

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 taking the customer service survey. To continue in English press 1. For Spanish press 2.

The purpose of this survey is to learn about your experience today with the National Human Trafficking Hotline. The survey will take about 3 minutes. You will have the option to provide additional feedback in two weeks. If you take both surveys, the one today and the one in two weeks, you will get a \$10 Starbucks gift card.

Participation is voluntary. You can skip any of the questions or stop at any time. If at any point it is not safe for you to continue, please hang up immediately. Hotline staff will not know if you take the survey and will not see your responses. The information you provide will be kept private to the extent permitted by law. RTI International is collecting this feedback on behalf of the Administration for Children and Families to improve response to and prevent human trafficking. If you have questions, 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 the star key. If you do not want to participate, you may hang up. 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 is 0970-0539 and the expiration date is 01/31/2021.

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 the 4-digit PIN number you were provided to continue. If you do not know your PIN, please contact a survey representative at [insert toll-free study telephone number].

If PIN is INCORRECT

The PIN number you entered was not correct. Please enter your 4-digit PIN number to continue. If you need assistance, contact a survey representative at [insert toll-free study telephone number].

If PIN is CORRECT

Thank you for taking the customer service survey. To continue in English press 1. For Spanish press 2.

The purpose of this survey is to learn about your recent experience with the National Human Trafficking Hotline. The survey will take about 3 minutes. At the end of the survey, you will have the option to provide a telephone number or an e-mail address to receive a \$10 Starbucks electronic gift card. You will also have the option to take a second survey in two weeks and receive another \$10 Starbucks gift card.

Participation is voluntary. You can skip any of the questions or stop at any time. If at any point it is not safe for you to continue, please hang up immediately. Hotline staff will not know if you take the survey and will not see your responses. The information you provide will be kept private to the extent

permitted by law. 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. If you have questions, 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 the star key. If you do not want to participate, you may hang up. 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 is 0970-0539 and the expiration date is 01/31/2021.

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.

The survey will take about 3 minutes. You will have the option to provide additional feedback in two weeks. If you take both surveys, the one today and the one in two weeks, you will get a \$10 Starbucks gift card.

Participation is voluntary. You can skip any of the questions or stop at any time. If at any point it is not safe for you to continue the survey, close the survey window immediately.

Hotline staff will not know if you take the survey and will not see your responses. The information you provide will be kept private to the extent permitted by law.

RTI International is collecting this feedback on behalf of the Administration for Children and Families to improve response to and prevent human trafficking. If you have questions, 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.

<p>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. 0970-0539 Expiration date 01/31/2021</p>
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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 extremely helpful, how helpful was the overall service you received from hotline staff?

[Web]

- 1 - Not at all helpful
- 2 - Slightly helpful
- 3 - Moderately helpful
- 4 - Very helpful
- 5 - Extremely helpful

[IVR] Press 1 for not at all helpful, press 2 for slightly helpful, press 3 for moderately helpful, press 4 for very helpful, press 5 for extremely helpful. To repeat these options, press the star key. To skip to the next question, press the pound key.

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

[Web]

- 1 - Not at all supported
- 2 - Slightly supported
- 3 - Moderately supported
- 4 - Very supported
- 5 - Extremely supported

[IVR] Press 1 for not at all supported, press 2 for slightly supported, press 3 for moderately supported, press 4 for very supported, press 5 for extremely supported. To repeat these options, press the star key. To skip to the next question, press the pound key.

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

[Web]

- 1 - Not at all knowledgeable
- 2 - Slightly knowledgeable
- 3 - Moderately knowledgeable
- 4 - Very knowledgeable
- 5 - Extremely knowledgeable

[IVR] Press 1 for not at all knowledgeable, press 2 for slightly knowledgeable, press 3 for moderately knowledgeable, press 4 for very knowledgeable, press 5 for extremely knowledgeable. To repeat these options, press the star key. To skip to the next question, press the pound key.

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

[Web]

- 1 - Not at all
- 2 - Slightly

- 3 - Moderately
- 4 - Considerably
- 5 - Completely

[IVR] Press 1 for not at all, press 2 for slightly, press 3 for moderately, press 4 for considerably, press 5 for completely. To repeat these options, press the star key. To skip to the next question, press the pound key.

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

[Web]

- 1 - Not at all satisfied
- 2 - Slightly satisfied
- 3 - Moderately satisfied
- 4 - Very satisfied
- 5 - Extremely satisfied

[IVR] Press 1 for not at all satisfied, press 2 for slightly satisfied, press 3 for moderately satisfied, press 4 for very satisfied, press 5 for extremely satisfied. To repeat these options, press the star key. To skip to the next question, press the pound key.

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

[Web]

- 1 - Not at all likely
- 2 - Slightly likely
- 3 - Moderately likely
- 4 - Very likely
- 5 - Extremely likely

[IVR] Press 1 for not at all likely, press 2 for slightly likely, press 3 for moderately likely, press 4 for very likely, press 5 for extremely likely. To repeat these options, press the star key. To skip to the next question, press the pound key.

[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]

- Yes
- No (skip to Q9)

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

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

[Web]

- 1 - Not at all likely
- 2 - Slightly likely
- 3 - Moderately likely
- 4 - Very likely

- o 5 – Extremely likely

[IVR] Press 1 for not at all likely, press 2 for slightly likely, press 3 for moderately likely, press 4 for very likely, press 5 for extremely likely. To repeat these options, press the star key. To skip to the next question, press the pound key.

[IVR 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?

Press 1 for yes, 2 for no.

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

Press 1 for not at all useful, press 2 for slightly useful, press 3 for moderately useful, press 4 for very useful, press 5 for extremely useful. To repeat these options, press the star key. To skip to the next question, press the pound key.

[Survey 1a only] For your participation in the first survey today, you are eligible to receive a \$10 Starbucks electronic gift card. We will only use the contact information you give us for the purpose of sending you the 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 decline the electronic gift card, press 3. To repeat these options, press the star key.

i. (If 1, text)

- a. Starting with area code, please enter a 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 2, repeat a.) The number you will see when we text you the gift card is [XXX-XXX-XXXX]. If do not receive the gift card within 48 hours, contact a survey representative toll-free at [toll-free study telephone number].

ii. (If 2, e-mail)

- a. Please say and spell the e-mail address where you would like to receive your gift card.

[After recording] Thank you, your recording was received. 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 2, repeat a.) The e-mail will come from [XXXXXX@rti.org]. If do not receive the gift card within the next several days, contact a survey representative toll-free at [toll-free study telephone number].

[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 will receive a \$10 Starbucks electronic gift card for your participation in the second survey. 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 take about 6 minutes to complete and 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. Any contact information you provide will only be used to contact you for this survey and will be destroyed at the end of the study.

[IVR] Press 1 if you would like to participate in the second survey. Or Press 2 to opt out.

[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 the star key.

- i. *(If 1, phone)*
 - a. Starting with area code, please enter a 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. We want to contact you when it is safe to do so.
 - Is it okay to contact you in the morning? Press 1 for yes. Press 2 for no.
 - Is it okay to contact you in the afternoon? Press 1 for yes. Press 2 for no.
 - Is it okay to contact you in the evening? Press 1 for yes. Press 2 for no.
 - 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, press 5 for Alaska, or press 6 for Hawaii.
 - d. The number you will see when RTI calls you in 2 weeks is [XXX-XXX-XXXX]. Is it okay to leave a voice-mail message saying that we are calling from the Customer Service Survey? 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. Starting with area code, please enter a 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. We want to contact you when it is safe to do so.
 - Is it okay to contact you in the morning? Press 1 for yes. Press 2 for no.
 - Is it okay to contact you in the afternoon? Press 1 for yes. Press 2 for no.
 - Is it okay to contact you in the evening? Press 1 for yes. Press 2 for no.

- 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, press 5 for Alaska, or press 6 for Hawaii.
- 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] Thank you, your recording was received. 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.)

(Closing statement) Thank you for your willingness to provide feedback about the National Human Trafficking Hotline. You have completed this survey and we have no further questions. We will contact you in approximately 2 weeks to complete the second survey. 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]. To repeat this statement, press the star key. Otherwise you may hang up.

If NO to Q9 [IVR]

Thank you for taking the time to provide feedback today about your experience with the National Human Trafficking Hotline. You have completed this survey and we have no further questions. Goodbye.

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?

- 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? Select all that apply.
 - Morning
 - Afternoon
 - Evening

- c. What is your time zone?
 - Eastern Time
 - Central Time
 - Mountain Time
 - Pacific Time
 - Alaska
 - Hawaii

- 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 your time zone?
 - Eastern Time
 - Central Time
 - Mountain Time
 - Pacific Time
 - Alaska
 - Hawaii

- c. 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].






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.

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

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.

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

