

Instrument 1: NHTH Immediate Survey

Consent for Immediate IVR Survey (Telephone Contactors) [Survey 1, Audio recorded in interactive voice response (IVR) system]

Thank you for staying on the line. The purpose of this survey is to learn about your experience today with the National Human Trafficking Hotline. RTI International is collecting this feedback on behalf of the Administration for Children and Families as part of the Office on Trafficking in Persons' efforts to improve response to and prevent human trafficking.

The survey will take about 3 minutes to complete. Your participation is entirely voluntary.

Hotline staff will not know if you take the survey and will not see your responses. You do not have to provide your name and you can choose to skip any of the questions or stop participating at any time. If at any point it is not safe for you to continue the survey, please hang up immediately.

The information you provide will be kept private to the extent permitted by law. All participants' responses will be combined for analysis and reporting. We will link survey responses to information routinely collected by the hotline such as length and type of contact and whether the contact was related to human trafficking; however, the hotline will not share or disclose personally identifiable information (such as your name) with RTI and RTI will not share or disclose any information that could identify you in connection with your survey participation.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is OMB No. 0970-XXXX and the expiration date is XX/XX/20XX. If you have questions about the survey, please contact a survey representative at [insert toll-free study telephone number].

If you agree to participate in the survey, press 1 to begin. To hear this information again, press X. If you do not want to participate, you may hang up.

Consent for Immediate Web Survey (Text/Chat Contactors) [Survey 1, Web]

The purpose of this survey is to learn about your experience today with the National Human Trafficking Hotline. RTI International is collecting this feedback on behalf of the Administration for Children and Families as part of the Office on Trafficking in Persons' efforts to improve response to and prevent human trafficking. The survey will take about 3 minutes to complete. Your participation is entirely voluntary.

Hotline staff will not know if you take the survey and will not see your responses. You do not have to provide your name and you can choose to skip any of the questions or stop participating at any time. If at any point it is not safe for you to continue the survey, click the red 'EXIT' button on the screen to immediately close the survey window.

The information you provide will be kept private to the extent permitted by law. All participants' responses will be combined for analysis and reporting. We will link survey responses to information

routinely collected by the hotline such as length and type of contact and whether the contact was related to human trafficking; however, the hotline will not share or disclose personally identifiable information (such as your name) with RTI and RTI will not share or disclose any information that could identify you in connection with your survey participation.

If you have questions about the survey, please contact a survey representative at [**insert toll-free study telephone number**].

If you agree to participate, click the “Begin” button to start the survey.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

OMB No. 0970-XXXX

Expiration date is XX/XX/20XX

Consent for Immediate Call-In IVR Survey (Telephone Contactors Who Receive Direct Transfer to Service Provider and Later Call in to Immediate Survey) [Survey 1a, Audio recorded in IVR system]

Hello. Please enter your 4-digit PIN number to continue. If you do not know your PIN, please press X to be transferred to a survey representative.

If PIN is INCORRECT

The PIN number you entered was not correct. Please enter your 4-digit PIN number to continue. If you would like to be transferred to a survey representative, press X.

If PIN is CORRECT

The purpose of this survey is to learn about your recent experience with the National Human Trafficking Hotline. RTI International is collecting this feedback on behalf of the Administration for Children and Families as part of efforts to improve response to and prevent human trafficking.

The survey will take about 3 minutes to complete. Your participation is entirely voluntary. At the end of the survey, you will be asked for a telephone number or an e-mail address to receive a \$10 electronic gift card.

Hotline staff will not know if you take the survey and will not see your responses. You do not have to provide your name and you can choose to skip any of the questions or stop participating at any time. If at any point it is not safe for you to continue the survey, please hang up immediately.

The information you provide will be kept private to the extent permitted by law. All participants' responses will be combined for analysis and reporting. We will link survey responses to information routinely collected by the hotline such as length and type of contact and whether the contact was related to human trafficking; however, the hotline will not share or disclose personally identifiable information (such as your name) with RTI and RTI will not share or disclose any information that could identify you in connection with your survey participation.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is OMB No. 0970-XXXX and the expiration date is XX/XX/20XX. If you have questions about the survey, please contact a survey representative at [toll-free study telephone number].

If you agree to participate in the survey, press 1 to begin. To hear this information again, press X. If you do not want to participate, you may hang up.

Survey Questions

Please answer the following questions about your experiences with the National Human Trafficking Hotline.

1. On a scale of 1 to 5, with 1 being not at all helpful and 5 being very helpful, how helpful was the overall service you received from hotline staff?

[Web]

- 1 - Not at all helpful
- 2 -
- 3 -
- 4 -
- 5 - Very helpful

[IVR] Press 1 for Not at all helpful, (etc.). To repeat these options, press X. To skip to the next question, press X.

2. On a scale of 1 to 5, with 1 being not at all supported and 5 being very supported, how supported did you feel during your interaction with hotline staff?

[Web]

- 1 - Not at all supported
- 2 -
- 3 -
- 4 -
- 5 - Very supported

[IVR] Press 1 for Not at all supported, (etc.). To repeat these options, press X. To skip to the next question, press X.

3. On a scale of 1 to 5, with 1 being not at all knowledgeable and 5 being very knowledgeable, how knowledgeable were the hotline staff who assisted you today?

[Web]

- 1 - Not at all knowledgeable
- 2 -
- 3 -
- 4 -
- 5 - Very knowledgeable

[IVR] Press 1 for Not at all knowledgeable, (etc.). To repeat these options, press X. To skip to the next question, press X.

4. On a scale of 1 to 5, with 1 being not well and 5 being very well, how well did the hotline staff meet your needs, meaning you got what you were looking for from the call?

[Web]

- 1 - Not well
- 2 -
- 3 -
- 4 -
- 5 - Very well

[IVR] Press 1 for Not well, (etc.). To repeat these options, press X. To skip to the next question, press X.

5. On a scale of 1 to 5, with 1 being not at all satisfied and 5 being very satisfied, how satisfied were you with the contact overall?

[Web]

- 1 - Not at all satisfied
- 2 -
- 3 -
- 4 -
- 5 - Very satisfied

[IVR] Press 1 for Not at all satisfied, (etc.). To repeat these options, press X. To skip to the next question, press X.

6. On a scale of 1 to 5, with 1 being not at all likely and 5 being very likely, how likely are you to recommend the hotline to someone else?

[Web]

- 1 - Not at all likely
- 2 -
- 3 -
- 4 -
- 5 - Very likely

[IVR] Press 1 for Not at all likely, (etc.). To repeat these options, press X. To skip to the next question, press X.

[Survey 1 includes 7a and 8a (for respondents directly routed to the survey at the end of their hotline contact)]

- 7a. Did the hotline staff provide you with information about resources or services available to assist you?

[Web]

- No (skip to Q9)
- Yes

[IVR] Press 1 for no, 2 for yes.

- 8a. On a scale of 1 to 5, with 1 being not at all likely and 5 being very likely, how likely are you to follow-up with or use those resources or referrals?

[Web]

- 1 - Not at all likely
- 2 -

- 3 -
- 4 -
- 5 - Very likely

[IVR] Press 1 for Not at all likely, (etc.). To repeat these options, press X. To skip to the next question, press X.

[Survey 1a includes 7b and 8b (for respondents who call survey at a later time)]

7b. Did the hotline staff **connect you directly with another agency or organization** to provide you with additional services or assistance?

[Web]

- No (skip to Q9)
- Yes

[IVR] Press 1 for no, 2 for yes.

8b. On a scale of 1 to 5, with 1 being not at all useful and 5 being very useful, **how useful was the contact with the external agency or organization?**

[Web]

- 1 - Not at all useful
- 2 -
- 3 -
- 4 -
- 5 - Very useful

[IVR] Press 1 for Not at all useful, (etc.). To repeat these options, press X. To skip to the next question, press X.

[Survey 1a only] For your participation in the first survey today, you are eligible to receive a \$10 electronic gift card. If you would like to receive the gift card by text message on your smartphone, press 1. To receive the gift card by e-mail, press 2. To repeat these options, press X. To speak to a survey representative at any time, press X.

i. (If 1, text)

a. Please enter a 10-digit phone number that RTI can use to safely text you the link to your electronic gift card that you can access on your smartphone.

[IVR repeats number back, e.g., The number you entered is XXX-XXX-XXXX.]

If this is correct press 1. If you would like to reenter the number press 2. (If 1, skip to closing. If 2, repeat a.)

ii. (If 2, e-mail)

a. Please say and spell the e-mail address you would like to receive the survey.

[After recording] If you would like to re-record your e-mail address press 1.

If you are satisfied with the information you provided, press 2. (If 1, skip to closing. If 2, repeat a.)

[Survey 1 and 1a]

9. **Would you be willing to provide additional, private feedback** about the services you received from the National Human Trafficking Hotline? You would be contacted by RTI International in approximately 2 weeks with an invitation to complete another survey over the phone or online. The survey will ask basic questions about whether you were able to use the information provided by hotline staff. You may choose to be contacted by phone, text message, or e-mail.

For your privacy, RTI will not mention the National Human Trafficking Hotline when contacting you and instead will refer to the study as the Customer Service Survey. You will receive a \$10 electronic gift card for your participation in the second survey.

[IVR] Press 1 if you would like to participate in the second survey. Or Press 2 to end this call.

[Web] Would you like to participate in the second survey?

- Yes
- No

If YES to Q9 [IVR]

RTI will contact you in approximately 2 weeks by your choice of phone, text message, or e-mail. To be contacted by telephone, press 1; to be contacted by text message to receive a Web link to the survey on your smartphone press 2; to be contacted by e-mail to receive a Web link to the survey press 3. To repeat these options, press X. To speak to a survey representative at any time, press X.

- i. (If 1, phone)
 - a. Please enter a 10-digit phone number that RTI can use to safely contact you. [IVR repeats number back, e.g., The number you entered is XXX-XXX-XXXX.] If this is correct press 1. If you would like to reenter the number press 2. (If 1, skip to b. If 2, repeat a.)
 - b. What is the best time of day to safely contact you? Press 1 for morning, 2 for afternoon, 3 for evening.
 - c. What is your time zone? Press 1 for Eastern Time, press 2 for Central Time, press 3 for Mountain Time, press 4 for Pacific Time. If your time zone is one other than these, press 5.
 - d. The number you will see when a survey representative from RTI calls you in 2 weeks is XXX-XXX-XXXX. We will say that we are calling to conduct the Customer Service Survey. Is it okay to leave a voice-mail message? Press 1 for yes or 2 for no.
 - e. To ensure that we know it is you, you will be asked to provide a 4-digit PIN to access the survey.
 - i. Using your keypad, enter the 4-digit number you would like to use as your PIN. [IVR repeats number back, e.g., The number you entered is XXXX.] If this is correct press 1. If you would like to reenter the number press 2. (If 1, skip to closing statement. If 2, repeat i.)
- ii. (If 2, text)
 - a. Please enter a 10-digit phone number that RTI can use to safely text you a Web link to the online survey that you can access on your smartphone. [IVR repeats number back, e.g., The number you entered is XXX-XXX-XXXX.] If this is correct press 1. If you would like to reenter the number press 2. (If 1, skip to b. If 2, repeat a.)
 - b. What is the best time of day to safely contact you? Press 1 for morning, 2 for afternoon, 3 for evening.
 - c. What is your time zone? Press 1 for Eastern Time, press 2 for Central Time, press 3 for Mountain Time, press 4 for Pacific Time. If your time zone is one other than these, press 5.
 - d. The number you will see when RTI contacts you in 2 weeks via text message is XXX-XXX-XXXX. We will ask for your participation in the Customer Service Survey. To

ensure that we know it is you, you will be asked to provide a 4-digit PIN to access the survey.

- i. Using your keypad, enter the 4-digit number you would like to use as your PIN.
[IVR repeats number back, e.g., The number you entered is XXXX.] If this is correct press 1. To enter a new number press 2. (If 1, skip to closing statement. If 2, repeat i.)
- iii. (If 3, e-mail)
 - a. Please say and spell the e-mail address you would like to receive the survey.
[After recording] If you would like to re-record your e-mail address press 1. If you are satisfied with the information you provided, press 2. (If 1, skip to b. If 2, repeat a.)
 - b. You will receive an e-mail from XXXXXX@rti.org. We will ask for your participation in the Customer Service Survey. To ensure that we know it is you, you will be asked to provide a 4-digit PIN to access the survey.
 - i. Using your keypad, enter the 4-digit number you would like to use as your PIN.
[IVR repeats number back, e.g., The number you entered is XXXX.] If this is correct press 1. To enter a new number press 2. (If 1, skip to closing statement. If 2, repeat i.)
- iv. (If X, survey representative, the caller will be routed to the survey representative who will collect the information over the phone.)

(Closing statement) Thank you for your willingness to provide feedback about the National Human Trafficking Hotline. We will contact you in approximately 2 weeks. If you have any questions about the survey or wish to opt out, please contact a survey representative at [insert toll-free study telephone number].

If YES to Q9 [Web]

RTI will contact you in approximately 2 weeks by your choice of a phone call, text, or e-mail. How would you like to be contacted and receive the survey? Select at least one.

- I would like to be contacted by telephone by a survey representative.
- I would like to be contacted by text message and receive a Web link to the survey.
- I would like to be contacted by e-mail and receive a Web link to the survey.

- i. (If phone)
 - a. Please enter a 10-digit phone number that RTI can use to safely contact you.
□ □ □ - □ □ □ - □ □ □ □
 - b. What is the best time of day to safely contact you?
 - Morning
 - Afternoon
 - Evening
 - Specific time or time range: _____
 - c. What is your time zone?
 - Eastern Time

- Central Time
- Mountain Time
- Pacific Time
- Other (please specify): _____

d. Is it OK to leave a voice-mail message saying we are calling from the Customer Service Survey?

- Yes
- No

e. The number you will see when RTI contacts you in 2 weeks is XXX-XXX-XXXX. We will ask for your participation in the Customer Service Survey. To ensure that we know it is you, you will be asked to provide a 4-digit PIN to access the survey. Enter the 4-digit number you would like to use as your PIN.

[] [] [] []

ii. *(If text)*

a. Please enter a 10-digit phone number that RTI can use to safely text you a link to the online survey that you can access on your smartphone.

[] [] [] - [] [] [] - [] [] [] []

b. What is the best time of day to safely contact you?

- Morning
- Afternoon
- Evening
- Specific time or time range: _____

c. What is your time zone?

- Eastern Time
- Central Time
- Mountain Time
- Pacific Time
- Other (please specify): _____

d. The number you will see when we text you is XXX-XXX-XXXX. We will ask for your participation in the Customer Service Survey. To ensure that we know it is you, you will be asked to provide a 4-digit PIN to access the survey.

Enter the 4-digit number you would like to use as your PIN.

[] [] [] []

iii. *(If e-mail)*

a. Please enter the e-mail address you would like to receive the survey.

[_____]

b. The e-mail from RTI will come from XXXXXX@rti.org. We will ask for your participation in the Customer Service Survey. To ensure that we know it is you, you will be asked to provide a 4-digit PIN to access the survey. Enter the 4-digit number you would like to use as your PIN.

[] [] [] []

(Closing statement) Thank you for your willingness to provide feedback about the National Human Trafficking Hotline. We will contact you in approximately 2 weeks. If you have any questions about the survey or would like to opt out, please contact a survey representative at [\[insert toll-free study telephone number\]](#).

If NO to Q9 [IVR]

Thank you for taking the time to provide feedback today about your experience with the National Human Trafficking Hotline. Goodbye.

If NO to Q9 [Web]

Thank you for taking the time to provide feedback today about your experience with the National Human Trafficking Hotline.

For your privacy, we have included information on how to clear your internet browser history. Click the links below for the internet browser you are currently using to open a new link with instructions on how to erase your internet history or cache, or how to use the built-in anti-tracking mode. *[Note: Links below will be checked for accuracy when the instrument is programmed and again before administration.]*



Microsoft Edge and Internet Explorer ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)



Google Chrome ---> [erase history](#) | [clear cache](#) | [incognito mode](#)



Mozilla Firefox ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)



Safari ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)



Opera ---> [erase history](#) | [clear cache](#) | [private browsing mode](#)