

# ILSAA Legal Services Providers and Paralegals Feedback Survey

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*The purpose of this information collection is to collect feedback from legal service providers and paralegals who provided services for 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 fifteen minutes per respondent, including the time for reviewing instructions and responding to the survey. 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 Thomas Wetterhan , Director of Operations, ICF, by email at [Thomas.Wetterhan@icf.com](mailto:Thomas.Wetterhan@icf.com)*

**Thank you for providing legal services for the ILSAA project. We are interested in learning more about your experiences as a legal service provider.**

**Participation in the following survey is entirely voluntary. Responses will be aggregated and included in a report that will be shared within ILSAA and may be shared with the Office of Refugee Resettlement (ORR). By responding, you are providing your consent to include your responses in the report. This survey should take approximately 15 minutes to complete. Thank you for your participation.**

Select your role on the ILSAA project: (If selecting attorney, skip to interpretation section), (If selecting paralegal, skip peer networking and training sections)

- Attorney
- Paralegal

Do you work for USCRI?

- Yes
- No

**INTAKE—For the following section of questions, please consider your experiences with the intake process (For paralegals only)**

1. How would you rate your experience with the intake process based on the following:
  - o ILSAA's responsive to questions
  - o Coordination/logistics

- o Overall communication
  - o Timeliness of receiving case information when cases are assigned
2. Include additional comments or recommendations related to the intake process here:

**INTERPRETATION SERVICES- For the following section of questions, please consider your experiences working with interpreters**

1. Did you use any of the following interpretation options? Select all that apply. (If N/A, skip section)
  - Pre-scheduled appointments
  - On-demand appointments
  - N/A
2. How did you interact with interpreters? (Select all that apply)
  - In-person
  - Virtually
3. Indicate the extent to which you disagree or agree with each statement. (Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree)
  - I am satisfied with the **quality** of interpretation services
  - I am satisfied with the **accessibility** of interpretation services
  - The use of interpretation services enables the efficient delivery of legal services
4. The following statements are related to your experience with our interpreters. How would you rate your satisfaction with the following aspects of their service? (Very Dissatisfied, Dissatisfied, Neither Satisfied nor Dissatisfied, Satisfied, Very Satisfied)
  - Active listening
  - Responsiveness
  - Attitude
  - Punctuality
  - Cultural awareness/sensitivity
5. Would you recommend the existing language services listed below to other Legal Service Providers (LSPs)? (Yes, No, Didn't Use/ Not applicable)
  - VECRA
  - TPG
  - Language Link

6. Include additional comments or recommendations related to interpretation services here:

**TRANSLATION SERVICES—For the following section of questions, please consider your experiences with translation services**

1. Did you have any documents translated? (Yes, No) If no, skip section
2. How many documents have you had translated?
  - 1 -5
  - 5 - 10
  - 10 or more
3. Select the contractor(s) used for translation services. Select all that apply.
  - The Providencia Group (TPG)
  - VECRA
  - Not sure
4. Indicate your level of satisfaction with the translation services provided by ILSAA in the following aspects: (Very Dissatisfied, Dissatisfied, Neither Satisfied nor Dissatisfied, Satisfied, Very Satisfied)
  - Quality
  - Accuracy (to the best of your knowledge)
  - Timeliness
  - Translation request process
5. Indicate your level of agreement with each statement. (Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree Strongly)
  - Communication with translators was clear
  - Translators were responsive
  - Translators acted in a professional manner

**LSP TRAINING ORR LEARNING CENTER SURVEY QUESTIONS—For the following section of questions, please consider your experiences with trainings and the training platform (For attorneys only)**

1. Which of the following trainings did you complete? Select all that apply. (If N/A is selected, then skip this section)
  - Cultural Competency
  - Introduction to Domestic Violence
  - Other, with text box
  - N/A

2. Indicate your level of agreement with each statement: (Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree)
  - I've used the concepts I learned from the Cultural Competency training in my work.
  - The Introduction to Domestic Violence training provided practical applications.
  - Participating in trainings added value to my experience.
  - Participating in trainings contributed to my professional development.
3. Did you complete your training(s) in the ORR Learning Center (OLC)? (Yes, No, Unsure) If no or unsure, skip 4
4. Indicate your level of agreement with each statement related to the ORR Learning Center (OLC) platform: (Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree)
  - I was able to easily navigate the platform.
  - The platform layout was well-organized.
  - The platform was easy to use.
  - I had no issues with access.
5. List any additional comments or recommendations related to trainings (Ex: ORR Learning Center Platform, topics offered, trainings you would've liked to see)

**PEER NETWORKING HUB—For the following section of questions, please consider your experiences with the peer networking hub (For attorneys only)**

1. How often did you interact with the Peer Networking Hub? (1 = Never, 2 = Monthly, 3 = Biweekly, 4 = Weekly, 5 = Daily or more)
2. Did the peer networking hub add value to your experience serving as an LSP for the ILSAA program? (Yes/No)
3. Did you find the available office hours useful? (Yes/No)
4. List any improvements or recommendations you have related to the Peer Networking Hub:

**GENERAL—For the following section of questions, please consider your experiences with the ILSAA project**

1. Based on your observations, were there any challenges you foresee for future projects of the same nature?
2. Based on your observations, were there any best practices or lessons learned that would be useful to know for future projects of the same nature?
3. How can we improve engagement with future legal service providers and other stakeholders more effectively to the project mission?

4. Describe any challenges you've faced delivering legal services.
5. What have you enjoyed most about providing legal services?