as a dedicated hotline number, a call to an administrative office, through chat, or email.

Grantees should not report calls from established clients; these should be reported under the appropriate service. Further, grantees should not report calls not directly related to family violence services, such as media calls, public information requests, and donation requests.

For ease, this guide uses the terms “contact” “call” and “caller” to refer to any person that contacts the grantee’s center through the hotline, either through the telephone or through virtual communication.

Number of Unduplicated Hotline Contacts

Responses: Report the unduplicated number of hotline contacts for the reporting month.

- Number of Hotline Calls: Hotline calls received by telephone.
- Number of Hotline Virtual Contacts: Hotline contacts received through email, text, chat, or other messaging platforms.

Hotline Call Topics

Grantees may select more than one Hotline Call Topic, but it is important to only select the topics that are most appropriate and do not conflict.

Grantees should only report calls related to requesting assistance, resources, or information about family violence. Do not report calls related to media requests, donations, public information requests, or other calls not related to seeking family violence information or assistance.

Responses:

Select only one “Seeking Shelter” response or the “Seeking Nonresidential Services” response for each call.

- Seeking Nonresidential Services: Report this topic when a survivor requests nonresidential services for themselves or their family. If a survivor is also requesting

shelter, do not report this topic and only choose the seeking shelter topic that is most appropriate.

- Seeking Shelter- Shelter Obtained: Report this topic if a survivor requests shelter and the center can offer shelter to them in a shelter, hotel, motel, or safe home during or after the call. Grantees do not need to confirm the survivor ultimately entered a shelter, as long as it was obtained on the hotline call.
- Seeking Shelter- Denied Due to Lack of Space (DENLOS): Report this topic when a survivor requests shelter but the center is unable to offer shelter because there is not adequate space in the shelter and the center is also not able to confirm a space in another family violence or other temporary shelter. This includes if a referral is provided to other shelters but are unable to confirm space for the survivor. **It is important that this topic is chosen every time a survivor is denied shelter due to lack of space.**
- Seeking Shelter- Referral to Another Family Violence Shelter: Report this topic when a survivor requests shelter and the center is unable to offer shelter, and space is confirmed for the survivor at another family violence shelter. If a center only provides a referral but are not able to confirm shelter space for the survivor at the referred shelter, please report under "Denied Due to Lack of Space."
- Seeking Shelter- Referral to Temporary Shelter: Report this topic when a survivor requests shelter and the center is unable to offer shelter, and space is confirmed for the survivor at another type of temporary shelter, such as a homeless shelter. If a center only provides a referral but are not able to confirm shelter space for the survivor at the referred shelter, please report under "Denied Due to Lack of Space."
- Seeking Shelter- Denied for Other Reasons: Report this topic when a person is requesting shelter, but the center is unable to accept them due to the caller not being a survivor of family violence or other reasons that are not due to lack of space.

Select all topics below that apply.

- Batterer or Offender Referral: Report this topic when the center provides information and referrals to the caller related to batterer or offender resources, such as batterer intervention and prevention programs (BIPPs), or a local probation department call asking how to support a person that is using violence. Do not report calls from active BIPP attendees requesting information about the program.
- Family Violence Education, Safety Planning, or Family and Friends Call: Report this topic when speaking with a survivor, friend, or family member of a survivor about the center's services (including the center's community education and prevention

programs), information about dynamics of abuse, or other information about family violence, safety planning, or other resources.

- Referral to Other Community Resources: Report this topic when providing a caller with information and referrals to community resources.
- Requesting Good Cause: Report this topic when a caller requests assistance with verification of Good Cause for Family Violence Exemption for TANF and Medicaid benefits per HHSC Form [H1706](#).

Community Education and Prevention

Grantees must report education, prevention, and training activities provided to community members and non-clients. Only count education, prevention, and training that is provided in-person or virtually. Recorded or live-streamed videos where unduplicated views can be determined may be counted with a total audience count. Grantees must establish a policy to ensure unique counts are reported each month when the virtual content is available.

Do not report awareness and outreach activities such as social media posts, ads, email newsletters, or tabling events. While not included in monthly data reporting, FVP will ask about these outreach initiatives within the required [Annual Narrative Report](#).

Question: Should educational sessions, such as parenting classes, given to established clients be reported under community education?

Answer: No. Grantees are to report these under support group if the class is taught to established clients.

Education Types

Responses:

- Community Education: Providing information and resources related to family and dating violence to non-clients and community populations, including youth, adults, students, professionals, government employees, civic groups, and religious groups. These education sessions could be one-time events or a series of sessions where attendance can be counted.
 - o Topics of Community Education may vary and include but are not limited to, the dynamics of family violence, overview of program services, community coordinated response, civil/criminal justice response, confidentiality, issues related to underserved populations, or any other topic related to family and dating violence. Community education aims to offer basic informational, statistical, and/or referral resources. If the topic is related to prevention, the

grantee is to report under the Prevention Education Type. The Prevention definition is provided below.

- Only count education and training that is provided in-person or virtually. Recorded or live-streamed videos where unduplicated views can be determined may be counted with a total audience count. Grantees must establish a policy to ensure unique counts are reported each month the virtual content is available.
- Prevention: Providing primary and secondary prevention activities to non-clients and community populations. Primary prevention activities have the goal of prevention first-time perpetration or victimization. Prevention education aims to change attitudes, behaviors, and beliefs and to shift social norms. Prevention includes, but is not limited to, discussions on risk and protective factors, root causes of violence, ending generational cycles of abuse, and increasing social support for survivors and bystander intervention.
 - Prevention includes: school-based violence prevention curricula; community campaigns designed to alter norms and values conducive to family or dating violence; worksite prevention programs, and training and education in parenting skills and self-esteem enhancement.
 - Primary prevention includes:
 - school-based violence prevention curricula;
 - programs aimed at mitigating the effects on children of witnessing family or dating violence;
 - challenging social norms and stereotypes which normalize or validate relationship violence;
 - practicing conflict resolution skills;
 - identifying healthy relationships; and
 - building empathy.
 - Secondary prevention includes:
 - identifying risk factors or problems that may lead to future family, domestic, or dating violence;
 - brainstorming or practicing actions to eliminate the factors or potential problems;
 - reducing or eliminating the recurrence of violence in relationships and communities;

- harm reduction; and
- bystander intervention strategies
- Prevention sessions are provided to community populations, including youth, adults, students, professionals, government employees, civic groups, and religious groups. These sessions could be one-time events or a series of sessions where attendance can be counted.

Number of Sessions

Grantees are to report the number of training or education sessions provided to the same group of people or same audience. If the education type only included a one-time presentation to the audience, grantees must report 1. If there were multiple sessions to the same audience, grantees must report that number. Grantees should not report the Education Type and all corresponding sessions given to the same audience until all sessions have been completed.

- For example, if a grantee begins a multi-session training series to the District Attorney's Office in October, but the sessions are not concluded until January, grantees should report the sessions in their January data submission.

Response: The number of sessions in a positive number.

Attendance

Please report the unduplicated number of youth and adults. If grantees have multiple sessions within the Education Type being reported, report the total unduplicated number of adult and youth attendees over the course of the entire series of education sessions provided.

- For example, ten adults attend session one, and 15 adults attend session two. Ten attendees of session two also attended session one. Report a total of 15 unduplicated adult attendees.

Responses:

- Youth: Unduplicated number of attendees under the age of 18.
- Adults: Unduplicated number of attendees 18 or over.

Event County

Event County is the county in which the Community Education or Prevention activity was provided.

Responses:

- All Counties in Texas: A list of counties can be found in [Appendix II](#).

HHSC Type

The HHSC Type data element is used to help FVP better understand the community education and prevention activities being provided. More than one HHSC Type may be applicable to the grantee's center, and it is important to report the correct HHSC Type.

Responses:

- HHSC Shelter: This HHSC Type should be chosen if a grantee's center has a Shelter grant from FVP. Even if a center operates multiple shelters, all Community Education and Prevention activities should be reported under HHSC Shelter.
- Non-HHSC Shelter: If the center's main FVP grant is a Shelter grant and a Community Education and Prevention activity is funded by a different Non-HHSC funding source, report that activity to FVP using the "Non-HHSC Shelter" type.
- HHSC Nonresidential: This HHSC Type should be chosen if the grantee's center receives a Nonresidential grant from FVP. Grantees will never choose the above HHSC Shelter Types.
- Non-HHSC Nonresidential: If the center's main FVP grant is a Nonresidential grant and a Community Education and Prevention activity is funded by a different Non-HHSC funding source, report that activity to FVP using the "Non-HHSC Nonresidential" type.
- HHSC SNRP: This HHSC Type should be chosen if a grantee's center receives a SNRP from FVP, and the Community Education and Prevention that they are providing is related to your SNRP project. Only Community Education and Prevention activities aligned with the grantee's SNRP grant application and project objectives should be reported under the HHSC SNRP Type.
- HHSC SNRP ARP: Special Nonresidential Projects that received ARP COVID funding can use this HHSC Type through September 30, 2025. SNRP ARP will not be allowable on or after October 1, 2025.
- HHSC EIF: FVP sometimes receives EIF that is distributed through additional grants. If providing Community Education and Prevention under this grant, grantees must choose HHSC EIF as the HHSC Type. Only activities aligned with their EIF grant application and project objectives should be reported under the HHSC EIF Type.

Question: What is the goal of the Non-HHSC Type?

Answer: HHSC FVP is interested in understanding the full picture of Community Education and Prevention activities being performed in the state of Texas. FVP understands grantees

often report information to funders depending on funder requirements and staff salary percentages, making this request complicated and sometimes difficult. Non-HHSC Type offers a solution to better track the activities to FVP that grantees are also reporting to other funders. When reporting Community Education and Prevention activities that would otherwise be allowable by HHSC but being reported under a different funding source at the grantee's organization, they should also report this Community Education and Prevention activity to HHSC with the "Non-HHSC" Type.

Outcome Measures

FVP requires grantees who provide direct services to ask five survey questions to measure experience and outcomes of family violence survivors. Two questions are reported within FVNet, and three questions are reported outside of FVNet.

FVNet: FVPSA Outcome Measures

FVPSA requires grantees to ask two questions of clients and report their responses. The two questions are:

Because of the services I received, I feel:

- I know more about community resources (yes or no).
- I know more ways to plan for my safety (yes or no).

These two questions must be surveyed anonymously of clients in four different service categories:

1. Shelter clients;
2. Clients receiving counseling;
3. Clients attending support groups; and
4. Clients receiving support services and advocacy.
 - a. Survey types 2, 3, and 4 can include surveys from both shelter and nonresidential clients.

FVP expects grantees providing direct services to clients should be reporting responses to the two outcome measures under all four survey types regularly. Grantees must have a plan to ensure clients are requested to participate in the outcome measures, but their participation is voluntary and anonymous. Grantees must use best practices when surveying, including being thoughtful about the timing of survey requests.

If a grantee's center receives only SNRP funds for Community Education activities and does not provide direct services, these surveys are not required. More information about Performance Outcomes can be found in the grantee's FVP grant contract.

Responses: Report the total number of surveys collected for each month.

- Survey Type: What type of survey are the responses collected from?
 - o Shelter Survey
 - o Counseling Survey
 - o Support Group Survey
 - o Support Services and Advocacy Survey
- Community Resource Responses: Total number of responses to the community resource question.
- Number of "Yes" Community Resource Outcomes: Total number of "yes" responses to the community resource question.
- Safety Responses: Total number of responses to the safety question.
- Number of "Yes" Safety Outcomes: Total number of "yes" responses to the safety question.

Quarterly Outcome Measures

Grantees are required to ask three questions of clients with the goal of understanding the client experience with the center's voluntary and trauma-informed advocacy service model that respects an individual's needs, as required by Texas Human Resources Code, Chapter 51.

The responses to these questions will not be reported in FVNet, but instead will be reported in a reporting template provided by FVP and submitted quarterly to the grantee's FVP contract manager. The three questions required to be asked are:

During my time receiving services from this center:

- I felt respected and supported by staff.
- I chose what help I received and services I participated in.
- Staff advocated for me to help meet my needs.

Responses:

1. Strongly Disagree
2. Somewhat Disagree
3. Neither Agree nor Disagree
4. Somewhat Agree
5. Strongly Agree

Survey Type: What type of survey are the responses collected from?

- a. Shelter Survey
- b. Counseling Survey
- c. Support Group Survey
- d. Support Services and Advocacy Survey

FVP expects grantees providing direct services to clients to report responses to the two Outcome Measures under all four survey types regularly, and the three quarterly Outcome Measures quarterly to the grantee's contract manager. Grantees must have a plan to ensure clients are requested to participate in the Outcome Measures, but their participation is voluntary and can be anonymous. Grantees must use best practices when surveying, including being thoughtful about the timing of survey requests.

Find more information and the XLS template for quarterly reporting on the FVNet Resources page.

Appendix I: Family Violence Program Data Elements and Responses

Quick Reference Guide

Client Demographics	
Data Element	Responses
Client ID	Assigned by Grantee
Age	Positive number
Age Status	Unknown Adult Unknown Child Did Not Disclose
Race and Ethnicity	Black or African American American Indian or Alaskan Native Asian Hispanic or Latino Middle Eastern or North African Native Hawaiian or Pacific Islander White Other Did Not Disclose
Sex	Female Male Did Not Disclose
LGBTQ+	Number of clients
Preferred Language	Responses List
Needing Language Services	Number of clients
Disability	Number of clients
County of Residence	All Counties of Texas Out of State Out of Country Did Not Disclose
Military Experience	Current Service Prior Service No Did Not Disclose
TANF Status	Eligible Ineligible No Form on File Did Not Disclose
TANF Date Completed	00/00/0000
Shelter Days	Number
Victimization	

Data Element	Responses
Type of Abuse	Physical Emotional/Psychological/Verbal Stalking Sexual Human Trafficking Economic/Financial None Did Not Disclose
Youth IPV Status	Yes No Did Not Disclose
Victim Abuser Relationship	Spouse (Current or Former) Dating Relationship or Intimate Partner (Current or Former) Other Family Member or Household Member Did Not Disclose
Client Services	
Data Element	Responses
HHSC Types	HHSC Shelter HHSC Shelter 2 HHSC Shelter 3 Non-HHSC Shelter HHSC Hotel HHSC Nonresidential Non-HHSC Nonresidential HHSC SNRP HHSC SNRP ARP (expires 9/30/2025) HHSC EIF
Service Channel	Face to Face Face to Face- Technology Telephone Written
Service Types	Childcare or Childcare Assistance Children's Advocacy and Services Client Assistance Counseling/Therapy Crisis Intervention Economic/Housing Advocacy Emergency Orientation Enter Shelter Exit Shelter General Advocacy Good Cause

	Health Advocacy Legal Advocacy and Accompaniment Legal Representation Medical Accompaniment Needs Assessment Orientation Peer Support Services Referral- Community Services Safety Planning Support Groups Transportation
Service Contacts	Number
Service County	All Counties of Texas Out of State Out of Country Did Not Disclose
Residing in Shelter?	Yes No
Client Assistance	
Data Element	Responses
Client Assistance Type	Accommodations for Survivors with Disabilities Adult Education and Employment Expenses Childcare and Child-Related Expenses Home, Security, and Relocation Assistance ID/Vital Document Replacement Legal Fees and Legal Assistance Physical/Mental Health Expenses Rent and Mortgage Payments Utilities Vehicle-Related Expenses Other
Date of Assistance	DD/MM/YYYY
HHSC Type	HHSC Shelter HHSC Shelter 2 HHSC Shelter 3 Non-HHSC Shelter HHSC Hotel HHSC Nonresidential Non-HHSC Nonresidential HHSC SNRP HHSC SNRP ARP (expires 9/30/2025) HHSC EIF Non-HHSC
Referrals	
Data Element	Responses

Referral Types	Child Care Disability Services Employment and Job Readiness Educational Financial Assistance Food or Food Assistance Housing Legal Aid and Assistance Medical/Dental/Physical Health Assistance Mental and Behavioral Health Assistance Military/Veteran Services Other Victim Assistance Support for Children's Needs Temporary Housing/Shelter Other Community Resource
Hotline Calls	
Data Element	Responses
Number of Unduplicated Hotline Contacts	Number of Unduplicated Hotline Calls Number of Unduplicated Hotline Virtual Contacts
Hotline Call Topics	Seeking Nonresidential Services Seeking Shelter- Shelter Obtained Seeking Shelter- Denied Due to Lack of Space (DENLOS) Seeking Shelter- Referral to Another FV Shelter Seeking Shelter- Referral to Temporary Shelter Seeking Shelter- Denied for Other Reasons Batterer/Offender Referral Family Violence Education, Safety Planning, or Family and Friends Call Referral to Other Community Resources Requesting Good Cause
Community Education and Prevention	
Data Element	Responses
Education Type	Community Education Prevention
Number of Sessions	Number
Attendance	Number of Adult Attendees Number of Youth Attendees
Event County	All Counties of Texas Out of State Out of Country Did Not Disclose

HHSC Type	HHSC Shelter Non-HHSC Shelter HHSC Non-Residential Non-HHSC Nonresidential HHSC SNRP HHSC SNRP ARP HHSC EIF
Performance Outcomes	
Data Element	Responses
Survey Type	Shelter Survey Counseling Survey Support Group Survey Support Services and Advocacy Survey
Community Resource Responses	Number
Number of "Yes" Community Resource Outcomes	Number
Safety Responses	Number
Number of "Yes" Safety Outcomes	Number

Appendix II: Counties of Texas

Anderson	Crockett	Hays	Mason	Shackelford
Andrews	Crosby	Hemphill	Matagorda	Shelby
Angelina	Culberson	Henderson	Maverick	Sherman
Aransas	Dallam	Hidalgo	McCulloch	Smith
Archer	Dallas	Hill	McLennan	Somervell
Armstrong	Dawson	Hockley	McMullen	Starr
Atascosa	Deaf Smith	Hood	Medina	Stephens
Austin	Delta	Hopkins	Menard	Sterling
Bailey	Denton	Houston	Midland	Stonewall
Bandera	Dewitt	Howard	Milam	Sutton
Bastrop	Dickens	Hudspeth	Mills	Swisher
Baylor	Dimmit	Hunt	Mitchell	Tarrant
Bee	Donley	Hutchinson	Montague	Taylor
Bell	Duval	Irion	Montgomery	Terrell
Bexar	Eastland	Jack	Moore	Terry
Blanco	Ector	Jackson	Morris	Throckmorton
Borden	Edwards	Jasper	Motley	Titus
Bosque	Ellis	Jeff Davis	Nacogdoches	Tom Green
Bowie	El Paso	Jefferson	Navarro	Travis
Brazoria	Erath	Jim Hogg	Newton	Trinity
Brazos	Falls	Jim Wells	Nolan	Tyler
Brewster	Fannin	Johnson	Nueces	Upshur
Briscoe	Fayette	Jones	Ochiltree	Upton
Brooks	Fisher	Karnes	Oldham	Uvalde
Brown	Floyd	Kaufman	Orange	Val Verde
Burleson	Foard	Kendall	Palo Pinto	Van Zandt
Burnet	Fort Bend	Kenedy	Panola	Victoria
Caldwell	Franklin	Kent	Parker	Walker
Calhoun	Freestone	Kerr	Parmer	Waller
Callahan	Frio	Kimble	Pecos	Ward
Cameron	Gaines	King	Polk	Washington
Camp	Galveston	Kinney	Potter	Webb
Carson	Garza	Kleberg	Presidio	Wharton
Cass	Gillespie	Knox	Rains	Wheeler
Castro	Glasscock	Lamar	Randall	Wichita
Chambers	Goliad	Lamb	Reagan	Wilbarger
Cherokee	Gonzales	Lampasas	Real	Willacy
Childress	Gray	La Salle	Red River	Williamson
Clay	Grayson	Lavaca	Reeves	Wilson
Cochran	Gregg	Lee	Refugio	Winkler
Coke	Grimes	Leon	Roberts	Wise
Coleman	Guadalupe	Liberty	Robertson	Wood
Collin	Hale	Limestone	Rockwall	Yoakum
Collingsworth	Hall	Lipscomb	Runnels	Young
Colorado	Hamilton	Live Oak	Rusk	Zapata
Comal	Hansford	Llano	Sabine	Zavala
Comanche	Hardeman	Loving	San Augustine	Out of State
Concho	Hardin	Lubbock	San Jacinto	Out of Country
Cooke	Harris	Lynn	San Patricio	Did Not Disclose
Coryell	Harrison	Madison	San Saba	
Cottle	Hartley	Marion	Schleicher	
Crane	Haskell	Martin	Scurry	

Appendix III: Providing Orientation by Telephone

In rare instances, an Orientation service may be provided over the phone, if the survivor identifies at least one of the barriers outlined below:

- survivor self-identifies as having a disability;
- survivor discloses health or safety concerns in receiving services in-person;
- survivor has significant geographic distance to the closest access point to services;
- survivor identifies other significant transportation challenges;
- survivor does not have access to technology that would allow for a face-to-face technology service;
- for other challenges identified by the survivor, the grantee's HHSC contract manager should be contacted.

Providing an orientation service over the phone should be considered a last resort option. When a survivor is unable or unwilling to travel to the center to conduct an intake, other options should be considered such as:

- utilizing Zoom, Facetime or other face-to-face technology tools;
- meeting at a safe location identified by the survivor;
- providing the survivor with transportation to the center; or
- other innovative mobile advocacy efforts as approved by the grantee's HHSC contract manager.

When employing any of these methods for intake, including telephone, the center must have policies for providing all the required intake information and documentation and confidentiality and privilege policies and procedures are followed as required by [Texas Administrative Code, Chapter 356](#), including a process for obtaining required signatures on intake documents.

Appendix IV: Common FVNet Errors

Question: What if a service is entered incorrectly or missed for a previous month? Would it be expected for grantees to reset the month or months to fix the mistake?

Answer: This may have a different answer on a case-by-case basis. Generally, FVP does want data to be as accurate as possible. At the same time, we do not want data reporting to become a burden. It is understandable that data is not going to be perfect at the time of upload and changes may occur within the grantee's database. HHSC FVP gives programs the discretion to decide when an error in the data may warrant a reset of previous months' data. Organizations often collect different data points for different funder requirements and internal goals. It is important to understand what data collected by the organization is reported monthly to HHSC, and what the impact will be on future reporting. Data points such as Client ID or Enter/Exit Shelter, if changed or missed in data entry, would be important to reset for accuracy. Grantees can contact HHSC FVP for guidance.

Question: What if a client is identified as having duplicate records in the organization's internal database?

Answer: FVP understands this could be a common issue identified within a grantee's internal database. This can become an issue if both Client IDs are reported in FVNet. Before grantees merge records or delete a record, they must review data for any potential errors in FVNet before merging Client IDs or deleting a Client ID. A warning that often raises this issue in FVNet is C11: "Client ID's have shelter days reported and no services within the client services file." If a grantee gets this warning, they should double check to ensure the data submitted for this Client ID is accurate.

Question: Why does FVNet identify an error when a service is provided to the same client by more than one staff member on the same day?

Answer: Staff member is not reported to FVNet. There is an FVNet error related to services appearing in more than one row in the Client_Services.CSV: CS6 - The same Client ID, Service Type, Funding Source, Service Date, Service County, Service Channel cannot appear more than once. To avoid this error, if the same service with all the same criteria is provided on the same day, this should be reported as 2 Service Contacts. It is up to a grantee's organization and their database to decide how multiple services entered in their database accurately show up as one row and accurate Service Contact count in the .csv file.

Question: How are the below errors fixed?

CSL3 The Total Clients in the new Clients Served by Language File is 9, but the Total New Clients in the Client File is 18. These totals must be equal. Below is the list of new client id's.

CSC3 The Total Clients in the new Clients Served by County File is 1, but the Total New Clients in the Client File is 18. These totals must be equal. Below is the list of new client id's.

Answer:

These error codes mean that a grantee's database is not counting one or more of the clients as new for the reporting month, but FVNet shows the client as new for the reporting month. The reason it shows up as a Client Served by Language/County error is because these two aggregate numbers are only reported for new clients - if the system doesn't see them as new, it won't be reported correctly.

This error usually occurs because the first service within the fiscal year for a client was added after the month was uploaded and closed out. For instance, a grantee uploads their data to FVNet for May on June 5th to meet the reporting deadline. On June 8th, a staff member realizes that they did not put in an Enter Shelter service for a client that entered shelter on May 29th. They enter the service for the client that occurred on May 29th into Osnium on June 8th. In that instance, it would be in their database but would not have been uploaded to FVNet. It will be important to identify if this is the issue, and if so, reset and re-upload their data for May and June.

Question: How does the below warning get fixed?

C11: The following Client IDs have Shelter Days reported but have no services within the Client Services file. Please verify that these clients are still in shelter before concurring data.

Answer: Warnings are not required to be addressed to concur a grantee's monthly report but should be reviewed to ensure that their data is correct. This warning is letting the grantee know a client is still in a shelter but there are no other services reported in FVNet in the current month. Grantees should check to make sure the Client IDs mentioned in this warning have not exited shelter already and are missing an exit shelter service entry. If the warning is ignored for too long, it may turn into an error and require the grantee to reset multiple months.

Appendix V: HHSC – State Funder Service Mapping

Grantees are to use the mapping below to appropriately report services to HHSC that are being funded and reported to other state funders. The HHSC Type should be chosen as “Non-HHSC” when reporting. Only family violence eligible victims and eligible services should be reported. If multiple HHSC services may be appropriate under another funder service, the grantee must choose the most appropriate based on what service was provided and the [Service Type](#) definitions.

Funder	Service	Applicable HHSC Service(s)
VOCA	A01. Information about the criminal justice process	Legal Advocacy and Accompaniment Legal Representation
	A02. Information about victim rights, how to obtain notifications, etc.	Legal Advocacy and Accompaniment Legal Representation
	A03. Referral to other victim service programs	Referral- Community Services
	A04. Referral to other services, supports, and resources	Referral- Community Services
	B01. Victim advocacy/accompaniment to emergency medical care	Health Advocacy Medical Accompaniment
	B02. Victim advocacy/accompaniment to medical forensic exam	Health Advocacy Medical Accompaniment
	B03. Law enforcement interview advocacy/accompaniment	Legal Advocacy and Accompaniment Legal Representation
	B04. Individual advocacy	General Advocacy
	B05. Performance of Medical or Nonmedical Forensic Exam or Interview, or Medical Evidence Collection	N/A
	B06. Immigration assistance	Legal Advocacy and Accompaniment Legal Representation
	B07. Intervention with employer, creditor, landlord, or academic institution	Economic/Housing Advocacy
	B08. Child or dependent care assistance	Childcare or Childcare Assistance

B09. Transportation assistance	Transportation
B10. Interpreter services	N/A
C01. Crisis intervention	Crisis Intervention
C02. Hotline/crisis line counseling	N/A
C03. On-scene crisis response	Crisis Intervention
C04. Individual counseling	Counseling/Therapy
C05. Support groups	Support Groups Peer Support Services, if appropriate
C06. Other therapy	Counseling/Therapy Support Groups
C07. Emergency financial assistance	Crisis Intervention Client Assistance
D01. Emergency Shelter or Safe House	Enter Shelter and Exit Shelter
D02. Transitional Housing	N/A
D03. Relocation assistance	Economic/Housing Advocacy Client Assistance
E01. Notification of criminal justice events	Legal Advocacy and Accompaniment Legal Representation
E02. Victim impact statement assistance	Legal Advocacy and Accompaniment Legal Representation
E03. Assistance with restitution	Legal Advocacy and Accompaniment Legal Representation
E04. Civil legal assistance in obtaining protection or restraining order	Legal Advocacy and Accompaniment Legal Representation
E05. Civil legal assistance with family law issues	Legal Advocacy and Accompaniment Legal Representation
E06. Other emergency justice-related assistance	Legal Advocacy and Accompaniment Legal Representation
E07. Immigration assistance	Legal Advocacy and Accompaniment Legal Representation
E08. Prosecution interview advocacy/accompaniment	Legal Advocacy and Accompaniment Legal Representation
E09. Law Enforcement Interview advocacy/accompaniment	Legal Advocacy and Accompaniment Legal Representation
E10. Criminal advocacy/accompaniment	Legal Advocacy and Accompaniment Legal Representation
E11. Other legal advice and/or counsel	Legal Advocacy and Accompaniment Legal Representation

	II-7 Individual Count: Crime Victim Compensation	Legal Advocacy and Accompaniment Legal Representation
OVAG	Accompaniment: to hospitals, law enforcement offices, prosecutors' offices and courts (in-person)	Legal Advocacy and Accompaniment Medical Accompaniment
	Advocacy: in-person or telecommunication on behalf of a victim to third parties.	<i>Dependent on the Advocacy Provided</i> Children's Advocacy and Services Economic/Housing Advocacy General Advocacy Health Advocacy
	Assistance with Crime Victim's Compensation	Legal Advocacy and Accompaniment Legal Representation
	Assistance with Texas SAVNS	Legal Advocacy and Accompaniment Legal Representation
	Assistance with Restitution	Legal Advocacy and Accompaniment Legal Representation
	Assistance with Victim Impact Panels	Legal Advocacy and Accompaniment Legal Representation
	Assistance with Victim Impact Statements	Legal Advocacy and Accompaniment Legal Representation
	Crisis Intervention	Crisis Intervention Safety Planning
	Emergency Funds	Crisis Intervention Client Assistance
	Follow-up with Victim	General Advocacy (if a meaningful service) N/A (if not a meaningful service)
	Groups- Support	Support Groups Peer Support Services (if appropriate)
	Groups- Therapeutic	Support Groups
	Individual Counseling	Counseling/Therapy
	Information and Referral	<i>Dependent on the Information Provided</i> Children's Advocacy and Services Economic/Housing Advocacy General Advocacy Health Advocacy Legal Advocacy and Accompaniment Referral- Community Services
	Legal Assistance	Crisis Intervention Client Assistance
	Lodging	Enter Shelter and Exit Shelter
	Peer Support Services	Peer Support Services

	Transportation	Transportation
SAPCS	Accompaniment: to hospitals, law enforcement offices, prosecutors' offices and courts	Legal Advocacy and Accompaniment Medical Accompaniment
	Advocacy: in-person or telecommunication on behalf of a victim to third parties.	<i>Dependent on the Advocacy Provided</i> Children's Advocacy and Services Economic/Housing Advocacy General Advocacy Health Advocacy
	Assistance with Crime Victim's Compensation	Legal Advocacy and Accompaniment Legal Representation
	Assistance with Texas SAVNS	Legal Advocacy and Accompaniment Legal Representation
	Assistance with Restitution	Legal Advocacy and Accompaniment Legal Representation
	Assistance with Victim Impact Panels	Legal Advocacy and Accompaniment Legal Representation
	Assistance with Victim Impact Statements	Legal Advocacy and Accompaniment Legal Representation
	Crisis Intervention	Crisis Intervention Safety Planning
	Groups- Support	Support Group Peer Support Services (if appropriate)
	Groups- Therapeutic	Support Group
	Individual Counseling	Counseling/Therapy
	Information and Referral	<i>Dependent on the Information Provided</i> Children's Advocacy and Services Economic/Housing Advocacy General Advocacy Health Advocacy Legal Advocacy and Accompaniment Referral- Community Services
	Lodging	Enter Shelter and Exit Shelter
	Peer Support Services	Peer Support Services
	Sexual Assault Response Team (SART) Activities	N/A
	Transportation	Transportation
	Shelter-Based Services	N/A- Provided to survivors who are not eligible for HHSC services.

STOP VAWA	Civil Legal Advocacy/Court Accompaniment	Legal Advocacy and Accompaniment Legal Representation
	Counseling Services/Support Group	Counseling/Therapy Support Groups
	Criminal Justice Advocacy/Court Accompaniment	Legal Advocacy and Accompaniment Legal Representation
	Crisis intervention	Crisis Intervention
	Culturally Specific Services	Most appropriate HHSC service
	Forensic Exam	Health Advocacy
	Hospital/Clinic/Medical Response	Health Advocacy Medical Accompaniment
	Language Services	N/A
	Transportation	Transportation
	Victim Advocacy	<i>Dependent on the Advocacy Provided</i> Children's Advocacy and Services Economic/Housing Advocacy General Advocacy Health Advocacy
SASP	Civil Legal Advocacy/ Court Accompaniment	Legal Advocacy and Accompaniment Legal Representation
	Counseling Services/ Support Group	Counseling/Therapy Support Groups
	Criminal Justice Advocacy/ Court Accompaniment	Legal Advocacy and Accompaniment Legal Representation
	Crisis Intervention	Crisis Intervention
	Culturally Specific Services	Most appropriate HHSC service
	Direct Payments/Financial Assistance	Crisis Intervention Client Assistance
	Employment Counseling	Economic/Housing Advocacy
	Financial Counseling	Economic/Housing Advocacy
	Hospital/ Clinic/ Medical Response	Medical Accompaniment
	Job Training	Economic/Housing Advocacy
	Language Services	N/A
	Transportation	Transportation
	Victim Advocacy	<i>Dependent on the Advocacy Provided</i> Children's Advocacy and Services Economic/Housing Advocacy General Advocacy Health Advocacy