

## **Attachment E: Follow-Up Survey 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 conduct the follow-up survey via phone or online. There are three ways that a participant can complete the follow-up survey:

- (1) The participant calls a dedicated phone line at The Hotline/LIR;
- (2) The Hotline/LIR calls the participant at a number provided by the participant; or
- (3) The participant accesses the survey online via dedicated password protected URL link.

Part A describes the script for participants calling The Hotline/LIR. Part B describes the script for research staff that call the participants. Part C describes the script for participants completing the follow-up survey online.

Contactors who are transferred directly to a service agency immediately after interacting with the advocate will not be eligible to complete the surveys.

### **Part A: Participants Calling The Hotline/LIR to Complete the Follow-Up Survey**

Research Staff Script: *“Hello, Thank you for calling, are you calling regarding a survey?”*

If Response is No, the research staff person will indicate that this is a wrong number and end the call.

If the Response is Yes, the research staff person will continue with the script and survey.

*Research Staff Script: 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]

Upon receiving this information, the research staff person at The Hotline/LIR can begin with the follow-up survey questions.

### **Part B: The Hotline/LIR Calling the Participant to Complete the Follow-Up Survey**

In this case, the research staff person at The Hotline/LIR will ONLY call the participant at the phone number that the participant identified and the agreed upon date and time to conduct the follow-up survey.

Research Staff Script: *“Hello, I am calling from XX [this will be the location that was agreed upon during the exit survey intake]. Is this time okay still to complete the follow-up survey”?*

If the participant indicates no, the research staff will thank the participant for his/her time and end the call.

If the participant indicates yes, the research staff will continue with the call.

Research Staff Script: *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]

Upon receiving this information, the research staff person at The Hotline/LIR can begin with the follow-up survey questions.

### **Part C: Participant Conducts the Follow-Up Survey Online**

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](#) | [inprivate 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]

Upon receiving this information, the participant can continue with the follow-up survey questions.