

Immigrant Integration Measurement Survey: Client Perspective

Date:

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

Date:

Please complete the survey by choosing an answer for each question. Your answers will remain anonymous.

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

Fecha:

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. No 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