

## HHSC Hotline Call Types

### Hotline Calls From or About Family Violence

#### **Definitions:**

Calls reported under this category include any call about family violence, this includes calls from survivors seeking information, as well as, from others who may be seeking information for friends or family. Calls from clients seeking shelter that are successfully placed within your organization should be reported under this category. All other calls regarding shelter can be reported under the "Hotline Call Seeking Shelter" options.

#### **Examples of Use:**

- Survivor calling to seek shelter and space is available.
- Caller wanting to understand 'red flags' for abuse.
- Survivor calling to request help with Family Violence Exemption/Good Cause

#### **What Not to Report:**

- Caller wanting assistance for their abusive partner.
- Calls that fit best under another more specific category.

### Batterer Offender Referral

#### **Definitions:**

Calls reported under this category include any call regarding batterer or offender information or referral.

#### **Examples of Use:**

- Person who uses violence calls to see where the nearest BIPP is located.
- Local probation department calls to see if you can offer support to persons who use violence.

#### **What Not to Report:**

- Call with a person who uses violence involved with your agency's BIPP about when group will occur.
- Contact with a survivor via a BIPP victim notification.

### Other Family Violence Related Calls

#### **Definitions:**

Calls reported under this category include any call about family violence that is not directly related to calls from survivors seeking information, as well as, from others who may be seeking information for friends or family.

#### **Examples of Use:**

- Public information requests
- Media requests
- Caller looking for donation or volunteer opportunities at your agency

#### **What Not to Report:**

- Callers that are seeking information about services or family violence/dynamics of abuse. These should be reported in "from or about family violence"

**Keep in mind that some calls could fit more than category so make sure to attribute it to the one that is the best fit!**



## HHSC Hotline Call Types

<h3>Seeking Shelter- Denied Due to Lack of Space</h3> <p><b>Definitions:</b> Calls reported under this category include any call from a survivor who is seeking shelter, but you are unable to place them within your shelter, within a neighboring family violence shelter nor within a temporary shelter. This includes referrals to alternate shelters if you are not aware that shelter was secured. These survivors are truly denied any shelter service.</p> <p><b>Examples of Use:</b></p> <ul style="list-style-type: none"><li>• A survivor calls twice a week, and each time you are unable to shelter a client who request shelter. Count each one separately.</li><li>• You cannot shelter a caller because you are holding a bed for another survivor.</li></ul> <p><b>What Not to Report:</b></p> <ul style="list-style-type: none"><li>• Survivor accepts shelter but does not show up.</li></ul>	<h3>Seeking Shelter- Referrals to Another Family Violence Shelter</h3> <p><b>Definitions:</b> Calls reported under this category include any call from a survivor who is seeking shelter and you are unable to place them within your shelter, but you can secure shelter within a neighboring family violence shelter. Do not report the call here if it is only a referral and shelter was not secured. If it was only a referral, then select “denied due to lack of space”.</p> <p><b>Examples of Use:</b></p> <ul style="list-style-type: none"><li>• You have confirmed with a neighboring shelter that they are holding a bed for the survivor and you provide the needed information to the survivor to arrive at the neighboring shelter.</li></ul> <p><b>What Not to Report:</b></p> <ul style="list-style-type: none"><li>• You offer a referral to a neighboring shelter but are unsure if the survivor enters that shelter.</li></ul>
<h3>Seeking Shelter- Referrals to Temporary Shelter Due to Lack of Space</h3> <p><b>Definitions:</b> Calls reported under this category include any call from a survivor who is seeking shelter, but you are unable to place them within your shelter, nor within a neighboring family violence shelter, but you can place them within a temporary shelter such as a homeless shelter. Do not report the call here if it is only a referral and shelter was not secured. If it is only a referral than select denied due to lack of space.</p> <p><b>Examples of Use:</b></p> <ul style="list-style-type: none"><li>• You have confirmed with a non-family violence shelter that they are holding a bed for the survivor and you provide the needed information to the survivor to arrive at the shelter.</li></ul> <p><b>What Not to Report:</b></p> <ul style="list-style-type: none"><li>• You offer a referral to a homeless shelter but are unsure if the survivor enters that shelter.</li></ul>	<h3>Seeking Shelter- Denied for Other Reasons</h3> <p><b>Definitions:</b> Calls reported under this category include any call from a person who is seeking shelter, but you are unable to place them within your shelter due to a reason other than lack of space. This could include reasons such as the caller is not a survivor of family violence, or any other reason you are unable to provide them shelter that does not include lack of space.</p> <p><b>Examples of Use:</b></p> <ul style="list-style-type: none"><li>• Caller did not self-identify past or present experiences of family violence.</li></ul> <p><b>What Not to Report:</b></p> <ul style="list-style-type: none"><li>• You deny a survivor shelter because they are outside of your county.</li><li>• You deny a survivor shelter because they have a teenage son.</li></ul> <p><b>**These cannot be reported because they are not allowable reasons to deny a survivor shelter.</b></p>