

## National Human Trafficking Hotline (NHTH) Performance Indicators

*The NHTH Grant Program award recipient must provide data to OTIP on the following program performance indicators on a monthly, semi-annual, and annual basis, as directed by ACF.*

### Monthly Performance Indicator Report

#### ***Human Trafficking Emergency-Related Request and Referral Data***

- Number of signals (calls, text conversations, chat conversations, online tip forms, and emails) received related to each emergency-related request:
  - Emergency Shelter
  - Extraction
  - Transportation
- Number of individual referrals provided
- Number of new referral partners added to the referral database during the reporting period
- Total number of referral partners in the referral database at the close of the reporting period

#### ***Human Trafficking Case-Level Data***

- Number of potential human trafficking cases reported to the hotline by type of trafficking during the reporting period:
  - Sex
  - Labor
  - Sex and Labor
  - Type of Trafficking Not Reported
- Number of potential human trafficking cases reported to law enforcement

### Semi-Annual Performance Indicator Report

#### ***Signaler Data***

- Number of signals (calls, text conversations, chat conversations, online tip forms, and emails) received by signaler type during the reporting period:
  - Business
    - Commercial Transportation Employee
    - Finance Industry Employee
    - Hotel/Motel Employee
    - Press/Media
    - Truck Industry Employee
  - Child Welfare/ORR
  - Community Member
  - Connected/Related to Potential Controller
  - Connected/Related to PV of Trafficking
  - Educator/School Personnel
  - Government
  - Law Enforcement
    - Federal Law Enforcement
    - International Law Enforcement

- Local Law Enforcement
    - State Law Enforcement
  - Legal Professional
  - Medical/Mental Health Professional
  - NGO
    - Faith-based Organization/Representative
    - NGO - Anti-trafficking
    - NGO - DV/SA
    - NGO - Immigrant/Refugee
    - NGO - RHY
  - Other
  - Possible Buyer of Commercial Sex
  - Potential Controller
  - Potential Victim of Trafficking
- Number of signals (calls, text conversations, chat conversations, online tip forms, and emails) received by from each state or United States territory during the reporting period:
  - Alabama
  - Alaska
  - American Samoa
  - Arizona
  - Arkansas
  - California
  - Colorado
  - Connecticut
  - Delaware
  - District of Columbia
  - Florida
  - Georgia
  - Guam
  - Hawaii
  - Idaho
  - Illinois
  - Indiana
  - Iowa
  - Kansas
  - Kentucky
  - Louisiana
  - Maine
  - Maryland
  - Massachusetts
  - Michigan
  - Minnesota
  - Mississippi
  - Missouri
  - Montana
  - Nebraska
  - Nevada

- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Northern Mariana Islands
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Puerto Rico
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- U.S. Virgin Islands
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming
- Number of signals (calls, text conversations, chat conversations, online tip forms, and emails) received by signaler language during the reporting period:
  - English
  - Spanish
  - Amharic, Somali, or other Afro-Asiatic languages
  - Arabic
  - Armenian
  - Bengali
  - Chinese (includes Cantonese, Mandarin)
  - French (includes Cajun)
  - German
  - Greek
  - Gujarati
  - Haitian
  - Hebrew
  - Hindi
  - Ilocano, Samoan, Hawaiian, or other Austronesian languages
  - Italian
  - Japanese
  - Khmer
  - Korean
  - Navajo

- o Malayalam, Kannada, or other Dravidian languages
- o Nepali, Marathi, or other Indic languages
- o Persian (includes Farsi, Dari)
- o Polish
- o Portuguese
- o Punjabi
- o Russian
- o Serbo-Croatian
- o Swahili or other languages of Central, Eastern, and Southern Africa
- o Tagalog (includes Filipino)
- o Tamil
- o Telugu
- o Thai, Lao, or other Tai-Kadai languages
- o Ukrainian or other Slavic languages
- o Urdu
- o Vietnamese
- o Yiddish, Pennsylvania Dutch, or other West Germanic languages
- o Other Indo-European languages
- o Yoruba, Twi, Igbo, or other languages of Western Africa
- o Other Languages

#### ***Case Referral, Report, and Outcome Data***

- Number of cases with referrals or submitted reports to listed entities:
  - o Child Protection Services
  - o Domestic Violence Hotline/Services
  - o Law Enforcement
  - o NCMEC/CyberTipline
  - o Runaway Safeline/Services
  - o SAMHSA Helpline/Services
  - o Sexual Assault Hotline/Services
  - o Suicide Prevention Lifeline/Services
- Number of cases for which each outcome was applicable:
  - o Tip-Related Outcome
    - Allegations unsubstantiated/unfounded
    - CPS involving LE
    - Insufficient evidence found to proceed with investigation
    - Investigation opened
    - PT(s) charged with human trafficking
    - PT(s) charged with other crime
    - PV(s) not willing to cooperate with investigation
  - o Referral-Related Outcome
    - PV(s) ineligible for services because referral organization assessed as non-trafficking
    - PV(s) received services from referral organization
    - PV(s) unable to connect with referral organization

#### ***Potential Victim Demographic Data***

- *Number of cases with potential victims identified during the reporting period by gender:*
  - Male
  - Female
  - Transgender Male
  - Transgender Female
  - Potential Victims of Another Gender Identity
  - Potential Victims of Unknown Gender Identity
- *Number of cases with potential victims identified during the reporting period by type of trafficking and age:*
  - Sex Trafficking Victims
    - Adult Victims
    - Minor Victims
  - Labor Trafficking Victims
    - Adult Victims
    - Minor Victims
  - Sex and Labor Trafficking Victims
    - Adult Victims
    - Minor Victims
  - Victims of Unknown Trafficking Type
    - Minor Victims
    - Adult Victims

## Annual Performance Indicator Report

Note: The annual or year-end performance indicator report should summarize the full reporting year beginning 10/1/2022 and ending 9/30/2023. The annual report should provide final, year-end figures for the monthly and semi-annual performance indicators, as specified, and the annual report-only performance indicators identified below.

### ***Human Trafficking Emergency-Related Request and Referral Data***

- Number of signals (calls, text conversations, chat conversations, online tip forms, and emails) received related to each emergency-related request (**Monthly Indicators, Final Figures**):
  - Emergency Shelter
  - Extraction
  - Transportation
- **\*Total number of cases with at least one referral provided (Annual Report only)**
- Number of individual referrals provided (**Monthly Indicator, Final Figure**)
- Number of new referral partners added to the referral database during the reporting period (**Monthly Indicator, Final Figure**)
- Total number of referral partners in the referral database at the close of the reporting period (**Monthly Indicator, Final Figure**)

### ***Case Referral, Report, and Outcome Data***

- Number of cases with referrals or submitted reports to listed entities (**Semi-Annual and Annual Figures**):
  - Child Protection Services
  - Domestic Violence Hotline/Services
  - Law Enforcement

- o NCMEC/CyberTipline
- o Runaway Safeline/Services
- o SAMHSA Helpline/Services
- o Sexual Assault Hotline/Services
- o Suicide Prevention Lifeline/Services
- Number of cases for which each outcome was applicable (**Semi-Annual and Annual Figures**):
  - o Tip-Related Outcome
    - Allegations unsubstantiated/unfounded
    - CPS involving LE
    - Insufficient evidence found to proceed with investigation
    - Investigation opened
    - PT(s) charged with human trafficking
    - PT(s) charged with other crime
    - PV(s) not willing to cooperate with investigation
  - o Referral-Related Outcome
    - PV(s) ineligible for services because referral organization assessed as non-trafficking
    - PV(s) received services from referral organization
    - PV(s) unable to connect with referral organization

#### ***Human Trafficking Case-Level Data***

- Number of potential human trafficking cases reported to the hotline by type of trafficking during the reporting period (**Monthly Indicator, Final Figures**):
  - o Sex
  - o Labor
  - o Sex and Labor
  - o Type of Trafficking Not Reported
- **\*Number of potential human trafficking cases reported to law enforcement by age of potential victims during the reporting period (Annual Report Only):**
  - o Cases Involving Only Adult Victims Reported to Law Enforcement
  - o Cases Involving Only Minor Victims Reported to Law Enforcement
  - o Cases Involving Both Adult/Minor Victims Reported to Law Enforcement
  - o Cases Reported Where Victim Age Unknown Reported to Law Enforcement
- **\*Number of potential trafficking cases reported to the hotline by level of trafficking indicator and number of potential victims referenced (Annual Report Only):**
  - o Cases with 'High' Trafficking Indicators
    - Potential victims referenced in relation to 'High' Trafficking Indicator cases
  - o Cases with 'Moderate' Trafficking Indicators
    - Potential victims referenced in relation to 'Moderate' Trafficking Indicator cases
- **\*Number of potential trafficking cases where the signalers proximity to the situation/victim was applicable (Annual Report Only):**
  - o Victim Self-Report
  - o Direct Contact with Potential Victim
  - o Indirect Contact with Potential Victim
  - o Observation of Suspicious Activity
  - o Proximity Unknown or Not Reported
- **\*Number of cases reported involving each venue/industry where potential trafficking took place during the reporting period (Annual Report Only):**

- o Agriculture & Animal Husbandry
- o Arts/Entertainment
- o Bars, Strip Clubs, Cantinas
- o Carnivals
- o Commercial Cleaning Services
- o Construction
- o Domestic Work
- o Escort Service
- o Factories & Manufacturing
- o Forestry & Logging
- o Health/Beauty Services
- o Health Care
- o Hotels & Hospitality
- o Hostess/Strip Club
- o Illicit Activities
- o Illicit Massage/Spa Business
- o Landscaping
- o Outdoor Solicitation
- o Peddling & Begging
- o Personal Sexual Servitude
- o Pornography
- o Recreational Facilities
- o Remote Interactive Sexual Acts
- o Residential-Based Commercial Sex
- o Restaurants & Food Service
- o Traveling Sales Crews
- o Other
  - Aquafarming/Fishing
  - Education
  - Legal Brothel
  - Mining, Quarrying, Oil/Gas Extraction
  - Other Small Business
  - Pre-school/Child Day Care Service
  - Professional/Scientific/Tech Services
  - Retail
  - Sex Tourism
  - Transportation
- o Not Specified

### ***Signaler Demographic Data***

- Number of signals (calls, text conversations, chat conversations, online tip forms, and emails) received by signaler type during the reporting period (**Semi-Annual and Annual Figures**):
  - o Business
    - Commercial Transportation Employee
    - Finance Industry Employee
    - Hotel/Motel Employee
    - Press/Media

- o  Truck Industry Employee
  - o  Child Welfare/ORR
  - o  Community Member
  - o  Connected/Related to Potential Controller
  - o  Connected/Related to PV of Trafficking
  - o  Educator/School Personnel
  - o  Government
  - o  Law Enforcement
    - o  Federal Law Enforcement
    - o  International Law Enforcement
    - o  Local Law Enforcement
    - o  State Law Enforcement
  - o  Legal Professional
  - o  Medical/Mental Health Professional
  - o  NGO
    - o  Faith-based Organization/Representative
    - o  NGO - Anti-trafficking
    - o  NGO - DV/SA
    - o  NGO - Immigrant/Refugee
    - o  NGO - RHY
  - o  Other
  - o  Possible Buyer of Commercial Sex
  - o  Potential Controller
  - o  Potential Victim of Trafficking
- Number of signals (calls, text conversations, chat conversations, online tip forms, and emails) received by from each state or United States territory during the reporting period (**Semi-Annual and Annual Figures**):
  - o  Alabama
  - o  Alaska
  - o  American Samoa
  - o  Arizona
  - o  Arkansas
  - o  California
  - o  Colorado
  - o  Connecticut
  - o  Delaware
  - o  District of Columbia
  - o  Florida
  - o  Georgia
  - o  Guam
  - o  Hawaii
  - o  Idaho
  - o  Illinois
  - o  Indiana
  - o  Iowa
  - o  Kansas
  - o  Kentucky

- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Northern Mariana Islands
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Puerto Rico
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- U.S. Virgin Islands
- Utah
- Vermont
- Virginia
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- Wyoming
- Number of signals (calls, text conversations, chat conversations, online tip forms, and emails) received by signaler language during the reporting period (**Semi-Annual and Annual Figures**):
  - English
  - Spanish
  - Amharic, Somali, or other Afro-Asiatic languages
  - Arabic
  - Armenian
  - Bengali
  - Chinese (includes Cantonese, Mandarin)
  - French (includes Cajun)
  - German

- Greek
- Gujarati
- Haitian
- Hebrew
- Hindi
- Ilocano, Samoan, Hawaiian, or other Austronesian languages
- Italian
- Japanese
- Khmer
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- Navajo
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***Potential Victim Demographic Data***

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  - Female
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  - Potential Victims of Another Gender Identity
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    - Adult Victims
    - Minor Victims
  - Labor Trafficking Victims

- Adult Victims
- Minor Victims
- Sex and Labor Trafficking Victims
  - Adult Victims
  - Minor Victims
- Victims of Unknown Trafficking Type
  - Minor Victims
  - Adult Victims
- **\*Number of potential victims identified by country of origin (Annual Report only)**

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The National Human Trafficking Hotline collects information about signalers (individuals who contact the hotline) and from signalers regarding potential victims of a severe form of trafficking in persons and human trafficking cases in order to: ensure potential victims of trafficking remain able to access assistance; disseminate insights related to human trafficking cases and trends to inform anti-trafficking strategies and policies; provide information to Congress, other federal agencies, stakeholders, the public, and other countries on the aggregate outputs and outcomes of the NHTH operations, and; to fulfill its grant reporting requirements to the Department of Health and Human Services (HHS). Public reporting burden for this collection of information is estimated to average .4333 hours per signaler, including the time for explaining the reason for contacting the hotline, providing relevant details about potential trafficking concerns, and time to receive referrals. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. If you have any comments on this collection of information, please contact Vera Soto, ACF Office on Trafficking in Persons, by email at [Vera.Soto@acf.hhs.gov](mailto:Vera.Soto@acf.hhs.gov).