The National Human Trafficking Hotline Program: Assessment of Utility and User Satisfaction

OMB Information Collection Request
New Collection

Supporting Statement

Part A

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Part A

Executive Summary

- **Type of Request:** This Information Collection Request is for a new data collection. We are requesting 1 year of approval.

- **Description of Request:**
  The Office of Planning, Research, and Evaluation (OPRE), in collaboration with the Office on Trafficking in Persons (OTIP), within the Administration of Children and Families (ACF) at the U.S. Department of Health and Human Services seeks approval to conduct two multi-mode surveys, gathering information from individuals who seek assistance from the National Human Trafficking Hotline (NHTH) as part of OPRE's Evaluation of the NHTH Program. The purpose of this study is to describe the NHTH's services, user satisfaction with the NHTH contact, and the utility of information provided. Data collected in this study will be used to inform future efforts to monitor and improve human trafficking hotline services; the data are not intended to be generalized to a broader population. We do not intend for this information to be used as the principal basis for public policy decisions.

- **Time Sensitivity:** Data collection will need to start no later than March 2020 so that data collection can be completed before ACF's current funding for the NHTH Program ends in September 2020.

A1. Necessity for Collection

There are no legal or administrative requirements that necessitate this collection. The Administration for Children and Families (ACF) is undertaking the collection at the discretion of the agency.

A2. Purpose

Purpose and Use

This proposed information collection (IC) is part of the ACF Office of Planning, Research, and Evaluation's (OPRE's), Evaluation of the National Human Trafficking Hotline (NHTH) Program. OPRE, in collaboration with the Office on Trafficking in Persons (OTIP), seeks approval to conduct two multi-mode surveys, gathering information from individuals who seek assistance from the NHTH.

With funding from OTIP, Polaris operates the NHTH 24-hours a day, 365 days a year. The NHTH connects victims and survivors of sex and labor trafficking, and others who seek assistance on behalf of a victim or survivor of human trafficking, with resources and services to get help. The NHTH also receives tips about potential cases of human trafficking and facilitates the reporting of that information to local, state, and federal law enforcement authorities. Individuals who contact the toll-free hotline via telephone, SMS (short message service) text, or live online chat (i.e., "contactors") can speak, exchange text messages, or chat or with an NHTH advocate in English and Spanish (or in more than 200 additional languages through an on-call interpretation service).

The purpose of this IC is to examine the experiences of individuals who seek assistance from the NHTH after their interactions with the NHTH. Gathering and analyzing information from this data collection will allow us to describe contactors' perceptions of NHTH's services and the utility of information provided, in terms of knowledge gained, actions taken, and assistance received. Obtaining information directly from individuals who seek assistance from the NHTH is essential for understanding hotline users' perceptions of and experiences with the service.

Results from the study will be used to inform future efforts to monitor and improve hotline services for victims of human trafficking, including the development of performance measures for objectively assessing NHTH activities and accomplishments. This information will also allow ACF to describe the utility of the public investment in the NHTH. Key stakeholders, including those who contact the NHTH seeking help and those who receive referrals or tip information from the NHTH—victims/survivors and their friends and families, law enforcement agencies, victim advocates, and organizations serving survivors of human trafficking—as well as federal agencies, businesses, and organizations that advertise the NHTH's services (e.g., through the posting of the toll-free hotline number) will benefit from any improvements made in the delivery of NHTH's services based on findings from the surveys. Additionally, the NHTH Program, and other victim service hotlines can use the information to develop performance measurement approaches and improve hotline services.

The information collected is meant to contribute to the body of knowledge on ACF programs. It is not intended to be used as the principal basis for a decision by a federal decision maker and is not expected to meet the threshold of influential or highly influential scientific information.

Research Questions or Tests

The following are evaluation questions that will be addressed through this information collection.

- To what extent do contactors feel that their call/SMS text/live online chat session with the NHTH was helpful?
- To what extent do contactors feel supported during their call/text/chat session?
- What are contactors' perceptions of NHTH advocates' knowledge and skills (i.e., how confident are users in those offering hotline services)?
- Overall, how satisfied are contactors with their call/text/chat session with the NHTH?
- To what extent are NHTH contactors' needs met during their call/text/chat session?
- To what extent do contactors feel that the assistance or information they received from the NHTH was useful?
- Do contactors' knowledge (e.g., of human trafficking, how the hotline can help, safety planning, available resources) increase as a result of their call/text/chat session?
- Do contactors use the resources and referrals they are provided during their call/text/chat session?

Study Design

To answer the evaluation questions, the proposed study involves conducting two multi-mode surveys, gathering data from individuals who contact the NHTH during an estimated four-month period. The first survey (see **Instrument 1: NHTH Immediate Survey**) will be administered to all NHTH contactors who are at least 18 years old immediately following the completion of their contact to the NHTH. The second survey (see **Instrument 2: NHTH Two-Week Follow-Up Survey**) will be administered two weeks later to *Immediate Survey* respondents. Researchers from RTI will collect and analyze the data.

NHTH advocates will inform adult hotline contactors of the *Immediate Survey* at the completion of their call, SMS text session, or live online chat session (see **Appendix A: Recruitment Script for NHTH Advocates**). Advocates will then transfer callers to an interactive voice response (IVR) telephone survey or provide a unique URL to the Web-based survey to individuals who contact the NHTH through the hotline's SMS text line or live online chat. Contactors will voluntarily complete the *Immediate Survey* through the IVR system or via the Web. Some individuals who contact the NHTH by phone are transferred directly to a third-party service provider and therefore would not be able to complete a survey immediately following their interaction with the NHTH advocate. For callers who are directly connected to a service provider, before disconnecting from the call, the advocate will tell the caller about the survey and give the caller a toll-free telephone number and a 4-digit unique personal identification number (PIN) for the caller to use to access the survey at a later time.

Individuals who participate in the *Immediate Survey* will be asked at the end of the survey if they are interested in voluntarily participating a second survey two weeks later, which will be conducted over the telephone with a trained interviewer or via the Web. Respondents who indicate interest in participating will be asked to specify their preference for how to be contacted (telephone, SMS text, or e-mail), their telephone number or e-mail address by which to receive the survey, and a 4-digit PIN that they will use to access the *Two-Week Follow-Up Survey*. Respondents who indicate they would like to be contacted via a phone call or SMS text will specify their time zone, the best time of day to be safely contacted, and if the survey representative can leave a voicemail (phone call only). Individuals who elect to participate in the *Two-Week Follow-Up Survey* will be contacted by RTI through their preferred mode approximately two weeks from the date on which they completed the *Immediate Survey* (see **Appendix B: Recruitment Script for Two-Week Follow-Up**) and voluntarily complete the survey.

Table A.2.1 Data Collection Instruments

Instrument(s)	*Respondents, Content*	*Mode and Duration*
Immediate Survey	**Respondents**: All people who are age 18 or older who contact the NHTH and complete a call with an NHTH advocate **Content**: Questions about contactors' perceptions of their interaction with the NHTH advocate; and their likelihood of accessing any resources provided	**Mode**: IVR or Web **Duration**: about 3 minutes
Two-Week Follow-up Survey	**Respondents**: All people who complete the *Immediate Survey* **Content**: Questions that assess respondents' satisfaction with the services and information received during their interaction with the NHTH; and the utility of that information in terms of knowledge gained, actions taken, and assistance received as a result the contact with the NHTH	**Mode**: Telephone or Web **Duration**: about 6 minutes

We will implement several precautions and protocols to protect the safety of all contactors who choose to participate in the study (see Section A10 and Supporting Statement Part B, Section B2). On the back end, we will collect end of contact timestamp data and assign each respondent to the *Immediate Survey* with a unique ID number. The timestamp data and ID number will be used to link respondent data from the *Immediate* and *Two-Week Follow-Up Surveys* and to link data from both surveys to a limited set of administrative data variables from the initial NHTH contact routinely collected by NHTH advocates (described below, under *Other Data Sources and Uses of Information*).

This a first systematic effort to collect data from persons who contacted the NHTH about their experiences with and perceptions of the services provided. Collectively, the surveys will assess contactors' perceptions of their interaction with the NHTH and the services, information, and support received; reason for the contact; and utility of the contact in terms of knowledge gained, actions taken, and assistance received. Data will be used to produce estimates at desired precision levels of contactors' satisfaction with the services they received during their contact with the NHTH and the utility of the information and resources provided by NHTH advocates.

Other Data Sources and Uses of Information

Using time stamp data, we will link data from the surveys to a limited set of the grantee's administrative data routinely collected by NHTH advocates about NHTH contacts. The data will include date and time (start and stop) of the NHTH contact; contactor location (state); whether the contactor was anonymous; whether the contactor was a first time contactor; contactor type (e.g., potential victim, friend of a potential victim, service provider), whether the contact was trafficking related; reason for the contact; whether the contactor was a minor; and whether (for callers only) the contactor was transferred to a victim service provider. These data on the nature and length of contact from the hotline calls will be used to provide context to survey findings as well as to assess bias in the types of contactors who completed the survey.

The survey data will be analyzed and used with several other sources of information from the broader NHTH evaluation project. These data include 5 years of administrative data from Polaris' NHTH database (which includes information about NHTH contacts), observations of live calls handled by NHTH hotline advocates, and qualitative data collected through discussions with three different types of NHTH contactors and stakeholders, including survivors, law enforcement, and service providers (the same question was not asked of more than 9 people through these discussions). We will use findings from analyses of these other data to elucidate and further examine the information obtained through the proposed data collection.

A3. Use of Information Technology to Reduce Burden

The surveys will be conducted in a fully automated interviewing environment. The *Immediate Survey* will be available in an IVR-programmed telephone survey or a Web-based survey programmed using Voxco software. The *Two-Week Follow-Up Survey* will be offered as a Web survey (Voxco) or a telephone survey, programmed using Computer Assisted Telephone Interviewing (CATI) software. We will use ARTEMIS, an RTI built and operated SMS relay service, to send the survey Web link and reminder messages to *Two-Week Follow-Up Survey* participants who chose to be contacted via SMS text. The IVR, Voxco, and CATI technology reduce respondent and interviewer burden and permit electronic submission of responses. NHTH contactors are from locations across the United States and these technologies permit participation of respondents irrespective of their specific location, and thus do not introduce bias into the study sample (though there may be non-response bias for reasons other than sampling). Furthermore, the use of these technologies (IVR, Voxco, and CATI) will also make data processing and reporting more accurate, efficient, and timely and reduce the need for extensive post-data collection editing.

IVR, CATI, and Voxco Web survey technology offer several benefits that reduce respondent burden. Both approaches will allow survey respondents to privately access the survey from the privacy and convenience of their own phone, tablet, or computer, rather than scheduling a time to complete the survey and traveling to a specific location. Respondents will not be required to wait for an available staff member to administer the surveys. IVR, CATI and Web-based surveys are reliable, easy to use, standardized, and minimize potential biases and interviewer errors. The automated skip patterns in IVR, CATI and Web-based surveys will maximize efficient survey administration. Web-based survey respondents have the added benefit of being able to stop at any point, exit, and return to the survey at their convenience.

NHTH advocates will use Five9 call center software to transfer individuals who contact the NHTH by telephone to the *Immediate Survey* from their NHTH call. This approach will ensure a smooth and seamless transition from the NHTH call to the immediate survey. This will save time for NHTH callers, and we anticipate that it will strengthen our response rates.

A4. Use of Existing Data: Efforts to reduce duplication, minimize burden, and increase utility and government efficiency

This is the first evaluation of the NHTH; no prior studies have systematically collected feedback and information directly from NHTH contactors following their interactions with the NHTH. This proposed information collection therefore does not duplicate previous efforts.

In designing the proposed data collection activities, we carefully reviewed existing NHTH datasets to determine whether any of them are sufficiently similar or could be modified to address ACF's need for information on NHTH contactors' experiences with the NHTH. We investigated the possibility of using existing data to examine our research questions, such as data collected by NHTH staff and our previous evaluation data collection efforts (i.e., observational listening data, qualitative data from very small samples (fewer than 10) of NHTH contactors, and interviews with NHTH staff. None of these existing data sources meet the data collection needs of the evaluation.

To increase the utility of these data, we will use existing data (as described in section *A2, Other Data Sources and Uses of Information*) to help further analyze the findings from this data collection.

A5. Impact on Small Businesses

It is possible that some survey respondents will work for small not-for-profit organizations (e.g. victim service organizations). Both the immediate and two-week follow-up surveys were designed to be brief and not time intensive (estimated to take approximately 3 and 6 minutes, respectively). Respondents will complete the *Immediate Survey* directly after their self-initiated contact to the NHTH, which would extend their engagement with the NHTH by approximately 3 minutes. The *Two-Week Follow-Up Survey* will be completed by phone or online and at a time convenient to respondents, allowing for completion during times that do not impact their small organization.

A6. Consequences of Less Frequent Collection

This is the first time a survey will be administered to this population and efforts have been made to reduce the burden as much as possible. This study includes a survey offered immediately after an interaction with the NHTH and a survey two weeks after an interaction with the NHTH. The purpose of this research design is to obtain immediate feedback from NHTH contactors about their interaction with the hotline and assess user satisfaction and the utility of information provided two weeks later. To adequately address the research questions, it is necessary that we obtain data from participants at both time points. Specifically, by not collecting the information sought in the *Two-Week Follow-Up Survey*, we will not be able to answer the research questions related to outcomes of contacting the NHTH, including if NHTH contactors' knowledge increases as a result of their contact and if contactors use the resources, referrals, and information that the NHTH provided.

A7. Now subsumed under 2(b) above and 10 (below)

A8. Consultation

Federal Register Notice and Comments

In accordance with the Paperwork Reduction Act of 1995 (Pub. L. 104-13) and Office of Management and Budget (OMB) regulations at 5 CFR Part 1320 (60 FR 44978, August 29, 1995), ACF published a notice in the Federal Register announcing the agency's intention to request an OMB review of this information collection activity. This notice was published on August 28, 2019, Volume 84, Number 167, page 45155, and provided a sixty-day period for public comment. A copy of this notice is attached as **Appendix C**. During the notice and comment period, two requests for the information collection were received and fulfilled. Substantive comments were received by one requestor, the Executive Director of Freedom Network USA (FNUSA), Jean Bruggeman, on behalf of FNUSA[1] (see **Appendix D**).

FNUSA's comments expressed support for a robust evaluation of the NHTH and offered two suggestions, both which followed the critique that "the NHTH is currently operated with a dual purpose" ([1] connecting survivors with services and support and [2] serving as a law enforcement tip line). The first suggestion, that "an analysis of the NHTH address this unique incorporation of a law enforcement tip line into a victim hotline, and the impact on the quantity and quality of services and support provided to survivors who are calling the hotline in search of services and support," is pertinent to the broader NHTH evaluation project. Data obtained through other evaluation activities (described in section A2, *Other Data Sources and Uses of Information*), including administrative and observational data, will be used to assess the quality and quantity of services and support offered to survivor contactors. The second suggestion, that this data collection "identify what type of caller (e.g. potential survivor, potential witness reporting a possible trafficking crime, caller asking for general information, or other caller) is responding to the survey, and whether the level of satisfaction with the NHTH differs among these groups," will be addressed through the linking of survey data and NHTH administrative data (as described in section A2, *Other Data Sources and Uses of Information*, and in more detail in Supporting Statement Part B, Section B5, *Nonresponse*).

Consultation with Experts Outside of the Study

We consulted with six non-federal experts in the fields of human trafficking and victim services, research, and hotline services and evaluation, as well as with representatives from Polaris. We solicited input from four researchers (Amy Farrell, PhD, Northeastern University; Madelyn Gould, PhD, MPH Columbia University; Cris Sullivan, PhD, Michigan State University, and Emily Rothman, PhD, Boston University), one service provider (Kate Keisel-Caballero, MSW, Sanar Wellness Institute), and one survivor expert (Jennifer Hammer). Researchers were asked about their experience with evaluation of

[1] Freedom Network USA (https://freedomnetworkusa.org/) is a coalition of 68 non-governmental organizations and individuals that provide services to, and advocate for the rights of, trafficking survivors in the United States.

hotlines or interventions with sensitive populations and for guidance on related topics including evaluation design, informed consent, data collection, response rates, feasibility and safety. The service provider and survivor expert were asked to advise on the feasibility of different follow-up tactics, the content of follow-up questions, and trauma-informed data collection considerations.

Polaris provided information on existing data availability and using NHTH technology to facilitate low-burden data collection, and input on the overall research design and survey questions. In addition to consulting with external experts, we obtained input from four RTI research scientists who have relevant expertise in sexual assault and intimate partner violence measurement and data collection, program evaluation, and/or survey methodology. The experts' recommendations contributed to the development of the final research questions, study design, and survey instrument questions.

A9. Tokens of Appreciation

To retain respondents over the course of the data collection, we propose to offer a $10 gift card to NHTH contactors who (1) are transferred directly to a service provider by a NHTH advocate and therefore complete the *Immediate Survey* later by calling in to the IVR survey, and (2) complete the *Two-Week Follow-Up Survey*. We will not offer tokens of appreciation to NHTH contactors who receive the *Immediate Survey* immediately after their call, text, or live online chat with the NHTH. The rationale behind this decision is to (1) increase response rates of NHTH contactors who will be asked to proactively call into the *Immediate Survey*, rather than simply staying on the line and being transferred to the survey, and (2) maintain longitudinal participation and minimize nonresponse bias in the *Two-Week Follow Up Survey*.

We expect that the group of NHTH contactors who will be asked to proactively call into the *Immediate Survey* because they are transferred directly to a third-party service provider will be composed largely of trafficking victims, a critical sub-population of interest for this study. Human trafficking victims are a challenging population to engage in research because they are often burdened by multiple hardships (e.g., homelessness, trauma, safety-related issues) that impact their time and willingness to participate in research studies (Brunovskis & Surtees, 2010). Further, providing tokens of appreciation to human trafficking victims for their input and feedback is widely accepted as a best practice in the field of human trafficking service provision (U.S. Department of State, 2017).

A10. Privacy: Procedures to protect privacy of information, while maximizing data sharing

Personally Identifiable Information

Survey respondents who elect to participate in the *Two-Week Follow-Up Survey* may provide the following personally identifiable information (PII): names or pseudonyms, phone numbers, and e-mail addresses. We will collect these PII through questions at the end of the Web-based and IVR for the purpose of contacting the potential respondents two weeks later. Individuals who are directly transferred from the NHTH to a service provider and later call in to the *Immediate Survey* and those who complete the *Two-Week Follow-Up Survey* may also provide personally identifiable information (phone number, e-mail address) through which to receive the $10 token of appreciation gift card. PII will be stored securely. PII will only be used to recontact individuals for a survey or to send tokens of appreciation. Information will not be maintained in a paper or electronic system from which data are actually or directly retrieved by an individuals' personal identifiers.

Assurances of Privacy

Information collected will be kept private to the extent permitted by law. Respondents will be informed of all planned uses of data, that their participation is voluntary, and that their information will be kept private to the extent permitted by law. RTI will comply with all Federal and Departmental regulations for private information.

Data Security and Monitoring

Only RTI research staff who are study team members will be involved in data collection and analysis and have access to participant data. Polaris staff will not have access to the survey data. RTI study team members and Polaris NHTH staff will receive a training on privacy requirements and procedures, as well as sign data privacy agreements. RTI research staff participate annually in mandatory privacy and IT security data training.

The surveys will be hosted in RTI's National Institute of Standards and Technology (NIST) Moderate network and as data are collected, they will be stored in SQL server databases within RTI's NIST Moderate network. All personally identifying information (telephone numbers, e-mail addresses) and PINs will always (during and after data collection) be stored in separate SQL tables from the survey data. Access to the system is granted using role-based access with the minimum set of access privilege levels necessary to allow individuals to do their jobs. Access privileges are controlled using network login credentials, server-specific login credentials, and security groups. The survey data will not be shared with others outside of the RTI evaluation team.

A11. Sensitive Information[2]

Survey questions are focused on NHTH contactors' opinions about their interactions with the NHTH. The surveys do not ask personal questions about respondents' personal lives or backgrounds. However, survey respondents risk discomfort in providing answers to some of the questions. The *Two-Week Follow-Up Survey* asks respondents for the reason they called the hotline, which could potentially be sensitive if the respondent called the NHTH for a sensitive reason, such as needing crisis services or to get referrals specific to personal experiences with human trafficking. It is necessary to ask these respondents about the reasons they contact the NHTH to gauge the extent to which their recollection of the NHTH call after two weeks differs from how the call was initially characterized by advocates. These

[2] Examples of sensitive topics include (but not limited to): social security number; sex behavior and attitudes; illegal, anti-social, self-incriminating and demeaning behavior; critical appraisals of other individuals with whom respondents have close relationships, e.g., family, pupil-teacher, employee-supervisor; mental and psychological problems potentially embarrassing to respondents; religion and indicators of religion; community activities which indicate political affiliation and attitudes; legally recognized privileged and analogous relationships, such as those of lawyers, physicians and ministers; records describing how an individual exercises rights guaranteed by the First Amendment; receipt of economic assistance from the government (e.g., unemployment or WIC or SNAP); immigration/citizenship status.

data will also be useful for understanding the context of their answers to other questions about NHTH interactions. Survey respondents may also feel uncomfortable providing negative feedback about the NHTH, such as explaining how an NHTH referral did not work for them or if they had a poor interaction with an NHTH hotline advocate. It is essential to understand NHTH contactors' experiences to inform and improve future NHTH services. To reduce these risks, most survey questions are close-ended and do not include probing questions. Telephone interviewers will be trained to respond to distressed respondents.

Survey respondents risk discomfort in providing an e-mail address or phone number for being contacted for the delayed surveys and to receive their token of appreciation. Respondents can choose not to provide a phone number and complete the delayed surveys by accessing a Web-based survey instead. No other PII will be collected. In order to mitigate this risk and minimize the PII collected, the respondent can choose a pseudonym to be used by RTI research staff to conduct the surveys and to send the token of appreciation.

Respondents are advised of the voluntary nature of participation and their right to refuse to answer any question during the informed consent process.

The RTI Institutional Review Board (IRB) reviewed this data collection plan and determined that it is not research with human subjects as defined by the U.S. Code of Federal Regulations (45 CFR 46.102).

A12. Burden

We estimate the total time reporting burden for this collection to be 247 hours during a 1-year period. Up to 2000 respondents will complete the immediate survey. The immediate survey, including consent language and time to provide follow-up information, is estimated to take a total of 5 minutes on average, with the actual survey taking about 3 minutes on average. Thus, the estimated total burden for the immediate survey data collection to be 240 hours. An estimated total of 310 respondents will complete the two-week follow-up survey. The two-week follow-up survey, including time to obtain the PIN, consent language and time to provide information for the token of appreciation, is estimated to take a total of 9 minutes on average, with the actual survey taking about 6 minutes on average. Thus, the estimated total burden for the two-week follow-up survey data collection to be 47 hours. Using a standard estimated time for question completion, the burden for both surveys was calculated by averaging the time to complete the minimum and maximum number of survey items a respondent could be asked based on varying skip patterns.

Estimated Annualized Cost to Respondents

To compute the total estimated annual cost, the total burden hours were multiplied by the average hourly wage for each respondent, according to third-quarter 2019 data available from the Bureau of Labor Statistics (BLS). The median salary for all full-time employees ($919 per week, or $22.98 per hour) was used because the NHTH serves the entire United States population versus a specific demographic or sub-population[3]. **Table A.12.1** provides annual costs to respondents.

Table A.12.1. Annual and Total Data Collection Burden

Instrument	No. of Respondents (total over request period)	No. of Responses per Respondent (total over request period)	Avg. Burden per Response (in hours)	Annual Burden (in hours)	Average Hourly Wage Rate	Total Annual Respondent Cost
Immediate Survey	2000	1	.12	240	$22.98	$5,515
Two-Week Follow-Up Survey	310	1	.15	47	$22.98	$1,080
			Total	247		$6,595

A13. Costs

There are no additional costs to respondents.

A14. Estimated Annualized Costs to the Federal Government

The estimated annual (and total) cost to the Federal government for the proposed data collection under this current request will be $224,996.

Table A.14.1. Annual and Total Data Collection Burden

Cost Category	Estimated Costs
Project Management	$14,377
Instrument Development and OMB Clearance	$45,545
Data Collection and Analysis	$119,862
Publications/Dissemination	$44,991
Total costs over the request period	$224,996

A15. Reasons for changes in burden

This is a new information collection request.

A16. Timeline

The table below provides a timeline for data collection following OMB approval.

[3] BLS Usual Weekly Earnings of Wage and Salary Workers Second Quarter 2019, available at: https://www.bls.gov/news.release/pdf/wkyeng.pdf

Table A.14.1. Annual and Total Data Collection Burden

Project Activity	Time period
Data collection	5 months
Data analysis	4 months
Draft final report	4 months
Revised final report	2 months

A17. Exceptions

No exceptions are necessary for this information collection.

Attachments

Instrument 1: NHTH Immediate Survey

Instrument 2: NHTH Two-Week Follow-Up Survey

Appendix A: Recruitment Script for NHTH Advocates

Appendix B: Recruitment Script for Two-Week Follow-Up

Appendix C: 60-Day Federal Register Notice

Appendix D: Public Comments

References

Brunovskis, A., & Surtees, R. (2010). Untold stories: biases and selection effects in research with victims of trafficking for sexual exploitation. *International Migration*, *48*(4), 1-37.

U.S. Department of State. (2017). *Trafficking in Persons Report*. Available at: https://www.justice.gov/sites/default/files/pages/attachments/2017/07/05/dos_trafficking_full_2017.pdf