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
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- 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