

# INCREASING AWARENESS AND ENGAGEMENT:

STRENGTHENING THE NATIONAL RESPONSE TO  
HUMAN TRAFFICKING IN THE U.S.

## ANNUAL REPORT - 2011

AN ANALYSIS OF CALL DATA FROM THE  
NATIONAL HUMAN TRAFFICKING HOTLINE

NATIONAL HUMAN TRAFFICKING RESOURCE CENTER  
(NHTRC)

**1-888-373-7888**

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## EXECUTIVE SUMMARY

In 2011, Polaris Project's Call Specialists with the National Human Trafficking Resource Center (NHTRC) hotline answered 19,427 calls and connected 2,945 potential victims of human trafficking to services and support. Call volume increased by 64% in 2011 when compared to the previous year, largely reflecting increased awareness of human trafficking and increased promotion of the NHTRC hotline number. This 2011 Annual Report analyzes these calls and provides valuable insight into ways to better connect human trafficking survivors to the services they need, to improve access to information about human trafficking, and to build a more effective local and national response for those in need of assistance. In particular, the lessons learned from the data indicate that greater engagement and awareness of human trafficking with targeted groups can help overcome obstacles in fighting human trafficking throughout the United States and can lead to more trafficking victims being identified and served.

In 2011, more than 10,000 people called the hotline spanning every state and the District of Columbia to request emergency assistance, report a tip about a potential human trafficking situation, find services for human trafficking survivors, request training or general information, and more. Certain caller types more commonly reported tips that included significant details about potential victims, traffickers, locations, and other information that could help victims leave their trafficking situation and/or help law enforcement open an investigation against the trafficker. These "productive callers" include self-identifying human trafficking victims, community members, service providers in related fields, and friends or family of victims.

Victims of human trafficking have limited access to help and often do not self-identify, especially when they have been isolated from friends and family for long periods of time. Feelings of shame and fear of reporting to law enforcement may also add to a reluctance to seek help. Nonetheless, the number of calls to the hotline from self-identifying victims increased nearly 61% in 2011 over 2010. This is a very encouraging sign that the hotline number is reaching survivors and that survivors are calling at higher rates.

Human trafficking victims most often learned about the NHTRC hotline number through referrals. It is thus important to develop campaigns and trainings that target individuals who are likely to come into contact with victims, including service providers in related fields, educators, hotel staff, and even truckers and taxi drivers. The most effective awareness efforts are those that target a particular caller population, emphasize that human trafficking is a local issue, and provide concrete action steps such as contacting the NHTRC. Good examples of this type of outreach include the work of Truckers Against Trafficking (TAT) or the U.S. Department of State's "Know Your Rights" pamphlet.

As state governments and agencies engage with the NHTRC, support trainings on human trafficking, and raise awareness of the issue and the NHTRC hotline, there is a corresponding increase in credible reports about human trafficking in those states and increased avenues for victims to access services. California, Texas, Florida, and New York had the highest number of reports regarding potential human trafficking cases, and all four states have moderate-to-high levels of state engagement. For example, Texas has a law that requires posting the hotline number in targeted locations, and California's Attorney General (AG) has publicly promoted the hotline in her state.

However, it is not enough to simply increase calls about human trafficking situations. States and communities must also design local processes to help victims access services and to respond to tips and emergency situations. Law enforcement, service providers, and government agencies can work with the NHTRC to help build and improve these protocols in their area. As a result, when calls come into the NHTRC hotline, Call Specialists can respond quickly and appropriately in close partnership with local actors with specialized knowledge of their local area. By serving as a central hub and clearinghouse for the country, the NHTRC offers critical support as communities focus on improving their local response. In 2011, the NHTRC worked successfully with government agencies, service providers, and task forces to build local

capacity across the country, including particular successes in Vermont, Oregon, Central Pennsylvania, Arkansas, Northern Virginia, and Riverside County in California.

There are still significant gaps that must be addressed to meet the needs of human trafficking victims who are trying to escape their situations and rebuild their lives. During and immediately after a crisis when there is a threat of immediate harm to the victim, the most common identified need was shelter or a place to stay. These needs can be challenging to meet, especially for adult male trafficking victims. Locating transportation assistance is similarly challenging in crisis cases, as there are virtually no dedicated resources to help pay for transportation.

Despite these gaps in services, there has been significant progress in identifying and supporting victims of human trafficking in the United States. Each year since the NHTRC began taking calls in December 2007, the hotline has received more calls, connected more victims to services, reported more cases to law enforcement, and received more calls from victims calling on their own behalf. Government agencies, law enforcement, service providers, and community groups can continue this progress. Key priorities include increasing awareness of human trafficking with targeted populations, promoting the hotline number, increasing services for human trafficking survivors, and developing effective local responses to cases of human trafficking. The NHTRC looks forward to collaborating with a diverse group of local stakeholders on a national scale to achieve these next steps and ultimately work together towards the collective goal of building an effective anti-human trafficking network in every town, city, and community across the United States.

## INTRODUCTION

Since December 7<sup>th</sup> 2007, Polaris Project has operated the National Human Trafficking Resource Center (NHTRC) hotline to improve the systemic response to identify, protect, and serve victims of human trafficking in the United States and U.S. territories. The 24-hour national hotline provides free and confidential access to crisis assistance, tip reporting, social service referrals, technical assistance, general information materials, community outreach and engagement, and other critical support by trained human trafficking advocates in more than 170 languages.

The NHTRC records and manages data from every call made to the NHTRC hotline using an online case management system through Salesforce.com. We collect more than 100 unique variables that track details related to the call, caller, type of case, type of human trafficking reported, victim demographics, referrals to social service providers, reports to law enforcement, case outcomes, and more. This dataset contains valuable clues and insight into the profiles of victims, support structures, traffickers and human trafficking networks, as well as the current capacity of service providers, law enforcement, government agencies, and anti-trafficking advocates to respond to human trafficking cases and support survivors. This report presents our analysis, significant findings, and subsequent recommendations based on the data collected during NHTRC hotline calls and related follow-up activities throughout 2011.

Our 2011 data show that the U.S. has made significant progress in identifying and supporting survivors of human trafficking. However, the data also provide valuable insight into strategies that can help us overcome the remaining obstacles and meet the needs of the anti-trafficking field and the individuals we seek to serve. With this data, the NHTRC hopes to help the field engineer a stronger, more coordinated national response that keeps pace with the constantly evolving and increasingly sophisticated tactics used by traffickers to exploit victims and evade authorities.

Two key interconnected themes have emerged from our analysis: Access and Engagement. Both are vital to effective local and national anti-trafficking strategies. When social service agencies, law enforcement and community members can easily and securely access support, referrals, information and tools, entire communities become engaged in local efforts to support survivors and fight human trafficking. Human trafficking victims can more easily find the services they need as communities develop new programs and promote sources of assistance for survivors. Engaged community members raise awareness, report potential human trafficking tips and reach out to potential victims through their professional, social, community, and/or faith-based networks. Engaging law enforcement and service providers leads to strong and trusted partnerships that result in a more coordinated and effective response to victims in need of assistance. This multi-pronged approach helps to ensure that survivors' rights are protected and that they are engaged as key stakeholders in local and national anti-trafficking strategies.

### **DATA PARAMETERS & DATA SETS**

The following report covers hotline data from January 1<sup>st</sup>, 2011 through December 31<sup>st</sup>, 2011, the fourth full year of Polaris Project's operation of the NHTRC. A case refers to a specific report or request that originated as a call to the NHTRC hotline. Each case may have multiple hotline calls and/or multiple callers associated with it.

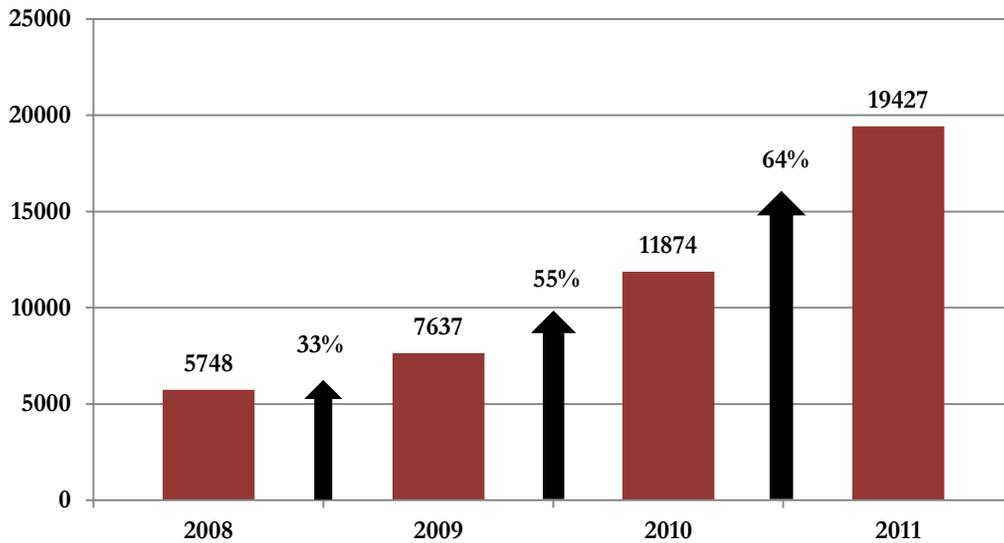
The data displayed in this report were generated based on limited criteria from calls received by the NHTRC hotline and thus reflect the country's current level of understanding of human trafficking and awareness of the NHTRC hotline. This is not a comprehensive report on the scale or scope of human trafficking within the U.S. and is not intended to be a statement of fact. As additional information about specific cases comes to light and/or changes are made to the legal landscape of the anti-trafficking field, these statistics may be subject to change. All percentages are approximate values, rounded to the nearest tenth, and are based on cases where the data was specified by the caller.

Note: Polaris Project does not investigate tips or other information received by the NHTRC and cannot verify the accuracy of any information received. For the purposes of simplicity and consistency, we refer to the potential victims referenced through our hotline as "victims" and alleged traffickers as "traffickers," unless otherwise specified. The data in this report is displayed in aggregate and does not include any identifying information. Hotline vignettes are representative of the types of calls received by the NHTRC. Names, locations, and other identifying information have been changed and/or omitted to preserve the confidentiality of the individuals we serve. This report and all of its contents are intended for informational purposes only.

### SUMMARY OF 2011 DATA

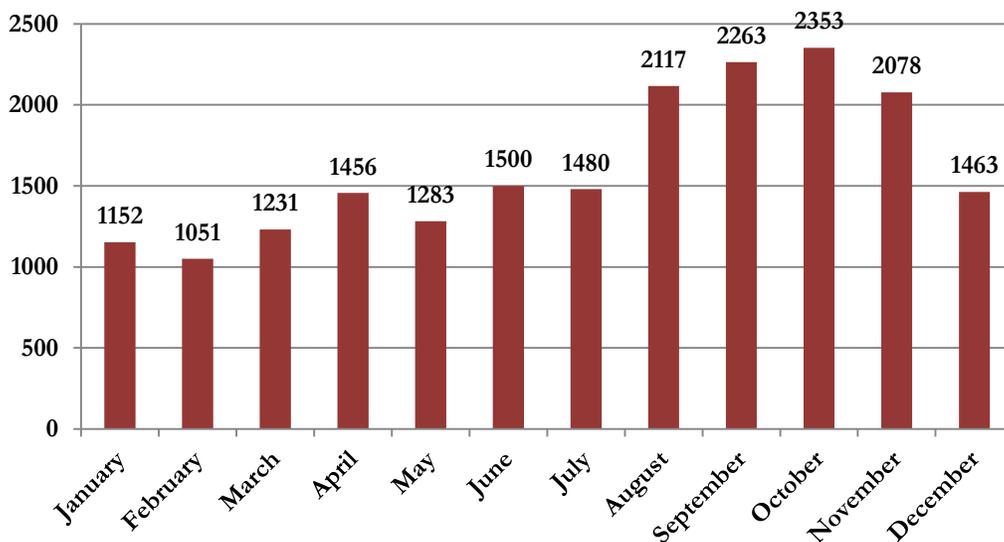
Total <u>Calls</u> Received	19,427 calls
Average <u>Calls</u> per Day	53.22 calls
Average Duration of <u>Substantive Calls</u>	7 Minutes

### COMPARISON OF TOTAL CALL VOLUME BY YEAR WITH PERCENTAGE INCREASE



\* Polaris Project began operation of the NHTRC on December 7<sup>th</sup>, 2007. The NHTRC received 237 calls from 12/7/07 to 12/31/07. 2007 data is not included in the above chart.

### TOTAL NUMBER OF CALLS BY MONTH IN 2011



## TYPES OF CALLS RECEIVED BY THE NHTRC

The NHTRC utilizes seven distinct categories to describe a caller's reason for contacting the NHTRC and track substantive calls received through the hotline. Substantive calls exclude hang ups, wrong numbers, missed calls, and calls where the caller hangs up or is disconnected before the purpose of the call can be determined.

**Crisis Calls:** This category includes calls received from victims of human trafficking in need of immediate assistance or from an individual calling on behalf of a victim in need of immediate assistance or emergency services. The NHTRC has developed extensive crisis protocols and local emergency referral and reporting networks to ensure that NHTRC staff are able to provide an immediate and tailored response to crisis calls.

**Tips:** This category includes calls received from individuals who wish to report tips related to human trafficking victims, suspicious behaviors, and/or locations where human trafficking is suspected to occur. Potential human trafficking tips received by the NHTRC are reviewed by hotline supervisors and regional specialists before being passed on to the appropriate local, state, or federal investigative and/or social service agency equipped to investigate and/or respond to the needs of victims. Not all tips are reported to law enforcement, and any reports made respect callers' preferences regarding confidentiality. Reporting decisions are based on a variety of factors, including the callers' needs and wishes, and the needs and wishes of victims.

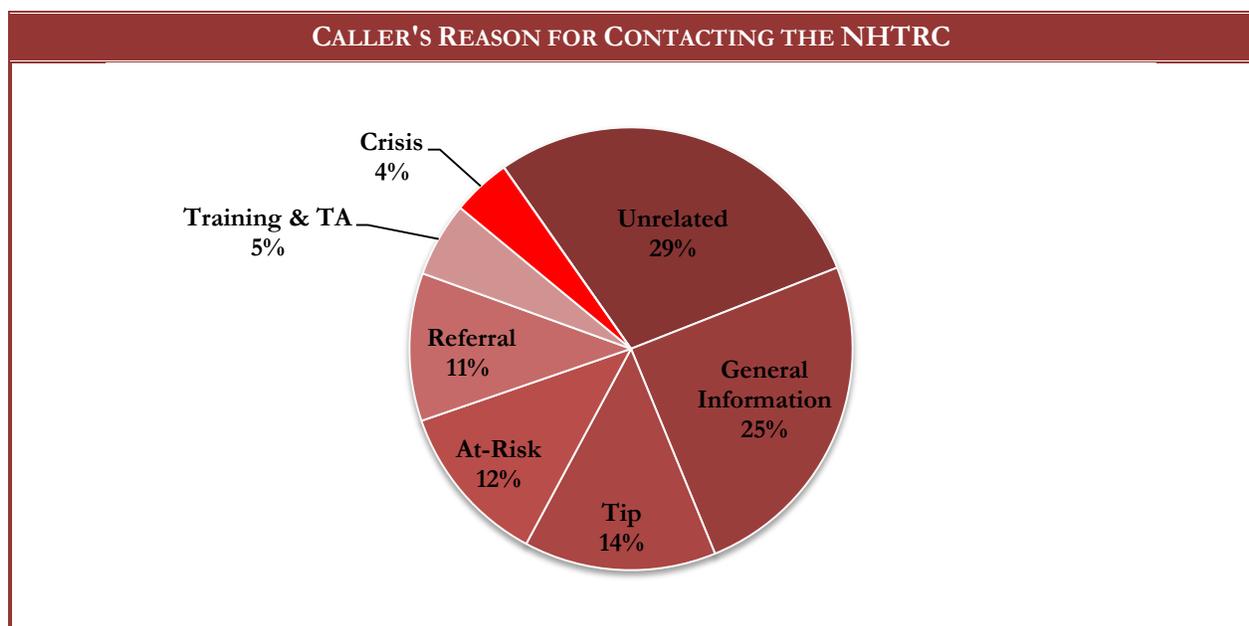
**Training & Technical Assistance (T&TA):** T&TA requests include but are not limited to: specialized information; programmatic and project support; phone consultations; materials reviews; and trainings and presentations.

**Direct Services Referral Requests:** This call category includes requests for direct service referrals for survivors of human trafficking. Referrals may include contact information for service providers, law enforcement, coalitions and other collaborative efforts, and other relevant agencies or field practitioners. The most commonly requested referrals are for case management services, shelter services, legal services, mental health or medical services.

**General Information Requests:** This category includes calls requesting general information on the issue of human trafficking, such as legal definitions, scope, statistics, trends, and prevalence.

**At-Risk:** This category refers to calls referencing related forms of abuse and exploitation that may put individuals or specific populations at risk for human trafficking, such as labor exploitation, domestic violence, sexual assault, child abuse, and runaway/homeless youth.

**Unrelated:** This call category refers to calls that are outside the scope of NHTRC services. NHTRC Call Specialists refer callers to other national hotlines, service providers, or coalitions that are best equipped to fulfill their request.



\* This chart is based on the percentage of substantive hotline calls.

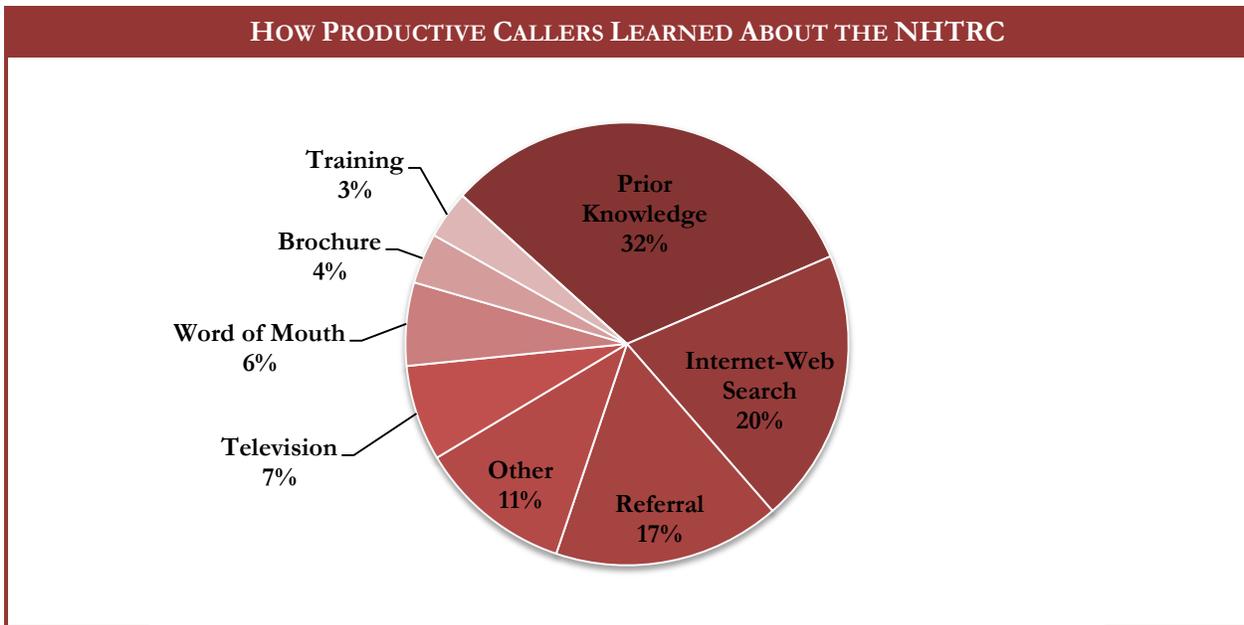
## CALLER TRENDS

### PRODUCTIVE CALLERS

From among the 19,427 calls received in 2011, NHTRC hotline staff spoke with more than **10,000** unique callers, including service providers, law enforcement, victims, friends and family, community members, educators, students, medical professionals, and more than 20 other caller types. Females called in **63%** of our calls, males in **36%**, gender was unknown in **2%**, and transgender callers made up less than **1%**. For each caller, the NHTRC tracks his/her reason for calling the hotline, call frequency, and how the caller learned about the hotline - all of which can then be used to uncover valuable trends.

According to the 2011 data, certain caller types called more frequently to report situations with high levels of human trafficking red flags and indicators. These callers were able to provide significant details about victims, traffickers, locations, and other identifying information and thus their calls were more likely to lead to law enforcement opening an investigation and/or survivors accessing shelter, case management, legal, and other critical services through our local service provider partners. We refer to these callers as “productive callers.” In 2011, productive callers referenced **848** unique cases of potential human trafficking.

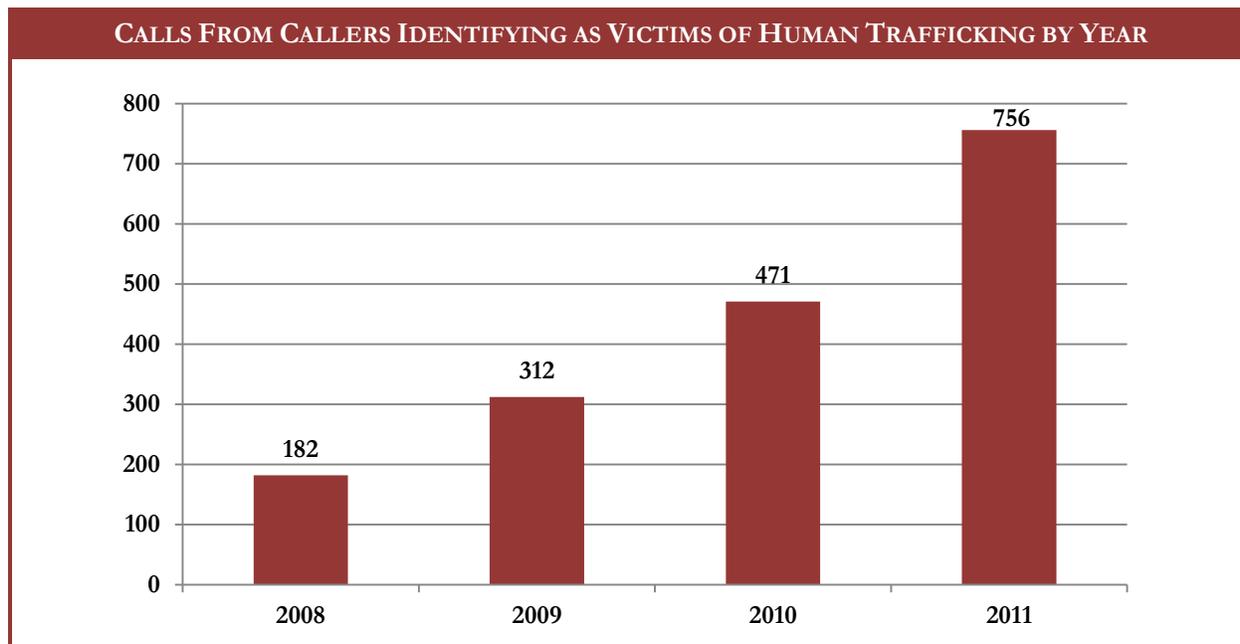
TOP PRODUCTIVE CALLER TYPES BY TYPE OF HUMAN TRAFFICKING	
SEX TRAFFICKING	LABOR TRAFFICKING
Victim of Human Trafficking	Victim of Human Trafficking
Community Member	NGO – Other/Not Specified
Family Member of Victim	Community Member
NGO – Other/Not Specified	Friend of Potential Victim
NGO – Anti-Trafficking	Legal Professional
Friend of Victim	NGO – Anti-Trafficking



\* This chart is based on the 543 unique cases of potential human trafficking with high levels of indicators that were reported to the NHTRC where information about how productive callers learned of the NHTRC is known.

## **CALLER SPOTLIGHT – CALLERS IDENTIFYING AS VICTIMS OF HUMAN TRAFFICKING**

The NHTRC received **756** calls from callers identifying as victims of human trafficking in 2011, corresponding to **336** unique cases of potential trafficking. The number of calls from this population has increased by nearly **61%** (as a percentage of the calls where caller type is known) between 2010 and 2011.



A longstanding challenge for the anti-trafficking field has been low levels of victim identification and difficulty connecting victims and at-risk individuals with the available local services. Due to the covert nature of the crime, victim isolation, feelings of shame, fear of reporting to law enforcement, and other diverse barriers to identification, victims have limited access to help and do not frequently self-identify. Thus, this increase in hotline calls from victims is encouraging as well as revealing in terms of accessing, serving, and empowering this population. We have a great deal still to learn about how victims hear about the NHTRC and what leads them to make the first call, which will have a significant impact on designing more effective methods of victim outreach in order to close the gap between available services and the people who need them.

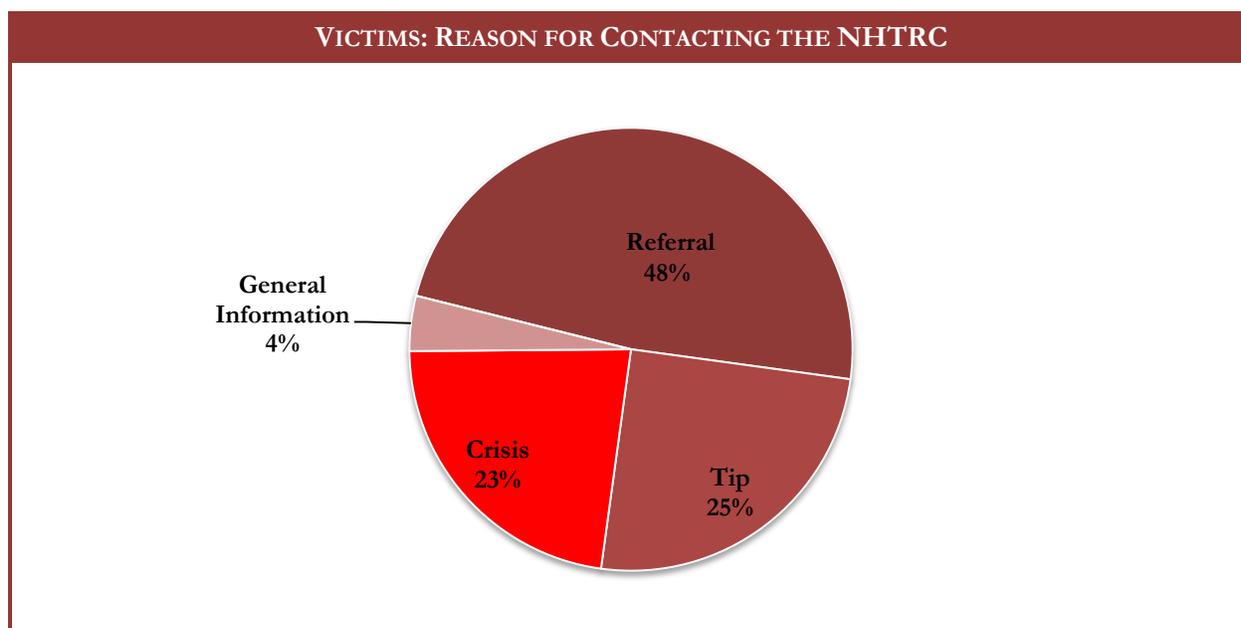
Based on 2011 NHTRC hotline calls from callers identifying as victims of human trafficking, we see that this population hears about the hotline from diverse sources, but direct referrals from friends, family, social services providers, community members, and past NHTRC callers, account for approximately one third of the sources. These findings suggest that victims are more likely to reach out for help through the hotline when our number has been provided to them directly, often by someone with whom they have a relationship and have established some level of trust, and accompanied by explicit messaging regarding how the hotline can help.

<b>HOW VICTIMS LEARNED ABOUT THE NHTRC</b>	<b># OF CASES</b>	<b>% OF CASES</b>
Referral	76	33.93%
Dept. Of State “Know Your Rights” Pamphlet	32	14.29%
Word of Mouth	31	13.84%
Internet-Web Search	30	13.39%
Television	18	8.04%
Prior Knowledge	10	4.46%
Other	27	12.06%
<b>Grand Total</b>	<b>224*</b>	<b>100.00%</b>

\* This chart is based on the 224 unique cases of potential human trafficking with high levels of indicators that were reported to the NHTRC where information about how victims learned of the NHTRC is known.

Since 2009, the Department of State has published a pamphlet called “Know Your Rights” which is disseminated to all holders of specific work visas entering the U.S. in their native languages. The pamphlet provides information on the rights of temporary visa holders and includes the NHTRC hotline number and other resources should an individual need to reach out for help. This pamphlet ranked as the second most common method of learning about the hotline among *all* callers and second for callers identifying as victims of trafficking.

Most frequently, victims reached out to the hotline to request assistance in accessing services such as counseling, shelter, case management, transportation, and legal assistance. Victims also called to report their traffickers and to seek assistance for other victims. In addition, **23%** of calls from victims were considered “crisis situations,” where victims needed immediate assistance to escape their trafficker. Clearly, the hotline is best able to increase victims’ access to justice and services, when the victims themselves call to request help.



\* This chart is based on the 336 unique cases of potential human trafficking corresponding to calls from victims.

#### HOTLINE VIGNETTE: VICTIMS OF HUMAN TRAFFICKING

A woman in Cameroon contacted the NHTRC about Shandi, a close friend who had moved to the U.S. several years earlier to pursue work as a housekeeper and nanny. The friend was concerned that Shandi was a victim of domestic servitude, but had very little information about her situation. The NHTRC Call Specialist encouraged her to give the hotline number to Shandi so she could call.

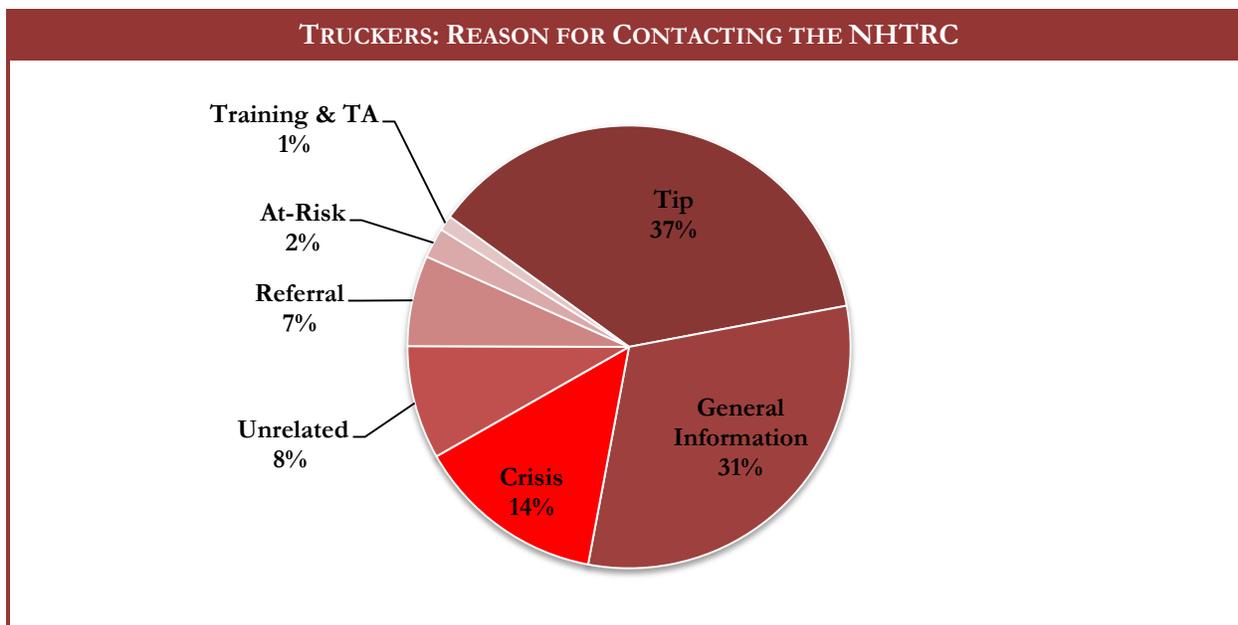
A week later, Shandi contacted the hotline and explained that she worked for a woman from 5am-9pm six days a week, providing childcare for her five children, performing all of the household chores, and occasionally assisting with the woman’s at-home cosmetic sales business. The woman confiscated Shandi’s passport and threatened to call the police because Shandi was undocumented. Shandi told the NHTRC Call Specialist that she wanted to leave the situation and report the woman to law enforcement.

With Shandi’s permission, the NHTRC reported the situation to specialized agents within a local human trafficking task force. Agents made plans to extract Shandi the following Saturday afternoon, when her employers would be home to care for the children. The agents helped Shandi safely leave the house and brought her to a local domestic violence shelter where she received the care she needed to begin to make a life of her own. The agents also helped Shandi receive Continued Presence so she could stay and work in the U.S. while a criminal and later civil case were pursued against her traffickers.

**CALLER SPOTLIGHT - TRUCKERS**

Truckers are uniquely positioned to recognize human trafficking victims and report human trafficking tips, particularly involving minors engaging in commercial sex. Truckers have regular access to commercially-operated truck stops as well as state-operated rest areas and welcome centers, locations that are often remote and isolated from local communities, with minimal security, and ideal locations for traffickers to exploit their victims. Truckers and other travelers may also make up the demand for commercial sex at these locations and thus frequently have direct contact with victims and/or observe the trafficking in real time. Truckers are more likely to contact the hotline *while* the trafficking situation is still occurring and the victim is still within sight, thus increasing the likelihood that law enforcement can intervene and help the victim leave his/her situation.

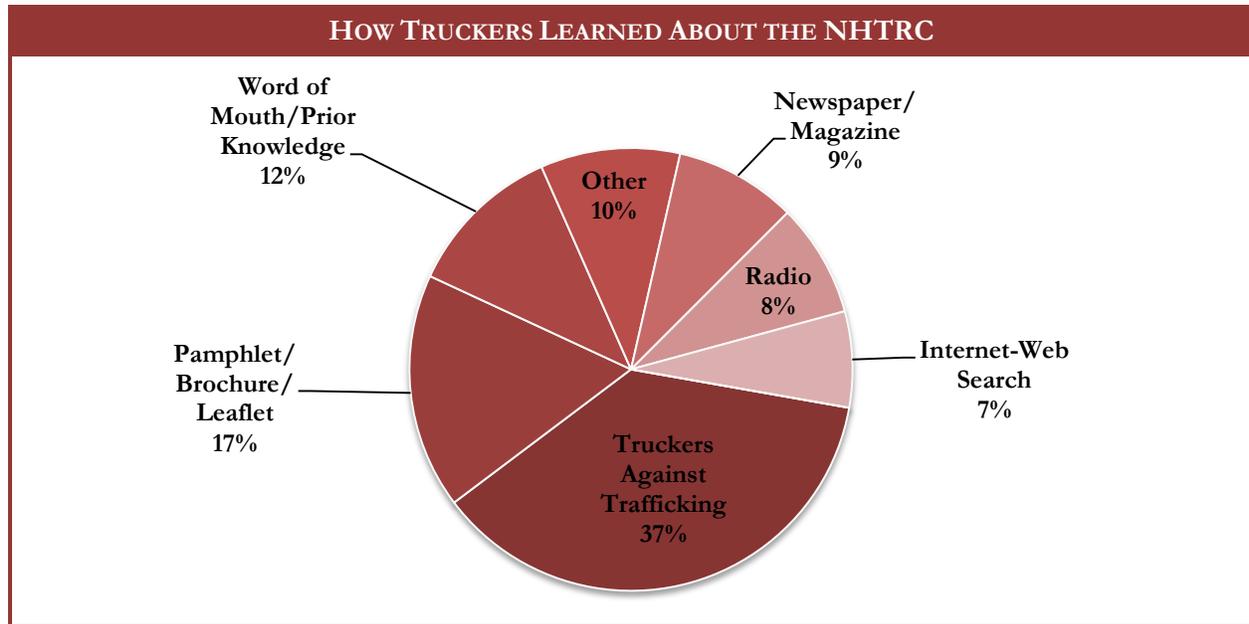
In 2011, the NHTRC received **185** hotline calls from callers identifying as truckers. Truckers called to report tips on **37%** of their calls and to request crisis assistance for a victim of trafficking on **14%** of their calls, as compared with **14%** and **4%** respectively among all callers.



Truckers are one of the main sources of information for the hotline about situations of sex trafficking involving minors. Of the total calls from truckers, **52%** included reports about potential cases of human trafficking and **70%** of these calls referenced minors. The overwhelming majority of trucker reports referenced one particular form of sex trafficking - pimp-controlled prostitution. Pimp-controlled sex trafficking typically involves traffickers or “pimps” who compel women and/or children into commercial sex. The victims are often U.S. citizens from diverse backgrounds. For additional information regarding sex trafficking at truck stops, read our “Sex Trafficking at Truck Stops” training document [here](#).

TRUCKERS: TYPE OF TRAFFICKING REPORTED	# OF CASES	% OF CASES
<b>SEX TRAFFICKING</b>	<b>62</b>	<b>98.41%</b>
Pimp-Controlled Prostitution	57	85.48%
Sex Trafficking – Other	3	4.76%
Asian Massage Parlor	1	1.59%
Stripping/Exotic Dancing	1	1.59%
<b>LABOR TRAFFICKING</b>	<b>1</b>	<b>1.59%</b>
Sales Crew	1	1.59%
<b>Grand Total</b>	<b>63</b>	<b>100.00%</b>

In addition to regularly coming into contact with victims, what makes truckers one of the most productive caller groups is their reach. Truckers are very well-connected to each other through a close-knit network that spans the entire country and shares information and resources. One group in particular, [Truckers Against Trafficking \(TAT\)](#) has mobilized a nationwide awareness and educational campaign targeted specifically at truckers and members of the travel plaza industry, including large-scale dissemination of informational materials with the NHTRC hotline number. **37%** of truckers who called the NHTRC learned of the hotline through activities related to the TAT campaign. Radio was also a significant source of information about human trafficking and the NHTRC hotline number for truckers, with **8%** of truckers referencing radio during a hotline call, compared with less than **1%** across all callers.



\* This chart is based on the 116 unique cases where how truckers learned of the NHTRC is known.

### HOTLINE VIGNETTE: CALL FROM A TRUCKER

While stopping to sleep for the night at a truck stop near an interstate, a trucker saw a young girl and boy approaching several of the trucks in the lot. The girl appeared to be younger than 16 years old and the young boy was around 13 years old. At first the trucker thought that the children were waiting for a parent and did not think twice. The trucker became concerned when the children approached him and offered the caller sexual services. The trucker refused and asked the children if they needed help.

The children were initially hesitant but eventually the young boy replied that if they did not make their quota they would be hurt by a man named Mike. The girl motioned behind her and the trucker observed a middle-aged man between 30-35 years old standing on the corner of the truck lot watching the trucker. Afraid that they would be in trouble for speaking with the trucker, the children immediately scrambled out of the trucker's vehicle and made their way back to the man who was watching them. The trucker observed the children go inside the convenience store of the truck stop with the older man.

Aware of the NHTRC hotline through the Trucker's Against Trafficking campaign, the trucker contacted the NHTRC immediately to report the situation. Recognizing the trafficking indicators and the presence of minors, the NHTRC helped the caller contact local emergency dispatch, and assisted the caller in advocating for an immediate response to the situation.

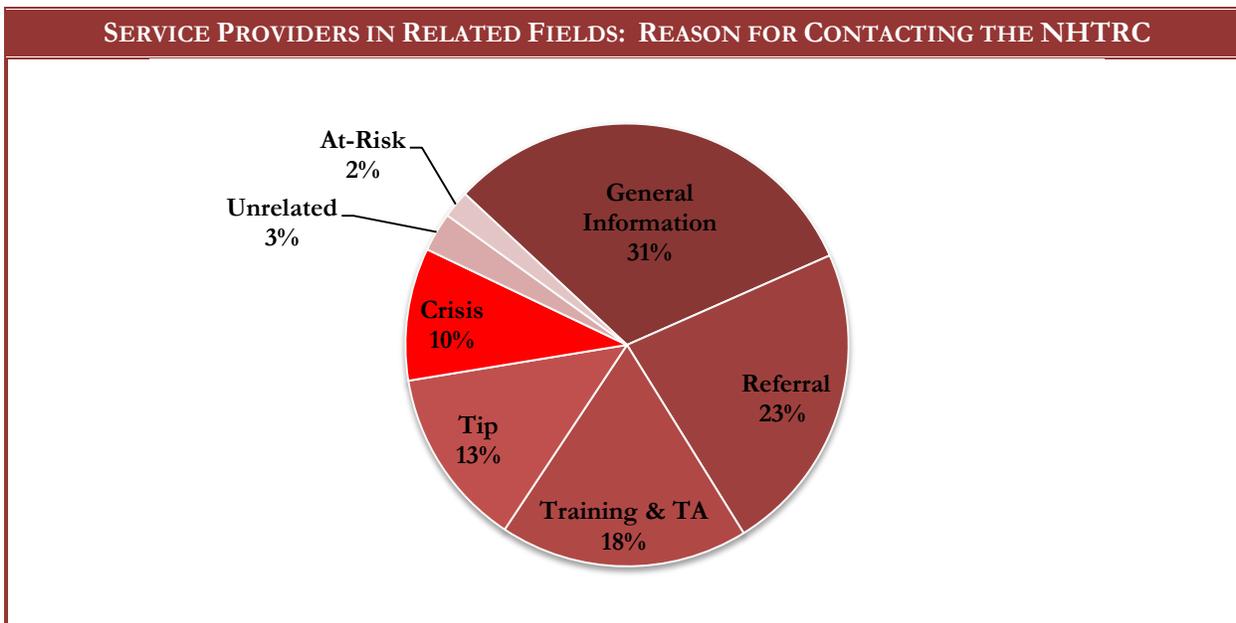
The trucker called the NHTRC back to report that the police had come to the truck stop and apprehended the man who they later found had existing warrants in his name. The police located the children and were able to determine that they were runaways from a nearby state. The NHTRC connected the responding officer with a human trafficking task force, which was able to connect the young children with services and assist local law enforcement with the case.

**CALLER SPOTLIGHT - SERVICE PROVIDERS IN RELATED FIELDS**

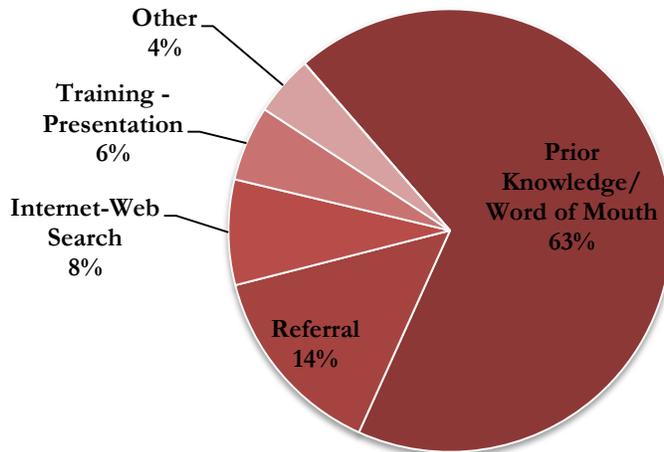
Service providers in related fields typically encounter human trafficking victims from among the populations they are already serving, such as a sexual assault provider working with a woman who has been assaulted by her pimp or a runaway/homeless youth agency assisting young adults after being abandoned and left homeless by a traveling sales crew. These callers have frequently initiated cases related to all forms of human trafficking.

Service providers have frequently described observing various red flags for human trafficking in the course of their work for many years, but have said that they did not know the name of the crime or how to access specialized services for this population. This suggests that additional awareness efforts and training for these actors in related service fields is vital for victim identification and appropriate service provision. In 2011, the NHTRC received **580** calls from service providers in related fields.

TOP 5 FIELDS CALLING ABOUT SEX TRAFFICKING
Domestic Violence/Sexual Assault
Runaway & Homeless Youth (RHY)
General Social Services
Child Abuse/Child Welfare
Homelessness
TOP 5 FIELDS CALLING ABOUT LABOR TRAFFICKING
Domestic Violence/Sexual Assault
Immigration/Refugee Services
Runaway & Homeless Youth (RHY)
General Social Services
Homelessness



## HOW SERVICE PROVIDERS IN RELATED FIELDS LEARNED ABOUT THE NHTRC



\* This chart is based on the 91 unique cases regarding human trafficking where how service providers in related fields learned of the NHTRC is known.

### HOTLINE VIGNETTE: CALLS FROM RELATED FIELDS

A counselor at a youth shelter contacted the NHTRC hotline after doing an intake assessment with a 15-year-old boy, Prashant. After hearing Prashant's story, the caller suspected he might be a victim of human trafficking.

Prashant reluctantly explained to the counselor that he was brought into the U.S. several months ago and now works at a small restaurant. He said that eight other boys also cook and sell food at the restaurant, starting at 3:00am every day. The boys are not paid for their work because their families owe smuggling debts of nearly \$20,000. Prashant had tried to ask some regular customers for help, but was not able to communicate well in English and was under constant surveillance by the owners of the restaurant.

Hours before arriving at the shelter, Prashant cut off the tip of his finger while working. He was dropped off at the emergency room, where hospital staff realized that he was an unaccompanied foreign minor and contacted Child Protective Services (CPS). CPS ultimately placed Prashant in protective custody and in a shelter facility.

The NHTRC helped the counselor connect with a legal advocate with expertise in assisting unaccompanied foreign national minor victims of human trafficking, who helped Prashant access additional support services and counseling, and who helped with reporting to a human trafficking task force.

### CALLER SPOTLIGHT - NON-TRADITIONAL REPORTERS

The strongest hotline cases are often those where the caller has had direct contact with a victim, trafficker, or trafficking location. Victims do not frequently self-identify, which makes well-trained service providers, victim advocates, and other professionals essential to picking up on the red flags and indicators that may otherwise go unnoticed. These groups are also key to preventing all forms of human trafficking and helping victims receive assistance.

The following are caller types who, in the context of their professional, community, or faith-based work, are highly likely to encounter human trafficking victims.

## NON-TRADITIONAL REPORTERS TARGETED FOR AWARENESS AND TRAINING

Code Compliance Officers	Labor Rights Organizations
Educators/School-Based Professionals	Medical Professionals
ESL/ESOL Teachers	Neighborhood Associations
Faith-Based Organizations	Restaurant Associations
Hotel/Motel Staff	Taxi Drivers

When individuals from these populations are aware of and trained on human trafficking and how to respond, they are important sources of support for victims. They can also provide strong tips of potential human trafficking cases that can more easily be acted upon by law enforcement. For example, the hotline has identified taxi drivers and educational professionals as sources of highly valuable information on trafficking trends and potential human trafficking cases.

Many trafficking networks utilize taxi services as a regular means of transporting victims to and from locations where sex or labor trafficking may be occurring. Taxi drivers can serve as crucial reporters because they often have an exact description and location of a victim. They also often have access to victims during brief periods when they are traveling alone and in a position to safely receive information about support services and places to reach out for help.

### HOTLINE VIGNETTE: CALL FROM A TAXI DRIVER

A taxi driver received concerning information from a woman he drove the airport one evening. While in the cab, the woman mentioned that she was just visiting the area and normally worked as a dancer at various clubs in her hometown. She told the taxi driver that she had been surprised to see how many extremely young females were dancing at the clubs in the area.

When the taxi driver asked for more details, the woman explained that at one club she had visited while in town, she had seen girls who appeared no more than 15 years old with male managers monitoring them while they were dancing. The woman had also heard rumors that some of the dancers engage in commercial sex with customers, but she did not have any direct knowledge of the situation and did not know if these young girls were involved.

Though the taxi driver suggested that she report the situation, the woman indicated that she did not want to do so as she was leaving town and did not want to become more involved. The taxi driver looked on the internet and found the number for the NHTRC hotline, and he called to explain the situation. The NHTRC reported the information to a local human trafficking task force for investigation.

Educators are also in a unique position to identify foreign national and U.S. citizen youth in diverse situations of both sex and labor trafficking. It is not uncommon for youth to continue attending school while they are still in a human trafficking situation, and the school setting can provide an opportunity to interact with a victim without a controller present. Educators are trained to look out for potentially dangerous behaviors, changes in behavior and emotional state, and signs of abuse and neglect, all of which are likely to be present in victims of human trafficking.

In addition to intervention, educators are well-positioned to engage in direct prevention work with their students. Schools and extra-curricular and recreational venues frequented by young people may be targeted by controllers who wish to recruit for both sex and labor trafficking, and it is important that students learn the signs and risk factors and how to reach out for help. For additional information and tools for educational professionals, read our “Educators and Human Trafficking” training document [here](#).

## HOTLINE VIGNETTE - EDUCATIONAL PROFESSIONALS

When she was a young girl, Melissa's parents arranged for her to move from her home in Central America to the U.S. with an aunt who promised that she would get an education and have a better life. Once in the U.S., Melissa learned that she was expected to care for the family's three young children and to do all the housework. Though she was allowed to go to school, she had to get up at 4:00 AM each morning to complete her chores before school, and she had to return home to begin working immediately after school. The family was also verbally and emotionally abusive and Melissa lacked proper nutrition and medical care.

Melissa, now 18 years old and in her last year of high school, was consistently exhausted and had a hard time staying awake at school. Melissa's schoolwork suffered and one of her teacher's became concerned that she might be the victim of abuse in the home. The teacher was referred to the NHTRC hotline by the school counselor and she called to find out if Melissa might be a victim of human trafficking. The NHTRC Call Specialist reviewed red flags and trafficking indicators with the teacher and discussed strategies for conducting a trafficking assessment.

When first approached by the teacher, Melissa denied any abuse, but after several meetings, she opened up about her situation. The teacher provided the number for the NHTRC and over several weeks, Melissa called the NHTRC multiple times to work on a plan to safely leave her situation. The NHTRC coordinated with a local service provider to meet Melissa at a safe place. Months later, the NHTRC learned that Melissa found stable housing, is continuing to work with the service provider, and is doing well in school.

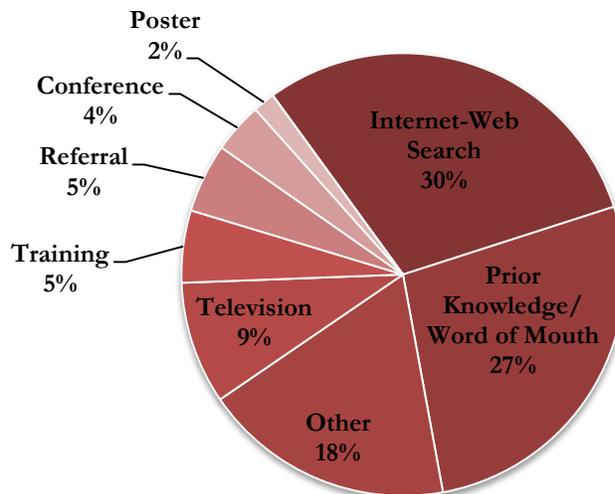
## CALLER SPOTLIGHT - COMMUNITY MEMBERS

Community members reported **703** cases of potential human trafficking in 2011, **128** of which had high levels of trafficking indicators and **575** with moderate levels of indicators.

General community awareness and training efforts help increase victim identification and assistance. These callers encountered victims and situations of human trafficking in a variety of unique ways including: victims reaching out to callers for assistance; victims approaching callers to solicit commercial sex (e.g. at truck stops, massage parlors, street-based prostitution, online ads or chat rooms) or providing labor or services (e.g. traveling sales crews, restaurants, nail salons); advertisements for commercial sex (e.g. receipt of a business card with covert information in Spanish for a residential brothel, postings through online social networking sites or chat rooms); observation of a suspicious establishment or activity (e.g. massage parlors open late at night, a domestic worker in the neighborhood who never appears to leave the house); and word of mouth passed throughout the community. Each of these examples has important implications for designing effective national and state-based awareness campaigns and local community outreach programs.

CALLER PROXIMITY TO SITUATION/VICTIM	# OF CASES	% OF CASES
Observation of Suspicious Activity	356	50.64%
Direct Contact	239	34.00%
Indirect Contact	108	15.36%
<b>Total</b>	<b>703</b>	<b>100.00%</b>

## HOW COMMUNITY MEMBERS LEARNED ABOUT THE NHTRC



\* This chart is based on the 436 unique cases of potential human trafficking that were reported to the NHTRC where how community members learned of the NHTRC is known.

## HOTLINE VIGNETTE: COMMUNITY MEMBER

While at work, a Spanish-speaking construction worker named Miguel was approached by a friend of some of his coworkers. The friend handed Miguel a business card with a phone number. When he saw that Miguel seemed confused, he clarified that he had young girls available for sex at the address on the card.

Uncomfortable about the exchange, Miguel searched the internet for some way he could take action and found the NHTRC hotline. Miguel described the exchange to the NHTRC Call Specialist who talked to him about residential brothels and the vulnerabilities of the girls and young women who are exploited there. Miguel recalled his coworkers talking about teenage girls recruited from Mexico, Guatemala, and El Salvador and brought across the border, thinking they would work in the U.S. as waitresses.

Immediately after the call, the NHTRC Call Specialist reported the information to a human trafficking task force in the area. An agent replied that law enforcement was already working on the case and the information from Miguel would be used to assist in their ongoing investigation.

## SUMMARY OF KEY FINDINGS AND RECOMMENDATIONS

1. **Targeted Awareness:** Awareness efforts that target a particular caller population and include messaging that is specific to the type of trafficking victim or situation the caller is likely to encounter – such as the work of Truckers Against Trafficking – are the most effective for increasing victim identification and calls to the hotline regarding instances of potential human trafficking. By customizing efforts and focusing on these productive callers, the message is more likely to resonate. When these efforts highlight the type of human trafficking the specific population is likely to observe, they are all the more effective.
  - a. Replicate the work of organizations like Truckers Against Trafficking targeting other caller types who are likely to encounter victims of labor trafficking. Given the relatively low percentage of reports to the hotline regarding labor trafficking (see pg. 13-14) and the lack of awareness efforts targeting those who may encounter labor cases, specific labor trafficking awareness efforts are greatly needed.
  - b. E.g. Taxi drivers, hotel/motel staff, travel agents, worker outreach organizations, check cashing and pay-day loan businesses, free health clinics.
2. **Engage the Community:** Because community members regularly initiate hotline cases regarding all types of human trafficking, effective state-based awareness campaigns can make a significant impact on helping people recognize where and how human trafficking may be happening locally. Promotion of the NHTRC hotline also gives these community members a way to respond and become a key partner in the fight against human trafficking.
  - a. E.g. Public service announcements (PSAs) at schools or in local media, Mayor and Governor Office involvement, promotion via state agencies.
3. **Human Trafficking Training for Related Fields:** Service providers in related fields are encountering human trafficking victims in the populations they serve; increased targeted training and awareness efforts for these populations would likely be particularly fruitful for increasing victim identification.
  - a. E.g. Domestic violence, sexual assault, labor rights, child welfare.
4. **Informed Outreach Efforts:** Increase general community outreach and awareness training, focusing on recognizing trafficking indicators, and targeting community groups that work with vulnerable populations.
  - a. E.g. Faith-based groups, community kitchens and food banks, mobile health clinics.

## STATE ENGAGEMENT

During 2011, the NHTRC received calls from every state, the District of Columbia, American Saipan, Guam, Puerto Rico, the Northern Mariana Islands, the U.S. Virgin Islands, and more than 25 other countries. Callers made reports of potential human trafficking in every state and the District of Columbia, except Alaska and South Dakota.

Since Polaris Project began operating the hotline in December of 2007, the NHTRC has received reports of potential human trafficking in **every state**. The NHTRC has seen that as state governments and agencies increase engagement, training, and awareness of human trafficking and the NHTRC hotline, there is a corresponding increase in credible reports about human trafficking in those states and increased avenues for survivors to access services.

TOP 10 STATES (in descending order)	
POTENTIAL TRAFFICKING LOCATIONS	CALLER LOCATIONS
California	California
Texas	Texas
Florida	Florida
New York	New York
International	Illinois
District of Columbia	Virginia
Illinois	District of Columbia
Virginia	Pennsylvania
Ohio	Georgia
North Carolina	North Carolina

The left-hand side of the table above lists the ten states with the highest number of reports regarding potential human trafficking cases and/or victims in 2011; the right-hand side shows the top ten caller locations in 2011. The NHTRC considers all of the states listed above to have moderate to high levels of state engagement, thus highlighting the relationship between increased engagement and high frequency of productive callers and reports of potential human trafficking in a given state.

### **OUTREACH & AWARENESS CAMPAIGNS**

Outreach and awareness campaigns take on a variety of different forms and functions. Some campaigns have focused on human trafficking of a specific population (e.g. minors in commercial sex), others have targeted a specific location (e.g. bus stops and train stations), while others seek to reach a very wide and diverse audience (e.g. national television broadcasts). Campaigns can be informal and initiated by local community groups and NGOs, and/or can be formally incorporated into the statewide anti-trafficking strategy.

Direct outreach campaigns utilize specific language and materials placed in strategic locations where they are most likely to be accessed by victims of human trafficking. For example, the Department of State “Know Your Rights” pamphlet was the second most common way that callers identifying as victims of human trafficking learned of the NTHRC hotline, and the most common way that victims of labor exploitation, a population that is at high risk for trafficking, learned of the hotline. As soon as the pamphlet was released in 2009, the NHTRC experienced a spike in calls from individuals in the U.S. on various temporary work visas, such as the A-3, G-5, H-1A, H-2A, H-2B, and J-1 visas. These callers reported a variety of issues, including potential human trafficking and labor exploitation, and requested a range of resources, primarily legal services as well as general information about their rights as workers in the U.S. In 2011, the NHTRC received **1,273** calls generated through this pamphlet.

Community-based awareness campaigns are intended to reach a wide audience and empower each member of the community to become a stakeholder in the local anti-trafficking strategy. Effective campaigns provide individuals with the tools to recognize human trafficking and access key direct services within the context of their everyday roles as professionals in diverse fields and members of various social, ethnic, and religious groups. Popular campaigns promoting the NHTRC hotline number have used billboards, posters on trains and buses, PSAs on television and radio, media outreach, and other venues. Communities that have promoted the NHTRC hotline number increase call volume directly through callers who have seen the campaign, but they also lead to additional calls through word of mouth and referrals within the community. Approximately 34% of callers identifying as victims learned of the NHTRC hotline through referrals, many of which originated first through community-based awareness campaigns.

States with mandatory or recommended posting laws institutionalize these awareness efforts. In 2011, Texas and Washington had mandatory posting laws requiring the NHTRC hotline be posted in public places. Attorneys General in California, Virginia, Massachusetts, Michigan, Indiana, and New Mexico also increased their engagement with the NHTRC in 2011 by publicly promoting the hotline in their states and working with the NHTRC and local agencies to develop response protocols. As a result, the total call volume increased in these states, including particularly significant increases in Michigan (87%), Virginia (91%), and New Mexico (175%).

### SPOTLIGHT ON NEW MEXICO

In 2011, the New Mexico Attorney General's Office launched an awareness campaign on billboards and buses where they publicized the NHTRC hotline number. NHTRC call volume from the state jumped 175% over 2010, and at least 20% of all calls from New Mexico resulted directly from this campaign.

Over the summer of 2011, a woman in Albuquerque observed a suspicious interaction between a teenage girl and an older male who seemed unusually controlling. Not sure what she could do, the woman remembered hearing through word of mouth about a human trafficking hotline. She contacted the NHTRC and said that something just did not feel right about the situation. The NHTRC Call Specialist obtained as much information as possible, including additional indicators of potential human trafficking and reported the case to the New Mexico Attorney General's Office and the Albuquerque Police Department.

Armed with the information from the caller, police were able to find an ad on Backpage.com advertising commercial sex with the girl. Several days later, detectives working undercover arranged a date with the girl at a nearby hotel and watched the older man leave the girl's hotel room minutes before the date. The detectives soon learned that the girl was 17 years old and that the older man was her pimp. They arrested the alleged pimp, who was waiting in his car outside of the hotel. Two weeks later, the alleged pimp was indicted by a grand jury on charges of human trafficking, promoting prostitution, contributing to the delinquency of a minor and tampering with evidence, and he faces up to 7.5 years in jail.

### RESPONSE PROTOCOLS

Along with awareness-raising efforts that connect callers to the NHTRC, communities also need to establish local anti-trafficking response plans. It is not enough to simply increase calls about human trafficking situations. States and communities must also design a process for helping survivors to access services, for reporting tips about cases to trained law enforcement, and for responding to emergency situations that require a rapid, multifaceted response.

The NHTRC works with local actors – such as service providers, attorneys, local and federal law enforcement, government agencies, and community members – to help build such a customized structure so that these actors know how to report tips, understand which agencies provide services, and can respond to emergencies at the city, county and state levels. These protocols ensure that when calls come into the NHTRC hotline, they receive a rapid, efficient, and appropriate response from the NHTRC in partnership with the local actors. By serving as a central hub and clearinghouse for the country, the NHTRC allows communities to focus their resources on their local response.

In 2011, the NHTRC worked with numerous communities to build new local response protocols or enhance existing ones. The NHTRC conducted **64** trainings focusing specifically on coalition and capacity building, task force creation, and enhancing local infrastructure and referral protocols. These trainings included social service providers, lawyers, government agencies, federal and local law enforcement, and victim advocates.

These trainings led to the creation of new reporting structures and protocols, increasing communities' abilities to effectively respond to human trafficking cases and the needs of human trafficking survivors. These trainings helped improve existing response strategies, making them more robust, effective, and equipped to respond to all types of human trafficking and all victim populations. As part of these trainings, the NHTRC focused on institutionalization of response strategies and collaboration with existing infrastructure, in order to ensure maximum and sustained impact.

#### VIGNETTE: BUILDING RESPONSE PROTOCOLS

##### **Family Planning Clinic - OHIO**

After an Ohio family planning clinic received a referral for long-term housing assistance for a female victim of sex trafficking from the NHTRC, the clinic staff decided to write a human trafficking policy for the clinic.

The clinic contacted the NHTRC to request assistance in outlining the indicators of human trafficking and developing an action plan should staff come in contact with any victims. The training team at Polaris Project was able to directly consult with the service provider on the writing of the policy to include posting of the NHTRC hotline for advice, referrals and to connect with law enforcement.

By establishing this protocol, the clinic institutionalized their response to human trafficking cases, helping to ensure that victims are identified and receive proper services upon identification.

##### **Government - VERMONT**

Following the passage of Vermont's first anti-trafficking law, Polaris Project conducted an all-day training for service providers, government officials, and law enforcement in the state. The training focused on victim identification and best practices for service provision to build the capacity of the state's sexual assault, domestic violence, runaway and homeless youth, and child welfare agencies to respond to victims of human trafficking within the populations they already serve.

Polaris Project also met with representatives from Vermont's newly formed Human Trafficking Task Force to help develop a protocol for tips and crisis cases reported to the NHTRC hotline.

Since the training, the state has put into place a 24-hour response plan that integrates the NHTRC hotline, and Polaris Project continues to support Vermont as they build a robust structure to address human trafficking in their state.

**OREGON STATEWIDE PROTOCOL**

The NHTRC has built a robust protocol for responding to trafficking cases and assisting victims in Oregon. The NHTRC can reach out to the local task force of trained law enforcement who collaborate with service providers to provide comprehensive assistance to victims of human trafficking. The NHTRC has identified actors that can provide a range of services for all victim populations and demographics, including adults, children, sex and labor trafficking, and U.S. citizen and foreign nationals.

**CENTRAL PENNSYLVANIA HUMAN TRAFFICKING RESPONSE TEAM**

The NHTRC worked with the recently developed Response Team covering five counties in Central Pennsylvania to identify actors across the state that can respond to human trafficking cases. This response protocol includes federal and local law enforcement, as well as a service provider coordinator to ensure a victim-centered response that meets the needs of all victims.

**NORTHERN VIRGINIA HUMAN TRAFFICKING TASK FORCE**

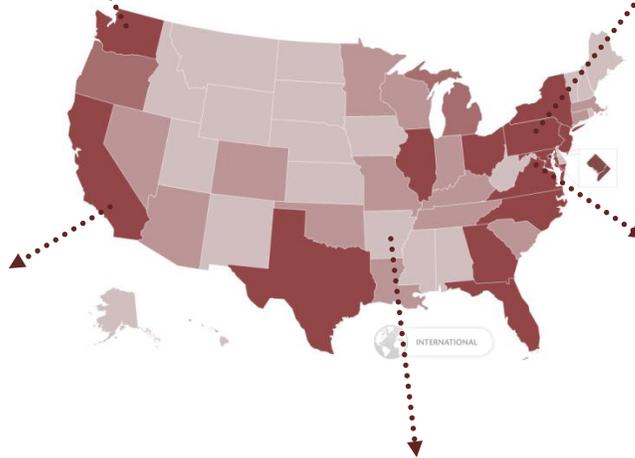
In 2011, the NHTRC helped support the Task Force as it strengthened its response to human trafficking through training and involving more local law enforcement. The NHTRC has provided technical assistance and helped train local service providers to also strengthen direct services in the area.

**RIVERSIDE COUNTY TASK FORCE**

The NHTRC continued to build its relationship with the Riverside County Task Force in order to ensure rapid and effective response to cases in this area. The NHTRC receives numerous tips in this area, and the Task Force is particularly responsive to all reports of potential trafficking and exploitation, and works closely with service providers for a victim-centered response. The Task Force also works closely with the NHTRC to share information.

**ARKANSAS STATEWIDE PROTOCOL**

The NHTRC's first protocol in Arkansas included responsive and trained federal law enforcement and an exemplary legal service provider. In the fall of 2011, the NHTRC enhanced its ability to respond to trafficking in the state by developing an emergency and business hours protocol with a prominent local service provider organization that serves victims of both sex and trafficking who are adults and minors, females and males, U.S. citizens and foreign nationals. Their robust services include crisis response, case management, and shelter.



## **SUMMARY OF KEY FINDINGS AND RECOMMENDATIONS**

1. **Outreach and Awareness:** The most effective statewide anti-trafficking strategies are those that recognize the importance of an informed citizenry and utilize diverse outreach and awareness methods to fulfill this goal.
  - a. Effective community awareness campaigns emphasize human trafficking as a local issue and provide concrete actions steps such as contacting the NHTRC to request services, report a tip, or get involved in the local community anti-trafficking initiatives.
  - b. Cities, counties, and states should work to raise awareness about human trafficking and the NHTRC hotline in their community. These efforts may include training, media pieces, radio and television PSAs, community outreach, billboard or poster campaigns, or other creative awareness methods.
2. **Response Protocols:** Working with the NHTRC to build reporting, referral, and emergency response protocols helps ensure an effective response to human trafficking in local communities.
  - a. Law enforcement, service providers, and government agencies at the city, county, and state-level should work with the NHTRC to either build or continue to enhance response protocols in the area.
  - b. These protocols should include appropriate law enforcement and service provider responders for all types of human trafficking and all populations of victims.
  - c. In addition to assisting with building NHTRC protocols, the NHTRC can provide training and technical assistance for capacity and coalition building.
3. **Formal Engagement with the NHTRC:** Cities, counties, and states should engage formally with the NHTRC hotline to ensure these response plans are institutionalized through methods such as mandatory hotline posting laws.

## CRISIS & REFERRAL NEEDS

In 2011, the NHTRC received **578** crisis calls, which made up **4%** of substantive calls to the hotline and corresponded to **151** unique human-trafficking related crisis cases. Crisis cases involved an average of **3.83** hotline calls per case, compared to an average of **1.28** calls per substantive case for all other case types, reflecting the complex nature of crisis cases. Multiple calls are often necessary to coordinate an emergency response and secure urgent services.

The NHTRC considers a situation a crisis case when there is a threat of imminent danger or harm to a victim of human trafficking and an immediate response is required. This may include law enforcement intervention, service provider intervention, or emergency medical assistance.

Through an extensive national database of service providers and law enforcement, as well as a database of local 911 emergency numbers across the country, the NHTRC can connect callers directly to emergency and other after-hours crisis services immediately or within minutes of the call. The NHTRC relies on specialized anti-trafficking service providers and law enforcement whom we can access after-hours to respond to emergency needs of human trafficking victims. NHTRC Call Specialists are equipped to conduct safety planning over the phone and to provide crisis-oriented resources, including local contacts who can help victims safely exit a human trafficking situation and access services.

### VIGNETTE: CRISIS CALL

A woman contacted the NHTRC hotline from a payphone. Though she did not speak English, she communicated that she was experiencing an emergency and needed help. Through an interpreter, she explained that she had just escaped a situation of domestic servitude. The woman explained that she had been brought to the U.S. from Senegal by a French couple four years earlier. She worked nearly 24 hours a day without breaks or days off, providing childcare for the couple's five children, all under 10 years old.

Initially, the woman was sometimes paid \$200 per month, but she had not been paid for over six months. Several weeks prior, the woman became very sick but was not permitted to seek medical attention. Instead, the husband beat her because he thought she was neglecting her duties.

The caller did not know where she was when she called from the payphone, and she could only describe that she was on a busy street. The NHTRC helped her determine her location and discussed her options. The caller expressed that she needed help going to a safe place and finding shelter. With her permission, the NHTRC connected her with members of a local human trafficking response team for immediate assistance. After locating the woman, the responders brought her to a local anti-trafficking service provider that could offer shelter and basic necessities, and she was immediately connected to an attorney for legal services.

### **PRIMARY CRISIS NEEDS**

Victims of human trafficking have numerous urgent needs that must be met in order to manage a crisis and ensure their safety. The following table shows the most frequent victim needs during and immediately following a crisis.

PRIMARY NEED	# OF CASES	% OF CASES
Shelter	59	39.07%
Assistance Safely Leaving Human Trafficking Situation	39	25.83%
Law Enforcement Response/Intervention	23	15.23%
Crisis Case Management/Advocacy	15	9.93%
Transportation	14	9.27%
Medical Attention	1	0.66%
<b>Total</b>	<b>151</b>	<b>100.00%</b>

In most crisis situations, these needs are not mutually exclusive, and more often than not, the NHTRC connects victims with multiple services in order to effectively manage the crisis and ensure their continued safety and rights after the crisis period has ended. Victims seeking emergency shelter also frequently need assistance with transportation to the shelter. Victims in active situations of human trafficking who need law enforcement assistance to safely leave often also need to be connected with emergency shelter, case management, and legal services. Once a victim is safe, it is important to have early access to an attorney who can help ensure that his/her rights are being supported.

Locating transportation assistance is similarly challenging in crisis cases. With few exceptions, there are no dedicated resources to help pay for transportation. Transportation is generally arranged through a range of ad hoc methods with no specific patterns. Some of these diverse methods include: contacting family and friends, contacting faith-based groups, accessing victim assistance funding, utilizing discretionary funding from social service agencies, or a combination of these methods.

#### VIGNETTE – TRANSPORTATION

An operator from the National Runaway Switchboard connected a caller to the NHTRC through a three-way call. The operator explained to the NHTRC Call Specialist that the 19-year-old man was calling from a payphone in Arkansas after being physically assaulted by his manager. Unsure if this might be a case of labor trafficking, the operator connected the young man with the NHTRC for additional assistance.

The young man told the NHTRC Call Specialist that he joined a traveling sales crew after seeing a Craigslist advertisement for a lucrative job. He explained that the crew sold magazine subscriptions and walked door-to-door from 7am until 10pm every day. When the crew members complained or did not meet their daily quotas, their manager prohibited them from eating or made them sleep on the street instead of in the hotel.

The NHTRC Call Specialist contacted a nearby service provider who offered to do outreach to the remaining crew members while they were still in Arkansas. The service provider helped four other young men leave the sales crew and connect with law enforcement agents who ultimately arrested the manager. With help from the service provider as well as family and friends, within three days all five victims purchased bus tickets and returned to their hometowns.

#### **SPOTLIGHT - EMERGENCY SHELTER**

Most commonly, human trafficking victims were served by shelters who also serve other related populations, such as domestic violence shelters for women, homeless shelters for men, or runaway and homeless youth organizations for youth. The NHTRC also frequently reached out to specialized local contacts within NGOs or law enforcement who did not have shelter available in-house but were able to help coordinate the provision of shelter using other resources.

TYPE OF SHELTER	# OF CASES	% OF CASES
Domestic Violence Shelter	16	27.12%
Local contact coordinated shelter - <i>type unknown</i>	12	20.33%
None - <i>no appropriate shelters found, shelter at capacity, and/or victim opted not to enter shelter</i>	8	13.56%
Homeless Shelter	6	10.17%
Runaway & Homeless Youth (RHY)	5	8.47%
Family/Friend	4	6.78%
Hotel	4	6.78%
Trafficking-Specific Shelter	2	3.39%
Community Member	1	1.69%
CPS/Government	1	1.69%
<b>Total</b>	<b>59</b>	<b>100.00%</b>

There are several intriguing pieces of data that stand out from this table. At first glance it may appear unusual that victims of human trafficking were only served by dedicated trafficking shelters in less than 4% (two cases total) of the cases where emergency shelter was needed on a crisis case. In fact, across the U.S. there are few trafficking-specific shelters or shelters with designated beds for survivors of human trafficking. In more than 13% of cases, victims seeking emergency shelter did not enter any shelter at the time of the crisis. In some of these cases callers disconnected with the hotline prior to being connected with services. In other cases, the victim elected not to connect with provided referrals, or decided to remain in the situation. In a few cases, appropriate shelters could not be located in the victim's area or local shelters were at capacity and thus unable to admit the victim at the time of the crisis.

In most crisis situations, NHTRC Call Specialists must contact numerous shelters before locating an available space. Depending on victim demographics, locating emergency shelter may be especially challenging. In particular, there are very limited shelter options for adult male victims.

### **DIRECT SERVICES REFERRALS**

Outside of a crisis, survivors of human trafficking have diverse short-term and long-term social service needs to help them as they move towards recovery and rebuilding their lives. In 2011, the NHTRC received 915 hotline calls requesting referrals – or recommendations for service providers, legal help, or other support – for victims of human trafficking associated with 599 unique cases. The NHTRC provided 2,165 unique referrals for these cases, an average of 3.60 referrals per case.

Referral requests come directly from trafficking victims, as well as from friends and family members, law enforcement, medical and mental health professionals, attorneys, and other service providers working with survivors. NHTRC Call Specialists may directly connect callers to a service provider through a conference call, or may provide the caller with local referrals over the phone or through email. The method of providing referrals depends on the explicit wishes of the caller and the specific nature and urgency of the situation.

<b>TYPE OF REFERRAL REQUESTED</b>	<b># OF CASES</b>	<b>% OF CASES</b>
Comprehensive Anti-Trafficking Services/Case Management	334	55.76%
Legal Services	106	17.70%
Emergency/Short-Term Shelter	64	10.68%
Mental Health Services	25	4.17%
Law Enforcement	22	3.67%
Transitional Shelter	16	2.67%
Other	10	1.68%
Long-Term Housing Assistance	8	1.34%
Transportation	7	1.17%
ESL/Language Services	3	0.50%
Unaccompanied Minor Services	2	0.33%
Employment Services	2	0.33%
<b>Grand Total</b>	<b>599</b>	<b>100.00%</b>

In the majority of hotline cases, victims sought referrals to anti-trafficking organizations that could advocate for their holistic needs and rights, provide emotional support, and coordinate additional services such as legal, counseling, medical, job training, education, ESL, long-term housing, and applying for state and federal benefits. In some cases, case managers working with survivors contacted the NHTRC for referrals to local organizations providing a myriad of services and benefits that were not available in-house.

The next most common request was for legal services. In more than **63%** of these cases, callers sought assistance with applying for T visas or other immigration remedies for human trafficking survivors. The remaining **37%** of cases was made up of a range of requests, including legal assistance for solicitation or prostitution charges incurred as a result of the human trafficking situation, assistance in pursuing civil cases, assistance in addressing back wages or other lost compensation, child custody and divorce assistance in cases where the trafficker was a spouse or intimate partner, general legal advocacy, and advice about legal rights and options.

Shelter was also a common need in various forms, making up just under **15%** of requests. Just as there are few trafficking-specific emergency shelters, there are few transitional shelters and long-term housing options for survivors of human trafficking. The NHTRC connected with local anti-trafficking service providers to help the callers explore shelter options in the existing local infrastructure for which the survivor may be eligible, such as transitional housing programs for victims of domestic or sexual violence or low-income housing programs.

#### VIGNETTE: DIRECT SERVICES REFERRALS

A mother contacted the NHTRC for referrals for her 16-year-old daughter, Jade. One week earlier, the mother had called the NHTRC in a panic. Four days before, she had reported Jade missing to the local police department. Jade was last seen being dropped off by a friend at the house of a 31-year-old man who Jade calls her boyfriend.

The mother's nephew found photographs of Jade on various websites advertising escort services. The nephew also found advertisements for two other teenage girls associated with the same phone number as the one listed in the advertisement for Jade. The mother and her nephew concluded that Jade was being forced to engage in commercial sex by a pimp. The NHTRC Call Specialist connected Jade's mother with a human trafficking task force and two days later, Jade was located and returned to her mother's house.

Now, Jade's mother was contacting the NHTRC to help locate long-term assistance for Jade. With her mother's support and referrals from the NHTRC, Jade decided to enroll in an out-of-state residential treatment program for minor victims of sex trafficking.

Several months after leaving an abusive labor situation, a woman sought help from a local pastor, who provided her with the number to the NHTRC for additional resources. When the woman called the NHTRC hotline, she explained that she had come to the U.S. from China to work in a nail salon. Upon arrival, her new employer told her that she had incurred a debt for coming to the U.S., and that the debt had increased to pay for licensing and other fees.

The woman and the other workers were housed in a very small, dirty apartment. The owner of the nail salon drove them to work each day, and they were never allowed to leave the apartment on their own. The woman worked from early in the morning until late at night seven days each week, with only a day off every couple of months. The salon owner told her that all of the money she earned went to her debt and housing fees. The workers were only given rice to eat, and at one point, the woman became ill from exhaustion and malnourishment. The salon owner became verbally abusive when the woman tried to take a break at work.

The woman managed to call a family friend who lived in the U.S., and the friend helped the woman leave the situation. Though she had been away from her employer for several months, the woman still had nightmares and feared that the nail salon owner would find her, because he had connections to acquaintances back in China. The NHTRC helped the woman connect with a local service provider, who provided long-term case management, counseling, and legal assistance.

## **SUMMARY OF KEY FINDINGS AND RECOMMENDATIONS**

1. **Crisis Services:** Victims of human trafficking leaving crisis situations have numerous and diverse needs, such as shelter, assistance in safely leaving the situation, and crisis support.
2. **Emergency Shelter:** More emergency shelters must be made available to victims of human trafficking, particularly adult male victims. This may include trafficking-specific shelters and other shelters with human trafficking expertise and programs. Existing emergency shelters should engage in training efforts and capacity evaluation to see if they can begin to assist these populations.
3. **Transportation Assistance:** Similarly, more transportation options need to be available to victims to address this need in a systemic rather than ad hoc manner. NGOs and government agencies should consider dedicating funding to meet this need, and should work with transportation companies to build partnerships.
4. **Crisis Response Protocols:** To ensure effective, quick, and safe responses to crisis situations, coalitions of service providers, law enforcement, and other emergency responders should design crisis response plans making sure to identify resources for all main crisis needs and all populations of victims. The NHTRC can provide numerous resources, and conduct trainings and phone consultations to assist with this process.
  - a. These stakeholders should work with the NHTRC to design specific crisis-response protocols.
5. **Long-term Services:** Human trafficking survivors have numerous long-term needs due to their experiences in the human trafficking situation, and communities need to devise plans to address these needs, particularly for comprehensive case management, long-term housing, and legal services.

## HUMAN TRAFFICKING DATA

### CASE REFERENCES POTENTIAL HUMAN TRAFFICKING

Each hotline case is evaluated for evidence of potential human trafficking, and is categorized as **High, Moderate, and No**. Cases categorized as “High” contain a high level of critical information and demonstrate key indicators relevant to identifying a human trafficking situation. Cases categorized as “Moderate” reference situations that contain several indicators and red flags of potential human trafficking situations, or resemble common types of trafficking or trafficking scenarios but lack certain core details of force, fraud, or coercion. Cases categorized as “No” do not reference specific instances or victims of human trafficking.

CASE REFERENCES POTENTIAL TRAFFICKING	# OF CASES	% OF CASES	# OF POTENTIAL VICTIMS REFERENCED*
No	8757	80.18%	Not Applicable
Moderate	1317	12.06%	1707
High	848	7.76%	1238
<b>Total</b>	<b>10,922**</b>	<b>100.00%</b>	<b>2945</b>

\* If the caller was unable to provide concrete information about specific victims, the number of potential victims was recorded as zero.

\*\*In 2011, the NHTRC received 19,427 calls corresponding to 10,922 unique substantive cases. A case refers to a specific report or request that originated as a call to the NHTRC hotline and may or may not reference a potential situation of trafficking.

### TYPE OF TRAFFICKING

Data collected by the NHTRC is based on caller-reported information and thus reflects the level and type of human trafficking awareness that exists within a given community. Due to higher awareness levels of particular types of trafficking and specific red flags that trigger more frequent reports to the NHTRC, our data is not representative of the full range of trafficking that exists in a particular city or area but rather those types that are being reported. The chart below provides a breakdown of the types of cases reported to the NHTRC in 2011.

TYPE OF TRAFFICKING SUMMARY	# OF CASES	% OF CASES
<b>SEX TRAFFICKING</b>	<b>1461</b>	<b>67.48%</b>
High	614	28.36%
Moderate	847	39.12%
<b>LABOR TRAFFICKING</b>	<b>497</b>	<b>22.96%</b>
High	147	6.79%
Moderate	350	16.17%
<b>NOT SPECIFIED*</b>	<b>149</b>	<b>6.88%</b>
High	70	3.23%
Moderate	79	3.65%
<b>SEX &amp; LABOR TRAFFICKING</b>	<b>58</b>	<b>2.68%</b>
High	17	0.79%
Moderate	41	1.89%
<b>Total</b>	<b>2165</b>	<b>100.00%</b>

\* Not Specified typically represents those calls where a self-identified survivor, law enforcement, or a service provider calls referencing a potential human trafficking situation but does not indicate the type of trafficking.

TYPE OF TRAFFICKING - DETAIL	# OF CASES	%OF CASES
<b>SEX TRAFFICKING</b>	<b>1461</b>	<b>67.48%</b>
Domestic Pimp-Controlled Prostitution	534	24.67%
Sex Trafficking - Not Specified	341	15.75%
Asian Massage Parlor	247	11.41%
Intimate Partner/Familial Trafficking	107	4.94%
Escort Service	54	2.49%
Pornography-Related	44	2.03%
Latino Residential Brothel	33	1.52%
Personal Sexual Servitude	30	1.39%
Stripping/Exotic Dancing	27	1.25%
Craigslist	12	0.55%
Latino Cantina Bar	12	0.55%
Asian Residential Brothels	11	0.51%
Latino Escort Delivery Service	9	0.42%
<b>LABOR TRAFFICKING</b>	<b>497</b>	<b>22.96%</b>
Peddling/Door-to-Door/Begging Rings	127	5.87%
Domestic Servitude/Domestic Worker	115	5.31%
Labor Trafficking - Not Specified	95	4.40%
Small Business	49	2.26%
Restaurant/Buffets	46	2.12%
Intimate Partner/Familial Trafficking	29	1.34%
Agriculture/Farms	21	0.97%
Construction	6	0.28%
Large Factory	6	0.28%
Religious Institution/Organization	3	0.14%
<b>NOT SPECIFIED</b>	<b>149</b>	<b>6.88%</b>
<b>SEX &amp; LABOR TRAFFICKING</b>	<b>58</b>	<b>2.68%</b>
<b>Grand Total</b>	<b>2165</b>	<b>100.00%</b>

The following two tables include demographic data for all human trafficking victims referenced in hotline calls in situations with high levels of trafficking indicators where this data is known.

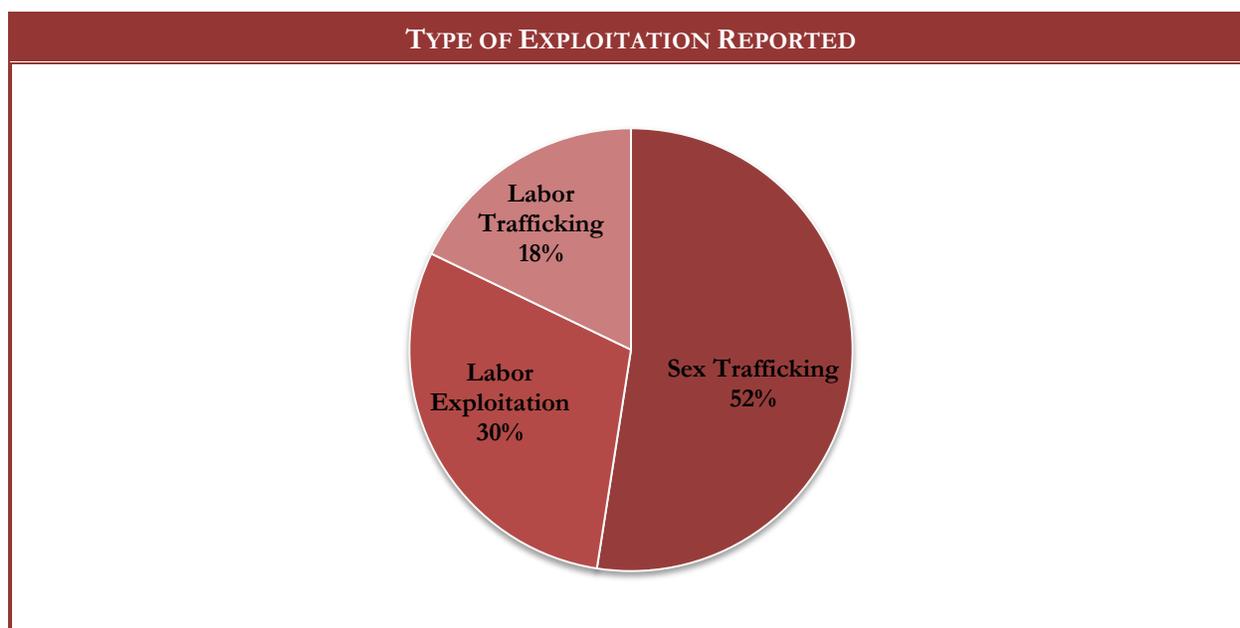
VICTIM DEMOGRAPHIC DATA	# OF CASES
Females	740
Males	84
Transgender	2
Adults	534
Minors	291
Foreign Nationals	306
U.S. Citizens/Legal Permanent Residents (LPR)	391

\* Note: Cases may involve both males and females, and in some situations demographic information is not reported. Number of cases is not meant to be cumulative.

NATIONALITIES OF POTENTIAL VICTIMS	# OF CASES
U.S. Citizen/Legal Permanent Resident (LPR)	391
Mexican	38
Filipino	20
Thai	11
Chinese	10
Indian	8
54 Additional Nationalities	104
<b>Total</b>	<b>582</b>

As illustrated in the previous charts on sex and labor trafficking, there is a significant differential between cases of sex and labor trafficking reported to the NHTRC. At first glance this may be interpreted to mean that sex trafficking is more prevalent in the U.S. However, these statistics do not represent the full picture. The disparity is likely due in part to greater public awareness, more numerous and targeted outreach efforts and educational campaigns, and increased media attention aimed at sex trafficking. Additionally, while it is not true in all cases, sex trafficking is often more easily recognizable to community members, the population that reports tips to the NHTRC with the greatest frequency.

With labor exploitation added to the chart below, it is clear that the NHTRC receives nearly equal reports about exploitation in labor and exploitation in commercial sex. The labor exploitation category refers to reports of diverse forms of labor abuses that are at high risk for human trafficking, but based on the current information provided by the caller, do not include sufficient indicators of force, fraud, or coercion to be categorized as cases of human trafficking. These cases may include the follow types of abuse: wage theft, excessive working hours, workplace discrimination and harassment, child labor violations, unsafe or unsanitary working or living conditions, and visa fraud. The NHTRC connects these high-risk callers with specialized legal advocates and other social services as well as relevant government agencies to ensure that their rights are protected, to help prevent further exploitation, and to reduce their vulnerability to potential human trafficking.



## CONCLUDING SUMMARY

Each year since 2007, the NHTRC has experienced significant increases in call volume, in the number of victims reported, in the number of cases reported to law enforcement, and in the number of victims directly calling the hotline seeking crisis assistance, emergency and long-term social services, and general support. This continued growth points to significant progress in identifying and supporting victims of human trafficking in the U.S. Additionally, these increases show the potential to accelerate progress in comprehensively addressing the needs of human trafficking survivors and to target strategic outreach, prevention, and intervention campaigns geared towards eradicating human trafficking.

However, as this report has also shown, significant gaps in services and lack of coordination in response strategies remain obstacles to effectively addressing human trafficking and assisting survivors. Emergency shelter for human trafficking victims, particularly male victims, and transportation assistance are severely limited in many areas. Long after a trafficking situation, survivors of human trafficking have complex service needs that require coordinated responses.

Despite progress, victim identification also remains a challenge. Increasing targeted awareness of the NHTRC hotline and educating on how to recognize human trafficking victims among key populations identified in this report is an important step, particularly among traditionally under-engaged stakeholders.

In addition to the need for increased awareness and access, this report has shown the need for a coordinated, institutionalized response to human trafficking cases in every community throughout the U.S. These strategies should include collaborative partnerships among law enforcement, service providers, and government agencies. Communities should work with the NHTRC to leverage the hotline as a tool for increasing victim identification and coordinating responses by building hotline reporting, referral, and emergency response protocols to ensure an effective response to trafficking in local communities.

The NHTRC hopes that the data and strategies presented in this report will be used to help overcome obstacles in identifying human trafficking victims, effectively responding to cases, and meeting the needs of survivors.