



FVNet Data and Reporting Q&A

Fiscal Year 2026

Hotline Calls

For ease of understanding, the Q&A below use the term “call” or “caller” to include those who reach out through telephone or virtual methods.

1) Should grantees only report callers who are experiencing domestic violence as a hotline call?

Answer: Grantees should report hotline calls *related* to family violence. Due to the nature of a hotline call, callers may be calling on behalf of a victim or may have experienced multiple types of violence seeking help. Callers may also not share their victimization. All these calls may be counted.

The only types of calls not to be reported are those related to donations, media, or public information requests.

It is up to the grantee to decide which calls are appropriate to report. More information can be found on page 32 of the Data and Reporting Guide.

2) What do you mean by “Unduplicated Hotline Calls”?

Answer: Grantees can report every call or virtual contact that is received in the reporting month. If a person calls multiple times, report each call. Hotline calls are reported in the aggregate every month. This has not changed from previous hotline reporting.

The term “unduplicated” is used to delineate the number of calls versus the topics of calls. More than one topic can be reported per call. Unduplicated refers to the number of calls, not the number of topics.

3) Hotline calls are defined as “calls from non-established clients and community members.” Do grantees need to verify that a caller is not

a client? What if they were previously a client but have not received services for a period of time?

Answer: No. FVP does not expect or want you to verify that every hotline call is from a non-established client. FVP supports a survivor-centered, trauma-informed process that includes allowing callers to share as little or as much as they would like, including staying anonymous. There may be times when a client is reported as a hotline call, if it is unclear if the person has received services before, or it is not appropriate to ask that information such as in a time of crisis.

Services should be tied to a client if appropriate. For example, if a client calls the hotline and states they are a client and would like to discuss an existing safety plan. This could be reported as a "safety planning" service for the client and would not be counted as a hotline call.

If a previous client reaches back out for services after exiting services, the grantee may decide the most appropriate way to report that initial contact.

4) Can emails or messages that are received through a "Contact Us" webpage be reported as a hotline call?

Answer: Yes. These would be reported under the "Unduplicated Virtual Contacts".

5) Can Nonresidential Centers report under the "Seeking Shelter" Hotline Call Topics?

Answer: Yes. Nonresidential Centers that do not operate a shelter should report under the Hotline Call Topic most appropriate when a client calls seeking shelter. For example, they can report under "Seeking Shelter - Referral to Another Family Violence Shelter" if the nonresidential center can confirm space for the survivor at another family violence shelter. They should report "Hotline Call Seeking Shelter - Denied Due to Lack of Space" if it is unknown whether shelter was obtained at another family violence shelter.

6) How should a call be reported if a bed is confirmed for a survivor, but the survivor does not ultimately enter shelter?

Answer: If a grantee has confirmed the bed is available and the client has been provided information on how to arrive at the shelter, this can be reported as "Seeking Shelter- Shelter Obtained." If the bed is confirmed at a different shelter, please report under "Seeking Shelter - Referral to Another Family Violence Shelter" or "Seeking Shelter - Referral to Temporary Shelter," as appropriate. If a caller

requests shelter and a grantee provides a referral but is not able to confirm a bed for the caller, this should be reported as "Seeking Shelter - Denied Due to Lack of Space."

7) How would you report calls from callers experiencing homelessness seeking shelter?

Answer: FVP is requesting grantees to report hotline calls related to family violence. Family violence is often a contributing factor to homelessness, and a majority of unhoused women have experienced some type of violence in their lifetime. Please ensure that those calling do not meet eligibility criteria before denying shelter. This is nuanced and callers may or may not disclose any prior victimization. It is up to the grantee to decide which calls are appropriate to report. If after discussing with a caller it feels appropriate to report to FVP as a hotline call but shelter is denied due to reasons other than lack of space, please report with the Hotline Call Topic of "Seeking Shelter - Denied Due to Other Reasons."

8) Do all calls have to include either a "Seeking Shelter" or "Seeking Nonresidential Services" hotline call topic?

Answer: No. If the caller is not requesting emergency shelter, or is asking for information or nonresidential services only, then a "seeking shelter" hotline call topic should not be reported.

It could also be possible that the caller is not ready to seek services and is only ready to ask questions. In those cases, neither "seeking shelter" nor "seeking nonresidential services" hotline call topics may be appropriate.

The goal is to not duplicate call topics in the "seeking shelter" categories. It is not possible for a client to be "Seeking Shelter - Denied Due to Lack of Space" and "Seeking Shelter - Referred to Another Family Violence Center," due to the definitions of those topics. If a client is denied shelter due to lack of space, but then seeks nonresidential services instead, then it may be possible for that call to be reported as "Seeking Shelter - Denied Due to Lack of Space" and "Seeking Nonresidential Services."

Client Assistance

9) Can you provide more clarification as to what counts as Client Assistance?

Answer: Page 23 of the Data and Reporting Guide defines Client Assistance and page 28 provides more examples of Client Assistance Types.

Client Assistance is a service focused on identifying financial assistance needs of clients beyond day-to-day necessities that are being addressed through third-party payments. If it is not a third-party payment for the client, it would not be considered Client Assistance. For example, if a grantee has on-site transitional housing or childcare at no-cost to the client, then it would not be considered client assistance because no payment is being made on behalf of the client.

If providing items to address basic needs such as groceries, general clothing and school supplies, this would be better reported as a crisis intervention service or children's advocacy and services.

FVP requires receipts for all purchases made for individual clients such as an HEB gift card or a bus pass. These are currently reported in the client assistance log, even though they would not always be reported as a client assistance service type. General purchases for the shelter or the agency do not need to be reported on the client assistance log. FVP plans to provide more guidance related to reporting purchases soon.

Services

10) Can adults receive the "Children's Advocacy and Services" service type?

Answer: The definition of Children's Advocacy and Services can be found on page 22 of the Data and Reporting Guide. This service can be reported for both adults and children. All services are allowable for children, so ensure it is the most appropriate service to be reported.

Please be careful to not over-report services for children. For example, if you work with a parent to get their child enrolled in school, you may decide to report the children's advocacy service for the adult, but you would not also report it for the child. If both the parent and child are present and involved in a service, then it may be appropriate to report for both the adult and child.

11) Is it ok if children do not have any services in a reporting month?

Answer: It may be possible and appropriate that a child, such as a baby or infant, does not receive any service other than shelter in a reporting month.

Referral Types

12) What if we do not currently collect Referral Types? How should we collect referral information?

Answer: This new data element is required and is described on page 30 of the Data and Reporting Guide. It is up to your center to decide how best to collect the data. It will be reported as an aggregate number each month in your FVNet upload.

Referral types should be reported when providing a referral to an external community resource because it was requested by a client. If you are providing a general list of community resources, do not report this information in the Referral Type .csv. This is to avoid over-reporting without knowing if the referral types were needed by the client. However, this could be reported under the "Referral – Community Resources" service type.

Shelter Clients

13) Do grantees have to enter and exit clients from shelter every month?

Answer: No. If a client has an "enter shelter" service in a previous month, FVNet expects that client to 1) have shelter days in the current month and 2) the "Residing in Shelter?" data element to say "yes" for all services for that client. FVNet will assume they are in shelter until an "exit shelter" service is reported in an FVNet upload. Shelter days are reported monthly in the Client .csv file. See the Data Format Guide for more information.

14) Do grantees report shelter days for clients living in an apartment or transitional housing?

Answer: No. Shelter clients are defined as those in emergency shelter or short-term shelter situations such as hotel, motel, or safe home. Clients living in transitional housing programs or living independently from shelter would be considered nonresidential clients. Further, if a client is residing in hotel that the grantee is not paying for as part of short-term emergency shelter assistance, these

clients would also be considered nonresidential clients. In those situations, when reporting services for clients, the “Residing in Shelter?” data element will be “No.”

HHSC Types

15) Do grantees use HHSC Type to track residential clients, hotel clients, and nonresidential clients separately?

Answer: Grantees will use both HHSC Type and the “Residing in Shelter?” data element to identify clients. If a client is in shelter or hotel, “yes” will always be chosen for “Residing in Shelter.” If the client is a nonresidential client or in transitional housing, the answer will always be “no” to “Residing in Shelter.”

If the grantee has a Shelter grant, they will only choose from the “HHSC Shelter” types. If the grantee has a Nonresidential grant, they will only choose from the “HHSC Nonresidential” Types.

Which HHSC Type is chosen will then depend on multiple factors, such as if you have multiple shelters, if the client is staying in a hotel paid for by the center, or what funding is being used for the service. See questions 18, 19, and 20 below about the Non-HHSC Type and hotel stays. Review more about HHSC Types starting on page 18 of the Data and Reporting Guide.

16) A grantee has 2 shelters and multiple outreach offices. How should they report HHSC types for clients receiving services at each location?

Answer: The grantee should identify one shelter as their main shelter and use “HHSC Shelter” Type, and the other additional shelter as “HHSC Shelter 2” Type. How grantees identify their outreach centers is up to the grantee’s discretion. See the guidance on page 21 of the Data and Reporting guide related to reporting nonresidential services and HHSC Type.

17) What if a grantee has to transfer a client from one shelter location to another for safety reasons?

Answer: If a grantee has multiple shelters and must transfer a client from one shelter to the other, please make sure to update their HHSC Type. For example, you report an “exit shelter” service for the client from the main shelter, identified as “HHSC Shelter” Type. Then report an “enter shelter” service to the additional shelter with the “HHSC Shelter 2” Type. Due to limitations in FVNet, you cannot exit

and re-enter a client on the same day. Please report the “enter shelter” service on the following day of the transfer.

Non-HHSC Type

18) Can FVP provide more clarification on when to use the “Non-HHSC” Type?

Answer: Guidance issued on August 26, 2021, titled “Reminder on Counting Services for Survivors of Family Violence” states:

“For HHSC reporting purposes, when a survivor of family violence, dating violence, or their dependent receives an HHSC approved service from your organization, the survivor and all related HHSC-approved services should be captured in your HHSC monthly data upload. Any person that presents as a survivor of family violence is eligible to be counted toward your HHSC Shelter/Nonresidential contract, regardless of the funding source that supports the staff person providing the service, as long as they receive an HHSC-approved service.

In addition, when reporting HHSC-approved services for survivors within FVNet, both the Service Type and the Funding Type must be marked as an allowable option to be accepted within FVNet.”

Funding Type, now called HHSC Type, was required to be reported as “HHSC Shelter” or “HHSC Nonresidential” even if funded by another funding source. FVP added the “Non-HHSC” Type to help identify services that are being provided by other funding.

If family violence clients are receiving services, but the salary of the advocate for that time is being allocated elsewhere, the service should be reported as “Non-HHSC.” For example, if an advocate position is 100% funded by Victims of Crime Act (VOCA) but the advocate is providing services that are HHSC allowable to a family violence victim, that advocate may report all services they provide to VOCA, as well as to FVNet under “Non-HHSC” type. If a staff position is funded 50 percent by HHSC and 50 percent by VOCA, the 50 percent of services provided during time billed to VOCA would be reported in FVNet with the “Non-HHSC” Type. Further, if a third-party payment is being made for Client Assistance and HHSC funds are *not* used, “Non-HHSC” should be chosen.

FVP understands that due to the nature of advocacy, it is difficult to tie exact funding to a service. This new “Non-HHSC” type is solely to give an estimate of the services grantees are billing and reporting to a different funder. FVP is required to

report on *all* eligible services to *all* eligible clients. Please review pages 10, page 20, and Appendix V of the Data and Reporting Guide for more Non-HHSC Type clarification.

19) Does the “Non-HHSC” type create new financial requirements for FVP reporting?

Answer: No. FVP will not be reviewing the “Non-HHSC” type to any financial reporting. As stated above, it is often difficult to connect services directly to financial spending, and that is not the goal of this addition. The only exception is that Client Assistance provided with HHSC funds should be documented in financial reporting.

20) If a hotel stay is not paid for by HHSC funds, should it be reported as “HHSC Hotel” or “Non-HHSC Shelter” HHSC Type?

Answer: Because the hotel stay is not being funded by HHSC, please report the “enter shelter” service and the “exit shelter” service with the “Non-HHSC Shelter” Type. If the client receives services from an HHSC-funded staff member during their hotel stay, report that service with the “HHSC Hotel” HHSC Type.

Further, if a client is residing in hotel that the grantee is not paying for, these clients would also be considered nonresidential clients.