

NATIONAL HUMAN TRAFFICKING RESOURCE CENTER (NHTRC) REPORTING AND REFERRAL MATRIX

The National Human Trafficking Resource Center (NHTRC) consistently receives calls from potential victims of trafficking seeking access to immediate social services and/or law enforcement assistance. The NHTRC also receives reports of potential trafficking situations, which the NHTRC may report to law enforcement or local service providers. In order to respond to these diverse situations and offer a tailored and appropriate response to tips, service needs, and after-hours emergencies, the NHTRC works to establish and maintain reporting and referral protocols in major cities, counties and regions.

Reporting and referral protocols outline the NHTRC’s response to a tip or victim emergency in a given area where law enforcement intervention or investigation and/or immediate social service needs are required. The NHTRC protocols identify a specific contact or group of contacts trained on the issue of human trafficking who will respond to each of the following scenarios represented in the matrix below:

	Urgent	Non-Urgent	Business Hours	Afterhours & Weekends	Foreign Nationals	US Citizens	Minors	Adults	Males	Females	Labor	Sex
TIP REPORTING												
VICTIM EXTRACTION/LE INTERVENTION												
SHELTER - EMERGENCY												
SHELTER - TRANSITIONAL												
CASE MANAGEMENT												
LEGAL SERVICES												
MENTAL HEALTH												
IMMIGRATION SERVICES												

Local service providers and law enforcement agents responding to cases of human trafficking may wish to use the above matrix as a template when designing local response protocols.

This publication was made possible in part through Grant Number 90ZV0087 from the Anti-Trafficking in Persons Division, Office of Refugee Resettlement, 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 Anti-Trafficking in Persons Division, Office of Refugee Resettlement, or HHS.

DESIGNING REFERRAL & REPORTING PROTOCOLS

Each location is unique and reporting and referral protocols may vary significantly depending on type of trafficking (sex, labor), age and nationality of the potential victims referenced (foreign nationals, U.S. citizens, adults, minors), urgency of the situation, specific service needs, and the anti-trafficking infrastructure in a given area.

NHTRC Reporting and Referral protocols are designed in collaboration with the law enforcement and service providers working on the ground and thus reflect the existing local infrastructure and capacity. Ideally, the NHTRC would like to have every cell of the matrix filled in for each city/state, in order to connect with the appropriate referrals based on the characteristics of the trafficking situation and the victim(s) needs.

When designing reporting and referral protocols we consider a variety of different factors:

- Existence of local anti-trafficking task forces and coalitions, agencies with units working specifically on human trafficking, law enforcement and service providers with experience/training working with victims of human trafficking, local anti-trafficking hotlines.
- Existence of law enforcement and service providers with experience working on related crimes/with related populations
- Existing local reporting/referral protocols
- Gaps in reporting contacts/services needs – based on the above matrix
- Anti-trafficking legislation in a given state – including mandatory posting of NHTRC and/or a local hotline, funding for victim services, mandatory training for law enforcement

Referral protocols may be city-based, regionally-based, or state-based depending on the specific capacity and approach of a given community (see the North Carolina protocol versus the Massachusetts protocol). In some cities/states the NHTRC reports all manner of tips to a single point of contact, or multiple members of a task force (see the Washington, DC protocol). In other areas, the NHTRC reports tips to specific contacts based on the type of potential trafficking or the type of population involved (see the Pennsylvania protocol).

SELECTING REFERRAL AND REPORTING CONTACTS

- **Law Enforcement contacts** may include BJA-funded Human Trafficking Task Forces, FBI (Civil Rights/Innocence Lost), ICE agents, Local Police/Sheriff's Office, US Attorney's Office, and Victim Witness Specialists. Local police officers/detectives/lieutenants engaged on human trafficking issues tend to be from a variety of departments, including: Vice, Organized Crime, Prostitution Enforcement, Latino Liaison Units, Youth Units, Sex Crimes, Domestic Violence Units, etc.
- **Service Provider contacts** may include the following types of organizations: anti-trafficking, domestic violence, sexual assault, runaway and homeless youth, immigrant rights groups, legal services providers, homeless shelters for adult men or women.

ADDITIONAL NOTES ON EMERGENCY SERVICES:

- For calls relating to someone in immediate danger, local police are often the only ones in a position to respond. In select areas, the NHTRC has FBI/ICE contacts that are willing to serve as afterhours emergency contacts, able to dispatch an immediate response. In the majority of areas however, emergency calls are routed to local Police Departments or local Sheriff's Offices directly or by connecting to local 911 dispatchers.
- Whenever possible, the NHTRC will follow-up with a written report to the specific anti-trafficking contacts after a report has been made to local police or 911.

Referral protocols are always subject to change based on new/ changing contacts/ organizations.