Attachment A: ADVHOCaT Research Questions and Data Sources

Research Question	Existing or New Data	Data Source
Research Question 1: What services and resources do The Hotline and LIR provide to victims of domestic violence, friends and family of victims of domestic violence, batterers, and other domestic violence service providers?	Existing	• Advocate Caller Application database
Research Question 2: Do those who contact The Hotline and LIR receive the information and/or assistance that they need and/or seek?	Existing	• Advocate Caller Application database • Observational Listening
Research Question 3: Do those who contact The Hotline and LIR view the information and/or assistance they receive as helpful?	Existing	• Advocate Caller Application database • Observational Listening
Research Question 4: What are the trends, patterns, etc. in the modes (telephone, online chat, texting, and website) of accessing The Hotline and LIR services?	Existing	• Enterprise Data
Research Question 5: What happens after contactors interact with an advocate at The Hotline/LIR?	New	• Follow-up survey (after 2 weeks)
Research Question 6: Does contactor behavior (e.g., contacting a shelter versus contacting non-residential services) vary depending on the assistance received from The Hotline/LIR?	New	• Follow-up survey (after 2 weeks)
Research Question 7: After contacting The Hotline/LIR, how helpful do contactors perceive the information/referrals that they received?	New	• Exit survey • Follow-up survey (after 2 weeks)