

Questionnaire for Refugee Outreach and Well-Being Initiative (ROWI)

OMB Information Collection Request

0970 – 0NEW

Supporting Statement

Part A - Justification

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Summary

ACF is requesting emergency review and approval of this information collection by OMB, as authorized under [5 CFR 1320.13](#). The information collection is essential to the mission of the agency and ACF cannot reasonably comply with the normal clearance procedures under this part because public harm is reasonably likely to result if normal clearance procedures are followed. If ORR cannot collect this information quickly, vulnerable Afghan families who need additional support may face significant harm, including loss of income, unstable housing, food insecurity, or loss of immigration status. Emergency clearance ensures ORR can rapidly identify needs and intervene before these situations worsen.

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 Afghan arrivals who may have received ORR benefits and services, to identify any additional service needs that may support assimilation, pathways to citizenship, and self-sufficiency.

The information collected is needed to inform ORR's understanding of the current needs and service access of resettled Afghan individuals and families. This will allow ORR to provide relevant and adequate support to those eligible for services, and to improve programs.

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 Afghans who received ORR benefits and services and are likely to have additional assistance needs and vulnerabilities. ORR intends to use the information to:

- Identify common challenges (e.g., housing, employment, access to critical support).;
- Assess whether additional resources are necessary to support assimilation, pathways to citizenship, and self-sufficiency and help with identified vulnerabilities;
- Inform technical assistance to resettlement agencies and interagency coordination; and.
- Inform Department and White House leadership on trends and the current challenges that this population faces as they work toward successful assimilation

Results may be summarized in internal, congressional, and Administration 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 Afghans who received ORR benefits and services and are likely to have additional assistance needs and vulnerabilities. Interviews will be based on available contact information. Phone interviews are voluntary and are expected to take about 30 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 this 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

This population is a priority for the Administration, and a key priority is ensuring that time-limited funding is used effectively to address any remaining needs that support successful integration.

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 expedited OMB review of this information collection activity. This notice alerted the public to a request for emergency approval for six months of data collection and provided a sixty-day comment period related to the full request that may be submitted to continue data collection beyond six months. A full request will document any comments received and how ACF has considered the comments if an extension is pursued.

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 will be collected solely for the purpose of confirming cases that were interviewed. This information will be used to verify client identities and confirm their current locations to ensure they can access appropriate services, and, when appropriate and permitted by law, information provided by respondents may also be confirmed through information sharing with other government entities to inform determination of appropriate services. Collecting this level of detail is essential because variations in name spellings and the relocation of cases make it difficult to accurately distinguish between clients. Some cases may have multiple adults, so names will also be collected to further confirm. Respondents will be informed of all planned uses of data, that their participation is voluntary, how long the data will be retained, 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

While ORR will be collecting information on service provision and immigration status, it is to understand how to best support the population. ORR cannot determine the most appropriate ways to provide support unless it knows clients' immigration status and potential eligibility for services. Respondents will be provided with information about how their data will be used and protected, as described in Section A10.

A12. Estimation of Information Collection Burden

Burden Estimates

This information collection consists of a one-time semi-structured telephone interview with Afghans who received ORR benefits and services arrivals to date. The interview will take about 30 minutes and is expected to include 1,800 respondents.

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
ROWI Questionnaire (Semi-Structured Telephone Interview)	1,800	1	.50	900	\$35.44	\$31,896

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 900 hours to conduct the calls, and an additional 26 hours for reporting, performed by GS-13 staff earning approximately \$47.77 per hour. The total estimated cost is \$44,235.02.

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 within a couple weeks time. ORR does not have plans to publish this information. The data will inform ORR about trends and needs for services. 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, Congress, 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

Survey of Resettled Afghan Households