



**Agency Capacity and Survivor Barrier  
Needs Assessment Survey  
May 2022**

**DEADLINE EXTENDED TO MAY 24th**

Please share this survey with any and all agencies serving survivors of domestic violence.

**If you have questions please contact  
Sarah Conlon at [conlon@ilcadv.org](mailto:conlon@ilcadv.org) or Vickie Smith at [smith@ilcadv.org](mailto:smith@ilcadv.org).**

The preferred method of submission is through [THE ONLINE SUBMISSION FORM](#). However, feel free to download this PDF of the survey and complete it by hand. If you complete the PDF, please submit that version to [mentel@ilcadv.org](mailto:mentel@ilcadv.org).

PLEASE MAKE EVERY EFFORT TO RESPOND NO LATER THAN **MONDAY, MAY 23, 2022** AS THIS WILL DATA WILL BEGIN TO BE COMPILED FOR SHARING WITH IDHS. HOWEVER, INFORMATION SUBMITTED AFTER MAY 23RD WILL BE USEFUL AS WELL SO PLEASE GO AHEAD AND SUBMIT EVEN IF YOU MISS THAT DEADLINE.

## AGENCY CAPACITY AND SURVIVOR BARRIER NEEDS ASSESSMENT

The Illinois General Assembly has approved an increase of \$50 million in the general revenue allocation for domestic violence services in Illinois for SFY2023. ICADV developed an advocacy strategy which made this increase come to fruition and the plan presented to the General Assembly was based on a necessary investment in five core needs which would best meet the needs of all survivors in Illinois:

- Stabilize the current workforce, provide thriving wages for staff, and retain trained employees
- Expand existing services
- Increase community outreach and education
- Increase safe housing
- Increase prevention

ICADV is conducting this needs assessment of domestic violence service providers - those currently funded by the Illinois Department of Human Services (IDHS), those that are members of ICADV, and/or any others that serve survivors of domestic violence and their children as a part of their primary mission. The purpose of this survey is to gather more specific information about the current needs of providers which will help them better meet the needs of all survivors, with special consideration given to underserved populations. This information will be compiled and shared with the IDHS to help inform their plans for allocating funds and identifying underserved populations needing additional resources.

This needs assessment has several sections.

**Workforce Capacity and Retention** – ICADV has begun a workforce capacity and retention survey project to help support member agencies' as they analyze their own compensation packages and retention strategies in the coming months. To ensure it meets the needs of all members, we are seeking feedback about how to make that project most useful.

**Current Capacity to Meet Survivor Needs** – This section asks agencies to provide information about how well the level of services currently provided are meeting the needs of survivors. This could mean the service is provided internally by the domestic violence agency or provided externally in the community by other agencies and the domestic violence agency's role is to maintain relationships to help survivors access those resources – or a combination of both.

**Current Capacity to Meet Safe Housing Needs** – This section asks agencies to provide information about how well the level of housing currently provided are meeting the needs of survivors. This could mean the service is provided internally by the domestic violence agency or provided externally in the community by other agencies and the domestic violence agency's role is to maintain relationships to help survivors access those resources – or a combination of both.

**Underserved Populations** – This section asks agencies to describe strategies currently used to reach populations often identified as underserved or unserved in many communities and how effective those strategies have been.

**Current Capacity to Do Work in the Community** – This section asks agencies to provide information about what gaps they currently see in their ability to meet the needs in their community in the areas of professional training, community outreach and education, and prevention. This could mean maintaining existing services, expanding existing services and/or establishing services that don't currently exist.

Please share this survey with any and all agencies serving survivors of domestic violence.

If you have questions please contact Sarah Conlon at [conlon@icadv.org](mailto:conlon@icadv.org) or Vickie Smith at [smith@icadv.org](mailto:smith@icadv.org).

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## Tell Us A Little About Your and Your Agency

Which of these best describes your current position at your agency?

- ☐ Executive Director
- ☐ Program Director
- ☐ Shelter Manager
- ☐ Shelter Staff
- ☐ Children's Counselor
- ☐ Adult Counselor
- ☐ Legal/Court Advocate
- ☐ Trainer/Volunteer Coordinator
- ☐ Prevention/Outreach Coordinator
- ☐ Fiscal Staff
- ☐ Other Administrative Position

In which part of the state is your agency located?

- ☐ Southern Region
- ☐ Central Region
- ☐ North Rural Areas
- ☐ North - Collar Counties
- ☐ Cook County - Suburbs
- ☐ Cook County - Chicago

Is your agency currently funded by the Illinois Department of Human Services Domestic Violence Prevention and Intervention (DVPI) program?

- ☐ Yes
- ☐ No
- ☐ I do not know

How long have you been working in the domestic violence service field - at your current agency and prior experience?

- ☐ Under 3 years
- ☐ 3-5 years
- ☐ 6-10 years
- ☐ 10+ years

Tell us about your agency's catchment area (eg what counties, populations, etc)

## Stabilizing Workforce Capacity and Thriving Wages

ICADV will be using a portion of its APR funds to conduct a workforce compensation and retention survey. This has been a request of ICADV's members for quite some time and that need has been amplified as agencies continue to struggle to recruit qualified talent and staff turnover has increased even more than normal during this incredibly difficult time of the "Great Resignation". We will be working with a consultant to help develop a separate needs assessment to collect information specifically from ICADV's member agencies about how domestic violence staff are compensated currently, what fringe benefits are offered, how those compensation packages compare to local markets, and what creative workforce retention strategies agencies have implemented during the pandemic. The purpose of this report will be to help agencies make decisions about salary and benefit adjustments to help sustain their workforce and inform staffing decisions in the coming years.

Is there anything specific that would be helpful to you as we consider gathering information about salary/wages and fringe benefits?

Is there anything specific that would be helpful to you related to minimum qualifications for various positions?

Is there anything you would like us to consider as this project gets underway that will make it more useful to your agency?

Do you have specific questions or specific concerns about your agency's ability to stabilize its workforce, establish thriving wages and retain its trained staff, even if provided additional resources to do so as a result of this FY23 increase in domestic violence general revenue funds? If so, please describe.

## Current Capacity to Meet Survivor Needs

Below is a list of common services needed by survivors. Depending on funding available internally within the domestic violence agency itself and other resources available elsewhere in the community, these needs are met to varying degrees based on where survivors are located. For each service listed below, please indicate how well these needs are met with resources currently available to survivors.

**NEED MOSTLY MET:** Internally, we have adequate funding to meet survivor needs and/or we currently have community relationships that allow us to help meeting survivor needs by helping them access those external resources.

**NEED FUNDING TO MEET INTERNALLY:** Internally, to meet needs of survivors, we would likely utilize additional funding to develop and/or expand that service in my agency.

**AVAILABLE IN COMMUNITY, BUT NEED FUNDING TO HELP CLIENT ACCESS IT:** In my community, the services are there but I would need the funding to hire staff to form relationships and help clients access those resources to that service.

**NOT AVAILABLE IN MY COMMUNITY (OUTSIDE MY AGENCY):** In my community, this is a service not readily available or at all.

SERVICE HOW WELL IS NEED MET NOW?	NEED MOSTLY MET:	NEED FUNDING TO MEET INTERNALLY:	AVAILABLE IN COMMUNITY, BUT NEED FUNDING TO HELP CLIENT ACCESS IT:	NOT AVAILABLE IN MY COMMUNITY (OUTSIDE MY AGENCY):
Transporation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behavior health/substance use services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical and dental health support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and job training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial education and skills training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Civil legal assistance/representation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language interpreters/translators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deaf interpreters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Service Need Unmet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like ICADV and IDHS to know about stabilizing existing services, expanding those services being provided to some degree, or establishing services from scratch to meet the needs of your community (related to those services listed above)?

## Current Capacity to Meet Safe Housing Needs of Survivors

For the purposes of this survey, Safe Housing includes Emergency Shelter, Transitional Housing, and Affordable Permanent Housing. These could be services provided internally provided by your agency or by accessing resources in your community.

**NEED MOSTLY MET:** Internally, we have adequate funding to meet survivor needs and/or we currently have community relationships that allow us to help meeting survivor needs by helping them access those external resources.

**NEED FUNDING TO MEET INTERNALLY:** Internally, to meet needs of survivors, we would likely utilize additional funding to develop and/or expand that service in my agency.

**AVAILABLE IN COMMUNITY, BUT NEED FUNDING TO HELP CLIENT ACCESS IT:** In my community, the services are there but would need the funding to hire staff to form and maintain those relationships and help clients access those resources to that service.

**NOT AVAILABLE IN MY COMMUNITY (OUTSIDE MY AGENCY):** In my community, this is a service not readily available or at all.

SERVICE HOW WELL IS NEED MET NOW?	NEED MOSTLY MET:	NEED FUNDING TO MEET INTERNALLY:	AVAILABLE IN COMMUNITY, BUT NEED FUNDING TO HELP CLIENT ACCESS IT:	NOT AVAILABLE IN MY COMMUNITY (OUTSIDE MY AGENCY):
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Emergency Shelter (on-site and/or off-site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transitional Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Permanent Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does your community have the need for additional emergency shelter beds to meet the current needs of survivors?

- ☐ Yes
- ☐ No
- ☐ I don't know

If YES, your community needs more emergency shelter beds, how would you propose utilizing resources to meet that need?  
(Provide just a very brief description - this is not a grant proposal, just a survey to provide information to IDHS.)

## Current Capacity to do Outreach, Professional Training, Systems Advocacy, and Prevention

Below is a list of common community services - professional training, systems advocacy, public education and prevention - needed in communities. The amount of resources dedicated to these services vary greatly between communities. For each service listed below, please indicate how well these needs are met with resources currently available in communities.

**NEED MOSTLY MET:** Internally, we have adequate funding to provide the community service and be responsive to the populations we serve.

**NEED SUPPLEMENTAL FUNDING TO MEET NEED:** We are currently able to provide some of this service, but the need is too great for our current capacity. With some supplemental funding, we would be able to expand in this area to better serve our community.

**NEED FUNDING TO ESTABLISH SERVICE TO MEET NEED:** We currently are not able to provide any of this service due to lack of resources, but additional funding could help us establish this service and form relationships that help us better meet the needs of survivors in our community.

**NOT APPLICABLE**

SERVICE SERVICE	NEED MOSTLY MET:	NEED SUPPLEMENTAL FUNDING TO MEET NEED:	NEED FUNDING TO ESTABLISH SERVICE TO MEET NEED:	NOT APPLICABLE
Public Education: Religious organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Education: Civic organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Education: Youth Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Education: Employees/Employers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Education: Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Training/Systems Advocacy: Justice System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Training/Systems Advocacy: Health Systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Training/Systems Advocacy: Education System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Training/Systems Advocacy: Social Service Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Training/Systems Advocacy: Clergy/Religious Professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Training/Systems Advocacy: Other Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prevention: Preschool/Primary Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prevention: Junior High Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prevention: High School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prevention: Post Secondary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Recruitment and Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Describe the "Other" unmet needs if you identified any above.

Is there anything else you would like ICADV and IDHS to know about stabilizing existing services and expanding those services to meet survivor needs (related to those services listed above)?

## Underserved Populations

Please tell us about the underserved populations you have identified in your community, the outreach you have conducted to reach those communities, what your agency has done to make services more accessible, and what additional resources would be needed to better serve these populations.

What outreach have you conducted to reach this population and inform them that domestic violence services exist for them? What types of agencies you have worked with, whether this is a concentrated effort or if efforts are few and far between as time allows, etc. Has the outreach been well received or are their additional barriers that need to be addressed by your agency to better meet the needs of the population?

Underserved Population Describe Outreach	Describe outreach efforts and have those been well received by the population?	What additional barriers do you see exist for this population to fully access your services?	What have you done to make your services more accessible for this population and do you feel this has increased the number of survivors from this population seeking services?	What additional resources would be helpful to effectively serve this population in your community?
Immigrant				
Undocumented				

Non/Limited English Speaking				
LGBTQAI+				
Male Victims				
Accompanying Adolescents				
Minors				
People with Disabilities				
Deaf and Hard of Hearing				
Veterans				
Survivors with substance use issues				
Dually involved individuals				
Elderly				
Rural victims				
Black and Indigenous people of color (BIPOC)				
Other				

Are their any other underserved populations that you have identified in your community that are not listed here? Is there anything else specific to underserved populations that you would like ICADV and IDHS to know?

## Final Thoughts

Is there anything else you would like ICADV or IDHS to know about the current capacity needs of your organization as it considers the best means for meeting the needs of all survivors?

ONCE YOU COMPLETE YOUR RESPONSE, CLICK THE SUBMIT BUTTON. IF YOU ARE NOT LOGGED INTO COALITION MANAGER AS A USER, **DO NOT CLICK SAVE AND EXIT** OR YOUR WORK COMPLETED THUS FAR WILL BE LOST.