## CALL CENTER FEEDBACK Form



OMB Control Number: 0970-0519 Expiration Date: 10/31/2021

In order to help the National Human Trafficking Training and Technical Assistance Center (NHTTAC) better serve the field, we are reaching out to obtain your feedback. We will protect the privacy of your information in accordance with the Federal Privacy Act, and we will protect the confidentiality of your responses using procedures we have in place, including reporting all information in aggregate to avoid identifying information. Only members of the NHTTAC Evaluation Team have access to information that could identify respondents. If you have any questions about this survey or the evaluation, please contact <a href="https://NHTTACEval@icf.com">NHTTACEval@icf.com</a>.

#### Please provide the information below to create an anonymous ID:

Birth Month (insert just the month for your *date of birth*, example: 08 for August) First letter of first name (example: S for Sara)

First letter of your middle name (example: M for Maria)

Please indicate the extent to which you agree or disagree with the following statements.

| Ov  | ERALL ASSISTANCE  | Strongly<br>Disagree | Disagree | Agree | Strongly<br>Agree | Not<br>Applicable |
|-----|---|----------------------|----------|-------|-------------------|-------------------|
| 1.  | NHTTAC staff was responsive to my questions and needs.  | 1                    | 2        | 3     | 4                 | NA                |
| 2.  | The information/assistance I received was easy for me to understand.  | 1                    | 2        | 3     | 4                 | NA                |
| 3.  | The information/assistance I received was grounded in current evidence-based research or promising practices.       | 1                    | 2        | 3     | 4                 | NA                |
| 4.  | The information/assistance I received was trauma-informed.  | 1                    | 2        | 3     | 4                 | NA                |
| 5.  | The information/assistance I received was survivor-informed.  | 1                    | 2        | 3     | 4                 | NA                |
| 6.  | The information/assistance I received was grounded in a multidisciplinary approach to addressing human trafficking. | 1                    | 2        | 3     | 4                 | NA                |
| 7.  | The information/assistance I received reflected a public health approach to addressing human trafficking.           | 1                    | 2        | 3     | 4                 | NA                |
| 8.  | The information/assistance I received will help me in my work.  | 1                    | 2        | 3     | 4                 | NA                |
| 9.  | The information/assistance I received met my professional needs.  | 1                    | 2        | 3     | 4                 | NA                |
| 10. | The information/assistance I received met my educational needs.   | 1                    | 2        | 3     | 4                 | NA                |
| 11. | I am satisfied with the information/assistance I received.  | 1                    | 2        | 3     | 4                 | NA                |
| 12. | I will return to NHTTAC staff for my training and technical assistance needs.                                       | 1                    | 2        | 3     | 4                 | NA                |

13. Please rate the overall quality of the assistance you received.

| 1    | 2    | 3    | 4         |  |
|------|------|------|-----------|--|
| Poor | Fair | Good | Excellent |  |

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| 14. Hov  | v did you first hear about NHTTAC?  |                            |   |   |
|----------|---|----------------------------|---|---|
|          | The NHTTAC Website An exhibit or presentation at a conference A link from another website/Searching the Internet A colleague or friend A publication or newsletter  |                            | My OTIP prog<br>person<br>Other (please | gram monitor or other OTIP staff specify):            |
| 15. Ho   | ow often have you used NHTTAC in the last 12 month  | as?                        |   |   |
|          | 1 – 3 times<br>4 – 6 times  |                            | 9 times                                 |   |
|          |   |                            |   |   |
| 16. Ho   | ow did you most recently access NHTTAC? (Mark all   | that apply.)               |   |   |
|          | NHTTAC Website  |                            | Email                                   |   |
|          | Toll-free number for Call Center OTIP program monitor or other OTIP staff person  |                            | TTY Other (please sp                    | pecify):  |
|          |   |                            | 4 1                                     | •,  |
| 17. W    | hy did you use/contact NHTTAC? (Mark all that app   | oly.)                      |   |   |
|          | Request general information about OTIP or NHTTA Obtain a referral for direct services Access online materials or training Join the listserv or mailing list Apply to be a consultant/trainer Obtain information on services for people who are c trafficked. Acquire help for technical problems on website Request or apply for assistance:  Technical assistance Training Funding for a conference/event or speaker Other (please specify): | urrently being             | trafficked, at ris                      | k of trafficking, or have been                        |
| 18. In   | general, how promptly was your request(s) acknowled   | •                          |   |   |
|          |   | en 3-5 days<br>en 6-7 days |   | More than a week My request was not acknowledged      |
| 19. W    | ould you recommend NHTTAC to others to receive Ta   | TA?                        | □ Yes                                   | □ No  |
| 20. Do   | you have any other comments or suggestions?   |                            |   |   |
| <b>.</b> |   |                            | 12.05                                   |   |
| 21.Wh    | ich of the following <b>best</b> describes the organization in  | _                          |   |   |
|          | Academic institution Anti-trafficking organization  |                            |   | profit organization<br>tidisciplinary team/Task force |

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|              | Federal governme        |  |                             | Survivor-led organization  |
|--------------|-------------------------|--|-----------------------------|--|
| L            | Faith-based organ       |  |                             | Tribal government  |
|              | $\mathcal{E}$           |  |                             | Union/Worker advocacy organization   |
| L            |                         | unity-based organization                               |                             | Victim service provider  |
|              | $\mathcal{C}$           |  |                             | Other, please specify:   |
| 22.          | Which of the followi    | ng <b>best</b> describes your p                        | rofessional capacity or typ | bes of services you provide? (Mark all that  |
|              | apply.)                 |  |                             |  |
|              |                         | professional (e.g., psych<br>al health/substance use c | =                           | Legal (e.g., immigration, civil and/or rights-based attorney and/or paralegal, clinic)             |
|              |                         | ., state agency staff, chil                            |                             | Public health (e.g., licensure board, health   |
|              | contractor, nonpro      |  |                             | department staff, health care executive, community   |
|              |                         | l services (e.g., parole, pr                           | obation)                    | health workers)  |
|              |                         | e.g., law enforcement, pr                              |                             | Social worker (e.g., case manager, school  |
|              | probation, court, f     | Forensic interviewer)                                  |                             | counselor, supervisor, administrator)  |
|              | Educator (e.g., tea     | cher, professor, school                                |                             | Survivor empowerment, mentoring, or peer to peer   |
|              | administrator)          |  |                             | Violence prevention (e.g., Child abuse and neglect;  |
|              | Health care (e.g.,      | physician, physician assi                              | stant,                      | elder abuse; domestic violence, sexual violence,   |
|              | _                       | , dentist, nurse, pharmaci                             |                             | youth violence)  |
|              |                         | e worker, shelter directo                              | r, public $\Box$            | Other (please specify):  |
|              | housing authority       | agencies)  |                             |  |
|              | l Yes □ No              |  |                             | tly being trafficked or have been trafficked?  you have in your current field of work? (Mark one.) |
| 24. <b>V</b> | vilich of the following | g <b>best</b> describes the num                        | ber of years of experience  | you have in your current field of work? (Wark one.)  |
|              | Less than 3 years       | $\square$ 3 to 5 years                                 | $\Box$ 6 to 10 year         | $\square$ More than 10 years   |
|              |                         |  |                             |  |
| 25. V        | Which of the following  | • •  | mary role in your current p | position?  |
|              | Direct delivery/from    | ntline staff $\Box$                                    | Consultant/Trainer          | ☐ Administration   |
|              | Management              |  | Volunteer                   | ☐ Peer Educator  |
|              | Other (please speci     | fy):   |                             |  |
|              |                         |  |                             |  |
|              |                         |  | lo you come into contact v  | vith people who are currently being trafficked, at risk  |
| O            | t being trafficked, or  | have been trafficked?                                  |                             |  |
|              | 1                       | 2  | 3                           | 4  |
|              | 1                       | 2  | 3                           | 4  |
|              | Never                   | Occasionally   | Frequently                  | All the Time   |

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| 27. | Wh  | nich of the following <b>best</b> describes your geographic  | c popul | ation? (Ma | rk all tl | hat apply.)                                 |  |  |
|-----|---|--|---------|------------|-----------|---|--|--|
|     | $\Box$ N                                  | National   |         | Local      |           |   |  |  |
|     | ☐ State (please specify):                 |  |         | Urban      |           |   |  |  |
|     | $\Box$ T                                  | Tribal Tribal  |         | Rural      |           |   |  |  |
|     | ☐ International (please specify country): |  |         | Suburban   |           |   |  |  |
| 28. | Ple                                       | Please select any of the following populations you currently work with in a professional capacity (Mark all that apply.) |         |            |           |   |  |  |
|     |   | Human trafficking  |         |            |           | an, gay, bisexual, transgender, and         |  |  |
|     |   | ☐ Commercial sexual exploitation of  |         |            | -         | ioning                                      |  |  |
|     |   | children   |         |            |           | gn nationals (migrant workers, undocumented |  |  |
|     |   | ☐ Sex trafficking  |         |            |           | grants, refugees) e with low incomes        |  |  |
|     |   | ☐ Adults   |         |            | _         | l and ethnic minorities                     |  |  |
|     |   | ☐ Minors   |         | Ш          | Racia     | American Indian or Alaska Native            |  |  |
|     |   | <ul><li>□ Labor trafficking</li><li>□ Adults</li></ul>   |         |            |           | Asian                                       |  |  |
|     |   | ☐ Adults ☐ Minors  |         |            |           | Black or African American                   |  |  |
|     |   | Children/youth   |         |            |           | Native Hawaii or other Pacific Islander     |  |  |
|     | ш   | ☐ Out of home/Foster care/Kinship care   |         |            |           | White                                       |  |  |
|     |   | ☐ Juvenile justice   |         |            |           | Hispanic or Latino ethnicity                |  |  |
|     |   | ☐ Runaway/Homeless youth   |         |            | _         | ry of substance use                         |  |  |
|     |   | People with disabilities   |         |            |           | estic and dating violence                   |  |  |
|     |   | Deaf/Hearing impaired  |         |            |           | -related crime                              |  |  |
|     |   | Elderly  |         |            | _         | al abuse/Violence                           |  |  |
|     |   |  |         |            | Other     | (Please specify):                           |  |  |
| 29. | Wh  | nat is your race? (Mark all that apply.)   |         |            |           |   |  |  |
|     |   | American Indian or Alaska Native   |         |            |           |   |  |  |
|     |   | Asian  |         |            |           |   |  |  |
|     |   | Black or African American  |         |            |           |   |  |  |
|     |   | Native Hawaii or other Pacific Islander  |         |            |           |   |  |  |
|     |   | White  |         |            |           |   |  |  |
|     |   | Other (please specify):  |         |            |           |   |  |  |
| 30. | Wh  | nat is your ethnicity? (Mark all that apply.)  |         |            |           |   |  |  |
|     |   | Hispanic or Latino   |         |            |           |   |  |  |
|     |   | Middle Eastern or North African  |         |            |           |   |  |  |
|     |   | Other (please specify):  |         |            |           |   |  |  |
| 31. | Wh  | nat is your gender? (Mark all that apply.)   |         |            |           |   |  |  |
|     |   | Male   |         |            |           |   |  |  |
|     |   | Female   |         |            |           |   |  |  |
|     |   | Transgender  |         |            |           |   |  |  |
|     |   | Other (please specify):  |         |            |           |   |  |  |

Thank you for taking the time to complete this form and helping to improve NHTTAC activities.

Paperwork Reduction Act Notice