

2025 ASRSP Pilot Key Insights

# People & Organizations

## 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 **who providers are and where they work.**



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

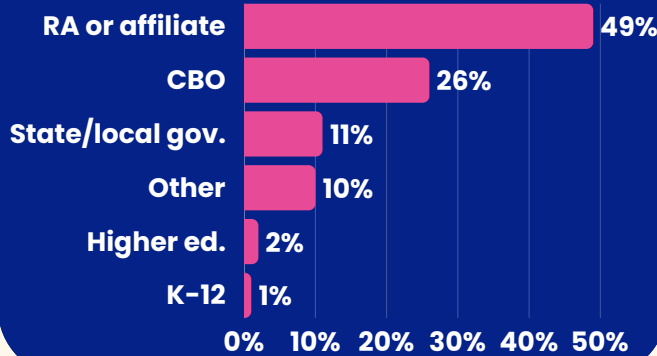


**An evolving workforce:** over half (55.9%) entered the sector in the last four years



**Highly educated:** 9 in 10 hold a bachelor's degree or higher (41.5% bachelor's, 49.7% graduate degree)

### Providers' Organization Type



### Where & How Providers Work



**87.3%** are full-time; **47.6%** have worked at current organization for 3 years or less



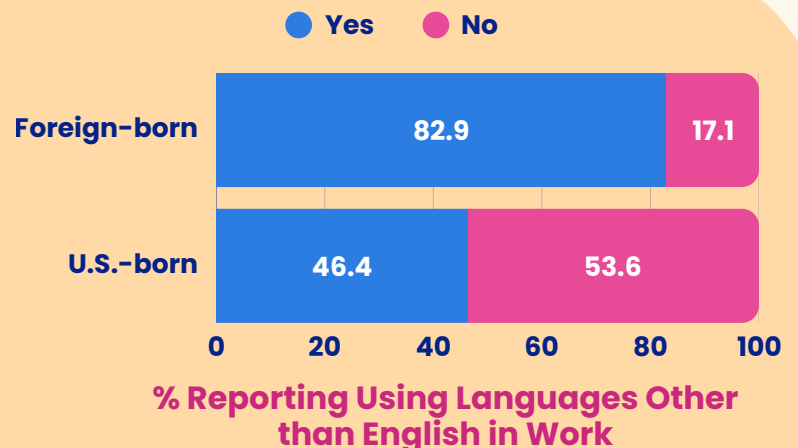
**42.9%** provide direct services; **28.7%** support programs; **25.5%** in leadership



**49.4%** work at national RAs or affiliates; **26.0%** at CBOs, **10.7%** at state or local government offices

### About Service Providers

Respondents were **82.6% female** and ranged from **21 to 84 years old** (average age = 43). **85.1% were born in the U.S.**, and **22.9%** said they or their relatives had **fled violence or persecution**. **51.5% use languages other than English in their work**, though the rate is much higher among foreign-born compared to U.S.-born providers.



# Actionable Insights

These data point to a relatively **new and rapidly evolving workforce**, underscoring the **importance of onboarding, training, and early-career support systems**. **Practical guidance and relevant Switchboard resources are below.**

## Insight in Practice

- 1 Create a **30-, 60-, and 90-day onboarding checklist** for each role. Include shadowing, role-specific task training, documentation practice, language access procedures, safety protocols, and referral pathways.
- 2 Assign each new staff member **a peer mentor who is not their supervisor**.
- 3 **Reduce caseload expectations** during the first weeks where possible.
- 4 Ask new staff at 30, 60, and 90 days: **“What still feels unclear?”**

## Linked Switchboard Resources



**Onboarding Guide:** Refugee and Newcomer Services 101: A Sample Onboarding Guide for New Service Providers



**Resource Collection:** A Collection of Resources for Onboarding New Refugee Service Providers



**Resource Collection:** Initial Resettlement Training and Resource Collection

This brief summarizes **ASRSP pilot findings on who providers are and where they work**. 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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