State Emergency and Routine Repatriation Insight Survey

Office of Human Services Emergency Preparedness and Response

January 2026

Overview

The Office of Human Services Emergency Preparedness and Response (OHSEPR) is working to improve state-level routine and emergency repatriation processes through the development of clear guidance and conduct of training events. In support of this effort, OHSEPR intends to survey states to better understand current state repatriation capabilities and identify existing needs around the delivery of routine and emergency repatriation activities. To ensure that this activity addresses the unique aspects of emergency and routine operations, OHSEPR plans to disseminate a State Emergency and Routine Repatriation Insight Survey, for State Emergency Repatriation Coordinators (SERCs) and State Non-Emergency Repatriation Coordinators (SNERCs) with questions tailored to responders' role.

This document includes email language to be used in the dissemination of the survey, landing page language that provides instructions for completing the survey, and the specific survey questions OHSEPR intends to ask states, as captured in **Table 1**.

***Table 1**: State Emergency and Routine Repatriation Insight Survey Document Contents*

Document Section	Overview
Section 1: State Emergency and Routine Repatriation Insight Survey	This section includes all survey materials to be shared with SERCs and SNERCs, including: • State Emergency and Routine Repatriation Insight Survey Email Language • State Emergency and Routine Repatriation Insight Survey Landing Page Language • State Emergency and Routine Repatriation Insight Survey Questions

Section 1: State Emergency and Routine Repatriation Insight Survey

State Emergency and Routine Repatriation Insight Survey Email Language

***TO**: SERCs and SNERCs from **all** 50 states and U.S. Territories*
***FROM**: OHSEPR-Repatriation@acf.hhs.gov*
***CC**: Natalie Grant <natalie.grant@acf.hhs.gov>, Byron Mason <byron.mason@acf.hhs.gov>, Mili Patel <mili.patel@acf.hhs.gov>, Paige Conrad <paige.conrad@acf.hhs.gov>*

***SUBJECT**: ACTION REQUESTED BY XX/XX/202X: State Emergency and Routine Repatriation Insight Survey*

***EMAIL BODY**:*

Greetings Emergency and Routine Repatriation Coordinators,

As federal lead of the U.S. Repatriation Program (hereafter referred to as "the Program"), the Office of Human Services Emergency Preparedness and Response (OHSEPR) relies on collaboration with state partners (including U.S. territories, as per 45 CFR § 212.1) to support U.S. citizens and their dependents before, during, and after emergency repatriation incidents. To drive continuous Program improvement, OHSEPR is soliciting input from states to better understand challenges, operations, and feedback.

ACTION REQUESTED: To gain insight into existing state repatriation capabilities, OHSEPR requests that State Emergency Repatriation Coordinators (SERCs) and State Non-Emergency Repatriation Coordinators (SNERCs) from each state complete the State Emergency and Routine Repatriation Insight Survey by [date]. Every SERC and every SNERC from each state should complete one survey. **If you serve as both the SERC and SNERC for your state, you only need to complete the survey once**.

Please make every effort to complete all survey questions to the best of your ability. The estimated completion time is approximately 60 minutes. SERCs and SNERCs are encouraged to collaborate with colleagues across their organizations as needed. Please note that Microsoft Forms does not allow users to save responses. As such, OHSEPR recommends copying and pasting your responses into a separate document before submitting the survey.

This survey is designed to drive ongoing enhancement of the U.S. Repatriation Program by ultimately providing states with the resources necessary to more effectively support repatriates returning to the United States. By capturing critical insights into current operational challenges and unmet needs, the survey will directly inform the development of tailored SOPs and guidance documents that promote greater state self-sufficiency and readiness. All states are strongly encouraged to respond to this survey, but participation is voluntary.

Your insights are vital to ensure the distinct experiences, challenges, and needs of each state are accurately reflected in survey data and in the guidance that OHSEPR develops moving forward. **This is not an assessment or evaluation. OHSEPR will not share responses with other states or Program partners.**

This survey focuses specifically on SERC and SNERCs roles and responsibilities.

Please do not hesitate to contact OHSEPR-Repatriation@acf.hhs.gov if you have questions.

To access existing state emergency repatriation planning resources, please visit OHSEPR's State Planning webpage: State Emergency Repatriation Plan Development Guide (2024), U.S. Repatriation Program Emergency Repatriation State Capabilities Framework (2024), U.S. Repatriation Program – Emergency Repatriation Information Memorandum (2025) and the Routine Repatriation Information Memorandum.

Thank you for your participation and support for U.S. citizens seeking self-sufficiency through the U.S. Repatriation Program.

State Emergency and Routine Repatriation Insight Survey Landing Page

The Office of Human Services Emergency Preparedness and Response (OHSEPR) invites State Emergency Repatriation Coordinators (SERCs) and State Non-Emergency Repatriation Coordinators (SNERCs) to share feedback on your state's engagement with the U.S. Repatriation Program, including existing challenges, capabilities, and leading practices. Your responses enable OHSEPR to better understand existing repatriation capabilities across states and develop clear, actionable guidance for states supporting U.S. citizens through the Program.

This is not an assessment or evaluation. OHSEPR will not share responses with other states or Program partners. Survey responses will help inform Programmatic guidance and improvement efforts to better support and empower self-sufficiency of states responding to an emergency repatriation incident.

SERCs and SNERCs are encouraged to consult with any relevant repatriation colleagues when completing the survey. However, please note that Microsoft Forms does not allow users to save responses. As such, OHSEPR recommends copying and pasting your responses into a separate document before submitting the survey.

Please do not hesitate to reach out to OHSEPR-Repatriation@acf.hhs.gov should you have any questions while completing this survey.

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: ACF is gathering information to learn more about the repatriate experience and the temporary assistance provided to repatriates through the U.S. Repatriation Program. Public reporting burden for this collection of information is estimated to average one hour 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 0970-0531 and the expiration date is 9/30/2028. If you have any comments on this collection of information, please contact the U.S. Repatriation Program, 330 C St. SW, Washington, D.C. 20201.

State Emergency and Routine Repatriation Insight Survey Questions

Table 2: State Emergency and Routine Repatriation Insight Survey Questions

Part 1: Responder Background			
This section includes demographic information for responding SERCs and SNERCs to provide a better understanding of professional backgrounds, roles, and responsibilities related to emergency repatriation efforts.			
#	**Conditionality**	**Question (*Required)**	**Field Type**
1	*N/A*	*Please select your state.	Dropdown: • Alabama • Alaska • Arizona • Arkansas • California • Colorado • Connecticut • Delaware • Florida • Georgia • Hawaii • Idaho • Illinois • Indiana • Iowa • Kansas • Kentucky • Louisiana • Maine • Maryland • Massachusetts • Michigan • Minnesota • Mississippi • Missouri • Montana • Nebraska • Nevada • New Hampshire • New Jersey

			• New Mexico • New York • North Carolina • North Dakota • Ohio • Oklahoma • Oregon • Pennsylvania • Rhode Island • South Carolina • South Dakota • Tennessee • Texas • Utah • Vermont • Virginia • Washington • West Virginia • Wisconsin • Wyoming • District of Columbia • American Samoa • Guam • Northern Mariana Islands • Puerto Rico • United States Minor Outlying Islands • Virgin Islands, U.S.
2	*N/A*	*Please list your state agency and department.	Free text (short answer)
3	*N/A*	Please select the applicable professional credentials from the following list as they apply to you.	Dropdown: • Bachelor of Social Work (BSW) • Master of Social Work (MSW) • Doctorate in Social

			Work (DSW or PhD) • Licensed Clinical Social Worker (LCSW)/Licensed Independent Clinical Social Worker (LICSW) • Certified Social Worker (CSW) • Licensed Master Social Worker (LMSW) • Academy of Certified Social Workers (ACSW) • Certified Social Work Case Manager (C-SWCM) • Certified Advanced Social Work Case Manager (C-ASWCM) • Trauma-Informed Care Certification • Mental Health First Aid • Bachelor's or Master's in Emergency Management, Homeland Security, Public Administration, or related fields • Associate Emergency Manager (AEM) – IAEM

			• FEMA Professional Development Series (PDS) Certificate • FEMA Advanced Professional Series (APS) Certificate • FEMA Continuity of Operations (COOP) Certification • Homeland Security Exercise and Evaluation Program (HSEEP) Certification • Bachelor's or Master's in Public Health, Social Work, Emergency Management, Public Administration, or related field • Other
3a	*If "Other" is selected in question 4.*	Please list any other professional credentials you hold that are relevant to human services, emergency management, or other aspects of your role as a SERC or SNERC.	Free text (long answer)
4	*N/A*	Please list the name, title, and office of any additional points of contact you coordinated with to complete this survey if applicable.	Free text (short answer)
Part 2: Roles and Responsibilities			
This section includes information about the specific roles and responsibilities performed by SERCs and SNERCs to provide a better understanding of insights, challenges, and lessons learned as they relate to emergency repatriation activities.			
#	**Conditionality**	**Question (*Required)**	**Field Type**
6	*N/A*	*Please select your role.	Dropdown: • SERC • SNERC • Both SERC and SNERC

6a	*If "SERC" or "Both" is selected in question 6*	**Subsections 1a, 2a, 3a, and 4a dropdown and subsections 1b, 2b, and 3b collapse.**	*N/A*
6b	*If "SNERC" is selected in question 6*	**Subsections 1b, 2b, and 3b dropdown and subsections 1a, 2a, 3a, and 4a collapse.**	*N/A*
SERCs Subsection 1a: *What are your activities as a SERC and how do you perform them and/or who do you perform them with?* **Please note, "SERCs Subsection 1a" will only appear for those who selected "SERC" or "Both."**			
7	*N/A*	*Please summarize your primary responsibilities related to performing your activities as a SERC.	Free text (long answer)
8	*N/A*	*Approximately how many hours per week do you spend supporting activities related to your role as a SERC?	Free text (long answer)
9	*N/A*	*Please list the primary organizations you engage with to perform SERC activities (federal, state, local, nongovernmental, other).	Free text (long answer)
10	*N/A*	*What are the biggest challenges you face as a SERC?	Free text (long answer)
11	*N/A*	*What have you found most effective in your role as a SERC? Please describe any approaches, processes, or lessons learned that you believe contribute to successful emergency repatriation operations.	Free text (long answer)
SERCs Subsection 2a: *What is your state's experience with emergency repatriation efforts?* **Please note, "SERCs Subsection 2a" will only appear for those who selected "SERC" or "Both."**			
12	*N/A*	*Has your state previously responded to an emergency repatriation incident?	Dropdown (yes or no)
12a	*If "Yes" is selected in question 11.*	*Please note the incident and year of your state's response(s) to an emergency repatriation incident.	Free text (long answer)
12b	*If "Yes" is selected in question 11.*	*Please detail any significant insights, lessons learned, and challenges encountered during your state's response to the emergency repatriation incident.	Free text (long answer)
13	*N/A*	*Has your state participated in emergency repatriation focused exercises in the past five years?	Dropdown (yes or no)
13a	*If "Yes" is selected in question 12.*	*Please select all that apply.	Dropdown • Workshops • Seminars • Tabletop Exercises • Drills • Full Scale Exercises • Functional Exercises

13b	*If "Yes" is selected in question 12.*	*Please identify any primary lessons learned from exercise conduct.	Free text (long answer)
13c	*If "No" is selected in question 12.*	*What are the primary barriers to participating in repatriation focused exercises in your state?	Free text (long answer)
14	*N/A*	*What process does your state follow to engage the child welfare agency when an unaccompanied minor repatriate is expected or arrives?	Free text (long answer)
15	*N/A*	*What steps does your state, or child welfare agency, take to identify and connect the minor with the appropriate next of kin and how his custody securely established?	Free text (long answer)
16	*N/A*	*In cases where no suitable next of kin is identified, does the unaccompanied minor enter foster care? What steps does your state, or child welfare agency, take to find a safe home for the minor?	Free text (long answer)
SERCs Subsection 3a: *Resources* **Please note, "SERCs Subsection 3a" will only appear for those who selected "SERC" or "Both."**			
17	*N/A*	*Has your state updated its State Emergency Repatriation Plan (SERP) and shared it with OHSEPR in the past decade?	Dropdown (yes or no)
17a	*If "Yes" is selected in question 13.*	*When was your SERP last updated?	Free text (short answer)
17b	*If "No" is selected in question 13.*	*What can OHSEPR do to support your state in developing an updated SERP?	Free text (long answer)
18	*N/A*	*What other guidance or resources can OHSEPR provide that would help you perform your role as a SERC more effectively?	Free text (long answer)
SERCs Subsection 4a: *Other Comments* **Please note, "SERCs Subsection 4a" will only appear for those who selected "SERC" or "Both."**			
19	*N/A*	Please use this space for any other items related to SERC roles and responsibilities not otherwise covered.	Free text (long answer)
SNERCs Subsection 1b: *What are your activities as a SNERC and how do you perform them and/or who do you perform them with?* **Please note, "SNERCs Subsection 1b" will only appear for those who selected "SNERC."**			
20	*N/A*	*Please summarize your primary responsibilities related to performing your activities as a SNERC.	Free text (long answer)
21	*N/A*	*Approximately how many hours per week do you spend supporting activities related to your role as a SNERC?	Free text (long answer)
22	*N/A*	*Please list the primary organizations you engage with to perform SNERC activities (federal, state, local, nongovernmental, other).	Free text (long answer)
23	*N/A*	*What are the biggest challenges you face as a SNERC?	Free text (long answer)
24	*N/A*	*What best have you found most effective in your role as a SNERC? Please describe any approaches, processes, or lessons learned that you believe contribute to successful routine repatriation operations.	Free text (long answer)

SNERCs Subsection 2b: *What is your state's experience with routine repatriation efforts?* **Please note SNERCs subsection 2b will only appear for those who selected "SNERC."**			
25	*N/A*	*What partnerships or collaborations do you rely on to ensure a smooth transition for repatriates arriving in your state and accessing Program services?	Free text (long answer)
26	*N/A*	*What tools, resources, and processes do you use in order to complete the routine repatriation process?	Dropdown (yes or no)
27	*N/A*	*What methods does your state use to ensure repatriates' case information is informed and updated for all entities involved in the case?	Free text (long answer)
28	*N/A*	*What are the primary challenges your state encounters when helping repatriates access ongoing support beyond the temporary assistance period?	Free text (long answer)
29	*N/A*	*How does your state respond to repatriates with complex needs (e.g., medical, mental health, unaccompanied minors)?	Free text (long answer)
30	*N/A*	*What lessons-learned or best practices could you share for navigating unique or challenging repatriation situations?	Free text (long answer)
31	*N/A*	*What process does your state follow to engage the child welfare agency when an unaccompanied minor repatriate is expected or arrives?	Free text (long answer)
32	*N/A*	*What steps does your state, or child welfare agency, take to identify and connect the minor with the appropriate next of kin and how his custody securely established?	Free text (long answer)
33	*N/A*	*In cases where no suitable next of kin is identified, does the unaccompanied minor enter foster care? What steps does your state, or child welfare agency, take to find a safe home for the minor?	Free text (long answer)
SNERCs Subsection 3b: *Other Comments* **Please note SNERCs subsection 3b will only appear for those who selected "SNERC."**			
34	*N/A*	Please use this space for any other items related to SNERC roles and responsibilities not otherwise covered.	Free text (long answer)