Preferred Communities Subrecipient Survey

Introduction

The Office of Refugee Resettlement (ORR) seeks to ensure its Preferred Communities (PC) Program recipients, national resettlement agencies, comply with program requirements. As part of this effort, ORR's refugee monitoring team is gathering feedback from PC Program subrecipients, including your organization, regarding national resettlement agency headquarters monitoring, training, and technical assistance. Your headquarters office is aware that ORR is requesting that you complete this survey.

Thank you in advance for taking the time to complete this short questionnaire about the oversight and guidance your local office receives from your national resettlement agency to implement the PC Program. Unless a question states otherwise, please answer based on current and past federal fiscal years.

ORR will directly receive your responses and will not share the identity of individual respondents with your headquarters to protect anonymity. ORR may follow up with your headquarters regarding information gathered through the questionnaire and/or report summary results to headquarters.

The survey consists of five structured questions and an optional open-response text box after each question. We anticipate survey completion will take approximately 5-15 minutes.

Please contact [INSERT EMAIL] with any questions or concerns regarding the completion of this survey.

Survey Questions

Q1. How effective is training and technical assistance from headquarters in helping your staff understand PC Program requirements?

0) No guidance provided
1) Not effective
2) Slightly effective

3) Moderately effective
4) Mostly effective
5) Very effective

Comments (optional):

Q2. If headquarters monitored your program in the past three years, how effective was the monitoring and follow-up support in helping your organization improve?

0) Not monitored within the last three years
1) Not effective
2) Slightly effective
3) Moderately effective
4) Mostly effective
5) Very effective

Comments (optional):

Q3. How effective is headquarters training and technical assistance in helping your organization plan and implement PC Program activities in compliance with the following program requirements?

A) Updating program policies and forms to reflect current PC Program guidance (e.g., client agreements, self-sufficiency plans, grievance forms)

0) No training or technical assistance provided
1) Not effective
2) Slightly effective
3) Moderately effective
4) Mostly effective
5) Very effective

B) Conducting effective PC Program capacity planning activities

0) No training or technical assistance provided
1) Not effective
2) Slightly effective

3) Moderately effective
4) Mostly effective
5) Very effective

C) Implementing PC Intensive Case Management (ICM) and PC Gap services activities in alignment with PC Program guidance

0) No training or technical assistance provided
1) Not effective
2) Slightly effective
3) Moderately effective
4) Mostly effective
5) Very effective

D) Implementing PC Program of Initial Resettlement (PIR) activities in alignment with PC Program instructions

0) No training or technical assistance provided
1) Not effective
2) Slightly effective
3) Moderately effective
4) Mostly effective
5) Very effective

Comments (optional):

Q4. Is there anything else you would like ORR to know about how your headquarters supports or oversees your PC Program?

Q5. Learning Question: What strategies have been most effective in your PC Program work with FY 2026 ORR-eligible arrivals?