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THE NEEDS OF UNDOCUMENTED IMMIGRANTS TO SUCCEED SOCIALY, EMOTIONALLY AND ECONOMICALLY

Haysee Zarazua

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THE NEEDS OF UNDOCUMENTED IMMIGRANTS TO SUCCEED
SOCIALY, EMOTIONALLY AND ECONOMICALLY

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Social Work

by
Haysee Kathleen Zarazua

May 2021

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ABSTRACT

The focus of this study was to understand undocumented immigrants needs when striving to succeed socially, emotionally, and economically in the United States. Undocumented immigration is prevalent in this country and these individuals face fear of deportation, discrimination, language barriers, trauma and acculturative stress. Considering the challenges and mental health repercussions that undocumented immigrants experience; it is important to discover what can be done to improve their livelihood. A qualitative study was completed with participants that work with undocumented immigrants to better understand needs and barriers. The study found that legalization and lack of access to resources such as mental health, healthcare and legal services negatively impacted their wellbeing and livelihood. These findings can be utilized to provide culturally competent advocacy and services at the micro and macro social work practice level. Understanding what undocumented immigrants needs to succeed socially, emotionally, and economically can guide social workers to engage in macro work by advocating for changes in the law that can address social justice and human right issues affecting undocumented immigrants.

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I would like to thank my family for their endless support as I pursue my passion for social work. To my husband, Fabian, thank you for your continuous support, patience and encouragement to follow my dreams and finish the program. To my daughter, Scarlett, thank you for your kind soul and patience while Mami does homework. A mis padres, Margarita y Pablo, gracias por todo su apoyo, amor y sacrificio para que yo pueda estudiar. I would like to express gratitude to my research advisor, Dr. Teresa Morris, for her guidance in the course of this project.

DEDICATION

I would like to dedicate this thesis to God, my husband, daughter, mother, father and undocumented immigrants.

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CHAPTER ONE

ASSESSMENT

Introduction

The purpose of this research project was to explore programs and/or resources that undocumented immigrants need, but lack, to succeed emotionally, socially and economically in the United States. To get started, it is important to discuss the focus of the study and the barriers that undocumented immigrants face. We further discuss the benefit of taking a post positivist paradigm approach in completing this research. It was important to take a look at the available literature regarding undocumented immigrants. We also took a look at how the Social Space Theory and Cognitive Theory of Stress and Coping applied to undocumented immigrants and the research focus. This section concludes by discussing the importance of studying undocumented immigrants needs and how it may contribute to the field of social work.

Research Focus and/or Question

Undocumented immigration has been and continues to be a prevalent topic in the United States. Recently, the political climate has contributed to further discrimination of undocumented immigrants. Therefore, the intention of this study was to better understand the life of undocumented immigrants, their limitations, strengths, and learn about what services and/or programs at the micro and/or macro level would be beneficial to promote their social, emotional

and economic success. The studied region is located in Southern California and has a history of housing undocumented immigrants.

According to Hayes and Hills (2015) more than 2 million undocumented immigrants live in California. In the region studied, undocumented immigrants represent approximately 14% of the population and the poverty rate of unauthorized immigrants is at 60%, almost double to those born in the United States who are at 33% (Marcelli & Pastor, 2015). The median annual income for undocumented immigrants in the region is \$20,800 for males and \$17,100 for females (Marcelli & Pastor, 2015). Approximately 70% of the undocumented immigrants in the region do not speak English (Marcelli & Pastor, 2015). A study completed by Mendolia (2013) highlighted how undocumented immigrants tend to earn less money due to low levels of education and poor English skills. Low levels of education and English skills limits economic mobility and social integration. Studying this region in Southern California allowed us to explore what social, emotional, financial, educational and legal programs, resources and/or interventions could be developed to help this population. Understanding the struggles that undocumented immigrants face in this country is important because they are part of history and the present time in the United States.

Paradigm and Rationale for Chosen Paradigm

For this study, a post positivist paradigm was utilized. A post positivist paradigm assumes that human experience can be understood as an objective

reality (Morris, 2014). It further assumes that “the only way to gather valid data about the human condition is to go into naturalistic settings” (Morris, 2014, p. 16). Due to the legality of undocumented immigrants, direct contact with undocumented immigrants was not be possible. However, a post positivist paradigm was used to gather qualitative data by conducting interviews with key players who work with undocumented immigrants in this region in Southern California. These key players are not personally impacted by immigration laws but work with undocumented immigrants, so they have an objective reality and are witness to their personal struggles and the difficulty of navigating resources. These key players were able to provide an objective reality. Taking a post positivist approach allowed for a micro and macro theory to develop regarding what undocumented immigrants need to succeed based on an objective reality lived in a naturalistic setting by key participants.

Literature Review

The literature review was key in developing a theory. It gave us insight into the prevalence of undocumented immigration in the United States (U.S.). It also allowed us to see the barriers to success that undocumented immigrants face, such as U.S. citizens views of undocumented immigrants, discrimination, acculturative stress, and language barrier. The literature also included information on interventions and programs that have been implemented to assist undocumented immigrants. Overall, the literature review helped construct the problem.

Prevalence of Undocumented Immigrants

Historically, the United State has experienced immigration, including undocumented immigration. Estimates suggest that in the year 1990, there were 3.5 million undocumented immigrants residing in the United States (Becerra, 2012). Almost 30 years later, the United States houses approximately 11 million undocumented immigrants, from which nearly 5 million are children and young adults (Patler, 2018). Although undocumented immigrants come from all over the world, the majority, being 76% Latinos; 59% estimated to be from Mexico and 22% from other places in Latin America (Becerra, 2012). It is estimated that undocumented immigrants make one third of the entire United States population and approximately 5.4%, being 8.3 million, are in the workforce (Becerra, 2012).

United State Citizens Views on Undocumented Immigration

There is evidence that undocumented immigrants experience resistance from U.S. citizens, as well as, from legalized immigrants. A prevalent argument against undocumented immigrants is the burden that they cost U.S. taxpayers. However, the Congressional Budget Office (CBO) reported that “undocumented immigrants contribute more in taxes” than what the federal government spends on services tailored for undocumented immigrants (Becerra, 2012, p. 112). Regardless of budget reports, politicians argue that undocumented immigrants are costing too much money in law

enforcement, education, health and social services programs, which negatively impacts economic success for U.S. citizens (Becerra, 2012).

Some U.S. citizens view undocumented immigrants as labor market competition. The labor market competition theory suggests that U.S. citizens of low social and economic status are more likely to be against immigration because they would be competing for low-skill and low-wage jobs (Garcia, 2007).

A prevalent perception of undocumented immigrants is that they are responsible for high crime rates (Becerra, 2012). Due to a common belief that undocumented immigrants are responsible for crime rates rising in the United States, politicians have enacted policies against undocumented immigrants. For instance, according to Becerra (2012), in the states of Alabama, Arizona, Georgia, Indiana, and Utah, there are laws that allow racial profiling, which allow individuals to be detained based on how they look.

Discrimination

According to Cameron, Cabaniss, and Teixeira-Poit (2012), undocumented immigrants are considered “underclass”, labelling them socially and economically disadvantaged. Cameron et al. (2012) further states that grouping someone with the “underclass” label is a form of discrimination. He proceeds to explain that “the underclass term is reminiscent of arguments concerning the cultural deficiencies of Blacks articulated during the 1960s” (Cameron et al., 2012, p. 34). The cultural deficiencies mentioned include

being non-English speaking, limited to no formal education, overusing social services, drug and gang affiliation and high birth rates. In a study exploring undocumented immigrants experience it was noted that regardless of higher level of education in their country of origin, undocumented immigrants felt dehumanized because they “were not thought of or treated as intellectual equals” and were forced to clean bathrooms (Hanna & Ortega, 2016, p. 54).

Language

According to Garcia (2007), the English language is part of the American identity. Not speaking English fluently, puts undocumented immigrants in the “underclass” group, meaning “the most socially and economically disadvantaged”, which puts them in a vulnerable situation (Cameron et al., 2012, p.25). Learning English may be considered advantageous for undocumented immigrants, as they would be able to communicate effectively with other members of society and climb the social and economic ladder. However, U.S. citizens of low socio-economic status are against spending funds to teach English to immigrants, when they have low skill levels and are not offered funded assistance or training (Garcia, 2007).

Acculturative Stress

Recently, there has been a link between being an undocumented immigrant and psychological distress. As discussed by Arbona, Olvera, Rodriguez, Hagan, Linares and Wiesner (2010), research suggests that difficulties being an undocumented immigrant intensifies due to “language

difficulties, cultural differences, and separation from family” which, results in acculturative stress (p. 363). After leaving their country of origin, undocumented immigrants have to adapt to new customs, norms, language, and navigate the challenges associated with relocating (Peña-Sullivan, 2020). Acculturative stress is an emotional reaction to events and/or circumstances (Arbona et al., 2010). The difficulty associated with adjusting to all the new changes can lead to poor mental health. The research reflects that undocumented immigrants who experience acculturative stress experience fear and symptoms of depression, anxiety, post-traumatic stress disorder and substance disorder (Peña-Sullivan, 2020).

Deferred Action for Childhood Arrivals (DACA)

In 2012, President Obama, implemented the Deferred Action for Childhood Arrivals (DACA) program, which allowed eligible undocumented youth to apply for temporary lawful status (Patler, 2018). To qualify for DACA, the person needed to have been in the United States before the age of 16, had to be younger than 31 in June of 2012, had continuously resided in the United States since 2007, was currently attending High School or had graduated High School/received a GED, was an honorably discharged veteran, and had no criminal background (Patler, 2018). After completing a cross-sectional study between 2014 and 2015, research suggested that prior to DACA, psychological wellbeing for undocumented immigrants was almost

exclusively predicted by socioeconomic status. Since DACA, psychological wellbeing is mostly predicted by DACA status (Patler, 2018).

DREAMzone

In efforts to reduce stigma and discrimination towards undocumented immigrants, Arizona State University created DREAMzone in 2012 (Cadenas, Cisneros, Todd & Spanierman, 2018). The DREAMzone team created educational material targeting higher education professionals to assist them in working with undocumented immigrants. The educational material was presented in workshops with the intention of undocumented immigrants in higher education to feel supported on campus by improving the campus climate in regard to undocumented immigration (Cadenas et. al., 2018). Aside from educational material, during the DREAMzone workshops, undocumented students shared their personal experience. Through research that Cadenas et. al. (2018) completed, it was discovered that sharing personal narratives was an effective tool for improving attitudes towards undocumented immigrants.

Summary

The literature review provided relevant information as to what makes it difficult for undocumented immigrants to succeed in the United States. Common themes were the perception of U.S. citizens against undocumented immigrants, discrimination, acculturative stress and language. The focus is to have insight of what obstacles are blocking undocumented immigrants from climbing the socio-economic ladder to achieve success, so a theory could

develop about what relevant interventions, services and programs could be established that benefit the undocumented immigrant population. The literature review provided insight into some roadblocks that undocumented immigrants come across. We also explored programs and interventions that have been implemented for undocumented immigrants and their effectiveness.

Theoretical Orientation

A theoretical orientation that is applicable to this research is that of the sociology field, Social Space Theory. The Social Space Theory, developed by Emile Durkheim, assumes that the space we live in “is constructed as a reflexive process involving both dominant and subordinate groups” (Cleaveland, 2011, p.139). However, there is an imbalance of power in relation to wealth and resources between the dominant and subordinate group (Cleaveland, 2011). It further assumes that people are interdependent and influenced by how people evaluate them in comparison to those around them (Doi, 1990). In this research, undocumented immigrants are considered the subordinate group due to their illegal status in the United States, while legal residents, citizens and law enforcement are considered to be the dominant group. The Social Space Theory helps put into perspective the comparison between undocumented immigrants and the dominant group and how the uneven distribution of wealth and resources contributes to discrimination and negative self-views on behalf of undocumented immigrants. The Social Space Theory provides a theoretical orientation as to how undocumented immigrants

may view themselves in comparison with the dominant group and vice versa, how the dominant group views themselves in comparison to undocumented immigrants. Cleaveland (2011) elaborates how The Social Space Theory helps us understand the marginalization and impoverishment that undocumented immigrants experience in the United States.

Cognitive Theory of Stress and Coping, explains that people experience stress when they experience circumstances, viewed as stressors, but lack the ability to cope with the situation (Arbona et. al., 2010). This idea is otherwise referred to as acculturative stress, when referring to immigrants. Acculturative stress is an emotional response to stressors when trying to assimilate into a new culture while experiencing challenges such as language difficulties, cultural differences, and separation from family (Arbona, et.al., 2010). Other stressors that undocumented immigrants experience are societal stressors such as discrimination, undocumented status and constant fear of deportation (Arbona, er.al., 2010). Cognitive Theory of Stress and Coping helps us understand the mental health repercussions such as depression and anxiety that undocumented immigrants may face due to stressors and lack of coping mechanisms in trying to assimilate in the United Stated.

Contribution of Study to Micro and/or Macro Social Work Practice

Researching the limitations of undocumented immigrants benefits the field of social work because it gives an understanding of the roadblocks that undocumented immigrants experience, thus allowing for a micro and/or macro

theory to develop of how to help a group of individuals who are considered to be vulnerable and in need. As social workers, it is important to be competent and knowledgeable about how to help individuals in different walks of life, especially those who are the most vulnerable. At this time, undocumented immigrants are vulnerable, as their legal status can lead to homelessness and lack of food (Cleaveland, 2011). Social workers come across undocumented immigrants as clients and it is important to be knowledgeable of what their struggles are to be equipped to better assist those clients. This research gave insight into the struggles that undocumented immigrants face and need to be addressed. This research also helped identify resources undocumented immigrants need, but lack, due to their immigration status. In addition, this research helps influence political change that benefits this undocumented immigrant population.

Summary

Undocumented immigrants are a vulnerable and prevalent population in the U.S. A post positivist paradigm was utilized in this research to develop a theory about resources and/or programs that would be beneficial for undocumented immigrants. This researcher interviewed key players in a region of Southern California who help undocumented immigrants. To further guide the research, a literature review was completed. The literature review gave insight into the prevalence of undocumented immigration, how undocumented immigrants are viewed by citizens and documented immigrants, as well as an understanding of programs and interventions that

have been developed to assist this population. The literature review gave insight into the discrimination that undocumented immigrants face and how a language barrier could limit their success. It further detailed some programs/interventions that have been developed for undocumented immigrants. Looking at undocumented immigration through the lens of Social Space Theory gave insight as to how undocumented immigrants are marginalized and impoverished. The Cognitive Theory of Stress and Coping helped understand the acculturative stress that undocumented immigrants encounter. This study is significant to the field of social work as it gives insight into the struggles undocumented immigrants face and thus help developed a micro and/or macro theory of how to help this vulnerable population in today's time.

CHAPTER TWO

ENGAGEMENT

Introduction

Identifying, engaging and building rapport with study participants was an important component for this post positivist research. The researcher gathered data by interviewing key members helping undocumented immigrants in a region in Southern California. Contact was made with key players to establish rapport and effectively engage with participants. Due to the sensitivity of the study, the researcher practiced self-awareness to ensure that biases did not negatively affect the research as well as to prepare for time constraints. Diversity issues, ethical issues, and political issues regarding undocumented immigrants were considered to build and maintain a strong foundation.

Research Site

No specific agency was utilized as a research site. However, undocumented immigrants represent approximately 14% of the population in the region studied. (Marcelli & Pastor, 2015). Due to the prevalence of undocumented immigrants in this region, there are community organizations, volunteers and various immigration offices. This writer wanted to explore a group of individuals who assist undocumented immigrants in various realms to help construct a well-rounded theory.

Engagement Strategies for Gatekeepers at Research Site

This researcher identified different agencies and services in the region of Southern California which would have potential participants for the study. After identifying a few active community members online this researcher reached out the participants about being part of the study. The initial plan was to make personal contact with gate keepers and key players who assist undocumented immigrants, in efforts to foster rapport and build trust. As explained by Morris (2014), it is important to build rapport and trust with gatekeepers. However, due to the current pandemic and social distancing restrictions, personal contact was not possible. Instead, phone calls were initiated to potential participants to introduce the research and explain the benefits of engaging in the study. A discussion was had with potential participants about the benefits of participating in the study, which included giving them the opportunity to vocalize the needs of the undocumented population, which could influence the development of new programs at the micro and/or macro level. Some participants referred this researcher to other potential participants that they were knowledgeable of or have worked with in the past. Prior to gathering data, this researcher explained to potential participants that data gathering would not begin until the California State University of San Bernardino Institutional Review Board granted permission to begin the study.

Self-Preparation

Due to the sensitivity of the study, this researcher was self-aware of biases against undocumented immigrants and processed them to not allow biases to negatively affect the research. In the process of becoming self-aware this researcher entered each interview with an open mind and questioned validity of biases. This researcher questioned his/her own perspectives and respected differing perspectives.

To further prepare for the study, this researcher prepared questions related to the research focus, including questions that rose from the literature review. This researcher was also aware that things were subject to change, so this researcher followed up with key participants when necessary and accommodated their availability.

This post positivist study demanded commitment and perseverance. Therefore, this researcher utilized an agenda to set deadlines and effectively managed the time available to engage key players, schedule interviews, follow-up and analyze the data.

Diversity Issues

Diversity issues that impact undocumented immigrants as well study participants were considered. The diversity issues considered include cultural backgrounds, ethnicity, support systems, language, gender, sexual orientation, socio-economic status and educational level. As well as, differences in appearance, perceived power, norms, behavior, perspective, vocabulary and

history. All the mentioned factors influenced the experience that undocumented immigrants have and the experience that participants have in working with this population. Therefore, being aware and accepting of the diverse background was helpful for this writer in understanding and respecting different perspectives. The pool of participants was not as diverse as initially anticipated. The current pandemic restrictions impacted the ability to engage a larger number of individuals who could have contributed to the study.

This researcher was also aware of differences in gender and perceived power between this researcher and participants. Undocumented immigration is a delicate subject, so it was important for gatekeepers to feel comfortable with the researcher. Therefore, this writer demonstrated knowledge of the importance of working with undocumented immigrants and highlighted desire to help this population. This researcher highlighted the commonality of wanting to help this population by sharing past involvement with this population such as donating food and clothing to refugees and creating food bags at a local church to deliver to families in that region that have identified as undocumented immigrants.

Another diversity issue that this researcher considered is the difference in cultural and ethnic values within the undocumented population and the participants. This was particularly important because intersectionality and cultural differences affects everyone's day-to-day experience. Therefore, this writer engaged in research to learn about the different cultures that have a

prevalence of undocumented immigration. It was important for this researcher to demonstrate respect to the differing cultures and highlight how every culture has something to add to society. This writer highlighted how undocumented immigrants are an example of strength, unity and tenacity, as they stand united and continue to make a name for themselves in the United States, despite the discrimination that they experience.

Ethical Issues

To ensure that the study was ethical, data gathering did not begin until after receiving approval from the California State University of San Bernardino Institutional Review Board. Furthermore, this writer was alert to potential ethical issues such as privacy, confidentiality, and anonymity. Therefore, soon after introducing the research to the participants this writer explained to them that identifiable information can be removed; however, participants were also informed that even if identifiable information is removed, based on the information given, others may still be able to identify who they are based on information provided. Participants were informed in the beginning that confidentiality and anonymity cannot be fully guaranteed, which allowed them to make an informed decision about participating in the study.

To protect the confidentiality of the data, this researcher transcribed the interviews within three days. Prior to transcribing the interview this researcher recorded the interview in a recorder which was locked in a secure location. After transcription was complete, the recording was erased. The transcript of the data

was kept in a separate USB drive so that the data was not accessible to others. The USB drive was kept in a secure location that required a key to access. Securing the data was important to ensure that the data is not compromised or accessed by others. Furthermore, when reviewing the data, this writer was in a private location so that the data was not viewable by others.

Political Issues

Some potential participants expressed time limitation as well as discomfort participating due to inability to guarantee full anonymity. Undocumented immigration is a constant political debate, so the livelihood of undocumented immigrants was considered. Therefore, this researcher did not discuss with others who the participants were. Also, the exact location of the study was not disclosed, instead, it is referred to as a region in Southern California. Another precaution that this researcher took was removing all identifiable information from the transcript and erasing the recording soon after the transcription was complete.

The Role of Technology in Engagement

Given that the climate in the United States has changed as a result of the pandemic, technology was utilized to initiate contact with potential participants and allow for continuous communication. Due to social distancing restrictions, cold calls were completed to potential participants. After rapport was built and participants agreed to be a part of the study this researcher

continued communication by calling or emailing participants. Participants were interviewed via zoom or phone, whichever was more convenient for the participant. During this study it was important to be knowledgeable about how to utilize technology because face-to-face interactions were not appropriate due to the pandemic.

Summary

The study was completed in a region of Southern California. This researcher reached out via phone to different community members who dedicate time to assisting undocumented immigrants. Data gathering did not begin until after receiving approval from the school Institutional Review Board. In order to effectively engage with participants, this researcher practiced self-awareness, considered time limitations and prepared adequate questions to begin the research. Diversity issues, ethical issues, and political issues were also considered.

CHAPTER THREE

IMPLEMENTATION

Introduction

The study site for this research consisted of multiple individuals who devote time in assisting undocumented immigrants. Once the participants were selected, they were interviewed to gather qualitative data. This section discusses how the interviews were recorded and analyzed thereafter, as well as the termination and dissemination plan.

Study Participants

The region being studied homes many undocumented immigrants so there are various individuals and organizations who work closely with this population. However, due to the current pandemic, it was difficult to engage a large number of participants. After initial contact was made this researcher was unable to communicate with some potential participants again. Perhaps the inability to meet in person made some participants feel uncomfortable. Initially, the aim was to interview 20 individuals, however, after the pandemic restrictions began, this researcher aimed to interview 10 individuals. In total, 6 participants were interviewed. The study participants consisted of religious leaders, community volunteers, members of community organizations and a lawyer. Educational levels and career paths varied from having a high school diploma to completing graduate school. Three interviews were completed in

English and three in Spanish. All participants were of Hispanic descent and ages varied from early thirties to early seventies.

The religious leader and two community volunteers that were interviewed provided refugee asylum and spiritual guidance to undocumented immigrants. Part of their volunteer work involves housing undocumented immigrants, feeding them, assisting them with locating family, all while providing spiritual guidance. Community volunteers further donate their time to cook for asylum refugees and help connect them with local resources. Community organizations participants work closely with undocumented individuals in the community by holding meetings to discuss their needs. They advocate for the rights of undocumented immigrants at the local and state level by lobbying, gathering signatures, and connecting with legislators and community leaders. These community members also educate the undocumented community about their rights. The lawyer assists undocumented families with legal issues, represents them in court, educates them about their rights, and also engages in advocacy.

Selection of Participants

In efforts to gather rich comprehensive data, purposive sampling was utilized. According to Morris (2014), with purposive sampling, “we look for study participants who will give the most complete data about the study focus” (p. 123). The purposive sampling utilized was snowball or chain sampling, which involves “utilizing the networks between key people in relation to the

study focus” (Morris, 2014, p. 125). Therefore, when speaking with potential participants and participants, this researcher asked to be connected with other individuals who work with undocumented immigrants in a different area. The intention was to have comprehensive data that would help understand the objective reality of undocumented immigrants and develop a theory as to what services and/or programs would help undocumented immigrants succeed in the United States.

Data Gathering

Qualitative data was gathered by interviewing study participants. However, prior to interviewing participants, the researcher prepared questions that allowed this researcher to engage participants with less anxiety, as mentioned by Morris (2014). Also, given that this researcher took a post positivist approach and was searching for patterns to assemble a theory, preparing structured questions allowed for participants to have a similar interview experience (Morris, 2014). As explained by Morris (2014), this researcher was open to modifying questions as interviews progress because the data collected may lead to new ideas. (See Appendix A)

Through the course of the interview this researcher asked a variety of questions. To have a better understanding as to how the participants help undocumented immigrants this researcher asked questions like, “What does your daily involvement with undocumented immigrants consist of?” To further understand the participants perspective and feelings, they were asked about

their thought on undocumented immigration and the extent in which they were satisfied with the services they provide. To get more in depth about the needs that undocumented immigrants have, the participants were asked, “What do you understand about the needs of undocumented immigrants”.

Throughout the interview, this researcher asked probing questions, such as “tell me more”, “what did they say after that happened?” and made validating statements about their experience in working with this population (Morris, 2014, p. 187). This was particularly important because there were situations where elaboration was needed to understand what was said by undocumented immigrants as well as the thought process of the participants.

Phases of Data Collection

This researcher gathered data by interviewing identified participants. The stages of the interview for a post positivist approach included; “preparing for the interview, choosing a recording mode, conducting the interview, and reflecting about the interview (Morris, 2014, p.189).

In efforts to prepare for the interview, this researcher researched the topic and used the literature review information to prepare data gathering questions. This researcher also identified biases and personal values regarding the research topic and addressed them prior to engaging in data gathering to avoid these biases from contaminating the data (Morris, 2014). In addition, in order to address biases that arose through data gathering, this researcher maintained a journal to reflect on.

In preparing for the interview, this researcher explained in detail the research focus to all participants. This researcher also made sure that there was an informed consent on file and took proper steps to ensure privacy and confidentiality to eliminate harm to participants (Morris, 2014). Therefore, the interviews were conducted in a secure location and identifiable information was removed from the transcripts.

The second phase involved choosing a recording method for the data. Initially, this researcher selected to record interviews via zoom. However, due to fear of hackers and considering the participants confidentiality, this researcher opted to record the interviews with a recorder. Audio recording allowed for fidelity while also taking extra precaution in maintaining participant anonymity.

In the process of beginning the interview, this researcher reviewed the focus of the study and addressed any concerns that the participant had regarding the limits of confidentiality. This researcher also engaged in the following four phases: engagement, development of focus, maintaining focus and termination, as explained by Morris (2014).

1. Engagement phase. To begin, the researcher engaged the participant by asking background and demographic questions, which Morris (2014) also refers to as throw away questions. For example, participants were asked, "What is your ethnic background, age, education and occupation?" As well as, "What

led you to work with this population?” These questions helped build rapport with participants and allowed them to feel more comfortable with continuing the interview.

2. Development of focus. To build on the focus, this researcher asked the participants experience/behavior questions, opinion/value questions, feeling questions, knowledge questions and sensory questions. A question asked was, “What do you understand about the needs of undocumented immigrants?”. As well as, “What services would you like to see develop for undocumented immigrants?” These prepared questions allowed for data gathering. These initial questions allowed this researcher to ask probing questions such as, “What are those services needed?” to get more in depth information about the needs of undocumented immigrants.
3. Maintaining focus. To maintain the focus, this researcher asked specific questions related to the research focus. For example, participants were asked, “When working with undocumented immigrants, what have you heard undocumented immigrants say that they need to succeed in the United States?” Another question was, “Have undocumented immigrants defined how success looks to them?” In addition, this researcher utilized listening and engagement skills, so the interviewee knew that

this researcher was listening and interested in what the interviewee was saying. This researcher also utilized non-verbal prompts such as nodding and verbal prompts such as “tell me more” and did not engage in note taking so that the interviewee knew that this researcher was interested and attentively listening.

4. Termination. To terminate the interview, this researcher demonstrated active listening skills by summarizing what the interviewee mentioned. This technique also allowed room for clarification, conversation and facilitate ending the interview. The participant was also asked feedback as to how the interview went and asked if they had any concerns. Lastly, this researcher thanked the participants for their time.

The last phase to data collection involved reflecting on the interviews. This researcher journaled thoughts and feelings experienced during the interviews. Journaling helped this researcher identify areas of improvement, such as not taking notes and asking more probing questions. In addition, journal reflections allowed for this researcher to identify questions that had to be reworded in order to gather data that was relevant to the research focus. Journaling also allowed this researcher to identify and process biases that appeared during the interviews.

Data Recording

After considering the comfort of the participants, anonymity and fidelity, this researcher opted for audio recording the interviews. With participant permission, the interview was audio recorded. Within three days of the interview, this researcher transcribed the audio recording into a text narrative. Initially, this researcher engaged in discrete note taking to avoid distracting participants; however, it did not allow for this researcher to be fully present.

Throughout the course of preparing and engaging in the study, this researcher maintained a journal to reflect on the interviews. In the journal, the researcher wrote down the takeaway from the interview and reflected on each interview.

Data Analysis Procedures

This researcher completed a qualitative analysis of the data gathered using a bottom up approach, which is “much more inductive and open-ended” (Morris, 2014, p. 257). The bottom up approach allowed for the development of a theory about what undocumented immigrants need to succeed emotionally, socially, and economically.

To begin, open coding allowed for this researcher to start the evaluation of the data. As explained by Morris (2014), once the interview was transcribed into a narrative, the narrative was broken down into themes and categories. The researcher began to micro analyze the data to identify themes and categories by selecting segments of the narrative and asking Who? When?

Why? Where? What? How? How much? And With what results? questions (Morris, 2014). Following open coding, connections were made between categories, which is the process of axial coding. Axial coding was used to organize the themes and categories.

After axial coding, selective coding was done to integrate and refine categories and their dimensions to develop a theory. Selective coding was achieved by identifying core categories, which Morris (2014) identifies as the category that has a unifying theme. To determine the core category, the researcher looked for repeated patterns which helped develop the theory of what undocumented immigrants need to succeed emotionally, socially, and economically in the United States.

Summary

This researcher utilized a purposive sampling to engage individuals who help undocumented immigrants in a Southern California region. Afterwards, data was gathered via interviews and analyzed using a bottom-up approach, which included open coding, axial coding and elective coding.

CHAPTER FOUR

EVALUATION

Introduction

This chapter explains how the data gathered via interviews was evaluated. Data analysis included open coding, axial coding, and selective coding. The process of open coding identified themes and categories in the data. The axial coding linked and provided relationships between codes. Selective coding developed a theory about what programs and/or resources undocumented immigrants need to succeed emotionally, socially and economically in the United States. Lastly, this chapter discusses the implications that these findings have on micro and macro practice.

Open Coding

After the interviews were transcribe into a narrative, each narrative was analyzed, utilizing Microsoft Word. Open coding involved identifying themes and categories in the data. After completing this initial analysis on all narratives, there were six open codes. The open codes were: Immigration Reform, Work Permit, Access to Benefits and Retirement, Legal Services, Healthcare Services, and Mental Health Services.

Immigration Reform

To some capacity, all participants mentioned that undocumented immigrants need immigration laws to be updated to allow for legalization.

Participant number one, a religious leader, mentioned, “Papers, they want papers, they want documents. Papers help with worrying... and really be free”. Participant number two, also a religious leader, said, “I would just say, the whole process of legalization, it has to be looked at and redone”. This participant further elaborated “papers allow liberty”. Participant number four, who is an attorney, said, “I think the system is screwed up. We are talking about a system that has been in place for decades”. This participant added, “So it’s like, lets reform this. Let’s catch up to the time. Let’s catch up to the demographic. Just the fact that there are so many people that are undocumented and can’t find a way to legalize”. “Immigration how it was in the 50s and 60s is different than how it is now. We are talking about people who have been here 20, 30, 40 years and cannot become legalized”, the attorney added. Periodically through the interviews and analysis, similar statements were made. Immigration reform was a prevalent topic during all the interviews, so it was evident that this was a key idea in the development of the theory.

Work Permit

The theme of undocumented immigrants wanting to work legally was prevalent during data analysis. For instance, participant number five who is a member of a community organization shared that undocumented immigrants “would be at peace if they could be here legally or have a work permit. They are working but they are limited, they would be better off if they had a work permit” (Spanish translation). Participant number six, who is also a member of a

community organization stated, “They want the American dream of having a stable job. Either way they are working, they deserve the privilege to work legally” (Spanish translation). Participant number four, who is an attorney, shared how a large number of undocumented immigrants just seek legal services to acquire a work permit. She elaborated by sharing, “A lot of lawyers pray on people, they promise work permits and that they will get a social security number”. However, she explained that when a work permit is requested, they appear before a judge, “they think they just need a work permit but now they have a deportation order on their record”. Participant number four further added that undocumented immigrants want to be able to travel back and forth from the United States to their country of origin, however, when given the option, they will take the work permit. She elaborated, “They want to take care of their family and they know that to do so they have to work”.

Access to Benefits and Retirement

Lack of access to benefits and retirement in the United States was a theme brought up frequently during data gathering. Participant number two, shared that “a lot of people are getting to the age of retirement and they do not have the benefits, no savings. Participant number five, who is a member of a community organization, shared her thoughts about how undocumented immigrants contribute to the economy but lack access to benefits, such as social security due to their legal status. She stated, “they contribute to the tax paying

dollars, they pay income tax, they shop and pay sales taxes. They contribute to the economy but cannot access benefits” (Spanish translation).

Legal Services

When discussing what undocumented immigrants need in the United States the topic of legal services was brought up often. Participant number four, an immigration attorney, mentioned how many undocumented immigrants cannot afford an attorney to represent their case, so “a lot of people have been relying on notaries, and these notaries don’t know what they are doing, there is notary fraud”. She went on to explain that she would like to see not-for-profit law firms provide free workshops to the community and free consultations to provide guidance since there is not enough non-profit organizations available to assist.

Participant number six, who is a member of a community organization mentioned how they lack legal services for the undocumented population that they service, so they educated themselves on immigration laws to provide workshops. She added, “we inform them that if detained they do not have to give their name and to request to speak with a lawyer.” She added that they have not been able to connect with an attorney willing to assist. Participant number two, who is a religious leader, shared her experience in trying to get undocumented immigrants legal assistance when facing deportation. She shared that in this particular community in Southern California there is no local immigration attorney, and if they find one out of town it is not affordable.

Healthcare Services

The lack of access to healthcare was also a recurring theme while gathering and analyzing data. Participant number one, who is a religious leader stated, “we need to have more healthcare; it needs to be a right for people”, as he shared how undocumented immigrants self-medicate and ask friends or family to bring them medicine from Mexico since they cannot afford to see a doctor in the United States. Participant number five, a member of a community organization shared similar concerns, as she stated that undocumented immigrants do not seek medical attention because “healthcare services are not accessible because consults are expensive, especially if seeing a specialist” (Spanish translation). This participant further added, “many die because they do not receive medical attention” (Spanish translation).

Mental Health Services

The need but lack of mental health services for undocumented immigrants was a topic of conversation and recurring theme when analyzing the data. Participant one shared how psychological help is needed because “when you are undocumented it is such a change; culture shock, segregation, the racism, trying to hide who you are”. Similarly, participant number three shared how undocumented immigrants “need a psychologist, and emotional support, because they left their family, cannot always find work, and feel rejected” (Spanish translation).

Participant number four shared that access for mental health services is needed in the undocumented community and their family. She shared, “I have

children tell me their grades are down because they are worried for their parents to be deported. Those adolescents, those children, need mental health services.” She further mentioned how undocumented individuals are losing connections with family, and their parents are dying, and they cannot see them. She elaborated that there is a lack of affordable access to mental health services and explained, “You can find support groups, but they need licensed professionals that work with this population”. She explained how she has come across some mental health professionals who work with undocumented immigrants but when she calls them “they do not answer their phone or are booked.”

Another participant, participant five, shared how undocumented immigrants suffer a trauma and need access to mental health. She mentioned how undocumented immigrants “fear deportation, question what will happen to their family, their kids, themselves.” (Spanish translation). She continued, “Many do not go out due to fear. They go to work and return home. They fear being out and be deported” (Spanish translation).

Axial Coding

Axial coding involves linking the open codes by finding the relationship between them (Morris, 2014). After analyzing all the open codes, it was found that the open codes were connected, which helped develop two main categories: Legalization and Access to Resources.

Legalization

The category of Legalization came about from the recurrent themes of immigration reform, work permit, and access to benefits and retirement (see figure 1). When we analyze each individual code, we can see the connection between the themes and how they are all impacted by established laws. For instance, immigration reform involves having a legal pathway to residency and/or citizenship in the United States. Having a residency allows for an individual to work legally in the United States. However, having a work permit can also be obtained via legal proceedings without residency or citizenship. The last theme that falls into this category is having access to benefits and retirement. In figure 1 we can see how benefits and retirement have a connection with immigration reform because being legally in the United States would allow immigrants to qualify for benefits and retirement.

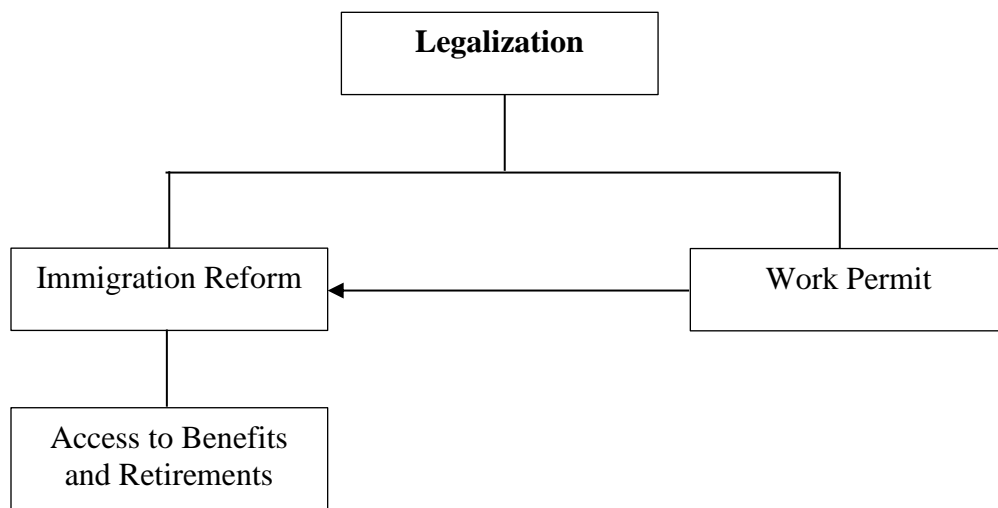


Figure 1. Legalization

Access to Resources

The category of Access to Resources is in reference to participants highlighting the need for undocumented immigrants to have access to Legal Services, Health Care and Mental Health Services. On a continuum they all have the commonality that they are a community resource (see figure 2). Via data gathering it was identified that undocumented immigrants need these services in various capacities, yet they lack access to them as they are not readily accessible to their undocumented community. It is believed by participants that if undocumented immigrants had access to these resources, they would be better off in the United States. We can also see in figure 2 how each of the resources are interconnected, as an inability to receive legal services, and/or health care could further lead to the need of mental health services.

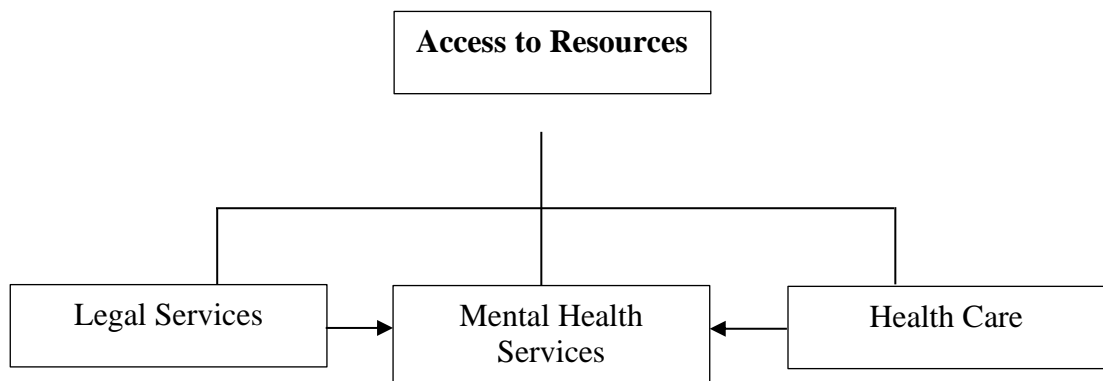


Figure 2. Access to Resources

Selective Coding

In the course of the study we explored if there were any programs or services that undocumented immigrants need to succeed emotional, socially and economically. The literature review and data gathering were utilized to develop theory of what undocumented immigrants need to succeed. A common code that emerged in the data was the desire for the individuals to be able to work legally in the United States. Inability to obtain employment impacted individual's ability to financially sustain themselves and their families, which ultimately impacts their emotional and social wellbeing. The same fear of deportation prevents many undocumented immigrants from engaging in social outings, thus developing a home to work and work to home routine. Ultimately, having an immigration reform where they could reside and work legally was the desired goal, which also rose as a theme, but with limited hope of an immigration reform they prioritized a work permit. As evidenced by participant one who states, "They are not looking for legalization because there is no route".

The inability to work legally in the United States prevents many undocumented immigrants from reaching the age of retirement. These individuals do not have the luxury to claim retirement or social security due to their legal status, so they are financially impacted by working endlessly with limited compensation. Having a work permit only allows them to work legally but does not give them the opportunity to retire. An immigration reform would allow undocumented immigrants to work legally and be entitled to benefits such as

retirement, which would ultimately impact their emotional, social and economic wellbeing. The commonality between a work permit, immigration reform, and access to benefits and retirement is that they all require undocumented immigrants to have legal authorization. Obtaining legal status would help undocumented immigrants succeed emotionally, socially and economically.

In addition, undocumented immigrants need legal representation when facing deportation and when seeking to legalize their status. Via data gathering, it was discovered that there is a lack of legal services available to this population. The price for immigration lawyers is high and there are not enough pro bono spots available. Due to inability to find proper legal representation many undocumented immigrants are deported and separated from their family. Deportation and family separation could lead to poor mental health.

During data gathering it was reported that undocumented immigrants need access to mental health services due to trauma associated with their immigration status. Many immigrants have traumatic stories associated with leaving their country of origin. They also suffer from discrimination, fear, and acculturation expectations. Undocumented immigrants with limited funds are not able to pay for mental health services, for themselves or their family. Also, they do not have access to health care, so they do not have insurance to pay for services.

Lack of healthcare services was a common theme during data gathering. Healthcare is an expense, that is not affordable for undocumented immigrants. It was discovered that self-medicating is a common practice in this community

since they cannot afford a consult and cannot travel to their country of origin for a consult. Therefore, undocumented immigrants will ask friends and/or family members who have the ability to travel across the border to bring them medication to treat their illnesses. Emergency rooms are often not used unless it was a dire need due to fear of deportation and inability to afford the expense.

Data gathering allowed for a theory to develop. As mentioned above, it is theorized that obtaining legalization and gaining access to resources such as legal services, mental health and health care, would help undocumented immigrants succeed emotionally, socially and economically in the United States.

Implication of Findings for Micro and/or Macro Practice

At the micro level, social workers are tasked with working and assisting vulnerable populations, which includes undocumented immigrants. In order to effectively work with individuals and families that are undocumented, it is important to be culturally competent and understand the various dynamics that impact their wellbeing and lifestyle. For instance, in this study we discovered legal status, discrimination, and lack of resources significantly impacts their livelihood. This study allows social workers working with undocumented immigrants at the micro level to understand what their struggles are and what barriers need to be considered to assist them, such as legal status and lack of resources. At the micro level, social workers also have the ability to advocate for individuals to achieve social justice, but in order to do so, it is important to have knowledge of barriers and needs. Therefore, this study contributes to the

knowledge of social workers to effectively work with undocumented immigrants and advocate for their well-being at the micro level.

At the macro level, social workers are also tasked with advocating for social justice and human rights. This research helps understand what social justice and human rights issues need to be addressed for this population, such as lack of access to mental health services, healthcare, and legal proceedings. Therefore, being knowledgeable of what undocumented immigrants need to succeed emotionally, socially and economically allows for social workers to unite and advocate for policy and legal changes at the government level.

Summary

This researcher analyzed the data gathered using open coding, axial coding and selective coding. The analysis of the data helped developed the theory that undocumented immigrants need legalization and access to resources, such as legal services, healthcare and mental health services to succeed emotionally, socially and economically in the United States. In addition, these findings help the field of social work at the micro and macro level.

CHAPTER FIVE

TERMINATION AND FOLLOW UP

Introduction

This chapter explains how this researcher terminated the study with participants and how findings were communicated and disseminated. In addition, this chapter explains the relationship between the researcher and the participants going forward.

Termination of Study

Morris (2014), mentioned how the National Association of Social Workers (NASW) code of ethics details that termination occurs when the goal is accomplished. After each interview this researcher answered any questions participants had about the study. This researcher expressed gratitude to the participants for their contribution and provided contact information for this researcher and the research advisor, in case they had any questions about the study. Each participant was notified that they have access to the research project after August 2021 through the Pfau Library ScholarWorks database, as outlined in their informed consent copy. After completing the interviews via zoom, the study terminated with the participants

Communication of Findings to Study Site and Study Participants

When the study is approved, the findings will be available via the Pfau Library ScholarWorks database. Participants will be notified via email that the study is complete and will be provided information about how to access the results of the study.

Ongoing Relationship with Study Participants

Upon termination of the study, there was no ongoing relationship with study participants. Due to the current ongoing pandemic, which limits ability to communicate in person, it was difficult to continue a relationship with participants. Also, even though all participants worked with undocumented immigrants they were all part of different organizations, so finding an available time to meet with all participants going forward was challenging.

Dissemination Plan

To disseminate the results of the study to a broader group, this researcher will share via social media how to find the research via the Pfau Library ScholarWorks database. In addition, this researcher will create a poster and take part of the annual, social work, research symposium, at California State University, San Bernardino.

APPENDIX A
INSTITUTIONAL REVIEW BOARD APPROVAL LETTER

May 27, 2020

CSUSB INSTITUTIONAL REVIEW BOARD

Administrative/Exempt Review Determination

Status: Determined Exempt

IRB-FY2020-282

Haysee Zarazua Teresa Morris
CSBS - Social Work
California State University, San Bernardino
5500 University Parkway
San Bernardino, California 92407

Dear Haysee Zarazua Teresa Morris

Your application to use human subjects, titled "AN EXPLORATION OF WHAT IS NEEDED TO ENHANCE THE SUCCESS OF UNDOCUMENTED IMMIGRANTS IN A REGION IS SOUTHERN CALIFORNIA" has been reviewed and approved by the Chair of the Institutional Review Board (IRB) of CSU, San Bernardino has determined your application meets the federal requirements for exempt status under 45 CFR 46.104. The CSUSB IRB has not evaluated your proposal for scientific merit, except to weigh the risk and benefits of the study to ensure the protection of human participants. The exempt determination does not replace any departmental or additional approvals which may be required.

You are required to notify the IRB of the following as mandated by the Office of Human Research Protections (OHRP) federal regulations 45 CFR 46 and CSUSB IRB policy. The forms (modification, renewal, unanticipated/adverse event, study closure) are located in the Cayuse IRB System with instructions provided on the IRB Applications, Forms, and Submission webpage. Failure to notify the IRB of the following requirements may result in disciplinary action.

- Ensure your CITI Human Subjects Training is kept up-to-date and current throughout the study
- Submit a protocol modification (change) if any changes (no matter how minor) are proposed in your study for review and approval by the IRB before being implemented in your study.
- Notify the IRB within 5 days of any unanticipated or adverse events are experienced by subjects during your research.
- Submit a study closure through the Cayuse IRB submission system once your study has ended.

If you have any questions regarding the IRB decision, please contact Michael Gillespie, the Research Compliance Officer. Mr. Michael Gillespie can be reached by phone at (909) 537-7588, by fax at (909) 537-7028, or by email

at mgillesp@csusb.edu. Please include your application approval number IRB-FY2020-282 in all correspondence. Any complaints you receive from participants and/or others related to your research may be directed to Mr. Gillespie.

Best of luck with your research.

Sincerely,

Donna Garcia

Donna Garcia, Ph.D., IRB Chair
CSUSB Institutional Review Board

DG/MG

APPENDIX B
INFORMED CONSENT

INFORMED CONSENT

The study in which you are asked to participate is designed to examine and develop a theory of what programs or resources are needed at the micro and/or macro level to help undocumented immigrants succeed emotionally, socially, and financially in the United States. The study is being conducted by Haysee Zarazua, a graduate student, under the supervision of Dr. Teresa Morris, Professor in the School of Social Work at California State University, San Bernardino (CSUSB). The study has been approved by the Institutional Review Board at CSUSB.

PURPOSE: The purpose of the study is to examine and develop a theory of what programs or resources are needed at the micro and/or macro level to help undocumented immigrants succeed emotionally, socially, and financially in the United States.

DESCRIPTION: Participants will be asked a few questions regarding their experience, opinions/values, feelings, knowledge, and sensory in working with undocumented immigrants. A few questions regarding the participants background and demographics will be asked to gain insight into the diversity of participants.

PARTICIPATION: Your participation in the study is totally voluntary. You can refuse to participate in the study or discontinue your participation at any time without any consequences.

CONFIDENTIALITY: Your responses will remain confidential and data will be reported in group form only.

DURATION: It will take 30-45 minutes to complete the interview.

RISKS: Although not anticipated, there may be some discomfort in answering some of the questions. You are not required to answer and can skip the question or end your participation.

BENEFITS: The anticipated benefits are that by participating in the study you could potentially contribute to the social, emotional, and financial wellbeing of undocumented immigrants. Also, being part of this study could promote community union, as some community members may not be aware of the study sites involvement with undocumented immigrants and may want to be involved after learning of the study.

CONTACT: If you have any questions about this study, please feel free to contact Dr. Morris at (909) 537-

5501.

RESULTS: Results of the study can be obtained from the Pfau Library ScholarWorks database (<http://scholarworks.lib.csusb.edu/>) at California State University, San Bernardino after August 2021.

I agree to have this interview be audio recorded: _____ YES _____ NO

I understand that I must be 18 years of age or older to participate in your study, have read and understand the consent document and agree to participate in your study.

Place an X mark here

Date

CONSENTIMIENTO INFORMADO

El estudio en el que se le pide que participe está diseñado para examinar y desarrollar una teoría de qué programas o recursos se necesitan a nivel micro y/o macro para ayudar a los inmigrantes indocumentados a tener éxito emocional, social y financiero en los Estados Unidos. El estudio está siendo realizado por Haysee Zarazua, una estudiante bajo la supervisión de la Dra. Teresa Morris, Profesora en la Escuela de Trabajo Social de la Universidad Estatal de California, San Bernardino (CSUSB). El estudio ha sido aprobado por la Junta de Revisión Institucional del CSUSB.

FINALIDAD: El propósito del estudio es examinar y desarrollar una teoría de qué programas o recursos se necesitan a nivel micro y/o macro para ayudar a los inmigrantes indocumentados a tener éxito emocional, social y financiero en los Estados Unidos.

DESCRIPCION: A los participantes se le harán algunas preguntas con respecto a su experiencia, opiniones/valores, sentimientos, conocimientos y sensoriales en el trabajo con inmigrantes indocumentados. Se le harán algunas preguntas sobre los antecedentes y la demografía de los participantes para obtener información sobre la diversidad de los participantes.

PARTICIPACION: Su participación en el estudio es totalmente voluntaria. Puede negarse a participar en el estudio o interrumpir su participación en cualquier momento sin ninguna consecuencia.

CONFIDENCIALIDAD: Sus respuestas serán confidenciales y los datos serán reportados en forma de grupo solamente.

DURACION: Tardará entre 30 y 45 minutos en completar la entrevista.

RIESGOS: Aunque no se prevén, puede haber cierta incomodidad al responder a algunas de las preguntas. No está obligado a responder y puede omitir la pregunta o poner fin a su participación.

BENEFICIOS: Los beneficios previstos son que al participar en el estudio potencialmente podría contribuir al bienestar social, emocional y financiero de los inmigrantes indocumentados. Además, ser parte de este estudio podría promover la unión comunitaria, ya que algunos miembros de la comunidad pueden no ser conscientes de los sitios de servicios que proveen ayuda a los inmigrantes indocumentados y pueden querer participar después de enterarse del estudio.

CONTACTO: Si tiene alguna pregunta sobre el estudio, por favor comuníquese con la Dra. Morris al (909) 537-5501.

RESULTADOS: Los resultados están disponibles en Pfau Library ScholarWorks base de datos. (<http://scholarworks.lib.csusb.edu/>) en la Universidad Estatal de California, San Bernardino después de Agosto del 2021.

Estoy de acuerdo en que esta entrevista sea grabada en audio: _____ Sí _____
NO

Entiendo que debo tener 18 años o más para participar en su estudio, haber leído y entender el documento de consentimiento y aceptar participar en su estudio.

Coloque una marca X aquí

Fecha

APPENDIX C
DATA COLLECTION INSTRUMENT

DATA COLLECTION INSTRUMENT

INTERVIEW QUESTIONS

- 1) What is your experience working with undocumented immigrants?
- 2) What does your daily involvement with undocumented immigrants consist of?
- 3) What are your thoughts regarding undocumented immigration?
- 4) What services would you like to see develop for undocumented immigrants?
- 5) What are your feelings in providing services to undocumented families?
- 6) To what extent are you satisfied with the services you provide to undocumented immigrants, or to what extent are you dissatisfied?
- 7) What do you understand about the needs of undocumented immigrants?
- 8) Regarding their needs, what needs do you know most about?
- 9) When working with undocumented immigrants, what have you heard undocumented immigrants say that they need to succeed in the United States?
- 10) Have undocumented immigrants defined how success looks to them? If so, what did they share?
- 11) What is your ethnic background, age, education and occupation?
- 12) How would you describe your experience in working with undocumented immigrants?
- 13) What supportive services do undocumented immigrants need but lack?

Developed by Haysee Zarazua

INTRUMENTO DE RECOLECCIÓN DE DATOS

PREGUNTAS DE ENTREVISTA

- 1) ¿Que experiencia tiene en trabajar con inmigrantes indocumentados?
- 2) ¿En qué consiste su participación diaria con inmigrantes indocumentados?
- 3) ¿Qué piensa sobre la inmigración indocumentada?
- 4) ¿Qué servicios le gustaría que se desarrollaran para los inmigrantes indocumentados?
- 5) ¿Qué siente al brindar servicios a familias indocumentadas?
- 6) ¿En qué medida está satisfecho con los servicios que brinda a los inmigrantes indocumentados, o en qué medida no está satisfecho?
- 7) ¿Qué entiende sobre las necesidades de los inmigrantes indocumentados?
- 8) Con respecto a sus necesidades, ¿qué necesidades conoce más usted?
- 9) Al trabajar con inmigrantes indocumentados, ¿qué ha escuchado a los inmigrantes indocumentados decir que necesitan para tener éxito en los Estados Unidos?
- 10) ¿Han definido los inmigrantes indocumentados cómo les parece el éxito?
Si es así, ¿qué compartieron?
- 11) ¿Cuál es su origen étnico, edad, educación y ocupación?
- 12) ¿Cómo describiría su experiencia en el trabajo con inmigrantes indocumentados?

13) ¿Qué servicios de apoyo necesitan los inmigrantes indocumentados, pero carecen?

Developed by Haysee Zarazua

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