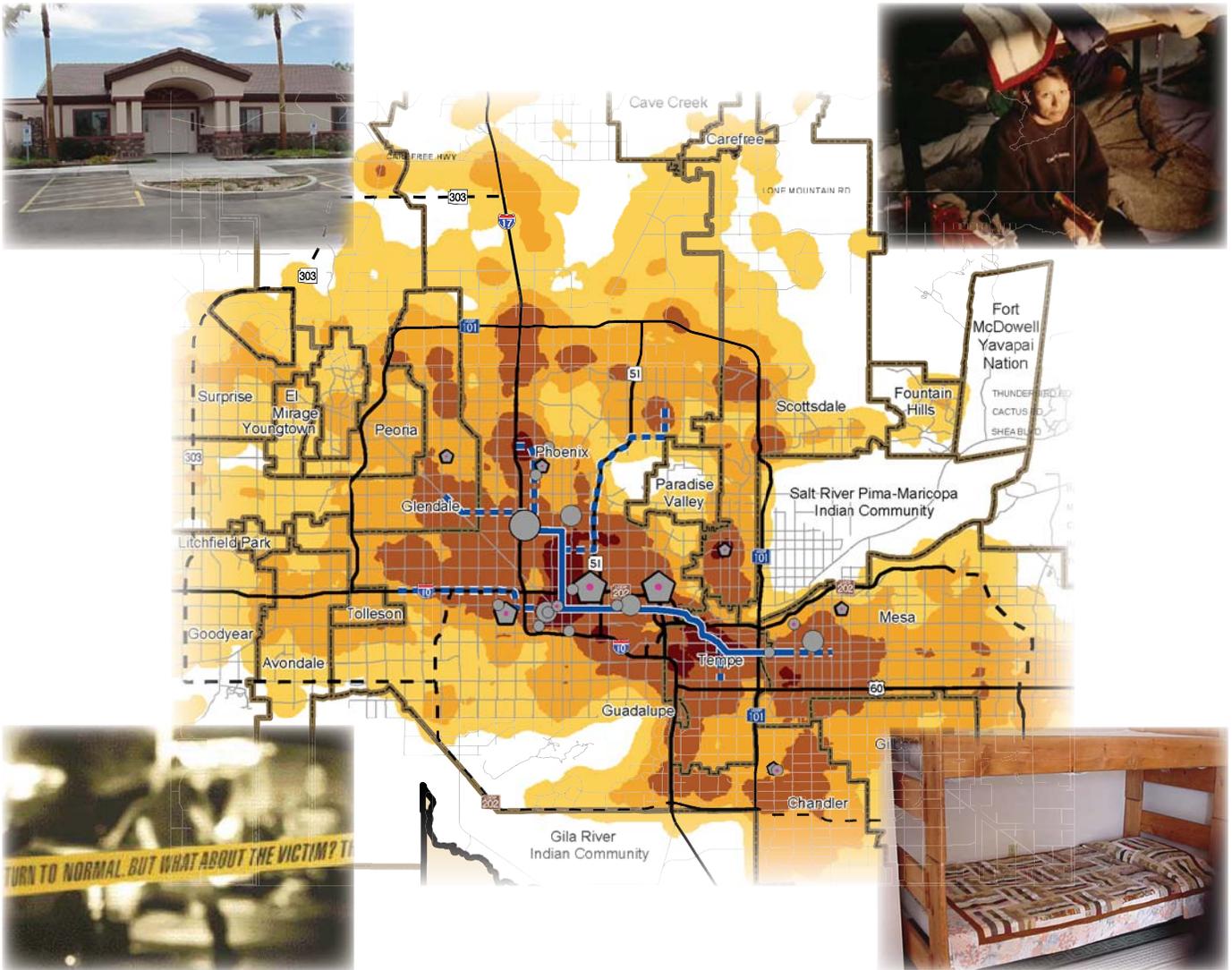


Maricopa Association of Governments  
Regional Domestic Violence Council  
Victim Services Subcommittee

# *The Need for Increased Domestic Violence Shelter in the MAG Region*



By  
John Burk, Ph.D. and Richard Knopf, Ph.D.  
Arizona State University's Partnership for Community Development



# Introduction

This report will offer statistically conclusive evidence that **at least** 325 more beds in domestic violence shelters are needed to meet the current demand for shelter in the Maricopa Association of Governments (MAG) Region. This number is based on two surveys conducted at all nine domestic violence shelters, as well as additional data from existing community sources. Additionally, eight focus groups were conducted from October 2004 to September 2005 to further define the needs of domestic violence victims. A survey was conducted in partnership with Arizona State University's Morrison Institute on Public Policy through Behavioral Research Center to gauge the public's level of awareness and support for domestic violence issues. The surveys, research, and community input all indicate a strong need and desire to add **at least** 325 more domestic violence shelter beds.



This report is offered by the MAG Regional Domestic Violence Council. The Council has been working since 1999 to end domestic violence in the MAG Region. This group has provided a forum where service providers, law enforcement officers, business leaders, elected officials, and community representatives can come together to address the complex problem of domestic violence and work together on a coordinated approach to its solution. The Council has been a catalyst for increased awareness, education, collaboration, and change—all of which are needed to stop the violence. The Victim Services Subcommittee operates under the MAG Regional Domestic Violence Council with the goal of reliably and accurately establishing the level of need for domestic violence services in the MAG Region.



With that goal in mind, the purpose of this report is to document the need for domestic violence shelters in the MAG Region. Domestic violence, like many human services issues, is complex. The purpose of this paper is not to describe the reasons for domestic violence nor will it suggest how to reduce or eliminate it. Instead, it paints a picture of the gap between demand and need—it provides an analysis of how victims find shelter in certain cases and encounter obstacles in others. Victims may try to access shelter in many different ways, but often space is not available. Several sources of data will be used to document the results of this paper which is being funded through an Innovative Grant provided by the Governor's Office for Children, Youth and Families, Division for Women. This document will demonstrate that many requests for shelter are being unmet because of the lack of beds available for victims and their families. The problem, however, is not insurmountable.



To support the conclusion of this level of need, the following will be presented:

- Existing data from the community
- New research to determine the unduplicated need for shelter
- Voices of the victims
- An action plan
- Summary
- Acknowledgements and Appendices, including the full data sets, surveys and maps, are available at the end of the report.



# Existing Data from the Community

This research began with a review of existing data from local service providers and police departments countywide. These sources provided critical information that helped to define the gaps in data and the resulting scope of work.

## Community Information and Referral

The MAG Region has nine domestic violence shelters that collectively provide 325 total beds. The shelters are supported through public and private funding and community resources. The Community Network for Accessing Shelter (CONTACS) hotline, provided by the nonprofit organization Community Information and Referral, is one of the primary means by which domestic violence shelter assistance is requested, other than direct calls made to shelters. For fiscal year 2005 (July 1, 2004 to June 30, 2005), the following statistics can be gleaned from CONTACS hotline information (see Appendix A for complete report):

- Domestic violence victims' families seeking shelter: 2,346 calls received with 43.6 percent connected to shelter and 50 percent being repeat calls for shelter.
- Domestic violence victims' singles seeking shelter: 5,062 calls received with 70.4 percent connected to a shelter and 40.1 percent being repeat calls for shelter.
- There were 3,198 unduplicated requests for domestic violence shelter (repeat callers not included).
- 56.4 percent of families' shelter needs and 29.6 percent of singles' shelter needs were unmet due to lack of shelter availability at the time victims called.
- On average, 229 requests for shelter from families *and* individuals went unmet each month.

In processing information about victim calls, every effort is made to note duplicate calls. The CONTACS hotline tracks the number and percentage of repeat callers. CONTACS tracks a variety of reasons given for the duplicate calls:

- Lack of initial availability of shelters (primary reason)
- Abuser in the room when they called
- Call was disconnected or interrupted
- Directed to call back from a safe location
- Call back for placement information, etc.

## Domestic Violence Safe Temporary Overflow Program (DVSTOP)

When shelter beds are not available and people are in imminent danger, the Domestic Violence Safe Temporary Overflow Program (DVSTOP) provides short-term motel stays, which are coordinated by the nonprofit organization PREHAB of Arizona. Victims are referred to this program through the CONTACS hotline. For fiscal year 2005 (July 1, 2004 to June 30, 2005), PREHAB reported the following (see Appendix B for complete report):

- 279 women and 592 children were provided a hotel/motel when shelter was not available.

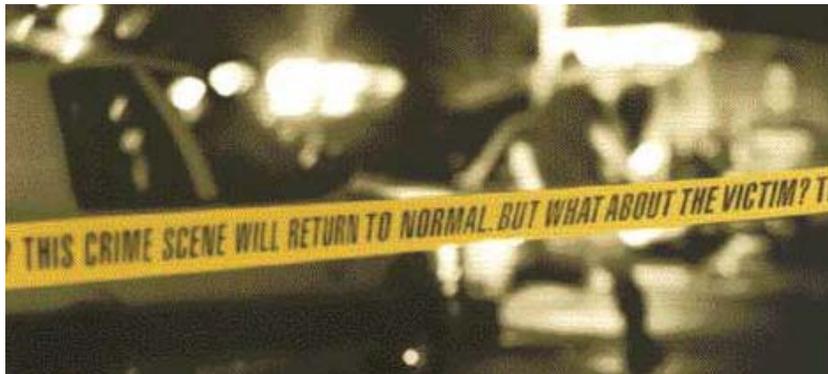


- 628 bed nights were used (218 donated, 410 purchased by Red Cross and PREHAB) with an average stay per family of just over two nights.
  - Beginning on July 1, 2005, all beds will be purchased by Red Cross and PREHAB.
- 217 families were subsequently placed in shelter with the others relocating to other areas, moving in with local family or friends, or returning to the abuser.
- On average, 156.5 requests for shelter by families went unmet each month.

## Law Enforcement Agency Reports

In 2004, Maricopa County had a total of 20,442 domestic violence reports generated by all countywide law enforcement agencies (municipal police departments, capitol police, county sheriff, and university police). The monthly average was 1,704 reports generated. These data represent numbers of incidents of reported domestic violence and are not correlated with calls for shelter.

Many agencies report on domestic violence and it is clear that there is great need for domestic violence shelter to help victims in the MAG Region. These reports demonstrate both a challenge and an opportunity. The challenge is to provide more shelter so that victims' needs are met the first time they call for shelter. Providing these beds offers an opportunity to save lives and reduce the human cost of domestic violence.



# New Research to Determine the Unduplicated Need for Shelter

While the reports from Community Information and Referral, DV STOP and law enforcement agencies provide important information, they do not provide an unduplicated number of people needing shelter. In an effort to determine this number, the Victim Services Subcommittee conducted two surveys at each of the nine shelters in the MAG Region during March/April 2005.



## Methodology

Of the two surveys conducted for the purpose of this study, the domestic violence shelter survey was administered to shelter residents in person and the other was conducted over the telephone to prospective clients (see Appendix C). A total of 305 surveys were completed by shelter residents and 488 were completed over the phone. The goal of the survey was to determine how many calls a victim had to make to find shelter and where else they might seek help.

As the following data will indicate, the shelter surveys indicated that one out of two clients received shelter. This means the current inventory of beds is meeting roughly half the demand. This includes both beds for families and individuals. This analysis is supported by the data from Community Information and Referral and PREHAB which indicate that at least 156 beds for families and 229 beds for both families and individuals are needed to meet the current demand for shelter.



This estimate reflects only the current need as measured by the current data available. It does not take into account the projected need, which could plausibly grow as the general population increases. This analysis also does not indicate conclusively if more beds are needed for families or for individuals. The data does suggest that families are harder to place due to the higher number of beds needed. In light of this, a range of 325 to 812 beds may go further in meeting the need. The preponderance of evidence suggests that at least 325 more beds are needed at a minimum.

## Domestic Violence Shelter Survey

The written survey first asked, "After you decided to get help, how many phone calls did you have to make before you found this shelter?" The 305 respondents indicated they made 668 calls, an average of at least two calls each, before finding shelter. Respondents also made many calls to other resources including:

- 383 calls made to other shelters
- 269 calls made to friends
- 188 calls made to the police
- 183 calls made to family
- 145 calls made to the CONTACTS hotline (and a small number of calls to others)

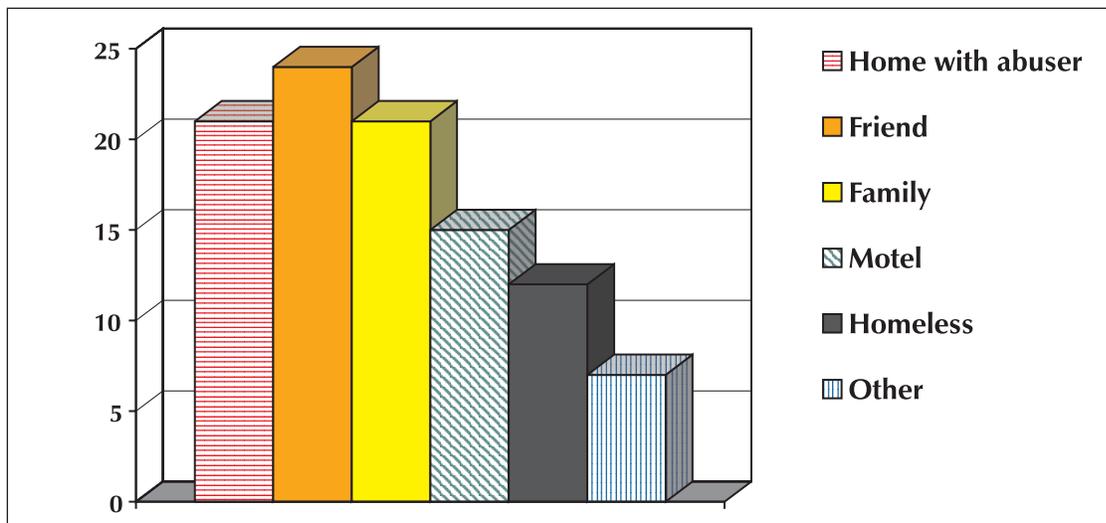


Another survey question asked residents where they stayed if they could not find shelter the same day they needed help. The data shows that:

- 23 percent indicated they stayed at home, which meant they stayed with their abuser and remained in danger
- 26 percent stayed with a friend
- 23 percent stayed with a family member
- 30 percent stayed at a motel or on the street

Most respondents were referred to the shelter by various sources, such as the police, although some used the Internet or phone book.

Respondents also indicated in another question that “no beds available” was the most significant difficulty in finding shelter, followed distantly by language and transportation barriers. Notably, respondents were women with an average age of 34 who had an average of two children (see Appendix D). Please refer to the chart below for a visual representation of the places where victims stay when they cannot access shelter.



*Places  
Victims  
Stay When  
They  
Cannot  
Access  
Shelter*

## Telephone Survey

The telephone survey asked two questions: “When you decided you needed help this time, is this the first call you made for shelter?” Responses were nearly evenly balanced: 50.8 percent answered yes and 49.2 percent said no.

The second question asked, “How many different places have you called today trying to find domestic violence shelter?” Approximately one-third (33.4 percent) said they had called one other place, 16 percent said two other places, 11.5 percent said three. The remaining respondents reported they had called four or more places (see Appendix D).

The surveys make it clear that finding shelter with one phone call is very difficult, which supports data that is collected monthly at each shelter by Arizona Department of Economic Security (DES). The survey results are representative of the annual statistics that DES generates that indicate “no beds” is the primary reason victims of domestic violence are turned away from shelter.



# Voices of the Victims

While this report focuses on presenting an unduplicated number of additional shelter beds, an effort must be made to not forget the people who will sleep in these beds. This section offers feedback received from victims about their experiences and their needs.



In October 2004, an in-depth focus group was conducted at one of the shelters to get the perspective of the resident victims and their needs. The responses are synthesized by question and are quite telling in regard to additional services women need to live independently.

## ***What are the services here that are useful to you?***

- Counseling services
- Employment services
- Housing placement

## ***What services are needed but unavailable?***

- Assistance in applying for subsidized housing
- Education, independence, and job skills; given these, women said they could find housing on their own.

## ***What barriers do you face?***

- Not having enough confidence, education, and job experience

## ***What has helped you the most?***

- Shelters and the safety they provide help to access other human services
- Counseling

## ***What do you need?***

- A job and affordable housing

## ***How hard was it to access services?***

- Some clients received assistance on the first call; others called for days and some for weeks

## ***What would have helped to access services?***

- More shelter space
- Standardized shelters so people receive same quality of care at all shelters

## ***If you ran the shelter what would you do?***

- Build bigger, better shelter; build apartments
- Offer more programs such as promoting self-esteem, empowerment, moving forward, how to avoid the situation, and education



Over the summer of 2005, several more focus groups were conducted throughout the MAG Region in order to solicit feedback from domestic violence survivors on what they feel are the most significant strengths in the domestic violence system that exists today, what are the most pressing needs, and what are some possible solutions to this complex problem. Some of these issues are also common to many people not experiencing domestic violence. When confronted with both domestic violence and these additional barriers, however, chances for success are reduced significantly. The trends that emerged are summarized here.



### **Significant Strengths**

- Support groups
- Domestic violence advocates in the courts or accompanying police responders
- Referrals to services provided by responding police officers
- Counseling services offered by providers
- Assistance from churches

### **Most Pressing Needs**

- More affordable housing options after leaving emergency shelters
- Better public transportation to reach service providers and employers
- More general public awareness about domestic violence
- Better training for police officers and court officers who deal with domestic violence victims
- Better access to affordable childcare
- Easier ways to access information about what services are available
- More assistance through the legal process

### **Possible Solutions**

- Provide awareness and prevention education to children at a younger age, beginning at elementary school instead of high school
- Tougher, more consistent penalties for batterers and hold them more accountable
- Raise awareness with the general public on how to recognize the signs of abuse



# Action Plan

The good news is that nearly 50 percent of women and children requesting shelter are receiving it; the existing 325 beds are meeting half the need. At least another 325 more beds are needed to meet current demands. Future demand is very hard to predict.

An additional 325 beds can be funded through a variety of public and private sources (e.g. state, county, and local governments, nonprofit organizations, private donors, etc). The beds can be added incrementally so that costs can be incurred over time (one, three, five, or ten years) and through a variety of partners. It will only take the commitment of the partners to make it happen.

## Capital and Operational Cost Estimates

The Department of Economic Security (DES) estimates that the annual operational cost of one shelter bed ranges from \$20,000 to \$25,000. An additional 325 beds would have an annual operational cost ranging from \$6.5 million to \$8.1 million.

Capital cost estimates from DES and Arizona Department of Housing range from \$105/sq. ft. to \$150/sq. ft. with the higher range including construction costs, design fees, permits, etc. Neither estimate includes land purchase costs. Many factors would determine the final cost that includes:

- Room arrangements (number of single, double, group living quarters)
- Kitchen arrangements (number of appliances, number of kitchens)
- Bathroom arrangements (number of shared, private, handicap facilities)
- New facility
- Renovation of existing facility (adaptive reuse or tenant improvement)
- Addition to an existing shelter

Each shelter project will need to consider both the capital and operational costs to which a variety of agencies and organizations can contribute.

Action is required sooner than later, as Governor Napolitano stated in *The Arizona Republic's* special section on domestic violence (April 17, 2005):

*"If one in three women were dying from a curable disease or from random acts of violence, decision-makers would be doing everything in their power to stop it, but because this crime happens behind closed doors and in the context of family, it is not given the same attention. Domestic violence can no longer be viewed as a private family matter or as solely a women's issue. It is a public health and safety issue with significant repercussions for our communities. It is a preventable crime and we must do everything in our power to stop it."*

A domestic violence survey jointly commissioned by the Morrison Institute for Public Policy and Maricopa Association of Governments in May 2005 found that Valley residents understand the problem and the need for shelter and support of domestic violence victims.



ACTION  
PLAN



- 72 percent of Valley residents consider domestic violence a major problem
- 40 percent of Valley residents revealed that they or someone they know has been a victim of domestic violence
- 58 percent thought that increasing the availability of shelter space was an effective method for reducing domestic violence
- 87 percent of Valley residents indicated they would call an external resource for help given the situation of “aggressive behavior between intimate partners that threatens or causes physical injury or property damage.”

## Summary

It is clear that there is more demand than capacity for domestic violence shelters in the MAG Region. The current capacity of 325 beds in nine shelters is not enough. Victims have to call several times and several places to find shelter. For families, being placed in a shelter when needed is very difficult. Single victims are more easily placed. The DV STOP program does provide hotel/motel space to a small number of families who are in imminent danger and who need a place to stay until other shelter becomes available.

The survey results show that the lack of beds is the primary reason victims keep calling back. The survey also shows that some women and children have to remain with their abuser because of lack of shelter. This is unacceptable. The focus group results demonstrate that shelters also provide access to other essential human services that women need to become independent and provide for their children. Additional funding, political will and community support will be needed to achieve this important goal.

The problem is not insurmountable but population growth does need to be considered when determining the ultimate demand and where new shelters should be built. Two maps are provided in Appendix E. One map shows where current domestic violence shelters are (without specific addresses indicated) in the MAG Region. This information is overlaid with areas of urban concentration projected by the year 2020. Urban centers may be the best places for shelters to be built so that victims have access to jobs and other services nearby (as opposed to the suburbs where a person has to travel distantly for work, school, shopping, etc.). The second map shows current bus routes that are crucial for victims to access shelter, other human services, job opportunities, schools for their children, etc. Access to public transportation should also be a consideration when deciding where to place a new shelter.



# Acknowledgements

Maricopa Association of Governments Regional Council  
Chair: Keno Hawker, Mayor, City of Mesa  
Vice Chair: J. Woodfin Thomas, Mayor, City of Litchfield Park

Maricopa Association of Governments Domestic Violence Council  
Chair: Phillip Westbrook, Vice Mayor, City of Chandler  
Vice Chair: Kim Humphrey, Commander, City of Phoenix Police Department

Maricopa Association of Governments Victim Services Subcommittee  
Co Chairs: Connie Phillips, Executive Director, Sojourner Center and Laura Guild, Program Coordinator, Arizona Department of Economic Security

*Funding Provided by:*  
Governor's Office for Children, Youth and Families; Division for Women

## Appendices

Appendix A: FY04/05 CONTACTS Report  
Appendix B: FY04/05 PREHAB Report  
Appendix C: Shelter & Telephone Surveys  
Appendix D: Summary of Survey Results  
Appendix E: MAG Maps



## Appendix A: FY04/05 CONTACS Report

**Community Information & Referral**  
**Statistical Data on CONTACS Callers, Calls, Referrals**  
**Fiscal Year 2004-2005**

### Calls received by CONTACS

Number of Callers: 53533

#### Callers, by Gender

Female:	42125	78.69%
Male:	11408	21.31%

#### Callers, by Age

Under 18:	441	0.82%
18-30:	16819	31.42%
31-59:	35489	66.29%
Over 60:	784	1.46%

#### Callers, by Ethnicity

Caucasian:	41599	77.71%
Native American:	610	1.14%
African American:	3877	7.24%
Asian/Pacific Islander:	69	0.13%
Hispanic:	5972	11.16%
Other/Unknown:	1406	2.63%

#### Callers, by Employment

Full-Time:	2342	4.37%
Part-Time:	1435	2.68%
Unemployed:	23176	43.29%
Retired:	229	0.43%
Disabled:	1615	3.02%
Home Maker:	33	0.06%
Student:	323	0.60%
Unknown/Not Applicable:	24380	45.54%

#### Calls by Day of Week

Sunday:	4319	8.07%
Monday:	9437	17.63%
Tuesday:	9271	17.32%
Wednesday:	9123	17.04%
Thursday:	8714	16.28%
Friday:	8020	14.98%
Saturday:	4649	8.68%

#### Calls by I&R Shift

8AM-5PM	37028	69.17%
5PM-Midnight	13058	24.39%
Midnight-8AM	3447	6.44%

#### Calls by City

Aguila	1	0.00%
Anthem	16	0.03%
Avondale	479	0.89%
Buckeye	54	0.10%
Carefree	6	0.01%



## Appendix A: FY04/05 CONTACS Report (Continued)

### Community Information & Referral Statistical Data on CONTACS Callers, Calls, Referrals Fiscal Year 2004-2005

Cave Creek	26	0.05%
Chandler	738	1.38%
Chandler Heights	2	0.00%
El Mirage	92	0.17%
Fort McDowell	11	0.02%
Fountain Hills	20	0.04%
Gilbert	168	0.31%
Glendale	2494	4.66%
Goodyear	196	0.37%
Higley	10	0.02%
Laveen	23	0.04%
Litchfield Park	29	0.05%
Mesa	4451	8.31%
Paradise Valley	19	0.04%
Peoria	380	0.71%
Phoenix	37015	69.14%
Queen Creek	41	0.08%
Rio Verde	6	0.01%
Scottsdale	931	1.74%
Sun City	64	0.12%
Sun City West	27	0.05%
Surprise	124	0.23%
Tempe	1370	2.56%
Tolleson	62	0.12%
Tonopah	14	0.03%
Waddell	7	0.01%
Wickenburg	7	0.01%
Wittmann	6	0.01%
Youngtown	9	0.02%
(not recorded or outside Maricopa County)	4635	8.66%

#### City of Phoenix CONTACS Report For Fiscal Year 2004-2005 (through 6/30/2005)

	Calls	% Connected to Shelter with Bed Availability	% Repeat Calls
Homeless Family	8839	53.3%	16.1%
Homeless Single	21363	61.8%	15.7%
DV Family	2346	43.6%	50.0%
DV Single	5062	70.4%	40.1%
Transitional Family	381	100.0%	10.8%
Transitional Single	1125	99.3%	14.4%
Sub-Total	<b>39116</b>	<b>61.3%</b>	<b>20.9%</b>
Non-shelter-related calls	14417	<u>26.9%</u>	
<b>Total Calls</b>	<b>53533</b>		
Crisis Calls Placed	146	<u>0.3%</u>	Percentage of Total Calls
Calls transferred to DV STOP	3420		



## Appendix B: FY04/05 PREHAB Report

	JUNE 2005	1ST QTR 04/05	2ND QTR 04/05	3RD QTR 04/05	4TH QTR 04/05	FY TD 04/05	Program To Date (FY 98/99- FY04/05)
<b>HOTEL/MOTEL CLIENTS</b>							
<b>Total number of women:</b>	34	113	68	40	58	279	1,223
Women w/children:	31	94	60	31	50	235	1,109
Single women:	3	19	8	9	8	44	117
Monolingual:	12	27	17	13	24	80	296
<b>Total number of men:</b>							
Men w/children:	0	0	0	0	0	0	4
Single men:	0	0	0	0	0	0	8
Monolingual:	0	0	0	0	0	0	0
<b>Total number of children:</b>							
Monolingual:	31	65	51	39	63	218	896
<b>Total number of clients:</b>							
Monolingual:	43	92	68	52	86	298	1,192
<b>Total number of families:</b>							
Monolingual:	12	27	17	13	23	80	296
<b>Number of TANF Eligible Families:</b> (started tracking 3/02)	31	91	61	32	50	234	635
<b>HOTEL/MOTEL</b>							
<b>Total number of nights in hotel/motel:</b>	49	355	123	63	87	628	2,781
Donated:	0	157	57	4	0	218	677**
Purchased:	49	198	66	59	87	410	567**
<b>Average number of nights used/family:</b>	1.44	3.1	1.8	1.58	1.5	2.25	2.25
<b>PLACEMENT OUTCOMES</b>							
<b>Placed in shelter:</b>	28	81	53	33	50	217	916
Breakdown: AH- 2 CP-2 CS-3 DC-0 EH- 0 FH- 1 MSP- 0 NL- 7 SJ- 13 NON-DV- 0							
<b>Loss of contact:</b>	1	15	8	4	2	29	111



## Appendix B: FY04/05 PREHAB Report (continued)

PLACEMENT OUTCOMES (CONTINUED)	JUNE 2005	1ST QTR 04/05	2ND QTR 04/05	3RD QTR 04/05	4TH QTR 04/05	FY TD 04/05	Program To Date (FY 98/99- FY04/05)
Relocation:	0	3	3	1	1	8	57
Transition living:	0	0	0	0	0	0	2
Moved in with family/ friends:	5	12	3	2	5	22	98
Returned to abuser:	0	2	1	0	0	3	24
Returned home/Abuser left:	0	0	0	0	0	0	10
Independent living:	0	0	0	0	0	0	8
Other:	0	0	0	0	0	0	8
<b>OTHER CLIENT SERVICES</b>							
<b>Total number of Relocation Apps:</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>29</b>	<b>59**</b>
MCTFADA:	3	3	5	5	7	20	38**
MILES OF HOPE:	1	5	3	0	1	9	19**
<b>Total number of people relocated:</b>	<b>7</b>	<b>14</b>	<b>11</b>	<b>5</b>	<b>13</b>	<b>43</b>	<b>81**</b>
Men:	0	0	0	0	0	0	2**
Women:	2	6	3	2	5	16	31**
Children:	5	8	8	3	8	27	48**
<b>NON CONTACTS CALLS:</b>							
<b>(Started tracking 11/1/01)</b>	<b>38</b>	<b>113</b>	<b>77</b>	<b>76</b>	<b>84</b>	<b>350</b>	<b>1,706</b>
<b>CRISIS CALLS (May include duplicated numbers)</b>							
<b>Total number of calls:</b>	<b>429</b>	<b>1,103</b>	<b>1,111</b>	<b>676</b>	<b>919</b>	<b>3,809</b>	<b>30,814</b>
Monolingual:	76	167	134	87	144	532	3,315
Direct Line:	46	93	113	65	118	389	570**
Direct Line: CONTACTS:	383	1,010	998	611	801	3,420	30,244**
<b>Breakdown of calls received:</b>							
Homeless:	79	164	111	50	139	464	2,106
Actively Usings Drugs/Al-cohol:	11	59	33	20	42	154	1,015
Not Stable on Meds (Psych.):	16	76	35	13	26	150	1,093
Referred to Open DV Shelter:	23	57	101	66	82	306	3,924
Information/Referrals Only:	116	170	382	223	280	1,055	5,936
Decided Not to Leave Abuser:	3	8	5	1	3	17	390

\*\*Began tracking 10/2003



## Appendix B: FY04/05 PREHAB Report (continued)

<b>Breakdown of Calls Received (Continued)</b>	<b>JUNE 2005</b>	<b>1ST QTR 04/05</b>	<b>2ND QTR 04/05</b>	<b>3RD QTR 04/05</b>	<b>4TH QTR 04/05</b>	<b>FY TD 04/05</b>	<b>Program To Date (FY 98/99-FY04/05)</b>
Unable to Transition Into Open Shelter Space:	0	12	8	1	0	21	90
Wanted Specific Area Only:	4	13	16	17	13	59	396
Had Other Resources Available (Shelter/Family/Friends):	23	81	36	36	37	190	2,453
Call Disconnected or Interrupted by Caller:	35	63	74	47	66	250	3,247
Directed to Call Back from Safe Location:	10	48	34	19	18	119	418
Call Back for Placement Info:	19	58	69	32	36	195	469
Relocation	9	9	21	17	21	68	165
No Readmit to DV STOP:	9	11	13	18	13	55	213
Client Call From Hotel:	24	145	83	67	63	358	1,901
Offered Program, Accepted:	34	113	68	40	58	279	1,235
<b>Program Offered, Not Accepted †</b>							
a-won't take first available space:	0	0	0	0	0	0	3
b-not willing to "lay low":	4	0	1	0	6	7	18
c-doesn't want shelter:	2	2	5	1	2	10	71
d-space opened after offered program:	2	6	4	2	3	15	57
e-loss of contact:	6	8	12	6	11	37	126
<b>Categories No Longer in Use:</b>							
Not in Imminent Danger:							1,943
Client will Call Back:							1,393
Staff will Call Back to Finish Screening:							626
Staff Will Call Back to Offer Program:							249
Deemed Inappropriate by DV Shelters							684
No Current DV:							594

## Appendix C: Shelter & Telephone Surveys

### Domestic Violence Phone Survey

March 15<sup>th</sup> – April 15<sup>th</sup> 2005

Please complete one form for each call for assistance received from March 15<sup>th</sup> through April 15<sup>th</sup>, 2005. This information will help the Victim Services Subcommittee of the MAG Regional Domestic Violence Council arrive at an unduplicated number of people needing domestic violence shelter and services. This survey is part of a larger study that is being completed in Maricopa County. Thank you!

#1. When you decided you needed help this time, is this the first call you made for shelter? Yes \_\_\_\_\_ No \_\_\_\_\_

#2. How many different places have you called today trying to find domestic violence shelter?

- \_\_\_ 1
- \_\_\_ 2
- \_\_\_ 3
- \_\_\_ 4
- \_\_\_ 5
- \_\_\_ 6
- \_\_\_ 7
- \_\_\_ 8
- \_\_\_ 9
- \_\_\_ 10 and over



## Appendix C: Shelter & Telephone Surveys (Continued)

### Domestic Violence Shelter Survey 2005

**Thank you for answering these questions. Your answers will help us make more shelter and services available.**

#### **Current Shelter Experience**

1. After you decided to get help, how many phone calls did you have to make before you found this shelter?

\_\_\_\_\_

2. Below is a list of places or people you may have called. Please tell us how many calls you made to each.

- \_\_\_\_\_ Other domestic violence shelters
- \_\_\_\_\_ Homeless shelters
- \_\_\_\_\_ Police
- \_\_\_\_\_ Hospital or healthcare organization
- \_\_\_\_\_ Family
- \_\_\_\_\_ Friends
- \_\_\_\_\_ Faith based organizations such as churches
- \_\_\_\_\_ CONTACTS
- \_\_\_\_\_ Employers
- \_\_\_\_\_ Co-workers
- \_\_\_\_\_ Newspaper, radio or television
- \_\_\_\_\_ Other: \_\_\_\_\_

3. Were you able to get into this shelter on the same day you needed help?

- \_\_\_\_\_ Yes
- \_\_\_\_\_ No -- If no, where did you stay? (Check all that apply)

- \_\_\_\_\_ Home
- \_\_\_\_\_ Friend
- \_\_\_\_\_ Family
- \_\_\_\_\_ Motel
- \_\_\_\_\_ On the streets/homeless
- \_\_\_\_\_ Other: \_\_\_\_\_

4. How did you find out about this shelter? \_\_\_\_\_



## Appendix C: Shelter & Telephone Surveys (Continued)

### Previous Shelter Experience

5. How many shelters have you ever stayed during your entire life? \_\_\_\_\_

6. How many shelters have you stayed in within the last thirty days? \_\_\_\_\_

7. If you can remember, what are the names of these shelters? \_\_\_\_\_

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8. How many days total did you stay in other shelters during the past thirty days?  
\_\_\_\_\_

9. What made finding a shelter more difficult?

\_\_\_\_\_ My language

\_\_\_\_\_ Transportation

\_\_\_\_\_ Eligibility requirements such as not having older boys in the family

\_\_\_\_\_ No space available

\_\_\_\_\_ Other: \_\_\_\_\_

### Please help us with the following background information

Gender:      Male \_\_\_\_\_      Female \_\_\_\_\_

Age:            \_\_\_\_\_

City:            \_\_\_\_\_

Number of children: \_\_\_\_\_

Please use this space to write down anything else we should know:



## Appendix D: Summary of Survey Results: Phone Survey

### Question 1

When you decided you needed help this time, is this the first call you made for shelter? Yes \_\_\_ No \_\_\_

### Question 2

How many different places have you called today trying to find domestic violence shelter? (1-10+)

Agency	Question 1		Question 2										
	Yes	No	1	2	3	4	5	6	7	8	9	10+	
<b>Phone Survey</b>													
AzCADV	N/A												
Autumn House***	10	11	10	2	4	2	0	0	1	0	0	0	
DV Stop***	37	33	24	9	10	6	2	2	2	1	0	2	
Chrysalis (Phx & Scotts)	60	76	44	29	16	11	3	2	1	3		1	
De Colores*	N/A												
Elim House**	4	6	6	1	1		1					1	
Faith House	22	24	18	10	7	6	1	0	1	0	0	1	
New Life	40	47	37	17	12	4	2	1	1			6	
My Sisters' Place	14	15	11	5	2	1	1		1			3	
Sojourner	61	28	13	5	4	1	2	6	0	0	2	0	
<b>Total Calls=488</b>	<b>248</b>	<b>240</b>	<b>163</b>	<b>78</b>	<b>56</b>	<b>31</b>	<b>12</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>14</b>	
<b>Averages</b>	<b>50.8%</b>	<b>49.2%</b>	<b>33.4%</b>	<b>16.0%</b>	<b>11.5%</b>	<b>6.4%</b>	<b>2.5%</b>	<b>2.3%</b>	<b>1.4%</b>	<b>0.8%</b>	<b>0.4%</b>	<b>2.9%</b>	

\*Phone survey might not be valid  
 \*\*Incomplete due to missing survey & chicken pox quarantine  
 \*\*\*Autumn House and DV STOP only completed first page of written survey

Agency	Question 1 Call Breakdown													Total
	0	1	2	3	4	5	6	7	8	9	10	11+	Blank*	
AzCADV	4	4	1	3	1	2				1	2	3	19	40
Autumn House		6	2	2		1								11
Chrysalis (Phx & Scotts)	2	14	9	3	4	1					1	2		36
De Colores	11	32	21	14	4	8	3	2	3	1	3		3	105
Elim House		3	1	1										5
Faith House		4										1	2	7
New Life	4	29	9	3									1	46
My Sisters' Place		3	2											5
Sojourner	9	22	9	4	1	2					2			49
<b>Total</b>	<b>30</b>	<b>117</b>	<b>54</b>	<b>30</b>	<b>10</b>	<b>14</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>25</b>	<b>304</b>
<b>Average</b>	<b>10%</b>	<b>38%</b>	<b>18%</b>	<b>10%</b>	<b>3%</b>	<b>5%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>8%</b>	

\*Blanks are also counted due to the fact the interviewee may/may not have called but did not fill the answer.



## Appendix D: Summary of Survey Results: Shelter Survey

Questions and Responses	Agency									
	ACADV	Autumn House ***	Chrysalis (Phx & Scotts)	De Colores	Elim House **	Faith House	New Life	My Sister's Place	Sojourner	Total = 305
<b>Question 1: After you decided to get help, how many phone calls did you have to make before you found this shelter?</b>										
Total number	108	21	99	267	8	16	56	7	86	668
<b>Question 2: Below is a list of places or people you may have called. Please tell us how many calls you made to each.</b>										
Other shelters	106	11	69	89	3	7	32	3	63	383
Police	106	0	23	31	2	0	12	1	13	188
Hospital/ healthcare	24	1	20	14	0	0	8	0	9	76
Family	92	1	35	23	0	1	6	1	24	183
Friends	157	4	46	21	1	6	12	1	21	269
Faith based	48	1	17	9	0	2	4	0	14	95
CONTACTS	13	10	22	17	3	8	50	0	22	145
Employers	21	0	0	0	0	0	0	0	0	21
Co-workers	49	0	16	8	0	0	0	0	2	75
Media	0	0	0	9	0	0	0	0	0	9
Other	10	1	4	4	1	1	3	1	17	42
<b>Question 3: Were you able to get into this shelter on the same day you needed help?</b>										
Yes, found shelter	8	0	4	1	3	0	2	1	2	21
No - If no, where did you stay? (Check all that apply) <i>Repsondents indicated they stayed at:</i>										
Home		1	7	38	2	1	5	1	11	66
Friend	10	2	12	24	0	2	11	1	13	75
Family	11	3	9	22	0	3	11	2	5	66
Motel	11	5	11	3	0	1	7	0	9	47
On street	6	2	7	5	0	0	6	0	12	38
Other	3	1	4	6	0	1	3	0	6	24
<b>Question 4: How did you find out about this shelter?</b>										
Internet/phone book	2	3	9	36	0	0	4	0	0	54
hospital	0	0	1	3	0	1	5	1	2	13
word of mouth	5	2	6	25	0	0	8	0	13	59
police	3	1	3	19	2	1	5	1	7	42
referred	9	6	22	17	3	5	25	3	27	117

Results continued on next page.

\*\*Incomplete due to missing survey & chicken pox quarantine  
 \*\*\*Autumn House only completed first page of written survey  
 DV STOP has no recorded responses to this survey.



## Appendix D: Summary of Survey Results: Shelter Survey (Continued)

Questions and Responses	Agency									
	ACADV	Autumn House ***	Chrysalis (Phx & Scotts)	De Colores	Elim House **	Faith House	New Life	My Sister's Place	Sojourner	Total = 305
<b>Question 5: How many shelters have you ever stayed during your entire life?</b>										
Total number	44	8	55	24	4	8	52	8	66	269
<b>Question 6: How many shelters have you stayed in within the last thirty days?</b>										
In last 30 days	6	8	26	15	1	5	21	3	26	111
<b>Question 7: If you can remember, what are the names of these shelters?</b> (No numeric response, raw data on surveys.)										
<b>Question 8: How many days total did you stay in other shelters during the past thirty days?</b>										
Days			11	279	15	5	215	1	164	690
Weeks			113	26	0	22	254	8	193	616
<b>Question 9: What made finding a shelter more difficult?</b>										
Language	2		1	47	0	0	2	0	3	55
Transportation	6		9	6	0	1	13	0	5	40
Eligibility requirements	4		2	6	0	0	3	0	1	16
No Space	11		16	69	3	5	18	0	22	144
Other	4		14	0	1	1	5	1	9	35
<b>Please help us with the following background information:</b>										
Gender: Male	0		0	0	0	0	0	0	0	0
Female	37		36	100	5	7	44	5	48	282
Age	39		35	30	30	32	34	37	38	34
City	(No numeric response, raw data on surveys.)									
Number of Children	67		51	216	8	15	98	7	75	537

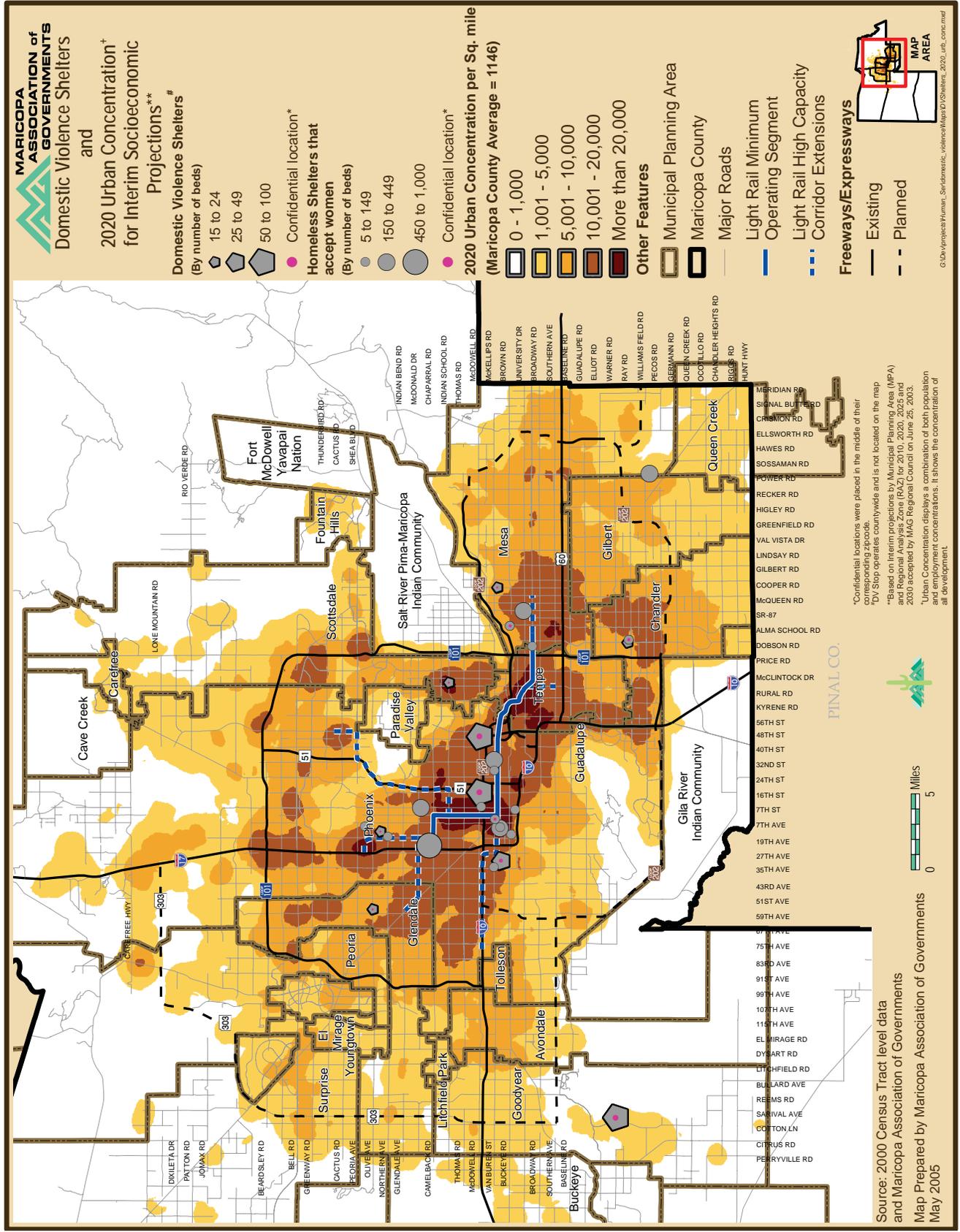
\*\*Incomplete due to missing survey & chicken pox quarantine

\*\*\*Autumn House only completed first page of written survey

DV STOP has no recorded responses to this survey.



# Appendix E: MAG Maps: Domestic Violence Shelters and Urban Concentration



# Appendix E: MAG Maps: Domestic Violence Shelters and Bus Routes

