

Refugee Outreach and Well-Being Initiative (ROWI)

Formative Data Collections for Program Support

0970 – 0531

Supporting Statement

Part A - Justification

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A1. Necessity for the Data Collection

The Administration for Children and Families (ACF) at the U.S. Department of Health and Human Services (HHS) seeks approval for the Office of Refugee Resettlement (ORR) to conduct brief telephone interviews with newly arrived refugees to obtain formative feedback about early arrival experiences and pre-arrival information. ORR is implementing a new program that is currently serving a population, the Afrikaners, who are prioritized by the White House.

The purpose of this data collection is to inform ORR program support activities, including improvements to pre-arrival orientation content, post-arrival support coordination, and communication with service providers.

The information collected will help ORR:

- Identify common early arrival challenges (e.g., housing, employment, cost of living).
- Assess whether pre-arrival information sufficiently prepares refugees.
- Identify gaps in information delivery format (e.g., language access, timing, level of detail).
- Inform technical assistance to resettlement agencies and interagency coordination.

The data collection is formative in nature and is not intended to produce generalizable findings.

Legal or Administrative Requirements that Necessitate the Collection

There are no legal or administrative requirements that necessitate the collection. ACF is undertaking the collection at the discretion of the agency.

A2. Purpose of Survey and Data Collection Procedures

Overview of Purpose and Use

The purpose of the interviews is to gather structured but non-generalizable feedback from newly arrived refugees regarding:

1. Early arrival experiences (housing, employment, school enrollment, medical screening, documentation).
2. Perceived preparedness prior to arrival.
3. Information gaps and expectations mismatch.
4. Improvements to pre-arrival communication content and format.

The findings will be used internally by ORR to:

- Inform program support strategies.
- Identify technical assistance needs for local resettlement agencies.
- Improve coordination with interagency partners.
- Strengthen pre-arrival informational materials.

Results may be summarized in internal briefings or program support documents. Findings will be clearly described as formative and non-generalizable.

Processes for Information Collection

Semi-structured telephone interviews will be conducted with a purposive sample of newly arrived refugees resettled in the United States since May 2025. The purposive sample will be based on available contact information; the data collection is not designed to be statistically representative. Phone interviews are voluntary and are expected to take about 60 minutes.

A3. Improved Information Technology to Reduce Burden

Interviews will be conducted by telephone. Responses will be entered into Smartsheet. No complex technology or web-based survey platform will be required of respondents.

A4. Efforts to Identify Duplication

No existing administrative data captures refugees' perceptions of preparedness or qualitative feedback on pre-arrival information. This collection supplements, but does not duplicate, administrative case records.

A5. Involvement of Small Organizations

No small businesses are directly involved.

A6. Consequences of Less Frequent Data Collection

This is a one-time data collection request.

A7. Special Circumstances

The program is currently serving a population prioritized by the White House. As ORR is implementing a new program for this priority population, and ongoing follow-up and updates are necessary to inform the initiative.

A8. Federal Register Notice and Consultation

Federal Register Notice and Comments

In accordance with the Paperwork Reduction Act of 1995 (Pub. L. 104-13) and Office of Management and Budget (OMB) regulations at 5 CFR Part 1320 (60 FR 44978, August 29, 1995), ACF published a notice in the Federal Register announcing the agency's intention to request an OMB review of this information collection request to extend approval of the umbrella

generic with minor changes. The notice was published on April 28, 2025, (90 FR 17603), and provided a sixty-day period for public comment. ACF did not receive any comments on the first notice. A second notice was published, allowing a thirty-day period for public comment (90 FR 42248, in conjunction with submission of the request to OMB. ACF did not receive any comments on the second notice.

Consultation with Outside Experts

No consultations have taken place with experts outside of the project team.

A9. Tokens of Appreciation for Respondents

No tokens of appreciation will be provided.

A10. Privacy of Respondents

Information collected will be kept private to the extent permitted by law. Personally identifiable information (name and case number) will be collected solely for the purpose of confirming cases that were interviewed. Some cases may have multiple adults, so names will also be collected to further confirm. The data will be reported and used in the aggregate. Respondents will be informed of all planned uses of data, that their participation is voluntary, and that their information will be kept private.

This data collection is covered under the System of Records Notice (SORN) and Privacy Impact Assessments (PIA):

- [09-80-0325](#) Refugee Arrivals Data System (RADS) (87 FR 7178; 2/8/22)
 - o RADS PIA (P-9629795-369312)
- Enterprise Smartsheet PIA (P-8562144-774328)

A11. Sensitive Questions

There are no sensitive questions in this data collection. While ORR will be collecting information on service provision, it is to understand areas for program improvement and trends.

A12. Estimation of Information Collection Burden

Burden Estimates

This information collection consists of a one-time semi-structured telephone interview with newly arrived refugees. Each interview is estimated to last approximately 60 minutes (1 hour). A purposive sample of about 700 respondents will be engaged in one interview.

Cost Estimates

The cost to respondents was calculated using the average reported hourly wage through ORR’s Annual Outcome Goal Plans submitted by grantees. The average wage for FY25 was reported at \$17.72. To account for fringe benefits and overhead the rate was multiplied by two which is \$35.44.

| Instrument | Total Number of Respondents | Total Number of Responses Per Respondent | Average Burden Hours Per Response | Total Burden Hours | Average Hourly Wage | Total Annual Cost |
|--|-----------------------------|--|-----------------------------------|--------------------|---------------------|-------------------|
| Semi-Structured Telephone Interview (Refugee Outreach and Well-Being Initiative (ROWI) Questionnaire | 700 | 1 | 1 | 700 | \$35.44 | \$24,808 |

A13. Cost Burden to Respondents or Record Keepers

There are no additional costs to respondents.

A14. Estimate of Cost to the Federal Government

The estimated cost for the data collection activities under this request includes 700 hours to conduct the calls and an additional 20 hours for reporting, performed by GS-13 staff earning approximately \$47.77 per hour. The total estimated cost is \$34,395.

A15. Change in Burden

This is for an individual information collection under the umbrella formative generic clearance for program support (0970-0531).

A16. Plan and Time Schedule for Information Collection, Tabulation and Publication

Data collection will start upon OMB approval and is expected to take place over a couple of months. ORR does not have plans to publish this information. The data will be de-identified and will be aggregated to inform ORR about trends and provide necessary technical assistance to improve program outcomes. Given this population is prioritized by the White House, the data will be used to provide updates on and discussion about the implementation internally, to the White House, and other HHS and ACF leadership.

A17. Reasons Not to Display OMB Expiration Date

All instruments will display the expiration date for OMB approval.

A18. Exceptions to Certification for Paperwork Reduction Act Submissions

No exceptions are necessary for this information collection.

Attachments

Refugee Outreach and Well-Being Initiative (ROWI) Questionnaire