

2025 ASRSP Pilot Key Insights

Threats & Violence

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 **workplace threats and violence faced by refugee service providers.**



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

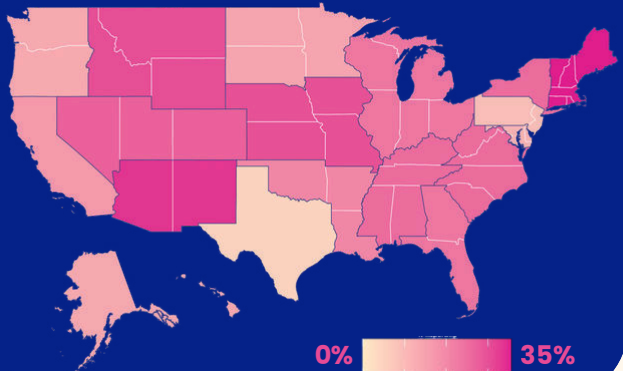


Nearly one in four providers faced **threats or violence at work** in the previous 12 months



Safety and retention are linked, with affected staff **far more likely to consider leaving**

% Reporting Threats or Violence by Region



Threats and Violence Reported



65 providers experienced **threats**, while **6** experienced **incidents of violence**



New England had highest proportion of threats and violence



State, local government offices were most likely to experience threats, violence

Safety Tied to Turnover

Safety and retention appear to be linked: providers who experienced threats or violence were **2.44 times more likely to consider leaving their job**, even after controlling for age, sex, tenure, and education.

% Considering Leaving Current Job



Actionable Insights

Nearly one in four respondents reported threats or incidents of violence at work in the prior 12 months. Those who experienced threats or violence were **more likely to consider leaving their jobs**. Organizations may benefit from **reviewing safety protocols, clarifying reporting procedures, and supporting staff** after threats or incidents occur. **Practical guidance and relevant Switchboard resources are below.**

Insight in Practice

- 1 Review safety protocols** for office, field, virtual, and after-hours work.
- 2 Make it easy for staff to report threats**, harassment, or violence, defining what counts as a reportable safety concern.
- 3 Give staff scripts** for ending unsafe interactions.
- 4 Debrief with staff after safety incidents** and adjust assignments when needed.

Linked Switchboard Resources

-  **Toolkit:** Critical Incident Response: Toolkit for Developing Organizational Policies and Procedures
-  **Guide:** Preventing Crises and De-escalating Difficult Situations with Newcomer Clients
-  **Blog:** What Can We Do to Protect Clients and Staff? Tips for Getting Started with Safeguarding and Protection

This brief summarizes **ASRSP pilot findings on workplace threats and violence**. 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 