

APPENDIX C: Survey for Advocates

About your organization

Where are you working?

- State/Territory
- Country

Type of Advocacy Provided *(please select all that apply)*

- Domestic Violence
- Sexual Assault
- Dual DV/SA
- Stalking
- Trafficking
- General Crimes

What Safety Net resources have you used? *(please select all that apply)*

- TechSafety.org
- Tech Safety App
- DocuSAFE App
- Webinars or recordings
- In-person training
- Handouts shared by a colleague or partner organization
- Technical assistance (by email, phone, or video)

Using Technology to Communicate with Survivors

What technology are you using for your hotline? *(select all that apply)*

- Routing voice calls to advocates working from home
- Added web chat
- Added text messaging
- Answering service
- Forwarding to another local, state, or national hotline
- N/A
- Other

How are you doing ongoing advocacy with survivors? *(select all that apply)*

- Video calls
- Web chat
- Voice calls
- Text (started, increased)
- Email (started, increased)
- Electronic document signing
- Meeting in person with health safety precautions

Tech Abuse in the Pandemic & Beyond

- Other

How are you holding support groups? *(select all that apply)*

- Conference calls (voice)
- Video conference
- Web chat rooms
- Meeting in person with health safety precautions
- Suspended groups during the pandemic
- N/A
- Other

What are challenges to starting or continuing to use technology to communicate with survivors? *Please rank the challenges from most challenging to least challenging.*

- Funding/costs
- Technical capacity to manage devices & accounts
- Concerns about privacy / confidentiality
- Training for advocates
- Funders / administrators not understanding or supporting
- Accessibility, digital divide

Working Remotely & Collaborating During the Pandemic

What technology are staff using for remote work? *Please indicate if it is yours or provided by your program. (for each: Program Provided or Personal or N/A)*

- Mobile phones
- Desk phones (VOIP/Internet Connected)
- Phone app or computer-based account
- Virtual numbers
- Text or other messaging app
- Email accounts
- Computers (laptop or desktop)
- Tablets
- IT Support

If your program is using cloud-based services for documents, email, calendars, or other office purposes, what tools are you using?

- Microsoft 365
- Google Suite for Nonprofits
- Remote access to your office server
- N/A
- Other

During the pandemic, how have you been collaborating with other staff & community partners? *(select all that apply)*

Tech Abuse in the Pandemic & Beyond

- Voice calls/conference calls
- Meetings via video
- Moved documents to cloud-based services
- Accessed database remotely
- Participated in community tools to share available resources/capacity (e.g. bed space)
- Other

Tech Misuse

What kind of tech misuse do you encounter in cases (not just during the pandemic)? (for each: Never, Rarely, Sometimes, Often, All the time)

- Harassment
- Monitoring/Surveillance
- Impersonation/Fraud
- Limiting Access/Damaging Survivors' Tech

What changes if any have you noticed in tech misuse *during the pandemic*? (for each: Significant Decrease, some Decrease, no change, some increase, significant increase)

- Harassment
- Monitoring/Surveillance
- Impersonation/Fraud
- Limiting Access/Damaging Survivors' Tech

How often are these kinds of technology misused against survivors you work with (not just during the pandemic)? (for each: Never, Rarely, Sometimes, Often, All the time)

- Phones
- Computers
- Assistive Tech (used by people with disabilities)
- Messaging
- Social Media
- Gaming consoles or apps
- Dating sites or apps
- Gig economy apps
- Other apps besides social, gaming, or dating
- Online accounts (banking, utilities, etc.)
- Location tracking in a vehicle
- Location tracking through small devices (e.g. Tile, Trackr, etc)
- Location tracking through phone or social media
- Connected, Smart, or IoT Devices
- Hidden cameras
- Pictures or videos
- Spyware/Stalkerware
- Family or shared accounts

Tech Abuse in the Pandemic & Beyond

- Data brokers/online information
- Other

Working with survivors

How confident do you feel in each of these skills and issues? (for each: Not at all confident, neutral, somewhat confident, very confident, N/A)

- Communicating safely and privately with survivors
- Recognizing tech misuse
- Finding out what kind of tech is being misused
- Basic tech safety strategies and planning
- Supporting a survivor during an investigation
- Sharing tech safety info with your community
- Finding tech safety info/help (from Safety Net, a coalition, or another resource)
- Where to find accurate info about how tech works
- Building collaboration with partners around tech issues
- Increasing accountability and minimizing the ability of tech being misused by abusive people

How confident do you feel when helping survivors navigate these tech safety steps? (For each: Not at all confident, neutral, somewhat confident, very confident, N/A)

- Securing their technology or changing basic privacy settings in common apps & devices
- Talking with their kids about online and device safety & privacy
- Documenting harassing messages, posts, or images
- Dealing with harassing messages, posts, or images
- Working with companies around tech misuse (reporting, blocking, take down content, regaining control of an account)
- Accessing new accounts or devices (including assistive tech)
- Keeping information private when relocating
- Dealing with being monitored
- Making decisions about working in the gig economy
- Securing existing online accounts (including bank, utilities, etc.)
- Dealing with economic abuse (fraud, credit reports, etc.)

Barriers

Survivors have experienced (or suspect) discrimination because of information related to victimization or tech abuse appearing in... *(select all that apply)*

- Background checks
- Credit checks (including debt or fraud related to economic abuse, for example)
- Internet info (news stories, posts on social media, intimate images online, etc.)
- Other

Tech abuse or survivors' lack of access to technology has negatively impacted their ability to access... *(select all that apply)*

Tech Abuse in the Pandemic & Beyond

- Employment
- Housing
- Education
- Benefits and/or insurance
- Civic participation
- Social connection and support
- Other

What types of topical resources could help survivors' cases in legal systems? *(select all that apply)*

- Processing or analyzing tech evidence
- Preparing tech abuse cases for court
- Supervising tech abuse offenders post-conviction
- Applying existing laws to tech misuse cases
- Including technology in orders of protection or other legal orders
- Getting documentation or evidence from tech companies
- Other

Where are there gaps in how schools, employers, and other organizations support survivors, specific to tech abuse? *(select all that apply)*

- Protecting survivors' personal information
- Protecting email, online/video meetings, online collaborative workspaces, etc. from harassment or other misuse
- Protecting survivors' privacy in surveillance footage
- Protecting survivors' privacy on websites, online or email newsletters, social media, event pictures, etc.
- Other

APPENDIX D: Survey for Legal Systems Professionals

About your organization

Where are you working?

- State/Territory
- Country

Role

- Law Enforcement
- Prosecutor
- Victims' Rights Attorney
- Civil Attorney
- Judicial Officer
- Court Personnel
- Corrections or Community Supervision
- Forensic Examiner
- Other

What Safety Net resources have you used? *(please select all that apply)*

- TechSafety.org
- Tech Safety App
- DocuSAFE App
- Webinars or recordings
- In-person training
- Handouts shared by a colleague or partner organization
- Technical assistance (by email, phone, or video)

Tech Misuse

What kind of tech misuse are survivors experiencing (not just during the pandemic)? (for each: Never, Rarely, Sometimes, Often, All the time)

- Harassment
- Monitoring/Surveillance
- Impersonation/Fraud
- Limiting Access/Damaging Survivors' Tech
- Other:

What changes if any have you noticed in tech misuse *during the pandemic*? (for each: Significant Decrease, some Decrease, no change, some increase, significant increase)

- Harassment
- Monitoring/Surveillance
- Impersonation/Fraud
- Limiting Access/Damaging Survivors' Tech

Tech Abuse in the Pandemic & Beyond

- Other:

How often are these kinds of technology misused against survivors in your cases (not just during the pandemic)? (for each: Never, Rarely, Sometimes, Often, All the time)

- Phones
- Computers
- Assistive Tech (used by people with disabilities)
- Messaging
- Social Media
- Gaming consoles or apps
- Music apps
- Dating sites or apps
- Gig economy apps (e.g. ridesharing, food delivery)
- Other apps besides social, gaming, or dating
- Online accounts (banking, utilities, etc.)
- Location tracking in a vehicle
- Location tracking through small devices (e.g. Tile, Trackr, etc)
- Location tracking through phone or social media
- “Smart,” internet-connected devices (aka Internet of Things/IoT; e.g. Alexa, Google Home, internet-connected security systems)
- Hidden cameras
- Pictures or videos
- Spyware/Stalkerware
- Family or shared accounts
- Data brokers/online information
- Other

Working with survivors

What technology are you currently using to communicate with survivors? *Please note which methods you use for formal (hearings, interviews) vs. informal (appointment reminders, quick updates) communication.*

- Video calls
- Mobile phones
- Desk phones (Landline or VOIP/Internet Connected)
- Phone app or computer-based account
- Virtual numbers
- Text or other messaging app
- Email
- Other

What technology do you imagine would be useful to continue using to communicate with survivors after physical distancing restrictions related to the pandemic have passed?

Tech Abuse in the Pandemic & Beyond

- Video calls
- Mobile phones
- Desk phones (Landline or VOIP/Internet Connected)
- Phone app or computer-based account
- Virtual numbers
- Text or other messaging app
- Email
- Other

How confident do you feel in each of these skills and issues? (for each: Not at all confident, neutral, somewhat confident, very confident, N/A)

- Communicating safely and privately with survivors
- Recognizing tech misuse
- Finding out what kind of tech is being misused
- Explaining basic tech safety strategies and planning
- Explaining documentation and evidence requirements for your jurisdiction
- Finding tech safety info/help (from Safety Net, other National Organizations, or another state or local resource)
- Sharing tech safety info with community members or partners
- Finding accurate info about how tech works
- Building collaboration with partners around tech issues
- Increasing accountability and minimizing tech misuse by abusive people

Which of these challenges have you noticed that survivors experience in navigating tech safety? *(select all that apply)*

- Securing their technology or changing basic privacy settings in common apps & devices
- Talking with their kids about online and device safety & privacy
- [Managing technology when] Co-parenting with the abuser
- Documenting and reporting harassing messages, posts, or images
- Personal privacy and safety strategies for harassing messages, posts, or images
- Working with companies around tech misuse (reporting, blocking, take down content, regaining control of an account)
- Accessing new accounts or devices (including assistive tech)
- Keeping information private when relocating
- Documenting and reporting surveillance
- Personal privacy and safety strategies for surveillance
- Documenting and reporting economic abuse (fraud, credit reports, etc.)
- Personal privacy and safety strategies for economic abuse (securing existing online bank or utilities accounts)

Optional: If your jurisdiction has found creative ways in dealing with the above barriers please email us at Safetynet@nnedv.org if you would like to share.

Tech Abuse in the Pandemic & Beyond

Barriers

Survivors have experienced (or suspect) discrimination or reputational harm because of information related to victimization or tech abuse appearing in... (select all that apply)

- Background checks
- Credit checks (including debt or fraud related to economic abuse, for example)
- Internet info (news stories, posts on social media, intimate images online, etc.)
- Other

Tech abuse or survivors' lack of access to technology has negatively impacted their ability to access... (select all that apply)

- Employment
- Housing
- Education
- Benefits and/or insurance
- Public and community participation
- Social connection and support
- Support services
- Medical or mental health care
- Other

During the pandemic, what barriers are survivors encountering when trying to connect with investigators, courts, or other legal systems professionals? (select all that apply)

- Lack of access to devices like computers, tablets, phones, etc.
- Lack of access to internet or cellular signal
- Lack of skill in setting up or using technology
- Unease with communicating remotely
- Lack of language access
- Lack of accommodations for disabilities
- Lack of privacy & safety for virtual court-ordered encounters
- Lack of access to court-ordered services
- "What other concerns have survivors expressed about technology used to access legal systems?" [this is an "other" short narrative field]

What new information resources could help your work, or survivors navigating legal systems? (select all that apply)

- Collecting tech evidence
- Processing or analyzing tech evidence
- Preparing tech abuse cases for court (inc. admitting evidence)
- Preparing survivors for hearings
- Applying existing laws to tech misuse cases
- Including technology in orders of protection or other legal orders
- Supervising offenders post-conviction regarding tech use

Tech Abuse in the Pandemic & Beyond

- Other

Where are there gaps in how the community at large such as schools, employers, and other organizations support survivors, specific to tech abuse? *(select all that apply)*

- Recognizing/acknowledging technology abuse as a type of abuse
- Protecting survivors' personal information
- Protecting email, online/video meetings, online collaborative workspaces, etc. from harassment or other misuse
- Addressing the digital divide (improving access to and capabilities of tech), e.g.: providing devices and/or high-speed internet to communities
- Protecting survivors' privacy in surveillance footage
- Protecting survivors' privacy in law enforcement body camera footage
- Protecting survivors' privacy on websites, online or email newsletters, social media, event pictures, etc.
- Other