ROWI 787 Follow-Up Script

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. Can I please confirm to whom am I speaking with [confirm first name and let the client confirm their last name].

My colleagues have called you previously to learn about your resettlement experience. During that call, you indicated that you still have family in South Africa who are interested in pursuing resettlement to the United States. Is that still accurate? [options: Yes, No]

If Yes:

Great, before we continue, do we have your permission to ask you a few more questions and to send you a secure link by email so you can provide information about your family members? This is completely voluntary. This will not affect your benefits or services in any way. This information will be sent to the U.S. Department of State who can follow-up on their end in an effort to assist with better coordination and planning. Please know that filling out this form is not a guarantee that your family will be accepted for resettlement in the United States; it is simply a tracking mechanism, but each person will still have to go through the full screening process.

1) How many family members do you still have in South Africa who are interested in pursuing resettlement? [number]
2) Have they started the resettlement process? [options: Yes, No, I Don't Know]

Lastly, can you provide your email address or confirm the email address we have on file for you is correct? We will be sending you an email with a link for you to fill out the information about your family in South Africa. The link will be active for 72 hours., You will not be able to forward it on, and the form will need to be completed in one sitting.

If No:

I see that you previously noted that you had family or friends in South Africa who are interested or pursuing resettlement. I wonder if we didn't capture that information correctly the first time or if their situation changed. Can you please let me know which one?

[options: never said additional family in SA is seeking resettlement; they already arrived; they were interested but not interested anymore; they went to live elsewhere; Other: free text]

Thank you for taking my call and I hope you have an amazing rest of your day.

Fields on Form:

- Case number (if known)
- Family member name(s)
- Family member date of birth(s)
- Family member phone number(s) (if known)
- Family member email address(es) (if known)
- Contact physical address or location(s) (partial or full if known)
- Earliest Possible Travel Month
- Case stage (e.g., expressed interest, completed online forms, completed RSC interview, completed USCIS interview, completed medicals, pending departure, unknown, Other: free text)