

## NATIONAL HUMAN TRAFFICKING HOTLINE AT-A-GLANCE

**WHO WE ARE:** The National Human Trafficking Hotline is a national anti-trafficking hotline and resource center serving victims and survivors of human trafficking and the anti-trafficking community in the United States, 24 hours a day, 7 days a week, every day of the year. The National Hotline has been operated since December 7<sup>th</sup>, 2007 by Polaris, a non-profit, non-governmental organization. The National Hotline is not a law enforcement or immigration agency. Funding is provided by the Department of Health and Human Services (HHS) and other private donors and supporters.

**OUR MISSION:** To provide trafficking victims and survivors with access to critical support and services to get help and stay safe, and to equip the anti-trafficking community with tools to effectively combat human trafficking. The National Hotline offers confidential round-the-clock access to a safe space to report tips, seek services, and ask for help. The National Hotline also provides innovative trainings, technical assistance, and capacity building support. The National Hotline serves all victims and survivors of sex and labor trafficking.

### **WHAT WE DO:**

#### **Available services include:**

- Comprehensive service referrals for victims and survivors of trafficking, including emergency and after-hours needs
- Tip reporting
- Training and technical assistance on a range of topics
- Comprehensive resources for the anti-trafficking field and anyone who wishes to get involved

#### **National Hotline Resources:**

- **Referral network** of more than 3,200 contacts, including anti-trafficking organizations, legal service providers, shelters, coalitions, task forces, law enforcement, and social service agencies serving human trafficking victims.
- **Online *National Human Trafficking Referral Directory***, a searchable directory of local emergency, transitional, and long-term social services for victims and survivors of trafficking. It also connects individuals with training and technical assistance and opportunities to get involved in their communities.
- **Specialized local and national response protocols** comprised of local, state, and federal law enforcement, task forces, coalitions, and social and legal service providers trained on trafficking and designated to respond to National Hotline cases.
- **Online Resource Library** containing diverse training and informational materials for community members, students, and professionals interested in learning more about the issue of human trafficking.
- **Hotline Statistics** based on aggregated non-personally identifiable information learned through signals -- phone calls, emails, and online tip reports -- received by the Hotline.

**WHO CAN CALL:** The National Hotline serves the United States and the U.S. territories. Anyone in need of assistance and/or information and resources related to the issue of human trafficking can contact the National Hotline and access our services including, but not limited to: victims and survivors of trafficking and their friends and family, service providers, community members, law enforcement, medical professionals, legal professionals, students, and policy makers.

**LANGUAGE CAPABILITY:** The National Hotline can speak with callers in more than 200 languages through a 24-hour tele-interpreting service. Bi-lingual Spanish-speaking Anti-Trafficking Hotline Advocates are also available. Hearing and speech-impaired individuals can contact the Hotline by dialing 711, the free national access number that connects to Telecommunications Relay Services (TRS).

**HOURS OF OPERATION:** The National Hotline is answered 24-hours a day, 7 days a week, every day of the year by specially trained Anti-Trafficking Hotline Advocates. Emails and online tip reporting forms are reviewed daily. Please call the Hotline for immediate assistance. Cases requiring urgent action receive an immediate response. The National Hotline responds to non-urgent requests within 1-3 business days.

**NATIONAL HOTLINE CONTACT INFORMATION:** *All communications with the National Hotline are confidential*  
**Hotline:** [1-888-373-7888](tel:1-888-373-7888) toll-free, 24 hours a day, 7 days a week, available in more than 200 languages  
**Tip Reporting Form:** [www.humantraffickinghotline.org/report-trafficking](http://www.humantraffickinghotline.org/report-trafficking)  
**Email:** [help@humantraffickinghotline.org](mailto:help@humantraffickinghotline.org)  
**Website:** <http://www.humantraffickinghotline.org>

\*\*\*\*\*

This publication was made possible through Grant Number 90ZV0102 from the Office on Trafficking in Persons, Administration for Children and Families, U.S. Department of Health and Human Services (HHS). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Office on Trafficking in Persons, Administration for Children and Families, or HHS.

\*\*\*\*\*

**TYPES OF CALLS RECEIVED BY THE NATIONAL HOTLINE:**

**CRISIS CALLS**

This category includes calls received from victims of 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 National Hotline has developed extensive crisis protocols and local emergency referral and reporting networks to ensure that Hotline staff are able to provide an immediate and tailored response to callers in crisis.

**TIPS**

This category includes calls received from individuals who wish to report tips related to potential trafficking victims, suspicious behaviors, and/or locations where trafficking is suspected to occur. Potential trafficking tips received by the National Hotline are reviewed by Hotline Supervisors and Case Analysts before being passed on to the appropriate local, state, or federal investigative and/or service agency equipped to investigate and/or respond to the needs of victims.

**TRAINING AND TECHNICAL ASSISTANCE (T&TA) REQUESTS**

Training and Technical Assistance calls include, but are not limited to requests for: specialized information on issues related to human trafficking, information about in-person and web-based trainings and presentations, and support for law enforcement, service providers, and other first responder and frontline professionals who need immediate technical assistance on a human trafficking case and/or to help a victim of human trafficking.

**REFERRALS**

This call category includes requests for service referrals for victims and 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 and counseling services, and transportation.

**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**

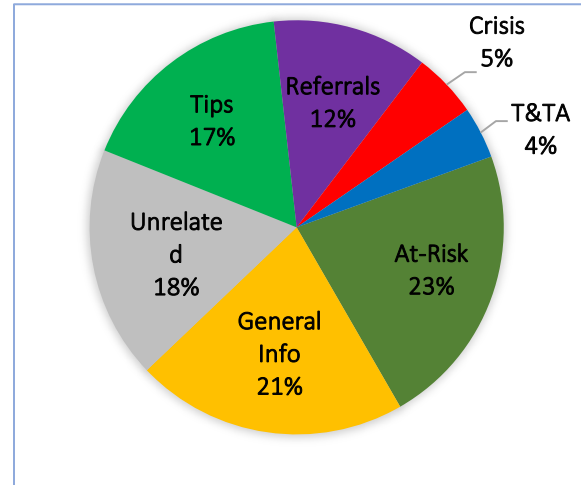
This category refers to calls referencing related forms of abuse and exploitation that may put individuals or specific populations at high risk for human trafficking, such as labor exploitation, domestic violence, sexual assault, child abuse, and runaway and homeless youth.

**UNRELATED & MISCELLANEOUS**

This call category refers to calls that are beyond the scope of the National Hotline's services. Anti-Trafficking Hotline Advocates refer callers to other national hotlines, other service providers, or other coalitions that are best equipped to fulfill the caller's request.

\*\*\*\*\*

For questions about the National Hotline, please visit [www.humantraffickinghotline.org](http://www.humantraffickinghotline.org) or email [help@humantraffickinghotline.org](mailto:help@humantraffickinghotline.org).



*Note: Percentages in chart refer to substantive calls only.*