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**Hillsborough
County** Florida

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Thursday, August 22, 2024 - 2:00 p.m. – 3:30 p.m.
26th Fl. Conference Rooms – A & B
Fred B. Karl County Center 601 E. Kennedy Blvd, Tampa, FL

STEERING COMMITTEE MEETING

AGENDA

- | | | |
|-------|--|--|
| I. | Call to Order | Charles Klug, Chair |
| II. | Determination of Quorum | Staff |
| III. | Review and Approval: <ul style="list-style-type: none">• Steering Committee Recap – 6/20/2024 | Chair Klug |
| IV. | Florida Community Innovation (FCI)
Stop Human Trafficking Through Industry
Networking And Education “SHINE” (15 minutes) | Caroline Nickerson, FCI,
Executive Director, Co-Founder |
| V. | Collaborative Labs Premeeting discussion
(30 -45 minutes) | Steering Committee Members
Led by Andrea Henning, Collaborative Labs /
St. Petersburg College |
| VI. | Public Comment | |
| VII. | Old Business | |
| VIII. | New Business | |

NOTES:

Background: SHINE's one pager by UF students: <https://docs.google.com/document/d/1UzBWQGUb3q2b3BYqPT-rQBDGdXYPrReNEEnnZZGnYRA/edit?usp=sharing>

A report from Georgetown students: <https://floridainnovation.org/wp-content/uploads/2024/06/FCI-McCourt-Research-Report-on-Combating-Human-Trafficking.pdf>

Meeting Dates:

All meetings take place at Fred B. Karl County Center, 601 E. Kennedy Blvd, Tampa, FL, unless noticed otherwise.

September 19, 2024 - 26th Floor Conference Rooms A & B
COHT Meeting (Full Board) 1 p.m.

September 26, 2024 – 26th Floor Conference Rooms A & B
COHT Meeting (Full Board) 1 p.m.

Statewide Council on Human Trafficking Meeting ([broadcast by the Florida Channel](#))

~~August 5, 2024, Time: 1:00 p.m.~~ / postponed new date not yet announced

Statewide Council on Human Trafficking Summit – Tuesday, October 1, 2024

[Register at this Link](#) for this Free, Virtual event



Steering Committee – June 20, 2024 - Meeting Recap

Members Present In-Person: Chair Charles Klug (arrived at 1:11 pm), Chief Judge Sabella (arrived at 1:05), Detective Tony Aguiar, Rocky Brancato, Captain Carlisle (arrived at 1:09 pm), Captain Cave, Santiago Corrada, Jennifer Glaister, Kristin Davis, Deputy Chief Dishman, Alex Petrilak, Legislative & Judicial Committee Chair Dotti Groover Skipper

Members Present Virtually: Connie Rose - **Members Absent:** none **Guest(s):** Laura Hamilton/Bridging Freedom,

Others Present in person: Natasha Nascimento/Redefining Refuge Member (non-voting), Gina Justice, 13h Judicial Member (Alternate member, not-voting)

Others Present Virtually: Aubrey Arena/FKQ, Christine Johnson/FKQ, Roger Roscoe/FDOT,

Staff: Lisa J. Montelione/Government Relations & Strategic Services, Rob Parkinson/HC Criminal Justice Liaison

Quorum: Yes with 12 members present in person

***NOTE:** the following section is taken from the transcript of the meeting. It has been edited for clarity and brevity.

Legislative & Judicial Committee (“L & J”) Chair Dotti Groover Skipper called the meeting to order at 1:03 pm asking all in attendance to introduce themselves.

Motion to approve the Steering Committee Recap as amended by Rocky Brancato, Seconded by Chief Judge Sabella, passed unanimously.

Funding Human Trafficking Awareness Installation Discussion

L & J Chair gave a report on the progress of the installation, mentioning those who have been involved, consulted and provided guidance. She introduced Roger Roscoe who relayed that FDOT is honored to have been asked to participate by Chair Klug. Personnel at all levels are excited to be a part of the effort, from District 7’s Secretary all the way to Tallahassee. He along with the FDOT consultant has identified a few sites and in the next few weeks they will narrow down the sites after approval by District Secretary Gwynn and Justin Hall/FDOT. Site visits will be arranged with the potential contractor. They will also require a verbal or written maintenance agreement. Further discussion took place regarding the funding and basing it on a per square foot basis. The vote to recommend funding (to the Tampa Foundation) will take place at the July 18, 2024, meeting of the COHT full board. It is possible that the Junior League and the Tampa Foundation will contribute to the cost of the installation. The amount proposed in the request in the Agenda Packet may be adjusted after further consideration. Chair Klug asked for a sample FDOT maintenance agreement be sent to the members. FKQ has also committed to participating to align branding.

Bridging Freedom (“BF”) Funding Request Presentation

Laura Hamilton reviewed the history of Bridging Freedom’s Safe House program, referring to the information folders she distributed to members in the room. Her presentation included a confidential video due to its content. The request to the COHT for supporting program beds and capital improvements. The Wesley Chapel Rotary presented at the last COHT Board meeting to fund only capital improvements. Members highlighted the need (121 mal-treatment codes this FY with a few carryovers, 46 of those are community children) vs. space available (BF has 12 beds). Discussion included the bed rate (set currently at \$593/day), service to “community children”, concerns regarding guaranteeing service to Hillsborough County children specifically, Children’s Network of Hillsborough (lead agency) approvals, requirement for BF to become a lead agency prior to the consideration of funding, contribution from counties outside of their CBC’s, number of Hillsborough



Steering Committee – June 20, 2024 - Meeting Recap

County children served, the process by which a parent can get help, the high numbers of “community children” who cannot receive help due to lack of funding, since they are not eligible for state dollars to pay for their care, direct pay by the County, criteria for acceptance at BF. BF is looking to rent a home in Hillsborough County for a “step-down” program, however it is a preference to house children outside of their “home county” to keep them protected, meeting with Health Care Services, and Mr. Parkinson to discuss their goal of providing funding for this type of care for minors who have been identified as being trafficked.

Chair Klug asked for a subcommittee be formed to look more closely at the funding opportunities. A Budget Subcommittee was formed with Detective Aguiar, L & J Chair Dotti Groover Skipper, Connie Rose, Jennifer Glaister volunteering with staff assistance from Mr. Parkinson, and possibly staff member from Procurement.

FKQ Awareness Campaign update

FKQ reported that they are in the process of placing all of the media and preparing the creative assets for the campaign that starts in July and it will go through the beginning of October. It contains PSA's, TV and cable radio ads, billboards, transit and airport displays. They have implemented the request made by the board to add emphasis in specific geographic areas. Titus O'Neil's participation is limited to what was already created. Additional interviews, appearances etc. would need a new “ask” of him. Members asked if survivors could be included in any new PSA's that are created.

Legislative & Judicial Update

It was announced that the L & J Committee meetings have been suspended until the legislative session begins. In the meantime, any updates can be given here. Government Relations staff can be asked to give an update on the inclusion of human trafficking in the Federal Legislative Agenda Digna Alvarez is working on that will go to the BOCC for approval. The COHT request for inclusion has been transmitted to her. The same would apply to the State Legislative Agenda that Cam Pennant will be working on.

New Business/Staff Report

- The July 25th meeting of the COHT full board must be rescheduled due to HTV conflict covering a BOCC workshop. The Administrator will coordinate with members on a new date.
- Reminder that the Florida Alliance to End Human Trafficking has grant money available for law enforcement technology improvements
- Request from Florida Community in Innovation to present to this body. They are affiliated with the University of Florida and have research and training for the hospitality industry
- Membership Applications received for the two open positions (Religious Institutions & Community Advocate)

With that Chair Klug thanked you everyone for coming, adjourning at 2:17 p. m.

TO: POTENTIAL PARTNER
FROM: FLORIDA COMMUNITY INNOVATION
SHINE PROJECT: STOP HUMAN TRAFFICKING THROUGH
INDUSTRY NETWORKING AND EDUCATION
DATE: JUNE 2024



BACKGROUND: Florida Community Innovation (FCI) is a nonprofit that empowers young innovators to tackle our state’s most pressing issues with human-centered technology. Our process engages community partners, the latest academic research, and our own team of undergraduate and graduate students, as well as volunteers of all ages, to uncover cutting-edge solutions. Many of our students are the first in their family to go to college, and they are able to build social services technologies for their communities – including the SHINE project.

SHINE PROJECT: Stop Human-trafficking through Industry Networking and Education, SHINE, bridges the gap between education and implementation. The project will consist of a database and badge system: Hotels can submit their anti-HT trainings for evaluation, and if their trainings meet certain policy criteria, the hotel will be listed on our database – and receive a mark of excellence.

WHY IS THIS NEEDED: Florida Statute § 509.096 requires hotels to train housekeeping and front-desk employees with anti-HT materials. The contents of these hospitality trainings, however, remain a black box. Do they have accurate, relevant, and up-to-date statistics? Do they have actionable steps for employees to take if the employee suspects trafficking in the hotel? This project wants to make sure that these trainings are effective, not just “in effect.”

HOW WE GOT HERE: After Juliana Lucas, an undergraduate student, resolved to fight human trafficking with FCI’s civic tech expertise, FCI began a months-long process of research, consultation, and listening with Florida’s anti-HT community organizations and academics. From these partners, we learned about concerns about misinformation in well-intended public-information campaigns and about the unknown contents of many employee trainings.

WHAT’S NEXT: We are developing the database, badge, and criteria. FCI is also in the process of reaching out to potential collaborators: the hotel industry, researchers, and community organizations. Developing optional training modules for human trafficking recognition are also being explored, and our students at the University of Florida and Georgetown University are also conducting a data visualization project of human trafficking data.

HOW YOU CAN GET INVOLVED: With this work, we grow best by connecting. We are seeking partners in the hospitality industry to help us iterate the tool for long-term solutions, more human trafficking experts to help us shape the criteria, and community members who can engage in outreach, education, and other support. Let’s build a better Florida, together!

FCI-MCCOURT FINAL REPORT

COMBATING HUMAN TRAFFICKING IN FLORIDA

Ali Behbehani, Sanya Jaffar, Mazarine-
Claire Penzin, Ziyang Zhou
May 4, 2024



GEORGETOWN UNIVERSITY



Combating Human Trafficking in Florida

In Partnership With

Under Florida Section 509.096 (Florida Restaurant and Lodging Association [FRLA], 2023), hospitality organizations must “provide annual training regarding human trafficking awareness to employees of the establishment who perform housekeeping duties in the rental units or who work at the front desk or reception area where guests ordinarily check in or check out.”

- 1. Do state policies that mandate anti-trafficking training for hospitality workers increase the detection of victims and traffickers?*
- 2. With respect to their training mandates, which states have seen the largest increase in detection?*

Investigation reveals that mandated anti-human trafficking training is associated with the following:

- **Increased # of reports to the National Human Trafficking Hotline**
- **Increased # of detections recorded by the National Incident Based Reporting System (NIBRS)**
- **Increased confidence and competency of hospitality workers to detect cases of human trafficking**

Analysis also finds that many law enforcement agencies fail to comply with reporting standards to NIBRS, leaving gaps in human trafficking detection data. This prevents the depiction of a full picture of the mandated training’s impact with some counties in Florida, and other states, missing from analysis.

This report additionally recommends future studies to investigate human trafficking detection methods practiced in the hospitality industry, longitudinal studies of the hospitality industry’s detection of human trafficking cases, and the industry’s ability to keep track of detections on their sites.



Florida Community Innovation (FCI) empowers young innovators to build social services technologies and do public service for their communities. FCI is developing an anti-human-trafficking project to serve the state of Florida.



GEORGETOWN UNIVERSITY
McCourt School of Public Policy

This report is made in collaboration with the graduate capstone team from Georgetown University’s McCourt School of Public Policy.

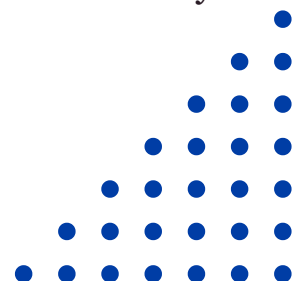


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Background & Introduction

Human trafficking involves the use of force, fraud, or coercion to obtain some type of labor or commercial sex act (U.S. Department of State, n.d.). Florida is a significant state for human trafficking activity in the United States, particularly because of its tourism industry, agriculture, and the presence of major transportation hubs (Brinkley, 2020).

Victims of sex trafficking often include both U.S. citizens and foreign nationals. Sex trafficking is when victims are forced into commercial sex acts against their will. Labor trafficking is also prevalent, particularly in agriculture and construction sectors. Labor trafficking is a specific type of human trafficking that involves exploiting individuals for forced labor or services. Migrant and seasonal workers can be vulnerable to exploitation and forced labor (U.S. Department of State, n.d.).

The Florida government and its citizens have taken significant steps to combat human trafficking through awareness campaigns, law enforcement efforts, and victim support services (U.S. Attorney's Office, 2020). The state is actively involved in anti-trafficking initiatives through task forces and organizations, legislation, and training. Florida has established law enforcement task forces in 67 counties and non-profit organizations dedicated to addressing human trafficking (U.S. Attorney's Office, 2020). These entities collaborate to identify and rescue victims, prosecute traffickers, and provide support services.

Over the past few decades, legislatures and private industries have worked together to enhance a pivotal player in human trafficking detection: hospitality workers (The White House, 2021). Lodging and hotel spaces are used in many cases of human trafficking and transportation of victims, because of the transient nature of these spaces, beneficial both for the main traffickers and clients involved in their crimes (National Human Trafficking Resource Center [NHTRC], 2016).

The targeting of these spaces has newly come into focus, with countless stories of victims recounting instances where on-site workers of these establishments could have rescued

them, but overlooked, often obvious, signs that a trafficking instance was taking place (Dallas Personal Injury Attorney, 2023). Providing anti-human trafficking training to these spaces should be the new aim of both lodging and hotel chains, as well as state and national legislatures to combat human trafficking.

The Florida Community Innovation (FCI) is a civic-technology nonprofit that works on developing human-centered technology to address problems facing Florida communities. Their ongoing projects include building the Gentrification Risk Assessment Tool, Every Vote, and The Florida Community Resource Map, which equip users with information on gentrification developments, voter registration, and local resources for vulnerable community residents.

With the prominence of anti-human trafficking initiatives in Florida to address this pressing human rights, health, and security problem, FCI seeks to assess the effectiveness of current mandated human trafficking training to develop meaningful tools which support survivors and workers in anti-human trafficking efforts, including the SHINE initiative. FCI's Stop Human-trafficking through Industry Networking and Education (SHINE) consists of a database and badge system to evaluate the hospitality industry's anti-trafficking training efforts and recognize companies that meet certain training standards (FCI, n.d.).

By partnering with FCI, the McCourt Capstone Team intends to understand the effects of human trafficking training on hospitality and healthcare workers and its impact on detection. We will conduct a comparative analysis of different states' policies to determine the best strategies for combating human trafficking by equipping hospitality workers with the training needed to intervene in suspected cases of human trafficking.

To accomplish this analysis, our methodology leverages advanced statistical models, specifically Difference-in-Differences (DiD), to measure the impact of compulsory anti-human trafficking training across various states, with a particular focus on Florida. We draw on a rich dataset that includes information from Florida's Public Information Office, the National Human Trafficking Hotline, and FBI crime reports, enabling us to conduct a detailed analysis of policy effects on detection rates. Through FCI's extended network, our team is able to delve deeper into the Florida community through first-hand accounts on how trafficking policy in the state works.

Literature Review

Highlights

Trainings for hospitality workers both increase workers' confidence and ability to detect cases of human trafficking on their lodging sites.

The frequency and method of training for hospitality workers dictates the effectiveness of anti-human trafficking training.

The prevalence of many international cities, and traffickers' ability to exploit them, contributed to the high rates of human trafficking in Florida.

The COVID-19 pandemic reduced the number of human trafficking cases detected and the effective reporting of cases to the proper channels.

Prevalence of Human Trafficking in Florida

“Florida is one of the hotbeds for human trafficking in the U.S., coming in at the third-largest trafficking destination in the country, with half of all victims under the age of 18,” stated Senator Book of the Florida State Senate, representing District 35 (Crawford, 2019, p.1). As of 2018, 767 human trafficking cases were reported in Florida and 524 of them were sex trafficking cases, making Florida third in the highest number of cases reported (Ross, 2020).

Florida's geographic location and high tourism rates make it a prime location for traffickers to exploit their victims. Additionally, its large number of hotels and motels make it a prime venue for traffickers to use. Reports from 2007-2017 indicate that 3,596 of human trafficking cases involved hotels and motels (Ross, 2020). Contextually, 72% of total sex trafficking cases occur in a hospitality-related industry (Zhang et al., 2022).

Zhang et al. (2022) point out that the large-scale human trafficking problem in Florida is also complicated by the state's prevalence of tourists, runaways, transients, immigrants and organized crimes, as these precarious circles make individuals vulnerable to and trapped in situations of human trafficking. Major highways like the I-95, I-10, and I-75

additionally ease traffickers' ability to move and transport their victims (Zhang et al., 2022).

With the social and physical infrastructure in place, horrific stories of human trafficking are not uncommon. According to Ross (2020), Polk County had 103 people arrested for human trafficking in 2018. In 2019, a man was arrested in Tallahassee after a two-month long investigation regarding trafficking a fourteen year-old girl, while already pending charges dating back to 2014. Additionally, numerous perpetrators have been arrested for human trafficking in massage parlors across Florida, far more than in any other state or US territory (Ross, 2020). The relay of such cases, and many more, throughout Florida paints the picture of how human trafficking is a complex and wide-spreading state issue; however, some industries are more prone to fostering human trafficking environments than others (Ross, 2020).

"See no evil: A look at Florida's legislative response to holding hotels civilly liable for 'turning a blind eye' to the sex trafficking monster hiding behind closed doors." By L. N. Ross

Trafficking is increasingly prevalent inside Florida's hospitality industry. Many victims recall that "nothing was done" when they were getting exploited on a constant basis despite the signs in these facilities that something was amiss (Ross, 2020).

One individual named Savannah Parvu spoke on the Wonderful Florida TV and recalled that "the hotel staff knew what was happening, and they did nothing to help people...I felt like if somebody stepped in and helped me when I was 12 I wouldn't have been trafficked as long as I was, and I wouldn't have had the lasting effects that I've had" (Ray, 2023, p.1). Parvu also stated that once, she was "walking barefoot, bloody, beaten and alone at 12 years old down the hallway of a hotel, and no one helped" (Ross, 2020).

Parvus' story is one of many recorded by the research firm Polaris, which states that as of 2017, hotels and motels have been a top venue for sex trafficking. Due to the mental strain victims face after being saved from these conditions, they often struggle to openly share stories of their experiences, thus leaving a void in public discourse on how traffickers recruit their victims and exploit them (Ross, 2020). This is a limitation when it comes to the article in question by Ray (2023) and Ross (2020), as multiple accounts of former victims are difficult to come by for a single report. Like many cases, this article relies on limited sources and data.

Initiatives to combat human trafficking have been implemented and will further be discussed in later sections, yet it is important to acknowledge that hotels like the Marriott and the American Hotel & Lodging Association (AHLA) have been cooperating with human trafficking support organizations to combat human trafficking in recent years

through trainings and other methods (Zhang et al., 2022). Despite its high rates of human trafficking cases, Florida has been ranked the fifth best state in fighting minor trafficking, showing promise of effective measures taken to address this crisis (Ross, 2020). However, with only 33% of 95% of human trafficking reports being prosecuted under standing human trafficking laws, Florida is still on its way to making long-lasting improvements to its approach (National Institute of Justice [NIJ], 2022).

Complicit to Compliant: the Hospitality Industry

With the hospitality industry victim to high rates of human trafficking, it is important to understand how these environments are prime grounds for such criminal activity, but also for effective intervention tactics. Based on qualitative analysis of survivor experiences and recent cases, the hospitality industry is often seen as complicit in cases of human trafficking (Heal Trafficking Education and Training Committee, 2018).

According to 2016 statistics published by the U.S. National Hotline on Human Trafficking (NHHT), 10.5% of sexual exploitation cases involve luxury and limited service hotel properties across the US (Zhang et al., 2022). In a survey with 127 selected trafficking victims, 79% of those surveyed had contact with the hotel sector during the time of trafficking before they received help (Jeng et al., 2022). The Human Trafficking Institute also reports that 81.5% of federal criminal cases of human trafficking in 2018, and 80% in 2019, involved a commercial sex act that took place in a hotel. The move from established spaces of human trafficking to more transient locations, like hotels, makes it easier for traffickers to connect with online customers inconspicuously (Jeng et al., 2022).

Unfortunately, hotel staff have also been found to be beyond complicit in some cases across the US. According to federal case documents, several plaintiffs allege that hotel employees and managers helped facilitate sex trafficking and directly benefited from the crime through monetary means (Jeng et al., 2022). In several recorded cases from the study conducted by Jeng et al. (2022), employees allegedly ignored victims and assisted traffickers when victims tried to escape.

For instance, one victim who was trafficked in Massachusetts Red Roof Plus+ explained that her trafficker paid the hotel front desk employees “hush money” that equated the cost of two rooms for a single room that was isolated from other units, enabling the trafficker to keep business running undisturbed. The journal article by Jeng and his colleagues is beneficial as it backs up the qualitative claims of Florida being a hotspot of sex-trafficking in hotels with credible quantitative data that also demonstrates the scale of such cases across the US.

Despite a foggy track record, the hospitality industry has taken steps to reduce cases and improve ways to combat human trafficking over recent decades. For example, “The Code” is an initiative created by hospitality associations, companies across the lodging industry, to protect and help child victims of trafficking in the travel and tourism industry (Ross, 2020). It is a series of steps that involve supporting victims, educating travelers, and training employees to detect human trafficking cases at their company’s locations. However, not all companies in the industry have fully committed to these efforts. A survey that was conducted within Ross’ 2020 study that indicated 21.1% of employees noted their hotels did not partake in “The Code,” and 28.6% stated that their hotels were not a member but would join later (Ross, 2020).

Anti-Human Trafficking Education

Another emerging tactic to address human trafficking in the hotel industry is the introduction of anti-human trafficking education and training for hospitality employees. A study by Zhang and colleagues explores different initiatives used to promote employee engagement with anti-human trafficking media, including training, technologies, peer support, organizational systems, and leadership.

The data for this 2022 report comes from 28 hotel professionals, ranging from staff members to managers from highly touristic cities in Florida. The findings suggest that training, and combinations with other initiatives, have been effective for bringing anti-human trafficking readiness to employees in hospitality centers (Zhang et al., 2022). However, this study does not provide a quantitative examination of how effective these policies were, resulting in less comprehensive and exhaustive results.

Furthermore, the transferability of the findings for the use of similar approaches cannot be adapted to other hospitality contexts. A small sample size is another limitation of this study, especially with a limited selection of positions within the hospitality industry for the observation, with important positions for anti-human trafficking efforts such as janitors and room cleaners, completely omitted. Nonetheless, this study provides an insight into key approaches hospitality centers are taking in a new era of combatting this crisis.

Of all the approaches, employee training has become the new stepping stone in effective anti-human trafficking efforts. On the organizational level, hospitality research found a positive correlation between employees' perception of organizational support and organizational citizenship behaviors (Zhang et al., 2022). Organizational citizenship behaviors are defined as individual behaviors that are not recognized directly by the formal organizations reward system such as assisting a coworker with other tasks (Zhang et al., 2022).

A report from Singh and Singh (as cited by Zhang et al., 2022) indicated that this positive correlation between perception of organizational support and citizenship behaviors suggests that trainings can impact the effectiveness of combating human trafficking. Since workers receive a sense of positive social contribution through work to detect human trafficking, indirectly supported by their managers and hotel industry, they will be more likely to proactively catch and apprehend human traffickers. This encourages the direction of employees to engage in human trafficking awareness sessions and initiatives, as it will increase their likelihood of combatting traffickers.

Hospitality industries have not slowed to learn from and adopt these strategies. For example, in 2017, Marriott announced a mandatory human trafficking awareness program for all of its employees, in which they collaborated with anti-human trafficking companies ECPAT (End Child Prostitution in Asian Tourism) and Polaris to create training materials for employees across their chain. Since then, 700,000 Marriott employees have been trained to detect and report signs of trafficking (Zhang et al., 2022).

Additionally, Marriott has gone beyond combating human trafficking to rehabilitating victims with its program “Global Fund to End Modern Slavery” mentoring human trafficking survivors for careers in the hospitality industry, where they can be effective combatants of human trafficking on these sites.

Companies like Marriott set the stage for sweeping reform in the state of Florida. Soon after their efforts gained public praise, mandatory statutes were passed by the Florida legislature in 2018 to require mandatory training for hospitality workers on anti-human trafficking efforts (Zhang et al., 2022). While not cited in the mandate’s literature, we find out Marriott’s initiative in 2017 might have prompted and inspired Florida to enact its state-wide legislation. Now, not only are big hotel chains engaging in preventive anti-trafficking measures, but so are other establishments across hospitality more broadly, such as food servicing.

Effective Training For Hospitality Workers

Effective hospitality training methods are key as it provides the framework of the best practices that can be employed and integrated into anti-human trafficking training methods however it is also crucial to have those training methods be effective.

To begin with, valuable intellectual knowledge on training methods and development for employees should be a core feature of the hospitality industry (Luo et al., 2019). The ability to transfer knowledge on appropriate training methods is a stepping stone in maintaining a strong and consistent level of service quality (Luo et al., 2019). Additionally, being able to detect a customer's emotional needs is another element that

can help with customer satisfaction and retention. This skill can also prove effective when dealing with cases of human trafficking by being able to correctly detect a victim's emotional distress signals.

Paired with effective training methods, employees must possess service intelligence, which is the ability for service employees to identify a customer's unspoken needs (Luo et al., 2019). The basics of training should be divided into these categories: orientation and onboarding, customer service training, product and service knowledge, safety and security training, technology training, cross-training, and compliance training (Michalis, 2023). With this approach, and taking into account the service intelligence of training, it will form a foundation that employees can digest certain training methods and eventually conclude the most effective methods to use.

In the case of training methods, studies by Welikala and Sohal (2008) found in Luo et al. stated that quality training provides the techniques and tools required for the continuous improvement of work processes and practices (Luo et al., 2019). Several studies examined by Luo et al. (2019) have concluded that one-on-one training is the most effective tool to achieve all training goals through advancing interpersonal skills and sensitivity training. These also should involve trainee participation and interaction. It is important to alert that six in ten employees are “quite quitting,” meaning that they are psychologically disengaged from work. Hence, adhering to effective training methods that psychologically stimulate employees is crucial (Michalis, 2023).

Additional evidence suggests that managerial training results in 20-28% higher likelihood of high performance, thereby insinuating hospitality companies train managers well, but create an environment that stimulates growth in the hospitality industry. The article by Michalis (2023) elaborates on what makes staff training a success. Clarity and consistency are discussed as key factors to help drill an idea in and help employees maintain a skill over a long period of time (Michalis, 2023).

Also, the use of technology will help streamline operations, especially in receiving alerts and notices from customers. Moreover, frequently updating training materials through better technology, or reviewing a new regulation within an industry on a consistent basis, instead of a one-off approach is important (Michalis, 2023). Implementing a form of key performance indicators (KPIs) will help in quantifying an employee's progress, or even conducting follow-up assessments will ensure general training materials are observed.

Methods for Fostering Exceptional Service Employees

One study conducted by Luo et al. (2019) examined the essential abilities service employees need to deliver exceptional service. The authors argued that training and

development programs are crucial to improving employee performance and to maintain a company's competitiveness in the world of hospitality management.

Researchers conducted a qualitative study by interviewing senior human resources training managers and butlers at five-star hotels to discover the most effective training methods taught to employees. These were conducted in Taiwan, with participants being interviewed for approximately ninety minutes. Some of the responses from the interviews stated that group training exercise through selecting a senior employee to explain and teach the training methods is the first step to success. Later, the chosen leader will explain the training material and monitor that the other employees are following through. With this approach of group-led training activities, the interviewees noted that this will result in a better customer-oriented service environment (Luo et al., 2019).

Striving to include interactivity will make training more effective and have a deeper impact on the hotel over time (Michalis, 2023). The interviewees also stated that by immersing junior employees in a customer-oriented service environment and observing the current employees philosophy of delivering exceptional hospitality services, they will be able to effectively learn from their senior employees, thus immersing themselves in an environment that fosters exceptional customer service (Luo et al., 2019).

Evidently, the interviewees mentioned that to achieve exceptional training methods, the employees need to feel like the group training lessons they are receiving is like a "real" situation (Luo et al., 2019). This will not only help an employee deliver exceptional service to customers, but in relation to human trafficking, an employee's ability to detect cases will increase, since they have been practicing and immersing themselves in training, thereby making it more likely to detect traffickers and victims (Luo et al., 2019).

Coaching was also noted as a strong training method. This is because the consistent guidance senior employees give to other employees will improve work performance and build competency (Luo et al., 2019). Closely tied with coaching, role modeling is seen as a good training method because it will create an environment where only quality service is delivered, and any bad service will be scrutinized and criticized. Scholars have stated that people learn by emulating the behaviors, attitudes and values of role models they deem to be charming and reliable (Luo et al., 2019). These can be categorized as mentorship programs where they can foster professional growth and collaboration in the workplace (Michalis, 2023).

Through this study, the authors have identified many training methods that have proven to be effective according to the interviews they conducted. Group training exercises, imaging a real life situation, coaching and role modeling were the key training methods that the hospitality industry should adopt to ensure exceptional services (Luo et al., 2019). However, these go hand in hand with service intelligence, in being able to detect

and meet a customers emotional needs which are cardinal to deliver quality service.

Finally, the authors have discussed two main limitations of the study, one being the fact that service staff from five star hotels in Taiwan were the only ones chosen for the study. This creates an issue in duplication as this study may not be pertinent to other service organizations or hotels beyond five stars in Taiwan (Luo et al., 2019). The second limitation is that only qualitative research was used to explain exceptional training methods, thus lacking the quantitative side that could definitively verify the experiences of the service staff interviewed for this study (Luo et al., 2019). In this limited field, this study was able to significantly contribute to the hotel section of the hospitality industry, which has provided an in-depth analysis on ways for employee engagement and improvement.

The Advancement of Technology and Training

An emphasis on interactive training methods seem to be the best in keeping employees engaged in a work setting. A study by Leung et al. (2022) demonstrated that learners develop more positive attitudes towards learning when using video-based or computer assisted instructions. Role-playing exercises and simulated guest interactions can also help employees translate what they learn in workshops and lessons from training into a practical setting (Talespin Team, 2023).

The digital age humanity has embarked on has produced numerous technological pathways to implement better training practices. According to an article by Talespin Team, a company that uses virtual reality to develop workforce skills, “Virtual reality simulations offer trainees the opportunity to experience different scenarios that they may encounter in their roles, such as handling difficult customer situations or managing a busy restaurant” (2023). Previous studies mentioned by Leung et al. (2022) confirmed that the improved presence created by VR helps knowledge construction. By immersing employees in the virtual environment, they can develop better critical thinking skills and effectively respond to customer concerns (Talespin Team, 2023).

Furthermore, VR training results in better knowledge acquisition and retention for around 3-4 weeks after the training than video-based training (Leung et al., 2022). Also, interactive training methods such as group exercise, role-playing, and gamification increase engagement levels and make learning the content more enjoyable for employees (Talespin Team, 2023). In the case of role-playing, it allows employees to practice their customer service skills in a safe environment. This will allow them to learn different types of situations and build confidence when dealing with real customers (Talespin Team, 2023).

With these technologically up-to-date training methods, performance evaluation and constant updates for training materials is important. Performance evaluations by measuring customer feedback, productivity levels, and service standards will help identify areas for improvement, which can later be used in updating training manuals (Talespin Team, 2023). Regularly updating training manuals will help reinforce old concepts, introduce new skills and techniques, and overall address performance gaps identified through performance evaluations (Talespin Team, 2023). Incorporating technology into training methods for hospitality workers seems efficient, and a study conducted by Leung et al. (2022) will provide a more in depth understanding.

Virtual Reality as a Training Method

Leung et al (2022) tested whether virtual reality (VR) is a more effective training method for hospitality workers. On a managerial level, VR training provides an opportunity for trainees to practice in the virtual world, mimicking real life. This eliminates the possibility of risks that can be considered as mistakes in the real world, making it an efficient way to train employees (Leung et al., 2022). This was a longitudinal study where the manipulated factor was the type of training method: traditional video, in-person demonstration, and a VR game. The results were gathered after four weeks.

The discussion of results begins with one observation that VR game training resulted in more favorable immediate and delayed effects. This means that VR training blocks out the external environment and allows trainees to focus on the training itself (Leung et al., 2022). Additionally, VR game training evoked a higher level of feelings, meaning it induces intense emotional responses to bad or good situations that happen in the hospitality industry. The overall conclusion from the study is that an incorporation of traditional video-training, in-person demonstrations, and VR game training should be implemented to complement each other in the hospitality industry (Leung et al., 2022). Using one or the other will provide mixed results and will not effectively penetrate the minds of employees when being on the job.

Several limitations of this study can be made mention. One is that the sample used was undergraduate students with a major in the hospitality industry, not actual employees currently in the hospitality industry, making it difficult to obtain concrete data on VR game training. Additionally, the study used a quiz to measure knowledge retention, which does not fully test the samples competency and knowledge in training methods (Leung et al., 2022).

Moreover, the VR game training that was used was KFC's VR video game "The Hard Way," making this study difficult to replicate in other sectors of the hospitality industry. Given that there was a format limitation, the respective training methods' presentation, length and structure were slightly different (Leung et al., 2022).

Finally, data collection was only done twice during the study, making the results limited. This could be combated with multiple data collecting times, and a prolonged study to get more conclusive results. Overall, this study contributed to the study of effective training methods in the hospitality industry by using non-traditional means like technology to further improve an employee's role (Leung et al., 2022).

The New Frontier in Anti-Human Trafficking Training

A qualitative assessment of hotel employee engagement in anti-human-trafficking initiatives

Results gathered by The Journal of Hospitality Management stated that 80% of participating hotel employees stressed the importance of training in promoting awareness and participation in anti-human trafficking endeavors (Zhang et al., 2022).

These trainings fall under 4 sub-groups of: customer identification training, training frequency, training modalities, and training flexibility. One interviewee stated that they are trained to identify those who don't seem ecstatic to arrive at the vacation resort and those who want to go straight to bed. Furthermore, noticing a language barrier, where one individual is speaking in one language, and the other is speaking in another, also serves as a key indicator (Zhang et al., 2022).

Another participant noted that the training was quite thorough, especially in detailing signs to look out for; however, employees admitted surprise that the training was not frequently brought to employees' attention. Employees affirm that re-emphasizing training twice a year or more would be beneficial, especially in keeping up to date with new methods to detect traffickers (Zhang et al., 2022).

Outside of training, asynchronous reminders of lessons are also commonly used in hospitality locations. Training methods for employees included reading a booklet about the signs of human trafficking and signing that hotel employees have read the booklet. Posters of key tactics are also posted around employee break rooms and spaces. Incorporating the police in providing lectures and active training was also beneficial, as noted by multiple hotel employees. At the same time, some hotel employees mentioned that hour-long training sessions were administered in some cases, but not required, as it was dependent on what department an employee was in (Zhang et al., 2022).

These points emphasize the important training methods adopted by the hospitality industry to be assessed and supported by employees to apply them; as noted by employees, further development of active training would be helpful to skill building for anti-human trafficking readiness.

Technological and peer support were other factors that helped employees remain aware of human trafficking cases. Some hospitality employees mentioned that the use of the Beekeeper and Skype applications helped them stay connected with other employees in regards to looking out for the signs of human trafficking (Zhang et al., 2022). These are monitored by the higher-ups and raise a point for future initiatives to stay up to date with new technological advancements that will help in faster communication and detection of traffickers.

Peer support is another theme that interviewees emphasized its importance on. The speed of the on-site security team's response and emotional support provided by other employees was noted as a key contributor to help catch traffickers (Zhang et al., 2022). Due to the dangerous nature of the job for regular hotel employees, the peer support enables them to act courageously and fall back onto their peers in difficult situations, enabling them to be more proactive in apprehending traffickers.

Indicators of human trafficking include: the room being paid with cash, frequent requests for new linens, signs of poor hygiene and malnourishment on the victim, exceeded number of guests within a room, resistance to receive housekeeping services, and fearful behavior to name a few (NHTRC, 2016).

Even with the initiatives adopted by hotels, Jeng et al. (2022) highlights that the data to capture the effectiveness of mandated training, as passed by Florida in 2018, was affected by other factors.

The number of cases filed against hotels allowing the exploitation of victims to happen was countered by the hotels argument that anti-human trafficking policies were not in place before, making it easier for traffickers to get away. Moreover, changes in the judicial processes to speed up cases filed against hotels that were complicit in trafficking cases prompted the hotel industry to respond to these allegations with initiatives and anti-human trafficking preventative methods. Jeng et al. (2022) further argue that it means that the number of reported trafficking cases is skewed by the hotel's newly found willingness to report human trafficking cases because they want to avoid further allegations in the future.

The behavioral change shown by hotels, public shame, and stigma associated with human trafficking lawsuits could have played a significant role in increasing corporate commitment to fighting human trafficking (Jeng et al., 2022).

Anti-Human Trafficking Legislation Across the Country

It is important to lay out the landscape of anti-human trafficking legislation across the United States to truly understand Florida's stance. While every US state and territory has anti-human trafficking training available for hospitality workers, requirements for training completion differ dramatically across state legislations. Weiss's 2019 report *Unpacking Human Trafficking* is one of the only resources, and most up-to-date, that presents such information in a single resource, providing key information on what anti-human trafficking legislation looks like across the US.

At the time of the report's release in 2019, only 15 states had state, or territory-wide, legislation addressing anti-human trafficking training in the hospitality industry; four explicitly mandated training for hospitality workers, while the remaining eleven only required voluntary training to be offered to workers (Weiss, 2019). Though the number of states requiring training in hospitality sites has doubled to eight since 2019, the current landscape reveals a very important differentiation between legislatures nationwide.

As reported in the manual by ECPAT-USA, some states and territories have an opt-in version of anti-human trafficking education for hospitality workers to respect private hotel and lodging chain autonomy (Weiss, 2019). This data source allows researchers to understand the multi-dimensional training laws, or lack thereof, across the US and categorize states with and without mandated training for hospitality workers. While the data is only as recent as 2019, this captures the most recent states that have joined the mandated training group of states, which include Washington, New Jersey, Connecticut, Louisiana, Ohio, New York, Texas, and Florida. Many state legislatures are continually moving towards mandating these training for hospitality workers.

Laws in Place to Combat Human Trafficking

The efforts of the hospitality industry alone cannot achieve a significant reduction in human trafficking crimes. There is hope that from the state level a significant impact can be made in anti-human trafficking measurements.

Initially in the year 2000, the U.S. Congress enacted The Trafficking Victims Protection Act, which widened the net of criminal acts and strengthened penalties on traffickers and co-conspirators. This was reauthorized in 2003, 2005, 2008, and 2013, with each reauthorization adding new supplemental information. This was coupled with the Human Trafficking Act of 2015 that amended numerous provisions of the Trafficking Victims Protections Act (Ross, 2020). The states followed through with their own anti-trafficking laws as seen with Pennsylvania's anti-trafficking facilitator

liability statute, Texas's Civil Practice & Remedies Code section 98.002, Alabama's Code section 13A-6-157, and Florida's 509.096 statute.

In 2018, State Senator Book of Florida proposed Senate Bill 1044, which would have allowed hotels and motels to be held civilly liable for sex trafficking that occurred on their premises if proper anti-trafficking protocols were not instituted (Ross, 2020). She followed the examples of Connecticut, Minnesota, and California legislatures through her sponsorship of Senate Bill 540, which requires Florida lodging establishments to mandate human trafficking training (Ross, 2020). This bill was passed and can signify the importance of the economic gains obtained from hotels and motels, rather than the critical issue of human trafficking.

Earlier in the year of 2018, Florida's legislature passed Florida Statute 509.096 which mandated anti-human trafficking training for hospitality workers. In relation to the proposed Senate Bill 1044, which would have further helped combat human trafficking, Senator Book was taking steps in a direction to ensure security for victims and liabilities for hotels and motels who were complicit with acts of human trafficking. Senator Book stated, "We're not trying to create the fights and problems there were [in 2018]. We know this is a problem. We know where it's a problem. And we need to address it (Ross, 2020)." She clearly indicates the increasing numbers of human trafficking in Florida have played a role in proposing a Senate Bill.

As of January 2021, all lodging establishments are required to train employees on human trafficking, and failing to do so will result in a fine of up to \$2,000 per day (Ray, 2023). This law seems like it could help enforce training measures for hospitality workers; however, Savannah Parvu, a victim of human trafficking mentioned that hotels have 90 days to correct their mistakes and resolve cases before the fine is implemented, giving them an unlimited pass to avoid the fine, and repeat the process (Ray, 2023).

These points show that the legal measures in place do not favor the trafficked victims, rather they provide leeway for the hospitality industry to get away with their actions. Additionally, some local authorities in Florida lack recognizing human trafficking crimes as its own separate punishable offense and clump them up with other crimes. This creates two issues: the denial of survivors' rights when law enforcement accurately charges traffickers and the underreporting of human trafficking cases (NIJ, 2022). Consequently, the underreporting of crimes could have impacted Senator Books' case in proposing Senate Bill 1044 as the data did not correctly reflect the real life situation of human trafficking in Florida, and the U.S. as a whole.

State Laws in Place to Combat Human Trafficking

A deeper dive into each state can be done by exploring state and territory profiles individually. The National Human Trafficking Hotline (2019) has worked with the Administration for Children & Families to create online profiles of each state's and territory's efforts to address human trafficking, including educational training for hospitality workers in the eight states of interest for this study.

These two to three page overviews include annual statistics on human trafficking detections, demographics of victims, and current resources and collaborations with organizations combating human trafficking. These profiles are all linked to the state or territory's relevant government office tasked with the bulk of oversight of these efforts, making it a comprehensive way for researchers to access the original legislation and task forces equipping these policies to the hospitality industry.

A short-coming of this resource is that the Administration for Children & Families only updates these profiles periodically, leaving many cases of interest with information that is nearly six years old. Nevertheless, it provides a good start on understanding many of these cases of interest that can specifically be used as historical comparison to the most up to date information.

Anti-human trafficking education and training are not a new task taken on by legislatures, as mentioned, many states have mandated anti-human trafficking training to private sectors outside the hospitality industry for years. This information is best described by the report titled *Human Trafficking State Laws* (National Conference of State Legislatures [NCSL], 2020). The piece builds on the information from the NHHT profiles by providing a holistic overview of the different legislation surrounding human trafficking by state and territory. The report highlights that the scope of anti-human trafficking education and training ranges far and wide, with some states like Iowa requiring law enforcement to develop anti-human trafficking education and training for the general public, while others like Tennessee only require such training to public employees focused on criminal justice (NCSL, 2020).

However, outside of law enforcement, anti-human trafficking education and training requirements are most commonly directed towards hotel and lodging establishments, with the NHHT report highlighting New Jersey and Connecticut as prime examples, two of the eight states with the legislation of interest for hospitality workers. At the same time, the legislation of these two states looks very different.

According to NCSL, Connecticut requires that hotel and lodging managers certify that anti-human trafficking training has been completed by all staff of their

establishments, while New Jersey specifically requires management to confirm employee training completion in the first six months of employment; neither mandates require regular repeat training across the span of employment (NCSL, 2020). The time frame and repetition of training are just two components that reflect the discretion of legislatures as they mandate these training for their state's establishments. Whether these differences dictate a difference in outcome has yet to be explored by any report or study.

Trainings in Action

Online and Offline Blended Learning

As educational institutions embrace technological advancements, Li's (2021) study unveils the transformative potential of online and offline blended learning. In response to the COVID-19 pandemic, the study recognizes the efficacy of online learning in delivering vocational courses. However, it emphasizes the limitations, particularly the lack of supervision and practical training.

The integration of high-quality online resources with face-to-face interactions emerges as a solution, enhancing autonomous learning and improving the effectiveness of theory courses or integrated theory-practice courses. This approach involves hierarchical teaching tasks, progressive teaching processes, and action-oriented teaching methods, fostering an enriching learning experience for higher vocational students. In regards to online trainings for sensitive topics, such as human trafficking, the combination of online and face-to-face will be useful to note.

Sexual Harassment Training Recommendations

Perry, Kulik, and Field (2009) navigate the intricate terrain of sexual harassment training, emphasizing the disparities between practitioner advice and academic research. This study provides an understanding of the intricacies involved in developing effective training programs, drawing parallels to the realm of human trafficking education. A few of their recommendations for sexual harassment that may be helpful for analyzing trainings include:

- Enhance methodological quality by strengthening the methodological rigor of quantitative research on sexual harassment,
- Implement standardized definitions for different types of sexual harassment and sexual violence to facilitate a better understanding of prevalence and differences, which can help in design of effective preventive measures
- Promote global representation by encouraging broader global representation in research, emphasizing contributions from non-English-speaking regions, comparative studies across different countries, and the development of intercultural research projects

- Shift the focus of future research towards preventive efforts and the assessment of preventive measures, understanding the underlying processes of sexual harassment, including the characteristics and incentives of perpetrators
- Emphasize intersectional perspectives that include experiences of minority groups, both in evaluating the effectiveness of preventive measures and in examining prevalence.

Specialized Human Trafficking Training for Law Enforcement

Renzetti et al.'s (2015) exploration of a specialized human trafficking training module for law enforcement officers in Kentucky offers a glimpse into the challenges faced on the frontlines. Acknowledging the U.S. federal government's emphasis on human trafficking prosecutions, the study exposes a stark reality: local law enforcement officers may lack awareness and readiness to combat trafficking in their areas.

Despite positive outcomes, the training's limitations underscore the complex nature of preparing law enforcement for effective intervention, such as the brevity of the training sessions, the potential for oversimplification of complex trafficking scenarios, and a lack of ongoing support and resources for officers post-training. While this is not specific to hospitality workers, this is helpful to know the complexities that go into human trafficking detection from beginning (awareness) to end (detection).

Social Studies Education on Human Trafficking

Moore's (2018) comprehensive examination of human trafficking emphasizes its global impact, framing it as a moral outrage and violation of international and American laws. While not a quantitative study, Moore's work serves as a critical commentary on the need for social studies education to raise awareness and engage students in combating this grave human rights violation, setting the stage for broader societal understanding.

Legislation and Training in Commonwealth Member States

The Status Report on Human Trafficking Legislation and Proceeds of Crime Recovery Legislation for Commonwealth Member States (2008) offers a panoramic view of international efforts. Various countries, such as Australia and Malawi, have taken collaborative initiatives, which demonstrate diverse approaches to protect victims, including specialized units and child protection officers. This study enriches our understanding of the global landscape, serving as a comparative lens for human trafficking education initiatives.

Florida Human Trafficking Training Programs

The Polaris Project and the Florida Alliance to End Human Trafficking Training (2022) provide a practical lens into the training landscape. Both initiatives focus on inclusion, comprehensive training modules, identification coverage, forms of trafficking, victim support, legal aspects, prevention strategies, and collaboration efforts. The inclusion of survivor voices and real-life scenarios enhances the impact of these programs, reflecting a holistic approach to human trafficking education.

Essential Components for Health Professional Training

HEAL Trafficking's (2018) guide for health professionals in handling human trafficking situations underscores the importance of a specialized approach. Notably, the guide advises against indiscriminate involvement of law enforcement and emphasizes a nuanced understanding of local laws. This aspect holds particular relevance for regions like Florida, with frequently updated legislation on human trafficking.

Specified Trainings

The study on commercial sexual trafficking of males (Kenny et al., 2023) sheds light on an often overlooked aspect of human trafficking. Focused on law enforcement, the study highlights the limited knowledge regarding male victims and emphasizes the positive impact of targeted training. This study broadens our understanding of the nuanced challenges in identifying and addressing diverse forms of trafficking.

Fitzpatrick's (2021) exploration of training journalists in Mauritania showcases the potential of media as a catalyst for change. While not directly applicable to Florida, the model presented provides a captivating approach, highlighting the role of journalists in holding government officials accountable and promoting social

Methodology

This section outlines our approach to addressing the key research questions and achieving the main objectives of our study. Our methodology relies heavily on the use of advanced statistical models, namely Difference-in-Differences (DiD), to effectively measure the effects of compulsory anti-human trafficking training in the hospitality industry. Our assessment is supported by a detailed collection and examination of data from Florida's Public Information Office, the National Human Trafficking Hotline, and the FBI's crime report.

Highlights

Q1: Do state policies that mandate anti-trafficking training for hospitality workers affect the detection of victims and traffickers in Florida?

Q2: With respect to their training mandates, which states have seen the largest increase in detection?

Regarding the National Human Trafficking Hotline, the Polaris Project, a non-profit organization that is fighting to eradicate modern slavery and help survivors, established the hotline in 2007. Since then, data found in the hotlines website are based on accumulated information coming from signals like phone calls, online chats, text messages, emails received by the trafficking hotline. This dataset includes a wide range of indicators like signal types, venues for trafficking, types of trafficking, age, race, gender and more. This comprehensive data source provides state by state information based on a given year. The data collected is not mandatory, however the frequency that US states use this data source to report their information on human trafficking data typically refers back to the National Human Trafficking Hotline. Therefore, this makes this source highly credible in collecting data for the DiD regression explored in question 1.

The FBI crime report data is a government collected data platform, with data regarding various crimes, and indicators like age, gender, state, year and more. For

the purposes of our analysis of question 2, we examined the crime and arrest reports documented for human trafficking-commercial sex acts and human trafficking-involuntary servitude. Due to the constraints of this project, it was best to clump both forms of human trafficking as one indicator, which helped in analyzing the data and making appropriate conclusions. The data reported by the FBI was collected by the National Incident Based Reporting System (NIBRS) which was enforced and implemented by the FBI as of January 1, 2021. The mandatory reporting by NIBRS was a transition from the previous Uniform Crime Reporting (UCR) program. This explains why some states did not have available data prior to the mandate in 2021, which will be further discussed in the next sections of this report.

With the unavailability of data from Florida, we resorted to contacting Florida's Public Information Office. This was the case because the FBI's requirement of having NIBRS collected data on their systems at the start of 2021 meant that data from 2020 and previous years were not always available. Florida was one of the states that did not have the data available, but their Public Information Office was able to help us in gathering important information for our descriptive statistics analysis.

Through this data-driven approach, we identified the crucial factors that determine the success or failure of these training initiatives. We have also discussed potential challenges in our analysis to maintain the validity of our findings. Additionally, we investigated how these training programs specifically affect detection rates, depending on the availability of data, as further described in the following sections.

Research Question 1:

Do state policies that mandate anti-trafficking training for hospitality workers affect the detection of victims and traffickers in Florida?

To determine if state policies significantly affect detection rates, we employed the DiD Analysis, comparing Florida's mandatory training impact on detection rates with California as a control group. This approach required a detailed comparison of detection rates before and after the training mandate periods.

Hypotheses

We first hypothesized that mandated anti-human trafficking training for hospitality workers enhances their ability to detect and report instances of human trafficking within their establishments. Consequently, the implementation of such trainings is anticipated to be associated with a sustained increase in the detection and reporting of human trafficking cases over time. "Detection" refers to the identification or recognition of potential human trafficking situations by trained personnel.

Meanwhile, "reporting" is the act of these situations being officially communicated to authorities or helplines like the National Human Trafficking Hotline. This effect is

expected to become more pronounced as the policy matures and as compliance among hospitality chains grows. Specifically, for the state of Florida, which mandated anti-human trafficking training in all overnight hospitality businesses starting in 2019, an uptrend in reported detections is projected from the year of policy implementation onward.

Null Hypothesis (H0): There is no significant change in the number of human trafficking cases reported to the hotline per year from hospitality venues in Florida after the 2019 legislation.

Alternative Hypothesis (H1): There is a significant increase in the number of human trafficking cases reported to the hotline per year from hospitality venues in Florida after the 2019 legislation.

Analytical Techniques

In our study, the DiD was employed to assess the impact of compulsory anti-human trafficking training on the rate of trafficking detection in the hospitality sector. We conducted this assessment by comparing Florida's detection rates—where the training is mandatory—before and after the legislation, with those from California, where no such mandate exists, serving as our control group.

The DiD analysis hinges on panel data regression, taking detection rates as the dependent variable. Panel data regression is a statistical technique that analyzes data across both time and different entities, offering a two-dimensional perspective. This methodology evaluates the effects of policy changes over time, examining detection rates of human trafficking within the hospitality sector before and after the mandatory training in Florida, compared to California, where no such mandate is in place.

By integrating cross-sectional data with time-series data, panel data regression provides a robust analysis of the legislation's effectiveness in enhancing the detection of human trafficking incidents. Therefore, the DiD model uses binary indicators for before and after the implementation of Florida's mandate, and an interaction term between these indicators. This interaction term is critical; its coefficient measures the incremental impact of the training, allowing for an empirical determination of the training mandate's effectiveness in improving the detection of human trafficking cases.

Data Collection

To execute the DiD analysis, we extracted comprehensive datasets from the National Human Trafficking Hotline. This resource provides a chronological sequence of

reported signals that are indicative of human trafficking. Crucially, the dataset encompasses a host of variables that are vital for a DiD model, including the nature of the signals (reported cases), the identified type of trafficking, and the venues where trafficking is reported to occur. It also provides information on the dates when signals were received, which we analyzed in the context of the timeline of anti-trafficking training mandates' implementation.

To facilitate a rigorous DiD analysis, we compiled data on detection rates from both before and after the implementation of mandatory training in Florida. A corresponding dataset from California, which does not have a similar training mandate, established a baseline for comparison. This comparative approach requires consistent and comparable data across both states concerning the reporting of human trafficking incidents and demographic details of the victims and perpetrators.

By aligning the data across temporal phases (pre- and post-mandate) and between the treatment group (Florida) and control group (California), we isolated the impact of the mandated training on detection rates. Our data collection strategy ensures that we capture the differences in the reported cases, such as the method of signal receipt, the specifics of the trafficking type, and the related demographic information, to accurately measure and compare detection trends across states and time periods.

Limitations

Our analysis is subject to certain constraints due to the reliance on data solely from the National Human Trafficking Hotline. The data may not capture the full spectrum of human trafficking incidents, as it excludes direct police reports, internal hotel documentation, and self-reported cases. This limitation narrows our measurement scope and potentially introduces biases. Factors such as the COVID-19 pandemic, pre-existing training initiatives by certain hotel chains, and the general underreporting of trafficking incidents present additional challenges, potentially leading to variable bias in our regression analyses. Although instrumental variable (IV) regressions could address omitted variable bias, the absence of comprehensive data on these external factors limits this approach.

Despite these constraints, regression and t-tests were used to evaluate the significance of the available variables. The limitations inherent to our dataset will necessitate a year-by-year analytical approach, most appropriately executed through the DiD framework. This method aligns with the research objectives outlined by FCI and allowed us to examine the correlation between the reported calls and human trafficking incidents, providing insights within the bounds of the available data.

Research Question 2:

With respect to their training mandates, which states have seen the largest increase in detection?

To answer this research question, we referred back to the eight states mentioned in FCI's proposal that implemented mandatory anti-trafficking training for hospitality workers. This then allowed us to conduct a detailed state-by-state evaluation of performance to identify which states have excelled in detection of human trafficking cases following the training mandate. Descriptive statistics served as our reference because of its feasibility and importance in illustrating trends overtime. A range of statistical methods and visual representations highlighted the increase/decrease in number of incidents, offenses, victims, arrests, and offenders in a given year from 2015-2022.

Hypotheses

Given that descriptive statistics summarized the characteristics of the dataset, we analyzed the trend levels of increased/decreased detection levels (incidents, offenses, victims, arrests, and offender) based on the mandatory training mandates implemented by a select few of states: Connecticut, Florida, Iowa, Illinois, North Dakota, California, Minnesota, and New Jersey.

Null Hypothesis (H₀): The eight states previously mentioned will not have a significant increase in detection rates. The impact of mandated training methods will have a weak correlation to increases in detection.

Alternative Hypothesis (H₁): The eight states previously mentioned will have a significant increase in detection rates. The impact of mandated training methods will have a strong correlation to increases in detection.

Data Collection

We used data from the Federal Bureau of Investigation for 5 of the 8 states. Illinois, Minnesota, North Dakota, Connecticut, and Iowa had complete information on human trafficking reports which were collected from NIBRS. These reports were found through the Crime Data Explorer section in the FBI's database, which allowed us to determine the number of incidents, offenses, victims, arrests, and offenders reported to the FBI by each of the 5 respective states. To reiterate, not all states had data prior to 2021 because it was voluntary; however, in the beginning of 2021, the FBI required all states to report their data through NIBRS.

The dataset also included more information on demographics, however these were not significant to report based on the question we are answering. This is a reliable data source as it is from the FBI and also checks out with the other datasets reported by the individual states law enforcement as they have reported the same numbers. Using this source allows for a consistent reference and eliminates room for discrepancies for data sources that are incomplete or require us to manually count the variables we need.

Florida, California, and New Jersey did not have complete datasets in NIBRS. They only had information for the years of 2021 and 2022 regarding the specific variables we examined and they did not contribute to the NIBRS during the years of 2015-2020. For a comprehensive analysis of the dataset and to truly examine the impacts of increased reporting of trafficking instances, it was necessary to look at the years of 2015-2022. Various states implemented the anti-human trafficking training mandates across different years, hence why it is crucial to look at the dataset for over a long period of time, rather than choosing a couple of years to explore.

Given that Florida implemented their mandate in 2019, looking at the impact on the other 7 states mentioned previously who have implemented their mandates earlier will help allow us to infer and analyze the trends, thus coming to a conclusion whether training mandates are effective or not. Overall, the FBI dataset helped us compute reliable numbers into our tables and have been effective in illustrating the impacts of mandatory training mandates for hospitality workers in the increase of human trafficking detection.

For additional years of data for Florida, California, and New Jersey, we contacted their respective law enforcement agencies directly to acquire the data. The Public Information Office in Florida responded positively and provided a detailed spreadsheet coinciding with the variables we have explored for this question, except for the variable “offenders.” They also provided even more information on the specifics of each human trafficking case, like the county and date of incident. California was only able to provide data on specific counties, however it did not include most of the data measurements we explored and New Jersey declined our request for data. New Jersey referred us to their data on their Office of Attorney’s website for information on human trafficking, but we could not locate relevant data on that site.

Analytical Techniques

Descriptive statistics act as both a guide and illuminator, shedding light on data and steering its interpretation. In our study, they played a critical role in graphically detailing the annual fluctuations in various modes of detection like incidents,

offenses, victims, arrests, and offenders while enabling a detailed performance comparison across states. Additionally, to augment understanding and provide a more intuitive grasp of the data, we used visual representations of the data such as tables and line diagrams.

Keeping the variable year as an independent variable and the modes of detection as dependent variables allowed us to examine the impacts of mandated training methods. The use of 5 dependent variables provided a deep contextual analysis on the state's ability to address human trafficking cases, instead of only observing the state's capability through one mode of detection. This comprehensive strategy guarantees that the data is not just presented but also communicated and informed effectively.

Limitations

As noted in the discussion section for research question 2, our primary data source for this was the FBI's collection of NIBRS reports available to the public through their Crime Data Explorer. These reports categorized human trafficking as a specific offense while also detailing more information about human trafficking cases, including demographics of the victims and perpetrators.

While the dataset mentioned above is key for assessing report frequencies, it's important to note that the states of Florida, California and New Jersey did not contribute to the NIBRS prior to 2021. Moreover, after conducting research from the Marshall Project, they noted that not all agencies in Florida opted in the NIBRS system, which caused data numbers to be skewed (Li & Ricard, 2023). Not having NIBRS data prior to 2021 made it difficult to obtain consistent data from one source. However, as stated previously, Florida's Public Information Office provided the necessary data for us to complete our data collection, yet California only reached out regarding specific counties and New Jersey has not reached back regarding the missing data it has on modes of detection from 2015-2020.

Finally, since this is a descriptive analysis regarding the year and modes of detection, the available data supported correlation-based conclusions, not causal inferences, on the impact of mandated training on detection capabilities within the hospitality industry. This limited our capability to extract key causal inferences to mandated training methods, which could have supported literature review in this field of study in the future.

Additionally, external factors such as the COVID-19 pandemic, pre-existing training protocols, and potential inaccuracies in crime reporting skewed the detection rates.

Moreover, some states reported 0 detections of human trafficking related reports, which simplified the analysis portion and does not provide a comprehensive understanding on the impacts of training mandates. Despite these challenges, regression analyses were employed to ascertain the relationship between mandated training and the rate of reported detections, offering insights within the dataset's constraints.

Analytics & Discussion

Highlights

The National Human Trafficking Hotline (NHTH) did see an increase in the number of tips in Florida post-mandate.

The National Incident-Based Reporting System (NIBRS) reveals an average increase in detections post-mandate across states observed.

QUESTION 1

Analysis

The analysis reveals that detections and tips reported did increase as a result of Florida's new training mandate, but statistical testing cannot prove causation. We employed a Difference-in-Differences (DiD) approach to analyze the effect of a policy change on detection rates within two distinct states, Florida and California, over several years. This methodological framework is designed to estimate causal relationships by comparing the evolution of outcomes over time between a treatment group and a control group. The DiD model is specified as follows:

$$\log(\text{DetectionRate}_{it}) = \beta_0 + \beta_1 * \text{Treatment}_i + \beta_2 * \text{Post}_t + \beta_3 * (\text{Treatment}_i \times \text{Post}_t) + \alpha * \text{Control}_{it} + \varepsilon_{it}$$

In this model, i indexes the state (Florida or California), t indexes the time (year), and $\log(\text{DetectionRate})$ is the dependent variable representing the logged rate of detection in state i at time t . The Treatment variable is a binary indicator denoting whether state i belongs to the treatment group, while Post is a binary indicator for whether time t falls after the policy implementation. The interaction term (Treatment \times Post) captures the DiD estimate, the primary parameter of interest, representing the policy's impact. Control variables including age, gender, and citizenship (Control) are incorporated to adjust for other factors influencing detection rates.

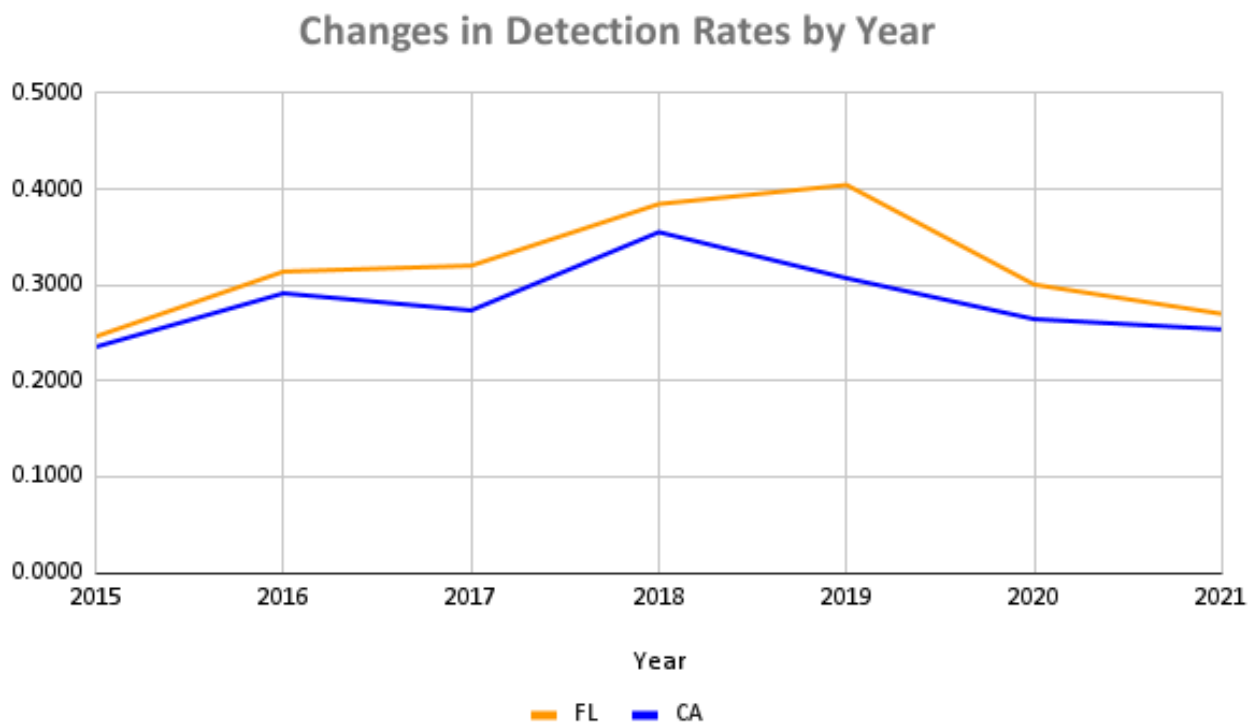
In setting up our DiD model, we paid special attention to 2018 as the key point that divides the time before and after the policy change. 2018 serves as the final year before the policy intervention—our last pre-treatment year—while 2019 marks the beginning of the period following the policy implementation, making it the first post-treatment year.

This choice is intentional, based on how our main data source, the National Human Trafficking Hotline, reports its data annually. Since the data covers full years and does not allow for splitting within a year, we cannot accurately separate the impact of policies introduced in the middle of a year. By marking 2018 as the crucial year, we avoid conflating data from before and after the policy change, which would likely happen if we used 2019 as the dividing line although it is the policy implementation year.

Parallel Trends Assumption

Based on the visual inspection of the trend chart for detection rates and the pre-treatment regression results from Stata(See Appendix 1.1 - 1.2) and Excel below, California appears to be a suitable control group for Florida in our DiD analysis. In the charts, both states demonstrate a similar upward trend in human trafficking detection rates from 2015 to 2018, which is the critical pre-policy period before Florida implemented its anti-human trafficking policy in 2019.

Although the increase in California's detection rates in the pre-treatment period is not statistically significant at conventional levels ($p = 0.118$), the positive coefficient suggests a trend consistent with Florida's significant increase ($p = 0.038$). The lack of statistically significant divergence in trends pre-policy suggests that absent the policy, detection rates in Florida and California were moving in the same direction, thus meeting the parallel trends assumption required for a valid DiD analysis. This parallel pre-policy trend, alongside the stability of other control variables such as average age, proportion of females, and proportion of citizens, provides the basis for selecting California as a control group to estimate the causal effect of Florida's anti-human trafficking policy on detection rates.



Interpretation of Results (See Appendix 1.4)

After confirming that the parallel trends assumption was met, we investigated the causal effect of Florida's anti-human trafficking policy on detection rates using logged detection rates as the outcome variable. The interaction term between the treatment indicator and the post-policy period served as our DiD estimator.

Model Summary

In statistical modeling, achieving a notable fit implies that the model's predicted values are closely aligned with the observed data, indicating that the model effectively captures the underlying relationship between the independent and dependent variables. Our model utilized 14 observations and demonstrated a notable fit, with an R-squared of 72.52%, suggesting a strong explanatory power. The adjusted R-squared, accounting for the number of predictors, stands at 48.97%. The model's F-statistic indicates marginal statistical significance at the 10% level, which implies that the independent variables collectively may explain some variability in the logged detection rates.

Coefficient Interpretation

Within our regression framework, the interpretation of the coefficients provided insights into the influence of Florida's anti-human trafficking policy. The treatment group indicator, representing Florida's status as the state subject to the policy

change, was not statistically significant ($p = 0.956$), indicating that being subject to the policy alone did not lead to a measurable change in detection rates. The post-policy indicator, while showing a positive coefficient of 0.282 and statistical significance ($p = 0.085$), suggests a general trend of increasing detection rates after the policy's introduction but not enough to claim a definitive causal relationship at conventional significance levels. The critical interaction term between the treatment and post-policy period yielded a positive but non-significant coefficient of 0.144 ($p = 0.420$), indicating that while there was an estimated increase in detection rates of 14.44% for Florida post-policy, the data did not provide sufficient evidence to confidently attribute this effect to the policy intervention.

Further, the average age of detected individuals was inversely related to the detection rates, with each unit increase in the percentage of the detected adults associated with a significant 483.7% decrease in detection rates ($p = 0.031$). In simple terms, it suggests that the more adults are involved in the detected cases, the lower the overall rate at which cases are identified. Conversely, the proportion of female cases (coefficient = -2.307, $p = 0.545$) and the proportion of citizen cases (coefficient = -2.929, $p = 0.620$) were not found to significantly impact detection rates, suggesting that these demographic factors did not play an important role within the scope of this analysis. Lastly, the intercept of the model, while offering a baseline log detection rate of approximately 4.254 when all other variables are zero, was not statistically meaningful in this context ($p = 0.231$).

Overall Interpretation

In summary, the DiD results did not provide statistically significant evidence to support the alternative hypothesis (H1) that the mandated training led to a significant increase in the number of reported human trafficking cases to the hotline from hospitality venues in Florida post-implementation period. The interaction term, designed as our DiD estimator, did not reach conventional levels of statistical significance, implying that the policy's effect was indistinguishable from zero in the context of our model. This could be due to a variety of factors including but not limited to the degree of compliance with the training, the effectiveness of the training itself, or the presence of other concurrent initiatives that may have influenced reporting rates.

Robustness Check (See Appendix 1.5)

To assess the robustness of our findings, we performed a fixed-effects regression to control for unobservable characteristics that are constant within states but vary across them. This approach enhances the credibility of our analysis by ensuring that

the estimated impact of the policy on detection rates is not confounded by time-invariant factors.

After implementing fixed effects within our regression framework, the model's fit was substantiated by an R-squared of 0.6811 within groups and an overall R-squared of 0.7235, demonstrating moderate explanatory power. We also observed that the interaction term, our DiD estimator, yielded a coefficient of 0.144014 with a p-value of 0.42. This coefficient remained statistically non-significant, reinforcing the conclusion from our primary analysis that the policy did not have a statistically significant effect on the log-transformed detection rates. The robustness of this finding is underlined by the consistency of the interaction term's coefficient across both the original DiD model and fixed effects models.

Additionally, the post-treatment variable, indicating the period after the policy implementation, had a positive but marginally non-significant effect (coefficient = 0.2823875, p-value = 0.085), which may suggest a general but not statistically robust increase in detection rates after the policy was enacted. Control variables, such as *avg_age*, which exhibited a negative coefficient, indicate a statistically significant change in human trafficking detection rates. These checks confirm the robustness of our initial results, lending weight to our analysis and interpretations.

Conclusion

Our DiD analysis of the impact of mandatory anti-trafficking training for hotel workers in Florida found no statistically significant evidence to support the hypothesis that such training leads to an increase in the detection and reporting of human trafficking cases. Although the robust methodology confirms the applicability of using California as a control group and validates the parallel trends hypothesis, key findings (particularly the interaction term representing the policy effect) indicate that the detection rates did not change significantly after policy implementation.

This result suggests that, within the scope of this study, the mandatory training policy has not achieved its intended goal of enhancing the detection of human trafficking cases. While the model demonstrates strong explanatory power and accounts for a variety of control variables, the lack of significant effects demonstrates the complexity of policy evaluation in the context of human trafficking.

Discussion

There are several interesting developments the analysis above suggests. Firstly, the new mandate for anti-human trafficking training did not lead to an increase in National Human Trafficking Hotline reports, but a steady decline in the proportion of

detection rates (See Appendix 1.4). However, a closer look reveals that this is not due to a decrease in the number of signals reported to the hotline, but an increase in the number of signals that outweigh the new number of cases identified from these signals.

This may be because with the use of the National Human Trafficking Hotline, the number of cases is not parallelly increasing. This revelation suggests that the cause of more signals reported is not an increase in cases. Further investigation would be needed to reveal why signal reporting has increased greatly since 2019, when the policy of interest was passed in Florida and whether this was a result of a specific policy or increased awareness in the wake of legislative changes. Signals can be reported by victims, peers of victims, or bystanders, so their increased use of resources like the National Human Trafficking Hotline leaves room for fruitful exploration of such reporting tools as a valuable detection resource to be considered with new anti-human trafficking policy.

Secondly, the statistically significant negative association between detection rates and the average age of identified individuals suggests a potentially overlooked aspect of

human trafficking dynamics: the differential recognition of trafficking incidents based on the age of the victims (See Appendix 1.3). Specifically, our results indicate that an increase in the proportion of adults among the detected cases correlates with a decrease in overall detection rates.

This could imply that hospitality workers—and possibly the detection mechanisms at large—are less adept at identifying signs of trafficking among adult populations compared to those involving minors. The implications of this finding indicate that current educational efforts may be calibrated to the signs of minor trafficking. Speculation about the ease of spotting a dangerous situation involving a minor, the willingness of observers to report, or the emphasis on child protection intervention as causes for this discrepancy may be grounds for rethinking current public and employee education strategies. Minors make up approximately 27% of human trafficking victims, meaning that detected case demographics that have minors above this proportion may reflect a failure to detect more cases of adult trafficking via hotline signals (World's Children, 2020).

Though the National Human Trafficking Hotline reveals that age is becoming less of an indicator for a case to be detected, a gap is still present in many states. Florida has seen the largest shift in the increased number of adult human trafficking signals detected relative to minors each year, suggesting that the signals are revealing what may have been a decrease in the barriers to report cases of adult human trafficking. Therefore, it is recommended to include more adult-specific indicators of human

trafficking in public awareness campaigns and employee education efforts. To improve workers' ability to spot and report these cases, we also suggest regular professional development sessions that highlight the challenges of identifying adult trafficking.

Thirdly, the number of signals the National Human Trafficking Hotline has seen since the passage of the 2019 policy is rising exponentially (See Appendix 1.6). 2018 and 2019 see relatively similar rates of increase, but 2020 onwards produces an increase in annual signals reported as large as the increase from 2018 to 2000. While the proportion of these signals leading to detections has already been discussed, it is important to emphasize that the new mandated training policy is positively correlated with the number of signals received. This suggests that despite the discrepancies mentioned above, there is either a shift in awareness of these tools for reporting or competence to detect cases.

QUESTION 2

Analysis

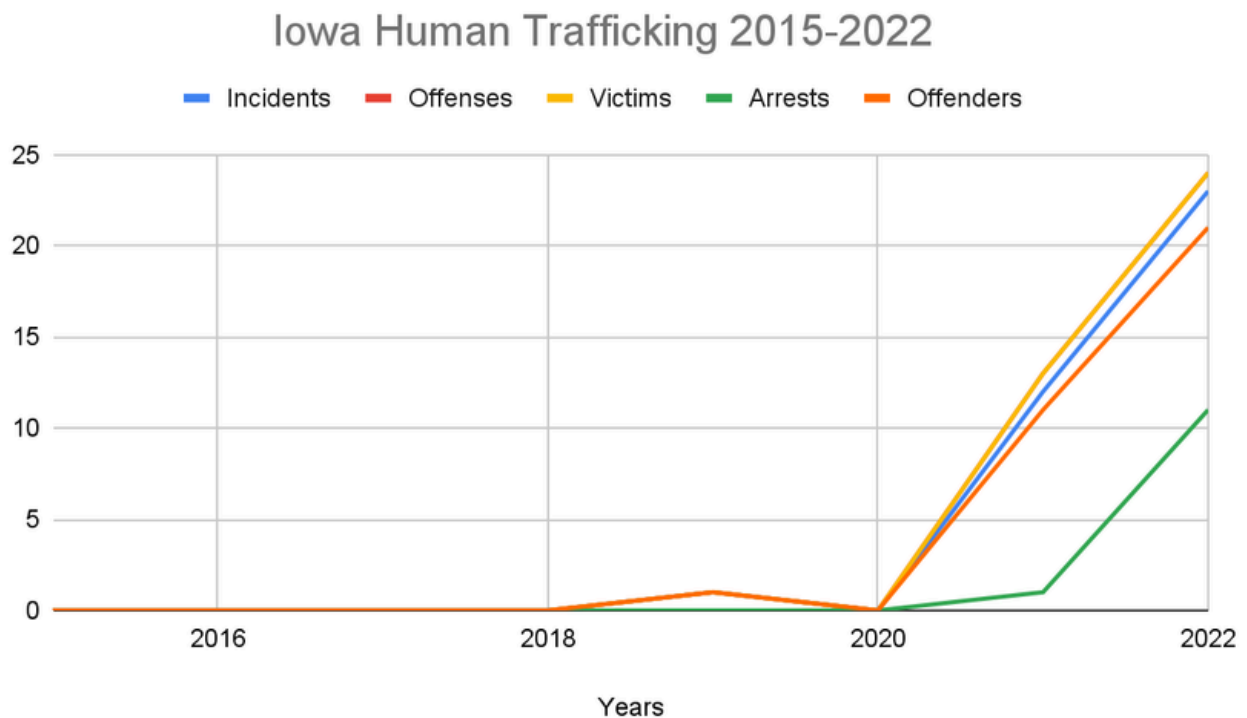
Based on the data collected, there seems to be evidence that supports the hypothesis that some states have seen increases in detection with respect to their training mandates. Iowa, Illinois, Minnesota, North Dakota, Connecticut, and Florida all implemented policy mandates that require hospitality industries to train employees on human trafficking detection; therefore, it is best to explore each respective state to get a detailed understanding of the data collected on detection numbers.

The table below highlights the highest detection numbers a state has recorded within a year. Florida is being displayed for 2015, 2016, and 2020 as it recorded the highest number of detection cases. Connecticut, Minnesota, North Dakota and Illinois have their data for their year of policy mandate displayed in the table below. Iowa having implemented their mandate in 2022 falls short of detection increases compared to Illinois, hence their second highest recorded detection numbers is displayed.

Prominent Data								
Time								
Measurements	2015	2016	2017	2018	2019	2020	2021	2022
Incidents	54 FL	102 FL	8 CT	14 MN	4 ND	136 FL	12 IA	28 IL
Offenses	46 FL	105 FL	9 CT	15 MN	4 ND	137 FL	13 IA	30 IL
Offenders	NA FL	NA FL	5 CT	17 MN	5 ND	NA FL	11 IA	31 IL
Victims	54 FL	102 FL	9 CT	15 MN	4 ND	128 FL	13 IA	30 IL
Arrests	24 FL	36 FL	6 CT	101 MN	0 ND	41 FL	1 IA	1 IL

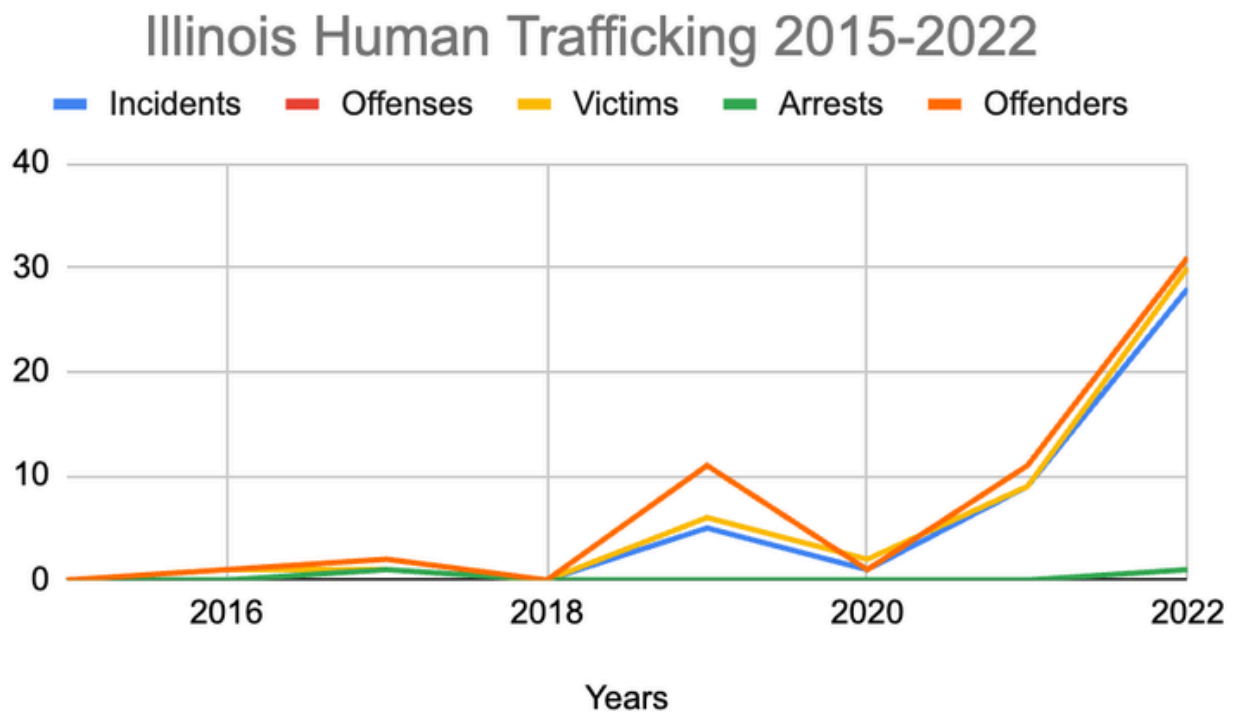
Iowa

Data from Iowa supports our hypothesis that mandated training for hospitality workers increases detection rates. Before Iowa implemented its training mandate, Iowa reported just one incident, offense, victim, and offender, but no arrests. Although there were no human trafficking-related crimes reported in 2020, the year that Iowa implemented its training mandate, this aligns with findings from our literature review that indicate COVID-19 lowered detection rates and reporting of human trafficking cases. However, in 2021 and 2022, there was a significant jump in detection numbers (see Iowa figure). Specifically, there were 12 reported incidents, 13 offenses, 13 victims, 11 offenders, and 1 arrest in 2021, which then doubled in the following year. The data presented indicates that after the implementation of mandated training for hospitality workers, there was an increase in the number of detections.



Illinois

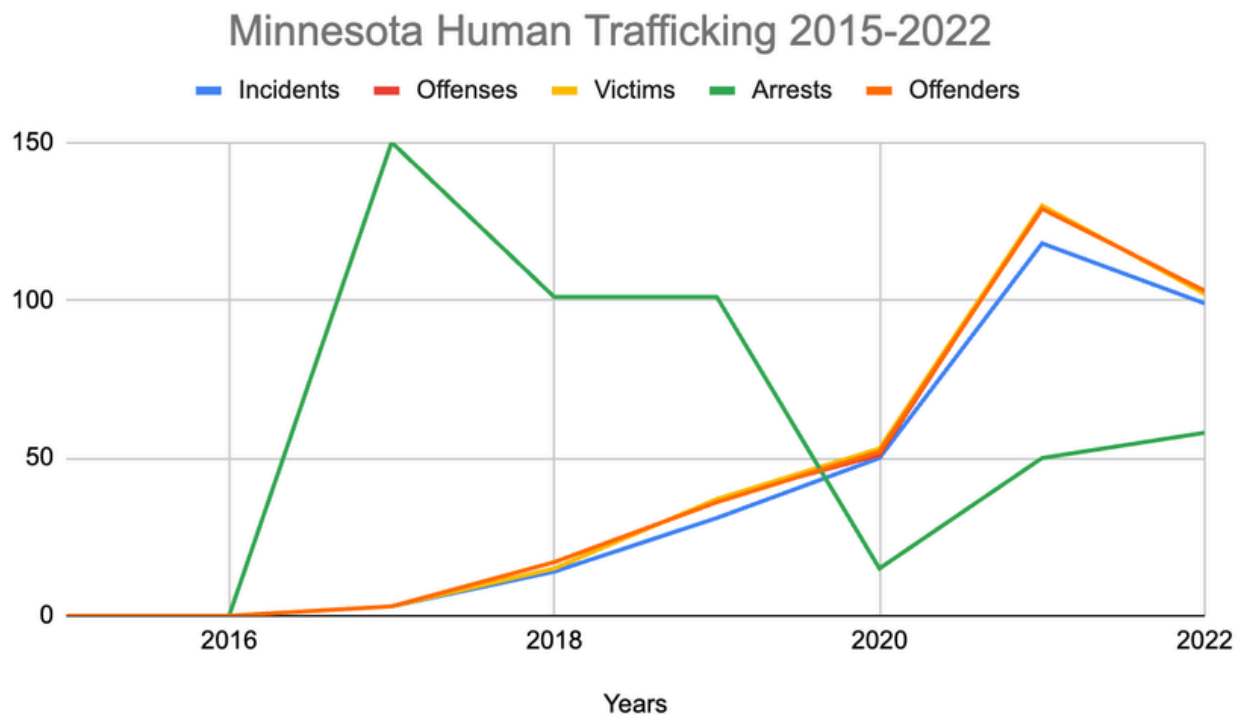
Data from Illinois supports our hypothesis. Similar to Iowa, Illinois had relatively low detection numbers prior to the mandate and reporting was hampered by COVID-19 in 2020. The negative impacts of COVID-19 lockdown and quarantine in being able to identify and report cases are shown in the Illinois figure. The state of Illinois in 2022 decided to implement the mandated training methods for human trafficking detections for hospitality workers: there were 28 reported incidents, 30 offenses, 30 victims, 31 offenders, and 1 arrest. Interestingly, arrests remained low; however, all other measurements highlight the increase in detection when the mandate was implemented. These data points support the hypothesis that there is a higher likelihood that the detection rates will increase after implementing mandated training methods



Minnesota

Minnesota's reported crime data also supports our hypothesis. This is evident with the increase in the measurements of human trafficking detections after mandated training was implemented for hospitality workers in 2018. Pre-mandate, there were relatively low numbers reported by Minnesota (see Minnesota figure). The only stand-out variable was the number of arrests in 2017, being 150. Then in 2018, the data measurements of incidents, offenses, victims, and offenders have more than quadrupled from 2017. Since then, the numbers reported regarding the measurements have maintained their consistency, however, COVID-19 hampered some of the data from 2020. COVID-19 onwards, the data reported from 2021 has

doubled. Therefore, the COVID-19 implications of the lockdowns, quarantines, explain the lack of reporting in 2020. These points show that a positive correlation can be drawn between when the 2018 mandate was implemented for hospitality workers and the number of detection-based methods that have increased ever since then.

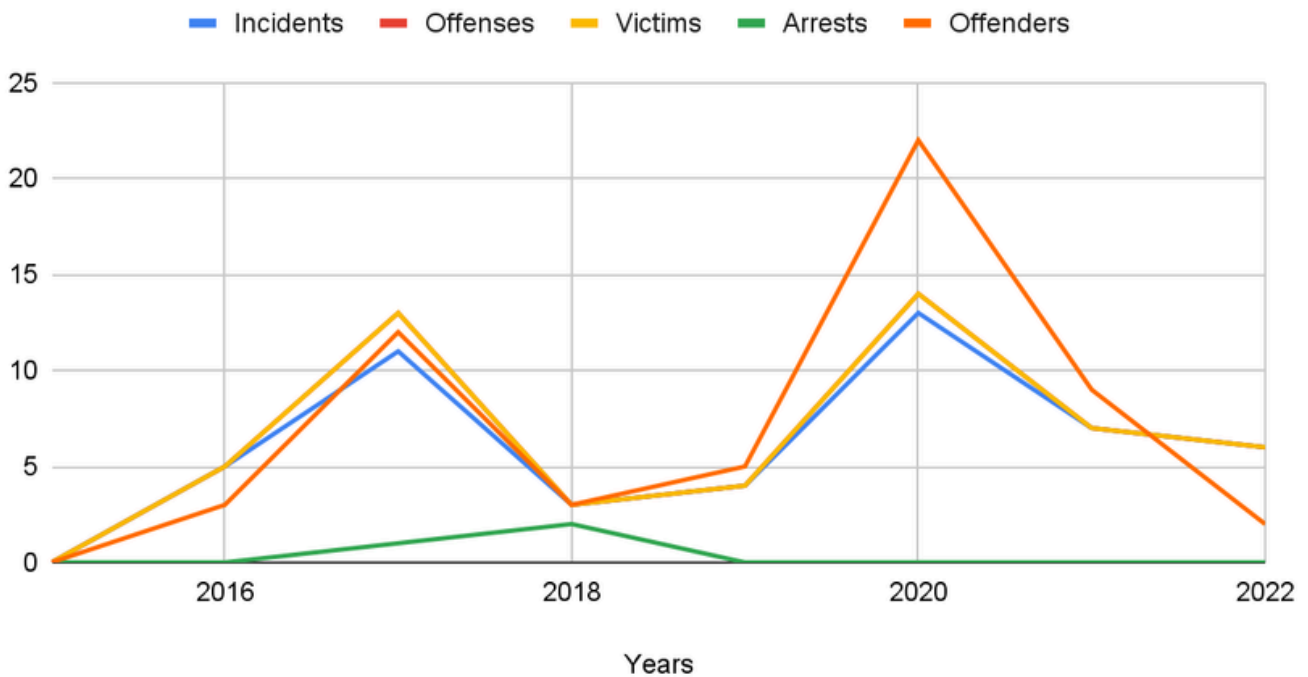


North Dakota

The FBI’s collection of North Dakota’s dataset does not illustrate a clear correlation between the number of detections and implementation of mandated human trafficking training for hospitality workers. North Dakota implemented their mandated training program in 2019. Observations from the pre-mandate period include relative increases and decreases in detection numbers.

The increase depicted on the graph for North Dakota post-mandate is quite fascinating; it is the only state observed that had higher numbers during the year COVID-19 began spreading rapidly. Additionally, post-mandate and COVID-19 years’ numbers decreased by half. These points illustrate that the mandated training program has a weak correlation in the short-run with increased detection rates, but has not impacted the long-term efforts documented by the FBI’s crime data reported by North Dakota.

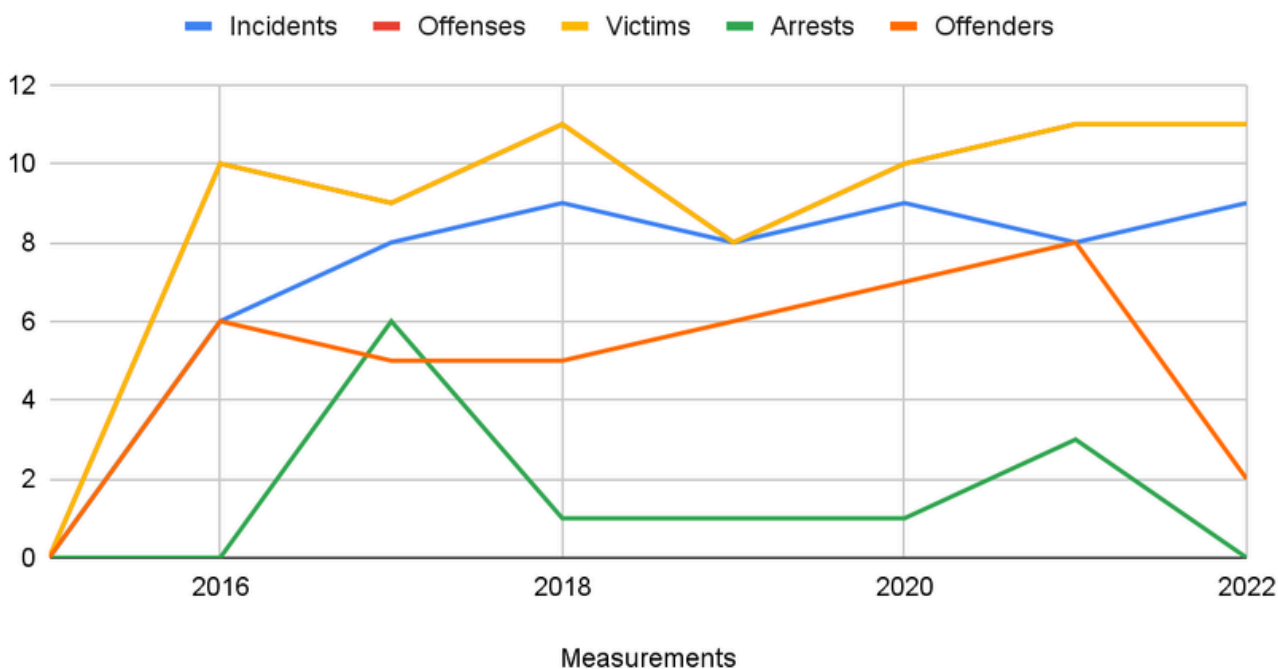
North Dakota Human Trafficking 2015-2022



Connecticut

Connecticut's reporting of human trafficking data illustrates a scattered correlation regarding the impact of mandated human trafficking training on the increase in detections. Connecticut implemented their training mandates in 2017, and based on the graph there was a small decrease in some of the variables like offenses, victims, and offenders. Moreover, after the policy was implemented the data points have fluctuated and not remained in an upward trajectory, indicating a weak correlation of the number of detections based on implementing mandated training methods. The two variables that have had a gradual increase with a few fluctuations post-mandate are the number of incidents and the number of victims. Other than these variables, North Dakota's reported numbers do not fully support the hypothesis, due to its scattered and weak correlation.

Connecticut Human Trafficking 2015-2022



Florida

Florida implemented their mandated training in 2019. Data for Florida was difficult to find, therefore we contacted their Public Information Office and were able to complete most of our data collection for 2015-2020, yet data regarding the number of offenders from 2015-2020 is not available.

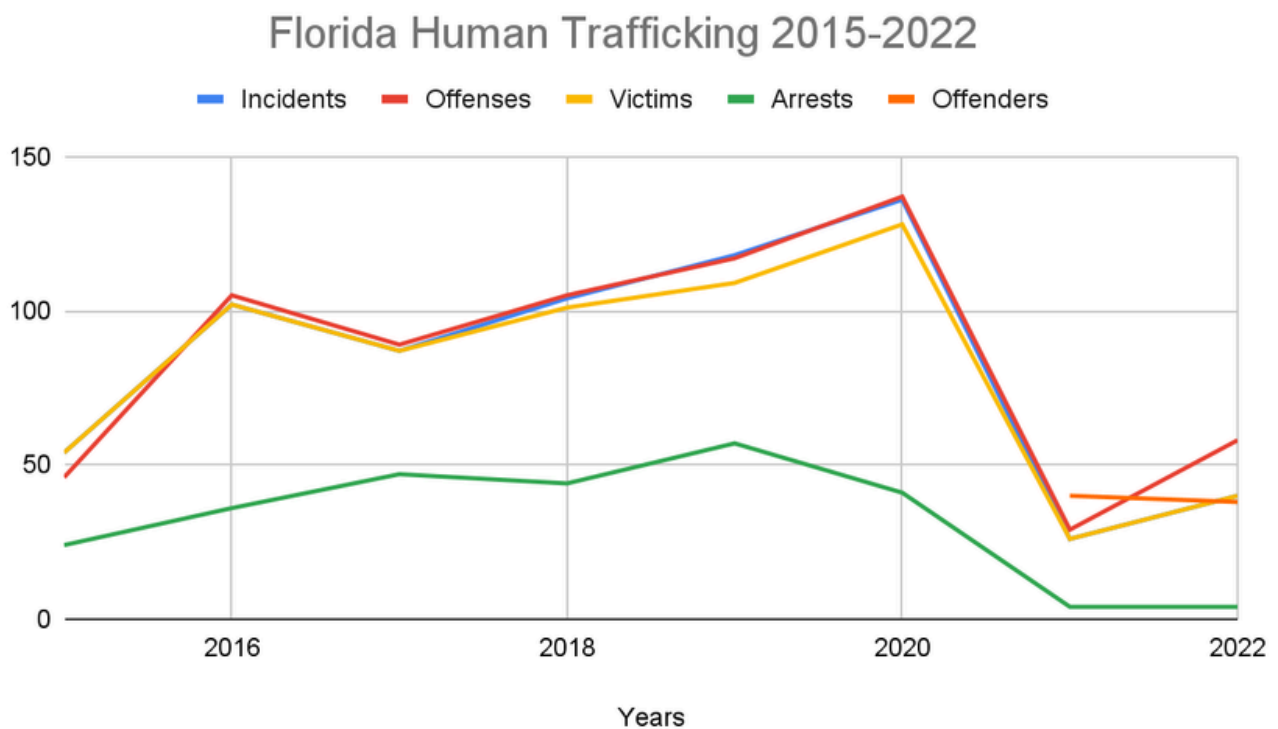
The year after implementation during the COVID-19 year, Florida reported large numbers of incidents, victims, and offenses, which can indicate the correlative nature of implementing mandatory training methods on increased detections. Given that we know that Florida is a hotspot for human trafficking, there was no surprise to see that Florida had the highest number of human trafficking-related cases.

Then, during the years of 2021 and 2022, Florida experienced much lower numbers in offenses, incidents, victims, and arrests detected, which could possibly allude to the method of data collection from the state of Florida. This is an important concern to raise as detection numbers for 2021 and 2022 generally decreased by about five times.

As previously noted in the limitations section for research question two, a lot of counties in Florida did not report their crime data to the FBI's NIBRS system (Li & Ricard, 2023). The underreporting of data explains the drastic decrease in the numbers reported by Florida after 2020, indicating a lack of complete participation by all the counties in the state of Florida. This is further supported by the literature

review as studies by law enforcement agencies hinted that there is a frequency of underreporting of crime data.

Based on the trends observed and the external factor of Florida being a hotspot for human trafficking, it is safe to assume that the mandate of 2019 illustrates a correlation between the increase of detections and mandated human trafficking training. Even with the decrease in data points for the post-mandate and post-COVID-19 years, it can be explained by the change in reporting methods administered by the FBI, causing an underreporting of crime data for Florida.



Discussion

Overall Findings

Based on our observation of trends, the states of Iowa, Illinois, and Minnesota showed the highest increases in detection numbers, indicating a positive correlation of training mandates on detection numbers. Connecticut and North Dakota showed weak correlations and mixed results, highlighting some fluctuations regarding the impact on training mandates post-implementation.

The data from Florida, which is our main focus, indicates a large increase in detection numbers based on the dependent variables observed. Even during the COVID-19 outbreak, Florida recorded the highest increases in detection rates. It is important to

highlight that the drop in data numbers in 2021 is likely associated with a change of reporting from the UCR to the NIBRS data collection administered by the FBI; thus, underreporting of data during this period is highly likely in Florida's case (Li & Ricard, 2023).

The Impact of External Factors on Findings

The impact of COVID-19 was also prevalent in the data numbers, as most states showed a decrease in detection numbers, which must be taken into account. The impact of lockdowns, quarantines, closure of businesses and hotels have mostly hindered data collection, as there is no law enforcement or hospitality employee that can detect cases of human trafficking during such conditions. Therefore, the skew in the data for the year of 2020 should not discount the correlations we observed. While no definitive conclusion can be made based on these observations, a positive correlation does exist between the effect of mandated training methods and the increase in the number of detections for most states observed.

Employees in the hospitality industry have noted that mandated annual training has helped them in detecting more human trafficking cases to report to law enforcement. With this, organizational support for managers, fellow employees, and learning about the prevalence of human trafficking in the hotel industry could be another explanation as to why detections have increased (Zhang et al., 2022). Methods implemented by the hospitality industry, according to the literature review, portray training methods as helpful in detecting traffickers and victims, which can be observed with the increase in detection after the mandatory training mandates were presented in each respective state.

Moreover, Florida's status as a hotspot for human trafficking makes it more difficult to curb the number of incidents of the crime relative to other states. Given Florida's international presence as a highly touristic spot and existing trafficking network, the prevalence of traffickers capturing victims is more likely to persist. Therefore, law enforcement will be dealing with more cases over time, supporting findings from our conclusion; with the overall increase in human trafficking related activity, it can be deduced that detections will increase, with interventions like mandated trainings being one of few methods for future deterrence.

Limitations & Recommendations

The methods for data collection revealed limitations in the data sources used in this study. For question 1, a focus was on the National Human Trafficking Hotline as a main source, which limited the ability to make conclusions based due to a lack of comprehensive data sets. There was also incomplete data for California and New Jersey with question 2, causing us to remove these cases from analysis and discussion. Moreover, the conclusions that we have mentioned in this paper demonstrate correlation, not causation, limiting claims of the direct impacted of mandated training on detection rates with the possibility of other causes impacting detections. Finally, external factors like COVID-19 and previously mandated training programs by hotels have skewed data collection.

In Florida's reporting data, there was a discrepancy in the numbers of human trafficking instances reported as a result of the new data base shift. While Florida has shown an increase in detecting human trafficking related crime, switching to the NIBRS system from the previous data collection system likely skewed data points, making it difficult for teams to examine any real change or impact of the policy mandate that could otherwise result from changes in data collection methods under the new system.

"4 Reasons We Should Worry About Missing Crime Data," from the Marshall Project, discusses how Florida and California are some of the states which lagged behind in reporting data to the NIBRS system, which explains the issue with data collection post-2020 (Li & Ricard, 2023). Moreover, they explain that not all agencies are providing data to the data base, unlike their activity under the prior UCR system. The McCourt Capstone team recommends that FCI highlights this skew in the data to push for all law enforcement agencies in Florida to comply with data reporting to NIBRS, producing a complete database of human trafficking detections.

Another recommendation is to conduct more studies on human trafficking detection methods. Longitudinal studies on the hospitality industry's ability to detect cases and

keep track of the number of detections will provide valuable insight into the effectiveness of specific training methods, like the use of synchronous versus asynchronous training. These can be coupled with research on the impact of specific human trafficking detection methods. For example, an employer learned that a towel placed outside a room means that forms of human trafficking can be occurring in the room. In that case, taking count or tallying how many cases an employer was able to correctly detect human trafficking was taking place based on seeing towels placed outside a hotel room will highlight the effectiveness of this tool as a training method.

Furthermore, categorizing the impact on detection rates can be pursued through additional data collection methods. Surveys post-detection will be designed to assess:

- 1. The effectiveness of training provided to hospitality workers in identifying instances of human trafficking.**
- 2. The likelihood of victims contacting hospitality workers for help.**
- 3. The proficiency in distinguishing between various types of human trafficking.**

In reference to the first category, one approach is asking hospitality workers which training methods are most useful in detecting a specific instance of human trafficking. Responses for each method can be tallied up to explain the efficiency of various training methods, as the training with the most points alludes to the most useful method employees' self-report as aiding their ability to detect victims.

The victims' comfortability in contacting hospitality workers can be measured through asking a range of questions that involve a Likert scale (Ex: 3-point scale with responses “not comfortable,” “somewhat comfortable,” and “comfortable”) to help quantify the benefits of mandated training. More training for hospitality workers would make it easier to detect, and provide, secret signals when the crime is occurring and intercept the victims involved.

Finally, differentiating the type of human trafficking identified by police will support categorizing the correct form of human trafficking in each instance. Since the definition of human trafficking has changed over time, being able to distinguish the types of human trafficking, particularly with sex trafficking, will promote accurate reporting and combat the underreporting of cases.

The recommendations above will promote the effectiveness of different instructional strategies used within the industry. Through these new impact measurements and ways of reporting, hospitality workers and law enforcement can contribute to making

meaningful data available on human trafficking by illustrating the impact of mandatory training methods and what types of cases they help intercept.

Though our analysis cannot statistically prove an increase in detections post-mandate, refining data collection, as mentioned above, may reveal statistical significance in future analysis that reflects the entire hospitality space instead of just areas that comply with and provide clear data reporting. Going forward, we recommend having variables with strict parameters for observation; hotels and the hospitality industry should track and determine credible ways to detect the effectiveness of training mandates to be used in such future analysis.

Overall, more literature and studies are needed in this currently limited field of study. A push for statewide research in Florida that surveys and compiles data from hotels, specifically types of training offered and the degree each training helps employers catch traffickers or identify victims, is essential. Initial studies by Ross (2020) and Zhang et al. (2022) have spearheaded discussion on the prevalence of human trafficking in Florida and effective human trafficking training for hospitality workers. Nonetheless, more research is needed to conclusively show the true impacts of training mandates on detections and ensure meaningful measures are taken to promote public health and safety.

Conclusion

The lack of literature in the field makes the task of contributing meaningful human trafficking research challenging. FCI's aim to learn about the impact and efficacy of mandated training methods, to navigate the current field of work, is a step in the right direction, as it can help improve human trafficking research and data collection, while improving efforts to help identify victims.

Through our literature review, we found that the prevalence of human trafficking in Florida is high due to its high volume of international cities that traffickers can easily exploit. We also uncovered a high prevalence of human trafficking cases in the hospitality industry. Moreover, the effectiveness of hospitality training and of anti-human trafficking training reveals to be related to the frequency of the number of trainings administered, as well as the type of training method. These were important for us to understand as it highlighted the lack of research conducted in this field. Finally, we discovered that the laws combating human trafficking, more specifically state by state policies, and the training administered to employees, has the potential to increase the number of victims saved.

Our comprehensive literature review paved the way for us to hone in on specific research questions that yielded important results. The larger research question on the effectiveness and impact of training mandates on a hospitality worker's human trafficking detection ability was answered through data from the National Hotline for Human Trafficking, FBI's crime data, and Florida's Public Office of Information. We used a DiD regression and descriptive analyses to reach our findings.

Findings for question 1 illustrates that there is an increase in the number of tips received to the hotline post legislation, but no significant increase in the number of detected cases resulting from these tips, even though detections have increased overall. Question 2, on the other hand, revealed a steady growth in the number of detections recorded by FBI crime data post-mandate that was statistically significant when all states with mandated trainings were considered.

Limitations, and the discrepancy in our findings, can be best explained through the sources of data used for each question, with question 1 relying on the National Hotline for Human Trafficking, and question 2 relying on FBI's crime data and Florida's Public Office of Information. Additionally, missing data and external factors like the underreporting of cases is another short-coming we discovered. The switch from the UCR to NIBRS in particular led to a loss of information, as not all counties and law enforcement agencies were reporting their cases to the FBI's data source. While not seen in all states observed, lack of compliance to this reporting method was a clear problem for Florida, one of the states with the most law enforcement counties not registered under the NIBRS and contributing to a lack of complete data.

For the field moving forward, we recommend an impact measurement method to determine the effectiveness of mandated training methods on hospitality workers that would better suit determining the impact of training mandates; SHINE's research in particular can help to develop an online tool that highlights the effectiveness of the anti-human trafficking training mandate. Under this approach, more conclusive recommendations can be made regarding the impact of training mandates.

We believe that this project in collaboration with the FCI team has contributed to human trafficking literature qualitatively and quantitatively, and has addressed avenues for FCI to cooperate with state legislators to ensure full law enforcement compliance with reporting systems. FCI's role to better understand the nature of human trafficking detection will not go unnoticed, both in the fight to protect victims of these crimes and decrease human trafficking through widened practice of trainings and efforts by workers in the hospitality industry with a unique opportunity to aid this crisis.

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Appendix

1.1 Regression on Florida's detection rates and year (pre-policy)

```
. reg FL_detections year if year < 2019
```

Source	SS	df	MS	Number of obs	=	4
Model	.008860423	1	.008860423	F(1, 2)	=	24.62
Residual	.000719731	2	.000359866	Prob > F	=	0.0383
Total	.009580154	3	.003193385	R-squared	=	0.9249
				Adj R-squared	=	0.8873
				Root MSE	=	.01897

FL_detecti~s	Coefficient	Std. err.	t	P> t	[95% conf. interval]
year	.0420961	.0084837	4.96	0.038	.0055937 .0785985
_cons	-84.57066	17.10738	-4.94	0.039	-158.1778 -10.96355

1.2 Regression on California's detection rates and year (pre-policy)

```
. reg CA_detections year if year < 2019
```

Source	SS	df	MS	Number of obs	=	4
Model	.005822563	1	.005822563	F(1, 2)	=	7.00
Residual	.001663641	2	.000831821	Prob > F	=	0.1181
Total	.007486204	3	.002495401	R-squared	=	0.7778
				Adj R-squared	=	0.6667
				Root MSE	=	.02884

CA_detecti~s	Coefficient	Std. err.	t	P> t	[95% conf. interval]
year	.034125	.0128982	2.65	0.118	-.0213716 .0896215
_cons	-68.52411	26.00927	-2.63	0.119	-180.433 43.38474

1.3 DiD Model Result

```
. reg logdr treatment post treatXpost avg_age prop_female prop_citizen
```

Source	SS	df	MS	Number of obs	=	14
Model	.251921903	6	.041986984	F(6, 7)	=	3.08
Residual	.095454575	7	.013636368	Prob > F	=	0.0835
Total	.347376477	13	.026721267	R-squared	=	0.7252
				Adj R-squared	=	0.4897
				Root MSE	=	.11677

logdr	Coefficient	Std. err.	t	P> t	[95% conf. interval]	
treatment	.0140673	.2421248	0.06	0.955	-.5584669	.5866015
post	.2823875	.140679	2.01	0.085	-.0502653	.6150404
treatXpost	.1441014	.1683636	0.86	0.420	-.2540152	.5422179
avg_age	-4.840054	1.793521	-2.70	0.031	-9.081059	-.59905
prop_female	-2.302674	3.62893	-0.63	0.546	-10.88373	6.278381
prop_citizen	-.2937033	.5648912	-0.52	0.619	-1.629459	1.042052
_cons	4.252927	3.239929	1.31	0.231	-3.408289	11.91414

1.4 Regression on Florida's detection rates and year (post-policy)

```
. reg FL_detections year if year > 2018
```

Source	SS	df	MS	Number of obs	=	3
Model	.009031681	1	.009031681	F(1, 1)	=	10.06
Residual	.000897927	1	.000897927	Prob > F	=	0.1945
Total	.009929609	2	.004964804	R-squared	=	0.9096
				Adj R-squared	=	0.8191
				Root MSE	=	.02997

FL_detections	Coefficient	Std. err.	t	P> t	[95% conf. interval]	
year	-.0672	.0211888	-3.17	0.194	-.3364287	.2020287
_cons	136.0689	42.8013	3.18	0.194	-407.7732	679.911

1.5 Robustness Check Result

```
. xtreg logdr treatment post treatXpost avg_age prop_female prop_citizen, fe
note: treatment omitted because of collinearity.
```

```
Fixed-effects (within) regression      Number of obs   =       14
Group variable: state                 Number of groups =        2
```

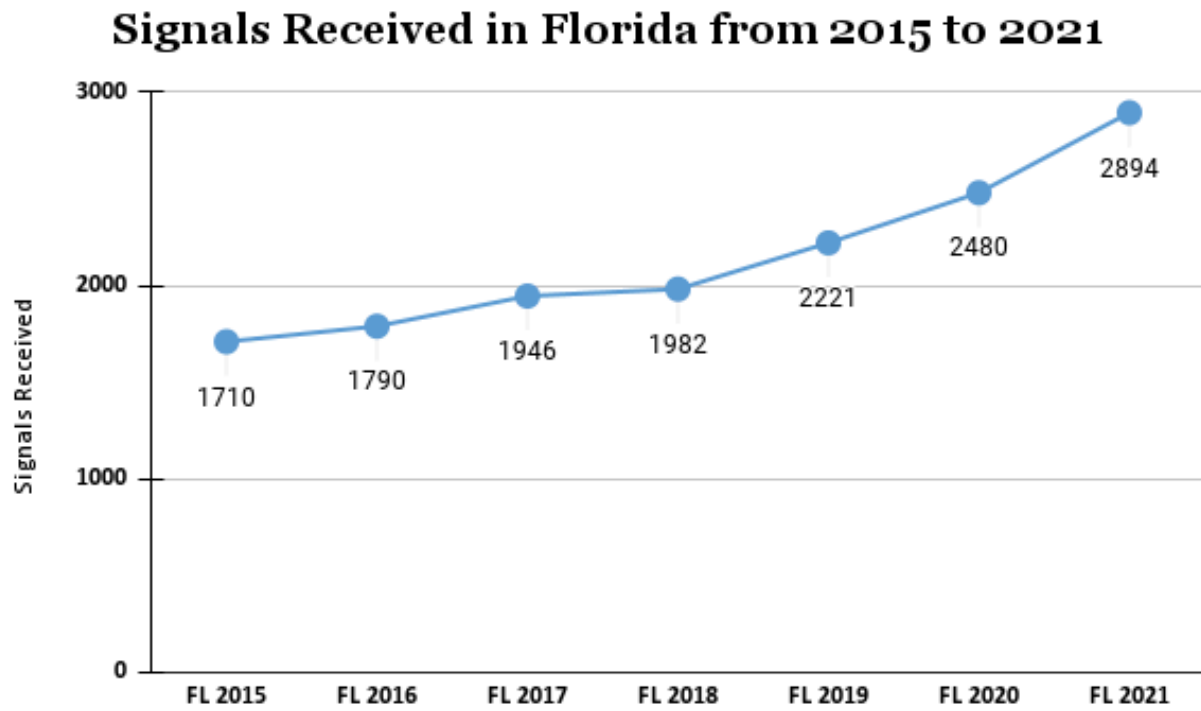
```
R-squared:                            Obs per group:
    Within = 0.6811                    min =          7
    Between = 1.0000                   avg =          7.0
    Overall = 0.7235                   max =          7
```

```
corr(u_i, Xb) = 0.3930                F(5,7)         =        2.99
                                        Prob > F        =        0.0929
```

logdr	Coefficient	Std. err.	t	P> t	[95% conf. interval]	
treatment	0	(omitted)				
post	.2823875	.140679	2.01	0.085	-.0502653	.6150404
treatXpost	.1441014	.1683636	0.86	0.420	-.2540152	.5422179
avg_age	-4.840054	1.793521	-2.70	0.031	-9.081059	-.59905
prop_female	-2.302674	3.62893	-0.63	0.546	-10.88373	6.278381
prop_citizen	-.2937033	.5648912	-0.52	0.619	-1.629459	1.042052
_cons	4.259961	3.148272	1.35	0.218	-3.18452	11.70444
sigma_u	.00994706					
sigma_e	.11677486					
rho	.00720362	(fraction of variance due to u_i)				

```
F test that all u_i=0: F(1, 7) = 0.00                                Prob > F = 0.9553
```

1.6 Signals Received in Florida 2015 - 2021



2.1 Iowa Data

Iowa Data								
Time								
Measurements	2015	2016	2017	2018	2019	2020	2021	2022
Incidents	0	0	0	0	1	0	12	23
Offenses	0	0	0	0	1	0	13	24
Offenders	0	0	0	0	1	0	11	21
Victims	0	0	0	0	1	0	13	24
Arrests	0	0	0	0	0	0	1	11
Policy mandate year: 2022								

2.2 Illinois Data

Illinois Data								
Time								
Measurements	2015	2016	2017	2018	2019	2020	2021	2022
Incidents	0	1	1	0	5	1	9	28
Offenses	0	1	1	0	6	2	9	30
Offenders	0	1	2	0	11	1	11	31
Victims	0	1	1	0	6	2	9	30
Arrests	0	0	1	0	0	0	0	1
Policy mandate year: 2022								

2.3 Minnesota Data

Minnesota Data								
Time								
Measurements	2015	2016	2017	2018	2019	2020	2021	2022
Incidents	0	0	3	14	31	50	118	99
Offenses	0	0	3	15	37	51	130	102
Offenders	0	0	3	17	36	52	129	103
Victims	0	0	3	15	37	53	130	102
Arrests	0	0	150	101	101	15	50	58
Policy mandate year: 2018								

2.4 North Dakota Data

North Dakota Data								
Time								
Measurements	2015	2016	2017	2018	2019	2020	2021	2022
Incidents	0	5	11	3	4	13	7	6
Offenses	0	5	13	3	4	14	7	6
Offenders	0	3	12	3	5	22	9	2
Victims	0	5	13	3	4	14	7	6
Arrests	0	0	1	2	0	0	0	0
Policy mandate year: 2019								

2.5 Connecticut Data

Connecticut Data								
Time								
Measurements	2015	2016	2017	2018	2019	2020	2021	2022
Incidents	0	6	8	9	8	9	8	9
Offenses	0	10	9	11	8	10	11	11
Offenders	0	6	5	5	6	7	8	2
Victims	0	10	9	11	8	10	11	11
Arrests	0	0	6	1	1	1	3	0
Policy mandate year: 2017								

2.5 Florida Data

Florida Data								
Time								
Measurements	2015	2016	2017	2018	2019	2020	2021	2022
Incidents	54	102	87	104	118	136	26	40
Offenses	45	105	89	105	117	137	29	58
Offenders	NA	NA	NA	NA	NA	NA	40	38
Victims	54	102	87	101	109	128	26	40
Arrests	24	36	47	44	57	41	4	4
Policy mandate year: 2019								

2.5 Connecticut Data

Connecticut Data								
Time								
Measurements	2015	2016	2017	2018	2019	2020	2021	2022
Incidents	0	6	8	9	8	9	8	9
Offenses	0	10	9	11	8	10	11	11
Offenders	0	6	5	5	6	7	8	2
Victims	0	10	9	11	8	10	11	11
Arrests	0	0	6	1	1	1	3	0
Policy mandate year: 2017								

3.0 Summary of Literature Review

Literature Review Summary				
Authors	Study	Key Points	Limitations	Relevance
Borrelli & Greer (2021).	The Next Step: The California Cybersecurity Institute's Anti-Trafficking Virtual Reality Immersion Training.	<ol style="list-style-type: none"> 1. Introduces an innovative approach to anti-human trafficking training through the utilization of Virtual Reality (VR). 2. The authors propose that VR-based training programs, specifically the Anti-Trafficking Virtual Reality Immersion Training (ATVRIT) developed by the California Cybersecurity Institute, can significantly enhance the skill set of frontline responders by providing realistic, immersive scenarios that traditional training methods lack. 	<ol style="list-style-type: none"> 1. The study does not rely on traditional data collection methods; instead, it is grounded in experiential learning theories and the conceptual analysis of VR's potential in education. 	<ol style="list-style-type: none"> 1. Suggests to integrate advanced technology into training protocols, highlighting the transformative role of VR in enhancing the quality and depth of learning experiences for professionals in complex, sensitive, and dynamic fields such as anti-trafficking efforts.
Bryant & Landman (2020).	Combating human trafficking since Palermo: What do we know about what works?	<ol style="list-style-type: none"> 1. Critically examines the approaches and methodologies employed in anti-human trafficking interventions since the ratification of the UN Trafficking Protocol in 2000. 2. The authors analyze 90 evaluations of programs, revealing that while numerous efforts exist in combating human trafficking, there is a significant gap in effective monitoring and evaluation strategies. The hidden nature of trafficking and the trauma survivors endure compound these challenges. 3. The review underscores that most evaluations focus 	<ol style="list-style-type: none"> 1. Heavy focus on the methodological approach of anti-human trafficking interventions, which is currently lacking a lot of information and research on. 	<ol style="list-style-type: none"> 1. Reinforces the necessity of the project's goals but also critically informs its methodology. 2. The article's emphasis on the need for improved evaluation quality and methodological rigor directly aligns with FCI's objectives, advocating for a more holistic approach to assessing the effectiveness of these essential programs.

		more on the implementation process and immediate outputs, rather than long-term outcomes or profound impact. This gap indicates that agencies struggle to demonstrate the actual effectiveness of their anti-trafficking initiatives, providing a shaky foundation upon which to answer the critical question of "what works."		
Crawford (2019).	"Consensual" Sex workers fighting bill aimed at combating human trafficking.	1.Addresses the conflicting nature of cases reported that are either human trafficked victims versus consensual sex work. 2.As of 2021, Florida is noted as the hotbed for human trafficking in the U.S. being the third highest in the nation with half the victims under 18.	1.Lack of testimonies. There is only one experience from a sex worker, rather than multiple, which could have provided an in-depth analysis.	1.Addresses the issue of reporting, as some human trafficking cases numbers are suggested to have been false or exaggerated as they are being clumped with consensual sex work.
FitzPatrick (2021).	Training Journalists and Activists in Mauritania to Promote Government Accountability and Social Inclusion.	1.Participants of the program developed awareness of government accountability and social inclusion issues while also acquiring practical skills in advocacy techniques. 2.Facilitated networking among journalists, civil society organizations and activists.	1.Addresses the main points from an international perspective and not from Florida's lens, while also addressing training for Journalists and not hospitality workers.	1.Outlines the importance of reporting, advocacy, and community engagement which can foster positive societal change.
Grandieri (2022).	The Hidden Crime of Human Trafficking: A Qualitative Study of Anti-Human-Trafficking Approaches in	1.Delves into the complexities of human trafficking in Duluth, Minnesota, a known hub for this global crime due to its strategic harbor location. 2.The study examines the efficacy of current	1.Focus is on a specific area, which begs the question of the replicability of this study.	1.Highlights the importance of context-sensitive approaches in anti-trafficking initiatives. 2.Understanding the unique factors

	Duluth, Minnesota.	anti-trafficking measures following the implementation of the Victims of Trafficking and Violence Protection Act (TVPA). Despite existing efforts, trafficking persists, underscoring the need for revised strategies within the criminal justice system.		contributing to Duluth's trafficking problem serves as a microcosmic analysis, aiding in the development of nuanced, adaptable strategies for broader geographic areas. 3. This perspective emphasizes the necessity for flexibility and context awareness in devising effective anti-human-trafficking measures, significantly informing our project's strategic framework.
Heal Trafficking Education and Training Committee (2018).	Introductory Training on Human Trafficking for U.S. Health Care Professionals: Essential Content.	1. Advises healthcare professionals to learn and recognize signs of trafficking, respond sensitively, and navigate reporting procedures. 2. Emphasizes a victim centered care in collaboration with relevant agencies and support networks.	1. Provides a public health perspective instead of a hospitality related perspective.	1. Allows us to understand the role healthcare professionals play in supporting victims of human trafficking.
Henrikson (2018).	Consuming life after anti-trafficking.	1. Explores the intersection of anti-trafficking initiatives and consumer culture within the U.S., emphasizing the commodification of humanitarian aid. 2. Illustrates how non-profits selling products made by trafficking survivors or those at risk inadvertently promote consumer identities disconnected from the beneficiaries' realities. 3. Critically highlights the shortfall of these market-driven approaches, noting that they advocate for survivors' economic independence without guaranteeing genuine empowerment.	1. Focuses on a single city, which raises questions about its applicability to global anti-trafficking efforts and suggests a need for more comprehensive research.	1. Crucial for rethinking the strategies employed in anti-trafficking, advocating for a focus beyond capitalist and consumer-driven paradigms towards more survivor-focused interventions.

		4.Sheds light on the emergence of 'ethical consumers,' whose market-limited humanitarianism contrasts with the initiatives' core objectives.		
Human Trafficking Collective (2023).	Human Trafficking Collective: State Specific Resources	1.Provides an overview and policy outline for anti-human trafficking policy involving hospitality and healthcare works in eight states. 2.Provides a timeline of when the specific policy that this study focuses on has been passed, as well as provides access to the existing state statute that outlines requirements for hospitality training	1.Statistics on the results of these policies are not provided by the Human Trafficking Collective	1.Provides a baseline through its research as to what strategies in states have been most effective
Jeng, Huang, Meo, & Shelley (2022).	Combating Sex Trafficking: The Role of the Hotel—Moral and Ethical Questions.	1.Conducted a survey with 127 selected trafficking victims, 79% of those surveyed had contact with the hotel sector during the time of trafficking before they received help. 2.The move from established spaces of human trafficking to more transient locations, like hotels, makes it easier for traffickers to connect with online customers inconspicuously. 3.According to federal case documents, several plaintiffs allege that hotel employees and managers helped facilitate sex trafficking and directly benefited from the crime through monetary means. 4.Employees allegedly ignored victims and assisted traffickers when victims tried to escape.	1.Limited scope of number of victims surveyed.	1.Highlights that the data to capture the effectiveness of mandated training, as passed by Florida in 2019, was affected by other factors. 2.Supports the qualitative claims of Florida being a hotspot of sex-trafficking in hotels with credible quantitative data that also demonstrates the scale of such cases across the US.

<p>Kenny, Helpingstine, Long, Earl, & Malik (2023).</p>	<p>Commercial sexual trafficking of males: A pilot training with law enforcement.</p>	<p>1.Sheds light on an often overlooked aspect of human trafficking. 2.Highlights the limited knowledge regarding male victims and emphasizes the positive impact of targeted training.</p>	<p>1.Focus is on males and commercial sex trafficking, leaving behind females and involuntary servitude, which is another form of human trafficking.</p>	<p>This study broadens our understanding of the nuanced challenges in identifying and addressing diverse forms of trafficking.</p>
<p>Leung, Chen, Chang, & Mhlanga (2022).</p>	<p>Is VR game training more effective for hospitality employees? A longitudinal experiment.</p>	<p>1.Demonstrated that learners develop more positive attitudes towards learning when using video-based or computer assisted instructions. 2.Confirmed that improved presence created by VR helps knowledge construction. 3.VR training results in better knowledge acquisition and retention for around 3-4 weeks after the training than video-based training. 4.VR game training evoked a higher level of feelings, meaning it induces intense emotional responses to bad or good situations that happen in the hospitality industry. 5.VR game training resulted in more favorable immediate and delayed effects.</p>	<p>1.Sample used was undergraduate students with a major in the hospitality industry, not actual employees currently in the hospitality industry, making it difficult to obtain concrete data on VR game training. 2.The study used a quiz to measure knowledge retention, which does not fully test the samples competency and knowledge in training methods 3.The VR game training that was used was KFC's VR video game "The Hard Way," making this study difficult to replicate in other sectors of the hospitality industry. 4.The respective training methods' presentation, length and structure were slightly different 5.Data collection was only done twice during the study, making the results limited.</p>	<p>1.Contributes to the study of effective training methods in the hospitality industry by using non-traditional means like technology to further improve an employee's role.</p>

<p>Limoncelli (2020).</p>	<p>There's an App for That? Ethical consumption in the fight against trafficking for labor exploitation.</p>	<p>1. Delves into the contemporary strategy of using consumer-oriented apps as a mechanism to combat labor exploitation and trafficking. 2. The author critically evaluates three specific applications designed to promote ethical consumption practices among individuals. 3. The study underscores that these apps, emerging in the context of increasing corporate participation in anti-trafficking initiatives and the rise of social entrepreneurship, are largely ineffective in addressing the root causes of labor exploitation. The critique hinges on the apps' foundational assumptions about consumer behavior, their use of dubious assessment techniques, and an overreliance on business models that seemingly benefit social entrepreneurs more than they contribute to substantive solutions within the global economic landscape. 4. Raises significant questions about the actual impact versus the intended social good of these technological interventions, highlighting a gap between market-based anti-trafficking strategies and their real-world efficacy.</p>	<p>1. Emphasis on the digital components against trafficking training, rather than the traditional training methods.</p>	<p>1. Serves as a crucial reminder of the need to scrutinize the foundational assumptions and operational methodologies of digital solutions regarding projects that explore the intersection of technology, ethical consumption, and anti-trafficking efforts. It calls for a more holistic approach that goes beyond consumer-focused tactics to address labor exploitation's systemic drivers.</p>
<p>Lubischer, Gabel, & Harder (2019).</p>	<p>Coalition on Human Trafficking: Final Report</p>	<p>1. Embarks on a case study that tests the impacts of training of hospitality workers in select communities of Iowa and Nebraska, two states that have yet to mandate training for hospitality workers to combat human trafficking. 2. This consisted of a campaign called "Realize,</p>	<p>1. States studied are not included in the states we are observing for this project.</p>	<p>1. Provides perspective on the impacts of training, and how to best evaluate them, in the states of interest for this project.</p>

		Recognize, and Respond” in 2016, followed by a year-long evaluation of the effectiveness of training that emerged from the campaign. 3.The evaluation, which took place from 2018 to 2019, revealed that hospitality workers’ confidence in their ability to interfere in an instance of human trafficking on their property and 100% would recommend this training to peers in the industry.		
Luo, Wang, & Tai (2019).	Effective training methods for fostering exceptional service employees	1.Organizes the crucial abilities required to deliver delightful service into three levels: professionalism, the ability to deliver one-stop service, and the ability to respond to customers’ emotions and hidden needs and build bonds with them. 2.A customer-oriented service is what the authors propose is the most effective training method. This environment enables service employees to be exceptional service employees.	1.Service staff from five star hotels in Taiwan were the only ones chosen for the study. This creates an issue in duplication as this study may not be pertinent to other service organizations or hotels beyond five stars in Taiwan. 2.Only qualitative research was used to explain exceptional training methods, thus lacking the quantitative side that could definitively verify the experiences of the service staff interviewed for this study.	1.Significantly contributes to the hotel section of the hospitality industry, which has provided an in-depth analysis on ways for employee engagement and improvement.
Macy, Eckhardt, Wretman, Hu, Kim, Wang, & Bombeeck (2022).	Developing Evaluation Approaches for an Anti-Human Trafficking Housing Program.	1.The article responds to the pressing need for more robust evaluative frameworks within anti-human trafficking initiatives, specifically focusing on transitional housing programs. 2.The researchers adopted formative evaluation and evaluability methodologies to craft and test a novel evaluation protocol tailored for an anti-trafficking transitional housing program, noted as one of the few endeavors of its kind, especially involving foreign-national survivors.	1.Addresses the housing program and not the hospitality industry.	1.Emphasizes the importance of evidence-based approaches and the adaptation of evaluation protocols in addressing human trafficking. This focus aligns with FCI’s commitment to innovative, community-specific , and result-oriented solutions, enhancing the project’s foundational strategies and

		<p>3. Meticulously records the research team's conceptual and procedural choices throughout the evaluation design and implementation phases.</p> <p>4. This detailed account serves as a valuable guide for similar future evaluations, contributing substantially to developing more grounded, practice-based evidence and informed strategies in the anti-trafficking realm.</p>		<p>expected outcomes.</p>
<p>Memorandum by the Commonwealth Secretariat (2008).</p>	<p>Status Report on Human Trafficking Legislation and Proceeds of Crime Recovery Legislation for Commonwealth Member States.</p>	<p>1. Discusses that several countries have taken various actions and initiatives to combat human trafficking. These efforts include training and awareness-raising events aimed at educating law enforcement agencies and the general public about human trafficking issues.</p> <p>2. Some countries, like Australia and Malawi, have respectively established their own anti-human trafficking programs, leading to a significant increase in successful prosecutions.</p>	<p>1. Older study with an international focus.</p>	<p>1. Informative in understanding how other countries are managing their human trafficking training and defense on human trafficking.</p>
<p>Mendel & Sharapov (2022).</p>	<p>'Stick Them to the Cross': Anti-Trafficking Apps and the Production of Ignorance.</p>	<p>1. Emphasizes the role of anti-trafficking apps.</p> <p>2. The research underscores how these apps, while ostensibly designed to educate and mobilize, paradoxically engender, manipulate, and capitalize on ignorance regarding human trafficking realities.</p>	<p>1. Does not address the importance of traditional methods of anti-trafficking initiatives coupled with the digital methods.</p>	<p>1. Highlights the imperative to understand and circumvent the counterproductive byproducts of well-intentioned digital initiatives. It serves as a poignant reminder that technology-based solutions, like anti-trafficking apps, need scrutiny to ensure they do not perpetuate ignorance but rather contribute meaningfully to the nuanced fight against human trafficking.</p>

<p>Michalis (2023).</p>	<p>10 Hotel Staff Training Strategies for Success in a Tight Labor Market</p>	<p>1.Elaborates on what makes staff training a success. Clarity and consistency are discussed as key factors to help drill an idea in and help employees maintain a skill over a long period of time. 2.Describes that the basics of training should be divided into these categories: orientation and onboarding, customer service training, product and service knowledge, safety and security training, technology training, cross-training, and compliance training. 3.Emphasizes that adhering to effective training methods that psychologically stimulate employees is crucial.</p>	<p>1.The article does not have a study that it refers back to in seeing a real-world example of training methods to make successful employees.</p>	<p>1.Provides a guide for adopting successful training methods that can be immersed with anti-human trafficking training. However, more research is needed.</p>
<p>Moore (2018).</p>	<p>I'm Not for Sale: Teaching About Human Trafficking.</p>	<p>1.Calls human trafficking a moral outrage and a violation of international and American laws, emphasizing the need for social studies education to raise awareness and engage students in combating this grave human rights violation.</p>	<p>1.It is a commentary and not a study that has tested what works when studying human trafficking.</p>	<p>1.Helps understand the background of studying human trafficking education in America and where it is most useful.</p>
<p>National Conference of State Legislatures (2020).</p>	<p>Report: Human Trafficking State Laws.</p>	<p>1.Explains the impact and use of different types of state procedures to address human trafficking through state policy. 2.They report criminal penalties against defendants, judicial protections for victims, and funds and services for state initiatives, including employee training by industry. 3.Specifically outlines which states mandate different types of training and under which statutes, as well as supported research explaining that states have historically lacked the effective training of workers across industries to identify and report human trafficking in their spaces.</p>	<p>1.Does not outline the hospitality industry specifically.</p>	<p>1.Provides a good baseline for understanding why it is important for key industry players to amplify their efforts to deter human trafficking from taking place.</p>

National Human Trafficking Resource Center (2016).	Human Trafficking and the Hospitality Industry.	<p>1.Lodging and hotel spaces are used in many cases of human trafficking and transportation of victims, because of the transient nature of these spaces, beneficial both for the main traffickers and clients involved in their crimes.</p> <p>2.Outlines that indicators of human trafficking include: the room being paid with cash, frequent requests for new linens, signs of poor hygiene and malnourishment on the victim, exceeded number of guests within a room, resistance to receive housekeeping services, and fearful behavior to name a few.</p>	1.Provides a general guide, however with the new technological methods, an update is needed.	<p>1.Explains the reasons as to why examining the relationship between human trafficking and the hospitality industry is important.</p> <p>2.Provides indicators that can be utilized as forms of impact measurement that can test the efficacy of mandated training methods.</p>
National Institute of Justice (2022).	Federally Backed Human Trafficking Task Force Model Yields Progress, and Opportunities for Continued Growth.	<p>1.Mentions that local authorities in Florida lack recognizing human trafficking crimes as its own separate punishable offense and clump them up with other crimes.</p> <p>2.Details that with only 33% of 95% of human trafficking reports being prosecuted under standing human trafficking laws, Florida is still on its way to making long-lasting improvements to its approach.</p>	<p>1.Findings are not generalizable because they are not nationally representative.</p> <p>2.Only a select few of sites, which limited the analyses.</p> <p>3.Cases of labor trafficking are underreported.</p> <p>4.Research team was not involved in selecting the case of files that were reviewed in the human trafficking study.</p>	1.Raised awareness on the complexity of human trafficking detection methods and addressed better means to detecting victims and the types of trafficking.
Nordquist (2022).	EU Policymaking and Anti-Human Trafficking Efforts: Inferred Policy Preferences from a New Survey.	<p>1.Provides insightful analysis of the preferences and opinions within EU policy making circles regarding anti-human trafficking efforts, grounded in data from an extensive survey administered to a spectrum of professionals engaged in these issues.</p> <p>2.The authors unpack the varied stances on prostitution policies, the EU, inferred from the survey data.</p>	1.Responses' subjectivity may influence the interpretations of results.	1.Offers a detailed blueprint for enhancing governance and policy design aimed at combating human trafficking within the EU framework.

Office on Trafficking in Persons (2019).	State and Territory Profiles: Efforts to Combat Human Trafficking.	<p>1. Creates profiles of each state's and territories' efforts to address human trafficking, including educational training for hospitality workers in the eight states of interest for this study.</p> <p>2. Profiles include annual statistics on human trafficking detections, demographics of victims, and current resources and collaborations with organizations combating human trafficking.</p> <p>3. Profiles are all linked to the state or territory's relevant government office tasked with the bulk of oversight of these efforts.</p>	1. Only updates profiles periodically, leaving many cases of interest with information that is nearly six years old.	1. Provides a good understanding of many of these cases of interest that can specifically be used as historical comparison to the most up to date information.
Perry, Kulik, & Field (2009).	Sexual harassment training: Recommendations to address gaps between the practitioner and research literatures.	<p>1. Highlights the disparity between the wealth of advice on implementing sexual harassment training in the practitioner literature</p> <p>2. The authors evaluate the recommendations in the practitioner literature and find gaps where they diverge from academic research and theory.</p> <p>3. They suggest bridging these gaps to improve the quality of sexual harassment training and provide specific recommendations for human resource managers to enhance the effectiveness of their training programs.</p>	<p>1. Limited research on effective training.</p> <p>2. Focus is on sexual harassment and not human trafficking.</p>	1. Helps us understand what is the best pre and post for an effective training program for audiences, in a similar fashion to human trafficking.
Ray (2023).	Hotels are failing to train employees on human trafficking, but they're facing no fines.	<p>1. Outlines the violations of hotels before and after the passing of the legislation in 2019 that mandated hotels to provide human trafficking training methods.</p> <p>2. Highlights the story of Dr. Marianne Thomas, who was trafficked at the young age of 15, and explained that the hotel industry did not have the supporting capabilities and knowledge to help her out. Dr. Thomas mentions that the legislation adopted in 2019 is a step in the right direction, however</p>	1. Lack of clarity on the exact violations that the 2 hotels have been charged with. This information can help identify the weak points of the legislation that was passed in 2019, which can further raise questions to improve human trafficking training methods.	1. Alludes to the fact that a lack of training and awareness before 2021 in combating human trafficking was not present and led to victims suffering through long years of pain.

		<p>monitoring and taking action is required for the future.</p> <p>3. Another survivor mentioned that hotels need to be held accountable for their unintended actions in not helping trafficked victims.</p>		
Renzetti, Bush, Castellanos, & Hunt (2015).	Does training make a difference? An evaluation of a specialized human trafficking training module for law enforcement officers.	1. Focuses on the evaluation of a statewide training program conducted by victim advocates in Kentucky, showing that the training had positive but limited effects in terms of raising awareness of human trafficking. This increases the officers' likelihood of identifying and investigating such cases, and disseminating knowledge gained from executive to patrol-level officers.	1. Focus is not on Florida and on hospitality workers.	1. Helpful in having an example of a U.S. state conducting training for law enforcement officers at a state level.
Ross (2020).	See no evil: A look at Florida's legislative response to holding hotels civilly liable for "turning a blind eye" to the sex trafficking monster hiding behind closed doors.	<p>1. Discusses the recent history of Florida's human trafficking history, and most notably Florida being known as a prime location to engage in human trafficking behavior.</p> <p>2. Also, Florida's continuous efforts in combating human trafficking, which can be traced back to a 2004 legislation.</p> <p>3. Discusses other states like California, Connecticut, and Minnesota in anti-human trafficking efforts in comparison to Florida.</p> <p>4. Describes the possible implications of adopting the legislation of 2019 which mandates human trafficking training methods for hospitality workers and how that can help improve Florida's situation.</p>	1. Lack of quantitative data that can back up the qualitative analysis conducted by the author.	<p>1. Emphasizes the importance of the historical background of human trafficking in Florida, and how that possibly influenced the legislation that was adopted in 2019.</p> <p>2. Also, the state by state comparison can also provide more information if Florida was influenced by other states' response and measures of anti-trafficking mandated training sessions for hospitality workers.</p>
Talespin (2023).	Maximizing Your Hospitality Training Programs	1. Highlights the role VR plays in stimulating immersive and realistic training experiences, which allows for hospitality employees to practice interpersonal skills.	1. Lack of comprehensive data and examples of case studies that back up the claims made in this article.	1. Indicates that VR training can improve learning outcomes by increasing engagement, retention, and

		2.Describes that VR training can reduce costs associated with traditional training methods.		transferability to real-world scenarios. Especially with human trafficking, VR training methods can allow for better turn-out in identifying cases, given the learning outcomes from VR training.
Todres (2021).	Covid-19 and human trafficking-the amplified impact on vulnerable populations.	1.Focuses on the impacts of COVID-19 on vulnerable populations in regards to human trafficking. 2.Indicates that COVID-19 has increased the difficulty of helping victims of human trafficking due to the inability to track and interact with victims. 3.Addresses that the access to masks and safety measures to protect the victims from exploiters and others is limited. Delays in seeking care and only reporting significant issues to hospitals has also given opportunities for exploiters to prolong their abuse. 4.Recommends that healthcare services should partner up with other service providers to ensure trafficked individuals have access to safe houses, are not isolated and treated properly.	1.Scale of data collection. Since this is primarily a US based analysis on the COVID-19 effects on human trafficking rather than a specific case to Florida.	1.Addresses the issues of the severity of human trafficking conditions during the pandemic. 2.Alludes to one reason as to why Florida in 2019 decided to mandate training methods for hospitality workers.
Weiss (2019).	Unpacking Human Trafficking.	1.Provides a comprehensive manual detailing the existing policies of anti-human trafficking in each state focused on training hospitality workers. 2.The manual not only outlines the elements of the state statutes, but the requirements for each state's training for hospitality workers.	1.This manual does not have the most up to date information, requiring further research by the team for states that are assessed as having "no current" policy or mandated training of hospitality workers.	1.The breakdown paints a clear picture of how the fifty states, but especially this eight of interest, compare to one another in effective policy and training.
Xinlei & Li (2021).	Online and offline blending learning reform of "Tourism Service Psychology" in higher vocational education based	1.Discusses that as internet technology becomes more prevalent in higher vocational colleges, traditional classroom teaching is diversifying, including online learning and online-offline blended	1.Too specific for the situation they are studying so it does not have the external validity to be able to use for our project.	1.The curriculum reform shows that teachers must take on multiple roles, including designers, guides, motivators, and supervisors. Requiring them to

	on the "Xueyin Online" platform.	<p>learning.</p> <p>2. During the pandemic, online learning was effective in delivering most vocational courses, but it lacked supervision and practical training.</p> <p>3. Online-offline blended learning integrates high-quality online resources with face-to-face interactions, combining the strengths of both modes to enhance autonomous learning and improve the teaching effectiveness of theory courses or integrated theory-practice courses.</p>		<p>invest more time and effort into adapting to the evolving landscape of education and information technology integration in higher vocational education. Similar to what can be said for anti-human trafficking training.</p>
Zhang, Ronzoni, Medeiros, & Bufquin (2022).	A qualitative assessment of Hotel employee engagement in anti-human-trafficking initiatives.	<p>1. Focuses on hotel employees' motivation and engagement in anti-human trafficking initiatives through in-depth qualitative interviews.</p> <p>2. Addresses five major themes that contributed to the results, which are: leadership, organizational system, peer support, technology, and training.</p> <p>3. Training was found to be the critical element to counter human traffickers and that it should be conducted twice a year or annually.</p> <p>4. Incorporation of technological services like collaboration applications (Skype and Microsoft Teams) and AI facial recognition could play a big role in combating human trafficking.</p> <p>5. This study provides an important theoretical contribution with the implementation of a hospitality employee engagement framework. This includes: concepts (training, technologies, peer support, organizational systems, etc.) that will help develop better anti-human trafficking initiatives.</p>	<p>1. Data collection and examination, as only taking in qualitative data and not incorporating a mixed-method approach to include quantitative data would allow more comprehensive and exhaustive results.</p> <p>2. The qualitative data of the study affects the triangulation in increasing the quality of research.</p> <p>3. Transferability, since some of these findings are not transferable and adaptable to other sectors in the hospitality industry.</p> <p>4. The sampling profile should be wider to capture more stakeholders and employees from various hotel types and positions.</p>	<p>1. Helps understand the perspective of hospitality workers regarding human trafficking prior to the legislation that was implemented in 2019.</p>