



SIN BARRERAS

Welcome and Navigation

Impact Evaluation 2026

By Ingrid Chalita J.D. and Paola Potts M.Ed

Charlottesville, VA

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EXECUTIVE SUMMARY

The Board of Sin Barreras contracted external evaluators to conduct a comprehensive independent evaluation of the organization's **Welcome and Navigation** program. The objective of this study is to provide data-driven insight into how front desk reception and navigation services affect the immigrant population. This evaluation tracks client-centered impacts, highlights administrative strengths, and suggests areas for growth. Semi-structured, in-depth interviews were conducted with 40 unique clients who utilized Sin Barrera's services during 2025. Complete anonymity was guaranteed to ensure uninhibited feedback regarding service quality and holistic life changes. Fieldwork took place between June 1st and 16th, 2026.

Key Findings: The findings indicate that Welcome and Navigation acts as an essential institutional bridge and localized safety net. The data reveals highly positive outcomes in improved household peace of mind, improved self-worth, and civic integration. Client satisfaction is overwhelmingly high, stemming directly from the culturally competent, deeply empathetic and bilingual approach of the Welcome and Navigation staff.

Conclusions: The highest program impact was improved household peace of mind and sense of family stability. Securing vital documentation (especially powers of attorney and consular forms) substantially reduces severe anxieties regarding sudden familial separation or community isolation. Economic effects were indirect but highly valued as a way to avoid paying high fees for private professional services, acquiring access to local food networks, securing driver's privileges, or obtaining business licenses. The Welcome and Navigation activities foster a relationship of trust that stabilizes families and contributes to long-term community integration.

Recommendations: Constructive feedback and structural suggestions point toward expanding intake services, improving phone message response time, website optimization to include current relevant community information, and improving the organization's connection with a younger generation of clients.

Appendices: Spanish interview protocol, English translation of interview protocol and summary of responses.

I. INTRODUCTION

Sin Barreras operates under the guiding mission: “to empower immigrants and their families in Central Virginia, with a focus on the Hispanic population, by educating, advocating, and supporting their needs.” To ensure this mission remains closely aligned with client needs, the Board periodically commissions rigorous external evaluations. Prior studies, notably the landmark longitudinal evaluations executed by Theodore Siedlecki, Jr., Ph.D. (2021) and Russell Carlock, Ed.D. (2022-25), focused on Deferred Action for Childhood Arrivals (DACA), citizenship and other immigration petitions, and adult education.

This impact analysis centers on Welcome and Navigation services to assess its value to the community, the quality of services offered, and immediate community impact. This study follows the research framework of previous studies, with minor methodology and home language optimization to better reach the target population.

II. METHODOLOGY

Independent bilingual researchers Ingrid Chalita and Paola Potts managed and completed this study. Field operations were carried out from June 1st to June 16th, 2026. The target population studied was unique clients (N=40) who availed of general intake information, passport renewal guidance, notary services, and/or power of attorney within the Welcome and Navigation activities. These interviews were conducted by phone in Spanish as it was the preferred participants’ language.

The evaluators randomly selected interviewees from the organization's client database. A total of **90 contacts were performed** over the two-week study. Out of these 90 outreach attempts, 5 individuals explicitly declined to participate, 45 were unreachable due to non-working/disconnected lines (10) or a lack of response after three consecutive attempts (35) , and **40 unique participants were successfully interviewed from the 2025 client database.**

Due to limited participant availability in certain categories, the participants sampling expanded to multidisciplinary inquiries to meet the sample size with the approval of Sin Barerras.

To preserve analytical precision and track differential impacts across functional focus areas, the final 40 completed interviews were categorized according to the specific service lists from which the clients were drawn:

Power of Attorney (POA) List (N = 16): These clients received comprehensive assistance in document preparation, and signing protective powers of attorney for medical, parental, or asset management.

Passport Services List (N = 11): These clients utilized navigation assistance to secure, arrange, or process international passports and valid foreign consular identification.

Notary Services List (N = 8): The clients required certified in-house notary verification signatures for official affidavits and multi-institutional legal filings.

General Navigation Tracking (N = 5): Walk-in or direct intake clients received immediate orientation, emergency food/clothing, or organizational referrals in multiple categories.

Interviews were performed by native Spanish evaluators and averaged 15 minutes each. After permission to proceed was granted by participants, evaluators guaranteed complete anonymity. Sin Barreras provided the questionnaire used in this study based on previous studies (Appendix A.) Detailed data transcription and professional English translation of responses were carried out by evaluators (ATA certified #276113.)

Table 1: 2026 Evaluation Metric Glossary

Data interpretation utilizes a precise 7-point scale ranging from *Deficiente* (1) to *Excelente* (7). Open qualitative coding combined repeated phrases into generalized operational themes.

Value	Spanish Scale Label	English Label
7	Excelente	Excellent
6	Muy bueno	Very Good
5	Bueno	Good
4	Satisfactorio	Satisfactory
3	Un poco menos que ok	A little less than OK
2	No muy bueno	Not very good
1	Deficiente	Deficient / Poor

III. FINDINGS & CORE QUESTION BREAKDOWN

Question 1: What was the service Sin Barreras provided you?

Clients specified the immediate legal and logistical support provided by the Welcome and Navigation Services program. Recipients of multiple services were common, with many reporting receiving food access resources, English language class enrollment, and immigration document review in addition to their primary request.

“They walked me step-by-step through the Power of Attorney paperwork so my family is protected.”

“I was trying to navigate the Mexican Consulate for my daughter’s passport, and they helped me fill out the forms and manage Medicaid setup.”

“I came to register a cleaning company, but also got connected with English classes, computer courses, and tax advisory.”

Table 2: Study population

Sampling Source	Activity Category	Completed Interviews	Percentage of Sample
Power of Attorney (POA)	Documentation Security	16	40.0%
Passport Services	Consular/Identity Navigation	11	27.5%
Notary Services	Affidavit Attestation	8	20.0%
General Navigation	Orientation & Intake	5	12.5%
Total Study Sample		40	100%

Question 2: In what way were you satisfied with the services?

One frequent theme extracted from open coding was Sin Barrera's standards of quality which compared favorably to high-cost legal providers, combined with personal accessibility. Clients repeatedly emphasized that Sin Barrera's modest fees did not minimize the quality of the service received.

Participants mentioned more than one positive aspect in their responses, so they are counted in more than one category.

- **Friendly, respectful, and caring staff (15 mentions)**
- **Helpful and clear information (12 mentions)**
- **Successful resolution of clients' needs (9 mentions)**
- **Overall satisfaction with services (9 mentions)**
- **Cost effective (5 mentions)**

"I received quality and inexpensive service at Sin Barreras. A paid private attorney would not have done any better."

"They notarized my official employment and housing affidavits quickly and without hassle. They charge very little for these services."

"I am satisfied overall because they helped me in Spanish."

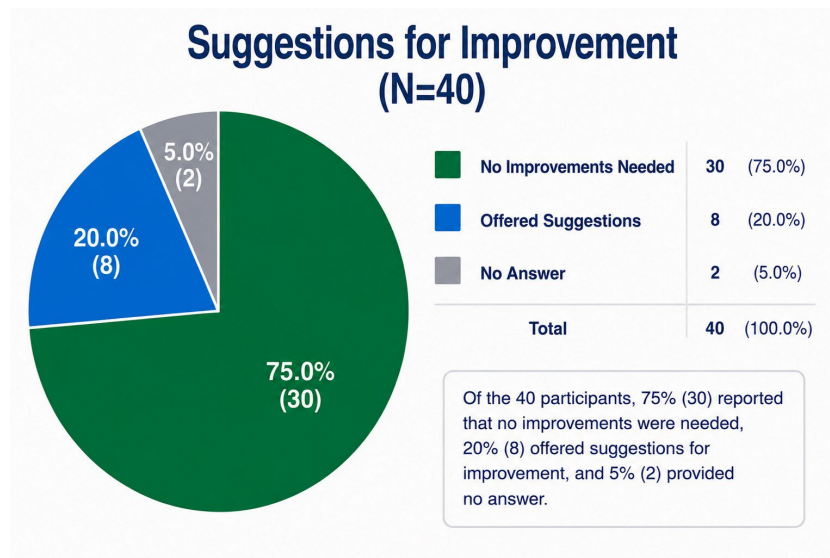
"It is an organization that helps many people, which is not common here."

Only one respondent expressed concern, mentioning quality in-person services while noting that telephone communication could be improved.

Question 3: In what way could Sin Barreras do better? How could SB improve its services?

Most participants reported that no improvements were needed, 20% of participants offered suggestions.

Graph 1. Suggestions for improvement



- *“I have no suggestions. Everything is accessible. It is a matter of having the community to take advantage of the services offered.”*
- *“I wouldn't change anything. People were very patient with my kids.”*
- *“I have no suggestions. I am very grateful and satisfied. I don't know how to read and the person that helped me was very patient with me.”*

Constructive feedback centered mostly on phone limitations and staff constraints within the front-office structure:

“Sin Barreras needs more staff at the front desk and call center.”

“Some people didn't speak good Spanish, so it was difficult to understand what they were trying to tell me.”

“Younger people may be able to understand my needs better because they can relate to the stage of life that I am currently at.”

Suggestion categories are listed below. Some participants had more than one suggestion.

- **Better advertisement of services/ community outreach (4)**
- **Front Desk staff needs to speak Spanish (1)**
- **More staff for phone and welcoming center (1)**
- **English class scheduling improvements (2)**
- **Having more community events (1)**

Question 4: How would you rate the Welcome and Navigation staff who assisted you during your visit?

Four different categories were created to gather data and to evaluate possible deviation(s) within levels of service. **Patience and Kindness, Clarity, Professionalism, and Help received**

Staff Performance Rating Matrix (Average overall rating 6.85)

Staff performance scored overwhelmingly high in all categories, with an average rating of 6.85/7.00 in all measured categories.

“The staff was very responsive. Everyone was ready to help me and were very kind.”

Table 3: Patience and Kindness of Staff (Average Rating: 6.88 / 7.00)

Score Value	Passport (N=11)	POA (N=16)	Notary (N=7)	Navigation (N=6)	Total (N=40)
7 (Excelente)	10	15	7	5	37
6 (Muy bueno)	1	0	0	0	1
5 (Bueno)	0	1	0	1	2
4-1 (Satis-- Deficiente)	0	0	0	0	0

If your answer is less than excellent (7), what could the staff of SB have done differently to make your experience “excellent”?

Overall satisfaction was exceptionally high. Of the 40 participants, 93% (37 participants) awarded the maximum rating of 7. The remaining three participants gave ratings of 5 or 6, and no participant rated the service below 5. While the comments associated with these responses have been documented and considered for continuous improvement, they should be interpreted within the context of the overwhelmingly positive satisfaction ratings across the sample:

“When I went in person, I had to wait a long time to be seen even though it wasn’t busy.”
“I was overwhelmed by the amount of information received at once.”

Table 4 Ability to Explain Clearly (Average Rating: 6.85 / 7.00)

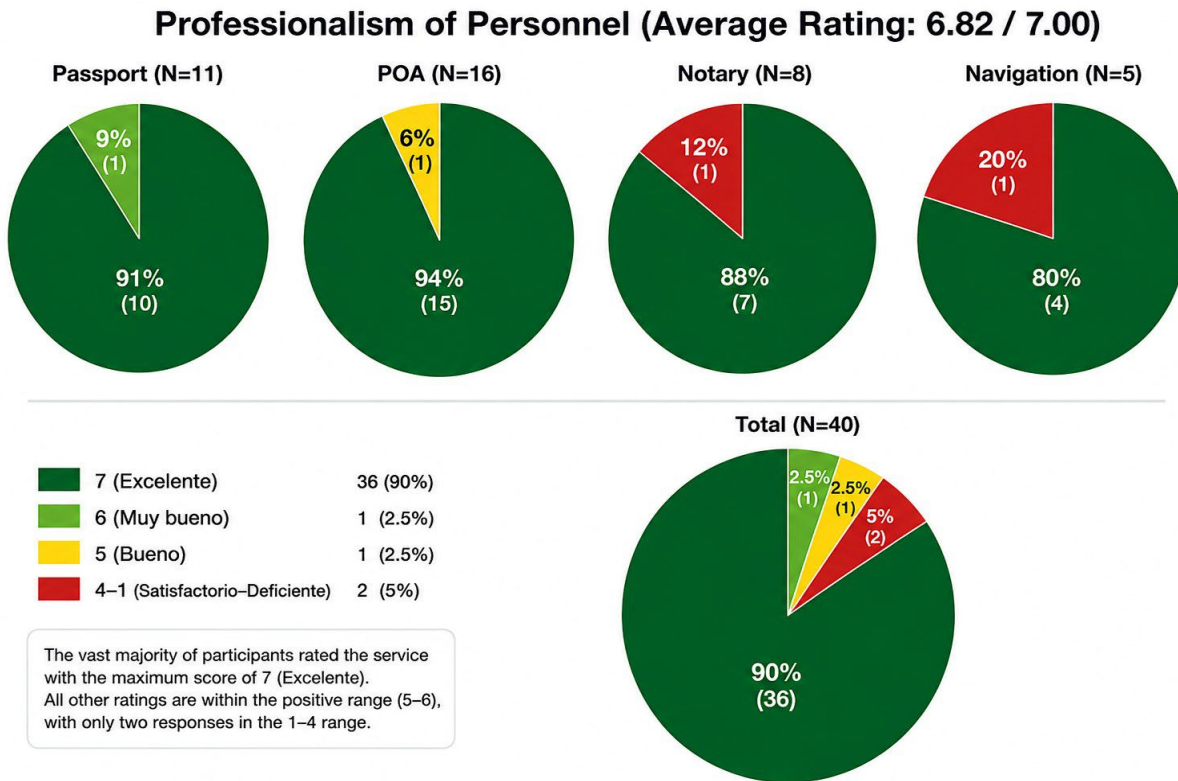
Score Value	Passport (N=11)	POA (N=16)	Notary (N=8)	Navigation (N=5)	Total (N=40)
7 (Excelente)	11	14	8	4	37
6 (Muy bueno)	0	1	0	0	1
5 (Bueno)	0	1	0	1	2
4-1 (Satis-- Deficiente)	0	0	0	0	0

90% of participants gave the maximum rating on the ability to explain clearly. The three participants who selected less than 7 and did not offer a reason for their rating.

Table 5: Professionalism of Personnel (Average Rating: 6.82 / 7.00)

Score Value	Passport (N=11)	POA (N=16)	Notary (N=8)	Navigation (N=5)	Total (N=40)
7 (Excelente)	10	15	7	4	36
6 (Muy bueno)	1	0	0	0	1
5 (Bueno)	0	1	0	0	1
4-1 (Satis-- Deficiente)	0	0	1	1	2

Graph 2. 4.c Professionalism rating by department



Overall satisfaction in Sin Barerra’s professionalism was exceptionally high. Ninety percent of participants (36 of 40) awarded the maximum rating of 7; two participants selected ratings of 5 or 6, which are within the positive range. Only two participants provided ratings between 1- 4.

If your answer is less than excellent (7), what could the staff of SB have done differently to make your experience “excellent”?

Feedback associated with these responses is shared for the purpose of quality evaluation and improvement, and should be viewed in the context of overwhelmingly positive results.

“I think some staff members need more empathy.”

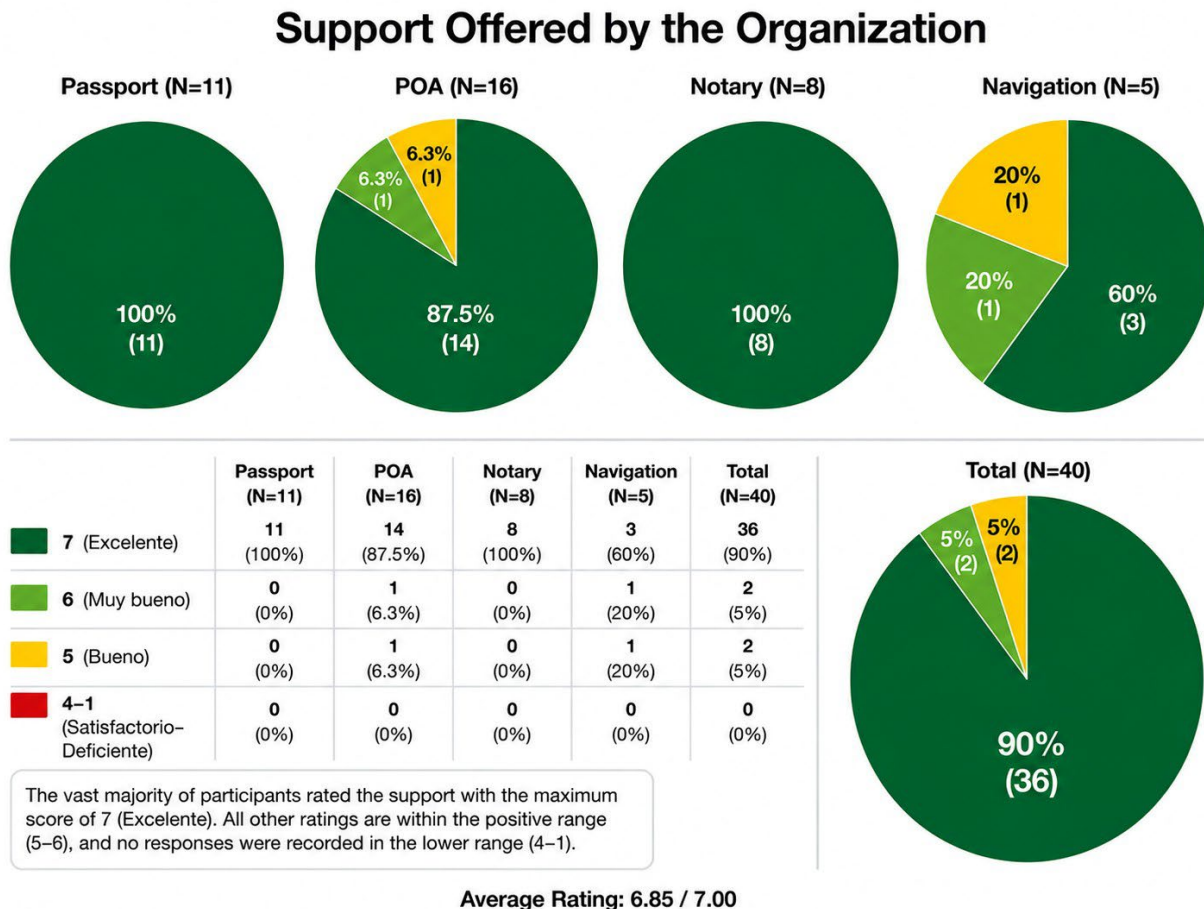
“Some people seem to be in a bad mood and do not have the personality to assist people in crisis.”

“No one was in the reception area when I came in.”

Table 6: Support Offered by the Organization (Average Rating: 6.85 / 7.00)

Score Value	Passport (N=11)	POA (N=16)	Notary (N=8)	Navigation (N=5)	Total (N=40)
7 (Excelente)	11	14	8	3	36
6 (Muy bueno)	0	1	0	1	2
5 (Bueno)	0	1	0	1	2
4-1 (Satis-- Deficiente)	0	0	0	0	0

Graph 3. 4.d Support offered rating by department (Average rating 6.85/7.00)



Service satisfaction remained high with 90% of participants (36 of 40) awarding the maximum rating of 7; four participants selected ratings of 5 or 6, which are within the positive range. No

participants provided ratings between 1- 4. The origin of the feedback is specified in the table above.

If your answer is less than excellent (7), what could the staff of SB have done differently to make your experience “excellent”?

Relevant feedback should be taken in the context of overwhelming positive ratings for informational purposes.

“The person that tended to me didn’t notice that I was nervous. In that sense, I felt that the service lacked human connection.”

“They were not knowledgeable of the subject I came to inquire about.”

“Calling SB is difficult. It is hard to communicate by phone.”

Question 5: “As a result of the help of SB, has there been any improvement in your work situation or income?”

Economic Impact

“They helped us with food and Christmas presents for the kids.”

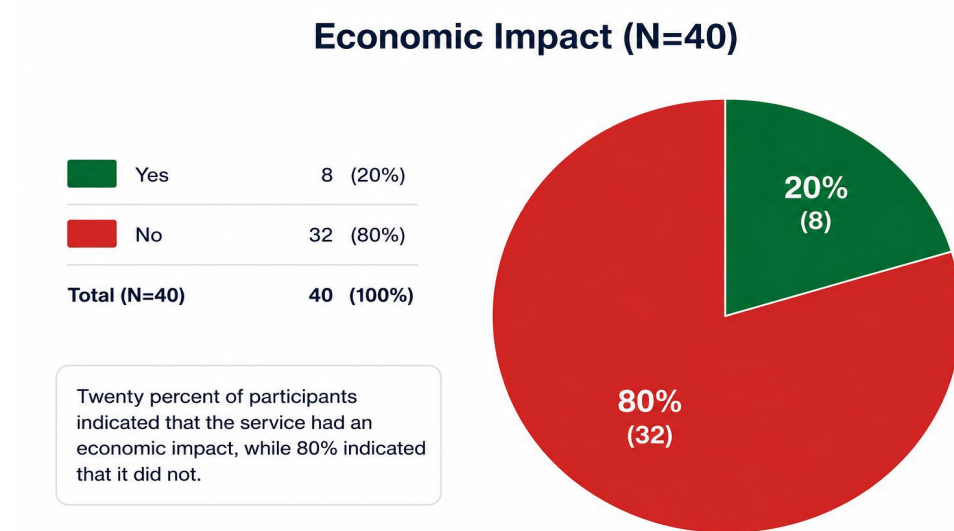
“I have been able to use what I learned in the English classes for my job.”

“Food assistance helped us quite a bit so we could use money to pay our bills instead.”

“Sin Barreras helped me when I was in a dire financial situation. I am so grateful for their help.”

“I am able to understand things at work more clearly now”

Graph 4. Economic Impact



Twenty percent of participants (8/40) reported an Economic Impact after interacting with the Welcome and Navigation staff. For notary and passport services, economic benefit was “*indirect*,” reported as savings from avoiding the fees of private professional services, or obtaining driver's licenses to secure work-related travel. On the other hand, clients from the Open Navigation sample reported *direct* job mobility and wage improvement as a result of being referred to language training or commercial licensing support.

Table 7: Direct impact categories

Core Metric Narrative	Reported Positive Economic Shift (%)
Direct resource savings on food/gift programs	27%
Stabilization of labor status via language acquisition.	19%
Wage improvement as a result of business licensing support	46%

Question 6: “Has there been any changes in how you feel about yourself as a result of the help with Sin Barreras?”

Community Integration and Self-Worth (Average Rating: 6.83 / 7.00)

72.5% of participants (29/40) reported a positive change with their community integration and sense of self-worth.

“I feel integrated into the community thanks to Sin Barreras. I know that I can count on them and that they are on my side.”

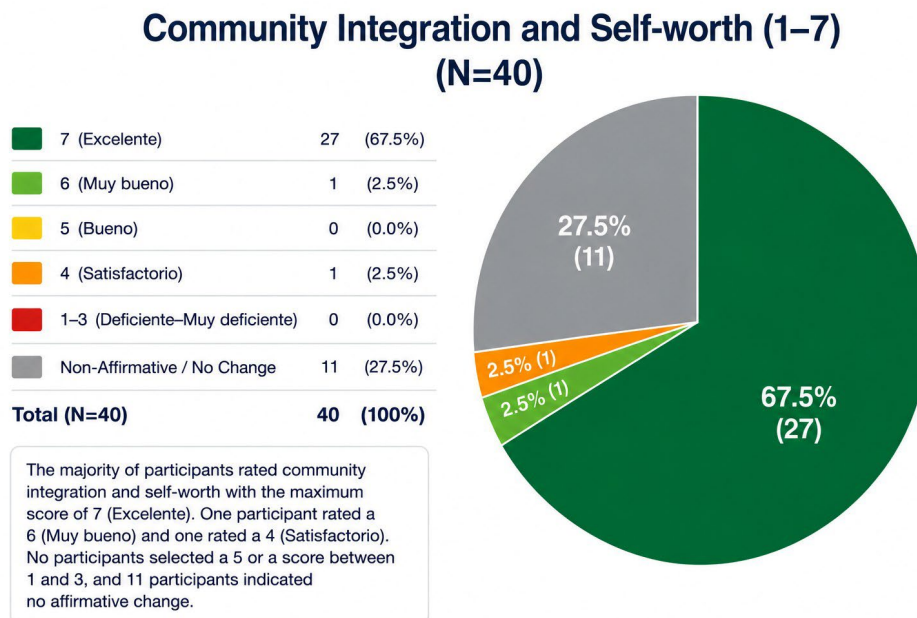
“I feel that I am more social now. I have met more people in my community, and I know where to go in case I have a specific need.”

“I feel more supported and less alone after visiting Sin Barreras.”

“I finally feel seen.”

“I feel that Sin Barreras has given me a feeling of belonging in this community”

Graph 5. Community Integration and Self-worth ratings



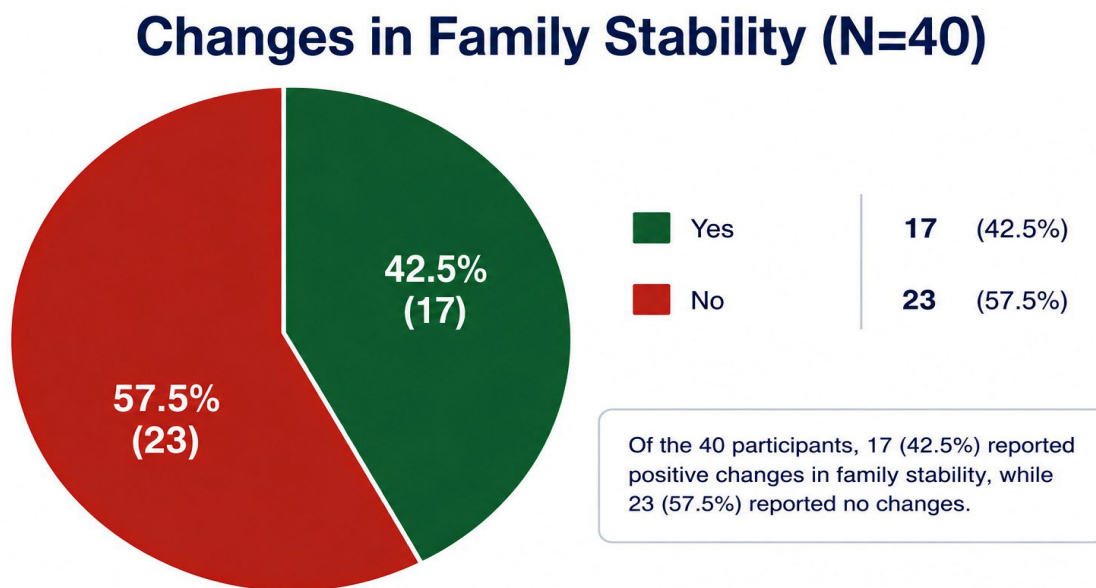
The data demonstrates that Sin Barerras’ assistance overcoming documentation hurdles results in substantially less feeling of isolation and improves self-confidence. Results were highly positive across the sample.

Table 8: Community interaction rating

Score Value (1–7)	Participant Count (N=40)	Percentage Share (%)
7 (Excelente)	27	67.5%
6 (Muy bueno)	0	0%
5 (Bueno)	1	2.5%
4 (Satisfactorio)	1	2.5%
Non-Affirm/ No Change	11	27.5%

Question 7: “Has there been any changes in your family as a result of your interaction with Sin Barreras?” Changes on Family Stability (Average Rating: 6.76 / 7.00)

Graph 6. Changes in Family Stability



“I have peace of mind for my family now. The Power of Attorney helped my family tremendously as now I know my daughters are protected.”

“We have more stability as we have been advised about immigration issues.”

“I have less fear.”

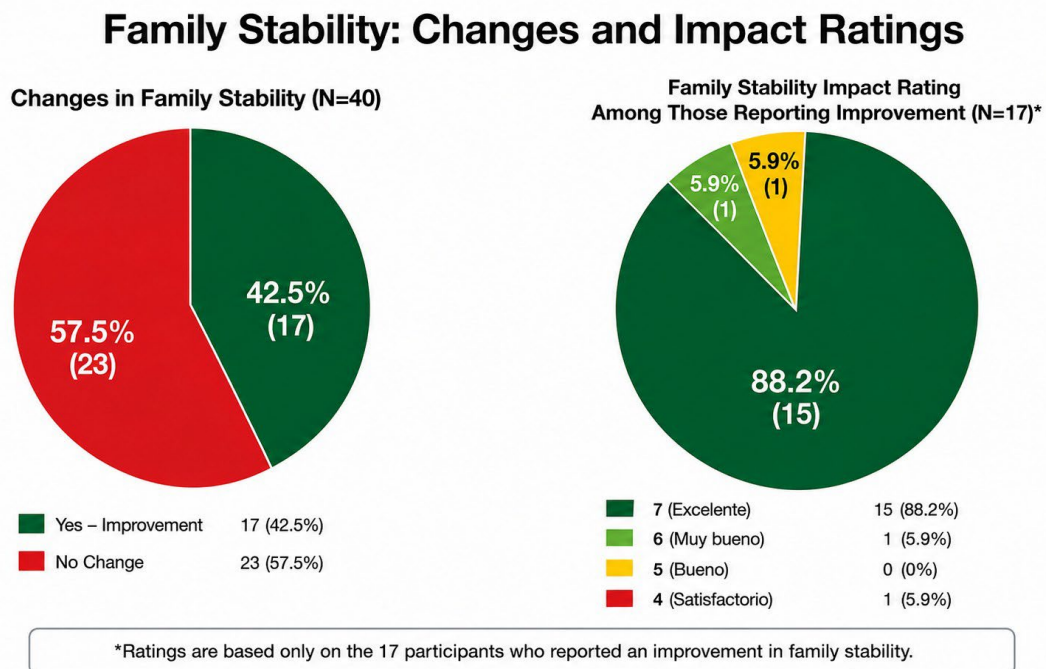
“I am learning to speak English so now I am able to talk to my nephews.”

Seventeen out of forty respondents (42.5%) reported an improved sense of family stability. Securing crucial paperwork, emergency child placement protections and child guardianship powers of attorney that directly address legal hurdle anxieties, offer families an improved sense of security. Twenty-three (57.5%) reported no change.

Table 9: Affirmative Changes on Family Stability rating

Score Value (1–7)	Participant Count (N=17)	Percentage Share (%)
7 (Excelente)	15	88.2%
6 (Muy bueno)	1	5.9%
5 (Bueno)	0	0%
4 (Satisfactorio)	1	5.9%

Graph 7. Family Impact changes and impact ratings



Question 8: “As a result of the help from SB, have there been any changes in the way you interact with your school, church or other community group?” Social and Institutional Interaction (Average Rating: 6.92 / 7.00)

“I was afraid to talk to any government entities, but not anymore. I am no longer afraid.”

“I was able to connect with local food banks with the help of Sin Barreras.”

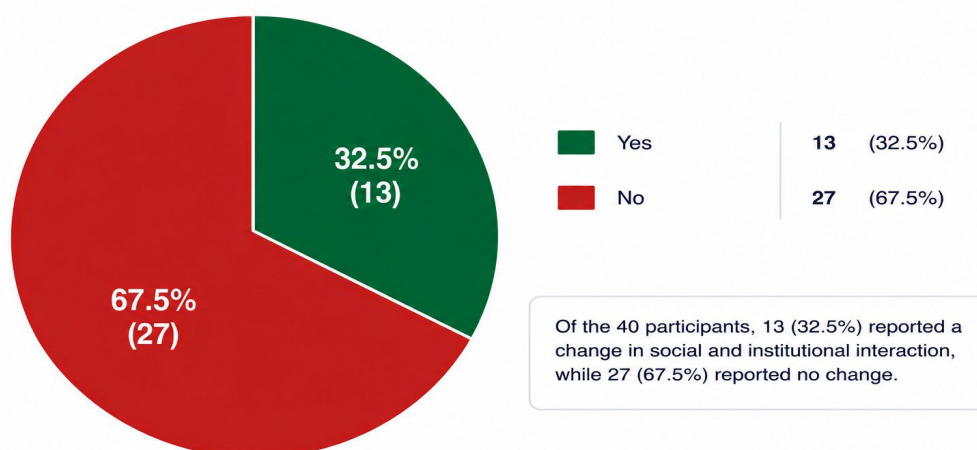
“I am more involved with my kids' schools because I am able to drive now.”

“I have met people and I am able to go to a church now.”

“Having a Drivers License is very important to survive in the USA. SB helped me to get my driver's license and I can go to my kids' school and help others as well.”

Graph 8.

Social and Institutional Interaction change (N=40)



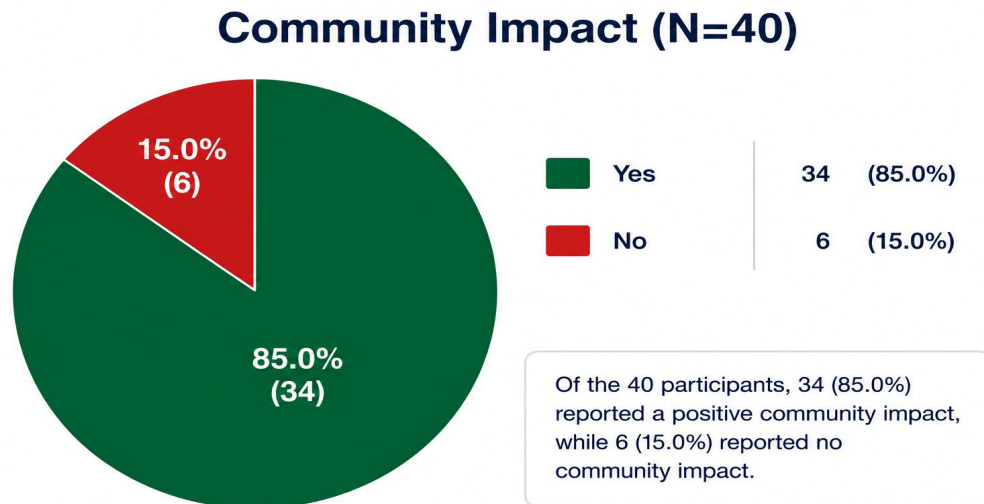
- **Positive Changes Reported:** 13 Respondents (32.5%)
- **Primary Vectors Identified:** Increased parent-teacher conference attendance, overcoming transportation issues by obtaining a driver license, and confidence in addressing local government agencies.

Question 9: “Have you been able to help other community members with what you learned from Sin Barreras?”

Community Impact (Community Amplification) (Average Rating: 6.44 / 7.00)

Welcome and Navigation activities show a strong community multiplier effect. A significant majority (85.0%) of the 40 interviewed clients report using information from Sin Barreras to guide peers toward essential resources making a significant community impact.

Graph 9.

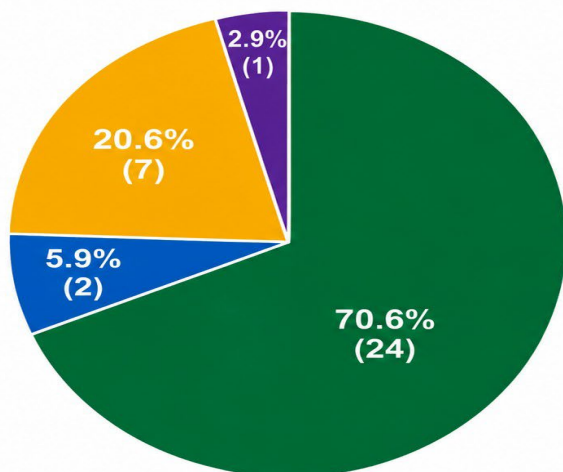


- **Active Peer Referrals:** 34 Respondents
- **Information Shared:** Consular protocols, food resource distribution schedules, English classes and driver license procedures were the most client-referred services reported by the participants.

Graph 10. Community Impact Rating (Average rating 6.44/7.00)

Community Impact Rating

(N=34)



7 (Excelente)	24	(70.6%)
6 (Muy bueno)	2	(5.9%)
5 (Bueno)	7	(20.6%)
4 (Satisfactorio)	1	(2.9%)
Total responses	34	(100.0%)

Of the 34 participants, 24 (70.6%) rated the community impact as 7 (Excelente), 2 (5.9%) rated it as 6 (Muy bueno), 7 (20.6%) rated it as 5 (Bueno), and 1 (2.9%) rated it as 4 (Satisfactorio).

Note: Ratings are based on 34 participants who responded to this question.

"I have been able to give the information I received to others in my community."

"I have helped friends and family with giving them the information about how to obtain a driver's license."

"I shared information with my friends on how to obtain a passport."

"I have met people that needed help and I have referred them to SB so they can get answers about legal status."

Participants were asked about ratings below 7. Ten (out of thirty-four respondents) explained that they did not feel comfortable giving expert advice themselves, so that is why they referred Sin Barreras to their community members. They clarified that they were not rating the service received, but rather, their ability to communicate sensitive information to others which accounts for 100 percent of the less than 7 ratings.

Question 10: Other Substantive Life Changes (Average Rating: 6.57 / 7.00)

Only 3 clients (7.5%) reported additional life shifts that were not covered by the standard questionnaire. These focused on psychological relief and building foundational trust with the advocacy group.

"I can communicate better and I am not ashamed of speaking English anymore."

"I feel more confident in seeking help from other organizations."

Question 11. Additional suggestions and remarks

72% of participants (29) did not offer additional suggestions, while reiterating their gratitude toward Sin Barreras and expressing satisfaction with the services received.

“I wouldn’t change anything. Everyone is so nice and they treated me well.”

11 participants (27%) offered the following feedback:

“I would like to see low or no cost Family law help in-house, specifically for issues related to custody and domestic violence. I am afraid of going anywhere else.”

“We need computer literacy classes again.”

“Better advertisement of the programs offered as many people don’t know all the services that you offer.”

“It is hard to communicate with SB over the phone. Calls default to voicemails often.

Please add more staff to answer the phone.”

“SB should offer tutoring for school-aged children. Our kids don’t know how to read or write in English yet, and the schools keep on passing them to the next grade. They are in High school!”

“SB needs more staff to answer the phone because we had to wait two days to get a call back.”

“I suggest more time spent per client. I feel that would improve customer experience.”

“Add more front desk staff. Sometimes there is no one at the front desk or just one person.

Also, please have more Health events.”

“Better class schedules, adding mornings as an option.”

“Better communication with the community.”

“I would like to see current information on your website like a list of the classes and what services are offered.”

IV. CONCLUSIONS

Across all evaluated areas, clients consistently rate their interactions with Sin Barreras's Welcome and Navigation services as highly positive. The program functions as an important safety net and institutional bridge for families across Central Virginia. The summary table below highlights the positive outcomes across the study's core metrics:

Table 10: Quantitative Summary Matrix

Metric Focus Area	Average Domain Rating (Scale 1–7)	Primary Core Driver
Q4 Staff Quality	6.85 / 7.00	Exceptional bilingual delivery and empathy.
Q6 Community Integration	6.83 / 7.00	Decreased isolation
Q7 Family Life Impact	6.76 / 7.00	Improved stability
Q8 Social Interaction	6.92 / 7.00	Increase in independence due to transportation and know-how.
Q9 Community Impact (Peer Amplification Power)	6.44 / 7.00	Organic neighborhood referral networks.

When evaluated alongside historical data from previous years, the 2026 results show a clear, sustained appreciation for Sin Barreras. The initial guidance provided by the Welcome and Navigation program is essential in providing information, securing actionable plans, and building long-term community trust and stability.

V. RECOMMENDATIONS

- 1. Optimize Telephone Operations:** Respondents reported phone lines regularly default to voicemail resulting in a 1-2 day response lag before receiving a callback. Addressing response lag times by adding dedicated front-desk volunteers or staff to reduce voicemail backlogs will strengthen the responsiveness of Sin Barreras and improve customer satisfaction. It is recommended to add bilingual front-desk staff to field live inquiries and to expand service to the morning hours. Additionally, implementing call-forwarding and call-back response time rules would provide clear timeline expectations for clients and staff.
- 2. Volunteer Profiles and Staffing:** Survey results demonstrated high levels of overall client satisfaction; however, negative feedback was related to initial contact. Based on these findings, it is recommended that Sin Barreras increase bilingual staffing within the Welcome and Navigation Services Department. Additional staffing capacity would also help distribute workload more effectively, allowing staff to provide individualized, compassionate assistance without becoming overwhelmed during periods of high demand. Consideration should be given to recruiting front desk staff who reflect the demographics and lived experiences of the client population who may be better positioned to establish community rapport and recognize clients' emotional needs. While technical competence remains essential, these findings suggest that interpersonal skills, cultural responsiveness, and shared understanding are equally important components of high-quality client-centered service delivery.
- 3. Decentralization and Outreach:** Clients highlighted a need for expanded information delivery methods and website optimization, noting that many community members remain unaware of available services and community events. One participant recommended neighborhood outreach as a means of better communicating with the community, while another remarked on the need to re-open the field office in Waynesboro citing proximity to more economically disadvantaged populations and transportation concerns. These recommendations could generate greater visibility of the services provided by Sin Barreras and may result in increased participation.

- 4. Curriculum Standardization:** Participants indicated the need to stratify English classes by proficiency level instead of a single ESL track as participants report concerns with progression. Responders noted a need for additional classes in the morning, more teachers and the need for tutoring services for school-aged children. Note: these additional remarks are outside the scope of the evaluation of the Welcome and Navigation Services department.

APPENDIX A

Spanish Interview Protocol

Hola. Mi nombre es _____, lo llamo porque Sin Barreras está realizando un estudio, en base a la opinión de sus clientes de años anteriores, para entender cómo los servicios de recepción, bienvenida y navegación de Sin Barreras han impactado sus vidas. El objetivo de este estudio es determinar si los servicios obtenidos fueron de utilidad y si usted considera que se deberían hacer algunos cambios para que los mismos sean más eficientes. Para este fin hemos realizado un cuestionario y sus respuestas tendrán carácter confidencial. En mi informe a Sin Barreras, no usaré ningún nombre. Si alguna de las preguntas realizadas le incomodan está bien, solo dígamelo, y saltaremos a la siguiente. Calculamos que la realización de este cuestionario nos llevará entre 15 a 20 minutos, sin embargo, si llegase a necesitar suspender la entrevista dígamelo y acordaremos un momento más adecuado para usted y así completarla.

¿Está dispuesto a participar en este estudio?

Si/No

¿Tiene alguna pregunta para mí?

Si/No

¿Cuál es su pregunta?

1. ¿Cuál fue el servicio que le brindó el departamento de bienvenida y navegación de la organización Sin Barreras?

Respuesta:

1.a ¿Recibió usted otro servicio?

Si/ No

1.b ¿Cuál?

2. ¿Por qué está satisfecho con los servicios?

Respuesta

3. ¿Cómo cree usted que Sin Barreras podría mejorar el servicio que usted recibió?

Respuesta:

4. Cómo calificaría al personal que le asistió en el departamento de bienvenida y navegación, con respecto a:

4.a ¿Cómo calificaría la paciencia y amabilidad del personal del equipo de Sin Barreras en una escala del 1 al 7? (Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente)

En caso de escoger otra opción diferente a la 7, en las preguntas anteriores, el entrevistador debe hacerle seguimiento

¿Por qué no le dio la máxima calificación? Respuesta:

¿Cómo calificaría la habilidad del equipo de Sin Barreras en explicar cosas con claridad en una escala del 1 al 7? (Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente) ¿Por qué no le dio la máxima calificación?

¿Cómo calificaría, en una escala del 1 al 7, el profesionalismo del personal de bienvenida de Sin Barreras? (Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente) ¿Por qué no le dio la máxima calificación?

¿Cómo califica, en una escala del 1 al 7, el apoyo ofrecido por Sin Barreras? (Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente) ¿Por qué no le dio la máxima calificación?

Sin Barreras quiere saber que tipos de cambios han ocurrido en su vida como resultado del servicio prestado por esta organización. Piense en su vida actual y compárela con su vida antes de recibir los servicios de Sin Barreras.

5- Cambios económicos: ¿Ha mejorado su situación económica o laboral a raíz de su interacción con el equipo de recepción, bienvenida y navegación de Sin Barreras?

Si/ No

En caso su respuesta sea afirmativa, señale cual

6- Nivel de autoestima: ¿A raíz de su interacción con el departamento de bienvenida de sin barreras se siente usted más integrado a la comunidad?

Si/No

En caso de ser afirmativa la respuesta anterior ¿podría detallar los cambios?

En caso afirmativo, Cómo calificaría usted estos cambios en una escala del 1 al (7

Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente)

7. Efectos positivos en la familia: Como resultado de los servicios recibidos por parte del departamento de Bienvenida y navegación de Sin Barreras, ¿siente usted que su familia se encuentra más estable? Por ejemplo. Hay más tranquilidad en su familia, los niños tienen mejor rendimiento escolar

Si/ No

¿Cuál? Respuesta:

Califique los cambios en una escala del uno al 7. (Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente)

8. Nivel de interacción Social: y con organizaciones locales a nivel gubernamental, religioso, comunidad educativa, participación en procesos electorales. ¿Han ocurrido cambios en su vida?

Si/ No

¿Cuál? Respuesta:

En caso afirmativo, ¿Cómo calificaría usted estos cambios en una escala del 1 al 7?.

(Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente)

9. Efectos en la Comunidad. Después de su interacción con el departamento de bienvenida y navegación de SB. ¿Ha podido ayudar a otros miembros de su comunidad con la información recibida?

Si/ No. ¿En caso de ser afirmativa su respuesta anterior, ¿podría indicar de qué forma pudo ayudar a otros?

¿Cómo calificaría, en una escala del 1 al 7, su capacidad de poder ayudar a otros con la información ofrecida por parte del personal del departamento de bienvenida y navegación de Sin Barreras? (Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente)

10. Existe algún otro cambio en su vida como consecuencia de su interacción con el equipo de bienvenida y navegación de Sin Barreras que no hayamos mencionado en este cuestionario?

Si/No

¿Cuál? Respuesta:

¿La puede calificar en una escala del 1 al 7? (Siendo 7= Excelente; 6= Muy bueno; 5= Bueno; 4=Satisfactorio; 3= Un poco menos que ok; 2=No muy bueno; 1= Deficiente)

11. ¿Tiene usted alguna otra sugerencia para que Sin Barreras pueda mejorar sus servicios?

Respuesta:

APPENDIX B

Interview Protocol (English Translation)

Hello. My name is _____, and I'm calling because Sin Barreras is conducting a study, based on the opinions of its clients from previous years, to understand how Sin Barreras' Welcome, and Navigation services have impacted their lives. The purpose of this study is to determine whether the services you received were useful and whether you believe any changes should be made to make them more effective. Finally, we have prepared a questionnaire, and your responses will be kept confidential. In my report to Sin Barreras, I will not use any names. If any of the questions make you uncomfortable, that is completely fine—just let me know, and we will skip to the next one. We estimate that completing this questionnaire will take between 15 and 20 minutes. However, if you need to pause the interview, please let me know, and we will arrange a more convenient time for you to complete it.

Are you willing to participate in this study? Yes/No

Do you have any questions for me? Yes/ No

What is your question?

1. What service did you receive from the Welcome and Navigation Department of the Sin Barreras organization?

1.a Did you receive any other service? Yes/No Which one?

2. Why are you satisfied with the services?

3. How do you think Sin Barreras could improve the service you received?

4. How would you rate the staff who assisted you in the Welcome and Navigation Department with regard to:

How would you rate the patience and friendliness of the Sin Barreras team staff on a scale of 1 to 7? (Where 7 = Excellent; 6 = Very good; 5 = Good; 4 = Satisfactory; 3 = A little less than okay; 2 = Not very good; 1 = Poor.)

If you choose any option other than 7 in the previous questions, the interviewer should ask the following follow-up question: Why didn't you give the highest rating?

4.a How would you rate the Sin Barreras team's ability to explain things clearly on a scale from 1 to 7? (Where 7 = Excellent; 6 = Very good; 5 = Good; 4 = Satisfactory; 3 = A little less than okay; 2 = Not very good; 1 = Poor.) Why did you not give the highest rating?

4.b How would you rate the professionalism of the Sin Barreras welcome staff on a scale from 1 to 7? (Where 7 = Excellent; 6 = Very good; 5 = Good; 4 = Satisfactory; 3 = A little less than okay; 2 = Not very good; 1 = Poor) Why did you not give the highest rating?

(How would you rate, on a scale of 1 to 7, the support provided by Sin Barreras? (Where 7 = Excellent; 6 = Very good; 5 = Good; 4 = Satisfactory; 3 = A little less than okay; 2 = Not very good; 1 = Poor)

Why didn't you give it the highest rating?

Sin Barreras wants to know what types of changes have occurred in your life as a result of the services provided by this organization. Think about your current life and compare it with your life before receiving services from Sin Barreras.

5- Economic changes: Has your economic or employment situation improved as a result of your interaction with the reception, welcome, and navigation team at Sin Barreras?

Yes/ No In case your answer is affirmative, indicate which one.

6- Level of self-esteem: As a result of your interaction with the Sin Barreras welcome department, do you feel more integrated into the community?

Yes/No 6.a. If the previous answer is affirmative, could you describe the changes?

6.b. If yes, How would you rate these changes on a scale from 1 to 7, where 7 = Excellent; 6 = Very good; 5 = Good; 4 = Satisfactory; 3 = Slightly less than okay; 2 = Not very good; 1 = Poor

7. Positive effects on the family: As a result of the services received from the Welcome and Navigation Department of Sin Barreras, do you feel that your family is more stable? For example: There is more peace of mind in your family, the children have better school performance

Yes/ No 7.a. Which one?

Rate the changes on a scale from one to 7. With 7 = Excellent; 6 = Very good; 5 = Good; 4 = Satisfactory; 3 = A little less than okay; 2 = Not very good; 1 = Poor

8. Level of Social Interaction: and with local organizations at the governmental, religious, and educational community levels, participation in electoral processes. Have changes occurred in your life?

Yes/No What is it?

If yes, how would you rate these changes on a scale from 1 to 7? Being 7 = Excellent; 6 = Very good; 5 = Good; 4 = Satisfactory; 3 = Slightly less than okay; 2 = Not very good; 1 = Poor

9. Effects on the Community. After your interaction with the SB welcome and navigation department. Have you been able to help other members of your community with the information received?

Yes/ No

9.a. If your previous answer was affirmative, could you indicate how you were able to help others?

9.b. How would you rate, on a scale from 1 to 7, your ability to help others with the information provided by the staff of the Sin Barreras welcome and navigation department?

With 7 = Excellent; 6 = Very good; 5 = Good; 4 = Satisfactory; 3 = A little less than okay; 2 = Not very good; 1 = Poor

10. Is there any other change in your life as a consequence of your interaction with the Sin Barreras welcome and navigation team that we have not mentioned in this questionnaire?

Yes/ No 10.a What is it?

10.a. Can you rate it on a scale from 1 to 7?

With 7= Excellent; 6= Very good; 5= Good; 4=Satisfactory; 3= A little less than ok; 2=Not very good; 1= Poor

11. Do you have any other suggestions for Sin Barreras to improve its services?

Response:

APPENDIX C

Quantitative Rating Summary

Table C-1. Welcome and Navigation Staff Performance Ratings (Question 4)

Rating	a. Patience and Kindness	b. Clarity	c. Professionalism	d. Support Received
7 – Excellent	37	37	36	36
6 – Very Good	1	1	1	3
5 – Good	2	2	1	1
4–1 (Satis-- Deficiente)	0	0	2	0
Total	40	40	40	40

Table C-2. Community Integration & Self-Worth Ratings (Question 6)

Rating	Participants	Percent
7	27	67.5%
6	0	0%
5	1	2.5%
4	1	2.5%
Non-Affirmative / No Change	11	27.5%
Total	40	100%

Table C-3. Family Stability Ratings (Question 7) (17 respondents)

Rating	Participants	Percent
7	15	88.2%
6	1	5.9%
5	0	0.0%

4	1	5.9%
Total Ratings	17	100%

Table C-4. Community Impact Ratings (Question 9) (34 respondents)

Rating	Participants	Percent
7	24	70.6%
6	2	5.9%
5	7	20.6%
4	1	2.9%
Total Ratings	34	100%

APPENDIX D

Outcome Summary Tables

Evaluation Area	Positive	Negative/No Change	N
Economic Improvement	8 (20.0%)	32 (80.0%)	40
Community Integration & Self-Worth	29 (72.5%)	11 (27.5%)	40
Family Stability Changes	17 (42.5%)	23 (57.5%)	40
Social & Institutional Interaction	13 (32.5%)	27 (67.5%)	40
Community Amplification	34 (85.0%)	6 (15.0%)	40

Domain	Average Rating
Patience and Kindness	6.88
Clarity	6.85
Professionalism	6.82
Support Received	6.85
Community Integration	6.83
Family Stability	6.76
Social Interaction	6.92
Community Impact	6.44

APPENDIX E

Qualitative Coding Summary

Satisfaction Themes

Theme	Frequency
Friendly, respectful staff	15
Helpful information	12
Needs resolved	9
Overall satisfaction	9
Affordable services	5

Improvement Themes

Theme	Frequency
Better outreach	4
English class scheduling	2
Additional front desk staff	1
Spanish-speaking reception	1
More community events	1

Additional Suggestions

Theme	Frequency
Improve phone response	2
More front desk staff	2
Improve website information	2
More ESL class options	2
Computer literacy classes	1
Family law services	1
Tutoring services	1
Community outreach	1
More health events	1

APPENDIX F

Figures Included in the Report

Figure	Title
Graph 1	Areas for Organizational Improvement
Graph 2	Professionalism Rating by Department
Graph 3	Support Offered by Department
Graph 4	Economic Impact
Graph 5	Community Integration & Self-Worth Rating
Graph 6	Positive Effects on Family Stability
Graph 7	Changes and Family Stability Rating
Graph 8	Social & Institutional Interaction Change
Graph 9	Community Impact (Peer Referral Effect)
Graph 10	Community Impact Rating