



Digital Survey

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Introduction

We are reaching out today to request your help to support a new project: The Immigration Legal Services for Afghan Arrivals (ILSAA). ILSAA, on behalf of the Office of Refugee Resettlement (ORR) provides immigration legal services to Eligible Arriving Afghans (EAAs) across the country and helps build the capacity of immigration legal service providers. EAAs include Afghan humanitarian parolees, unaccompanied Afghan minors, and others with eligible status as defined in [ORR Policy Letter 22-01](#).

Thank you in advance for taking the time to complete this survey. The information you provide will help us understand the current strengths, challenges, and supports needed to provide legal services to EAAs. The survey should take about 20 minutes to complete, and your participation is voluntary. You may exit the survey at any time and are free to decline to answer any question. There are no foreseeable risks and no direct benefits from participating in this survey. Your responses will be kept private, reported in aggregate without identifying information, and shared with the Office of Refugee Resettlement.

Proceeding with the survey is an indication of your consent.

If you have any questions, please contact Amber Blatt, Knowledge Management Coordinator at Amber.Blatt@icf.com.

Definitions and Roles

We are asking for responses based on your primary role. You will then be directed to a set of questions specific to that group. Please indicate which of the following groups you are most closely affiliated with:

- **Legal Service Providers (LSPs)** for Eligible Arriving Afghans. **LSPs** are attorneys and paralegals at nonprofit organizations, law firms, universities and legal clinics, and other entities who provide legal services for Eligible Arriving Afghans (EAAs), including services supporting pathways to permanent residency, achieving temporary protected status (TPS), family reunification and other immigration-related legal assistance described in [ORR Policy Letter 22-11](#). LSPs can include ORR grantees who have received funding to provide immigration legal services to EAAs and who currently provide or will soon provide those services (as opposed to funneling funds to a sub-grantee).
- **State Refugee Coordinators OR ORR Grantees** (who are **not** Legal Service Providers) who are currently serving as a State Refugee Coordinator on behalf of the ORR. This group of providers are part of an organization that are recipients of federal or state funding for refugee services or is a preferred community grantee but is not directly providing immigration legal services to EAAs.
- **Unknown or Potential Legal Service Providers (e.g., LSPs working with other immigrant populations — not Afghans)**. My organization has never provided or has provided in the past but is not currently providing services to eligible arriving Afghans [EAAs] or a recipient of state or federal funding to support this refugee population.

[For those respondents who indicate that they are Legal Service Providers (LSPs) for Eligible Arriving Afghans.]

Purpose: To understand current strengths and challenges related to building capacity for legal services for Eligible Arriving Afghans (EAAs); What types of resources and supports might be needed to build capacity

What are the areas of legal services that you are providing for EAAs? Select all that apply:

- ☐ Adjustment of status
- ☐ Temporary Protected Status (TPS)
- ☐ Asylum application
- ☐ Family-based petitions
- ☐ Special Immigrant Visas (SIVs)
- ☐ Special immigrant Juvenile Status (SIJ)
- ☐ Employment authorization documents
- ☐ Removal proceedings
- ☐ Other: _____

What are some of your organizational strengths that support your ability to provide legal services for Eligible Arriving Afghans? Select all that apply:

- ☐ Staff Knowledge and Skills (e.g., staff expertise; competency or training in serving the EAA community)
- ☐ Resources (e.g., concrete materials and tools; fiscal assets that make it possible to serve the EAA community)
- ☐ Infrastructure and supports (e.g., state or federal laws; organizational policies or protocols; or legal or technical processes that help serve the EAA community)
- ☐ Engagement and partnerships (e.g., organizational relationships and connections that support serving the EAA community)
- ☐ Culture and climate (e.g., shared beliefs, values and attitudes that support serving the EAA community)
- ☐ Other: _____

What are some of the challenges that impact your ability to provide legal services for Eligible Arriving Afghans? Select all that apply:

- ☐ Staff Knowledge and Skills (e.g., staff expertise; competency or training in serving the EAA community)
- ☐ Resources (e.g., concrete materials and tools; fiscal assets that make it possible to serve the EAA community)
- ☐ Infrastructure and supports (e.g., state or federal laws; organizational policies or protocols, or legal or technical processes that help serve the EAA community)
- ☐ Engagement and partnerships (e.g. organizational relationships and connections that support serving the EAA community)
- ☐ Culture and climate (e.g., shared beliefs, values and attitudes that support serving the EAA community)
- ☐ Other: _____

Is there anything else you'd like to tell us about your organization's strengths/weaknesses when serving the EAA community?

What topics would your organization need to build knowledge and skills to better serve the EAA population? Select all that apply:

- | | | |
|---|--|---|
| ☐ Asylum | ☐ Crimmigration law | ☐ Employment |
| ☐ Bars to asylum | ☐ Cultural | ☐ Authorization |
| ☐ Case management practices | ☐ competence | ☐ Documents |
| ☐ Communicating with USCIS | ☐ Custody & family law | ☐ Filing |
| ☐ Country conditions | | ☐ International preparation |

- | | | |
|---|--|---|
| ☐ Juvenile/minor special topics | ☐ Lost affidavits/documents | ☐ Wraparound legal services |
| ☐ Lawful permanent residency | ☐ Practice advisories | ☐ Other: _____ |
| ☐ Legal research, briefs, and memorandums | ☐ Reference books | _____ |
| | ☐ Temporary Protected Status | ☐ None of the above |
| | ☐ Trauma-informed practice | ☐ Don't know/unsure |

What types of training or peer-to-peer knowledge sharing supports would be most helpful to build staff knowledge and skills for providing legal services to the EAA community? Select all that apply:

- ☐ Online self-paced eLearning modules
- ☐ Monthly webinars with experts on serving the EAA community
- ☐ Short, recorded videos from experts on serving the EAA community
- ☐ Monthly, virtual peer-to-peer knowledge sharing sessions
- ☐ Bi-monthly virtual peer to peer knowledge sharing sessions
- ☐ Brief downloadable tip sheets that can be printed or shared
- ☐ Downloadable desk guides for the different type of legal services EAAs need
- ☐ Other: _____

Where are you currently seeking training or technical assistance to support working with EAAs? Select all that apply:

- | | | |
|--|---|---|
| ☐ Bridging Refugee Youth & Children's Services (BRYCS) | ☐ Resource Exchange (CORE) | ☐ Human Rights First (HRF) |
| ☐ Catholic Legal Immigration Network (CLINIC) | ☐ Department of Homeland Security (DHS) | ☐ International Refugee Assistance Project (IRAP) |
| ☐ Center for Gender and Refugee Studies (CGRS) | ☐ East Bay Refugee and Immigrant Forum (EBRIF) | ☐ Pars Equality Center |
| ☐ International Rescue Committee Cultural Orientation | ☐ HIAS (a global Jewish nonprofit that protects refugees) | ☐ Stanford Law School |
| | | ☐ Tahirih Justice Center |
| | | ☐ Upwardly Global |

- | | | |
|--|---|---|
| ☐ U.S. Citizenship and Immigration Services (USCIS) | ☐ U.S. Conference of Catholic Bishops (USCCB) | ☐ Other: _____ |
| ☐ U.S. Committee for Refugees and Immigrants (USCRI) | ☐ VECINA | _____ |
| | | ☐ None of the above |

What changes in policies or protocols within your organization would help improve your capacity?

How can local, state, or federal-level government entities better support your organization's ability to provide legal services to EAAs?

What tangible resources inside your organization, like staffing or office space, could help support increasing your organizational ability to provide legal services to EAAs?

What tangible resources from outside your organization, like funding or transportation, could help support increasing your organizational ability to provide legal services to EAAs?

Is there anything else you would like to share with us?

[For those respondents who indicate that they are State Refugee Coordinators or non-LSP ORR Grantees.]

Purpose: To understand current barriers to legal services for Eligible Arriving Afghans (EAAs); What types of resources and supports might be needed to address barriers?

Is your organization currently providing legal services to EAAs directly or are you subcontracting out those services to one or more local providers? Please select the response that is most likely your current practice:

- ☐ We provide all of the legal services directly.
- ☐ We provide some of the legal services but contract others.
- ☐ We contract out the legal services with one local provider.
- ☐ We contract out the legal services to more than one local provider.
- ☐ We contract out the services to a national provider.
- ☐ I'm not sure.

What outreach and engagement strategies have been effective/ineffective in communicating the availability of legal services to the EAA population?

What are some of the strengths in your community that support providing legal services for Eligible Arriving Afghans? Select all that apply:

- ☐ Staff Knowledge and Skills (e.g., staff expertise, competency, or training in serving the EAA community)
- ☐ Resources (e.g., concrete materials and tools; fiscal assets that make it possible to serve the EAA community)
- ☐ Infrastructure and supports (e.g., state or federal laws, organizational policies or protocols, or legal or technical processes that help serve the EAA community)
- ☐ Engagement and partnerships (e.g., organizational relationships and connections that support serving the EAA community)
- ☐ Culture and climate (e.g., shared beliefs, values, and attitudes that support serving the EAA community)
- ☐ Other: _____

What are some of the challenges in your community that limit the community's ability to provide legal services for Eligible Arriving Afghans? Select all that apply:

- ☐ Staff Knowledge and Skills (e.g., staff expertise; competency or training in serving the EAA community)
- ☐ Resources (e.g., concrete materials and tools; fiscal assets that make it possible to serve the EAA community)
- ☐ Infrastructure and supports (e.g., state or federal laws; organizational policies or protocols; or legal or technical processes that help serve the EAA community)
- ☐ Engagement and partnerships (e.g., organizational relationships and connections that support serving the EAA community)
- ☐ Culture and climate (e.g., shared beliefs, values and attitudes that support serving the EAA community)
- ☐ Other: _____

Is there anything else you'd like to tell us about your community's strengths/weaknesses for serving the EAA community?

What topics would your community need to build knowledge and skills on to better serve the EAA population? Select all that apply:

- | | | |
|---|--|---|
| ☐ Asylum | ☐ Cultural competence | ☐ International preparation |
| ☐ Bars to asylum | ☐ Custody & family law | ☐ Juvenile/minor special topics |
| ☐ Case management practices | ☐ Employment Authorization Documents | ☐ Lawful permanent residency |
| ☐ Communicating with USCIS | ☐ Filing | ☐ Legal research, briefs, and memorandums |
| ☐ Country conditions | | |
| ☐ Crimmigration law | | |

- | | | |
|---|--|---|
| ☐ Lost affidavits/documents | ☐ Temporary Protected Status | ☐ Other: _____ |
| ☐ Practice advisories | ☐ Trauma-informed practice | _____ |
| ☐ Reference books | ☐ Wraparound legal services | ☐ None of the above |
| | | ☐ Don't know/unsure |

What types of training or peer-to-peer knowledge sharing support would be most helpful to build your community knowledge and skills for providing legal services to the EAA community? Select all that apply:

- ☐ Online self-paced eLearning modules
- ☐ Monthly webinars with experts on serving the EAA community
- ☐ Short, recorded videos from experts on serving the EAA community
- ☐ Monthly virtual peer-to-peer knowledge sharing sessions
- ☐ Bi-monthly virtual peer-to-peer knowledge sharing sessions
- ☐ Brief, downloadable, printable tip sheets that can be shared
- ☐ Downloadable desk guides for different type of legal services EAAs needed
- ☐ Other: _____

Where do you currently recommend legal service providers seek training or technical assistance to support working with EAAs? Select all that apply:

- | | | |
|--|--|--|
| ☐ Bridging Refugee Youth & Children's Services (BRYCS) | ☐ Department of Homeland Security (DHS) | ☐ Stanford Law School |
| ☐ Catholic Legal Immigration Network (CLINIC) | ☐ East Bay Refugee and Immigrant Forum (EBRIF) | ☐ Tahirih Justice Center |
| ☐ Center for Gender and Refugee Studies (CGRS) | ☐ HIAS (a global, Jewish nonprofit that protects refugees) | ☐ Upwardly Global |
| ☐ International Rescue Committee Cultural Orientation Resource Exchange (CORE) | ☐ Human Rights First (HRF) | ☐ U.S. Citizenship and Immigration Services (USCIS) |
| | ☐ International Refugee Assistance Project (IRAP) | ☐ U.S. Committee for Refugees and Immigrants (USCRI) |
| | ☐ Pars Equality Center | ☐ U.S. Conference of Catholic Bishops (USCCB) |
| | | ☐ VECINA |
| | | ☐ Other: _____ |

☐ None of the above

What changes in policies or protocols within your organization would help improve your capacity?

What types of resources could better support connecting EAAs with available immigration legal service providers? Select all that apply:

- ☐ Translated information sheets on the types of legal services available and the benefits of each
- ☐ A website or online directory of providers who have knowledge and availability to serve the EAA community
- ☐ Traveling clinics from providers who have expertise in serving the EAA community
- ☐ Better access to translation services
- ☐ Opportunities to connect with legal expertise via Zoom or another online platform
- ☐ Other: _____

How can local, state, or federal-level government entities better support your organization's ability to provide legal services to EAAs?

What tangible resources inside your organization, like staffing or office space, could help support increasing your organizational ability to provide legal services to EAAs?

What tangible resources from outside your organization, like funding or transportation, could help support increasing your organizational ability to provide legal services to EAAs?

Is there anything else you would like to share with us?

[For those respondents who indicate that they are Unknown or Potential Legal Service Providers.]

Purpose: To understand current barriers preventing immigration legal service providers from engaging in legal services for Eligible Arriving Afghans (EAAs); What types of resources and supports might be needed to address barriers?

Have you ever or are you currently providing legal services to Eligible Arriving Afghans, even though you are not a current ORR grantee?

If you have provided legal services to the EAA community in the past but are no longer providing them, why did you stop?

If you are currently providing legal services to EAAs, how has your organization supported legal services for this population? Select all that apply:

- ☐ Staff Knowledge and Skills (e.g., staff expertise; competency or training in serving the EAA community)
- ☐ Resources (e.g., concrete materials and tools; fiscal assets that make it possible to serve the EAA community)
- ☐ Infrastructure and supports (e.g., state or federal laws; organizational policies or protocols; or legal or technical processes that help serve the EAA community)
- ☐ Engagement and partnerships (e.g., organizational relationships and connections that support serving the EAA community)
- ☐ Culture and climate (e.g., shared beliefs, values and attitudes that support serving the EAA community)
- ☐ Other: _____
- ☐ Does not apply

If you are not currently providing legal services to EAAs, what barriers are preventing you from serving this population? Select all that apply:

- ☐ Staff Knowledge and Skills (e.g., staff expertise; competency or training in serving the EAA community)
- ☐ Resources (e.g., concrete materials and tools; fiscal assets that make it possible to serve the EAA community)
- ☐ Infrastructure and supports (e.g., state or federal laws; organizational policies or protocols; or legal or technical processes that help serve the EAA community)
- ☐ Engagement and partnerships (e.g., organizational relationships and connections that support serving the EAA community)
- ☐ Culture and climate (e.g., shared beliefs, values and attitudes that support serving the EAA community)
- ☐ We do not currently have a need for EAA legal services in our community
- ☐ Other: _____
- ☐ Does not apply

Is there anything else you'd like to tell us about your organization's strengths/weaknesses for serving the EAA community?

What types of topics would your organization need training on to feel competent in your ability to serve the EAA population? Select all that apply:

- | | | |
|---|--|---|
| ☐ Asylum | ☐ Country conditions | ☐ Employment |
| ☐ Bars to asylum | ☐ Crimmigration law | ☐ Authorization |
| ☐ Case management practices | ☐ Cultural competence | ☐ Documents |
| ☐ Communicating with USCIS | ☐ Custody & family law | ☐ Filing |
| | | ☐ International preparation |

- | | | |
|---|--|---|
| ☐ Juvenile/minor special topics | ☐ Lost affidavits/documents | ☐ Wraparound legal services |
| ☐ Lawful permanent residency | ☐ Practice advisories | ☐ Other: _____ |
| ☐ Legal research, briefs, and memorandums | ☐ Reference books | _____ |
| | ☐ Temporary Protected Status | ☐ None of the above |
| | ☐ Trauma-informed practice | ☐ Don't know/unsure |

What types of training or peer-to-peer knowledge sharing supports would you be most interested in to build knowledge and skills for providing legal services to the EAA community? Select all that apply:

- ☐ Online self-paced eLearning modules
- ☐ Monthly webinars with experts on serving the EAA community
- ☐ Short, recorded videos from experts on serving the EAA community
- ☐ Monthly, virtual peer-to-peer knowledge sharing sessions
- ☐ Bi-monthly, virtual peer-to-peer knowledge sharing sessions
- ☐ Brief, downloadable, printable tip sheets that can be shared
- ☐ Downloadable desk guides for different type of legal services EAAs need
- ☐ Other: _____

How much time do you think your organization can reasonably invest in training or technical assistance to support Eligible Afghan Arrivals?

What supports would your organization need to be able provide legal services to EAAs?

Is there anything else you would like to share with us?

[For all Respondents.]

Conclusion

Thank you for your participation in this survey. Your time and input are greatly appreciated, and your feedback makes a difference. Please share this survey with any colleagues or peers who fit into one of our target audiences through this [LINK](#). If you have any questions regarding this survey or want to provide additional comments, please contact Amber Blatt, Knowledge Management Coordinator at Amber.Blatt@icf.com.