CALL CENTER FEEDBACK Form



OMB Control Number: 0970-0519 Expiration Date: 10/31/2021

In order to help the National Human Trafficking Training and Technical Assistance Center (NHTTAC) better serve the field, we are reaching out to obtain your feedback. We will protect the privacy of your information in accordance with the Federal Privacy Act, and we will protect the confidentiality of your responses using procedures we have in place, including reporting all information in aggregate to avoid identifying information. Only members of the NHTTAC Evaluation Team have access to information that could identify respondents. If you have any questions about this survey or the evaluation, please contact NHTTACEval@icf.com.

Please provide the information below to create an anonymous ID:

Birth Month (insert just the month for your *date of birth*, example: 08 for August) First letter of first name (example: S for Sara)

First letter of your middle name (example: M for Maria)

Please indicate the extent to which you agree or disagree with the following statements.

Ov	ERALL ASSISTANCE	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
1.	NHTTAC staff was responsive to my questions and needs.	1	2	3	4	NA
2.	The information/assistance I received was easy for me to understand.	1	2	3	4	NA
3.	The information/assistance I received was grounded in current evidence-based research or promising practices.	1	2	3	4	NA
4.	The information/assistance I received was trauma-informed.	1	2	3	4	NA
5.	The information/assistance I received was survivor-informed.	1	2	3	4	NA
6.	The information/assistance I received was grounded in a multidisciplinary approach to addressing human trafficking.	1	2	3	4	NA
7.	The information/assistance I received reflected a public health approach to addressing human trafficking.	1	2	3	4	NA
8.	The information/assistance I received will help me in my work.	1	2	3	4	NA
9.	The information/assistance I received met my professional needs.	1	2	3	4	NA
10.	The information/assistance I received met my educational needs.	1	2	3	4	NA
11.	I am satisfied with the information/assistance I received.	1	2	3	4	NA
12.	I will return to NHTTAC staff for my training and technical assistance needs.	1	2	3	4	NA

13. Please rate the overall quality of the assistance you received.

1	2	3	4
Poor	Fair	Good	Excellent

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14. Hov	v did you first hear about NHTTAC?			
	The NHTTAC Website An exhibit or presentation at a conference A link from another website/Searching the Internet A colleague or friend A publication or newsletter		My OTIP prog person Other (please	gram monitor or other OTIP staff specify):
15. Ho	ow often have you used NHTTAC in the last 12 month	as?		
	1 – 3 times 4 – 6 times		9 times	
16. Ho	ow did you most recently access NHTTAC? (Mark all	that apply.)		
	NHTTAC Website		Email	
	Toll-free number for Call Center OTIP program monitor or other OTIP staff person		TTY Other (please sp	pecify):
			4 1	•,
17. W	hy did you use/contact NHTTAC? (Mark all that app	oly.)		
	Request general information about OTIP or NHTTA Obtain a referral for direct services Access online materials or training Join the listserv or mailing list Apply to be a consultant/trainer Obtain information on services for people who are c trafficked. Acquire help for technical problems on website Request or apply for assistance: Technical assistance Training Funding for a conference/event or speaker Other (please specify):	urrently being	trafficked, at ris	k of trafficking, or have been
18. In	general, how promptly was your request(s) acknowled	•		
		en 3-5 days en 6-7 days		More than a week My request was not acknowledged
19. W	ould you recommend NHTTAC to others to receive Ta	TA?	□ Yes	□ No
20. Do	you have any other comments or suggestions?			
.			12.05	
21.Wh	ich of the following best describes the organization in	_		
	Academic institution Anti-trafficking organization			profit organization tidisciplinary team/Task force

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[☐ Federal governi			Survivor-led organization	
L	☐ Faith-based org			Tribal government	
_	☐ State and local			Union/Worker advocacy organization	
_		munity-based organizatior	_	Victim service provider	
	☐ OTIP grantee☐ Self-employed			Other, please specify:	
22.	Which of the follo	wing best describes your J	professional capacity or typ	pes of services you provide? (Mark all that	
	apply.)				
[th professional (e.g., psycontal health/substance use	=	Legal (e.g., immigration, civil and/or rights-based attorney and/or paralegal, clinic)	
Г		e.g., state agency staff, chi		Public health (e.g., licensure board, health	
	contractor, nonp	profit personnel)		department staff, health care executive, community	y
_		ed services (e.g., parole, p		health workers)	
	-	e (e.g., law enforcement, p	rosecutor,	Social worker (e.g., case manager, school	
-	_	t, forensic interviewer)		counselor, supervisor, administrator)	
L		teacher, professor, school		Survivor empowerment, mentoring, or peer to peer Violence prevention (e.g., Child abuse and neglect	
Г	,	g., physician, physician ass	istant	elder abuse; domestic violence, sexual violence,	,
_		er, dentist, nurse, pharmac		youth violence)	
	_	ease worker, shelter director		Other (please specify):	
	housing authori		, I		
[□ Yes □ No			tly being trafficked or have been trafficked?	
24.	Which of the follow	ing best describes the num	nber of years of experience	you have in your current field of work? (Mark one.	.)
	☐ Less than 3 years	\square 3 to 5 years	□ 6 to 10 year	rs □ More than 10 years	
25.	Which of the follow	ing best describes your pr	imary role in your current	position?	
	☐ Direct delivery/fi	rontline staff	Consultant/Trainer	☐ Administration	
	☐ Management		☐ Volunteer	☐ Peer Educator	
[☐ Other (please spe	ecify):			
		capacity, how frequently or have been trafficked?	do you come into contact v	with people who are currently being trafficked, at risl	ζ.
	1	2	3	4	
	Never	Occasionally	Frequently	All the Time	

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27.	Wh	nich of the following best describes your geographic	c popul	ation? (Ma	rk all tl	hat apply.)
	\Box N	National		Local		
	☐ State (please specify):			Urban Rural		
	\Box T	□ Tribal				
	□ I 1	nternational (please specify country):		Suburban		
28.	Ple	ease select any of the following populations you cur	rently v	work with in	a profe	essional capacity (Mark all that apply.)
		Human trafficking				an, gay, bisexual, transgender, and
		☐ Commercial sexual exploitation of			-	ioning
		children				gn nationals (migrant workers, undocumented
		☐ Sex trafficking				grants, refugees) e with low incomes
		☐ Adults			_	l and ethnic minorities
		☐ Minors		Ш	Racia	American Indian or Alaska Native
		□ Labor trafficking□ Adults				Asian
		☐ Adults ☐ Minors				Black or African American
		Children/youth				Native Hawaii or other Pacific Islander
	ш	☐ Out of home/Foster care/Kinship care				White
		☐ Juvenile justice				Hispanic or Latino ethnicity
		☐ Runaway/Homeless youth			_	ry of substance use
		People with disabilities				estic and dating violence
		Deaf/Hearing impaired				-related crime
		Elderly			_	al abuse/Violence
					Other	(Please specify):
29.	Wh	nat is your race? (Mark all that apply.)				
		American Indian or Alaska Native				
		Asian				
		Black or African American				
		Native Hawaii or other Pacific Islander				
		White				
		Other (please specify):				
30.	Wh	nat is your ethnicity? (Mark all that apply.)				
		Hispanic or Latino				
		Middle Eastern or North African				
		Other (please specify):				
31.	Wh	nat is your gender? (Mark all that apply.)				
		Male				
		Female				
		Transgender				
		Other (please specify):				

Thank you for taking the time to complete this form and helping to improve NHTTAC activities.

Paperwork Reduction Act Notice