Key Informant Interviews: Initial Resettlement Providers and Other National Networks

Informed Consent

Purpose of this interview
This key informant interview is intended to gather input from Initial Resettlement Providers, current and former national resettlement agencies and other organizations that provide resettlement services through national networks. The interviews contribute to a better understanding of the considerations, opportunities, and challenges associated with a potential transition to a State-centric refugee resettlement coordination model.

How your responses will be used
Responses will be reviewed by the project team and used to identify themes and insights. The input you provide may be used to inform how the emerging State-centric refugee resettlement framework is designed including related assessment and implementation tools.

Participation is voluntary
Your participation is voluntary. You may skip any question or stop the interview at any time.

Time commitment
This interview is expected to take approximately 60 minutes to complete.

Confidentiality
This is an on-the-record interview. It is not confidential. The data and documentation collected or produced during this interview may be shared with the Office of Refugee Resettlement in progress or final reports. Names will not be included with or connected to shared findings.

Required PRA Language
A Federal agency may not conduct or sponsor, and no individual or entity is required to respond to, nor shall an individual or entity be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless that collection of information displays a currently valid OMB Control Number. The OMB # is 0970-0531 and the expiration date is 9/30/2028

Questions

If you have any questions about this survey or the project, including feedback on the form or the burden estimate, please contact Welcoming Initiative for Newcomers EcosystemPartners@welcominginitiative.org

Consent
By continuing, you acknowledge that you understand the purpose of this interview and consent to participate.

Interview Guide

The interview will follow a semi-structured and conversational format using the following X questions and five topics:

1. **Topic 1: Clarifying survey responses**
    - In the survey, you indicated that [X] is your [single most important recommendation to support successful implementation of the model. Can you describe what that means operationally?
    - Is there anything else from the survey that you would like to expound upon?

2. **Topic 2: Pre-arrival coordination and placement planning**
    - In the survey, you indicated that your organization supports [placement and pre-arrival coordination] at the national level. What activities or functions are involved in this?
    - How many staff members are needed to support these activities or functions? How does the staffing complement change during periods of increased or decreased refugee arrivals? What ratio of formula would you recommend to right-size staffing with arrivals?
    - What training and technical assistance resources do you use to build staff capacity in this area? Aside from internal institutional knowledge, what external training resources do you use to onboard staff (if any)?
    - What gaps and what assets do you believe States have in their capacity to lead pre-arrival coordination and placement planning?
    - What are the top five steps you would take to support or build States' capacity to lead pre-arrival coordination and placement planning activities?

3. **Topic 3: Affiliate support and oversight**

- What are your top strategies for supporting affiliates and their program outcomes?
- What data systems help you meet reporting, monitoring and compliance requirements?

4. **Topic 4: Secondary migration, outmigration and transfers**
    - What role does your national office play in managing secondary migration and how does that compare to the role of affiliates?
    - How might the transition to a State-centric resettlement model impact services and outcomes to refugees moving from one state to another?

5. **Topic 5: Community-based Resettlement Support**
    - What role does your national office play in interacting with private or community sponsors?
    - What are your main lessons learned from integrating private or community sponsorship into your planning, placement and service delivery activities?

Interviewers may ask additional probing or clarifying questions during the interview. Examples include:

Can you tell me more about that?
Why do you think that is?
Can you give an example?