

1. **Crisis Phone Call:** Calls received by a program's hotline in which crisis intervention and counseling are the primary purposes of the call.
2. **Info & Referral Phone Call:** Call received by program's hotline in which services and available resources are identified.
3. **Safety / Lethality Check:** In-person or telephone contacts during which the advocate assesses if the individual is safe and provides safety planning.
4. **In-Person Crisis Intervention:** In-person interaction in which an advocate identifies, assesses, and intervenes with an individual in crisis.
5. **In-Person Info and Referral:** In-person contacts with participants during which services and support are identified.
6. **Hospital Response/SART/CAC:** Accompanying a participant at the hospital or CAC, usually for a forensic exam.
7. **Medical Advocacy:** Assistance in accessing medical services, including help with forms.
8. **Personal Support:** In-person or telephone contacts in which the primary purpose is to provide advocacy.
9. **Public/Tribal Assistance:** Referral for services and assistance with all stages of the application process
10. **Employment:** Referral for job-seeking assistance at a job center, vocational training program, tribal program, or employer.
11. **Housing:** Referral to and assistance with accessing housing agencies or programs, including applications, interviews, payment plans, etc.
12. **Food Advocacy:** Assistance obtaining food and referral to organizations that provide food, meals, and assistance obtaining food. Does not include food provision itself.
13. **Child Support Services:** Referral for services, accompaniment to appointments, assistance with applications for support, requesting modifications, etc.
14. **VCCB Claims:** Providing information and assisting participant in applying for compensation and following up on claims.
15. **Child Protective Services:** Referral to and communication with state or tribal welfare agencies on behalf of an adult or child program participant.
16. **Adult Protective Services:** Referral to and communication with state or tribal welfare agencies on behalf of an adult program participant.
17. **Protective Order Advocacy:** Assistance with any step in filing both emergency and long-term orders for protection.
18. **Civil Legal Advocacy:** Assistance with legal paperwork and navigation of the civil court system, including **accompaniment to a protection order hearing** or other civil proceeding.
19. **Criminal Justice Support:** Assistance with criminal legal issues, including preparation of victim impact statements, accompaniment to a criminal court proceeding or law enforcement interview, and all advocacy within the criminal justice system.
20. **Victim Witness Support:** Notifying participants of case status and providing information regarding the criminal legal process.
21. **Attorney / Civil Assistance:** Civil legal services provided by an attorney.
22. **Shelter/Safe House:** Providing safe and confidential housing. Can include safe-house and hotel accommodations.
23. **Transitional Housing:** Providing safe and confidential housing after shelter for an extended time period.
24. **Transportation – Emergency:** Transportation paid for by program to remove an individual from an unsafe situation.
25. **Transportation – Non-Emergency:** One-way transportation provided by program to allow access to non-emergency services, such as appointments or school. Mark twice for round-trip.
26. **Child Care:** Providing basic care and supervision of a participant's child. This is a service to both the parent/caretaker and the child, so both forms may be marked.
27. **Group Counseling / Support Group:** Attendance at group education, counseling, or support sessions.
28. **Emergency Financial Assistance:** Money, tickets and tokens for food, transportation, clothing, etc.
29. **Activity With Individual Child:** Program workers' interactions with an individual child that fall outside of child advocacy.
30. **Group Activity With Children:** Count all activities for a group of children that fall outside of child advocacy, including recreational activities.
31. **Clothing, Food, Supplies:** Provision of clothes, food, or supplies. This does not include regular meals provided to shelter residents.