

MEMORANDUM

TO: Steph Tatham
Office of Information and Regulatory Affairs (OIRA)
Office of Management and Budget (OMB)

FROM: Samantha Illangasekare
Office of Planning, Research and Evaluation (OPRE)
Administration for Children and Families (ACF)

DATE: January 25, 2018

SUBJECT: Non-Substantive Change Request to the Accomplishments of the Domestic Violence Hotline, Online Connections, and Text (ADVHOCaT) Project Information Collection (0970-0468)

This non-substantive change request is to make small modifications to the data collection procedures, consent script, and survey instruments associated with the Accomplishments of the Domestic Violence Hotline, Online Connections, and Text (ADVHOCaT) Project. The purpose of ADVHOCaT is evaluate the short term outcomes for those persons who contact The National Domestic Violence Hotline and loveisrespect helpline using the phone or online chat method of connection. For the project, the Office of Planning, Research, and Evaluation within ACF contracted with the George Washington School of Public Health. The information collection request (ICR) associated with the ADVHOCaT evaluation received OMB approval on July 13, 2017 (OMB #0970-0468).

We are requesting this non-substantive change to the data collection procedures, consent script and survey instruments as a result of what we learned from our pilot implementation efforts. Supporting Statement A, Supporting Statement B, Attachment C, Instrument 1, and Instrument 2 of the approved ICR have been updated to reflect these requested revisions.

In **Supporting Statement A**, the following specific revisions were made:

- Revised the study design so that contactors who interact with advocates by chat complete a web-based exit survey (instead of receiving and responding to the survey questions by chat).

In **Supporting Statement B**, the following specific revisions were made:

- Revised the procedures for collection of information so that contactors who interact with advocates by chat complete a web-based exit survey (instead of receiving and responding to the survey questions by chat).
- Revised the procedures for collection of information so that all study participants choose their own unique 4-digit number (instead of being assigned a random 4-digit number).

In **Attachment C (Informed Consent)**, the following specific revisions were made:

- Revised the language in the consent script for the chat survey (Part B) to be appropriate for self-administration through a web-based survey (instead of receiving the consent script from a research staff person over chat).

In **Instrument 1 (Exit Survey)**, the following specific revisions were made:

- Revised the language in the exit survey questions to be appropriate for both a self-administered web-based survey (for chatters) and a verbal phone-based survey (for callers).

In **Instrument 2 (Follow Up Survey)**, the following specific revision was made:

- Changed the order of the requests for pieces of information (i.e., pseudonym, code word, 4 digit code) to correspond to the order that these pieces of information were discussed in the exit survey.

In all documents, we have replaced the acronym “LIR” with “loveisrespect” to reflect the preference of the National Domestic Violence Hotline and loveisrespect.

We look forward to receiving your response to this non-substantive change request.