

National Human Trafficking Hotline Background

Section 107(b)(1)(B)(ii) of the Trafficking Victims Protection Act of 2000 (TVPA), as amended at 22 U.S.C. § 7105(b)(1)(B)(ii), authorizes the Secretary of Health and Human Services to make a grant for a national communication system—the National Human Trafficking Hotline (NHTH)—to assist victims of severe forms of trafficking in persons in seeking help, receiving referrals, and reporting potential trafficking cases.

The Office on Trafficking in Persons (OTIP) made an award in the form of a Cooperative Agreement to a single, competitively selected grant recipient to maintain and support operation of the NHTH throughout the United States and U.S. territories. The NHTH is a toll-free hotline that operates 24 hours a day, every day of the year.

The Cooperative Agreement delineates the roles and responsibilities for the administration of the grant program, which include:

1. Operating the NHTH with experienced and trained anti-trafficking advocates;
2. Operating the NHTH website and responding to online signals;
3. Promoting NHTH services to increase the identification and protection of victims of severe forms of human trafficking;
4. Providing timely information and service referrals to human trafficking victims using a trauma-informed, person-centered, culturally responsive, and linguistically appropriate approach;
5. Notifying law enforcement agencies of potential cases of human trafficking as well as instances when a trafficking victim is in imminent danger, and;
6. Documenting emerging trafficking schemes to assist in the detection and investigation of trafficking cases.

Hotline Advocates who operate the NHTH collect information about signalers (individuals who contact the Hotline) and from signalers regarding potential victims of a severe form of trafficking in persons and potential human trafficking cases. Given the unique relationship the NHTH has to the public, OTIP sought clearance to collect information about and from these signalers that will be summarized and reported to OTIP by the NHTH grant recipient in the aggregate. This information collected through this information collection is necessary to support the monitoring of work done through this cooperative agreement, ensure signalers receive information and support needed, provide appropriate technical assistance (TA) to the grant recipient, and to document emerging trafficking schemes.

OMB Control Number: 0970-0598

Expiration Date: 10/31/2025

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.

How to Use This Workbook

The National Human Trafficking Hotline (NHTH) prime recipient is responsible for compiling operational and performance indicator data into detailed monthly, semi-annual, annual, and ad hoc reports as directed by OTIP to monitor the prime recipient's progress toward accomplishing the objectives and requirements of the project and improving funded activities.

Over the course of the reporting period, the NHTH grant recipient will aggregate and submit performance indicator data to OTIP via this Excel-based data collection workbook and through GrantSolutions.gov to fulfill post-award performance reporting requirements. Each tab is labeled with the expected reporting frequency.

The NHTH grant recipient is also required to submit **operational data** to OTIP per the terms of the cooperative agreement, **separate from this PPR-collection**, on a monthly basis. The requested operational data is detailed below:

Signal Indicators

- Total number of all incoming signals received (calls, texts, chats, online tip forms, emails) received
- Total number of all substantive signals (calls, texts, chats, online tip forms, emails) received
- Total number of all incoming signals (calls, texts, chats, online tip forms, emails) received from potential victims of trafficking
- Total number of signals (calls, texts, chats, online tip forms, emails) attributable to each primary reason for contacting the NHTH (Crisis Involving Potential Victim of Human Trafficking, High Risk for Trafficking/Issues Related to Trafficking, Report a Trafficking Tip, Response to Viral Misinformation/Spoof, Request a Referral for Anti-Trafficking Services, Request for General Information on Human Trafficking, Request for Training/Technical Assistance on Topics Related to Human Trafficking, Unrelated to Trafficking)
- Total number of signals received related to High Risk/Related Issues to Trafficking (Child Abuse, Commercial Sex (Non-Trafficking), Domestic Violence, Forced Marriage, Illegal Adoption, Pornography, Runaway Homeless Youth (RHY), Sexual Abuse, Smuggling, Stalking, Suspicious Situation, Visa Fraud)

Reach and Responsiveness Indicators

- Total number of website visits and unique visitors
- Total number of calls by response (Answered, Missed)
- Average Call Signaler Wait Time
- Total number of texts by response (Answered, Missed)
- Average Text Signaler Wait Time
- Total number of chats by response (Answered, Missed)
- Overall Responsiveness (total number of signals handled by hotline advocates out of all signals received)

Staffing Summary Indicators

- Number of HAs (Full-Time, Part-Time)
- Number of HAs in Training (Full-Time, Part-Time)
- Number of HAs Resigned (Resigned Before Start, Resigned Due to Competing Job Offer/Responsibilities, Resigned Due to Demotivation, Resigned Due to Failure to Meet Training/Job Expectations, Reason for Resignation Unknown)





National Human Trafficking Hotline
Performance Reporting Data Elements and Operational Guidance

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MONTHLY PERFORMANCE INDICATOR REPORT

Note: In addition to and separate from the PPR-indicators listed here, the NHTH grant recipient is expected to submit monthly operational indicator reports. See the Instructions tab for additional information. The monthly performance indicator report should summarize the period beginning on the first day of the preceding month and ending on the last day of the preceding month. The report should be submitted by the fifteenth day of the second month after activities have concluded. So for example, the first monthly report for the FY 2023 fiscal year summarizes the period beginning 10/1/2022 and ending 10/31/2022 and, the report should be submitted to OTIP no later than 12/15/2022.

Data Element	Response Options	Operational Guidance
Human Trafficking Emergency-Related Request and Referral Data		
Emergency-Related	(number)	Record the number of requests
Individual Referrals	(number)	Record the number of individual
New Referral Partners	(number)	Record the number of new referral
Referral Partners in	(number)	Record the total number of referral
Human Trafficking Case-Level Data		
Total Number of	(number)	Record the number of potential
Total Cases Reported	(number)	Record the number of potential

SEMI-ANNUAL PERFORMANCE INDICATOR REPORT

Note: The semi-annual report should be submitted twice per reporting year. The April Mid-Year Report should summarize the period beginning 10/1/2022 and ending 3/31/2023, and the October Year-End Report should summarize the period beginning 4/1/2023 and ending 9/30/2023.

Data Element	Response Options	Operational Guidance
Signaler Data		
Signaler Type	(number)	Record the number of individuals
Signaler Language	(number)	Record the number of signals
Signaler Location	State or territory;	Record the number of signalers
Case Access, Referral, Report, Outcome Data		
Referrals and Reports	(number)	Record the number of cases with
Type of Outcome	(number)	Record the number of cases for
Potential Victim Demographic Data		
Potential Victims	(number)	Record the total number of cases
Potential Victims	(number)	Record the total number of cases

ANNUAL PERFORMANCE INDICATOR REPORT

Note: The annual or year-end 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, and the annual performance indicators identified below.

Data Element	Response Options	Operational Guidance
Human Trafficking Emergency-Related Request and Referral Data (FINAL YEAR-END FIGURES)		
Emergency-Related	(number)	Record the number of requests made for
Individual Referrals	(number)	Record the number of individual referrals
New Referral Partners	(number)	Record the number of new referral partners
Referral Partners in	(number)	Record the total number of referral partners
Human Trafficking Case-Level Data (FINAL YEAR-END FIGURES)		
Total Number of	(number)	Record the number of potential human
Total Cases Reported	(number)	Record the number of potential trafficking
Signaler Data (FINAL YEAR-END FIGURES)		
Signaler Type	(number)	Record the number of individuals who
Signaler Language	(number)	Record the number of signals
Signaler Location	State or territory;	Record the number of signalers from each
Case Access, Referral, Report, Outcome Data (FINAL YEAR-END FIGURES)		
Referrals and Reports	(number)	Record the number of cases with referrals
Type of Outcome	(number)	Record the number of cases for which each
Potential Victim Demographic Data (FINAL YEAR-END FIGURES)		
Potential Victims	(number)	Record the total number of cases identified
Potential Victims	(number)	Record the total number of cases identified
ANNUAL REPORT ONLY INDICATORS		
Potential Victims	(number)	Record the total number of potential victims
Cases with At Least	(number)	Record the number of cases with at least
Total Cases Reported	(number)	Record the number of potential trafficking
Level of Trafficking	(number)	Record the number of potential trafficking
Signaler Proximity to	(number)	Record the number of potential trafficking
Exploitation	(number)	Record the total number of cases where



Grant Recipient Name: Polaris
 Grant Number: 90ZV0138
 Report Type: Monthly
 Report Period: Monthly Report Summarizing (10/1/2023 - 10/31/2023)

OMB Control Number: 0970-0598
 Expiration Date: 10/31/2025

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Human Trafficking Emergency-Related Service Request and Referral Data												
FY24 (10/1/2024 - 9/30/2025)												
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Number of Signals Related to Emergency-Related Service Requests	Number of Signals Related to: Emergency Shelter											
	Number of Signals Related to: Extraction											
	Number of Signals Related to: Transportation											
Total Number of Signals Regarding Emergency-Related Service Requests												
Case Referral Summary	Total Number of Individual Referrals Provided											
	Total Number of New Referral Partners Added to the Referral Database											
	Total Number of Referral Partners in the Referral Database											

Human Trafficking Case-Level Data												
FY24 (10/1/2024 - 9/30/2025)												
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Number of Potential Human Trafficking Cases Reported by Type of Trafficking	Sex											
	Labor											
	Sex and Labor											
	Type of Potential Trafficking Not Reported											
Total Number of Human Trafficking Cases Reported to the Hotline												
Number of Cases Reported to Law Enforcement	Total Cases Reported to Law Enforcement											



Grant Recipient Name: Polaris
 Grant Number: 90ZV0138
 Report Type: Semi-Annual
 Report Period: April Mid-Year Report (Summarizing 10/1/2023 - 3/31/2024)

OMB Control Number: 0970-0598
 Expiration Date: 10/31/2025

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Signaler Demographic Data

	FY24 (10/1/2024 - 9/30/2025)	
	Mid-Year	Year-End
211/311 Operator		
Airline/Airport Personnel		
Asylee/Refugee		
Bus Industry Employee		
Business		
Child Welfare/ORR		
Community Member		
DOJ/BJA Task Force Member		
Educator/School Personnel		
Faith-Based Organization/Representative		
Friend of Potential Victim of Trafficking		
Family Member of Potential Victim of Trafficking		
Family/Friend of Potential Victim of Labor Exploitation		
Family/Friend of Potential Victim of Other Crime		
Family/Friend of Potential Victim of Unknown Situation		
Family/Friend/Acquaintance of Potential Controller		
Federal Law Enforcement		
Finance Industry Employee		
Foreign Government		
Friend of Potential Victim		
Friend of Potential Victim of Trafficking		
Government		
Hotel/Motel Employee		
International Law Enforcement		
Legal Professional		
Local Law Enforcement		
Medical Professional		
Mental Health Professional		
Military Personnel		
NGO - Anti-trafficking		
NGO - DV/SA		
NGO - General Social Services		
NGO - Immigrant/Refugee		
NGO - Other		
NGO - RHY		
NGO - Worker Rights		
Other		
Possible Buyer of Commercial Sex		
Potential Controller		
Potential Victim of Labor Exploitation		
Potential Victim of Other Crime		
Potential Victim of Trafficking		
Potential Victim of Unknown Situation		
Press/Media		
State Law Enforcement		
Student		
Taxi/Rideshare Driver/Employee		
Truck Stop Employee		
Trucker		
Unknown		
Visa Holder		
Signals from Signaler Types Referenced Three (3) or Fewer Times		
Alabama		

Number of Signals (calls, texts, chats, online tip forms, emails) Received by Type of Signaler

Number of Signals (calls, texts, chats, online tip forms, emails) Received by Signal Location	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		
Signals from the U.S. Territories (AS, GU, MP, VI)		
English		
Spanish		
Number of Signals		

Number of Signals (calls, texts, chats, online tip forms, emails) Received by Signaler Language	Amharic, Somali, or other Afro-Asiatic	
	Arabic	
	Armenian	
	Bengali	
	Chinese (includes Cantonese, Mandarin)	
	French (includes Cajun)	
	German	
	Greek	
	Gujarati	
	Haitian	
	Hebrew	
	Hindi	
	Ilocano, Samoan, Hawaiian, or other Austronesian	
	Italian	
	Japanese	
	Khmer	
	Korean	
	Navajo	
	Malayalam, Kannada, or other Dravidian	
	Nepali, Marathi, or other Indic	
	Persian (includes Farsi, Dari)	
	Polish	
	Portuguese	
	Punjabi	
	Russian	
	Serbo-Croatian	
	Swahili (or languages of Central/Eastern/Southern Africa)	
	Tagalog (includes Filipino)	
	Tamil	
	Telugu	
Thai, Lao, or other Tai-Kadai		
Ukrainian or other Slavic		
Urdu		
Vietnamese		
Yiddish, Pennsylvania Dutch, or other West Germanic		
Other Indo-European		
Yoruba, Twi, Igbo (or languages of Western Africa)		
Signals in Languages Used Fewer Than Three (3) Times		

Case Referral, Report, Outcome Data

		FY24 (10/1/2024 - 9/30/2025)	
		Mid-Year	Year-End
Number of Cases Which Received Referrals and/or Submitted Reports to the Listed Entities	Child Protection Services		
	Domestic Violence Hotline/Services		
	Law Enforcement		
	NCMEC/CyberTipline		
	Runaway Safeline/Services		
	SAMHSA Helpline/Services		
	Sexual Assault Hotline/Services		
	Suicide Prevention Lifeline/Services		
Number of Cases for which each Type of Outcome Was Applicable	<i>Tip-Related Outcome</i>		
	Allegations unsubstantiated/unfounded		
	CPS involving LE		
	Insufficient evidence found to proceed with investigation		
	Investigation opened		
	PT(s) charged with human trafficking		

Applicable	PT(s) charged with other crime		
	PV(s) not willing to cooperate with investigation		
	Referral-Related Outcome		
	PV(s) ineligible for services referral org assessed as non-trafficking		
	PV(s) received services from referral organization		
	PV(s) unable to connect with referral organization		

Potential Victim Demographic Data

		FY24 (10/1/2024 - 9/30/2025)	
		Mid-Year	Year-End
Total Number of Cases Identified by Sex	Males		
	Females		
	Not Reported		
Total Number of Cases Identified by Type of Trafficking	Total Number of Sex Trafficking Cases		
	Minor Victims of Sex Trafficking		
	Adult Victims of Sex Trafficking		
	Total Number of Labor Trafficking Cases		
	Minor Victims of Labor Trafficking		
	Adult Victims of Labor Trafficking		
	Total Number of Sex and Labor Trafficking Cases		
	Minor Victims of Sex and Labor Trafficking		
	Adult Victims of Sex and Labor Trafficking		
	Total Number of Unknown Trafficking Type Cases		
Minor Victims of Unknown Trafficking Type			
Adult Victims of Unknown Trafficking Type			

	Italian
	Javanese
	Khmer
	Korean
	Navaho
	Malayalam, Kannada, or other Dravidian
	Nepali, Marathi, or other Indic
	Persian (includes Farsi, Dari)
	Polish
	Portuguese
	Punjabi
	Russian
	Serbo-Croatian
	Swahili (or languages of Central/Eastern/Southern Africa)
	Tagalog (includes Filipino)
	Tamil
	Telugu
	Thai, Lao, or other Tai-Kadau
	Urdu or other Slavic
	Urbic
	Vietnamese
	Yiddish, Pennsylvania Dutch, or other West Germanic
	Other Indo-European
	Tswana, Twi, Igbo (or languages of Western Africa)
	Signals in Languages Used Fewer Than Three (3) Times

	Micronia
	Moldavia
	Madagascar
	Malawi
	Malaysia
	Maldives
	Mal
	Malta
	Marshall Islands
	Mauritania
	Mauritius
	Mexico
	Micronesia
	MoSova
	Monaco
	Mongolia
	Montenegro
	Morocco
	Mozambique
	Namibia
	Nauru
	Nepal
	Netherlands
	New Zealand
	Nicaragua
	Niger
	Nigeria
	North Korea
	Norway
	Oman
	Pakistan
	Pala
	Palestinian Territories
	Panama
	Papua New Guinea
	Paraguay
	Peru
	Philippines
	Poland
	Portugal
	Qatar
	Romania
	Russia
	Rwanda
	Saint Kitts and Nevis
	Saint Lucia
	Saint Vincent and the Grenadines
	Saudi Arabia
	Senegal
	Serbia
	Seychelles
	Sierra Leone
	Singapore
	Sint Maarten
	Slovakia
	Slovenia
	Solomon Islands
	Somalia
	South Africa
	South Korea
	South Sudan
	Spain
	Sri Lanka
	Sudan
	Suriname
	Swaziland
	Sweden
	Switzerland
	Syria
	Taiwan
	Tajikistan
	Tanzania
	Thailand
	Timor-Leste
	Togo
	Tonga
	Trinidad and Tobago
	Tunisia
	Turkey
	Turkmenistan
	Tuvalu
	Uganda
	Ukraine
	United Arab Emirates
	United Kingdom
	United States of America
	Unknown
	Uruguay
	Uzbekistan
	Vanuatu
	Venezuela
	Vietnam
	Yemen
	Zambia
	Zimbabwe
	Number of Potential Victims With COOs Referenced Fewer Than Three (3) Times