

### **Instrument 3 - SAVES Quantitative Survey with DV Advocates**

#### **Trigger/Content Warning:**

This survey will include some questions that may touch on difficult experiences, including emotional or physical harm.

Please know that you are in control:

- You can skip any question.
- You can stop or pause the interview at any time.
- You do not have to explain your reason.

If anything becomes distressing, you are encouraged to take a break or let me know if you'd like to end the conversation.

Here is a list of resources:

- **National Domestic Violence Hotline**  
Available at: 1-800-799-7233 | [www.thehotline.org](http://www.thehotline.org)  
Offers: 24/7 confidential support via phone or live chat.
- **Crisis Text Line**  
Available at: Text HELLO to 741741  
Offers: 24/7 support for any crisis, emotional or psychological.
- **SAMHSA National Helpline**  
Available at: 1-800-662-HELP (4357) | [samhsa.gov/find-help/national-helpline](http://samhsa.gov/find-help/national-helpline)  
Offers: Free, confidential help in English and Spanish, 24/7.

**The Paperwork Reduction Act Statement:** This collection of information is voluntary and will be used to better understand efforts to increase safe access to child support, parenting time, and establishment of parentage services for survivors of domestic violence. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time for consent and instructions. 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 number and expiration date for this collection are OMB #: XXXX-XXXX, Exp: XX/XX/202X. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Center for Policy Research; 1570 Emerson Street Denver, Colorado 80218.

**Introduction****1. In your role as an advocate, do you interact with DV survivors who want/need child support?**

- a. Yes
- b. No → **If No, end survey**

**2. What type of organization do you work for?**

- a. Statewide Coalition
- b. Community-Based Service Provider
- c. Domestic Violence/Sexual Assault Shelter or Program
- d. Legal Aid or Advocacy Organization
- e. Government Agency (e.g., Child Welfare, Human Services, Law Enforcement, Prosecutor's Office)
- f. Healthcare or Mental Health Provider
- g. Other (please specify): \_\_\_\_\_

**3. What is your role in the organization? (Check all that apply)**

- ☐ Direct Service Advocate
- ☐ Legal Advocate
- ☐ Housing Advocate
- ☐ Case Manager
- ☐ Crisis Hotline Advocate
- ☐ Program Coordinator/Manager
- ☐ Healthcare Advocate
- ☐ Child and Family Advocate
- ☐ Other (please specify): \_\_\_\_\_

**4. How many years have you worked in this field?**

- a. Less than 1 year
- b. 1–3 years
- c. 4–7 years

- d. 8–10 years
- e. More than 10 years

**5. In what state/territory do you primarily work? [Open-ended]**

**6. What type of population do you serve? (Check all that apply)**

- ☐ Urban
- ☐ Suburban
- ☐ Rural
- ☐ Tribal

**Experience with Child Support Systems**

*This section asks about your experiences supporting DV survivors with minor-aged children who may be eligible for/want child support payments from an abusive parent or are required to cooperate with child support in order to receive TANF or other public benefits. You'll be asked how often you provide this type of support and the kinds of assistance you offer.*

**7. How often do you interact with DV survivors who need child support?**

- a. Daily
- b. Weekly
- c. Monthly
- d. Rarely
- e. Never → **If Never, end survey**

**8. How many DV survivors who need child support go on to access or engage with the child support program?**

- a. Most do
- b. About half do
- c. Most do not
- d. I don't know/Not sure

**9. Of those who need child support, how many DV survivors need assistance from you or another advocate to access child support?**

- a. Most would need assistance
- b. Approximately half need assistance
- c. Most would not need assistance
- d. I don't know/Unsure

| <b>10. In your experience, how often do survivors mention the following reasons for engaging with the child support program?</b> |                        |                  |                    |                   |
|----------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------|--------------------|-------------------|
|                                                                                                                                  | <b>Frequentl<br/>y</b> | <b>Sometimes</b> | <b>Rarel<br/>y</b> | <b>Neve<br/>r</b> |
| It is required to receive TANF, Medicaid, or other public benefits                                                               |                        |                  |                    |                   |
| They need financial support from the other parent                                                                                |                        |                  |                    |                   |
| They want the other parent involved in the child's life                                                                          |                        |                  |                    |                   |
| They already have an open child support case for another child                                                                   |                        |                  |                    |                   |
| They were encouraged by family or friends                                                                                        |                        |                  |                    |                   |
| Other (please specify)                                                                                                           |                        |                  |                    |                   |

| <b>11. In your experience, how often do survivors raise the following concerns when discussing whether to engage with the child support program?</b> |                        |                  |                    |                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------|--------------------|-------------------|
|                                                                                                                                                      | <b>Frequentl<br/>y</b> | <b>Sometimes</b> | <b>Rarel<br/>y</b> | <b>Neve<br/>r</b> |
| They believe the other parent can't or won't pay                                                                                                     |                        |                  |                    |                   |
| They fear retaliation or increased violence                                                                                                          |                        |                  |                    |                   |
| They don't want the other parent in their lives                                                                                                      |                        |                  |                    |                   |
| They prefer informal child support arrangements                                                                                                      |                        |                  |                    |                   |
| They are concerned about child welfare involvement                                                                                                   |                        |                  |                    |                   |
| They are worried the other parent will request more visitation                                                                                       |                        |                  |                    |                   |
| Other (please specify)                                                                                                                               |                        |                  |                    |                   |

**12. What types of support have you provided to DV survivor clients regarding child support? (Check all that apply)**

- ☐ Helped fill out paperwork
- ☐ Explained the child support process
- ☐ Attended hearings or meetings
- ☐ Helped apply for a good cause waiver

- ☐ Referred to child support office
- ☐ Referred to legal aid
- ☐ No support provided about child support
- ☐ Other (please specify): \_\_\_\_\_

| <b>13. How familiar are you with the following?</b>                                                                                                                          |                      |                          |                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------|---------------------|
|                                                                                                                                                                              | <b>Very familiar</b> | <b>Somewhat familiar</b> | <b>Not familiar</b> |
| The child support program and how it operates i.e. enforcement policies, procedures etc.                                                                                     |                      |                          |                     |
| How the child support program addresses safety concerns and domestic violence, including confidentiality protections and safe participation options (e.g., virtual hearings) |                      |                          |                     |
| How survivors can disclose safety concerns to the child support agency                                                                                                       |                      |                          |                     |
| Rules and exceptions related to public assistance and child support, including TANF cooperation, good cause waivers                                                          |                      |                          |                     |
| Child support's Family Violence Indicator option                                                                                                                             |                      |                          |                     |
| How immigration status affects access to public benefits                                                                                                                     |                      |                          |                     |

### **Barriers and Risks**

*This section explores advocates' experiences with addressing survivor concerns and supporting survivor access to the child support.*

| <b>14. In your experience, how often do your DV survivor clients face the following challenges?</b>  |                   |                  |              |                       |
|------------------------------------------------------------------------------------------------------|-------------------|------------------|--------------|-----------------------|
| <b>Survivors report...</b>                                                                           | <b>Frequently</b> | <b>Sometimes</b> | <b>Never</b> | <b>Not Applicable</b> |
| Confusion about the application process                                                              |                   |                  |              |                       |
| Confusion about automatic referrals from public benefit agencies to child support (e.g., cooperation |                   |                  |              |                       |

|                                                                                                                                     |  |  |  |  |
|-------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| requirements)                                                                                                                       |  |  |  |  |
| Deciding not to pursue child support because of fear of abuse from the other parent                                                 |  |  |  |  |
| Not being aware of good cause waivers                                                                                               |  |  |  |  |
| Lack of knowledge about documentation of abuse requirements                                                                         |  |  |  |  |
| Lack of support to help them access the child support program (e.g., help with transportation, childcare, or other practical needs) |  |  |  |  |
| Lack of permanent housing/ address                                                                                                  |  |  |  |  |
| Concerns about immigration status                                                                                                   |  |  |  |  |
| Lack of adequate language or interpretation service access for survivors (e.g. limited English proficiency, ASL)                    |  |  |  |  |
| Too long of a process to get a support order (e.g., repeat court appearances, etc.)                                                 |  |  |  |  |
| Inconsistent child support payments                                                                                                 |  |  |  |  |
| Increased interest in parenting time from the other/abusive parent                                                                  |  |  |  |  |
| Concerns about child welfare/CPS involvement                                                                                        |  |  |  |  |
| Concerns that getting child support will put other benefits at risk (i.e. TANF, SSI, unemployment benefits)                         |  |  |  |  |

| 15. In your experience, how effective are these protections for DV survivors?       |                |                    |               |          |                        |
|-------------------------------------------------------------------------------------|----------------|--------------------|---------------|----------|------------------------|
|                                                                                     | Very effective | Somewhat effective | Not effective | Not sure | Not familiar with this |
| Family Violence Indicator (FVI)                                                     |                |                    |               |          |                        |
| Address confidentiality programs                                                    |                |                    |               |          |                        |
| Virtual court hearings or agency meetings                                           |                |                    |               |          |                        |
| Good cause waivers allowing survivors to opt out of cooperation due to safety risks |                |                    |               |          |                        |

**16. What concerns do survivors raise most often about seeking child support?****[Open-ended]****17. How comfortable do you feel referring DV survivors to the child support program when safety is a concern?**

- a. Very comfortable
- b. Somewhat comfortable
- c. Not very comfortable
- d. Not at all comfortable
- e. Not applicable / I don't refer clients to child support

**18. In your experience, how would you describe the way child support staff treat DV survivors? (Check all that apply)**

- ☐ Staff are generally kind and respectful
- ☐ Staff use trauma-informed approaches
- ☐ Staff start by believing survivors
- ☐ Staff are sometimes rude and dismissive
- ☐ Staff sometimes blame survivors for their situation
- ☐ Treatment varies depending on the individual worker
- ☐ I'm not sure/I don't have enough experience to say
- ☐ Other (please specify): \_\_\_\_\_

**19. In your area, how do child support agencies screen for domestic violence? (Check all that apply)**

- ☐ Survivors are routinely asked about domestic violence during intake
- ☐ Survivors are asked about domestic violence only if there are warning signs
- ☐ Screening is conducted using a formal written tool or checklist
- ☐ Screening happens verbally in interviews
- ☐ Survivors are asked about DV in a private setting
- ☐ Survivors are asked about DV in a non-private setting (e.g., in front of others)
- ☐ There is no consistent screening for domestic violence
- ☐ I'm not sure / I don't know how screening is conducted
- ☐ Other (please specify): \_\_\_\_\_

**Training and Resource Needs**

*This section focuses on the training you have received about the child support program, gaps in knowledge or resources, and what would help you better support DV survivors navigating the child support system.*

**20. What resources would help you better support DV survivors navigating the child support program? (Check all that apply)**

- ☐ Training about the child support program
- ☐ Sample child support application forms or process guides
- ☐ Direct contacts for referrals in child support offices
- ☐ Clear information about good cause and Family Violence Indicator (FVI)
- ☐ Translation/language access support
- ☐ Other (please specify): \_\_\_\_\_

**Relationship with Child Support Offices**

*This section looks at your current relationship with local child support agencies, any collaboration that exists, and opportunities to improve coordination and communication.*

**21. In your experience, what are the top three reasons survivors may not disclose DV to child support workers? (Check only three)**

- ☐ Are not asked about it
- ☐ Are asked about violence but in an ineffective way (e.g. asked in a public space, asked in an offensive way, asked in front of abuser or another person, etc.)
- ☐ Fear of child welfare/CPS involvement
- ☐ Concerned about privacy/confidentiality of information, including location/address
- ☐ Are ashamed of being identified as a survivor (stigmatized)
- ☐ Fear it is unsafe to disclose
- ☐ Do not understand why it might be helpful to disclose
- ☐ Do not see the child support program as sympathetic
- ☐ Do not consider themselves to be a survivor of DV
- ☐ Do not think the conditions or requirements placed on survivors will be helpful to them or their safety and stability
- ☐ Believe it will reduce the help they get from the child support program

- ☐ Do not have the documentation/evidence showing the abuse
- ☐ Other (please specify): \_\_\_\_\_

**22. Does your organization participate in any of the following with your local child support program? (Check all that apply)**

- ☐ The Safe Access for Victims' Economic Security (SAVES) demonstration project
- ☐ Cross-agency training
- ☐ Referral partnerships
- ☐ Case consultation
- ☐ Joint advocacy efforts
- ☐ None of the above
- ☐ Other (please specify): \_\_\_\_\_

**23. Do you know someone you can contact at your local child support office for help?**

- a. Yes
- b. No

**24. What are the main challenges in advocating for DV survivors within the child support program? [Open-ended]**

**25. What could improve collaboration between DV advocacy agencies and the child support program? [Open-ended]**

**Policy and Practice Change Recommendations**

*This section asks for your input on policy and practice changes that could improve the child support program for DV survivors, and what you believe child support agencies should know about DV and advocacy.*

**26. How important are the following for improving the child support system for survivors? (Rank 1 to 5)**

- ☐ Increase training for child support staff on DV
- ☐ Improve DV screening and follow-up
- ☐ Simplify the good case application process
- ☐ Reduce cooperation/documentation burdens

- ☐ Eliminate cooperation requirements
- ☐ Improve access to childcare, transportation, housing
- ☐ Other (please specify): \_\_\_\_\_

**27. What do you wish child support workers better understood about DV and how advocates can support survivors? [Open-ended]**

**28. Do you have anything else you'd like to add about your experience supporting DV survivors with child support? [Open-ended]**

*To wrap up, we are going to ask you a few demographic questions. All questions are optional and you can answer as little or as much as you'd like, but we ask these questions to help us understand differences in experiences, outcomes, or needs across groups and more effectively tailor services and policy in the future.*

### **Background Information**

**What is your sex?**

- a. Female
- b. Male
- c. Prefer not to answer

**Thank you for completing the survey.**

We appreciate your time and insights.

Your responses will help us better understand how to improve support and access for DV survivors navigating the child support program.

This interview has been approved under IRB Protocol #XX-XXXX and has been reviewed to ensure it meets all ethical standards for the protection of human subjects. All study procedures have been designed to prioritize participant safety, respect, and privacy, in

alignment with federal regulations and best practices for conducting trauma-informed research.

If you have any questions or would like more information about this project, please feel free to contact **Betty Tegegne** at [betty@centerforpolicyresearch.org](mailto:betty@centerforpolicyresearch.org).