

APPENDIX F: Safe Helpline Referral and Satisfaction



APPENDIX F: SAFE HELPLINE REFERRAL AND SATISFACTION DATA

To provide appropriate referrals to survivors, Safe Helpline maintains a robust referral database. The database includes information for each Service’s SARC’s, military police, legal personnel (e.g., JAG and SVC/VLC), medical and mental health providers, and chaplains. It also contains referral information for civilian affiliate sexual assault service providers and the Department of Veterans Affairs) resources. FY 2014 referral information is provided in Figure 1. Percentages displayed in the graph add up to over 100%, because more than one referral can be made in a session. This helps to illustrate the variety of referrals, as well as the importance that SARC’s and other military support staff play in providing services to Safe Helpline users.

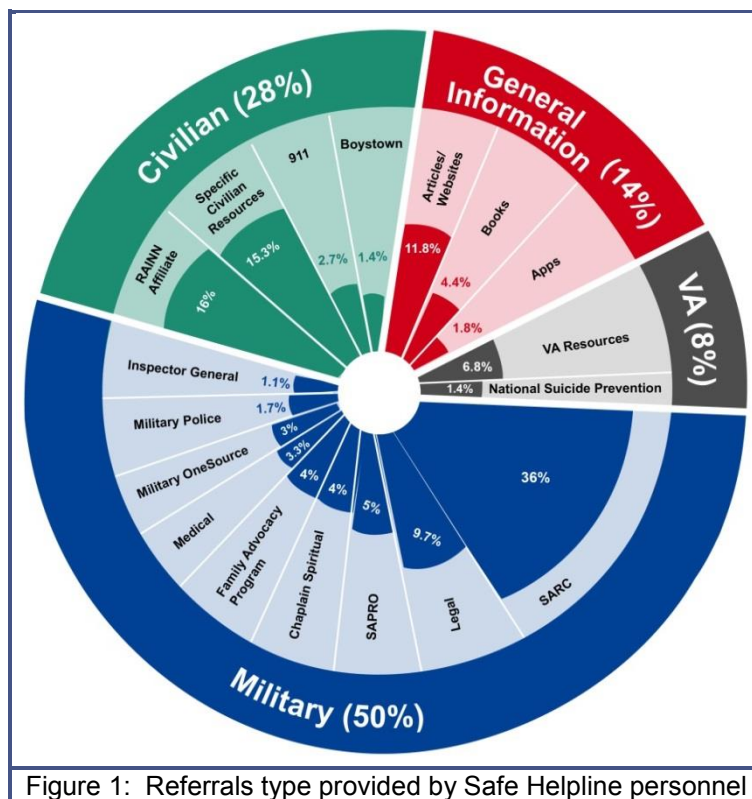
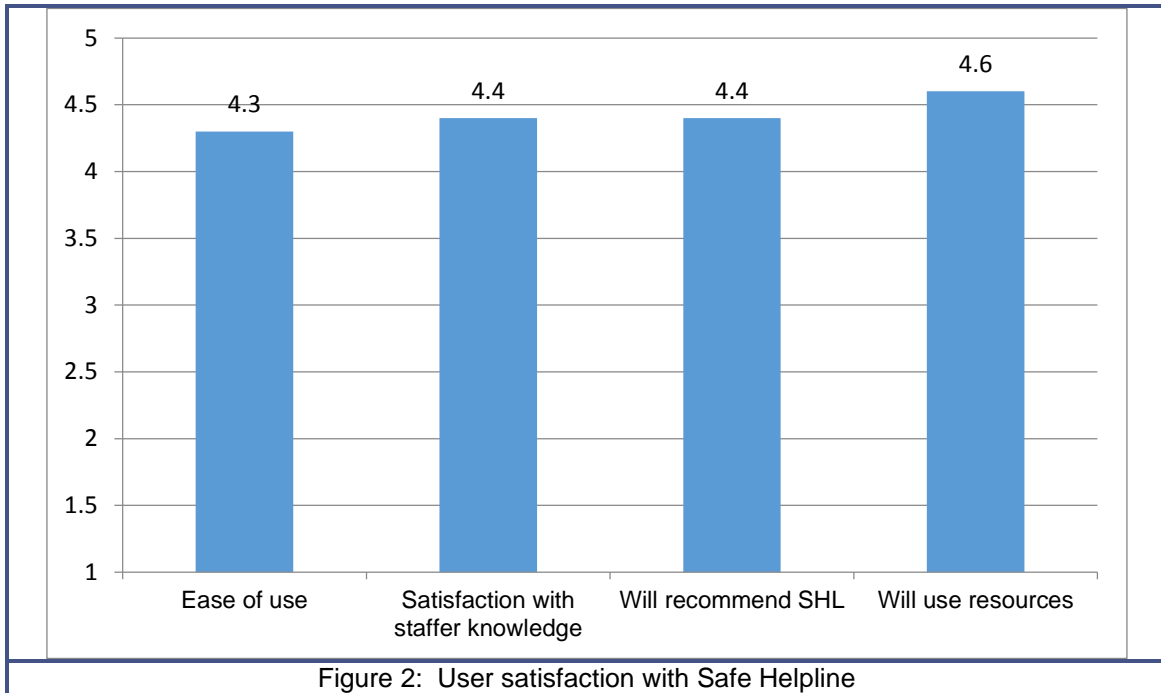


Figure 1: Referrals type provided by Safe Helpline personnel

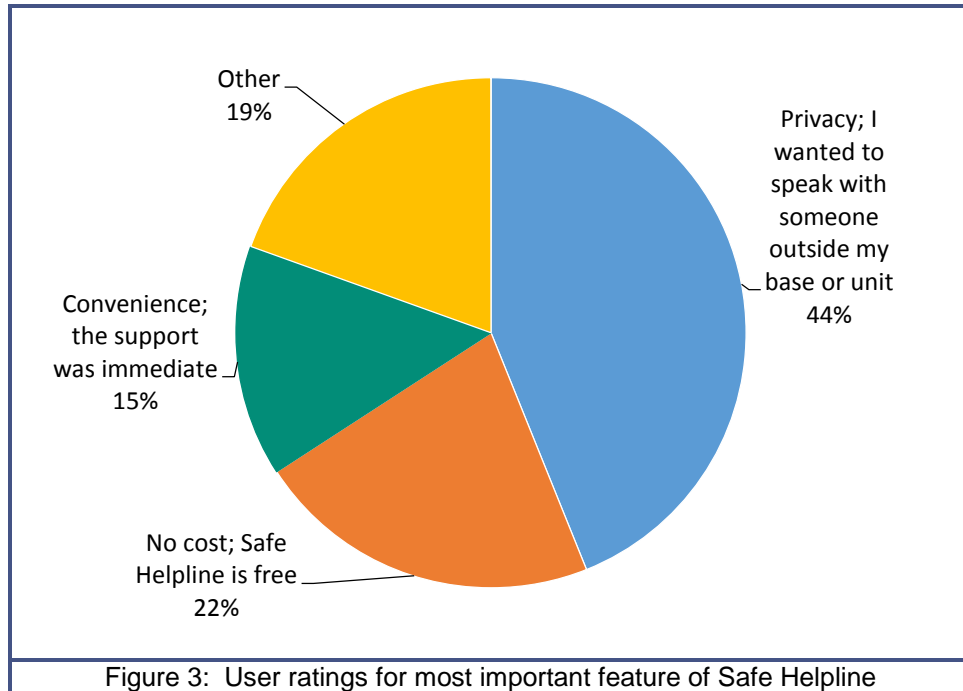
At the conclusion of an Safe Helpline call/session, users have the opportunity to provide feedback about the Safe Helpline service using a scale from 1 (strongly disagree) to 5 (strongly agree). Telephone helpline users provide feedback through an interactive voice response (IVR) system, while online users fill out a short form. While user demands for Safe Helpline services increased in FY 2014, user satisfaction ratings remained high.

Average feedback ratings are consistently over 4.0 on scale from 1 (strongly disagree) to 5 (strongly agree). As shown in Figure 2, most users find Safe Helpline easy to use,

are satisfied with staff knowledge and skills, intend to use services suggested by staff, and would recommend the service.



In FY 2014, Safe Helpline users were asked to examine the most important feature. Figure 3 below displays preliminary findings based on quarter four of FY 2014 (N=41). Privacy (44%) was often noted as an important feature. Almost one quarter (22%) of users noted no-cost as the most important feature.



For more information on the DoD Safe Helpline, please see pages 100-104 of the [Report to the President](#).