

Customer Survey Evaluation Report for Refugee Services in Osceola, Seminole and Orange Counties, Florida

Year 2 Findings

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INTRODUCTION

The United States continues to lead any other country in providing asylum to refugees worldwide. In 2013, California, New York, and Florida were the leading states of residence for refugees granted asylum, which consisted of approximately two-thirds of the refugee population (Martin & Yankay, 2014). In 2013, Florida received 4,000 refugees in total (ORR Report, 2013).

The Florida Department of Children and Families receives funds from the Federal Department of Health and Human Services, Office of Refugee Resettlement to provide direct services through community based organizations. It is expected that refugees will become self-sufficient as a result of receiving these support services. The support services range from employment, legal services, adult education, English courses, youth and family services, case management, among others. In order to evaluate self-sufficiency and acculturation of refugees as a result from these support services, Covian Consulting, Inc. was awarded a 5 year contract to evaluate refugees in Orange, Osceola, and Seminole counties of Central Florida.

The purpose of this report is to present findings for the year 2 annual survey. The report consists of a methodology, findings, and a conclusion section. The findings are broken into two parts, including: self-sufficiency findings (refugee characteristics, refugee needs for financial assistance, and environmental factors), and acculturation findings (participants' perception about their children's adaptation the American School System and participants' acculturation).

The year 2 data was compared with year 1 data and with the Office of Refugee Resettlement Annual Report (ORR Report) to Congress in 2013. Comparisons were made to the extent possible as some survey questions from year 1 were changed for year 2. In addition, regions presented in the 2013 ORR report differ from the ones used in this report.

METHODS

Sampling

Purposive sampling was used in this study. The selection criteria of participants included the following: a) participants who have received services funded by the ORR; b) participants older than 18 years of age; and c) participants who are the head of household. This criterion was developed in accordance with the Florida Department of Children and Families (DCF). Covian Consulting received the year 2 population list from DCF following the above criterion established.

Method of contact

The primary method of contacting participants was via telephone. Interviewers made calls to participants up to three times, and as many as 5 times for hard to reach populations (Africa, East Asia, and Near East/South Asia) from January 2015 to August 2015. Another method of contact was inviting participants through invitation letters. However, the method of mailing invitation letters was not found to be effective due to difficulties in attaining correct mailing addresses.

Institutional Review Board

As required, this study was submitted to the Institutional Review Board (IRB) at University of Central Florida for approval. The documents submitted included: a) the study protocol, b) invitation letter, c) revised survey and d) informed consent. With the exception of the study protocol, all documents submitted to the IRB were translated to over 20 languages, which represent the official languages spoken by study participants for year 2. The IRB was approved on December 12th, 2014. The Human Protections Review Committee from the Department of Children and Families approved this study on December 18th, 2014.

Data analysis

Descriptive statistics were used to describe the study population. This included cross tabulations comparing data by gender, length of time in the US and by regions as stated in the performance measures of this contract. In addition, non-parametric statistics were performed such as Wilcoxon Signed Rank Test to compare paired means and Kruskal-Wallis test to determine changes between groups before and after completion of the survey. In addition, cross sectional data analysis was mainly done to show study findings for year 2. Researchers also used longitudinal analysis for recurrent participants from year 1 to compare whether changes in English proficiency and job attainment were statistically significant.

Data cleaning

The vast majority of respondents completed at least 70% of the data, or less than 30% missing values. Hence, researchers used all participants' records for data analysis and replaced missing values using mode substitution (i.e. replacing missing values with the most frequently recurring response). In addition, 2 duplicates were eliminated from the completed survey list, yielding a

total number of 639 participants from year 2. From these, 182 surveyed refugees participated in year 1.

Incentives

Participants received an incentive of \$10.00 for their participation in the study. The incentive was provided in a Walmart gift card, which was sent to all study participants after the survey was administered. From the 639 respondents, 4 rejected the gift cards, yielding a total of 635 gift cards distributed.

The survey tool

The survey included several sections to measure self-sufficiency and acculturation, including services used, education, English proficiency, employment, immigration, school, housing, financial assistance, health, community, resettlement satisfaction and acculturation. Demographic data were also collected. Data collected included categorical, continuous, and ordinal variables.

Table 1 represents the final results of the performance measures. It is observed that all regions reached a response rate of at least 30% as stipulated in the contract. The highest response rate (32%) is seen in participants from Africa and other groups smaller than 150 total refugees (Near East/South Asia, Europe, and East Asia). Table 2 shows the final response rates.

Table 1. Performance measures by region

Region	Sample Size	Expected Responses (30%)	Obtained Responses	Obtained Response Rate
Cuba*	1218	365	371	31%
Central and South America*	161	48	49	30%
Haiti	398	119	119	30%
Africa	163	48	52	32%
Near East/South Asia**	99	29	31	32%
Europe**	14	4	4	
East Asia**	37	11	13	
Subtotal**	150	44	48	
Total	2090	627	639	31%

*Based on contract requirements, study findings from Cuba and Haiti will be presented independently from any regions as they represent the majority of the population.

**Based on contract requirements, populations with less than 150 participants are combined for overall response rate of 30% or more. This included populations from Near East/South Asia, Europe, and East Asia.

Table 2. Call Outcomes

Outcome of calls	Results
Unduplicated calls made	2090*
Complete surveys	639
Duplicated Calls	
Schedule to call back	120
Refused	42
Terminated early	4
Answering machine	1330
Non working	566
Busy	40
No answer	177
Total Duplicated calls	2279

*Out of the 2090 refugee list, 20 of them did not have a phone number. Researchers attempted to contact these participants using social media and people smart software. However, all attempts were unsuccessful.

FINDINGS

This section provides the analysis of the responses obtained through the survey. The information is divided into two main sections based on the factors that influence refugee self-sufficiency and acculturation.

For self-sufficiency, we used the following factors:

- Refugee characteristics such as education, gender, language ability, age, skills and housing characteristics;
- Refugee needs for financial resources; and
- Environment factors such as medical coverage, support services and community involvement.

For acculturation, we used the following factors:

- Participants' perception about their children's adaptation to school system in the United States and English proficiency
- Participants' affiliation to the American culture and their affiliation to their home country's culture.

A. Self Sufficiency Findings

Factor 1: Refugee characteristics

This section will provide information on demographic characteristics of refugees such as gender, age, and marital status. Findings are presented by gender and region.

Most participants in the study reported their gender as male (64%), as opposed to female (36%). The majority of participants from Cuba, Central and South America, Haiti, Near East/South Asia, Africa, and East Asia were males, as seen in Figure 1. Europe was the only region that had an equal number of male and female participants, though the region only represented less than 1% of the total year 2 population, with 4 participants.

Figure 1. Year 2 gender by region (n=639)

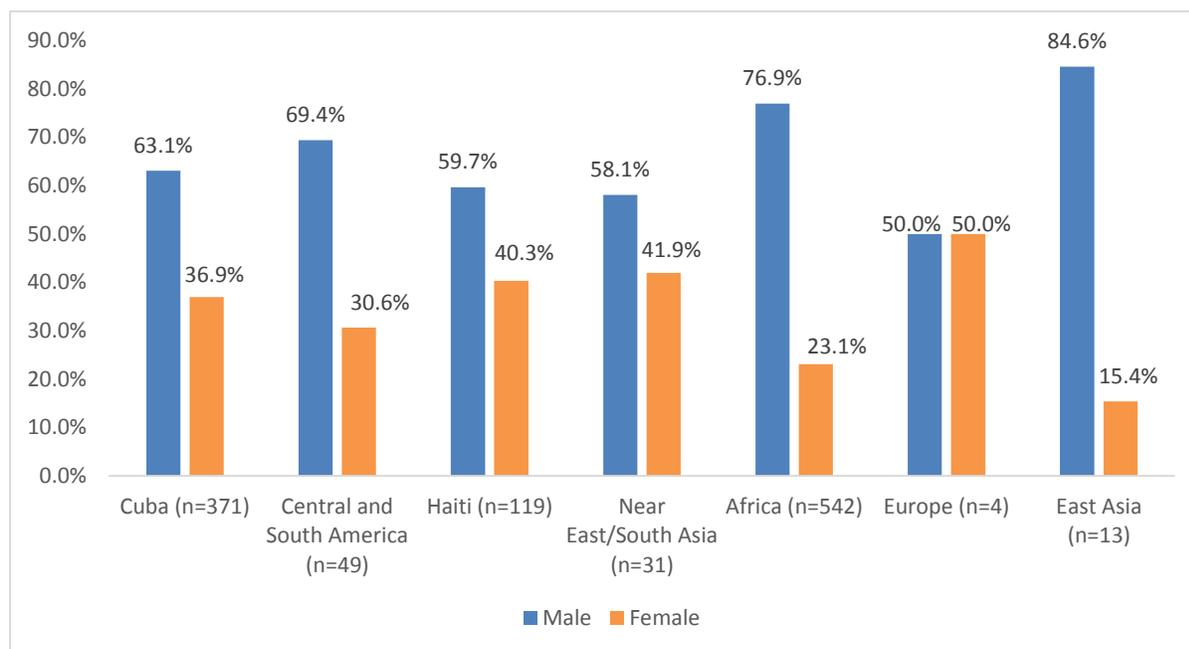


Table 3 shows the total number of participants in the study population by country of origin and region. The region divisions fall in line with the requirements for this contract. In total, there were 639 participants from 7 different regions, the majority (58%) from Cuba, followed by Haiti (18.6%).

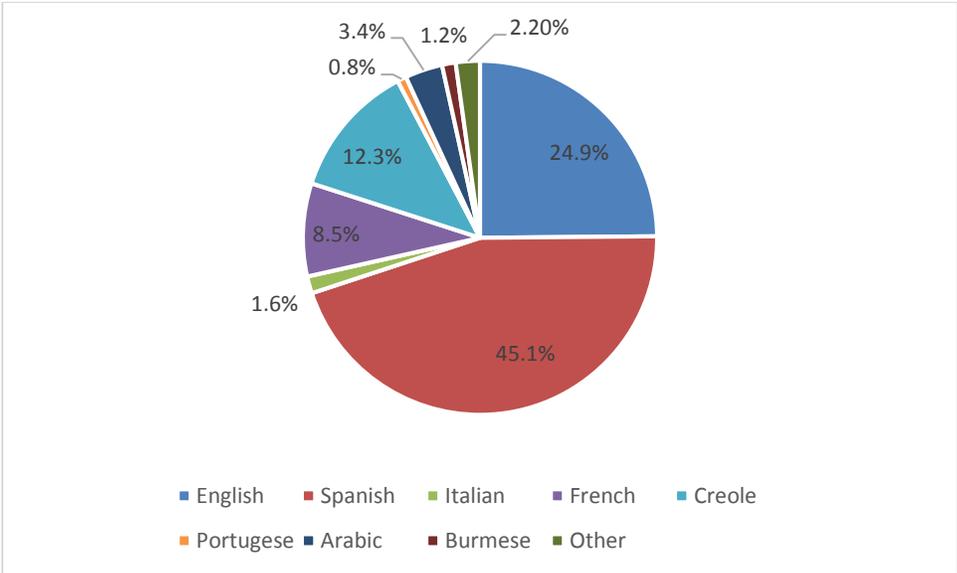
Table 3. Year 2 participant country of origin (n=639)

Region	Country of Origin	Frequency	Percent
Cuba	Cuba	371	58.0%
Haiti	Haiti	119	18.6%
Central and South America	Colombia	14	2.2%

	Dominican Republic	2	.3%
	Venezuela	33	5.2%
Africa	Cameroon	4	.6%
	Congo	9	1.4%
	Democratic Republic of Congo	2	.3%
	Egypt	31	4.9%
	Ethiopia	1	.2%
	Somalia	1	.2%
	Sudan	4	.6%
	Near East/South Asia	Iraq	29
Syria		2	.3%
Europe	Kyrgyzstan	1	.2%
	Russia	2	.3%
	Ukraine	1	.2%
East Asia	China	1	.2%
	Burma	12	1.9%
Sample Total		639	100%

Figure 2 represents the languages spoken by participants in this study. Participants were asked to identify the language(s) that were spoken, regardless of the language that the interview was completed in. The majority identified Spanish (45.1%), followed by English (24.9%), Haitian Creole (18.6%), and French (12.8%). The Figure shows the total number of languages that participants identified.

Figure 2. Languages spoken by participants (n=965*)



Note: The figure was calculated by the number of reported language spoken and not by number of refugees.

Other languages included in the other category on Figure 2 include: Chinese Mandarin (<1%), Kurdish (<1%), Malaysian (<1%), Filipino (<1%), Kazakh (<1%), Farsi (<1%), and other (<1%). Furthermore, it is also important to note that all participants (n=639) spoke at least one language. Forty six percent (46%) identified that they spoke two languages; 9% identified that they spoke three languages, 3% spoke four languages, and 1% identified that they spoke five or more languages. Hence, the majority of refugees in this study are multilingual which makes them a very diverse and unique population.

Table 4 illustrates the marital status of study participants by geographic region. Approximately 50% of the year 2 population is married or living together. By region, the findings are consistent, with the majority of participants reporting that their marital status is married or living together within each region. With regards to participants who identified as divorced or single, refugees from Cuba had the highest rates compared to other regions with 15.1% divorced and 32.3% single.

Table 4 also shows the average age of participants. The participants' ages range between 19 and 92 with an average of 40 years. The average age of Cuban and South American study participants is 41, slightly higher than other regions such as Haiti (age 36), Near East/South Asia (age 40), Africa (age 39), Europe (age 29), and East Asia (age 39). With regards to housing characteristics, approximately 40.8% of participants reported having 3 or more bedrooms, and 43% of participants reported having 4-6 people living in their home. Eighty seven percent (87%) of participants stated that they have moved between 0-2 times since they arrived in the United States (see Appendix A Table 41).

Table 4. Other demographic indicators by region (n=639)

Marital Status	Cuba (n=371)	Central and South America (n=49)	Haiti (n=119)	Near East/South Asia (n=31)	Africa (n=52)	Europe (n=4)	East Asia (n=13)	Total (n=639)
Married or living together	39.6%	59.2%	60.5%	80.6%	67%	50%	76.9%	50.0%
Divorced	15.1%	12.2%	7.5%	3.2%	1.9%	0%	0%	11.4%
Separated	9.7%	16.3%	2.5%	3.2%	3.8%	0%	0%	7.8%
Widowed	3.2%	0%	1.7%	3.2%	0%	0%	0%	2.3%
Single	32.3%	12.2%	27.7%	9.7%	26.9%	50%	23.1%	28.3%
Average Age	41	41	36	40	39	29	39	40

Factor 2: Refugee needs for financial resources

This section will present findings associated with: 1) employment, 2) English proficiency and education and 3) financial needs. These variables would bring a comprehensive picture on the financial needs of refugees. The findings are presented by region, gender, employment status and length of time in the US.

1. Employment

Employment status is one predictor of economic self-sufficiency (Bruno, 2011; Codell et al, 2011; Kornfeld, 2012). Table 5 shows unemployment rates of Orange, Osceola, and Seminole counties for 2015, and for the year 2 refugee population. The unemployment rate for refugees in year 2 is 13%, which is significantly higher than Orange, Seminole and Osceola counties. This is expected, as unemployment rates in refugee populations tend to be higher than the general population in the area that they reside. Compared to the ORR report, where refugee unemployment was 22.9%, the year 2 sample's unemployment rate was significantly lower. This means that the participants in this year's study sample may be generally more self-sufficient than other refugees in the United States.

Table 5. Unemployment rates for year 2 and for Orange, Seminole and Osceola Counties

Unemployment Rates	2015 Unemployment Rate
Study participants for year 2	13%
Orange County*	5.1%
Seminole County*	4.9%
Osceola County*	5.8%

Sources: US Census; Department of Labor Statistics, 2015

Table 6 shows the entry year of refugees in this study by employment, seeking employment (unemployed), or not seeking employment, and between males and females. This Table shows that the percentage of employment is slightly higher for refugees who arrived in 2011 and 2010 and before. Thus, participants who have been in the US longer (2011 or before) are currently working more than those who entered the US in 2012 or 2013. Similarly, refugees who came to the US in 2010 or before are less likely to be unemployed (2.90%) than refugees who arrived in later years (2011 with 11.90%, 2012 with 13.40% and 2013 with 13.90%). This is expected, as refugees become more self-sufficient with time (Halpern, 2008).

Table 6. Association between year of entrance and current employment status (n=639)

	2013		2012		2011		2010 or before		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Employed	115	69.7%	220	71.9%	104	77.6%	25	73.5%	464	72.6%
Unemployed	23	13.9%	41	13.4%	16	11.9%	1	2.9%	81	12.7%
Not seeking employment	27	16.4%	45	14.7%	14	10.4%	8	23.5%	94	14.7%
Total	165	100%	306	100%	134	100%	34	100%	639	100%

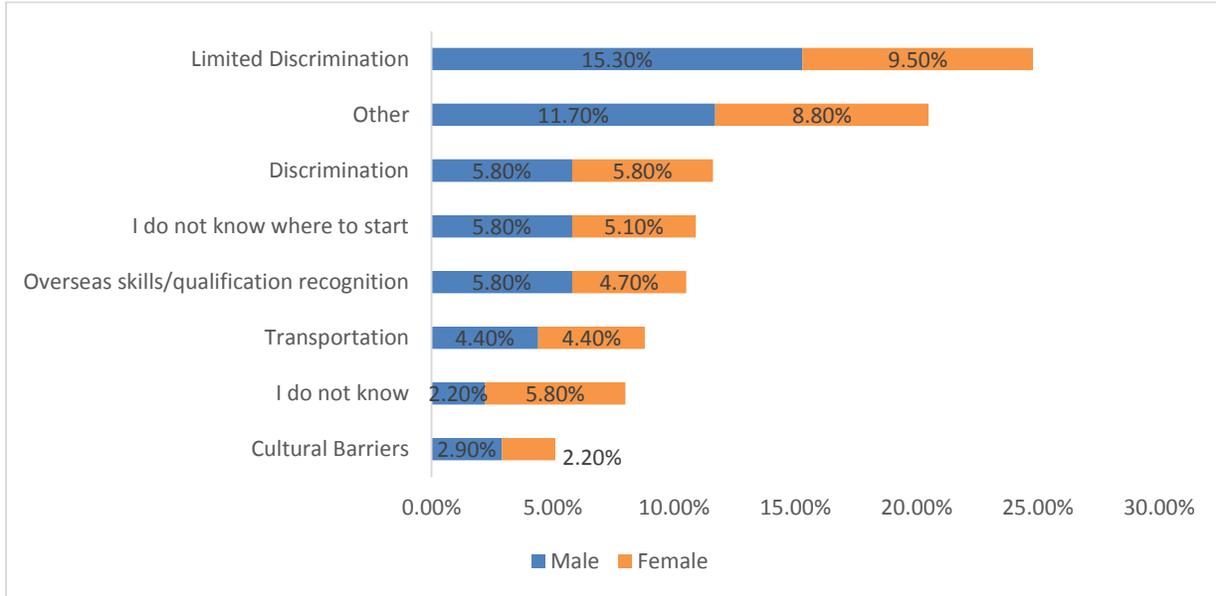
Table 7. Association between year of entrance, current employment status and gender (n=639)

	2013			2012			2011			2010 or before			Total		
	Count	Male (%)	Female (%)	Count	Male (%)	Female (%)	Count	Male (%)	Female (%)	Count	Male (%)	Female (%)	Count	Male (%)	Female (%)
Employed	115	73.0%	27.0%	220	70.0%	30.0%	104	69.2%	30.8%	25	60.0%	40.0%	464	70.0%	30.0%
Unemployed	23	52.2%	47.8%	41	63.4%	36.6%	16	43.8%	56.3%	1	0.0%	100.0%	81	55.6%	44.4%
Not seeking employment	27	40.7%	59.3%	45	42.2%	57.8%	14	50.0%	50.0%	8	37.5%	62.5%	94	42.6%	57.4%

When data was analyzed between those participants who were employed, unemployed, or not seeking employment as shown in Table 7, we find that 70.0% of employed participants were male, and 30.0% were female. This distribution is close to the overall gender distribution of the samples, which is 65.5% male. However, when we look at unemployed participants, 55.6% were male and 44.4% were female. This means that women are overrepresented in the unemployed group. Lastly, of those not seeking employment, 42.6% were male and 57.4% were female. Here again, women are overrepresented, perhaps a reflection of their child rearing responsibilities in the home, as shown in Figure 4.

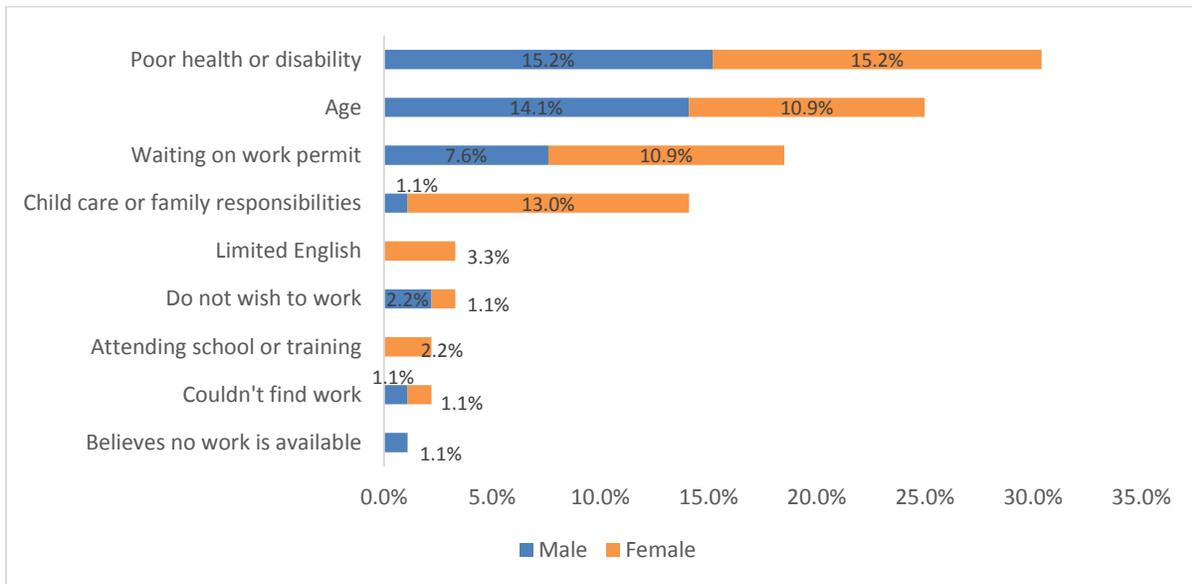
Refugees were asked for reasons that would explain why they are unemployed. The most reported response is limited English with 24.8%. When looking for gender differences, more males (15.3%) indicated to have limited English proficiency than females (9.5%). The second most reported reason is “other reasons” with 20.4%. When asked to specify the reasons, participants did not share this information. This is followed by discrimination (11.7%) and not knowing where to start with (11.0%). See Figure 3 for remaining responses.

Figure 3. Barriers to achieving employment by gender (n=137*)



*Note: The percentage is based on participants’ multiple responses listed in this question and not based on the total number of participants who are unemployed.

Figure 4. Reasons for unemployed people not seeking employment by gender (n=92*)



*Note: The percentage is based on participants’ multiple responses listed in this question and not based on the total number of participants who are unemployed and not seeking for employment.

When asked the reasons for not seeking employment, participants gave various responses as seen in Figure 4. The responses are presented by gender as well. It is noted that most participants (30.4%) with an equal distribution of gender, stated to have poor health or a disability as the main reason for not seeking employment. This is followed by age with 25%, waiting on work permit with 18.5%, and child-care or family responsibilities with 14.1%. It is interesting to note

that most females (13%) indicated that child-care or family responsibilities are the main reason for not looking for a job when compared to males (1.1%).

Table 8 (page 15) shows the employment rates by region, with an emphasis on the comparison between data collected in year 1 and year 2. Important to note is the increase in employment rate (from 64.0% to 72.6%) between the two years of data collection, as well as the drop in unemployment rates, from 26% to 12.7%. This finding seems consistent with what would be expected, due to a large number of the sample population living in the US for a longer period of time. This shows that refugees in year 2 are more self-sufficient than those in year 1. In addition, year 2 participants were asked how they found their current job. Forty five percent (45.3%) indicated that they found their job with help of a family or friend, 31.5% indicated that they found their job themselves, and 19.0% indicated that they found their job with help of a refugee services agency (see Appendix A, Table. 34).

Table 9 (page 15) shows full time and part time employment status by region, with a comparison between year 1 and year 2. The percentage of participants with full time employment increased overall, from 59.6% to 71.7% between year 1 and year 2 participants. The percentage of part time participants decreased from 40.4% to 28.2% between year 1 and year 2, which is as expected with an increase in full time workers.

Table 10 (page 15) breaks down the hourly rate of employed participants by gender. Most participants representing all regions indicated to earn between \$8 and \$10.00. When compared between gender, it is observed that at least 69.9% of males across regions earn between \$8 and \$10 per hour when compared with female counterparts from which at least 30.1% of them earn within this salary bracket.

Table 8. Relationship between employment status and region between year 1 (n=486) and year 2 (n=639)

	Cuba		Central and South America		Haiti		Near East/South Asia		Africa		Europe		East Asia		Total	
	Yr1 (n=256)	Yr2 (n=371)	Yr1 (n=43)	Yr2 (n=49)	Yr1 (n=117)	Yr2 (n=119)	Yr1 (n=21)	Yr2 (n=31)	Yr1 (n=34)	Yr2 (n=52)	Yr1 (n=5)	Yr2 (n=4)	Yr1 (n=10)	Yr2 (n=13)	Yr1 (n=486)	Yr2 (n=639)
Employment rate	59.4%	74.9%	67.5%	81.6%	65.8%	68.9%	81.0%	64.5%	79.4%	61.5%	60.0%	75.0%	70.0%	69.2%	64.0%	72.6%
Unemployment rate	29.7%	10.0%	36.6%	12.2%	23.1%	15.1%	9.5%	22.6%	11.8%	19.2%	40.0%	25.0%	10.0%	15.4%	26.0%	12.7%
Not seeking employment rate	10.9%	15.1%	0%	6.1%	11.1%	16.0%	9.5%	12.9%	8.8%	19.2%	0%	0%	20.0%	15.4%	10.0%	14.7%

Table 9. Relationship between type of employment and region between year 1 (n=312) and year 2 (n=464)

	Cuba		Central and South America		Haiti		Near East/South Asia		Africa		Europe		East Asia		Total	
	Yr1 (n=152)	Yr2 (n=278)	Yr1 (n=29)	Yr2 (n=40)	Yr1 (n=77)	Yr2 (n=82)	Yr1 (n=17)	Yr2 (n=20)	Yr1 (n=27)	Yr2 (n=32)	Yr1 (n=3)	Yr2 (n=3)	Yr1 (n=7)	Yr2 (n=9)	Yr1 (n=312)	Yr2 (n=464)
Full Time	49.3%	72.7%	75.9%	72.5%	64.9%	68.3%	70.6%	85.0%	74.1%	65.6%	66.7%	100%	70.6%	55.6%	59.6%	71.7%
Part Time	50.7%	27.3%	24.1%	27.5%	35.1%	31.7%	29.4%	15.0%	25.9%	3.4%	33.0%	0%	28.6%	44.4%	40.4%	28.2%

Table 10. Relationship between hourly rate, region and gender for year 2 only (n=464)

	Cuba			Central and South America			Haiti			Near East/South Asia			Africa			Europe			East Asia			Total		
	Count	Male	Female	Count	Male	Female	Count	Male	Female	Count	Male	Female	Count	Male	Female	Count	Male	Female	Count	Male	Female	Count	Male	Female
Less than \$8.00/hr	28	60.7%	39.3%	2	0.0%	100.0%	8	100.0%	100.0%	1	100.0%	0.0%	5	60.0%	40.0%	1	100.0%	0.0%	2	0.0%	100.0%	47	55.3%	44.7%
Between \$8.00 and \$10.00/hr	222	68.9%	31.1%	30	70.0%	30.0%	72	68.1%	31.9%	16	87.5%	12.5%	23	73.9%	26.1%	2	50.0%	50.0%	4	75.0%	25.0%	369	69.9%	30.1%
Between \$11.00 and \$13.00/hr	19	89.5%	10.5%	4	50.0%	50.0%	2	100.0%	0.0%	1	100.0%	0.0%	3	100.0%	0.0%	0	0.0%	0.0%	2	100.0%	0.0%	31	87.1%	12.9%
Between \$14.00 and \$16.00/hr	7	57.1%	42.9%	2	100.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	1	100.0%	0.0%	10	70.0%	30.0%
More than \$16.00/hr	2	2.0%	0.0%	2	100.0%	0.0%	0	0.0%	0.0%	2	100.0%	0.0%	1	100.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	7	100.0%	0.0%

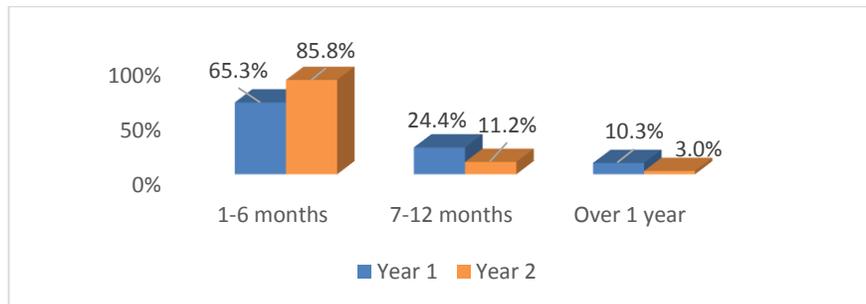
Table 11 shows participant responses when asked if their spouse was currently working, by participant region. Overall, most participants (65.4%) indicated that they do not have a spouse currently employed. Following this pattern, the majority of participants in each region did not have a spouse working with a few exceptions. For instance, at least half of participants from Haiti (50.4%), 49% participants from Central and South America and 44.2% participants from Africa reported to have a spouse currently working. This could be attributed to the fact that 88.2% of Haitians and 67.3% of Africans indicated that the income their family receives is not enough to cover basic needs, which may cause their spouse to obtain a job. Unlike Haitians and Africans, only 30.6% participants from Central and South America stated that the income their family receives is not enough to cover their basic needs (see Table 16 for information on meeting financial needs by region). Further research is needed to explore why this trend is seen with refugees from Central and South America.

Table 11. Spouse currently working by region (n=639)

	Cuba (n=371)	Central and South America (n=49)	Haiti (n=119)	Near East/South Asia (n=31)	Africa (n=52)	Europe (n=4)	East Asia (n=13)	Total (n=639)
Yes	25.3%	49.0%	50.4%	35.5%	44.2%	25.0%	38.5%	34.1%
No	74.1%	51.0%	49.6%	61.3%	55.8%	75.0%	61.5%	65.4%
Not sure	0.5%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.5%

Figure 5 shows the length of time it takes for refugees to find a job after receiving their work permit. The Figure shows that the majority of refugees from year 2 (86%) obtained their first job within 1-6 months of receiving their work permit, when compared to 65% of refugees from year 1 obtaining their job within the same time frame. This finding reveals that the refugees in the year 2 sample may have more employment opportunities than year 1 participants, as there is an increase in employment rate from 64% in year 1 to 73% in year 2.

Figure 5. Time spent to find work after receiving work permit for year 1 (n=312) and year 2 (n=464)



Findings from Table 12 show an increase in the majority of refugees with perceived financial situations “as expected,” from 50.8% in year 1 to 57% in year 2. Refugees from Haiti (42%), Near East and South Asia (45.2%), Africa (65.4%), Europe (75%), and East Asia (38.5%) are more likely to perceive their financial situation as “worse than expected” as opposed to refugees from Cuba (13.7%) and Central and South America (14.3%) in year 2. This could be attributed to the fact that refugees from these regions have higher unemployment rates than Cuba and Central America, which can explain their perception of financial situation as worse than expected (see Table 8). A Wilcoxon Signed rank test was performed on participant data in both the year 1 and year 2 population (n=182). This statistical test revealed that the perceived financial situation at the time of survey administration in year 1 had an average of 2.09 and for year 2 had an average of 2.07. This finding was as expected, though the results were not found to be statistically significant. ¹

Table 12 shows that at least 38% of refugees from Haiti, Near East /South Asia, Africa, and East Asia in year 2 perceive their financial situations to be “worse than expected,” however Table 13 shows that at least 65% of refugees from the same regions perceive their life in the US is as expected or better than expected. This may be explained because refugees may experience political and economic constraints in their home countries, which may impact their perceptions of experiences in the US (Jacobsen, 1996). Therefore, refugees perceive life in the US as expected or better than expected, even if their financial situation is worse than expected. Findings in Table 13 also show that an increase in “better than expected” responses from 45.9% in year 1 to 61.8% in year 2.

Table 12. Perceived financial situation for year 1 (n=486) and year 2 (n=639)

	Cuba		Central and South America		Haiti		Near East South Asia		Africa		Europe		East Asia		Total	
	Year 1 (n=256)	Year 2 (n=371)	Year 1 (n=43)	Year 2 (n=49)	Year 1 (n=117)	Year 2 (n=119)	Year 1 (n=21)	Year 2 (n=31)	Year 1 (n=34)	Year 2 (n=52)	Year 1 (n=5)	(n=4)	Year 1 (n=10)	Year 2 (n=13)	Year 1 (n=486)	Year 2 (n=639)
Better than expected	20.3%	21.6%	18.6%	28.6%	19.7%	4.2%	19.0%	12.9%	23.5%	7.7%	0%	0.0%	40%	30.8%	20.4%	17.3%
As expected	58.6%	64.7%	62.8%	57.1%	45.3%	53.8%	33.3%	41.9%	14%	26.9%	20%	25.0%	40%	30.8%	50.8%	57%
Worse than expected	21%	13.7%	18.6%	14.3%	35%	42.0%	47.6%	45.2%	61.8%	65.4%	80%	75.0%	20%	38.5%	28.8%	25.7%

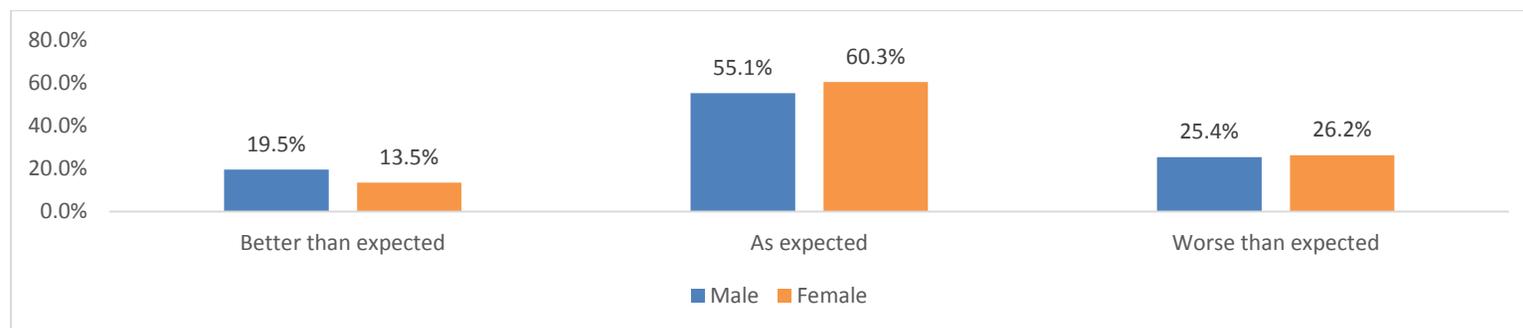
¹ The difference between these two scores are not statistically significant at a p level of .000

Table 13. Perceived life in the US for year 1 (n=486) and year 2 (n=639)

	Cuba		Central and South America		Haiti		Near East South Asia		Africa		Europe		East Asia		Total	
	Year 1 (n=256)	Year 2 (n=371)	Year 1 (n=43)	Year 2 (n=49)	Year 1 (n=117)	Year 2 (n=119)	Year 1 (n=21)	Year 2 (n=31)	Year 1 (n=34)	Year 2 (n=52)	Year 1 (n=5)	Year 2 (n=4)	Year 1 (n=10)	Year 2 (n=13)	Year 1 (n=486)	Year 2 (n=639)
Better than expected	47.7%	69.5%	46.5%	61.2%	50.4%	58%	19%	38.7%	32.4%	34.6%	20%	75%	60%	38.5%	45.9%	61.8%
As expected	44.5%	28%	48.8%	34.7%	32.5%	23.5%	61.9%	38.7%	47.1%	34.6%	80%	25%	30%	46.2%	43.0%	29.1%
Worse than expected	7.8%	2.4%	4.7%	4.1%	17.1%	18.5%	19%	22.6%	20.6%	30.8%	0%	0%	10%	15.4%	11.1%	9.1%

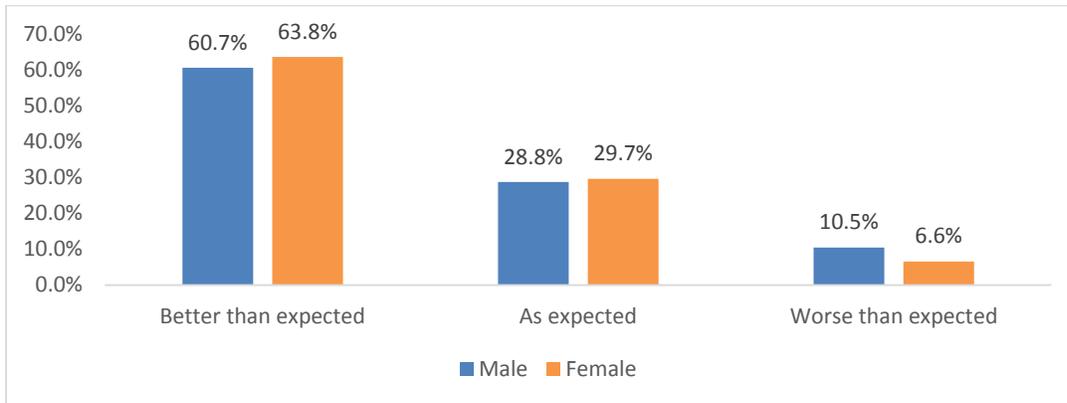
Figure 6 shows the financial situation of participants by gender. These findings are very similar to the findings in the year 1 sample population to the question “Is your financial situation at this point what you hoped or expected it would be by now when you first arrived.” The average across refugees from all regions was 21% for “better than expected”, 50% “as expected,” and 29% for worse than expected in year 1. This same trend is seen in year 2 data, with male and females providing very similar responses, and the majority of participants indicating that their financial situation was as expected.

Figure 6. Financial Situation by Gender (n=639)



Findings in Figure 7 show that the vast majority of refugees said that their life in the US was better than expected. A trend is seen in the similarities among male and female participants by response. It is interesting to note that the year 2 population shifted to a more positive response to this question, with 61% of participants saying their life in the US was better than expected, compared to 46% of the sample population from year 1.

Figure 7. Life in the US by Gender (n=639)



2a. Education and English Proficiency

Refugees, as any population, face various factors that affect their ability to be employed and remain employed. Level of education attained, family size and composition, and transferable skills are among those factors that were tracked in this survey.

As shown in Table 14, this sample population has more years of education prior to arrival in the US (13 years) when compared to the national sample of refugees from the ORR report (8.6 years). The highest number of average years of education ranges from 15 for the Central/South American refugees to a low of 11 for refugees coming from East Asia. Refugees from Haiti and from East Asia showed the lowest educational achievement prior to US arrival when compared to other regions. About 30% of refugees from these two regions had only completed primary school before arriving in the US. According to the ORR report, refugees from Near East/South Asia in the US share this trend.

Furthermore, almost a quarter of all refugees had obtained a 4-year university degree (22.1%), which is about the same as findings from year 1 (22.6%). In addition, 57% of those from the Central/South American region have a university degree; more than one third of refugees from Near east/South Asia and from Africa also reported to have a university degree with 39% and 39% respectively. Fifty percent (50%) of refugees from Europe also have a 4-year degree. However, comparisons with Europe may not be valid due to a low sample size (n=4).

Of the participants who had a 4-year university degree, 36.1% were working as drivers at the time of the survey. Furthermore, out of the 23 drivers from Cuba, 21.7% have a 4-year bachelor's degree. In addition, out of 11 drivers from Central and South America, 63.6% have a 4-year bachelor's degree. Research has shown that many educated immigrants, particularly in Latin American and Eastern European countries are more likely to have unskilled jobs than immigrants from Asia and other industrial countries (Mattoo et al., 2006). Factors that may indicate a more skilled job placement may include attributes of the home country, including: coming from a country where English is a common language, country distance to the US, and military conflict, among others (Mattoo et al., 2006).

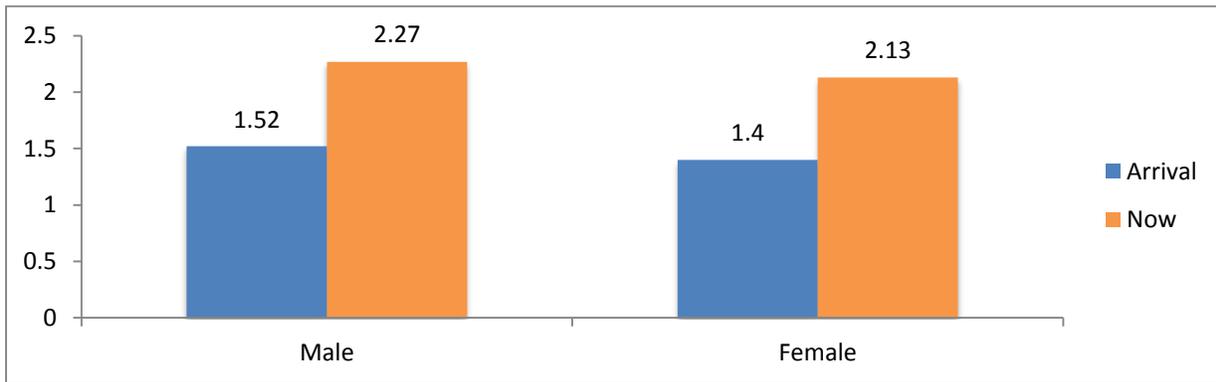
Table 14 (page 21) also shows that about 62% of refugees did not speak any English at the time of arrival in the US. This is a slightly higher percentage when compared to year 1 results, which show that 54% of refugees spoke no English prior to arriving in the US and when compared to ORR report results, which show that almost 49% of the refugees surveyed did not speak any English prior to arriving in the US. Furthermore, before coming to the US, 35.8% of participants indicated having English language instruction with an average of 11 months. By the time of the survey, participants documented an improvement in their English proficiency since almost 58% reported speaking English a little; almost 30% speaking well or very well, and only 13% reported speaking no English. This trend is seen in the populations from various regions as well. Refugees from all regions showed improvement in their English proficiency from the time they arrived in the US to the time of the survey. In addition, 64.9% indicated to have received English language instruction after arriving to the US with an average of 5 months.

Table 14. Education and English proficiency by region (n=639)

Education and Language Proficiency	Cuba (n=371)	Central/South America (n=49)	Haiti (n=119)	Near East/South Asia (n=31)	Africa (n=52)	Europe (n=4)	East Asia (n=13)	Total (n=639)
Average of years of education before US entry	12	15	13	13	13	14	11	13
Highest Degree/Certificate before U.S. entry								
None	.8%	0%	4.2%	0%	0%	0%	0%	1.3%
Primary	23.5%	6.1%	30.3%	16.1%	7.7%	0%	30.8%	21.8%
Secondary (or high school) diploma	53.1%	16.3%	42%	35.5%	42.3%	50%	23.1%	45.9%
Training in refugee certification	0%	0%	1.7%	0%	1.9%	0%	0%	.5%
Technical School Certification	1.3%	6.1%	1.7%	0%	0%	0%	7.7%	1.7%
2 year university degree	1.1%	4.1%	1.7%	6.5%	5.8%	0%	15.4%	2.3%
4 year university degree	15.1%	57.1%	16.8%	38.7%	38.5%	50%	23.1%	22.1%
Advanced degree (e.g., Masters, Ph.D.)	3.8%	10.2%	1.7%	3.2%	3.8%	0%	0%	3.8%
Medical degree	1.3%	0%	0%	0%	0%	0%	0%	.8%
English Proficiency at the time of arrival								
Percentage Speaking no English	75.7%	36.7%	54.6%	25.8%	34.6%	0%	30.8%	61.7%
Percentage of speaking a little	23.7%	40.8%	37.8%	41.9%	36.5%	50%	38.5%	30%
Percentage of speaking well or very well	.6%	22.4%	7.6%	32.3%	28.9%	50%	30.8%	8.3%
English Proficiency at the time of survey								
Percentage Speaking no English	17.3%	4.1%	8.4%	6.5%	5.8%	0%	0%	12.7%
Percentage of speaking a little	67.9%	46.9%	51.3%	32.3%	30.8%	0%	53.8%	57.7%
Percentage of speaking well or very well	14.8%	49%	40.3%	61.3%	63.50%	100%	46.2%	29.6%

Another way to measure English proficiency is by calculating the average of responses on a 1 to 4 scale, with 1 being “not at all,” 2 being “a little,” 3 being “well” and 4 being “very well.” Figure 7 shows a comparison of English proficiency at the time of arrival and the time of the survey completion by gender. Although there is an overall improvement of refugees’ level of English proficiency between the time of arrival and the time of survey completion, males in year 2 have acquired a slightly better level of English proficiency than females since arriving in the US.²

Figure 8. English proficiency at arrival and at the time of survey by gender (n=639)

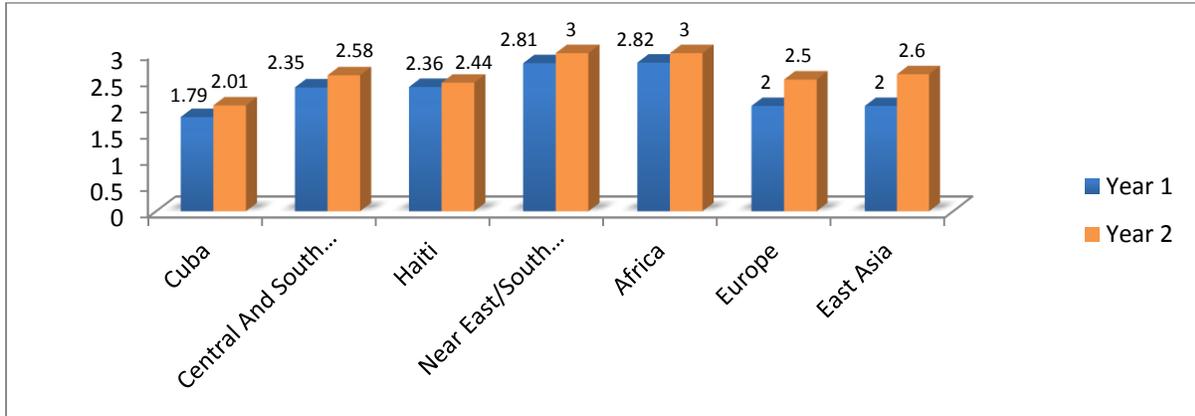


English proficiency was also compared between the responses of recurrent participants in year 1 and year 2 (n=182). Wilcoxon Signed rank test was performed and was found that English proficiency at the time of survey administration in year 1 had an average of 2.16 and for year 2 had an average of 2.35.³ English proficiency was also compared between regions for recurrent participants from year 1 who participated in year 2 as shown in Figure 9. It is noted that all regions improved English proficiency with the highest improvement seen in Europe and East Asia, which is expected due to low sample (n=2) and (n=5) respectively. This finding continues to support the evidence that refugees improve their English proficiency the longer they live in the US (Espenshade & Fu, 1997).

² The Kruskal Wallis test was conducted to see whether the differences between English proficiency before and during time of survey by gender were statistically significant. The test revealed statistical significance in English proficiency level between males and females at the time of arrival at a p level of .005. The test also revealed statistical significance in English proficiency between males and females at the time of survey administration with at a p level of .007.

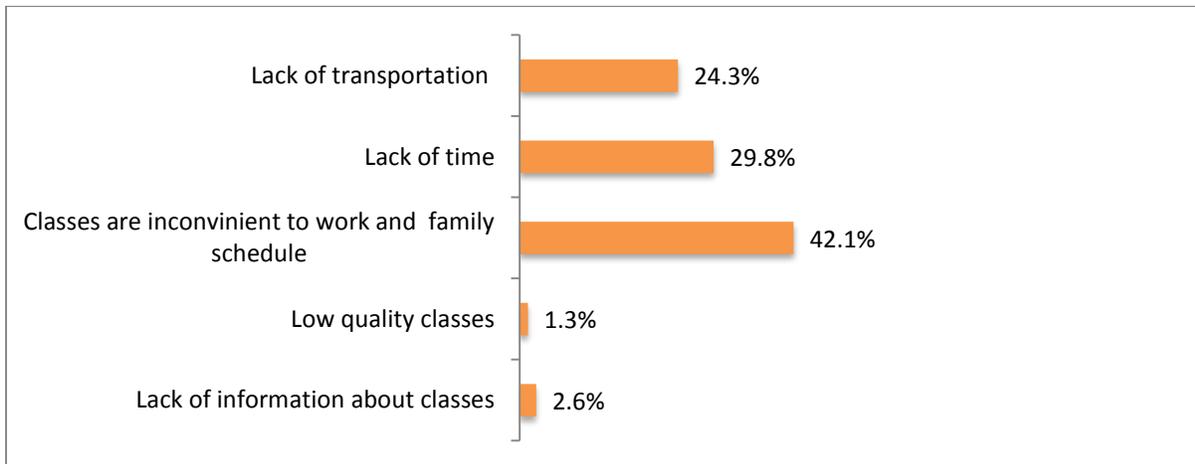
³ The difference between these two scores are statistically significant at a p level of .000

Figure 9. English proficiency at time of survey administration per region for recurrent participants from year 1 (n=182)



Another question asked in year 2 was the barriers refugees encountered in learning English. Most participants reported that the main barrier to learning English was that classes were “inconvenient to work and family schedule” (42%), with “lack of time” and “lack of transportation” being the other two main barriers identified (30% and 24% respectively) (see Figure 10). In addition, 38.1% of refugees stated that talking to others is the best way to improve their English (see Appendix A, Table. 33).

Figure 10. Barriers to learning English (n=782)



Note: This figure was calculated by the number of barriers as opposed to the number of people participating in the study.

Table 15. Association between employment status, English proficiency at the time of survey administration and gender (n=639)

Employment status	English Proficiency								
	Very well or well			A little			Not at all		
	Count	Male	Female	Count	Male	Female	Count	Male	Female
Employed	147	76.9%	23.1%	282	67.7%	32.3%	35	60.0%	40.0%
Unemployed	27	59.3%	40.7%	44	59.1%	40.9%	10	30.0%	70.0%
Not looking for a job	15	46.7%	53.3%	43	30.2%	69.8%	36	55.6%	44.4%

Table 15 shows the association between employment status, English proficiency, and gender. It is noted that more males (76.9%) who are employed speak English very well or well than employed females with 23.1%. The same pattern is observed for speaking little English when comparing both employed males and employed females. When it comes to unemployed participants, more males (59.1%) speak a little English when compared to females with (40.9%). Interestingly, more females (69.8%) who are not looking for a job speak a little English than males with 30.2%. This may be due to female refugees having more childcare responsibilities, which can impact the degree of English language acquisition in navigating the school and health system for their children. This assumption speaks to literature that has found that women may be more responsive to their social environment and social cues, which enhances their English speaking ability (Stevens, 1992).

3. Financial needs

Financial needs were measured by assessing whether income was enough to cover basic and non-basic needs, use of public assistance and housing payment. The Tables presented provide analysis by comparing gender, region, employment status and length of time in the US.

Table 16 below shows participant responses to three different financial needs questions. These questions ask whether participants had enough income to cover basic and non-basic needs, as well as having enough income to support their family. Overall, 50% of refugees in year 2 responded that they did not have enough income to support their families. Interestingly, the percentage of respondents did change significantly between regions. For example, the lowest percentages related to not having enough income to cover basic needs and non basic needs correspond to the regions of Cuba and Central and South America. The highest financial need is observed to be for refugees from Haiti in which 89% stated that income is not enough to cover basic needs, 91.2% to cover non basic needs and 91.6% to support their family. This is followed by participants from Africa whom 67.3% reported that income is not enough to cover basic and non-basic needs and 77.4% indicated that income is not enough to support their families. It is possible that there are perception differences from participants across regions, depending on refugee background and culture. Previous research has shown that attributes of refugees' country of origin may impact quality of human capital, education level, and financial need understanding (Mattoo et al., 2006). These factors may include immigration policy, labor market conditions,

work recognition of qualifications, military conflict, GDP per capita, distance to the US, and immigration experiences, to name a few.

Furthermore, refugees that feel they do not have enough money to cover their needs may not have jobs that provide enough income because they are over qualified. In fact, 27.9% of refugees felt they are overqualified for their current job and 71.9% of refugees who stated that they are overqualified also stated their financial situation as worse than expected (see Appendix A, Table. 35). For example, 22.0% of refugees who were civil servants in their home country reported that they are currently working in construction (see Appendix A, Table. 36).

Table 16. Insufficient income per region (n=639)

Statements	Cuba	C & S America	Haiti	NE/SA	Africa	Europe	E. Asia	Total
	(n=371)	(n=49)	(n=119)	(n=31)	(n=52)	(n=4)	(n=13)	(n=639)
Income is NOT enough to cover basic needs	26.1%	30.6%	89.0%	41.9%	67.3%	75.0%	53.8%	43%
Income is NOT enough to cover non basic needs	30.5%	38.8%	91.2%	64.5%	67.3%	75.0%	53.8%	48.5%
Income is NOT enough to support family	31.5%	30.6%	91.6%	77.4%	75.0%	100.0%	61.5%	49.8%

Table 17. Insufficient income per employment (n=639)

Employment status	Total count	Not meeting basic needs	Not meeting non basic needs	Not enough income to support family	Use of public assistance
		% of only NO responses	% of only NO responses	% of only NO responses	% of only YES responses
Employed	464	36.2%	41.6%	43.1%	17.0%
Unemployed	81	77.7%	76.5%	80.2%	28.4%
Not seeking employment	94	57.5%	55.3%	55.4%	50.0%

Table 17 shows the employment status of participants in this study and whether the income received is enough to cover needs. In addition, it shows that the financial need (measured by not meeting basic and non basic needs as well as not enough income to support family) is more present for refugees who are unemployed when compared to refugees who are employed or not seeking employment. Interestingly, the use of public assistance is seen at a higher rate among refugees who are not seeking employment (50%) compared to refugees who are employed (17%) and unemployed (28.4%).

Table 18 shows the percentage of refugees per region who use public assistance and the type of assistance used. Overall, only 23.2% of the year 2 population reported using public assistance. Public assistance across regions is underutilized, especially for refugees from Haiti with 17.6% and Africa with 15.4% of their population using public assistance, taking into consideration that these two regions reported the highest percentage of not having enough income to cover basic and non-basic needs as well as having not enough income to support their families (see Table 16). From participants who reported using public assistance, the most frequent type of assistance

across regions was Medicaid and food stamps. In addition, cross tabulations between marital status and use of public assistance revealed that 56.1% of married refugees are currently receiving public assistance, followed by 20.3% of single refugees (see Appendix A, Table. 42). This could be contributed to the fact that 65.4 % of spouses are not currently working or perhaps refugees with children are more likely to be eligible for public assistance such as food stamps (see table 11).

Table 18. Percentage of refugees who use public assistance per region (n=639) and type of public assistance by region (n=504)*

	Cuba (n=371)	Central and South America (n=49)	Haiti (n=119)	Near East/South Asia (n=31)	Africa (n=52)	Europe (n=4)	East Asia (n=13)	Total (n=639)
% of refugees using public assistance from total population per region	26.40%	24.50%	17.60%	25.80%	15.40%	0%	0.70%	23.16%
Type of public assistance (N=504)								
Refugee Cash Assistance	0.00%	0.00%	2.99%	3.13%	6.25%	0.00%	0.00%	1.57%
Temporary Assistance for Needy Family (TANF)	0.32%	0.00%	0.00%	0.00%	2.08%	0.00%	0.00%	0.39%
Supplemental Security Income (SSI)	12.34%	5.13%	0.00%	9.38%	10.42%	0.00%	0.00%	9.63%
Public Housing	1.95%	0.00%	0.00%	3.13%	2.08%	0.00%	0.00%	1.57%
Medicaid	33.77%	46.15%	28.36%	37.50%	29.17%	0.00%	40.00%	33.79%
Food stamps	42.53%	41.03%	68.66%	46.88%	50.00%	0.00%	60.00%	46.95%
Yes but not sure which one	3.57%	2.56%	0.00%	0.00%	0.00%	0.00%		2.36%
Not sure	5.52%	5.13%	0.00%	0.00%	0.00%	0.00%		3.73%

***Note:** Multiple responses on public assistance were taken into consideration when calculating frequencies by region. Percentages were calculated by total number of services received.

Table 19 shows the participants who are receiving public assistance by the length of time they have received it. Approximately two out of five (43.9%) are currently receiving public assistance and have received it for more than one year, followed by 33.8% of participants who have received assistance for a period from 7 to 12 months.

Table 19. Length of time receiving public assistance (n=148)

Length of time	Use of public assistance
1-6 months	9.5%
7-12 months	33.8%
More than 1 year	43.9%
More than 2 years	4.1%
None	1.4%
Not sure	7.4%

With regards to housing characteristics, almost all participants (99.8%; n=638) reported living in a home or apartment with the exception of .02% (n=1) who indicated to be living in a shelter

during the time of survey administration. In addition, when asked about whether participants pay their rent or mortgage, 18.6% (n=119) indicated that they do not pay their rent or mortgage. From these 119 participants, 81.5% (n=97) stated that their rent or mortgage is paid for by relatives.

Table 20. Participants who reported NOT paying mortgage or rent by region and employment status (n=119)

Pay rent or mortgage	Cuba (n=371)	Central and South America (n=49)	Haiti (n=119)	Near East/South Asia (n=31)	Africa (n=52)	Europe (n=4)	East Asia (n=13)	Total (n=639)
No (% of total population survey)	16.7%	18.4%	21.0%	19.4%	21.2%	25.0%	38.5%	18.6%
No (count)	62	9	25	6	11	1	5	119
Employment status for participants who do not pay or rent their mortgage (n=119)								
Employed	45.2%	77.8%	4.0%	33.3%	36.4%	0.0%	60.0%	37.8%
Unemployed	21.0%	11.1%	52.0%	50.0%	36.4%	100.0%	20.0%	30.3%
Not looking for a job	33.9%	11.1%	44.0%	16.7%	27.3%	0.0%	20.0%	31.9%

Table 20 shows that the highest percentage of participants who stated they are not paying mortgage or rent comes from East Asia, Africa, and Haiti with 38.5%, 21.2% and 21% respectively (the percentage presented in Europe may not be valid due to a low sample size). The Table also shows the association between employment status and participants who do not pay their mortgage or rent. It is noted that at least 54% of participants from Cuba, Haiti, Near East/South Asia and Africa who are not paying mortgage or rent are either participants who are unemployed or not looking for a job. In addition, 96% of Haitians who are not paying mortgage or rent are either unemployed or not looking for a job. This is expected as a lack of financial means may affect the payment of housing, especially for unemployed or participants who are not looking for employment. Another interesting observation is that 77.8% of refugees from Central and South America and 60% of East Asia, who are not paying for housing are employed. This may be contributed to cultural characteristics of Central & South Americans and East Asians who may be staying in a house or apartment of relatives until enough money is saved to move out.

Table 21 shows the relationship between participants who own or rent a house/apartment and the year of entrance into the US. As expected, the likelihood of renting a house tends to increase for participants as the number of years in the US increases, as shown in Table 21. It is interesting to note that refugees who entered the US in 2010 or before have the highest percentage of home ownership with 8.8%. This finding is consistent with the ORR report, which showed that refugees that entered in 2010 or before had a higher rate of home ownership. Again, living more years in the US may facilitate purchasing a home or an apartment, as refugees tend to become more self-sufficient over time (Halpern, 2008).

Table 21: Household type and entrance to US year (n=638)

Arrival to the US	Count	Rent	Own
2013	165	95.8%	4.2%
2012	305	94.1%	5.9%
2011	134	95.5%	4.5%
2010 or before	34	91.2%	8.8%
Overall response	638	94.7%	5.3%

*Note: The total number is 638 in this table because one participant indicated their current residence as a shelter.

Factor 3: Environment

The next factor considered is how refugees interact with the environment in which they live. Specifically, this section will cover findings related to medical coverage, barriers to medical access, and community involvement.

When it comes to medical coverage, there are some differences between the overall year 2 refugee population and the ORR sample. For instance, 28.7% of the current sample indicated having no medical coverage compared to 20% of the ORR sample. In addition, 26.7% of the sample indicated receiving Medicaid or refugee medical assistance with the highest region represented being Africa, reporting 38.6%, while more than half of the ORR sample (56%) received this type of medical coverage. Another interesting finding is that 31% of the sample population self pays medical expenses with the highest percentage seen by refugees from Central and South America (46.0%). Haiti is the region with the highest percentage of no medical coverage (46.7%). This finding is consistent with literature that shows immigrants from Haiti tend to have higher uninsured rates than other immigrant regions (Carrasquillo et al., 2000). Furthermore, lack of medical coverage is higher with refugees who arrived in 2013 (30.2%) when compared to refugees who arrived in 2010 or earlier with 20.6% (see Table 23). Lastly, the out of pocket medical expenses by refugees or assisted by household members is higher for refugees who arrived in 2010 or earlier than those who arrived in 2013. This could be attributed to an increase in medical coverage through employment for refugees who arrived in 2013 (11.8%) compared to refugees who arrived in the US in earlier years.

Table 22. Medical coverage associated with region (N=656*)

Medical Coverage	Cuba	C & S America	Haiti	NE/SA	Africa	Europe	E. Asia	Total
	(N=375)	(n=50)	(n=122)	(n=34)	(n=57)	(n=4)	(N=14)	(N=656)
No medical coverage	23.7%	16.0%	46.7%	44.1%	22.8%	25.0%	35.7%	28.7%
Medicaid or refugee Medical Assistance	30.1%	28.0%	11.5%	23.5%	38.6%	25.0%	21.4%	26.7%
Medically Needy Medicaid	0.8%	4.0%	0.0%	5.9%	10.5%	0.0%	21.4%	2.4%
Medical coverage through employment	2.7%	4.0%	23.8%	8.8%	19.3%	50.0%	0.0%	8.7%
Relatives or friends	2.9%	2.0%	2.5%	0.0%	1.8%	0.0%	0.0%	2.4%
Self/household members	38.9%	46.0%	15.6%	14.7%	7.0%	0.0%	21.4%	30.5%
Free Clinic	0.8%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.6%

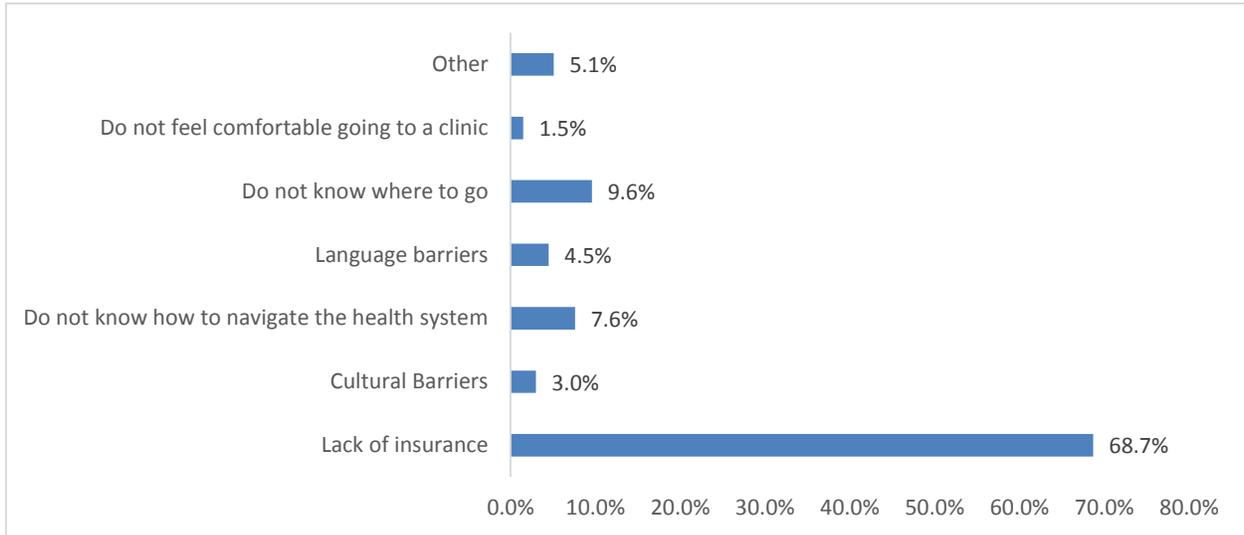
Table 23. Medical coverage associated by year of entrance in the US (n=656*)

Medical coverage	2013	2012	2011	2010 or before
	(n=169)	(n=312)	(n=141)	(n=34)
No medical coverage	30.2%	29.5%	25.5%	20.6%
Medicaid or refugee Medical Assistance	33.1%	24.4%	22.7%	23.5%
Medically Needy Medicaid	1.2%	1.9%	5.0%	2.9%
Medical coverage through employment	11.8%	7.7%	7.8%	5.9%
Relatives or friends	1.8%	2.6%	3.5%	0.0%
Self/household members	21.3%	33.0%	35.5%	47.1%
Free Clinic	0.6%	1.0%	0.0%	0.0%

*Note: Multiple responses on medical coverage were taken into consideration when calculating frequencies by region and by year of arrival as shown in Tables 22 and 23. Percentages were calculated by total number of medical coverage received.

Figure 11 shows barriers for not receiving medical care when it was needed. More than 68% of the responses indicated that reasons for not receiving medical care when it was needed was related to a lack of insurance. The second most reported barrier is not knowing where to go (9.6%), followed by not knowing how to navigate the health system (7.6%).

Figure 11. Barriers to access medical care (n = 198)



***Note:** This Table reports percentages out of the total number of responses to this question, thus the total equals 100%.

Table 24 shows that lack of medical coverage is higher for unemployed refugees (39.8%), compared to refugees who are not currently looking for a job (28.7%) and employed refugees (27.1%). In addition, Medicaid or refugee medical assistance is higher for refugees not seeking employment (56.4%) and for unemployed refugees (30.1%) compared to employed refugees (20.3%). Literature shows that immigrants have higher rates of uninsured status than the rest of the US population. In there is a relationship between legal status and rates of uninsured population, specifically that non-US citizens are less likely to have employer-sponsored health insurance or government coverage (Carrasquillo et al., 2000).

Table 24. Association between employment status and medical expenses paid (n=639)

Medical expenses	Employed (n=464)	Unemployed (n=81)	Not looking for a job (n=94)
No medical coverage	27.1%	39.8%	28.7%
Medicaid or Refugee medical assistance	20.3%	30.1%	56.4%
Medically Needy Medicaid (with deductible)	1.5%	3.6%	2.1%
Medical coverage through employment	11.7%	2.4%	0.0%
Relatives or friends	1.9%	3.6%	0.0%
Self/house members	36.8%	20.5%	11.7%
Free clinic	0.7%	0.0%	1.1%

Apart from utilization of public assistance and medical coverage, refugees were also asked about questions on services provided by Catholic Charities of Central Florida. A total of 86% of refugees indicated that they received services from Catholic Charities and 8% from Lutheran Services of Florida. As shown in table 25, most services received were assistance in applying for food stamps (13.2%), assistance in applying for Medicaid (13.1%) and employment assistance

(10.6%). This is true across regions with the exception of Haiti in which only 6% of refugees received employment related services.

Table 25. Services received by Catholic Charities by Region (n=3445)*

Services	Cuba	Central/ South	Haiti	Near East/South Asia	Africa	Europe	East Asia	Total
	(n=2036)	(n=301)	(n=662)	(n=122)	(n=249)	(n=18)	(n=57)	(n=3445)
Employment	11.9%	12.0%	6.0%	11.5%	8.8%	11.1%	15.8%	10.6%
Employment training	9.7%	10.6%	14.4%	5.7%	8.0%	0.0%	5.3%	10.3%
Legal	12.8%	12.0%	3.8%	9.8%	6.8%	11.1%	12.3%	10.4%
English Language Courses	10.2%	12.0%	11.9%	2.5%	10.0%	5.6%	5.3%	10.3%
Adult education	1.2%	1.0%	2.9%	1.6%	2.0%	0.0%	0.0%	1.6%
American Life integration Classes	11.8%	9.6%	11.3%	2.5%	4.0%	0.0%	0.0%	10.4%
Youth and family services	1.8%	2.7%	1.7%	7.4%	7.2%	0.0%	12.3%	2.6%
Case management	0.4%	0.3%	5.4%	9.8%	6.0%	16.7%	10.5%	2.4%
Child Care	0.7%	2.0%	2.3%	2.5%	2.8%	5.6%	0.0%	1.3%
Assistance in applying for food stamps	12.4%	14.0%	15.0%	13.9%	14.9%	11.1%	10.5%	13.2%
Assistance in applying for Medicaid	12.4%	13.6%	13.9%	15.6%	14.5%	22.2%	12.3%	13.1%
Assistance in applying for cash assistance	10.1%	9.6%	10.7%	11.5%	12.4%	11.1%	12.3%	10.4%
Other	4.5%	0.7%	0.8%	5.7%	2.4%	5.6%	3.5%	3.3%

*Note: Cross tabs were calculated by the number of services received.

The last two tables in this section show community involvement of refugees. Table 26 shows that most refugees from Cuba (83%) and from Central and South America (79.6%) are not involved in any community group or organization. Those who are not involved in community organizations may not have the time to attend community groups due to work and family obligations. It is also possible that this population is not as involved in church, which is where many of the refugees from other regions are involved, or because they are not aware of organizations offering language assistance services to bilingual members. Conversely, 89.1% of Haitians and 71.2% of Africans do participate in community organizations or groups. When the type of community groups by regions was analyzed, it was found that 82.9% of Haitians and 62.1% of Africans attend a church or other place of worship.

Table 26. Community involvement by region (n=639)

	Cuba (n=371)	Central and South America (n=49)	Haiti (n=119)	Near East/South Asia (n=31)	Africa (n=52)	Europe (n=4)	East Asia (n=13)	Total (n=639)
Not Involved in any community group or organization	83.0%	79.6%	10.9%	67.7%	28.8%	75.0%	61.5%	63.7%
Involved with community organizations and groups	17.0%	20.4%	89.1%	32.3%	71.2%	25.0%	38.8%	36.3%

B. Acculturation Findings

Acculturation is measured by refugee adaptation to the American community as well by perception of participants regarding their children’s adaptation in the American school system. In this study, acculturation will be measured using two dimensions: affiliation with American culture and affiliation with home country culture.

Factor 1: Participants’ perception about their children’s adaptation to the American School System

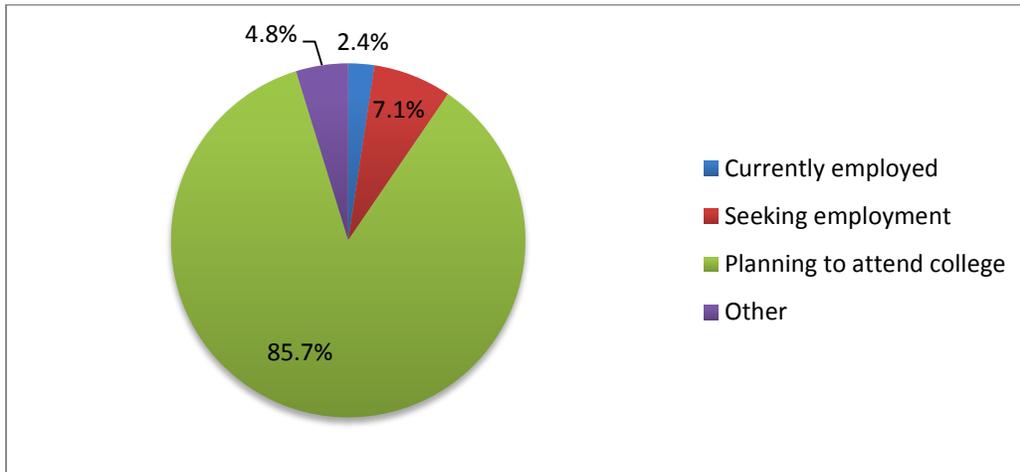
Less than one third (24%) of the sample population has school-aged children with an average of one child. A total of 221 school-aged children were reported by participants with a mean age of 11years. Out of these, 95% (n=210) are attending school and 5% are not attending school (n=11). Reasons for not attending school included not enrolled yet (n=8) and other, which included recently coming to the US, limited space for child, and limited English proficiency (n=3). Table 27 shows findings related to the children’s education. At least 90% of refugees stated that their child is doing well in school, and 70% reported that their child is participating in activities outside of school and home. Only 1% of refugee participants responded that their child is at risk of dropping out of school.

Table 27. For children attending school (n=210)

Education (yes responses)	Count	Percentage
Child doing well at school	200	95.2%
Child at risk of dropping out	3	1.4%
Child participates in activities outside of school and home	148	70.5%

The vast majority (98%) of study participants with children are confident about the future of their children and 88% enrolled their children between 0 to 3 months after arriving to the US. Figure 12 shows activities for children over 15 years of age.

Figure 12. Activities for children over 15 years of age (n=42)



When asked about how well their child is doing, 68% indicated they are fitting well in the community - better than expected - and over 80% reported speaking English very well or well (see Tables 28 and 29). Figure 13 shows that more than 90% of participants' children speak English very well or well, compared to only 2% among the adult survey participants.

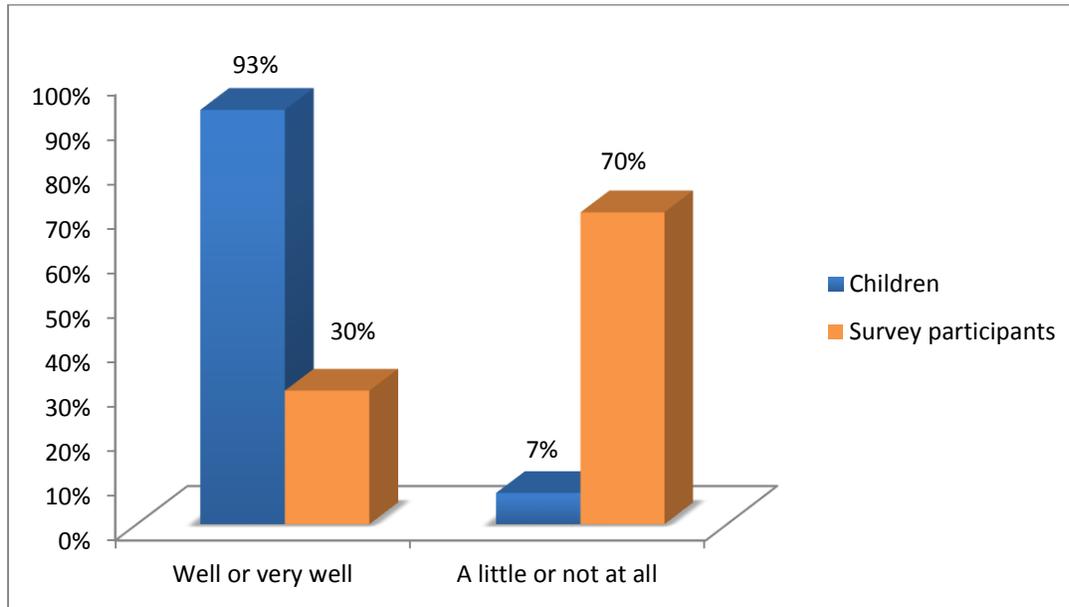
Table 28. Fitting well with the community for children attending school (n=210)

Do you feel your child is fitting well in the community	Count	Percentage
Better than expected	143	68.1%
As expected	63	30.0%
Worse than expected	4	1.9%
Total	210	100.0%

Table 29. English Proficiency of children (n=221)

How well do you feel your child speaks English	Count	Percentage
Very well	138	62.4%
Well	48	21.7%
Fairly well	19	8.6%
Very little	10	4.5%
Not at all	6	2.7%
Total	221	100.0%

Figure 13. English proficiency of children (n=221) versus survey participants (n=639)



Factor 2: Participants' acculturation

For the year 2 cohort, acculturation was measured using statements related to affiliation with American culture such as “I feel accepted by Americans,” “I have many American acquaintances,” and “I attend social functions with American people.” Acculturation was also measured using statements related to affiliation with the culture of participants’ home country such as “I speak my native language with my friends and acquaintances from my country of origin,” “I think in my native language,” and “I am informed about current affairs in my native country.”

Participants were asked to rate their responses to these statements using the Likert Scale, from 1 (strongly disagree) to 5 (strongly agree). The Kruskal Wallis test was done to assess differences in affiliation with culture of home country and affiliation with American culture between the 7 regions as shown in Table 30.⁴ It is noted that refugees from Cuba and Central and South America report the highest affiliation with the culture of their home country with 3.91 and 4.02 respectively. Regarding affiliation with American culture, the highest score is observed in Central America (3.50) and the lowest in East Asia (3.07) as shown in Table 30.

⁴ This test revealed that the differences for both dimensions are statistically significant at a p value of .000 respectively.

Table 30. Acculturation by regions (n=639)

Region	Affiliation with culture of home country	Affiliation with American culture
Cuba	3.91	3.11
Central and South America	4.02	3.50
Haiti	3.82	3.43
Near East South Asia	3.62	3.32
Africa	3.63	3.43
Europe	3.52	3.13
East Asia	3.61	3.07

Figure 14. Bi-dimensional acculturation by gender (n=639)

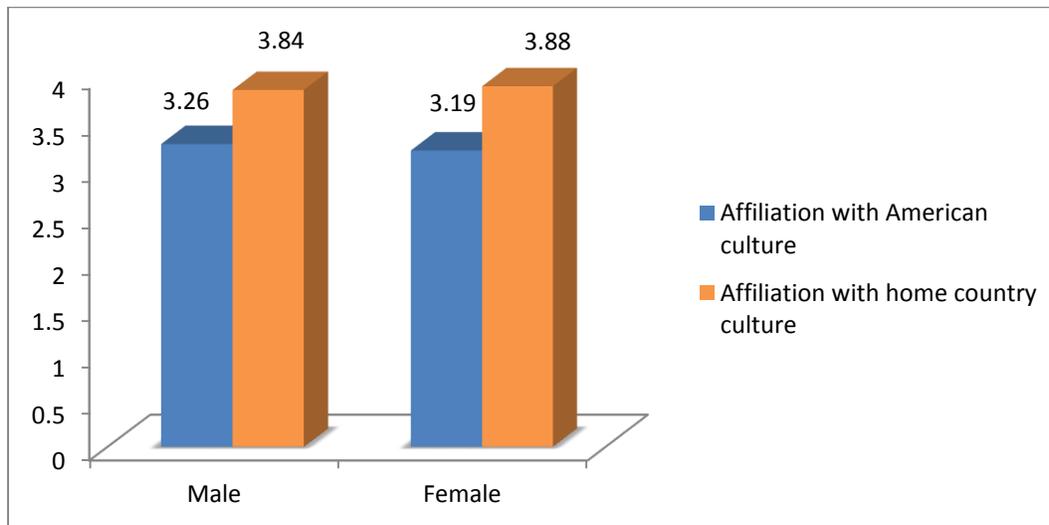


Figure 13 shows that affiliation with home country culture is higher than affiliation with American culture for both males and females in the total sample.⁵ Furthermore, non-parametric data analysis was performed to compare recurrent participants from year 1 and year 2 samples (n=182) in relation to their affiliation with American culture. The Wilcoxon Signed rank test was performed, and differences were found in mean scores between year 1 (3.26) and year 2 (3.39).⁶ In other words, year 2 participants who also participated in year 1, tend to be more acculturated when compared to year 1 of the study. This may be because the length of time in the US may increase cultural integration of refugees into American Culture (Halpern, 2008)

⁵ The differences between genders for affiliation with American culture are statistically significant at a p value of .05.

⁶ These findings were statistically different at a p value of .001.

Table 31. English proficiency by level of acculturation in affiliation with American culture (n=639)

English Proficiency	High	Medium	Low	Total
Very well	17.2%	5.4%	4.7%	5.8%
Well	41.4%	27.3%	9.4%	23.8%
A little	37.9%	59.4%	56.4%	57.7%
Not at all	3.4%	7.8%	29.5%	12.7%

Table 31 shows acculturation level by English proficiency. The acculturation level was calculated by grouping scores 1 to 2 for low acculturation; 3 for medium acculturation and 4 and 5 for high acculturation. Findings suggest that 80% of refugees who speak a little or no English have low acculturation while 58% of refugees who speak English very well or well have a high acculturation level. This trend was also observed in year 1 findings.

CONCLUSION

Participants from year 2 seem to be more self-sufficient as the number of employed refugees has increased when compared to year 1. In addition, there is an increase in English proficiency, especially among those refugees who are employed, which is another predictor of self-sufficiency. English proficiency is higher for male than female participants. Furthermore, the year 2 population reported a higher affiliation with the American culture than participants from year 1. Participants’ children also seem to be adapting quite well to the American school system.

As expected, for less self-sufficient refugees, there is more use of public assistance and Medicaid coverage. When it comes to comparisons by regions, Haitian and African refugees seem to have more financial needs. Interestingly, participants from Haiti indicated to have the highest percentage of spouses working when compared to other regions. Overall, public assistance seems to be underutilized or unavailable for all refugees regardless of the employment status of participants. Participants from Near East/South Asia received the most public assistance, while participants in Europe and Haiti received the least public assistance.

Although there is an overall improvement in self-sufficiency from year 1 to year 2, the path towards self-sufficiency is long. In year 2, there are still financial needs among refugees, and there is a long process to becoming fully proficient in English. Self-sufficiency is a long process that requires having the necessary skills to be employed and become independent from cash and non-cash governmental assistance. The surveyed refugees seem to be on the right path although the process toward self-sufficiency may be taking longer than they expected.

The main findings and policy recommendations for the year 2 results are presented in Table 32.

Table 32. Main Findings and Policy Recommendations

Main Findings	Policy Recommendations
Refugees are underinsured and face barriers to seeking health care and health care insurance (see Table 23 and Figure 11).	Offer culturally and linguistically appropriate information on the Affordable Care Act (Obamacare) to refugees, including benefits and enrollment processes, to increase the number of insured refugees.
Refugees in central Florida are utilizing services provided by Catholic Charities of Central Florida and Lutheran Services of Florida, and they are helping refugees become more self-sufficient (see Table 25).	Continue to fund programs like Catholic Charities, which provide vital services for refugees in central Florida.
Public assistance is underutilized among refugees in central Florida, particularly for African and Haitian regions (see Table 16 and Table 18).	Identify culturally and linguistically appropriate ways to inform refugees about the availability of public assistance.
Refugees from Haiti and Africa have the highest level of financial needs that are not being met when compared to other regions in the Year 2 study (see Table 16).	Consider culturally and linguistically appropriate employment-related interventions for job training and job searching tailored to Haitian and African refugees to help obtain and sustain employment.
There is evidence that the year 2 refugee population has a low percentage of home ownership compared to renting (see Table 21).	Provide necessary information to refugees on home ownership and mortgage, including important resources that are available for first time homebuyers.
Findings indicate a lack of community involvement among refugees from most regions, with the exception of those from Africa and Haiti who are engaged through faith communities (see Table 26).	Disseminate information on community organizations, and ensure programs like Catholic Charities have community liaisons.
Although acculturation improves over time (Halpern, 2008; pg. 34) integration into US culture is a slow process.	Continue to offer support to refugees through programs like Catholic Charities and other community-based organizations with different ways to improve English proficiency and help with the adaptation process.
English proficiency is highly correlated with employment status (see Table 15 and Figure 10).	Offer ongoing English classes and training available for free, particularly in an online platform, tailored to refugees who may not have the time, financial resources, or may face transportation barriers to attending these trainings or classes.

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APPENDIX A

Table 33. How refugees feel they may improve their English (n=1277*)

	Frequency	Percentage
English classes	384	30.1%
Talking to people	486	38.1%
Television, computer, or similar technology	385	30.1%
Other	22	1.7%

Note: This table was calculated ways to improve English and not by number of refugees

Table 34. How refugees found their job (n=464*)

	Frequency	Percent
Resettlement agency	8	1.7%
Refugee Services Agency	88	19.0%
Public Employment agency	5	1.1%
Help of a family or friend	210	45.3%
Church	1	0.2%
College or job training program	2	0.4%
Self	146	31.5%
Other	4	0.9%

Note: This is the total number of people who are employed.

Table 35. Feeling overqualified and financial situation (n=464*)

	Better than expected (n=91)	As expected (n=277)	Worse than expected (n=96)
Yes	29.7%	30.7%	71.9%
No	53.8%	47.7%	15.6%
Not sure	16.5%	21.7%	12.5%

Note: This is the total number of people who are employed.

Table 36. Relationship between type of employment in their home country and type of employment in the US (n=458*)

	Count	Retail	Agriculture	Self employed	Construction	Restaurant	Airport	Driver	House-keeping	Grocery	Office	Other
Not employed	59	6.80%	0.00%	1.70%	16.90%	22.00%	1.70%	0.00%	18.60%	5.10%	1.70%	25.40%
Civil servant	218	4.60%	0.00%	4.10%	22.00%	13.30%	11.90%	10.60%	14.20%	4.60%	4.10%	10.60%
In the military	4	0%	0%	0%	0.25	0.5	0%	0%	0%	0%	0%	25.00%
In private business	68	2.90%	0.00%	5.90%	7.40%	10.30%	2.90%	5.90%	10.30%	1.50%	8.80%	44.10%
Agriculture	7	0.00%	14.30%	0.00%	14.30%	0.00%	14.30%	14.30%	0.00%	14.30%	0.00%	28.60%
Self employed	55	1.80%	0.00%	1.80%	9.10%	12.70%	3.60%	9.10%	29.10%	1.80%	0.00%	30.90%
Religious leader	6	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	33.30%	16.70%	0.00%	33.30%
Other	41	4.90%	0.00%	0.00%	2.40%	19.50%	0.00%	4.90%	17.10%	0.00%	4.90%	46.30%

Note: This is based on the number of people who have worked in their country of origin only.

Table 37. Job Satisfaction and feeling overqualified (n=639)

	Do you feel overqualified for your job?					
		Count	Yes	No	Not Sure	
Job Satisfaction	Very Satisfied	Male	31	25.8%	64.5%	9.7%
		Female	14	28.6%	57.1%	14.3%
	Satisfied	Male	191	28.3%	53.2%	18.3%
		Female	74	23.3%	52.1%	24.7%
	Neutral	Male	69	50.7%	26.1%	23.2%
		Female	39	61.5%	10.2%	28.2%
	Unsatisfied	Male	25	84.0%	16.0%	0.0%
		Female	8	75.0%	12.5%	12.5%
	Very Unsatisfied	Male	9	100.0%	0.0%	0.0%
		Female	4	75.0%	0.0%	25.0%

Table 38. Participant responses on job qualifications by region (n=464*)

	Region							Total
	Cuba (n=278)	Central and South America (n=40)	Haiti (n=82)	Near East/South Asia (n=20)	Africa (n=32)	Europe (n=3)	East Asia (n=9)	
<i>Do you feel overqualified for your job?</i>								
Yes	17.6%	60.0%	74.4%	72.7%	67.7%	100.0%	55.6%	38.4%
No	56.1%	32.5%	15.9%	27.3%	22.6%	0.0%	44.4%	42.9%
Not Sure	25.3%	7.5%	9.8%	0.0%	9.7%	0.0%	0.0%	18.8%
<i>Do you feel that you would benefit from additional training at your current job?</i>								
Yes	9.4%	7.5%	54.9%	13.6%	35.5%	0.0%	22.2%	19.4%
No	75.9%	87.5%	19.5%	68.2%	54.8%	100.0%	66.7%	65.1%
Not Sure	14.7%	5.0%	25.6%	18.2%	9.7%	0.0%	11.1%	15.5%
<i>Did the English classes taken provide you with a specific vocabulary that was needed for your job?</i>								
Yes	18.7%	22.5%	80.5%	54.5%	77.4%	100.0%	55.6%	36.6%
No	33.5%	52.5%	7.3%	18.2%	3.2%	0.0%	0.0%	26.9%

Not Sure	26.6%	22.5%	1.2%	13.6%	9.7%	0.0%	11.1%	19.6%
Not applicable	21.2%	2.5%	11.0%	13.6%	9.7%	0.0%	33.3%	16.8%

Note: This is the total number of people who are employed.

Table 39. Overall job satisfaction by region and gender (n=464)

Job Satisfaction		Count	Region							Total
			Cuba	C/S Am	Haiti	NE/SA	Africa	Europe	E. Asia	
Very Satisfied	Male	31	66.7%	71.4%	100.0%	50.0%	100.0%	0%	0%	68.9%
	Female	14	33.3%	28.6%	0.0%	50.0%	0.0%	0%	0%	31.1%
Satisfied	Male	191	70.5%	76.5%	63.0%	83.3%	92.9%	0.0%	100.0%	72.1%
	Female	74	29.5%	23.5%	37.0%	16.7%	7.1%	100.0%	0.0%	27.9%
Neutral	Male	69	68.9%	40.0%	62.1%	40.0%	76.9%	0%	80.0%	64.5%
	Female	38	31.1%	60.0%	37.9%	60.0%	23.1%	0%	20.0%	35.5%
Unsatisfied	Male	25	55.6%	100.0%	78.6%	100.0%	100.0%	0.0%	0%	75.8%
	Female	8	44.4%	0.0%	21.4%	0.0%	0.0%	100.0%	0%	24.2%
Very Unsatisfied	Male	9	25.0%	0%	33.3%	0%	0%	0%	0%	30.8%
	Female	4	25.0%	0%	33.3%	0%	0%	0%	0%	30.8%

Table 40. Duplicated services from Lutheran Services from Florida (n=81*)

Services	Cuba	Central/South	Haiti	Near East/South Asia	Africa	Europe	East Asia	Total
Employment	2	1	1	1	1	0	1	7
Employment training	3	2	0	1	0	0	0	6
Legal	1	0	0	3	1	0	0	5
English Language Courses	1	0	1	2	0	0	0	4
Adult education	0	0	0	1	0	0	0	1
American Life integration Classes	2	0	0	2	0	0	0	4
Youth and family services	2	0	0	1	0	0	0	3
Case management	1	0	0	1	3	0	1	6
Child Care	0	0	0	1	0	0	0	1
Assistance in applying for food stamps	4	0	1	2	3	0	1	11
Assistance in applying for Medicaid	4	1	1	3	4	0	0	13
Assistance in applying for cash assistance	4	0	1	2	3	0	2	12
Other	1	1	1	2	3	0	0	8
Total	25	5	6	22	18	0	5	81

Note: This is based on the number of services received and not by the number of participants.

Table 41. Housing characteristics by region (n=639)

Housing statements	Cuba (n=371)	Central/South (n=49)	Haiti (n=119)	Near East/South Asia (n=31)	Africa (n=52)	Europe (n=4)	East Asia (n=13)	Total (n=639)
Where are they living now								
Apartment	73.00%	63.30%	60.50%	61.30%	76.90%	50.00%	46.20%	69.00%
House	27.00%	36.70%	39.50%	35.50%	23.10%	50.00%	53.80%	30.80%
Homeless	0.00%	0.00%	0.00%	3.20%	0.00%	0.00%	0.00%	0.20%
Relative in the household who resided in the home prior arrival to the US								
Yes	51.80%	32.70%	33.60%	22.60%	25.00%	25.00%	15.40%	42.40%
No	48.20%	67.30%	66.40%	77.40%	75.00%	75.00%	84.60%	57.60%
Own or rent apartment								
Rent	95.40%	87.80%	95.80%	96.80%	92.30%	100.00%	92.30%	94.70%
Own	4.60%	12.20%	4.20%	3.20%	7.70%	0.00%	7.70%	5.30%
Pay rent or mortgage								
Yes	83.30%	81.60%	80.70%	74.20%	80.80%	75.00%	53.80%	81.40%
No	16.70%	18.40%	19.30%	25.80%	19.20%	25.00%	46.20%	18.60%
How long they have lived at this location								
1-6 months	23.20%	14.30%	26.90%	12.90%	17.30%	25.00%	15.40%	22.10%
7-12 months	27.20%	22.40%	22.70%	22.60%	26.90%	0.00%	15.40%	25.40%
More than one year	44.50%	55.10%	32.80%	41.90%	44.20%	25.00%	38.50%	42.70%
More than two years	5.10%	8.20%	17.60%	22.60%	11.50%	50.00%	30.80%	9.90%
Housing experience in the US								
Excellent	1.60%	2.00%	4.20%	6.50%	7.70%	0.00%	7.70%	3.00%
Good	87.90%	91.80%	38.70%	67.70%	51.90%	100.00%	61.50%	74.60%
Average	9.70%	6.10%	47.90%	22.60%	32.70%	0.00%	30.80%	19.40%
Poor	0.80%	0.00%	9.20%	3.20%	7.70%	0.00%	0.00%	3.00%
How safe do you feel in your neighborhood								
Very safe	16.70%	24.50%	9.20%	22.60%	9.60%	25.00%	15.40%	15.60%
Safe	77.90%	75.50%	68.10%	71.00%	78.80%	75.00%	76.90%	75.60%
Not safe	2.40%	0.00%	7.60%	6.50%	5.80%	0.00%	7.70%	3.80%
No opinion	3.00%	0.00%	15.10%	0.00%	5.80%	0.00%	0.00%	5.00%

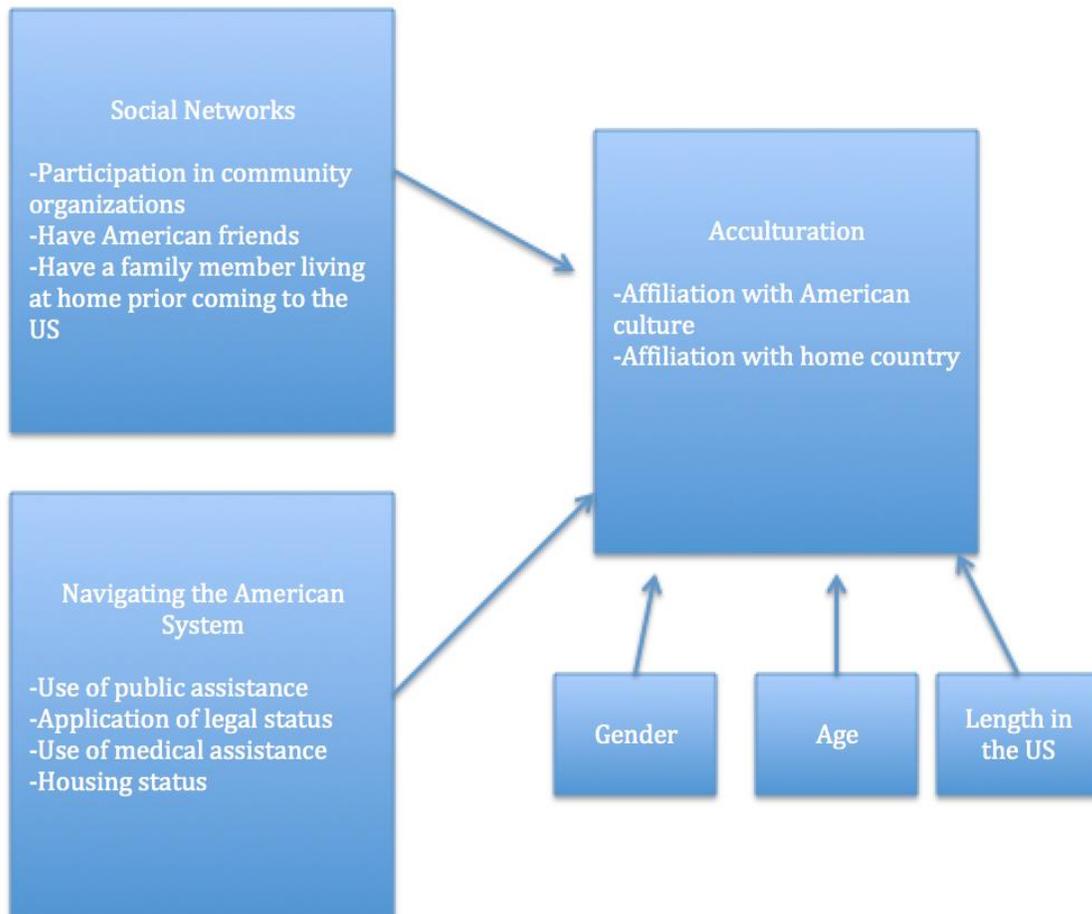
Table 42. Use of public assistance by marital status; yes responses only (n=148*)

	Frequency	Yes
Married	83	56.08%
Divorced	14	9.46%
Separated	15	10.14%
Widowed	6	4.05%
Single	30	20.27%

Note: This is based on the number of yes responses to public assistance by marital status.

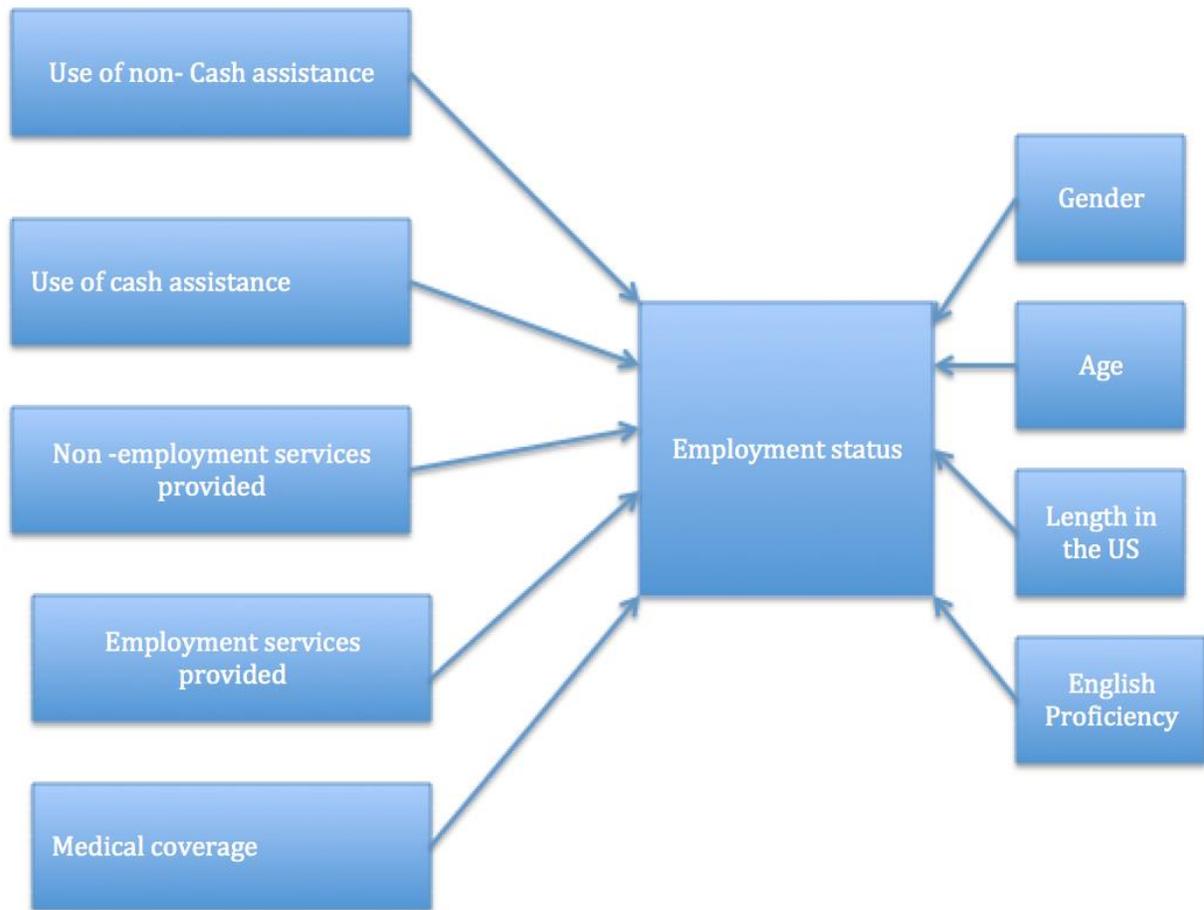
APPENDIX B

Model on Predictors of Acculturation among Refugees in Central Florida



Note: This model is for further exploration for research purposes

Model on Predictors of Job Attainment in the US among Refugees in Central Florida



Note: This model is for further exploration for research purposes

APPENDIX C



University of Central Florida Institutional Review Board
Office of Research & Commercialization
12201 Research Parkway, Suite 501
Orlando, Florida 32826-3246
Telephone: 407-823-2901 or 407-882-2276
www.research.ucf.edu/compliance/irb.html

Approval of Exempt Human Research

From: UCF Institutional Review Board #1
FWA00000351, IRB00001138

To: Maritza Concha

Date: December 12, 2014

Dear Researcher:

On 12/12/2014, the IRB approved the following activity as human participant research that is exempt from regulation:

Type of Review: Exempt Determination
Modification Type: Protocol revision; Added additional translated Consent forms;
Survey revision; Added research associate: Jyusnightly Genestant;
Removed research associate: Luvinia Remy
Project Title: Customer Survey Evaluation of Comprehensive Refugee Services
Investigator: Maritza Concha
IRB Number: SBE-13-09714
Funding Agency: FL Department of Children & Families
Grant Title: Customer Survey Evaluation of Comprehensive Refugee
Services
Research ID: NA

This determination applies only to the activities described in the IRB submission and does not apply should any changes be made. If changes are made and there are questions about whether these changes affect the exempt status of the human research, please contact the IRB. When you have completed your research, please submit a Study Closure request in iRIS so that IRB records will be accurate.

In the conduct of this research, you are responsible to follow the requirements of the [Investigator Manual](#).

On behalf of Sophia Dziegielewski, Ph.D., L.C.S.W., UCF IRB Chair, this letter is signed by:

A handwritten signature in black ink, appearing to read "Patria Davis".

Signature applied by Patria Davis on 12/12/2014 08:19:12 AM EST

IRB Coordinator

APPENDIX D



State of Florida
Department of Children and Families

Rick Scott
Governor

Mike Carroll
Secretary

December 18, 2014

Maritza Concha, Ph.D. RD
Covian Consulting Inc.
3267 Progress Drive Suite 138
Orlando, FL 32826

Re: "Customer Survey Evaluation of Comprehensive Refugee Services"

Dear Dr. Concha:

The Department of Children and Families is in agreement with the Institutional Review Board (IRB) at the University of Central Florida to allow your proposed research project, "Customer Survey Evaluation of Comprehensive Refugee Services" contingent upon continued IRB approval. Study data must be password and computer firewall protected. Any transfers of data must be consistent with industry encryption standards.

The Department requires adherence to the procedures described in your proposal and to ethical principles and statutory regulations. We also require that you send us a copy of the study results upon completion of your study. Please send study results to:

Elyse Linn, Human Protections Administrator
Department of Children and Families, Substance Abuse and Mental Health
1317 Winewood Boulevard
Tallahassee, FL 32399-0700

Should you have any questions or technical assistance needs, please contact Elyse Linn at 850-717-4423 or Elyse.Linn@myflfamilies.com.

Sincerely,

Ute Gazioch,
Director, Substance Abuse and Mental Health

cc: Elyse Linn, Human Protections Administrator
Tera Bivens, Contract Manager, Refugee Services Program Office

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

APPENDIX E

Instructions

The purpose of this survey is to evaluate your level of economic self-sufficiency and how well you have adapted into your new community after arriving in Florida. This interview will take approximately 20- 25 minutes to complete. Please confirm that you have understood the informed consent and that you have the opportunity to ask any questions about this study.

Demographic: demo1

- 1) What country are you from?
- 2) Cuba (Cuba)
 - Azerbaijan (Europe)
 - Haiti (Haiti)
 - Kazakhstan (Europe)
 - Colombia (Latin America & Caribbean)
 - Kyrgyzstan (Europe)
 - Dominican Republic (Lat Am & C)
 - Russia (Europe)
 - Venezuela (Latin America & Caribbean)
 - Ukraine (Europe)
 - Bolivia (Latin America & Caribbean)
 - Uzbekistan (Europe)
 - Brazil (Latin America & Caribbean)
 - China (East Asia)
 - Cameroon (Africa)
 - Burma (East Asia)
 - Congo (Africa)
 - Malaysia (East Asia)
 - Dem. Rep. of Congo (Africa)
 - Myanmar (East Asia)
 - Egypt (Near East/South Asia)
 - Nepal (NE/South Asia)
 - Eritrea (Africa)
 - Sri Lanka (NE/South Asia)
 - Ethiopia (Africa)
 - Philippines (East Asia)
 - Somalia (Africa)
 - Iran (NE/South Asia)
 - Sudan (Africa)
 - Iraq (Near East/South Asia)
 - Syria (NE/South Asia)
 - United Arab Emirates (NE/South Asia)
 - Other
- 3) **Demo2:** If you answered “Other”, please specify: _____
- 4) **Demo3:** (for Interviewer only – do not ask participant)
 - Participant’s region:
 - Cuba
 - Central & South America
 - Haiti
 - Near East/South Asia
 - Africa
 - Europe

5) **Demo4:** What language (s) do you speak?

English	Kurdish
Spanish	Tigrinya
Italian	Amharic
French	Somali
Creole	Azerbaijani
Portuguese	Malaysian
Arabic	Filipino
Persian	Tamil
Pashto	Hindi
Balochi	Azeri
Burmese	Nepali
Sinhala	Kazakh
Chinese Mandarin	Russian
Ukrainian	Uzbek
Tagalog	Farsi
Other	

6) **Demo5:** If you answered “Other”, please specify: _____

7) **Demo6:** What is your age: _____

8) **Demo7:** Are you male or female?

Male
Female

9) **Demo8:** What is your marital status?

Married or living together
Divorced
Separated
Widowed
Single

10) **Demo9:** What year did you enter the U.S to stay?

2013
2012
2011
2010 or before
Unknown

11) **Demo10:** What month did you enter the U.S to stay?

January
February
March

April
May
June
July
August
September
October
November
December
Unknown

Services Received

12) **Service1:** Are you aware of the refugee services offered by Catholic Charities of Central Florida, Inc.?

Yes
No

13) **Service2:** Are you aware of the refugee services offered by Lutheran Services of Florida, Inc.?

Yes
No

14) **Service13:** Have you received any of the following services from Catholic Charities of Central Florida, Inc. (CCCFL)? (check all that apply)

Employment
Employment Training
Legal
English Language Courses
Adult Education (excluding English Courses)
American Life Integration Classes
Youth and Family Services
Case Management
Child Care
Assistance in applying for: Food Stamps
Assistance in applying for: Medicaid
Assistance in applying for: Refugee Cash Assistance
Other
None

15) **Service14:** If you selected “Other”, what other services have you received from Catholic Charities of Central Florida, Inc. (CCCFL)? _____

16) **Service15:** Have you received any of the following services from Lutheran Services of Florida, Inc. (LSFL)? (check all that apply)

- Employment
- Legal
- Cultural Orientation
- Case Management
- Assistance in applying for: Food Stamps
- Assistance in applying for: Medicaid
- Assistance in applying for: Refugee Cash Assistance
- Other
- None

17) **Service16:** If you selected “Other”, what other services have you received from Lutheran Services of Florida, inc.? _____

English

18) **English1:** At the time of arrival in the U.S., how well did you speak English?

- Very well
- Well
- A little
- Not at all

19) **English2:** How well do you speak English now?

- Very well
- Well
- A little
- Not at all

20) **English3:** Before coming to the U.S., did you have any English language instruction?

- No SKIP TO Q. 21

21) **English4:** If you selected “Yes”, how many months of instruction? _____

22) **English5:** Since you came to the U.S., have you taken English classes?

- Yes
- No SKIP TO Q. 23

23) **English6:** If you selected “Yes”, how many months have you taken English classes?

24) **English7:** What have been the barriers to learning English?

- Lack of information about classes
- Low-quality classes
- Classes are inconvenient to work and family schedule
- Lack of time
- Lack of transportation
- Other (specify)

25) **English8:** If you selected “Other”, what has prevented you from receiving English classes in the US?

26) **English9:** What would help improve your English? (mark all that apply)

- English classes
- Talking to people
- Television, computer, or similar technology
- Other

27) **English10:** If you selected “Other”, what other ways can help improve your English?

28) **English11:** Besides English, have you taken any (mark all that apply):

- Vocational Program
- Short term training
- College degree seeking
- Other
- No

29) **English12:** If you selected “Other”, what other vocational courses have you taken?

Education

30) **Educ1:** How many years of schooling did you complete before coming to the U.S.?

31) **Educ2:** What is the highest degree or certificate you obtained before coming to the U.S.?

- None
- Primary
- Secondary (or high school) diploma
- Training in Refugee Camp
- Technical school certification
- 2 year University degree
- 4 year university degree
- Advanced degree (e.g., Masters, PhD)
- Medical degree

32) **Educ3:** If you selected “Technical Certificate”, what type of technical certificate do you have? _____

33) **Educ4:** If you selected “2 Year Degree”, what type of degree do you have?

34) **Educ5:** If you selected “4 Year Degree”, what type of degree do you have?

- 35) **Educ6:** If you selected “Advanced Degree”, what type of Advanced degree do you have? _____
- 36) **Educ7:** How many years of schooling have you completed since your arrival in the U.S.? _____
- 37) **Educ8:** Have you completed any educational programs since you came to the US?
 None
 Primary
 Secondary (or high school) diploma
 Training in Refugee Camp
 Technical school certification
 2 year University degree
 4 year university degree
 Advanced degree (e.g., Masters, PhD.)
 Medical degree
- 38) **Educ9:** If you selected “Technical Certificate”, what type of technical certificate do you have? _____
- 39) **Educ10:** If you selected “2 Year Degree”, what type of degree do you have? _____
- 40) **Educ11:** If you selected “4 Year Degree”, what type of degree do you have?

- 41) **Edu12:** If you selected Advanced degree, what type of Advanced degree do you have?

EMPLOYMENT

- 42) **Employ1:** Before coming to the U.S., what type of work did you do?
 Not employed
 Civil servant (e.g., government)
 In the military
 In private business
 Agriculture
 Self-employed
 Religious Leader
 Other
- 43) **Employ2:** If you selected “Other”, specify what type of work did you do? _____
- 44) **Employ3:** Have you worked at all since arriving in the U.S.?
 Yes
 No

- 45) **Employ4:** Are you working now?
 Yes SKIP TO Q.49
 No but I am actively seeking employment.
 No and I am not looking for work. SKIP TO Q. 47
- 46) **Employ5:** If you are not working but actively seeking employment, what is the barrier so far (mark all that apply)
 Limited English
 Cultural Barriers
 Overseas Skills/Qualifications Recognition
 Discrimination
 Transportation
 I don't know where to start
 I don't know
 Other
 Applicable (SKIP TO Q. 65)
- 47) **Employ6:** If you selected "Other", please specify: _____ 6
- 48) **Employ7:** If you are not working but are NOT looking for employment, is this because:
 7
 Couldn't Find Work
 Limited English
 Retirement Age
 Child Care/Family Responsibilities
 Attending School/Training
 Poor Health or Disability
 Believes no work is available
 I don't wish to work
 Other
 Applicable (SKIP TO Q. 65)
- 49) **Employ8:** If you selected "Other", please specify: _____ 8
- 50) **Employ9:** If you ARE working, what type of work do you do?
 Retail
 Agriculture
 Self-employed
 Construction
 Restaurant
 Airport
 Driver
 Housekeeping
 Grocery Store
 Office
 Other
- 51) **Employ10:** If you selected "Other", please specify: _____
- 52) **Employ11:** How many hours do you work in a week?

Full time (35-40 hours)
Part time (less than 35 hours)

53) **Employ12:** What is your hourly rate?

Less than \$8.00 per hour
Between \$8.00 and \$10.00 per hour
Between \$11.00 and \$13.00 per hour
Between \$14.00 and \$16.00 per hour
More than \$16.00 per hour

54) **Employ13:** How long did it take you to find work after receiving your work permit?

1-6 months
7 – 12 months
Over one year
I have not worked in the U.S.

55) **Employ14:** What benefits are offered by your current employer? (mark all that apply)

Medical Insurance
Vacations
Holiday pay days
Pay for sick days
None

56) **Employ15:** What benefits are you receiving from your current employer? (mark all that apply).

Medical Insurance
Vacations
Holiday pay days
Pay for sick days
None

57) **Employ16:** Is the Medical Insurance provided through your current employer affordable?

Yes
No

58) **Employ17:** How long have you worked at the job you have now?

1-6 months
7-12 months
Over one year
Over two years
I am not working

59) **Employ18:** How did you find your current job?

Resettlement agency
Refugee Services Agency
Public Employment Agency
Help of a friend/family member

Church
College or job training program
Self
Other

- 60) **Employ19:** If you selected “Resettlement Agency”, please tell me the name of the Agency:_____
- 61) **Employ20:** If you selected “Other”, in what other way did you find your current job?_____
- 62) **Employ21:** Do you feel overqualified for your job?
Yes
No
Not sure
- 63) **Employ22:** Do you feel you would benefit from additional training on your current job?
Yes
No
Not sure
- 64) **Employ23:** Did the English classes taken provide you with specific vocabulary that was needed for your job?
Yes
No
Not sure
- 65) **Employ24:** Overall how satisfied are you with your job?
Very Satisfied
Satisfied
Neutral
Unsatisfied
Very Unsatisfied
I am not working
- 66) **Employ25:** Is your spouse or another member of your household currently working?
Yes
No
Not Sure
- 67) **Employ26:** Is the income your family receives enough to cover rent, utilities, and food?
Yes
No
Not sure
- 68) **Employ27:** Is the income your family receives enough to cover all household expenses (including cable, cell phone, gas, etc.)?
Yes

No
Not sure

69) **Employ28:** Do you feel the income your family receives from work is enough to support your family?

Yes
No
Not sure

70) **Employ29:** Is your financial situation at this point what you hoped or expected it would be by now when you first arrived?

Better than expected
As expected
Worse than expected

71) **Employ30:** Do you believe your financial situation will continue to improve in the future?

Yes
No
Not sure

IMMIGRATION STATUS (For clients who have been in the U.S. for at least 12 months)

72) **Immi1:** Have you applied to adjust your immigration status to a permanent U.S. resident (applied for a green card)?

Ask questions 52-57 if client has been in the US for more than 12 months.

Yes
No SKIP TO Q. 74

73) **Immi2:** What year did you apply to adjust your immigration status?

2013
2012
2011
2010 or before
Unknown

74) **Immi3:** What month did you apply to adjust your immigration status?

January
February
March
April
May
June
July
August
September
October

- 81) **School_2:** If YES, how many children? _____
- 82) **School_3:** How old is **CHILD 1**?
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 83) **School_4:** Does **CHILD 1** attend school?
- Yes SKIP TO Q. 84
- No
- 84) **School_5:** Why doesn't your **child 1** attend school?
- Already Graduated
- Attended, but Dropped Out
- Not Enrolled Yet
- Will Not Enroll
- Other
- Applicable (SKIP TO Q.88)
- 85) **School_6 :** How soon after your arrival to the U.S. did you first enroll **CHILD 1** in school?
- 0-3 months
- 3-6 months
- 6-9 months
- I don't know
- 86) **School_7:** Do you feel **CHILD 1** is doing well in school?
- Yes
- No
- 87) **School_8:** Do you feel your **child 1** is at risk of dropping out of school?
- Yes
- No
- 88) **School_9:** Does **CHILD 1** participate in activities outside of school and home? (i.e. sports, church groups, academic clubs, etc.)
- Yes
- No
- 89) **School_10:** (If child over 15) Is your **child 1** participating in any of the following activities?

Currently Employed
Seeking Employment
Planning to attend College
In GED or ESOL Program
Vocational Training
Other (specify)
NA

90) **School_11** specify other

91) School_12: Are you confident about the future of CHILD 1 in this country?

Yes

No

92) School_13: Do you feel that CHILD 1 is fitting in well into the community?

Better than expected

As expected

Worse than expected

93) School_14: How well do you feel your child 1 speaks English?

Very Well

Well

Fairly Well

Very Little

Not at all

94) School_15: How old is CHILD 2?

4

5

6

7

8

9

10

11

12

13

14

15

16

17

N/A SKIP TO Q. 133

95) School_16: Does CHILD 2 attend school?

Yes SKIP TO Q. 98

No

96) School_17: Why doesn't your child 2 attend school?

Already Graduated

Attended, but Dropped Out

Not Enrolled Yet

Will Not Enroll

Other

Applicable

(SKIP TO Q. 102)

97) **School_18** Specify

98) **School_19:** How soon after your arrival to the U.S. did you first enroll **CHILD 2** in school?

0-3 months

3-6 months

6-9 months

I don't know

99) **School_20:** Do you feel **CHILD 2** is doing well in school?

Yes

No

100) **School_21:** Do you feel your **child 2** is at risk of dropping out of school?

Yes

No

101) **School_22:** Does **CHILD 2** participate in activities outside of school and home? (i.e. sports, church groups, academic clubs, etc.)

Yes

No

102) **School_23:** (If child over 15) Is your **child 2** participating in any of the following activities?

Currently Employed

Seeking Employment

Planning to attend College

In GED or ESOL Program

Vocational Training

Other (specify)

NA

103) **School_24** Other specify

104) **School_25:** Are you confident about the future of **CHILD 2** in this country?

Yes

No

105) **School_26:** Do you feel that **CHILD 2** is fitting in well into the community?

Better than expected

As expected

Worse than expected

106) **school_27:** How well do you feel your child 2 speaks English?

Very Well

Well

Fairly Well

Very Little

Not at all

107) School_28: How old is CHILD 3?

- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17

N/A SKIP TO Q. 133

108) School_29: Does CHILD 3 attend school?

Yes SKIP TO Q. 111

No

109) School_30: Why doesn't your child 3 attend school?

Already Graduated

Attended, but Dropped Out

Not Enrolled Yet

Will Not Enroll

Other

Applicable

(SKIP TO Q. 115)

110) **School_31** Specify other

111) **School_32:** How soon after your arrival to the U.S. did you first enroll CHILD 3 in school?

0-3 months

3-6 months

6-9 months

I don't know

112) **School_33:** Do you feel CHILD 3 is doing well in school?

Yes

No

113) **School_34:** Do you feel your child 3 is at risk of dropping out of school?

Yes

No

114) **School_35:** Does CHILD 3 participate in activities outside of school and home? (i.e. sports, church groups, academic clubs, etc.)

Yes

No

115) **School_36:** (If child over 15) Is your **child 3** participating in any of the following activities?

- Currently Employed
- Seeking Employment
- Planning to attend College
- In GED or ESOL Program
- Vocational Training
- Other (specify)
- NA

116) **School_37:** Other specify

117) **School_38:** Are you confident about the future of **CHILD 3** in this country?

- Yes
- No

118) **School_39:** Do you feel that **CHILD 3** is fitting in well into the community?

- Better than expected
- As expected
- Worse than expected

119) **School_40:** How well do you feel your child 3 speaks English?

- Very Well
- Well
- Fairly Well
- Very Little
- Not at all

120) **School_41:** How old is **CHILD 4**?

- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17

N/A SKIP TO Q. 133

121) **School_42:** Does **CHILD 4** attend school?

- Yes SKIP TO Q. 124
- No

122) **School_43:** Why doesn't your **child 4** attend school?

- Already Graduated

Attended, but Dropped Out
Not Enrolled Yet
Will Not Enroll
Other
Applicable

(SKIP TO Q. 128)

- 123) **school_44:** Specify other
- 124) **School_45:** How soon after your arrival to the U.S. did you first enroll **CHILD 4** in school?
0-3 months
3-6 months
6-9 months
I don't know
- 125) **School_46:** Do you feel **CHILD** is doing well in school?
Yes
No
- 126) **School_47:** Do you feel your child 4 is at risk of dropping out of school?
Yes
No
- 127) **School_48:** Does **CHILD 4** participate in activities outside of school and home? (i.e. sports, church groups, academic clubs, etc.)
Yes
No
- 128) **School_49:** (If child over 15) Is your child 4 participating in any of the following activities?
Currently Employed
Seeking Employment
Planning to attend College
In GED or ESOL Program
Vocational Training
Other (specify)
NA
- 129) **School 50:** Other specify
- 130) **School_51** Are you confident about the future of **CHILD 4** in this country?
Yes
No
- 131) **School_52:** Do you feel that **CHILD 4** is fitting in well into the community?
Better than expected
As expected
Worse than expected
- 132) **School_53:** How well do you feel your child 4 speaks English?
Very Well
Well
Fairly Well
Very Little

Not at all

HOUSING:

133) House_1: Where are you living now?

Apartment

House

Shelter SKIP TO Q. 148

I am homeless SKIP TO Q. 148

134) House_2: Is there a relative(s) in the household who resided in the home prior to your arrival in the U.S.?

Yes

No SKIP TO Q. 137

135) House_3: If yes, what is the relationship to head of household?

Parents

Siblings

Uncle/Aunt

Grandparents

In-Laws

Cousins

Other

136) House_4: If you answered "Other", please specify: _____

137) House_5: Do you own or rent your home/apartment?

Rent

Own

138) House_6: Do you pay your rent or mortgage?

Yes SKIP TO Q. 142

No

139) House_7: If you answered "No", why don't you pay your rent or mortgage?

Not enough money SKIP TO Q. 144

It is paid for by a relative

It is paid for by a friend

Other

140) House_8: If you answered "Other", please specify: _____

141) House_9: If you answered "Paid for by a relative" or "Paid for by a friend", do they live with you?

Yes

No

142) House_10: Have you ever fallen behind on your rent or mortgage payments?

Yes

No Skip to Question 144

143) House_11: If you answered "Yes", are you currently behind on your rent or mortgage payments?

Yes

No

144) House_12: How long have you lived at this location?

- 1-6 months
- 7-12 months
- More than one year
- More than two years

145) House_13: How many bedrooms are in the home?

- One
- Two
- Three
- More than 3

146) House_14: How many people are in the home?

- 1-3
- 4-6
- 7-8
- 9 or more

147) House_15: How many times have you moved since you arrived in the U.S.?

- 0-2
- 3-5
- More than 5 times

148) House_16: How would you describe your housing experience in the U.S.?

- Excellent
- Good
- Average
- Poor

149) House_17: How safe do you feel in your neighborhood?

- Very Safe
- Safe
- Not Safe
- No opinion

PUBLIC ASSISTANCE

150) PA_1: Do you or a family member who arrived in the U.S. with you currently receiving a monthly benefit from the state on a debit card?

- Yes
- No
- Not Sure

151) PA_2: If you or a family member who arrived in the U.S. with you are currently receiving public assistance, which one(s) do you receive? (Mark all that apply)

- Refugee Cash Assistance
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)

Public Housing
Medicaid
Food Stamps
Yes, but I'm not sure which one
No
Not Sure

SKIP TO Q. 153

152) PA_3: How many months have you or has a family member with whom you live received public assistance?

1-6 months
7-12 months
More than one year
More than two years
None
Not Sure

HEALTH

153) Health1: Over the past 12 months, have you received any medical care from a doctor or through a clinic?

Yes
No

154) Health2: How do you pay for your medical coverage? (mark all that apply)

No medical coverage
Medicaid or Refugee Medical Assistance
Medically Needy Medicaid (with deductible)
Medical coverage through employment
Relatives or friends
Self/household members
Free clinic

155) Health3: Have you or anyone in your family been unable to receive medical care when it was needed?

Yes
No SKIP TO Q. 158

156) Health4: If yes, what was the barrier(s) for not getting the medical care you or your family member needed? (Mark all that apply)

Lack of insurance
Cultural barriers
Do not know how to navigate the health system
Language barriers
Did not know where to go
Did not feel comfortable going to a clinic
Other

157) House5: If other, please specify _____

COMMUNITY

158) Comm1: Do you participate or attend any community organizations/groups?

- Church/Place of Worship
- Neighborhood Association
- Cultural/Ethnic Clubs
- PTA/Child's school groups
- Other community organizations
- No

SKIP TO Q. 155

159) Comm2: How many of the above community organizations are you involved with?

- One
- Two
- Three or more

160) Comm3: When did you first get involved with one or more of these groups?

- 1-6 months after arriving in the U.S.
- 6-12 months after arriving in the U.S
- Over one year after arriving in the U.S
- Over two years after arriving in the U.S

161) Comm4: How did you learn about this group(s)? (Mark all that apply)

- Relatives
- Friends
- Employer
- Religious Organization
- Advertisements
- Catholic Charities Staff
- Sponsor/Sponsoring Agency
- Self
- Other

162) Comm5: If you selected "Other", please specify: _____

163) Comm6: Do you have friends who are 2nd generation American (born in the USA) or of ethnic groups other than your own?

- Yes
- No

RESETTLEMENT SATISFACTION:

164) Reset1: Your life in the US is:

- Better than expected
- As expected
- Worse than expected

165) Reset2: Are you glad you came to the United States?

- Yes

No

ACCULTURATION:

166) Acculturation1: Rate the following statements:

Statements	SA	A	N	D	SD
I understand English, but I'm not fluent in English.					
I am informed about current affairs in the United States.					
I speak my native language with my friends and acquaintances from my country of origin.					
I have never learned to speak the language of my native country.					
I feel totally comfortable with American people.					
I eat traditional foods from my native culture.					
I have many American acquaintances.					
I feel comfortable speaking my native language.					
I am informed about current affairs in my native country.					
I know how to read and write in my native language.					
I feel at home in the United States.					
I attend social functions with people from my native country.					
I feel accepted by Americans.					
I speak my native language at home.					
I regularly read magazines of my ethnic group.					
I know how to speak my native language.					
I know how to prepare American foods.					
I am familiar with the history of my native country.					

I regularly read an American newspaper in my native language.					
I regularly read an American newspaper in English.					
I like to listen to music of my ethnic group.					
I like to speak my native language.					
I feel comfortable speaking the English I know.					
I speak English at home.					
I speak my native language with my spouse or partner.					
When I pray, I use my native language.					
I attend social functions with American people.					
I think in my native language					
I stay in close contact with family members and relatives in my native country.					
I am familiar with important people in American history.					
I think in English.					
I speak English with my spouse or partner.					
I like to eat American foods.					

SA: Strongly agree

A: Agree

N: Neither agree nor disagree

D: Disagree

SD: Strongly disagree

Thank you for your participation!!