

Data Collection Plan:

Text-Enabled CVE Gatekeeper Intervention Help-Line & Referral System

Co-Principal Investigators

John G. Horgan, PhD¹

Michael J. Williams, PhD¹

William P. Evans, PhD²

Jocelyn J. Bélanger PhD³

¹ Georgia State University;

² University of Nevada, Reno;

³ New York University, Abu Dhabi

Note from the Department of Homeland Security (DHS) Science and Technology

Directorate (S&T): This document was provided to S&T program managers to describe the proposed methodology to collect data on existing policies and procedures employed by local crisis centers when they receive a call they deem relevant to a potential victim or perpetrator of violent extremism. Data collection was conducted between April and May of 2017 with the stakeholders identified in this collection plan. The ultimate goal of this project is to help local crisis centers refine existing text platform operations to provide local government officials, social workers, and law enforcement with resources to ensure public safety and prevent targeted acts of violence.

Data collection 1 (fact gathering):

The purpose of this data collection (focus groups) is twofold, to understand: a) what the crisis-center, local Counter Violent Extremism (CVE)-relevant referral organization, and local law enforcement currently are doing with respect to calls they deem CVE-relevant, and b) how the text-enabled CVE referral service could be tailored to their local circumstances (including understanding legal and capacity/practical limitations).

This collection will involve all four Co-Principal Investigators (PIs), for three days, in each location (Atlanta and Orlando; see Appendices A and B for Memorandums of Understanding (MOUs) affirming cooperation from the call centers in those cities), meeting for one day with each of the following stake-holding partners: a) Crisis-center staff, b) the community-based CVE-relevant service providers, and c) local law enforcement. Based upon

these data, the researchers will develop draft referral protocols and accompanying assessment instruments.

Data collection 2 (“devil’s advocate” focus groups):

The purpose of this data collection is to obtain “devil’s advocate” feedback from the three stakeholding partners regarding potential pitfalls from implementation of the draft referral protocols and accompanying assessment instruments. This collection will involve two of the Co-PIs, for three days in each location (Atlanta and Orlando): one day each meeting with each stakeholding partner. Based upon these data, the researchers will revise the referral protocols and accompanying assessment instruments.

Data collection 3 (2nd wave “Devil’s advocate” focus groups):

The purpose and procedure of this data collection is identical to data collection 2, though the focus will be upon critiquing the revised referral protocols and accompanying assessment instruments. Based upon these data, the researchers will develop the final referral protocols and accompanying assessment instruments. Additionally, they will develop training materials for the referral protocols and accompanying assessment instruments: specifically, a PowerPoint slide deck, and accompanying learner take-home materials.

Data collection 4 (focus groups re: training materials):

The purpose of this data collection is to obtain prospective users’ feedback on the aforementioned training materials. This collection will involve all four Co-PIs, for three days in

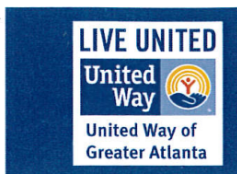
each location (Atlanta and Orlando): meeting for one day with each of the stake-holding partners. Based upon these data, the researchers will develop the final training materials.

Focus group facilitation. To conserve funds, only the first data collection will include all four Co-PIs. All subsequent travel will include only two: the project manager (Williams), and one of the other Co-PI's (subject to their availabilities).

Focus group data. Focus group data will be audio (but not video) recorded, using only participants' first names: further protecting participants' privacy. Prior to analyses those recordings will be transcribed and sanitized per the above NACJD standards (e.g., names will be replaced with pseudonyms, and identifying dates [e.g., birthdates] dates will be replaced).

Appendix A

MOU from Atlanta 2-1-1



United Way of Greater Atlanta
100 Edgewood Ave., N.E.
Atlanta, GA 30303
404.527.7200

October 31, 2016

Memo Regarding: Participation in the Counter Violent Extremism (CVE) Gatekeeper Intervention Help-Line & Referral System

Dear: Michael J. Williams, PhD; Georgia State University

Our site would be pleased to participate in the work outlined in your proposal and appreciate our role in the first year of the work in the project. Subject to the final scope of work intended for our site and considerations for such work our management would enthusiastically support your efforts in the following ways:

1. Help define the most appropriate ways to convene eligible residents for participation in formative research, primarily focus groups.
2. Help refine our existing text platform operations to conform to intended uses for the CVE project once implemented.
3. Provide introductions to local government officials and other local agency representatives as may be helpful for the CVE project development and implementation in our community

We are excited to be part of this very important work.

Sincerely,



Donna Burnham, CIRS
Vice President, United Way 2-1-1
100 Edgewood Avenue, NE
Atlanta, GA 30303
404-614-2906
dburnham@unitedwayatlanta.org

Appendix B

MOU from Orlando 2-1-1

Give. Advocate. Volunteer. LIVE UNITED



10/27/16

Memo Regarding: Participation in the Counter Violent Extremism (CVE) Gatekeeper Intervention Help-Line & Referral System

Dear Michael J. Williams, PhD; Georgia State University

Our site would be pleased to participate in the work outlined in your proposal and appreciate our role in the first year of the work in the project. Subject to the final scope of work intended for our site and considerations for such work our management would enthusiastically support your efforts in the following ways:

1. Help define the most appropriate ways to convene eligible residents for participation in formative research, primarily focus groups.
2. Help refine our existing text platform operations to conform with intended uses for the CVE project once implemented.
3. Provide introductions to local government officials and other local agency representatives as may be helpful for the CVE project development and implementation in our community

We are excited to be part of this very important work.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Olness".

Larry Olness

SR. VP Community Services & Chief Strategy Officer
Heart of Florida United Way 2-1-1