



Safe at Home

Minnesota's Address Confidentiality Program

2016 Application Assistant Online Survey Results

Survey Purpose

The purpose of this survey was to: (1) gather information about the effectiveness of partnerships between the Office of the Minnesota Secretary of State and Safe at Home Application Assistants, (2) learn about the services Safe at Home Application Assistants provide applicants during the application meeting, and (3) gather feedback from Safe at Home Applications Assistants in order to help assess program outreach needs.

Survey Distribution, Collection, and Response Rate

In early 2016, all 234 Safe at Home Application Assistants were emailed an invitation to voluntarily take an online survey along with an access link. The survey tool used was KwikSurveys. The application assistants were allowed 21 days to take the survey at a time that was convenient for them. Although functionality existed that allowed a person to complete the survey multiple times, all application assistants were directed to take the survey only once. During the 21 days, three email reminders were sent to all 234 application assistants to take the survey if they had not yet done so. Assuming an application assistant took the survey only once as directed, at the end of the three weeks the total number of responses received was 78, making the response rate 33%.

Survey Questions

The survey consisted of 18 multiple choice questions. 14 questions allowed the responder to choose only one answer. Four questions permitted the responder to choose more than one answer.

Question 1**Approximately how long have you been a Safe at Home Application Assistant?**

- Choices:** **Less than 1 Year**
 1-3 Years
 3-5 Years
 More than 5 Years

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
Less than 1 Year	 19 %
1-3 Years	 38 %
3-5 Years	 26 %
More than 5 years	 17 %

Question 2**Do you work in Greater Minnesota or the Twin Cities Metro area (Anoka, Carver, Dakota, Hennepin, Ramsey or Scott Counties)?**

- Choices:** **Greater Minnesota**
 Twin Cities Metro Area

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
Greater Minnesota	 62 %
Twin Cities Metro Area	 38 %

Question 3**Please rate the amount of training and information you receive from the Safe at Home office.**

- Choices:** **Too Much**
 Correct Amount
 Too Little

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
Too Much	 1 %
Correct Amount	 95 %
Too Little	 4 %

Question 4

Please rate the quality of training and information you receive from the Safe at Home office.

Choices: Very Good
Good
Fair
Poor

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
Very Good	 60 %
Good	 32 %
Fair	 8 %
Poor	0 %

Question 5

How available are Safe at Home staff when you have a Safe at Home question?

Choices: Very Available
Somewhat Available
Not Very Available
I've Never Had a Question

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
Very Available	 76 %
Somewhat Available	 11.5 %
Not Very Available	 1 %
I've Never Had a Question	 11.5 %

Question 6

Even if an application was not completed, please estimate the number of adults to whom you have offered the opportunity to apply to Safe at Home.

Choices: 10 or More
5-9
1-4
0

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
10 or More	 59 %
5-9	 20.5 %
1-4	 20.5 %
0	0 %

Question 7

Please estimate how many completed Safe at Home applications you have submitted.

- Choices: 10 or More
5-9
1-4
0

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
10 or More	 30 %
5-9	 24 %
1-4	 33 %
0	 13 %

Question 8

If you have seen the Safe at Home Enrollment DVD, please rate how helpful you think it is for Safe at Home applicants.

- Choices: Very Helpful
Somewhat Helpful
Not Very Helpful
I have never seen the Safe at Home Enrollment DVD.

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
Very Helpful	 46 %
Somewhat helpful	 22 %
Not Very Helpful	0 %
I have never seen the Safe at Home Enrollment DVD.	 32 %

Question 9

How often do you show the DVD to Safe at Home applicants?

- Choices: Always
Usually
Rarely
Never
I have never helped someone with a Safe at Home application.

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this answer	
Always	 27 %
Usually	 19 %
Rarely	 19 %
Never	 26 %
I have never helped someone with a Safe at Home application.	 9 %

Question 10

Please check everything you typically do when you help an applicant complete the blue Safe at Home application.

- Choices:
- I have never helped someone complete a Safe at Home Application.
 - I point out the Tennessee Warning at the top of the page.
 - I complete the blue application form and have the applicant sign when I'm finished.
 - The applicant completes the blue application form and I sign it when they're finished.
 - I ask them if the address on the blue application form is the address where they currently reside.
 - I have all adults initial and sign the application.
 - I ask to see their photo ID.

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this topic	
I have never helped someone complete a Safe at Home Application.	 10 %
I point out the Tennessee Warning at the top of the page.	 55 %
I complete the blue application form and have the applicant sign when I'm finished.	 19 %
The applicant completes the blue application form and I sign it when they're finished.	 79 %
I ask them if the address on the blue application form is the address where they currently reside.	 77 %
I have all adults initial and sign the application.	 85 %
I ask to see their photo ID.	 79 %

Question 11

Please check everything you typically do during meetings with Safe at Home applicants.

- Choices:
- I have never had a Safe at Home meeting with a potential applicant.
 - I help them develop an individual safety plan.
 - I tell the applicant "no" or re-direct them in their safety strategies if I feel they are not appropriate to enroll in Safe at Home.
 - I explain the basics of Safe at Home and how it may help them as a safety tool.
 - I suggest other services my organization has to offer.
 - I refer them to community services outside my organization.
 - I offer them the opportunity to register as an absentee voter by giving or showing them the white Safe at Home Voter Registration Application form.

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this topic	
I have never had a Safe at Home meeting with a potential applicant.	 5 %
I help them develop an individual safety plan.	 83 %
I tell the applicant "no" or re-direct them in their safety strategies if I feel they are not appropriate to enroll in Safe at Home.	 46 %
I explain the basics of Safe at Home and how it may help them as a safety tool.	 95 %
I suggest other services my organization has to offer.	 77 %
I refer them to community services outside my organization.	 74 %
I offer them the opportunity to register as an absentee voter by giving or showing them the white Safe at Home Voter Registration Application form.	 83 %

Question 12

When you meet with an applicant to help them apply to Safe at Home, how often do you help them develop a safety plan?

- Choices: I have never met with an applicant to help them apply to Safe at Home.
Always
Usually
Sometimes
Never
Only if they ask me

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this topic	
I have never met with an applicant to help them apply to Safe at Home.	 8 %
Always	 60 %
Usually	 23 %
Sometimes	 5 %
Never	 4 %
Only if they ask me	0 %

Question 13

If you did not check "Always" in question 12, please check all the reasons why you may not help the applicant develop a safety plan.

- Choices: I have never helped someone apply to Safe at Home.
The applicant declines.
Time does not allow for it.
I don't feel safety planning is necessary in all situations.
The applicant is outside the typical demographic/population my organization serves.
Safety planning is finished before we meet.
I don't feel comfortable helping a Safe at Home applicant with safety planning (post-exit safety planning).

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	30
% of responses that indicated this topic	
I have never helped someone apply to Safe at Home.	 13 %
The applicant declines.	 37 %
Time does not allow for it.	 23 %
I don't feel safety planning is necessary in all situations.	 13 %
The applicant is outside the typical demographic/population my organization serves.	 3 %
Safety planning is finished before we meet.	 57 %
I don't feel comfortable helping a Safe at Home applicant with safety planning (post-exit safety planning).	 7 %

Question 14

For participants who use the program properly, do you feel Safe at Home is an effective safety strategy?

- Choices: Yes
No
Unsure

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this topic	
Yes	 94 %
No	0 %
Unsure	 6 %

Question 15

During the last 12 months, I learned that _____ different public offices or private companies in my community were completely unaware of Safe at Home.

- Choices: 0-3
4-6
7-10
More than 10

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this topic	
0-3	 83 %
4-6	 6 %
7-10	 3 %
More than 10	 8 %

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Question 16 (Check all that apply.)

If you have personal knowledge of a public office or private company in your community that is unaware of Safe at Home, how did you gain that knowledge?

- Choices:** I learned through a discussion I had with that office or company.
 A Safe at Home participant reported it to me.
 A co-worker told me.
 Someone from the public office or private company called my workplace asking Safe at Home questions.
 Other
 I have no personal knowledge of a public office or private company in the community that is unaware of Safe at Home.

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this topic	
I learned through a discussion I had with that office or company.	 21 %
A Safe at Home participant reported it to me.	 26 %
A co-worker told me.	 6 %
Someone from the public office or private company called my workplace asking Safe at Home questions.	 9 %
Other	 5 %
I have no personal knowledge of a public office or private company in the community that is unaware of Safe at Home.	 50 %

Question 17

Have you informed Safe at Home that specific public offices or private companies in your community needed education about Safe at Home?

- Choices:** Yes
 No

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this topic	
Yes	 13 %
No	 87 %

Question 18

As a victim advocate, please rate how valuable you think Safe at Home is as a tool in your toolbox.

- Choices:** Very Valuable
 Somewhat Valuable
 Not Very Valuable
 Not at All Valuable

Total number of returned surveys	78
Total number of returned surveys that indicated a response to this question	78
% of responses that indicated this topic	
Very Valuable	 81 %
Somewhat Valuable	 19 %
Not Very Valuable	0 %
Not at All Valuable	0 %

Questions about these survey results can be directed to safe.athome@state.mn.us.