Shepherd

ACF OTIP Child Eligibility

User Guide for Case Requesters

ADMINISTRATION FOR CHILDREN & FAMILIES
Office on Trafficking in Persons

Shepherd 1.0 Highlights	▪ Submit electronic RFAs ▪ Provide additional information ▪ Stay updated on the status of the case ▪ Access signed letters
Impacted Users	▪ Case Requesters (CRs) ▪ Case Approvers (CAs) ▪ Case Specialists (CSs) ▪ TVAP Service Partners ▪ NGO & Law Enforcement Consultants

Shepherd 1.0 modernizes OTIP's Child Eligibility process by allowing client advocates to submit electronic RFAs on behalf of potential foreign national minor victims of human trafficking.

Electronic Request for Assistance (RFA) Form

- Protects victims' privacy
- Increases security of information and sensitive case-level data
- Eliminates need to provide PII via email

Faster Case Processing and Consolidated Information

- Streamlined process for reviewing and requesting case information
- All case-related documents and requests in one place
- Eligibility Letters sent automatically in PDF

Improved Data Analysis

- Efficient data collection increases OTIP's data analysis capabilities for federal reporting and research.
- OTIP can connect data from the Child Eligibility process to other federal anti-trafficking processes, including case management referrals to OTIP grantees, case consultations from NGO consultants and Law Enforcement officials, and notifying victims of eligibility for services.

Questions about the RFA process or a potential case?
ChildTrafficking@acf.hhs.gov
202-204-4582

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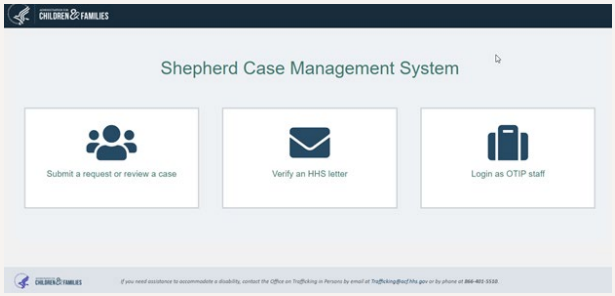
Questions about the RFA process or a potential case?
ChildTrafficking@acf.hhs.gov
202-205-4582

Create an Account

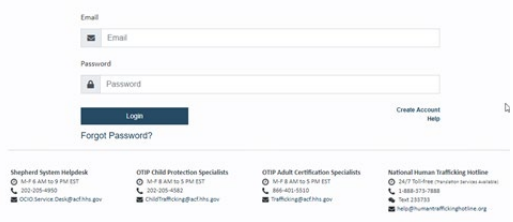
1. Use this link to access the **Shepherd Login** page: Shepherd.otip.acf.hhs.gov.

Shepherd.otip.acf.hhs.gov

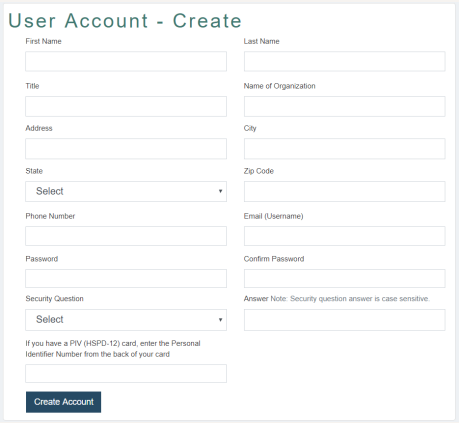
2. Select **Submit a request or review a case**.



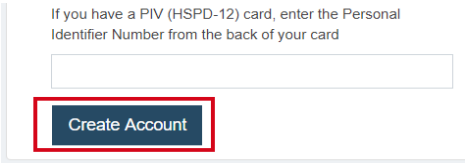
3. Select the **Create Account** link.



4. Enter your information into the **User Account – Create** form.



5. Select the **Create Account** button.



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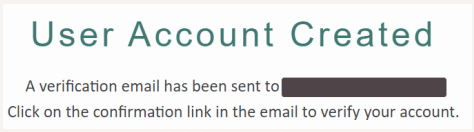
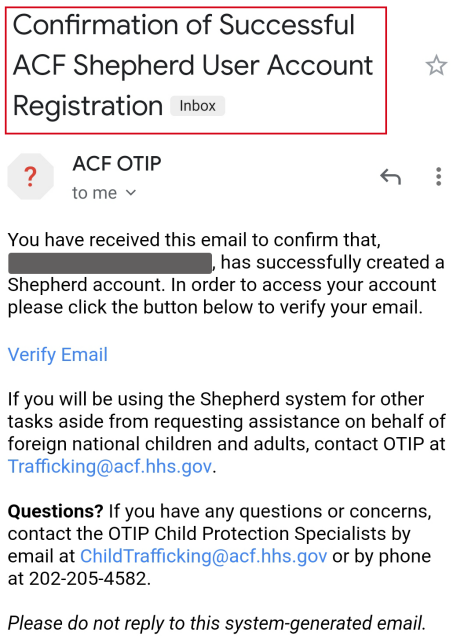
ChildTrafficking@acf.hhs.gov
202-205-4582

Create an Account

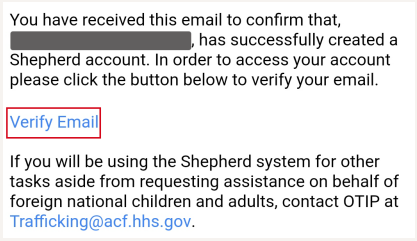
6. You will see the **User Account Created** window.



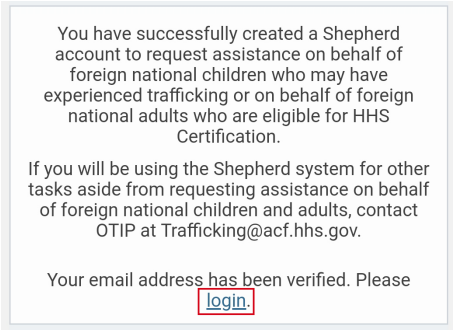
7. Check your email for a message from **ACF OTIP** with the subject "**Confirmation of Successful ACF Shepherd User Account Registration**."



8. Select the **Verify Email** link.



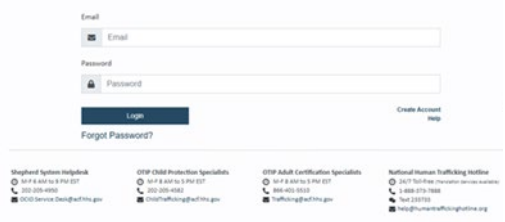
9. You will see the **Verification Successful** window and the **Login** link. Select the **Login** link.



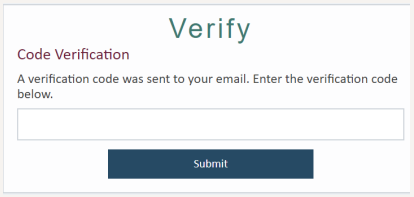
Log In

1. Enter your username (your **email address**).
   Enter the **password** you entered on the **User Account – Create** form.

   Select the **Login** button.

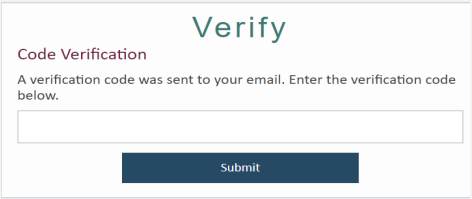


2. After logging in, you will be prompted to enter a **verification code.**

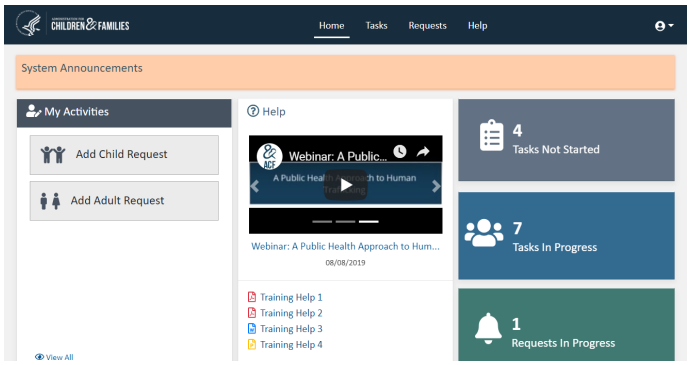


3. Check your email for a message from ACF OTIP with the subject "**ACF Application Secure Access Code**."

4. Enter the code in the **Verify** window and select the **Submit** button.



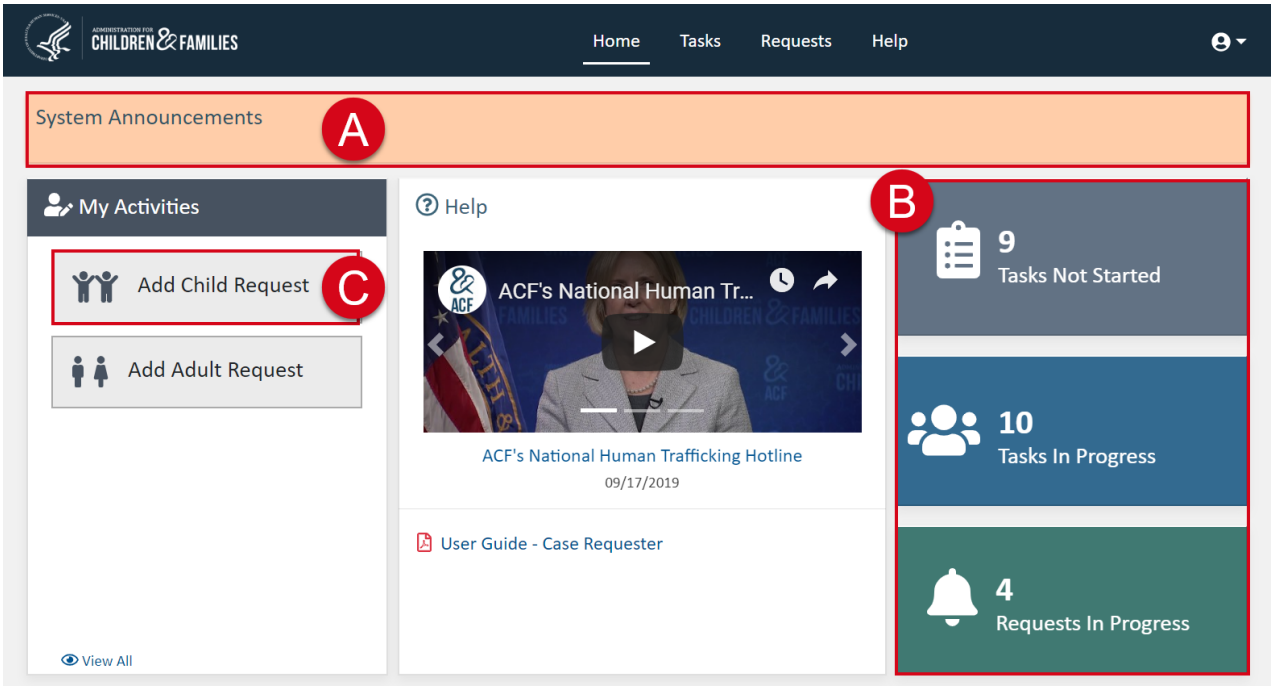
5. Once you successfully log in, you will see the **Shepherd 1.0 Homepage**.



Homepage Features

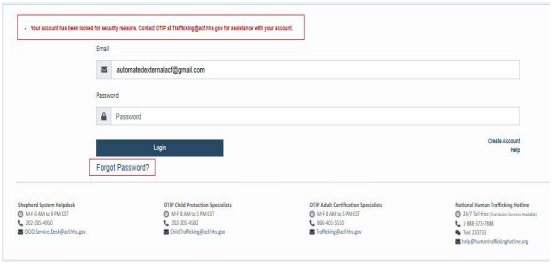
On the **Shepherd 1.0 Homepage**, you will see:

A) **System Announcements** will display important announcements related to the Shepherd system.
B) The **task bar** shows the status of tasks and requests: **Tasks Not Started**, **Tasks In Progress**, and **Requests In Progress**.
C) Select **Add Child Request** under **My Activities** to start a new RFA.

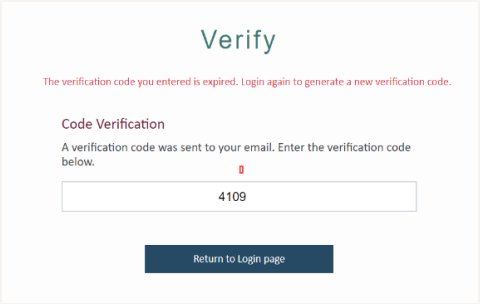


Trouble Logging In?

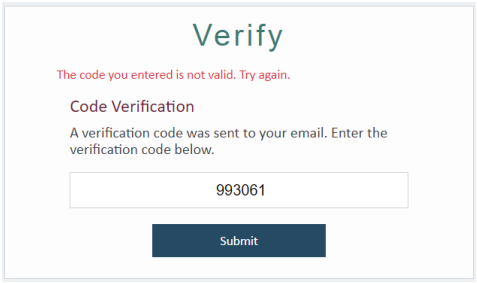
1. **If you fail to log in after three attempts**, your account will be locked for **15 minutes**. Select the **Forgot Password** link to reset your password.



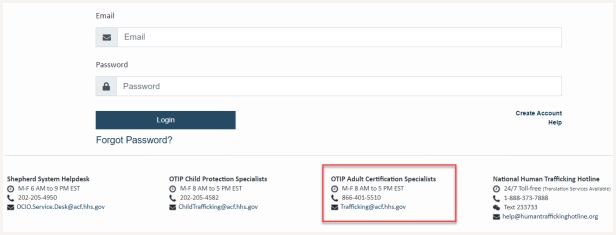
2. **If your verification code expires**, you will receive an error message. Select the **Return to Login page** button to log in again, which will generate a new verification code.



3. **If you enter wrong verification code**, you will receive an error message. If you fail to enter the code after three attempts, select the **Return to Login page** button to log in again, which will generate a new verification code.



4. Contact **Trafficking@acf.hhs.gov** or **866-401-5510** for assistance unlocking your account.



Questions about the RFA process or a potential case?
ChildTrafficking@acf.hhs.gov
202-205-4582

Start an RFA

- Use the Request for Assistance form (RFA) to notify HHS of trafficking concerns involving a foreign national minor who is currently in the United States and to request assistance on behalf of the child.
- Submit available information within 24 hours of discovering the potential trafficking concerns.
- If you need more time, you can submit the information from Section 4 (Narrative of Trafficking Concerns) and Section 5 (Trafficking Experience) of the RFA later using the New Information feature.
- HHS may send clarifying questions as an Additional Information Request after the request is submitted.
- Start a new RFA by selecting Add Child Request under My activities on the homepage.

Questions about the RFA process or a potential case?
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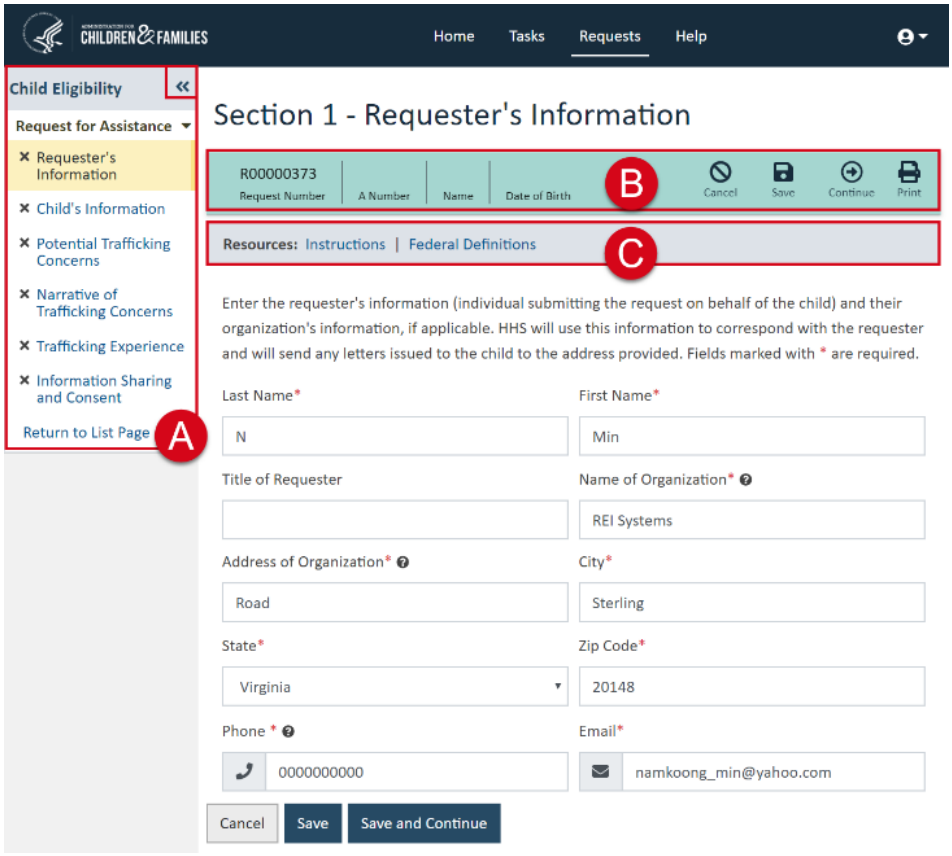
Start an RFA

Section 1- Requesters Information

Section 1- Requester's Information is the landing page for the RFA.



A) The Side Menu links to sections 1 through 6 of the RFA.
The X next to each section will change to a checkmark once you enter all required information and save the RFA. Select Return to List Page to return to the Requests - List page.
To collapse or expand the side menu, select the arrows in the top right.

B) The Action Header banner at the top of each section contains cancel, save, continue, and print buttons. The banner automatically populates the client's A-Number, Name, and Date of Birth once Section 2 is completed and saved.

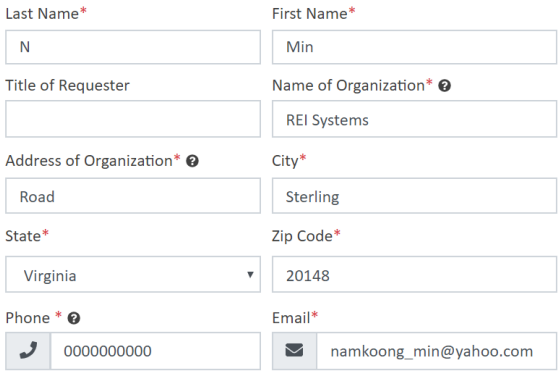
C) The Instructions link shows instructions on completing the Request for Assistance.

The Federal Definitions link shows common language used in the RFA.

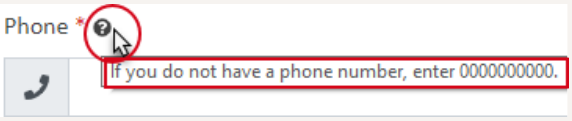
Start an RFA

Section 1- Requesters Information

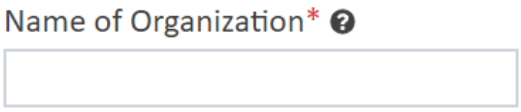
1. The information on this page populates from your profile. You can edit any field on the form (editing the form will not alter the information on your profile.)



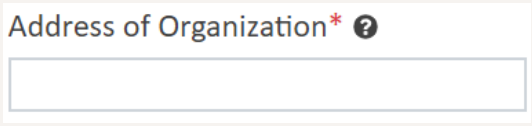
2. Use the Tooltip (question mark icon) to view additional instructions for each field.



3. **Name of Organization**
Note: If you are not affiliated with an organization, enter **N/A**.



4. **Address of Organization**
Note: If you are **not** affiliated with an organization, **enter your mailing address**. To ensure delivery of letters issued to the minor, **provide a full street address** instead of a P.O. box when possible. This address will be where the letter is sent to the child. If your address changes during the Request for Assistance process, you can submit additional information using the **New Information** feature after submitting the RFA.

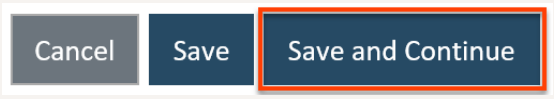


5. **Phone Number**
Note: If you do not have a phone number, enter 0000000000 (ten zeros).

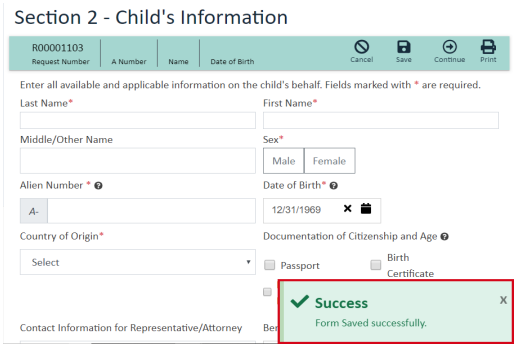
Start an RFA

Section 1- Requesters Information

6. Select the **Save and Continue** button at the bottom of the page to move to the next section.

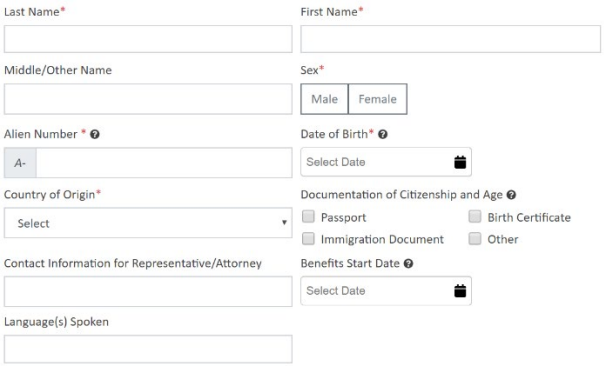


7. You will see Section 2 – Child's Information and a **Success Message** letting you know that the information you entered on the previous page was saved.

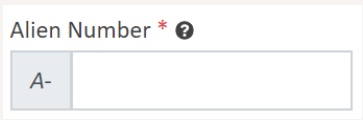


Section 2: Childs Information

1. **Enter the child's information in this section.**

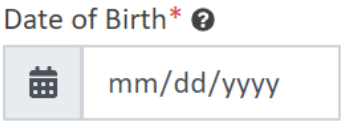


2. **Alien Number**
Note: If the child does not have an A number or it is not available to you, enter 000000000 (nine zeros).

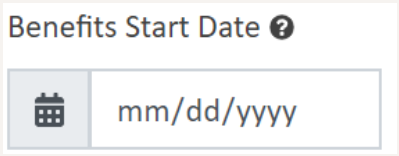


Start an RFA

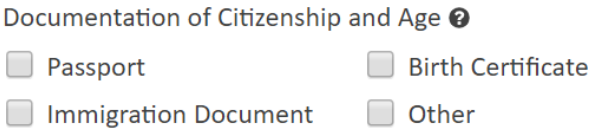
3. **Date of Birth**
   Note: If the child's date of birth is unknown, enter a date that makes them less than 18 years of age as of the RFA submission date.



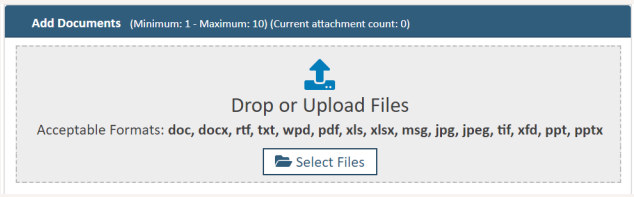
4. **Benefits Start Date** (optional)
   Note: Enter the preferred date for the child's eligibility for benefits to begin, which should be no later than two weeks from the RFA submission date.



5. **Documentation of Citizenship and Age** (optional)
   This is **not required.** If you select one or more checkboxes, you must upload a supporting document



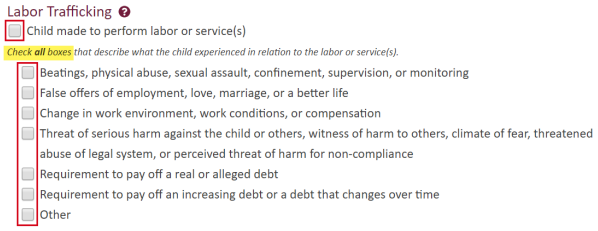
6. **Drag and drop** or use **Select Files** button to upload.
   Note: If you are submitting a signed document make sure to provide a PDF, JPG, or TIF file of the document.
   If you attach a document make sure you select a checkbox from the **Documentation of Citizenship and Age** section of the form.



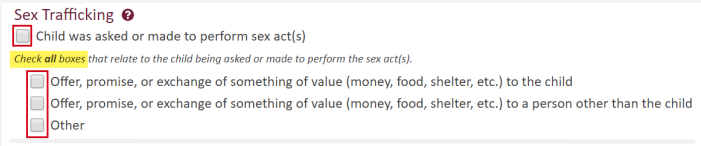
7. Select the **Save and Continue** button at the bottom of the page to move to the next section.
   Note: You must select the **Save** or **Save and Continue** button to save the information you entered.

Section 3: Potential Trafficking Concerns

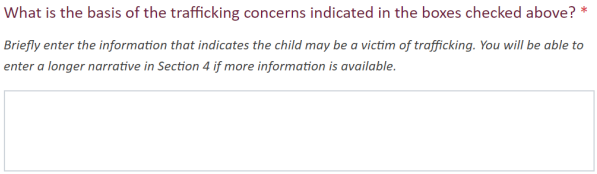
1. **Labor Trafficking:**
   For concerns of labor trafficking, check all applicable boxes next to indicators of force, fraud, or coercion experienced by the child in relation to the labor or service performed.
   Note: The service performed by the child can also be sexual in nature (i.e., sexual servitude).



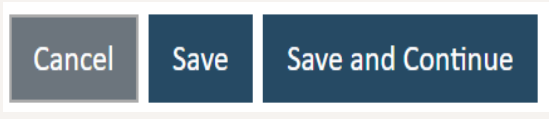
2. **Sex Trafficking:**
   For concerns of sex trafficking, check all applicable boxes regarding an offer or exchange of something of value in relation to the sex act that the child was asked or made to perform.



3. Use the comment box at the bottom of this section to provide further details regarding the trafficking concerns the child experienced.



4. Select the **Save and Continue** button at the bottom of the page to move to the next section.
   Note: You must select the **Save** or **Save and Continue** button to save the information you entered.

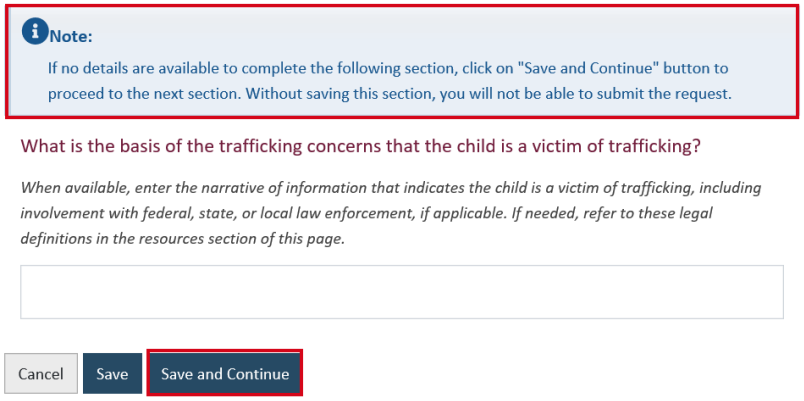


Section 4: Narrative of Trafficking Concerns - Optional

Section 4 is optional. If you do not have the information while you are working on the RFA, you can submit additional information using the **New Information** feature after submitting RFA.

Select the **Save** or **Save and Continue** button before moving on to the next page.

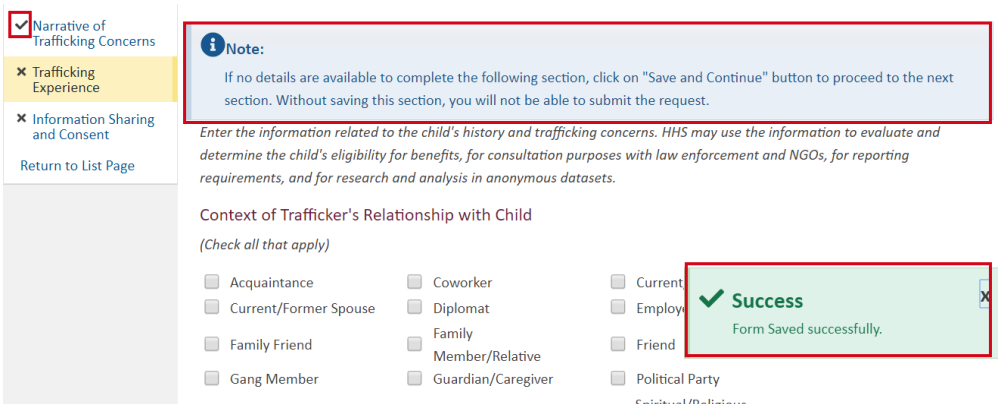
Note: After selecting **Save and Continue**, look for a **success message** and a check mark next to the completed section on the **Side Menu**.



Section 5: Trafficking Experience – Optional

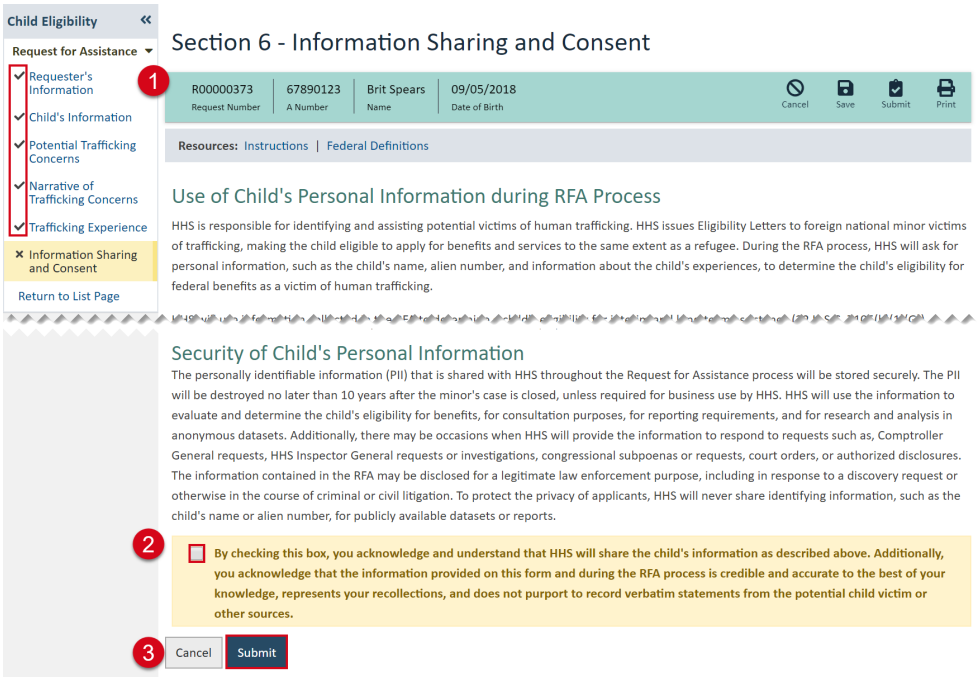
Section 5 is optional. If you do not have the information while you are working on the RFA, you can submit additional information using the **New Information** feature after submitting RFA.

Select the **Save** or **Save and Continue** button before moving on to the next page.



Start an RFA

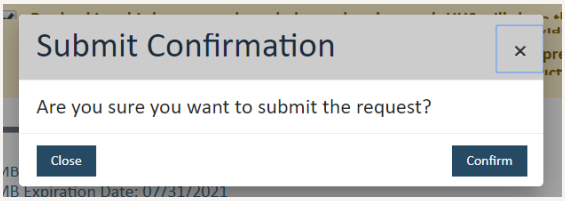
Section 6: Information Sharing and Consent



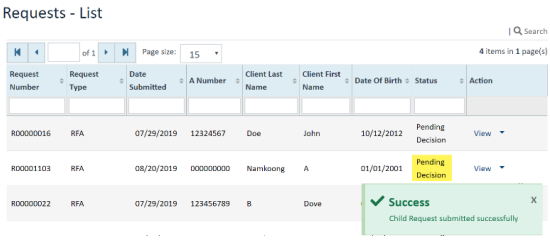
1. Verify all sections in the **Side Menu** have a check mark next to them.
   If you see an **X**, go back to the section, enter all required information, and select the **Save** button.
2. Read the information in the Information Sharing and Consent section and select the confirmation checkbox.
3. Select the **Submit** button to submit the RFA to OTIP.

Start an RFA

4. You will see the **Submit Confirmation** overlay. Select **Close** to go back to **Section 6** of the RFA in progress. Select **Confirm** to submit the RFA and return to the **Requests - List** page.



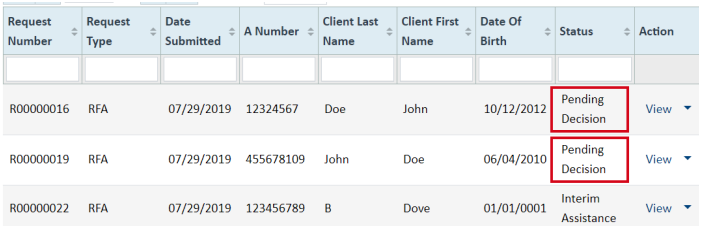
5. On the **Requests – List** page, you will see a success message. The submitted RFA will have the status **Pending Decision**.



Return to List Page

The **Requests List** page is where you can see the list of requests you have created.

- Once you submit, you can check RFA status on **Return to List** page.
- If you submit an RFA, you can see the status is set to **Pending Decision** in the **Status** column.
- The **Status** column reflects the decision made on the case.



Request Number	Request Type	Date Submitted	A Number	Client Last Name	Client First Name	Date Of Birth	Status	Action
R00000016	RFA	07/29/2019	12324567	Doe	John	10/12/2012	Pending Decision	View
R00000019	RFA	07/29/2019	455678109	John	Doe	06/04/2010	Pending Decision	View
R00000022	RFA	07/29/2019	123456789	B	Dove	01/01/0001	Interim Assistance	View

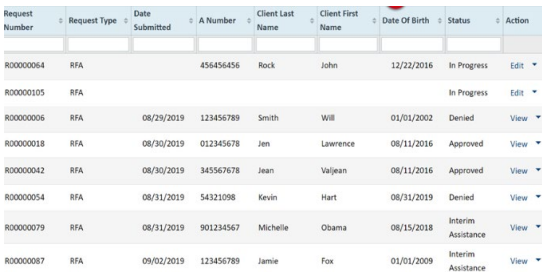
Submitted RFA Statues

The **Requests List** page shows the following statuses for RFAs under the **Status** column.

In Progress: The request is started, but is not submitted to OTIP.
Pending Decision: The request is submitted and under review.
Interim Assistance: The Interim Assistance Letter is signed. You can can access the letter from your account.
Approved: The Eligibility letter is signed. You can can access the letter from your account.
Denied: Either the Denial or Assistance or Denial of Eligibility letter is signed. You can access the Denial of Eligibility letter. You receive the Denial of Assistance letter in your email.

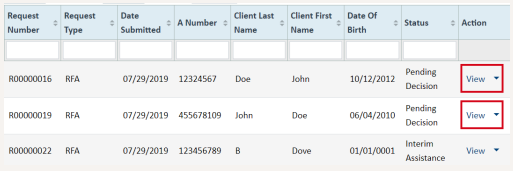
View Read-Only of submitted RFA

1. From the **Requests List** page, find a submitted RFA you would like to view in a **Read-Only** format.



Request Number	Request Type	Date Submitted	A Number	Client Last Name	Client First Name	Date Of Birth	Status	Action
R00000064	RFA		456456456	Rock	John	12/22/2016	In Progress	Edit
R00000105	RFA						In Progress	Edit
R00000006	RFA	08/29/2019	123456789	Smith	Will	01/01/2002	Denied	View
R00000018	RFA	08/30/2019	012345678	Jen	Lawrence	08/11/2016	Approved	View
R00000042	RFA	08/30/2019	345567678	Jean	Valjean	08/11/2016	Approved	View
R00000054	RFA	08/31/2019	54321098	Kevin	Hart	08/31/2019	Denied	View
R00000079	RFA	08/31/2019	901234567	Michelle	Obama	08/15/2018	Interim Assistance	View
R00000087	RFA	09/02/2019	123456789	Jamie	Fox	01/01/2009	Interim Assistance	View

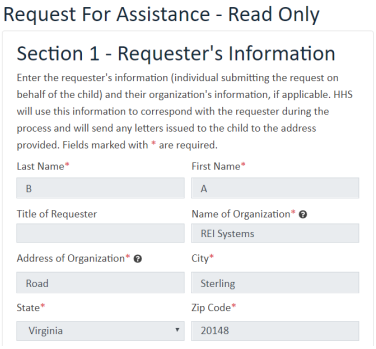
2. Select the **View** link.



Request Number	Request Type	Date Submitted	A Number	Client Last Name	Client First Name	Date Of Birth	Status	Action
R00000016	RFA	07/29/2019	12324567	Doe	John	10/12/2012	Pending Decision	View
R00000019	RFA	07/29/2019	455678109	John	Doe	06/04/2010	Pending Decision	View
R00000022	RFA	07/29/2019	123456789	B	Dove	01/01/0001	Interim Assistance	View

Return to List Page

3. You see the submitted **Request for Assistance – Read Only** window.

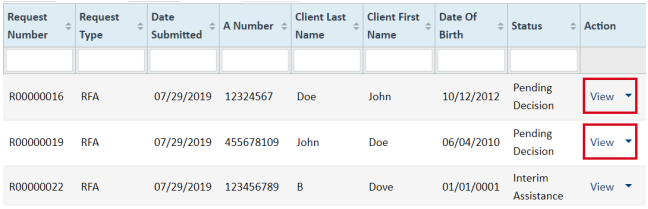


View Letters from context menu

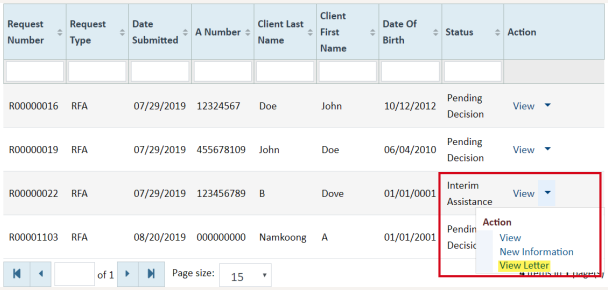
You can see the status of an RFA from the **Requests List** page. The following is the list of different **Status**:

- Interim Assistance
- Approved
- Denied

1. When a letter is signed, you receive an email letting you know that you can access the letter from your Shepherd 1.0 profile.

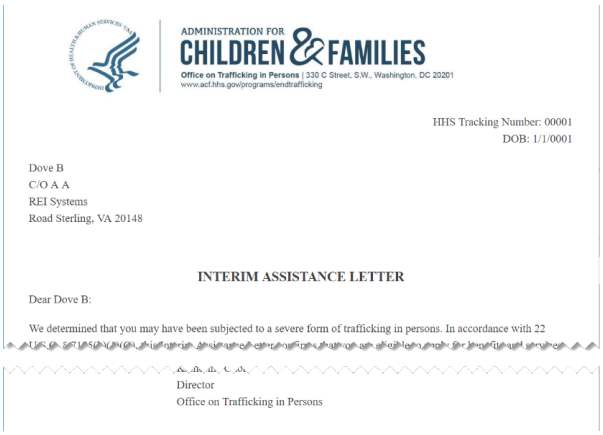


2. To view the letter, select the **View Letter** link from the drop-down menu next to the **View** link in the Action column



Return to List Page

3. You can see the signed letter based on the decision made for this case.



ADMINISTRATION FOR CHILDREN & FAMILIES
Office on Trafficking in Persons | 330 C Street, S.W., Washington, DC 20201
www.acf.hhs.gov/programs/endtrafficking

HHS Tracking Number: 00001
DOB: 1/1/0001

Dove B
C/O A A
REI Systems
Road Sterling, VA 20148

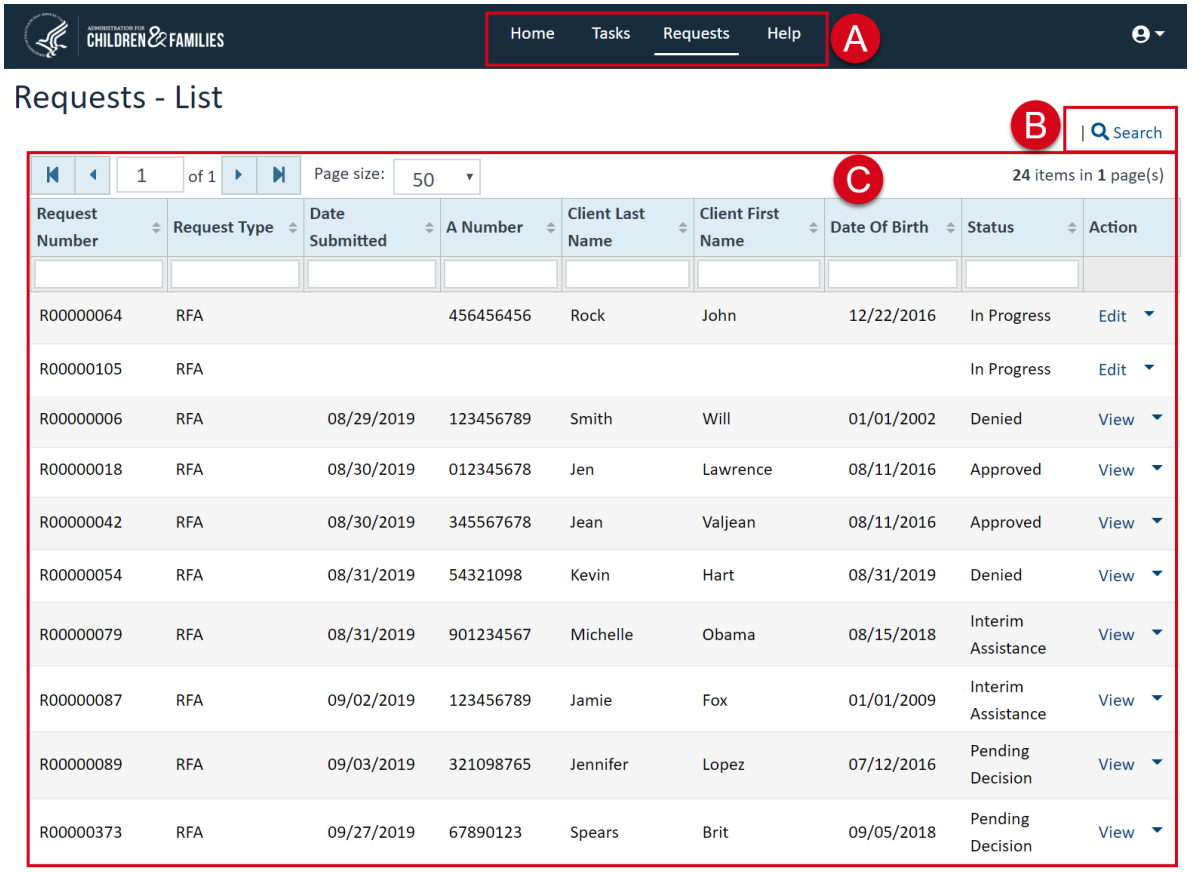
INTERIM ASSISTANCE LETTER

Dear Dove B:

We determined that you may have been subjected to a severe form of trafficking in persons. In accordance with 22

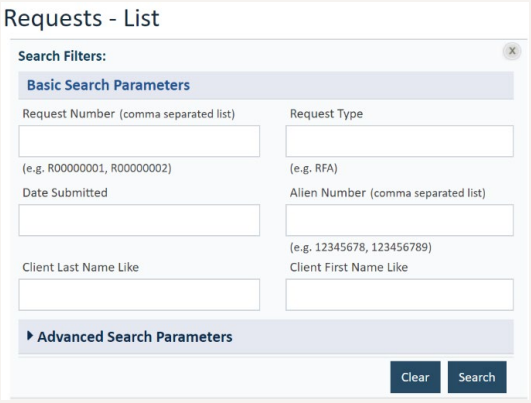
Director
Office on Trafficking in Persons

Requests – List Page Features



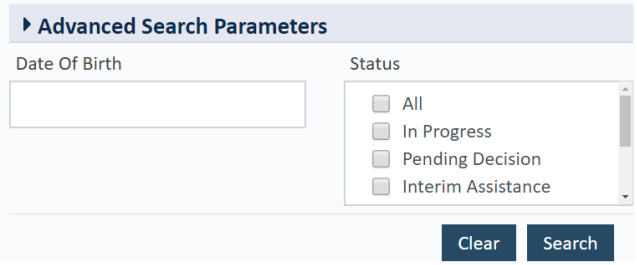
1. To access the **Requests - List** page, select the **Requests** link from the **Top Navigation Bar** (A).

2. Search for a specific RFA by clicking **Search** (B).

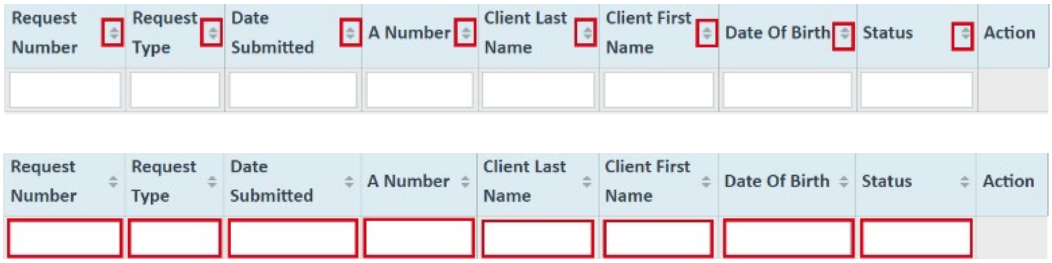


Requests – List Page Features

Select **Advanced Search Parameters** to search by Date of Birth or Status.



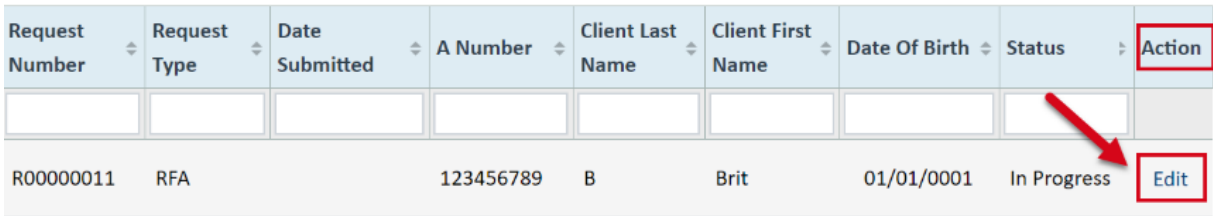
3. Sort and filter your RFAs using the sorting arrows and filter fields at the top of each column (C).



Access In Progress RFA

You can save the information you have entered in an **RFA** and return later to complete and submit it. You can access an **In Progress RFA** from the **Requests List** page.

Find the specific **In Progress** RFA you would like to work on and select **Edit**, in the **Action** column, to complete and submit the RFA.



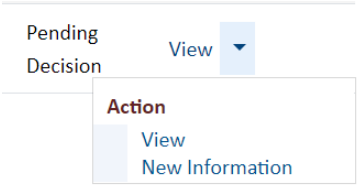
Submit 'New Information' Task

Use the New Information feature to update OTIP:

- The client moves or changes placements
- You receive any clarifying or new information about the trafficking concerns
- The main point of contact on the case changes
- The client wants to be interviewed by law enforcement

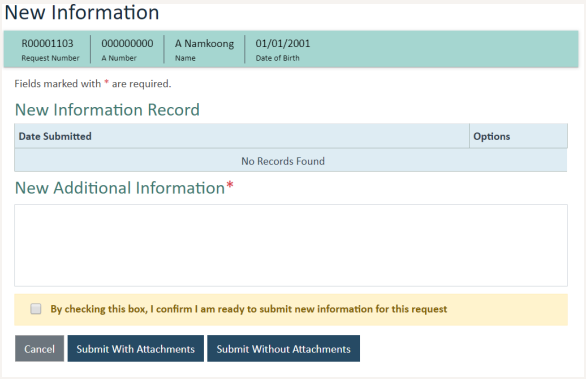
If you already submitted an RFA and need to provide **New Information**, access the submitted RFA from **Requests - List** page.

1. In the **Action** column, expand the drop-down next to the **View** link and select **New Information**.

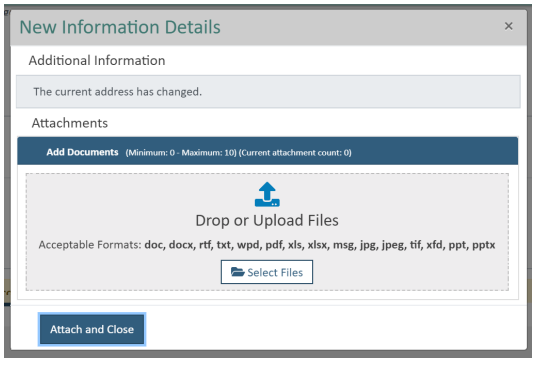


2. Enter the details you want to submit to OTIP in the **New Additional Information** box and select the confirmation checkbox.

Select **Submit With Attachments** if you have document(s) to upload. Select **Submit Without Attachments** if you do not have document(s) to upload.

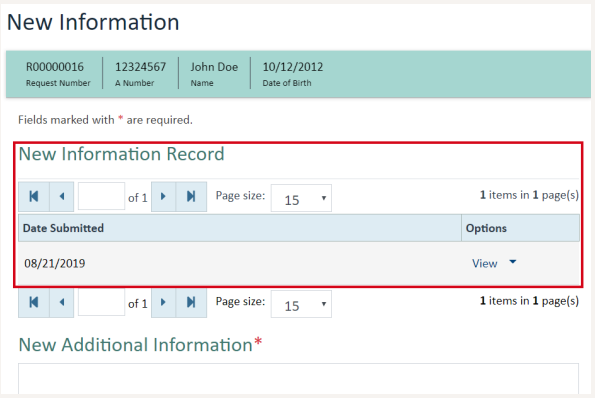


3. If you selected **Submit With Attachments**, you will see the **New Information Details** window. **Drag and Drop** or use **Select Files** button to upload and select **Attach and Close**.

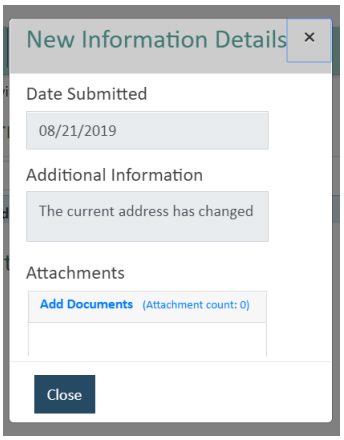


Submit 'New Information' Task

4. The new information you have submitted will appear as a **New Information Record** on the **New Information** page.



5. Select the **View** link in the **Options** column to see the **New Information** submitted



Optional Interview with Law Enforcement

After Interim Assistance is issued, if the client wants to be interviewed by federal law enforcement, send the following additional information **within 5 days** using the **New Information** feature:

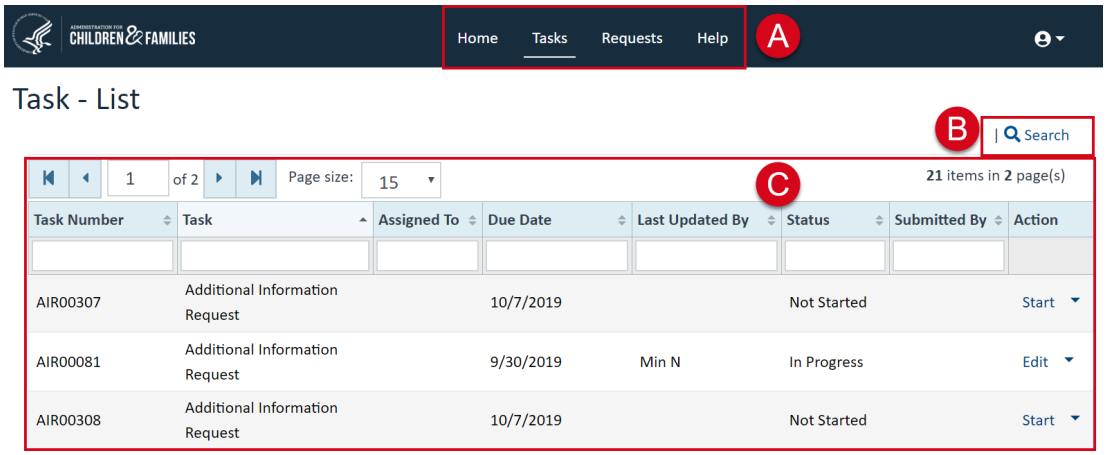
1. Name
2. Contact Information
3. Current city and state for the service provider that could arrange the interview

This interview is voluntary and solely based on the child's preference. Participation or lack of participation in a law enforcement interview will not impact the HHS determination of the child's eligibility for benefits.

If the information is not provided within 5 days after Interim Assistance is issued, it is assumed that the client does not want to be interviewed by law enforcement, and the application is moved forward for a determination on the case.

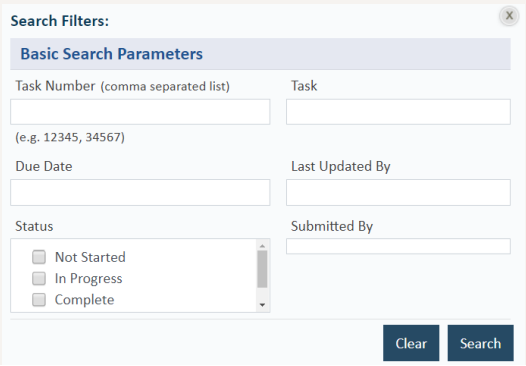
Access Task – List Page

OTIP might need additional information while processing a submitted RFA.
Once OTIP requests for additional information, you will receive an email notification.
You can access the **Additional Information Request** task from the **Task – List** page.

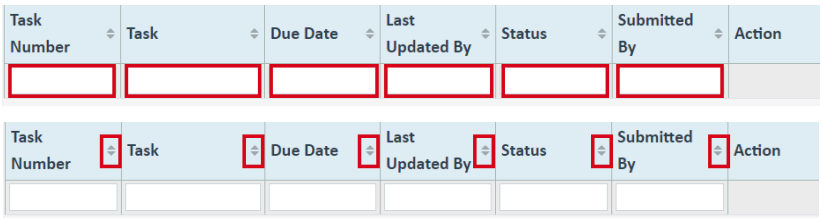


1. To access the **Task - List** page, select the **Tasks** link from the **Top Navigation** bar (A).

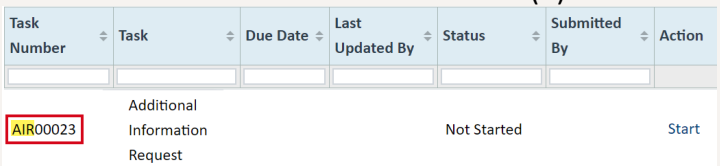
2. Search for a specific task by clicking **Search** (B).



3. Sort and filter your RFAs using the sorting arrows and filter fields at the top of each column (C).

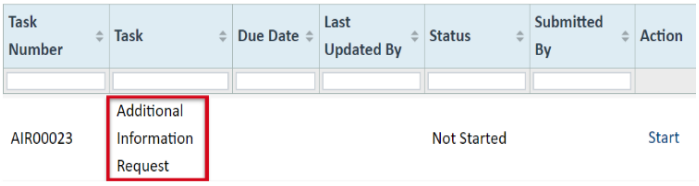


4. You can see task numbers under the **Task Number** column (C).



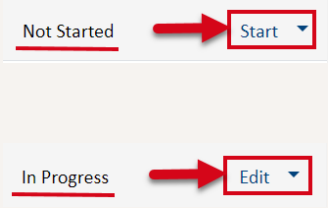
Submit 'Additional Information Request' Task

1. Look for the **Additional Information Request (AIR)** task in the **Task** column. All **Additional Information Request** task numbers start with **AIR** followed by a five-digit number.

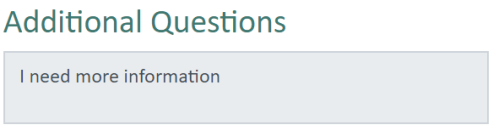


2. Select the **Start** link in the **Action** column to access an **Additional Information Request** task that is **Not Started**.

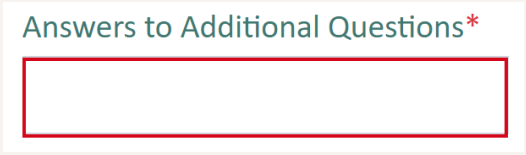
Select the **Edit** link to access an **Additional Information Request** task that is **In Progress**.



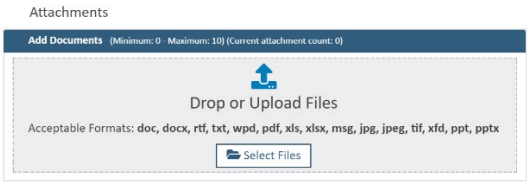
3. View the **Additional Questions** section of the task to see which information OTIP needs.



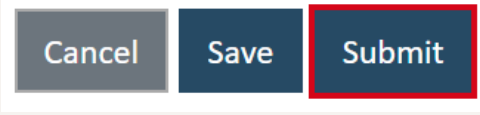
4. Enter your answers in the **Answers to Additional Questions** section.



5. **Drag and Drop** or use **Select Files** button if you have any documents you want to upload.



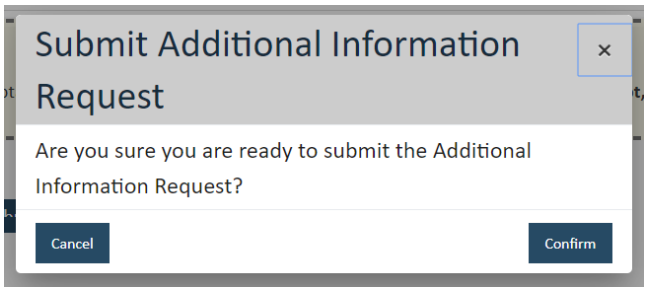
6. Select the **Submit** button to send the additional information to the OTIP Case Specialist.

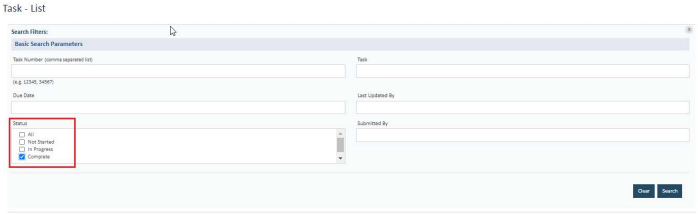


Submit 'Additional Information Request' Task

7. You will see the **Submit Additional Information Request** window.

Select **Cancel** to return to the **Additional Information Request** task.
Select **Confirm** to submit the **Additional Information Request** to OTIP and return to the **Task List** page.



8. The **Additional Information Request** task status will be Removed from the Task – List page..

9. To view completed Tasks, select **Complete** in the search panel and select **Search.**