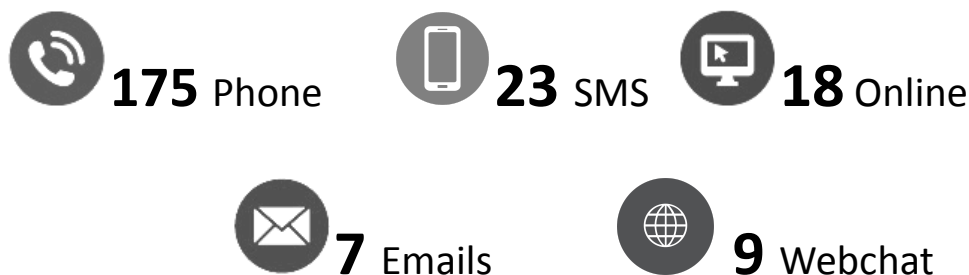


OVERVIEW OF INCOMING SIGNALS

The following information is based on incoming communication with the National Human Trafficking Hotline from January 1, 2020 – December 31, 2020 about human trafficking cases and issues related to human trafficking in Massachusetts. Communication can take the form of **phone calls, SMS, Webchat¹, online tip reports², or emails**. Communication regarding topics unrelated to human trafficking are not included in this report. In 2020, the National Human Trafficking Hotline received a total of **232** substantive³ phone calls, SMS, Webchats, emails, or online tip reports from Massachusetts.



¹ Webchats are a means of communicating with hotline staff directly on the website using the online chat feature

² Online tip reports are a standardized form which can be completed on the website, allowing signalers to provide details without directly interacting with hotline staff.

³ Substantive signals excludes hang-ups, wrong numbers, missed signals and signals in which the National Hotline could not determine the signaler's reason for contacting the Hotline

SUBSTANTIVE SIGNAL DATA

The following statistics are based solely on substantive signals about human trafficking and issues related to human trafficking made to the National Human Trafficking Hotline between January 1, 2020 and December 31, 2020 from signalers in Massachusetts at the time of their call. Substantive signals exclude hang-ups, missed calls, wrong numbers, and signals in which the signaler's reason for calling is unknown.

Number of Substantive Signals Received from Massachusetts: **232**

This constitutes the 35th highest signal volume of all 50 states and Washington, D.C. in 2020.

SIGNALER TYPE	# OF SIGNALS	% OF SIGNALS
Victim of Trafficking	68	29%
Community Member	36	16%
Other	25	11%
Victim of Other Crime	20	9%
NGO Representative	16	7%
Family of Trafficking Victim	14	6%
Not Specified	9	4%
Victim of Labor Exploitation	8	3%
Medical Professional	8	3%
Legal Professional	7	3%

Law Enforcement	7	3%
Friend of Trafficking Victim	6	3%
Student	3	1%
Caller Types Referenced Fewer than Three Times ¹	5	2%
TOTAL # OF SUBSTANTIVE SIGNALS	232	

¹To protect the identity of the people we serve, the National Human Trafficking Hotline does not disclose exact statistics related to venues, industries, victim information or caller information referenced fewer than three times.

DATA ABOUT HUMAN TRAFFICKING SITUATIONS

Each request submitted to the hotline is evaluated for evidence of potential human trafficking. **In Massachusetts, a total of 81 unique situations (incidents) of potential human trafficking were reported to the hotline.**

PRIMARY REASON FOR CONTACTING THE NATIONAL HOTLINE	# OF SITUATIONS	% OF SITUATIONS
Access Service Referrals	26	32%
Report a Trafficking Tip	50	62%
Request Crisis Assistance	5	6%
Request General Information ²	0	0%
TOTAL # OF SITUATIONS	81	

²Requests for general information are situations in which an individual who is aware of a specific situation of potential trafficking may contact the National Human Trafficking Hotline for general information about human trafficking or to learn more about services available to trafficking victims. Requests for T&TA (Training and Technical Assistance) are situations in which service providers or law enforcement working with a victim of trafficking contact the National Hotline for technical assistance.

VENUE/INDUSTRY OF POTENTIAL TRAFFICKING	# OF SITUATIONS	% OF SITUATIONS
Sex	62	77%
Venue Not Specified	37	46%
Pornography	6	7%
Residence-Based Commercial Sex	4	5%
Illicit Massage/Spa Business	4	5%
Escort/Delivery Service	4	5%
Online Ad, Venue Unknown	4	5%
Venues Referenced in Fewer than Three Cases ⁴	3	4%
Labor	5	6%
Industries Referenced in Fewer than Three Cases ⁴	5	6%
Sex and Labor	5	6%
Trafficking Type Not Specified⁵	9	11%
TOTAL # OF POTENTIAL TRAFFICKING SITUATIONS	81	100.0%

⁴To protect the identity of the people we serve, the National Human Trafficking Hotline does not disclose exact statistics related to venues, industries, victim information or caller information referenced fewer than three times.

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⁵Cases where trafficking type is not specified typically occur when a law enforcement agent or service provider contacts the National Hotline for resources and referrals but does not disclose details about the trafficking situation due to confidentiality. This category also includes cases in which the person reporting the information references human trafficking but does not provide further detail regarding the presence of labor or commercial sex. These cases are often submitted to the National Hotline through anonymous online tip reports.

VICTIM DEMOGRAPHICS ⁶	# OF SITUATIONS	% OF SITUATIONS
Adults	50	62%
Minors	18	22%
Females	67	83%
Males	10	12%
Gender Minorities ⁷	Fewer than Three Times ¹⁰	
US Citizens/Legal Permanent Residents	4	5%
Foreign Nationals ⁸	8	10%
NON-CUMULATIVE ⁹		

⁶These statistics are non-cumulative. Cases may involve multiple victims and include female, male, transgender and gender non-conforming individuals, foreign nationals and U.S. citizens, adults and minors. In some cases, demographic information is not reported. This table shows the number of cases referencing each demographic and not the number of individual victims.

⁷Gender minorities includes any individuals whose gender identified was not cisgender male or female. This would include individuals who identify as transgender male, transgender female, two-spirit, agender, genderfluid, or other specified genders

⁸A Foreign National in this data set is defined as any individual who is not currently a US Citizen or Legal Permanent Resident.

⁹These statistics are non-cumulative. Cases may involve multiple victims and include female, male, transgender and gender non-conforming individuals, foreign nationals and U.S. citizens, adults and minors. In some cases, demographic information is not reported. This table shows the number of cases referencing each demographic and not the number of individual victims.

¹⁰To protect the identity of the people we serve, the National Human Trafficking Hotline does not disclose exact statistics related to venues, industries, victim information or caller information referenced fewer than three times.

Important Note: The data displayed in this report was generated based on information communicated to the National Human Trafficking Hotline via phone, SMS, Webchat email, and online tip report. The National Human Trafficking Hotline cannot verify the accuracy of the information reported. This is not a comprehensive report on the scale or scope of human trafficking within the state. These statistics are accurate as of 07/01/2021. They may be subject to change as new information emerges.