ADMINISTRATION FOR CHILDREN & FAMILIES

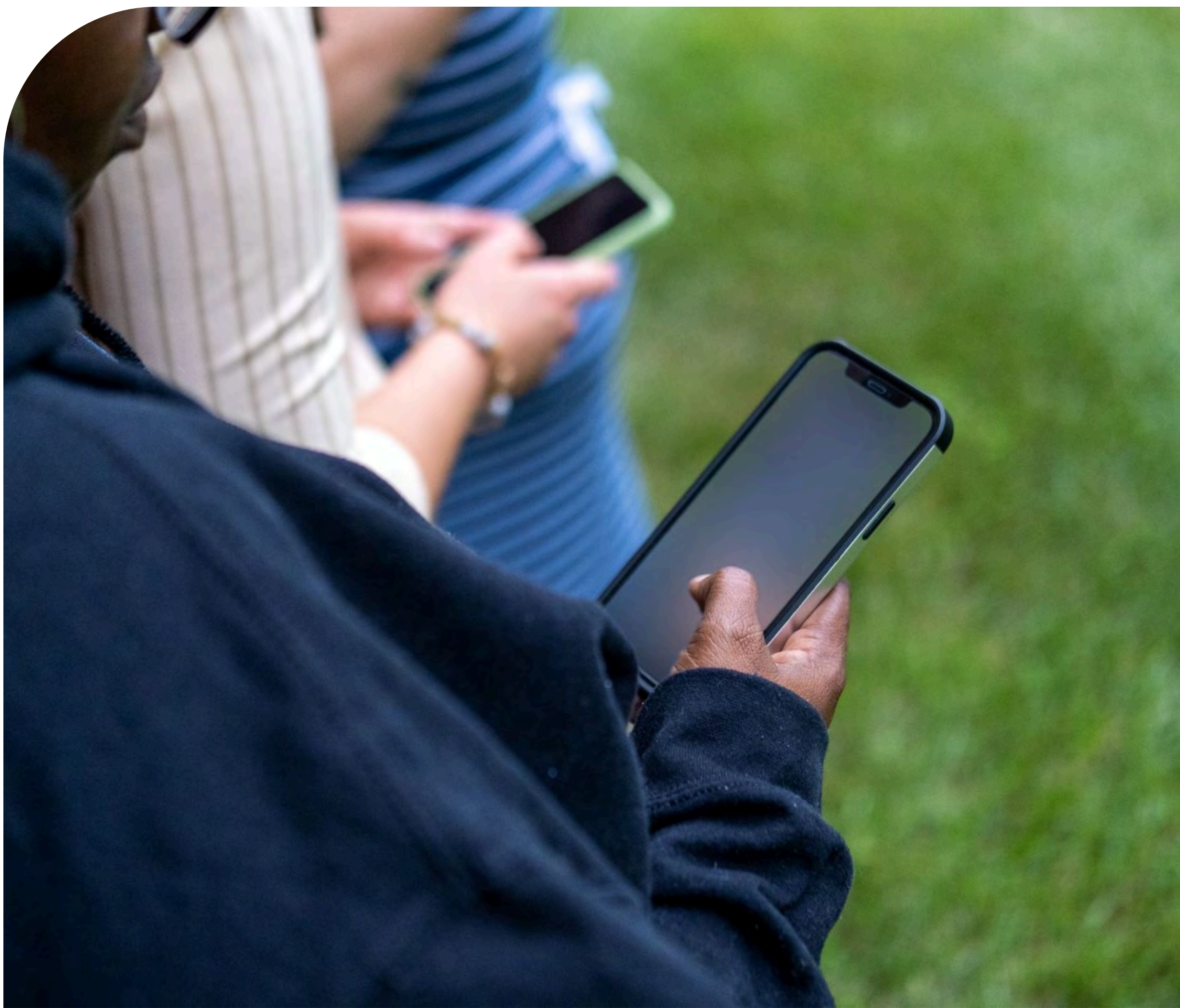
Office on Trafficking in Persons (OTIP)

Notice of Funding Opportunity

Application due May 30, 2025

National Human Trafficking Hotline

Opportunity number: HHS-2025-ACF-IOAS-OTIP-ZV-0002



Contents

Before you begin

If you believe you are a good candidate for this funding opportunity, secure your SAM.gov and Grants.gov registrations now. If you are already registered, make sure your registrations are active and up-to-date.

SAM.gov registration (this can take several weeks)

You must have an active account with SAM.gov. This includes having a Unique Entity Identifier (UEI).

See Step 2: Get Ready to Apply

Grants.gov registration (this can take several days)

You must have an active Grants.gov registration. Doing so requires a Login.gov registration as well.

See Step 2: Get Ready to Apply

Apply by the application due date

Applications are due by 11:59 p.m. Eastern Time on May 30, 2025.

To help you find what you need, this NOFO uses internal links. In Adobe Reader, you can go back to where you were by pressing Alt + Left Arrow (Windows) or Command + Left Arrow (Mac) on your keyboard.

Step 1:
Review the Opportunity

In this step

Basic information

Administration for Children and Families (ACF)

Office on Trafficking in Persons (OTIP)

The National Human Trafficking Hotline is a national toll-free hotline that operates 24 hours a day, every day of the year via telephone, text, and chat.

Summary

The National Human Trafficking Hotline (NHTH) is a national toll-free hotline that operates 24 hours a day, every day of the year via telephone, text, and chat. The NHTH assists adults and minors who have experienced a severe form of human trafficking, as defined under 22 U.S.C. 7105(b)(1)(C of the Trafficking Victims Protection Act of 2000.

The objectives of the NHTH include:

- Operate the NHTH's telephone, text services, chat services, and website via a coordinated national communications system available 24 hours a day.
- Provide timely information and service referrals to victims of human trafficking.
- Notify law enforcement and child welfare agencies of potential cases of human trafficking, where appropriate.
- Establish and maintain a comprehensive online directory of community-based service providers across the United States.
  - Develop trusted relationships to identify, update, and maintain comprehensive internal and online referral directories.
  - Directories must include vetted organizations that can meet the service needs of survivors and respond to tips of potential human trafficking following relevant referral protocols.

Have questions? See Contacts and Support.

Key facts

Opportunity name: National Human Trafficking Hotline

Opportunity number: HHS-2025-ACF-IOAS-OTIP-ZV-0002

Announcement type: Initial

Federal assistance listing: 93.598

Statutory authority number: This award is authorized by Section 107(b)(1)(B)(ii) of the Trafficking Victims Protection Act of 2000 (TVPRA), codified at 22 U.S.C. 7105(b)(1)(B)(ii)

Key dates

Application submission deadline: May 30, 2025

Expected project start date: September 30, 2025

See other submissions for other time frames that may apply to this NOFO.

Funding details

Type: Cooperative agreement

Expected total program funding: $9,000,000

Total expected awards: 1

Minimum award amount for the first budget period (award floor): $5,000,000

Maximum award amount for the first budget period (award ceiling): $9,000,000

We plan to fund one five-year project period. Each project period has five one-year budget periods.

Awards made under this funding opportunity are subject to federal funds availability.

Eligibility

Eligible applicants

Eligibility is unrestricted.

Individuals, including sole proprietorships, and foreign entities are not eligible.

Priority consideration

In accordance with the statutory requirements, priority will be given to applicants that have demonstrated experience in providing telephone services to victims of severe forms of trafficking in persons.

Disqualification factors

We will review your application to make sure it meets these responsiveness requirements.

We won't consider an application that:

- Requests funding above the award ceiling.
- Is submitted after the deadline.
- Is from an individual, including a sole proprietorship, or a foreign entity.
- Is received in paper format that didn't have a previously approved exemption from ACF.

Application limits

If you submit the same application more than once under this notice of funding opportunity (NOFO), we will only acknowledge the last on-time submission.

Cost sharing

This program has no cost-sharing requirement. If you choose to include cost-sharing funds, we won't consider it during review. However, we will hold you accountable for any funds you add, including through reporting. If you don't provide your promised amount, we may have to decrease your award amount or use other enforcement actions.

Program description

Statutory authority

Section 107(b)(1)(B)(ii) of the Trafficking Victims Protection Act of 2000 (TVPRA), codified at 22 U.S.C. 7105(b)(1)(B)(ii).

Overview

Background on the National Human Trafficking Hotline (NHTH)

Since 2004 the U.S. Department of Health and Human Services (HHS) has funded a 24/7, national, toll-free trafficking information and referral hotline to receive and respond to calls about potential human trafficking in the United States.

The NHTH is a critical part of the nationwide anti-trafficking response. Individuals experiencing human trafficking, social service agencies, non-governmental organizations, law enforcement, child welfare agencies, and local communities rely on the NHTH for safety planning, service coordination, referral, and reporting tips. The NHTH reports potential trafficking to law enforcement and child welfare agencies when required by law, and when requested by the victim.

Project objectives

The NHTH's goal is to provide 24/7 emergency assistance and information to individuals within the United States and U.S. territories who have experienced sex or labor trafficking. This assistance must be timely and tailored to the contactor's needs.

The objectives of the NHTH include:

- Operate the NHTH's telephone, text services, chat services, and website via a coordinated national communications system available 24 hours a day.
- Provide timely information and service referrals to victims of human trafficking.
- Notify law enforcement and child welfare agencies of potential cases of human trafficking, as required by law and in other situations where appropriate.
- Establish and maintain a comprehensive online directory of community-based service providers across the United States.
    - Develop trusted relationships to identify, update, and maintain comprehensive internal and online referral directories. Directories must include vetted organizations that can meet the service needs of survivors and

respond to tips of potential human trafficking following relevant referral protocols.

Required activities

Recipients must complete the following required activities.

Operate the NHTH's telephone, text line, chat service, and website

You must operate the NHTH's toll-free number (1-888-373-7888), text line, chat service and website. These services must have the capacity to meet these minimum requirements:

- Respond to contactors (individuals who contact the NHTH) in a timely manner 24/7.
- Respond to at least 12 calls simultaneously.
- Respond to at least 170 calls per day and 2,700 calls per month.
- Respond to at least 50 texts per day.
- Respond to contact in English, Spanish, and allow for communication with individuals who have hearing and speech impediments.

See the post-award requirements for more information.

Priority contacts

You must prioritize contacts from individuals who:

- Are actively experiencing human trafficking.
- Are not safe.
- Are minors who are experiencing or may have experienced abuse or neglect (including labor trafficking, sex trafficking, child sexual abuse, and online sexual abuse).

You must implement a system to place the following kinds of contactors at the top of the queue for immediate response:

- Contactors reporting possible imminent harm.
- Contactors reporting possible abuse of a minor.
- Contactors reporting an active experience where an individual is unsafe.

You must refer contactors seeking emergency assistance with requests outside the NHTH's scope (that is, requests that are not related to human trafficking). This includes but is not limited to people experiencing intimate partner violence, child abuse and neglect, online sexual abuse, sexual abuse, suicidal ideation, etc.

For non-urgent requests on text, chat, or email, such as general questions about human trafficking or ways to get involved in supporting survivors, you must respond via text, chat, or email within one business day.

Referral directory

You must create, update, and manage a comprehensive national referral directory of geographically diverse direct services organizations that provide emergency assistance and comprehensive case management services to individuals experiencing human trafficking. The goal is to make sure that contactors reaching out to the NHTH receive appropriate and supportive referrals.

To build this referral directory, you must actively identify, recruit, build, and maintain partnerships with providers with expertise in providing comprehensive case management and other services to individuals who may have experienced labor or sex trafficking.

In locations where there are not enough of those organizations, you must identify alternative sources of assistance and enter memoranda of understanding (MOU) with them. These alternative sources may include programs whose primary mission is to serve victims of domestic violence, sexual assault, child abuse, and labor exploitation.

Within six months of Notice of Award (NoA), you must start using an assessment tool to objectively screen prospective service providers to make sure that they are trained to work with individuals who have experienced trauma.

You must do all the following to build and maintain the directory:

- Within 12 months of NoA, document 6,000 substantive contacts throughout the United States and its territories.
- Maintain a minimum of 2,000 partners in the referral network each budget period.
- Conduct an annual review of the referral network organizations for accuracy and quality control.

See the post-award requirements for the full schedule of deliverables.

You must also manage the directory in the following ways:

- Provide a streamlined, user-friendly way for organizations in the referral directory to communicate changes in services and make database updates quickly.
- Provide a way for contactors to voluntarily give feedback on NHTH services, referral agency services, and responsiveness to their needs.
- Individuals making complaints must be informed of the actions that will be taken to address their concerns, and any resulting outcomes.
- Refer the contact to appropriate resources and provide a warm handoff.

  - According to the HHS Agency for Healthcare Research and Quality, a warm handoff is a transfer of care between two or more members of a service team, where the handoff occurs in front of and in direct coordination with the contactor.
  - You must carry out warm handoffs when working directly with individuals experiencing trafficking and verify that all referrals are appropriate and available before facilitating a connection. This transparent handoff of care allows contactors to hear what is said, engages them in communication, and ensures their connection to needed support.
  - Warm handoffs are not required in cases where the contactor requests phone contact information for a service provider or declines a warm handoff.
- Have publicly available policies and procedures in place for investigating complaints about a referral organization. These policies must identify the potential actions you will take if allegations are confirmed.
- Notify direct services organizations of received complaints and provide an opportunity for them to respond and take corrective action.
- The NHTH must coordinate with local, state, federal, and tribal officials and agencies to develop partnerships to support contactors, including anti-trafficking task forces and community coalitions.

Needs assessment

You must conduct needs assessments that collect enough contactor information to minimize re-traumatization, make sure that referrals address the contactor's specific needs, and help the receiving referral organization meet those needs. You must tell contactors why you are collecting this information. The minimum information you must collect includes the contactor's:

- Name.
- Current location.
- Type of trafficking experienced.
- Emergency and safety needs.
- Current situation. For example, whether the contactor is actively being trafficked and where they are living.
- Caregiver information if the contactor is a minor.
- Contact information.
- Preferred method of communication.

Risk levels

Within three months of NoA, you must create a tool to assess a contactor's immediate situation and determine the risk level. Your tool must also determine how fast you need to make a referral to law enforcement, in cases where the contactor requests that referral or for mandatory reporting purposes. See the post-award requirements for the full schedule of deliverables.

The risk level must be broken into the following three categories:

- **Low risk:**
  - The contactor expresses concerns that, without mitigation, may result in harm.
  - The risk of harm to the individual is not imminent or likely to occur within 90 days, and/or harm has occurred within the last 30 days, has been mitigated, and is unlikely to recur within 90 days.
  - When requested by the victim, you must report to law enforcement (and child welfare) within 12 hours of contact.
  - If the victim is a minor, you must report according to applicable mandated reporting laws.
- **Moderate risk:**
  - The contactor expresses concerns that, without mitigation, are likely to cause the individual to experience injury or loss within the next 90 days.
  - Or, the individual has experienced minor loss in the previous 30 days that will likely recur or worsen without mitigation.
  - When requested by the victim, you must report to law enforcement within eight hours of contact.
  - If the victim is a minor, you must report according to applicable mandated reporting laws.
- **High risk:**
  - The contactor expresses concerns that, without mitigation, the contactor is likely to cause the individual substantial injury or loss.
  - The individual has experienced substantial harm within the previous 30 days and the harm will likely recur without mitigation.
  - When requested by the victim, you must report to law enforcement within one hour of contact.
  - If the victim is a minor, you must report according to applicable mandated reporting laws.

You must track the number and type (sex trafficking, labor trafficking, or both) of the following:

- Cases involving adult victims reported to law enforcement.
- Cases involving minor victims reported to law enforcement.
- Cases involving both adult and minor victims reported to law enforcement.
- Cases reported where victim age is unknown reported to law enforcement.
- Cases where contactor consented to provide information to law enforcement.
- Cases involving minors that were reported to child welfare.

Mandated reporting

You are required to comply with all federal, state, tribal, and local mandated reporting requirements.

Child-specific service coordination and reporting efforts

Children and youth experiencing human trafficking face unique challenges and barriers and must receive tailored assistance when contacting the NHTH. Interventions must be age-appropriate and child-centered to ensure the minor is an active participant in their care, safety planning, and connection to services.

As part of this process, you must make sure to facilitate warm handoffs and provide follow-up case management to confirm the child was connected to support. The NHTH must report cases to OTIP pursuant to 22 U.S.C. 7105(b)(1)(H). See additional information related to mandated reporting requirements in the post-award requirements section.

Specialized service protocol for minors

Within three months of NoA, you must establish a specialized service protocol for minors. The protocol must include, at a minimum:

- Protocols to implement all federal, state, tribal, and local mandated reporting requirements to child welfare agencies and law enforcement.
- Referral protocols in accordance with to 22 USC 7105(b)(1)(H).
- Training plan for NHTH staff to ensure understanding of and compliance with federal, state, and local reporting requirements to child welfare agencies as well as OTIP’s Child Eligibility Process. The training plan may include relevant SOAR Online training modules available on the OTIP website.

The protocol must be submitted within three months of NoA for review and approval by the Federal Project Officer.

See the post-award requirements for the full schedule of deliverables.

Law enforcement engagement and reporting plan

Within six months of the NoA, you are required to develop a plan to strategically engage local, state, federal, and tribal law enforcement to provide training and improve collaboration and standardization of quality tips. You must execute the plan within 12 months of award. You should engage survivors of trafficking in the development of this plan.

You must develop the plan in collaboration with federal, state, tribal, and local law enforcement, and child welfare representatives representing geographic areas across the United States, and document protocols and procedures for engaging and reporting to federal, state, tribal, and local law enforcement agencies. The plan should include the following:

- What information is necessary for law enforcement to act on a tip.
- What information is necessary for child welfare to respond.
- Process for reporting whether the contactor is an adult or a minor.
- What elements are necessary for a tip to be passed on to law enforcement.
- Procedures and timeframe for follow-up with law enforcement and child welfare, as discussed in the mandated reporting section.
- Process for determining which law enforcement agency receives the tip.
- Process for ethically securing consent to pass on personally identifiable information of the individual potentially experiencing human trafficking, and process if consent is not secured (for example, documenting contact internally but not moving forward with an external report).
- Role of the supervisor in the decision-making and referral process for making tips to law enforcement.

The plan must be reviewed annually and should include participation from members of the anti-trafficking community, including service providers and individuals who have experienced trafficking.

Furthermore, you must conduct an annual online or in-person training for federal, state, tribal, and local law enforcement representatives, including Human Trafficking Task Forces, and child welfare agencies on the NHTH’s law enforcement-related policies and procedures.

NHTH website requirements

All web content regarding the NHTH and its functions must live on a standalone website. This content can't live on your organization's website.

The NHTH website must be capable of receiving and responding to online contacts including chats, emails, and anonymous tips in a user-friendly and secure manner. The response requirements for calls and texts also apply to online communications. See the project narrative for additional information.

Public awareness and outreach

You must collaborate with OTIP on public awareness and outreach materials and activities throughout the project period, including:

- Promoting HHS Look Beneath the Surface Campaign resources to promote HHS' anti-trafficking awareness and resources.
- Compiling and sharing relevant information and data to inform the development of campaign materials and resources.
- Reviewing campaign strategies, materials, and resources.
- Providing information, guidance, and resources to inform and support other entities that promote the NHTH.
- Posting NHTH information in public spaces such as airports, train and bus stations, billboards, etc.
- Coordinating with OTIP on public awareness activities and events in observance of commemorative days and months, such as World Day Against Trafficking in Persons and National Human Trafficking Prevention Month.
- Raising awareness about human trafficking, the NHTH, and available resources.
- Developing strategies and resources to respond to viral information and disinformation campaigns about human trafficking and the NHTH.

You must develop a strategic communications plan to ensure public awareness efforts are cohesive, non-duplicative, and align with HHS's strategic priorities, presidential actions (executive orders, memos, and other initiatives), national action plans related to human trafficking, and recommendations from relevant human trafficking-related advisory councils and committees. The plan must be submitted within six months of NoA and must be updated annually. See the post-award requirements for more information.

The plan must outline a messaging strategy that includes the following components:

- NHTH goals and objectives.
- Primary audiences.
- Key messages.
- Information required to report a tip to law enforcement.
- NHTHs privacy and confidentiality policies.
- Partners.
- Dissemination plan.

The messaging strategy must convey that communication by phone and text should be reserved for emergencies and tips from individuals close to the potential trafficking situation, and that the website should be used for general information.

See additional information in the post-award requirements section.

Staff training and support

Training is critically important in anti-trafficking work as staff need to be prepared for the complex legal and social needs of people who have experienced trauma. The NHTH must ensure all staff who may respond to contact by individuals who may have experienced human trafficking complete at least 10 hours of human trafficking-related training each budget period.

After award, you must implement a staff care and retention plan to provide support and care for staff who experience vicarious trauma from triaging human trafficking and crisis cases.

You must submit the protocol within six months of NoA for review and approval by the Federal Project Officer. See the post-award requirements for more information.

Engaging survivors

Engaging individuals with lived experience as key partners in program implementation is critical because they are the most impacted by the programming that serves them. A working group (independent of OTIP) will provide formal and ongoing opportunities to receive input and feedback on organizational strategies and initiatives.

The NHTH must stand up a working group of individuals who have experienced trafficking and who represent a diverse array of backgrounds, ages, and experiences. You must submit a plan outlining candidate selection protocols, proposed engagement, structure, and compensation protocols within nine months of NoA. See post-award requirements for more information.

Data collection and performance reporting

Staff who operate the NHTH collect information about contactors and from contactors regarding potential human trafficking cases. OTIP sought and received approval from the Office of Management and Budget (OMB) to collect non-identifiable information from the NHTH about individuals who contact the NHTH. Through OMB Number 0970-0598, OTIP will not receive any personally identifiable information from you. This collection does not require you to seek any information from contactors that they would not otherwise provide to NHTH staff to seek help, receive referrals, or report potential trafficking cases. Rather, through this collection, you will provide aggregate information about and from contactors (who may be potential trafficked individuals of a severe form of humans trafficking, service providers, law enforcement or investigatory personnel, or other community members).

OTIP may revise performance measures. You will be required to collect and report on any new or revised performance measures during the project period. For more information and resources, see the Performance Reporting, Data Collection, and Respondent Privacy program instruction the OTIP website, the reporting section, and post-award requirements.

NOTE: Consistent with the Paperwork Reduction Act (PRA) of 1995, (44 U.S.C. 3501-3521) OTIP will not conduct or sponsor — and a person is not required to respond to a collection of information covered by such Act, unless it displays a currently valid OMB control number. If activities under this cooperative agreement are subject to PRA, OTIP will obtain OMB approval.

Required meetings

OTIP will host the following required meetings, which will be held either virtually or in Washington, DC:

- A kick-off meeting. This meeting will occur within six months of the award. The project director and key staff personally responsible for tracking and documenting progress toward project milestones and outcomes must attend.
- Annual meetings to provide technical assistance, discuss emerging topics, etc.
- Other OTIP meetings and events sponsored by OTIP’s National Human Trafficking Training and Technical Assistance Center throughout the project period.

Glossary

Please visit the OTIP website for a glossary of award-related terms

Cooperative agreement—Description of ACF's involvement

A cooperative agreement is a specific method of awarding federal assistance in which substantial federal involvement is anticipated. A cooperative agreement will clearly define the responsibilities of OTIP and the recipient. Details of the responsibilities, relationships, and governance of the cooperative agreement will be specified in the terms and conditions of the award. OTIP's involvement and collaboration will include, but not be limited to, the following:

- Communicate at least monthly via phone to discuss project implementation activities and overall program progress.
- Coordinate to deliver nationwide contactor assistance, services, and referrals. This includes co-located partnerships and joint efforts.
- Collaborate on the development of service provision-related and data collection protocols.
- Participate in NHTTAC-sponsored webinars to discuss human trafficking trends, emerging topics, and receive technical assistance.
- Review and approve all non-ACF materials used or created for the NHTH website or public awareness.

Funding policies and limitations

General policies

We will only make awards if this program receives funding. If Congress appropriates funds for this purpose, we will move forward with the review and award process.

Support beyond the first budget period will depend on:

- Appropriation of funds.
- Satisfactory progress in meeting your project's objectives.
- A decision that continued funding is in the government's best interest.

If we receive more funding for this program, we will consider:

- Funding more applicants.
- Extending the period of performance.
- Awarding supplemental funding.

For guidance on some types of costs that we restrict or do not allow, see General Provisions for Selected Items of Costs of the Uniform Guidance, 45 CFR part 75 (or, starting October 1, 2025, 2 CFR part 200).

Program-specific limitations and policies

We do not allow the following costs under this notice of funding opportunity (NOFO):

- Construction.
- Purchase of real property.
- Major renovation.
- No funds made available through this award may be used to promote, support, or advocate the legalization or practice of prostitution. This restriction does not prevent assistance that ameliorates the suffering of, or health risks to, individuals while they are being trafficked or after they have been trafficked.
- No funds may be paid for international travel for any purpose, including the relocation of the individual experiencing human trafficking.

Indirect costs

Indirect costs are costs you charge across more than one project and cannot be easily separated by project.

To charge indirect costs you can select one of two methods:

Method 1—Approved rate. You currently have an indirect cost rate approved by your cognizant federal agency.

Method 2—*De minimis* rate. Per 2 CFR 200.414(f), if you **do not** have a current federal negotiated indirect cost rate (including a provisional rate), you may elect to charge a *de minimis* rate. If you choose this method, costs included in the indirect cost pool must not be charged as direct costs.

This rate is 15% of modified total direct costs (MTDC). See 2 CFR 200.1 for the definition of MTDC. You can use this rate indefinitely.

Subawards

As the prime recipient, you must maintain a substantive role in the project. We define a substantive role as conducting funded activities and providing services that are necessary and integral to completing the project. Monitoring your subrecipient's activities alone as described in 45 CFR 75.352 (or, starting October 1, 2025, 2 CFR 200.332) is not a substantive role.

We do not fund awards where your role primarily serves as a conduit for passing funds to other organizations unless that arrangement is authorized by statute.

If they do not have one, all subrecipients must obtain a Unique Entity Identifier (UEI) through the System for Award Management (SAM.gov).

Subrecipients must meet the eligibility requirements of this NOFO.

Salary rate limitation

The salary rate limitation in the current appropriations act applies to this program. You may not use awarded funds to pay a salary at a higher rate than the rate for Executive Level II. For the Executive Level II salary, please see guidance from the Office of Personnel Management on executive and senior level employee pay.

The salary limitation reflects a person's base salary (including any portion of the salary that is paid for with indirect costs). It does not include fringe benefits or any income the person is allowed to earn outside of the duties of the applicant organization. This salary limitation also applies to subawards, contracts, and subcontracts under an ACF grant or cooperative agreement.

Step 2:
Get Ready to Apply

In this step

Get registered

SAM.gov

You must have an active account with SAM.gov. This includes having a Unique Entity Identifier. SAM.gov registration can take several weeks. Begin that process today.

To register, go to SAM.gov Entity Registration and select Get Started. From the same page, you can also select the Entity Registration Checklist for the information you will need to register.

When you register or update your SAM.gov registration, you must agree to the financial assistance general certifications and representations. You must agree to those for financial assistance specifically, as opposed to contracts, because the two sets of agreements are different. You will have to maintain your registration throughout the life of any award.

Grants.gov

You must also have an active account with Grants.gov. You can see step-by-step instructions at the Grants.gov Quick Start Guide for Applicants.

Need help? See Contacts and Support.

Find the application package

The application package has all the forms you need to apply. You can find it online. Go to Grants Search at Grants.gov and search for opportunity number HHS-2025-ACF-IOAS-OTIP-ZV-0002. Then select the Package tab.

After you select the opportunity, we recommend that you select the Subscribe button to get updates.

If you can't use Grants.gov to download application materials, you may request them from the grants management contact.

If you are also unable to apply through Grants.gov, see the section on exemptions for paper submissions.

Learn more

Visit Applying for an ACF Grant Award on the ACF Grants page.

Step 3:
Prepare Your Application

In this step

Application contents and format

Application components

You will submit two files plus the standard forms in the application package.

See requirements for other submissions.

Your organization's authorized official must certify your application.

Important: public information

When filling out your SF-424 form, pay attention to Box 15: Descriptive Title of Applicant's Project.

We share what you put there with USAspending. This is where the public goes to learn how the federal government spends their money.

Instead of just a title, insert a short description of your project and what it will do.

See instructions and examples.

File one

To submit file one, you will use the Project Narrative Attachment form found in the Grants.gov application package for this NOFO.

This file includes:

- Table of contents.
- Project summary, one page.
- Project narrative.
- Line-item budget and budget narrative.

File two

To submit file two, you will use the Other Attachments form found in the Grants.gov application package for this NOFO.

This file includes all attachments.

Standard forms

The Grants.gov application package for this NOFO includes forms beyond those required for file one and file two. Complete all of these forms and submit through Grants.gov.

See the list of standard forms.

Required format

Page limit for file one and file two combined: 120 pages.

File format: Portable Document Format (PDF) is recommended, but not required. ACF supports the following file formats when you attach files to the Project Narrative Attachment form and the Other Attachments form:

Accepted file formats

- Adobe PDF (.pdf)
- Microsoft Word (.doc or .docx)
- Microsoft Excel (.xls or .xlsx)
- Microsoft PowerPoint (.ppt)
- Image formats (.JPG, .GIF, .TIFF, or .BMP only)

Document formats

Paper size: 8 ½ inches x 11 inches

Margins: 1 inch all around

Language: English

If possible, include page numbers.

Do not include external links to information you want reviewers to assess because reviewers will score the application solely on information provided in the application.

Fonts

Font: Times New Roman

Color: Black

Size: 12-point font

Footnotes and text in tables and graphics may be 10-point.

Spacing

Table of contents: Must be single-spaced

Project summary: Must be single-spaced

Project narrative: Must be double-spaced

Line-item budget and budget narrative: Can be single-spaced

Attachments: Can be single-spaced

Tables and footnotes throughout: Can be single-spaced

See disqualification factors to understand what may disqualify your application from consideration.

Table of contents

At the beginning of file one, insert a table of contents that guides a reader through the contents of both files in your application. If possible, include links to the relevant content in file one.

Project summary

Provide a one-page summary of the project description. Do not cross-reference to other parts of your application. The summary must include:

- At the top, the project title, applicant name, address, phone numbers, email addresses, and any website URL.
- A brief description of the project, including the needs and population you will address, and your proposed services.

Project narrative

The project narrative is where you explain all your proposed activities. It is a critical section of your application, which we evaluate using merit review criteria and rank based on application scores. Remember that substance and measurable outcomes are more important than length. We are particularly interested in project narratives that convey strategies for achieving intended performance.

In it, you must:

- Explain how the project will meet the purpose of the NOFO, as described in the program description section.
- Make sure your narrative is clear, concise, and complete.
- Use cross-referencing rather than repetition.

- Be sure to include any required supporting documents noted. You generally provide these in your attachments.
- Use the headings and order of the sections that follow.

Geographic location

Provide the precise physical location of your project and boundaries of the area you will serve. If you will include any subrecipients in your project that will serve the geographic areas include their locations as well.

Need for assistance

Identify the problems you plan to solve. These problems could be physical, economic, social, financial, institutional, etc. To do so:

- Demonstrate the need, including the nature and scope of the problem.
- You may provide supporting documentation, such as testimonials, in an application appendix.
- Include any relevant data based on planning studies or needs assessments. You may refer to them in the endnotes or footnotes.
- Use demographic data and participant or beneficiary information where you can.

Objectives

State your main objectives and any sub-objectives. Address how the objectives stated relate to the overall purpose of this program and describe how you will achieve the objectives.

Approach

Outline your action plan. Describe the scope and detail of how you will accomplish your proposed project. Account for all functions or activities you identify in your application.

Explain potential obstacles and challenges to accomplishing your project goals. Explain the strategies you will use to address them.

Describe in detail how you will operate a NHTH that includes all the required activities. Your narrative should describe all of the following:

- Your experience and process for providing coverage across the U.S. and U.S. territories to ensure the NHTH has a comprehensive national presence and partnerships within a national service delivery network in line with OTIP's operation requirements and post-award requirements.
- Your plan to coordinate with call centers and other national, state, and tribal hotlines.

- A detailed plan to operate the NHTH, including responding to and tracking all contacts, following all mandated reporting requirements, managing urgent requests, and coordinating referral efforts, including specialized services to minors. For more information, see the child-specific service coordination and reporting efforts section and post-award requirements.
- Plan to respond to contact in English, Spanish, and through language line access.
- Your plan to operate a NHTH website that can receive and respond to online contacts and provides required web content, in alignment with NHTH website requirements and post-award requirements.
- A plan to develop and maintain a referral directory that contains details of organizations with links to other state and local resources. Include how you will screen organizations and audit the database efficiently and continually as outlined in the referral directory requirements.
- How you will build new and strengthen existing partnerships with state-level hotlines and direct services organizations across the nation to ensure that contactors reaching out to the NHTH receive appropriate and supportive referrals through warm handoffs to vetted organizations able to meet contactors' service needs as described in the referral directory requirements. For more information, see referral directory and post-award requirements.
- How you will recruit, train, and supervise knowledgeable staff and provide training, including a staff care and retention plan, in alignment with the staff training and support requirements.
- How you will collect and report data to OTIP in alignment with OTIP requirements. The plan must include proposed staffing, systems, and protocols to ensure data requests are fulfilled quickly and accurately.
- How you will maintain adequate technological capacity to maintain data protocols for secure collection, cleanup, analysis, and reporting. For more information see data collection and performance reporting, reporting, and post-award requirements.
- How you will address the mandated reporting requirements.
- How you will track contacts you receive, actions you take, and potential outcomes to ensure that you properly serve people who may be experiencing trafficking.
- How you will communicate tips about potential incidents of human trafficking to relevant federal, state, tribal, and local law enforcement agencies, and child welfare agencies, and as requested by the contactors.

Bonus points

It is possible to receive bonus points in the merit review process. You will be awarded bonus points if you:

- Have a comprehensive plan to identify, build, and maintain established relationships across the United States, including the U.S. territories, in order to expand the NHTH's national capacity and coverage to assist individuals experiencing trafficking, and refer them to resources no matter where they are located.

Project timeline and milestones

Provide a timeline for your project that includes milestones. To do so:

- Organize the information by task and subtask, showing related milestones.
- Provide monthly or quarterly quantitative projections for what you plan to accomplish and by when. For example, provide the number of people you plan to serve or the number of a certain activity you plan to complete.
- If you can't quantify some of your accomplishments, provide their target dates.
- Cover the full period of performance in your timeline.

See the post-award requirements for the full schedule of deliverables. You do not need to address all of them in your application, but keep them in mind when developing your timeline.

Organizational capacity

Provide the following information for your full project team, including the applicant organization and any cooperating partners, contractors, and subrecipients:

- Provide evidence that your team has the relevant experience and expertise needed to carry out your project.
- Describe your team's experience (including any partnering organizations) with administering, developing, implementing, managing, and evaluating similar projects.
- Provide evidence that your team, including partnering organizations, has the organizational capability to fulfill their roles and functions effectively.
- You must disclose your plan to enter into subaward agreements. If planning subawards, describe the work each subrecipient will complete.
- You will provide some supporting information in the attachments section.

Plan for oversight of federal award funds and activities

You must ensure proper award oversight. The regulation that governs this oversight is 45 CFR part 75 (or, starting October 1, 2025, 2 CFR part 200). It includes standards for:

- Financial and program management.
- Property management.
- Procurement.
- Performance and financial monitoring and reporting.
- Subrecipient monitoring and management.
- Record retention and access.
- Remedies for noncompliance.
- Prior written approval.

Describe your framework to ensure proper oversight of federal funds and activities. Include:

- A description of the governance, policies and procedures, and systems you use for record keeping and financial management.
- A description of the procedures to identify and mitigate risks and issues. These might include audit findings, continuous performance assessment findings, and monitoring.
- The key staff who will be responsible for maintaining oversight of program activities staff and any partners or subrecipients.

Project performance evaluation plan

Describe a plan for how you will evaluate your project's performance and how it will contribute to continuous quality improvement. This plan must describe:

- The inputs, key activities, and expected outcomes of the funded activities. Inputs might include your collaborative partners, key staff, budget, service processes or other resources.
- How you will measure the inputs, activities, and outcomes.
- How you will use the resulting information to inform improvement of funded activities.
- Any processes that support the overall data quality.
- The organizational systems and processes that will track performance outcomes.
- How your organization will collect and manage data in a way that allows for accurate and timely reporting of performance outcomes. This might include assigned skilled staff, data management software, and data integrity.

- Any potential obstacles to implementing the project performance evaluation and how you will address them.
- A timeline for how you will review information from the performance evaluation and apply it to your ongoing project.
- All requirements listed in the data collection and performance reporting section. Provide projections for year one of the project period for each of the following program indicators:
  - Average daily total contacts.
  - Average daily human trafficking contacts.
  - Average daily substantive contacts.
  - Wait time.
  - Missed call rates.
  - Dropped call rates.
  - Contact response time.
  - Number of potential cases of human trafficking sent to law enforcement.
  - Audits of the referral database.
  - Number of policies and procedures developed with referral networks in localities where the NHTH receives a high volume of calls.
  - Website, text, and email messages analytics and metrics.

Protection of sensitive or confidential information

Describe how you will collect and safeguard protected personally identifiable information and other information that is considered sensitive. Make sure your approach is consistent with applicable federal, state, local, and tribal laws regarding privacy and obligations of confidentiality. Provide:

- The methods and systems you will use to ensure that you properly handle confidential and sensitive information including any subrecipients and/or contractors.
- A plan for the disposition of such information at the end of the period of performance.

For more information, see 45 CFR 75.303(e) (or, starting October 1, 2025, 2 CFR 200.303(e)).

Dissemination plan

Propose a plan to disseminate reports, products, and project outputs to key target audiences. Include:

- Dissemination goals and objectives.
- Strategies to identify and engage with target audiences.
- How you will allocate sufficient staff time and budget for dissemination.
- A preliminary plan to evaluate the extent to which target audiences receive project information and use it as intended.
- The dissemination timeline.

Line-item budget and budget narrative

The line-item budget and budget justification support the information you provide in the Budget Information Standard Form SF-424A.

HHS now uses the definitions for equipment and supplies in 2 CFR 200.1. The new definitions change the threshold for equipment to the lesser of the recipient's capitalization level or $10,000 and the threshold for supplies to below that amount.

Justify the costs you ask for and provide detail, including calculations for the "object class categories" in the Budget Information Standard Form. You will provide this information for the initial budget period only. See information on funding periods.

As you develop your budget, consider:

- If the costs are necessary, reasonable, allocable, and consistent with your project's purpose and activities.
- How you calculate your costs in ways that are clear and repeatable.
- The restrictions on spending funds. See the funding policies and limitations.

Please also review the Standard Form instructions.

To create your line-item budget and justification, see detailed budget instructions on our website.

In general, you must:

- Indicate the method you will use for your indirect cost rate. See the indirect costs section for further information.
- Include estimation methods, quantities, unit costs, and other similar quantitative detail necessary for the calculation to be duplicated.
- For any cost sharing, include a detailed listing of any funding sources identified in Block 18 of the SF-424 Application for Federal Assistance.

- For applicants planning to use subawards, if your subaward budget is more than 50% of total direct costs, justify why you are subawarding that portion of the project. Explain:
  - How you plan to maintain a substantive role in the project.
  - Why you cannot achieve your goals without the subrecipients' participation.

Proprietary or personally identifiable information

In your application, you may identify salary or other proprietary information or personally identifiable information. We will remove this information from applications before they go to reviewers.

If you have an exemption for a paper submission, you can protect salary information and any proprietary information by placing that information only in the original application. You can remove the information from the copies, keeping summary information.

Attachments

You will upload attachments in Grants.gov using the Other Attachments form. These attachments are included in the overall application page limit, unless it says otherwise in this section.

Indirect cost agreement

If you include indirect costs in your budget using an approved rate, include a copy of your current agreement approved by your cognizant agency for indirect costs. If you use the *de minimis* rate, you do not need to submit this attachment.

See the indirect costs section for more information.

Legal proof of nonprofit status

If your organization is a nonprofit, you need to attach proof. We will accept any of the following:

- A reference to your listing in the IRS's most recent list of tax-exempt organizations.
- A copy of a current tax exemption certificate from the IRS.
- A letter from your state's tax department, attorney general, or another appropriate state official saying that your group is a nonprofit and that none of your net earnings go to private shareholders or others.
- A certified copy of your certificate of incorporation or similar document. This document must show that your group is a nonprofit.
- Any of these for a parent organization. Also include a statement signed by an official of the parent group that your organization is a nonprofit affiliate.

Legal proof of for-profit status

If your organization is a for-profit, including a small business, you need to attach proof.

Include documentation establishing the power granted to the entity to enter into contractual relationships or accept awards. This might include your articles of incorporation or bylaws.

Organizational capacity supporting information

You must attach the following information to support the information in your organizational capacity section:

- Organizational charts, including all partners.
- Resumes, biographical sketches, or curricula vitae for all key personnel.
- Job descriptions for each vacant key position.
- College transcripts for graduate student research fellows.
- List of your board of directors.
- Financial statements adhering to Generally Accepted Accounting Principles (GAAP), if available, for up to the two most recently completed fiscal years (this requirement does not apply to start-up organizations).
- Copy or description of the applicant organization's fiscal control and accountability procedures.
- Copy or description of the applicant organization's personnel policies.
- Information on compliance with federal, state, and local government standards.

Third-party agreements

You must submit agreements with all third parties involved in the project. Third parties include subrecipients, contractors, and other cooperating entities. Third-party agreements include letters of commitment, memoranda of understanding, and memoranda of agreement. We do not consider general letters of support to be third-party agreements.

Any such agreement must:

- Describe the roles and responsibilities for project activities.
- Describe the support and resources that the third-party is committing to the proposed project.
- Be signed by the person in the third-party organization with the authority to make such commitments.
- Detail work schedules and estimated compensation with an understanding that the parties will negotiate a final agreement after award.

- Identify the primary applicant and all collaborators responsible for project activities if for a collaboration or consortia application.

Standard forms

You will need to complete some other required standard forms. Upload the following forms at Grants.gov. You can find them in the NOFO application package or review them and their instructions at Grants.gov Forms.

Forms	Submission requirement
Application for Federal Assistance (SF-424)	With the application.
Budget Information for Non-Construction Programs (SF-424A)	With the application.
Assurances for Non-Construction Programs (SF-424B)	With the application.
Key Contacts	With the application.
Grants.gov Lobbying Form	With the application or before award.
Disclosure of Lobbying Activities (SF-LLL)	If applicable based on instructions, with the application or before award.
Project/Performance Site Location(s) (SF-P/PSL)	With the application. Cite your primary location and up to 29 additional performance sites.

Step 4:
Learn About Review and Award

In this step

Application review

Initial review

We will review your application to make sure that it meets the responsiveness requirements listed in the disqualification factors section. If your application does not meet these criteria, we will disqualify it and we will not move it to the merit review phase.

We will let you know if your application is disqualified within 30 days of the application deadline. You won't receive any notice from ACF if your application failed Grants.gov validation checks.

If you submit more than two files in addition to your forms, we will remove the extra files. We will let you know if this happens.

We will also remove blurred or illegible pages and any file formats that are not supported.

We will not review any pages that exceed the page limit.

If your application fails to adhere to ACF's NOFO formatting, font, and page limitation requirements, we will adjust your application by removing page(s) from the application. We will remove the pages before the merit review and will not send them to reviewers.

If we do so, we will send you a letter after we make awards to notify you that we amended your application.

Merit review

A panel reviews all applications that pass the initial review. The panel members use the criteria in this section.

Our reviewers typically are not federal employees. See the section on proprietary and personally identifiable information.

Criteria

Criterion	Total number of points = 100, plus 11 bonus points
1. Approach	64 points
2. Organizational capacity	10 points
3. Program performance evaluation	18 points
4. Budget and budget justification	8 points
Bonus points	11 points

Approach

Maximum points: 64

The reviewer will assess how well you:

- Will provide 24/7 coverage of the NHTH, including all of the operation requirements and post-award requirements. **(0 to 6 points)**
- Will handle and prioritize urgent contacts from individuals potentially experiencing human trafficking who are in crisis and follow up as needed, as described in the priority contacts section. **(0 to 5 points)**
- Will respond to contact in English, Spanish, and through language line access. **(0 to 2 points)**
- Will recruit, supervise, and train knowledgeable staff who have prior experience in the field of human trafficking or related services, as described in staff training and support. **(0 to 4 points)**

Referral directory

- Will develop and maintain a referral directory that contains details of at least 2,000 organizations within the first 12 months of the project. The directory must include providers capable of serving individuals who may have experienced labor or sex trafficking, as outlined in the referral directory requirement. **(0 to 5 points)**
- Will thoroughly vet and recruit new organizations to be included in the referral directory, build partnerships with the organizations in the referral directory, and conduct a thorough annual review of the referral network organizations, as outlined in in the referral directory requirement. **(0 to 5 points)**

Referral coordination efforts

- Will take the lead in coordinating cases and referrals between the contactor, federal government, federal award recipients, and non-governmental direct services organizations, and carrying out warm handoffs when working directly with individuals who have experienced human trafficking, as described in the referral directory section and post-award requirements. **(0 to 6 points)**
- Will coordinate with call centers and other national, state, and tribal hotlines. **(0 to 6 points)**

Mandated reporting requirements

- Will track contacts received, actions taken by the prime recipient, and available outcomes to ensure individuals who may be experiencing trafficking are served properly, as described in the mandated reporting requirement. **(0 to 5 points)**
- Will follow all mandated reporting requirements. **(0 to 5 points)**

- Will communicate tips about potential incidents of human trafficking to relevant federal, state, tribal, and local law enforcement and child welfare agencies, where appropriate and as requested by the contactor. **(0 to 5 points)**

Child-specific service coordination and reporting efforts

- Will ensure children and youth experiencing human trafficking receive tailored, age-appropriate assistance (including warm handoffs and case management support) when contacting the NHTH in accordance with the child-specific service coordination and reporting efforts section and post-award requirements. **(0 to 5 points)**

NHTH website requirements

- Will launch and maintain a website that can receive and respond to chats and online signals in a user-friendly manner, meets the standards, and includes the specific content outlined in NHTH website requirements. **(0 to 5 points)**

Organizational capacity

Maximum points: 10

The reviewer will assess how well you:

- Will manage a comprehensive, high-quality, and responsive national hotline, including expertise with case management systems, referral databases, websites, and data collection and reporting. The proposed project's direct and key staff possess expert knowledge, experience, and capabilities to implement and manage a project of this size, scope, and complexity. **(0 to 5 points)**
- Will maintain adequate staffing capacity to maintain data protocols for secure collection, cleanup, analysis, and reporting that comply with the requirements in the data collection and performance reporting section. **(0 to 5 points)**

Program performance evaluation

Maximum points: 18

The reviewer will assess how well you:

- Present a timeline and associated milestones that are precise and reasonable for the project's size and scope and account for all activities necessary to achieve program objectives. The timeline includes activities to be performed during the 12-month implementation period in accordance with the post-award requirements for the full schedule of deliverables. **(0 to 3 points)**
- Will maintain adequate technological capacity to maintain data protocols for secure collection, cleanup, analysis, and reporting. **(0 to 4 points)**
- Will track progress for each of the required activities and the corresponding performance indicators. **(0 to 4 points)**

- Provide a thorough program performance evaluation plan that will adequately contribute to continuous quality improvement for the objectives of the project. **(0 to 5 points)**
- Present realistic and appropriate year one target numbers for the program indicators listed in program performance evaluation. **(0 to 2 points)**

Budget and budget justification

Maximum points: 8

The reviewer will assess how well you:

- Provide a reasonable and justified first-year budget that is aligned with the project proposal and includes a detailed narrative justification for the amounts and how each itemized expense will be used. The narrative includes any subrecipients and their proposed scope of work. **(0 to 3 points)**
- Will oversee federal funds and ensure award activities and, if applicable, how subrecipients will adhere to applicable federal and programmatic regulations. **(0 to 5 points)**

Bonus points

Maximum points: 11

The reviewer will assess how well you:

- Describe your prior experience in providing telephone services to individuals who have experienced severe forms of human trafficking. Demonstrate that you have at least five years of experience providing telephone services to individuals experiencing a severe form of human trafficking. Provide aggregate data describing activities within the past three years (for example, number of calls and referrals). **(5 points)**
- Will be able to identify, build, and maintain established relationships across the United States, including the U.S. territories, to expand the NHTH's national capacity to assist individuals experiencing trafficking and referring them to resources no matter where they are located. **(6 points)**

We do not consider voluntary cost sharing during merit review.

Risk review

Before making an award, we review the risk that you will mismanage federal funds or fail to complete the project objectives. We need to make sure you've handled any past federal awards well and demonstrated sound business practices. We use SAM.gov Responsibility/Qualification to check this history for all awards likely to be over $250,000.

If we find a significant risk, we may choose not to fund your application or to place specific conditions on the award.

For more details, see 45 CFR 75.205 (or, starting October 1, 2025, 2 CFR 200.206).

Selection process

When making funding decisions, we consider:

- Merit review results. These are key in making decisions but are not the only factor.
- Organizations serving emerging, unserved, or underserved populations.
- The larger portfolio of agency-funded projects by considering geographic distribution.
- The past performance of the applicant.

We may:

- Fund applications in whole or in part.
- Fund applications at a lower amount than requested.
- Decide not to allow a prime recipient to subaward if they may not be able to monitor and manage subrecipients properly.
- Decide not to fund a project with high start-up costs or unreasonably high operating costs.
- Choose not to fund applicants with management or financial problems.
- Designate your application as "approved but unfunded" if it was successful but there was not sufficient funding to make an award. You may receive funding if additional funds become available within the fiscal year.
- Choose to fund no applications under this NOFO.

We will not fund:

- A disqualified application.
- An incomplete application.

Award notices

How we make awards

If you are successful, we will email or transmit through our grant systems a Notice of Award (NoA) to your authorized official. We will email you if your application is disqualified or unsuccessful.

The NoA is the only official award document. The NoA tells you about the amount of the award, important dates, and the terms and conditions you need to follow. Until you receive the NoA, you have not received an award. Project costs that you incur before you receive a NoA are at your risk.

By drawing down funds, you accept the terms and conditions of the award. The award incorporates the requirements of the program and funding authorities, the grant regulations, the GPS, and the NOFO.

If you want to know more about NoA contents, go to Notice of Award at ACF's website.

Step 5: Submit Your Application

In this step

Application submission and deadlines

Deadlines

Application

Due on May 30, 2025.

- For electronic submissions, the due time is 11:59 p.m. ET.
- If you receive an exemption from electronic submission, the due time is 4:30 p.m. ET. See the section on exemptions for paper submissions.

Grants.gov creates a date and time record when it receives the application. If you submit the same application more than once, we will accept only the last on-time submission.

The grants management officer may extend an application due date based on emergency situations such as documented natural disasters or a verifiable widespread disruption of electric or mail service.

Submission methods

Grants.gov

You must submit your application through Grants.gov unless we give you an exemption for a paper submission. See information on getting registered.

For instructions on how to submit in Grants.gov, see the Quick Start Guide for Applicants. Make sure your application passes the Grants.gov validation checks. Do not encrypt, zip, or password protect any files. We encourage you to leave yourself plenty of time to upload documents.

See Contacts and Support if you need help.

Issues with federal systems

If you experience a systems issue with Grants.gov or SAM.gov, please refer to ACF's Policy for Applicants Experiencing Federal Systems Issues [PDF].

Exemptions for paper submissions

We need to give you an exemption before you can apply on paper. See the ACF Policy for Requesting an Exemption from Required Electronic Application Submission [PDF]. Once we have approved your exemption, download your forms package under the Package tab in Grants.gov.

To submit your application, mail it to:

Office on Trafficking in Persons
Administration for Children and Families
330 C St. SW
Washington, DC
20201

Follow these requirements when you submit your paper application:

- Print your application and all copies one-sided.
- Submit one original and two copies of the complete application, including all required forms.
- Submit both the original and additional copies in a single package. If you plan to submit more than one application under this NOFO or others, you must submit them separately. Clearly label each package with the NOFO title and funding opportunity number. Your authorized organization official must sign the application. The original application must include an original signature.

Other submissions

Intergovernmental review

This NOFO is not subject to Executive Order 12372, Intergovernmental Review of Federal Programs. No action is needed.

Application checklist

Make sure that you have everything you need to apply.

Component	Grants.gov form	Included in page limit?
File one: Narratives	Use the Project Narrative Attachment form.	
☐ Table of contents		Yes
☐ Project summary		Yes
☐ Project narrative		Yes
☐ Line-item budget and budget narrative		Yes
File two: Attachments	Insert each in the Other Attachments form.	
☐ Indirect cost agreement		Yes
☐ Legal proof of nonprofit status		Yes
☐ Legal proof of for-profit status		Yes
☐ Organizational capacity supporting information		Yes
☐ Third-party agreements		Yes
Standard forms	Upload using each required form.	
☐ Application for Federal Assistance (SF-424)		No
☐ Budget Information for Non-Construction Programs (SF-424A)		No
☐ Assurances for Non-Construction Programs (SF-424B)		No
☐ Key Contacts		No
☐ Grants.gov Lobbying Form		No
☐ Disclosure of Lobbying Activities (SF-LLL)		No
☐ Project/Performance Site Location(s) (SF-P/PSL)		No

Step 6:
Learn What Happens After Award

In this step

Post-award requirements and administration

Administrative and national policy requirements

There are important rules you'll need to follow if you get an award. You must follow:

- All terms and conditions in the Notice of Award, including the ACF Standard Terms and Conditions and, if applicable, any program-specific terms and conditions. We incorporate this NOFO by reference.
- The rules listed in 45 CFR part 75, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for HHS Awards, or any superseding regulations.
- Effective October 1, 2024, HHS adopted the following superseding provisions:
  - 2 CFR 200.1, Definitions, Modified Total Direct Cost.
  - 2 CFR 200.1, Definitions, Equipment.
  - 2 CFR 200.1, Definitions, Supplies.
  - 2 CFR 200.313(e), Equipment, Disposition.
  - 2 CFR 200.314(a), Supplies.
  - 2 CFR 200.320, Methods of procurement to be followed.
  - 2 CFR 200.333, Fixed amount subawards.
  - 2 CFR 200.344, Closeout.
  - 2 CFR 200.414(f), Indirect (F&A) costs.
  - 2 CFR 200.501, Audit requirements.
- Effective October 1, 2025, HHS will adopt the remaining 2 CFR part 200 provisions and the HHS-specific modifications relocated from 45 CFR part 75 to 2 CFR part 300.
- The HHS Grants Policy Statement [PDF] (GPS). This document has terms and conditions tied to your award. If there are any exceptions to the GPS, they'll be listed in your Notice of Award.
- All federal statutes and regulations relevant to federal financial assistance, including those highlighted in the HHS Administrative and National Policy Requirements [PDF] and the ACF Administrative and National Policy Requirements.
- 45 CFR Part 87 Appendix B, Equal Treatment for Faith-Based Organizations.

- Applicable program statute at Section 107(b)(1)(B)(ii) of the Trafficking Victims Protection Act of 2000 (TVPRA), codified at 22 U.S.C. 7105(b)(1)(B)(ii).

Post-award requirements

The following items are required once the recipient has received the award:

Schedule of deliverables

Include the deliverable schedule below in your timeline. For consistency, all references to “days” refer to business days, unless otherwise noted.

- **Within three days of NoA:** Key project staff must meet with OTIP in person or via teleconference to discuss the award, timeline, and required deliverables.
- **Within five days of NoA:** Return the signed cooperative agreement via GrantSolutions.
- **In the event of a change in recipient, within two weeks of NoA:** Submit a three-month startup plan for OTIP review that outlines the activities necessary to seamlessly assume management of the NHTH by the first day of the fourth month after NoA. This plan must include the following, at a minimum:
  - Intent to contact the incumbent to review current operations and establish a timeline to transition all operations.
  - How you will develop and implement the telephone, text, and website systems and prepare staff to implement all program requirements.
  - Acknowledge the need to transfer all materials and systems, including the NHTH number (1-888-373-7888), texting system, website, referral directory and contacts, contact, tip, and referral-related data, and all policies and procedures associated with running the NHTH.
- **Within three months of NoA:**
  - Implement the requirements for operating the NHTH’s telephone, text line, chat service, and website.
  - Develop and obtain OTIP approval for a risk assessment tool.
  - Develop and obtain OTIP approval for a specialized service protocol for minors that complies with statutory requirements.
  - If applicable, develop and obtain OTIP approval for a national coverage plan.
  - Develop and obtain OTIP approval for a law enforcement reporting and engagement plan.
  - Develop and obtain OTIP approval for a suitability to serve assessment tool.

- **Within six months of NoA:**
  - Submit and obtain OTIP approval of strategic communications plan (to be updated and resubmitted for approval annually).
  - Submit and obtain OTIP approval of staff care and retention plan.
  - Submit and obtain approval for a law enforcement engagement and reporting plan.
- **Within nine months of NoA:** Submit and obtain OTIP approval of survivor engagement working group and associated plans.
- **Within 12 months of NoA:**
  - Document 6,000 substantive contacts throughout the United States and its territories.
  - Document 2,000 partners in the referral network.
  - Execute law enforcement reporting and engagement plan, to be reviewed annually.
- **In the fourth quarter of the fourth budget period:** Submit and obtain OTIP approval for a transition plan.
- **In the final performance progress report of the project period:** Provide a summary of the implementation of the project, including challenges, successes, and lessons learned.

Operate the NHTH's telephone, text line, chat service, and website

Operations

You must make sure that live call wait times are not longer than five minutes, and that the dropped call rate is not more than 5%. You can meet these requirements using techniques including:

- Strategic staff allocation. For example, establishing two call banks with staff specializing in processing tips or providing crisis counseling and referrals.
- Predictive analytics.
- Interactive Voice Response Systems.
- Real-time monitoring.

Your NHTH services must receive and respond to calls and texts in English and Spanish, and allow for communication with individuals who have hearing and speech impediments.

Continuity of services

To ensure continuity of services, you must have the capacity to meet the following requirements:

- Deploy staff to answer contacts during peak times and large public awareness events or activities that may trigger a significant increase in contact volume and demand for services.
- Maintain an agency continuity plan to guarantee crisis support if an operating site or critical support technology is adversely impacted.

Incident response protocol

You must develop and maintain an incident response protocol and share it with us. This protocol must include plans for the following:

- In the event of a potential cyberattack, you will notify us of any significant threats to the NHTH staff, operations, or facilities within 72 business hours.
  - This notification will consist of an email to the ACF Office of the Chief Information Office (OCIO) Incident Response Team (irt@acf.hhs.gov) with the OTIP Director and Project Officer copied.
  - You will follow up after this initial notification to identify any steps taken to mitigate the situation and any notifications to law enforcement or other entities.
- You will notify us within two hours of any event, including nefarious actions, that negatively impacts or incapacitates operations and any breach that compromises contactor information.
  - You may also make website, social media, or IVR announcements to the public and provide individual outreach options for contactors whose personally identifiable information or other information is compromised.
- You must notify the Federal Project Officer within two hours of discovering any event that impacts the operation of the NHTH's services for at least 30 minutes.

Referral coordination efforts

You must take the lead in coordinating cases and referrals between the contactor, federal government, federal award recipients, and non-governmental direct services organizations. All referrals and connections should be made upon the contactor's request and with their consent.

The NHTH must coordinate with local, state, federal and tribal organizations, officials, and agencies to develop partnerships in efforts to support needs of contactors.

Referral tracking

You must have a functional system to track incoming communications, actions taken by NHTH staff, service referrals, response times, and all other data documenting the response to contactors.

Your tracking must include the content of non-urgent requests and web traffic analytics to determine how best to direct people with non-urgent requests to the NHTH website.

Mandated reporting requirements

You are required to comply with all federal, state, tribal, and local mandated reporting requirements in accordance with the TVPRA, the Preventing Sex Trafficking and Strengthening Families Act of 2014, and the Justice for Victims of Trafficking Act of 2015 (Public Law 114-22). This includes, but is not limited to, following all state and local child welfare reporting requirements and reporting trafficking concerns according to the Child Abuse Prevention and Treatment Act (CAPTA) (42 U.S.C. 5106), which was amended by Public Law 114-22 to include human trafficking (sex and labor trafficking) in definitions of “child abuse and neglect” and “sexual abuse.”

Reporting and coordination

You must notify appropriate agencies, including law enforcement, of any suspected human trafficking cases if any of the following situations apply:

- If it involves a minor (under the age of 18).
- If a contactor is in immediate danger.
- When a contactor experiencing human trafficking requests support from law enforcement.

You must follow these requirements when making reports:

- If the contactor is a third party reporting a case in which the person in need of assistance is not a minor or an adult in immediate danger, the person in need of assistance must consent for their personally identifiable information to be shared with law enforcement. You must explicitly ask the contactor for consent and note it in your internal contact record.
- Where mandated, you must refer tips about potential incidents of human trafficking to relevant federal, state, tribal, and local law enforcement agencies.
- You must refer all concerns of minors potentially experiencing abuse and neglect (labor trafficking, sex trafficking, missing from care, sexual abuse, online sexual abuse, physical harm, physical neglect, etc.) to state and local child welfare agencies, law enforcement, and other relevant entities, including but not limited to the National Center for Missing and Exploited Children and OTIP. Additionally, you must comply with OTIP’s child reporting requirements.

- You must refer tips as requested by contactors who are potentially experiencing trafficking.
- In such cases, you must coordinate with a law enforcement agency in the geographical area near the trafficking situation. At a minimum, you must collect information (such as location, time, name of the person in danger, etc.) from the contactor so law enforcement may assist, if appropriate.
- You must inform contactors that the NHTH does not control whether law enforcement or child welfare act on tips and reports provided.

NHTH website requirements

The NHTH website must display the following information clearly and prominently:

- Information on how to contact the NHTH by phone, text, and chat.
- Options for individuals who have hearing and speech impairments.
- How to submit an anonymous tip.
- Public referral directory.

The website must also provide:

- A “quick exit” option on every page to allow viewers to quickly exit the website.
- The “quick exit” button must direct the user to a more neutral website and disable the back button.
- The website should describe the limitations of this feature. For example, it does not delete browser history or prevent other forms of monitoring.
- Best practices for integrating NHTH contact information into public awareness and outreach materials.
- Federal definition of human trafficking.
- Information on federal resources for people who have experienced or are at risk of experiencing human trafficking including, but not limited to:
    - Consumer Financial Protection Bureau Rule on Prohibition on Inclusion of Adverse Information in Consumer Reporting in Cases of Human Trafficking.
    - Crisis hotlines.
    - Public awareness and outreach resources.
    - Training and technical assistance.
- Information on human trafficking including, but not limited to:
    - How sex and labor trafficking generally occur in the United States.
    - Situations and indicators that may raise concerns about sex and labor trafficking.
    - Common schemes used by traffickers.

  - Information on legal obligations to report human trafficking.
  - Safety planning information and resources.
  - Referral directory.
  - Additional information as requested by the designated Federal Project Officer.

The website should also include the most up-to-date, aggregate NHTH statistics by calendar year. You should publish annual statistics on the website no later than three months after the end of the calendar year. These statistics should include the cumulative number of:

- Contacts received by type and by point of origination (U.S. state or territory).
- Contacts received from individuals who may have experienced a severe form of human trafficking.
- Potential human trafficking situations identified by type of trafficking experienced and by location (U.S. state or territory).
- Individuals identified who may have experienced a severe form of human trafficking.
- Other demographic data agreed upon by you and OTIP and approved by OMB.

You must do the following to maintain the NHTH website:

- Review all content annually and make appropriate updates.
- Analyze website traffic to build strategies for updating the site with new content and navigation improvements to achieve optimal user experience.
- Have all content published on the website reviewed and approved by the Federal Project Officer.
- Adhere to Section 508 requirements, the most current version of Web Content Accessibility Guidelines (WCAG), and Universal Design standards so the website is accessible to all people to the greatest extent possible without the need for adaptation or specialized design.

Public awareness

OTIP has developed program instruction detailing the administrative requirements for public-facing materials, and the expectations for recipients conducting human trafficking-related public awareness activities.

We encourage you to use federal anti-trafficking public awareness and outreach materials in NHTH project activities. If you need to create new public awareness materials, you must obtain prior approval by the Federal Project Officer before developing, disseminating, or printing any new resource or material.

Transition plan

In the last quarter of the fourth budget period, with the understanding that continued funding is not guaranteed, the recipient must submit and obtain OTIP approval for a transition plan that ensures continuity of services through cooperation and seamless transition of the operational activities and equipment, technology, and software (unless the technology or software was donated by a non-governmental source) of the NHTH. This plan must describe how, if applicable, the recipient will transfer all operations by the first day of the new recipient's fourth month.

The transition plan must be developed in collaboration with ACF, and be in accordance with HHS policy, ACF Property Guidance, and all other relevant regulations and statutes. The plan must include a budget and budget narrative, and outline the transition of:

- The NHTH number (1-888-373-7888).
- Website URL and hosting.
- Referral directory.
- MOUs with referral directory partners.
- Website operations (including a comprehensive list of all software, licenses, and other IT property).
- NHTH Operational Resources and protocols.
- NHTH public awareness resources.
- Historical data of all contact types.
- Any other materials generated during the current project period using federal funding to support NHTH operations.

Federal evaluation

OTIP is funding a formal evaluation of the NHTH. If applicable, the NHTH prime recipient must agree to participate in the formal evaluation and make available program implementation records for award-funded activities; this includes records of activities conducted by subrecipient(s) and program performance data. The study would utilize an outside, non-recipient, evaluation team and will likely focus (but not limited to) understanding how the NHTH processes contacts, interacts with law enforcement and other hotline providers, and advertises its services to potential contactors. Appropriate staff support must be dedicated to evaluation activities, including data collection, data reporting, and coordination with the Federal evaluator.

Reporting

As a recipient, you will have to submit performance and financial reports. To learn more about reporting, see Reporting at the ACF website.

- Performance report form: ACF-OGM-PPR
  - Performance report frequency: Semiannually
- Financial report form: SF-425 FFR
  - Financial report frequency: Semiannually

Contacts and Support

In this step

Agency contacts

Program

Flavia Keenan
Flavia.Keenan@acf.hhs.gov
202-401-9303

Grants management

David Lee
David.Lee@acf.hhs.gov
202-401-5461

Grants.gov

Grants.gov provides 24/7 support. You can call 1-800-518-4726 or email support@grants.gov. Hold on to your ticket number.

SAM.gov

If you need help, you can call 1-866-606-8220 or live chat with the Federal Service Desk.

Reference websites

- U.S. Department of Health and Human Services (HHS)
- Administration for Children and Families (ACF)
- Grants.gov
- Applying for an ACF Grant Award
- Grants.gov Accessibility Information
- Code of Federal Regulations (CFR)
- United States Code (U.S.C.)
- Award Terms and Conditions (see also the ACF Standard Terms and Conditions [PDF])
- ACF Administrative and National Policy Requirements
- ACF Property Guidance

Paperwork Reduction Act disclaimer

As required by the Paperwork Reduction Act, 44 U.S.C. 3501-3521, the public reporting burden for the project description (project narrative, line-item budget, and justification) is estimated to average 60 hours per response, including the time for reviewing instructions, gathering, and maintaining the data needed, and reviewing the collection information. The project description information collection is approved under OMB control number 0970-0139, which expires March 31, 2026. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Modifications

Modification Description	Updated Date
This NOFO is modified. Changes are made to these sections: funding details, key dates, program description, merit review (criteria), deadlines, and post-award requirements.	March 28, 2025