

Instrument 2: NHTH Two-Week Follow-Up Survey

Consent for Two-Week Follow-up Telephone Survey

Thank you. The purpose of this survey is to learn about your experience with the National Human Trafficking Hotline when you contacted the hotline about two weeks ago. 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 6 minutes to complete. Your participation is entirely voluntary. A \$10 electronic gift card will be sent to you via text or email at the end of the survey.

This interview may be monitored by my supervisor for quality assurance. 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. However, if you tell us that you intend to harm yourself or another person or if we have reason to believe that a child, elder, or dependent adult is being hurt or not taken care of, we may need to tell the authorities. 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. I'm also required to let you know that 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 number for this information collection is 0970-XXXX and the expiration date is XX/XX/20XX.

Before we begin the survey, do you have any questions? (*Answer questions, if asked.*)

OK, let's get started. (*Begin survey instrument.*)

Consent for Two-Week Follow-up Web Survey

The purpose of this survey is to learn about your experience with the National Human Trafficking Hotline when you contacted the hotline about two weeks ago. 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 6 minutes to complete. Your participation is entirely voluntary. A \$10 electronic gift card will be provided to you at the end of the survey.

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 in the survey, click the "Begin" button below 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

Survey Questions

[Reasons for Contact]

1. [Web] Below is a list of reasons some people contact the National Human Trafficking Hotline. For each one, please indicate whether it was a reason for your contact to the hotline two weeks ago.
1. [Phone] First, we would like to understand why you contacted the National Human Trafficking Hotline about two weeks ago. I'm going to read a list of reasons some people call the hotline. For each one, please tell me whether it was a reason for your contact to the hotline about two weeks ago.

Did you contact the hotline ...?

- a. To learn about services or resources that are available in the community
 - i. No
 - ii. Yes
- b. To get connected to help, such as shelter, counseling, legal or medical help, or other services
 - i. No
 - ii. Yes

a. (If yes) What type of help or services were you looking for?

- c. To get help exiting a trafficking situation
 - i. No
 - ii. Yes
- d. To make a tip or report about a potential trafficking situation
 - i. No
 - ii. Yes
- e. To learn about ways to plan for safety
 - i. No
 - ii. Yes
- f. To understand more about human trafficking or the hotline
 - i. No
 - ii. Yes
- g. To learn how to help someone who was in trouble or may have been in trouble
 - i. No
 - ii. Yes
- h. To talk with someone who might be able to understand your situation
 - i. No
 - ii. Yes
- i. For some other reason
 - i. No
 - ii. Yes

(If yes) What was the reason? _____

2. Have you contacted the hotline more than once in the last two weeks?
- No
 - Yes

(if yes) For the rest of the survey, please try to think about your contact with the hotline about two weeks ago when answering the remaining questions.

[Needs Met]

3. On a scale of 1 to 5, with 1 being not well and 5 being very well, how well do you think your needs were met – meaning, you got what you were asking for – by the hotline staff?
- 1 - Not well
 - 2
 - 3
 - 4
 - 5 - Very well
4. What was most helpful about the hotline? _____
5. What do you wish the hotline had helped you with that it didn't? _____

[Knowledge]

6. Because of your interaction with the hotline, do you know more about ...?
- What human trafficking is and who can experience it
 - No
 - Yes
 - Red flags to look for if you suspect someone is experiencing trafficking
 - No
 - Yes
 - How to report suspected incidents of trafficking
 - No
 - Yes
 - How the hotline can help people experiencing trafficking
 - No
 - Yes
 - Resources or organizations available to help people at risk of or who have experienced trafficking
 - No
 - Yes
 - Ways to plan for safety
 - No
 - Yes
 - Another topic
 - No
 - Yes

(If yes) What topic? _____

7. On a scale of 1 to 5, with 1 being not very useful and 5 being very useful, how useful was the information the hotline provided to you?
- 1 - Not very useful
 - 2
 - 3
 - 4
 - 5 -Very useful
8. Have you shared the information you received with anyone else who needed it?
- No
 - Yes

(If yes) Who did you share the resource information with? (Please do not share names.)

[Resources/Referrals]

9. During your contact, did the hotline staff connect you directly to another organization for assistance?

- No
- Yes

9a. (If yes) Was the other organization able to help you?

- No
 - (If no) What was the reason for why they could not help?

- Yes

10. Did the hotline staff give you contact information for a service provider who could assist you, or information about other resources that may help address your needs?

- No (Skip to Q15, multiple calls)
- Yes

(If yes to Q10, got referral)

11. Have you contacted the service provider or used the resources that hotline staff provided to you?

- No

(If no) What kept you from contacting the service provider or resources?

_____ (Skip to Q14)

- Yes

(If yes to Q11, contacted referral)

12. Did those service providers or resources assist you with your needs?

- No

(If no)

12a. What was the reason for why they could not help? _____

12b. Were you denied services for any reason?

- No (Skip to Q14)
- Yes

(If yes) For what reason or reasons were you denied services?

_____ (Skip to Q14)

- Yes

(If yes to Q12, got help from referral)

13. On a scale of 1 to 5, with 1 being not at all helpful and 5 being very helpful, how helpful were the resources or service providers at addressing your needs?

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

14. Have you shared the resource or service contact information with anyone else who needed it?

- No
- Yes

(If yes) Who did you share the resource information with? (Please no names)

(If yes to Q2, multiple contacts)

15. You stated previously that you contacted the hotline multiple times in the last two weeks. Was this because you didn't get what you needed during your first contact?

- Yes
- No

[Tips and Expectations Management]

[Phone] Instructions for telephone interviewer: Ask the following questions only of those who stated they contacted the hotline to provide a tip in Q1(reason for contact). Otherwise, skip to Q19 (other feedback).

You stated that you contacted the hotline to provide a tip or report about a potential trafficking situation.

16. Do you know what the hotline did with the information your provided?

- No
- Yes

(If yes) How did you learn about what they did with the information? _____

(If yes) What did they do with it? _____

17. Have law enforcement officials reached out to you because of the information you gave to the hotline?

- No
- Yes

18. If you saw or became aware of a similar situation as the one that you reported two weeks ago, would you contact the hotline again to make a report?

No

(If no) Why not? _____

Yes

[Other Feedback]

19. Is there anything else you would like to tell us about your contact with the hotline?

[Web] Thank you for your time to complete the survey. To receive a \$10 gift card click here.

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 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](#)

[Phone] The last thing I need to get from you is a phone number or email address to text or send the link you can use to access your \$10 electronic gift card.

Respondent phone/email address _____

You will receive the link to the gift card shortly. If do not receive the gift card, please contact a survey representative at XXX-XXX-XXXX. Thank you for your time to complete the survey.