

Sponsor Satisfaction Survey

TEXT REQUEST

In the past few weeks, you've worked with The Providencia Group to unite you with the child(ren) you've sponsored while the child goes through the immigration court process. **Please use this link to provide us with feedback about this experience.** Your participation will not, and cannot, put your sponsorship status at risk, nor will it have any impact on you or your child(ren)'s immigration status. The survey is simply to help us understand how to make the process better. The survey is 10 questions or fewer.

INTRODUCTION

Thank you for answering this survey! We want you to feel completely honest to give us feedback so your responses will be confidential. Your caseworker, or others working on the case, will not be able to tie your responses back to you and your individual answers will not be shared outside of The Providencia Group.

1. How would you rate your understanding of how to complete the Application?
(Very Poor, Poor, Good, Very Good)
2. How did you complete the Application?
(Over the phone, Online Application, Downloaded questionnaire)
3. How much did your Unification Specialist help you to complete the application?
(Not at all, Seldom, Somewhat, A great deal)
4. How would you rate your understanding of how to complete the sponsor identification, address, and relationship to the child(ren) information?
(Very Poor, Poor, Good, Very Good)

<<Ask if "Very Poor" or "Poor" >>

3a. Which items were difficult to understand?

- Proving who you are
- Proving where you live
- Proving your relationship to the child(ren) you are sponsoring

5. Did your Unification Specialist help you to complete these items?
(Not at all, Seldom, Somewhat, A great deal)

6. How did you communicate with your Unification Specialist?
- Phone calls
 - Text or WhatsApp
 - Meeting over video (videoconferencing)
 - Other _____
7. Overall, how satisfied were you with the assistance you received from your Unification Specialist?
(Extremely Dissatisfied, Dissatisfied, Neutral, Satisfied, Extremely Satisfied)
8. Overall, how satisfied were you with the Unification process?
(Extremely Dissatisfied, Dissatisfied, Neutral, Satisfied, Extremely Satisfied)
9. At any point, did you receive in-person support to complete the reunification process?
(Yes, No)
- <<Ask if "Yes">>
- 9a. Overall, how satisfied were you with your in-person experience?
(Extremely Dissatisfied, Dissatisfied, Neutral, Satisfied, Extremely Satisfied)

Thank you for completing the survey! If you need further assistance, please call the ORR National Call Center Helpline 1 (800) 203-7001 | information@ORRNCC.com

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to allow ORR to improve service delivery to sponsors of unaccompanied children. Public reporting burden for this collection of information is estimated to average less than 5 minutes per respondent, including the time for reviewing instructions, gathering, and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # is 0970-0401 and the expiration date is 06/30/2024. If you have any comments on this collection of information, please contact at UCPolicy@acf.hhs.gov.