

Immigrant Integration Measurement Survey: Client Perspective

It is important to measure your clients' perspectives on their community – their access to and use of public resources, their feelings as community residents, and their involvement in leadership opportunities. This survey can be administered during intake at the start of a client's service journey with your agency.

This information can be used in a variety of ways. These could include:

1. Informing agency strategic planning for comprehensive service provision for immigrant clients.
2. Assisting agency staff in offering additional, targeted help to increase immigrants' access to public services and involvement in the community.
3. Including the resulting statistics in grant applications and reports to justify additional resources being devoted to efforts to increase immigrant integration.
4. Providing agency staff with a new perspective on how immigrants experience their community.
5. Allowing the receiving community a way to understand how immigrants access and perceive their community.

Implementation Ideas

The usefulness of this survey depends on the regularity at which your agency can collect data from clients in a systematic way. This survey does not attempt to measure the changes in integration rates by client. Rather, it seeks to measure overall immigrant impressions of your community and to help pinpoint areas of support that might be offered to newcomers. Tips for collecting the data:

1. Distribute the survey to each client at intake.
2. Input the data into a master spreadsheet; an example is below.
3. Use the data to determine client impressions of the community, areas where services might be offered, and rates of basic hallmarks of integration.

Question	Yes	No	N/A	% Yes	% No
I have a bank account.					
I have a job.					
I communicate with my children's teacher.					
I am comfortable calling the police if I need help.					
I visit the local library, public parks or other public spaces.					
I feel like my town is a welcoming place to live.					
I have friends who are from the United States.					
I can speak to my coworkers or supervisors in English.					
I read the local newspaper, watch the local news or listen to local radio in English.					
I volunteer in the community, at my church/mosque/synagogue or serve on local community groups.					
I know where to go to access health care for myself or my family.					
I feel like I can improve my life if I want.					

Client Survey

Please complete this short survey. Thank you for your time!

1. I have a bank account.

YES NO

2. I have a job.

YES NO

3. I communicate with my children's teacher.

YES NO I don't have kids in school

4. I am comfortable calling the police if I need help.

YES NO

5. I visit the local library, public parks or other public spaces.

YES NO

6. I feel like my town is a welcoming place to live.

YES NO

7. I have friends who are from the United States.

YES NO

8. I can speak to my coworkers or supervisors in English.

YES NO I don't have a job

9. I read the local newspaper, watch the local news or listen to local radio in English.

YES NO

10. I volunteer in the community, at my church/mosque/synagogue or serve on local community groups.

YES NO

11. I know where to go to access health care for myself or my family.

YES NO

12. I feel like I can improve my life if I want.

YES NO

Encuesta para el cliente

Favor de llenar esta encuesta. Gracias por su tiempo.

1. Tengo una cuenta de banco.

SÍ NO

2. Tengo un trabajo.

SÍ NO

3. Me comunico con los maestros de mis niños.

SÍ NO No tengo niños en la escuela

4. Tengo miedo de llamar a la policía si necesito ayuda.

SÍ NO

5. Visito a la biblioteca, los parques públicos u otros espacios públicos.

SÍ NO

6. Pienso que mi municipio/comunidad/ciudad es acogedor(a). Me siento bienvenido(a).

SÍ NO

7. Tengo amigos estadounidenses.

SÍ NO

8. Puedo comunicarme con mis compañeros de trabajo o jefes en inglés.

SÍ NO No tengo trabajo

9. Leo el periódico, veo las noticias o escucho la radio en inglés.

SÍ NO

10. Hago trabajo voluntario/Ofrezco mi tiempo sin pago en la comunidad, la iglesia o con grupos locales que ayudan a la comunidad.

SÍ NO

11. Sé donde debo ir para obtener servicios de salud para mi o mi familia.

SÍ NO

12. Siento que puedo mejorar mi vida si quiero.

SÍ NO

Immigrant Integration Measurement Survey: Agency Staff Perspective

In order for an agency to collectively promote and encourage immigrant integration, it is vital that all staff members be aligned in their thinking and planning. Immigrant integration can be actively pursued as an agency goal, and efforts to increase integration in the community can be achieved when staff are supporting this goal collectively through their individual work.

Before beginning to work actively towards immigrant integration programming, it is vital to discuss immigrant integration with all staff. This ensures that staff are speaking openly about the topic and that as a group, staff have a similar understanding of the term 'immigrant integration' and agree on the paths that should be taken to promote it.

Please see CLINIC's [Center for Immigrant Integration](#) for several resources on immigrant integration. Contact Leya Speasmaker at lspeasmaker@cliniclegal.org for additional resources on immigrant integration and for ideas on how to promote integration within your community.

This survey should be administered yearly in order to measure and track staff perspectives on integration and agency change over time. Here is a sample spreadsheet your agency could use to keep track of the data and its changes over time.

Question	Yes	No	IDK	% IDK	% Yes	% No
Does our agency promote immigrant integration as a benefit for our community?						
Does our organization assist our clients in pursuing citizenship, including offering immigration legal services, English as a Second Language and citizenship test preparation classes, and registering to vote?						
Do all our staff members understand the basic rights immigrants have as U.S. residents as well as have a basic understanding of U.S. immigration law?						
Do we include immigrant integration in our strategic plan, mission statement, and/or measurable goals?						
Does our organization foster relationships between newcomers and the receiving community through our programming, public events, and public outreach?						
Are immigrants represented on our Board or in other advisory capacities?						
Are immigration legal services clients connected to and encouraged to obtain other services offered by our agency?						
Does our organization advocate for immigrants within our community at the local and state government levels?						
Does our organization offer leadership development opportunities to immigrants?						
Does our organization ask the immigrant community what services or support they need before we develop programs that serve this community?						

Agency Staff Survey

Please complete the survey by choosing yes or no for each question. Your answers will remain anonymous.

1. Does our agency promote immigrant integration as a benefit for our community?
YES NO I DON'T KNOW
2. Does our organization assist our clients in pursuing citizenship, including offering immigration legal services, English as a Second Language and citizenship test preparation classes, and registering to vote?
YES NO I DON'T KNOW
3. Do all our staff members understand the basic rights immigrants have as U.S. residents as well as have a basic understanding of U.S. immigration law?
YES NO I DON'T KNOW
4. Do we include immigrant integration in our strategic plan, mission statement, and/or measurable goals?
YES NO I DON'T KNOW
5. Does our organization foster relationships between newcomers and the receiving community through our programming, public events, and public outreach?
YES NO I DON'T KNOW
6. Are immigrants represented on our Board or in other advisory capacities?
YES NO I DON'T KNOW
7. Are immigration legal services clients connected to and encouraged to obtain other services offered by our agency?
YES NO I DON'T KNOW
8. Does our organization advocate for immigrants within our community at the local and state government levels?
YES NO I DON'T KNOW
9. Does our organization offer leadership development opportunities to immigrants?
YES NO I DON'T KNOW
10. Does our organization ask the immigrant community what services or support they need before we develop programs that serve this community?
YES NO I DON'T KNOW