

**Appendix A:  
Recruitment Script and Protocol for NHTH Advocates**

## **Recruitment Script and Protocol for NHTH Advocates**

After OMB approval, all contactors over the age of 18 who interact with advocates from the National Human Trafficking Hotline (NHTH) via phone, SMS chat, or live online chat will be informed about and directed to the survey by the NHTH advocate with whom they interacted. The following scripts and procedures will be used by NHTH advocates.

### **Telephone Callers (no 3<sup>rd</sup> party handoff)**

*Prior to ending the call, please read the following:*

Before we end our call, I want to let you know that as part of our continuing effort to ensure that we're providing the best service possible, the Hotline is working with a research organization to gather feedback from callers about their experiences with the Hotline. Before I hang up the phone, I'm going to transfer you to the survey. If you choose to stay on the line, you'll get more information about it and will be asked a few questions about this call. The survey is private and voluntary and will take about 3 minutes. Thank you for calling. I'm transferring you to the survey now.

### **SMS Text Contactors**

*Prior to ending the text session, please paste the following text into the SMS text field:*

Before we end our session, I want to let you know that as part of our continuing effort to ensure that we're providing the best service possible, the Hotline is working with a research organization to gather feedback from callers about their experiences with the Hotline. Here is the link to the survey: **[insert link]**. The survey is private and voluntary and will take about 3 minutes. Unless there is anything else I can help you with, I will now end our session.

### **Live Online Chat Contactors**

*Prior to ending the chat session, please paste the following text into the chat box:*

Before we end our session, I want to let you know that as part of our continuing effort to ensure that we're providing the best service possible, the Hotline is working with a research organization to gather feedback from callers about their experiences with the Hotline. Here is the link to the survey: **[insert link]**. The survey is private and voluntary and will take about 3 minutes. The link will go away when we end our session, so if you would like to participate, you may want to click on the link now so the survey opens in a new window. Unless there is anything else I can help you with, I will now end our session.

### **Telephone Callers Receiving 3<sup>rd</sup> Party Handoff**

*After making contact with the service provider and before hanging up, please read the following:*

Before I hang up the phone and leave you to talk with [name of service provider], I want to let you know that the Hotline is working with a research organization to gather feedback from callers about their experiences with the Hotline as part of our continuing effort to ensure that we're providing the best service possible. I can give you the number to call to take a 3-minute survey about your experience with

the Hotline today. The survey is private and you will receive a \$10 electronic gift card for your participation. It is your choice to participate. Your decision will not affect any services you may want or need from the Hotline or anyone else. Do you have something to write down the number for the survey?

*If NO – caller says they do not want the number or do not want to participate, then advocate disconnects from call.*

*If YES – caller says they want the number, then the script goes as follows:*

The toll-free number is **XXX-XXX-XXXX**.

*Refer to the survey tracker sheet. Select the next available PIN number on the sheet.*

You will be asked to enter a one-use PIN number. Your PIN number is: **XXXX**. If you forget your PIN you will need to remember today's date in order to complete the survey and get the gift card. Call within the next 2 days if possible, or as soon as it is convenient for you.

*Enter the date and time when the call ended on the survey tracker sheet beside the PIN number that you provided.*

### **Frequently Asked Questions**

*Advocates will respond to questions about the study using the following script.*

#### **Q1. Do I have to take the survey now? Can I take it later?**

A1. If you choose to participate, you will need to do it now, but it is a short survey that will take about 3 minutes.

#### **Q2. Who sees my answers to the survey?**

A2. The survey is being conducted by a private research organization, RTI International, for the Administration for Children and Families, a division of the U.S. Department of Health and Human Services. RTI researchers will collect the responses and analyze them together. RTI may publish the results of this study, but your individual responses will never be shared and are completely private. The hotline will not know how you or anyone else answered the questions.

#### **Q3. How long will the survey take?**

A3. About 3 minutes.

#### **Q4. How will my data be used?**

A4. The information you provide will be combined with all other survey responses for analysis and reporting. A private research organization, RTI International is doing the study for the Administration for Children and Families, a division of the U.S. Department of Health and Human Services. RTI may publish the results of the study, but your individual responses will never be shared and are completely private. The hotline will not know how you or anyone else answered the questions. The purpose of the study is

to help the hotline identify areas where we're doing a good job and areas where we need to improve. We're always trying to improve the hotline and ensure that we provide the best service possible.

*For any other question, direct the contactor to a survey representative using the following script:*  
A survey representative can answer your question. The toll-free number to reach a survey representative is [insert toll-free study telephone number].