

**Using Concept Mapping to Develop a Theory to Describe the Work of  
the National Domestic Violence Hotline with Family and Friends of  
Victims/Survivors – Formative Data Collection**

**Formative Data Collections for Program Support**

**0970 - 0531**

**APPENDIX A.6: Recruitment Script/Instructions  
for The Hotline Contactors via Digital-based  
Services**

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After IRB and OMB approval, all victims/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 GCM 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 is appropriate to introduce the project. The script presented in Exhibit A-6 below will be used for participant recruitment for three GCM activities: brainstorming, sorting, and rating.

#### **Exhibit A-6. Recruitment Script/Instructions for The Hotline Contactors via Digital-based Services**

Overview: After IRB and OMB approval, all victims or survivors 18 years or older who chat with Advocates at The Hotline or LIR and who are not in crisis will be asked toward the end of their chat/text message session 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's appropriate to introduce the project.

The script below will be used for participant recruitment for three concept mapping activities: brainstorming, sorting, and rating.

##### Chat Recruitment Script:

*We have an opportunity that might be a good fit for you if you are interested. We would like to know your ideas about ways in which The Hotline can support family members and friends who contact The Hotline. We would ask you to give your input 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 anonymous. 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. Your input is very important. 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]*