

A TOOL FOR SOUND INVESTMENTS IN DEFERRED ACTION:

THE SERVICE DIFFICULTY INDEX CALCULATOR



Werner-Kohnstamm Family Fund

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CHALLENGES PROGRAMS AND FUNDERS FACE IN PLANNING PROGRAMS TO SERVE DACA AND DAPA

Goal:

To maximize the delivery of **cost-effective services** to five million DACA and DAPA applicants.

➤ Target Population

Easier to serve



More difficult to serve

➤ Applicant needs

Minimal assistance required



Comprehensive assistance required

➤ Service delivery configuration

Low-cost/lower-touch services



Higher-cost/high-touch services

DEFINING 'SUCCESS'

➤ **Amount of service**

How many immigrants receive assistance

➤ **Quality of service**

Assuring clients get the kind and amount of services they need

➤ **Impact**

How many immigrants get DACA, DAPA or another form of permanent relief

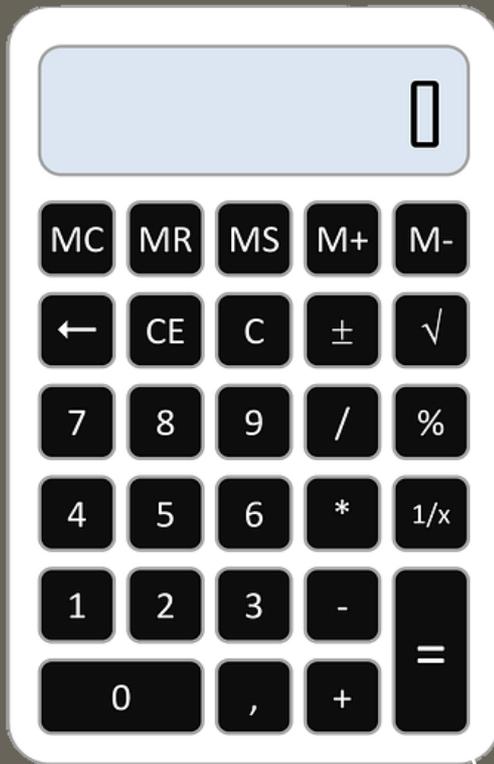
KEY RESOURCES: THE CMS DATABASE AND THE SERVICE DIFFICULTY INDEX CALCULATOR (SDIC)

The SDIC is an easy-to-use tool to assist in determining funding allocations.

The SDIC:

- Assesses relative magnitude of challenges in serving any particular geographic area
- Enables funders to adjust assistance to take into account how difficult the service population is likely to be
- Highlights ways in which different factors (e.g., poverty level, English proficiency, etc.) interact to determine service needs and influence program design.

SERVICE DIFFICULTY INDEX CALCULATOR COMPONENTS



Languages other than English

Speaks little or no English

“Recent arrivals” (2005-2009)

Less than a high school level of education

No access to home computer and Internet

Lives at or below poverty level

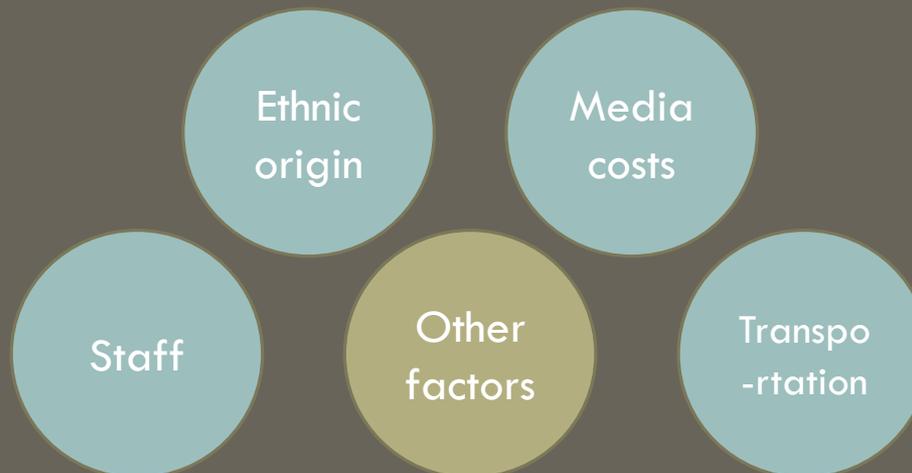
CONTRAST IN SERVICE DIFFICULTY FOR TWO DOTD SITES: STATE-LEVEL (OR) METRO-LEVEL (NY)-*BASED ON CMS DATA*

SDIC COMPONENT	WEIGHT	Eastern OR Ontario	Eugene OR	Bronx-Harlem	Brooklyn	US
SDI COMPONENTS-VALUES FROM CMS WEB PAGE REPORT FOR AREA						
# non-English languages	1.5	1	3	4	7	3
% Recent entries-2005-2009	1	32%	10%	24%	20%	24%
% English-ability-little or none	1	73%	40%	59%	37%	44%
% Education-No HS Degree	2	85%	37%	48%	6%	46%
% w/ no access to internet and computer	1.5	51%	34%	34%	29%	35%
% in poverty or below	2	24%	25%	31%	18%	28%
SDI Values		401	229.5	298	159	273
Ratio hardest to easiest	2.52	1.47	0.84	1.09	0.58	1.00

AN EVOLVING INDEX

The SDIC is an evolving tool:

- New indicators can be added to hone in on other aspects of service difficulty
- Qualitative factors that are difficult to measure will supplement data



IMPLICATIONS FOR FUNDERS

- The SDIC helps “translate” qualitative information to help address real-world conditions
- Data can inform program design and funding allocations within a given service area
- Allocation of funding among different service areas can be guided by relative service difficulty