

Office of Refugee Resettlement

Services for Survivors of Torture Program

SOT RADS System Updates and Training for Recipients
September 23, 2025



ADMINISTRATION FOR
CHILDREN & FAMILIES

Attendee Controls

All functions are located at the bottom of your screen

All participants are in mute mode.

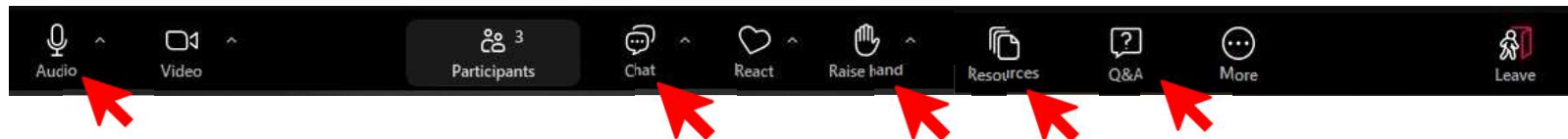
Please use the chat box to send comments to the presenters.

To pose your question aloud, please raise your hand. A moderator will assist you with unmuting your line.

Please be sure to mute your line when your done.

Please use the Q&A icon to ask questions to the presenters.

To view the resources currently available, please click the Resources icon.



ADMINISTRATION FOR
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AGENDA

- **Welcome**
- **Accessing the SOT RADS System**
 - RADS login process
 - Google Authenticator
- **Changes to SOT RADS for FY 2025**
- **Tips for Reporting Annual Data**
 - Best practices for reporting
 - User Guide data validation checks
- **FY 2024 SOT Data Summary**
 - Snapshot of aggregate data
 - Key program and outcome data
- **Q&A Session**

RADS Login Procedures & Updates



NEW
NEW
NEW
NEW

<https://rads.acf.gov/>

Need Assistance?

For all technical issues and/ or questions, please contact the RADS System Administrators at RADSAAdmin@acf.hhs.gov.

Examples of technical issues/questions:

- Locked account
- Disabled account
 - All RADS accounts are disabled after 60 days of inactivity
- RADS application system issues
- Google Authenticator issues

For all NEW RADS Account requests, please contact Sabrina Torres at Sabrina.Torres@acf.hhs.gov.




NEW
NEW
NEW
NEW

RADSAdmin@acf.hhs.gov

Login Screen

Office of Refugee Resettlement

Refugee Arrivals Data System

Home

Login

Username *

Password *

[Forgot password?](#) [Forgot username?](#)

☐ Don't Remember Login

Login

Welcome to the Office of Refugee Resettlement.

The information provided using this web site is intended for **OFFICIAL USE ONLY**.

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or a computer on this network. This information system is provided for U.S. Government-authorized use only

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.


Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.



2-Factor Authentication

Register TOTP
(Time based One Time Passcode)

RADS provides Google Authenticator as the TOTP (Time-based One Time Passcode) for the 2nd Factor Authentication. You need to have a smart phone to continue. Please install the 'Google Authenticator' application on your phone (see image below for reference). It is available in Google Play and the Apple App Store.



Google Authenticator

Once you have installed the 'Google Authenticator' app on your phone you can proceed by clicking the 'Register TOTP' button below to begin setting up your 2nd Factor Authentication.

Authentication.

Register TOTP

Continue using Email

Option 1

- Select "Register TOTP"
- Google Authenticator
- *Preferred method

Option 2

- Select "Continue using Email"
- Email PIN



Google Authenticator Overview

Download App >



FREE in both Google and
Apple app stores

Create RADS
Account on app >



Scan QR Code
(receive 2 codes) >

Via Email:
Activation Code

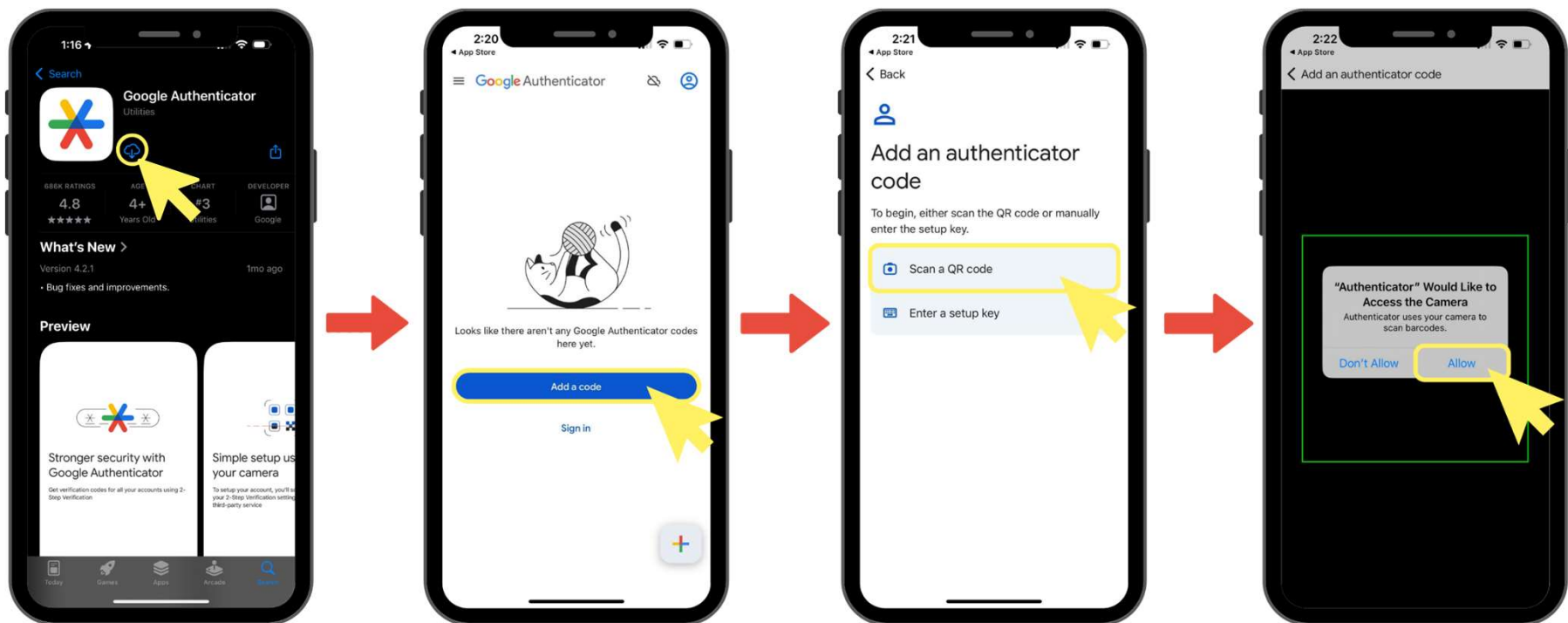
Phone App:
Google Token



ADMINISTRATION FOR
CHILDREN & FAMILIES

Authenticator Access via App

A smartphone is needed for access to Google Authenticator



Non-smart phone users must use the e-mail PIN option.



ADMINISTRATION FOR
CHILDREN & FAMILIES

Register TOTP


Select 'Register TOTP' on your computer to continue.

Non-smart phone users must use the e-mail PIN option.

Register TOTP (Time based One Time Passcode)

We provide Google Authenticator as TOTP for 2nd factor authentication.

You need to have smart phone and need to install Google Authenticator on your phone. It is available in Google Play and Apple App Store.



Google Authenticator

Please install the Google Authenticator App on your phone and then click on the button Register TOTP shown below

Register TOTP

Continue using Email



Activation Code

You will receive an email to the email address associated with your RADS account. It will provide the initial PIN activation code.

This code links your RADS/Tableau account to the Google Authenticator app and creates your unique account. Enter this activation code in the box on the screen.

Please enter the Google Authenticator Activation Code sent to you by email.

Activation Code:

Please open the Google Authenticator app on your phone, click on + (plus) icon at the top then select scan barcode and scan the QR code displayed below



Please enter the Google Token generated on your phone.

Google Token:

Submit



ADMINISTRATION FOR
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Adding Code and Token

Google Authenticator App:

ORR-RADS-TOTP: LyssaDReynolds
158 313

Web Form:

Please enter the Google Authenticator Activation Code sent to you by email.

Activation Code:

Please open the Google Authenticator app on your phone, click on + (plus) icon at the top then select scan barcode and scan the QR code displayed below

Please enter the Google Token generated on your phone.

Google Token:

Submit

Email Notification:

Wed 2/24/2021 2:27 PM
rads@acf.hhs.gov
Here is your activation code
[Redacted]
Retention Policy Email in Inbox folder will be deleted at 60 days of age! (60 days)

[External: Use caution with links & attachments]

John Smith

System generated PIN for 2 factor authentication for RADS

This is your 2nd factor authentication for RADS. Login with your password and this PIN.

350759



Registration Confirmation

Google Authenticator - Registration Success

You have successfully registered your Google Authenticator Token for 2nd Factor Authentication.








Moving forward, please use your Google Token for 2nd Factor Authentication. You will no longer receive a PIN through email.

Please click on the button below to continue with your login.

Continue

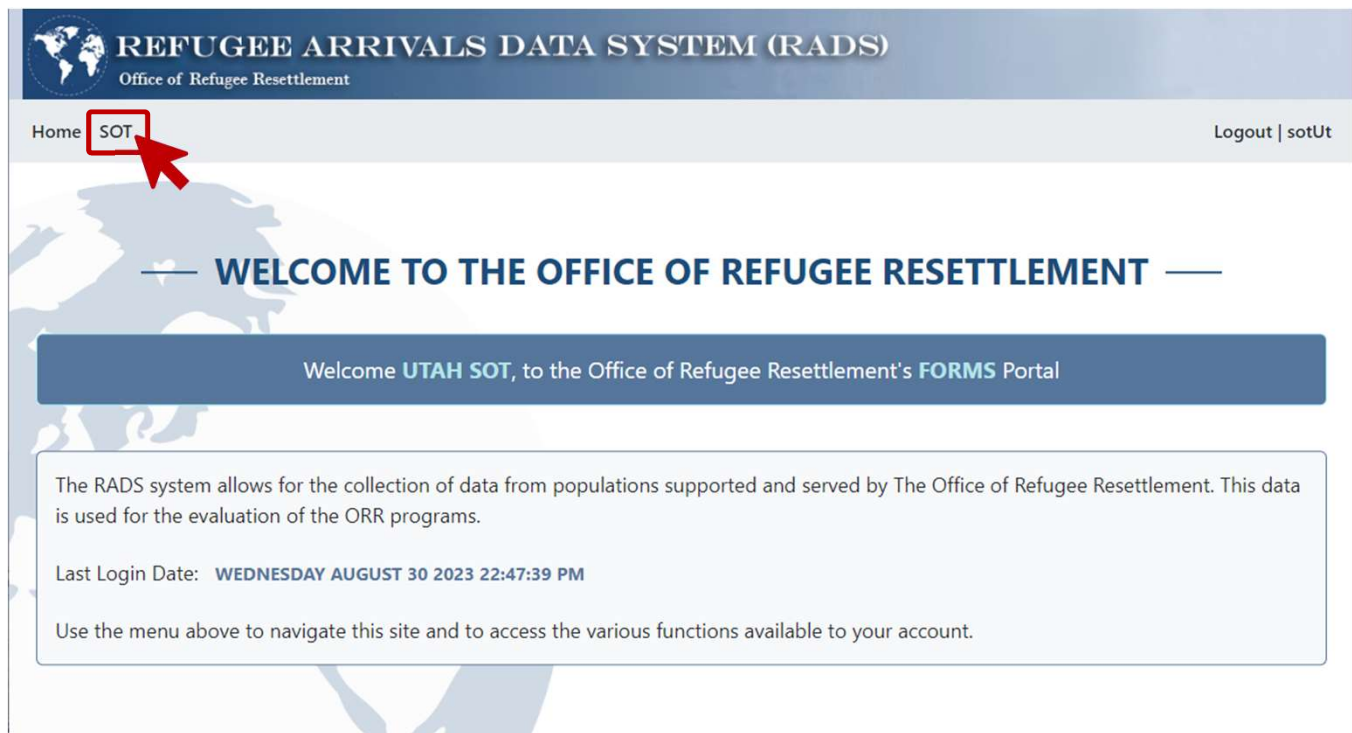
Successful Registration!

RADS Navigation

 Records Management Upload, review, and manage ORR-5 and Preferred Communities data Click Here	 ORR Data Collection ORR-6 Schedules (except Schedule D RHP and Schedule F), annual reports, monitoring documents, Match Grant data Click Here	 ORR Forms Summary-level data collection including SOT, ORR-6 Schedule D RHP, Schedule F, and UHP impact analysis tracker Click Here	 RADS user account verification completed yesterday!
 Unaccompanied Refugee Minors Create and manage records throughout the URM lifecycle Click Here	 RADS Tableau Review interactive data visualization dashboards for further data analysis Click Here	 Admin Perform all tasks under admin role Click Here	



RADS Navigation



REFUGEE ARRIVALS DATA SYSTEM (RADS)
Office of Refugee Resettlement

Home **SOT** Logout | sotUt

— **WELCOME TO THE OFFICE OF REFUGEE RESETTLEMENT** —

Welcome **UTAH SOT**, to the Office of Refugee Resettlement's **FORMS** Portal

The RADS system allows for the collection of data from populations supported and served by The Office of Refugee Resettlement. This data is used for the evaluation of the ORR programs.

Last Login Date: **WEDNESDAY AUGUST 30 2023 22:47:39 PM**

Use the menu above to navigate this site and to access the various functions available to your account.



FAQs

- RADS will pre-populate the previous years indicators for the following data points with the count of 0:
 - 5. Country where torture occurred**
 - 13. Country of origin**
 - 14. Ethnicities**
 - 16. Languages**
- The count of number of clients served for each indicator must be greater than 0:
 - **Option 1:** You can delete the RADS pre-populated indicator, using the **Trash Can** icon. This will remove the indicator from the data point.
 - **Option 2:** You can update the count of the RADS pre-populated indicator to the desired value and select **Save**.

Home SOT Logout | sotUt

Services for Survivors of Torture

5. Country where torture occurred (primary survivors only) Cancel Review

Afghanistan 257

Country (Max 200)

--Select Country--

--Select Country--

Albania

Algeria

Andorra

Angola

Antigua and Barbuda

Argentina

Armenia

Australia

Austria

Azerbaijan

Bahamas

Bahrain

Bangladesh

Barbados

Belarus

Belgium

Belize

Benin

32

Save and Next

Form Information

Form Status: **SAVED**

Recipient: Utah Health and Human Rights Projects, Salt Lake City

Grant Number: SOTUT8820

OMB Number: 0970-0599

Expiration Date: 02/28/2026

Reporting Period: 10/01/2022 - 09/30/2023

Data Point Total

257

0

Sensory stress

0

Severe humiliation

0

Threats and psychological torture

0

Witnessing torture of others

0

Wounding/maiming

0

Other (Max 5)

Please Specify

Sensory deprivation

17


Save and Close | Save and Next

General Help Terms and Conditions Privacy Policy Vulnerability Disclosure Policy (VDP)

REFUGEE ARRIVALS DATA SYSTEM (RADS)


CONTACT US: System Administrator

RADS Training Resource Library




Records Management

Upload, review, and manage ORR-5, Matching Grant, and Preferred Communities data



ORR Data Collection

ORR-6 Schedules (except Schedule D RHP and Schedule F), and monitoring documents




ORR Forms

Summary-level data collection including SOT, ORR-6 Schedule D RHP, Schedule F, and UHP impact analysis tracker

Helpful Links

Training Resources

**REFUGEE ARRIVALS DATA SYSTEM (RADS)**
Office of Refugee Resettlement

Home

Registration & LoginMatch GrantMonitoringORR-5ORR-6PC**SOT**TableauFRHURMSRC/SRHC TrainingEligibility

SOT

Documentation

File NameDate Modified

Videos

File NameDate Modified



Survivors of Torture RADS Form Reference Guide

September 2025

Access SOT in RADS Navigation

To access the SOT module in RADS:

1. Navigate to <https://rads.acf.gov/>
2. Login with your RADS username and password.
3. Navigate to the ORR Forms module box.
4. Select SOT in the top navigation.



Access New SOT Form

1. Begin by verifying Current Information displayed in pop-up.
 - o Link provided to [Healtorture.org](https://healtorture.org) for additional resources.
2. Click Create Form
 - o **NOTE:** Form status will be Saved, until submitted



OFFICE OF REFUGEE RESETTLEMENT
U.S. DEPARTMENT OF AGRICULTURE
GENERAL DYNAMICS
SYSTEMS, INC.

REFUGEE ARRIVALS DATA SYSTEM

RADS LOGIN PROCEDURES

FREQUENTLY ASKED QUESTIONS

Q: What is the RADS URL?

A: <https://rads.acf.gov/>

Q: Am I a 'Verified' or 'Unverified' user?

A: Verified users, or ACF Network users, access RADS from the verified ACF network while on ACF VPN. This network has an approved and certified IP address in RADS and does NOT require any additional authentication. Unverified users are users of all other networks. Unverified users are required to complete a 2-factor authentication (2FA) process. You will know what type of user you are by the prompts you receive after you log in to the system.

• If you see this screen, you are a VERIFIED user and NO 2FA is needed:



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RADS Demo



Reporting Tips



Program Indicators Reporting Tips Slide 1

Data Point (DP) 1: New primary + continuing primary + new secondary + continuing secondary = Total Clients		
=	≤	≥
DP7: Gender DP8: Immigration Category/Status at Intake DP9: Age at Intake DP12: Length of Time in the U.S. at Intake DP13: Country of Origin DP14: Ethnicity DP15: Religion DP16: Languages Used	DP2: Age when First Subjected to Torture DP3: Type of Torture Suffered* DP4: Reason for Torture* DP5: Country Where Torture Occurred* DP10: Education Prior to Arrival DP11: Employment in the U.S. at Intake DP20–26: Outcomes	DP6: Client Goal(s) at Intake DP17: Clients Served by Service Category

*or could potentially be >

Program Indicators Reporting Tips Slide 2

Reminders:

- When using “other” for *DP3- Type of Torture Suffered* and *DP4- Reason for Torture*, please make sure the response is clear, specific, and does not fall under any of the existing categories. For *DP3*, the act must constitute torture.
- If a client is unsure of their age at intake, please provide an estimated age for *DP9- Age at Intake*.
- If a client is unsure of the number of years of education prior to their arrival to the United States, please provide an estimate for *DP10- Education Prior to Arrival*.

Program Indicators Reporting Tips Slide 3: “Other” Type(s) of Torture Suffered

Reported 'Other' Type(s) of Torture	Reclassification
Attempted drowning	Threat and Psychological Torture
Attempted murder	Threat and psychological torture
Blackmail	Threat and Psychological Torture
Bombing and shooting	Threat and Psychological Torture
Child labor	Deprivation
Dental	Wounding
Disease Exposure	Threat and Psychological Torture
Exposure	Sensory stress
Family Member Assassination	Threat and Psychological Torture
Forced Detainment	Deprivation
Forced Labor	Deprivation
Forced pregnancy termination	Sex-based violence
Forced substance abuse	Threat and psychological torture
Forced to drink human blood	Threat and psychological torture
Gassed during protest	Sensory stress
Genital Mutilation	Sex-based violence
Home burned	Threat and psychological torture
Labor camp	Deprivation
Medical torture	Unknown
Nicaraguan 222 political prisoner	Unknown
Overcrowding	Deprivation
Pharmacological	Threat and Psychological Torture
Poisoning	Wounding
Robbery- hid in a shelter	Threat and Psychological Torture
Secondary Survivor	Witnessing Torture of Others
Shooting	Wounding
Slavery	Deprivation
Stabbing and shooting	Wounding
Stalking	Threat and Psychological Torture
Tear gas	Sensory stress
Torture	Unknown
Undisclosed	Unknown
Unlawful Incarceration	Deprivation
Unspecified	Unknown
Use of animals	Severe Humiliation
Violence	Unknown
Water boarding	Asphyxiation

Program Indicators Reporting Tips Slide 4: “Other” Reason(s) of Torture

Reported "Other" Reason (s) of Torture	Reclassification
Association (relative/friend)	Clan/Tribe (social group)
Businessman extortion	Unknown
Corporate complaint	Sociopolitical activism
Disability	Social Group (Clan/Tribe)
Economic Group	Social Group (Clan/Tribe)
Education	Social Group (Clan/Tribe)
Extortion	Unknown
False accusations	Sociopolitical activism
Family affiliation	Clan/Tribe (social group)
Gang violence	Breakdown of authority
Government corruption	Breakdown of authority
Held for ransom	Breakdown of authority/Terror by non-state actor
Immigration Status	Social Group (Clan/Tribe)
Imputed political opinion	Sociopolitical activism
Location	Unknown
Mistaken Identity	Other
Occupation	Sociopolitical Activism
Occupation: Police	Breakdown of Authority/Terror by Non-State Actor
Other/PSG	Other (Social Group)
Persecution of a crime client did not commit	Breakdown of Authority/Terror by Non-State Actor
Physical deformity	Social Group (Clan/Tribe)
Press	Sociopolitical activism
PSG - family of X	Clan/Tribe (social group)
Refugee	Clan/Tribe (social group)
Relationship with persecuted relative or friend	Social Group (Clan/Tribe)
Social activism	Sociopolitical Activism
Territory	Unknown
Ties to the U.S.	Sociopolitical Activism
Union member	Sociopolitical activism
Whistleblower	Sociopolitical Activism
Witness/Bystander	Sociopolitical Activism
Worked for U.S.	Sociopolitical Activism

Program Indicators Reporting Tips Slide 5

Reminders:

- Double-check for countries, ethnicities, and languages with similar names, those known by more than one name, or alternate spellings.

Examples:

- Similar names
 - Ethnicity: Mandaean, Mande, and Mende
 - Language: Amharic vs. Aramaic
- Alternate spelling
 - Ethnicity: Benin and Bini
- Multiple names for one item
 - Country: Burma aka Myanmar
 - Language: Dari aka Farsi aka Persian

Outcome Indicators Reporting Tips

- Outcome indicator data counts must be equal to or less than the total number of clients served annually.
- Outcome data counts cannot exceed the total number of clients served.

Reminders

- Programs are required to complete quarterly outcome assessments to ensure there are two data points for all or the majority of your clients.
- **Goal:** a minimum of **75%** of the total clients served during the fiscal year should have outcomes reported in the annual Program Data Points report.
- If there are concerns regarding submitting the data by **10/31**, please reach out to Sabrina, Tim, and PK prior to the deadline.
- From November to January, we will be cleaning the data and following up with recipients on any discrepancies that are found. We will also be scheduling 1:1 meetings with all programs starting in November to discuss your PPR and PDP reports.

More Information on Data Reporting

For more information, refer to the healtorture.org website:

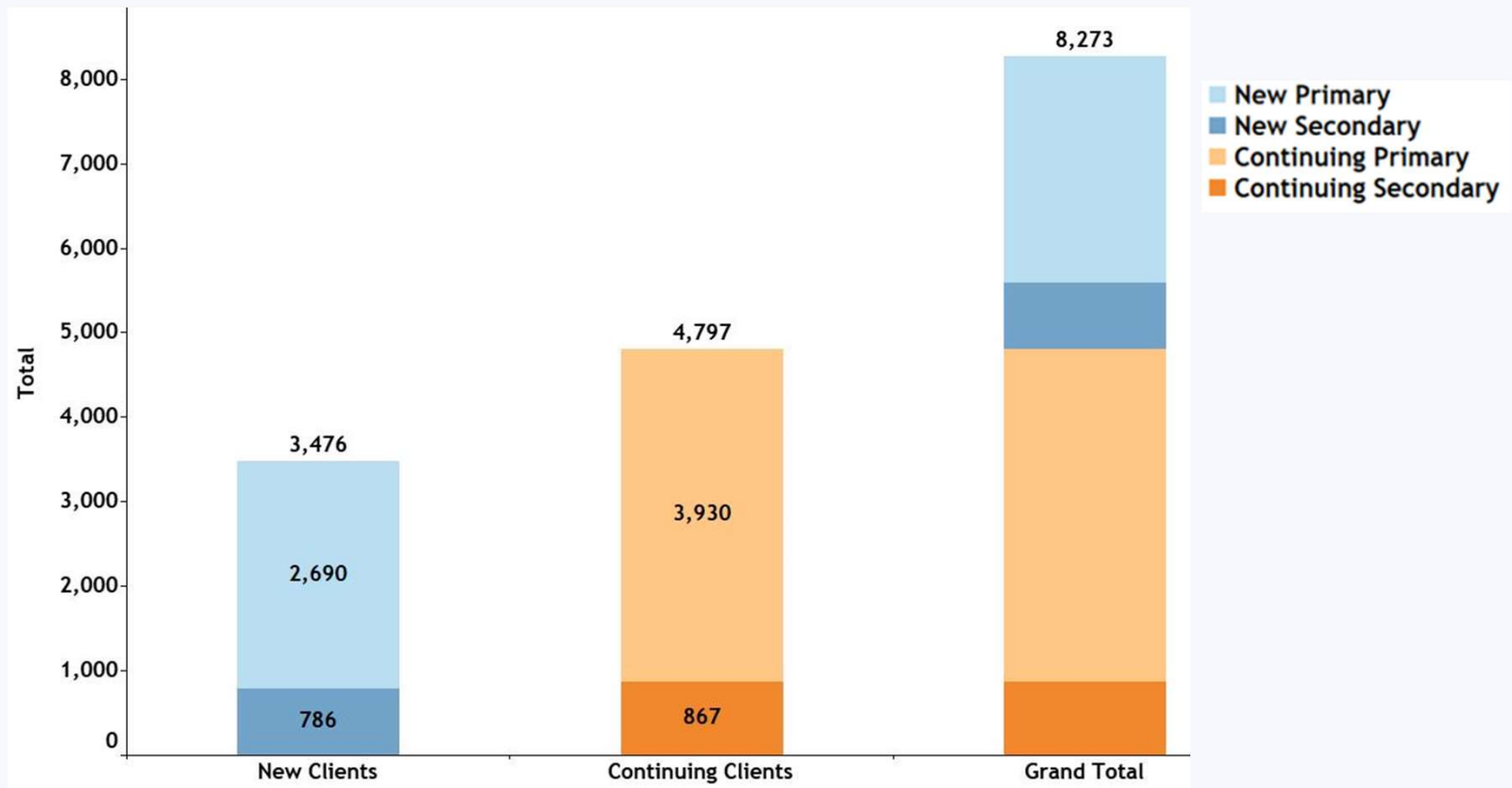
Link: <https://healtorture.org/about/office-of-refugee-resettlement/>

To view this page, you will need to be logged into your account.

FY 2024 SOT Data Summary

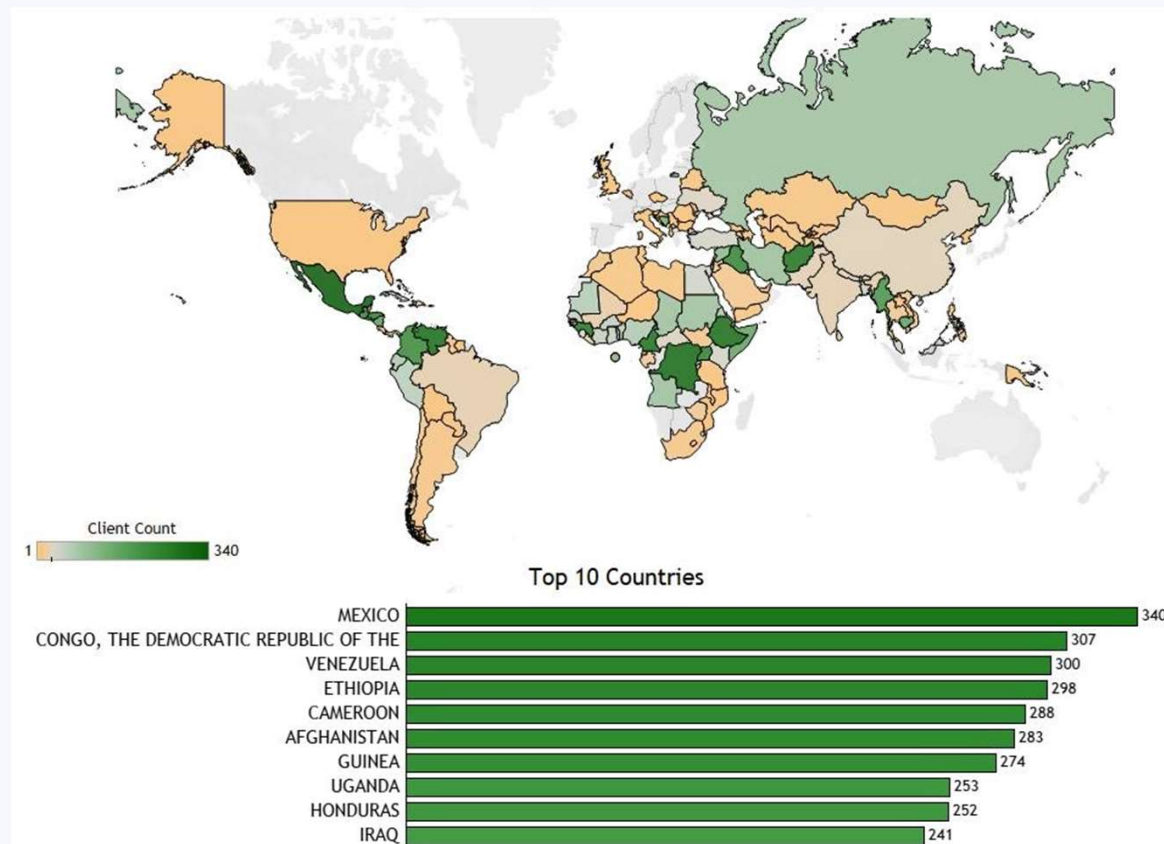
- **Snapshot of Aggregate SOT Data**
- **Key Program and Outcome Data**

Total Clients Served: N= 8,273

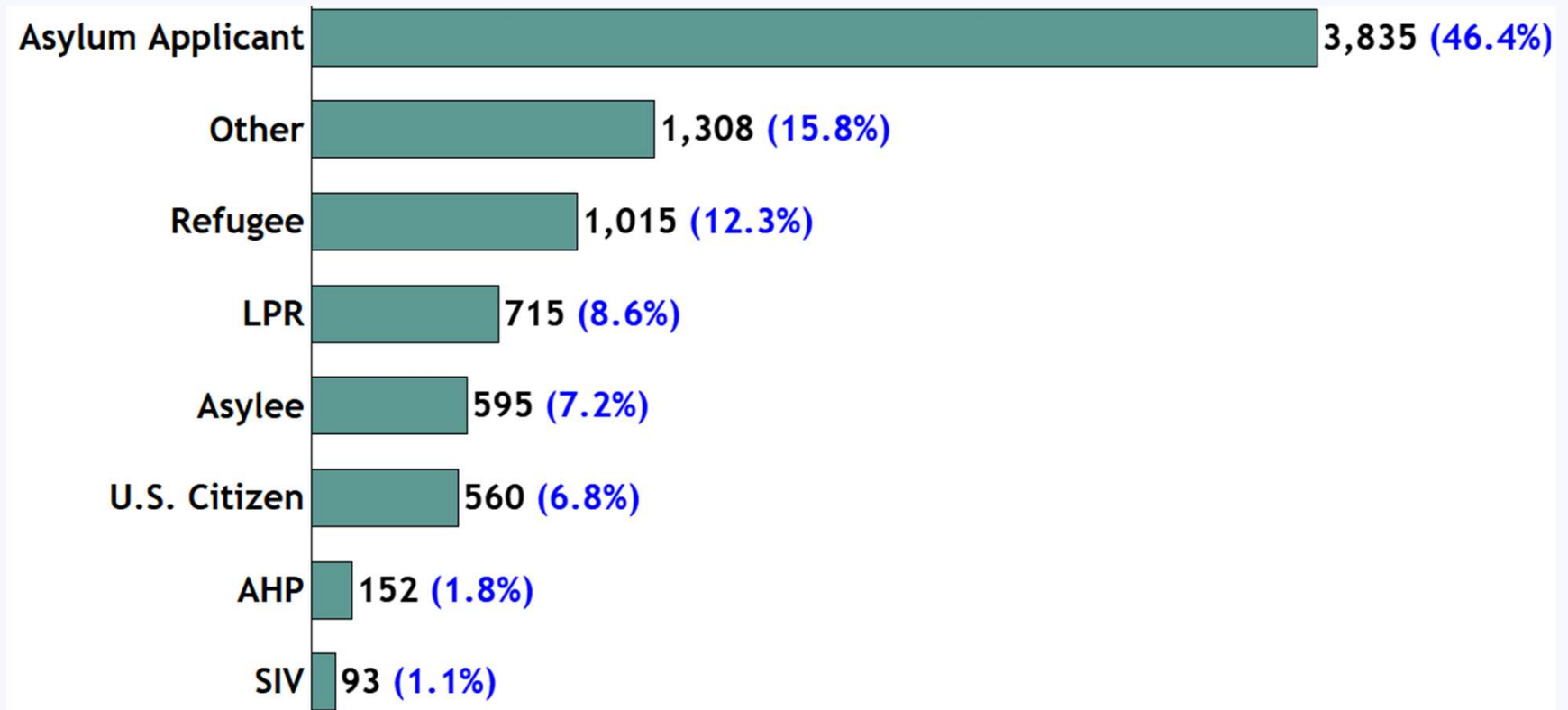


Country Where Torture Occurred

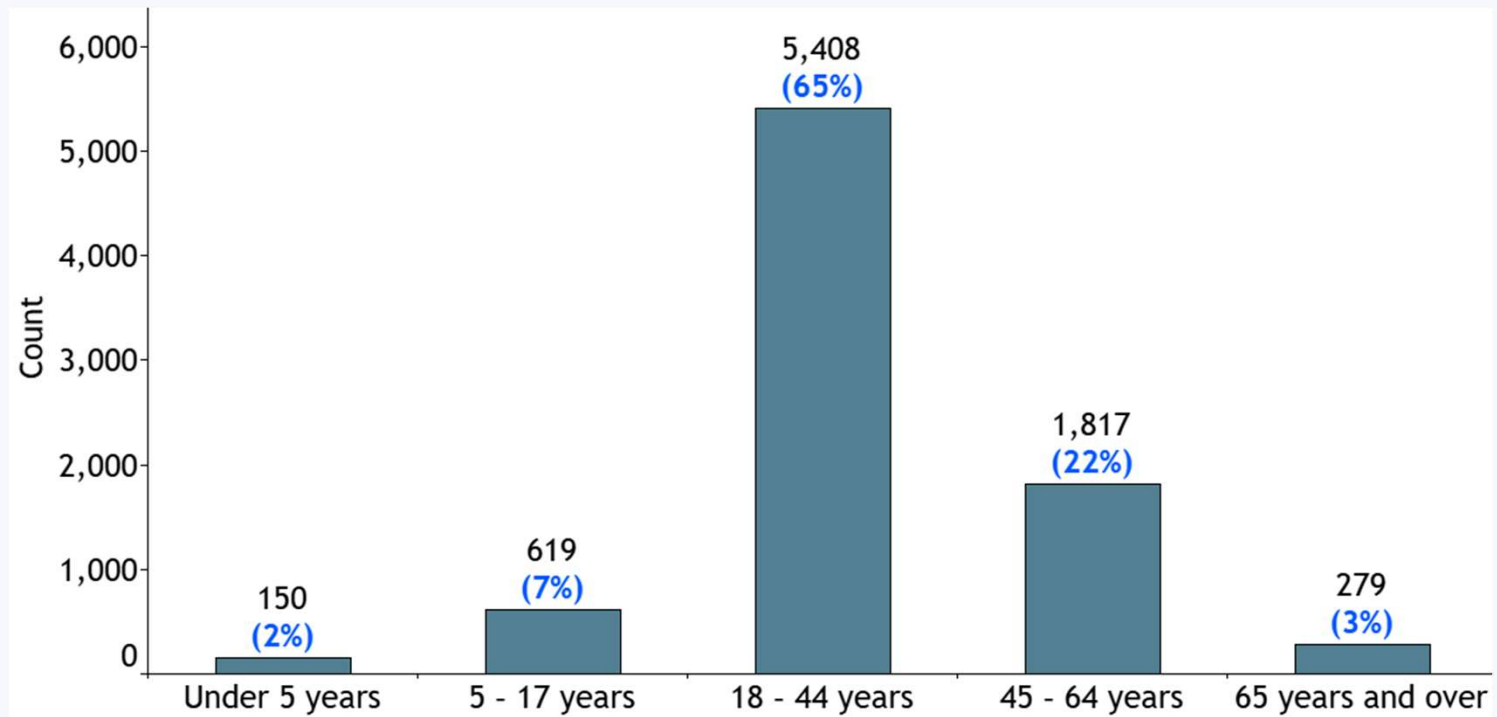
(Primary Survivors Only)



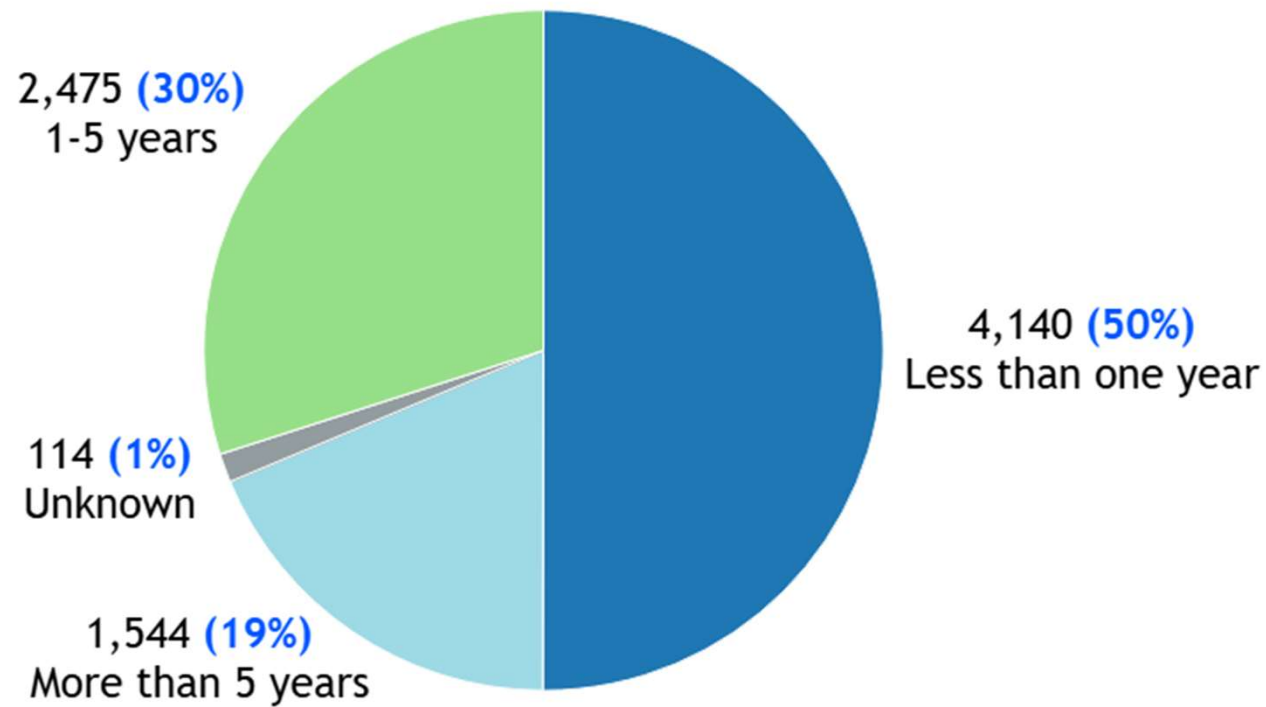
Immigration Status at Intake



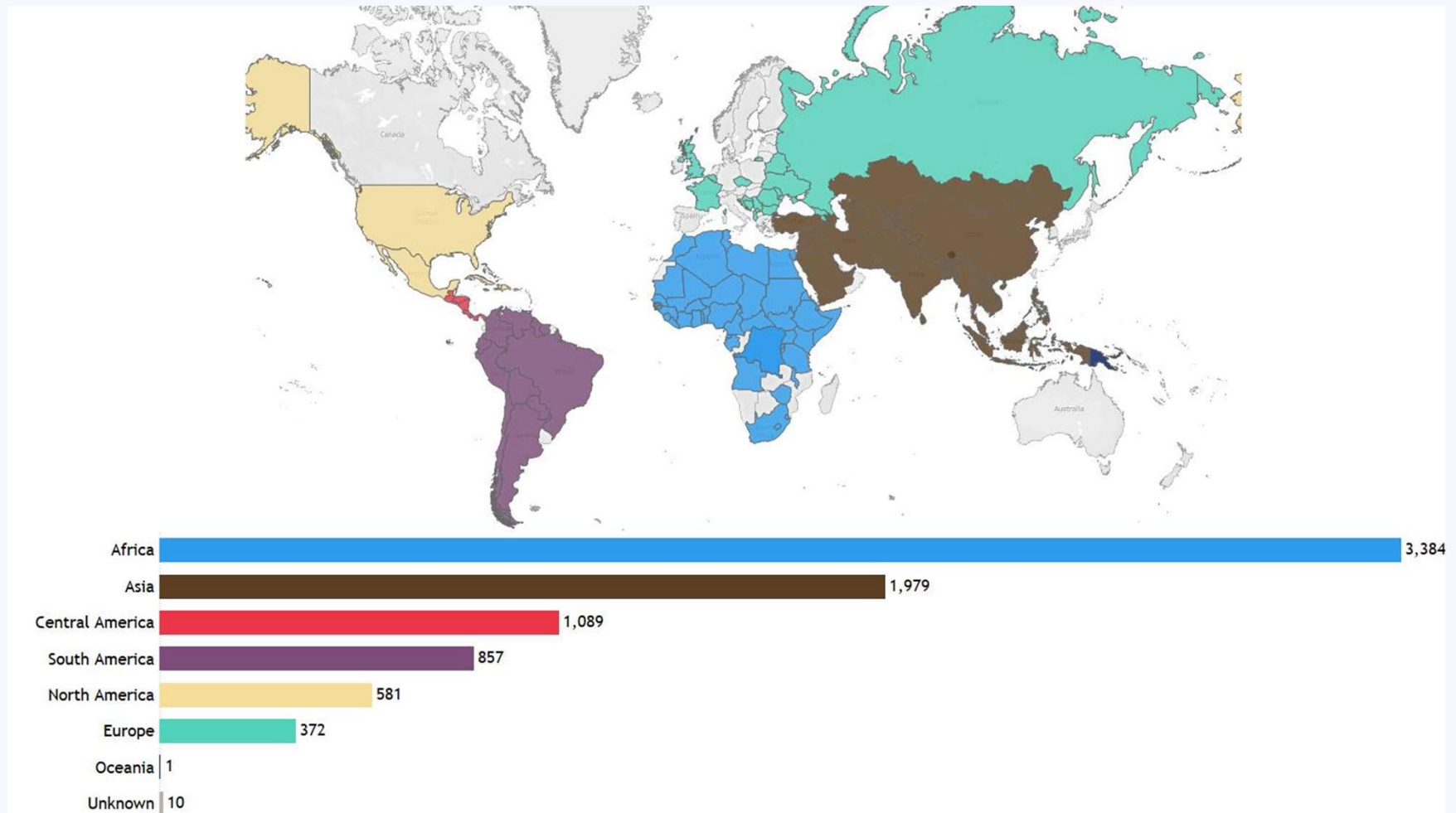
Age at Intake



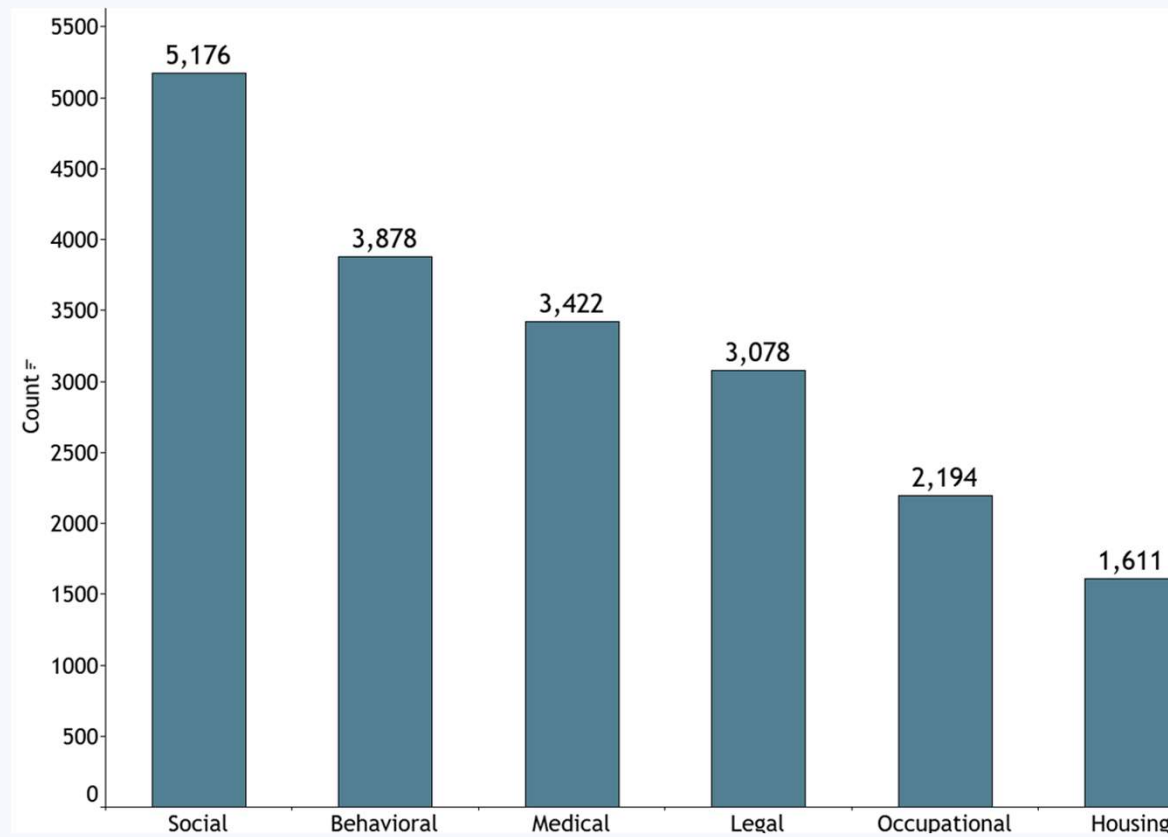
Length of Time in the U.S. at Intake



Country of Origin by Geographic Region



Clients Served by Service Category



Outcome Indicator Results

ALL

Data Point Description	Starting Status	Start Count	Ended in Crisis	Ended Vulnerable	Ended Stable	Ended Safe	% Improvement
Legal Services (N=7,029)	In Crisis	1,287	357	491	359	80	1129/2763=41%
	Vulnerable	1,476	73	713	539	151	
	Stable	2,414	75	158	1,738	443	
	Safe	1,852	6	24	122	1,700	
Housing Services (N=6,985)	In Crisis	643	170	143	244	86	890/1960=45.4%
	Vulnerable	1,317	44	713	383	177	
	Stable	3,013	25	169	2,204	615	
	Safe	2,012	7	64	227	1,714	
Employment Services (N=6,554)	In Crisis	2,152	1,100	602	335	115	1088/3906=28%
	Vulnerable	1,754	102	1,014	474	164	
	Stable	1,595	26	113	1,129	327	
	Safe	1,053	15	35	155	848	
Physical Health Services (N=7,038)	In Crisis	655	116	203	227	109	1118/2156=52%
	Vulnerable	1,501	29	690	585	197	
	Stable	3,361	18	221	2,550	572	
	Safe	1,521	2	80	286	1,153	



Outcome Indicator Results

ALL

Data Point Description	Starting Status	Start Count	Ended in Crisis	Ended Vulnerable	Ended Stable	Ended Safe	% Improvement
Mental Health Services (N=7,051)	In Crisis	568	125	232	168	43	1234/2613=47.2%
	Vulnerable	2,045	27	995	809	214	
	Stable	3,349	22	254	2,618	455	
	Safe	1,089	2	51	193	843	
Access to Community Resources (N=7,032)	In Crisis	950	263	240	297	150	1349/2619=51.5%
	Vulnerable	1,669	25	742	637	265	
	Stable	3,248	21	208	2,500	519	
	Safe	1,165	6	48	172	939	
U.S.-Based Support Systems (N=7,021)	In Crisis	763	150	255	227	131	1187/2533=47%
	Vulnerable	1,770	39	902	567	262	
	Stable	2,972	31	229	2,273	439	
	Safe	1,516	13	46	211	1,246	



Open Discussion

