

# 2017 Davis County Refugee & Immigrant Service Provider Survey Results



Photo credit: Lds.org/refugees



# Executive Summary

## Introduction

During 2016, over several months and at several community meetings, human service providers and partners regularly discussed the topic of services that were available and provided to refugees in Davis County. As this issue became a theme it was decided that an assessment was needed to determine more about demographics of refugees and immigrants, their service needs, and barriers that exist when accessing services. A survey was developed specifically for services providers. Additional assessments may be needed in the future, such as focus groups with immigrants and refugees.

## Key Findings

- Refugees and immigrants are living in all 15 cities in Davis County.
- They are from many countries and speak many languages.
- The greatest barrier to providing services is language/translation.
- Affordable housing and mental health services have been identified as needs for the general population and are even more difficult to access for this special population.
- There are no specialized refugee services in Davis County.

## Community Themes

- Currently specialized refugee services are provided only in Salt Lake and only agencies in Salt Lake receive funding for refugee populations.
- There are time limits to how long a resident is considered a refugee by definition. Eligibility for some services is only the first two years after relocation.
- In Davis County there is no current system to measure and track the number of refugees being served. It's hard to demonstrate magnitude of need without any data.
- Undocumented residents are concerned about seeking services given new president's administration and policies.
- There are many good jobs in Davis County. Affordable housing is a problem. Immigrants and refugees could find work in the county but it is difficult to find housing. Ideally affordable housing would be located near employment and transportation.
- Biotron is a company in Centerville hiring refugees.
- Providers have seen children of refugees and immigrants assume leadership roles in their families in a role reversal situation. This is because children have learned English, are often serving as translators, and are learning skills at school. At times they are in a position of power that allows them to manipulate their parents.
- The following Davis County partners have the most experience working with refugees and/or participating on task forces to address the needs: Andrea Kilcrease, Department of Workforce Services; Shawn Beus, Davis County Economic Development; Daneen Adams, Family Connection Center; Mary Ann Nielson, Davis School District; Merri Ann Crowther, Davis Community Learning Center; Kody Fox, Refugee & Immigrant Center, Asian Association of Utah; and Ronda Miller-Ernest, Pediatric Nurse & founder of The Foundation for Education for Generations, a nonprofit serving refugees, Bountiful.

## Recommendations

- Improve language and translation services offered
- Improve transportation system
- Improve access, coordination, and integration of services
- Identify and train behavioral health providers who specialize in refugee issues
- Increase availability of affordable housing
- Explore possibility of a Davis County Refugee Center with customized services



# Table of Contents

Executive Summary	1
Introduction	
Key Findings	
Community Themes	
Recommendations	
Methods	3
Survey Development	
Survey Distribution	
Email Invitation	
Organizations Represented	4
Who is Served	4
Number of Clients Served	5
Services Provided	5
Demographics	6
Languages Spoken & English Proficiency	7
Referrals	8
Barriers to Providing Service	8
Unmet Needs	9
Appendix	
Survey Results Snapshot	10
Survey Instrument	12

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# Methods

## Survey Development

The Immigrant and Refugee Service Provider Survey was designed collaboratively by members of the Davis County Health Department, Davis4Health Steering Committee and the Davis County Local Homeless Coordinating Committee, to gain insight into the demographics, needs, and barriers, of immigrants and refugees living and accessing human services in Davis County. Criteria and definitions that designate differences between refugees and immigrants were deemed unimportant by the steering committee as they wanted the respondents to think of all clients and patients that experience language and cultural barriers when accessing services. An online survey was determined to be the most efficient and cost effective method of administration. Survey Monkey was used to create and distribute the survey.

The survey contained a mixture of multiple choice, rating and open-ended questions. The questions were arranged into three sections: service assessment, immigrant and refugee demographics and characteristics, and agency information.

## Survey Distribution

The survey was distributed in late December of 2016 through January 2017. Groups identified to receive the survey included: Human Service Directors, Local Homeless Coordinating Committee, Promise Clearfield, Davis County Community Access Committee, and Community of Promise. More than a hundred community partners and service providers received the survey.

## Email Invitation

*Dear Partner,*

*We know that service providers in Davis county are serving refugee and/or immigrant populations and would like to know more about this special group of residents. We are interested in learning about your agency's experiences serving refugees and/or immigrants. This link is to a short survey to gather feedback.*

<https://www.surveymonkey.com/r/refugeeandimmigrantservices>

*We encourage your agency to participate in this assessment. Feel free to forward this email and link to staff or other partners you know are providing services. Please complete by January 31, 2017. Contact Isa if you have any questions. Thanks for your support!*

*Isa Perry, MPH, CHES*

*Community Outreach Planner*

*Davis County Health Department*

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*Clearfield, Utah 84015*

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# Organizations Represented

## Survey Question: What is the name of your agency/organization?

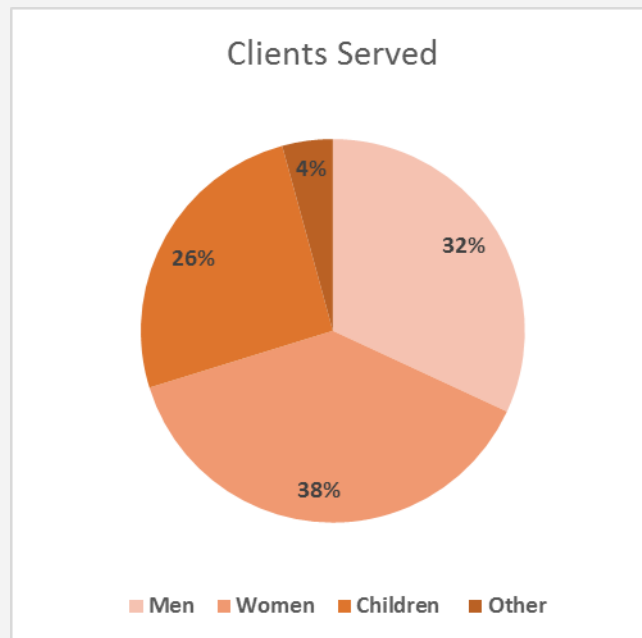
This question was answered by 20 respondents from 16 different organizations in Davis County. The organizations represented include:

- Bountiful Community Food Pantry
- Clearfield Job Corps Center
- Davis Behavioral Health
- Davis Community Learning Center
- Davis County Health Department (Senior Services, WIC, Immunizations, Home Visitation Nursing)
- Davis County Tourism & Events
- Davis Technology College
- Deseret Industries
- Hope Center Utah
- Layton Youth Court
- Lakeview Hospital
- LDS Family Services
- LSI Job Training and Placement Program
- Midtown Community Health Center
- Utah State Office of Rehabilitation
- Weber State Community Education Center

# Who is Served

## Survey Question: Who do you serve?

This question was asked to determine the age range and gender of refugees/immigrants accessing services in Davis County, and was answered by 22 providers. 38% of providers serve women, 32% serve men, 26% serve children, and 4% serve other types of clients (teens, families, disadvantaged youth, and young adults).



## Number of Clients Served

**Survey Question: Please estimate the number of immigrants and/or refugees you serve each month.**

There were a wide range of values reported on this question so numbers per month were categorized in groups of 50 ranging from 0-300+. The group with the largest number of responses was 0-49 refugees and/or immigrants per month, with 15 agencies in this category. On average providers in Davis County serve 9 refugees/immigrants per month. One agency reported serving more than 300 per month.

# of Immigrants & Refugees Served Each Month	Provider Responses	
0-49	15	86%
50-99	1	6%
100-149	0	0%
150-199	0	0%
200-249	1	6%
250-299	0	0%
300+	1	6%

## Services Provided

**Survey Question: What services do you provide to immigrants and/or refugees seeking help in Davis County?**

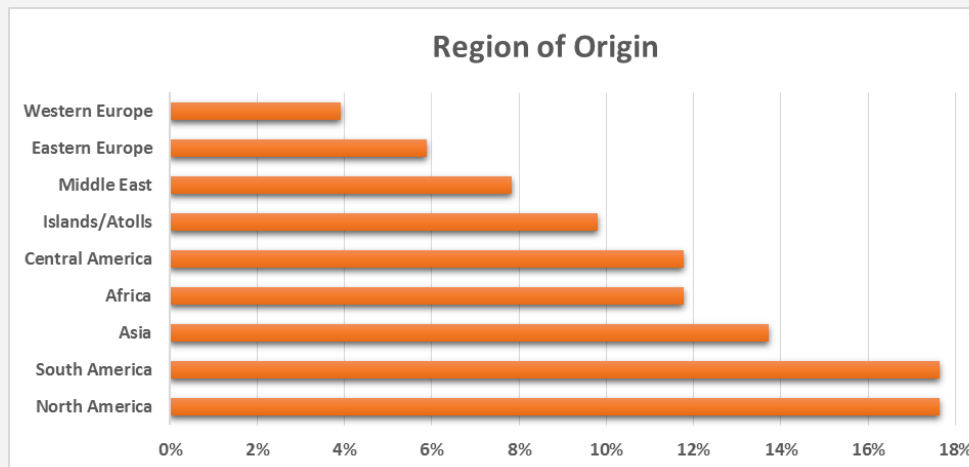
This question was an open-ended question that was answered by 20 service providers. The most common service provided was training, reported by 5 respondents, the next most frequent services were education, family services, and resource linking. Additional services include: food, job placement, career development, mental health, housing, senior activities, and youth court.

Type of Services Provided	Provider Responses
Training	5
Education	4
Family Services	4
Resource Linking	4
Food	3
Job Placement	3
Mental Health	2
Career Development	2
Senior Activities	1
Housing	1
Youth Court	1

# Immigrant & Refugee Demographics

## Survey Question: What countries do the immigrants and/or refugees you serve originate from?

This question was answered by 18 service providers and received a wide variety of responses. For ease of analysis some countries were grouped into regions. The most common areas of origin were North and South America, 17% of respondents listed a country in these regions. The next most common region was Asia with 15% of respondents listing a county there.

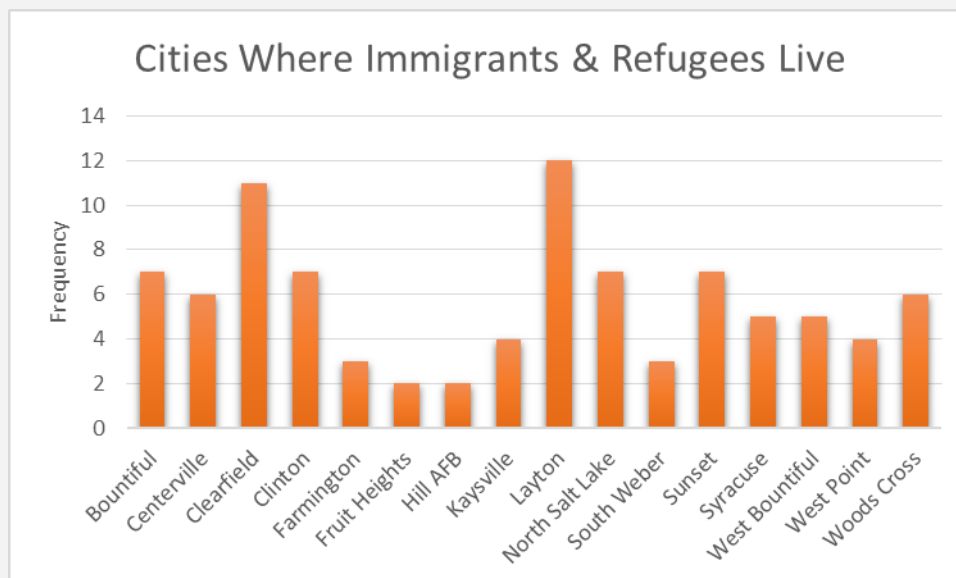


### Countries:

- Czech Republic
- Marshall Islands
- Saudi Arabia
- Afghanistan
- Iraq
- Mexico
- Somalia
- Bosnia & Herzegovina
- Israel
- Mongolia
- Sudan
- Congo
- Japan
- Russia
- Vietnam
- Korea
- Rwanda
- Yap

## Survey Question: Which cities do the immigrants and/or refugees you serve live in?

This question was answered by 19 service providers. All of the cities in Davis County were listed in addition to “not in Davis County” and “don’t know”. Respondents were able to check as many boxes as applied to the immigrants/refugees they helped. The most common cities listed were Layton and Clearfield. Three percent of respondents stated they helped immigrants/refugees that did not live in Davis County, and 2% of respondents did not know which cities their clients lived in.

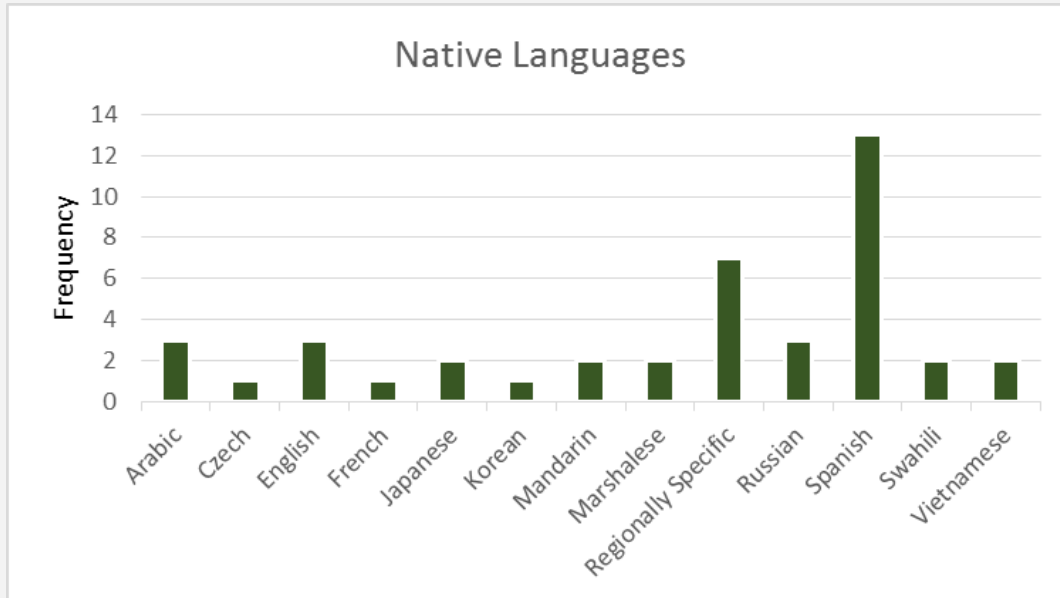




# Languages Spoken

## Survey Question: What languages do the immigrants and/or refugees you serve speak?

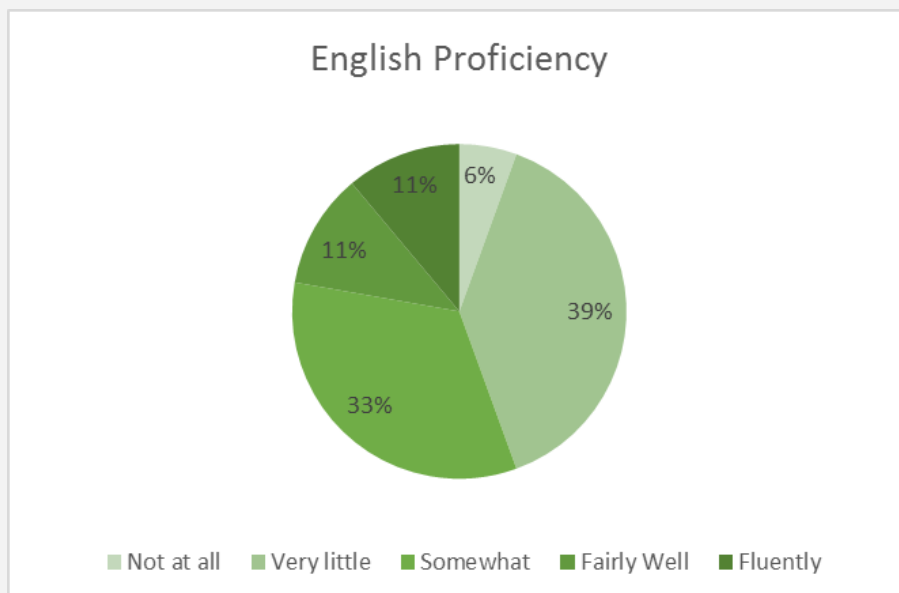
This question was answered by 16 service providers. The most common language mentioned was Spanish, which was listed by 31% of providers, the next most common languages were Arabic, English, and Russian, listed by 7% of respondents. Additional languages listed include: Japanese, Mandarin, Marshallese, Somali, Swahili, Vietnamese, Czech, French, Korean, Mongolian, Pacific Island/Polynesian languages, Tagalog, Urdu, and Yapese.



# English Proficiency

## Survey Question: In general, are the immigrants and/or refugees able to communicate in English?

This question was presented with 5 options to choose from, ranging from “not at all” to “fluently”. 18 providers answered the question. The most common response was “very little” selected by 39% of providers. Only 6% of providers chose “not at all”. One respondent noted, “Their children speak well because of school, but parents [tend to] remain isolated and somewhat withdrawn.” Another agency teaches 4 levels of English, “we see all levels.”



## Referrals

**Survey Question: Do you refer immigrants and/or refugees to services in Davis County? What common referrals do you make for immigrants and/or refugees?**

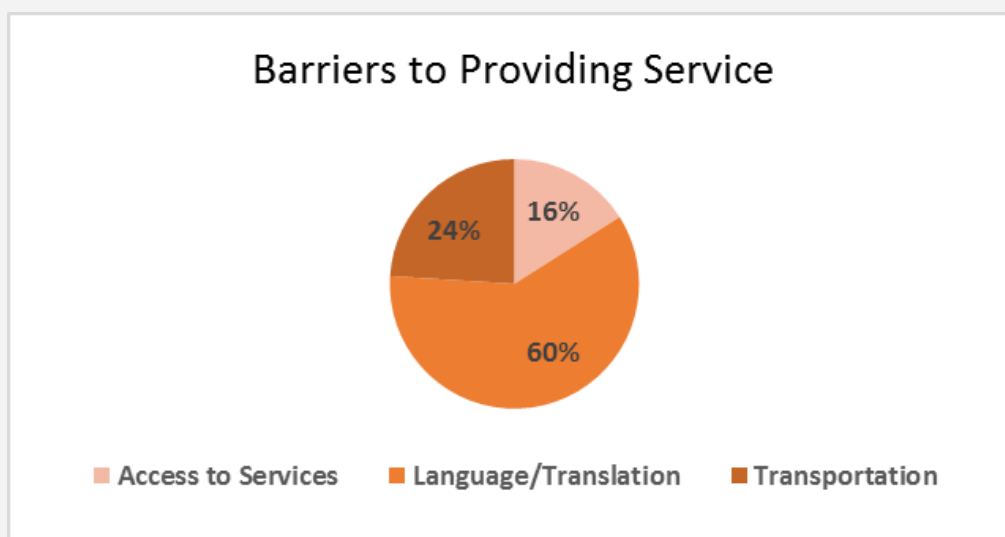
This question was answered by 21 service providers. Fifteen (71%) do refer immigrants or refugees to services in Davis County, and 6 (29%) do not. A word cloud has been used to show the breadth and volume of unique responses about the referrals given in Davis County.



## Barriers to Providing Service

**Survey Question: What barriers do you experience when providing services to immigrants and/or refugees?**

This was an open-ended question answered by 19 service providers. The most common response was language/translation which was listed by 12 providers (60%), the next most common was transportation with 6 mentions (24%), followed by access to services with 4 mentions (16%).



## Unmet Needs

### Survey Question: What unmet needs exist for immigrants and/or refugees in Davis County?

This was an open ended question answered by 18 respondents. The most common need was translation services mentioned by 21% of respondents, the next most common was employment and housing, both mentioned by 18% of respondents. Additional services mentioned include: affordable healthcare, cultural sensitivity, education, transportation, referral line, integrated services, and aid for parents in role reversal situations with their children.



## Provider Comments

"There are no homeless shelters in Davis County."

"Immigrants and refugees with psychotic disorders are particularly difficult, due to both language barriers and symptoms such as delusional thinking."

"While working with immigrant and refugee students is not without its challenges, they are generally highly motivated and invested in completing their training."

"Housing will continue to be a problem as it already is for those living in Davis County."

# Appendix: Survey Results Snapshot



## Immigrant & Refugee Service Provider Survey 2017



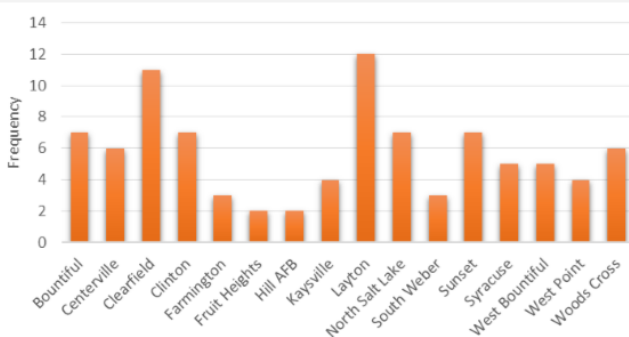
The Immigrant and Refugee Service Provider Survey was designed collaboratively by members of the Davis County Health Department in conjunction with Davis4Health Steering Committee and the Local Homeless Coordinating Committee to gain insight into the demographics, needs, and barriers of immigrants and refugees living and accessing human services in Davis County. Criteria and definitions that designate differences between refugees and immigrants were deemed unimportant by the steering committee as they wanted the respondents to think of all clients that experience language and cultural barriers when accessing services. The survey was open from December 2016 to January 2017 and received 24 responses representing 16 organizations.

### Immigrant & Refugee Countries of Origin

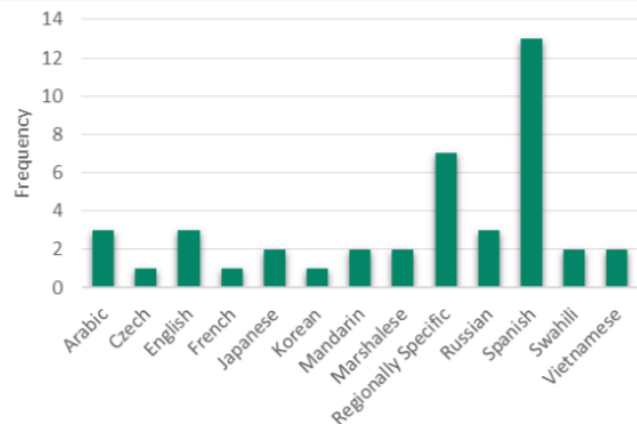


- Afghanistan
- Bosnia & Herzegovina
- Congo
- Czech Republic
- Iraq
- Israel
- Japan
- Korea
- Latin America
- Marshall Islands
- Mexico
- Mongolia
- Russia
- Rwanda
- Saudi Arabia
- Somalia
- South America
- Sudan
- Vietnam
- Yap

### Cities Where Immigrants & Refugees Live



### Native Languages



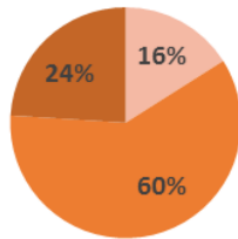
## Services Provided

Training
Education
Family Services
Resource Linking
Food
Job Placement
Mental Health
Career Development
Senior Activities
Housing
Youth Court

## Common Referrals



## Barriers to Providing Service



■ Access to Services     
 ■ Language/Translation  
■ Transportation

## Unmet Needs



## Provider Comments

"There are no homeless shelters in Davis County."

"Immigrants and refugees with psychotic disorders are particularly difficult, due to both language barriers and symptoms such as delusional thinking."

"While working with immigrant and refugee students is not without its challenges, they are generally highly motivated and invested in completing their training."

"Housing will continue to be a problem as it already is for those living in Davis County."

# Appendix: Service Provider Survey 2017



## Immigrant/Refugee Service Provider Survey

### Introduction

Thank you for taking the time to participate in this survey being conducted by the Davis County Health Department in conjunction with the Davis4Health Steering Committee. Davis4Health partners are responsible for guiding community health improvement activities. They recommended some initial research into the immigrant and refugee populations in our community. The purpose of this survey is to gain insight into the needs, barriers, and demographics of immigrants and refugees living and accessing human services in Davis County. We are not concerned with criteria and definitions that designate differences between refugees and immigrants. We are generally referring to those who experience language and cultural barriers. This survey will take less than 10 minutes of your time. Your opinions are important to us as we work to understand and improve health and access to care and services for immigrants and refugees in Davis County.



Immigrant/Refugee Service Provider Survey

Service Assessment

Do you provide services to immigrants and/or refugees?

- Yes
- No

Please estimate the number of immigrants and/or refugees you serve each month.

Is this number an average for:

- An Individual
- A Program
- An Entire Agency
- Other (please specify)

Do you serve: (select all that apply)

- Men
- Women
- Children
- Other (please specify)



**Davis**  
COUNTY

Immigrant/Refugee Service Provider Survey

Service Assessment

What services do you provide to immigrants and/or refugees seeking help in Davis County?

What barriers do you experience when providing services to immigrant and/or refugees?





## Immigrant/Refugee Service Provider Survey

### Service Assessment

Do you refer immigrants and/or refugees to services in Davis County?

- Yes  
 No

What common referrals do you make for immigrants and/or refugees?

What unmet needs exist for immigrants and/or refugees in Davis County?



## Immigrant/Refugee Service Provider Survey

### Immigrant/Refugee Demographics and Characteristics

What countries do the immigrants and/or refugees you serve originate from?

What languages do the immigrants and/or refugees you serve speak?

Which cities do the immigrants and/or refugees you serve live in? (select all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Bountiful     | <input type="checkbox"/> North Salt Lake     |
| <input type="checkbox"/> Centerville   | <input type="checkbox"/> South Weber         |
| <input type="checkbox"/> Clearfield    | <input type="checkbox"/> Sunset              |
| <input type="checkbox"/> Clinton       | <input type="checkbox"/> Syracuse            |
| <input type="checkbox"/> Farmington    | <input type="checkbox"/> West Bountiful      |
| <input type="checkbox"/> Fruit Heights | <input type="checkbox"/> West Point          |
| <input type="checkbox"/> Hill AFB      | <input type="checkbox"/> Woods Cross         |
| <input type="checkbox"/> Kaysville     | <input type="checkbox"/> Not in Davis County |
| <input type="checkbox"/> Layton        | <input type="checkbox"/> Don't Know          |

In general, are the immigrants and/or refugees able to communicate in English?

- Not at all  Very little  Somewhat  Fairly well  Fluently

Comments



Immigrant/Refugee Service Provider Survey

Agency Information

What is the name of your agency/organization?

What city is your agency/organization located in? (Select all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Bountiful     | <input type="checkbox"/> North Salt Lake     |
| <input type="checkbox"/> Centerville   | <input type="checkbox"/> South Weber         |
| <input type="checkbox"/> Clearfield    | <input type="checkbox"/> Sunset              |
| <input type="checkbox"/> Clinton       | <input type="checkbox"/> Syracuse            |
| <input type="checkbox"/> Farmington    | <input type="checkbox"/> West Bountiful      |
| <input type="checkbox"/> Fruit Heights | <input type="checkbox"/> West Point          |
| <input type="checkbox"/> Hill AFB      | <input type="checkbox"/> Woods Cross         |
| <input type="checkbox"/> Kaysville     | <input type="checkbox"/> Not in Davis County |
| <input type="checkbox"/> Layton        |  |

Any other comments about working with immigrants and/or refugees in Davis County?

This is the last page of the survey. Your survey answers have been saved. You may go back and add or change anything if necessary. We appreciate your time and input.