



**Sin Barreras**

# **Impact Evaluation**

**2022 - 2024**

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**Charlottesville, VA**

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# Sin Barreras

## IMPACT EVALUATION 2022-2024

### EXECUTIVE SUMMARY

The Board of Sin Barreras contracted an external evaluator to conduct an independent evaluation of the impact of the organization, from the perspective of its clients. The evaluation also asked clients for examples of what is working and what could be improved.. Semi-structured, in-depth interviews were conducted with fifty clients, randomly sampled to represent each of the four primary service categories of Sin Barreras. Complete anonymity was provided to ensure freedom to give honest answers about their experience. Interviews were conducted between January and March of 2026.

**Findings:** The work of Sin Barreras has had substantial and sustained positive impact on its clients across multiple measures of impact, including economics, sense of self-worth, social standing, family, and community involvement. Clients report these changes occurred through the competent and caring professionalism of Sin Barreras staff. Suggestions focused on expanding the work of Sin Barreras through increased office hours, expanded scheduling for classes, and more volunteers with better training.

**Conclusions:** The area of highest impact among all clients was a sense of self-worth. Clients shared profound examples how Sin Barreras transformed their lives through a renewed sense of freedom to grasp new opportunities. The area of lowest impact was economic improvement, though this varied substantially across groups, with DACA and Other Immigration Services groups reporting significant change as a result of acquiring work authorization, and Education and Citizenship reporting a medium-to-good change. The service group reporting the highest levels of change were DACA recipients who reported significant-to-enormous change in four of the five impact metrics - showing both broad and deep changes in clients' lives. The group with the lowest levels of reported change were Education clients. This group showed lower levels of change in the economic and

community domains, but high levels of change in self-worth, and one of the highest ratings in the social standing category, noting that new skills often changed the way they saw themselves and their ability to interact in new social circles.

Comparing results from the 2021 evaluation, 2026 results show a general increase in positivity among clients in terms of the impact Sin Barreras has had on their lives. One factor playing a role in this increase may be the current sociopolitical context of heightened immigration enforcement and anti-immigrant rhetoric, making the services of Sin Barreras even more valuable, important, and often life changing for clients.

Overall, clients described Sin Barreras as an invaluable resource in the Latino/immigrant community, noting that there was no other organization like it in the area and that Sin Barreras was a vital lifeline for people facing difficult challenges. The services clients sought with the organization were varied and tailored to the needs they experienced in different periods of their life, such that many reported visiting Sin Barreras over many years for different types of support. This resulted in creating a deep, longitudinal relationship of trust that facilitated growth and impact among clients as they found success within their community. Clients communicated that the value of this relationship and the services provided by Sin Barreras had become even more important in the current anti-immigrant political context.

**Recommendations:** Clients provided concrete suggestions how to expand Sin Barreras's impact in the community, including expanding office hours and class meeting times, acquiring more highly trained volunteers, and improving response times when clients leave a message.

**Appendices:** Included as appendices are the English and Spanish interview protocols, a summary table of all client responses, and all translation footnotes converted to endnotes.

## **I. INTRODUCTION**

Sin Barreras seeks “to empower immigrants and their families in Central Virginia, with a focus on the Hispanic population, by educating, advocating, and supporting their needs.” This mission requires the Board of Sin Barreras to focus on the outcomes of its programs, life changes, from the clients’ perspective to ensure this mission is being fulfilled. To that end, over the last several years, the Board has commissioned a series of evaluations of Sin Barreras’s impact on its community, using rigorous methodology conducted by outside parties to provide independent commentary.

The first evaluation in April of 2021 was a pilot based on interviews with five clients who had applied for citizenship; and shortly after, in July of 2021, a second evaluation focused on the experiences of DACA (Deferred Action for Childhood Arrivals) applicants. The success of these initiatives led to grant funding from the City of Charlottesville to complete a comprehensive evaluation on all program areas that included 50 interviews which was completed in November of 2021.

This document presents the results of the most recent impact evaluation of client experiences from 2022, 2023 and 2024. It follows the rigorous and comprehensive methodology of the 2021 report by Theodore Siedlecki, Jr., Ph.D., making only minor updates to protocols and methods, and providing vital insight into the current effects of Sin Barreras on its community.

## **II. METHODOLOGY**

An independent researcher with experience in quantitative and qualitative methods of program evaluation was hired to conduct this evaluation. The researcher worked with a partner to assist with data collection, and both were bilingual in English and Spanish, allowing them to conduct interviews in whichever language was most comfortable for the participant.

The evaluator used a computer program to randomly select interviewees from a list of all clients. Initial contact with proposed interviewees was made by Sin Barreras staff to explain the purpose of the evaluation and introduce the evaluator by name. No further contact took place between Sin Barreras and the clients for the duration of the study.

Some clients received more than one service, so the evaluators first categorized all Sin Barreras clients from the years 2022-2024 into groups based on the type of service they received, resulting in the following:

1. Citizenship and New Green Cards (N = 64). Included clients who received assistance in completing and submitting immigration forms and studying for the citizenship exam.
2. DACA (N = 76). Included clients who received assistance to submit initial applications and subsequent renewals for “Deferred Action for Childhood Arrivals.”
3. Other Petitions (N = 87). Included clients who received assistance to submit applications for: Permanent Residence renewals (“Green Card”); I-765 Employment Authorization Document; TPS Temporary Protected Status; Advanced Parole; I-130 Petition for Alien Relative; and U-visa.
4. Education (N = 90). Included clients who had attended weekly courses in English language study, the PLAZA course of secondary studies in Spanish, the driver’s education course in Spanish to receive a Virginia Driver’s Privilege Card, and the Conecta2 introduction to computer skills course.

Based on the approved Scope of Work, the evaluators selected a stratified random sample that represented around 15% of clients within each Sin Barreras service group who had received services from 2022 to 2024. The following table shows the number and percentage of clients interviewed in each category:

**Table 1: Stratified Random Sample**

2022-2024	N	Interviewed	Sampled
Citizenship & New Green Cards	64	10	16%
DACA appr.	76	11	14%
Other petitions	87	13	15%
Education Clients	90	16	18%
Total	317	50	16%

Since many clients received multiple services from Sin Barreras during the time under study, evaluators conducted random sampling from within each service group to ensure stratified sampling across groups. If the same client was sampled from more than one group, they were included only in the first group for which they were sampled. In interviews, evaluators asked clients to focus responses on the specific service for which they had been sampled.

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 at least three attempts, or if they declined to be interviewed, the next name was picked on the list after the random sample, until the required number

of interviews had been reached in each category. Five clients declined to be interviewed. Thirty-eight were removed due to phone numbers no longer being in service or multiple failed attempts to contact.

The same questionnaire was used as in the June 2021 pilot and the November 2021 evaluation. The questionnaire was designed as a semi-structured interview to encourage dialogue between the evaluator and the interviewee. Evaluators asked ten questions 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 investigated included the following: economics, sense of self-worth, family relations, social status, community involvement, and other life changes. A final question asked for any other comments or suggestions. The English version of the interview protocol is found in Appendix A, and the Spanish version in Appendix B. The evaluation was conducted by Russell (Rusty) H. Carlock, Jr., Ed.D. and Gloria Marcela Courtade Carlock, M.A. who assisted with data collection by conducting 23 of the 50 interviews.

All interviewees were guaranteed complete anonymity, and each interview was conducted by phone. Permission was requested for each interviewee to record for later analysis. Evaluators used the application [Otter.ai](#) to create transcriptions of interviews for use during coding and analysis. Two interviewees did not consent to being recorded, and in both cases researchers made detailed handwritten notes of responses and used these in analysis.

Interview lengths ranged from five to 29 minutes, and averaged 12 minutes each. Eleven interviewees were from 2022 clients, 20 from 2023, and 19 from 2020. Eight interviews were conducted in English, and 42 in Spanish.

### **III. FINDINGS**

Respondents reported the impact of Sin Barreras based on their experience with four types of service: Citizenship and New Green Cards (Citizenship), DACA Applications and Renewals (DACA), Other Immigration Services, and Education. For each of the questions below that include client responses using a seven-point rating scale, the evaluator provides charts showing both overall impact, averaging all service groups together by question as well as differential impact by service group. Responses that represent the most common themes for each question are provided, along with the type of service received by the interviewee for that response. Themes were generated through an open coding process and frequency counts of each code. Related codes were combined into larger themes. When a response was provided in Spanish, the original Spanish is provided in the Endnotes appendix.

It is important in interpreting impact scores to note that both Other Immigration Services, and Education are categories that describe a variety of services. For example, Other Immigration Services may include advance parole, temporary work permits, or temporary protection status. Education includes English classes, driving classes, computer classes, and secondary education classes in Spanish.

## **1. What was the service Sin Barreras provided you?**

Clients described the service for which they had been selected to report on for the evaluation:

“They helped me fill out my application for citizenship” (Citizenship).<sup>1</sup>

“They helped me renew my DACA” (DACA).<sup>1</sup>

“I went to them because I didn’t know what I had to do about immigration and work permits” (Other Immigration Services).<sup>2</sup>

“The service I received was when I went for computer classes” (Education).<sup>3</sup>

In addition to these primary services, interviewees also described a variety of additional support Sin Barreras provided. These responses show the interconnectivity of services and how they often build upon one another to create a supportive network of assistance across a variety of needs.

“They helped me with everything! They even went with me to my citizenship [exam]” (Citizenship).<sup>4</sup>

“The second time I contacted them was because I required a permit to be able to leave the country, what’s called advance parole, because it was very important for me to [return to my country] and be present at my grandmother’s funeral” (DACA).<sup>5</sup>

“I pick up food that they give and clothes too for my wife and me. That helped us a lot because sometimes you don’t have a lot of money” (Other Immigration Services).<sup>6</sup>

“They helped me with citizenship, I got my citizenship, and then they helped me with my high school degree. And with them I graduated in 2024 thanks to God” (Education).<sup>7</sup>

“Sin Barreras also has those programs sometimes with doctors who come and all the help they give. That has come to be a big support for me” (DACA).<sup>8</sup>

Sin Barreras often helped clients with a variety of needs through different periods of life, creating a relationship that lasted beyond a particular service.

## **2. What were the things that Sin Barreras did for you that worked particularly well?**

The researcher coded each response to the client satisfaction question with a primary and secondary code (if one existed), and grouped these by theme. Each theme below includes both a frequency count and representative responses. Clients named many aspects of the service from Sin Barreras with which they were satisfied, from the welcoming nature of their staff to their extensive knowledge and skill in providing the support they needed.

### Everything (11 respondents)

Many clients noted they were satisfied with all aspects of their interactions with Sin Barreras:

“I liked all of the services that they have. And I also liked that when you call and they aren’t able to answer, they call you back the next day or the same day” (DACA).<sup>9</sup>

“I was satisfied with everything. Everything. Perfect” (Other Immigration Services).<sup>10</sup>

### Effectiveness (11 respondents)

Clients were satisfied with the effectiveness of Sin Barrera's work. Whether in education or immigration support, Sin Barreras broadly accomplished what its clients hoped for:

“Everything went well in terms of the process I went through for citizenship that included completing the documents and my exam” (Citizenship).<sup>11</sup>

“The one who helped in our classes instructed us well and helped us learn more about how to manage a computer” (Education).<sup>12</sup>

### Knowledgeable (11 respondents)

A common theme that arose from the client satisfaction response was the depth of knowledge of Sin Barreras staff, especially about immigration law and processes.

“I have received exact information and they’ve always been there to respond to me about any question or concern I’ve had” (Citizenship).<sup>13</sup>

“From the beginning they helped me with all of the information that I needed with regard to the paperwork and everything that I used to be able to apply” (DACA).<sup>14</sup>

### Welcoming (9 respondents)

Clients appreciated the welcoming, friendly, and professional interactions they experienced with Sin Barreras staff.

“What I liked was that my teacher was very patient and also helped me in the classes” (Education).<sup>15</sup>

“From the first time I went there with them it was excellent service. They took the time to help me get over my fears and explained how they were going to do the process. They explained very well” (Other Immigration Services).<sup>16</sup>

“Sin Barreras is like their name says: They don’t have barriers. They don’t put limits on anyone. They help whoever. They don’t have racism, they don’t see gender. They don’t see anything except if they can help whoever is asking for it” (Education).<sup>17</sup>

### Responsiveness (9 respondents)

Clients also commented on the general flexibility and responsiveness of Sin Barreras, in terms of communication, scheduling, and connecting them to other organizations when necessary.

“They were very quick in the sense that if I made an appointment or requested to talk to someone, I could go the next day or the next week instead of waiting, which was great. They offered a wide variety of times to come” (DACA).

“If they don’t have the service [you need], they tell you ‘Look, I’m sorry’ but then they tell you ‘I have this number you can call and talk to these people who can help you.’ They always try to help the community” (Education).<sup>18</sup>

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

The majority of respondents could not name a suggestion for Sin Barreras because they were highly satisfied with their service; however several respondents provided meaningful suggestions that provide ideas how Sin Barreras may become even better. Below are themes that arose from this question.

### Nothing (37 respondents)

This comment arose from respondents who could identify no suggestions due to the high quality of service they received.

“I don’t have any suggestions for how they could improve. They did a great job” (Other Immigration Services).

“No, to be honest, I thought everything was very, very easy. It was very professional. They were friendly, just honestly, it was great to see what they do for the community, and how professional they are and how nice they are” (DACA).

### Schedule (5 respondents)

Several clients suggested changes to Sin Barrera’s schedule or venue, either in offering classes or general support in the office, to better meet their needs.

“I would love to continue [English classes] by Zoom, because I’m a mom of six children and my time has always been limited” (Education).<sup>19</sup>

“Their hours are I think three to seven. A lot of people would like them to have [hours] in in the morning. If they had more hours, it would be better” (DACA).<sup>20</sup>

### Getting in Touch (4 respondents)

A few clients noted difficulty in establishing contact with Sin Barreras or in receiving timely responses after making contact.

“When you call they send you to voicemail, and it wasn’t like that before. In my opinion, truthfully, it was easier to communicate with them before” (Education).<sup>21</sup>

“I think for someone that it’s their first time, getting in touch with them, it’s hard. And I remember that when I left the message, it took like, three days to have someone to call me back” (Citizenship).

### Improve English Classes (2 respondents)

Two respondents reported difficult experiences in the English classes and suggested improvements in instruction.

“[They should] improve the English classes. I left the class because I felt like one of the teachers made fun of me because I couldn’t pronounce words well” (Education).<sup>22</sup>

“There wasn’t a structure [in the classes], because we were all in the same level. They tried to help us, but when I went it was like I didn’t learn anything because my English was a little more advanced and the [teacher] focused on the others” (Education).<sup>23</sup>

### Miscellaneous

The following responses did not fall into larger categories; however, they provide suggestions how Sin Barreras may improve with regard to providing resources for more difficult legal situations, training volunteers, and accommodating clients with lower incomes.

“They could have more lawyers with specialization in difficult situations or make videos about those situations” (Citizenship).

“The only inconvenience was that during the intake [the volunteer] didn’t tell me all of the documentation I needed ... I had to take taxes and pictures and I didn’t know that, so it put me behind by several months” (Other Immigration Services).<sup>24</sup>

“They raised the cost and it was impossible to do the renewal with them due to the cost. Maybe Sin Barreras could offer a payment plant or help to cover part of the cost. I know it would be very helpful for a lot of families” (DACA).<sup>25</sup>

### **Ratings of Staff and Impact**

Questions four through nine asked participants to assign numeric ratings using a seven-point scale for questions about the quality of staff and the perceived impact of the services on their life, across a variety of domains. The scale ranged from responses of poor / no change at all (1) to Excellent or Enormous Positive Change (7) (see Table Two).

**Table 2: 2026 Quantitative Rating Scale**

<b>Rating</b>	<b>Value</b>
Poor / No change	1
Fair / Almost no change	2
OK / A small change	3
OK / A medium change	4
Good / A good change	5
Very good / A Significant positive change	6
Excellent / An Enormous positive change	7

Table Three shows the average rating for each group across all quantitative ratings, and includes a bottom horizontal row that displays the overall average score for all groups, as well as a composite score for each group. Also displayed in the final column is the average rating for all clients from that service group. The color scale on Table Three shows higher ratings with darker shades of green, allowing for identification of strengths and weaknesses within and across groups.

**Table 3:** Average Score across Domain and Group for Quantitative Rating Questions 7 to 1

2022-2024	N	Staff Quality (Q4)	Economic Improvement (Q5)	Sense of Self-worth (Q6)	Improved Family Life (Q7)	Imp. Social Standing (Q9)	Helping Community (Q9)	Average of Impact by Group
Citizenship/ New Green Cards	10	6.9	4.6	6.1	6.1	6.3	5.2	5.9
DACA	11	6.8	5.7	6.5	6.3	5.3	6.2	6.1
Other petitions	13	6.6	5.5	6	6	5.1	6	5.9
Education Clients	16	6.4	4	6.1	5	6.3	4.9	5.5
Average of all by Question	50	6.7	4.9	6.1	5.8	5.7	5.5	5.8

Figure 1 shows the composite impact score for each of the service groups. On average, across all domains and groups, clients rated their experience with Sin Barreras as “very good,” resulting in “good changes” in their lives. The group with the highest average impact score were DACA recipients, and the group with the lowest were educational clients; however even this group rated their experience with staff as good, with good changes.

**Figure 1: Composite Impact Score by Service Group**

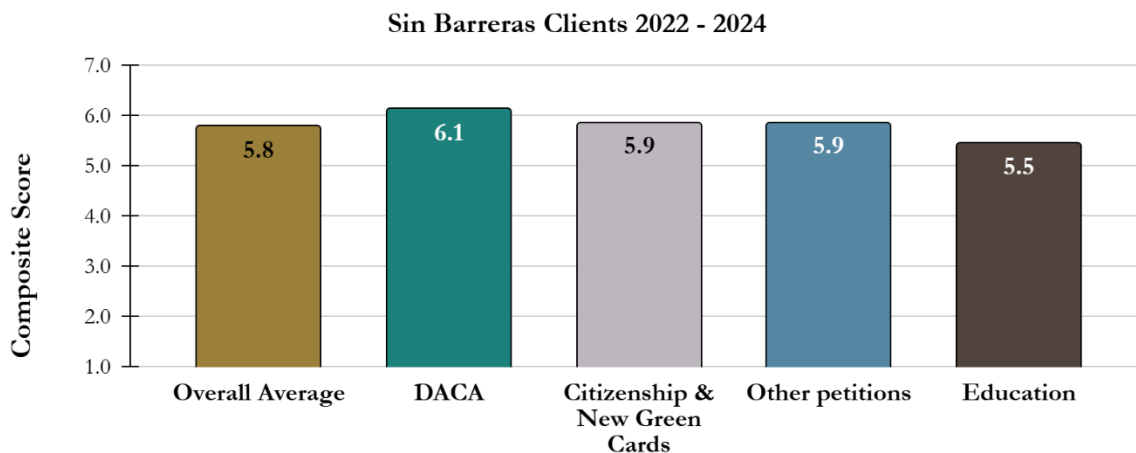
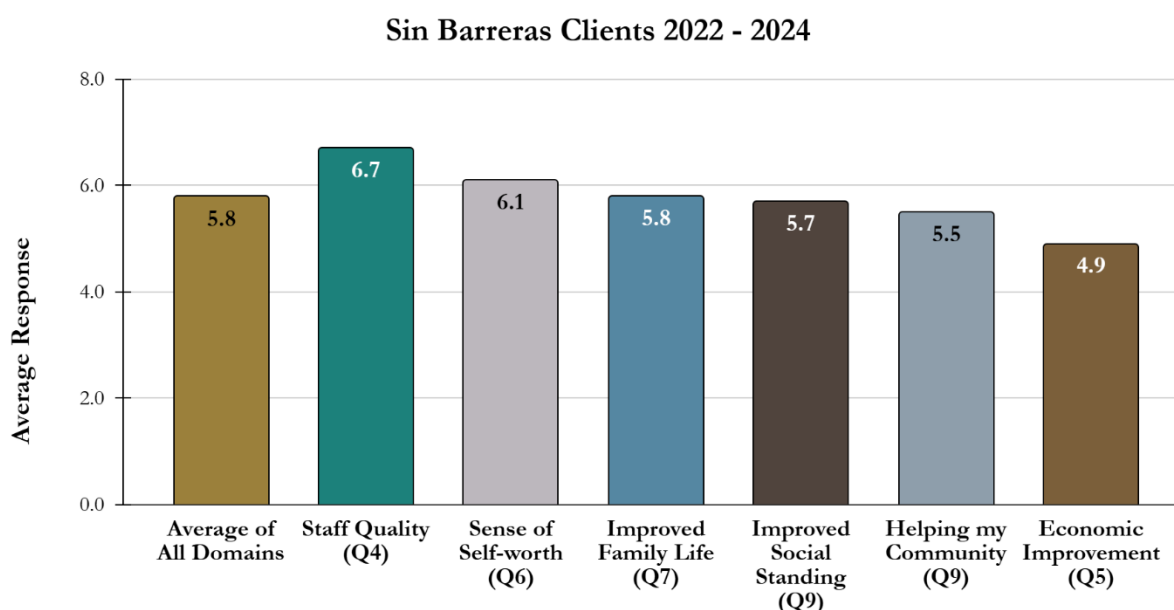


Figure 2 displays the overall average score for each impact domain showing the strong positive experience of clients interacting with Sin Barreras Staff, demonstrated by the score of 6.8 for staff quality. The change domain with the highest impact score was “sense of self-worth” at 6.7, demonstrating the substantial positive impact all Sin Barrera programs had on how clients felt about themselves and their confidence in being able to achieve their goals. The domain with the lowest impact score was economic improvement, which was categorized as a “good change.” DACA and Other Immigration Services groups reported the highest economic impact as “a significant change.”

**Figure 2: Impact Score by Survey Domain**

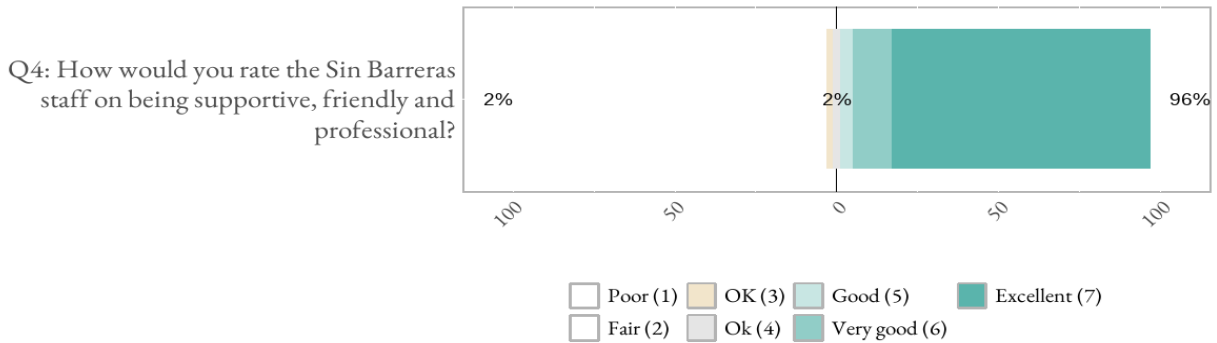


In the section below, analysis of each question provides additional insight into the differences across groups and domains, as well as representative responses for each question. Charts show the percentage of negative, neutral, and positive responses for each question, both overall and by group.

**4. How would you rate the Sin Barreras staff in regard to being patient, friendly, and explaining things clearly?**

Ninety-six percent of respondents rated Sin Barreras’ staff positively with a rating of good, very good, or excellent (see Figure 3). One respondent rated staff with a Four due to receiving incorrect information from a volunteer, and one rated a Three due to difficulties and delays in getting in touch with staff. Responses below are representative of the 96% that rated Sin Barreras staff positively.

**Figure 3**



“They were very helpful and kind” (Other Immigration Services).

“When you go there in person or on the phone, they treat you like family. You feel like you’re at home and they treat you like a human being. I give them a seven because I have a teacher who gives the citizenship classes. She has come to my home and is an incredible person” (Citizenship).<sup>26</sup>

“I mean, every time I go in, everyone's very helpful and very kind. I would definitely say a seven.” (DACA).

“For me it would be a seven, because they have always had patience, and they’re excellent. [My teacher] is very professional” (Education).<sup>27</sup>

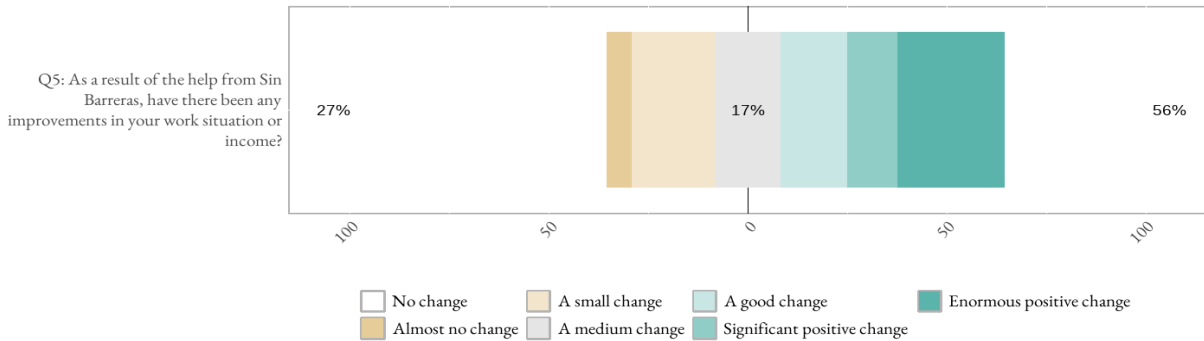
“To be honest, it was the communication. They called me when they knew that my case was approved, and they wanted to make sure that I got a letter saying that it was approved and that I should be receiving my documents in the mail after that letter. You know, it was very nice of them to follow up on those things. And I really like that. They were wonderful” (DACA).

**5. As a result of the help from Sin Barreras, have there been any improvements in your work situation or income?**

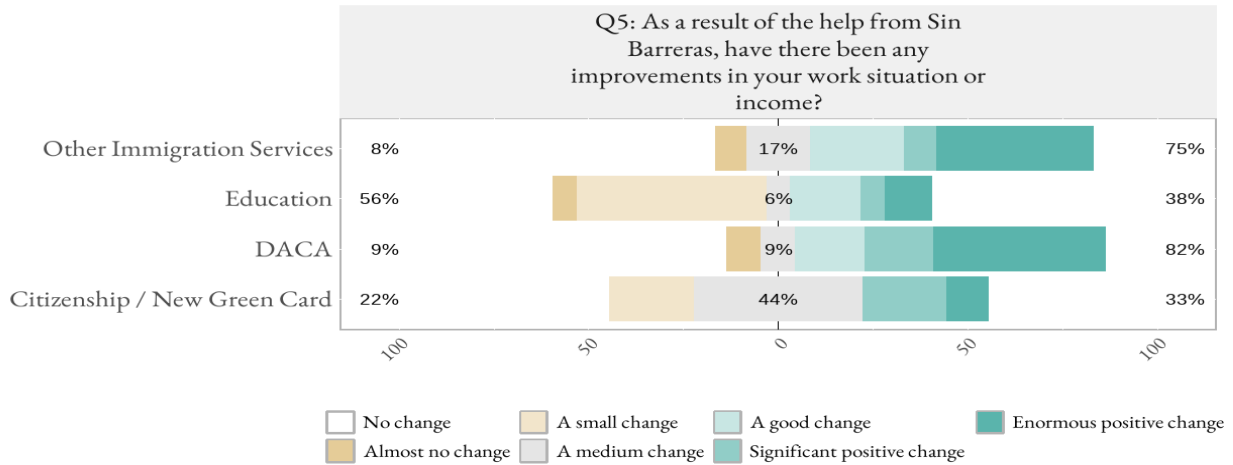
A majority (56%) of clients reported a good, significant, or enormous positive change to their economic situation or income as a result of the help they received from Sin Barreras (see Figure 4) . In analyzing group responses to this question, however, there is substantial variation. For example, 82% of DACA recipients and 75% of Other Immigration Services clients reported good to enormous change in their economic situation, compared to only 33% of the Citizenship group and 38% of Education clients (see Figure 5).

Interviews revealed the source of this variation: often those receiving citizenship services already had a work permit, and those in education improved their skills in their current job, but did not as often acquire a new job as a result of their service. DACA recipients and those receiving new work permits, on the other hand, often went from not being eligible to work legally, to having a wide array of job opportunities as a result of their new status, fundamentally transforming their economic situation.

**Figure 4**



**Figure 5**



“I own my own business now. I couldn’t do that before. I provide employment for [a lot of] people” (DACA).

“Yes, there has been an economic change because I received my work permit, my social security, and I have my driver’s license, which makes it a lot easier to travel to work. And now I have the luxury of choosing the work that is best for me, because without a work permit you are practically enslaved to the

work you have because you can't move. But because I received this help, now I can say I'm in a good job and I can move to any place and that is very important" (Other Immigration Services)<sup>28</sup>.

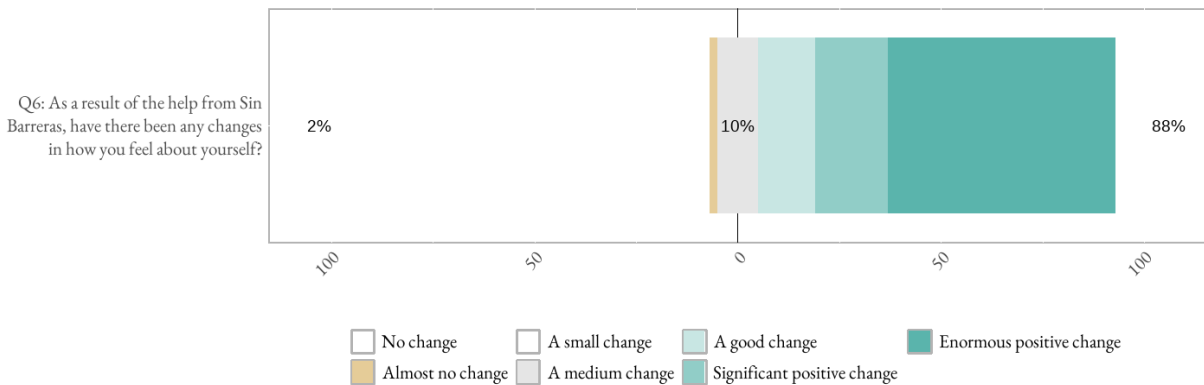
"Yes, there have been changes because before when you're Latino and don't have [legal status], it makes jobs and loans from a bank complicated. Now, I have my license and because of my credit, my car insurance has gone down. And I'm the owner of a cleaning company, which is really great" (DACA).<sup>29</sup>

"After I finished Plaza, I applied for the Earn While you Learn program from UVA and they selected me, so I was taking classes from PVCC and UVA. Now I am a patient care technician" (Education).

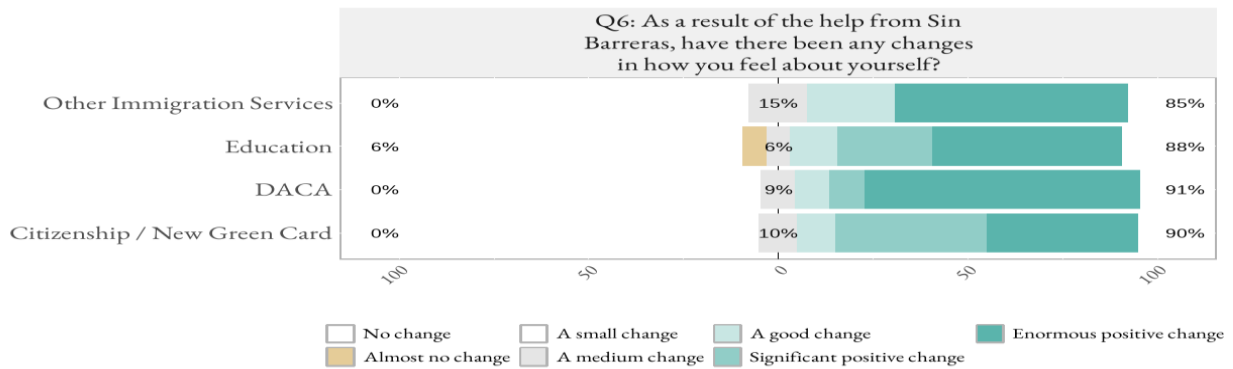
### 6. As a result of the help from Sin Barreras, have there been any changes in how you feel about yourself?

Eighty-eight percent of respondents reported a good to enormous positive change in how they feel about themselves as a result of services received by Sin Barreras (see Figure 6). This finding was robust across all groups, with a range of positive responses from 85% among Other Immigration Services clients to 91% for DACA recipients (see Figure 7).

**Figure 6**



**Figure 7**



Clients in the DACA, Citizenship, and Other Immigration Services groups described profound changes in how they were able to live their life, and the sense of inner peace, security, and confidence this gave them. Many respondents noted that this feeling of newfound freedom was even greater amid the current political climate.. These responses were particularly heartfelt and revealed lasting personal changes.

“I feel safer after getting the help to get my citizenship. This is a difficult time for us immigrants, with everything that is happening. So with the help of Sin Barreras I am going to become a citizen, which is something that is very important for me. I am going to be safe to walk with my head held high and without fear in this country that has given me so much” (Citizenship).<sup>30</sup>

“When you don’t have papers, you don’t feel safe, no matter the administration in government. You have many doubts, and don’t want to invest time in anything because of all those doubts. But after Sin Barreras helped me with my situation, I experienced a personal change that was profound because now the idea of building something here, staying here, and enjoying what I’ve built has become a reality. That changed my mind completely” (DACA).<sup>31</sup>

“I’ve been almost three weeks with no renewal. I just literally received my papers yesterday, and everything has changed. I can take my kids anywhere they want. I can take them to school with no issues having an expired license or, I mean, everything that goes with that. I feel like I can be myself. I can drive, I can do my everyday routine, I can live my life (Other Immigration Services).

Education clients also reported high levels of positive change in their sense of self; however these often had less to do with a sense of freedom and safety and more with a burgeoning curiosity, appreciation for deeper learning, or newfound confidence to explore opportunities.

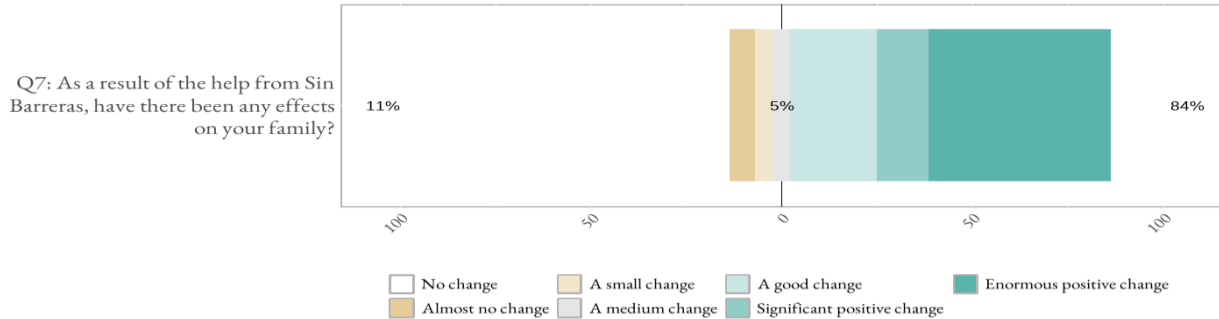
“Yes, I feel like there has been a change. For example, I have more love for reading and comprehension. If I don’t understand, I look for resources to learn about what I’m reading. It helps me want to know more. In that aspect, there has been a change in me” (Education).<sup>32</sup>

“Yes, listen, at first, I felt very shy when I spoke [in English]. I have friends who speak English, and I almost didn’t speak. I couldn’t express myself. But thanks to the class, I have been able to communicate, express myself. I even make jokes in English - something that before I couldn’t do, and that has helped me have a good sense of confidence” (Education).<sup>33</sup>

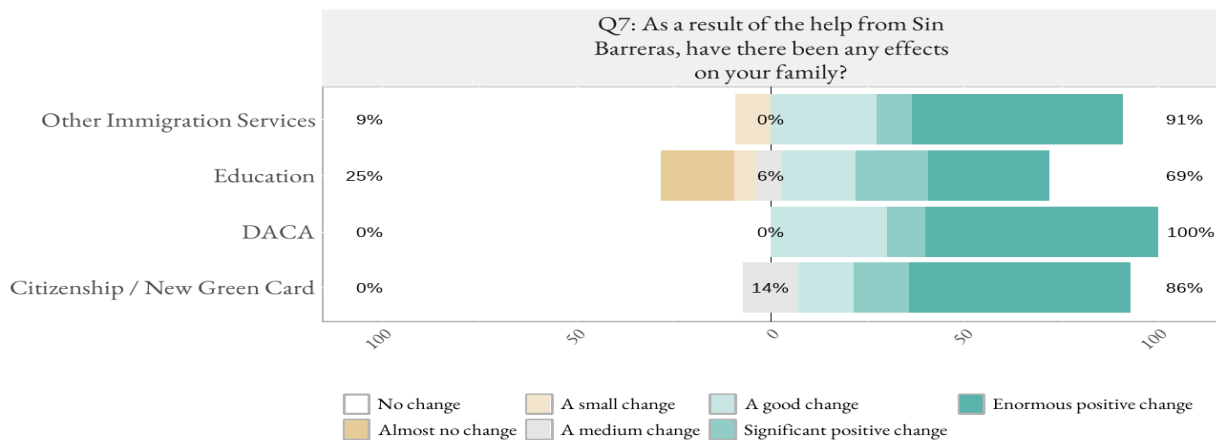
### 7. As a result of the help from Sin Barreras, have there been any effects on your family?

Eighty-four percent of clients reported a good to enormous change in their family members’ lives as a result of the help they received from Sin Barreras (see Figure 8). Clients who did not report a change mostly lived away from their family, were not yet married, or did not have children. Remarkably, 100% of DACA recipients interviewed reported positive changes or impacts on their family (see Figure 9), due to substantial improvement in security and work opportunities.

**Figure 8**



**Figure 9**



Effects on clients' family members fell into four categories: a greater feeling of tranquility due to their loved one having legal status in the country, parents becoming more involved in children's schooling improved English, being able to travel to see loved ones or bringing them to the United States, and parallel positive economic impacts on family members due to the client's increased economic opportunities.

### Security

"With everything that's happening right now with immigration, that ICE here is scaring people, my children come home and ask me if ICE is going to take me away. But I explain to them that I have DACA, that DACA is real, that it is a work permit and it also protects me from being deported. That clearly has been a very positive impact in my life, and in the life of my children, and in my household in this moment" (DACA).<sup>34</sup>

### Parent Engagement in School

"I have been able to communicate more with my children, because they express themselves better in English. Also in their homework, they don't understand it, and with the English I have learned, I've been able to help, or when I have meetings with the teachers, I can communicate. Before I needed an interpreter, but now I have the confidence to speak English directly to the teacher, and the teacher has the confidence to tell me exactly how I can support my children to get ahead" (Education).<sup>35</sup>

### Travel

"In reality everything is more peaceful because I have my house [in my country] so there is the possibility to return, and that has given great tranquility to my family (Other Immigration Services).<sup>36</sup>

### Economic Impact on Family

"Economically you could say yes, because I have three children and with the work permit I received I can do more things with my family so that change was very good to be able to economically get my family ahead" (DACA).<sup>37</sup>

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

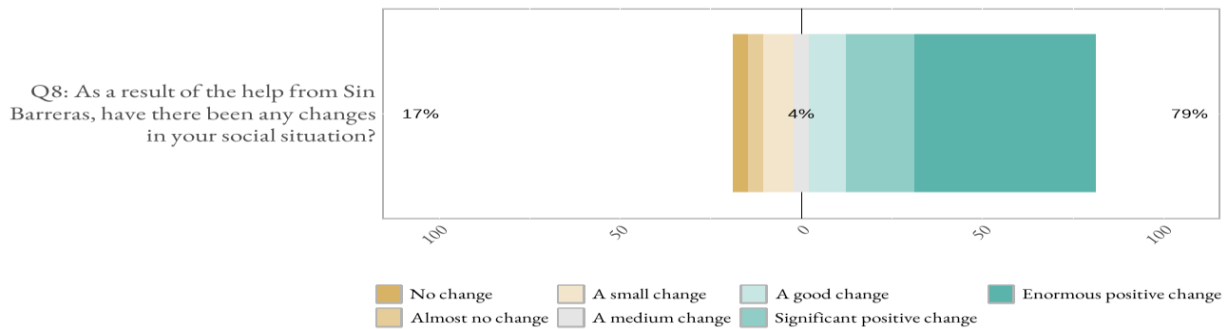
Seventy-nine percent of respondents reported a good, significant, or enormous positive change in their social situation as a result of receiving help from Sin Barreras (see Figure 10). The greatest change occurred among the citizenship group, as they noted the very clear difference of being able to vote and having the rights conferred upon a citizen of the United States (see Figure 11). DACA and Other

Immigration clients noted the importance of having legal status and being able to interact with law enforcement without fear or having freedom to enter government buildings. Members from all groups noted the freedom to associate with community groups that came from having some form of legal status.

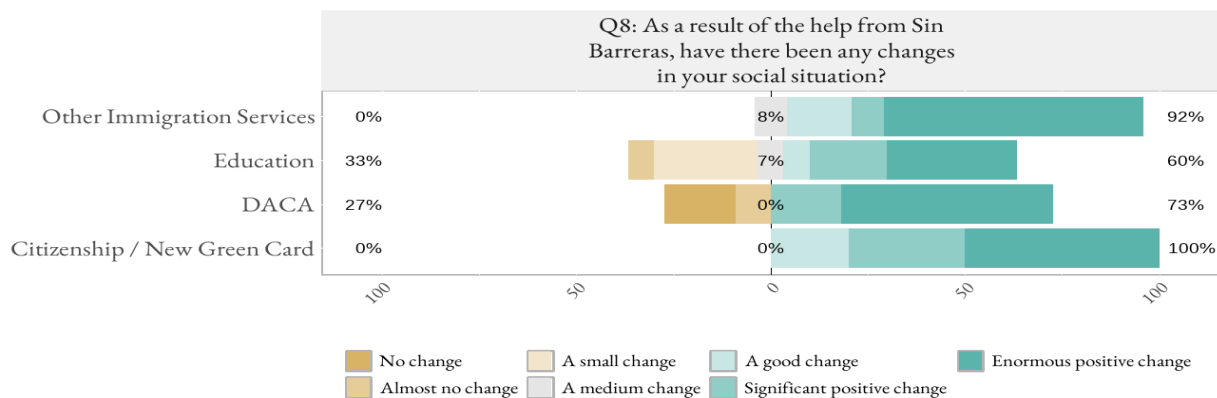
Education clients shared experiences of the new social opportunities that speaking English afforded, and the ability to interact in new ways with people in public spaces - whether parks, hospitals, or schools.

Notably, some DACA recipients reported little change in their social standing. These respondents shared that even though they had new formal rights in the form of work permits and licenses, they still felt as though their social standing had not changed, because the current climate of anti-immigrant sentiment in the United States continues to impact them and they experienced discrimination by people who discovered they were DACA recipients.

**Figure 10**



**Figure 11**



“Yes, I’m allowed to vote!” (Citizenship).

“It’s just being able to legally get out and going somewhere, a party, or do anything with the rights of driving legally. Yes, I mean, the change is a seven, because I if I didn’t have that, I wouldn’t go out, I wouldn’t take my kids anywhere. I will try to stay home and literally, try not to be exposed and drive and do things that I should be able to” (Other Immigration Services).

“I’m just less scared to interact with the government more than anything, and law enforcement. It’s a huge weight off my back. The change is a seven. It’s night and day” (DACA).

“I think I’ve lived the change most in the hospital. With the doctors sometimes they ask me things when there’s no interpreter, and I can answer, so that did make a small difference” (Education).<sup>38</sup>

“Yes, a lot [of social change], because when I came to this country, I couldn’t communicate anything to anyone. Now I can manage a short conversation with someone and tell them: ‘this is good for that’, or ‘that’s for this’” (Education).<sup>39</sup>

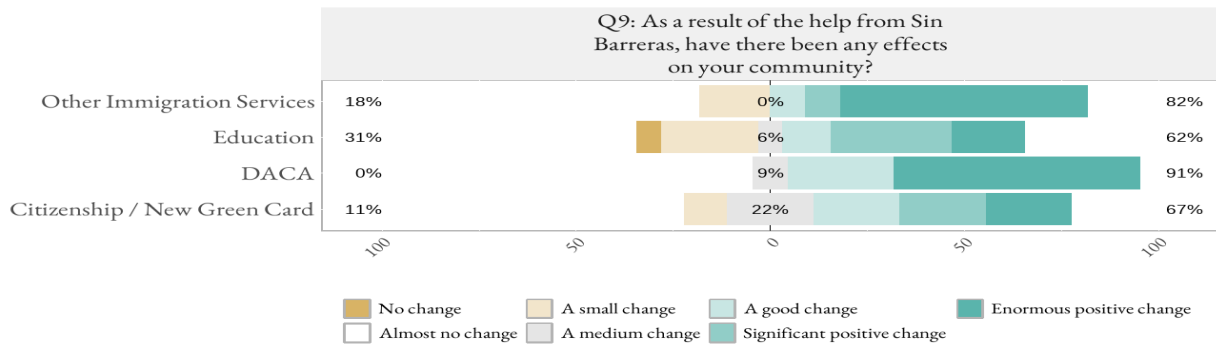
**9. As a result of the help from Sin Barreras, have there been any effects on your community?**

Clients reported that the help they received from Sin Barreras influenced their community in a variety of ways, from empowering them to help others who had the same problems they faced starting new businesses or volunteering at non-profit organizations. Nearly three in four respondents reported a good to enormous change (see Figure 12), and DACA recipients were more likely than other groups to report this substantial positive impact (see Figure 13). One education client reported that there had been no change because they stopped attending the course before it ended.

**Figure 12**



**Figure 13**



“I am a catechist in the church, and I feel [Sin Barreras classes] have helped me because some things I understand better and there are words that I didn’t know, and I feel I am getting better. So that has helped me provide better service [at church]” (Education).<sup>40</sup>

“I’ve been able to help people with those same questions I used to have thanks to my experience. And I feel that gives them more confidence to see it from the perspective of someone who did it” (DACA).<sup>41</sup>

“It made me know what I stood for and what I politically respect and try hard to advocate for. When I used to live in Virginia, I worked with many, many people who were undocumented as well” (DACA).

“Other girls I know who are day-workers, I helped them form their own business, and with my brothers, I helped them stay on top of their DACA [renewals]” (DACA).<sup>42</sup>

“Yes, I have recommended [Sin Barreras]. You can counsel someone to tell them look, here are the processes. You become familiar with the topic and you can help” (Other Immigration Services).<sup>43</sup>

**10. Have there been any other life-changes you think might be connected in some way to the help you received from Sin Barreras?**

Respondents shared a variety of anecdotes related to life-changing aspects of the help they received from Sin Barreras.

Citizenship

“My husband feels safer in our marriage.”

“I was able to get out of the country. And see my family again without having to worry about the ins and outs.”

“It made a difference getting my citizenship in the fact that I knew that I want to request my mom and my brother so that makes a difference compared to having just a green card as well.”

“With everything that’s happening in this moment at the political level, having obtained my citizenship makes me feel more secure when I go out.”<sup>44</sup>

## DACA

“I mean, for me, it means everything: work, stability for my house, my family. Because I can work, I can renew my license, I can have a life here. Without it, I wouldn’t be able to stay here so I wouldn’t be able to support my family and work legally.”

“I’ve been organizing donation events for Sin Barreras and other [Community Based Organizations] for various causes. The events are very social and very entwined with the Latino community. I’ve been able to build relationships with a big part of the community and get to know lots of people. It’s a big community because we’ve got people coming from Richmond, Washington, Virginia Beach, Roanoke, Harrisonburg.”<sup>45</sup>

“Since I had left México I hadn’t gone back. With advance parole my wife and I could go back to visit and it was very, very emotional. It changes your life, because you leave your country and leave everyone there and sacrifice everything basically, and being able to go and come back and be safe and talk to your family and be able to help them, wow, I don’t know - that moment changes you for life. My wife and I came back with a renewed mindset, very grateful for life, and we came back to work even harder to help more” (DACA).<sup>46</sup>

## Education

“It made my dream come true that they had the [high school] program in Spanish. I never would have finished, I wouldn’t be in the place I am without it. Thanks to God.”<sup>47</sup>

“[The computer class] helped everything in my life, because it helped me have more confidence in communicating with teachers. Now I’m not nervous about sending an email or making a video call.”<sup>48</sup>

“I went to [Plaza classes] to show my daughters, because there are people who ask for life, but they stay in their house and just wait for it to arrive. But God opens doors and puts people around you like Sin

Barreras who do so much for the community, so I went to teach my daughters that if you put forth the effort, you can attain your dreams.”<sup>49</sup>

### **11. Is there anything else you would like to suggest to make Sin Barreras even better?**

The most common response to this item (47%) were those stating appreciation for the work of Sin Barreras in the community or reiterating that the work they do is of such high quality that they cannot think of anything they could do better.

“I ask that [Sin Barreras] continues as they are, because they are excellent” (Other Immigration Services).<sup>50</sup>

“Obviously [Sin Barreras] is a good place for everyone who needs help, because I was looking for other places and only Sin Barreras could help. So I think it’s important for a lot of people” (Citizenship).<sup>51</sup>

“I don’t know what else I can add - for me it has been excellent” (Education).<sup>52</sup>

“When I needed help, [Sin Barreras] was there, and whenever someone says ‘Look, I need a lawyer’ or ‘I need support in this’, they help no matter what. There’s no other place to go like that” (Education).<sup>53</sup>

“It changed my life when they helped me. That work permit, from there on, I think my life started to change economically and with my family, and everything. It was a very positive change. Honestly, I think [Sin Barreras] does a very good job, and for the moment I don’t have anything to add. I think what they do is perfect in how they help the community” (DACA).<sup>54</sup>

“I’d go as far as to say that, if it wasn’t for Sin Barreras, my life wouldn’t be what it is right now. I’m grateful for them being there and being helpful” (DACA).

A common response to this item (18%) was asking for Sin Barreras to expand its work to help even more people. They were satisfied with their personal experience, but felt that the need for Sin Barreras was even greater than what the organization could currently meet. Many acknowledged that this was due to budget constraints and other issues not completely within the control of the organization; however they wanted to advocate for the need of even more of what Sin Barreras has to offer, in part because of the quality and importance of its work to the Latino and immigrant communities in the region.

“I saw that sometimes they had fewer staff. They didn’t have enough help. But if they had a bit more staff, they could help more because sometimes there was a lot of need in the community, and they couldn’t answer all of the phone calls and the questions they received” (Education).<sup>55</sup>

“[Sin Barreras] could help more so Latinos don’t have to suffer for not having documents or all the things happening when a lawyer is too expensive” (Citizenship).<sup>56</sup>

“I feel very grateful to Sin Barreras for the work they did for me. They can look for ways to help more people. What they do is great - but they could do it for more people.”

“Well, I’ll tell you, they could use more volunteers” (Other Immigration Services).<sup>57</sup>

Other respondents built off this theme by providing suggestions for how Sin Barreras could expand its support within the community. They offered specific ideas around more scheduling (11%), marketing (8%), improving responsiveness (8%), or increasing professional development for volunteers (5%).

“I think it would be good if the English classes were a little earlier, like at five or six, so they don’t start so late, because in my case now I have a child and that is a hard time of day” (Education).<sup>58</sup>

“I’m seeing that the hours [Sin Barreras] is offering are more limited now. I know the problem is economic and it’s understandable, but maybe at least they could offer hours from Monday to Friday” (Education).<sup>59</sup>

“It would be really good if [Sin Barreras] had commercials and things like that so people become aware of their organization, because they do a great job and people need to know more about them and where they can go. They have great service” (Citizenship).<sup>60</sup>

“When you call during the hours, you always have to leave a voicemail, and you never know when they are gonna call you. You didn’t know if they’re gonna call you that day, the next day. And even when you send a message, sometimes they reply to some messages, sometimes they don’t reply at all” (DACA).

“They could ask the people they help if they want to volunteer more. I sent a text saying thank you and offering to help them as a volunteer, but they never got back to me” (Education).

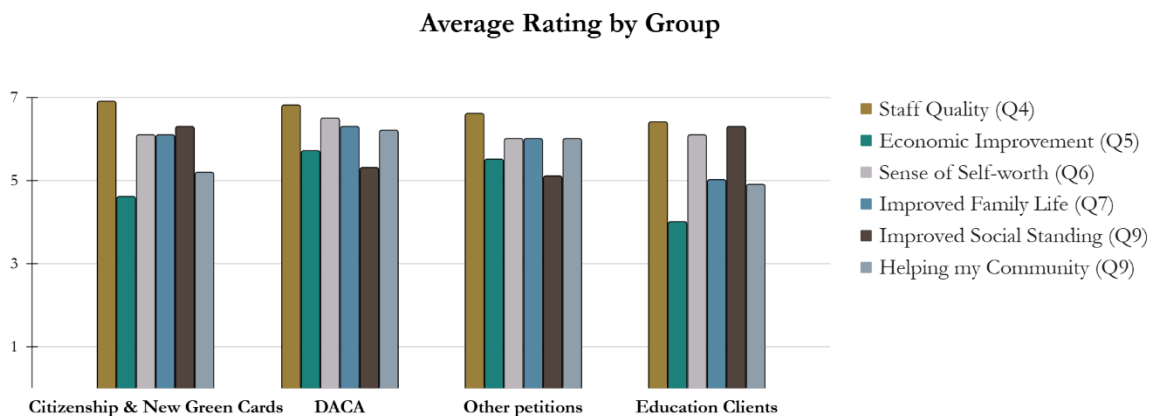
“I believe [Sin Barreras] could place more understanding or more emphasis on procedures to make sure volunteers and teachers really have a good understanding of learning. When you see that you are studying and aren’t advancing, you feel like you’re lost” (Education).<sup>61</sup>

#### IV. CONCLUSIONS

It is clear from both quantitative and qualitative analysis that Sin Barreras provides valuable programming to its clients through high-quality service that creates substantial and lasting positive changes in the lives of its clients. Clients rated both staff and impact across all programming areas with near or above a six on the seven point scale, consistently indicating “very good” experiences in interacting with staff and “significant positive changes” created through Sin Barreras’s support. Interview responses provided a variety of ways these positive outcomes manifested in the lives of clients, from feeling welcomed into an office in a time of great need, to gaining legal status and skills needed to start a successful business and provide for one’s family.

Across program areas, DACA stands out as the group whose clients reported the highest levels of impact. Figure 14 shows why: the impacts of DACA are profound across all types of changes. Interviews demonstrated the transformative nature of attaining and maintaining DACA for clients - not only did it afford legal status to work, it also conferred the benefits of being able to access credit, drive legally, travel within the country freely and outside of the country with permission, and lifted the weight of potential deportation, easing the minds of their loved ones. While other program areas had similar levels of impact on one or two of the domains, only DACA showed such profound change across nearly all of them.

**Figure 14**



Education, on the other hand, had the lowest levels of impact reported by clients: its average impact was 5.3. . This lower level of impact is related to the lower likelihood of education courses being directly related to economic improvement, as well as a lower level of impact on the family and community. This is not surprising, given that groups such as DACA, Citizenship, and Other

Immigration Services often received protection from deportation and other concrete security benefits that radiated into the community and family in a way that education did not. This is not to say that the benefits of education to the family and community were inconsequential - indeed education clients reported that increased engagement in their children's education was a common benefit, and research shows this has a substantial impact on children's long-term well-being (Jeynes, 2022). However when compared to the possible negative impact of deportation, especially in the current political climate, this benefit may not have seemed as strong to clients as those dealing with safety and security.

Notably, a strength of the education program was its impact on clients' perception of their social standing and self-worth. Social standing among education clients, along with the Citizenship group, had the highest rating among all service groups at 6.3 - a significant positive change. Interviews revealed that both Citizenship and Education clients enjoyed new social standing and opportunities to engage with society in new ways, whether in the form of voting among new citizens, striking up a conversation with a stranger, or making new friends outside of their traditional social circle among clients taking English classes.

Comparing impact results from Citizenship with Other Immigration Services and DACA reveals interesting differences. The starkest difference is the inverse relationship between changes in social standing and economic impact - where the Citizenship group reported greater changes in social standing than in economics, while DACA and Other Immigration Services reported the opposite, with larger economic changes and less in social standing. Interviews reveal the basis for this inverse relationship. As mentioned previously, Citizenship clients already had a form of legal authorization to be in the country, including permission to work, so moving from an existing legal status to citizenship did not represent as large a change in economic potential as the significant-to-enormous change in social status resulting from becoming a citizen. DACA and Other Immigration Services clients, on the other hand, often described their change as from unauthorized immigrant to authorized, with permission to work. While they reported high levels of economic opportunity as a result of this change, they were still very aware of their perceived status as "immigrant" in the larger society, and reported facing discrimination as a result.

Across program areas, a theme that arose was the importance of Sin Barreras to the larger Latino and immigrant community. Clients frequently commented that there was no other organization like Sin Barreras in the region, and without it they did not know what they would do or where they would be in life. They noted the affordable prices or free provision of Sin Barreras services and the aid provided for those with physical needs, from food to clothing, as lifelines to those experiencing financial

hardship with nowhere else to turn. Many clients commented on how they had first heard about Sin Barreras through word-of-mouth. These personal testimonies built their trust in the organization, which they in turn shared with others. Clients noted how this trust and relationship with Sin Barreras was even more valuable in the current anti-immigrant climate. The organization was a refuge at a time when they perceived a retrenchment in support for immigrants while the dangers of being an immigrant were increasing.

One theme that is not apparent in the quantitative data is the intertwined, “latticed” nature of Sin Barrera’s services. Many respondents noted that they had received different services from Sin Barreras at various times of their lives, and each service had played an important, yet distinct, role. One client noted that she graduated from the Plaza program, then later joined English classes, which helped her go to Piedmont Virginia Community College and acquire a high paying job after graduation. Other clients noted that they benefited from DACA application support, then later were able to travel to their home country for the first time through help with an advance parole. Such support is not unlike a garden lattice, allowing sprouting plants to grow to higher levels as they develop and reach higher for the sun, each stretch higher met with a new support.

Immigrant literature suggests that one of the key factors influencing the positive experience of immigrant incorporating into a community is the presence of Community Based Organizations that support networks of assistance, growth, political organizing, and education that lead to integration of immigrants into a wider network of community relationships (Desipio, 2011; Ramakrishnan & Viramontes, 2010; Yoshikawa, Kholoptseva, & Suárez-Orozco, 2013). This evaluation demonstrates that Sin Barreras is playing this vital role within the community. Interviewee comments suggest Sin Barreras’ work goes beyond providing a lifeline to the Latino and immigrant communities in a time of need by supporting the positive integration, cross-cultural collaboration, and social development of many living in Central Virginia.

## **V. LONGITUDINAL COMPARISONS**

It is interesting to compare 2026 findings to results of the impact evaluation of 2021 regarding a potential improvement in Sin Barreras services over time and how, if at all, clients’ perceptions of the organization’s impact on their lives has changed. One consideration must be made in conducting this analysis. An adjustment had to be made to account for the 2021 evaluation using a four-point rating scale, while this evaluation used a seven-point scale.

Since the 2021 evaluation’s four-point scale did not provide a neutral option, we cannot conduct an exact normalization of the data across scales. To correct for this fact, the evaluators created what is called a “dichotomous variable,” that is, 2021 responses of One or Two were coded as negative, and Three or Four as positive. For 2026, responses of One, Two, or Three were coded as negative; and Five through Seven were recorded as positive. Neutral responses of Four were dropped from coding.

Table 14 shows the outcome of this comparison, demonstrating evidence for overall increase in impact on client experience from 2021 to 2026. All domains showed increases (except for staff quality, which showed a slight decrease due to two clients’ experiences with volunteers.) The areas showing greatest improvement are Helping my Community and Improved Social Standing. Interview responses also indicate that a factor influencing these changes may be the increased anti-immigrant political backdrop of 2026 compared to 2021. Respondents noted an increased need for helping one another and the increased importance of citizenship and legal status compared to previous periods. Thus, the overall improvement in positive responses from 71% to 86% may be influenced by the increased value of the services given the deteriorating sociopolitical context.

**Table 14: Percent Positive Responses across Evaluation Years**

<b>Domain</b>	<b>2021</b>	<b>2026</b>	<b>Difference</b>
Staff Quality (Q4)	100%	98%	-2%
Economic Improvement (Q5)	60%	68%	8%
Sense of Self-worth (Q6)	92%	98%	6%
Improved Family Life (Q7)	68%	88%	20%
Improved Social Standing (Q9)	57%	83%	26%
Helping my Community (Q10)	50%	81%	31%
Composite (Average of All Domains)	71%	86%	15%

Another comparison is considering the relative ranking of each type of impact across the years of evaluation. This analysis shows strong consistency in impact scores across the types of change, which also speaks to the reliability of the methodology in both evaluations. The only change in the ranks of domain from 2021 to 2026 was that social standing surpassed economic improvement in relative impact, moving from fifth to fourth most highly ranked among clients. Again, the increased importance of social standing may be related to immigration enforcement and political context in 2026. Despite this small change, the findings are remarkably robust across evaluations in terms of how clients describe the impact of Sin Barreras on their lives.

**Table 15: Ranking Percent Positive Responses by Domain**

<b>Domain</b>	<b>2021</b>	<b>2026</b>
Staff Quality (Q4)	1	1
Economic Improvement (Q5)	4	5
Sense of Self-worth (Q6)	2	2
Improved Family Life (Q7)	3	3
Improved Social Standing (Q9)	5	4
Helping my Community (Q9)	6	6

## **VI. RECOMMENDATIONS**

The few respondents who reported no change in their lives and those who provided suggestions for how to improve service provide a sound basis for possible improvements to Sin Barreras’s operations. Many of these suggestions may require increased funding or different volunteer staffing.

The first recommendation is to consider alternatives or expansion to the current schedule of English classes, and consider topical English classes connected to economic advancement or school engagement. Several clients indicated that earlier times for English classes would work better for their schedules. Having alternatives to the current schedule of English classes could potentially attract more clients who currently cannot attend in the evenings. Relatedly, some clients indicated they appreciated learning conversational English, and wanted to take their studies further to help them in the workplace. Many clients also indicated one of the greatest benefits of learning English was being able to engage more in their children’s schooling. Having courses, or units, focused specifically on the needs of parents (“English for School Engagement”) or the use of English in the workplace may lead to even greater positive impacts for these clients.

Scheduling was a barrier for a few clients , which resulted in a perceived lack of responsiveness. They noted that office hours were limited and often if they called they had to leave a message. Receiving a call back from Sin Barreras was not always timely, and in some cases their messages went unanswered. The vast majority of clients did not report these problems in communication; nevertheless it is useful to take these perspectives into account and consider systems to address these perceived barriers

Only two of the fifty interviewees reported negative experiences with Sin Barreras, and for both, the interaction was with a volunteer, rather than a permanent staff member. For this reason, the evaluator recommends reviewing volunteer training to ensure an adequate standard of support.. This may

especially be important in the education sector, as one negative experience with a volunteer teacher or tutor can lead a client to drop a class and lose trust in the organization.

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

Outcome Measurement – English – V4 (12/8/25)

Hello. My name is \_\_\_\_\_. 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 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 person who will listen to the recording is me. I will erase it once I have written the first draft of my report. Do you give me permission to record this interview? \_\_\_\_\_

Thank you. I am starting the recording now.

The first question is: What was the service Sin Barreras provided you? What did Sin Barreras help you with? Did you receive any other service from Sin Barreras? What was it? \_\_\_\_\_  
Anything else? \_\_\_\_\_.

(Clarification note for DACA clients: “To be clear, let’s talk about what the DACA approval meant for you.”)

Sin Barreras wants to know what went well with the services you received, and also what they could do to improve.

2. What were the things that Sin Barreras did for you that worked particularly well?

3. And now: Is there anything that they could have done better? Do you have any suggestions how Sin Barreras could improve this service?

4. How would you rate the Sin Barreras staff in regard to being patient, friendly, and explaining things clearly? How would you rate the staff on being supportive, friendly and professional on a scale of 7 to 1: seven (excellent), six (very good), five (good), four or three (o.k.), two (fair,) and one (poor).

[Note: If the answer is less than “excellent”, follow up with: What could the staff of Sin Barreras have done differently to make your answer “Excellent” instead of \_\_\_\_\_?

Sin Barreras would like to know what kinds of changes occurred in your life as a result of the services you received. How has your life changed as a result of the help you received from Sin Barreras?

Now I will be asking about specific changes that may have occurred in your life. It is fine to repeat some of what you just told me. Sin Barreras offers many different services. We are asking everyone the same questions, so some of these questions may apply to you and others may not. And the same services affect different people in different ways. You may have felt big changes in some areas of your life and no change in other areas. Sin Barreras would like to learn which kinds of changes happened in your life as a result of the service you received.

5. This question refers to possible economic changes or changes in your personal financial security. As a result of the help from Sin Barreras, have there been any improvements in your work situation 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? If you are a student, did you get in-state tuition or financial aid you would not have received before the Sin Barreras help? Have any changes like that happened? (If yes, listen for or ask for examples, and then ask:) How would you rate these changes on a scale of 7 to 1, seven or six being an enormous positive change, five being good, four or three being medium change, two, almost no change, and one, no change.

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? [Evaluator: Listen for: feeling more self-confident; or feeling more of a sense of “belonging” in the community; or more of a

feeling of being “an American”.] Did Sin Barreras help you in setting personal goals and accomplishing them? Have there been any changes of that type in your life? (If yes, listen for or ask for examples, and then ask:) How would you rate these changes on a seven to one scale, seven or six being an enormous positive change, five being good, four or three being medium change, two or one, almost no change, and one, no change

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 immediate 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? (If yes, listen for or ask for examples, and then ask:) How would you rate these changes on the Seven-to-One scale?

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 how you interact in your school or church or other community group? Have there been any changes in how you interact with government officials? (For citizens) Or in being able to vote? Have there been any changes of this type in your life? (If yes, listen for or ask for examples, and then ask:) How would you rate these changes on the Seven-to-One scale of importance?

9. This question refers to possible effects in your community. As a result of the help from Sin Barreras, are you more involved in your community in any way? Have you been able to share with others what you learned from your experience with Sin Barreras? Have you been able to help others in your community in new ways? How would you rate these changes on the Seven-to-One scale?

10. The second-last question is a chance for you to add anything we did not think to ask about. Have there been any other life-changes you think might be connected in some way to the help you received from Sin Barreras? Any other types of changes that you have not yet mentioned? What? How would you rate these changes on the Seven-to-One scale of importance?

11 And finally, is there anything else you would like to suggest to make Sin Barreras even better?

## APPENDIX B

### Medida de Resultado Introducción y preguntas – español

Hola. Me llamo \_\_\_\_\_. Sin Barreras me pidió que hablara con clientes de años pasados para aprender como los servicios de Sin Barreras han afectado sus vidas. Quieren 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. Yo soy la única persona que escuchará la grabación. La borraré en cuanto termino escribir el primer borrador del informe

¿Me da permiso para grabar nuestra entrevista? \_\_\_\_\_ Gracias.

Estoy empezando la grabación ahora.

La primera pregunta es ¿Cuál fue el servicio que le brindó Sin Barreras? ¿En qué le ayudó Sin Barreras?  
¿Recibo Ud. otro servicio de Sin Barreras? \_\_\_\_\_ ¿Cual?

(Nota aclaratoria para DACA: ”¿Para aclarar, platiquemos de que significó para Ud. la aprobación de su petición de DACA?”).

Sin Barreras quiere saber lo que salió bien con el servicio que Ud. recibió, y también como ellos podrían haberlo mejorado.

2. ¿En cuáles aspectos quedó usted plenamente satisfecho/a con el servicio (los servicios) que recibió?

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 respecto al ser paciente, amable y explicar las cosas con claridad? ¿Cómo evaluaría Ud. ellos en cuanto a apoyo humano/ personal y su profesionalismo en una escala de 7 a 1?: ( 7 = Excelente; 6 = Muy Bueno; 5 = Bueno; 4 = Satisfactorio; 3 = un poco menos que O.K.; 2 = no muy bueno; 1= pobre.)

Si la respuesta es menos de 7, haga seguimiento. “Que podría haber hecho Sin Barreras diferente para lograr su calificación “excelente” en vez de [respuesta actual]?”

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

Ahora, voy a preguntar de cambios específicos que podrían haber ocurrido en su vida. Está bien repetir algunas contestaciones. Sin Barreras ofrece muchos servicios diferentes. Estamos preguntando a todos los entrevistados las mismas preguntas, pues, algunos pueden ser aplicable a su vida y otras, no. Y los mismos servicios afectarían a gente diferente en formas diferentes. Tal vez Ud. haya sentido cambios grandes en algunas áreas de su vida, pero poco o ningún cambio en otras áreas. Sin Barreras quiere saber que clase de cambios ocurrió en su vida como resultado del servicio que Ud. recibió.

5. Esta pregunta se refiere a posibles cambios económicos o cambios en la seguridad económica personal suya. 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? Si Ud. es estudiante, recibió “in-state tuition” o asistencia financiera que Ud. no hubiera recibido sin la asistencia de Sin Barreras; Han ocurrido algunos cambios de este tipo o no? (En caso afirmativo, escuche o pida ejemplos y luego pregunte:) ¿Cómo evaluaría Ud. este cambio en una escala de 7 a 1?: ( 7 = Excelente; 6 = Muy Bueno; 5 = Bueno; 4 = Satisfactorio; 3 = un poco menos que O.K.; 2 = no muy bueno; 1= pobre.)

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 una escala de 7 a 1?: (7 = Excelente; 6 = Muy Bueno; 5 = Bueno 4 = Satisfactorio; 3 = un poco menos que O.K.; 2 = casi nada; 1= nada.)

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 una escala de 7 a 1?: (7 = Excelente; 6 = Muy Bueno; 5 = Bueno; 4 = Satisfactorio; 3 = Un poco menos que O.K.; 2 = casi ningún cambio ; 1= nada.)

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 (para ciudadanos) 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 la escala de 7 a 1?. (7 = Excelente; 6 = Muy Bueno; 5 = Bueno 4 = Satisfactorio; 3 = un poco menos que O.K.; 2 = casi nada; 1= nada.)

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? ¿Ha sido Ud. capaz de compartir algo que Ud. aprendió de Sin Barreras con otros en la comunidad? ¿Ha podido asistir a otros en la comunidad en formas nuevas? (En caso afirmativo, escuche o pida ejemplos y luego pregunte:) ¿Cómo calificaría estos cambios en la escala de 7 a 1?. (7 = Excelente; 6 = Muy Bueno; 5 = Bueno 4 = Satisfactorio; 3 = un poco menos que O.K.; 2 = casi nada; 1= nada.)

10. Y ahora la penúltima pregunta: Como resultado de los servicios de Sin Barreras, ¿ha ocurrido algún otro cambio de vida, que no preguntamos, quizás relacionado indirectamente con los servicios recibidos de Sin Barreras . ¿Cómo calificaría estos cambios en la escala de 7 a 1?. (7 = Excelente; 6 = Muy Bueno; 5 = Bueno 4 = Satisfactorio; 3 = un poco menos que O.K.; 2 = casi nada; 1= nada.)

¿Hay algo más que le gustaría compartir para ayudar a Sin Barreras mejorarse?

## APPENDIX C

### Ratings of effects of services received from Sin Barreras

All respondents (N = 50)

Participant Number	Group	Q4 Personnel Eval.	Q5 Economic Changes	Q6 Self-Efficacy Change	Q7 Family Changes	Q8 Social Changes	Q9 Commtty. Changes
1	Other Imm. Services	7	7	7	7	7	7
2	Citizenship	7	7	6	-----	7	5
3	Other Imm. Services	7	4	7	-----	7	-----
4	DACA	7	6	7	6	7	7
5	Other Imm. Services	7	5	7	7	7	7
6	Citizenship	6	3	6	-----	7	4
7	Citizenship	7	4	7	7	6	5
8	Other Imm. Services	7	7	7	7	7	7
9	Other Imm. Services	7	-----	7	7	7	7
10	Citizenship	7	4	4	5	6	3
11	Citizenship	7	4	6	4	5	6
12	Education	7	3	4	2	3	3
13	Education	7	3	7	6	6	6
14	Education	7	7	7	3	7	7
15	Education	7	5	6	6	7	6
16	Education	3	3	6	2	3	3
17	Education	7	5	5	5	6	5
18	Other Imm. Services	4	5	4	5	4	3
19	Education	7	5	7	7	7	7
20	Citizenship	7	3	7	7	7	4
21	DACA	6	7	7	7	7	7
22	Education	5	2	2	2	2	1

23	Education	7	3	7	5	3	5
24	Education	7	6	7	4	7	3
25	Education	6	4	6	7	5	7
26	DACA	6	5	5	5	7	7
27	Other Imm. Services	7	2	5	7	-----	-----
28	Citizenship	7	6	6	7	5	-----
29	Citizenship	7	4	7	7	7	7
30	Citizenship	7	-----	5	-----	7	7
31	DACA	7	5	7	5	7	5
32	Citizenship	7	6	7	6	6	6
33	DACA	7	6	7	7	7	7
34	Education	7	3	7	5	-----	6
35	Education	7	7	7	7	7	6
36	Education	6	3	6	7	6	4
37	Other Imm. Services	7	4	4	6	7	5
38	Other Imm. Services	7	7	7	7	7	7
39	Education	7	3	5	6	4	6
40	Education	6	3	7	7	3	3
41	Other Imm. Services	7	5	5	5	5	6
42	DACA	7	7	7	7	2	4
43	Other Imm. Services	7	6	5	5	6	7
44	DACA	7	7	7	7	7	5
45	Other Imm. Services	5	7	7	3	5	3
46	DACA	7	7	7	-----	6	7
47	Other Imm. Services	7	7	7	-----	7	7
48	DACA	7	4	4	5	1	5
49	DACA	7	7	7	7	6	7
50	DACA	7	2	6	7	1	7

## APPENDIX D- ENDNOTES

### Original Language Transcription

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- <sup>1</sup> “Me ayudaron a llenar la la aplicación para la ciudadanía primero no sabía muy bien sobre qué tenía que hacer sobre migración y para los permisos de trabajo.”
- <sup>3</sup> “El servicio que recibí fue cuando fui a unas clases de computación.”
- <sup>4</sup> “Con todo me ayudó! Porque hasta fue conmigo a la ciudadanía.”
- <sup>5</sup> La segunda vez los contacté porque requerí un permiso para poder salir del país que se llama advanced parole, entonces para mí era muy importante [regresar a mi país ] y estar presente en la sepultura [de mi abuela].
- <sup>6</sup> “Yo tomo este recojo alimentos que dan y ropa también que es para mi esposa y para mí. Eso nos ayuda mucho pues a veces uno no tiene mucho dinero.”
- <sup>7</sup> Ellos me ayudaron primero con la ciudadanía, saqué la ciudadanía y saqué mi secundaria. Y con ellos en el 2024 me gradué gracias a Dios.”
- <sup>8</sup> “Sin Barreras tienen también esos programas de que a veces los doctores llegan y todas esas asistencias que ellos dan. Eso ha venido a ser un gran apoyo para mí.”
- <sup>9</sup> “Me gustó todos los servicios que tiene. Y me gustó también que cuando uno llama y no le logran contestar, pues llaman el siguiente día o el mismo día.”
- <sup>10</sup> “Pues yo satisfecho en todo. Todo. Perfecto.”
- <sup>11</sup> “En cuanto al proceso que fue lo de la nacionalidad, que fue llenar documentación y asesoría, todo fue bien.”
- <sup>12</sup> “Lo que nos ayudó en las clases nos instruyeron bien y nos ayudó a conocer más sobre lo que es el manejo de la computadora.”
- <sup>13</sup> “He recibido información exacta y han estado ahí para responderme en alguna duda, alguna inquietud que yo he tenido siempre.”
- <sup>14</sup> Desde el principio ellos me ayudaron con lo con la información a lo que yo necesitaba en cuestión de papeleo y todo lo que ocupaba para poder aplicar.”
- <sup>15</sup> “Lo que me gustó fue que mi tutora fue muy paciente y me ayudó en las clases.”
- <sup>16</sup> “desde la primera vez que yo fui ahí con ellos fue una atención excelente. Te tomaron el tiempo de que perdiera mis miedos y cómo iban a hacer el proceso y todo. Me explicaron muy bien.”
- <sup>17</sup> “Sin Barreras es como su nombre lo dice: No tienen barreras. No ponen límites para nadie. Ellos ayudan a quien sea. No tienen racismo, no ven sexo. No ven nada, sino que si ellos pueden ayudar a quien va a solicitar la ayuda.”
- <sup>18</sup> “Si ellos no tienen el servicio, ellos le dicen ‘mira lo siento’ pero ni aún así le dicen a uno ‘mira pero tengo este un número de teléfono donde tú puedes llamar y hablar con esas personas te pueden ayudar. Ellos tratan de ayudar siempre a la comunidad.”
- <sup>19</sup> “A mí me encantaría seguir por Zoom porque soy una madre de seis niños y mi tiempo siempre ha sido limitado.”
- <sup>20</sup> “Sus horarios son creo que de tres a siete. Mucha gente quisiera que se mantuviera en la mañana. Si tuvieran más horas sería mejor.”

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21 “Cuando llamas te pasan correo de voz deja tu mensaje cuando antes no no era así. En mi opinión, verdad, era más fácil comunicarse con ellos.”

22 “En mejorar las clases de inglés. Yo me salí de las clases de inglés porque sentí que una de las maestras se burló de mí por no poder pronunciar bien las palabras.

23 “No había como una estructura porque todos vamos y en el mismo nivel de inglés. Trataban de ayudarnos, pero cuando yo fui era como que iba a nada porque mi inglés era un poquito más avanzado y la chica se enfocaba más en los otros.”

24 “Lo único inconveniente fue que en la asesoría me faltó decirme que tenía que llevar la mayor documentación posible ... tenía que llevar lo que eran como taxes como fotos y yo no sabía que tenía que llevar todo eso y por eso se me atrasó unos meses.”

25 “Subieron la cuota entonces para mí era imposible hacer la renovación con ellos por el costo. Tal vez Sin Barreras pudiera ofrecer plan de pagos o ayuda para poder cubrir parte de los costos. Yo sé que sería muy beneficiante para varias familias.”

26 “Cuando uno va allí en persona o por el teléfono te tratan como familia. Uno se siente que está en su casa y se tratan como ser humano. Yo le doy de un siete porque tengo una profesora que trabaja dando clases para la ciudadanía. Ella ha venido a mi casa y es una persona increíble.”

27 “Para mí serían siete porque siempre han tenido paciencia, y son excelentes para mí. [Mi maestra] es muy profesional.”

28 “Sí ha habido un cambio económico porque recibí el permiso de trabajo, recibí mi seguro social, y tengo mi licencia de conducir y entonces así es mucho más fácil para moverse al trabajo. Y ya ahora pues uno con un permiso de trabajo y licencia pues uno puede darse digamos como el lujo de ahora sí escoger el trabajo donde uno se sienta mejor porque sin un permiso de trabajo pues uno prácticamente está esclavizado a un trabajo porque no se puede mover. Pero por medio de haber recibido esta ayuda, pues yo ahora puedo decir que estoy en un buen trabajo y puedo moverme a cualquier lugar y eso sí es muy importante.”

29 “Sí he tenido cambios una porque antes cuando uno es latino y no tiene un seguro se le complica mucho los trabajos, y un préstamo del banco. Ahora, tengo mi licencia, y por medio del crédito me ha bajado mi seguro de carro. Y soy dueña de una compañía de limpieza que es muy buena.”

30 “Me siento más seguro obteniendo la ayuda de tener mi ciudadanía. Este es un tiempo difícil para nosotros los inmigrantes en cuestión de todo lo que está pasando. Entonces con la ayuda de Sin Barreras voy a obtener la ciudadanía que es algo muy importante para mí. Y así voy a estar seguro de andar con mi frente en alto aquí en este país que me ha dado mucho la mano y así no tener ese temor.”

31 “Cuando uno no tiene papeles no se siente uno a salvo y no importa que administración esté en el gobierno. Tienes muchas dudas. No quieres invertir tiempo en cosas por todas las dudas. Pero ya después de que Sin Barreras me ayudó a componer mi situación pues hubo un cambio personal muy profundo porque ahora la idea de construir algo aquí y poder quedarte aquí y disfrutar lo que construye uno se volvió realidad. Entonces con eso personalmente pues me cambió mi mente completamente.”

32 “Me siento como que hubo un cambio. Por ejemplo, le tomé más amor a la lectura y el comprender. Y si no entiendo, buscar recursos para entender lo que estoy leyendo. Me ayuda querer saber más. En ese aspecto sí hubo un cambio en mí.”

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<sup>33</sup> “Sí, fíjese que al principio, me sentía como que era muy tímida cuando platicaba. Tengo amigas que hablan inglés y casi no hablaba. No me podía expresar. Pero gracias a la clase he podido comunicarme, expresarme. Hasta he bromeado en inglés - cosa que anteriormente no, y eso me ha ayudado a tener una buena seguridad para mi persona.”

<sup>34</sup> “Con todas las cosas que están pasando ahorita de migración que la migra aquí espantan a la gente, mis hijos llegan a casa y me preguntan a ti te va a llevar la migra, pero les explico que yo tengo DACA y que DACA es verdad que DACA es un permiso de trabajo pero aparte a mí me protege por la de ser deportada. Claro que ha sido un impacto muy positivo en mi vida y en la vida de mis hijos y en mi hogar en este momento.”

<sup>35</sup> “He podido comunicarme más con los niños ya que ellos saben expresar mejor el inglés. Y en las tareas que a veces ellos no pueden entender, con el inglés que yo he aprendido los he podido ayudar. O cuando tengo reuniones con los maestros me puedo expresar. Antes tenía que usar un intérprete y el intérprete pero ahora tengo la confianza de hablar el inglés directamente con la maestra, pues la maestra tiene la confianza de decirme exactamente cómo puedo apoyar a mi hijo a seguir adelante.”

<sup>36</sup> “En realidad todo está más tranquilo porque como yo tengo mi casa allá entonces está la posibilidad de regresar y eso ha dado más tranquilidad a mi familia.”

<sup>37</sup> “Económicamente sí se podría decir pues yo tengo tres niños y con el permiso que agarré ya pude hacer más cosas con la familia entonces diría yo que el cambio fue muy bueno para poder sacar a la familia adelante.”

<sup>38</sup> “Creo que he vivido el cambio más en el hospital. Ahí con los doctores a veces me preguntan algo cuando no hay un intérprete, y puedo contestar, entonces sí que hicieron un poco de cambio.”

<sup>39</sup> “Sí mucho porque cuando yo venía a este país pues yo no podía comunicarme con nadie ni nada, pero ya puedo entablar una pequeña corta conversación con alguien y decirle esto sirve para esto, esto es para esto.”

<sup>40</sup> “Yo soy catequista en la iglesia, y siento que sí me ha ayudado porque algunas cosas entiendo mejor o hay unas palabras que se me hacían que no podía entender y siento que he mejorado. Entonces eso me ha ayudado a prestar un mejor servicio.”

<sup>41</sup> “Yo he podido ayudar a personas con esas mismas preguntas que yo alguna vez tuve gracias a mi experiencia. Yo siento que les da más confianza verlo desde el punto de vista de alguien que ya lo hizo.”

<sup>42</sup> “Otras chicas también que yo conozco que ellas trabajaban así por día, yo les ayudé a que formaran su propia empresa y a mis hermanos los ayudé a que estén pendientes con sus dacas.”

<sup>43</sup> “Sí lo he recomendado y también puedes aconsejar a alguien de decirle mire estos son esos procesos, pues uno se familiariza con ese tema y puede ayudar.”

<sup>44</sup> “Con lo que está pasando en este momento a nivel político pues el haber obtenido la nacionalidad me hace sentir más segura al salir.”

<sup>45</sup> “Con sin barreras y otras hemos hecho eventos para donaciones para varias causas. Los eventos son muy sociales y son muy envueltos con la comunidad latinoamericana. Yo he podido relacionarme con una gran parte de la comunidad y conozco mucha gente. Es una comunidad muy grande porque tenemos gente que viene de Richmond, viene de Washington, de Virginia Beach, de Roanoke, de Harrisonburg.”

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<sup>46</sup> “Desde que me había ido de México no había regresado. Con este advance parole yo y mi esposa pudimos ir a visitar a México y fue muy muy emotivo. Te cambia la vida porque pues uno se va de su país y deja a todos allá y sacrificas a todos básicamente, y el poder volver a regresar y poder estar a salvo y hablar con tu familia y poder ayudarlos, wow, yo no sé - ese ese momento te cambia de por vida. Mi esposa y yo regresamos por aquí con otra mente renovada y muy agradecidos de la vida y regresamos a trabajar hasta más duro para ayudar más.”

<sup>47</sup> “Mi sueño hecho realidad que tienen ese programa en español. Sin eso, yo nunca hubiera terminado, no estaría en el lugar que estoy. Gracias a Dios.”

<sup>48</sup> “Ayudó todo en mi mi vida porque me ayudó a tener más confianza en tener comunicación con los maestros ya no me dan nervios como mandar un correo, o hacer una videollamada.”

<sup>49</sup> “Iría para mostrar mis hijas porque muchas veces las personas piden vida pero se quedan ahí en un lugar en su casa, solo esperando que llegue, pero Dios abre puertas y pone las personas alrededor uno como Sin Barreras que hacen mucho con la comunidad entonces yo fui y enseñé a mis hijas que si se esfuerza uno uno puede lograr sus sueños.”

<sup>50</sup> “Pido más que siguieran así como está, que es excelente.”

<sup>51</sup> “Obviamente es un buen sitio para todas las personas que necesitan ayuda, porque yo estuve buscando otras y solo está Sin Barrera quien puede ayudar. Entonces pienso que para muchas personas es importante.”

<sup>52</sup> “No sé qué otra cosa podemos agregar, pero para mí ha sido excelente.”

<sup>53</sup> “Cuando yo necesitaba alguna ayuda eran ustedes y siempre alguien que dice mire que necesito un abogado o mire que necesito apoyo en eso, siempre ayuda. No hay otro lugar donde ir como esta asociación.”

<sup>54</sup> “Cambió mi vida después de que me ayudaron con eso. Ese permiso de trabajo, de ahí en adelante pienso que mi vida empezó a cambiar económicamente y pues con la familia y todo. Pienso que fue un cambio muy positivo. Pues honestamente pienso que hacen un muy buen trabajo y por el momento no tengo yo algo que quisiera añadir. Pienso que lo que hacen es perfecto en como ayuda a la comunidad.”

<sup>55</sup> “Yo veía también que había menos personal. A veces no tenían suficiente asistencia. Pero si tuvieran un poquito más personal, ellos podrían ayudar más porque a veces era mucha la necesidad de la comunidad, y no podían asistir en contestar todas las llamadas y preguntas que tuvieran.”

<sup>56</sup> “Ellos pueden apoyar más para que la gente latina no tengamos que sufrir tanto por documentos ni por tantas cosas que nos pasan, porque un abogado es demasiado caro.”

<sup>57</sup> “Pues si le digo que ocupan más voluntarios.”

<sup>58</sup> “Yo pienso que sería como en las clases de inglés, como si las vieran un poco más temprano como eso de las cinco o seis porque bueno en mi caso yo ahora tengo una hija y es una hora difícil.”

<sup>59</sup> “Estoy viendo que los horarios que están ofreciendo ustedes ahora es más limitado. Yo sé que el problema es económico y es entendible, pero por lo menos tal vez de lunes a viernes podrían tener cuántas horas.”

<sup>60</sup> “Estaría muy bueno hacer comerciales y cosas así para que la gente se entere de lo que es la organización, porque hacen un servicio muy bueno y las personas necesitan conocer más sobre ustedes como dónde localizarlo más fácil. Tienes muy buen servicio.”

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<sup>61</sup> “ Yo creo que tener conocimiento o tener más atención en este procedimiento que las personas y los tutores tengan realmente un buen conocimiento sobre aprendizaje o sea quiere decir que tengan un buen desempeño de aprendizaje. Cuando tú ves que estudias y no avanzas pues sientes que estás perdida.”