



June 11, 2025

Enhancing Refugee Care

The Link Between Provider
Well-being and Service Quality

switchboard
connecting resettlement experts



Today's Speakers



Graeme Rodgers, PhD

Senior Researcher, IRC

Miriam Potocky, MSW, PhD

Researcher, Switchboard

Katie Zanoni, EdD

Sr. Learning & Evidence Officer, IRC



Learning Objectives

By the end of this session, you will be able to:

1

IDENTIFY

the factors that might impact
refugee service providers'
well-being

2

DESCRIBE

the potential relationship
between practitioner well-being
and service quality in the U.S.
refugee context

3

APPLY

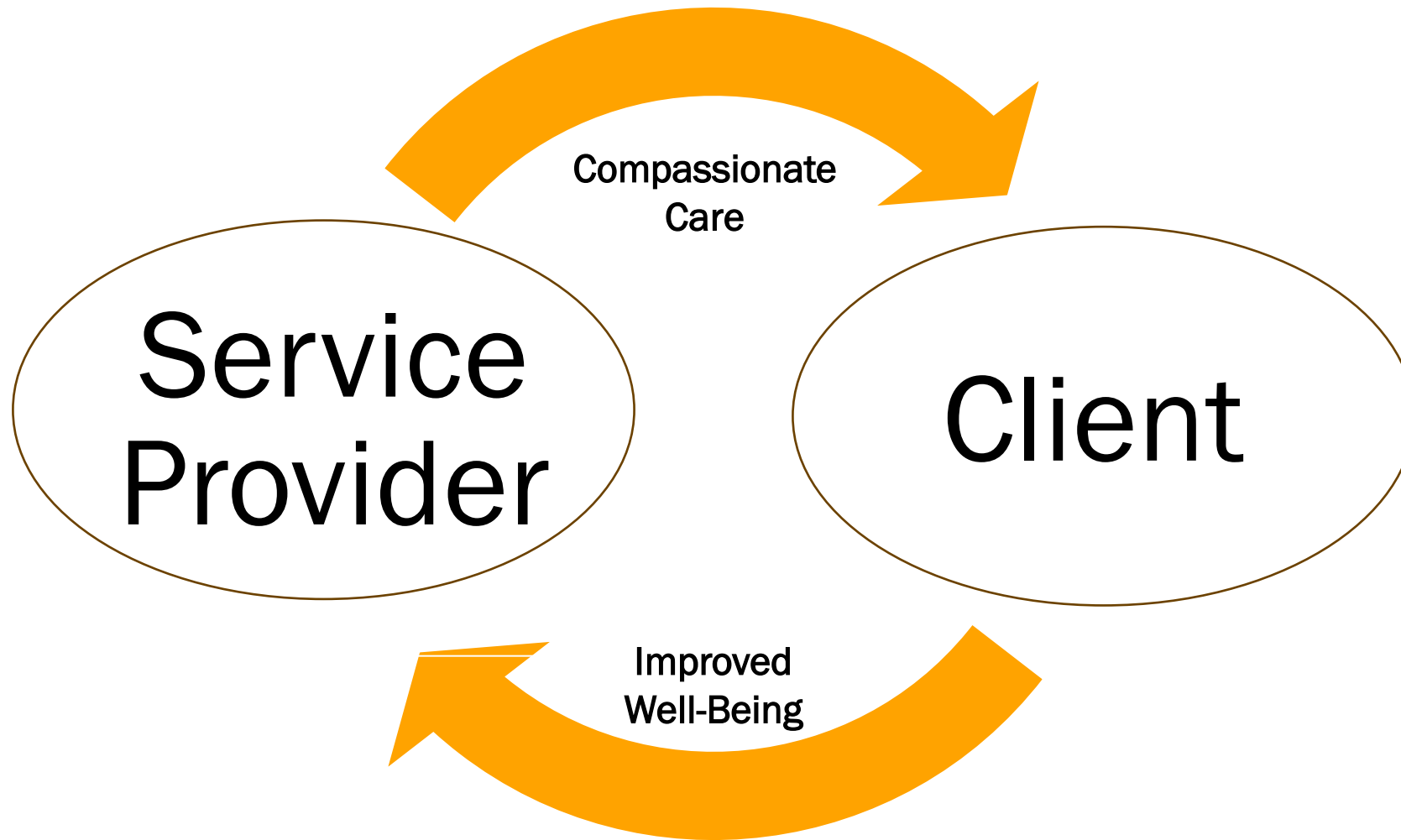
evidence-based interventions,
drawing from three key areas of
research, to improve
effectiveness of services and
enhance practitioner well-being



Refugee Service Providers' Well-being



What factors might impact refugee service providers' well-being?

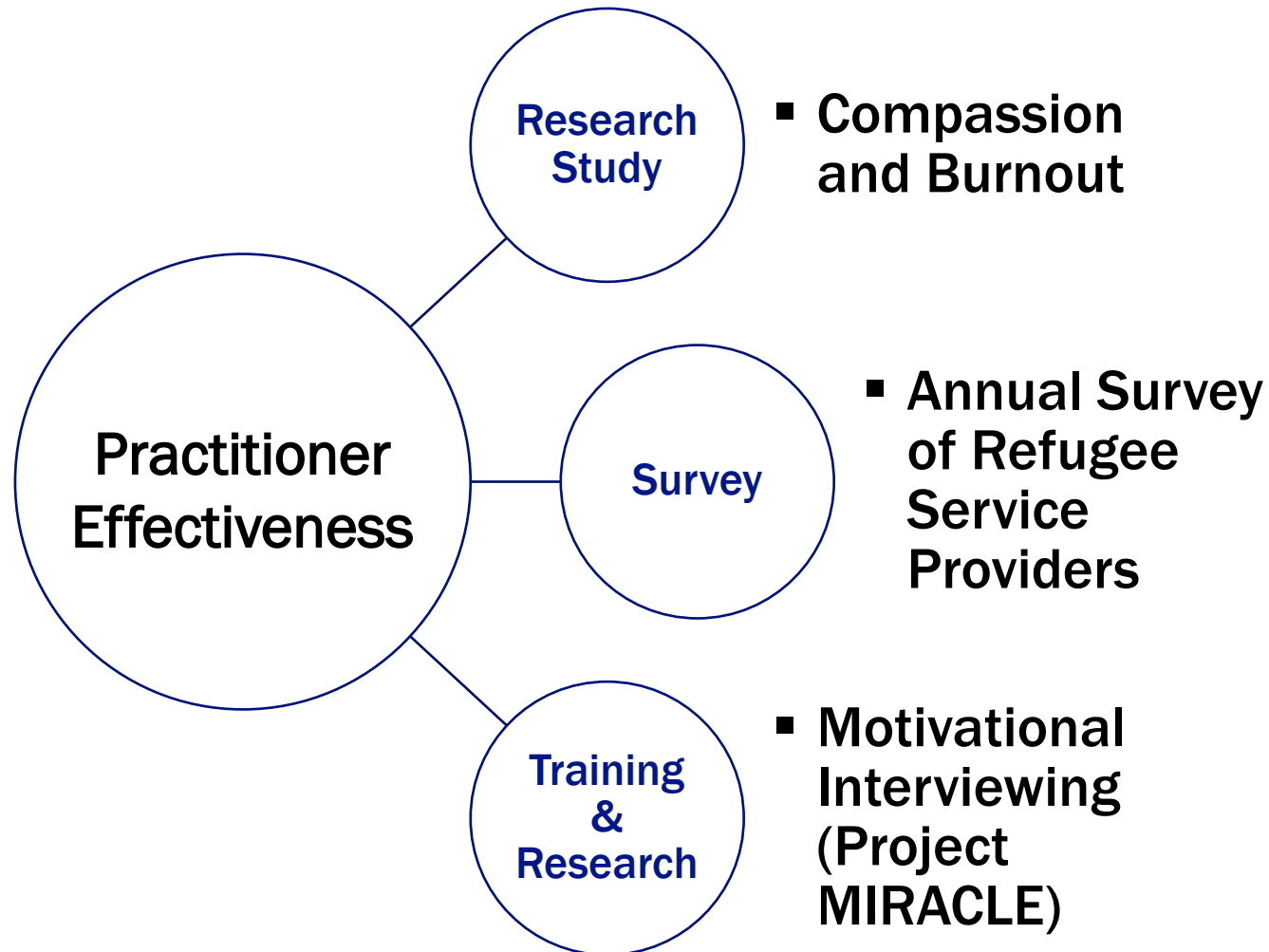




Refugee service as compassion?

If **refugee service work** is reframed as caring, **practitioner well-being** is **critical to successful client outcomes!**

Switchboard's Research Journey





Do you think practitioner well-being is important for delivering effective services to refugees in the U.S.?

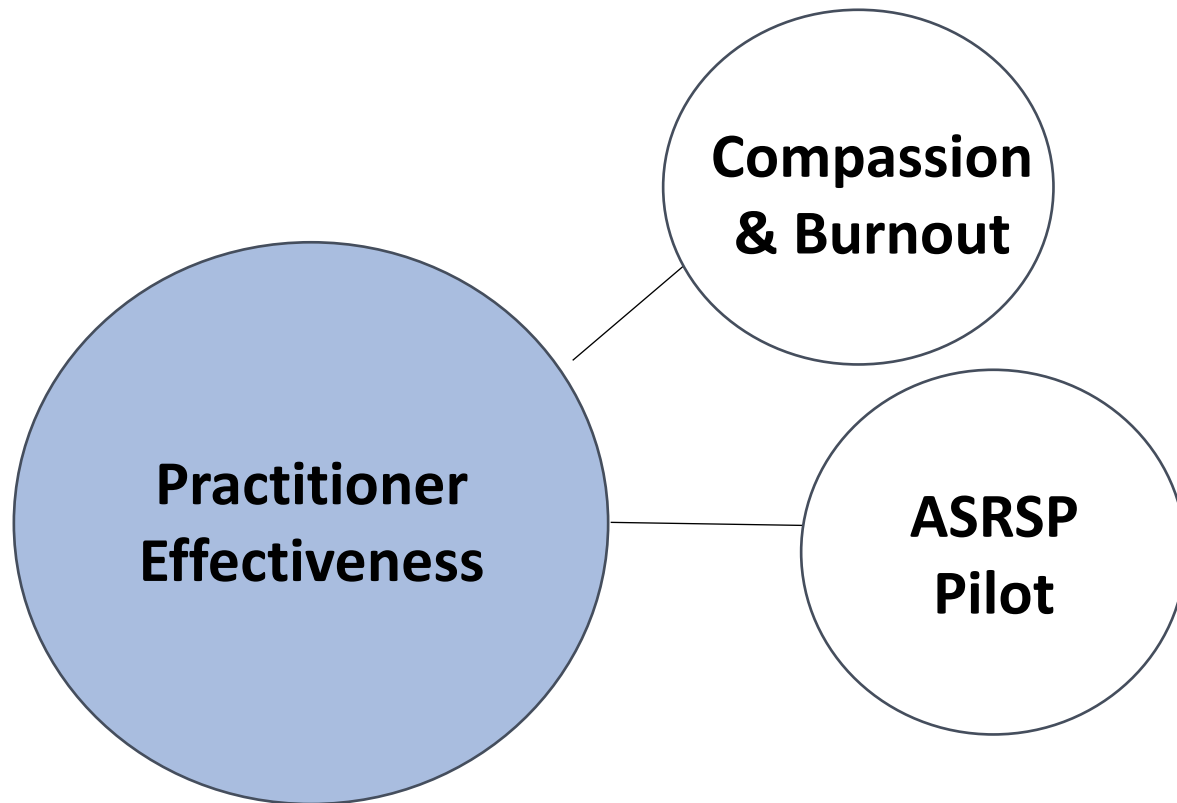


2

Relationship Between Practitioner Well-being and Service Quality

In the U.S. Refugee Service Context

Switchboard's Research Journey



What do the findings from the Compassion and Burnout study and the ASRSP Pilot tell us about...

- 1) who the practitioners are?
- 2) the potential links between provider well-being and service quality?

Who are Refugee Service Providers in the U.S.?



1

**Citizenship &
Immigration Status**

2

Gender & Race

3

Age & Education

4

Marriage & Children

5

**Religion & Service
Commitment**

6

Caring & Compassion



How motivated do you usually feel to help others in need?

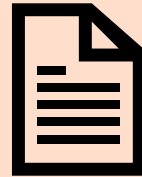
Correlations between Provider Well-Being and Experience of Service Quality



	“Listening”	“Time”	“Resources”	“Admin burden”
Self-efficacy	Low	Low	Low	Low
Resilient coping	Low	Low	Low	Low
Burnout	Moderate	Moderate	Moderate	Moderate
Compassion satisfaction	Moderate	Moderate	Moderate	Moderate
Secondary traumatic stress	Low	Low	Low	Low
Turnover intention	Low	Low	Moderate	Moderate



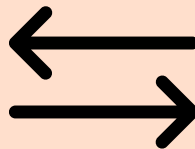
Implications



Consistent and significant findings in expected directions



Compassion satisfaction and **burnout** reflected the largest effects on service quality



Causal attribution?



3

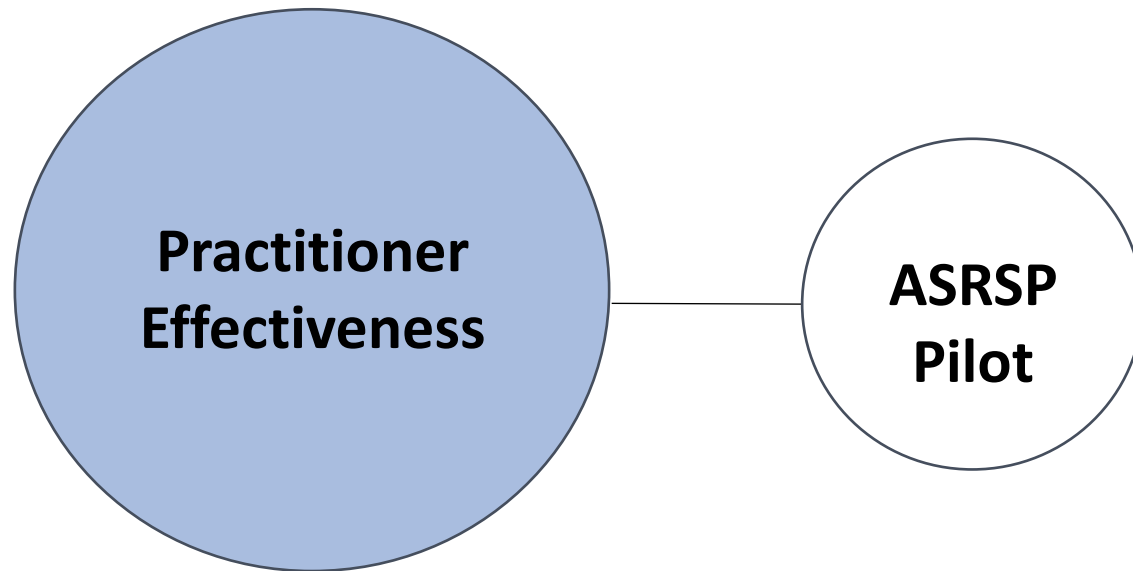
Enhancing Practitioner Well-being and Improving Service Provision

Pairing the Research with Evidence-Based Interventions



What kinds of supports do you rely upon to improve your well-being?

Switchboard's Research Journey



What do the ASRSP preliminary findings reveal about supporting provider well-being (e.g., protecting against burnout)?



Preliminary Finding

Increased social support
correlates with **reduced**
reported burnout, anxiety,
and depression.





Social Supports

- Include both emotional and practical support
- Questions informed by the Duke-UNC Functional Social Support Questionnaire
- E.g., “I have a chance to talk to someone about problems at work.”



Application of Functional Social Supports



Emotional Support

Leadership and peer support



Instrumental Support

Organizational mental health resources (e.g., access to psychological first aid)

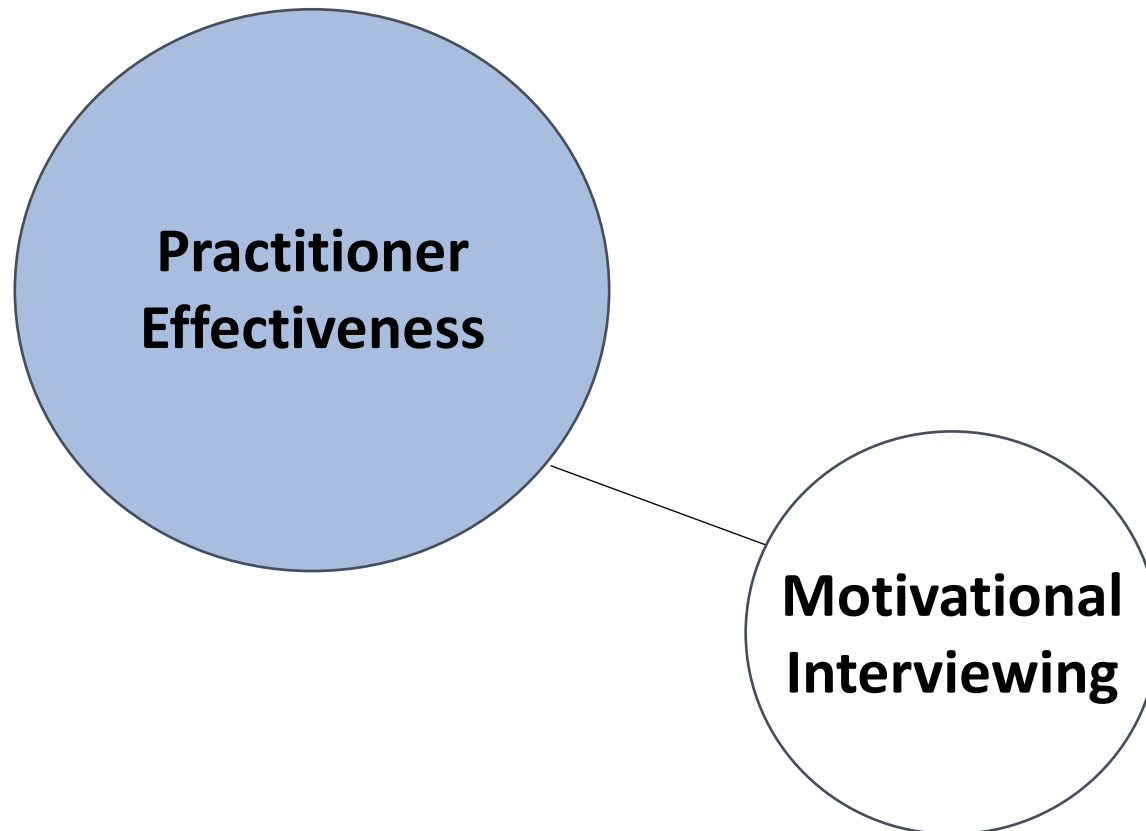


Informational Support

Reflective supervision (e.g., advice on how best to support clients to access services)



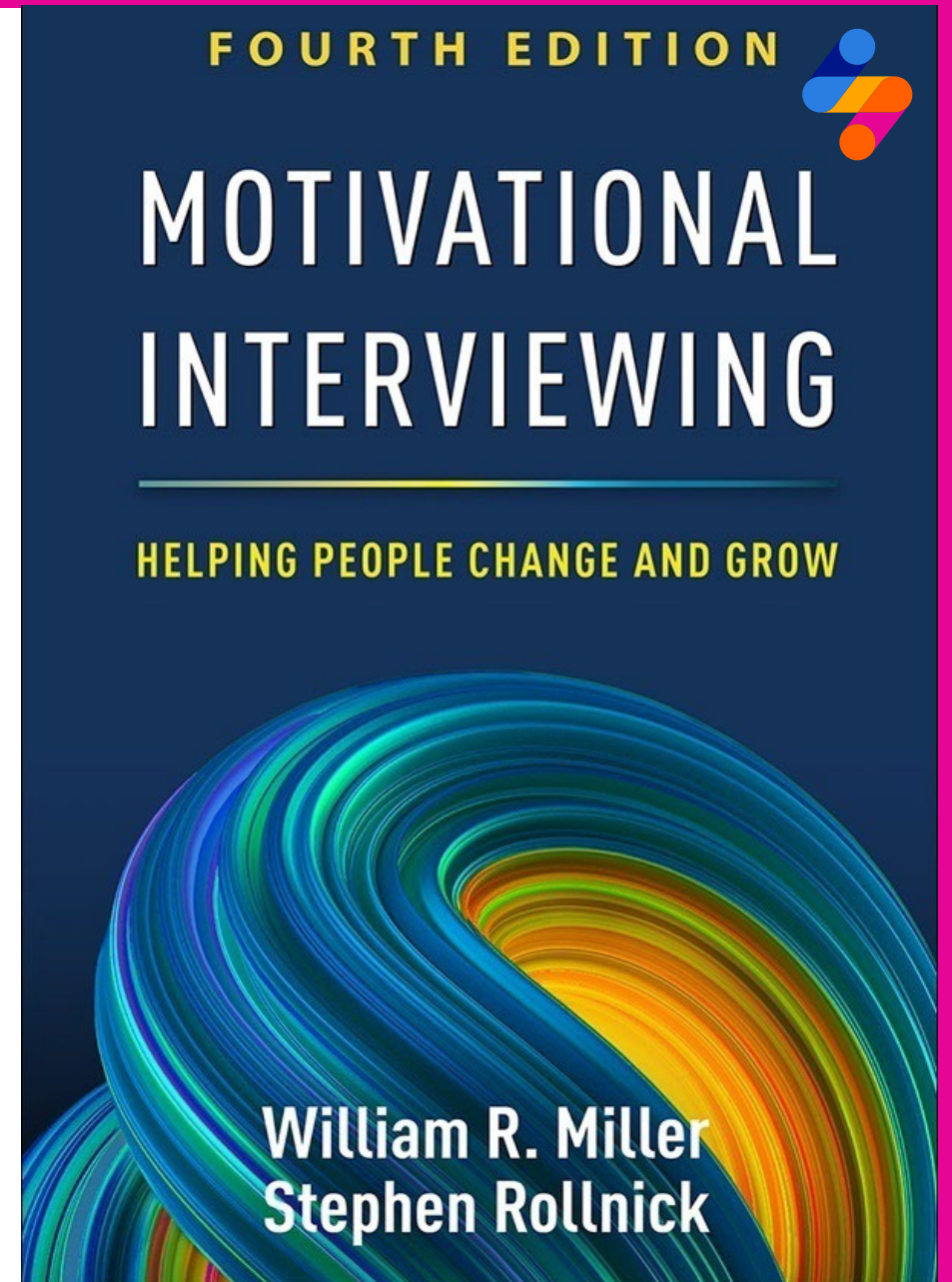
Switchboard's Research Journey



What evidence-based interventions exist that support effective service provision and improve practitioner-client relationships?

What is Motivational Interviewing?

- A collaborative, person-centered communication style for strengthening motivation and commitment to change
- Focuses on evoking the individual's own motivations and strengths
- Emphasizes guiding rather than directing or persuading



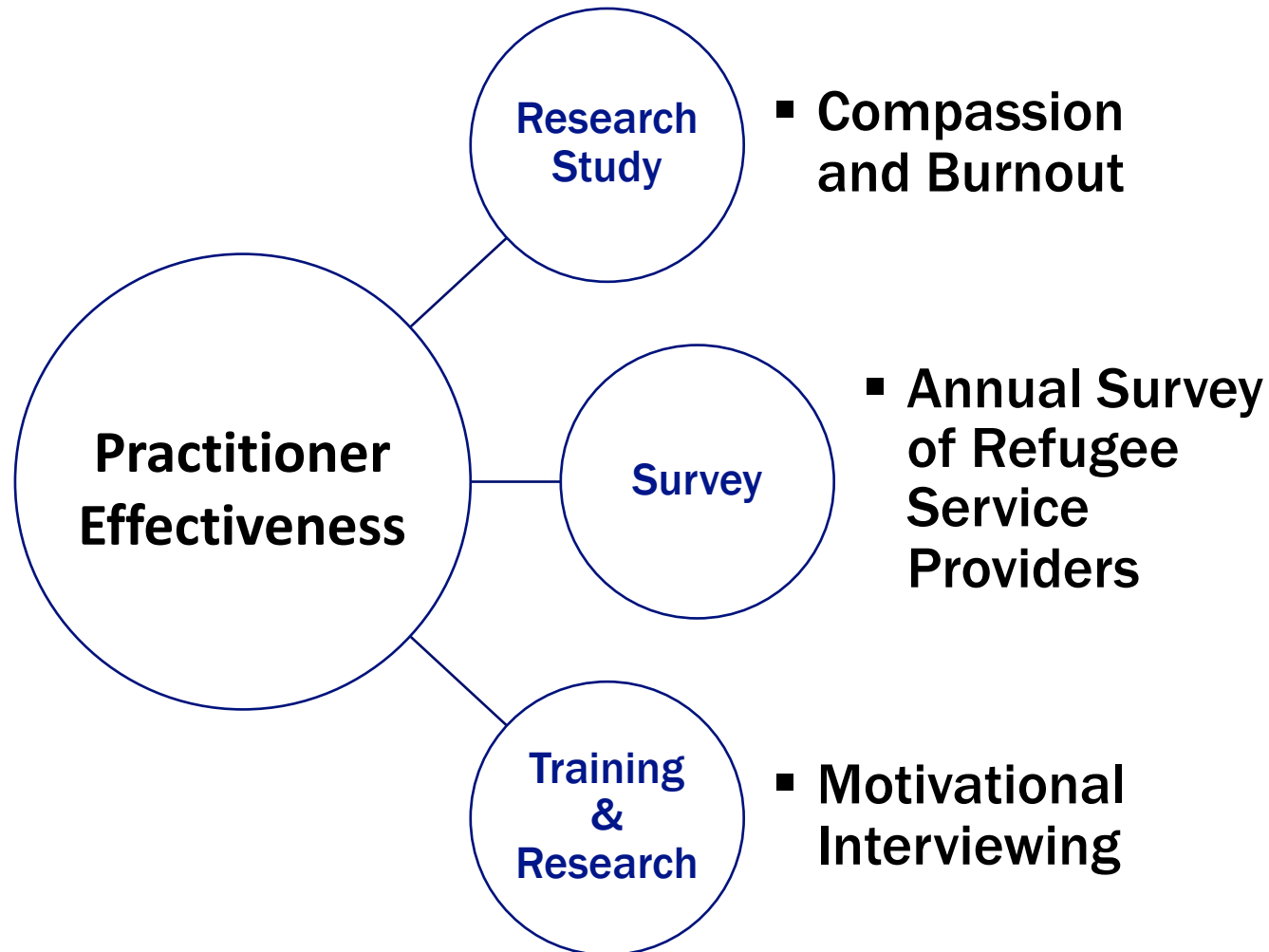


Have you ever used Motivational Interviewing?



If you have used Motivational Interviewing, what was it like for you and your client?

Switchboard's Research Journey





Questions?

Type your question in the **Q&A** 

Q&A Panel



Graeme Rodgers, PhD

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Miriam Potocky, MSW, PhD

Researcher, Switchboard

Katie Zanoni, EdD

Senior Learning & Evidence Officer, IRC

Learning Objectives



Now you are able to:



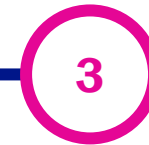
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Help us help you!

Scan the QR code or click the link in the chat to access our feedback survey!

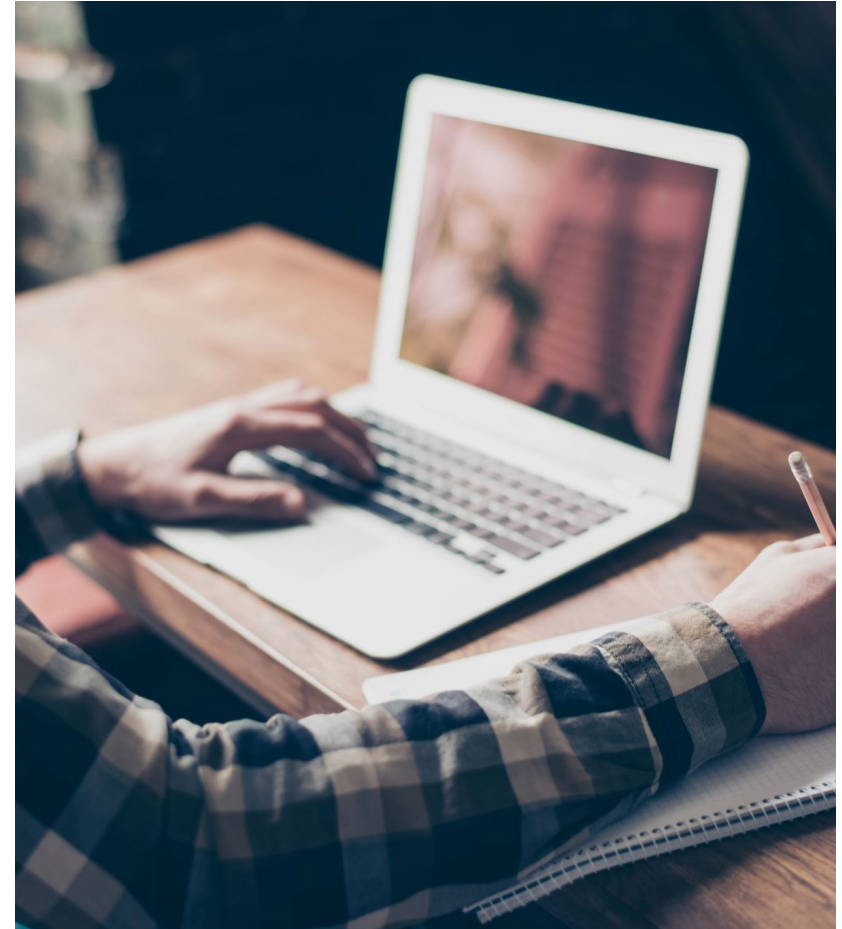
- Five questions
- 30 seconds
- Help us improve future training and technical assistance



Recommended Resources and Sneak Peek



- Motivational Interviewing: Helping People Change and Grow (2023)
- Guide: Preventing Occupational Hazards by Promoting Organizational Resilience (2020)
- Evidence Summary: What works to reduce burnout and vicarious trauma among refugee service providers? (2020)
- Podcast: How Can Supervisors and Organizations Support Staff Care? (2020)
- Self-Care Tools: Core Concepts (2021)





STAY CONNECTED!



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