



New York State  
Office of  
Children &  
Family Services

**The Domestic Violence Prevention Act  
2011  
Annual Report  
To the Governor and Legislature**



**SAY NO TO  
DOMESTIC VIOLENCE**

Andrew M. Cuomo  
Governor

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Commissioner



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# INTRODUCTION

In recognition of the need for specialized supports for victims of domestic violence and their children, the New York State Domestic Violence Prevention Act became law in 1987. This law requires social services districts to provide shelter and services to victims of domestic violence and establishes mainstream funding mechanisms for these programs.

As a result of the Domestic Violence Prevention Act, regulations were created to:

- promote standards for the establishment and maintenance of residential and non-residential domestic violence programs, and
- establish social services district responsibility for financial and contractual arrangements with providers of domestic violence residential services.

These regulations (18 NYCRR Parts 452-455, 462 and 408) can be found on the New York State Office of Children and Family Services' (OCFS) website:

- [www.ocfs.state.ny.us/main/dv/regulations.asp](http://www.ocfs.state.ny.us/main/dv/regulations.asp)

The domestic violence service system is the result of many public and private partnerships, both formal and informal. The primary responsibilities of OCFS in relation to the domestic violence service delivery system are:

- licensing residential programs for victims of domestic violence;
- overseeing the county planning process as it relates to the approval of non-residential domestic violence services programs;
- establishing the per diem rate of reimbursement for each approved residential program on an annual basis;
- administering the Temporary Assistance for Needy Families (TANF) non-residential domestic violence funds to the social services districts, and the Federal Family Violence Prevention and Services Act (FFVPSA) funds to approved residential and non-residential domestic violence providers;
- providing Title XX financial reimbursement to social services districts for residential and non-residential domestic violence services;
- administering funding to and monitoring eleven Child Protective Services/Domestic Violence (CPS/DV) collaborations; and
- monitoring and providing technical assistance to social services districts and approved residential and non-residential programs for victims of domestic violence.

## Annual Report Background

The Domestic Violence Prevention Act requires an annual report to the Governor and Legislature regarding implementation of the act.

Three categories of programs are included in the Domestic Violence Prevention Act:

- Non-residential Programs for Victims of Domestic Violence – not-for-profit organizations or public agencies providing telephone hotline assistance, information, referral, counseling, advocacy, community education and outreach services. Seventy percent (70%) of the population served by each program must be victims of domestic violence.

- Residential Programs for Victims of Domestic Violence – as defined below, and
- Transitional Housing Services – programs that have emerged to address the longer-term housing and service needs of victims of domestic violence after leaving emergency residential programs. These programs developed as a result of inadequate housing options, coupled with the continued need for support services beyond the emergency shelter stay. They are not defined in the Domestic Violence Prevention Act or Domestic Violence Program Regulations nor regulated or monitored by OCFS.

The Domestic Violence Program Regulations (18 NYCRR Parts 452-455) define four types of Residential Programs for Victims of Domestic Violence:

- Domestic Violence Shelters - congregate facilities of ten beds or more for victims of domestic violence and their children only;
- Domestic Violence Programs - similar to shelters except that up to thirty percent (30%) of the residents may be other than victims of domestic violence;
- Safe Dwellings – self-contained units of nine beds or less for domestic violence victims and their children only; and
- Safe Home Networks - clusters of private homes providing emergency services and shelter to victims of domestic violence, coordinated by a not-for-profit organization.

## **I. 2011 Annual Report Statistical Requirements\***

In response to the statistical requirements of the Domestic Violence Annual Report, OCFS manages a Web-based Domestic Violence Information System (DVIS) which addresses the required reporting elements under the purview of OCFS. The system is accessible to all of the approved domestic violence providers in the state.

The following section of the report is the compilation of data for calendar year 2011, collected as of February 2012.

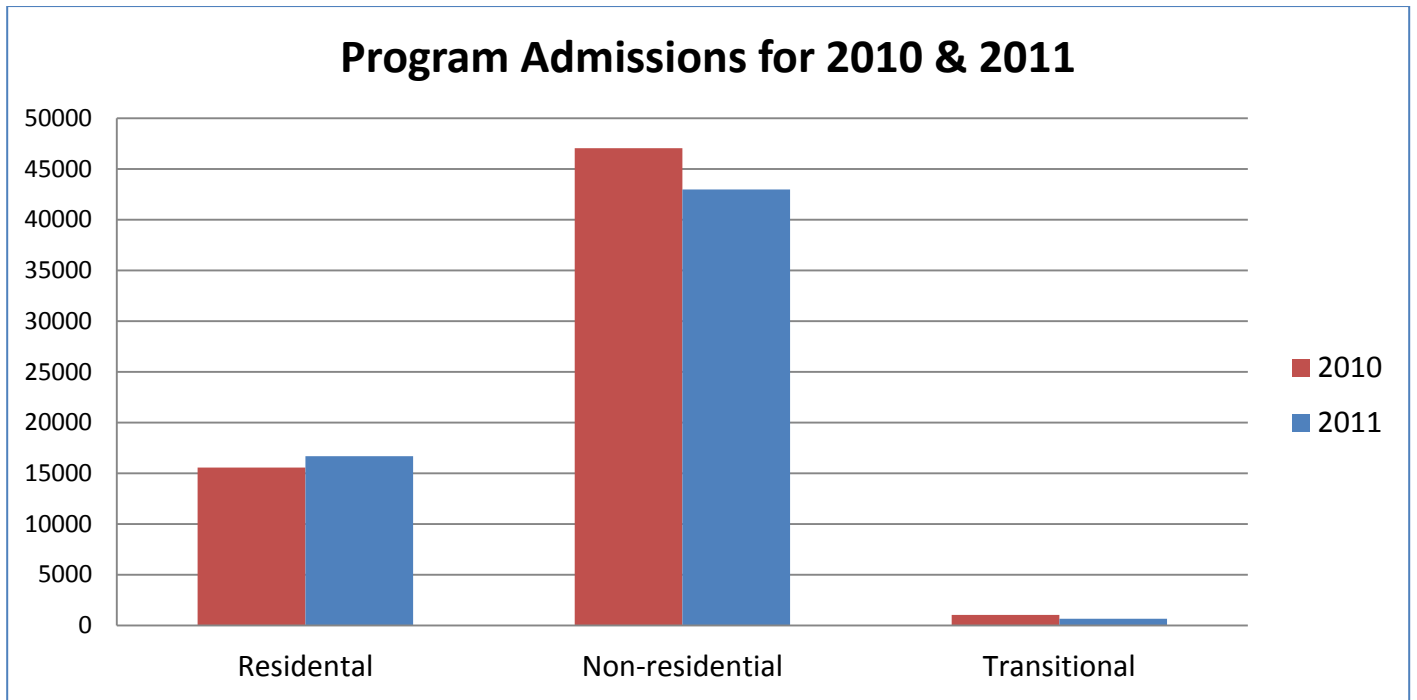
### Summary of 2011 Statistics:

- There were **163** domestic violence residential programs licensed by OCFS with a total of **3,015** beds and **86** approved non-residential programs.
- Approximately **190,000** Domestic Violence (DV) crisis/hotline calls were received by individual providers across the state.\*\*
- Approximately **16,700** adults and children received domestic violence residential services.
- Approximately **43,000** adults and children received domestic violence non-residential services.
- Approximately **650** adults and children entered domestic violence transitional housing.
- Approximately **14,120** adults and **15,260** children were denied shelter in 2011 .

\*New York City Human Resources Administration (HRA) data is included in calculation.

\*\* from September 2010-September 2011

Program Admissions							
	Residential		Non-residential		Transitional		
	2010	2011	2010	2011	2010	2011	
Adults	7,116	7,712	34,984	32,858	388	250	
Children	8,414	8,980	11,872	10,133	645	399	
<b>Total</b>	15,530	16,692	46,856	42,991	1,033	649	



<b>Occupancy Rates*</b>			
<b>New York City **</b>		<b>2010</b>	<b>2011</b>
Domestic Violence Shelters		90%	87%
Safe Dwellings		83%	78%
<b>Rest of State</b>			
Domestic Violence Programs ***		54%	53%
Domestic Violence Shelters		76%	83%
Safe Dwellings		40%	39%

\*Safe Home Network occupancy rates are excluded because the total number of safe homes available per program varies on a daily basis.

\*\* New York City does not have any Domestic Violence Programs.

\*\*\*Domestic Violence Programs can shelter up to 30% non-domestic violence victims. The numbers as presented reflect only domestic violence victims sheltered and do not reflect the overall occupancy rate for the programs.

<b>Average Length of Stay (in bednights)</b>			
<b>New York City</b>		<b>2010</b>	<b>2011</b>
Domestic Violence Shelters		76	68
Safe Dwellings		84	74
<b>Rest of State</b>			
Domestic Violence Programs		24	21
Domestic Violence Shelters		32	35
Safe Dwellings		26	26

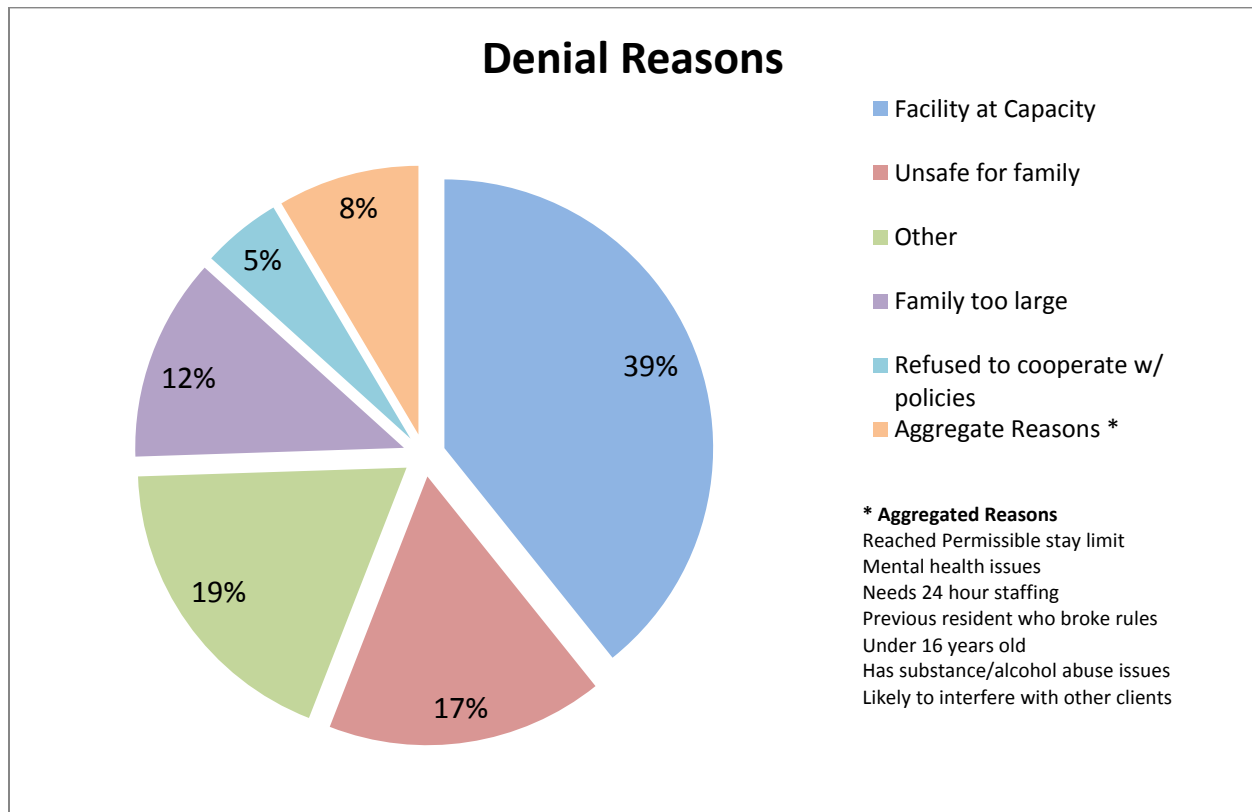
\*\*\*Refer to Appendix B for information on individual programs' average lengths of stay and occupancy rates.

## Denial Reasons

Denial Reasons	Number of Times a Denial Reason Was Used*				
	NYC		Upstate		Total
	Adults	Children	Adults	Children	
Facility at capacity (no beds available)	2076	2267	3955	3539	11837
Family too large (insufficient # of beds)	276	733	860	1817	3686
Facility not equipped to address substance abuse/alcohol abuse needs	77	42	199	316	634
Likely to interfere with health & safety of others	85	146	162	85	478
Refuse to cooperate w/program rules/policy	479	588	214	160	1441
Unsafe location for family	2007	2414	214	398	5033
Family reached permissible stay limit	34	62	4	8	108
Mental health issues	167	83	260	103	613
Need 24-hour staffed shelter	96	135	136	79	446
Previous resident who broke rules	35	57	129	52	273
Victim under the age of 16	0	0	10	10	20
Other **	2029	2153	948	470	5600

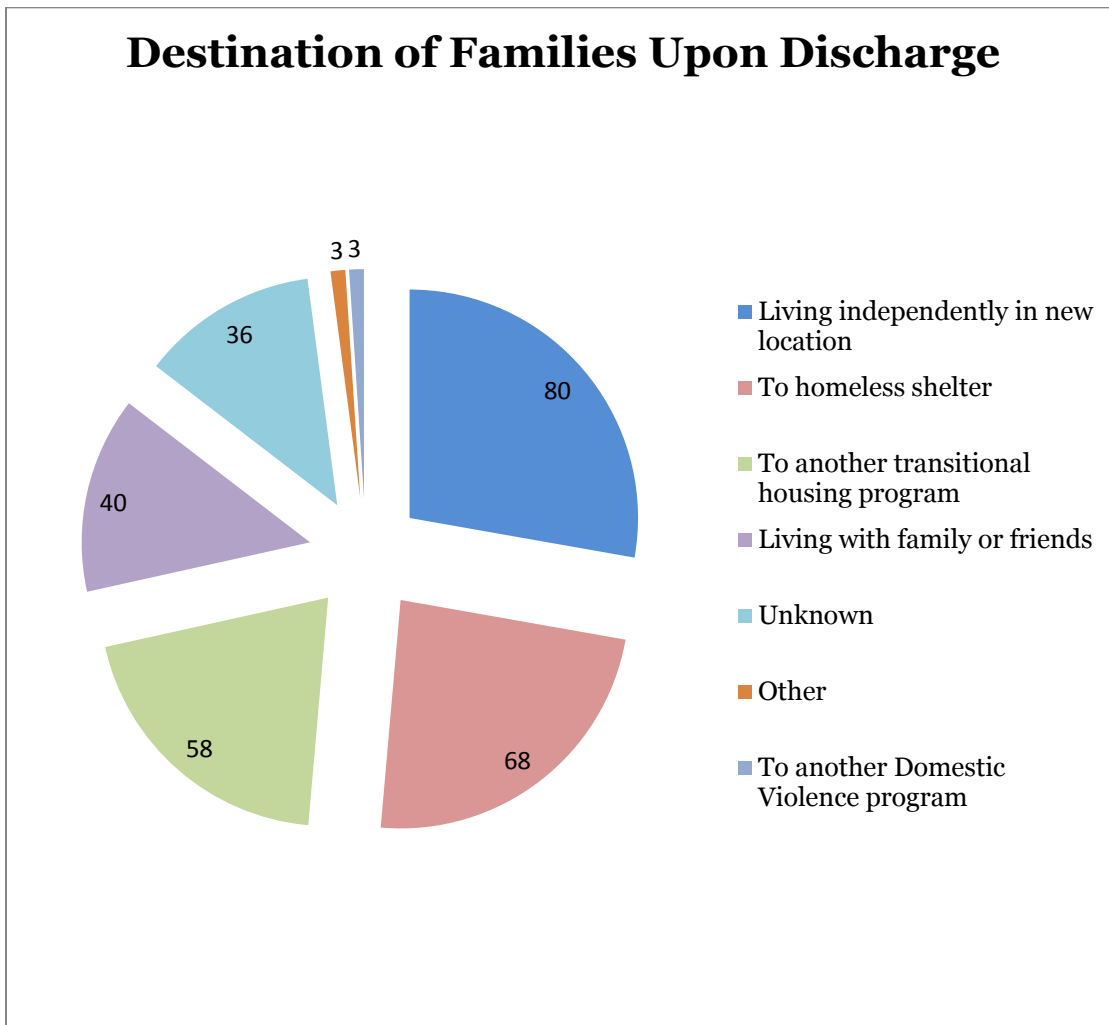
\*More than one denial reason is possible per family unit.

\*\*Other reasons are many and varied due to the complexity of the issues involved.



## Transitional Housing Program Admissions and Discharges\*

Agency	County	Total Bed Capacity	Admissions	
			Adult	Child
Brighter Tomorrows, Inc.	SUFFOLK	26	6	12
Grace Smith House, Inc.	DUTCHESS	26	7	8
HELP Social Services Corporation	NEW YORK	181	14	31
Jewish Board of Family & Children's Services, Inc.	NEW YORK	56	21	39
Palladia, Inc.	NEW YORK	31	41	57
Safe Horizon, Inc.	NEW YORK	81	44	69
Sanctuary for Families, Inc.	NEW YORK	141	77	100
Unity House of Troy, Inc.	RENSSELAER	8	3	2
Urban Resource Institute	NEW YORK	117	37	81



\*As reported to OCFS. NYS may have other transitional programs not reported here because OCFS does not license transitional programs.



## II. Funding for Approved Domestic Violence Programs

On an annual basis, OCFS collects agency financial information from all approved residential programs. Financial information is also collected from non-residential programs that have associated residential programs. Due to the established time frames for the submittal of cost reports for rate setting purposes, the financial information presented in the annual report is lagged by one year. As a result, the financial data contained in this annual report is the most current published information available and reported by domestic violence providers for fiscal periods ending in 2010.

<b>Total Residential and Non-residential Program Revenues (2010)</b>		
	<b>Residential Programs</b>	<b>Non-residential Programs</b>
Government Revenue	\$80,023,194	\$48,813,662
Private Revenue	\$4,544,952	\$11,204,970
<b>Total</b>	<b>\$84,568,146</b>	<b>\$60,018,632</b>

<b>Total Residential and Non-residential Program Expenses (2010)</b>		
	<b>Residential Programs</b>	<b>Non-residential Programs</b>
Personnel Expenses	\$52,305,505	\$37,939,372
Non-personnel Expenses	\$32,643,665	\$16,623,353
<b>Total</b>	<b>\$84,949,170</b>	<b>\$54,562,725</b>

- Revenues from government sources include per diems and government grants (typically from the New York State Division of Criminal Justice Services, New York State Crime Victims Board, federal grants allocated by social services districts, plus other residual grants).
- Residential revenue increased from 2009 to 2010 by \$1,945,128, a 2.35% increase.
- Non-residential revenue increased from 2009 to 2010 by \$6,538,969, a 12.23% increase (due to the NYC fundraising initiative).
- Sources of private revenue include the United Way, private donations, interest income and miscellaneous income of which NYC's contributions were significantly higher for non-residential than in the prior year.

- Personal service costs (administration and staffing) include direct staff services, executive and supervisory staff, as well as other support staff.
- Non-personal service costs are also reflected in the amounts shown and typically include rent, travel, printing, postage, supplies, equipment, telephone, utilities, beds/linens, food, dues/subscriptions, insurance, other variable costs and other support expenses.
- Two upstate agencies rescinded Domestic Violence licensing services in New York State during the 2009-10 fiscal year.

Annually, OCFS is responsible for establishing the per diem flat rate for reimbursement for utilized bed nights in each residential program. Social services districts contract with residential programs at the established per diem flat rate (see Appendix B for per diem flat rates). The funding sources are acquired through public assistance funding streams and paid to providers through the social services districts based on a domestic violence client's eligibility. Where a resident is not eligible for public assistance reimbursement, Title XX funds may be available. If a social services district has exhausted its Title XX funds, state and local funds are available in a safety net. The primary funding source for non-residential programs is through individually negotiated contracts with the social services district using TANF funds.

In addition to the Title XX and temporary assistance reimbursements, OCFS administers Federal Family Violence Prevention and Services Act (FFVPSA) funds.

### **Domestic Violence Bed Expansions and Rate Changes**

Preliminary approval procedures were developed for new agencies or expansions for existing agencies, so approval could be ascertained before the agency proceeded to expend materials and time with the startup/construction of its expansion or new site. This preliminary approval process is an assessment of need for the requested additional beds in a particular demographic area. The process is based on the agency's ability to demonstrate all requirements, both programmatic and fiscal. The final approval comes from the state's Division of Budget (DOB), but is a collaborative effort from the Office of Children and Family Services (OCFS) Regional Office to the main offices State Aid Rates Unit, Bureau of Budget Management, and concurrence from the local districts.

- Unity House of Troy has acquired preliminary approval for its expansion in 2011. Its new construction site should be completed before summer 2012.
- My Sister's Place started its request for a bed expansion in 2011 and a determination will be reached in 2012.
- Orange County Safe Homes Shelter has requested a Food Add-On in order to serve three meals a day to its residential clients.
- Behavioral Health Services has requested to acquire the 9-bed dwelling that COMLINKS has relinquished.

### **Federal Family Violence Prevention and Services Act (FFVPSA) Funds**

OCFS is responsible for administering FFVPSA funds, which are allocated to states on an annual basis in accordance with a population driven formula. NYS receives approximately \$4 million annually, 5% of which supports OCFS administrative expenses. In response to provider financial viability challenges, FFVPSA funds are administered equally to all approved residential and non-residential domestic violence programs in the state on a non-competitive basis. In 2011, each of the 94 applicants was eligible to receive an award of up to \$35,602. Based on the application submitted, contracts were developed for the period of March 31, 2011, to March 30, 2012. Funds are used to support general operating expenses, health and safety improvements, and/or program enhancements.

The following outcomes were reported by FFVPSA-funded projects:

Out of 11,947 client satisfaction surveys completed:\*

- 90% of DV victims report increased knowledge of strategies for enhancing their safety;
- 87% of DV victims report increased knowledge of available community resources.

\*from September 2010-September 2011

## **Child Protective / Domestic Violence Collaborative Projects**

There is evidence that when child abuse / maltreatment exists in a family, there is a high probability that domestic violence is also occurring. The OCFS Child and Family Services Review reports domestic violence as one of the most frequently reported risk factors in indicated Child Protective Services (CPS) reports.

In 2011, FFVPSA funding was used to fund eleven Child Protective / Domestic Violence collaboration projects. The purpose of these initiatives is to improve joint case practice, thereby increasing safety and reducing recurrence. In each of the projects, a domestic violence advocate is co-located at the CPS office and typically provides case consultation, participates in home visits and cross training, and works jointly with case workers to develop safety plans with victims of domestic violence and their children. Domestic Violence (DV) and CPS staff also participate in workgroups to case conference and to develop joint case practice protocols. Protocols typically include screening tools and joint casework practice guidelines.

The projects are currently supported with \$755,155 of FFVPSA funding. While sustainability continues to challenge the collaborations, several local social services districts have recognized the benefits of these projects and picked up the cost of additional DV advocates to work at CPS. The benefits include increased support for CPS workers with cases involving DV, improved awareness of services available for adult victims, and more positive outcomes for the families and children served.

The following are the currently funded agencies/counties:

- Allegany County Community Opportunities and Rural Development Corp.
- Chances & Changes, Inc. (Livingston County)
- Equinox, Inc. (Albany County)
- My Sister's Place (Westchester County)
- Nassau County Coalition Against Domestic Violence
- Orange County Safe Homes, Inc.
- Oswego County Opportunities, Inc.
- S.O.S. Shelter (Broome County)
- Unity House of Troy (Rensselaer County)
- Vera House Inc., Syracuse (Onondaga County)
- Victims Information Bureau of Suffolk, Inc. (Suffolk County)

Results from these projects have included an improvement in CPS workers' ability to recognize DV and more appropriately intervene. At the same time, DV workers are learning more about CPS mandates and responsibilities and how to intervene in child abuse cases. Workers in both arenas report that improved relationships have contributed to more safety and self-sufficiency options for families experiencing both child abuse and domestic violence.

During the 2011 reporting period, approximately 1,660 families received specialized services through the CPS/DV collaboration projects as follows:

- 327 families were visited jointly in the home
- 284 families were visited jointly outside of the home
- 944 were joint consultations

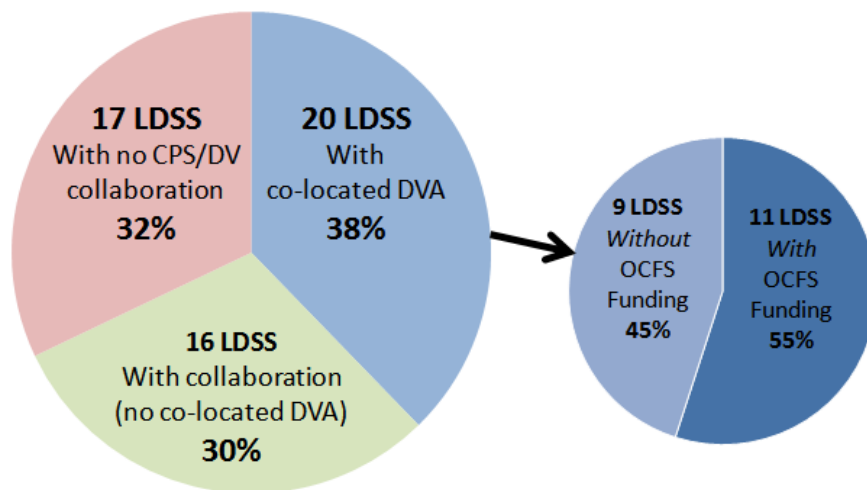
Outcomes:

- Of the 596 reports indicated, in 87% of the cases the child(ren) remained safely with the non-offending parent.
- Of the 578 reports with unfounded allegations of child abuse or maltreatment, 94% of the families were able to access necessary supports and services.

**CPS/DV Collaboration Evaluation Study**

In 2011, OCFS contracted with the Center for Human Services Research at the University at Albany to further evaluate the impact of the CPS/DV collaborations. This study will provide evidence about the effectiveness of co-location as a model, gather information to improve CPS/DV practice, and systematically study the effects of collaboration on children and families. The first stage of the study, completed October 2011, involved telephone interviews with Directors of Services across New York State\* and established how many counties in NY have a DV Advocate (DVA) co-located at the CPS offices. The interviews also revealed how many counties with no co-location undertake CPS/DV collaborative activities, such as joint home visits and case consultations.

**New York State CPS/DV Collaboration**  
Total Number of Local Districts of Social Services (LDSS): 53



The next phase of the study (2012-2013) involves focus groups and interviews in all 11 counties funded by OCFS for CPS/DV collaborations, as well as a survey of CPS caseworkers across the state, case record reviews in selected counties, and client surveys.

\*The study does not include the five counties of New York City

**TANF Funding for Non-Residential Domestic Violence Services**

Each year since 2001, dedicated federal funds have been administered through OCFS and the Office of Temporary and Disability Assistance (OTDA) for the provision of Non-Residential Domestic Violence Services, with the exception of SFY 2006-2007, when the funding was made available through the Flexible Fund for Family Services (FFFS). In 2011, this funding was significantly reduced to \$510,000. As in past years, the funds were allocated to local social services districts based on program needs and expenditure histories. The funds are used for enhanced or expanded core and/or optional Non-Residential Domestic

Violence Services provided by approved Non-Residential Domestic Violence Programs only for persons with incomes up to 200% of the poverty level. In the vast majority of cases, local social services districts have contracted with OCFS approved Non-Residential Domestic Violence Providers operated by local not-for-profit agencies. Non-residential Domestic Violence Services provided with this funding have included enhanced case management, legal advocacy, support groups, employment assistance, transportation, and permanent housing assistance.

### **III. Domestic Violence Program Events**

#### **Programs Opened/Closed in 2011**

- In February, New York Asian Women's Center closed its transitional housing and safe home network.
- Family Counseling Center of the Finger Lakes, Inc. closed its safe home network in February, and in March closed its non-residential program that served Yates County.
- Community Action Agency of Franklin County (Comlinks) closed its domestic violence programs in March.
- Behavioral Health North (BHN) opened non-residential services for Franklin County in March. It is also currently using its already established safe dwellings to serve victims in Franklin County.

#### **Programs in Danger of Closing in 2011**

- No information is available on any programs in danger of closing.

### **IV. Additional Initiatives**

In addition to the ongoing responsibilities of the DV Prevention Act, several other initiatives were undertaken in 2011 to continue to enhance supports for victims and their children in NYS:

- OCFS engaged a nationally recognized consultant, Shellie Taggart, with expertise and experience in child welfare and domestic violence intervention to create practice guidance to enable child welfare caseworkers to use family engagement strategies safely with families that experience domestic violence. To date, OCFS's collaboration with Ms. Taggart produced several documents and DVD, including:
  - A DVD "Domestic Violence: An Overview," which will teach caseworkers how to identify domestic violence in families, its impact on family safety and functioning, and strategies to engage caretakers to meet their children's needs for safety, well-being and permanency. The DVD will be a prerequisite for participating in the Family Engagement Toolkits, one of OCFS's primary training tools to teach family engagement strategies.
  - A document entitled "Identifying Domestic Violence." This document is intended to support the ability of caseworkers to identify domestic violence throughout their involvement with the family.
  - A document entitled "Helpful Things to Say." This document is intended to support the ability of caseworkers to engage all family members in an assessment of safety and risk when domestic violence is identified within the family.
  - A document entitled "DV Practice Considerations for Conducting Family Meetings with Families Affected by Domestic Violence." This document is intended to support the ability of caseworkers to prepare for, conduct and follow up on family meetings when domestic violence is present.

- Each of these tools will be incorporated within the Family Engagement Meeting Toolkit and adapted for broader use. They can be found on the OCFS website on the Domestic Violence page. <http://www.ocfs.state.ny.us/main/dv/>
- On October 19 2011, OCFS participated in New York State’s “Shine the Light on Domestic Violence” day in recognition of National Domestic Violence Awareness Month. The 4th annual OCFS “Purple Day” was conducted, and all OCFS employees were encouraged to support domestic violence awareness by wearing purple to work. Staff from the Domestic Violence Unit staffed display tables, answered questions, and disseminated literature.
- The upgrade of the Domestic Violence Information System (DVIS) was completed. The new reporting requirements for the Federal Family Violence Prevention Act funding are being collected electronically. The system will be used to complete upcoming federal annual reports.
- Using the data available in DVIS, a “profile” has been developed for each county for 2011, providing information about the approved residential and non-residential programs in the county as well as data and trends related to occupancy rates and length of stay. This information is shared with local social services districts and other stakeholders to assist in assessing gaps and needs.
- OCFS participated in the Office for the Prevention of Domestic Violence (OPDV) and Office of Victims’ Services Advisory Council and related subcommittees.
- Technical assistance was provided through a variety of sources to all residential and non-residential domestic violence programs. Through its home and regional offices, OCFS staff provided on-site monitoring and technical assistance in program and policy development, as well as in licensing, financial and contract issues. OCFS often collaborates with staff from OTDA to assist with reimbursement and local district responsibility issues. Also, OCFS contracted with OPDV to provide training and technical assistance to local social services districts and providers. The effects of the technical assistance have included improved quality of services, improved documentation of program impacts, and improved coordination among stakeholders.

# **Appendix A**

## **Approved Residential Programs for Victims of Domestic Violence by Region and Counties Served**

**Appendix A:** Approved Residential Programs for Victims of Domestic Violence by Region and Counties Served

COUNTIES BY REGIONAL OFFICE	PROGRAM TYPE	# of Facilities	# BEDS
<b>ALBANY REGIONAL OFFICE</b> ALBANY, CLINTON, COLUMBIA, DELAWARE, ESSEX, FRANKLIN, FULTON, GREENE, HAMILTON, MONTGOMERY, OTSEGO, RENSSELAER, SARATOGA, SCHENECTADY, SCHOHARIE, WARREN, WARREN/WASHINGTON, WASHINGTON	DV Program DV Shelter Safe Dwelling	0 5 9	0 93 77
<b>TOTALS</b>		<b>14</b>	<b>170</b>
<b>BUFFALO REGIONAL OFFICE</b> ALLEGANY, CATTARAUGUS, CHAUTAUQUA, ERIE, GENESEE, NIAGARA, ORLEANS, WYOMING	DV Program DV Shelter Safe Dwelling	2 1 5	28 36 40
<b>TOTALS</b>		<b>8</b>	<b>104</b>
<b>NEW YORK CITY REGIONAL OFFICE</b> BRONX, KINGS, NEW YORK, QUEENS, RICHMOND	DV Program DV Shelter Safe Dwelling *	0 31 73	0 1,825 400
<b>TOTALS **</b>		<b>104</b>	<b>2,225</b>
<b>ROCHESTER REGIONAL OFFICE</b> CHEMUNG, LIVINGSTON, MONROE, ONTARIO, SCHUYLER, SENECA, STEUBEN, WAYNE, YATES	DV Program DV Shelter Safe Dwelling	2 2 2	26 53 14
<b>TOTALS</b>		<b>6</b>	<b>93</b>
<b>SPRING VALLEY REGIONAL OFFICE</b> DUTCHESS, NASSAU, ORANGE, PUTNAM, ROCKLAND, SUFFOLK, SULLIVAN, ULSTER, WESTCHESTER	DV Program DV Shelter Safe Dwelling	1 13 1	19 202 9
<b>TOTALS</b>		<b>15</b>	<b>230</b>
<b>SYRACUSE REGIONAL OFFICE</b> BROOME, CAYUGA, CHENANGO, CORTLAND, HERKIMER, JEFFERSON, LEWIS, MADISON, ONEIDA, ONONDAGA, OSWEGO, ST. LAWRENCE, TIOGA, TOMPKINS	DV Program DV Shelter Safe Dwelling	4 1 11	81 20 92
<b>TOTALS</b>		<b>16</b>	<b>193</b>
*As NYC data is reported in aggregate form, the number of NYC DV Shelters and Safe Dwellings was determined by a manual count.			



**SAFE HOME NETWORKS BY REGION**

<i>REGION</i>	<i>SAFE HOME NETWORKS</i>	<i>HOMES</i>
ALBANY REGIONAL OFFICE	0	0
BUFFALO REGIONAL OFFICE	1	5
NEW YORK CITY REGIONAL OFFICE	1	3
ROCHESTER REGIONAL OFFICE	1	6
SPRING VALLEY REGIONAL OFFICE	0	0
SYRACUSE REGIONAL OFFICE	2	18
<b><i>SAFE HOME NETWORK TOTAL</i></b>	<b>5</b>	<b>32</b>

**STATEWIDE TOTALS**

<i>PROGRAM TYPE</i>	<i># OF PROGRAMS</i>	<i># OF BEDS</i>
DV Program	9	154
DV Shelter	53	2,229
Safe Dwelling	101	632
<b><i>TOTALS</i></b>	<b>163</b>	<b>3,015</b>

Note: Domestic Violence Agencies licensed to operate Safe Home Networks may oversee many safe homes. The bed capacities of these networks are not reported to OCFS because they are comprised of a number of licensed private residences whose availability can change for any given date.

# **Appendix B**

**Approved Domestic Violence Service  
Providers by County  
2011  
Per Diem Rates  
Occupancy Rates  
Length of Stay**

## Appendix B. Current Approved Domestic Violence Service Providers by County

County/Agency (Addresses listed are business addresses and do NOT represent actual domestic violence shelter locations.)	Program Type	Per Diem Rate*		Occupancy Rate*		Average Length of Stay*
<b>ALBANY</b>						
Equinox, Inc 95 Central Avenue Albany, NY 12206 Business Phone: (518)434-6135	DV Shelter	\$86.23		89.29%		47
	Non-Residential					
<b>ALLEGANY</b>						
ACCORD Corporation, Inc. P.O. Box 573 Belmont, NY 14813-0573 Business Phone: (585)268-7605	Safe Dwelling	\$83.96		5.16%		5
	Non-Residential					
<b>BROOME</b>						
SOS Shelter, Inc. P.O. Box 393 Endicott, NY 13761 Business Phone: (607)748-7453	DV Shelter	\$102.92		52.56%		13
	Non-Residential					
<b>CATTARAUGUS</b>						
Cattaraugus Community Action, Inc. 25 Jefferson Street Salamanca, NY 14779 Business Phone: (716)945-1041	Safe Dwelling	\$76.04		41.77%		22
	Non-Residential					
<b>CAYUGA</b>						
Cayuga/Seneca Community Action Agency, Inc. 65 State Street Auburn, NY 13021 Business Phone: (315)283-2030	Safe Dwelling	\$76.04		50.17%		29
	Non-Residential					
<b>CHAUTAUQUA</b>						
Salvation Army of Jamestown, The P.O. Box 368 Jamestown, NY 14702-0368 Business Phone: (716)661-3894	DV Program	\$102.92		65.21%		22
	Non-Residential					
<b>CHEMUNG</b>						
Salvation Army of Elmira-Safehouse P.O. Box 293 Elmira, NY 14902-0293 Business Phone: (607)732-0314	DV Shelter	\$102.92		35.93%		14
	Non-Residential					
<b>CHENANGO</b>						
Chenango County Catholic Charities 3 O'Hara Drive Norwich, NY 13815 Business Phone: (607)334-8244	Safe Dwelling	\$83.96		30.99%		18
	Non-Residential					
<b>CLINTON</b>						
Behavioral Health Services North, Inc. 22 US Oval, Suite 218 Plattsburgh, NY 12903 Business Phone: (518)563-6904	Safe Dwelling	\$76.04		24.72%		23
	Non-Residential					
<b>COLUMBIA</b>						
Community Action of Greene County, Inc. 53 South Jefferson Avenue Catskill, NY 12414 Business Phone: (518)943-9205	DV Shelter	\$102.92		57.50%		39
	Non-Residential					
<b>CORTLAND</b>						
YWCA of Cortland, New York, Inc. 14 Clayton Avenue Cortland, NY 13045 Business Phone: (607)753-3639	Safe Dwelling	\$76.04		36.65%		18
	Non-Residential					
<b>DELAWARE</b>						
Delaware Opportunities, Inc. 35430 State Highway 10 Hamden, NY 13782- Business Phone: (607)746-1720	Safe Dwelling	\$76.04		1.04%		6
	Non-Residential					

\*Per diem rates, occupancy and average length of stay do not apply to non-residential programs.

<b>County/Agency</b> (Addresses listed are business addresses and do NOT represent actual domestic violence shelter locations.)	<b>Program Type</b>	<b>Per Diem Rate*</b>		<b>Occupancy Rate*</b>		<b>Average Length of Stay*</b>
<b>DUTCHESS</b>						
Family Services, Inc. 29 North Hamilton Street Poughkeepsie, NY 12601 Business Phone: (845)452-1110	Non-Residential					
Grace Smith House, Inc. P.O. Box 5205 Poughkeepsie, NY 12602-5205 Business Phone: (845)471-3038	DV Shelter	\$102.92		87.47%		48
	DV Shelter	\$102.92		81.95%		43
	Non-Residential					
House of Faith Ministry, Inc. P.O. Box 1326 Wappinger Falls, NY 12590 Business Phone: (845)765-0293	DV Shelter	\$102.92		73.44%		36
<b>ERIE</b>						
Child & Family Services of Erie County P.O. Box 451, Ellicott Station Buffalo, NY 14205 Business Phone: (716)884-6000	DV Shelter	\$80.67		86.03%		23
	Safe Home Network	\$40.49		0%		0
	Non-Residential					
Erie County District Attorney's Office 25 Delaware Avenue, 7th Floor Buffalo, NY 14202 Business Phone: (716)858-2424	Non-Residential					
Erie County Sheriff's Office One Sheriff's Drive Orchard Park, NY 14127 Business Phone: (716)667-5259	Non-Residential					
Family Justice Center of Erie County, Inc. 237 Main Street, Suite 1400 Buffalo, NY 14203 Business Phone: (716)558-5261	Non-Residential					
Hispanos Unidos de Buffalo, Inc. 254 Virginia Street Buffalo, NY 14201- Business Phone: (716)856-7110	Non-Residential					
Suicide Prevention & Crisis Services, Inc. 2969 Main Street Buffalo, NY 14214-1003 Business Phone: (716)834-2310	Non-Residential					
<b>ESSEX</b>						
Behavioral Health Services North, Inc. 22 US Oval, Suite 218 Plattsburgh, NY 12903 Business Phone: (518)563-6904	Safe Dwelling	\$76.04		9.92%		18
	Non-Residential					
<b>FRANKLIN</b>						
Behavioral Health Services North, Inc. 22 US Oval, Suite 218 Plattsburgh, NY 12903 Business Phone: (518)563-6904	Non-Residential					
<b>FULTON</b>						
Family Counseling Center of Fulton County, Inc., The 11-21 Broadway Gloversville, NY 12078 Business Phone: (518)725-4310	Safe Dwelling	\$83.96		50.26%		35
	Non-Residential					
<b>GENESEE</b>						
YWCA of Genesee County 301 North Street Batavia, NY 14020 Business Phone: (585)343-5808	Safe Dwelling	\$83.96		10.57%		12
	Non-Residential					
<b>GREENE</b>						
Community Action of Greene County, Inc. 53 South Jefferson Avenue Catskill, NY 12414 Business Phone: (518)943-9205	DV Shelter	\$102.92		61.37%		44
	Non-Residential					
<b>HAMILTON</b>						
Hamilton County Department of Social Services 139 White Birch Lane Indian Lake, NY 12842 Business Phone: (518)648-6131	Non-Residential					

\*Per diem rates, occupancy and average length of stay do not apply to non-residential programs.

<b>County/Agency</b> (Addresses listed are business addresses and do NOT represent actual domestic violence shelter locations.)	<b>Program Type</b>	<b>Per Diem Rate*</b>		<b>Occupancy Rate*</b>		<b>Average Length of Stay*</b>
<b>HERKIMER</b>						
Catholic Charities of Herkimer County 61 West Street Ilion, NY 13357 Business Phone: (315)894-1860	Safe Dwelling	\$83.96		17.72%		26
	Non-Residential					
<b>JEFFERSON</b>						
Victims Assistance Center of Jefferson County, Inc. 120 Arcade Street - TV Bldg, LL Watertown, NY 13601 Business Phone: (315)782-1823	DV Program	\$88.52		8.08%		4
	Non-Residential					
<b>LEWIS</b>						
Lewis County Opportunities, Inc. 8265 State Route 812 Lowville, NY 13367- Business Phone: (315)376-8202	Safe Dwelling	\$76.04		19.28%		23
	Non-Residential					
<b>LIVINGSTON</b>						
Chances & Changes, Inc. P.O. Box 326 Geneseo, NY 14454 Business Phone: (585)658-3940	DV Program	\$102.92		41.92%		18
	Non-Residential					
<b>MADISON</b>						
Liberty Resources, Inc. 1045 James Street Syracuse, NY 13203 Business Phone: (315)363-0048	Safe Dwelling	\$76.04		51.19%		30
	Non-Residential					
<b>MONROE</b>						
Alternatives for Battered Women, Inc. P.O. Box 39601 Rochester, NY 14604 Business Phone: (585)232-5200	DV Shelter	\$86.23		91.24%		36
	Non-Residential					
Lifespan of Greater Rochester, Inc. 1900 South Clinton Avenue Rochester, NY 14618- Business Phone: (585)244-8400	Non-Residential					
<b>MONTGOMERY</b>						
Catholic Charities of Montgomery County 1 Kimball Street Amsterdam, NY 12010 Business Phone: (518)842-3489	Safe Dwelling	\$83.96		44.17%		20
	Non-Residential					
<b>NASSAU</b>						
Circulo de la Hispanidad, Inc. 26 West Park Avenue Long Beach, NY 11561 Business Phone: (516)431-1135	Non-Residential					
Nassau County Coalition Against Domestic Violence, Inc. 15 Grumman Road, Suite 1000 Bethpage, N Y 1714 Business Phone: (516)465-4700	DV Shelter	\$102.92		71.74%		48
	Non-Residential					
<b>NEW YORK CITY</b>						
Allen Women's Resource Center, Ltd. P.O. Box 340316 Jamaica, NY 11434-0316 Business Phone: (718)739-6200	DV Shelter	\$118.25		84.41%		73
Barrier Free Living, Inc. 270 East Second Street New York, NY 10009-7815 Business Phone: (212)677-6668	Non-Residential					
Center for the Elimination of Violence in the Family, Inc. 25 Chapel Street - Suite 904 Brooklyn, NY 11201- Business Phone: (718)254-9134	DV Shelter	\$96.96		89.35%		76
	DV Shelter	\$91.32		92.82%		72
	DV Shelter	\$91.32		94.97%		63
City of New York Human Resources Administration 180 Water Street, 24th Floor New York, NY 10038- Business Phone: (212)331-4535	DV Shelter	\$0.00		42.12%		49

\*Per diem rates, occupancy and average length of stay do not apply to non-residential programs.

<b>County/Agency</b> (Addresses listed are business addresses and do NOT represent actual domestic violence shelter locations.)	<b>Program Type</b>	<b>Per Diem Rate*</b>		<b>Occupancy Rate*</b>		<b>Average Length of Stay*</b>
Dwa Fanm 30 Third Avenue, Suite 800A Brooklyn, NY 11217 Business Phone: (718)222-6320	Safe Dwelling	\$85.83		81.86%		67
Edwin Gould Services for Children & Families 151 Lawrence Street - Floor 5 Brooklyn, NY 11201-5240 Business Phone: (646)315-7633	Non-Residential					
Federation Employment and Guidance Services, Inc. 315 Hudson Street, 7 <sup>th</sup> Floor New York, NY 10013 Business Phone: (212)366-8444	Non-Residential					
Food First Family Project, Inc. 165 Conover Street Brooklyn, NY 11231 Business Phone: (718)287-2657	DV Shelter	\$91.32		97.91%		54
Freedom House for People with Disabilities, Inc. 270 East 2nd Street New York, NY 10009-7815 Business Phone: (212)677-6668	DV Shelter	\$91.32		81.47%		63
Good Shepherd Services 305 7th Avenue, 9th Floor New York, NY 10001 Business Phone: (718)788-6947	DV Shelter	\$112.61		86.03%		62
HELP Social Services Corporation 5 Hanover Square, 17th Floor New York, NY 10004 Business Phone: (718)922-7980	DV Shelter	\$91.32		94%		82
	Non-Residential					
Henry Street Settlement 265 Henry Street New York, NY 10002-4899 Business Phone: (212)475-6400	DV Shelter	\$91.32		92.97%		55
Jewish Board of Family & Children's Services, Inc. 120 West 57th Street New York, NY 10019 Business Phone: (212)262-7655	DV Shelter	\$91.32		81.80%		84
	DV Shelter	\$91.32		91.54%		66
	Safe Dwelling	\$85.83		69.16%		84
	Non-Residential					
New Vista for Families, Inc. 177 Lindenwood Road Staten Island, NY 10308 Business Phone: (718)984-6842	DV Shelter	\$110.60		95.12%		77
New York Asian Women's Center, Inc. 32 Broadway, 10th Floor New York, NY 10004 Business Phone: (212)732-5230	DV Shelter	\$112.61		82.58%		62
	DV Shelter	\$112.61		95.42%		88
	Safe Home Network	\$74.78		0%		0
	Non-Residential					
New York City Gay & Lesbian Anti-Violence Project 240 West 35th St, Suite 200 New York, NY 10001 Business Phone: (212)714-1184	Non-Residential					
Ohel Children's Home & Family Services 4510 16th Avenue Brooklyn, NY 11204 Business Phone: (718)851-6300	Safe Dwelling	\$85.83		83.41%		196
Palladia, Inc. 2006-2016 Madison Avenue New York, NY 10035- Business Phone: (212)979-8800	DV Shelter	\$91.32		90.37%		64
Queens Legal Services Corporation 8900 Sutphin Boulevard, Suite 206 Jamaica, NY 11435 Business Phone: (347)592-2200	Non-Residential					

\*Per diem rates, occupancy and average length of stay do not apply to non-residential programs.

County/Agency (Addresses listed are business addresses and do NOT represent actual domestic violence shelter locations.)	Program Type	Per Diem Rate*		Occupancy Rate*		Average Length of Stay*
Safe Horizon, Inc. 2 Lafayette Street, 3rd Floor New York, NY 10007 Business Phone: (212)577-7700	DV Shelter	\$91.32		79.46%		53
	DV Shelter	\$91.32		86.79%		74
	DV Shelter	\$91.32		89%		66
	DV Shelter	\$91.32		83.41%		63
	DV Shelter	\$91.32		87.37%		66
	DV Shelter	\$91.32		88.70%		59
	DV Shelter	\$110.53		99.64%		79
	Safe Dwelling	\$85.83		76.53%		69
	Non-Residential					
Sanctuary for Families, Inc. P.O. Box 1406, Wall Street Station New York, NY 10268-1406 Business Phone: (212)349-6009	DV Shelter	\$112.61		84.14%		74
	Safe Dwelling	\$85.83		90.65%		68
	Safe Dwelling	\$85.83		58.22%		54
	Safe Dwelling	\$85.83		88.48%		60
	Non-Residential					
Seamen's Society for Children & Families 50 Bay Street Staten Island, NY 10301 Business Phone: (718)447-7740	Non-Residential					
Urban Justice Center 350 Jay Street, 14th Floor Brooklyn, NY 11201 Business Phone: (718)875-9400	Non-Residential					
Urban Resource Institute 22 Chapel Street Brooklyn, NY 11201 Business Phone: (718)260-2932	DV Shelter	\$91.32		98.14%		84
	DV Shelter	\$91.32		95.94%		80
	DV Shelter	\$91.32		96.84%		74
Violence Intervention Program, Inc. P.O. Box 1161, Triborough Station New York, NY 10035 Business Phone: (212)410-9080	Safe Dwelling	\$85.83		82.11%		86
	Non-Residential					
Volunteers of America -- Greater New York, Inc. 340 West 85th Street New York, NY 10024 Business Phone: (212)873-2600	DV Shelter	\$91.32		92.54%		82
	DV Shelter	\$91.32		93.82%		67
	DV Shelter	\$96.96		96.52%		62
	Safe Dwelling	\$85.83		88.54%		61
<b>NIAGARA</b>						
Family & Children's Service of Niagara, Inc. 1522 Main Street Niagara Falls, NY 14305 Business Phone: (716)285-6984	DV Program	\$102.92		28.75%		26
	Non-Residential					
YWCA of Niagara, Inc. 32 Cottage Street Lockport, NY 14094-3661 Business Phone: (716)433-6714	Safe Dwelling	\$83.96		35.43%		14
	Non-Residential					

\*Perdiem rates, occupancy and average length of stay do not apply to non-residential programs.

County/Agency (Addresses listed are business addresses and do NOT represent actual domestic violence shelter locations.)	Program Type	Per Diem Rate*	Occupancy Rate*	Average Length of Stay*
YWCA of the Tonawandas & Niagara Frontier 49 Tremont Street North Tonawanda, NY 14120 Business Phone: (716)692-5580	Non-Residential			
<b>ONEIDA</b>				
YWCA of the Mohawk Valley 1000 Cornelia Street Utica, NY 13502-4684 Business Phone: (315)732-2159	DV Program	\$102.92	52.11%	37
	Safe Dwelling	\$83.96	40.78%	28
	Non-Residential			
<b>ONONDAGA</b>				
Salvation Army of Syracuse 677 South Salina Street Syracuse, NY 13202 Business Phone: (315)475-1688	Non-Residential			
Spanish Action League of Onondaga County, Inc. 700 Oswego Street Syracuse, NY 13204- Business Phone: (315)475-6153	Non-Residential			
Vera House, Inc. 6181 Thompson Road, Suite 100 Syracuse, NY 13206- Business Phone: (315)425-0818	DV Program	\$94.28	88.49%	21
	Safe Dwelling	\$83.96	79.60%	32
	Non-Residential			
<b>ONTARIO</b>				
Family Counseling Service of the Finger Lakes, Inc. 671 South Exchange Street Geneva, NY 14456 Business Phone: (315)789-2613	Non-Residential			
<b>ORANGE</b>				
Orange County Safe Homes Project, Inc. P.O. Box 649 Newburgh, NY 12550 Business Phone: (845)562-5365	DV Shelter	\$97.36	84.03%	37
	Non-Residential			
<b>ORLEANS</b>				
Orleans County Department of Social Services 14016 Route 31 West Albion, NY 14411-9365 Business Phone: (585)589-3159	Non-Residential			
PathStone Corporation 400 East Avenue Rochester, NY 14607 Business Phone: (585)340-3300	Safe Dwelling	\$83.96	29.47%	27
<b>OSWEGO</b>				
Oswego County Opportunities, Inc. 239 Oneida Street Fulton, NY 13069 Business Phone: (315)342-1544	DV Program	\$102.92	36.96%	18
	Non-Residential			
<b>OTSEGO</b>				
Opportunities for Otsego, Inc. 3 West Broadway Oneonta, NY 13820 Business Phone: (607)433-8038	Safe Dwelling	\$83.96	54.40%	19
	Non-Residential			
<b>PUTNAM</b>				
Putnam/Northern Westchester Women's Resource Center, Inc. 935 South Lake Blvd., Suite #2 Mahopac, NY 10541 Business Phone: (845)628-9284	DV Shelter	\$102.92	90.10%	46
	Non-Residential			
<b>RENSSELAER</b>				
Unity House of Troy, Inc. 33 Second Street Troy, NY 12180 Business Phone: (518)274-2607	DV Shelter	\$102.92	93.96%	40
	Non-Residential			

\*Perdiem rates, occupancy and average length of stay do not apply to non-residential programs.

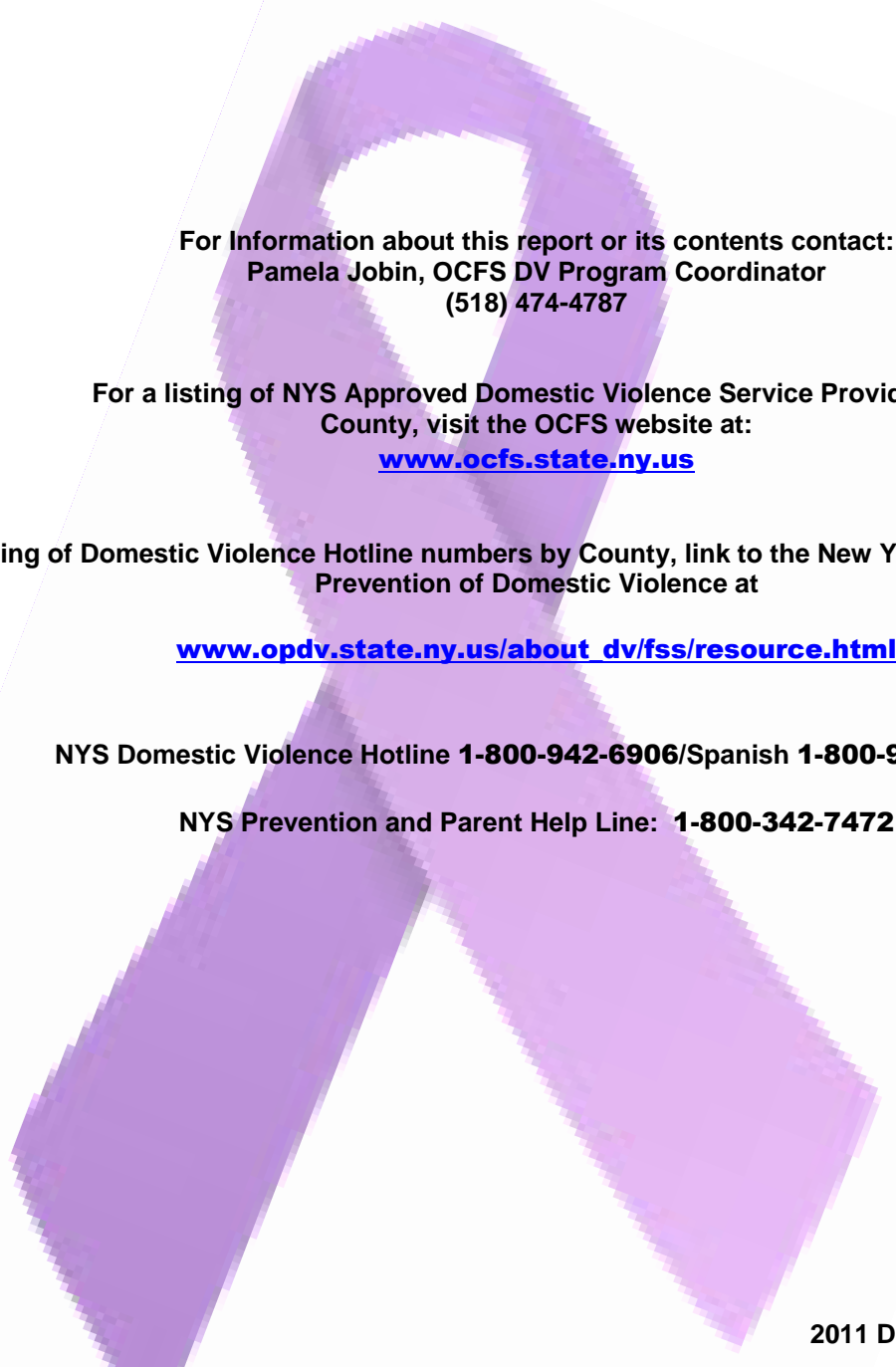


County/Agency (Addresses listed are business addresses and do NOT represent actual domestic violence shelter locations.)	Program Type	Per Diem Rate*		Occupancy Rate*		Average Length of Stay*
<b>ROCKLAND</b>						
Rockland Family Shelter, Inc. 9 Johnsons Lane New City, NY 10956 Business Phone: (845)634-3391	DV Shelter	\$102.92		98.61%		68
	Non-Residential					
<b>SARATOGA</b>						
Domestic Violence and Rape Crisis Services of Saratoga County 480 Broadway, LL20 Saratoga Springs, NY 12866 Business Phone: (518)583-0280	Safe Dwelling	\$83.96		86.48%		30
	Non-Residential					
Mechanicville Area Community Services Center P.O. Box 30 Mechanicville, NY 12118 Business Phone: (518)664-8322	Non-Residential					
<b>SCHENECTADY</b>						
YWCA of Schenectady 44 Washington Avenue Schenectady, NY 12305-1799 Business Phone: (518)374-3394	DV Shelter	\$102.92		77.97%		17
	Non-Residential					
<b>SCHOHARIE</b>						
Catholic Charities of Schoharie County 489 West Main Street Cobleskill, NY 12043 Business Phone: (518)234-3581	Safe Dwelling	\$83.96		36.68%		26
	Non-Residential					
<b>SCHUYLER</b>						
Catholic Charities of Chemung/Schuyler 607 North Franklin Street Watkins Glen, NY 14891- Business Phone: (607)535-2050	Non-Residential					
<b>SENECA</b>						
Seneca County Community Counseling Center 31 Thurber Drive Waterloo, NY 13165 Business Phone: (315)568-6859	Non-Residential					
<b>ST. LAWRENCE</b>						
St. Lawrence Valley Renewal House for Victims of Family Violence, Inc. 3 Chapel Street Canton, NY 13617- Business Phone: (315)379-9845	Safe Dwelling	\$76.04		22.34%		16
	Safe Home Network	\$33.97		0%		0
	Non-Residential					
<b>STEUBEN</b>						
Steuben Churchpeople Against Poverty, Inc., dba Arbor Development P.O. Box 31 Bath, NY 14810-0031 Business Phone: (607)776-7664	DV Program	\$102.92		49.41%		15
	Non-Residential					
<b>SUFFOLK</b>						
Brighter Tomorrows, Inc. P.O. Box 706 Shirley, NY 11967 Business Phone: (631)395-3116	DV Program	\$102.92		87.82%		32
	Non-Residential					
Retreat, Inc., The 13 Good Friend Drive East Hampton, NY 11937- Business Phone: (631)329-4398	DV Shelter	\$102.92		80.82%		46
	Non-Residential					
Suffolk County Coalition Against Domestic Violence, Inc. P.O. Box 1269 Bay Shore, NY 11706-0537 Business Phone: (631)666-7181	DV Shelter	\$102.92		94.66%		49
	Non-Residential					
Victims Information Bureau of Suffolk, Inc. P.O. Box 428 Holbrook, NY 11741 Business Phone: (631)360-3730	Non-Residential					
<b>SULLIVAN</b>						
Community Action Commission to Help the Economy, Inc. (C.A.C.H.E.) 63-65 South Main Street Liberty, NY 12754 Business Phone: (845)292-5825	Safe Dwelling	\$76.04		18.84%		23
	Non-Residential					

\*Perdiem rates, occupancy and average length of stay do not apply to non-residential programs.

<b>County/Agency</b> (Addresses listed are business addresses and do NOT represent actual domestic violence shelter locations.)	<b>Program Type</b>	<b>Per Diem Rate*</b>		<b>Occupancy Rate*</b>		<b>Average Length of Stay*</b>
<b>TIOGA</b>						
A New Hope Center, Inc. 20 Church Street Owego, NY 13827 Business Phone: (607)687-6887	Safe Dwelling	\$76.04		48.37%		30
	Safe Home Network	\$33.97		0%		0
	Non-Residential					
<b>TOMPKINS</b>						
Advocacy Center of Tompkins County P.O. Box 164 Ithaca, NY 14851-0164 Business Phone: (607)277-3203	Safe Dwelling	\$83.96		73.42%		35
	Non-Residential					
<b>ULSTER</b>						
Family of Woodstock, Inc. P.O. Box 3516 Kingston, NY 12402 Business Phone: (845)679-2485	DV Shelter	\$102.92		58.32%		23
	Non-Residential					
<b>WARREN/WASHINGTON</b>						
Catholic Charities of Saratoga, Warren & Washington Counties 142 Regent Street Saratoga Springs, NY 12866 Business Phone: (518)793-9496	Safe Dwelling	\$83.96		69.10%		42
	Non-Residential					
<b>WAYNE</b>						
Victim Resource Center of the Finger Lakes, Inc. 132 Harrison Street Newark, NY 14513- Business Phone: (315)331-1171	Safe Dwelling	\$76.04		47.73%		42
	Safe Dwelling	\$76.04		36.33%		31
	Non-Residential					
<b>WESTCHESTER</b>						
Hope's Door, Inc. P.O. Box 203 Pleasantville, NY 10570 Business Phone: (914)747-0828	DV Shelter	\$102.92		110.74%		76
My Sisters Place 1 Water Street, 3rd Floor White Plains, NY 10601 Business Phone: (914)683-1333	DV Shelter	\$102.92		98.63%		73
	DV Shelter	\$102.92		91.66%		61
Westchester County Office for Women 112 East Post Road, Room 110 B White Plains, NY 10601 Business Phone: (914)995-5972	Non-Residential					
<b>WYOMING</b>						
Wyoming County Department of Social Services 466 North Main Street Warsaw, NY 14569 Business Phone: (585)786-8900	Non-Residential					
<b>YATES</b>						
Safe Harbors of the Finger Lakes, Inc. P.O. Box 624 Penn Yan, NY 14527 Business Phone: (315)536-9654	Non-Residential					

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**For Information about this report or its contents contact:  
Pamela Jobin, OCFS DV Program Coordinator  
(518) 474-4787**

**For a listing of NYS Approved Domestic Violence Service Providers by  
County, visit the OCFS website at:  
[www.ocfs.state.ny.us](http://www.ocfs.state.ny.us)**

**For a listing of Domestic Violence Hotline numbers by County, link to the New York State Office for the  
Prevention of Domestic Violence at**

**[www.opdv.state.ny.us/about\\_dv/fss/resource.html](http://www.opdv.state.ny.us/about_dv/fss/resource.html)**

**NYS Domestic Violence Hotline 1-800-942-6906/Spanish 1-800-942-6908**

**NYS Prevention and Parent Help Line: 1-800-342-7472**

**2011 Domestic Violence Report**