

**Using Concept Mapping to Develop a Theory to Describe the Work of the
National Domestic Violence Hotline - Formative Data Collection**

OMB Information Collection Request

0970 - 0356

Supporting Statement

Part B

Submitted By:

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B1. Respondent Universe and Sampling Methods

Respondent Universe

The respondent universe for the Concept Mapping Project includes: (1) Practitioners (e.g., domestic violence hotlines, domestic violence consortium programs, YWCA, and Safe Horizons); (2) Public Interest Groups (e.g., National Resource Center on Domestic Violence, National Center of Violence Against Women in the Black Community); (3) Hotline Advocates (e.g., hotline and LIR staff); (4) ACF staff and staff from other Federal agencies, and (5) The Hotline/LIR Contactors.

Sampling Methods

Respondents to the Concept Mapping Project will be sampled using a snowball or chain sampling approach and the specifics of the approach vary by stakeholder type.¹ The total sample size for the concept mapping activities is 105 participants. Participation is voluntary and anonymous. Following the recruitment activities detailed below, respondents who agree to participate will be given the URL of the Concept Systems, Inc. website. The beginning of the concept mapping includes an informed consent that will explain participation is voluntary and how participants' input will contribute to developing the theoretical framework. Upon completing the informed consent, participants will receive a randomly generated user name and password to access the phases of the concept mapping project.

Practitioners: The SAF-T project team will send recruitment emails to stakeholder group representatives including local domestic violence shelter hotlines, the domestic violence hotline consortium, YWCA and Safe Horizon.

Public Interest Groups: The SAF-T project team will send recruitment emails to stakeholder group representatives including the National Resource Center on Domestic Violence, The National Network to End Domestic Violence, and the National Coalition Against Domestic Violence.

Hotline Advocates: The Hotline management staff will provide recommendations of potential respondents based on specific criteria (e.g., staff that respond to chats as well as to individuals who call the toll-free number). The SAF-T team will send an introductory recruitment email to the recommended staff members to determine their interest in participating.

ACF staff and staff from other Federal agencies: The ACF project officer will provide recommendations of potential respondents. The SAF-T team will send an introductory recruitment email to the recommended staff members to determine their interest in participating.

The Hotline/LIR Contactors: Victims or survivors 18 year of age or older who chat or talk with an advocate at The Hotline or LIR and who are not in crisis will be asked towards the end of their session if they would like to participate anonymously in the concept mapping project.

¹ Patton, M. Q. (1990). *Qualitative evaluation and research methods*. New Park, California: Sage Publications

B2. Procedures for Collection of Information

The concept mapping project includes three online concept mapping data collection activities, and one group webinar discussion. Respondents will participate in the project using a special software produced by Concept Systems, Inc. The four phases of the concept mapping project with brief descriptions are listed below.

1. **Brainstorming Session.** Stakeholders will be asked to contribute information and insight on factors that enable The Hotline/LIR to empower and support those affected by relationship abuse.
2. **Sorting Session.** Stakeholders will be asked to sort responses into categories that make sense to them.
3. **Rating Session.** Stakeholders will be asked to rate each response on a scale of importance in two areas: (1) empowering those affected by relationship abuse, and (2) supporting those affected by relationship abuse to take next steps towards becoming safer.
4. **Group Webinar Discussion.** Stakeholders will be asked to participate in a group webinar where we will share combined results and get feedback from all participants through discussion. If the stakeholders are unable to participate in the webinar, they will be asked to independently review and respond to an emailed overview of the proposed theoretical framework.

Only one phase of the concept mapping project will be open at a time for approximately two weeks. Each of the phases depends on the information gathered in the preceding phase.

B3. Methods to Maximize Response Rates and Deal with Nonresponse

Expected Response Rate

Most of the participants will be dedicated to helping victims of domestic violence in their work. Some, as in the case of contactors, have experienced victimization. As such, it is expected that they will be highly motivated to participate in the project. In addition, given there is a time window for participating in each phase of the concept mapping, participants will be able to respond to the phases of the concept mapping at their own convenience within the time frame allotted (approximately two weeks for each phase).

Dealing with Nonresponse

Because of the qualitative nature of the concept mapping process, concerns about nonresponse bias are not applicable. The goal of this project is to solicit and compile the input from a broad range of stakeholders and to use their perspectives to inform the development of a framework for performance measurement and evaluation. The recruitment approach and the use of an online data collection tool will facilitate the participation of multiple stakeholders.

Maximizing Response Rates

To maximize response rates, the online concept mapping system is being used for this project. Such an approach will allow participants to complete each phase whenever it is convenient for them within the time frame allotted. In addition, information about the full range of concept mapping activities, including associated dates, are incorporated into multiple sections of the online project. For example,

information on the start and end dates of the sorting and rating phases, and the date and time of the webinar discussion are provided at the “thank you” screen for completion of the brainstorming session. This approach will remind participants of upcoming project activities. Additionally, stakeholder groups with email contact information (i.e., Hotline Advocates, Practitioners, Public Interest Groups, and ACF and other federal staff) will receive reminders by email when concept mapping phases are open for completion. The Hotline will recruit 15 new contactors for each phase of the concept mapping, since we will not have email address for them. This will ensure the contactors’ anonymity and at the same time obtain their input at each phase of the concept mapping.

B4. Tests of Procedures or Methods to be Undertaken

All of the text and instructions have been tested for usability by the project team. Before each of the phases goes live on the Concept Systems website, project staff will test the link to determine if there are any problems.

B5. Individual(s) Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

The concept mapping data collection protocols were developed by Jessica Griffin Burke, Ph.D. of the University of Pittsburgh and Co-Principal Investigator on the project. Dr. Burke has substantial experience designing and conducting concept mapping activities, published her work on concept mapping in books and peer-reviewed journal articles, and teaches a graduate level course on concept mapping at the University of Pittsburgh. In addition, Dr. Burke is director of the Concept Mapping Institute, University of Pittsburgh Graduate School of Public Health.

Input was also provided by the SAF-T team project officers and other ACF staff at the Office of Planning, Research, and Evaluation and (OPRE) and the Family and Youth Services Bureau (FYSB): Tia Zeno, Samantha Illangasekare, Angela Yannelli, and Rebecca Odor.