Call Script Intro

Hello,

My name is [NAME], and I'm calling from the Office of Refugee Resettlement (ORR) at the U.S. Department of Health and Human Services.

I am calling to learn about your experience since you arrived in the United States and how our agency has helped you. We want to understand what is going well and where we can improve.

Talking with me is completely voluntary. You do not have to answer any question you do not want to answer. This will not affect your benefits or services in any way.

We will only ask questions to family members who are 18 years old or older. Please make sure that everyone participating in the call meets this requirement.

Is this still a good time to talk for about [20] minutes?

If yes:
Thank you. Let me start by saying Welcome to United States. I also want to let you know that I am not a case manager. I cannot make changes to your case or provide services. I am here only to listen and learn from your experience. Also, I would like to state that I am not recording this conversation, at the same time I also do not consent to be recorded, can you confirm you will not record this call?

> If needed: *I am not able to make changes to individual cases or provide direct services. If you have urgent concerns or questions about your specific case, please contact your local resettlement agency or case manager. They are best able to help you.*

0. Case Number: (Copy from ORR tracking document)
1. Do you consent to participate in this voluntary interview? Your answers will not affect your benefits or services in any way.
    a. Yes
    b. No
2. What is your name?

    a. Text Box
3. How many people are in your household
    a. Text Box (need to input a number)
4. Overall, how have your first weeks in the United States been?
    a. Great
    b. Good
    c. Not good
    d. Very bad

5. Are you living in temporary housing or permanent housing right now?
    a. Temporary Housing
    b. Permanent Housing

6. Did the agency help you find housing or did you find it on your own?
    a. Found on my own
    b. Agency helped me find housing

7. Does your housing meet your needs?
    a. Yes
    b. No
8. **Skip Logic:** If no, why not? (Select all that applies)
    a. Housing is unaffordable (rent/mortgage or utilities too high)
    b. Housing is too small or overcrowded
    c. Housing conditions are poor or unsafe (repairs needed, mold, pests, structural issues)
    d. Housing is not accessible for household needs (mobility, disability, aging-related needs)
    e. Location does not meet needs (too far from work, school, childcare, transportation, services, or support network)
    f. Housing situation is unstable (temporary, at risk of eviction, staying with others, shelter, etc.)

9. Do you have children?
    a. Yes

    b. No
10. **Skip Logic:** How are your children adjusting?
    a. Great
    b. Good
    c. Not good
    d. Very bad
11. **Skip Logic:** Are your children of school age (~5-18)?
    a. Yes
    b. No
12. **Skip Logic:** If yes, have they started school yet?
    a. Yes
    b. No
    c. Homeschool

13. Have you and your family members had medical screenings or have you been scheduled for a medical screening since you arrived in the United States?
    a. Yes
    b. No
14. **Skip Logic:** If no, who didn't have medical screening and why?
    a. Text Box (limit 4000 characters)

15. Have you applied or do you have an appointment to apply for your social security card?
    a. Yes
    b. No
    c. Unsure
16. **Skip logic:** If yes, have you received it?
    a. Yes
    b. No
17. Have you received your Employment Authorization Document (EAD) card?
    a. Yes
    b. No

18. Are you currently working?
    a. Yes
    b. No

19. Has the agency been helpful in your job search?
    a. Yes
    b. No

20. Do you have additional family members in South Africa who are currently seeking or who intend to seek refugee status in the United States?
    a. Yes
    b. No

21. Before you arrived in the United States, what do you wish you had known more about? (Select all that applies)
    a. Jobs
    b. Housing
    c. Cost of Living
    d. Schools
    e. Health Care
    f. Cultural differences
    g. Role of the resettlement agency
    h. General expectations

22. What information would have helped you to feel more prepared?
    a. Text box (limit to 4000 characters)

23. Other than what you've mentioned, how has your overall experience been with the agency so far?
    a. Great
    b. Good
    c. Not good
    d. Very bad

24. How can we improve the process?
    a. Text Box (limit to 4000 characters)

25. General/Other Comments
    a. Text Box (limit to 4000 characters)

26. Case email address
27. Current Initial Resettlement Provider