

2025 ASRSP Pilot Key Insights

Burnout

Annual Survey of Refugee Service Providers

What the Numbers Tell Us

The **ASRSP** is a national survey fielded by Switchboard designed to capture the **experiences, wellbeing, and working conditions** of those serving ORR-eligible populations in the U.S. This report offers a snapshot of findings from the pilot, highlighting **what burnout looks like among the refugee service workforce**.



The ASRSP pilot survey was fielded in **January 2025** with **346 providers** participating from across the U.S.



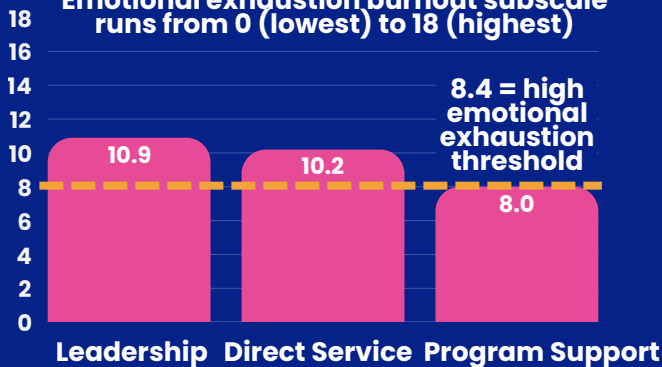
Emotional exhaustion was the highest scoring burnout subscale, followed by **cynicism** and **lack of personal accomplishment**



Having clear career pathways appears to be **protective** against burnout

Average Emotional Exhaustion by Role

Emotional exhaustion burnout subscale runs from 0 (lowest) to 18 (highest)



What Protects Against Burnout



Clear career pathways: providers with promotion opportunity had lower burnout



Institutional trust: higher trust in local institutions was linked to lower burnout

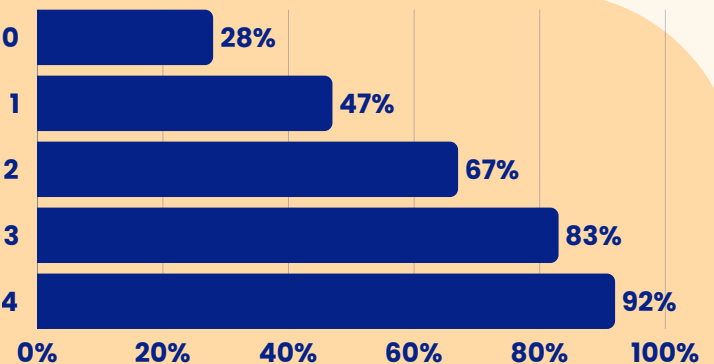


Self-efficacy & older age: both were associated with lower total burnout

Stressors & Burnout

Burnout appears to be cumulative: only 28% of providers with zero of four measured stressors exceed the high emotional-exhaustion burnout threshold, compared with 92% of those with all four. This suggests **burnout is not driven by a single factor, but by accumulation of workplace pressures**.

of Workplace Stressors



% with High Emotional Exhaustion

Stressors include overwork, low pay, job insecurity, and workplace threats/violence




Actionable Insights

Burnout appears closely tied to workplace conditions, suggesting that organizational responses like strengthening **peer support**, limiting **after-hours communication**, creating **space for recovery** after hard interactions, and providing clear **advancement pathways** may support provider well-being. **Practical guidance and relevant Switchboard resources are below.**

Insight in Practice

- 1 Write down what **skills and experience are needed for advancement**.
- 2 **Discuss career goals** during supervision, not only during annual reviews. **Create growth opportunities** that do not only depend on supervising others.
- 3 Recognize **language skills, community knowledge, technical expertise, and lived experience** in promotion criteria.
- 4 **Be transparent about internal hiring, raises, and promotion** timelines.

Linked Switchboard Resources

-  **Evidence Summary:** What Works to Reduce Burnout and Vicarious Trauma Among Refugee Service Providers?
-  **Webinar:** “I Was Already Burned Out, and Now This” Strategies for Staff and Supervisors to Mitigate Burnout, Vicarious Trauma, Other Occupational Hazards
-  **Podcast:** Leading During Times of Transition

This brief summarizes **ASRSP pilot findings on burnout**. The pilot was fielded in January 2025 to Switchboard’s listserv and is not representative of the full U.S. refugee service workforce. **Read the full ASRSP Pilot Report and explore our other ASRSP Pilot Key Insight Briefs at www.SwitchboardTA.org/ASRSP.**

www.SwitchboardTA.org 