

2025 ASRSP Pilot Key Insights

# Direct Service

## 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 on **direct service delivery, virtual services, and caseloads**.



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

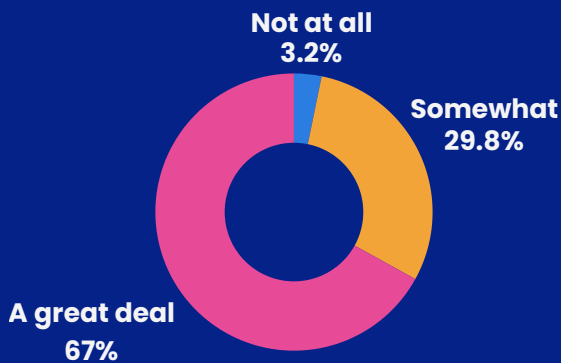


**45.5% of respondents** (N=157) primarily do direct service work.



**66.9%** say their work **influences client outcomes "a great deal."**

### Perceived Impact on Client Outcomes



### Direct Service Providers



**Top three client populations:** Afghans, Congolese, and Cuban/Haitian Entrants



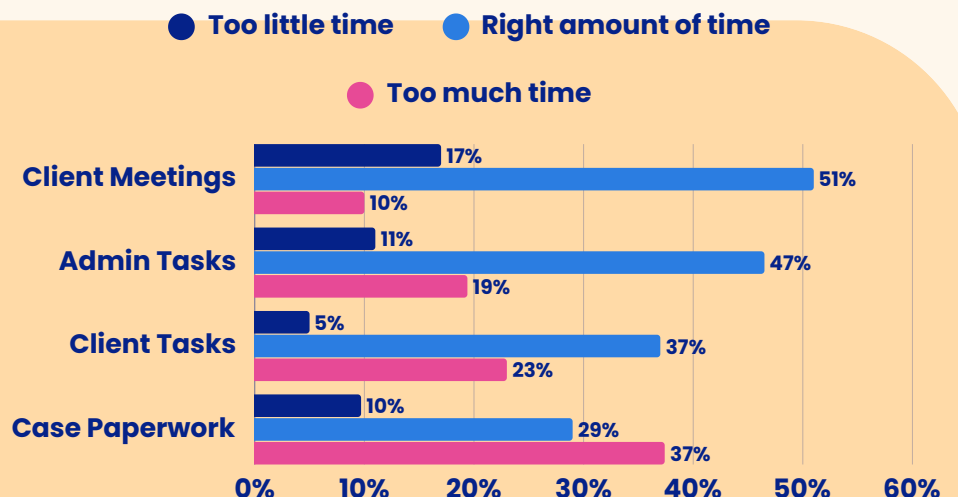
**About half** provide some (43.8%) or all (4.8%) **services virtually**



**Benefits of virtual service** = efficiency, access, flexibility; **challenges** = service quality, language barriers, tech limitations

### The Day-to-Day

When asked about their day-to-day tasks, **direct service providers** most commonly said that they **"spend the right amount of time"** on meetings with clients, administrative duties, and completing tasks for clients, but **"too much time"** on case-related paperwork. Note: not applicable responses excluded from figure.




# Actionable Insights

**Virtual service delivery** can improve **access and flexibility**, but providers also reported **barriers related to technology, language, privacy, service quality, and client connection**. Provide support to help make virtual services more intentional. **Practical guidance and relevant Switchboard resources are below.**

## Insight in Practice

- 1 Decide **which services work well virtually** and which need **in-person** support.
- 2 Ask clients about **phone, internet, privacy, language, and technology access** before scheduling virtual appointments.
- 3 **Provide reminders** with the appointment time, platform, interpreter information, and documents needed.
- 4 Use **approved platforms** and **avoid staff using personal phone numbers** when possible. **Build extra time** into appointments that require interpretation.

## Linked Switchboard Resources

-  **Webinar:** Reaching Hard-to-Reach Clients Through Information Services Best Practices
-  **Blog:** Language Access in Times of Crisis: Getting Started With Video Remote Interpreting
-  **Webinar:** Delivering Virtual Services with Limited Resources

This brief summarizes **ASRSP pilot findings on direct service provision**. 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](http://www.SwitchboardTA.org/ASRSP).**

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