



Sin Barreras

Four-Year Program Impact Evaluation

by

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EXECUTIVE SUMMARY

The Sin Barreras Board commissioned an independent evaluation of former clients to assess the long-term impact of its services and solicit feedback on perceived strengths and weakness from the perspective of the “consumer.” Fifty former clients, from the full range of clients served, were interviewed under conditions of complete anonymity in September and October 2021. **Findings** demonstrate that Sin Barreras services are almost universally appreciated and have had profoundly positive effects on clients in multiple arenas of life, including economic, self-worth, family, and social impact areas. Criticisms were remarkably few and suggestions for improvement were minor. Most suggestions centered around issues that would require more staff so that Sin Barreras could respond more quickly, serve more clients, provide more services, and publicize itself better. **Conclusions** show universally high client appreciation of Sin Barreras staff and greatly improved sense of self-worth brought about by each of the services provided by Sin Barreras. The highest overall impact was reported by clients who were helped to obtain Citizenship, and the ratings of benefits from the DACA recipients and the participants in the Leadership course were nearly as high. The changes made possible by DACA were particularly varied, extensive, and profound. Impacts in other program areas are also documented. One overarching theme that emerged was how many respondents felt less alone and more connected to the local Latino community because of their connection to Sin Barreras, and that they felt more secure in their new country because they have a place to go to ask any questions that arise. In the evaluators’ opinion, these results demonstrate clearly that Sin Barreras plays a fundamental and essential role in the Latino community, thereby strengthening the social fabric of the wider community. The only significant **Recommendation** is that Sin Barreras should continue to provide its services largely as it has done up to now.

I. INTRODUCTION

The Board of Sin Barreras has been interested in the issue of impact (or “outcome”) evaluation for several years, hoping to investigate the long-term effects of its services on clients: to improve its services where needed and to document the value of its services. In April 2021, a pilot outcome monitoring activity took place in which five former clients were interviewed, all of whom had been helped to apply for citizenship in 2017. In July 2021, the interview questionnaire was revised slightly and used in a second outcome monitoring project in which an additional four clients were interviewed, all of whom had been helped to apply for DACA (Deferred Action for Childhood Arrivals). A grant was obtained from the City of Charlottesville to extend outcome

impact assessment to a significant additional sample of these two categories of clients and to assess outcomes for other major client categories. Fifty individual interviews took place in September and October 2021, and the write-up took place in November 2021. This document presents the results of that study.

II. METHODOLOGY

Two independent evaluators were hired to conduct this evaluation, both of whom had offered occasional volunteer services to Sin Barreras the previous year, but whose professional qualifications were now contracted in their area of interviewing expertise to perform the evaluation as independent assessors.

Initial contact with the proposed interviewee was made by a Sin Barreras staff person to explain the purpose of the evaluation to potential interviewees and introduce the evaluator by name, and to propose an interview time. No further contact took place between Sin Barreras and the clients for the life of the study.

Some clients had received more than one service, so the evaluators first identified 239 unique individuals who received services from Sin Barreras in the four years 2017-2020, grouping them into categories based on the primary service they received.

1. Citizenship (N = 66). Included clients who received assistance in completing and submitting INS forms and assistance in studying for the citizenship exam.
2. DACA (N = 71). Included clients who received assistance to submit initial applications and subsequent renewals for “Deferred Action for Childhood Arrivals.”
3. Difficult Petitions (N = 34). Included clients who received assistance to submit applications for: Permanent Residency (“Green Card”); I-765 Employment Authorization Document; TPS Temporary Protected Status; Advanced Parole; I-130 Petition for Alien Relative; and U-visa.
4. Easier Petitions (N = 32). Included clients who received assistance to submit renewals for: Permanent Residency (“Green Card”) and I-765 Employment Authorization Document.
5. Leadership (N = 19). Included clients who had attended a one semester University of Richmond course in Leadership.
6. English as a Second Language-ESOL (N = 17). Included clients who had attended weekly courses in English language study.

Based on the approved Scope of Work, the evaluators aimed to interview a **stratified random sample** selected by them representing 20% of all clients who received services from Sin

Barreras in the four years 2017-2020. The following table shows the number and percentage of clients interviewed in each category:

Table One: Stratified Random Sample

2017-2020	N	# interviewed	% sampled
Citizenship	66	15	23%
DACA	71	14	20%
Difficult Petitions	34	6	18%
Easier Petitions	32	7	22%
Leadership	19	4	21%
ESOL	17	4	24%
Total	239	50	21%

Clients were chosen at random by the evaluators from the lists of unique individuals served in each category. If a client did not respond after several attempts, another name was picked at random, until the required number of interviews had been reached in each category.

The same questionnaire was used as in a June 2021 monitoring exercise. The questionnaire was designed as a semi-structured interview which encourages dialogue (rather than “yes/no” responses) between the evaluator and the interviewee. Ten questions were asked regarding the service received, client satisfaction with the service, quality of staff interaction, and life changes that occurred as a direct result of the service received. The specific areas queried included: economics, sense of self-worth, family relations, social status, community involvement, and other life changes. A final question asked for “any other comments.” The questionnaire functioned to full satisfaction. The English version is found in Appendix A, and the Spanish version in Appendix B.

The evaluators were Theodore Siedlecki, Jr., Ph.D., and Avery Chenoweth.

All interviewees were guaranteed complete anonymity, and each interview was conducted by phone, 24 in English, and 26 in Spanish. Permission was given by each interviewee to record the interview for quality control purposes and for evaluator use during the write up. All respondents except one were Latino/a; 28 female and 22 male. Interview length ranged from 12 to 30 minutes, averaging 19 minutes each. Ten interviewees were selected from 2017 and 2018 clients, thirteen from 2019 clients, and seventeen from 2020 clients.

Combining two categories. After initial analyses of the narrative responses and numerical ratings, it became clear that two categories (“Difficult Petitions” and “Easier Petitions”) should be combined because respondents from both groups tended to respond to questions from the perspective of having obtained the legal documentation, regardless of whether the service was an initial application or a renewal, nullifying the reason for separating the two groups. Therefore, the data from these two categories were combined for subsequent analyses.

Respondent #30. The data from this respondent are not included in the following discussion because Sin Barreras was not able to provide the service requested. This case is discussed separately in the “Other Issues” below.

III. FINDINGS

As seen in Table One above, respondents reported receiving services in the following areas: Citizenship applications and preparation (15); DACA applications and renewals (14); various other legal petitions (13); Leadership classes (4); and English language classes (4).

Illustrative and “modal” responses to each of the ten (abbreviated) questions are given below. Quotes are italicized.

1. What was the service Sin Barreras provided you?

In addition to the core services described above and fully discussed with each interviewee, respondents mentioned other services they appreciated receiving from Sin Barreras:

- *Any information I want, but I don't know where to look for it, I call Sin Barreras.*
- *They always have good information. Whenever I have a question, they always have a way to give you direction. For example, information about where to get the COVID vaccine.*
- *They are always posting news on Facebook. They let us know of any kinds of help that are around.*
- *During the pandemic, they gave financial help with Walmart gift cards, fruit, and food.*
- *A legal letter for daughter in Mexico.*
- *They helped with renewing my passport.*
- *They always let us know when the Mexican Consulate is coming.*
- *They taught me some things about technology, about the telephone and my laptop; how to make my own web page.*
- *Classes for GED.*
- *Personal counseling. Referral for marriage counseling.*
- *Eyeglasses and health programs.*

2. In what ways were you fully satisfied with the service you received, that is, what things did Sin Barreras do that worked very well for you?

“Everything.” (25 respondents).

- *They did everything well. They helped us fill out the forms really well, and everything else we had to do, and also did a great job in letting us know when the interview would be, and all that went well.*
- *I think you guys are doing a great job, to be honest.*

Professional; organized; efficient. (13 respondents)

- *Very efficient. Very professional. I could tell the lawyer knew what he was doing.*

- *They were very clear about what I needed to do and what I needed to bring. So, the process was pretty easy which is very satisfying for me.*
- *And they were very effective. They are well organized and have a plan for resolving questions. And very thorough.*

Courtesy. Feeling cared for. (6 respondents)

- *I feel comfortable. I feel like I want to go over there and take class all the time. Like I feel good, like it's someplace you want to be. They take care of you. They care about you.*
- *I would say first of all, the courtesy that we received during all our meetings. It felt really good. Also, it made the process easier to navigate.*

Flexibility with appointment times. (6 respondents)

- *They are very accommodating. They will make (make an appointment) when you have the time.*
- *They always find a time to help me. If I say I can't do that time (because I am working), they always find a time for me.*

Patience. (5 respondents)

- *They're nice, they talk to you, they explain to you everything, without pressure. You go over there and sit down and take as long as you want.*
- *Always available for questions.*
- *I really appreciated that they gave me an appointment only for myself. I have heard that sometimes they gather a group of people that need to renew. But I know I would have been really shy to ask questions if I had more people around. It's kind of hard to talk about your situation when other people you don't know are around. So, I really appreciate that they took the time to give me an appointment just by myself and took time to answer my questions.*

Responsive and attentive. (4 respondents)

- *They call you all the time. Sometimes I forgot, and they give me a call. And then other times I almost forgot—thank God you guys call me.*
- *They always remind me of things I have to do, like if DACA needs to be renewed. Or just making sure that I get my stuff done.*
- *Before I had Sin Barreras, I had another lawyer, but it was hard to get in touch with him. But Sin Barreras did a great job. Every time I called them, they were there for me.*
- *When I've called to ask questions, they returned the call. They are really good about calling people back.*

Financial affordability (3 respondents)

- *It was a huge help, because I talked to lawyers and they estimated that I would spend about 5,000 dollars, but with Sin Barreras I only spent 100 dollars getting someone to help me fill it out.*
- *Going to a private lawyer would be much more expensive. Sin Barreras was much more accessible. So, they are helpful to our community.*

Miscellaneous.

- *They gave me a list of everything that I needed, and after I got it all collected, I went back, and they did all the translation and everything that I needed for me to apply.*

- *They were able to make copies right there; that was helpful.*
- *I think it is very good that they bring programs for those with vision problems; they bring doctors; information about how to obtain a visa; they have good information for those who have to take exams for a driver's license; and the program for those who can't get a regular driver's license, but they can get a document. And whenever anyone has a problem, they can go to Sin Barreras, and they help.*
- *Receiving the financial help and the gift card was a big help because I was not working due to COVID.*
- *Everyone there maintains a very good cleanliness of the place, and they have been taking good control measures for COVID-19.*

3. In what ways could Sin Barreras do better for someone else in the same situation? Are there any suggestions you can give?

None. (33 respondents)

- *None at all. They are extremely helpful, the most helpful I've ever come across.*
- *They have been doing an almost perfect job. I wouldn't suggest that they change anything.*

Publicize more widely and in different ways to reach more people.

- *You guys are already on FB, but I don't know how I didn't know about you until somebody told me. I was looking for somebody for a long time to help me with the paperwork.*
- *Promote themselves more in the community more. Because there are people who need help but who hesitate to go to Sin Barreras. I don't know why. Yes, Sin Barreras has its doors open but they need to publicize themselves more, so that they are better known in the community. Yes, they are on the internet, but many of these people do not know how to search the internet, like I didn't know, and so they never learn about Sin Barreras. I think it would help to put posters in the stores where Latinos go, and tell the people how Sin Barreras can help.*
- *One way they can improve is to get more people involved (in the Leadership classes), because we were very few. I think they could spread the word more, so that the information gets to more people, so that more people can take advantage of these classes. Also, that they inform people that if you cannot afford to cover the cost, that they have ways to help.*

Being able to respond more quickly.

- *The only thing is sometimes when you call, it takes a while for them to respond. But I think that's understandable because so many people call, and they have so many messages. There's a lot of phone demand so there's almost no time to call anyone back.*
- *It would be nice if they got more help. If they got more people that speak both languages that would be a huge help for the community. The best thing would have been a lawyer who can speak Spanish.*

- *Well, most time that I call, I have to leave a voicemail because there is nobody there. So, its phone tag. It's no big deal, but it would be nice to have someone always there to answer the phone.*
- *It would be better if they were able to make appointments immediately when they answer the calls because it is hard for some people to call back.*
- *Perhaps adjusting their hours a bit. They are usually open in the afternoons; that's when there is someone there to answer the phone. I understand that many of the people answering the phones are volunteers and that is when most of them would have time to volunteer their services. But I work in the afternoons and need to make calls in the mornings, and they are not available then.*

Access to office

- *The only thing I would suggest is make it easier to find the office. Finding where to go was hard because the entrance is on the side, and the doors were closed, and I think it was on the third floor, but there were no signs or anything on the bottom or near the elevators. That's the only thing, but otherwise, it was all good.*
- *The only bad thing was that they are inside a bank, and it was hard to get in. The bank was closed; you have to call them; they need to come out. It took maybe 15 or 20 minutes. I couldn't reach them by phone at first; the line was busy. That was the only issue, but it wasn't a big problem.*

Additional services

- *Help us study and earn a driver's license so we can drive without worry.*
- *More help in learning English.*
- *Having the (English) classes in person, not virtually.*
- *It's important that they continue their leadership classes.*
- *Have them covering more areas, not just Charlottesville, but more rural areas like Waynesboro and Harrisonburg. It would be great to have them all over Virginia.*

Miscellaneous

- *And what slowed me down was getting papers to and from Mexico. I had to do some papers over again when they were lost. Perhaps Sin Barreras could advise us who are new to the process how to send papers to our country in the fastest and most secure manner, even if it is more expensive.*
- *There were a few people that Sin Barreras helped that we know didn't really need their help. I think Sin Barreras needs to do some research to find out if people actually need economic help and offer it only to those who truly need it.*

Two respondents made suggestions in areas that other respondents had named as strengths, which suggests these issues are appreciated when present and missed when absent.

- *Maybe more flexibility in terms of appointments.*
- *The last time that I renewed my permission, the card never arrived. I wish Sin Barreras would have called me to see if I had gotten my card. But I know, I could have called them to notify them that I didn't receive my card. It is on both of us.*

For questions #4-9: Respondents were asked to rate the quality of the staff and the effect of the services they received from Sin Barreras on several aspects of their lives using a four-point scale. A table with the ratings from all the respondents can be found in Appendix C. For ease of comparison, the average ratings for each question are included in Table Two. Note that the data from Difficult Petitions and Easier Petitions were combined as described above. Also, note that the “N” is 49 rather than 50 because the data from Respondent #30 was removed (see below “Other Issues.”) The average rating is given for each category of respondents as well as for the all the respondents combined. The bottom row and the column on the far right show a summary score, the average of all the ratings for all the questions for that category of respondents.

Table Two: Average ratings of effects of services received from Sin Barreras (out of 4).

N	Category	Staff Quality (Q.4)	Economic Improvement (Q.5)	Sense of Self-worth (Q.6)	Improvement in Family life (Q.7)	Improvement in social standing (Q.8)	Helping my community (Q.9)	Summary (Avg All Effects)
15	Citizenship	4.0	2.4	3.8	3.4	3.4	3.1	3.33
14	DACA	3.9	3.7	3.7	3.0	2.3	2.5	3.19
4	ESOL	4.0	1.0	3.3	2.0	1.0	3.0	2.38
12	Petitions	4.0	3.3	3.3	3.2	2.4	2.4	3.10
4	Leadership	4.0	1.8	3.8	2.3	4.0	3.5	3.21
49	All Categories	3.98	2.82	3.60	3.04	2.67	2.78	

Key:

- 4 = Excellent. Big changes or improvements. Often.
- 3 = Good. Medium changes or improvements. Once in a while.
- 2 = Fair. Small changes or improvements. A few times.
- 1 = Poor. No change or improvement.

This chart demonstrates remarkable appreciation of Sin Barreras staff in all aspects of its programming. It also shows an impressive sense of improved self-worth brought about by all the services provided by Sin Barreras. Comparing individual services provided, the impacts of achieving citizenship scored highest in terms of client-perceived benefits—particularly in improved sense of self, family life and position in society. Leadership studies, DACA applications, and the various legal Petition activities were also rated as having highly important benefits.

4. How would you rate the Sin Barreras staff in regard to being patient and friendly, and explaining things clearly? Excellent, Good, Fair, or Poor?

“Excellent” for 49 of the 50 respondents. “Good” for one respondent (who wanted more flexibility for when she could schedule an appointment).

- *Super good! I give them 100% and more if I could. All the staff is very excellent.*
- *If there was any standard higher than Excellent, I would choose that one. They were extremely helpful. Excellent service overall.*

- *Super good! I give them 100% and more if I could. All the staff is very excellent.*
- *I would say they were excellent. The patience they had, in particular with me, because I asked a lot of questions. I would say, excuse me for asking so many questions, but I want to learn, right? When you ask more questions, you learn more, right? So, for me, they were excellent.*

5. As a result of the help from Sin Barreras, have there been any improvement in your economic situation?

The highest average ratings for economic changes were given by respondents in the DACA and Petition categories. Both groups mentioned the ability to obtain better paying jobs and a greater variety of jobs, and to apply for educational financial aid. Citizenship opened economic opportunities for a few respondents. Respondents in the Leadership and ESOL categories saw almost no change in their economic situation.

- *Actually, yes. This is the reason why I wanted to become a citizen. I was working jobs that weren't really paying much because I just had a green card. This was life-changing, to be honest. I didn't really understand the opportunities that were there for me. I had put in an application (for a great job) but they told me, this is a government job, and we're only taking citizens; your resume looks amazing, but we can't give you the job because you're not a citizen. That was one of the things that really held me back. So as soon as I got my citizenship, I called back, and I started working there.*
- *Yes, definitely. Before in my situation, when I was undocumented, it was really a struggle to find a job. I had a job but it was very demanding, and the pay was very little. So, when DACA came out, I was able to get a work permit. I was able to apply to county jobs as an assistant, and I'm able to use my English and Spanish for my job and, of course, the payment is much more than how much I was making before when I was undocumented. I feel very blessed that I have this opportunity. It does make a difference for me and for my family. I have children, so I am so thankful and so blessed.*
- *Yes. I was able to get into a whole new job. I was able to get into what I studied, what I went to school for. Before DACA, I was not able to do what I studied. My income did increase, over 100% over what I was making prior to DACA. And I am now at over 250% more than what I was making before DACA.*

Some respondents also mentioned the economic benefit of low cost services from Sin Barreras.

- *I'm still a student, but they helped because I didn't pay as much for the whole citizenship process.*
- *Well, when I first got my DACA application, Sin Barreras wasn't around, so I had to pay a lot of money to someone to do it for me, so expensive, like 5 thousands of dollars. Even for the renewal, they were still charging me a lot of money for getting the renewal done. And Sin Barreras has helped me and showed me how I can do the renewal myself, and I know I can always go back to them if I don't feel like I can do it on my own. I just give a donation when it's asked but it's not a crazy amount of money. So, it's really nice to have an organization like that to help our community, and I feel really blessed because not a lot of communities have an organization like this to help.*

6. As a result of the help from Sin Barreras, have there been any changes in how you feel about yourself?

The highest rated categories for this question were Citizenship, Leadership, and DACA.

Respondents in the Citizenship category tend to emphasize feeling more like an American, the ability to vote, and a greater sense of belonging.

- *I feel more like a citizen of this country. I now have a voice. Because I'm a citizen, I can vote. I can elect a representative.*
- *Before getting citizenship, I was a resident, but still there was always a kind of instability or insecurity. Even with residency, at any moment, they can deport you. So, now there is a great security in being an American citizen.*

Respondents in the Leadership category tend to emphasize feeling more involved in their community.

- *Yes, fortunately, it made a radical change in my life. I feel more included, more incorporated in my city. More American. Without losing my Hispanic essence.*
- *Thanks to this course, I am more active with the community, helping the community more, contributing more.*

Respondents in the DACA category tend to emphasize feeling more secure, more confident, and having more of a sense of belonging.

- *Yes, yes. I'm not hiding in the shadows anymore. I feel useful. I'm able to help a lot of people now in two languages. That gave me a lot of self-esteem and self-worth, knowing that I'm able to help others and get a good job and get paid for what I do. It definitely helps me feel like I belong somewhere and in my self-esteem.*
- *More confidence driving, now having a license. And more confidence in being able to have a better life.*
- *I can focus more on my goals because I have I have more advantages with DACA and that makes me set bigger goals for myself because now I have the opportunity to do those.*
- *Yes. Before, I didn't feel like I had a chance at all being here in the US. I felt like I couldn't go to college or get a good job. So, after they helped me, it made me feel like more normal, like I had more opportunities open to me, like I could actually study, and I could actually work somewhere that I actually wanted to, not just somewhere that would take me.*

7. As a result of the help from Sin Barreras, have there been any effects on your family?

The highest rated categories for this question were Citizenship, Petitions, and DACA.

Respondents in the Citizenship category tended to emphasize the increased sense of security to stay together as a family and the increased number of opportunities for their children.

- *Yes, my family has been feeling a lot more relieved. They don't have to be scared to walk outside thinking someone could take them and send them back. They feel more protected now by the help we got from Sin Barreras.*
- *My mother's not stressing as much anymore. And I helped my sister go through a 4-year college here in Virginia—I paid for her tuition. She's an engineer now. It's a great accomplishment. I'm proud of that accomplishment.*
- *When we applied for citizenship, our youngest daughter was included in our packet. And for her it was a big change. She belongs to this country. It's a sense of being American, and not having anything to fear, and not let anyone bother you or say discriminatory comments. She has her certificate. She has lived most of her life here, so now it's official.*

Respondents in the Petitions category tend to emphasize the freedom to travel to visit family.

- *Without the green card, I would not be able to visit my family in (my home country). All my family is there. That has been a very great change in my life. I have seen friends who cannot visit their family when someone dies. Even if their mother dies, they cannot go. It is very sad. When my mother died, I was able to go to see her.*
- *Yes. First of all, now I can travel to my country. It had been 20 years that I had not been able to travel to visit my family.*

Respondents in the DACA category tend to emphasize a sense of security, especially in being able to get a driver's license, and the effects of having more opportunities.

- *Yes. So, before getting my document, I was not able to get a driver's license. And I knew a lot of people who got deported for that reason, and I was so, so afraid to drive, even to work. I went on the road as little as possible. I would just go home and go to work and that was it. I didn't want to get deported, especially because I had my family here; that was always my concern. And to tell you a little about myself, I came here when I was little. And my parents, of course, didn't have a driver's license. I remember being on the road with them, and just always thinking: Oh, no. I hope we don't get stopped by the police because we might get deported. And I remember worrying about my parents. I was really afraid. And now that I have children of my own, and they don't have to worry about that with me. And I was just thinking about that today, that I remember growing up being so worried—and now that I have a driver's license, my kids never have to worry about me being arrested and deported, or anything like that. So, it makes a huge difference!*
- *Probably. Because now I have an opportunity to further continue my studies, and that has really affected my family because we all now have this set goal that I am going to graduate, and hopefully have a better future than the opportunities they were given. And I think that's made them work harder so that they can give me the opportunity to be able to complete my goal and my dream.*
- *Yes. Absolutely. I can provide for my family better because I got a better job. My nephew and niece are going to college because I save to help them out financially.*

8. As a result of the help from Sin Barreras, have there been any changes in your social situation?

The highest rated category for this question was Leadership. The next highest average rating was given by the respondents in the Citizenship category. The respondents in the other categories reported few changes in their social situation.

Respondents in the Leadership category tended to emphasize how they were able to become more of a leader in their social groups.

- *Thanks to these classes, people began to look to me to be more a leader, for example in my church.*
- *Thanks to them empowering me in the workshop in leadership that I took at Sin Barreras, we began developing a group to help about 20-25 young people (in my city) ... I always thought I had potential, but from these leadership classes that I took at Sin Barreras, you can really see a difference, a "before" and an "after", in how I am.*

Respondents in the Citizenship category tended to emphasize a sense of belonging and being able to participate in elections.

- *The right to vote. That was my big reason why I wanted to do this (citizenship). I went from no participation in the ballot box to full participation. I have not missed one election since I got my citizenship. I collect my stickers that say "I voted" and have them all. I received a letter the other day about my record of voting, and I have 100%. I have not missed one.*
- *Feeling like I'm part of something bigger than myself and that's working for the United States.*
- *I can exercise any type of leadership with more security, even in the church. It is a great advantage to be a citizen.*
- *When I enter a government building, I feel more calm. If I enter a court room, I enter with more tranquility.*

Although not many DACA recipients reported changes in their position in society, a few responses were noteworthy:

- *When you don't have any type of documents, people look at you like differently; they judge you. I feel like when I got DACA, I felt like I belonged a little more. Like I wasn't such an outsider anymore.*
- *Since I have this protection with DACA, it makes me feel a little bit more safer, around police and going to government buildings and things like that. Because without DACA, I would feel a lot less protected and vulnerable to being sent back.*

9. As a result of the help from Sin Barreras, have you been able to help others in your community with what you learned?

Respondents in all categories reported being able to help others in their community as a result of Sin Barreras assistance. The highest ratings for this question were from the respondents in

the Leadership category, and then in gradually declining order: Citizenship, ESOL, DACA, and Petitions.

The most common way that respondents said they helped others was by referring others to Sin Barreras (21 respondents).

- *Many friends ask for help, and if I am not able to help them, the first thing I do is refer them to Sin Barreras.*
- *There was a woman I met in a Latin supermarket. She told me that she was so worried about her (expired) visa. She had been unable to leave on time because she had been sick with COVID. And she didn't know what to do. I told her to go to Sin Barreras.*
- *From my personal experience, I've told people how it is (with Sin Barreras), and how helpful people there have been. And Sin Barreras helped a lot of people that I've introduced to them.*

Sharing personal experiences and information that Sin Barreras posts.

- *When I see something announced by Sin Barreras, I let other people know. Sometimes they go; sometimes not.*
- *With acquaintances who are in the position of wanting to do the citizenship process, I have supported them with the experiences that I had when I became a citizen.*
- *For example, helping someone to break the barrier of fear, the fear that because you are not a person who speaks English, that you are not fluent, that you will not be able to take the exam. Or that it is going to be very difficult to learn the questions. Or that it is going to be very complicated and that you never be able to pass it. Or the fear that I will not have help in how to fill out the documents, how to do them well. Or, how am I going to get to the appointment? Many people are afraid. They have lots of doubts. So, now, with all that I have gone through, I can help people who are in the same process that I was. And, of course, I always recommend Sin Barreras, as a means of help, as a bridge of help for this process.*

Offering to drive others who do not yet have a driver's license.

- *For example, two weeks ago, a friend needed to go to Washington DC. Because she is Latina, I was more comfortable driving her to Washington DC. And I have had other friends who needed to go to the doctors or to the school.*

Miscellaneous:

- *Mostly I recommend people to go to Sin Barreras, but sometimes I have to help them to go. There are those who do not have license, and those who are afraid to try to become a citizen, or who don't want to reach out. With their fear, you have to help them get help.*
- *One time I went with them to Richmond to advocate for licenses.*
- *I was an interpreter for the community when Sin Barreras does some screenings.*

10. As a result of the Sin Barreras services, have there been any other life-changes that have come about, maybe related indirectly to Sin Barreras?

Responses from respondents in the Citizenship category:

- *I'm about to bring my Mom over here. I'm about to start those paper works.*
- *I often travel to my country and when I got my citizenship, it made everything a lot easier, less paperwork.*
- *Before I was afraid to buy a house. And now as a result of the help I got, there have been many changes in my life, including that we bought a little house. And there we feel more secure.*
- *Thanks to Sin Barreras, when you know a little more about what the obligations and rights are that we have as part of society, it makes you part of them; you see them as part of your family, part of you.*
- *It gives me security and peace of mind when traveling. Before I was very scared to travel as a (permanent) resident; I don't know why. As a citizen, I feel a greater tranquility. I feel more calm in the sense that people will know that I am committed to this country, that I already see it as my home, and that in reality I already feel that it is my home. Before, with just the (permanent) residency, I didn't know if they were really going to accept me. Or if they were really going to value me as a person, or if they were going to believe me that I am going to be a good citizen. There were so many doubts. Doubts like will I be made to leave today? It was very difficult not knowing: Is this my home? Or, is it not? I'm here; but, are they really going to accept me? I need to be here; and I want to be here; and I have met all the requirements that this country demands. But... All that is clearing up now. Many doubts are being taken away. And you start to realize that this place is your home now. So, it is such tranquility, knowing now, this is your home. It's a very big relief. Because you do not live thinking that you are here but you are not from here. It is a great relief for me, and for my family, and perhaps even more for my children.*

Responses from the DACA category:

- *I was able to apply for a (good) apartment for (my parents and) my family. Because there are places that ask you for a good Social Security number and other documents. That's a really big change.*
- *I was able to get a client car from a dealership and I was able to get a loan to buy my vehicle. I wouldn't have been able to do this before without a Social Security card. I paid off my car a month ago. Thank you. It's a huge accomplishment. Yeah, thank you. It has helped me a lot. Now we're in the process of applying for a home through Habitat [for Humanity]. We turned in the application, and we used my SS number to see if we qualify for loans. And just having that SS number has made a huge difference in our lives.*
- *The biggest one is me being able to go to college.*
- *I play soccer, and I was able to fly with my teammates whenever we had big tournaments in other states. I went to other states, like Indiana, Georgia, and other states. That was life-changing for me, flying to other states. I never thought I would be able to do that. But DACA gave me the opportunity. I am very passionate about soccer,*

so being able to play soccer in another state, and just flying down there to play soccer, that for me changed my life in a big way. I am very thankful for the opportunity I got, and for Sin Barreras giving me that chance, and being able to live that dream.

- *With having my Social Security, I was able to get a loan on my truck, and on my house. And, it helped me build credit. And it helped me build my business, too, because you are always needing credit to grow.*

Responses from the Petitions category:

- *Another thing that was a big help to me: With the pandemic, I didn't know where to go to get tested for COVID. It was Sin Barreras who helped me know where to go.*
- *In my personal life, I had a big problem. I suffered an assault. And they helped me. They gave me information on how to obtain support in order that I could be emotionally well.*
- *I think that there has been a change in my family, especially between my spouse and me, because previously some years back, we went to Sin Barreras for personal counseling and Sin Barreras recommended for us someone in the Charlottesville community. They helped us with our problems as a couple, me with my wife. It was not so very serious, but things weren't going well. So, I think that Sin Barreras had a lot to do with the improvement of our marriage. And now, thanks to God and thanks to Sin Barreras, and it's working much better now.*

Responses from the Leadership category:

- *I am in the process of learning about technology and computers. And this is important for me, for my personal life, and to be able to help others in the community.*
- *I think about the people in the community more now.*
- *The program in leadership helped a lot to understand better how things work, like the laws, and the legislature, the upper house and lower house, the Senate, the House of Representatives, which I hadn't understood. And, well, they helped me a lot in that, especially because I had just turned in my application to take the citizenship test. And so, thanks to this class, I had more interest in studying about the history of the United States, about the first settlers, and all of that, and I passed my (citizenship) exam successfully!*

Several respondents added having a driver's license in this category.

- *I feel more at peace. Especially having a driver's license.*

11. Is there anything else you would like to add?

A few (8) respondents reiterated their suggestions (included under Question #3). Another few (3) expressed gratitude for being interviewed and being able to contribute feedback.

- *Thank you for asking for my opinions.*
- *Thank you for really letting me take the survey!*
- *Thank you for calling me. It's good that you are checking back with people.*

Many (31) respondents took this opportunity to express gratitude for Sin Barreras and its staff and volunteers. Some responses were particularly heartfelt.

- *Very thankful for Sin Barreras. There's a lot of communities that don't have organization like this. I'm just so thankful there's an organization like this to help me and my community. And I hope they stay healthy many, many years. It's a blessing.*
- *Thank you very much for everything; for the effort you all make because it is not easy. That there are people there to answer questions and doubts. Because, really, the doubts are immense. If it weren't for Sin Barreras, it would be impossible to start (the process). I think Sin Barreras is a bridge over doubts. Sin Barreras is the bridge that helps us pass over an immense abyss of so many doubts and uncertainties.*
- *I can tell you that I love Sin Barreras. It's a really good program. They're really good people, nice people, and explain everything to you. They call you; they check on you and everything. I mean, they're so wonderful.*
- *I'll always be grateful for the whole staff at Sin Barreras. You guys have truly given me an opportunity that I'm still trying to process, because—it's amazing! That's really all I have to say, it's amazing!*

Several respondents (10) took this opportunity to explain the important role Sin Barreras plays in the Latino community.

- *What I can say is the Sin Barreras has become a fundamental part of the Hispanic community. They have helped us so much, especially in legal matters.*
- *The services of Sin Barreras are very essential. I had to travel to Charlottesville from Richmond to get those services. The service they provide is excellent; they are very friendly; and they are always ready to help. They are a big support to the Hispanic community.*
- *Sin Barreras is an organization that is always on top of the many changes that are happening in our community. They are well informed. They always on the latest news on immigration. Very up to date. This community is so lucky to have an organization like Sin Barreras.*
- *I think that if Sin Barreras did not exist, it would be very easy for people to take advantage of us Hispanics. Getting money just for information. It would be a way for them to rob us very easily because they would play on our emotions and our fears.*
- *What is very different with Sin Barreras is that it's not so much that you need to go to them—they come to you! They come to you with information. And they come to you to help you.*
- *They are really a team. They are always willing to help because they know how hard our community struggles here. It is really comforting to know that there is a place that is willing to help you when you are in trouble or when you need help.*
- *I'm glad that there are people (like Sin Barreras) who can help other people, like the Hispanic community. Sometimes, when you arrive in a country that is not your own, and you don't know laws, and you don't know the customs, it's only through other people who are willing to volunteer and help other people so that they know what rights they have or what can be done for us as the Hispanic community. That seems very good to me. It is very good. And so, I thank God, and may God bless them for that support.*
- *They have gathered the Hispanic community together to fight for the Hispanics. They helped us have a role in which we can have dignity in being Hispanic.*
- *It is so important what they do. Waking up the leader in us. And empowering us. So, thank you with all my heart to all the persons working there, giving their time, their space, and their hearts. May God continue to bless them and illuminate them.*

OTHER ISSUES

For one respondent (#30) Sin Barreras was not able to complete the service due to the legal complexity of the case; the client was given the names of several immigration attorneys who might be able to manage the case. The ratings data from this respondent are reported in the table in Appendix A but have not yet been discussed because Sin Barreras was not able to provide the service requested. Some feedback comments from this respondent were:

- *I wanted to obtain papers for my Mom, the petition for her, but because she had some traffic tickets, we had to switch to a lawyer.*
- *They (Sin Barreras) were very prompt in answering questions. We were not waiting a long time to get answers.*
- *I was glad they (Sin Barreras) were honest and told us that we needed to switch; some people might have just kept going. And they also directed me to the lawyer who we are working with.*
- *(Any suggestions?) Being on top of the immigration laws. They need somebody who knows all the ins and outs. The person helping us was a little confused about the new law, with the change of President.*
- *There was one of our friends who wanted to get the same papers. And they also happened to have issues with traffic tickets. So, I told them that it was better to just get a lawyer from the beginning.*
- *Thank you for calling me. It's good that you are checking back with people*

Clearly, this respondent was disappointed in Sin Barreras, but it is not clear what could have prevented her disappointment. It could have been the result of a deficiency in the provision of the service, or a failure to set appropriate expectations, or a misunderstanding of limitations of the services Sin Barreras can provide despite its best efforts. How to understand and respond to such situations is a question for the Management Team to explore.

IV. CONCLUSIONS

The last row and the last column of Table Two (p.8) show a summary score (the average of all the ratings for all questions for that category of respondent.) It is one measure of the overall effect of the services received from Sin Barreras. In fact, this summary score might be more representative of how powerful an intervention was than the scores for each question because many respondents included similar effects in different categories. For example, one young woman responded “no changes” to Question #6 (Feel about yourself) which specifically included goal-setting as an example, but then talked about the ability to set a goal to go to college in response to the Question #7 (Family). Perhaps Question #6 had prompted her to think about goals, so she included it in her answer to the next question. So, the average rating for each question may be less meaningful than the average of all ratings.

It was hypothesized that two categories of clients, ESOL students and Leadership course participants, might not perceive as much benefit as those from the other three categories (Citizenship, DACA, and other Petitions). One part of this hypothesis was supported by the

findings; the other was not. ESOL students did show relatively lower perceived benefit, but not so for those who had taken the Leadership course.

Four of the categories show nearly equivalent summary scores (ranging from 3.1 to 3.3) indicating an average effect between “Medium” and “Big”. Although these four different services had effects on different aspects of life, all appear to have been equally powerful overall in changing the lives of those clients. The only category with a noticeably lower summary score (2.4) was the English language students.

The lower effect of the English classes did not seem to indicate a problem with the service. There were no complaints registered, and the respondents indicated that they understood that it was unreasonable to expect significant life changes after only a few weeks of English classes. The ESOL students expressed appreciation for the classes and asked that more of them be offered.

After reviewing the narrative responses for the respondents in the Leadership category, the ratings for these respondents appeared to be high for two reasons. One was the value from the course itself; there were positive comments specific to the course. The other reason is that most of these respondents had also received benefits of other services from Sin Barreras and responded to the questions from that perspective.

Although the summary scores show the effects for the DACA recipients to be similar to the other top groups, the range and depth of the impacts they reported stood out in a way that is not sufficiently reflected in the ratings data. The interviewers were surprised and moved by the changes that DACA had brought to the lives of these respondents: being able to get a driver’s license and all that meant emotionally, financially, socially; a sense of safety for themselves and their families; increased confidence and reduced fear; getting more meaningful and better paying jobs; being able to establish credit and open their own businesses; young adults being able to use their Social Security number to rent better living accommodations for parents and siblings; being able to afford to go to college; and feeling like they can set goals for themselves and have a future in this country. The changes made possible by DACA were varied, extensive, and profound.

Question #5. Economic effects. It was not surprising that respondents in the Leadership and ESOL categories saw almost no change in their economic situation. However, Leadership students might see some economic changes over a longer term if they bring their leadership skills into the work life. And the ESOL students would likely gain an economic effect after significantly more classes and more frequent practice, over a longer period of time, which is what is needed to acquire a new language as an adult.

Question #6. Changes in how you feel about yourself. This appeared to be the strongest effect for every category of clients. The ratings for Question #6 were the highest rating for each category of respondents and the highest average overall. From the narrative comments, we can see the specifics of the change varied a bit from category to category, but every category of

respondents indicated that a substantial change (between “Medium” and “Big”) had occurred in how they felt about themselves as a result of the services they had received from Sin Barreras.

Question #7. Family effects. The responses to this question were among the most emotionally powerful. Respondents spoke of being able to be at a mother’s side at the end of her life and about how their child no longer has to fear that his mother will be deported if she is stopped by the police for driving without a license. Respondents often wanted to use words that were bigger than “Big” to describe the impact of such changes in their life.

Being able to obtain a driver’s license was a significant benefit for many respondents, but this effect did not fit neatly under any one question, so respondents mentioned this benefit as response to various questions. This may have created some “noise” in the ratings data but did not appear to change the results in an significant way.

Most respondents seemed genuinely pleased, even grateful, to be involved in this project, and some specifically thanked us for interviewing them. Some respondents felt glad for the opportunity to make some suggestions. Some were pleasantly surprised that their feedback was seen as valuable; this was especially true for some of the younger respondents. Some respondents were happy to have the opportunity to say how grateful they were to Sin Barreras. Some were happy to have an opportunity to give back to Sin Barreras in return for the help they had received. Some seemed to blossom with pride as they were able to share their progress and their accomplishments. In these ways, the evaluation interviews not only served Sin Barreras, but also appeared to serve the clients.

One overarching theme that appeared in answers to a variety of questions was that Sin Barreras appears to have strengthened the sense of cohesion in the Latino community, across nationalities. Several respondents mentioned feeling less alone and more connected to the local Latino community because of their connection to Sin Barreras and feeling more secure in their new country because they have a place to go to ask any question or concerns that might arise.

Summarizing, the evaluation shows that Sin Barreras services are almost universally appreciated and have had profoundly positive effects for their clients in multiple arenas of life. Criticisms were remarkably few and suggestions for improvement were minor. The most common suggestions center around issues that could be solved mainly by having more staff so that Sin Barreras could respond more quickly, serve more clients, provide more services, and publicize itself more. One overarching theme that emerged was how many respondents felt less alone and more connected to the local Latino community because of their connection to Sin Barreras, and that they felt more secure in their new country because they have a place to go to ask any question that might arise. In the evaluators’ opinion, it is clear from these results that Sin Barreras plays a fundamental and essential role in the Latino community and thereby strengthens the social fabric of the wider community. See Appendix D for further reflections on the role Sin Barreras plays in Latino immigrant community.

V. RECOMMENDATIONS

No significant changes need be made to the delivery of services by Sin Barreras. The services appear to be highly effective and well received by almost every client.

One small recommendation is to consider how Sin Barreras might publicize more widely and in different ways in order to reach more people.

Another possible improvement relates to staffing. Several clients mentioned they were aware that Sin Barreras was limited in what it could do due to the volume of need and the limited number of staff and volunteers. They felt that Sin Barreras was doing the best it could with the resources but they wished for quicker turn-around time and expanded office hours.

Continue and expand the Leadership course if possible.

Offering more English classes would be beneficial. Alternatively, Sin Barreras might advocate in the community for another agency that specializes in ESOL to respond to this need in the Latino community, and then Sin Barreras could make that service known and provide referrals and support to that agency.

The Management team should review signage and procedures for entering the office after usual business hours.

The Management Team should review the feedback from Respondent #30 to decide what there is to learn from and how to respond to such situations.

**APPENDIX A:
Outcome Measure Introduction and Questions**

Outcome Measurement – English – V2.2

Hello. My name is Ted Siedlecki/Avery Chenoweth. Sin Barreras asked me to talk to former clients to learn how the services offered by Sin Barreras have affected their lives. Sin Barreras wants to learn which of their services are most helpful and if there are any changes they could make so that their services would be more helpful.

I will ask each person the same list of questions, and your answers will be confidential. In my report to Sin Barreras, I will not use any names.

If there is any question that you would prefer not to answer, that is fine. Just tell me and we will skip that question.

I think it might take us about 20 minutes to complete all the questions, but if you need to stop the interview at any time, just tell me, and we will stop, and we will look for another time to complete it.

Do you have any questions for me? ____

Are you willing to participate in this evaluation project? ____ Thank you.

It is difficult to write your answers while we are talking, so I would like to record our interview. The only people who will listen to the recording are myself and the other person on my team, Avery Chenoweth/Ted Siedlecki. I will erase it as soon once we have taken notes.

Do you give me permission to record this interview? ____

Thank you. I am starting the recording now.

1. The first question is: What was the service Sin Barreras provided you? What did Sin Barreras help you with? (Note: For DACA applicants, ask what year and if there was a renewal.)

Sin Barreras wants to know what went well and also what could have gone better.

2. First: In what ways were you fully satisfied with the service you received, that is, what things did Sin Barreras do that worked very well for you?

3. And now: In what ways could Sin Barreras do better for someone else in the same situation? Are there any suggestions you can give?

4. How would you rate the Sin Barreras staff in regard to being patient and friendly, and explaining things clearly? Excellent, Good, Fair, or Poor?

Sin Barreras wants to know what kinds of changes perhaps have occurred in your life as a result of the services Sin Barreras provided to you.

For the next set of questions, think about your life now and compare it to what your life was like before you received help from Sin Barreras.

5. This question refers to possible economic changes.

As a result of the help from Sin Barreras, have there been any improvements in your work or income? For example, were you able to get a different job, or have you been able to apply for jobs you were unable to apply for before? Or has there been an increase in how much you earn? Have any changes like that happened, or not?

(If yes, listen for or ask for examples, and then ask:)

How would you rate these changes? Small, Medium, or Big?

6. This question refers to possible changes in how you feel about yourself.

As a result of the help from Sin Barreras, have there been any changes in how you feel about yourself? For example, feeling more self-confident; or feeling more of a sense of “belonging” in this community; or more of a feeling of being “an American”. Or they helped you in setting personal goals and accomplishing those goals? Have there been any changes of that type in your life, or not?

(If yes, listen for or ask for examples, and then ask:)

How would you rate these changes? Small, Medium, or Big?

7. This question refers to possible effects on your family.

As a result of the help from Sin Barreras, have there been any changes in your family? For example, is there more peacefulness in your family? Or are there any changes with how your children are doing in school. Or are you more involved with the school? Have there been any effects of this type on your family, or not?

(If yes, listen for or ask for examples, and then ask:)

How would you rate these changes? Small, Medium, or Big?

8. This question refers to possible changes in your position in society and your social groups.

As a result of the help from Sin Barreras, have there been any changes in your social situation? For example, a change in your position in a social group? Or a change in how you interact with your church or other community group, with the police or any government officials, or in being able to vote? Have there been any changes of this type in your life, or not?

(If yes, listen for or ask for examples, and then ask:)

How would you rate these changes? Small, Medium, or Big?

9. This question refers to possible effects in your community.

As a result of the help from Sin Barreras, have you been able to help others in your community with what you learned?

(If yes, listen for or ask for examples, and then ask:
How often? A few times, Once in a while, or Often?

10. And now the last question:

As a result of the services from Sin Barreras, have there been any other life-changes that have come about, maybe related indirectly to Sin Barreras?

Is there anything else you would like to add?

Thank you very much for your generosity with your time participating in this project and for sharing about your experiences with Sin Barreras. We hope your feedback will help Sin Barreras serve the community better in the future.

**APPENDIX B:
Medida de Resultado Introducción y Preguntas**

Medida de resultados – V2.2

Hola. Me llamo Ted/Avery. Sin Barreras me pidió que hablara con clientes de años pasados para aprender como los servicios brindados por Sin Barreras han afectado sus vidas. Sin Barreras quiere saber cuáles de sus servicios son más útiles y si hay algunos cambios que puedan hacer para que sus servicios sean más útiles.

Le haré a cada persona las mismas preguntas y sus respuestas serán confidenciales. En mi informe a Sin Barreras, no usaré ningún nombre.

Si hay alguna pregunta a la cuál prefiere no responder, está bien. Solo dígamelo, y saltaremos esa pregunta.

Creo que podría llevarnos 20 minutos, más o menos, para completar todas las preguntas, pero si necesita suspender la entrevista en cualquier momento, dígamelo y pararemos y buscaremos otro tiempo para completarla.

¿Tiene usted alguna pregunta para mí? ____

¿Está dispuesto/a a participar en este proyecto? ____ Gracias.

Es difícil escribir sus respuestas al momento de hablar, y por eso, me gustaría grabar nuestra entrevista. Las únicas personas que escucharán la grabación somos yo y la otra persona en mi equipo, Ted Siedlecki/Avery Chenoweth. La borraré en cuanto tomemos notas.

¿Me da permiso para grabar nuestra entrevista? ____

Gracias. Estoy empezando la grabación ahora.

1. La primera pregunta es ¿Cuál fue el servicio que le brindó Sin Barreras? ¿En qué le ayudó Sin Barreras? (Nota: Para los solicitantes de DACA, pregunte en qué año y si hubo una renovación).

Sin Barreras quiere saber lo que salió bien y también lo que podría haber sido mejor.

2. Primero, ¿En cuáles aspectos quedó usted plenamente satisfecho/a con el servicio que recibió—es decir, qué cosas hizo Sin Barreras que le funcionaron muy bien?

3. Y ahora, ¿De qué manera podría Sin Barreras servir mejor a otra persona en la misma situación? ¿Hay algunas sugerencias que pueda dar?

4. ¿Cómo calificaría usted al personal de Sin Barreras con respeto al ser paciente, amable y explicar las cosas con claridad? ¿Excelente, Bueno, Aceptable, o Deficiente?

Sin Barreras quiere saber qué tipos de cambios quizás han ocurrido en su vida como resultado del servicio que le brindo Sin Barreras.

Para las siguientes preguntas, piense en su vida ahora y compárela con cómo era su vida antes de recibir la ayuda de Sin Barreras.

5. Esta pregunta refiere a posibles cambios económicos.

Como resultado de los servicios brindados por Sin Barreras, ¿ha habido alguna mejora en su trabajo o sus ingresos? Por ejemplo, ¿pudo conseguir un trabajo diferente o pudo aplicar para trabajos que antes no podía? ¿O ha habido un aumento en cuánto gana? ¿Han ocurrido algunos cambios de este tipo o no?

(En caso afirmativo, escuche o pida ejemplos y luego pregunte:)

¿Y cómo calificaría estos cambios? ¿Pequeños, Medianos, o Grandes?

6. Esta pregunta refiere a posibles cambios en cómo se siente consigo mismo.

Como resultado de los servicios brindados por Sin Barreras, ¿ha habido algún cambio en cómo se siente consigo mismo? Por ejemplo, se siente más seguro de sí mismo; o “se siente más parte” de esta comunidad; o se siente más como "un estadounidense" ahora. ¿O le han ayudado en el establecimiento de metas personales y a lograr estas metas? ¿Ha ocurrido cambios de este tipo en su vida o no?

(En caso afirmativo, escuche o pida ejemplos y luego pregunte:)

¿Y cómo calificaría estos cambios? ¿Pequeños, Medianos, o Grandes?

7. Esta pregunta refiere a posibles efectos en su familia.

Como resultado de los servicios brindados por Sin Barreras, ¿ha habido algunos cambios en su familia? Por ejemplo, ¿hay más tranquilidad en su familia? ¿Hay algún cambio en el desempeño de sus hijos en la escuela? ¿O participa más usted con la escuela? ¿Ha ocurrido cambios de este tipo en su familia o no?

(En caso afirmativo, escuche o pida ejemplos y luego pregunte:)

¿Y cómo calificaría estos cambios? ¿Pequeños, Medianos, o Grandes?

8. Esta pregunta refiere a posibles cambios en su posición en la sociedad y sus grupos sociales.

Como resultado de los servicios brindados por Sin Barreras, ¿ha habido algún cambio en su situación social? Por ejemplo, ¿un cambio en su posición en un grupo social? ¿o algún cambio en la forma en que puede interactuar en su iglesia u otro grupo comunitario, con la policía o algún funcionario del gobierno, o en la posibilidad de votar? ¿Ha ocurrido cambios de este tipo en su vida o no?

(En caso afirmativo, escuche o pida ejemplos y luego pregunte:)

¿Y cómo calificaría estos cambios? ¿Pequeños, Medianos, o Grandes?

9. Esta pregunta refiere a posibles efectos en su comunidad.

Como resultado de los servicios brindados por Sin Barreras, ¿ha podido ayudar a otros en su comunidad con lo que aprendió?

(En caso afirmativo, escuche o pida ejemplos y luego pregunte:)

¿Con qué frecuencia? ¿Pocas veces, De vez en cuando, A menudo?

10. Y ahora la última pregunta:

Como resultado de los servicios de Sin Barreras, ¿ha ocurrido algún otro cambio de vida, quizás relacionado indirectamente con los servicios recibidos de Sin Barreras

¿Hay algo más que le gustaría agregar?

Muchas gracias por su generosidad con su tiempo participando en este proyecto y por compartir sobre sus experiencias con Sin Barreras. Esperamos que su comentario ayude a Sin Barreras a servir la comunidad mejor en el futuro.

APPENDIX C:
Ratings of effects of services received from Sin Barreras.

All Respondents (N = 50)

R #	Group	Staff Quality (Q.4)	Econ. Improvement (Q.5)	Sense of Self-worth (Q.6)	Improved family life (Q.7)	Improvement in social standing (Q.8)	Helping my community (Q.9)
1	Citizenship	4.0	1.0	3.0	4.0	4.0	2.0
2	Citizenship	4.0	1.0	3.0	4.0	4.0	3.0
3	Citizenship	4.0	1.0	4.0	4.0	4.0	4.0
4	Citizenship	4.0	1.0	3.0	4.0	4.0	4.0
5	Citizenship	4.0	4.0	4.0	4.0	4.0	4.0
26	Citizenship	4.0	3.0	4.0	4.0	4.0	2.0
31	Citizenship	4.0	4.0	-----	4.0	4.0	4.0
32	Citizenship	4.0	1.0	4.0	1.0	1.0	2.0
33	Citizenship	4.0	2.0	4.0	4.0	1.0	3.0
34	Citizenship	4.0	4.0	4.0	4.0	4.0	4.0
35	Citizenship	4.0	1.0	4.0	1.0	4.0	2.0
41	Citizenship	4.0	4.0	4.0	4.0	1.0	2.0
42	Citizenship	4.0	4.0	4.0	4.0	4.0	4.0
46	Citizenship	4.0	4.0	4.0	4.0	-----	2.0
48	Citizenship	4.0	1.0	4.0	1.0	4.0	4.0
6	DACA	4.0	1.0	4.0	1.0	1.0	1.0
7	DACA	4.0	4.0	4.0	4.0	3.0	4.0
8	DACA	3.0	4.0	4.0	4.0	1.0	2.0
9	DACA	4.0	4.0	4.0	1.0	1.0	1.0
10	DACA	4.0	4.0	3.0	3.0	1.0	4.0
12	DACA	4.0	4.0	4.0	1.0	4.0	2.0
17	DACA	4.0	3.0	4.0	4.0	1.0	2.0
21	DACA	4.0	4.0	4.0	4.0	4.0	4.0
27	DACA	4.0	4.0	1.0	4.0	3.0	2.0
29	DACA	4.0	4.0	4.0	4.0	3.0	2.0
36	DACA	4.0	4.0	4.0	4.0	4.0	2.0
40	DACA	4.0	4.0	4.0	-----	1.0	3.0
44	DACA	4.0	4.0	4.0	1.0	1.0	2.0
50	DACA	4.0	4.0	4.0	4.0	4.0	4.0
15	ESOL	4.0	1.0	4.0	4.0	1.0	4.0
19	ESOL	4.0	1.0	2.0	1.0	1.0	2.0

24	ESOL	4.0	1.0	4.0	1.0	1.0	3.0
45	ESOL	4.0	1.0	3.0	-----	1.0	3.0
13	Difficult Petitions	4.0	4.0	4.0	4.0	4.0	4.0
25	Difficult Petitions	4.0	1.0	4.0	4.0	4.0	2.0
30	Difficult Petitions	3.0	1.0	-----	1.0	1.0	2.0
37	Difficult Petitions	4.0	4.0	4.0	4.0	1.0	2.0
38	Difficult Petitions	4.0	1.0	1.0	4.0	1.0	3.0
11	Difficult Petitions	4.0	4.0	4.0	4.0	4.0	3.0
14	Easier Petitions	4.0	4.0	4.0	1.0	1.0	1.0
16	Easier Petitions	4.0	3.0	4.0	-----	1.0	3.0
18	Easier Petitions	4.0	4.0	3.0	4.0	4.0	4.0
20	Easier Petitions	4.0	4.0	1.0	1.0	1.0	1.0
28	Easier Petitions	4.0	4.0	4.0	1.0	1.0	2.0
39	Easier Petitions	4.0	4.0	4.0	4.0	4.0	2.0
49	Easier Petitions	4.0	2.0	3.0	4.0	3.0	2.0
22	Leadership	4.0	1.0	4.0	1.0	4.0	2.0
23	Leadership	4.0	1.0	3.0	3.0	4.0	4.0
43	Leadership	4.0	1.0	4.0	1.0	4.0	4.0
47	Leadership	4.0	4.0	4.0	4.0	4.0	4.0

APPENDIX D:
Reflections on the Evaluation Results from a Psychological Perspectiveⁱ
Sin Barreras as a “Secure Base”

An overarching theme that emerged from the evaluation interviews was how many respondents felt less alone and more connected to the local Latino community because of their connection to Sin Barreras. They also felt more secure in their new country because they have a place to go to ask uncertainties that might arise.

When the all the categories of respondents were combined, the question that received the highest average rating was Question #6. This question asked about changes in how the interviewee felt about him/herself (changes in self-confidence, feelings of belonging, and in being able to set and accomplish goals). This finding suggests that changes in sense-of-self was the biggest impact of the services provided by Sin Barreras as compared to the other types of life-changes queried (economics, family, social, and helping others).

ESOL students who gave relatively low ratings for life-changes overall, gave their highest responses to Question #6. Even though their progress was understandably slow in learning a new language, and so these classes had not yet impacted most other areas of their life much, Sin Barreras still had had an impact on how they felt about themselves. They reported feeling more self-confidence, more connected to the community, more connected to Sin Barreras, and more secure knowing that Sin Barreras was there to support them.

From a psychological perspective, changes in self-concept and self-efficacy and a sense of belonging are known to have far reaching and long-lasting positive effects on people’s functioning, both emotionally and instrumentally (success in school and work).ⁱⁱ

In psychological studies of child development, the term “secure base” is used to describe the way a secure attachment to a caretaker (often the mother) allows an infant or toddler to explore a novel environment.ⁱⁱⁱ The infant often returns to or looks back to the caretaker to get reassurance before continuing to explore. Children who do not have a secure attachment or who do not have a secure base to return to when stressed, are less likely to explore new things, new places, or new people. It turns out that children with a secure attachment, those with a secure base also have much better outcomes later in life. For example, they have higher school achievement and fewer behavior problems.^{iv}

There is also evidence that having a “secure base” is important for adults.^v A secure base helps adults “explore their environment” by learning new languages, growing personally and professionally, and pursuing new goals.^{vi}

In addition to the numerical ratings, several of the respondents’ narrative responses suggest that Sin Barreras functions as a “secure base” for them:

- *Any information I want, but I don't know where to look for it, I call Sin Barreras.*

- *When I've called to ask questions, they returned the call. They are really good about calling people back.*
- *They call you all the time. Sometimes I forgot, and they give me a call. And then other times I almost forgot—thank God you guys call me.*
- *Sometimes, when you arrive in a country that is not your own, and you don't know laws, and you don't know the customs, it's only through other people who are willing to volunteer and help other people so that they know what rights they have or what can be done for us as the Hispanic community. That seems very good to me. And I thank God, and may God bless them for that support.*
- *Very thankful for Sin Barreras. That there are people there to answer questions and doubts. Because, really, the doubts are immense. If it weren't for Sin Barreras, it would be impossible to start (the process). I think Sin Barreras is a bridge over doubts. Sin Barreras is the bridge that helps us pass over an immense abyss of so many doubts and uncertainties.*
- *I feel comfortable. I feel like I want to go over there and take class all the time. Like I feel good, like it's someplace you want to be. They take care of you. They care about you.*
- *They're nice, they talk to you, they explain to you everything, without pressure.*
- *They are always available for questions.*
- *I really appreciated that they gave me an appointment only for myself (rather than in a group).*
- *Whenever anyone has a problem, we can go to Sin Barreras, and they will help.*

These clients appear to be trying to explain that it is not only the services provided by Sin Barreras that matter. It is not only what Sin Barreras “does,” but also how Sin Barreras “is.” It was also noticeable how often brief comments of a similar nature were sprinkled in among the responses of other clients. Sin Barreras is viewed as steadily available, dependable, and responsive. It provides services that encourage growth and independence, and it is always there as a safety net. That is the definition of a good attachment figure; that is, what it means to be a secure base. Beyond whatever other benefits Sin Barreras provides, by providing a secure base, it is supporting its clients to explore, grow, learn, and succeed in the novel and stressful environment of a new country.

ⁱ Dr. Siedlecki is a retired Licensed Clinical Psychologist. His professional studies and experience working with children, couples, and families for over 30 years gave rise to these reflections.

ⁱⁱ Bong, M., & Skaalvik, E. M. (2003). *Academic Self-Concept and Self-Efficacy: How Different Are They Really?* *Educational Psychology Review*, 15(1), 1–40.

ⁱⁱⁱ Bowlby, John. *A Secure Base: Parent-Child Attachment and Healthy Human Development*. New York: Basic Books, 1988

^{iv} Moss, Ellen & St-Laurent, Diane. (2001). *Attachment at school age and academic performance*. *Developmental psychology*. 37. 863-74.

^v Elliot, A. J., & Reis, H. T. (2003). *Attachment and exploration in adulthood*. *Journal of Personality and Social Psychology*, 85(2), 317–331.

^{vi} Feeney, B. C., & Thrush, R. L. (2010). *Relationship influences on exploration in adulthood: the characteristics and function of a secure base*. *Journal of personality and social psychology*, 98(1), 57–76.