

## Instrument 2: Follow Up Survey

The follow-up survey can be completed online via dedicated URL link or via telephone. Part A outlines the protocol and questions for the online follow-up survey. Part B outlines the protocol and questions for the follow-up survey via phone.

### **Part A: Completing the follow-up survey online via a dedicated password protected URL link.**

Once a participant clicks the link, he/she will be asked to input a 4-digit number to access the survey. This can be any combination of 4 numbers.

#### Page 1 Text:

*This survey is for those who completed a survey two weeks ago by phone or chat. If you would like to take the follow-up survey now, please enter your 4-digit code.*

#### Page 2 Text:

*Thank you for agreeing to take this survey. The purpose of the survey is to evaluate short-term outcomes for Hotline/LIR contactors, such as you. Your participation will help us improve the services at The Hotline/LIR and help us understand what we could be doing better. It should take about 6 minutes for you to complete. As we told you two weeks ago, please understand your participation is entirely on a voluntary basis. You have the right to withdraw your consent or discontinue participation at any time without penalty. Also, your safety is very important to us, and we will make every effort to ensure your privacy and keep your information confidential, to the extent permitted by law*

*An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is OMB No.: 0970-0468 and it expires on XX/XX/XXXX.*

*For your safety, we have included information on how to clear your search history. You will find this information again at the end of the survey.*

*Listed below are the most common internet browsers. Click the one you are currently using to open a new link on how to erase your internet history or cache, or how to use the built-in anti-tracking mode.*



Internet Explorer ---> [erase history](#) | [clear cache](#) | [private browsing](#)

mode



Google Chrome ---> [erase history](#) | [clear cache](#) | [incognito mode](#)



Mozilla Firefox ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)



Safari ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)

Opera ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)

*When you took the first survey, you choose a code word and a fake name or pseudonym. We also asked you to remember a 4-digit number. Please enter as many of these 3 pieces of information as you can remember:*

Code Word: [OPEN TEXT BOX]

Pseudonym: [OPEN TEXT BOX]

4-Digit Code Number: [OPEN TEXT BOX]

### Page 3 Text:

Please answer the following questions based on your experiences with either the National Domestic Violence Hotline (The Hotline) or loveisrespect (LIR).

1. We would like to understand why you contacted The Hotline or LIR two weeks ago. Please check all that apply:
  - a. Did you contact The Hotline/LIR two weeks ago to learn about your options and choices?
  - b. Did you contact The Hotline/LIR two weeks ago to talk to or chat with someone who understands your situation?
  - c. Did you contact The Hotline/LIR two weeks ago to understand more about domestic violence and/or dating violence?
  - d. Did you contact The Hotline/LIR two weeks ago to understand more about healthy relationships?
  - e. Did you contact The Hotline/LIR two weeks ago to learn about ways to plan for safety?
  - f. Did you contact The Hotline/LIR two weeks ago to get a referral to services (such as shelter, counseling, legal services, etc.)?
  - g. Did you contact The Hotline/LIR two weeks ago to get emotional support?
  - h. Did you contact The Hotline/LIR two weeks ago to learn how family members, friends, or others can get emotional support or how you can provide emotional support to them?
  - i. Are there any other reasons why you contacted The Hotline/LIR two weeks ago? If so, please describe. [OPEN TEXT BOX]
  
2. On a scale of 1 to 5, with 1 being not at all and 5 being a lot, how much do you think your needs were met (meaning, you got what you were asking for) by interacting with someone at The Hotline/LIR?
  - 1 - Not at all
  - 2
  - 3

- 4
- 5 - A lot

3. Did the advocate you spoke or chatted with at The Hotline/LIR provide the information that you were asking for? Please indicate yes or no and provide a reason for your answer.
- Yes
  - No

[Explanation OPEN TEXT BOX]:

4. Since you contacted The Hotline/LIR, how have your circumstances changed?  
[OPEN TEXT BOX]

5. Please answer yes or no to the following questions about your interaction with The Hotline/LIR two weeks ago.
- a. Because of your interaction with The Hotline/LIR, do you know more about your options?
    - Yes
    - No
  - b. Because of your interaction with The Hotline/LIR, do you know more about domestic violence and/or dating violence?
    - Yes
    - No
  - c. Because of your interaction with The Hotline/LIR, do you know more about healthy relationships?
    - Yes
    - No
  - d. Because of your interaction with The Hotline/LIR, do you know more about ways to plan for safety?
    - Yes
    - No
  - e. Because of your interaction with The Hotline/LIR, do you know more about community resources?
    - Yes
    - No
  - f. Because of your interaction with The Hotline/LIR, are you more comfortable asking for help?
    - Yes
    - No
  - g. Because of your interaction with The Hotline/LIR, are you more confident about making decisions related to your situation?
    - Yes
    - No
  - h. Because of your interaction with The Hotline/LIR, are you more hopeful about the future?

- Yes
- No

6. Please answer yes or no to the following questions about how you might use the information you got two weeks ago. If the question does not apply to your situation, you can answer “not applicable.”
- a. Since contacting The Hotline/LIR, have you used the information provided to you?
    - Yes
    - No [SKIP TO QUESTION 7]
    - Not applicable [SKIP TO QUESTION 7]
  - b. Since contacting The Hotline/LIR, have you contacted the community resource or referral that was provided to you?
    - Yes
    - No
    - Not Applicable
  - c. Since contacting The Hotline/LIR, have you shared the community resource or referral that was provided to you with someone else?
    - Yes
    - No
    - Not Applicable
  - d. Since contacting The Hotline/LIR, have you contacted a shelter?
    - Yes
    - No
    - Not Applicable
  - e. Since contacting The Hotline/LIR, have you talked to a family member or friend about your situation?
    - Yes
    - No
  - f. Since contacting The Hotline/LIR, have you made plans for safety?
    - Yes
    - No
    - Not Applicable
  - g. Since contacting The Hotline/LIR, have you contacted law enforcement?
    - Yes
    - No
    - Not Applicable
  - h. Since contacting The Hotline/LIR, have you contacted legal services?
    - Yes
    - No
    - Not Applicable
  - i. Since contacting The Hotline/LIR, are there other ways you have used the information that The Hotline/LIR provided?” If so, please describe: [Open Text Box]

7. On a scale of 1 to 5, with 1 being not at all, and 5 being a lot, how helpful was the information that The Hotline/LIR provided two weeks ago?
  - 1 – Not at all
  - 2
  - 3
  - 5
  - 5 – A lot
  
8. Please explain why the information that The Hotline/LIR provided two weeks ago was helpful or not helpful. [OPEN TEXT BOX]
  
9. On a scale of 1 to 5, with 1 being not at all and 5 being a lot, how satisfied are you overall with the services that The Hotline/LIR provided to you? If you feel this is not applicable to your interaction with The Hotline/LIR two weeks ago, you may select ‘Not applicable’ as your response choice.
  - 1 - Not at all
  - 2
  - 3
  - 4
  - 5 - A lot
  - Not Applicable

*Thank you for time.*

*For your safety, we have included information on how to clear your search history.*

*Listed below are the most common internet browsers. Click the one you are currently using to open a new link on how to erase your internet history or cache, or how to use the built-in anti-tracking mode.*



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Mozilla Firefox ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)



Safari ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)



Opera ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)

**Part B: Completing the follow-up survey over the phone via a dedicated telephone number provided by The Hotline/LIR.**

Directions for Research Staff: Outlined below are questions that must be read out loud for participants who are completing the follow-up survey by phone. The questions outlined below are formatted for both: (1) when a participant calls The Hotline/LIR to complete the follow-up survey or (2) when a research staff person at The Hotline/LIR contacts a participant on the date/time that was agreed up on during the exit survey intake.

Each question along with each response category must be read out loud in a question format.

*Research Staff: Thank-you for agreeing to take this survey. The purpose of the survey is to evaluate short-term outcomes for Hotline/LIR contactors, such as you. Your participation will help us improve the services at The Hotline/LIR and help us understand what we could be doing better. It should take about 6 minutes for you to complete. As discussed two weeks ago please understand your participation is entirely on a voluntary basis. You have the right to withdraw your consent or discontinue participation at any time without penalty. Also, your safety is very important to us, and we will make every effort to ensure your privacy and keep your information confidential, to the extent permitted by law*

*An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is OMB No.: 0970-0468 and it expires on XX/XX/XXXX.*

*When you took the first survey about two weeks ago, you choose a code word and a fake name or pseudonym. We also asked you to remember a 4-digit number. Before we begin, please provide me with that information:*

*What is your code word?[OPEN TEXT BOX]*

*What is your pseudonym?[OPEN TEXT BOX]*

*What is your 4-digit code number? [OPEN TEXT BOX]*

1. We would like to understand why you contacted The Hotline/LIR two weeks ago. I will read a list of possible reasons. Please indicate yes or no for each one. You may answer yes for more than one.
  - a. Did you contact The Hotline/LIR two weeks ago to learn about your options and choices? Yes or no?
  - b. Did you contact the Hotline/LIR two weeks ago to talk or chat with someone who understands your situation? Yes or no?
  - c. Did you contact The Hotline/LIR two weeks ago to understand more about domestic violence and/or dating violence? Yes or no?
  - d. Did you contact The Hotline/LIR two weeks ago to understand more about healthy relationships? Yes or no?

- e. Did you contact The Hotline/LIR two weeks ago to learn about ways to plan for safety? Yes or no?
  - f. Did you contact The Hotline/LIR two weeks ago to get a referral to services (such as shelter, counseling, legal services, etc.)? Yes or no?
  - g. Did you contact The Hotline/LIR two weeks ago to be directly connected to a service (such as shelter, counseling, legal services, etc.) by an advocate [This question ONLY for callers] Yes or no?
  - h. Did you contact The Hotline/LIR two weeks ago to get emotional support? Yes or no?
  - i. Did you contact The Hotline/LIR two weeks ago to learn how family, friends, or others can get emotional support or how you can provide emotional support to them? Yes or no?
  - j. Are there any other reasons why you may have contacted The Hotline/LIR two weeks ago? If so, please describe. [OPEN TEXT BOX]
2. On a scale of 1 to 5, with 1 being not at all, and 5 being a lot, how much do you think your needs were met (meaning, you got what you were asking for) by interacting with The Hotline/LIR two weeks ago?
- 1 - Not at all
  - 2
  - 3
  - 4
  - 5 - A lot
3. Did the advocate you spoke or chatted with at The Hotline/LIR provide the information that you were asking for? Please indicate yes or no and then also provide a reason for your answer.
- Yes
  - No
- [Explanation OPEN TEXT BOX]:
4. Since you contacted The Hotline/LIR two weeks ago, how have your circumstances changed?"  
[OPEN TEXT BOX]
5. Please answer yes or no to the following questions about your interaction with The Hotline/LIR two weeks ago.
- a. Because of your interaction with The Hotline/LIR, do you know more about your options? Yes or no?
  - b. Because of your interaction with The Hotline/LIR, do you know more about domestic violence and/or dating violence? Yes or no?
  - c. Because of your interaction with The Hotline/LIR, do you know more about healthy relationships? Yes or no?
  - d. Because of your interaction with The Hotline/LIR, do you know more about ways to plan for safety? Yes or no?

- e. Because of your interaction with The Hotline/LIR, do you know more about community resources? Yes or no?
  - f. Because of your interaction with The Hotline/LIR, are you more comfortable asking for help? Yes or no?
  - g. Because of your interaction with The Hotline/LIR, are you more confident about making decisions related to your situation? Yes or no?
  - h. Because of your interaction with The Hotline/LIR, are you more hopeful about the future? Yes or no?
6. Please answer yes or no to the following questions about how you might use the information you got two weeks ago. If the question does not apply to your situation, you can answer “not applicable.”
- a. Since contacting The Hotline/LIR, have you used the information provided to you? Yes or no, or not applicable? [IF PARTICIPANT INDICATES NO or N/A, SKIP TO QUESTION 7]
  - b. Since contacting The Hotline/LIR, have you contacted the community resource or referral that was provided to you? Yes, no, or not applicable?
  - c. Since contacting The Hotline/LIR, have you shared the community resource or referral that was provided to you with someone else? Yes, no, or not applicable?
  - d. Since contacting The Hotline/LIR, have you contacted a shelter? Yes, no, or not applicable?
  - e. Since contacting The Hotline/LIR, have you talked to a family member or friend about your situation? Yes or no?
  - f. Since contacting The Hotline/LIR, have you made plans for safety? Yes, no, or not applicable?
  - g. Since contacting The Hotline/LIR, have you contacted law enforcement? Yes, no, or not applicable?
  - h. Since contacting The Hotline/LIR, have you contacted legal services? Yes, no, or not applicable?
  - i. Since contacting The Hotline/LIR, are there other ways you have used the information that The Hotline/LIR provided?": [Open Text Box]
7. On a scale of 1 to 5, with 1 being not at all, and 5 being a lot, how helpful was the information that The Hotline/LIR provided two weeks ago?
- 1 – Not at all
  - 2
  - 3
  - 4
  - 5 – A lot
8. Please explain why the information that The Hotline/LIR provided two weeks ago was helpful or not helpful. [OPEN TEXT BOX]
9. On a scale of 1 to 5, with 1 being not at all and 5 being a lot, how satisfied are you overall with the services that The Hotline/LIR provided to you?



- 1 - Not at all
- 2
- 3
- 4
- 5 - A lot

Thank you for time.