

## 2025 ASRSP Pilot Key Insights

# Work Experiences

## 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 work looks like for the refugee service workforce**.



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

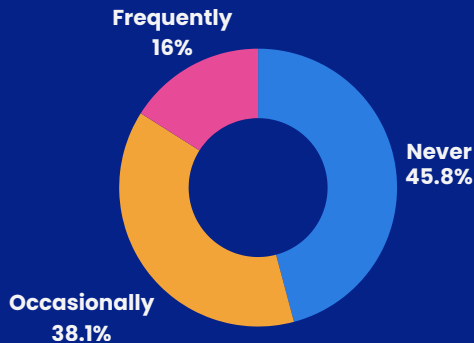


**Overwork, financial strain, and job-security concerns** are significant among the workforce



**Supportive supervision and career advancement opportunities** are linked to better **wellbeing**

### How Often Providers Worry About Job Security



### Hours, Job Security & Pay



**31%** often or very often **worked beyond their hired hours** in the past three months



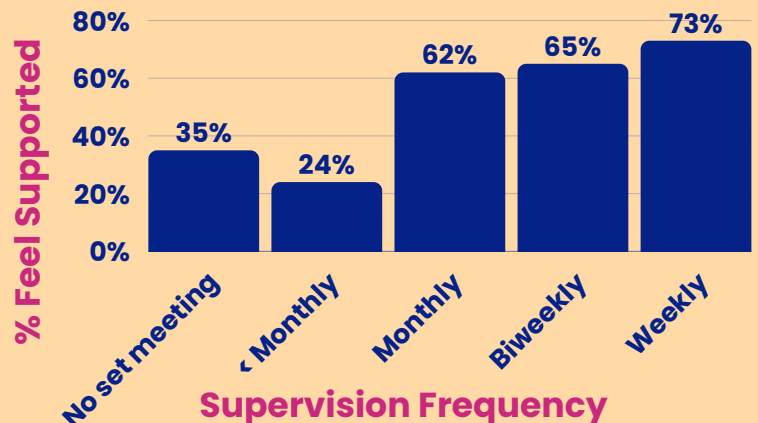
**54%** concerned about **job security**; **29%** considering **leaving job**



Staff who feel **underpaid** are more likely to report **thinking about leaving their job**

### Supervision & Support

About **50%** of staff **meet with their supervisor weekly**. Those who do are far more likely to **feel fully supported** than those who met less than once a month: **73% versus 24%**. This suggests more **frequent supervisor check-ins may be a key way to help staff feel supported**.






# Actionable Insights

**Frequent supervision** may be a meaningful lever for improving provider support and retention. Organizations may benefit from **creating structured, regular supervision spaces** that address workload, emotional strain, and operational barriers. **Practical guidance and relevant Switchboard resources are below.**

## Insight in Practice

- 1 **Move direct service staff and new staff to weekly supervision**, even if meetings are brief
- 2 **Use a simple supervision agenda:** urgent client needs, caseload priorities, documentation barriers, safety concerns, emotional strain, and next steps
- 3 **Ask two standing questions:** “What is making the work harder this week?” and “What can I remove, clarify, or escalate?”
- 4 **Use supervision to review workload, not only task completion**

## Linked Switchboard Resources

-  **Podcast:** How Can Supervisors and Organizations Support Staff Care?
-  **Webinar:** Organizational Approaches to Staff Care and Retention in Resettlement
-  **Blog:** Meeting the Moment: Sustaining Your Team Through Staff Transitions

This brief summarizes **ASRSP pilot findings on work experiences**. 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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