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
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

<table>
<thead>
<tr>
<th>SDIC Component</th>
<th>Weight</th>
<th>Eastern OR Ontario</th>
<th>Eugene OR</th>
<th>Bronx-Harlem</th>
<th>Brooklyn</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td># non-English languages</td>
<td>1.5</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>% Recent entries-2005-2009</td>
<td>1</td>
<td>32%</td>
<td>10%</td>
<td>24%</td>
<td>20%</td>
<td>24%</td>
</tr>
<tr>
<td>% English-ability-little or none</td>
<td>1</td>
<td>73%</td>
<td>40%</td>
<td>59%</td>
<td>37%</td>
<td>44%</td>
</tr>
<tr>
<td>% Education-No HS Degree</td>
<td>2</td>
<td>85%</td>
<td>37%</td>
<td>48%</td>
<td>6%</td>
<td>46%</td>
</tr>
<tr>
<td>% w/ no access to internet and computer</td>
<td>1.5</td>
<td>51%</td>
<td>34%</td>
<td>34%</td>
<td>29%</td>
<td>35%</td>
</tr>
<tr>
<td>% in poverty or below</td>
<td>2</td>
<td>24%</td>
<td>25%</td>
<td>31%</td>
<td>18%</td>
<td>28%</td>
</tr>
<tr>
<td>SDI Values</td>
<td></td>
<td>401</td>
<td>229.5</td>
<td>298</td>
<td>159</td>
<td>273</td>
</tr>
<tr>
<td>Ratio hardest to easiest</td>
<td>2.52</td>
<td>1.47</td>
<td>0.84</td>
<td>1.09</td>
<td>0.58</td>
<td>1.00</td>
</tr>
</tbody>
</table>
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.