

Attachment B: ADVHOCaT Recruitment Script

After IRB and OMB approval, all contactors over the age of 18 who interact with advocates at The Hotline or LIR via phone or chat will be asked if they would like to complete an exit survey and a follow-up survey approximately two weeks later.

The following script will be utilized to recruit contactors via phone and chat. Contactors who are transferred directly to a service agency immediately after interacting with the advocate will not be eligible to complete the surveys.

Recruitment Script:

We have an opportunity that might be a good fit for you if you are interested. We would like to get your feedback about this call/chat with us today, and the information and referrals I've just shared with you. We would like to ask you a few questions now and then ask you some follow-up questions again in about two weeks. The questions today will take approximately 8 and half minutes. The follow-up questions will take approximately 6 minutes. You should know that your participation is entirely voluntary. You can stop answering questions and participating at any time. Does this sound like something you may be interested in?

If Response is NO, then call/chat 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 answer some questions now. Then, in about two weeks, you would either reach out to us by phone or through a safe online link to respond to some follow-up questions. Or, if you prefer, a research staff person at The Hotline/LIR will contact you by phone to see if the resources that we have discussed today have been helpful. You may choose to do the follow-up survey online or over the phone."

Your information will be kept confidential and private; we will not ask for your name and no personally identifiable information (such as your phone number) will be shared with anyone outside of The Hotline, if you choose to provide it. Would you like to participate?

If Response is NO, then the call/chat is ended.

If Response is YES, then the contactor will be transferred to a research staff person at The Hotline/LIR who will review the consent and begin the exit survey if the participant agrees to the consent.