



**ILSAA**  
IMMIGRATION LEGAL SERVICES  
FOR AFGHAN ARRIVALS

<https://ilsaa.acf.hhs.gov>  
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833-286-0864

## ILSAA EAA LANGUAGE SUPPORT SURVEY & SCRIPT

**OMB Control No.: 0970-0401**  
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*THE PAPERWORK REDUCTION ACT (PRA) OF 1995 (Pub. L. 104–13) The purpose of this information collection is to gather information about your experience with language support services from the Immigration Legal Services for Afghan Arrivals project, an Office of Refugee Resettlement initiative. Public reporting burden for this collection of information is estimated to average 13 minutes per respondent, including reviewing instructions, and dissemination. This is a voluntary collection of information. A federal agency may not conduct or sponsor, and no individual or entity is required to respond to, nor shall an individual or entity be subject to a penalty or failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless that collection of information displays a currently valid OMB control number. If you have any comments on this collection of information, please contact Malia Kim, Capacity Building Director, ICF, by email at [Thomas.Wetterhan@icf.com](mailto:Thomas.Wetterhan@icf.com).*

Hello, is this [First Name]?

(No) Do you know how I can reach him/her or when there is a better time to call back? Okay, thank you for your time. Have a nice day.

(Yes)

Great! Hello, good morning/afternoon, my name is [name]. I'm a/an [job title] from the Immigration Legal Services for Afghan Arrivals project, also called ILSAA. ILSAA provides free immigration legal services to eligible Afghans in the U.S. We are calling people who received services from ILSAA and possibly used our interpretation services. We are gathering feedback on people's experience with the interpretation services provided through ILSAA to make sure we are meeting the language needs of the Afghans we are serving. Did you use interpretation services during your initial meeting with ILSAA or at any time when you spoke with your ILSAA legal service provider?

(No) Okay, thank you for your time. Have a nice day.

(Yes)

We would like to ask you a few more questions about your experience with the interpreter. It will only take about 5 to 10 minutes and all responses will be kept private within ILSAA. Speaking with us will not impact your case in any way. Would you be willing to answer a few questions about your experience?

(Yes) Do you have a few minutes to talk with me now?



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(Yes - proceed to first question.)

(No) Can we schedule a time that works better for you, and I will call you back then?

(Yes-schedule alternative day/time)

(No) Okay, thank you for your time. Have a nice day.

1. What is the primary language you speak?
  - a. Dari
  - b. Pashto
  - c. Other - specify

Additional Comments:

2. What city and state do you live in?
3. How many times did you use an ILSAA interpreter?
4. (If more than 1 time) Do you know if you used the same ILSAA interpreter for each of those calls or different ones?
  - a. Same person
  - b. Different people
  - c. Not Sure
5. Was the interpreter used for:
  - a. ILSAA intake
  - b. ILSAA legal service provider meeting or call
  - c. Not sure
  - d. Other - specify

Additional Comments:

6. Did you use an interpreter in-person or over the phone?
  - a. In-person
  - b. Phone
  - c. Both



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Additional Comments:

7. Did the interpreter arrive on time?
- a. Yes
  - b. No
    - i. If no, approximately how long did you wait?

Additional Comments:

8. Did the interpreter speak fluently in your language?
- a. Yes
  - b. No

Additional Comments:

9. Were you able to understand the interpreter throughout the call?
- a. Yes
  - b. No
  - c. Sometimes

Additional Comments:

10. Did the interpreter seem to interpret all the information?
- a. Yes
  - b. No

Additional Comments:

11. Was it easy to hear the interpreter?
- a. Yes
  - b. No
  - c. Sometimes

Additional Comments:

12. Do you feel the interpreter acted in a professional manner?
- a. Yes



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b. No

Additional Comments:

13. Did the interpreter give you enough time to ask all your questions?

a. Yes

b. No

Additional Comments:

14. Would you recommend the interpreter to a family member or friend?

a. Yes

b. No

Additional Comments:

15. Is there anything else you want to share about your interpreter experience?

(open text box)

Those are all my questions. I really appreciate you taking the time today to speak to me. Thank you and have a nice day.