

ANNUAL REPORT – 2010

NATIONAL HUMAN TRAFFICKING RESOURCE CENTER (NHTRC)

JANUARY 1ST, 2010 – DECEMBER 31ST, 2010

ISWFACE NOTES: Polaris Project, which has the contract for running the NHTRC, reports that in 2010 it received a total of 471 phone calls 'referencing potential human trafficking' cases, and the Melissa Data website (where you can find how much income non profit organizations received each year) reported that in 2010, Polaris Project listed on its form 990 an income of \$3,266,852. So each of the 471 phone calls it received cost the taxpayers \$6,935.99. The other phone calls it received related to 'concerned individuals contacting the organization to report suspicious behavior' as well as 'training' and giving general information. In other words, the tax payer is being 'screwed' by the anti- trafficking hysteria which claims that the increased calls from 2010 to 2011 (from 471 to 756) is 'a real groundswell' of interest. That same year, there were over 80,000 reported rapes- actual cases where a victim asked for help and the police managed to apprehend about 20% of the alleged rapists. There is no information available on how many alleged rapists were convicted or sent to prison. Number of arrests for rape: 17,132 Number of prostitution arrests: 52,211 where all participants involved were adult and consenting, none of them called the police to report being a victim.

POLARIS PROJECT

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INTRODUCTION

Overview of the Report:

The NHTRC records and manages data received through calls made to the NHTRC hotline using an online case management system through Salesforce.com. The data displayed in this report was generated based on limited criteria from calls received by the NHTRC hotline. This is not a comprehensive report on the scale or scope of human trafficking within the United States. 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 up to the nearest tenth.

Data Sets:

The following report covers National Human Trafficking Resource Center (NHTRC) hotline data generated between **January 1st, 2010 and December 31st, 2010.**

The NHTRC Case Tracking Database can collect up to 150 unique Case, Call, and Caller variables for purposes of performance measurement, quality control, trend analysis, and internal data tracking. Calls vary greatly in their subject matter, time, and length, and all variables may not be relevant for all calls. Additionally, all data is based on information reported by the caller and callers vary in the level of detail they have available and their willingness to share information with the NHTRC. Thus data captured may vary significantly for each call and multiple fields may be left blank. This variance means that the totals for some data sets will not reach the full total of 11,874 calls, and in other tables those calls with missing data may be labeled as Not Specified.

For required variables the data set includes *substantive* calls and cases only. *Non-substantive* call and case data is excluded unless otherwise specified. For variables that are not required, data is collected only from calls or cases where at least one variable option was selected; those where the variable is unknown and/or left blank are excluded.

Note: *All data is derived from information provided the caller as recorded by the NHTRC Call Specialist who took the caller. Polaris Project cannot verify the accuracy of information provided by the caller. Polaris Project does not investigate tips or other information received by the National Human Trafficking Resource Center. Information provided in this report is not a statement of fact but rather a record of information communicated to the National Human Trafficking Resource Center.*

Glossary of Select Terms:

CASE: Refers to a unique request or inquiry opened through a call to the NHTRC hotline. Cases fall into one of six separate and mutually exclusive categories: Crisis, Tips, Referrals, General Information, Training & Technical Assistance, and Related & Miscellaneous (see page 7 for additional details). Each case has at least one hotline call associated with it. Cases may have multiple hotline calls and/or multiple callers depending on the nature of the case. All calls, including non-substantive calls (see below for definition) will either generate a new case or will be linked to an existing case.

CALL: Each call to the hotline is counted as a unique call and corresponds with a specific case. Each call is also associated with a specific contact, the individual who placed the hotline call.

CALLER: Each individual who calls the NHTRC hotline is recorded as a unique hotline caller. A caller may be associated with multiple hotline calls and multiple cases.

CALL SPECIALIST: Refers to NHTRC staff member who answer hotline calls. Hotline calls where the NHTRC Call Specialist spoke with the caller and obtained some information are considered substantive

NOT SPECIFIED: NHTRC data is based on and limited to information conveyed to the NHTRC Call Specialist by the caller. The level of detail provided varies on each call and the “Not Specified” option is selected when there is insufficient information available on a specific variable. Information may be unavailable for the following reasons: 1) the caller does not know or have the requested information; 2) the caller does not wish or is not able to provide the information – this is typical for service providers and law enforcement who cannot share details due to confidentiality issues; 3) the information was not requested during the call or was not relevant to the purpose of the call – this is most common reason Not Specified is selected for calls requiring an urgent or emergency response.

NON-SUBSTANTIVE: Hotline calls designated as hang-ups, wrong numbers, and missed calls are considered to be non-substantive calls, and will generate non-substantive cases. Non-substantive call and case data is excluded from most data sets in this report, unless otherwise specified.

SUBSTANTIVE: Hotline calls where the NHTRC Call Specialist spoke with the caller and obtained some information are considered substantive. The exception is wrong numbers.

TRAFFICKING = YES: Hotline calls that contain high levels of critical information, have significant details, and demonstrate key indicators of potential human trafficking.

TRAFFICKING = Unknown: Hotline calls that contain several indicators and red flags of potential trafficking situations, or resemble common patterns of trafficking, but lack certain core details of force, fraud, or coercion.

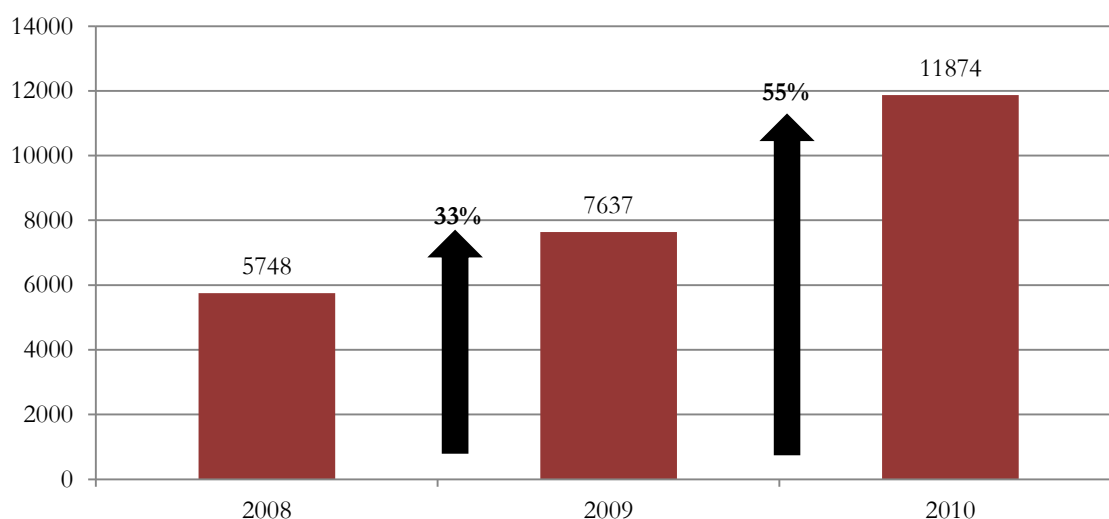
NATIONAL HUMAN TRAFFICKING RESOURCE CENTER (NHTRC) CALL DATA ANNUAL REPORT

This report covers call data from the third full year of Polaris Project's Operation of the National Human Trafficking Resource Center (NHTRC) from **January 1st 2010 to December 31st, 2010.**

GENERAL CALL AND CASE DATA

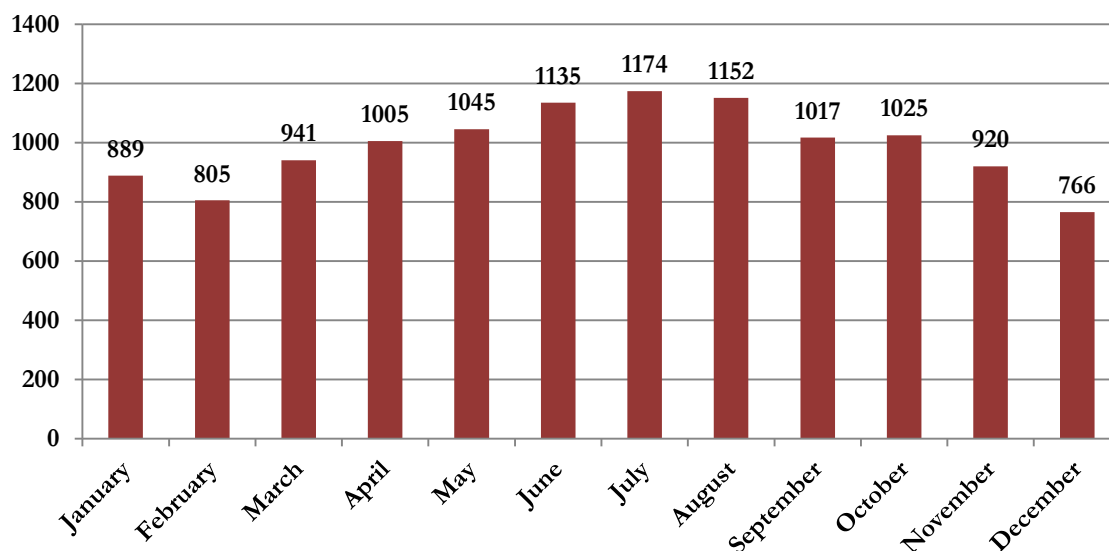
SUMMARY OF 2010 DATA	
Total <u>Calls</u> per Period	11,874 calls
New <u>Cases</u> Opened	10,814 cases
<u>Emails</u>	741 emails
Average <u>Calls</u> per Day	32.53 calls
Average <u>Calls</u> per Business Day (Mon – Fri)	37.87 calls
Average <u>Calls</u> per Weekend Day (Sat – Sun)	19.14 calls
Average Duration of Substantive <u>Calls</u>	9 minutes

Comparison of Total Call Volume by Year*
With Percentage Increase



* Polaris Project began operation of the National Human Trafficking Resource Center on December 7th, 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 2010



TYPE OF CALL	# OF CALLS	% OF TOTAL CALLS
SUBSTANTIVE CALLS		
Call Completed to Finish	8505	71.63%
Caller Hung up Midway	413	3.48%
Call Disconnected	202	1.70%
NON - SUBSTANTIVE CALLS		
Hang-up/Non-Starter	1801	15.17%
Wrong Number	777	6.54%
Missed*	98	0.82%
Call Declined by NHTRC	78	0.66%
TOTAL	11874	100%
TOTAL RESPONSE RATE** (EXCLUDES MISSED CALLS)	11776	99.2%

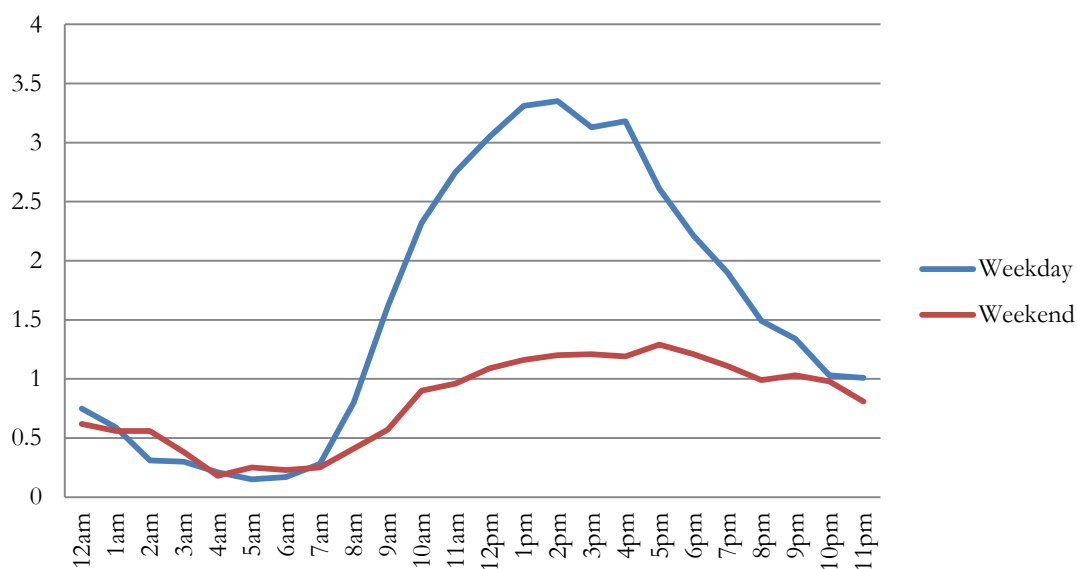
*Of the total missed calls, 82 (84%) resulted when the NHTRC Call Specialist was assisting a caller on the other line and was unable to respond; the remaining 16 (16%) resulted from technical difficulties.

**The NHTRC maintains a voicemail with explicit instructions in English in Spanish on how to access emergency services, leave a message, and/or contact the hotline again at a later time. Callers may have left a message which Call Specialists could then follow up with; Many callers after receiving the initial voice message hung up and called again later. Eleven of the missed calls later resulted in substantive cases, for a total response rate of 99.3 of the total calls received. Missed calls typically occur in off hours when the hotline is staffed by only one Call Specialist and during discrete media events without prior notification of the segment airing to allow for sufficient staffing. Airing of the NHTRC hotline number on television can generate as many as ten times the normal average call volume during the initial 5-10 minutes after the number is aired.

The NHTRC also tracks whether hotline calls require additional action or follow up after the call has ended. In 2010, a total of **3610 calls** or **30.4%** of calls required follow up. Follow up activities included reporting information to law enforcement or service providers; contacting the caller again via phone, email, or post with referrals or additional information; coordinating crisis responses with law enforcement and service providers. The majority of calls are completed on the initial call.

FOLLOW-UP STATUS	# OF CALLS	% OF TOTAL CALLS
Not Required	8264	69.60%
Required	3610	30.4%
Completed	3484	29.34%
Unable To Complete	125	1.05%
Long Term Pending	1	0.01%
TOTAL	11,874	100%

Average Call Volume by Hour of the Day



REASON FOR CONTACTING THE NHTRC

The NHTRC classifies all requests/inquiries into ten unique categories, which includes seven topical color codes and three additional categories for calls where no color code is appropriate. Categories are mutually exclusive. When faced with a call that could fit into multiple categories, the NHTRC will select the color code that best represents the nature of the caller's request, the primary purpose for the call, or the more urgent request if there are multiple.

RED – Crisis refers to those calls in which there is a threat of imminent danger or harm to a potential victim of human trafficking and an immediate response is required - this may include law enforcement intervention, service provider intervention, or emergency medical assistance.

GREEN – Tip calls in this category may include information regarding trafficking victims, suspicious behaviors, and/or locations where trafficking may be occurring. In order to be classified as a tip there must be red flags, elements of force, fraud, or coercion, and/or typical schemes, plans or patterns of known trafficking occurring.

BLUE – Training and Technical Assistance calls often include, but are not limited to requests for: specialized information; programmatic and project support; phone consultations; materials reviews; trainings and presentations; and/or direct intensive technical assistance.

YELLOW – General Information includes calls requesting general information and resources on the issue of human trafficking, such as legal definitions, scope, statistics, types, and prevalence. This category also includes all volunteer and media requests.

PURPLE – Referrals includes requests for service referrals for victims 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.

GREY – Related and Miscellaneous category applies to calls that are either unrelated to the issue of human trafficking and the purpose of the NHTRC, or related to the issue of human trafficking in some way, but outside of the scope of NHTRC services, such as sexual assault or general labor issues.

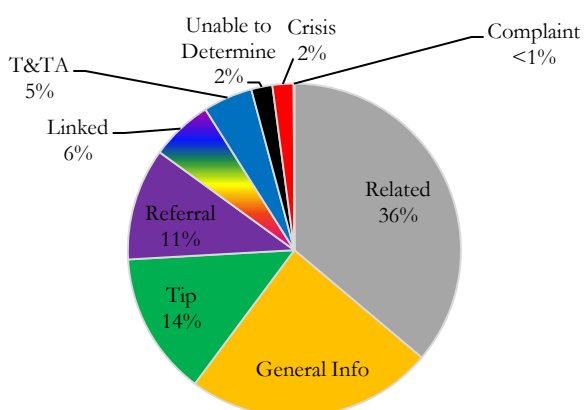
ORANGE – Complaints category is used to describe calls in which dissatisfaction with one or more of the following is expressed by the caller: NHTRC service/handling of a call/response time; inappropriate/incorrect referral provided by the NHTRC on a previous call; or a referral organization's treatment of/response to the caller.

A **Linked Call** describes a follow-up or subsequent call that refers back to an earlier request or previously reported tip, where the caller provides little or no additional substantive information, and the nature of the caller's original request has not changed. If new substantive information is included or if the nature of the caller's request has changed, a color-coded category will be assigned.

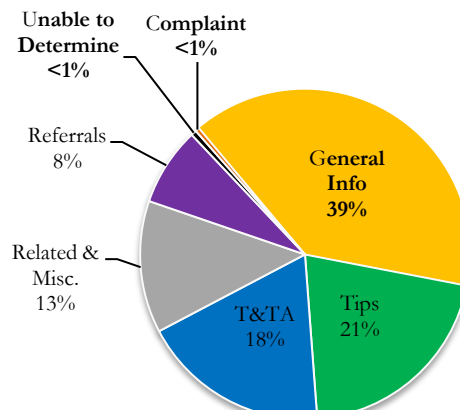
The **Unable to Determine** category is chosen when the nature of the caller's request or reason for calling is unknown; when the caller has hung up midway or was disconnected before providing sufficient details to assign a specific color-coded category.

REASON FOR CONTACTING THE NHTRC	# OF CALLS	# OF EMAILS
RED – Crisis	189	0
GREEN – Tip	1284	154
PURPLE – Referral	1005	57
BLUE – T&TA	443	137
YELLOW – General Information	2218	290
GREY – Related & Misc.	3335	96
Unable to Determine	225	4
Linked	556	N/A
ORANGE –Complaint	7	3

*All percentages are calculated out of the 9120 substantive calls figure and exclude the 2754 non-substantive calls.



CALLS



EMAILS

TRAFFICKING DATA

One of the most important variables related to a call is **Call References Potential Trafficking**. Call Specialists choose one of the following three options: YES, NO, or UNKNOWN. See page X for a definition of each.

CALL REFERENCES POTENTIAL TRAFFICKING	# OF CALLS	% OF TOTAL CALLS	TOTAL # OF POTENTIAL VICTIMS REFERENCED
No	9518	80.16%	N/A
Unknown	1303	10.97%	1427
Yes	1053	8.87%	1118
TOTAL	11,874	100%	2545

NOTE: In many of the calls, if the caller was unable to provide concrete information about specific victims, the number of potential victims was recorded as zero.

For those calls where “Call References Potential Trafficking” equals “YES”, the standard for these variables is very high and does not include those calls where situations described are merely suspicious and/or where other criminal activity may be taking place. In 2010, a total of 1118 unique potential victims were referenced in cases classified as Potential Trafficking = YES. Of these, 634 were potential victims of sex trafficking, 388 were potential victims of labor trafficking, 39 were potential victims of sex and labor trafficking, and an additional 57 were potential victims of trafficking in cases where the type of trafficking was not specified.

Calls classified as “Call References Potential Trafficking” equals “UNKNOWN” reference situations with indicators of potential trafficking, but without sufficient information about key details to be classified as “YES.” An additional 1427 unique victims were referenced in calls marked as Unknown.

Data where Call References Potential Trafficking = YES

The following data sets reflect information from the 1053 calls where YES was selected. In order to mark a call as YES, the call must demonstrate a high level of information relevant to human trafficking including: specific elements of force, fraud, or coercion; description of recruitment techniques, harboring, or transportation; description of work conditions, abuse suffered, and threats levied, etc.

TYPE OF TRAFFICKING	# OF CALLS	% OF CALLS
Sex Trafficking	684	64.96%
Labor Trafficking	252	23.93%
Not Specified*	82	7.79%
Sex and Labor Trafficking	32	3.04%
Organ Trafficking	3	0.28%
TOTAL	1053	100%
The number of calls that reference sex trafficking are more than double those of labor trafficking. However, an additional 982 calls refer to Exploitative Labor situations, classified as GREY – Related Calls. Together, labor trafficking and labor exploitation calls total 1234 calls.		

* Not specified typically represents those calls where an individual, a self-identified survivor, Law Enforcement or a Service Provider has called in referencing a potential trafficking situation but does not indicate the type of trafficking.

The table below breaks down the broader category above into specific types of trafficking and notes the number of calls where this type of trafficking was involved. Note that this is non-cumulative, since more than one specific type of trafficking may be occurring in a given situation.

The category labeled “Other” could include: hotline calls from case managers, attorneys, law enforcement and others referencing a trafficking case but not sharing specific details as to the type of trafficking that has occurred; historical or current victims who self identify as trafficking victims but who do not want to share information as to the type of trafficking they experienced; and other assorted instances where the type of trafficking is not known but there is substantive reason to believe it is a case of human trafficking.

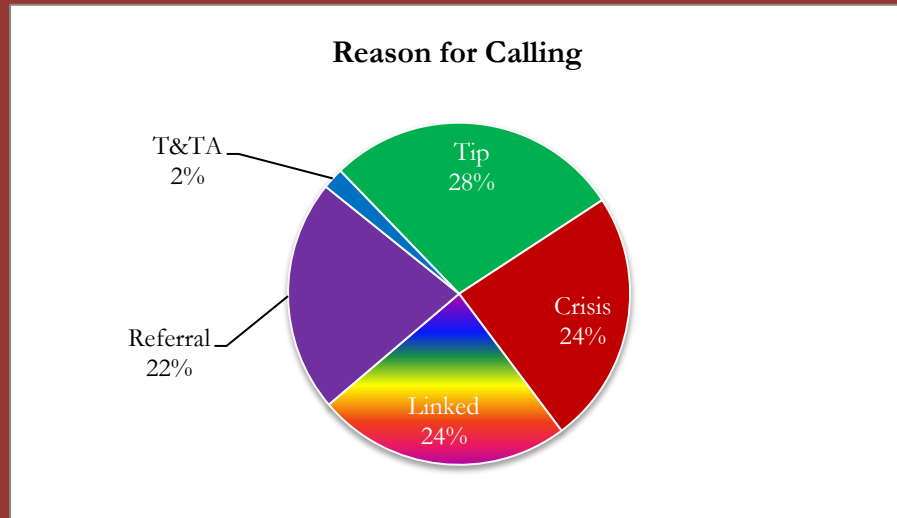
LABOR TRAFFICKING - DETAIL	# OF CALLS	% OF CALLS
Domestic Servitude/Domestic Worker	127	50.4%
Labor Trafficking – Other	33	13.1%
Construction – Building	19	7.54%
Restaurant/Bufkets	18	7.14%
Small Business (Nail salon)	18	7.14%
Not Specified	15	5.95%
Peddling/Door-to-Door/Begging rings	14	5.56%
Agriculture/Farms	9	3.57%
Intimate Partner/Familial Trafficking	6	2.38%
Labor Trafficking	252 (non cumulative)	

SEX TRAFFICKING - DETAIL	# OF CALLS	% OF CALLS
Pimp-Controlled Trafficking	342	50%
Sex Trafficking - Other	156	22.81%
Not Specified	59	8.63%
Intimate Partner/Familial Trafficking	59	8.63%
Stripping/Exotic Dancing	48	7.02%
Escort Service	48	7.02%
Craigslist	45	6.58%
Latino Residential Brothel	22	3.22%
Asian Massage Parlor	22	3.22%
Pornography-related	20	2.92%
Latino Cantina Bar	11	1.61%
Latino Escort Delivery Service	8	1.17%
Korean Room Salon/Hostess Club	2	0.29%
Sex Trafficking and Labor Trafficking	2	0.29%
Asian Residential Brothels	1	0.15%
Phone Chat Line	1	0.15%
Sex Trafficking	684 (non cumulative)	

SPOTLIGHT: DOMESTIC WORKER LABOR TRAFFICKING

Total Number of Calls Referencing Domestic Workers: 127 calls

TOP FIVE STATES <i>in descending order</i>	TOP FIVE CALLER TYPES <i>in descending order</i>
California	Potential Victim of Trafficking
New York	Community Member
Washington, DC	NGO
Maryland	Family Member of Potential Victim
Virginia	Friend of Potential Victim



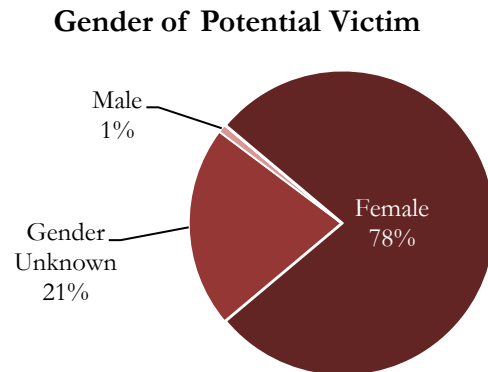
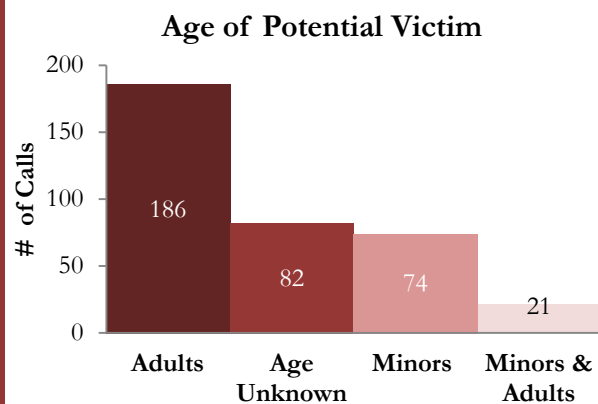
The following vignette is representative of the types of calls received by the National Human Trafficking Resource Center and is meant for informational purposes only. Identifying information has been changed and/or omitted.

A woman came to the United States from Thailand to work for a family as a housekeeper. She was required to work without pay for very long hours without breaks and was required to do work that was not specified in her contract. Her employers were demanding and verbally abusive. She was not allowed to contact her family, and she could only make phone calls when her employers were out of the house. The employer had arranged for her work visa and told the woman that she would be deported if she ended her employment with the family. Because she did not feel that she could safely leave the house, she contacted the National Human Trafficking Resource Center (NHTRC) hotline, which she found in a pamphlet provided to her when she received her work visa. Over the course of several phone calls, the NHTRC provided support over the phone and helped her with safety planning. With the caller's permission, she was connected with a human trafficking task force and a law enforcement officer who helped her safely leave the house and go to a shelter. The shelter staff connected the woman with a lawyer who helped her pursue immigration assistance available to victims of human trafficking.

SPOTLIGHT: PIMP-CONTROLLED SEX TRAFFICKING

Total Number of Calls Referencing Pimp-Controlled Sex Trafficking: 342 calls

TOP FIVE INTERSECTIONS <i>Situations of pimp-controlled sex trafficking also involved the following, in descending order:</i>	TOP FIVE CALLER TYPES – <i>In descending order</i>
Craigslist	Family Member of Potential Victim
Escort Service	Potential Victim of Trafficking
Stripping/Exotic Dancing	Community Member
Asian Massage Parlors	Purchaser of Commercial Sex
Intimate Partner/Familial Trafficking	Friend of Potential Victim



NATIONALITY OF POTENTIAL VICTIM	# OF CALLS
U.S. Citizens	208
Nationality Unknown	118
Foreign Nationals	16
U.S. Citizens & Foreign Nationals	2

HOTLINE TRENDS

In 2010, the NHTRC tracked a number of trends related to information reported on hotline calls. These trends were reported on multiple call categories, including tips, referral requests, crisis calls, and related and miscellaneous requests.

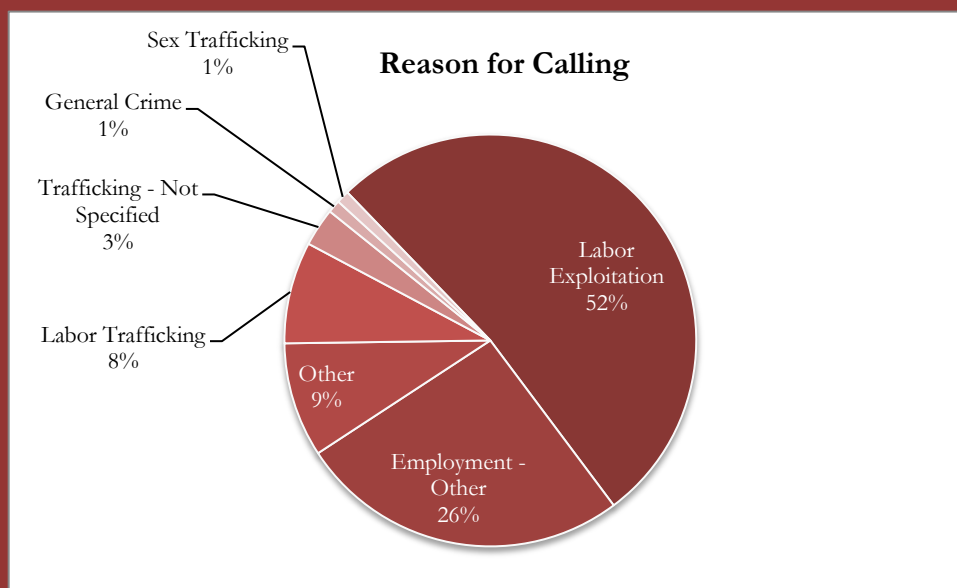
CALLS REFERENCING WORK & TRAVEL VISAS	# OF CALLS	% OF SUBSTANTIVE CALLS*
J-1 Visa	299	3.28%
H-2A Visa	189	2.07%
H-2B Visa	186	2.04%
Visa	89	0.98%
A-3/G-5 Visa	27	0.30%
H-1B Visa	25	0.27%
TOTAL	815	8.94%

*All percentages are calculated out of the 9120 substantive calls figure and exclude the 2754 non-substantive calls.

J-1 VISA SPOTLIGHT

In 2010, the NHTRC saw a significant increase in calls referencing the J-1 visa program. Many of these callers learned of the NHTRC through the Department of State's *Know Your Rights* Pamphlet, and in most cases the visa holder called on his/her own behalf. The J-1 visa is granted to individuals who enter the United States in order to promote the interchange of persons, knowledge, and skills in the field of education, arts and sciences.

J-1 visa holders contacted the hotline to report problems with employment, housing conditions, and transportation, and with questions about their rights under the visa program. J-1 visa holders also reported situations of labor exploitation and potential trafficking. The following chart shows the reasons callers contacted the NHTRC in the 299 calls regarding J-1 visas.



SPOTLIGHT: TRUCK STOPS

The NHTRC has received numerous calls referencing potential human trafficking and other crimes or suspicious situations at truck stops. The majority of these calls are tips, frequently about potential trafficking that is occurring during the call or was witnessed just prior to the call.

SUMMARY

Calls Referencing Truck Stops: 41 calls

Calls Referencing Potential Trafficking at Truck Stops: 29 calls, 70.73% of all calls referencing truck stops

TYPES OF POTENTIAL TRAFFICKING AT TRUCK STOPS

Sex Trafficking: 25 calls or 86.21%

Not Specified: 4 calls or 13.79%

POTENTIAL VICTIMS OF SEX TRAFFICKING AT TRUCK STOPS*

Minors: 16 calls or 64%

Foreign Nationals: 0 calls or 0%

Females: 24 calls or 96%

Adults: 13 calls or 52%

U.S. Citizens: 15 calls or 60%

Males: 0 calls or 0%

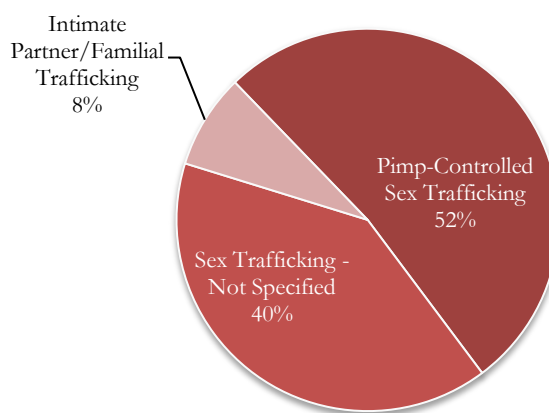
Age Not Specified: 5 calls or 20%

Nationality Not Specified: 10 calls or 40%

Gender Not Specified: 1 call or 4%

**Data includes all 25 calls referencing potential sex trafficking. Some calls may involve multiple victim populations and other calls may not have information regarding victim demographics. Thus, these statistics are non-cumulative.*

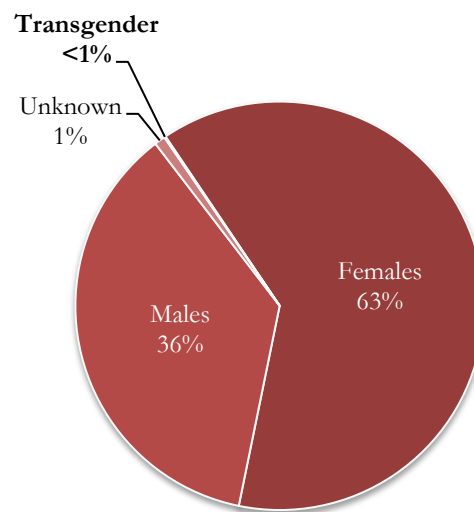
Sex Trafficking At Truck Stops: Detail



The following vignette is representative of the types of calls received by the National Human Trafficking Resource Center and is meant for informational purposes only. Identifying information has been changed and/or omitted.

While driving through Flagstaff, Arizona late at night, a trucker pulled over at a truck stop near the highway. The driver observed a man who appeared to be in his late thirties with a young girl who appeared to be around 13 years old. At first the driver didn't think anything was wrong, but after observing the man and the young girl approach several other truckers, the driver became increasingly suspicious. The driver spoke with one of the other truckers, who told him that the man with the young girl was offering to sell her for commercial sex to the various truckers they had approached. The driver had not been to this particular truck stop in the past, and he asked the other trucker if he had seen the man and the girl before. After indicating that the situation was not new, the other trucker explained that, while he was disturbed by what was occurring he did not know what to do with the information. The driver decided to contact the National Human Trafficking Resource Center (NHTRC), since he had heard about the human trafficking hotline on a radio spot by Truckers Against Trafficking. After receiving the driver's report, the NHTRC reported the information to a federal law enforcement taskforce that works specifically on cases of commercial sexual exploitation of children.

CALLER DATA



Caller Gender

Community members are consistently the highest percentage of callers into the hotline. Potential victims of human trafficking calling in on their own behalf, is noted below at 5.19%. Also note the 9.38% of individuals who call in as victims of exploitative labor practices that do not give indications based on information shared during the call that their situation rises to the level of labor trafficking.

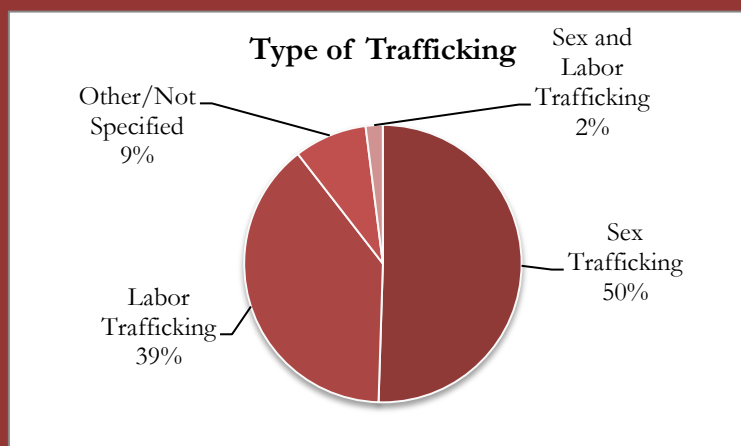
CALLER TYPE	% OF CALLS WHERE CALLER TYPE IS KNOWN
Community Member	39.38%
Potential Victim of Labor Exploitation	9.38%
Potential Victim of Trafficking	5.19%
NGO – Other	5.09%
Student	4.87%
Potential Victim of Other Crime	4.57%
Visa Holder	4.32%
Family Member of Potential Victim	3.52%
NGO – Anti-trafficking	3.21%
Unknown	2.72%
Friend of Potential Victim	2.21%
Government	1.95%

Faith-based Organization/Representative	1.83%
Local Law Enforcement	1.60%
Other	1.38%
Possible John/Hobbyist	1.25%
Press/Media	1.24%
Medical Professional,	1.24%
TOTAL	94.95*%

*The remaining 5.05% of callers consisted of the following, in descending order (each representing less than 1% of the calls where Caller Type is known): Legal Professional, Educator, Business, Trucker, Federal Law Enforcement, Rescue & Restore Coalition Member, Military Personnel, DOJ/BJA Task Force Member, Foreign Government, Airline/Airport Personnel, Potential Controller.

CALLS FROM TRAFFICKING VICTIMS SPOTLIGHT

Victims of human trafficking called the NHTRC hotline to report cases, request referrals, and obtain crisis assistance. The following charts show the primary purpose of calls from potential victims, and the types of trafficking referenced by potential victims.



The table below shows how our Callers learned about the NHTRC hotline. The five most consistent means through which callers learned about the hotline number are: internet searches, prior knowledge of the NHTRC, the Department of State Know Your Rights Pamphlet, referral, and word of mouth. Unknown indicates that: it may have been a Non-Starter call, a call where it was not possible to gather this information, or a call where the caller did not wish to report this data or the data was not known.

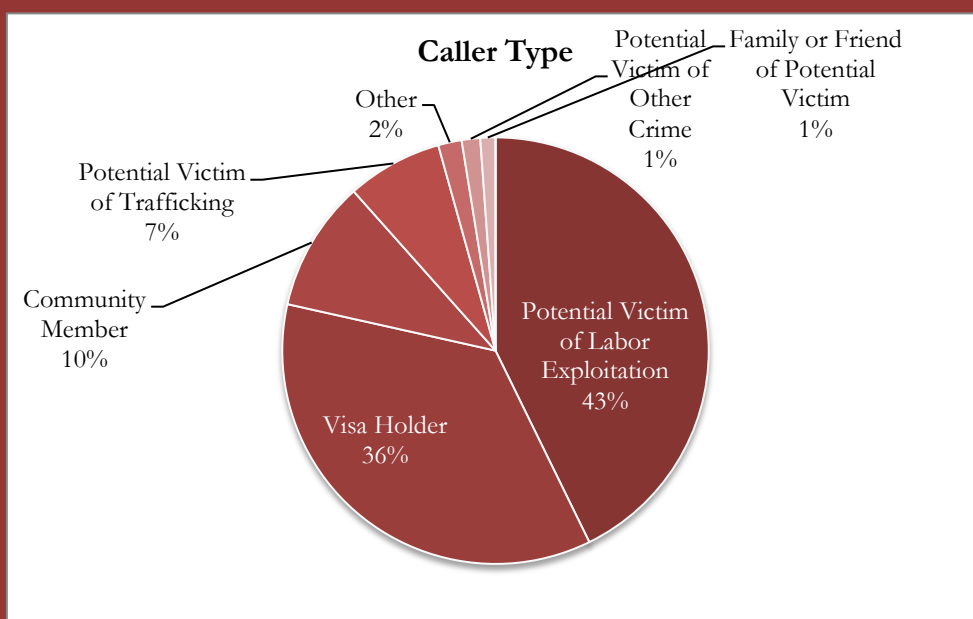
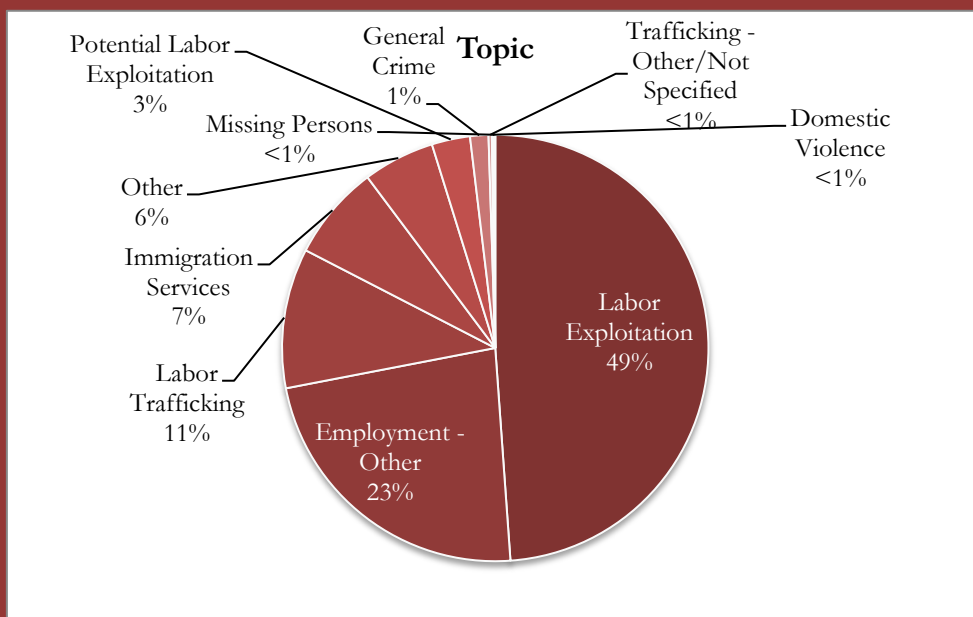
HOW CALLER FOUND NHTRC HOTLINE	% OF CALLS WHERE HOW CALLER FOUND HOTLINE IS KNOWN
Internet-Web Search	23.79%
Prior Knowledge	15.40%
DOS Know Your Rights Pamphlet	12.89%
Referral	9.70%
Word of Mouth	4.37%
Poster	3.94%
Rescue and Restore - HHS	3.93%
Pamphlet/Brochure/Leaflet	3.73%
Polaris Project	3.63%
Craigslist	3.49%
Television	2.65%
Training - Presentation	2.26%
Newspaper-Magazine	2.14%
Current Campaign	1.55%
Billboard	1.44%
Other	1.26%
TOTAL	96.17*%

*The remaining 3.82% of callers consisted of the following, in descending order (each representing less than 1% of the calls where How Caller Found NHTRC Hotline is known): Larry King, Radio, Conference, Other Media NYC – 311 Campaign, Call & Response, Newsletter, Directory/Phonebook, Dr. Phil Show, DHS Blue Campaign, Webex Training.

DEPARTMENT OF STATE (DOS) *KNOW YOUR RIGHTS* PAMPHLET SPOTLIGHT

In 2010, the NHTRC received numerous calls from individuals who learned of the hotline through the Department of State *Know Your Rights* Pamphlet that is given to individuals who enter the United States under certain temporary work visas, such as the A-3, G-5, H-1A, H-2A, H-2B, and J-1 visas. In most cases the visa holder called on their own behalf.

Callers reported a variety of issues, including potential labor trafficking and labor exploitation, and requested a range of resources, primarily legal services. Callers who learned of the hotline through this pamphlet also called to request general information about their rights as workers in the United States.



20 MOST COMMON CALLER STATES	% OF CALLS WHERE CALLER STATE IS KNOWN
1. California	15.42%
2. Texas	13.34%
3. Florida	7.66%
4. Illinois	5.14%
5. New York	5.08%
6. District of Columbia	3.38%
7. Ohio	2.92%
8. Washington	2.86%
9. New Jersey	2.86%
10. Virginia	2.83%
11. Georgia	2.68%
12. Maryland	2.66%
13. Pennsylvania	2.57%
14. North Carolina	2.39%
15. Oregon	1.97%
16. International Location	1.74%
17. Michigan	1.59%
18. Louisiana	1.58%
19. Missouri	1.56%
20. Arizona	1.38%

*The remaining 18.2% of calls came from the following locations in descending order: Massachusetts, Kentucky, Tennessee, Colorado, Indiana, South Carolina, Wisconsin, Minnesota, Nevada, Alabama, Oklahoma, Kansas, Connecticut, Mississippi, New Mexico, Utah, Iowa, Hawaii, Wyoming, Montana, Idaho, Arkansas, Rhode Island, Nebraska, Maine, New Hampshire, North Dakota, Delaware, South Dakota, Vermont, Puerto Rico, West Virginia, Guam, Alaska, and the Northern Marianas Islands.

LANGUAGE DATA

LANGUAGE SPOKEN ON CALL	% OF TOTAL CALLS
English	86.43%
Spanish	11.67%
Other Languages – in descending order: Russian, Chinese – Mandarin, Korean, Thai, Vietnamese, Amharic, French, Hindi, Ukrainian, Chinese – Cantonese, Bengali, French Creole Sinhala, Urdu, Polish, Portuguese, Punjabi, Dutch, Arabic, Tagalog	2.00%
Total	100%
INTERPRETING SERVICE USED*	4.00%

*This variable refers to the number of calls in which Call Specialists utilized Certified Languages interpreting service to speak with callers. Certified Languages can connect to 170 different languages and our average connection time is 30-60 seconds.

The table below describes the proximity of the caller to the potential victim(s). Some calls may involve multiple parties; may reference multiple victims; and/or may reference different groups of victims where more than one level of proximity between the caller(s) and the potential victim(s) exists.

CALLER PROXIMITY TO SITUATION (POTENTIAL TRAFFICKING = YES)	# OF CALLS	% OF CALLS WHERE TRAFFICKING=YES
Direct Contact with Victim(s)	569	54.04%
Victim Self Reporting Tip	232	22.03%
Indirect Contact with Victim(s)	124	11.78%
Victim Self Reporting Tip; Direct Contact with Victim(s)	53	5.03%
Observation of Suspicious Activity	40	3.80%
Direct Contact with Victim(s); Indirect Contact with Victim(s)	10	0.95%
Indirect Contact with Victim(s); Observation of Suspicious Activity	10	0.95%
Direct Contact with Victim(s); Observation of Suspicious Activity	8	0.76%
Victim Self Reporting Tip; Indirect Contact with Victim(s)	6	0.57%
Direct Contact with Victim(s); Indirect Contact with Victim(s); Observation of Suspicious Activity	1	0.09%
GRAND TOTAL	1053	100.00%

The table below shows the most frequent locations of potential trafficking for cases where Potential Trafficking = YES when specified.

LOCATION OF POTENTIAL TRAFFICKING (POTENTIAL TRAFFICKING = YES)	# OF CASES	% OF CASES WHERE LOCATION IS KNOWN
California	102	15.41%
Texas	75	11.33%
Florida	43	6.50%
New York	42	6.34%
International Location	40	6.04%
Illinois	37	5.59%
Maryland	30	4.53%
District of Columbia	25	3.78%
Washington	17	2.57%
New Jersey	17	2.57%
Georgia	16	2.42%
Virginia	15	2.27%
Pennsylvania	14	2.11%
Tennessee	14	2.11%
Michigan	13	1.96%
Arizona	13	1.96%
Missouri	10	1.51%
North Carolina	10	1.51%
Nevada	9	1.36%
Oregon	8	1.21%

Indiana	8	1.21%
Florida; Illinois; Minnesota	8	1.21%
Louisiana	8	1.21%
Colorado	7	1.06%
Ohio	7	1.06%

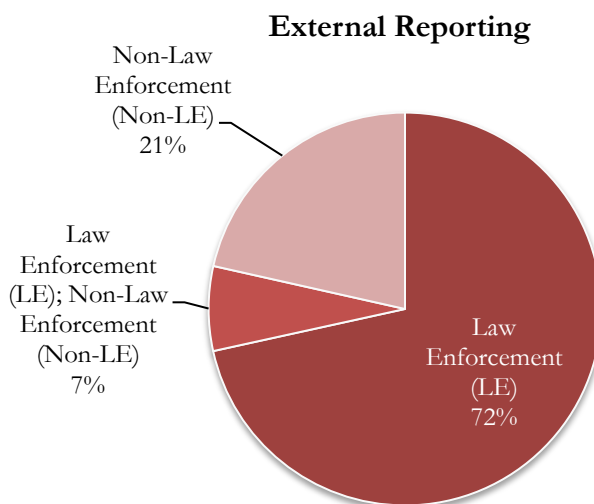
*The remaining 11% of cases where location was specified referenced potential trafficking in the following locations in descending order (each making up less than 1% of cases): Guam, Nebraska, Utah, Wisconsin, Connecticut, South Carolina, Kentucky, Kansas, Alabama, Hawaii, Arkansas, Minnesota, Mississippi, Oklahoma, Idaho, Massachusetts, Iowa, Maine, and Rhode Island.

REPORTING DATA

The table below denotes the number of tips reported to different law enforcement agencies. Some tips are reported to multiple agencies simultaneously. The NHTRC team determines what agencies receive reports based on the nature of the tip, the location, the presence of an FBI or DOJ/BJA funded task force, the existence of trained service providers, the age and nationality of the victims, the victims' status, and other individual factors. Tips reported to Service Providers are typically for purposes of outreach and/or are passed on to trusted law enforcement. Tips are passed on in accordance of the caller's wishes, and in observance of mandatory reporting procedures. During 2010, the NHTRC reported 647 cases. Specific types of agencies or combinations of agency types receiving less than 1% of reports were omitted from this table, and account for 15% of reported cases.

CASE REPORTED TO:	# OF CASES	% OF CASES
Law Enforcement (LE)	463	72%
LE - Human Trafficking Task Force	215	33.23%
LE – NCMEC	52	8.04%
LE - FBI/CAC - Innocence Lost Task Force	42	6.49%
LE - Local LE, Non-Task Force	31	4.79%
LE - FBI Civil Rights	26	4.02%
LE – ICE	22	3.40%
LE - FBI Other	12	1.85%
LE - ICE Headquarters	8	1.24%
Law Enforcement (LE); Non-Law Enforcement (Non-LE)	45	7%
LE - Human Trafficking Task Force; Non-LE - Service Provider	9	1.39%
LE - Human Trafficking Task Force	7	1.08%
Non-Law Enforcement (Non-LE)	139	21 %
Non-LE - Service Provider	68	10.51%
Non-LE - Other Government	57	8.81%
GRAND TOTAL	647	100.00%

The chart below is graphic representation of the percentage of calls reported to Law Enforcement, to Non-Law Enforcement, and to both.



OUTCOMES

In 2010, the NHTRC continued to solicit call outcomes from those calls that were reported to both service providers and varied law enforcement entities. The chart below represents data from hotline calls received in 2010 with outcomes reported in 2010.

# OF OUTCOMES RECEIVED	% OF REPORTED CASES
272	42.04%

TIP OUTCOMES	COUNT OF INDIVIDUAL OUTCOMES
Investigation Opened	86
Referred to another Law Enforcement Agency	63
Investigation already in progress	18
Service Provider Conducted Outreach	17
Potential victim(s) extracted	16
Location of Potential Trafficking being monitored	14
Potential victim(s) provided with services	13
Insufficient evidence to open investigation	12
Unable to locate potential victim(s)	12
Referred to another Agency	11
Service Provider Referred Case to Law Enforcement	11
Case not found to be a crime	10
Potential victim(s) located	8
Referred to other Service Provider	6
Case found to be other crime	6
Insufficient evidence found to proceed with investigation	5
Potential victim(s) provided with services as a result of Outreach	5
Law Enforcement conducted interviews	4

Potential trafficker(s) charged with a crime	3
Potential trafficker(s) arrested	3
Unable to locate potential trafficker(s)	2
Referred within Task Force	1
Service Provider conducted interviews	1
Location of Potential Trafficking shut down as a result of investigation	1
Potential trafficker(s) located	1
Potential victim(s) returned to trafficking situation	1
Potential trafficker(s) convicted	1
Potential victim(s) opted to stay in trafficking situation	1
Potential victim(s) received Continued Presence	1
Potential victim(s) returned home/to home country	1

REFERRAL INFORMATION

This data set includes calls where the caller was provided with one or more referrals to external agencies, service providers, anti-trafficking organizations, and others. Referral information is typically provided to the caller over the phone or emailed directly to the caller. This data set differs from External Reporting where call data/formal reports are typically passed directly to law enforcement or another agency accepting the report.

TOTAL # OF CASES WHERE REFERRALS PROVIDED	TOTAL # OF INDIVIDUAL REFERRALS PROVIDED
4589	9938

The table below breaks down the most common types of referrals requested. In any given instance – a caller may be looking for several different referral options and these statistics are captured as such. Additional types of referrals or combinations of referral types each made up less than 1.00% of referral requests.

REFERRAL SERVICE REQUESTED	# OF CALLS	% OF REFERRAL CALLS
Anti-trafficking Organization	460	45.82%
Anti-trafficking Organization; Local Service Provider	68	6.77%
Local Service Provider	36	3.59%
Emergency Shelter	32	3.19%
Other	31	3.09%
Legal Services – General	25	2.49%
Anti-trafficking Organization; Law Enforcement	21	2.09%
Law Enforcement	20	1.99%
Anti-trafficking Organization; Emergency Shelter	19	1.89%
Anti-trafficking Organization; Local Service Provider; Legal Services – General	16	1.59%
Mental Health Services	13	1.29%
Legal Services - T Visa	12	1.19%
Anti-trafficking Organization; Legal Services – General	11	1.10%
Anti-trafficking Organization; Mental Health Services	10	1.00%

TRAINING AND TECHNICAL ASSISTANCE (T&TA) DATA

This data set includes only that training and technical assistance data which has originated from the National Human Trafficking Resource Center Hotline. Additional data from Polaris Project's Training and Technical Assistance program is logged in a separate report. Technical assistance can include any specific information or request that is more than a general information query.

TYPE OF TRAINING/TECHNICAL ASSISTANCE	# OF CALLS	% OF T&TA CALLS
Standard TA Request	356	80.36%
Polaris Speaker/Training Request	30	6.78%
Phone Consultation Request	14	3.17%
Polaris Speaker/Training Request; External Speaker/Training Request	14	3.17%
External Speaker/Training Request	12	2.71%
Standard TA Request; External Speaker/Training Request	5	1.13%
Standard TA Request; Polaris Speaker/Training Request	4	0.90%
Standard TA Request; Phone Consultation Request	3	0.68%
Request for Review of Materials	2	0.45%
Phone Consultation Request; Polaris Speaker/Training Request	2	0.45%
Phone Consultation Request; External Speaker/Training Request	1	0.23%
TOTAL # OF T&TA CALLS	443	100.00%

GENERAL INFORMATION

The following table indicates the types of general information queries the NHTRC has received.

TYPE OF GENERAL INFORMATION	# OF CALLS (NON-CUMULATIVE)	% OF GENERAL INFO CALLS
General Trafficking Info	1187	44.07%
General Info – NHTRC	638	14.12%
Volunteer Opportunities	489	22.88%
NHTRC Number Confirmation	407	11.30%
Rescue and Restore Inquiry	214	2.82%
Update/Addition to NHTRC Database	75	1.41%
Event or Training Info	89	1.97%
Media-Related Calls	86	1.41%

The table below indicates the number of calls in which materials were distributed to the caller. Materials include both internal Polaris materials, as well as external materials from other agencies, organizations, or authors. The table also indicates the number of calls in which the caller was referred to the NHTRC website for general information or to access materials via the website.

RESOURCES PROVIDED	
# of Times Materials Distributed (in response to calls & emails)	1417
# of Times Referred to NHTRC Website	563
# of Times Referred to NHTRC Website - Materials	726

RELATED CALL DATA

The Related and Miscellaneous category applies to calls that are either unrelated to the issue of human trafficking and the purpose of the NHTRC, or related, but outside of the scope of NHTRC services, such as sexual assault or general labor issues. Other (Specify Detail) includes the following: infrequent categories that are not listed as unique labels; calls where the Call Specialist is unable to determine the substance of the call due to caller instability; calls which are too short or are disconnected leaving the Call Specialists unable to determine the substance of the call. The following table shows the most common related topics; other related topics or combinations of topics individually each made up less than 1% of Related Calls, and in total accounted for 8.5% of Related Calls.

CALLS ABOUT RELATED TOPICS	# OF CALLS	% OF RELATED CALLS
Labor Exploitation	901	27.02%
Suspicious Situation - Non-trafficking	386	11.57%
Employment – Other	352	10.55%
Non-trafficking Service Requests	332	9.96%
Immigration Services	196	5.88%
Non-trafficking Craig's List Posting	190	5.70%
Other (Specify Detail)	172	5.16%
General Victim of Crime	153	4.59%
Domestic Violence	90	2.70%
Mental Health; Non-trafficking Service Requests; Sexual Abuse	48	1.44%
Mental Health	41	1.23%
Child Abuse	41	1.23%
Missing Persons	39	1.17%
Sexual Abuse	39	1.17%
Prank Call - Inappropriate Caller	37	1.11%
Employment - Other; Labor Exploitation	35	1.05%

Note: Calls classified as labor exploitation reference a number of forms of exploitation, including wage and hour concerns, unsafe or hazardous working conditions, and discrimination.