

Needs Assessment Survey

Restoring Family Links Needs Assessment Survey

Do you agree to be interviewed?

- ☐ Yes
- ☐ No

Please allow us to record the GPS coordinates of this survey.
GPS coordinates can only be collected when outside.

latitude (x,y °)

longitude (x,y °)

altitude (m)

accuracy (m)

What is your gender?

- ☐ Male
- ☐ Female

What is your age?

What is your country of origin?

Do you work for a partner organization or are you a member of the community?

- ☐ Partner organization
- ☐ Community member

Do you know about the American Red Cross?

- ☐ Yes
- ☐ No

What Red Cross work are you familiar with?

- ☐ Disaster
- ☐ Service to the Armed Forces
- ☐ First Aid
- ☐ Blood Bank
- ☐ Reconnecting Families
- ☐ Other

Other:

Have you sought assistance from or volunteered with your local Red Cross?

- ☐ Yes
- ☐ No

Which of the following have you done?

- ☐ Volunteer
- ☐ Help finding my family
- ☐ Disaster assistance
- ☐ Donated blood
- ☐ First aid class

Do you know the Red Cross works to reconnect families?

- ☐ Yes
- ☐ No

How did you learn about the Red Cross' work to reconnect families?

- ☐ Refugee camp
- ☐ Local Red Cross office
- ☐ Community organization

☐ Other

Other:

What types of help do you think the Red Cross can provide separated families?

- ☐ Tracing/locating families separated due to crisis, conflict or migration
- ☐ Red Cross Messages
- ☐ Phone calls
- ☐ Looking for a sick or elderly loved one who has lost family contact
- ☐ Other

Other:

Do you have family living outside the United States?

- ☐ Yes
- ☐ No

Do you keep in contact with them?

- ☐ Yes
- ☐ No

How do you keep in contact with your family ?

- ☐ Social media
- ☐ Phone
- ☐ What's app or Skype
- ☐ Letters
- ☐ Email
- ☐ Other

Other:

How often do you keep in contact with your family?

- ☐ Daily
- ☐ Once a week
- ☐ Once a month
- ☐ Annually
- ☐ Other

Other:

Are there family members who you lost contact with before or during your move to the United States?

- ☐ Yes
- ☐ No

Would you like to reconnect with them?

- ☐ Yes
- ☐ No

Do you find it difficult to maintain contact with your family outside of the United States?

- ☐ Yes
- ☐ No

What makes it difficult?

- ☐ Family access to phone, internet, and/or other forms of communication
- ☐ Cost of calling family
- ☐ Time difference
- ☐ Safety and security of my family is compromised in communicating with me
- ☐ Other

Other:

What is the best way to tell your community about Red Cross' reconnecting families work?

- ☐ Community organizations
- ☐ Radio
- ☐ Television
- ☐ Word of mouth
- ☐ Flyers
- ☐ Local restuarants and businesses
- ☐ Other

Other:

Would you go to the American Red Cross if you needed help finding your family?

- ☐ Yes
- ☐ No

why not?

- ☐ Location
- ☐ Language difficulties
- ☐ Transportation
- ☐ Work schedule
- ☐ Other

Other:

Do you know how to access the American Red Cross' reconnecting families services either online or by phone?

- ☐ Yes
- ☐ No

Find us at redcross.org/reconnectingfamilies or by calling 202-303-1600

What organization do you work with ?

What client populations do you serve?

☐ Refugees

☐ Migrants

☐ Homeless

☐ Other

Other:

Does your agency have a working relationship with the American Red Cross in your community?

☐ Yes

☐ No

Do you know about the work the Red Cross does to reconnect families?

☐ Yes

☐ No

What do you think the Red Cross does to reconnect families?

☐ Tracing/locating families separated due to crisis, conflict or migration

☐ Red Cross Messages

☐ Phone calls

☐ Looking for a sick or elderly loved one who has lost family contact

☐ Other

Other:

Do your clients have family outside of the US?

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☐ Yes

☐ No

Is it difficult for your clients to maintain contact with their family?

☐ Yes

☐ No

What are the barriers/obstacles to your clients maintaining contact with their family?

☐ Cost

☐ Access to wifi or phone

☐ Fear of family wellbeing being affected

Are there other ways the American Red Cross can help your clients maintain family contact?

What is the best mechanism for your clients to learn about the reconnecting families services of the American Red Cross?

☐ Bulletins/flyers

☐ Community presentations

☐ Seeing another community member benefit from these services

☐ Reaching out to community organizations

☐ Working with local ethnic businesses

☐ Ethnic media

☐ Other

Other:

How can we better partner with you to meet your clients' needs?

Your clients can contact us at redcross.org/reconnectingfamilies or 202-303-5160

