Survey 3: Local Provider Survey

Informed Consent

Purpose of this survey
This survey is intended to gather input from local providers serving refugees during the initial resettlement period. The goal is to better understand local capacity, coordination dynamics, and opportunities to strengthen refugee outcomes.

How your responses will be used
Responses will be used to identify themes, inform planning, and guide future stakeholder engagement. Findings may be summarized and shared in aggregate form. Individual responses will not be attributed to specific organizations without permission.

Participation is voluntary
Your participation is voluntary. You may skip any question or exit the survey at any time.

Time commitment
This survey is expected to take approximately **10–15 minutes** to complete.

Legal Authority to Conduct the Survey

The Welcoming Initiative for Newcomers is authorized to conduct this survey on behalf of the Office of Refugee Resettlement, Administration for Children and Families, U.S. Department of Health and Human Services, under The Refugee Act of 1980 (8 U.S.C. 1522).

Privacy Requirements

ORR will handle all information collected through this survey in accordance with applicable Federal privacy laws and requirements. Access to information collected through this survey will be limited to authorized personnel. Responses will be reviewed by the project team and used to identify themes and insights. Quotes may be used in reports but will not be attributed to organizations without explicit consent.

Questions
If you have questions about this survey, please contact:

PAPERWORK REDUCTION ACT OF 1995 (Public Law 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to assess implementation perspectives of State - centered resettlement framework. Public reporting burden for this collection of information is estimated to average .25 hours 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 EcosystemPartners@welcominginitiative.org

Welcoming Initiative for Newcomers EcosystemPartners@welcominginitiative.org

By continuing, you acknowledge that you understand the purpose of the survey and consent to participate.

Survey

Section 1: Organization Context

- Organization name (optional)
- State
- Organization type:
    a. Independent local nonprofit (including affiliates that are separate 501(c)(3) organizations)
    b. Local provider owned or operated by a national resettlement entity (e.g., national agency field office)
    c. Other: ___
- Approximate annual arrivals to be served in 2026:
    a. <50
    b. 50-100
    c. 100-150
    d. 150-200
    e. 200+
- Approximate annual arrivals served in 2025:
    a. <100
    b. 100–299
    c. 301 - 499
    d. 500–1,000
    e. 1,000+
- How would you describe your organization's current capacity to receive additional arrivals?
    - Cannot take additional arrivals
    - Limited additional capacity
    - Moderate capacity
    - Significant capacity

Section 2: Current Capacity Constraints

- To what extent do the following factors limit your ability to receive additional refugee arrivals? *(Scale: 1 = Not a constraint, 5 = Major constraint)*

  Housing

- Housing availability
- Housing affordability

Employment & Local Economy

- Availability of jobs
- Wage levels
- Workforce system coordination

Services & Benefits

- Access to public benefits
- Access to healthcare (including mental health)
- Access to services for children & youth

Organizational Capacity

- Staffing capacity (e.g., hiring, language, mental health support)
- Internal operational capacity

System & Funding

- Per capita funding levels
- Flexibility of funding as arrivals change
- Access to additional (non-governmental) funding

Coordination & Environment

- State (SRC) policies or capacity
- National resettlement agency structure
- Community receptivity
- Local political context

- Which THREE factors are the biggest constraints right now?
  (Select up to 3) _____
- Optional: Please briefly explain your top selection.

Section 3: Coordination with the State (SRC Office)

- How would you rate your organization's experience working with the SRC office in the following areas? *(Scale: 1 = Very weak, 5 = Very strong)*

  a. Community Consultation planning
  b. Community Consultation attendance
  c. Community Consultation follow-up and regular/ongoing communication
  d. Coordination with other State-administered refugee programs

e. Annual capacity planning
f. Refugee Integration efforts
g. Employment and workforce coordination
h. Health screening coordination
i. Other _____

- Overall, how effective is coordination between local providers and the SRC office? Scale: 1–5 (1 = very weak, 5 = very strong)
- Where does coordination break down most often? (Open-ended)
- Optional: What role or title do you most frequently interact with at the SRC office?

Section 4: Transition to State-Administered Model

- If the State were to administer initial resettlement (vs a national RA), how challenging would the following be for your organization? *(Scale: 1 = Not challenging, 5 = Very challenging)*
    a. Setting and managing capacity levels
    b. Coordination with State agencies
    b. Changes to placement decision-making
    c. Staff training(technical assistance, monitoring & evaluation support)
    c. Financial & contract administration
    e. Compliance/legal requirements
    f. Employment efforts and securing jobs
    g. Coordination across local providers

- What concerns you most about a shift to a State-administered model? (Open-ended)

Section 5: Reflections on your refugee-serving experience

- Which changes would most improve outcomes for refugees in your community? *(Select up to 5)*

  <u>Funding + flexibility</u>
    - Flexible payments to clients based on need
    - Flexible payments to providers based on case-specific needs
    - Increased per capita funding

  <u>Services + timeline</u>
    - Changes to 90-day program requirements
    - Lengthened service period

  <u>Benefits + health</u>
        - Expanded benefits
        - Faster access to benefits
        - Better access to healthcare
        - Higher quality healthcare
        - Better coordination with schools

  <u>Employment</u>
    - Stronger employer connections

- Higher quality jobs for refugees
- Better coordination with the government workforce system

Education + skills

- More skill development opportunities
- More accessible instruction
- More cost-effective instruction

Community coordination

- Improved community coordination

- What are the TOP THREE changes that would most improve outcomes? (Select up to 3 from the above list or add your own)
- Optional: Additional comments

Section 6: Final Insight

- If you could change one feature of resettlement what would it be and why? (Open-ended)