



March 6, 2024

Paige Flink  
National Program Director  
DV Beds



**Re: Letter of Support for DV Beds**

Dear Paige,

I am writing on behalf of the National Domestic Violence Hotline (The Hotline) to express our wholehearted support for the national expansion of the invaluable work undertaken by the DV Beds organization. Since our collaboration commenced in 2021, our team has directly experienced the tangible benefits of having access to real-time information regarding open emergency shelter beds, crucial for swiftly assisting survivors of domestic violence in urgent need of safety. The seamless integration of DV Beds into our Advocate Dashboard has proven immensely successful, significantly enhancing our ability to deliver timely services.

In 2020, as part of a project funded by the Department of Justice, Office of Victims of Crime (OVC) grant award 2020-V3-GX-0135, the leadership team at the National Domestic Violence Hotline embarked on an endeavor to assess how shelter bed availability was monitored and maintained among various regional coalitions across the nation. Through extensive research, we identified DV Beds, a system servicing over forty emergency shelter providers and affiliated agencies in Texas and Arkansas. Following thorough deliberation and evaluation of its capabilities, The Hotline decided to initiate a pilot project and endorse the integration of real-time critical shelter information from DV Beds directly into our existing Hotline Advocate Dashboard system.



This technology integration has proved successful, enabling us to gauge data accuracy and system efficiency, thereby facilitating the groundwork for a nationwide integration of our respective systems.

Presently, this interface and integration remain fully operational. Leveraging the success of this data integration, we achieved real-time information flow from a select group of shelters, demonstrating that a seamless integration was feasible and readily available to our operational center and advocates. Our staff has been utilizing this system rigorously, making numerous referrals in 2023 alone to participating shelters. We are cognizant that with the expansion of programs nationally, this figure is poised to escalate exponentially, thus furnishing critical information to individuals—women, children, and men—seeking refuge from domestic violence throughout the country. We appreciate the commendable efforts of DV Beds and eagerly anticipate the proliferation of hundreds more shelters nationwide, forging a robust network of safety for those in peril.

Thank you for your dedication to this vital cause. Please do not hesitate to contact us if there are any further ways we can support your endeavors.

Warm regards,

A handwritten signature in black ink that reads "Katie Ray-Jones".

Katie Ray-Jones

CEO

[kjones@thehotline.org](mailto:kjones@thehotline.org)