

Creating A Safer Texas:

Understanding Family Violence Non-Residential Service Use

This brief uses data from the “Creating A Safer Texas: Understanding Family Violence Non-Residential Service Use and Impact” report, a collaborative research project between Texas Council on Family Violence (TCFV), Texas Health and Human Services Commission (HHSC), University of Texas Medical Branch Center for Violence Prevention, and University of Texas Arlington School of Social Work.

Family violence agencies across Texas provide lifesaving services to survivors of violence, their children, families, and communities. HHSC-funded family violence agencies (n = 87) served 44,189¹ individual survivors and children through non-residential services in FY21. Family violence staff engaged in 543,085 individual service activities with non-residential service recipients in FY21. On average, an individual survivor in non-residential services engaged in 12.3 separate service interactions.

HHSC collects data across 15 service categories (see Table 1). Services categorized as “intervention,” “information & referral,” “orientation,” “legal assistance,” and “counseling/therapy” were the most frequently provided services. The Exceptional Item Funding (EIF), accessed by 25 agencies, comprised an additional set of services provided in FY 2021. There were 3,520 unduplicated clients receiving services under EIF, with the majority receiving support for legal, housing, or economic needs.

Trends in Family Violence Service Use Considering Race and Ethnicity²

Texas is a diverse state, serving family violence survivors from a broad range of racial and ethnic groups. Table 2

1 This is slightly lower than the 44,739 survivors and children indicated in the 2021 Statewide records request data gathered by TCFV. This is likely due to differences in the framing of the requests, as the data provided in the current report comes from aggregating individual agency reports.

2 All services discussed in these sections are based on HHSC definitions for family violence service providers.

Table 1: Unduplicated service counts for family violence service agencies across Texas in 2021

INTERVENTION SERVICES	32,206
INFORMATION & REFERRAL: COMMUNITY SERVICES	22,767
ORIENTATION	18,549
LEGAL ASSISTANCE	12,231
COUNSELING/THERAPY	12,112
SUPPORT GROUP	5,782
INFORMATION & REFERRAL: EMPLOYMENT	3,629
CHILD SERVICES	3,506
MEDICAL CARE	1,058
FAMILY VIOLENCE OPTION	969
EMERGENCY ORIENTATION	968
TRANSPORTATION	826
CHILD RECREATION	541
MEDICAL ACCOMPANIMENT	477
EDUCATIONAL ARRANGEMENT FOR CHILDREN	210

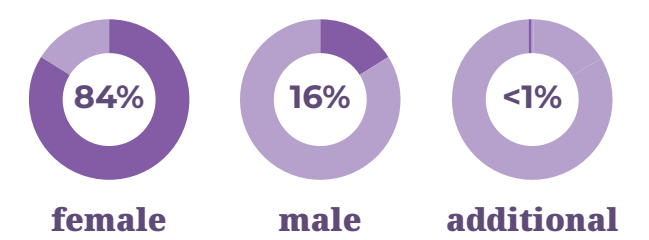
details family violence service use by race/ethnicity in comparison with U.S. Census data.

Hispanic/Latinx survivors made up the largest group served by family violence agencies in FY21, followed by White survivors. Black/African American survivors were the third largest group served. Family violence service rates, for the most part, are similar to Census data representation of racial and ethnic groups in the general Texas population, with some notable exceptions. Notably, Asian individuals represent 5.2% of the Texas population, but only 2.4% of those in services, and American Indian/Alaskan Native individuals comprise 1% of the Texas population and 0.5% of those in services.

Given systemic barriers, as well as disparities in rates of exposure and service access, service engagement rates that are similar to overall state demographics should not necessarily be assumed to indicate equitable service access and engagement. Existing data suggests that people of color often experience high rates of interpersonal violence, including family violence, and often face additional barriers seeking help and, as such, should arguably be more present in services compared to the demographics of the state overall.

Trends in Family Violence Service Use Considering Gender

Clients (adults and children) who identified as female received 84% of all family violence services, with 16% provided to clients identified as male, and less than 1% to clients identified as “additional” gender.



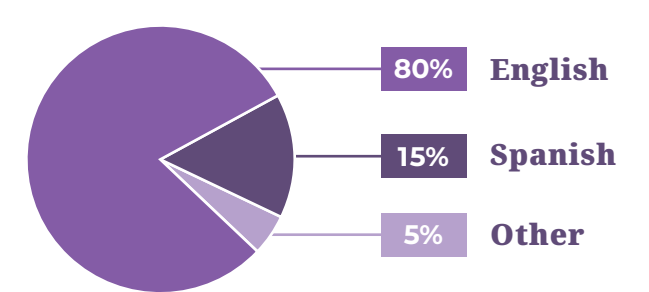
In 2021, only 31 of 87 family violence agencies reported serving any survivors with an “additional” gender identity. As these estimates are inclusive of all ages served, child service recipients likely make up a significant portion of males served.

Table 2: Service Use & Census Data by Race/ Ethnicity

	FY21 Unduplicated	FY21 Duplicated	2021 Texas Census Data
HISPANIC / LATINX	44.8%	49.4%	39.7%
WHITE	27.6%	26.9%	41.2%
BLACK / AFRICAN AMERICAN	13.6%	13.7%	12.9%
ASIAN AMERICAN PACIFIC ISLANDER	2.4%	2.2%	5.2%
AMERICAN INDIAN / ALASKAN NATIVE	0.5%	0.5%	1%
MULTIRACIAL	2.9%	2.8%	2.1%
OTHER	2.4%	1.9%	–
UNKNOWN	5.7%	2.4%	–
REFUSED	0.0%	0.1%	–

Trends in Family Violence Service Use Considering Language

Survivors receiving residential and non-residential services spoke 14 languages tracked by HHSC,³ as well as a range of additional languages, categorized as “other” in the data set, highlighting the importance of meeting Texas survivors’ diverse language needs. The largest percentage of survivors were served in English (80%) and Spanish (15%).



3 HHSC does not track language separately for residential and non-residential services.

Table 3: Hotline Call Categories

<i>Shelter Focused Calls Categories (Denied or Referral)</i>	<i>Mean Calls Per Agency Per Month Across FY19-21</i>
Seeking Shelter: Denied due to lack of space	17.21
Seeking Shelter: Denied for other reasons	10.69
Seeking Shelter: Referrals to temporary shelter due to lack of space	10.28
Seeking Shelter: Referrals to another family violence shelter	5.64
<i>Family Violence Focused Calls Category</i>	<i>Mean Calls Per Agency Per Month Across FY19-21</i>
Calls About Family Violence	194.69

Trends in Family Violence Service Use Considering Age

Adults between 18-64 years old comprise 73.8% of non-residential service recipients, with youth 0-17 years old comprising 23.8% of service recipients, and adults over age 64 comprising only 1.4% of service recipients. Older survivors are greatly underrepresented in family violence services, as 12.5% of Texans are over 64 years old (U.S. Census, 2022).

Hotline Service Use Trends

Hotline represents a critical access point for family violence services in Texas. Hotline data for HHSC-funded family violence agencies were analyzed for FY19-FY21. Categories of hotline calls and mean number of calls per month per agency over the three included years are found in Table 3.

Figure 1 depicts total calls per month for shelter denial related calls and family violence related calls. These data demonstrate that family violence agencies across the state deny, on average, 17.21 shelter requests a month due to lack of space, with some increased demand occurring in summer months.

Figure 1: Texas Family Violence Hotline Calls Per Month FY 19-21

