

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

Supporting Statement

Part A

July 2020

Submitted By:

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**Alternative Supporting Statement for Information Collections Designed for
Research, Public Health Surveillance, and Program Evaluation Purposes**

Part A

Executive Summary

- **Type of Request:** This Information Collection Request is for a generic information collection under the umbrella generic, Formative Data Collections for Program Support (0970-0531).
- **Progress to Date:** This information collection is being carried out as part of the National Domestic Violence Hotline Services Assessment Framework based on Theory (SAF-T) project. This data collection is a continuation of activities previously approved under 0970 - 0356.
- **Description of Request:** The purpose of this request is to implement online group concept mapping (GCM) data collection activities with victims/survivors of relationship abuse, family and friends of victims/survivors, staff from the National Domestic Violence Hotline (The Hotline), and practitioners working with those affected by relationship abuse. The proposed GCM has three goals: (1) obtain stakeholder perspectives regarding ways The Hotline can support family and friends of victims/survivors, (2) rank ideas or concepts and explore the relative importance and usefulness of each of them, and (3) identify key indicators for a theoretically-based framework for ongoing monitoring and assessment. GCM data are not meant to be generalizable to a broader population. We do not intend for this information to be used as the principal basis for public policy decisions.
- **Time Sensitivity:** In order to complete the project within the timeline agreed upon between the Office of Planning, Research, and Evaluation (OPRE) and the contractor, GCM data collection needs to begin no later than the beginning of September 2020.

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A1. Necessity for Collection

The Violence Against Women Act (VAWA) of 1994 authorized the creation of the National Domestic Violence Hotline ([The Hotline](#)), a toll-free, 24-hour, national and confidential helpline that provides crisis intervention, information and referral services to adult victims/survivors of relationship abuse, their family and household members, and others affected by relationship abuse as part of an effort to build healthy, supportive and safe communities. Funded by the Family Violence Prevention and Service Act (FVPSA) grants, The Hotline operates both an adult helpline and the youth-focused [loveisrespect](#) helpline and provides resources and referrals to address the specific needs and requests of contactors.

Since 2016, the Administration for Children and Families (ACF) has conducted the *National Domestic Violence Hotline Services Assessment Framework Based on Theory* (SAF-T) project, which is carried out in multiple phases. The first phase focused on development of a survivor-centered theoretical framework by conducting a literature review of behavior change theories, engaging an expert panel, and conducting group concept mapping (GCM) with stakeholders from a broad range of disciplines focused on the needs of victims/survivors. The final survivor-centered framework informed the development of preliminary performance measures. These measures were tested and refined during the second phase of the project, which included a program assessment of victim/survivor-focused services provided by The Hotline. The third phase of the project is designed to expand the original theoretical framework (or to create a new framework) that applies to family and friends of victims/survivors.

The proposed data collection will inform the expansion/enhancement of a survivor-centered framework (or the development of a new framework) that explains work of The Hotline as it applies to family and friends of victims/survivors. This data collection is necessary to develop a framework that accurately reflects the needs of family and friends contacting The Hotline.

There are no legal or administrative requirements that necessitate this collection. ACF is undertaking the collection at the discretion of the agency.

A2. Purpose

Purpose and Use

This proposed information collection meets the following goals of ACF's generic clearance for formative data collections for program support (0970-0531):

- Development or refinement of program and grantee processes, and
- Obtaining grantee and other stakeholder input on the development of the program's theoretical framework.

The purpose of this generic clearance request is to conduct GCM data collection with stakeholders to contribute to further theoretical framework development. This proposed GCM component of the SAF-T project will obtain stakeholder input about concepts that should be included in the theoretical framework, and their connections to each other and to the broader framework. The SAF-T project contractor (i.e., Westat) will use the information collected to inform the development of a theoretical

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framework to explain the work of The Hotline as it relates to family and friends of domestic violence victims/survivors. This theoretical framework will be included in all final reports, publications, and presentations generated for this project.

The information collected is meant to contribute to the body of knowledge on ACF programs. It is not intended to be used as the principal basis for a decision by a federal decision-maker, and is not expected to meet the threshold of influential or highly influential scientific information.

Research Questions

This phase of the SAF-T project will address the following research questions:

1. What is an appropriate theoretical framework that describes the role of family/friends and the processes associated with assessing their needs and providing relevant information?
2. How does this framework align with or differ from that of the victim/survivor framework?
3. What are the key components necessary for effective intervention for those supporting a loved one affected by relationship abuse?

Study Design

During a single data collection period (start date to be determined upon OMB approval), approximately 20 individuals age 18 or older will be recruited from each of five stakeholder groups for a targeted total of 100 respondents. The five categories of stakeholders will include (1) practitioners (e.g., staff of shelters, local or state hotlines, victim services, individual therapy/family counseling services, Family Justice Centers, and domestic violence service organizations), (2) staff/Advocates of The Hotline, (3) victims/survivors of relationship abuse, (4) family members of victim/survivors, and (5) friends of victims/survivors. Each of these groups offers a unique perspective critical to the development of a comprehensive theoretical framework. The SAF-T project team has designed recruitment and data collection strategies tailored to accommodate these differences and yield the desired sample. For the GCM recruitment materials, see the following appendices: Appendix A.1: Introductory Recruitment Email for GCM Activities; Appendix A.2: Recruitment Email for GCM Brainstorming Activity; Appendix A.3: Recruitment Email for GCM Sorting and Rating Activities; Appendix A.4: Recruitment Email for GCM Rating Only Activity; Appendix A.5: Recruitment Email for GCM Interpretation Webinar; Appendix A.6: Recruitment Script/Instructions for The Hotline Contactors via Digital-based Services; and Appendix A.7: Recruitment Script/Instructions for The Hotline Contactors via Phone-based Services. For an overview of stakeholder recruitment strategies, see Appendix B: Dual Recruitment Strategies for GCM Activities.

While the GCM method contributes to the production of a theoretical framework that is based in key stakeholders' perspectives, this method is not meant to produce findings generalizable beyond the stakeholder groups represented in the data. Additionally, given that the proposed sampling methods will produce a convenience sample, some bias may be introduced. It is possible that the data may reflect individuals who are more open to sharing their experiences and opinions.

Stakeholders will complete three online GCM data collection activities and participate in one interpretation webinar discussion. Table A-1 highlights key information on each GCM activity. (See Instrument 1: Online GCM Directions – Annotated for OMB Review.)

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Table A-1. GCM Data Collection Details by Activity

Data Collection Activity	Instrument(s)/ Tools	Respondent, Content, Purpose of Collection	Mode and Duration
GCM: Brainstorming	Online script	<p>Respondents: Adults age 18 or older representing five stakeholder groups; 20 respondents from each group.</p> <p>Content: Stakeholders will be asked to provide responses to complete a statement about how The Hotline can support family and friends of victim/survivors.</p> <p>Purpose: This activity will generate a list of concepts to include in subsequent GCM activities that will inform theoretical framework development.</p>	<p>Mode: Online GCM software</p> <p>Duration: 5 to 20 minutes to complete activity</p>
GCM: Sorting	Online script including de-duplicated responses to the brainstorming activity	<p>Respondents: Adults age 18 or older representing five stakeholder groups; 20 respondents from each group.</p> <p>Content: Stakeholders will be asked to sort a de-duplicated list of responses into categories that make sense to them.</p> <p>Purpose: This activity will organize concepts for subsequent GCM activities and analyses that will inform theoretical framework development.</p>	<p>Mode: Online GCM software</p> <p>Duration: 10 to 20 minutes to complete activity</p>
GCM: Rating	Online script including de-duplicated responses sorted into categories	<p>Respondents: Adults age 18 or older representing five stakeholder groups; 20 respondents from each group.</p> <p>Content: Stakeholders will be asked to rate the importance and usefulness of each response on a 5-point Likert scales (e.g., 1=not at all important/useful to 5=extremely important/useful).</p> <p>Purpose: This activity will rate concepts for subsequent GCM analyses that will inform theoretical framework development.</p>	<p>Mode: Online GCM software</p> <p>Duration: 10 to 20 minutes to complete activity</p>
GCM: Interpretation	Presentation of preliminary results of GCM analysis	<p>Respondents: Adults age 18 or older representing five stakeholder groups; 5-10 respondents from each group.</p> <p>Content: Stakeholders will participate in a webinar discussion of preliminary results of GCM analyses.</p> <p>Purpose: To interpret results of GCM analyses in order to inform theoretical framework development.</p>	<p>Mode: Webinar Discussion</p> <p>Duration: 60 minutes</p>

Other Data Sources and Uses of Information

The first phases of the SAF-T project (OMB # 0970-0356) utilized multiple methods to develop a survivor-centered framework to describe the work of The Hotline with victims/survivors. Results from the earlier phase of GCM activities will inform conceptualization of an extension of the survivor-centered

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framework or development of a new theoretical framework for the services The Hotline provides to family and friends of victims/survivors. The survivor-centered framework created in Phase 1 will serve as a foundation for the current phase. The results of the proposed data collection will inform the extent to which the processes for providing services to family and friends is similar or different than services provided to victims/survivors. If the processes are similar, then the framework for the current phase will be an extension of Phase 1's survivor-centered framework. If the results suggest the processes are vastly different, or if the survivor-centered framework cannot logically be adapted, then a new framework will be developed to describe the work of The Hotline as related to family and friends of victims/survivors.

The SAF-T project team will incorporate relevant findings from the literature into the list of concepts generated during the GCM brainstorming activities. The list of concepts will be de-duplicated prior to sorting and rating GCM activities.

A3. Use of Information Technology to Reduce Burden

All information collected from stakeholders participating in the online GCM project activities will be collected electronically using software (i.e., the *groupwisdom*™ website) produced by Concept Systems, Inc. This electronic format facilitates participation and reduces burden by allowing respondents to access online activities whenever it is convenient for them during the data collection time frame.

A4. Use of Existing Data: Efforts to reduce duplication, minimize burden, and increase utility and government efficiency

The efforts to identify duplication included a scan of the literature, and a review of research funded by ACF, the Department of Justice (DOJ) Office for Victims of Crime (OVC), and the DOJ Office on Violence Against Women (OVW). The proposed project does not duplicate any other efforts.

A5. Impact on Small Businesses

No small businesses will be involved with this information collection.

A6. Consequences of Less Frequent Collection

This is a one-time data collection.

A7. Now subsumed under 2(b) above and 10 (below)

A8. Consultation

Federal Register Notice and Comments

In accordance with the Paperwork Reduction Act of 1995 (Pub. L. 104-13) and Office of Management and Budget (OMB) regulations at 5 CFR Part 1320 (60 FR 44978, August 29, 1995), ACF published a notice in the Federal Register announcing the agency's intention to request an OMB review of the overarching generic clearance for formative information collection. This notice was published on October 11, 2017, Volume 82, Number 195, page 47212, and provided a sixty-day period for public comment. A subsequent notice, updated with more specific information, was published on June 18,

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2019, Volume 84, Number 117, page 28307, and provided a thirty-day period for public comment. During the notice and comment periods, no substantive comments were received.

Consultation with Experts Outside of the Study

The SAF-T project includes an expert panel with expertise within domains of behavior change theory as well as domestic and dating violence, and regarding subgroups such as teens, the LGBTQ community, children of victims/survivors, and family members and friends of victims/survivors. The expert panel provides consultation on theoretical framework development, GCM data collection, and dissemination of findings.

A9. Tokens of Appreciation

No incentives or tokens of appreciation will be provided to respondents.

A10. Privacy: Procedures to protect privacy of information, while maximizing data sharing

Personally Identifiable Information

Information will not be maintained in a paper or electronic system from which data are actually or directly retrieved by an individuals' personal identifier.

Assurances of Privacy

Information collected will be kept private to the extent permitted by law. Respondents will be informed of all planned uses of data, that their participation is voluntary, and that their information will be kept private to the extent permitted by law. (See *Appendix C.1 – GCM Online Consent Form – Confidential Route* and *Appendix C.2 – GCM Online Consent Form – Anonymous Route*). As specified in the contract, the Contractor will comply with all Federal and Departmental regulations for private information.

Data Security and Monitoring

This project will comply with the Westat's data security policies as well as the data security plan developed specifically for the SAF-T project. All SAF-T project staff are required to read and pledge compliance with Westat's "Employee or Contractor's Assurance of Confidentiality of Survey Data" and to undergo annual Information Security Awareness Training.

All paper documentation that project staff may print (e.g., for ease of reading) will be secured in a locked file cabinet and accessible only to key project staff. All electronic records related to participant's involvement in this project will be stored on a password-protected computer only accessible by the project team.

A secure FTP site has been setup for transfer of data between Westat and its subcontractor, EMT Associates. The secure FTP server is secured using TLS/SSL connections between the host server and the user's browser. User accounts are configured to limit access to only those folders that are required for an individual to perform his or her assigned duties. Files on the secure FTP site are automatically deleted after seven days. Hard-copy documents will be kept in locked cabinets or areas when not in use. Likewise, system-generated output containing private data will be stored in locked areas until no longer needed and disposed of in accordance with the SAF-T project requirements.

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The Amazon Web Services server, which hosts the online *groupwisdom*™ software, is located in a locked facility with restricted access. Only the approved host company (Amazon Web Services) has physical access to the server. As with all *groupwisdom*™ projects, the SAF-T project GCM activities will run with encrypted packet transmission (SSL). In addition, all functional areas of the web application will have access restrictions based on permissions and assignments. Access is checked at the start of every web page delivery, and invalid access exceptions are redirected to the appropriate page that explains why the intended page cannot be displayed. As license holders, Drs. Carrie Petrucci and Lacey Hartigan (EMT Associates, Inc.) are the only staff with full access to the project to change the project settings and assign participants to the tasks of brainstorming, sorting statements, and rating statements. Participant sessions will be encrypted and IP addresses will not be logged.

A11. Sensitive Information¹

There are no sensitive questions in this GCM data collection.

A12. Burden

Explanation of Burden Estimates

Based on similar data collection activities for Phase 1 of the project and Dr. Petrucci’s extensive experience conducting GCM activities over the past 15 years, we have estimated the total number of hours it will take to complete each GCM activity. Although respondents will be invited to complete all activities they are eligible to complete at the point of their recruitment, some respondents may elect to complete fewer activities. To calculate the maximum possible burden, we have estimated one respondent to be involved with completing each GCM activity for a total of 100 respondents for each of the first three activities (i.e., brainstorming, sorting, rating) and 60 respondents for the fourth activity (i.e., webinar), for a maximum number of 360 respondents.

Estimated Annualized Cost to Respondents

The estimated burden requested under this information collection is outlined in Table A-2 below.

Table A-2. Estimated Burden for GCM Project

Instrument/ GCM Activity	Number of Respondents* (total over request period)	Number of Responses per Respondent (total over request period)	Average Burden per Response (in hours)	Total/Annual Burden (in hours)	Average Hourly Wage Rate	Total/ Annual Cost
1. Brainstorming	100	1	0.33	33	30.97	\$ 1,022.01

¹ Examples of sensitive topics include (but not limited to): social security number; sex behavior and attitudes; illegal, anti-social, self-incriminating and demeaning behavior; critical appraisals of other individuals with whom respondents have close relationships, e.g., family, pupil-teacher, employee-supervisor; mental and psychological problems potentially embarrassing to respondents; religion and indicators of religion; community activities which indicate political affiliation and attitudes; legally recognized privileged and analogous relationships, such as those of lawyers, physicians and ministers; records describing how an individual exercises rights guaranteed by the First Amendment; receipt of economic assistance from the government (e.g., unemployment or WIC or SNAP); immigration/citizenship status.

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2. Sorting	100	1	0.33	33	30.97	\$ 1,022.01
3. Rating	100	1	0.33	33	30.97	\$ 1,022.01
4. Interpretation Webinar Discussion	60	1	1	60	30.97	\$ 1,858.20
TOTAL	360	4	1.99	159	30.97	\$ 4,924.23

* If a respondent elects to participate in more than one GCM activity, the total number of respondents will be reduced, but the annual burden hours and total annual cost will not be affected.

Total Annual Cost

The estimated annualized cost to respondents is \$4,924.23. The average hourly wage of \$30.97 for respondents was calculated based on the estimated national median income of \$61,937 for 2018.²

A13. Costs

There are no additional costs to respondents.

A14. Estimated Annualized Costs to the Federal Government

To estimate the annualized costs to the Federal Government, we identified tasks and actual costs associated with the proposed data collection (e.g., invoiced labor costs, expenses, overhead and fees for development of instruments, procedures, and OMB materials) from the beginning of Phase 3 of the project (October 2019). We then combined these actual costs with projected costs budgeted for the proposed data collection, analysis, reporting and dissemination of findings through the end of the project (September 2021). The estimated cost for GCM data collection will be \$155,423.97 as shown in Table A-3.

Table A-3. Estimated Costs for GCM by Cost Category

Cost Category	Estimated Costs
Instrument Development and OMB Clearance	\$ 27,502.90
Field Work	\$ 67,495.52
Publications/Dissemination	\$ 60,425.55
Total costs over the request period	\$155,423.97
Annual costs	\$ 77,711.98

A15. Reasons for changes in burden

This is for an individual information collection under the umbrella formative generic clearance for program support (0970-0531).

² Guzman, G. G. (2019). *Household Income: 2018*. American Community Survey Briefs, ACSBR/18-01. Washington: US Census Bureau. Retrieved on May 26, 2020 from <https://www.census.gov/content/dam/Census/library/publications/2019/acs/acsbr18-01.pdf>.

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A16. Timeline

The timeline for the current date collection is outlined in Table A-4.

Table A-4. GCM Timeline by Task Description

Task Description	Date
Obtain OMB Clearance	July to August 2020
GCM Brainstorming Data Collection	September 2020
GCM Sorting Data Collection	October 2020
GCM Rating Data Collection	October 2020
GCM Data Cleaning and Analysis	November 2020
GCM Interpretation Webinar	December 2020
Finalize theoretical framework	January to February 2021
Dissemination Activities	February 2021 to September 2021

A17. Exceptions

No exceptions are necessary for this information collection.

Attachments

- Instrument 1: Online GCM Directions – Annotated for OMB Review
- Appendix A.1: Introductory Recruitment Email for GCM Activities
- Appendix A.2: Recruitment Email for GCM Brainstorming Activity
- Appendix A.3: Recruitment Email for GCM Sorting and Rating Activities
- Appendix A.4: Recruitment Email for GCM Rating Only Activity
- Appendix A.5: Recruitment Email for GCM Interpretation Webinar
- Appendix A.6: Recruitment Script/Instructions for The Hotline Contactors via Digital-based Services
- Appendix A.7: Recruitment Script/Instructions for The Hotline Contactors via Phone-based Services
- Appendix B: Dual Recruitment Strategies for GCM Activities
- Appendix C.1: GCM Online Consent Form – Confidential Route
- Appendix C.2: GCM Online Consent Form – Anonymous Route