

**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

APPENDICES

Submitted By:

Office of Planning, Research and Evaluation
Administration for Children and Families
U.S. Department of Health and Human Services

4th Floor, Mary E. Switzer Building
330 C Street, SW
Washington, D.C. 20201

September 2017

Project Officer:

Tia Zeno, Ph.D.

Social Science Research Analyst
Office of Planning, Research and Evaluation
Administration for Children and Families
U.S. Department of Health and Human Services

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Appendix A: Stakeholder Recruiting Materials

Appendix A: Stakeholder Recruiting Materials

A.1 Introductory Email to Nominating Stakeholders: Practitioners and Public Interest Groups

An introductory email will be sent to primary (nominating) stakeholders in the practitioner and public interest stakeholder groups to introduce the project, its purpose, and to request their participation as well as a list of additional stakeholders who may be willing to participate. See Exhibit A-1.

Exhibit A-. Introductory Email to Nominating Stakeholders: Practitioners and Public Interest Groups

Dear [INSERT STAKEHOLDER GROUP TYPE]

We are writing to introduce the [National Domestic Violence Hotline Services Assessment Framework based on Theory](#) (SAF-T) project funded by the Administration for Children and Families (ACF) on behalf of the Family and Youth Service Bureau's Family Violence Prevention and Services Program and the Office of Planning, Research and Evaluation. The purpose of this project is to develop a framework that reflects the needs and outcomes of those who contact the National Domestic Violence Hotline (The Hotline) and loveisrespect (LIR; the helpline targeted towards young people) and the services that The Hotline and LIR provide. Using this framework, we will then develop an approach for performance measurement and evaluation. As part of this project we are seeking input from key stakeholders to help inform the development of the framework.

We are reaching out to you because you play a key role in addressing issues of domestic violence and we believe you will be able to share important insights about the key components necessary for effective brief crisis intervention to empower and support those affected by relationship abuse. Partnering on this project with stakeholders will help ensure the needs of domestic violence victims and survivors are appropriately understood.

We plan to recruit a wide group of stakeholders to participate in this project and would appreciate your assistance identifying potential participants. Our goal is to recruit 15 [INSERT STAKEHOLDER GROUP] to participate.

Beginning in November 2017, participants will be asked to complete three online concept mapping data collection activities and one group webinar discussion. The approximate time commitment is 2 hours over a year and a half. While we are not able to provide financial incentives for participation, stakeholder expertise and input is invaluable and will provide important insights that will be used to develop an assessment framework for The Hotline/LIR.

In about one month, we will send you additional details on the project and associated activities. At that time, we will ask you to nominate three potential people, including yourself if interested. We would greatly appreciate your involvement in this process, and look forward to engaging with you.

If you have any questions or would like to discuss the project or the tasks described above, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

Jessica G. Burke, PhD, MHS
Co-Principal Investigator, SAF-T Project
University of Pittsburgh
Graduate School of Public Health
tel: 412-624-3610
fax: 412-624-5510
e-mail: jgburke@pitt.edu

The described collection of information is voluntary. Information will be kept private. 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 number for this information collection is 0970-0356 and the expiration date is 03/31/2018.

A.2 Introductory Email to Nominated Stakeholder: The Hotline Advocates and Funders

An introductory email will be sent to secondary (nominated) stakeholders in The Hotline Advocates and Funders stakeholder groups to introduce the project, its purpose, and to request their participation. These individuals will be recommended by ACF/The Hotline. See Exhibit A-2.

Exhibit A-. Introductory Email to Nominated Stakeholders: The Hotline Advocates and Funders

Dear [INSERT STAKEHOLDER GROUP TYPE]

We are writing to introduce the [National Domestic Violence Hotline Services Assessment Framework based on Theory](#) (SAF-T) project funded by the Administration for Children and Families (ACF) on behalf of the Family and Youth Service Bureau's Family Violence Prevention and Services Program and the Office of Planning, Research and Evaluation. The purpose of this project is to develop a framework that reflects the needs and outcomes of those who contact the National Domestic Violence Hotline (The Hotline) and loveisrespect (LIR; the helpline targeted towards young people) and the services that The Hotline and LIR provide. Using this framework, we will then develop an approach for performance measurement and evaluation. As part of this project we are seeking input from key stakeholders to help inform the development of the framework.

We are reaching out to you because [INSERT RECOMMENDER'S NAME] recommended you would be an important stakeholder to include in the project. You play a key role in addressing issues of domestic violence and will be able to share important insights about the key components necessary for effective brief crisis intervention to empower and support those affected by relationship abuse. Partnering on this project with stakeholders will help ensure the needs of domestic violence victims and survivors are appropriately understood. Our goal is to recruit 15 [INSERT STAKEHOLDER GROUP] to participate.

Beginning in November 2017, participants will be asked to complete three online concept mapping data collection activities and one group webinar discussion. The approximate time commitment is 2 hours over a year and a half. While we are not able to provide financial incentives for participation, stakeholder expertise and input is invaluable and will provide important insights that will be used to develop an assessment framework for The Hotline/LIR.

In about one month, we will send you additional details on the project and associated activities. At that time, we will ask you to indicate your availability to participate. We would greatly appreciate your involvement in this process, and look forward to engaging with you.

If you have any questions or would like to discuss the project or the tasks described above, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

Jessica G. Burke, PhD, MHS
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A.3 Recruitment Email to Nominating Stakeholder: Practitioner and Public Interest Groups

A recruitment email will be sent to primary (nominating) stakeholders in the practitioner and public interest stakeholder groups to request their participation as well as a list of additional stakeholders who may be willing to participate. See Exhibit A-3.

Exhibit A-. Recruitment Email to Nominating Stakeholder: Practitioner and Public Interest Groups

Dear [INSERT STAKEHOLDER NAME]

We are writing to introduce the [National Domestic Violence Hotline Services Assessment Framework based on Theory](#) (SAF-T) project funded by the Administration for Children and Families (ACF) on behalf of the Family and Youth Service Bureau's Family Violence Prevention and Services Program and the Office of Planning, Research and Evaluation. We may have contacted you earlier with general information about the project. We are following up now with additional details and a request for you to participate as a key stakeholder or for your assistance in identifying potential participants in addressing issues of domestic violence.

What is the SAF-T project?

The purpose of this project is to develop a framework that reflects the needs and outcomes of those who contact the National Domestic Violence Hotline (The Hotline) and loveisrespect (LIR; the helpline targeted towards young people) and the services that The Hotline and LIR provide. Using this framework, we will then develop an approach for performance measurement and evaluation. As part of this project we are seeking input from key stakeholders to help inform the development of the framework. We are hoping to include stakeholders from the following groups: The Hotline/LIR staff, users of The Hotline/LIR, intimate partner violence and domestic violence service providers, intimate partner violence and domestic violence policy advocates, and ACF or other federal staff.

Why are we contacting you?

We are reaching out to you because you play a key role in addressing issues of domestic violence and we believe you will be able to share important insights about the key components necessary for effective brief crisis intervention to empower and support those affected by relationship abuse. Partnering on this project with stakeholders will help ensure the needs of domestic violence victims and survivors are appropriately understood.

What will participation involve?

Participants will complete three online concept mapping data collection activities, one group webinar discussion, and an optional fifth results dissemination component. We hope to facilitate participation from a wide group of stakeholders and have designed the activities to be both individual and group-based using an online concept mapping software program and email communications.

The SAF-T project will use concept mapping - a participatory qualitative research method that helps develop a conceptual framework for how a group views a topic or aspect of a topic. Concept mapping uses a structured data collection approach, which allows for the collection of a wide range of participant-generated ideas, and results are then used to produce illustrative maps that show the relationships of ideas shared. The purpose of the SAF-T Project Concept Mapping Process is to elicit your perspective as a stakeholder on the factors that enable The Hotline/LIR to empower and support those affected by relationship abuse, how important the factors are with empowerment and safety, and guidance on the development of a framework specific to the unique needs of domestic violence victims and survivors contacting The Hotline/LIR.

The approximate time commitment is 2 hours over the upcoming year and a half. This overall time commitment may change depending on whether you are available to participate in a group webinar. See below for additional detail. While we are not able to provide financial incentives for participation, stakeholder expertise and input is invaluable and will provide important insights that will be used to develop an assessment framework for The Hotline/LIR.

If you agree to participate as a key stakeholder, we will ask you to complete the activities outlined in the table below. All activities can be completed online, and will not require any travel.

Activity	Time to Complete	Date
(1) Brainstorming Activity: Review and generate a list of factors that enable The Hotline/LIR to empower and support those affected by relationship abuse	20 minutes	November 2017
(2) Sorting Activity: Sort the list of factors into categories that make sense to you.	20 minutes	December 2017
(3) Rating Activity: Rate each factor on a scale of importance in two areas.	20 minutes	December 2017
(4) Group Webinar Discussion: Participate in a group webinar to review results of concept mapping. Please note - We will aim to schedule the webinar at a convenient time, but understand that you may be unable to participate due to scheduling conflicts and instead we will ask for your feedback via email.	1 hour	January 2018

What should I do next?

Please let us know if you are willing to participate by responding to this email. In addition, please nominate two other [INSERT STAKEHOLDER GROUP]. If you are unable to participate, please nominate an additional third person who you believe would be important to include in our group of stakeholders. Our goal is to recruit 15 [INSERT STAKEHOLDER GROUP] to participate.

Please email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu, to indicate your availability to participate and include your list of stakeholders (names and contact information). We will be following up by email and phone if we do not hear from you within one week.

If you have any questions or would like to discuss the project or the tasks described above, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

Jessica G. Burke, PhD, MHS
 Co-Principal Investigator, SAF-T Project
 University of Pittsburgh
 Graduate School of Public Health
 tel: 412-624-3610
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 e-mail: jgburke@pitt.edu

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A.4 Recruitment Email to Nominated Stakeholder Recommended by The Hotline or ACF

A recruitment email will be sent to primary (nominating) stakeholders recommended by The Hotline or ACF to request their participation as well as a list of additional stakeholders who may be willing to participate. See Exhibit A-4.

Exhibit A-. Recruitment Email to Nominated Stakeholder Recommended by The Hotline or ACF

Dear [INSERT STAKEHOLDER NAME]

We are writing to introduce the [National Domestic Violence Hotline Services Assessment Framework based on Theory](#) (SAF-T) project funded by the Administration for Children and Families (ACF) on behalf of the Family and Youth Service Bureau's Family Violence Prevention and Services Program and the Office of Planning, Research and Evaluation. [INSERT RECOMMENDER'S NAME] recommended you would be an important stakeholder to include in the project. We contacted you earlier with general information about the project and are following up now with additional details and a request for you to participate as a key stakeholder.

What is the SAF-T project?

The purpose of this project is to develop a framework that reflects the needs and outcomes of those who contact the National Domestic Violence Hotline (The Hotline) and loveisrespect (LIR; the helpline targeted towards young people) and the services that The Hotline and LIR provide. Using this framework, we will then develop an approach for performance measurement and evaluation. As part of this project we are seeking input from key stakeholders to help inform the development of the framework.

Why are we contacting you?

We are reaching out to you because you play a key role in addressing issues of domestic violence and we believe you will be able to share important insights about the key components necessary for effective brief crisis intervention to empower and support those affected by relationship abuse. Partnering on this project with stakeholders will help ensure the needs of domestic violence victims and survivors are appropriately understood.

What will participation involve?

Participants will complete three online concept mapping data collection activities, one group webinar discussion, and an optional fifth results dissemination component. We hope to facilitate participation from a wide group of stakeholders and have designed the activities to be both individual and group-based using an online concept mapping software program and email communications.

The SAF-T project will use concept mapping - a participatory qualitative research method that helps develop a conceptual framework for how a group views a topic or aspect of a topic. Concept mapping uses a structured data collection approach, which allows for the collection of a wide range of participant-generated ideas, and results are then used to produce illustrative maps that show the relationships of ideas shared. The purpose of the SAF-T Project Concept Mapping Process is to elicit your perspective as a stakeholder on the factors that enable The Hotline/LIR to empower and support those affected by relationship abuse, how important the factors are with empowerment and safety, and guidance on the development of a framework specific to the unique needs of domestic violence victims and survivors contacting The Hotline/LIR.

The approximate time commitment is 2 hours over the upcoming year and a half. This overall time commitment may change depending on whether you are available to participate in a group webinar. See below for additional detail. While we are not able to provide financial incentives for participation, stakeholder expertise and input is invaluable and will provide important insights that will be used to develop an assessment framework for The Hotline/LIR.

If you agree to participate as a key stakeholder, we will ask you to complete the activities outlined in the table below. All activities can be completed online, and will not require any travel.

Activity	Time to Complete	Date
(1) Brainstorming Activity: Review and generate a list of factors that enable The Hotline/LIR to empower and support those affected by relationship abuse	20 minutes	October 2017
(2) Sorting Activity: Sort the list of factors into categories that make sense to you.	20 minutes	November 2017
(3) Rating Activity: Rate each factor on a scale of importance in two areas.	20 minutes	November 2017
(4) Group Webinar Discussion: Participate in a group webinar to review results of concept mapping. Please note - We will aim to schedule the webinar at a convenient time, but understand that you may be unable to participate due to scheduling conflicts and instead we will ask for your feedback via email.	1 hour	January 2018

What should I do next?

Please email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu, to indicate your availability to participate. We will be following up by email and phone if we do not hear from you within one week.

If you have any questions or would like to discuss the project or the tasks described above, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

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A.5 Recruitment Met Email to Nominated Stakeholders

An email will be sent to nominated individuals in the practitioners, public interest, The Hotline advocates, and funders stakeholder groups who will not be asked to participate due to recruitment goals being met. See Exhibit A-5.

Exhibit A-. Recruitment Met Email to Nominated Stakeholders

Dear [INSERT STAKEHOLDER NAME]

We are writing to introduce the [National Domestic Violence Hotline Services Assessment Framework based on Theory](#) (SAF-T) project funded by the Administration for Children and Families (ACF) on behalf of the Family and Youth Service Bureau's Family Violence Prevention and Services Program and the Office of Planning, Research and Evaluation. The purpose of this project is to develop a framework that reflects the needs and outcomes of those who contact the National Domestic Violence Hotline (The Hotline) and loveisrespect (LIR; the helpline targeted towards young people) and the services that The Hotline and LIR provide. Using this framework, we will then develop an approach for performance measurement and evaluation. As part of this project we are seeking input from key stakeholders to help inform the development of the framework.

We are reaching out to you because [INSERT RECOMMENDER'S NAME] recommended you would be an important stakeholder to include in the project. We have reached our recruitment goals for the associated data collection activities. With your permission, we would like to share a summary of the SAF-T Project in Spring 2018. Thank you for playing a key role in addressing issues of domestic violence and we appreciate your interest in the project.

If you have any questions, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

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Co-Principal Investigator, SAF-T Project
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A.6 Recruitment Protocol/Script for The Hotline/LIR Contactors via Digital-based Services

After IRB and OMB approval, all victims or survivors 18 years or older who chat with Advocates at The Hotline/LIR, and who are not in crisis, will be asked towards the end of their chat session if they would like to participate anonymously in the concept mapping project. Contactors who are in immediate crisis will not be asked to participate. Advocates will use their judgement to determine whether a contactor is in crisis and if it's appropriate to introduce the project. The script presented in Exhibit A-6 below will be used for participant recruitment for three concept mapping activities: brainstorming, sorting, and rating.

Exhibit A-. Recruitment Protocol/Script for The Hotline/LIR Contactors via Digital-based Services

Chat Recruitment Script:

We have an opportunity that might be a good fit for you if you are interested. We would like to hear your ideas about what helps empower and support those affected by relationship abuse. We would ask you to do this by clicking an online link that you can access now or whenever it is convenient for you. It will take less than 20 minutes to complete. You should know that your participation is entirely voluntary, and your information will be kept private. You can stop participating at any time. Does this sound like something you may be interested in?

If Response is NO, then recruitment script is ended.

If Response is YES or MAYBE, then the script goes as follows:

Thank you. The information you provide will be used to inform future efforts to improve domestic violence hotline services. As I said, we will ask you to participate using an online link. You may choose to complete the project now or whenever is convenient for you within the next few days.

Your information will be kept private; we will not ask for your name or any other personally identifiable information, such as your phone number or email. However, computer use can be monitored and is impossible to be completely clear. Would you like to participate?

If Response is NO, then then recruitment script is ended.

If Response is YES, then the Advocate will share the concept mapping project link and the script goes as follows:

Thank you for agreeing to participate. Please click on the link below to complete this activity now or save the link and click on it at a later time that is convenient for you before [INSERT ACTIVITY END DATE WHEN KNOWN].

[PROJECT LINK TO BE INSERTED WHEN FINAL]

A.7 Recruitment Protocol/Script for The Hotline/LIR Contactors via Phone-based-based Services

After IRB and OMB approval, all victims or survivors 18 years or older who talk with Advocates at The Hotline/LIR, and who are not in crisis, will be asked towards the end of their phone conversation if they would like to participate anonymously in the concept mapping project. Contactors who are in immediate crisis or are being transferred directly to a service agency immediately after interacting with the Advocate will not be asked to participate. Advocates will use their judgement to determine whether a contactor is in crisis and if it is appropriate to introduce the project. The script presented in Exhibit A-7 below will be used for participant recruitment for three concept mapping activities: brainstorming, sorting, and rating.

Exhibit A-. Recruitment Protocol/Script for The Hotline/LIR Contactors via Phone-based Services

Phone Recruitment Script:

We have an opportunity that might be a good fit for you if you are interested. We would like to hear your ideas about what helps empower and support those affected by relationship abuse. We would ask you to do this by going to an online link that you can access now or whenever it is convenient for you. It will take less than 20 minutes to complete. You should know that your participation is entirely voluntary, and your information will be kept private. You can stop participating at any time. Does this sound like something you may be interested in?

If Response is NO, then recruitment script is ended.

If Response is YES or MAYBE, then the script goes as follows:

Thank you. The information you provide will be used to inform future efforts to improve domestic violence hotline services. As I said, we will ask you to participate using an online link. You may choose to complete the project now or whenever is convenient for you within the next few days.

Your information will be kept private; we will not ask for your name or any other personally identifiable information, such as your phone number or email. However, computer use can be monitored and is impossible to be completely clear. Would you like to participate?

If Response is NO, then the recruitment script ended.

If Response is YES, then the Advocate spells out the concept mapping link and script goes as follows:

Thank you for agreeing to participate. Please write down this link:

[PROJECT LINK TO BE INSERTED WHEN FINAL]

You may go to this link now to complete this activity or save it and go to it at a later time that is convenient for you before [INSERT ACTIVITY END DATE WHEN KNOWN].

A.8 Email with Link to Concept Mapping Activity: Brainstorming

An email will be sent to stakeholders recruited through email who consent to participate. The email will contain a link to the first SAF-T Concept Mapping Activity, Brainstorming. See Exhibit A-8.

Exhibit A-. Email with Link to Concept Mapping Activity: Brainstorming

Dear [INSERT STAKEHOLDER NAME]

Thank you for agreeing to participate in the SAF-T Project Concept Mapping Process! As you know, the Concept Mapping Process is part of the larger [National Domestic Violence Hotline Services Assessment Framework based on Theory](#) (SAF-T) project. We appreciate your input and value your participation. Your input will be used to better understand the factors that enable the National Domestic Violence Hotline (The Hotline) and loveisrespect (LIR) to empower and support those affected by relationship abuse. The results from this project will help inform a framework specific to the unique needs of domestic violence victims and survivors contacting The Hotline/LIR.

Please click on the following link to begin the first data collection activity (Brainstorming) for the SAF-T Project Concept Mapping Process: [INSERT PROJECT LINK WHEN COMPLETED]. You can also copy and paste the link into any web browser.

The brainstorming activity will be open for the next two weeks, from now through [INSERT END DATE WHEN KNOWN]. You may access and complete this activity at any time that is convenient for you within the next two weeks. After clicking the link, you will see instructions on how to complete the activity.

If you have any questions, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

Jessica G. Burke, PhD, MHS
Co-Principal Investigator, SAF-T Project
University of Pittsburgh
Graduate School of Public Health
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A.9 Sorting and Rating Email

The sorting and rating email in Exhibit A-9 will be sent to participating stakeholders after the Brainstorming phase has been completed. The email announces that the sorting and rating activities are now open and the dates it will be open. It will also contain a link to the concept mapping website.

Exhibit A-. Sorting and Rating Email

Dear [INSERT STAKEHOLDER NAME]

Thank you for your continuing participation in the SAF-T Project Concept Mapping Process!

Please click on the following link to complete the second and third data collection activities (Sorting and Rating) for the SAF-T Project Concept Mapping Process: [INSERT PROJECT LINK WHEN COMPLETED]. You can also copy and paste the link into any web browser.

The sorting and rating activities will be open for the next two weeks, from now through [INSERT END DATE WHEN KNOWN]. You may access and complete these activities at any time that is convenient for you within the next two weeks. After clicking the link, you will see instructions on how to complete the activity.

If you have any questions, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

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Co-Principal Investigator, SAF-T Project
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A.10 Webinar Reminder Email

The webinar email thanks stakeholders recruited through email for participating in the Concept Mapping Activity. The email provides the date, time, and link for the Webinar to share the results of the SAF-T Concept Mapping Project. See Exhibit A-10.

Exhibit A-. Webinar Reminder Email

Dear [INSERT STAKEHOLDER NAME]

Thank you so much for your participation in the SAF-T Project Concept Mapping Process! At this point, you should have completed three activities: Brainstorming, Sorting, and Rating. The next activity is a group discussion of the results of these activities by webinar. **The webinar will take place on:**

[INSERT WEBINAR DATE, TIME]

To access the webinar, please click on the following link: [INSERT LINK WHEN KNOWN]. Please note in order to facilitate your participation, this information is included in the calendar invite attached to this e-mail.

If you are unable to participate in the webinar, please let us know by responding to this email. We will send you a copy of the webinar materials and ask that you review them and provide feedback by email by [DATE].

We look forward to sharing and processing the results of the brainstorming, sorting, and rating activities and we hope you can participate in the group webinar. Thank you so much again for your important contribution to this project!

If you have any questions, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

Jessica G. Burke, PhD, MHS
Co-Principal Investigator, SAF-T Project
University of Pittsburgh
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A.11 Email Request for Comments from Webinar Non-Participants

An email will be sent to stakeholders who participated in the Concept Mapping Project but did not participate in the Webinar. It will contain materials presented in the Webinar and asks stakeholders to review and respond with comments by a certain date. See Exhibit A-11.

Exhibit A-. Email Request for Comments from Webinar Non-Participants

Dear [INSERT STAKEHOLDER NAME]

Thank you for your participation in the SAF-T Project Concept Mapping Process. We're sorry you were unable to participate in the group webinar. Attached please find the materials shared during the group webinar. Please review and respond with comments by email to [INSERT SLIDE NUMBERS OF WEBINAR PRESENTATION OUTLINING SPECIFIC QUESTIONS TO BE ANSWERED]. Thank you so much again for your important contribution to this project!

If you have any questions, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

Jessica G. Burke, PhD, MHS
Co-Principal Investigator, SAF-T Project
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The described collection of information is voluntary. Information will be kept private. 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 number for this information collection is 0970-0356 and the expiration date is 03/31/2018.

A.12 Dissemination Email

An email will be sent out to all participants recruited through email to thank them again for participating in the Concept Mapping Project and to provide them with a summary report presenting the final theoretical framework for stakeholders to share with their colleagues. See Exhibit A-12.

Exhibit A-. Dissemination Email

Dear [INSERT STAKEHOLDER NAME]

Thank you so much for your participation in the SAF-T Project Concept Mapping Process! Your input was invaluable and informed the development of a framework that reflects the needs and outcomes of those who contact the National Domestic Violence Hotline (The Hotline) and loveisrespect (LIR) and the services that The Hotline and LIR provide. We will use this framework to develop an approach for performance measurement and evaluation of The Hotline and LIR.

Attached is a summary for you to share with your colleagues so that they too can learn about the SAF-T Project. Additional SAF-T Project reports will be forthcoming.

If you have any questions, feel free to contact me using the information below or email Teagen O'Malley, Project Coordinator, at tlo8@pitt.edu.

Kindly,

Jessica G. Burke, PhD, MHS
Co-Principal Investigator, SAF-T Project
University of Pittsburgh
Graduate School of Public Health
tel: 412-624-3610
fax: 412-624-5510
e-mail: jgburke@pitt.edu

Appendix B: Stakeholder Recruitment Strategies

Exhibit B- . Recruitment Strategies for Concept Mapping Activities by Stakeholder Group

	Stakeholder Groups				
	Practitioners <i>IPV/DV service providers</i>	Public Interest Groups <i>IPV/DV policy advocates</i>	Hotline Advocates <i>The Hotline/LIR staff</i>	Funders <i>ACF and other federal staff</i>	Contactors <i>Users of The Hotline/LIR</i>
Target Number of Participants	15	15	15	15	45 total; 15 contactors each of the three concept mapping activities.
Recruitment Approach	<p>SAF-T Project Team will send Introductory and Recruitment emails to stakeholder group representatives identified from the stakeholder source list (see below).</p> <p>*Contact information for DV hotline consortium representatives will be shared with SAF-T Project Team by The Hotline.</p>	<p>SAF-T Project Team will send Introductory and Recruitment emails to stakeholder group representatives identified from the stakeholder source list (see below).</p> <p>*Contact information for NFL, and associated groups, will be shared with the SAF-T Project Team by The Hotline.</p>	<p>The Hotline will provide recommendations of potential participants (names and contact information) with the SAF-T Project Team.</p> <p>The SAF-T Project Team will send the Introductory and Recruitment emails to individuals recommended to determine interest in participating.</p>	<p>Project Officer will provide recommendations of potential participants (names and contact information) with the SAF-T Project Team.</p> <p>The SAF-T Project Team will send the Introductory and Recruitment emails to individuals recommended to determine interest in participating.</p>	<p>Victims or survivors 18 years or older who chat or talk with Advocates of The Hotline or LIR and who are not in crisis will be asked towards the end of their chat/phone session if they would like to participate anonymously in the concept mapping project. Contactors who are in immediate crisis will not be asked to participate.</p>
Associated recruitment documents <i>(See Appendix A).</i>	<ul style="list-style-type: none"> Exhibit A-1. Introductory Email to Nominating Stakeholder Exhibit A-3. Recruitment Email to Nominating Stakeholder Exhibit A-4. Recruitment Email for Nominated Stakeholder Exhibit A-5. Recruitment Goal Met Email 		<ul style="list-style-type: none"> Exhibit A-2. Introductory Email to Nominated Stakeholder Exhibit A-4. Recruitment Email for Nominated Stakeholder Exhibit A-5. Recruitment Goal Met Email 		<ul style="list-style-type: none"> Exhibit A-6. Recruitment Script for Digital-based Contactors Exhibit A-7. Recruitment Script for Phone-based Contactors
Other documents used in participant communication <i>(See Appendix A).</i>	<ul style="list-style-type: none"> Exhibit A-8. Project Link/Brainstorming Email Exhibit A-9. Sorting Rating Reminder Email Exhibit A-10. Webinar Reminder Email Exhibit A-11. Request for Comments Email Exhibit A-12. Dissemination Email 				N/A
Sources for Identifying & Recruiting Stakeholders	<ul style="list-style-type: none"> Local DV shelter hotlines DV hotline consortium (9 national hotlines) programs 	<ul style="list-style-type: none"> Groups associated with National Football League State DV coalitions National Resource Center on Domestic Violence (NRC DV) 	<ul style="list-style-type: none"> The Hotline/LIR 	<ul style="list-style-type: none"> Administration for Children and Families (ACF), Office of Planning, Research & Evaluation (OPRE) ACF, Family and Youth Service Bureau (FYSB), Division of Family 	<ul style="list-style-type: none"> The Hotline/LIR

	<ul style="list-style-type: none"> • YWCA (ywca.org) • Safe Horizon (safehorizon.org) 	<ul style="list-style-type: none"> • National Network to End Domestic Violence (NNEADV) • National Coalition Against Domestic Violence (ncadv.org) • National Health Resource Center on Domestic Violence (futureswithoutviolence.org/health) • Asian & Pacific Islander Institute on Domestic Violence (apiidv.org) • Casa de Esperanza: National Latin@ Network of Healthy Families and Communities (casadeesperanza.org) • National Center of Violence Against Women in the Black Community- DC Coalition Against Domestic Violence (dccadv.org) • National Indigenous Women's Resource Center (niwrc.org) • The NW Network of Bisexual, Trans, Lesbian, & Gay Survivors of Abuse (nwnetwork.org) • Forge (http://forge-forward.org/) • National Center for Transgender Equality (http://www.transequality.org/) • Karamah (http://karamah.org/) • Tahiri Justice Center (http://www.tahirih.org/) • HEART Women and Girls (http://heartwomenandgirls.org/) • Cut It Out (https://probeauty.org/cutitout/) 		<p>Violence Prevention and Services, Family Violence Prevention Services Program (FVPSA)</p> <ul style="list-style-type: none"> • ACF, FYSB, Division of Adolescent Development and Support • Centers for Disease Control and Prevention (CDC), National Center for Injury Prevention and Control • Health Resources & Services Administration (HRSA), Office of Women's Health (OWH) • National Institute of Justice (NIJ), Office of Research and Evaluation (ORE), Crime, Violence and Victimization Division • National Institutes of Health (NIH), National Institute on Alcohol Abuse and Alcoholism (NIAAA), Division of Epidemiology and Prevention Research (DEPR) • Office of Elementary and Secondary Education, Office of Safe and Healthy Students (OSHS) • Office on Violence Against Women (OVW) 	
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