Survey 4: Refugee Experience Survey

Informed Consent

Purpose of this Survey
You are invited to participate in a survey about your resettlement experience in the United States. The purpose of this survey is to better understand refugees' experiences during resettlement and identify ways to improve services and support for future arrivals.

Your responses will help inform improvements to resettlement programs and policies.

What Participation Involves
If you choose to participate, you will be asked questions about:

- Your resettlement experience
- The support you received during your first 90 days
- Your current life and challenges
- Your hopes for improving resettlement for future arrivals

The survey will take approximately **10–15 minutes** to complete.

Voluntary Participation
Your participation is voluntary. You may choose not to answer any question, and you may stop the survey at any time without any penalty or loss of benefits.

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
ORR will handle all information in accordance with applicable Federal privacy laws and requirements. This survey is **not anonymous**. Some information you provide (such as state of resettlement or general background information) may be linked to your responses.

However:

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

- Access to identifiable information will be limited to authorized personnel
- Findings will be reported in summary or aggregated form whenever possible
- Your individual responses will not be shared publicly

Risks and Benefits
There are minimal risks to participating in this survey. Some questions ask about challenges or difficult experiences, which may feel uncomfortable. You may skip any question you prefer not to answer.

There is no direct benefit to you, but your participation may help improve resettlement services for future refugees.

You will receive a $25 gift card for participating

Questions
If you have questions about this survey, you may contact:
Welcoming Initiative for Newcomers EcosystemPartners@welcominginitiative.org

Consent
By continuing to the survey, you confirm that:

- You are at least 18 years old (or adjust if minors included)
- You understand the information above
- You voluntarily agree to participate

Do you agree to participate in this survey?

- Yes, I agree to participate
- No, I do not wish to participate

Survey

Background

1. What state were you resettled in?
2. What state do you live in now?
3. How long ago were you resettled?
    - Less than 1 year
    - 1–3 years
    - 3–5 years
    - 5+ years

Resettlement Experience

4. Overall, how would you rate your resettlement experience?
    - Excellent
    - Good
    - Not good
    - Bad

5. During your first 90 days in the U.S., in which areas were you well supported? (Select all that apply)
    - Understanding life in the U.S. (cultural orientation)
    - Accessing healthcare
    - Understanding public benefits
    - Accessing transportation
    - Finding employment opportunities
    - Support from your resettlement agency
    - Feeling welcomed by the community
    - Other (please specify)

6. In which areas did you experience the most difficulty during your first 90 days of resettlement? (Select up to 3)
    - Finding employment
    - Accessing healthcare
    - Navigating schools or education
    - Finding housing
    - School Enrollment
    - Access to Childcare
    - Understanding benefits
    - Transportation
    - Language access
    - Other (please specify)

7. Which of the following best describe your current life? (Select all that apply)
    - My life is adjusting well in the U.S.
    - I feel connected to my community
    - My children are doing well in school
    - I am currently employed
    - My job reflects my skills and experience

8. Do you regularly use community resources (such as libraries, transportation, or community centers, and others)?
    - Yes
    - No

9. Do you participate in community or civic life (such as religious services, school meetings, or voting if eligible)?
    - Yes
    - No

10. Which of the following economic or access-related challenges are you currently experiencing? (Select all that apply)
    - I am currently unemployed
    - I have difficulty paying bills
    - I experience food insecurity
    - I cannot afford education (college or trade school)
    - I or my family have difficulty accessing healthcare

11. Which of the following social or personal challenges are you currently experiencing? (Select all that apply)
    - I experience language barriers
    - My neighborhood feels unsafe
    - I have experienced discrimination
    - I am experiencing stress, anxiety, or mental health challenges
    - I have concerns about my immigration or legal status
    - Thinking about your first 90 days in the U.S., how well did the support you received match your needs?
        - Not at all
        - A little
        - Somewhat
        - Mostly
        - Completely

Hopes for the Program

12. If you could change three things about your resettlement experience to improve the experience for future arrivals, what would they be?

    1)
    2)
    3)

13. What is one experience or outcome you hope all refugees resettled in the US have?

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