

2010 Vietnamese-American Community Needs Assessment:

Report on Findings

June 2011

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FOREWORD

In 2010 BPSOS explored the formation of Vietnamese American Research Institute (VARI) to address the need for more research data on the Vietnamese-American community. For a long time, to guide our development of service programs we had to rely primarily on staff reports, anecdotal stories from clients, focus group studies, or our own surveys. Data on the Vietnamese American community about needs, characteristics, challenges, strengths and opportunities have remained scarce. We need more and better data to guide planning, decision making, and evaluation.

To address the scarcity of data on Vietnamese-Americans, BPSOS has partnered with a number of academic institutions and research institutes to conduct research on health, mental health, cancer, hepatitis B, emergency response, domestic violence, etc. These academic institutions and research institutes include Johns Hopkins University, Howard University, George Mason University, University of Houston, University of Texas, New York University, Tulane University, Emory University, Cancer Alliance of Texas, Atlanta Clinical Translational Science Institute, Advance Practice Centers, and National Association of County & City Health Officials among others. The research projects conducted were, however, limited in scope and geographic areas. VARI will build on that experience.

To be officially launched at the first National Summit of Vietnamese-American Leaders, held on July 2, 2011 in Washington DC, VARI will serve the following purposes:

- (1) Compile and disseminate available research findings related to Vietnamese-Americans;
- (2) Create opportunities for Vietnamese-American and other researchers to conduct research on the Vietnamese-American individuals, families and community; and
- (3) Encourage more Vietnamese-Americans to choose research as their professional career.

This report is designed as a guide for our branch managers and program managers in expanding existing and developing new programs. It contains two components: the compilation of available research data and a survey of close to 500 clients served by a number of our branches. While findings from the survey cannot be generalized to the Vietnamese-American population at large, they are useful to our management staff. As it may be of some value to other organizations or agencies serving Vietnamese-Americans, we are making this report available to the public.

We would like to acknowledge the contributions of George Mason University's School of Social Work for providing us with graduate interns. Our special thanks go to Ms. Brynn Harris, a 2009-2010 graduate intern, and Ms. Tenezeah Bishop, a 2010-2011 graduate intern. Both have since received their Master's degree in Social Work. This report would be impossible without their diligent and highly professional work. We also would like to thank Ms. Rissa Obcemea, a BPSOS program manager, and Ms. Lisa Lynn Chapman, our former Legal Services Director, for the supervision they provided to the graduate interns.

Virginia, June 20, 2011

INTRODUCTION

The Vietnamese population is unique among immigrant groups in the United States. Whereas many cultural enclaves have had the benefit of assimilating to American society, culture, and service provision organically and over a generous period of time, the Vietnamese and South Asian groups had to assimilate at an accelerated pace. Between 1980 and 2010, the Vietnamese population in the United States of America has increased by six folds. Census 2010 data showed that the population numbered over 1.5 million, making them the fourth largest Asian group in the country, behind the Chinese, the Indians and the Filipinos. The circumstances of their migration coupled with the traumatic war experiences resulted in a population that arrived in the United States with much to overcome and the need for immediate resources and services. This report summarizes the data obtained from different sources about the characteristics of the Vietnamese population.

To further examine the Vietnamese population specifically served by BPSOS today, the organization executed a needs assessment. The purpose of the needs assessment is primary threefold:

1. Establish a more detailed image of the BPSOS client population nationwide and regionally.
2. Analyze the dynamics of service provision and identify areas of need among the client population.
3. Synthesize information regarding client groups among and between branch offices.

The scope of the needs assessment work was to develop and design a survey based on information from existing literature and the contributions by branch managers; administer the needs assessment survey; collect and analyze the survey results; and provide a comprehensive report of survey findings highlighting any significant data results. This report contains the needs assessment conducted in 2010 with BPSOS clients.

BACKGROUND

Gender and Age

The foreign-born Vietnamese population in the United States appears evenly split between men and women with 49.2% and 50.8%, respectively (Terrazas, 2008). The population also represents a mature contingent of society: 72.2% are working age adults between 18 and 54; 23.1% are seniors age 55 and older; and 4.8% are minors under age 18. Nearly half the population of foreign-born Vietnamese in the United States falls between ages 25 and 44 (Terrazas, 2008). The fact that this dominant age bracket represents a highly active component of society, being at the height of employment and child-bearing age, increases the likelihood that resource needs will be high.

Marital Status

Ninety percent of foreign-born adult Vietnamese residing in America are currently either married (59%) or have never been married (31%). Extremely small percentages of the population were separated or widowed (U.S. Census Bureau [Census], n.d.).

Geographic Location

Vietnamese immigrants have been known to gravitate toward the major ethnic enclaves that were established in the secondary major migration to the United States during the 1970s and 1980s. According to Census 2010, 62.7% of Vietnamese in America reside in five states: California, 37.6%; Texas, 13.6%; Washington, 4.3%; Florida, 3.8%; and Virginia, 3.5%. These locations are almost all situated near the sea and correspond loosely to the location of the original receiving stations created to facilitate the Indochina Migration and Refugee Act of 1975 (greencardfamily, 2008).

The number of Vietnamese persons in America has increased immensely throughout the years (see Appendix A, Table 1). In addition to the major ethnic hubs, a significant number of Vietnamese Americans reside in large metropolitan areas. These metropolitan areas hold 36.6% of the 1.1 million total Vietnamese residents in the United States: Los Angeles-Long Beach-Santa Ana, California, 18.8%; San Jose-Sunnyvale-Santa Clara, California, 8.1%; Houston-Sugar Land-Baytown, TX, 5.4% (Terrazas, 2008).

Resident Status

Vietnam was one of the top five countries of origin for naturalization between October 2008 and September 2009 (Lee, 2010). While the number of undocumented Vietnamese-born residents has remained relatively constant since 2000; approximately 160,000 reside in the United States illegally (Terrazas, 2008). According to the Department of Homeland Security, Vietnamese residents of the United States comprised 3.1% of all green card holders or Legal Permanent Residents (LPRs) in 2003 (Rytina, 2003). In 2007, more than 28,600 Vietnamese-born residents were granted LPR status. Of these, 47.8% were family-sponsored immigrants, and 6.2% were refugees or asylum-seekers (Terrazas, 2008).

Language

Data collected by the Census (n.d.) suggested that consistent use of and fluency in the English language is an area of struggle for foreign-born Vietnamese. Terrazas (2008) noted that, in 2006, approximately two-thirds of Vietnamese in America had limited proficiency in English. Results from the 2000 Census supported Terrazas' information: among members of the Vietnamese immigrant community age 5 and older, 95.2% speak a language other than English at home, and 69.8% classify themselves as speaking English "less than very well" (Census, n.d.).

Vietnamese is the third most common home language spoken by English Language Learner (ELL) students ages 5 to 18 enrolled in school (Batalova & McHugh, 2010). In Texas, Colorado, and California, Vietnamese is the second most common home language spoken by ELL students (Batalova & McHugh, 2010). Nearly 1.2 million adults, of varying ethnic backgrounds, were enrolled in state-administered English as a Second Language (ESL) programs from 2004 to 2005 (National Center for Family Literacy and Center for Applied Linguistics, 2008). English language programs help participants in a number of ways beyond language proficiency: job and educational advancement, improved communication with community services and resources, support of their children's education, and citizenship attainment. However, as a toolkit compiled by the National Center for Family Literacy and the Center for Applied Linguistics (2008) suggested, adult immigrant ELLs do not have the time or money to invest in such classes:

Although adult immigrants are generally highly motivated to learn English, they face other challenges in addition to communication difficulties: conflicting work schedules and multiple jobs; the stress of maintaining several jobs and family responsibilities; lack of transportation; limited access to affordable, high-quality child care; difficulty finding programs and classes that meet their needs and goals; lack of adequate, affordable housing; lack of adequate health care and medical insurance; and perhaps fear about their legal status in this country. (p. xii)

Employment and Education

In general, the Vietnamese-American population has a relatively low rate of unemployment, documented between five and six percent (Energy of a Nation, 2008). It is important to note, however, that unemployment lasts longer for Asian-American populations than other ethnic and racial groups; experts claim that "the strong family and cultural ties that bind Asian entrepreneurs and a largely foreign-born Asian workforce can be a liability during tough times [since] laid-off workers often aren't [sic] sure where to turn for work outside their ethnic circles" (Semuels, 2010, para. 3).

Recent Census (n.d.) data indicated that Vietnamese men and women are both equally likely to be engaged in the labor force. While Vietnamese Americans are represented in many areas of the work force, the majority can be found in skilled blue collar labor positions (Energy of a Nation, 2008; Asian Nation, 2009). A case in point is the over one-quarter of foreign-born Vietnamese men who are employed in repair, manufacturing, and installation positions in addition to the Vietnamese Americans in southern states who support the fishing and shrimping industry

(Energy of a Nation, 2009). Approximately 10% of Vietnamese immigrants are self-employed; generally speaking, however, entrepreneurship is more prevalent in urban environments with large ethnic enclaves such as San Francisco's Little Saigon (Energy of a Nation, 2009).

Job choices are influenced, in part, by one's educational background, and among the Vietnamese immigrant population in America, educational levels vary. In 2006, almost one-third of the population age 25 and older did not have a high school diploma or a general equivalency diploma (GED); about one-quarter had a high school diploma or GED; and less than one-quarter had a bachelor's degree or higher (Terrazaz, 2008).

Household and Income

Approximately 85% of foreign-born Vietnamese residents in the United States reside in homes with either children or members of their extended family; Census (n.d.) data showed that less than two percent of individuals over the age of 65 live independently. In terms of housing situations, slightly more residents (54.4%) chose to purchase a house rather than rent a home or apartment (45.6%). Similarly, since 1995, an equal number of residents have remained in a single home or apartment as have moved to a different residence (43.4% and 46.8%, respectively) (Census, n.d.).

The income levels among Vietnamese Americans are broad ranging. While recent data showed that slightly over half of foreign-born Vietnamese-Americans who reside in private homes have a residence with an appraised value of between \$100,000 and \$300,000, this is not an accurate picture of the population as a whole (Census, n.d.).

An example of the divergent lifestyles present in the Vietnamese population can be seen in the large immigrant enclaves of California where nearly one-third of the 1.1 million Vietnamese of foreign birth live. As T. Ha (2003) reported, private business ownership is largely dependent on the strength and support of an individual's family and ethnic network; the Vietnamese in Santa Clara County own more than 5,000 businesses. However, the Vietnamese population just north of the Santa Clara county line represents one of the most troubled populations nationally (Texeria, 2005). In Oakland, for example, "one third of the city's Vietnamese live below the poverty line, and per capita income is half that of the overall population" (Texeria, 2005, "Prosperity and Poverty," para. 5). Sociologist and professor C.N. Le stated the following about foreign-born Vietnamese in America.

We have a small subgroup among Vietnamese refugees who are in the professional class [...] but most Vietnamese tend to be less well educated and less fluent in English. Refugee groups, because of their experiences, have very little time to prepare before they emigrate; you either get out or you stay and risk being killed. ...For a lot of first generation Vietnamese immigrants, they came here with a lot of disadvantages. (Texeria, 2005, "Prosperity and Poverty," para. 4)

According to 2000 Census data, the poverty rate among Vietnamese Americans was 23%, making it the highest poverty rate among all Asian groups and nearly equal to low-income African American households. Approximately 15% of married families are below the poverty

level and nearly 28% of families with a female householder rest below the poverty line (Census, n.d.).

Although Vietnamese households in America receive most of their income from earned wages, a small percentage also receive unearned income from one or more other sources (see Appendix A, Table 2). Households may receive income from the Social Security Administration in two ways: Social Security income is based on prior work history while Supplemental Security income is based on financial need. Of the 339,510 Vietnamese households in America, 7% and 11.4%, respectively, receive Social Security income and Supplemental Security income. Approximately 10 percent of Vietnamese households receive public assistance income, which includes cash and non-cash assistance such as Temporary Assistance for Needy Families (TANF) payments, Medicaid, and food stamps. A little less than four percent receive retirement income, which are pension plans as arranged through one's employer, trade union, insurance company, or the government.

Assimilation

Cultural assimilation represents a challenge for many immigrant populations. Adjustment to a new environment is especially hard for those who are older and less educated, and have not lived in the new environment as long (Pham & Harris, 2001). With respect to the Vietnamese community, Foner (1997) identified that the Vietnamese ideology of the family unit has a significant impact on the process of acculturation. Since the common family dynamic among Vietnamese immigrants is based on collectivism, familial obligation is defined by the idea that "the needs and desires of the kin group took precedence over personal ones" (Foner, p.964). This ideology is in contrast to the commonly viewed American norms of self-determination and individualism.

The desire to adhere to familiar tradition in an unfamiliar environment has both positive and negative effects. On the one hand, some experts agree that a choice to remain isolated within the Vietnamese culture represents strength for Vietnamese communities: the enclave phenomenon offers a sense of comfort and familiarity. In the best case scenario, according to Texeria (2005), it results in strong, cohesive neighborhoods and business districts that offer a wide range of services in Vietnamese.

Enclaves and the choice to remain rooted exclusively in the Vietnamese lifestyle while in America also restricts individuals' mobility, weighs heavily on the resources and professional opportunities available, and almost functions to increase an individuals' sense of placelessness. Vietnamese who isolate themselves within a community essentially become another island within their larger new environment. Foreign-born Vietnamese in America are less apt to believe that they have a stake in the political and cultural processes of a nation which may always feel foreign to them. Voter turnout among the Vietnamese, for example, is consistently extremely low. When asked, most informants cited language barriers and cultural issues as reasons Vietnamese in America often opt out of voting in elections and voicing their opinions on policy issues that might affect them directly (Texeria, 2005).

Another issue of concern regarding culture is the perceived stereotypes of the Vietnamese by parties providing community services. America has a long-lasting and compound relationship with Vietnam which affects its perceptions of the Vietnamese population. Nearly 70% of United States citizens had an unfavorable view of the Vietnamese during the group's initial relocation to the States in 1975 (Povell, 2005). While this was largely a consequence of the Vietnam War and concern over the relocation project, stereotypical perceptions about the Vietnamese have remained present over the last 35 years.

The differing norms between the Vietnamese and American cultures represent perhaps the main reason for this tension. With little cross-cultural training, misunderstandings can arise easily from cultural differences and encourage the advancement of stereotypical perceptions. For example, the commonplace practice of coin rubbing to alleviate symptoms of illness is often mistaken for physical abuse or child abuse in America. Though the therapeutic practice leaves pronounced red marks on the skin, it is not known to be harmful (Yeatman & Dang, 1980). Such cultural misunderstandings are driven by cultural differences; through awareness and understanding, these inaccurate and stereotypical perceptions of the Vietnamese population can be dispelled.

Accessing Services

Cultural issues also have a large impact on the availability of and ease in accessing local and national services. Disability for the Vietnamese can function as a broadly defined term. Essentially any perceived deficiency – from a birth defect to a lack of knowledge about a topic – could be viewed as an embarrassing handicap. Traditionally, asking for help from local service providers or complaining about insufficiencies in the services provided is unacceptable in the Vietnamese culture. Additionally, personal failure or misfortune is viewed not as a reflection on the individual, but of the entire kinship unit, so foregoing services is commonly viewed as a course of action preferable to seeking help. Vietnamese cultural norms suggest that one who broadcasts his weakness by seeking services tarnishes the honor of the entire family (Multicultural Disability and Advocacy Association of New South Wales [MDAA], 2008).

In addition to the sense of shame attached to needing and accessing services, foreign-born Vietnamese often hesitate to seek services due to a lack of knowledge about the issue at hand. For example, although Vietnamese Americans are thirteen times more at risk for liver cancer caused by the hepatitis B virus than Caucasian Americans, they may not seek preventative services because they do not know about hepatitis B or its harmful effects (Hepatitis B Initiative, 2008). Furthermore, many Vietnamese are reluctant to seek services because of “a sense that the service providers may not be able to deal with the cultural and linguistic issues” (MDAA, 2008, “Attitudes towards People with Disability,” para.8). Nearly half of the Asian American and Pacific Islander population in America will have difficulty accessing services for this reason.

Limited use of health care services among the Vietnamese is also due in part to non-culturally based factors. A study conducted by Jenkins, Thao, McPhee, Stewart, & Ngoc (1996) reported that demographical characteristics such as socioeconomic status and marital status serve as determinants of health care access for the Vietnamese population. If someone does not have or cannot afford health insurance and does not qualify for public assistance, he will likely not seek

health care services. Similarly, Jenkins et al (1996) asserted that pregnancy and childbirth, which they link to marital status, serves as an entry point into the health care system. It still remains, nevertheless, that approximately 40% of Vietnamese in America do not have a regular doctor (Hepatitis B Initiative, 2008). Many prefer to use traditional Oriental methods of treatment exclusively or in conjunction with Western medicine (MDAA, 2008). Moreover, the Hepatitis B Initiative (2008) reported that one in five Asian American adults was uninsured at some point during 2007, with higher rates for Korean and Vietnamese Americans. It is unlikely that the number of uninsured Asian American adults has drastically changed since then.

Technology

There is little data available on access and use of technology within the Vietnamese immigrant community. They do have relatively reliable access to television, radio, and print resources, as evidenced by BPSOS' national outreach endeavors that include a range of media.

Senior Citizens and Health and Mental Health Care

According to recent studies, Vietnamese-Americans age 56 and older are twice as likely to report needing mental health care and also are less likely to discuss such issues with a professional (Kaiser, 2008; Sorkin et al., 2008).

As addressed above, many Vietnamese are reluctant to search for and access health and mental health care resources in their communities because of the perceived stigma of weakness associated with those issues. Facilitating access of resources to the elderly is an area deserving particular focus. Elderly members of the Vietnamese community often belong to the first wave of immigrants who came as refugees to the United States in the late 1970s and early 1980s in an effort to escape the persecution of the communist government. In the 1990s, survivors of communist "re-education" camps, mostly elders, were brought to the United States under specific resettlement programs. After the end of the Vietnam War in April 1975, over a million civil servants and military personnel of South Vietnam were sent to "re-education camps" where they were subjected to torture, forced labor, starvation, and confinement. Studies show that while psychiatric symptoms are prevalent among Vietnamese refugees in general (Kinzie et al, 1990), psychiatric assessment of Vietnamese refugees arriving in the early 1990s showed that "re-education camp" survivors were highly traumatized—they had twice the prevalence of psychiatric disorder (35%) as compared with other groups of Vietnamese refugees (18%) (Hinton et al, 1993; Hinton et al, 1994). A more recent five-year study conducted jointly by the Indochinese Psychiatry Clinic (IPC) of the Beth Israel Deaconess Medical Center and Harvard Program in Refugee Trauma found a prevalence of 90% for post-traumatic stress disorder (PTSD) and 49% for major depression among "re-education camp" survivors (Mollica et al, 1998).

Of additional importance is the cultural tendency for the elder members of the Vietnamese community to withdraw from actively participating within the community as they age. The majority of elderly citizens live at home amidst a variety of family members, and function as less vocal members of the family unit.

The overwhelming message here is that approaching the Vietnamese population about healthcare and particularly mental healthcare services must be executed with a great deal of finesse and cultural awareness.

Youth Violence

Youth violence and gang membership are particularly prevalent problems in the Vietnamese communities of Northern California's Orange and Santa Clara counties. While culture and identity confusion presents one obvious impetus for joining a gang, studies conducted by the Office of Juvenile Justice and Delinquency Prevention suggested that non-cultural explanations are the most accurate predictor of gang membership (Wyrick, 2000). According to these studies, pro-gang attitudes and exposure to gangs in one's neighborhood were the two main predictors of Vietnamese gang involvement (Wyrick, 2000). Four peripheral contributors were negative school attitude, family conflict, poor social integration (i.e., a generalized sense of alienation), and the perception that the benefits of gang affiliation outweigh the costs. Wyrick (2000) asserted that from this information, one can fairly assume that efforts aimed at curbing participation in urban gangs should focus less on assimilation and cultural issues-proper, and more on reducing feelings of alienation, improving youth attitudes about school, and changing the notion that the benefits of gang membership outweigh the costs.

Substance Abuse and Addiction

Addictive pastimes such as gambling and drinking play a significant and complicated, yet often overlooked role in the social dynamics of the Vietnamese population. Gambling, for example, has become a noticeable issue in the California enclaves of Vietnamese where the populations are larger and gambling casinos are more readily accessible. The psychology attached to this is complex since, in many East Asian cultures, gambling is an accepted practice at home and at social events. Moreover, the mysticism of luck and numbers plays directly into certain spiritual elements of East Asian culture, such as numerology.

In addition to its position in the cultural paradigm, gambling also seems to function for Vietnamese Americans as a way to cope with stress and conflict and to afford oneself with a definite sense of power. In an otherwise chaotic environment with extensive language and cultural barriers, casinos stand as an oasis where "waitresses dote on gamblers with free drinks and cigarettes. [Vietnamese immigrants] are treated as honored guests even though they work dead-end minimum wage jobs" (Glionna, 2006, "A Trading of Gambling," para. 4). The desire to gamble is fed by the need to maintain control and receive reassurance of one's behavior. The consequences of this behavior are not difficult to identify. Over-betting at casinos can result in families losing rent or grocery money as well as adverse affects on the gambler's relationships with his family and community. To preserve familial honor, "many families will bail out an addicted gambler, paying off casinos and loan sharks rather than [encouraging the gambling family member to] seek help" (Glionna, 2006, "Denial and Dependence," para. 4).

Besides gambling, alcohol and nicotine addiction are documented among Vietnamese enclave populations. Studies indicated that nicotine consumption is higher among Vietnamese American males than Vietnamese American women and the general population of the United States (Chan

et. al, 2007). Similarly, according to studies, binge drinking is twice as common among Vietnamese men when compared to the general population of the United States (Makimoto, 1998). Among the Asian immigrant populations, Vietnamese have higher levels of alcohol consumption than Japanese, Chinese, Koreans, and Filipinos (Caetano, Clark, & Tam, 1999).

Domestic Violence

Domestic violence has a silent presence in the Vietnamese community in the United States. Oftentimes, though community members recognize domestic violence as an issue, individuals do not address the issue and its related needs openly (Ha, B., personal communication, October 14, 2009). Studies showed that Asian American women “were less likely than other racial/ethnic groups to report abuse incidents to the police, or they only reported abuse when it reached a crisis level” (Bui, 2003, p. 208). Additionally, as Bui (2003) reported, services such as women’s shelters, hospitals, victim service agencies, and lawyers also are rarely utilized by Asian American women.

Reasons for underutilization of such services are manifold, and range from cultural stigmas and language barriers to immigration status. From a cultural perspective, as discussed before, individuals preserve familial honor and avoid appearing weak by refusing to seek available local services. In terms of immigration status, women who are illegal residents are less inclined to making themselves known to authorities by seeking necessary services. Furthermore, and especially relevant to the Vietnamese population, the experiences that family members have had with authorities in their native country often influence their wish to avoid any entanglement with law enforcement agencies in the United States (Bui, 2003). On another note, some Vietnamese women did not know that resources existed to help them because service providers did not make information available in the Vietnamese language. Bui (2003) stated that most Vietnamese women only become aware of these services once they call law enforcement for assistance in a crisis situation.

Three variables have been identified as causes for violence occurring in relationships among Vietnamese immigrants in America: decision-making power, cultural adaptation and belief in traditional gender roles, and marital conflict (Baba & Murray, 2003). In terms of the first and third variables, shared decision-making power positively influences the relationship between partners and decreases the likelihood of domestic violence occurring. Regarding issues of culture and gender roles, men who adhere to a traditional Vietnamese perspective are more likely to abuse their partners; the more open a man is to embracing American culture, the less likely he is to abuse his partner (Baba & Murray, 2003). In contrast, women who adopt American values are more likely to be abusive to their partner while women who adopt a gender-equal ideology are less likely to abuse their partners (Baba & Murray, 2003).

In terms of the help-seeking process, the first resort for most Vietnamese women is personal resources, such as family and friends, followed by the criminal justice system, and lastly, social service agencies. While family and friends are safe and familiar places to seek assistance, the advice given is not always constructive. Frequently, in an effort to preserve familial honor, family members feed the insecure feelings of the victim by encouraging them to “wait for their spouse to change,” telling them that there was nothing the victim could do because “she is a

married woman,” or advising the victim to simply “avoid making their spouse angry” (Bui, 2003).

In research conducted by Shiu-Thornton et al (2005), Vietnamese women in Seattle, Washington identified several needs regarding domestic violence. Among the most important need is long-term support and assistance achieving or maintaining independence. Implementing programs based on identified needs provides clients with opportunities for growth and increased feelings of empowerment. Vietnamese women can especially benefit from educational programming (especially ESL classes and life skills courses) and job training to overcome financial barriers. Bhuyan and Senturia (2005) recommended offering same-language support groups that “serve as a forum for women to organize against domestic violence and reach out to others within their communities” (p. 899); this way, victims and survivors can overcome the isolation and are able to create long-term support systems with women of similar experiences.

METHODOLOGY

The goals of the study are to develop a snapshot of the client population served by BPSOS as a whole and per branch office, and to identify areas of need among the population. Additional long-term benefits include program development and improvement, funding opportunities, and the development of reference material.

Participants

Clients who regularly utilize services at any of the BPSOS facilities nationwide had the opportunity to participate in the survey; 447 clients participated in the survey. All respondents must have been at least 18 years of age. The risks to participants are minimal as participation was voluntary and will remain anonymous per the informed consent document (see Appendix B). In appreciation for participation, respondents received a commemorative lapel pin.

Materials

The primary tool for this needs assessment is a paper-based survey (see Appendix B) comprised of 37 close-ended questions, being either polar questions or multiple choice questions, and 1 open-ended question. The survey does not exceed four single-sided pages, and it is available in English and Vietnamese to any individual seeking services at any BPSOS facilities nationwide. In an effort to address areas of special interest to BPSOS and its clients, the assessment tool is divided into seven sections: Basic Demographics; Education, Language and Employment; Technology; Money and Finance; Health; Resources; and Social. Data collected are both quantitative (demographic) and qualitative (opinion-based) in nature.

The input of branch managers was considered in the development of survey questions. In October 2009, phone interviews were conducted with seven branch managers to get a scope of the critical issues affecting their clients. Though the interviews lasted no more than 20 minutes on average, they provided substantial insight about the areas needing special attention in the survey. The questions in the needs assessment survey seek to identify where BPSOS' clients fall on the continuum of skills, knowledge, and lifestyle choices for the Vietnamese and Southeast Asian immigrant population in America. The language used in the survey was carefully developed, so that it translates well to Vietnamese and is equally clear to clients for whom English is a second language. The phrasing of several questions was deliberately chosen as well. This is particularly relevant for questions relating to domestic violence, addictive behaviors, mental health, and financial literacy and management.

Procedures

Branch managers were apprised of the needs assessment and its purpose in terms of the larger framework of BPSOS service provision. They were responsible for the distribution of survey material to clients at their respective branches. Branch office staff received a training document that provided suggestions for administering the survey. An important aspect of the training is the significance of verbally communicating to clients that their participation is voluntary and that

their participation or lack thereof would in no way affect the services provided to them by BPSOS. This is reinforced on the informed consent document.

Materials were distributed to branch managers in February 2010 electronically and by mail, and completed surveys were expected to be returned for analysis by April 2010.

Clients were informed of the survey via an article in Mach Song, BPSOS' monthly bilingual publication, and by word-of-mouth from BPSOS staff. Clients either volunteered themselves to complete the survey or staff members offered clients the opportunity to complete the survey during intake sessions, classroom activities, or community meetings that occur in the branch offices. Prior to beginning the survey, participants were required to read or listen to the informed consent document which adheres to standards of informed consent to participation in a study. Informed consent documents were also available in English and Vietnamese; parental consent was not needed since clients under the age of 18 were not eligible to complete the survey.

At the conclusion of the survey period, respondents who participated in this survey received a small lapel pin. This pin of crossed United States and South Vietnamese flags commemorates the 30th year of BPSOS' work as a nonprofit organization, and acknowledges respondents' support of BPSOS and its mission of serving the Vietnamese population.

Strengths and Limitations

An advantage of the survey design is that it could be tested among a small group of clients before distributing to the larger client population. This way, elements of the survey (i.e. simplicity of language, length, questions, etc.) could be improved so to guarantee a higher rate of participation and clarity among clients.

To decrease the time commitment required to complete the questionnaire, every effort was made to keep the document as brief and straightforward as possible. Studies show that questionnaires are useful when working with well-defined, isolated populations, like the Vietnamese population in America, as it allows researchers to gather extensive data in a non-threatening and non-judgmental approach for the respondents (Katz, 1993). Making the survey available in multiple languages and at sites where respondents normally frequent encourages participation in an unobtrusive, culturally sensitive, and comfortable manner.

Nevertheless, the inclusion of certain subject areas may discourage full participation. Cultural values may prevent participants from self-identification when answering certain questions regarding more sensitive topics such as domestic violence and addictive behaviors. In an effort to circumvent this, the phrase "do you know or know of anybody who..." was utilized. The goal of using this phrase is to decrease potential anxiety by allowing respondents to comment on these potentially taboo topics from an indirect perspective. One caveat to this less pointed line of questioning is that it creates ambiguity, and multiple respondents could identify the same mutually-known person(s) as engaging in the behaviors in question. Ultimately, it was decided that the use of indirect questioning would encourage clients to answer these questions rather than leave them blank. This data will prove useful in terms of its ability to identify the presence or absence of a trend.

The branch managers understood the importance of the needs assessment and were eager to participate in the distribution of the surveys to their clients – this was a great benefit to have their commitment to the execution of the needs assessment. As stated above, their perceptions of clients’ needs influenced the topic areas covered by the survey. This, however, means that the scope of the survey is limited as it only discusses issue areas as perceived by a secondary source instead of the primary source, the clients. Moreover, the multiple-choice format of the survey provides respondents little opportunity to express their personal view of their community’s problems and needs. Future surveys may benefit from more open-ended questions where participants may identify the areas of concern for themselves.

Another limitation of the survey is that the results lack external validity, meaning the results cannot be generalized to the larger Vietnamese population in America. Even if needs assessment results support existing research, the results cannot be representative of the larger community because the survey sample was not randomly selected from the population. Survey participants are members of the community who, for example, have overcome the aforementioned apprehensions of seeking help and community services – this is evident by their relationship with BPSOS. Thus, survey participants may have opinions regarding the community resources and services that contradict existing research about the Vietnamese population-at-large in the United States. If the needs assessment was distributed to any member of the Vietnamese community regardless of one’s relationship with BPSOS, the sample size would be diversified and representative of the population.

A major limitation of the needs assessment survey is that its data do not include the Vietnamese populations affected by the Deepwater Horizon oil spill, commonly known as the BP oil disaster, which happened in April 2010 causing about 4.9 million barrels of crude oil to flow across the Gulf of Mexico for three months. The oil spill impacted thousands of people who live and work along the Gulf Coast including areas in Mississippi, Alabama, and Louisiana – this includes many Vietnamese communities that developed in that region during the periods of resettlement during the 1970s and 1980s. For those working in the shrimp and fish industry, for example, employment has been severely dampened by the disaster. As a result, the needs have increased for the Vietnamese communities located in areas affected by the BP oil spill; Southeast Asian immigrants are arguably among the most neglected victims of the disaster due to their language and social barriers. Due to the urgent need to help local communities respond to the oil spill and previous hurricane recovery efforts, the Gulf Coast branches of BPSOS did not participate in the needs assessment and their clients’ needs will not be reflected in the survey results.

Implications

While prominent issues will vary regionally due to the varying demographic characteristics of clients served by each branch office, one can assume that issues such as domestic violence, education, and employment will be prominent across the entire client population served by BPSOS. This needs assessment will prove useful to BPSOS for its ability to present more detailed vignettes of the particular populations served by each branch office as well as its ability to present a holistic image of the Vietnamese client base nationally. With the information

gathered from the needs assessment, BPSOS can continue to provide necessary and pertinent services to its clients.

FINDINGS

Survey results are summarized nationally and by branch to highlight the organization-wide commonalities and the differences between locations.

- **Majority were male (50%) and married (55%).** Women made up 46% of those surveyed. Several respondents indicate being single with the remaining 24% being either engaged, separated, divorced, or widowed.
- **Most belong to older age groups.** Almost 70% of survey participants are 54 years old or older with participants 66 years or older representing almost 40% of the total sample size. In contrast, 5% of the survey participants are between the ages of 18 and 29. The high rates of participation among older age groups may be reflective of the longstanding relationship that BPSOS has with its clients which dates back to the 1980s when the organization first began assisting refugees from Vietnam. On the other hand, older age groups may be more familiar than younger age groups with BPSOS as an organization; thus, the higher rate of participation among older age groups.
- **Most immigrated between 1986 and 1996.** About 97% are either U.S. citizens or Legal Permanent Residents now.
- **Most live with nuclear family members (i.e. spouse, children, grandchildren, and so on).** Few participants live with non-family members, suggesting that the family unit is an important component of the Vietnamese culture and the relationships therein potentially act as strengths for Vietnamese individuals.
- **Highest level of education completed among most respondents is high school.** Over one-third have less than a high school education. In general, men have higher levels of education than women. When comparing branches, the branch in Kentucky has the lowest education level and the branch in Georgia has the highest education level among survey takers.
- **Most (32%) are unemployed.** Twenty-one percent have full-time employment and seventeen percent have part-time employment.
- **Ten percent of survey takers are completely fluent in English.** The branch in North Carolina has the highest rate of fluency in English and the branch in Kentucky has the lowest rate of fluency among survey participants.
- **More than 60% have health insurance.** Most (67%) see a doctor at least once a year. Few (24%) access a traditional Oriental healer or use traditional Oriental remedies.
- **Most (56%) are comfortable using non-Vietnamese services.** Of the 34% who are not comfortable, language barrier is the main reason.

- **Few (16%) think that it is appropriate to physically discipline an adult family member.** Most (80%) believe that domestic violence is a problem in the Vietnamese community.
- **Half would seek help with domestic problems.** More than half would seek help from friends or family first. Seeking help from social service providers is preferred over seeking help from religious leaders.
- **Two sections had low response rates.** Sections pertaining to Technology and Money & Finance had the lowest response rate among all survey sections. More than 40% of participants did not respond to these sections. Low response rates can be attributed to a number of causes: (1) the questions were not clear; (2) the participants were not interested in the topics; (3) the participants were uncomfortable with the topics; and (4) these sections followed one another in the survey, so a low response rate in the first section could have influenced the low response in the following section.

Detailed information supporting the above findings are provided in the appendices: “BPSOS at large,” which details the aggregated results as well as significant relationships between survey items; and “by branch,” which includes primarily tables and charts of survey results particular to each branch, which may be used for reference in the future. Figures have been rounded to the nearest whole number, so all tables and graphs may not add to 100%. In the case of items with multiple responses, percentages may add to more than 100%. The branches in the Gulf Coast (Mississippi, Alabama, and Louisiana) are not included in this report. Additionally, the office in Philadelphia, Pennsylvania is not included in the BPSOS-at-large results, but is included in the results for the Delaware Valley branch. Two branch offices have ended operation since the start of this project: Charlotte, North Carolina and Springfield, Massachusetts.

A list of recommendations is listed in the appendices. While developed for BPSOS’s internal use, these recommendations may prove useful to organizations serving the Vietnamese-Americans residing in the geographic areas covered by this project. Also included in the appendices are the references cited in this report and the instruments used to conduct the community needs assessment survey.

APPENDICES

BPSOS AT LARGE

Overall, 447 individuals from ten branches participated in the needs assessment survey. However, due to the exclusion of the Philadelphia office*, the results discussed below will only pertain to 428 participants. Eleven (2%) respondents completed the survey in English, and 436 (98%) completed the survey in Vietnamese.

*The surveys from the office in Philadelphia, Pennsylvania were not returned in time to be included in the results discussed herein for BPSOS-at-large. For information about the Philadelphia, Pennsylvania or any other branch in particular, please go to the respective branch's section of the findings report.

Demographics

At least 30 individuals from each branch were expected to participate in the needs assessment. The branch in Orange County, California had the highest rate of participation followed by the branch in Falls Church, Virginia. The Louisville, Kentucky branch had the lowest rate of participation. Males represent half of the overall sample size, and over half of the participants are married though marital status spans across the board. Most respondents (about 39%) are 66 years old or older – the participation rate decreased as the age range decreased. The age distinction has several implications for BPSOS and its services. The abundance of participation by older age groups may suggest that the organization's services are targeted towards or only interest certain age groups. It may also suggest that perhaps older age groups are more comfortable seeking services or are more familiar with the organization.

Ninety-seven percent of the participants are either US citizens or Legal Permanent Residents – no participant is a US citizen by birth. The largest period of migration to the United States of America among respondents is from 1986 to 1996, followed by the period from 1997 to 2007. More than half were refugees at the time of migration. Several migrated here through humanitarian resettlement efforts or by Visa. Almost 30% indicated that migration occurred by other means not explicitly stated on the survey – future assessments may wish to investigate the unidentified method further.

Information regarding respondents' ethnicity and living arrangements is also included in this section. Over 95% of participants identified themselves as Vietnamese. Less than 10% identified themselves as Montagnard, an indigenous group generally from the Central Highlands of Vietnam – all individuals who identified themselves as Montagnard reside near the branch in Charlotte, North Carolina. A few participants identified themselves as biracial, Amerasian, or Filipino.

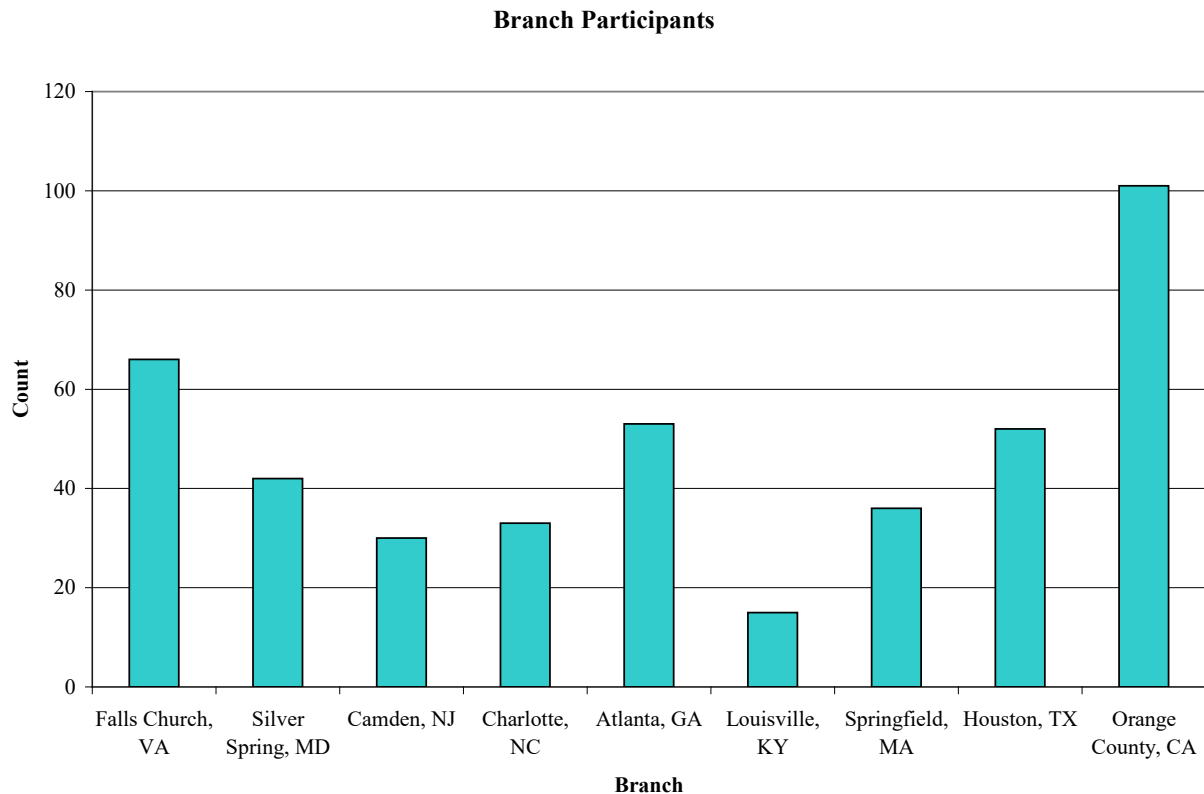
Six individuals indicated that they are either homeless or live in a shelter. Almost 38% live in a house and almost 28% live in an apartment. Most live with immediate family (e.g. spouse, children, and grandchildren) and immediate family. Less than 10% live alone, and less than 5% live with friends, roommates, or their girlfriend or boyfriend. Thus, findings support previous

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research that suggests BPSOS clients are tied to their families, which may serve as a valuable resource.

BASIC INFORMATION

Geographic Location



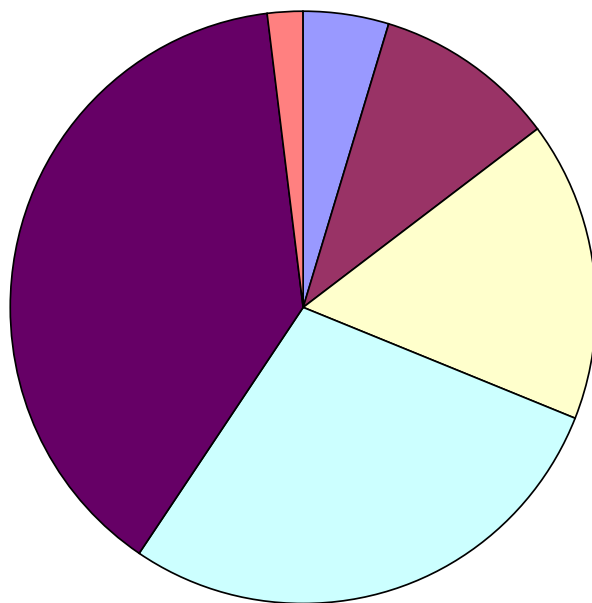
Branch	Count	Percentage
Falls Church, VA	66	15
Silver Spring, MD	42	10
Camden, NJ	30	7
Charlotte, NC	33	8
Atlanta, GA	53	12
Louisville, KY	15	4
Springfield, MA	36	8
Houston, TX	52	12
Orange County, CA	101	24
Total	428	100

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Age

Age	Count	Percentage
18 to 29	20	5
30 to 41	43	10
42 to 53	70	16
54 to 65	122	29
66 or older	165	39
No Response	8	2
Total	428	100

Age

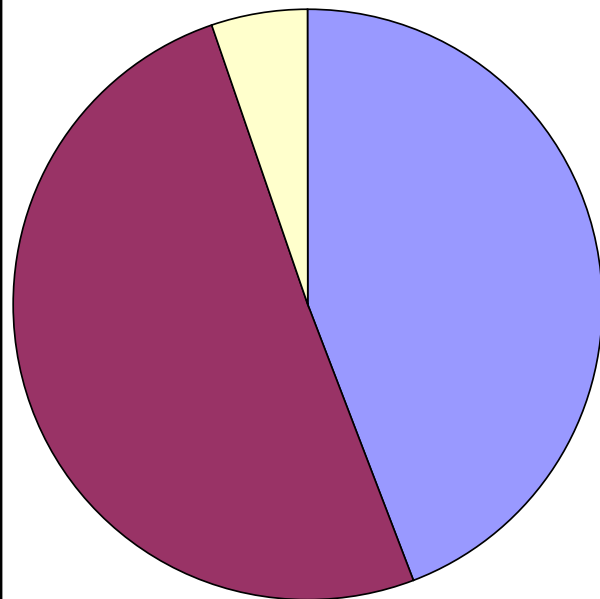


■ 18 to 29 ■ 30 to 41 ■ 42 to 53
■ 54 to 65 ■ 66 or older ■ No Response

Sex

Sex	Count	Percentage
Female	189	44
Male	216	50
No Response	23	5
Total	428	100

Sex



■ Female ■ Male ■ No Response

APPENDICES

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	394	92
Montagnard	27	6
Amerasian	1	<1
Biracial	2	<1
Other	1	<1
No Response	3	1
Total	428	100

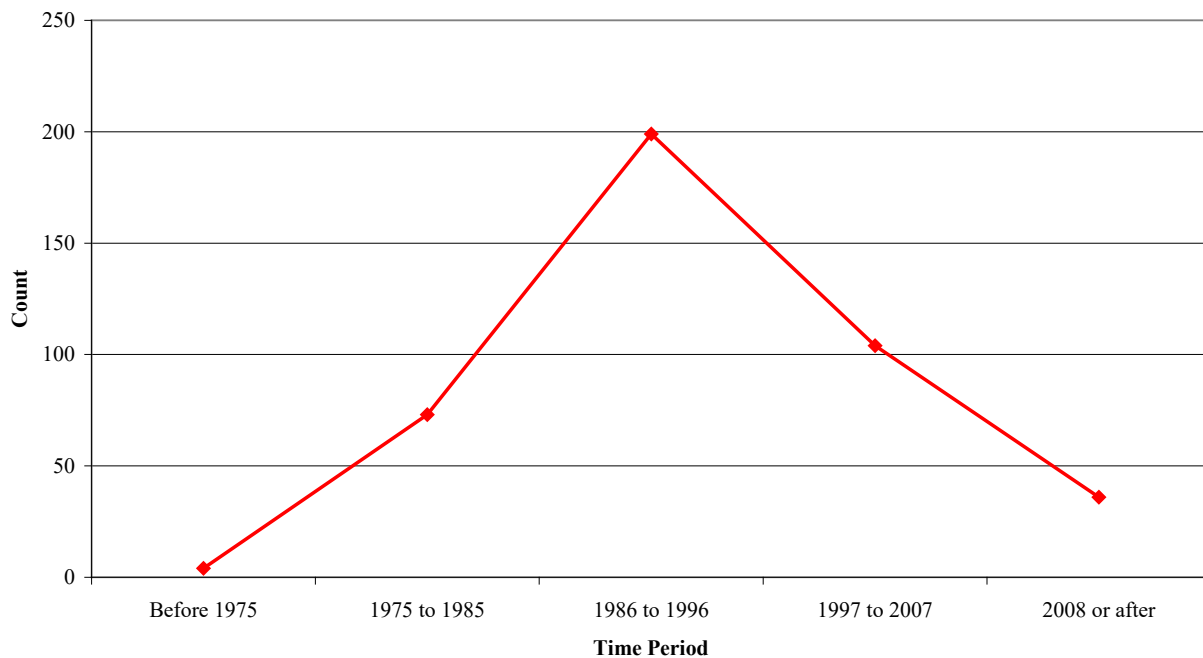
Marital Status

Marital Status	Count	Percentage
Single	74	17
Engaged	33	8
Married	237	55
Separated	22	5
Divorced	17	4
Widowed	29	7
No Response	16	4
Total	428	100

IMMIGRATION AND RESIDENCY

Year of Migration to the United States of America

Year of Migration to the USA



Year of Migration to the US								
	Before 1975	1975 to 1985	1986 to 1996	1997 to 2007	2008 or after	Born in the USA	No Response	Total
Count	4	73	199	104	36	0	12	428
Percentage	1	17	46	24	8	0	3	100

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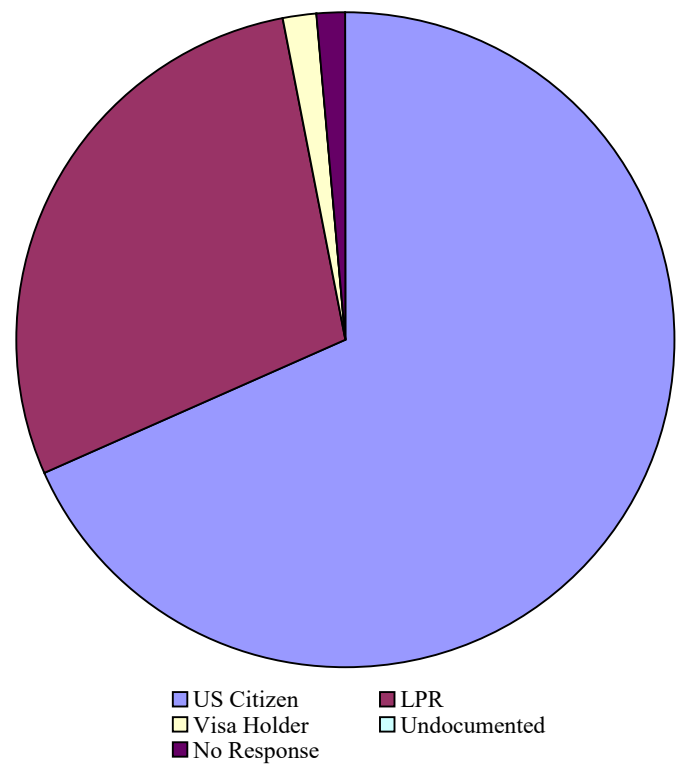
Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	238	56
Visa	36	8
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	2	0
Humanitarian Resettlement	16	4
Other	116	27
No Response	20	5
Total	428	100

Current Resident Status

Resident Status	Count	Percentage
US Citizen	292	68
Legal Permanent Resident	123	29
Visa Holder	7	2
Undocumented	0	0
No Response	6	1
Total	428	100

Resident Status



APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	204	48
Apartment	119	28
Stay with family or friends	78	18
Mobile/trailer home	10	2
Shelter/homeless	6	1
Other	5	1
No Response	6	1
Total	428	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	35	8
2 to 4 people	249	58
5 to 7 people	119	28
8 people or more	18	4
No Response	7	2
Total	428	100

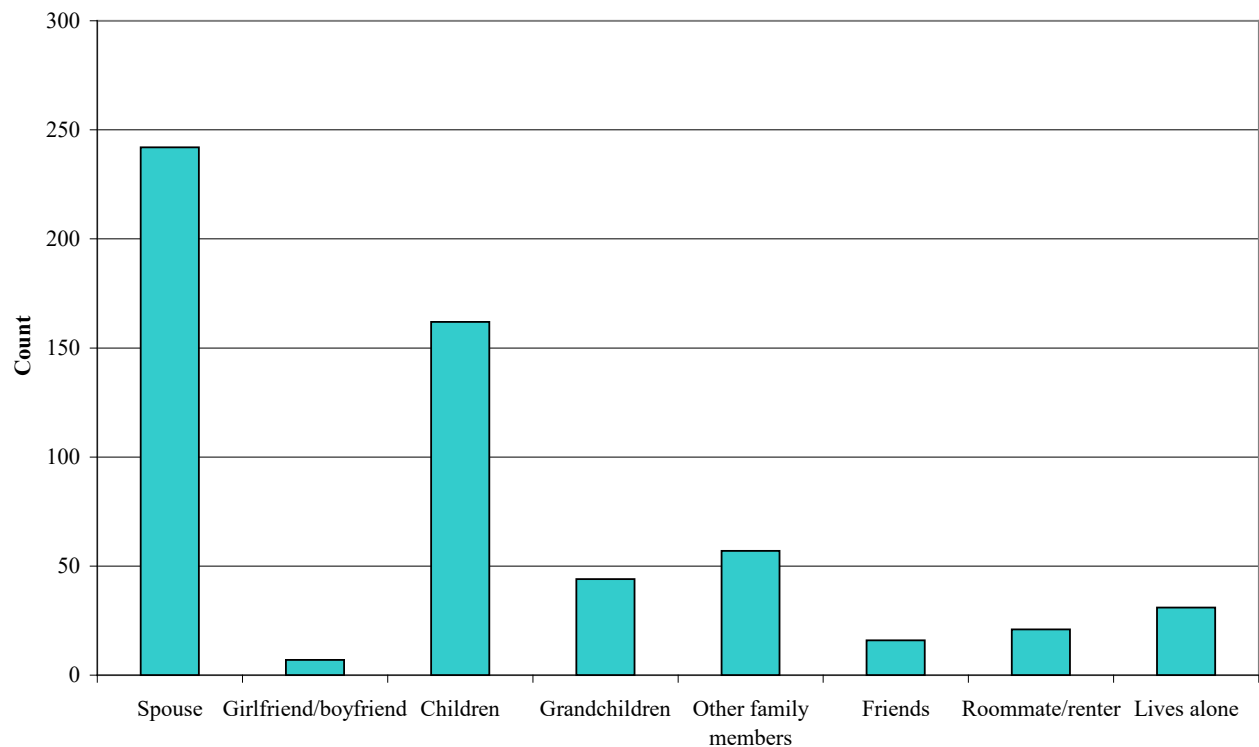
People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	242	57
Girlfriend/boyfriend	7	2
Children	162	38
Grandchildren	44	10
Other family members	57	13
Friends	16	4
Roommate/renter	21	5
Lives alone	31	7

APPENDICES

Who do you live with?



Education, Language, and Employment

Most respondents were educated in Vietnam with a few also being educated in the United States. The majority of respondents (60%) have at least completed high school with high school being the highest level of education achieved by most respondents (33%). Few respondents (26%) completed post-secondary education – this supports existing data that reported less than 25% of Vietnamese in America had a bachelor’s degree or higher. Four percent of participants indicated that they have no education at all. Overall, about 38% have less than a high school education – this also aligns with existing data that stated about one-third of the Vietnamese population in America did not have a high school diploma or GED.

Though only 25% of respondents can speak English fluently or very well, more than 40% are comfortable speaking the language. Discrepancies between fluency levels and comfort levels with the English language suggest that respondents may have underrated their English language skills. On the contrary, since almost 70% of respondents believe that they could get a better job if they had better English language skills, respondents could have overrated their comfort level with the language.

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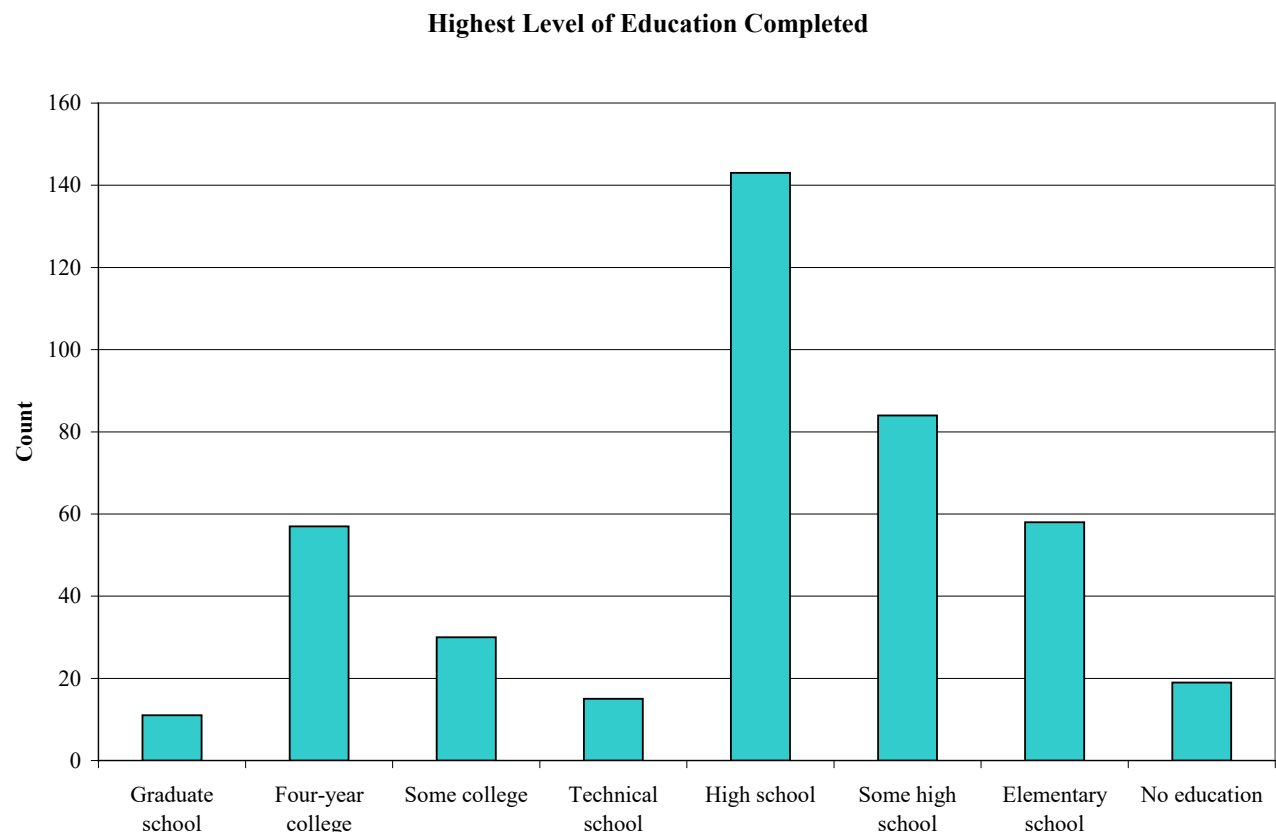
Over 20% of participants did not respond to the item regarding employment status, which could indicate a discomfort with the subject. On the other hand, considering the age of most respondents, several respondents could have skipped this item because they are retired and the item does not include “Retired” as an option. Nevertheless, of those who did respond, an equal number of respondents are employed full-time or part-time as are unemployed or work occasionally.

Respondents work in the following positions:

Assembler	Factory worker	Nail technician	Self-employed
Bank teller	Forklift driver	Office clerk	Stocker
Carpenter	Hair dresser	Parcel sorter	Student
Cashier	Homecare	Professional	Tailor
Clerical	Homemaker	Realtor	Test engineer
Construction	Housekeeper	Retired	Tile layer
Cook	Laborer	Salesperson	Volunteer
Custodian	Machine operator	Seamstress	Waiter
Delivery man	Mechanic	Secretary	Worker

EDUCATION

Highest Level of Education



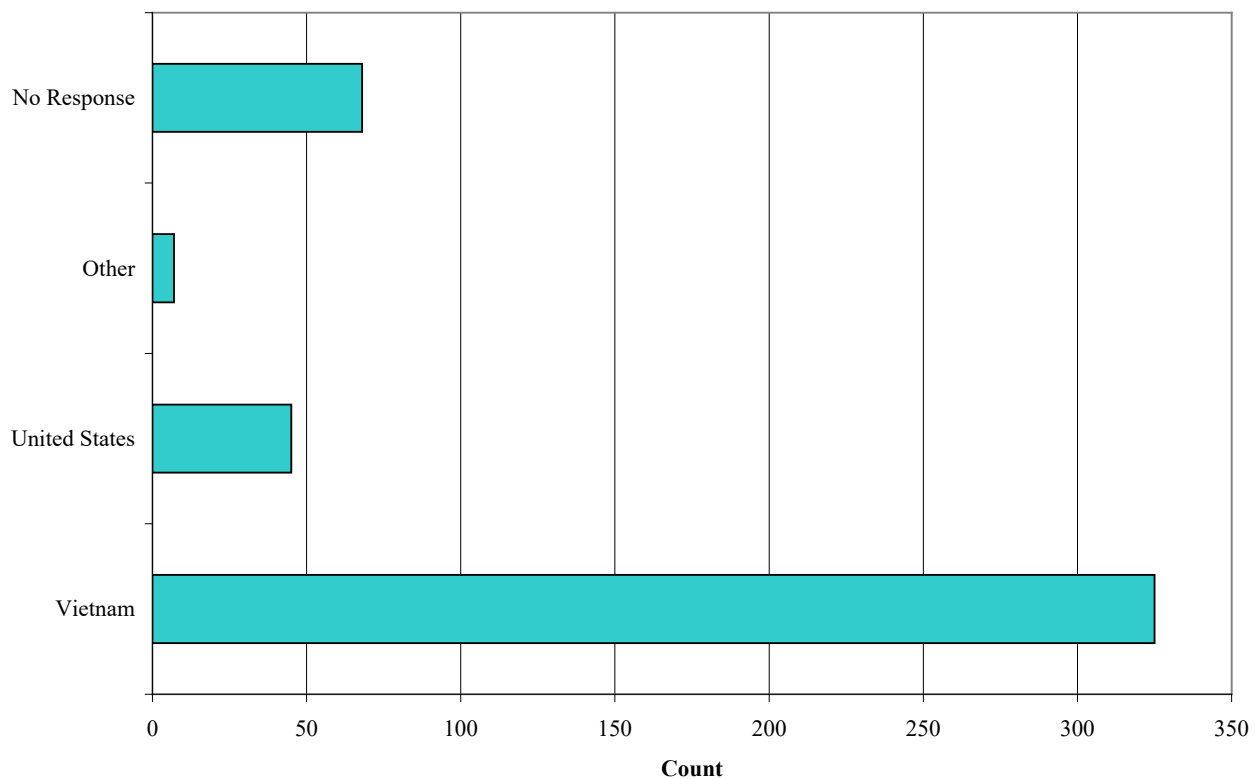
APPENDICES

Level of Education	Count	Percentage
Graduate school	11	3
Four-year college	57	13
Some college	30	7
Technical school	15	4
High school	143	33
Some high school	84	20
Elementary school	58	14
None	19	4
No Response	11	3
Total	428	100

Place of Education

(Multiple responses allowed.)

Place of Education



Location	Count	Percentage
Vietnam	325	76
United States	45	11
Other	7	2
No Response	68	16

APPENDICES

LANGUAGE & EMPLOYMENT

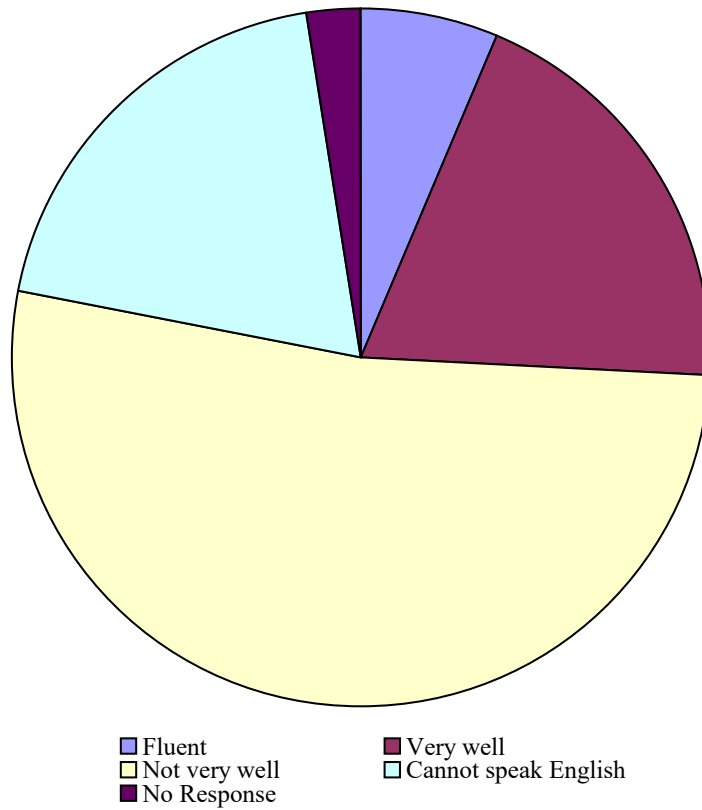
Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	363	85
English	9	2
Other	43	10
No Response	13	3
Total	428	100

Fluency Level

Fluency Level	Count	Percentage
Fluent	27	6
Very well	83	19
Not very well	224	52
Cannot speak English	83	19
No Response	11	3
Total	428	100

English Language Skills



APPENDICES

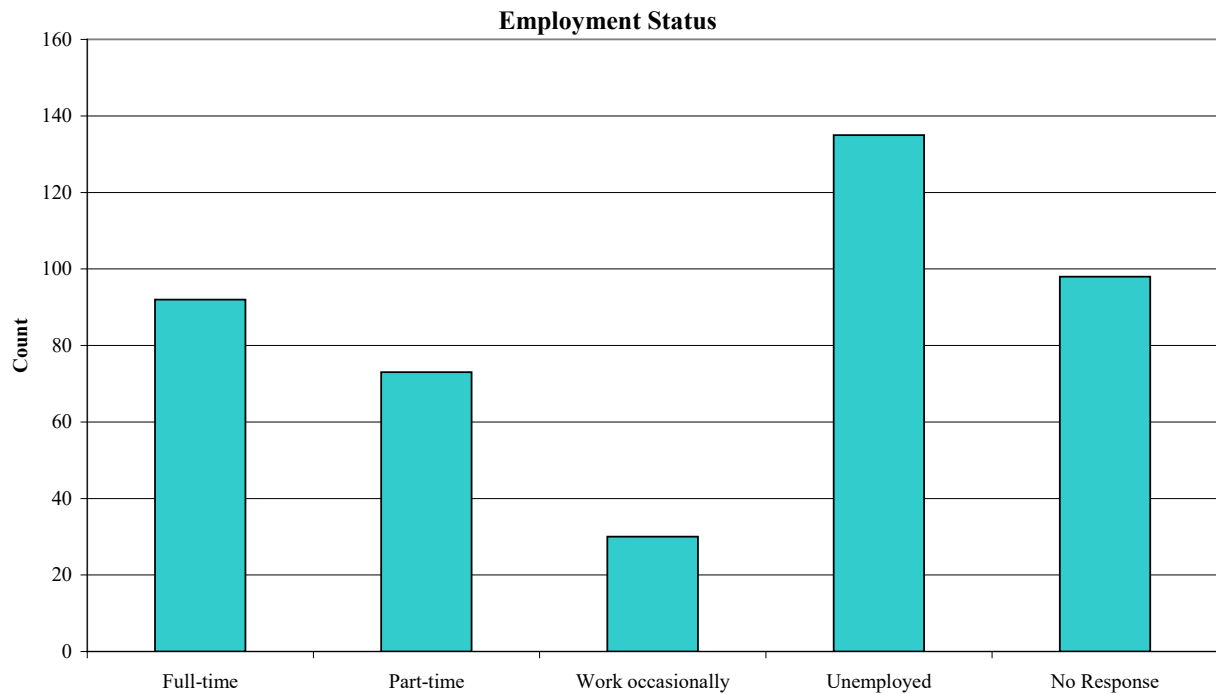
Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	175	41
No	233	54
No Response	20	5
Total	428	100

Would better English skills result in a better job?

	Count	Percentage
Yes	289	68
No	98	23
No Response	41	10
Total	428	100

Employment Status



Employment Status	Count	Percentage
Full-time	92	21
Part-time	73	17
I work occasionally	30	7
Unemployed	135	32
No Response	98	23
Total	428	100

APPENDICES

Technology

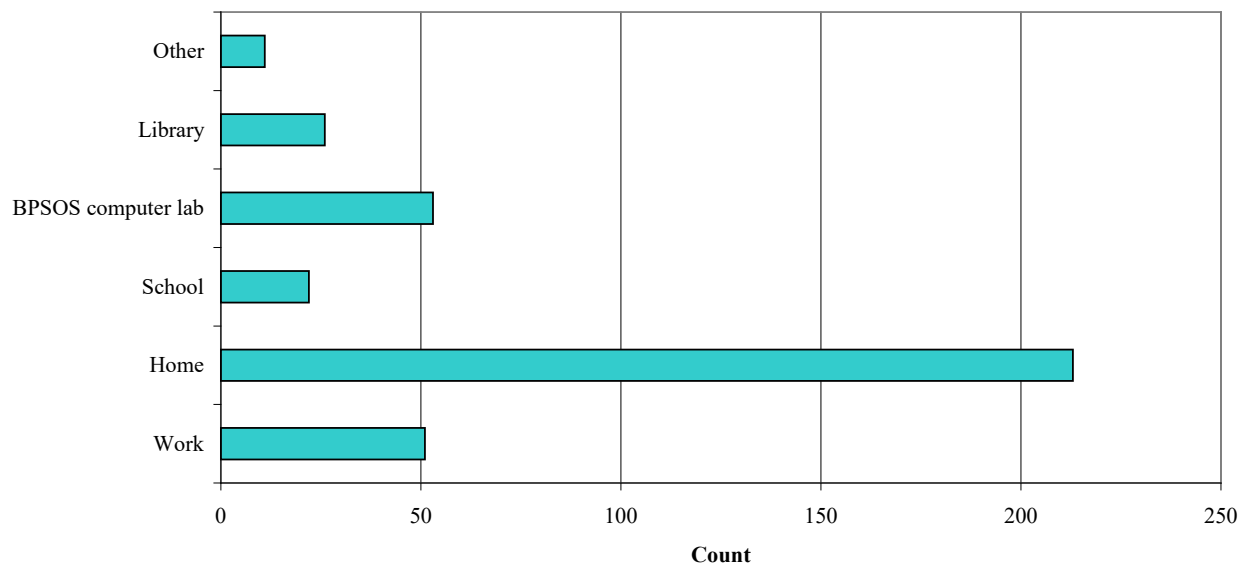
Items regarding internet access and use had the lowest rate of response among survey takers, meaning that these items were skipped more often than items in other sections. More than 40% of respondents skipped the items about internet access and internet use – perhaps the questions were unclear or participants simply were not interested in the topic area. Future assessments may wish to explore this further as the information discussed herein may lack substance.

More than half have access to and know how to use a computer. Prime internet access is at home, but about 12% also access the internet at BPSOS computer labs or at work. Respondents use the internet mainly to read the news, for personal communication, and for entertainment purposes.

Location of Internet Access (Multiple responses allowed.)

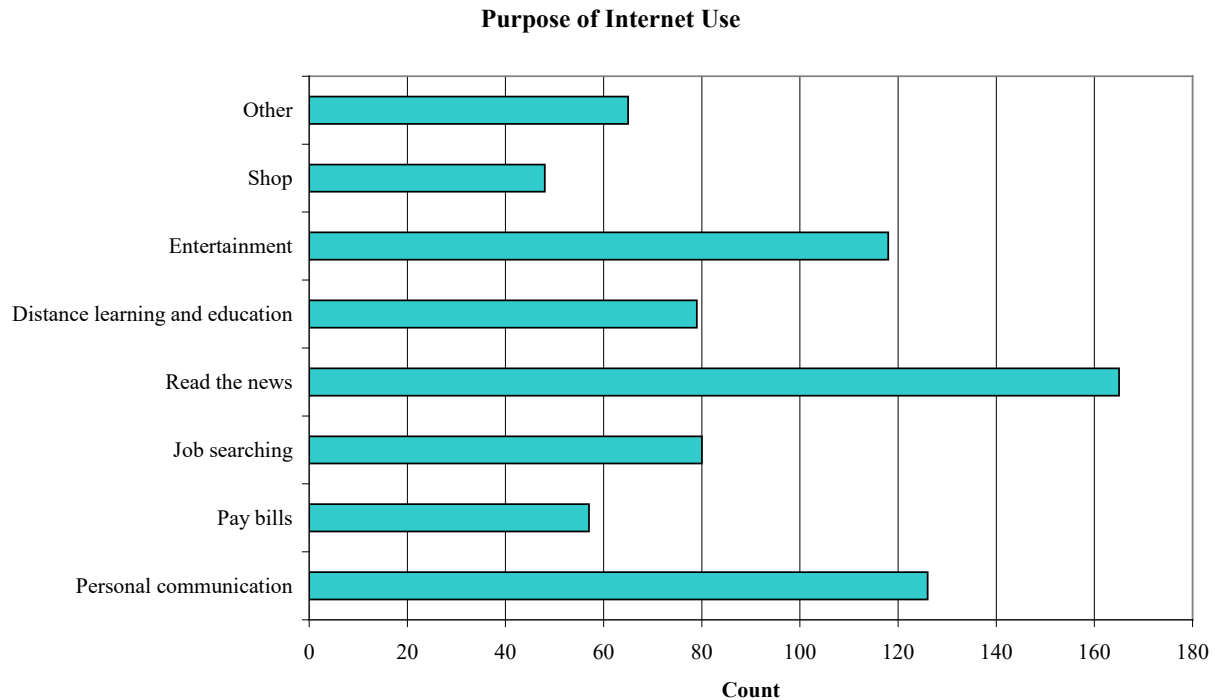
Location	Count	Percentage
Work	51	12
Home	213	50
School	22	5
BPSOS computer lab	53	12
Library	26	6
Other	11	3

Location of Internet Access



APPENDICES

Purpose of Internet Use (Multiple responses allowed.)



Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	126	29
Pay bills	57	13
Job searching	80	19
Read the news	165	39
Distance learning and education	79	18
Entertainment	118	28
Shop	48	11
Other	65	15

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	230	54	190	44	8	2
Do you know how to use a computer?	227	53	180	42	21	5
Do you have access to the internet?	215	50	141	33	72	17

APPENDICES

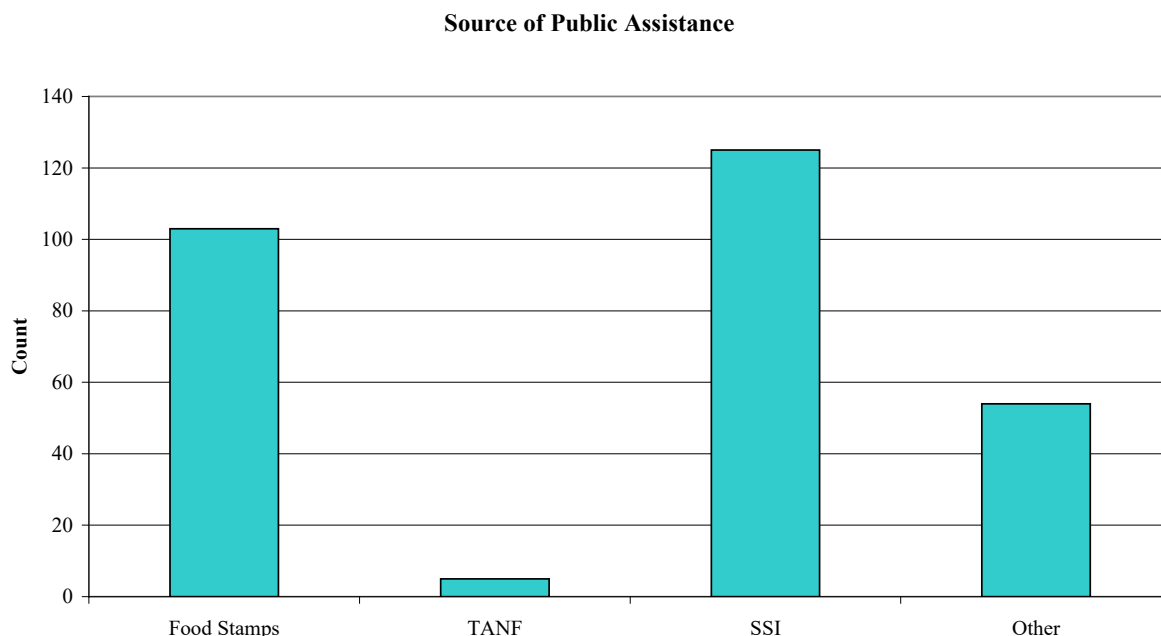
Money and Finance

Though most respondents (52%) do not know or know of anyone who does not have enough money to pay for rent, food, and other basic necessities, a significant number of participants (40%) responded oppositely to the item. Few respondents rely on public assistance as a source of income: less than 25% receive food stamps; less than 5% receive TANF; and less than 30% receive Supplemental Security Income. The limited use of public assistance could be explained by Vietnamese culture's encouragement of familial support and discouragement of external. Limited use of public assistance may also be attributed to participants' non-eligibility due to citizenship status. On another note, more than 75% have a bank account; over half (54%) file a tax return annually; and less than 40% have a credit card.

This section was skipped by 203 respondents (47%), the lowest response rate in the survey by participants. This could be because this section is preceded by the Technology section which also had a low response rate. On the other hand, items regarding finances can be considered personal and taboo topics, about which respondents are not comfortable disclosing information.

Money Management & Fiscal Responsibility

Source of Public Assistance
(Multiple responses allowed.)



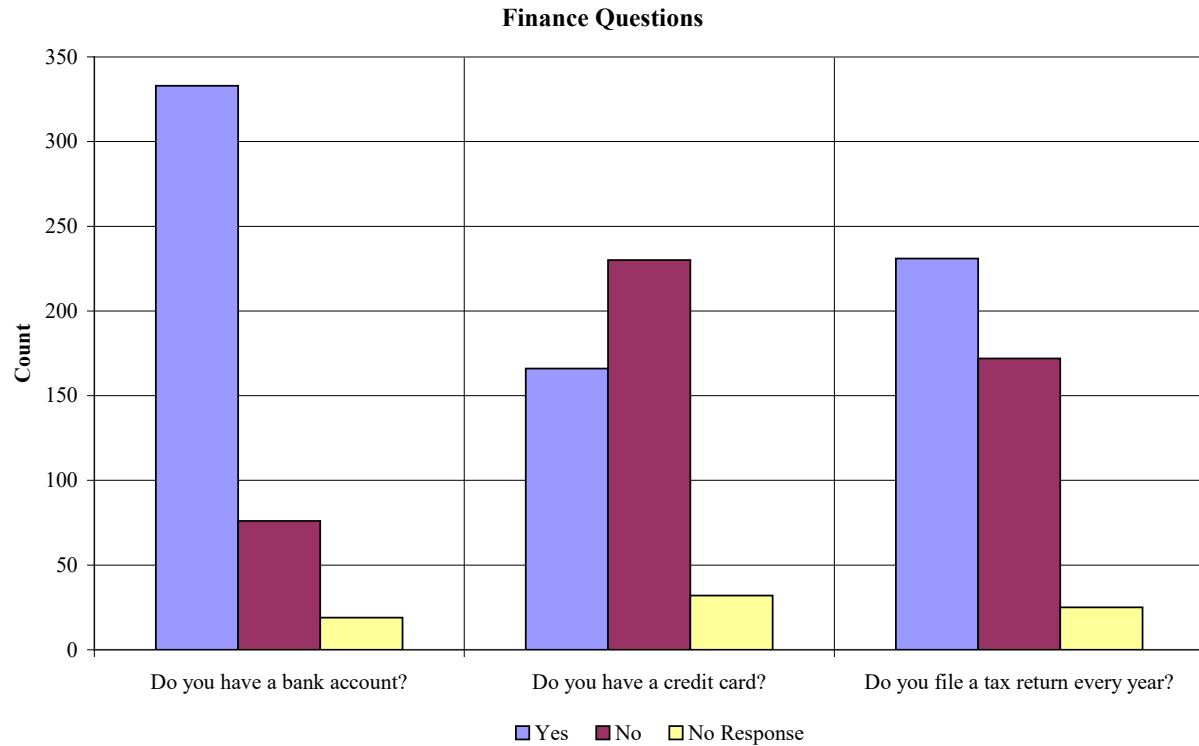
Source	Count	Percentage
Food Stamps	103	24
TANF	5	1

Source	Count	Percentage
SSI	125	29
Other	54	13

APPENDICES

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	173	40
No	223	52
No Response	32	7
Total	428	100



Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	333	78	76	18	19	4
Do you have a credit card?	166	39	230	54	32	7
Do you file a tax return every year?	231	54	172	40	25	6

APPENDICES

Health and Mental Health

Over 60% of respondents have health insurance, and over 70% have access to a doctor. About 67% see a doctor yearly, which is higher than the 40% of Vietnamese in America reported by existing data to visit a doctor annually; however, findings may be influenced by the success of BPSOS' health awareness programs in several states. In contrast, less than 20% use traditional Eastern remedies while even less (10%) go to a traditional healer. Limited use of traditional Eastern medicine may be due to limited access to such medicine or to the affects of acculturation into American culture.

Almost 70% of respondents have not experienced a loss of pleasure or interest in typically enjoyable activities. Moreover, about 40% think that psychological concerns should be addressed first with friends, family, or religious leaders; less than one-quarter thinks that psychological concerns should be addressed first with mental health professionals; and less than 20% discuss psychological concerns with other non-mental health professionals. This may suggest that respondents are not comfortable addressing psychological concerns with personal contacts or with professionals. The discomfort could be because most (60%) do not believe that culturally appropriate mental health services are available in their locale.

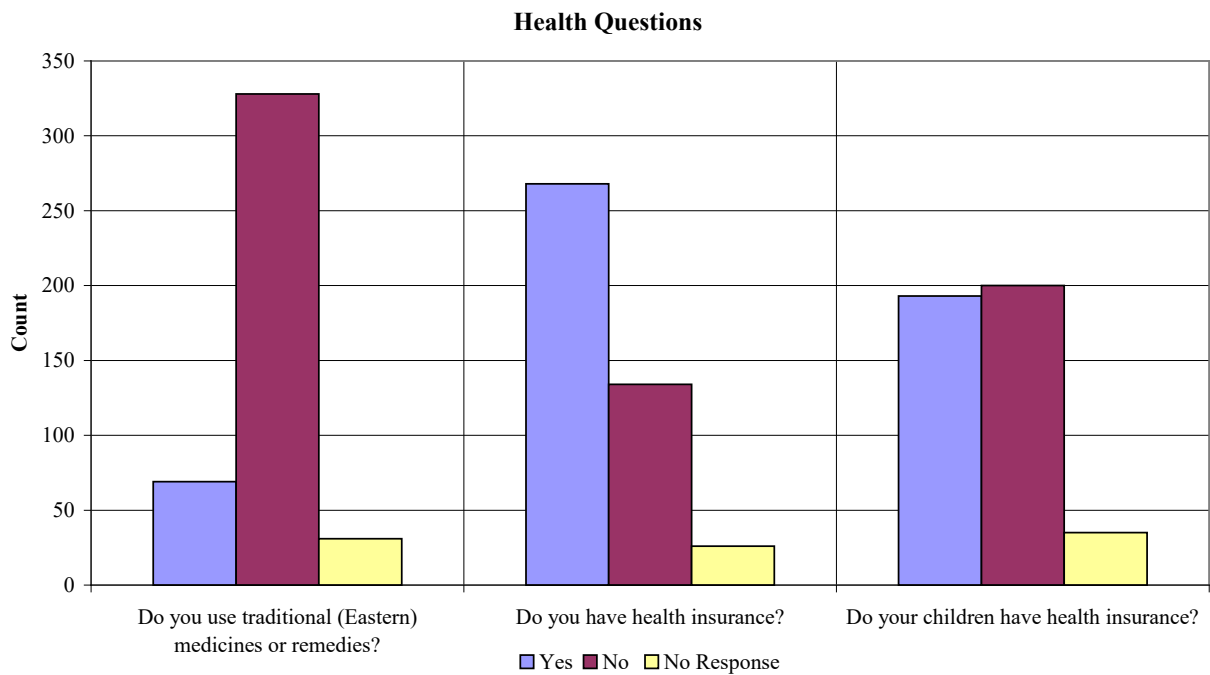
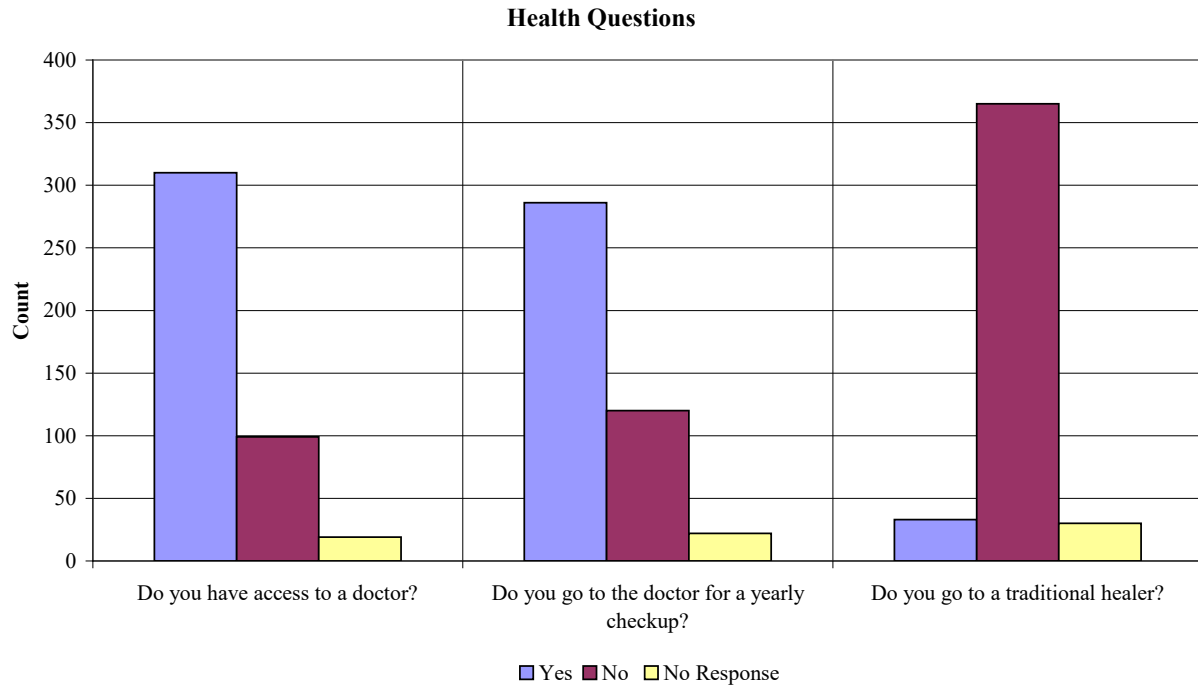
Respondents between the ages of 18 and 29 are more likely than respondents of other age groups to think that mental health concerns should be addressed with family, friends, and other personal contacts first. Respondents within the youngest age group are 16% to 35% more likely than other age groups to believe so. Moreover, half of the respondents between the ages of 18 and 29 have recently experienced a loss of pleasure and/or interest in typically enjoyable activities; this is the highest percentage among all age groups. In contrast, 17% of respondents between the ages of 30 and 41, the second youngest age group, have experienced a similar loss of pleasure; this is the lowest percentage among all age groups. In comparison, 26% to 37% of the middle age and old age groups have experiences similar feelings of loss. Further research may be necessary to investigate the perception of mental health among the respondents.

Health

(Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	310	72	99	23	19	4
Do you go to the doctor for a yearly checkup?	286	67	120	28	22	5
Do you go to a traditional healer?	33	8	365	85	30	7
Do you use traditional (Eastern) medicines or remedies?	69	16	328	77	31	7
Do you have health insurance?	268	63	134	31	26	6
Do your children have health insurance?	193	45	200	47	35	8

APPENDICES

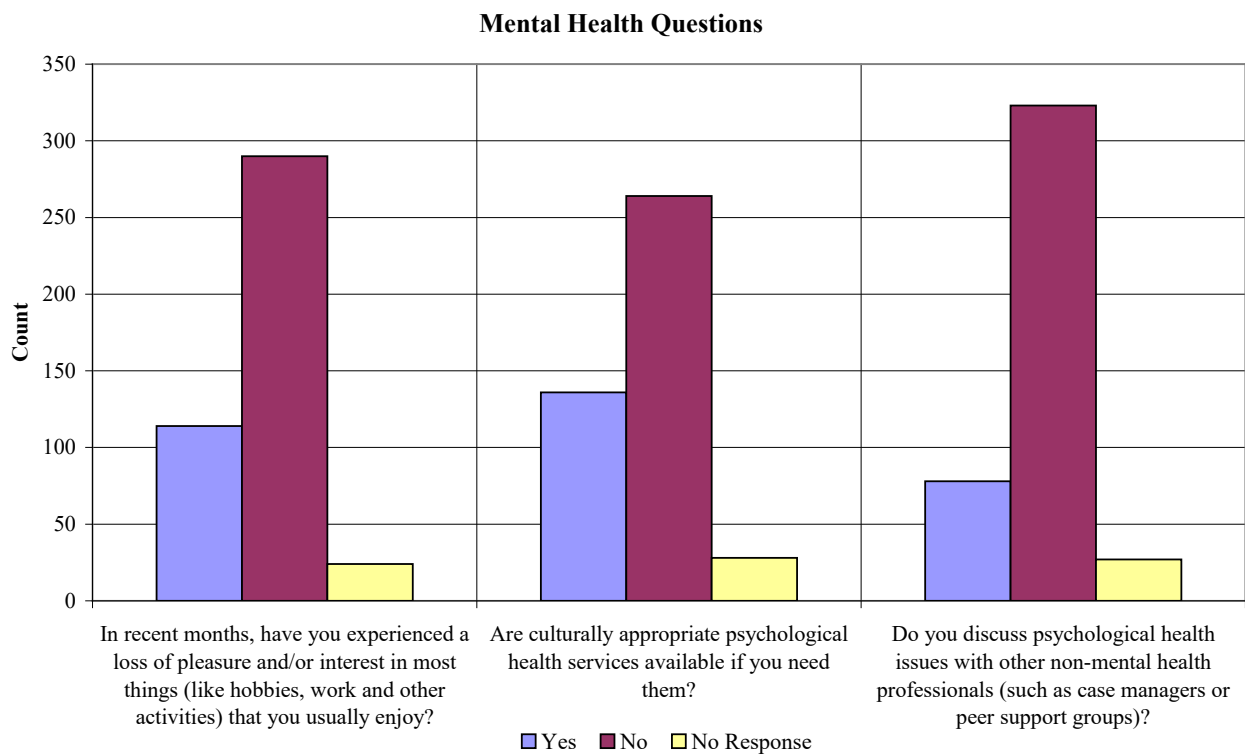


APPENDICES

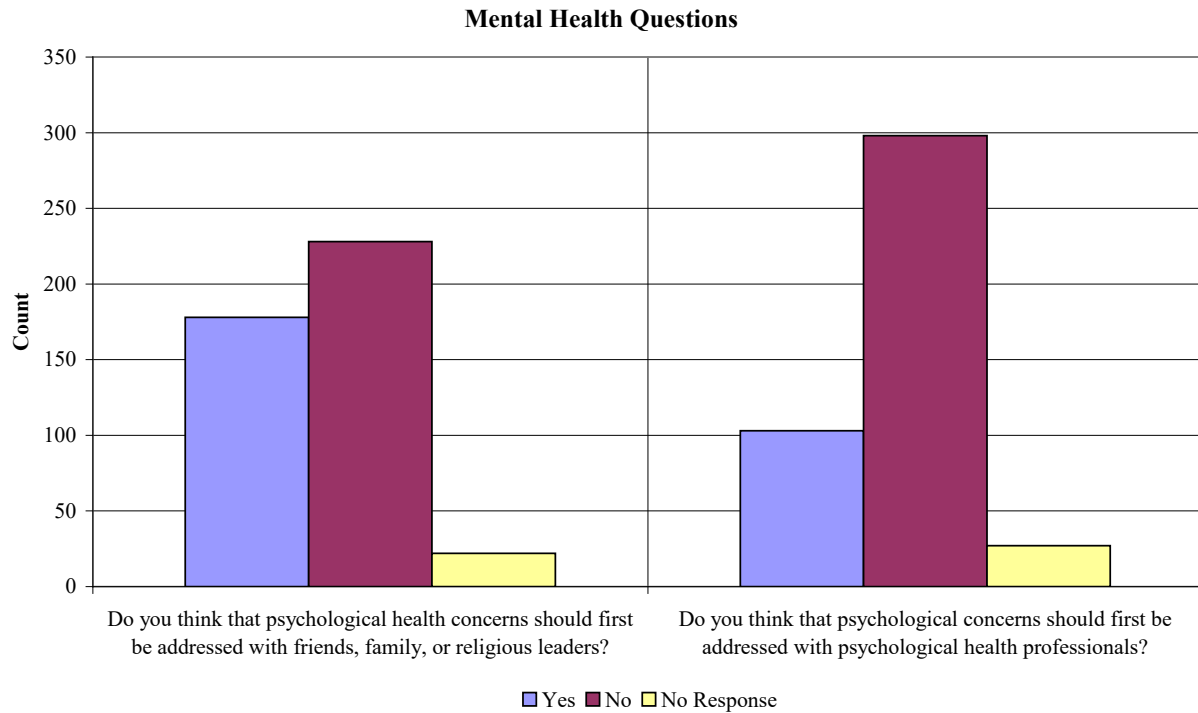
Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	114	27	290	68	24	6
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	178	42	228	53	22	5
Do you think that psychological concerns should first be addressed with psychological health professionals?	103	24	298	70	27	6
Are culturally appropriate psychological health services available if you need them?	136	32	264	62	28	7
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	78	18	323	75	27	6



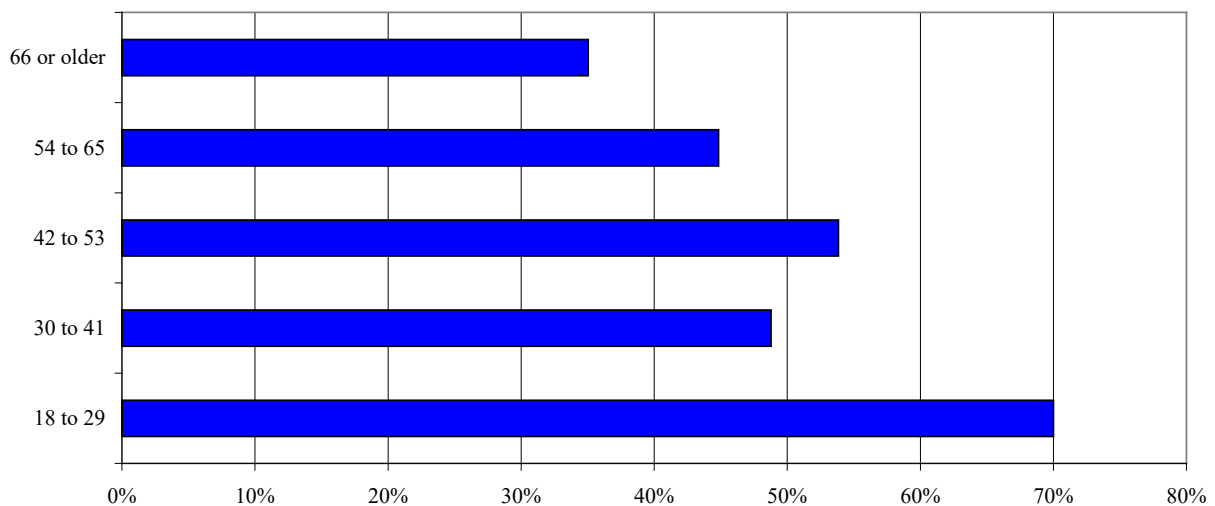
APPENDICES



I think that psychological health concerns should first be addressed with friends, family, or religious leaders.

Age									
18 to 29		30 to 41		42 to 53		54 to 65		66 or older	
Count	%	Count	%	Count	%	Count	%	Count	%
14	70	20	49	35	54	52	45	55	35

I think that psychological health concerns should first be addressed with friends, family, or religious leaders.

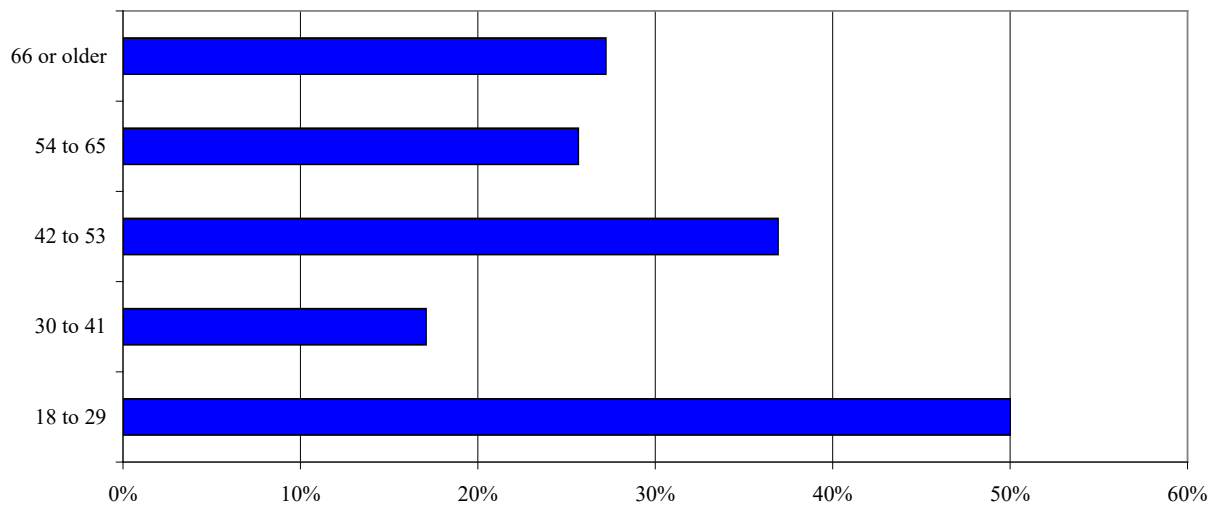


APPENDICES

In recent months, I experienced a loss of pleasure and/or interest in most activities that I usually enjoy.

Age									
18 to 29		30 to 41		42 to 53		54 to 65		66 or older	
Count	%	Count	%	Count	%	Count	%	Count	%
10	50	7	17	24	36	29	25	43	27

In recent months, I have experienced a loss of pleasure and/ or interest in activities that I usually enjoy.



Resources

More than 60% of participants have access to transportation, primarily their own car. In general, 55% are comfortable using non-Vietnamese community services. Responses to this item are not representative of the Vietnamese population as survey takers are, to a degree, comfortable using community services evidenced by their use of BPSOS services. Of the 34% who are not comfortable using non-Vietnamese community services, the most common reason for their discomfort is a language barrier. See “Language & Employment” section for data about fluency.

APPENDICES

TRANSPORTATION

Access to Transportation

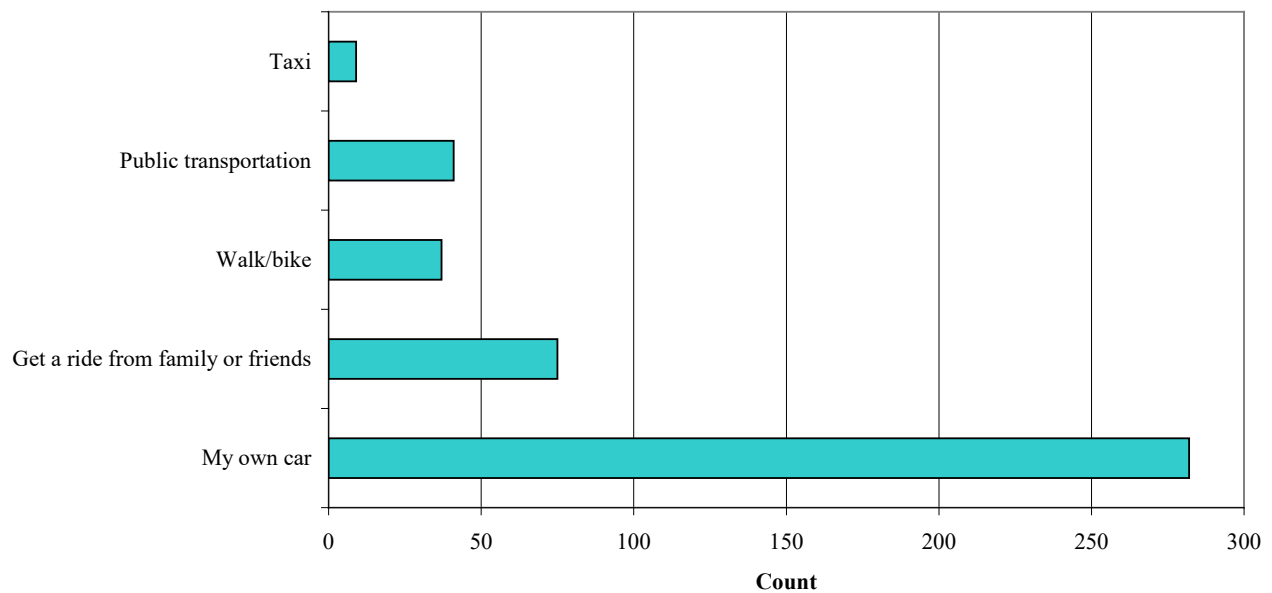
Access to Transportation	Count	Percentage
Yes	275	64
No	82	19
No Response	71	17
Total	428	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	282	66
Get a ride from family or friends	75	18
Walk/bike	37	9
Public transportation	41	10
Taxi	9	2

Mode of Transportation

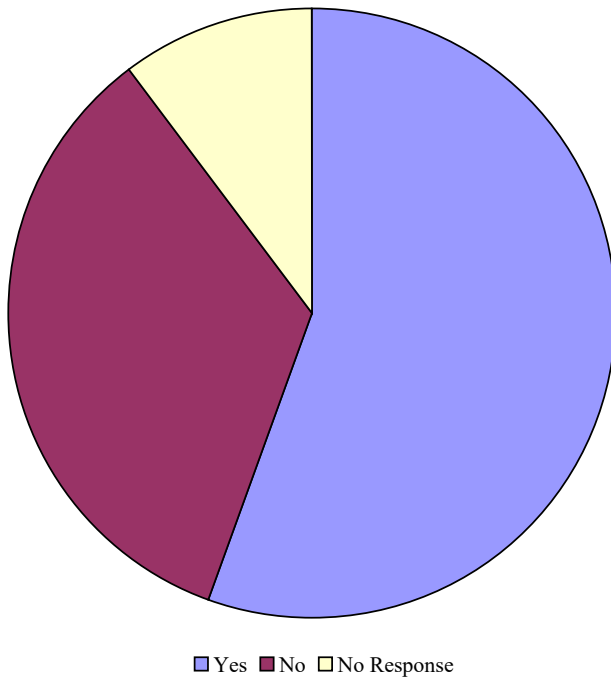


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NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Are you comfortable with using non-Vietnamese community services?



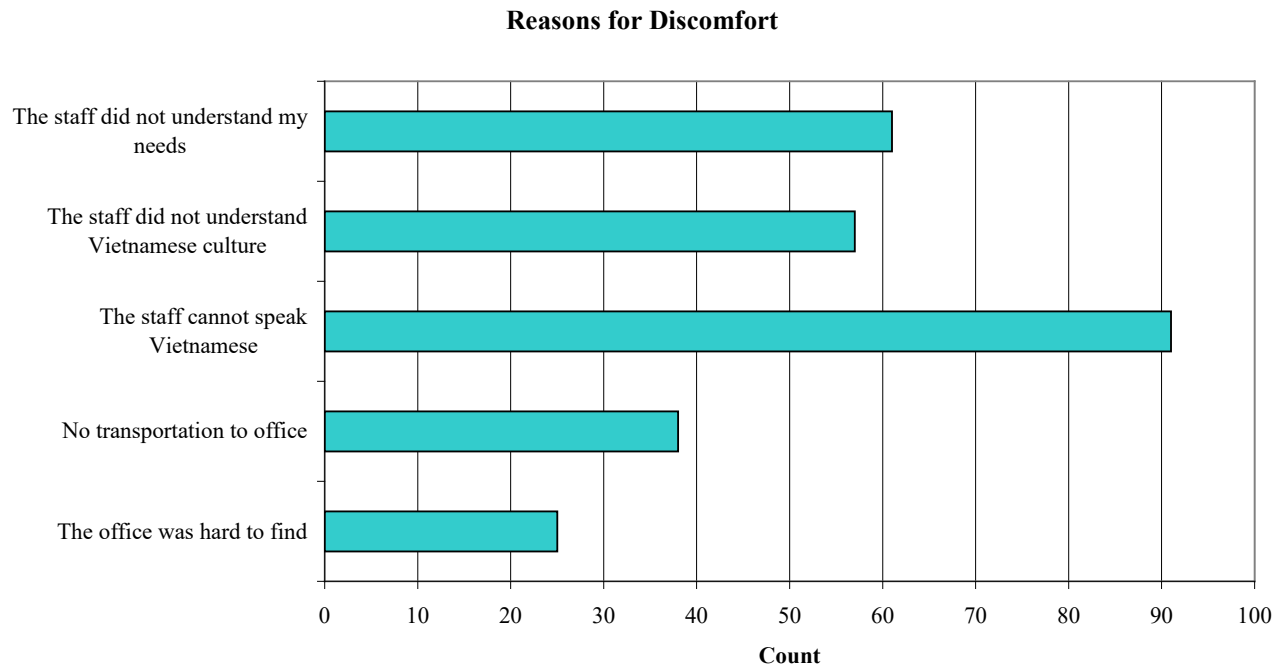
Comfortable?	Count	Percentage
Yes	238	56
No	146	34
No Response	44	10
Total	428	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 146 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	25	17
No transportation to office	38	26
The staff cannot speak Vietnamese	91	62
The staff did not understand Vietnamese culture	57	39
The staff did not understand my needs	61	42

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Social Matters

More than 20% of the respondents know or know of someone who drinks alcohol and/or smokes cigarettes at least once a weekly. While the needs assessment defines addictive behaviors, in part, as consuming alcohol and smoking cigarettes weekly, the same perception may not be shared by survey takers or the Vietnamese community-at-large. In contrast, less than 6% know or know of someone who uses recreational drugs and/or gambles. Additionally, few individuals know or know of someone who has needed a loan because of gambling.

When evaluated by sex, more men (28%) than women (16%) know or know of someone who smokes cigarettes. Similarly, significantly more men (42%) than women (15%) know or know of someone who drinks alcohol. The item regarding drinking alcohol and using recreational drugs (see item labeled “Alcohol and Drug Use”) is problematic in that respondents may believe that one behavior is concerning but not the other. For example, alcohol consumption may very well be a more concerning behavior to respondents than recreational drug use, or vice versa. However, in light of the construction of the question, it is difficult to know where and to what extent the concern exists. If the behaviors were separated into two items, the results would be more precise. Nevertheless, about 81% overall believe that alcohol consumption and/or recreational drug use are concerning behaviors.

Most (about 72%) believe that physically disciplining an adult family member is inappropriate – about 12% of participants did not respond to this item. Moreover, about 80% believe that domestic violence is a problem in the Vietnamese community. If respondents are having domestic problems, half of them would seek the outside assistance: 56% of women and 46% of

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men would seek outside help for problems at home. Most individuals would seek help from friends and other family members. About 40% would seek help from social services, and about 20% would seek help from religious leaders. Results support existing data that indicated Vietnamese individuals prefer to keep their problems private.

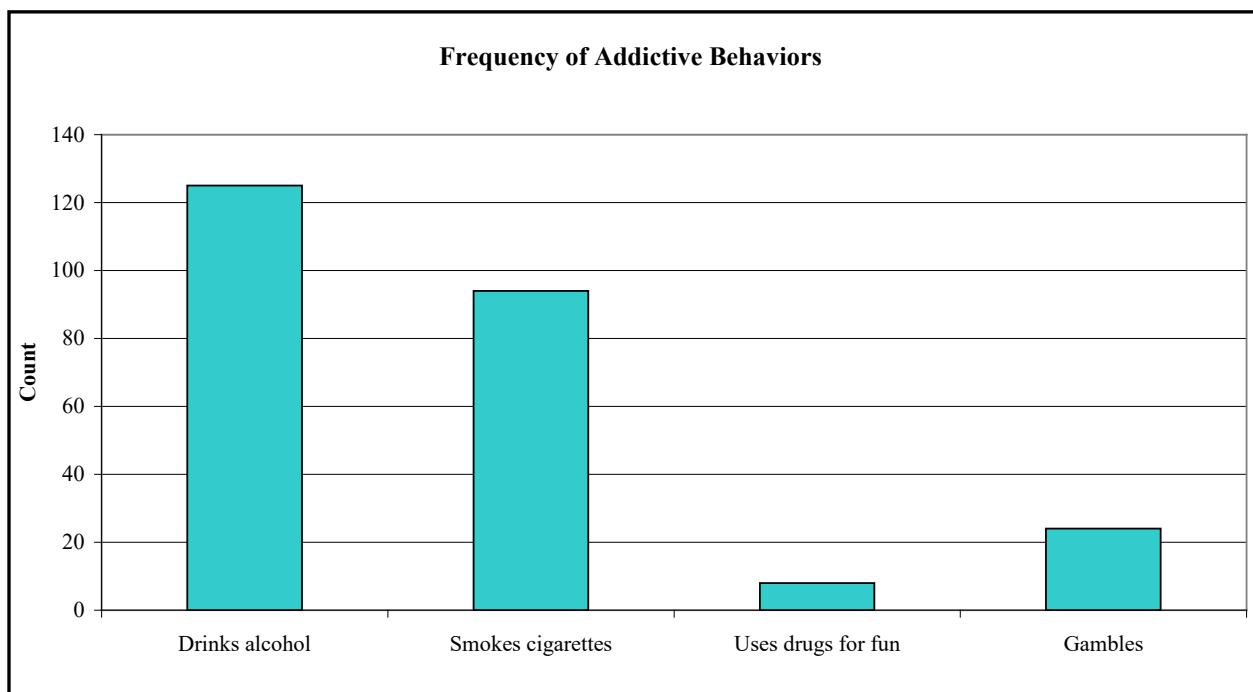
ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	125	29
Smokes cigarettes	94	22
Uses drugs for fun	8	2
Gambles	24	6



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Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	345	81
No	62	14
No Response	21	5
Total	428	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	57	13
No	347	81
No Response	24	6
Total	428	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	68	16
No	307	72
No Response	53	12
Total	428	100

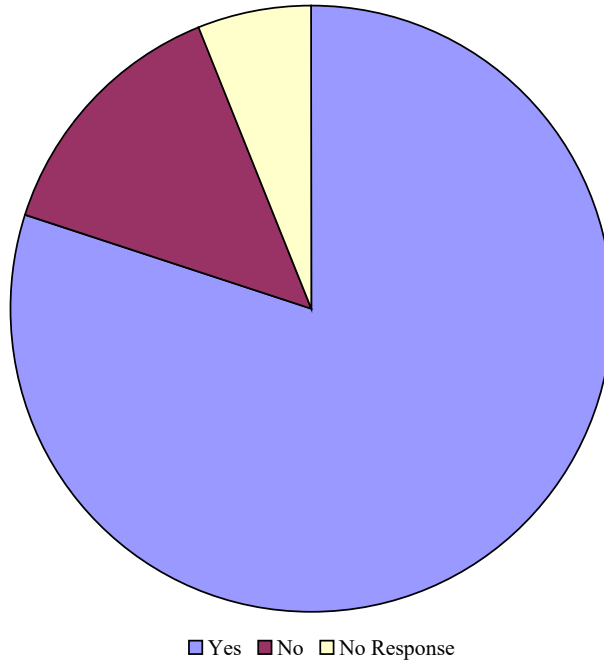
Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	342	80
No	60	14
No Response	26	6
Total	428	100

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Do you think that domestic violence is a problem in the Vietnamese community?



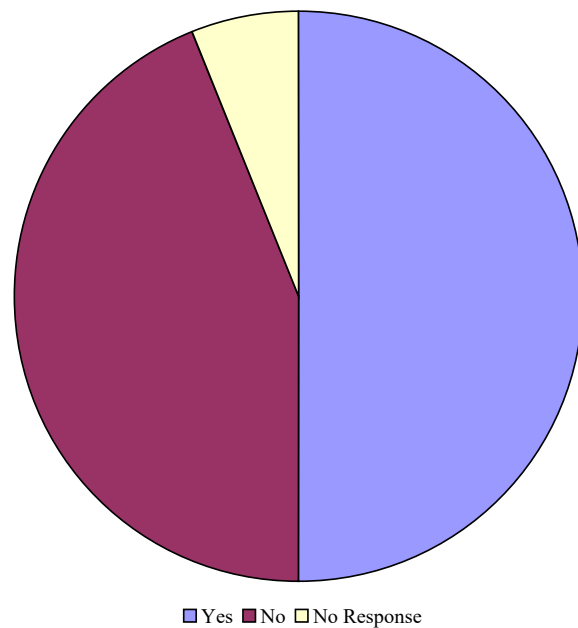
HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	214	50
No	188	44
No Response	26	6
Total	428	100



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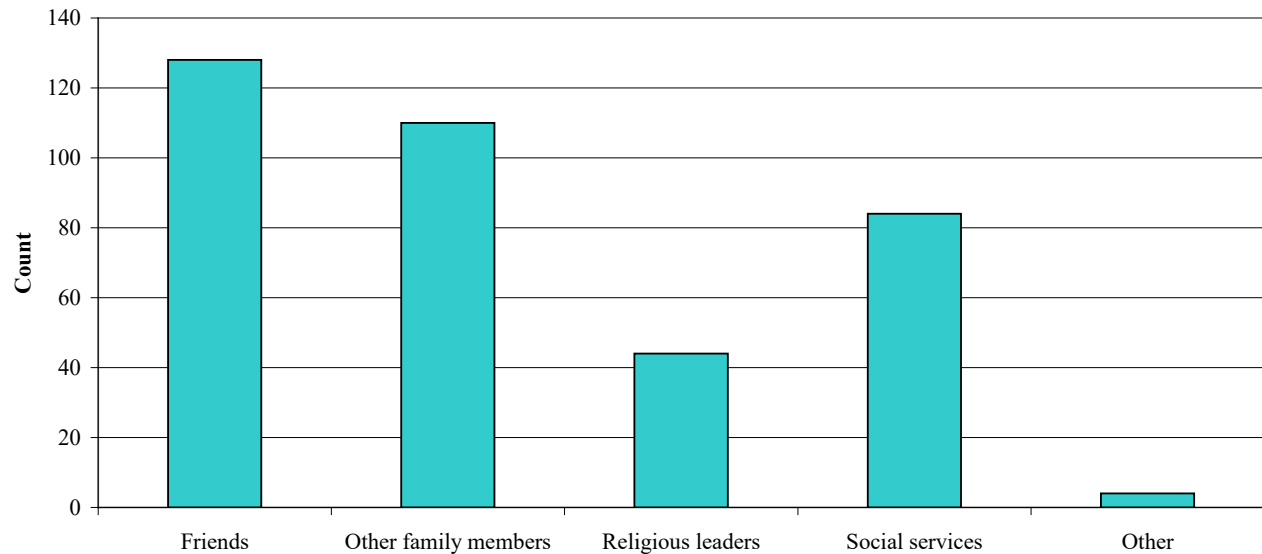
Source of Assistance

(Statistics based on the 214 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	128	60
Other family members	110	51
Religious leaders	44	21
Social services	84	39
Other	4	2

If you seek outside assistance, who will you ask for help or advice?



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SIGNIFICANT RELATIONSHIPS

Survey results show noticeable and statistically significant relationships between key characteristics (e.g. age, sex, and education level) and participants' responses to certain items. For those relationships that are statistically significant, nonparametric tests were performed with $\alpha = 0.05$ and $p \leq \alpha$. The following sections explore these relationships further.

Age and Education Level

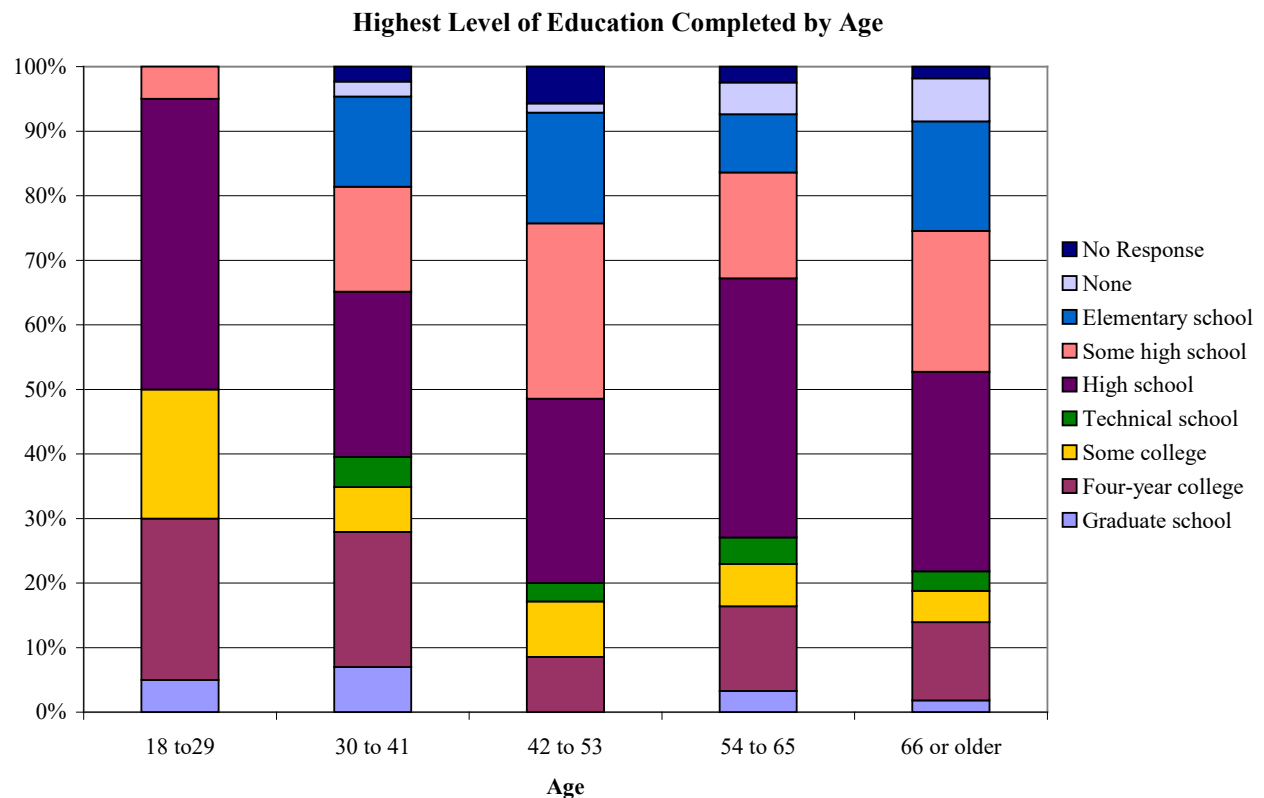
High school is the highest level of education completed by most across all age groups. Young adult age groups have completed higher levels of education than old and middle age groups. About 30% of the young adult age group has completed a four-year college or graduate school. In contrast, 14% of middle age groups and about 2% of the old age group have completed a four-year college or graduate school. Old and middle age groups dominate lower levels of education. Of the 19 individuals who indicated that they have no education, most (58%) belong to the old age group; one person belongs to the young adulthood age group. Moreover, most respondents of all age groups were educated in Vietnam. Less than 10% of the respondents in the middle and old age groups were educated in America while 30% of respondents in the young adult age groups were educated in America.

			Age*				
			18 to 29	30 to 41	42 to 53	54 to 65	66 or older
Highest Level of Education Completed	Graduate school	Count	1	3	0	4	3
		Column %	5	7	0	3	2
	Four-year college	Count	5	9	6	16	20
		Column %	25	21	9	13	12
	Some college	Count	4	3	6	8	8
		Column %	20	7	9	7	5
	Technical school	Count	0	2	2	5	5
		Column %	0	5	3	4	3
	High school	Count	9	11	20	49	51
		Column %	45	26	29	40	31
	Some high school	Count	1	7	19	20	36
		Column %	5	16	27	16	22
	Elementary school	Count	0	6	12	11	28
		Column %	0	14	17	9	17
	None	Count	0	1	1	6	11
		Column %	0	2	1	5	7
	No Response	Count	0	1	4	3	3
		Column %	0	2	6	2	2

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The Spearman's rho test was performed with education level and age as the dependent and independent variables, respectively. The p-value is 0.02, so there is a statistically significance relationship between the variables.

*In this case, young adult age groups are defined as ages 18 to 29 and ages 30 to 41; middle age groups are defined as ages 42 to 53 and ages 54 to 65; the old age group is defined as age 66 or older.



Age and Fluency in English

Respondents in age groups 18 to 29 and 30 to 41 have a higher rate* of fluency in English than other older age groups. In fact, every respondent between the ages of 18 and 29 can speak some English; in other words, no one in this age group indicated that they could not speak English at all. Respondents between the ages of 18 and 29 have a 50% fluency rate, meaning that half of them can speak English at least very well. Respondents between the ages of 42 and 53 have a 25% fluency rate, meaning that one in four can speak English at least very well. Respondents age 66 or older have an 18% fluency rate, meaning that one in about six can speak English at least very well. In short, as the age group increases, the fluency rate decreases.

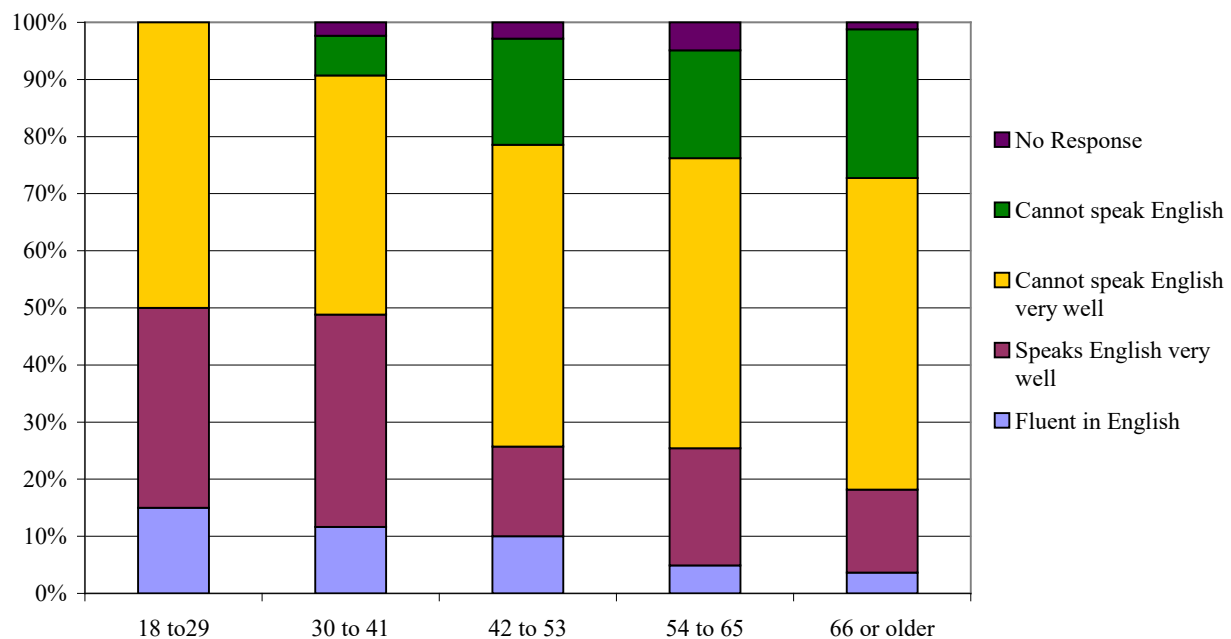
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Possible explanations are that older age groups are not as involved in the non-Vietnamese community to require better English language skills. Also, as is common, younger individuals act as translators for older family members when interacting with the English-speaking community. On the other hand, perhaps if more participants were from younger age groups, the rate of fluency would differ.

The Spearman's rho test was performed with fluency in English as the dependent variable and age as the independent variable. Since $p=0.00$, there is a statistically significant relationship between age and fluency in English. *In this case, fluency rate refers to the respondents who either are fluent in the language or can speak the language very well.

			Age				
			18 to 29	30 to 41	42 to 53	54 to 65	66 or older
English Language Skills	Fluent	Count	3	5	7	6	6
		Column %	15	12	10	5	4
	Speaks very well	Count	7	16	11	25	24
		Column %	35	37	16	20	15
	Cannot speak very well	Count	10	18	37	62	90
		Column %	50	42	53	51	55
	Cannot speak at all	Count	0	3	13	23	43
		Column %	0	7	19	19	26
	No Response	Count	0	1	2	6	2
		Column %	0	2	3	5	1

English Language Skill Level By Age



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Age and Health

Respondents age 66 and older are 16% to 28% more likely than other age groups to have health insurance. Moreover, respondents age 66 and older are 18% to 47% more likely than other age groups to see a doctor yearly. The most significant contrast is between the oldest and youngest age groups where twice as many individuals from the older age group visit the doctor. This could be that they simply have more health concerns or because they feel more comfortable than younger groups visiting a doctor annually. When compared to the Vietnamese population-at-large in America, almost all age groups surpass the 40% nationally who see a physician yearly; the youngest age group, however, falls slightly below the national average. Considering that over half of the respondents in each age group have health insurance, the reduced use of a doctor by the youngest age group must be attributed to some other cause.

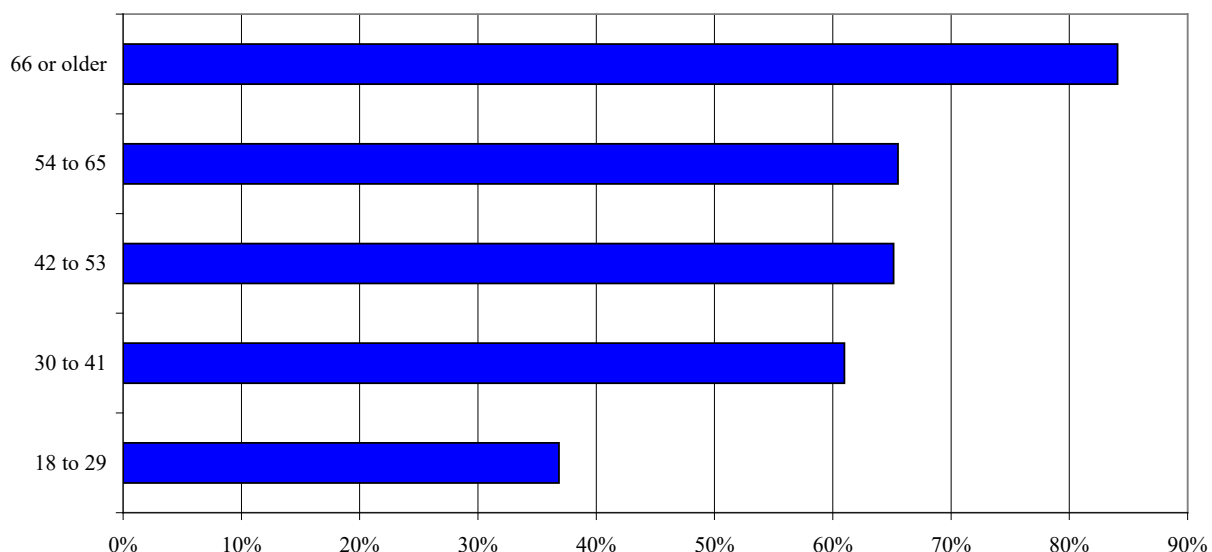
The Pearson's Chi-Square test was performed on the two items below. Age is the independent variable and the health items below are the dependent variable. The items returned a p-value less than 0.05, so there is a statistically significant relationship between the independent and dependent variables.

I go to the doctor for a yearly checkup.

Age									
18 to 29		30 to 41		42 to 53		54 to 65		66 or older	
Count	%	Count	%	Count	%	Count	%	Count	%
7	37	25	61	43	65	76	66	132	84

p=0.00

I go to the doctor for a yearly checkup.



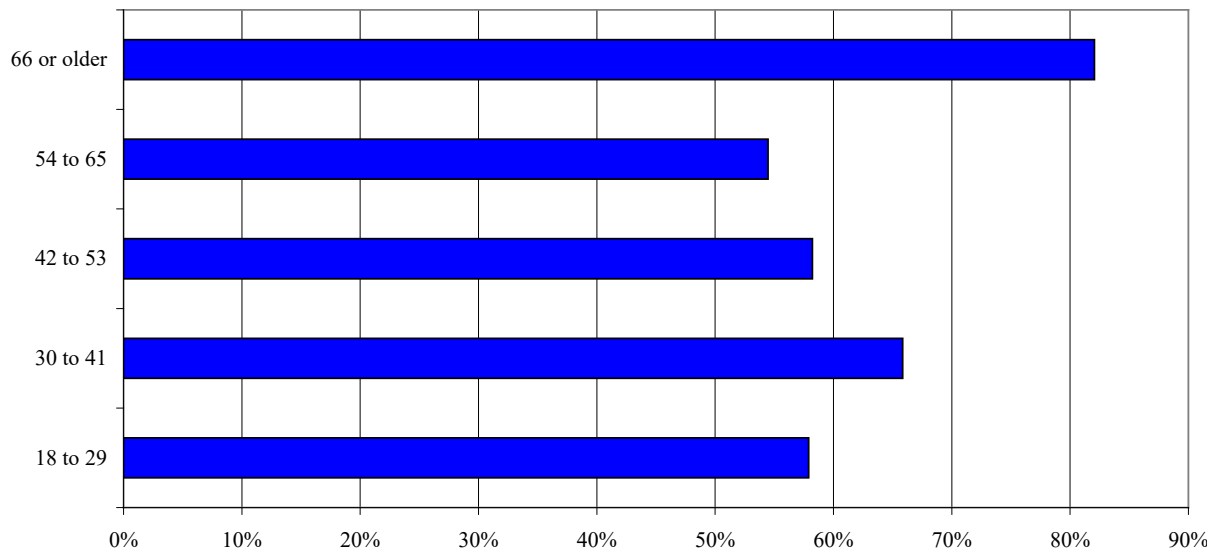
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I have health insurance.

Age									
18 to 29		30 to 41		42 to 53		54 to 65		66 or older	
Count	%	Count	%	Count	%	Count	%	Count	%
11	58	27	66	39	58	61	54	128	82

p=0.00

I have health insurance.



Age and Employment

Almost half of the respondents age 66 or older did not respond to the item regarding employment status; many noted that they were retired. Less than 20% of the age group is employed full-time or part-time. Respondents between the ages of 42 and 53 had the highest rate of full-time employment while individuals between the ages of 18 and 29 have the highest rate of part-time employment. Overall participants between the ages of 18 and 29 have the highest rate of employment since 75% of them are employed either full-time or part-time. In contrast, respondents between the ages of 54 and 65 had the highest rate of unemployment with about half of them either working occasionally or being unemployed.

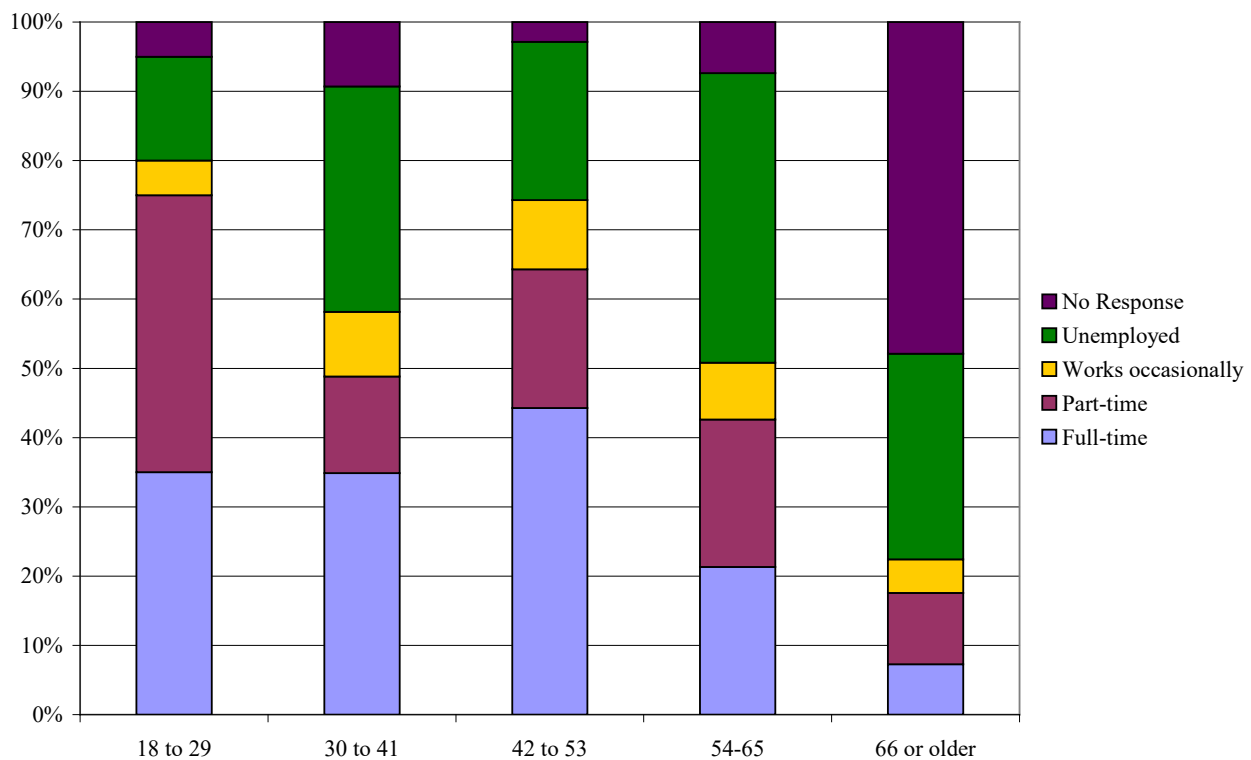
While no statistical test was performed on the relationship between age and employment status, it is important to note. Employment status in the United States is often linked to education level and English language skills. Since respondents age 54 and older have low education levels and poor English language skills, they are expected to also have lower rates of employment than

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respondents from younger age groups who have higher education levels and better English language skills.

			Age				
			18 to 29	30 to 41	42 to 53	54 to 65	66 or older
Employment Status	Full-time	Count	7	15	31	26	12
		Column %	35	35	44	21	7
	Part-time	Count	8	6	14	26	17
		Column %	40	14	20	21	10
	Works occasionally	Count	1	4	7	10	8
		Column %	5	3	10	8	5
	Unemployed	Count	3	14	16	51	49
		Column %	15	33	23	42	30
	No Response	Count	1	4	2	9	79
		Column %	5	9	3	7	48

Employment Status by Age



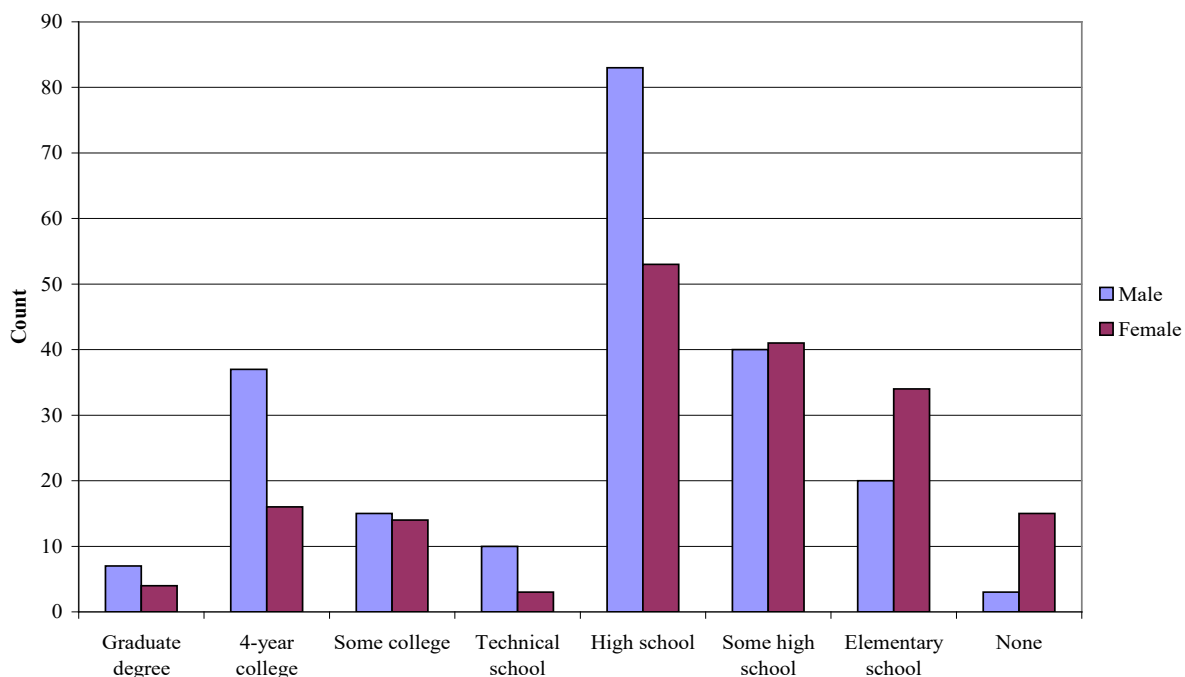
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Sex and Education Level

Overall, most men and women completed high school at most. However, the data shows that men trend towards higher education levels while women trend towards lower education levels. About 8% more men than women completed post-secondary education. About 10% more men than women completed high school. About 12% more women than men have completed some high school and elementary school; and about 7% more women than men indicated that they have received no education. The Mann-Whitney U-test for Independent Samples was performed with sex as the independent variable and education level as the dependent variable. Since $p=0.00$, a statistically significant relationship exists between the sex and education level of respondents.

		Sex			
		Male		Female	
		Count	Column %	Count	Column %
Highest Level of Education Completed	Graduate degree	7	3	4	2
	4-year college	37	17	16	9
	Some college	15	7	14	8
	Technical school	10	5	3	2
	High school	83	39	53	29
	Some high school	40	19	41	23
	Elementary school	20	9	34	19
	None	3	1	15	8
	No Response	1	<1	9	5

Highest Level of Education by Sex



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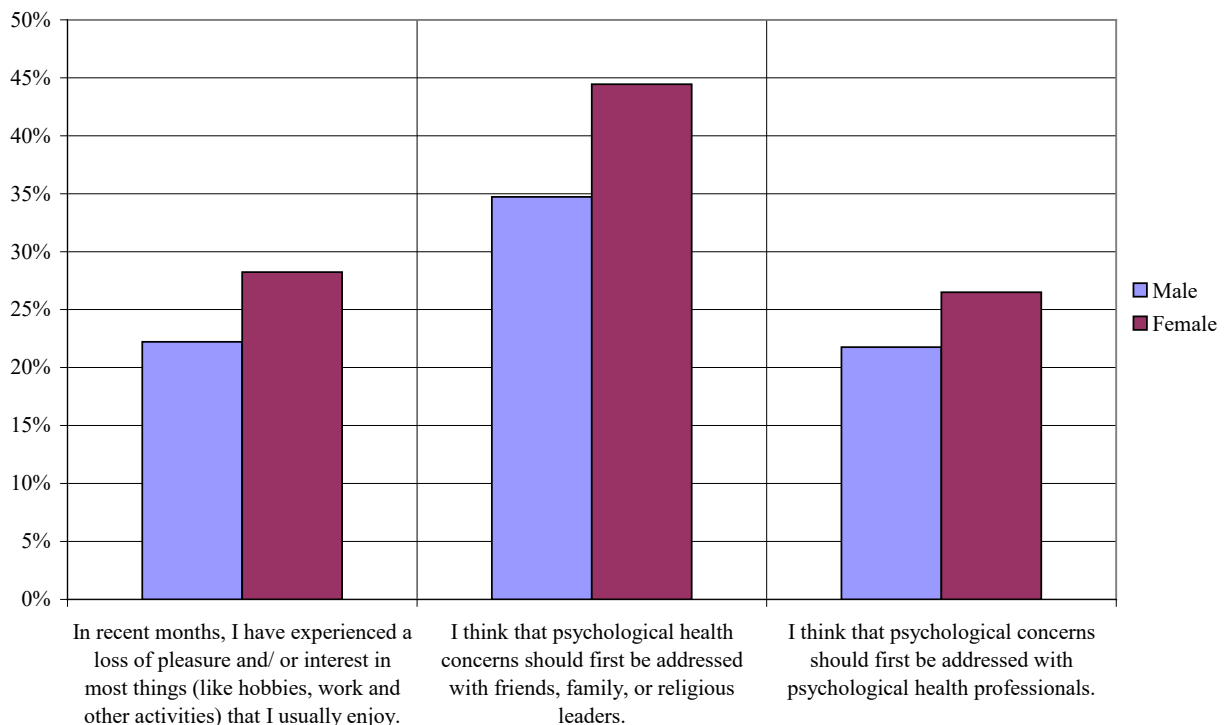
Sex and Mental Health

When combined with other indicators, a loss in pleasure and disinterest in typically enjoyable activities are common signs of depression. The survey results show that ten percent more women than men indicated that, in recent months, they experienced a loss of pleasure and/or interest in activities that they usually find enjoyable. This, in turn, could be an indicator of depression or another mental condition. Since the needs assessment survey included a single open-ended question, respondents did not have the opportunity to provide reasons for their loss of pleasure or disinterest in certain activities. Future research should be done to explore this item.

When such indicators of a mental disorder are present among individuals in the Vietnamese community, they typically are not addressed at all or are not addressed with a mental health professional. The survey results indicate that about 38% of men and 51% of women that psychological health concerns should first be addressed with friends, family, or religious leaders. Less than 27% of men and women think that psychological concerns should first be addressed with psychological health professionals. This means that most men do not think that psychological concerns should be addressed with personal contacts or with professionals; most women, on the other, simply prefer to discuss such concerns with personal contacts.

The Pearson's Chi-Square test was performed with sex as the independent variable and the mental health items discussed below as the dependent variables. Since $p < 0.05$ for all items, a statistically significant relationship exists between the sex and mental health of respondents.

Mental Health Questions by Sex



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I have recently experienced a loss of pleasure or disinterest in activities that I usually enjoy.

Sex			
Male		Female	
Count	%	Count	%
48	22	61	32

p=0.00

I think that psychological health concerns should first be addressed with friends, family, or religious leaders.

Sex			
Male		Female	
Count	%	Count	%
75	35	96	51

p=0.01

I think that psychological concerns should first be addressed with psychological health professionals.

Sex			
Male		Female	
Count	%	Count	%
47	22	50	27

p=0.02

Branch Location and Year of Migration to the USA

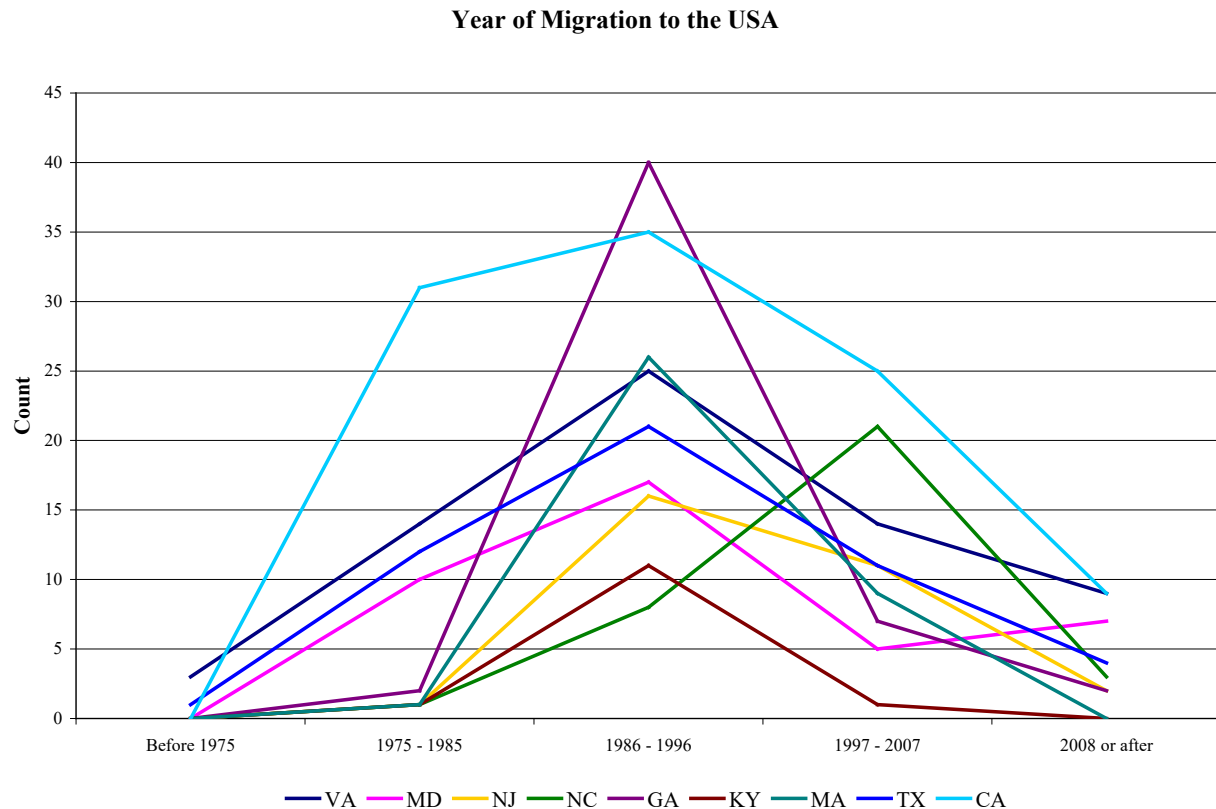
Few respondents (1%) migrated to the United States prior to 1975, and numbers steadily increased in the ten-year span that followed. An upward trend in migration continued between 1986 and 1996, when immigration is at its peak among survey takers at almost all branches; migration numbers lessen noticeably in later periods. The branch in North Carolina experienced an unusual migration pattern since most of its respondents migrated in the ten years (between 1997 and 2007) after the largest migration period among survey takers. Of those who migrated between 1997 and 2007, most currently live in California followed by North Carolina.

Most respondents who migrated prior to 1986 currently live in California. California had a steady flux of Vietnamese immigrants between 1975 and 2007. In comparison to other branches, Virginia, Maryland and Texas also had mild immigration trends during those three decades. In contrast, most respondents who migrated between 1986 and 1996 currently reside in Georgia. The period between 1986 and 1996 is the largest period of migration for branches in Georgia, Kentucky, and Massachusetts – migration numbers are significantly lower before and after this

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ten-year period for these branches. While most respondents from the New Jersey office migrated between 1986 and 1996, a noticeable number almost migrated during the ten years that followed.

While no statistical test was performed, there appears to be noticeable similarities and differences among branches and their migration patterns.



		Branch Location								
		VA	MD	NJ	NC	GA	KY	MA	TX	CA
Year of Migration	Before 1975	3	0	0	0	0	0	0	1	0
	1975 - 1985	14	10	1	1	2	1	1	12	31
	1986 - 1996	25	17	16	8	40	11	26	21	35
	1997 - 2007	14	5	11	21	7	1	9	11	25
	2008 or after	9	7	2	3	2	0	0	4	9
	Born in the USA	0	0	0	0	0	0	0	0	0
No Response		1	3	0	0	2	2	0	3	1

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Branch Location and Employment Status

A few branches had a low response rate for the item regarding employment status. Less than half of the respondents from the New Jersey office and the Massachusetts and Kentucky branches responded to the question. Of those who responded from the New Jersey office, most (43%) have either a full-time or part-time job while more than 30% of the respondents in the Massachusetts branch also have either a full-time or part-time job. In contrast, of those who responded from the Kentucky branch, all are unemployed. The low response rate may be indicative of respondents' discomfort with their current employment status.

Overall, the North Carolina branch has the highest rate of employment, followed closely by the Georgia and Virginia branches. In these locations, more than 45% of the respondents are employed at least part-time. Though these branches have the highest rate of employment, they also have a moderate rate of unemployment with at least 25% of survey takers being unemployed or working occasionally.

The higher rates of employment may be closely linked to the branches being located in or near metropolitan cities in the South or Southeastern regions of the nation. The higher rates are more likely linked to the higher rate of fluency in English and/or the higher education levels among respondents in the North Carolina, Georgia, and Virginia branches. The next sections provide more information about the relationship between fluency or education and branch location.

In contrast, the Maryland branch has the highest rate of unemployment, followed closely by the Texas and California branches. Though the Maryland branch is similarly located as the branches with the highest rate of employment, the Texas and California branches are located in Western regions of the country. As of the 2010 Census, California and Texas are the first and second most populated states in the nation; moreover, according to the Bureau of Labor Statistics, California had the second highest unemployment rate as of January 2011. The population size and unemployment rate in a state will very likely affect survey takers' employment opportunities.

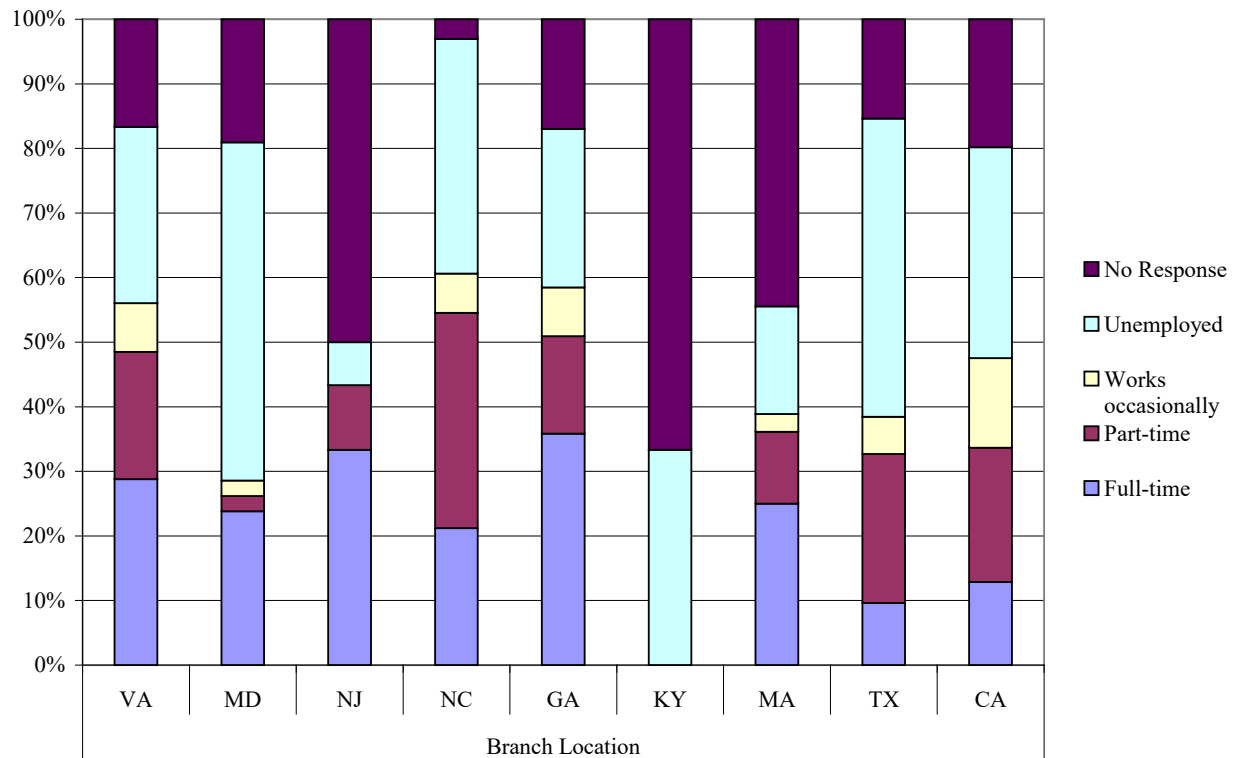
No statistical test was performed though there appears to be a noticeable relationship between the items.

*Items with a low response rate are items that were skipped by at least 40% of survey takers.

**Employment rate refers to the percentage of participants who are employed either full-time or part-time. An unemployment rate refers to the percentage of participants who either work occasionally or are unemployed.

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Employment Status by Branch



			Branch Location								
			VA	MD	NJ	NC	GA	KY	MA	TX	CA
Employment Status	Full-time	Count	19	10	10	7	19	0	9	5	13
		Column %	29	24	33	21	36	0	25	10	13
	Part-time	Count	13	1	3	11	8	0	4	12	21
		Column %	20	2	10	33	15	0	11	23	21
	Works occasionally	Count	5	1	0	2	4	0	1	3	14
		Column %	8	2	0	6	8	0	3	6	14
	Unemployed	Count	18	22	2	12	13	5	6	24	33
		Column %	27	52	7	36	25	33	17	46	33
	No response	Count	11	8	15	1	9	10	16	8	20
		Column %	27	19	50	3	17	67	44	15	20

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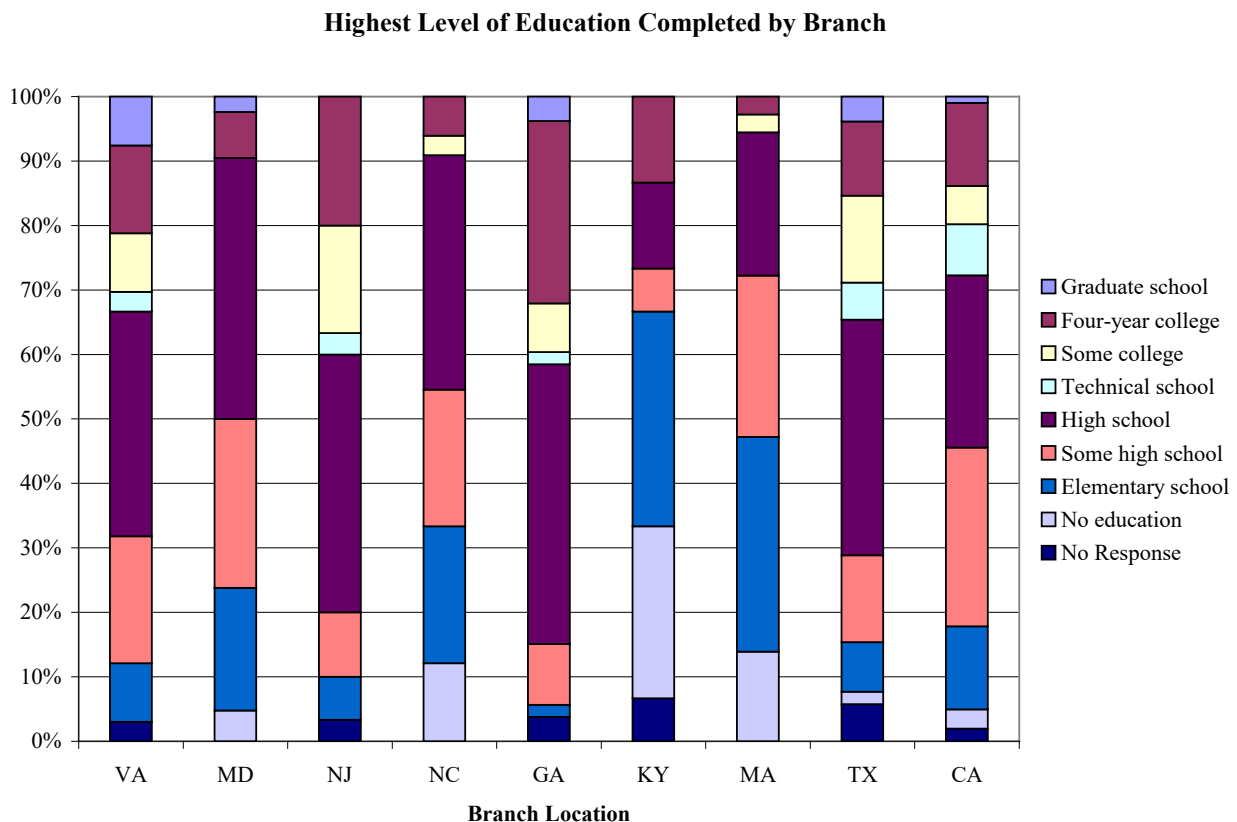
Branch Location and Education Level

Although all branches have participants with low education levels*, most survey takers have a high school education. With the highest completion rates of high school and post-secondary education, the Georgia branch has the highest level of education among branches. Less than ten percent of the participants from Georgia have lower than a high school education. In contrast, elementary school is the highest level of education completed by most participants in the Kentucky and Massachusetts branch. Kentucky has the lowest level of education among branches with almost 30% of respondents having no education at all.

Branches in Virginia, New Jersey, and Texas have a fair distribution of education levels between elementary school and graduate school. While one person in Texas indicated having no education at all, no respondents from the Virginia branch or New Jersey office indicated that. Education levels in other branches are centralized between elementary school and high school.

The Kruskal-Wallis test was performed with branch location as the independent variable and education level as the dependent variable. Since $p=0.00$, a statistically significant relationship exists between the variables.

*Low education levels refer to the following level: some high school, elementary school, and no education.



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			Branch Location								
			VA	MD	NJ	NC	GA	KY	MA	TX	CA
Highest Level of Education Completed	Graduate school	Count	5	1	0	0	2	0	0	2	1
		Column %	8	2	0	0	4	0	0	4	1
	Four-year college	Count	9	3	6	2	15	2	1	6	13
		Column %	14	7	20	6	28	13	3	12	13
	Some college	Count	6	0	5	1	4	0	1	7	6
		Column %	9	0	17	3	8	0	3	13	6
	Technical school	Count	2	0	1	0	1	0	0	3	8
		Column %	3	0	3	0	2	0	0	6	8
	High school	Count	23	17	12	12	23	2	8	19	27
		Column %	35	40	40	36	43	13	22	37	27
	Some high school	Count	13	11	3	7	5	1	9	7	28
		Column %	20	26	10	21	9	7	25	13	28
	Elementary school	Count	6	8	2	7	1	5	12	4	13
		Column %	9	19	7	21	2	33	33	8	13
	No education	Count	0	2	0	4	0	4	5	1	3
		Column %	0	5	0	12	0	27	14	2	3
	No Response	Count	2	0	1	0	2	1	0	3	2
		Column %	3	0	3	0	4	7	0	6	2

Branch Location and Fluency in English

There is a low level of fluency in English among survey participants. More than half of the participants from each branch either cannot speak English or cannot speak English very well. The survey results support the link between education level, employment status, and English language skills. Research suggests that education and English language skills are influential factors to job opportunities in this country. Without a basic education and/or adequate language skills, clients are potentially limiting their employment opportunities.

The highest rates of fluency in English are at the branches in North Carolina, Texas, Virginia, and Georgia. The Georgia branch also has the highest education level and one of the highest employment rates among branches. Similarly, North Carolina and Virginia have two of the highest rates of employment and fluency rates.

On the contrary, the lowest rates of fluency are at the branches in Kentucky and Massachusetts where no one speaks English fluently and more than half cannot speak English at all. The Kentucky branch also has the lowest employment rate and the lowest education level among branches. Likewise, the Massachusetts branch has the second lowest education level though employment rates are moderate.

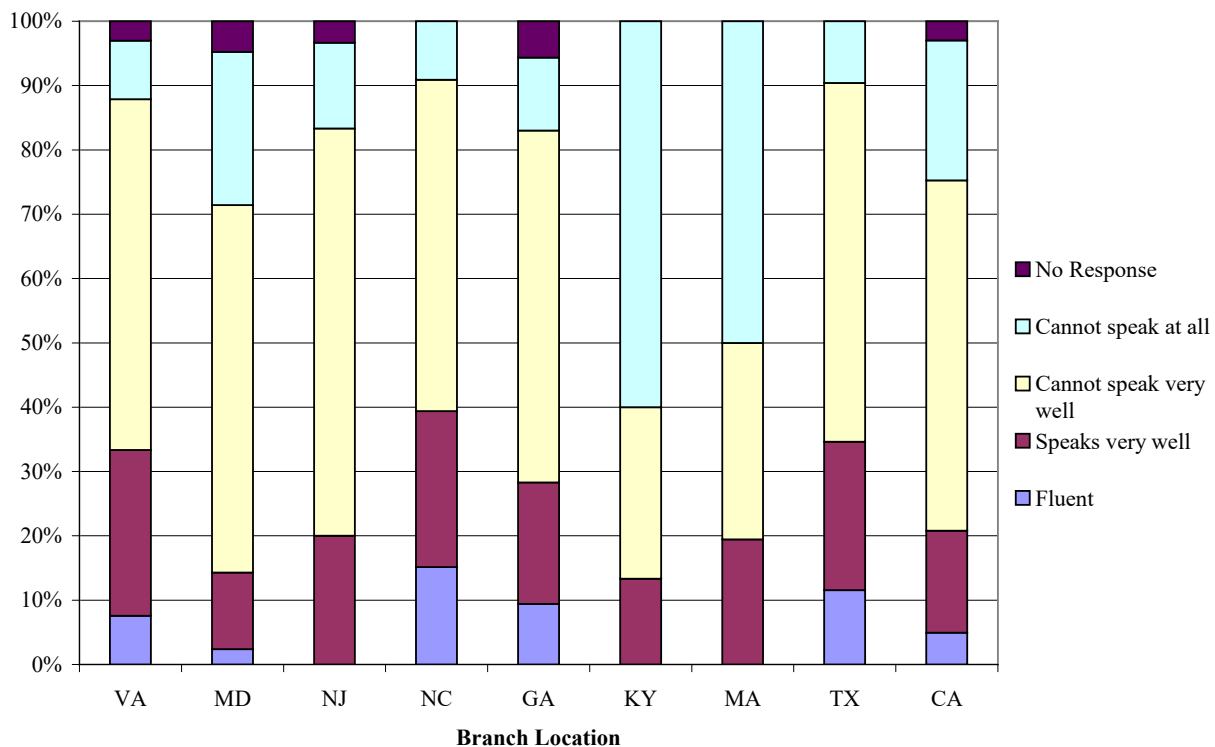
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The Kruskal-Wallis test was performed with branch location as the independent variable and fluency in English as the dependent variable. Since $p=0.00$, a statistically significant relationship exists between the variables.

			English Language Skills				
			Fluent	Speaks very well	Cannot speak very well	Cannot speak at all	No Response
Branch Location	VA	Count	5	17	36	6	2
		Row %	8	27	56	9	3
	MD	Count	1	5	24	10	2
		Row %	3	13	60	25	5
	NJ	Count	0	6	19	4	1
		Row %	0	21	66	14	3
	NC	Count	5	8	17	3	0
		Row %	15	24	52	9	0
	GA	Count	5	10	29	6	3
		Row %	10	20	58	12	6
	KY	Count	0	2	4	9	0
		Row %	0	13	27	60	0
	MA	Count	0	7	11	18	0
		Row %	0	19	31	50	0
	TX	Count	6	12	29	5	0
		Row %	12	23	56	10	0
	CA	Count	5	16	55	22	3
		Row %	5	16	56	22	3

APPENDICES

English Language Skills by Branch Location



Education Level and Views on Domestic Violence

Overall survey results show that most respondents believe that physically disciplining an adult family member is inappropriate and that domestic violence is considered a problem in the Vietnamese community. Survey takers with some high school education or above are more likely to believe that domestic violence is a problem in the Vietnamese community – more than 80% from each respective group perceive domestic violence as a community problem. In contrast, participants with an elementary school education or no education are less likely than other education levels to believe that domestic violence is a community problem – less than 65% from each respective group perceive domestic violence as a problem. Even more, coincidentally, respondents who did not indicate their level of educational completion are the least likely to believe that domestic violence is a community problem.

Many factors contribute to one's perception of domestic violence within the community. A study of a group of Vietnamese women showed that education – formal and informal – is one influential factor that empowers victims of domestic violence to seek assistance (Nguyen, 2004). The 2004 study indicated that exposure to at least a high school education helps victims in their understanding of domestic violence and disapproval of abusive relationships. Informal education can not only supplement education from formal environments, but also may compensate for a lack of education in a formal setting.

APPENDICES

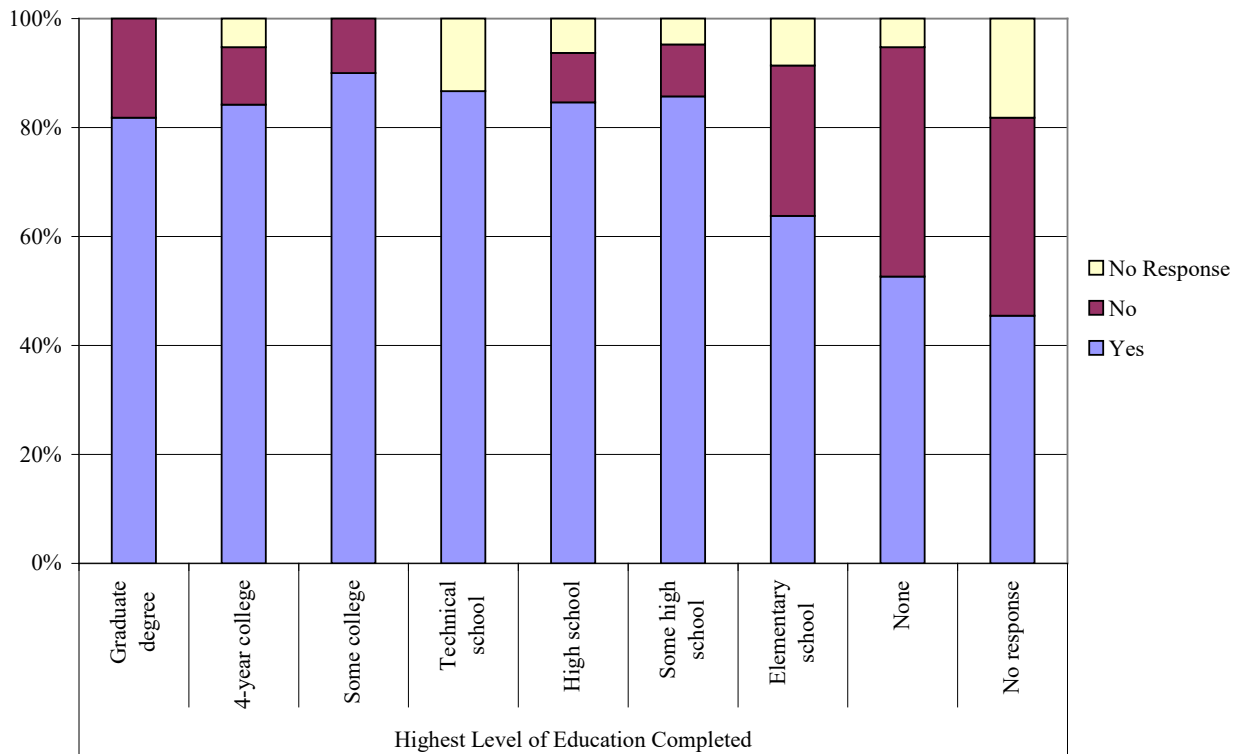
The Pearson's Chi-Square test was performed with domestic violence as the dependent variable and education level as the independent variable. Since $p=0.00$, a statistically significant relationship between the education level of respondents and their view of domestic violence within the Vietnamese community.

Do you think that domestic violence is a problem in the Vietnamese community?

			Yes	No	No Response
Highest Level of Education Completed	Graduate degree	Count	9	2	0
		Row %	82	18	0
	4-year college	Count	48	6	3
		Row %	84	11	5
	Some college	Count	27	3	0
		Row %	90	10	0
	Technical school	Count	13	0	2
		Row %	87	0	13
	High school	Count	121	13	9
		Row %	85	9	6
	Some high school	Count	72	8	4
		Row %	86	10	5
	Elementary school	Count	37	16	5
		Row %	64	28	9
		Count	10	8	1
	None	Row %	53	42	5
	No response	Count	5	4	2
		Row %	45	36	18

APPENDICES

Do you think that domestic violence is a problem in the Vietnamese community?



APPENDICES

ATLANTA, GEORGIA

At the Atlanta branch, 53 individuals participated in the needs assessment survey. All respondents completed the survey in Vietnamese.

Demographics

Almost 70% of the respondents are over the age of 54 while only one person is under the age of 30. More women (70%) than men (19%) participated in the survey, and most respondents are married.

Seventy-five percent of the respondents migrated to the United States of America between 1986 and 1996, and 84% are currently US citizens. All participants were born abroad. Information regarding respondents' ethnicity and living arrangements is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	1	2
30 to 41	5	9
42 to 53	6	11
54 to 65	19	36
66 or older	18	34
No Response	4	8
Total	53	100

Sex

Sex	Count	Percentage
Female	37	70
Male	10	19
No Response	6	11
Total	53	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	52	98
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Amerasian	0	0
Biracial	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
Other	0	0
No Response	1	2
Total	53	100

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	3	6
Engaged	6	11
Married	36	68
Separated	1	2
Divorced	2	4
Widowed	1	2
No Response	4	8
Total	53	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	45	85
Legal Permanent Resident	6	11
Visa Holder	0	0
Undocumented	0	0
No Response	2	4
Total	53	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	0	0
1975 - 1985	2	4
1986 - 1996	40	75
1997 - 2007	7	13
2008 or after	2	4
Born in the U.S.A.	0	0
No Response	2	4
Total	53	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	34	64
Visa	1	2
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	2	4
Other	13	25
No Response	3	6
Total	53	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	39	74
Apartment	6	11
Stay with family or friends	7	13
Mobile/trailer home	0	0
Shelter/homeless	0	0
Other	0	0
No Response	1	2
Total	53	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	0	0
2 to 4 people	34	64
5 to 7 people	16	30
8 people or more	1	2
No Response	2	4
Total	53	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	39	74
Girlfriend/boyfriend	0	0
Children	29	55
Grandchildren	9	17
Other family members	5	9
Friends	2	4
Roommate/renter	1	2
Lives alone	0	0

APPENDICES

Education, Language, and Employment

Most respondents were educated in Vietnam, and less than 20% also were educated in the United States. More than 80% completed high school at the least.

Almost 30% of participants are fluent in English or can speak English very well. Half are employed either full-time or part-time. Seventy-three percent of participants believe that they could get a better job if they had better English skills.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	2	4
Four-year college	15	28
Some college	4	8
Technical school	1	2
High school	23	43
Some high school	5	9
Elementary school	1	2
None	0	0
No Response	2	4
Total	53	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	43	81
United States	9	17
Other	0	0
No Response	3	6

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	5	9
Very well	10	19
Not very well	29	55
Cannot speak English	6	11
No Response	3	6
Total	53	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	25	47
No	24	45
No Response	4	8
Total	53	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	46	87
English	2	4
Other	2	4
No Response	3	6
Total	53	100

Employment Status

Employment Status	Count	Percentage
Full-time	19	36
Part-time	8	15
I work occasionally	4	8
Unemployed	13	25
No Response	9	17
Total	53	100

Would better English skills result in a better job?

	Count	Percentage
Yes	39	74
No	8	15
No Response	6	11
Total	53	100

Technology

More than 70% have access to a computer. More than 65% know how to use a computer and have access to the internet. Over half use the internet to read the news.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	38	72	12	23	3	6
Do you know how to use a computer?	35	66	13	25	5	9
Do you have access to the internet?	36	68	9	17	8	15

APPENDICES

Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	9	17
Home	36	68
School	3	6
BPSOS computer lab	6	11
Library	2	4
Other	3	6

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	23	43
Pay bills	14	26
Job searching	12	23
Read the news	29	55
Distance learning and education	10	19
Entertainment	18	34
Shop	9	17
Other	15	28

Money and Finance

Over one-quarter receive Supplemental Security Income, and more than one-tenth use food stamps. Seventy-one percent of the participants have a bank account; fifty-eight percent file a tax return annually; and a little less than half have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	12	23
No	34	64
No Response	7	13
Total	53	100

APPENDICES

Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	6	11
TANF	0	0
SSI	15	28
Other	6	11

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	38	72	12	23	3	6
Do you have a credit card?	26	49	24	45	3	6
Do you file a tax return every year?	31	58	19	36	3	6

Health and Mental Health

Over half of respondents have health insurance, and more than two-thirds have access to a doctor and see a doctor annually. More than 75% do not believe that psychological concerns should be addressed with mental health professionals, friends, family, or religious leaders first; this suggests that many participants may be apprehensive about addressing their psychological concerns at all.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	39	74	11	21	3	6
Do you go to the doctor for a yearly checkup?	37	70	13	25	3	6
Do you go to a traditional healer?	9	17	41	77	3	6
Do you use traditional (Eastern) medicines or remedies?	17	32	33	62	3	6
Do you have health insurance?	32	60	18	34	3	6
Do your children have health insurance?	31	58	19	36	3	6

APPENDICES

Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	4	8	46	87	3	6
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	10	19	40	75	3	6
Do you think that psychological concerns should first be addressed with psychological health professionals?	7	13	43	81	3	6
Are culturally appropriate psychological health services available if you need them?	11	21	39	74	3	6
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	4	8	46	87	3	6

Resources

More than 70% of participants have access to transportation, with the primary mode of transportation being one's personal vehicle. Of the 30% who are not comfortable using non-Vietnamese services, the main reasons for discomfort are language barriers and cultural barriers.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	38	72
No	2	4
No Response	13	25
Total	53	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	48	91
Get a ride from family or friends	3	6
Walk/bike	0	0
Public transportation	0	0
Taxi	0	0

APPENDICES

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	28	53
No	16	30
No Response	9	17
Total	53	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 16 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	0	0
No transportation to office	0	0
The staff cannot speak Vietnamese	6	38
The staff did not understand Vietnamese culture	6	38
The staff did not understand my needs	3	19

Social Matters

Few respondents (less than 22%) know or know of someone with an addictive behavior. Seventy-one percent believe that domestic violence is a problem in the Vietnamese community. Moreover, about forty percent would seek outside assistance if they were having problems at home, identifying friends as the main source of assistance.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	12	23
Smokes cigarettes	6	11
Uses drugs for fun	0	0
Gambles	1	2

APPENDICES

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	38	72
No	12	23
No Response	3	6
Total	53	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	6	11
No	44	83
No Response	3	6
Total	53	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	9	17
No	31	58
No Response	13	25
Total	53	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	38	72
No	10	19
No Response	5	9
Total	53	100

APPENDICES

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	21	40
No	28	53
No Response	4	8
Total	53	100

Source of Assistance

(Statistics based on the 21 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	12	57
Other family members	7	33
Religious leaders	5	24
Social services	5	24
Other	1	5

APPENDICES

CHARLOTTE, NORTH CAROLINA

At the Charlotte branch, 33 individuals participated in the needs assessment survey. All respondents completed the survey in Vietnamese.

Demographics

The age of respondents varies across all age groups with one-third of respondents being between the ages of 54 and 65. Seventy-one percent of respondents are either engaged or married. Almost 80% identified themselves as Montagnard and 18% identified themselves as Vietnamese, one person identified him/herself as biracial.

A little more than 70% migrated to the United States between 1986 and 2007. All survey takers are either US citizens or Legal Permanent Residents. Two participants indicated that they are either homeless or are living in a shelter.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	5	15
30 to 41	6	18
42 to 53	7	21
54 to 65	11	33
66 or older	4	12
No Response	0	0
Total	33	100

Sex

Sex	Count	Percentage
Female	14	42
Male	19	58
No Response	0	0
Total	33	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	18	18.18
Montagnard	79	78.79
Biracial	3	
Mon Khmer	0	0.00
Mekong	0	0.00
Hmong	0	0.00
Amerasian	0	0.00
Cambodian	0	0.00
Korean	0	0.00
Laotian	0	0.00
Thai	0	0.00
Other	0	0.00
No Response	0	0.00
Total	100	100.00

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	5	15
Engaged	8	24
Married	19	58
Separated	0	0
Divorced	0	0
Widowed	1	3
No Response	0	0
Total	33	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	14	42
Legal Permanent Resident	19	58
Visa Holder	0	0
Undocumented	0	0
No Response	0	0
Total	33	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	0	0
1975 - 1985	1	3
1986 - 1996	8	24
1997 - 2007	21	64
2008 or after	3	9
Born in the U.S.A.	0	0
No Response	0	0
Total	33	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	15	45
Visa	0	0
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	2	6
Other	16	48
No Response	0	0
Total	33	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	22	67
Apartment	7	21
Stay with family or friends	2	6
Mobile/trailer home	0	0
Shelter/homeless	2	6
Other	0	0
No Response	0	0
Total	33	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	0	0
2 to 4 people	15	45
5 to 7 people	14	42
8 people or more	4	12
No Response	0	0
Total	33	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	25	76
Girlfriend/boyfriend	0	0
Children	20	61
Grandchildren	1	3
Other family members	4	12
Friends	2	6
Roommate/renter	0	0
Lives alone	0	0

APPENDICES

Education, Language, and Employment

Most respondents were educated in Vietnam, and more than half did not complete high school. Overall, most cannot speak English at all or cannot speak it very well. Employment status varies, though more participants are unemployed than are employed full-time. Seventy percent of survey takers believe that they could get a better job if they were more fluent in English.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	0	0
Four-year college	2	6
Some college	1	3
Technical school	0	0
High school	12	36
Some high school	7	21
Elementary school	7	21
None	4	12
No Response	0	0
Total	33	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	20	61
United States	3	9
Other	0	0
No Response	10	30

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	5	15
Very well	8	24
Not very well	17	52
Cannot speak English	3	9
No Response	0	0
Total	33	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	19	58
No	13	39
No Response	1	3
Total	33	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	14	42
English	1	3
Other	18	55
No Response	0	0
Total	33	100

Employment Status

Employment Status	Count	Percentage
Full-time	7	21
Part-time	11	33
I work occasionally	2	6
Unemployed	12	36
No Response	1	3
Total	33	100

Would better English skills result in a better job?

	Count	Percentage
Yes	23	70
No	9	27
No Response	1	3
Total	33	100

Technology

About 60% of respondents have access to a computer. Less than half know how to use a computer, and about 60% have access to the internet. Half have internet access at home while a few use public locations to access the internet.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	19	58	14	42	0	0
Do you know how to use a computer?	16	48	17	52	0	0
Do you have access to the internet?	19	58	13	39	1	3

APPENDICES

Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	4	12
Home	17	52
School	2	6
BPSOS computer lab	4	12
Library	3	9
Other	2	6

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	11	33
Pay bills	5	15
Job searching	10	30
Read the news	14	42
Distance learning and education	10	30
Entertainment	12	36
Shop	5	15
Other	6	18

Money and Finance

Sixty percent know or know of someone who does not have enough money to pay for rent, food, and other basic necessities. Forty percent use food stamps as a source of income. Large percentages of the survey takers have a bank account and file a tax return annually, but less than 25% have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	20	61
No	12	36
No Response	1	3
Total	33	100

APPENDICES

Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	14	42
TANF	1	3
SSI	2	6
Other	1	3

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	22	67	10	30	1	3
Do you have a credit card?	7	21	24	73	2	6
Do you file a tax return every year?	25	76	7	21	1	3

Health and Mental Health

Few respondents rely on a traditional (Eastern) healer or remedies. Less than 10% and 15% lack access to a doctor and health insurance, respectively. Moreover, almost seventy percent do not believe that psychological concerns should be addressed with mental health professionals first; over half of respondents believe that culturally appropriate mental health services are not available locally.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	28	85	3	9	2	6
Do you go to the doctor for a yearly checkup?	24	73	8	24	1	3
Do you go to a traditional healer?	2	6	30	91	1	3
Do you use traditional (Eastern) medicines or remedies?	6	18	26	79	1	3
Do you have health insurance?	26	79	5	15	2	6
Do your children have health insurance?	26	79	2	6	5	15

APPENDICES

Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	12	36	20	61	1	3
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	23	70	8	24	2	6
Do you think that psychological concerns should first be addressed with psychological health professionals?	9	27	20	61	4	12
Are culturally appropriate psychological health services available if you need them?	18	55	13	39	2	6
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	14	42	18	55	1	3

Resources

More than 70% of participants have access to transportation, with the primary mode of transportation being one's personal vehicle. Overall, more than half are comfortable using non-Vietnamese community services. Of those who are not comfortable using non-Vietnamese services, reasons vary across the board.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	24	73
No	7	21
No Response	2	6
Total	33	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	25	76
Get a ride from family or friends	4	12
Walk/bike	0	0
Public transportation	0	0
Taxi	0	0

APPENDICES

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	17	52
No	14	42
No Response	2	6
Total	33	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 14 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	7	50
No transportation to office	7	50
The staff cannot speak Vietnamese	9	64
The staff did not understand Vietnamese culture	8	57
The staff did not understand my needs	10	71

Social Matters

Thirty-six percent know or know of someone who drinks alcohol weekly; fewer respondents know or know of someone with other addictive behaviors. Two-thirds of the survey takers believe that domestic violence is a problem in the Vietnamese community, and 39% believe that physically disciplining an adult family member is sometimes appropriate.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	12	36
Smokes cigarettes	8	24
Uses drugs for fun	2	6
Gambles	2	6

APPENDICES

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	31	94
No	0	0
No Response	2	6
Total	33	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	4	12
No	27	82
No Response	2	6
Total	33	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	13	39
No	17	52
No Response	3	9
Total	33	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	22	67
No	8	24
No Response	3	9
Total	33	100

APPENDICES

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	20	61
No	11	33
No Response	2	6
Total	33	100

Source of Assistance

(Statistics based on the 20 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	12	60
Other family members	11	55
Religious leaders	6	30
Social services	11	55
Other	0	0

APPENDICES

DELAWARE VALLEY

Collectively known as the Delaware Valley branch, the offices in Camden, New Jersey and Philadelphia, Pennsylvania are discussed separately so that possible distinctions between the two offices and their clients are clear.

CAMDEN, NEW JERSEY

At the Camden office, 30 individuals participated in the needs assessment survey. All respondents completed the survey in Vietnamese.

Demographics

Sixty percent of the survey participants are men. Half of the respondents are 66 years old and older, and only one respondent was under the age of 30. Most respondents (97%) migrated to the United States of America between after 1985, and all participants are currently either a citizen or a Legal Permanent Resident of the USA.

Information regarding respondents' ethnicity and housing is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	1	3
30 to 41	3	10
42 to 53	5	17
54 to 65	6	20
66 or older	15	50
No Response	0	0
Total	30	100

Sex

Sex	Count	Percentage
Female	11	37
Male	18	60
No Response	1	3
Total	30	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	30	100
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Amerasian	0	0
Biracial	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
Other	0	0
No Response	0	0
Total	30	100

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	7	23
Engaged	0	0
Married	22	73
Separated	0	0
Divorced	0	0
Widowed	1	3
No Response	0	0
Total	30	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	16	53
Legal Permanent Resident	14	47
Visa Holder	0	0
Undocumented	0	0
No Response	0	0
Total	30	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	0	0
1975 - 1985	1	3
1986 - 1996	16	53
1997 - 2007	11	37
2008 or after	2	7
Born in the U.S.A.	0	0
No Response	0	0
Total	30	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	19	63
Visa	0	0
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	1	3
Other	10	33
No Response	0	0
Total	30	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	22	73
Apartment	4	13
Stay with family or friends	3	10
Mobile/trailer home	1	3
Shelter/homeless	0	0
Other	0	0
No Response	0	0
Total	30	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	1	3
2 to 4 people	17	57
5 to 7 people	11	37
8 people or more	1	3
No Response	0	0
Total	30	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	19	63
Girlfriend/boyfriend	1	3
Children	16	53
Grandchildren	6	20
Other family members	7	23
Friends	2	7
Roommate/renter	5	17
Lives alone	1	3

APPENDICES

Education, Language, and Employment

Forty percent of survey takers completed post-secondary education. Most were educated in Vietnam with a small number also being educated in the United States. Moreover, 20% identified themselves as speaking English very well while more than 60% stated the opposite.

Half of the participants skipped the item regarding employment status. Of those who responded to the item, ten work full-time, three works part-time, and two are unemployed.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	0	0
Four-year college	6	20
Some college	5	17
Technical school	1	3
High school	12	40
Some high school	3	10
Elementary school	2	7
None	0	0
No Response	1	3
Total	30	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	23	77
United States	4	13
Other	1	3
No Response	4	13

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	0	0
Very well	6	20
Not very well	19	63
Cannot speak English	4	13
No Response	1	3
Total	30	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	10	33
No	19	63
No Response	1	3
Total	30	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	28	93
English	0	0
Other	1	3
No Response	1	3
Total	30	100

Employment Status

Employment Status	Count	Percentage
Full-time	10	33
Part-time	3	10
I work occasionally	0	0
Unemployed	2	7
No Response	15	50
Total	30	100

Would better English skills result in a better job?

	Count	Percentage
Yes	25	83
No	3	10
No Response	2	7
Total	30	100

Technology

About 57% of respondents have access to a computer. About 67% know how to use a computer, and over half have access to the internet.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	17	57	12	40	1	3
Do you know how to use a computer?	20	67	7	23	3	10
Do you have access to the internet?	16	53	3	10	11	37

APPENDICES

Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	4	13
Home	15	50
School	1	3
BPSOS computer lab	7	23
Library	1	3
Other	0	0

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	4	13
Pay bills	2	7
Job searching	4	13
Read the news	12	40
Distance learning and education	5	17
Entertainment	9	30
Shop	1	3
Other	4	13

Money and Finance

A low number of respondents rely on public assistance as a source of income. More than 60% of the survey takers have a bank account and file a tax return annually, and less than half have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	13	43
No	17	57
No Response	0	0
Total	30	100

APPENDICES

Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	10	33
TANF	0	0
SSI	8	27
Other	1	3

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	27	90	3	10	0	0
Do you have a credit card?	12	40	18	60	0	0
Do you file a tax return every year?	20	67	10	33	0	0

Health and Mental Health

Only one respondent goes to a traditional healer and only four use traditional Eastern medicines or remedies. Ninety percent of respondents have health insurance and visit a doctor annually. Almost 80% do not believe that psychological concerns should be addressed with mental health professionals first. Moreover, almost 90% believe that culturally appropriate mental health services are not available locally.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	25	83	5	17	0	0
Do you go to the doctor for a yearly checkup?	27	90	3	10	0	0
Do you go to a traditional healer?	1	3	29	97	0	0
Do you use traditional (Eastern) medicines or remedies?	4	13	26	87	0	0
Do you have health insurance?	27	90	3	10	0	0
Do your children have health insurance?	16	53	14	47	0	0

APPENDICES

Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	7	23	23	77	0	0
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	18	60	12	40	0	0
Do you think that psychological concerns should first be addressed with psychological health professionals?	7	23	23	77	0	0
Are culturally appropriate psychological health services available if you need them?	4	13	26	87	0	0
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	1	3	29	97	0	0

Resources

Responses to the item regarding transportation are split evenly with equal numbers having and not having access to transportation. Similarly, an equal number of the respondents are comfortable as are uncomfortable using non-Vietnamese community services. Of those who are not comfortable, 90% identify language barriers as the cause for the discomfort.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	14	47
No	14	47
No Response	2	7
Total	30	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	16	53
Get a ride from family or friends	6	20
Walk/bike	7	23
Public transportation	2	7
Taxi	0	0

APPENDICES

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	15	50
No	15	50
No Response	0	0
Total	30	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 15 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	1	7
No transportation to office	6	40
The staff cannot speak Vietnamese	14	93
The staff did not understand Vietnamese culture	5	33
The staff did not understand my needs	8	53

Social Matters

Few know or know of someone who gambles or uses recreational drugs regularly. All respondents believe that domestic violence is a problem in the Vietnamese community, and less than half would seek outside assistance for domestic problems.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	20	67
Smokes cigarettes	21	70
Uses drugs for fun	2	7
Gambles	3	10

APPENDICES

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	30	100
No	0	0
No Response	0	0
Total	30	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	3	10
No	27	90
No Response	0	0
Total	30	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	2	7
No	28	93
No Response	0	0
Total	30	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	30	100
No	0	0
No Response	0	0
Total	30	100

APPENDICES

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	13	43
No	17	57
No Response	0	0
Total	30	100

Source of Assistance

(Statistics based on the 13 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	9	69
Other family members	7	54
Religious leaders	3	23
Social services	6	46
Other	0	0

APPENDICES

PHILADELPHIA, PENNSYLVANIA

At the Philadelphia, Pennsylvania office, 19 individuals participated in the needs assessment survey – this is the second lowest participation among all branches. All but two respondents completed the survey in Vietnamese.

Demographics

Over half of the respondents are at least 54 years old and less than twenty percent of the respondents are under the age of 30. Most respondents are married (56%) or single (26%). More women than men participated in the survey.

The Philadelphia office contains the only respondent of the entire survey who is a citizen of the United States of America by birth. A large majority of the respondents migrated to America after 1986, and are currently US citizens or Legal Permanent Residents.

Information regarding respondents' ethnicity and housing is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	3	16
30 to 41	2	11
42 to 53	3	16
54 to 65	8	42
66 or older	2	11
No Response	1	5
Total	19	100

Sex

Sex	Count	Percentage
Female	35	53
Male	25	38
No Response	6	9
Total	66	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	18	95
Amerasian	1	5
Other	0	0
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Biracial	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
No Response	0	0
Total	19	100

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	5	26
Engaged	1	5
Married	8	42
Separated	0	0
Divorced	2	11
Widowed	2	11
No Response	1	5
Total	19	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	14	74
Legal Permanent Resident	4	21
Visa Holder	0	0
Undocumented	0	0
No Response	1	5
Total	19	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	0	0
1975 - 1985	2	11
1986 - 1996	6	32
1997 - 2007	4	21
2008 or after	4	21
Born in the U.S.A.	1	5
No Response	2	11
Total	19	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	2	11
Visa	2	11
I was born in the U.S.	1	5
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	1	5
Other	11	58
No Response	2	11
Total	19	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	6	32
Apartment	1	5
Stay with family or friends	9	47
Mobile/trailer home	1	5
Shelter/homeless	0	0
Other	1	5
No Response	1	5
Total	19	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	1	5
2 to 4 people	10	53
5 to 7 people	7	37
8 people or more	0	0
No Response	1	5
Total	19	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	9	47
Girlfriend/boyfriend	0	0
Children	6	32
Grandchildren	0	0
Other family members	6	32
Friends	0	0
Roommate/renter	1	5
Lives alone	0	0

APPENDICES

Education, Language, and Employment

Overall, education levels vary from no education to a four-year college with most (32%) completing high school at the most. Over 70% cannot speak English at all or cannot speak English very well. The low fluency rate could be the cause for the high discomfort with the language among survey takers in Philadelphia.

About half of the respondents are employed either full-time or part-time; no ones works occasionally.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	0	0
Four-year college	3	16
Some college	1	5
Technical school	2	11
High school	6	32
Some high school	3	16
Elementary school	1	5
None	2	11
No Response	1	5
Total	19	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	13	68
United States	3	16
Other	0	0
No Response	3	16

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	3	16
Very well	2	11
Not very well	8	42
Cannot speak English	6	32
No Response	0	0
Total	19	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	6	32
No	13	68
No Response	0	0
Total	19	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	16	84
English	1	5
Other	1	5
No Response	1	5
Total	19	100

Employment Status

Employment Status	Count	Percentage
Full-time	6	32
Part-time	3	16
I work occasionally	0	0
Unemployed	5	26
No Response	5	26
Total	19	100

Would better English skills result in a better job?

	Count	Percentage
Yes	13	68
No	3	16
No Response	3	16
Total	19	100

Technology

This is one of the lowest numbers for computer use among the branches surveyed. Less than 40% know how to use a computer although more than 40% have access to a computer with primary access being at home. Of those who have access to a computer, most use it for entertainment purposes and personal communication.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	9	47	6	32	4	21
Do you know how to use a computer?	7	37	9	48	3	16
Do you have access to the internet?	8	42	6	32	5	26

APPENDICES

Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	3	16
Home	9	47
School	1	5
BPSOS computer lab	2	11
Library	2	11
Other	0	0

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	6	32
Pay bills	4	21
Job searching	4	21
Read the news	5	26
Distance learning and education	3	16
Entertainment	7	37
Shop	2	11
Other	0	0

Money and Finance

A low number of respondents rely on public assistance as a source of income. A large percentage of the survey takers have a bank account, yet lower percentages of survey takers file a tax return annually and have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	9	47
No	8	42
No Response	2	11
Total	19	100

APPENDICES

Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	2	11
TANF	1	5
SSI	3	16
Other	1	5

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	14	74	4	21	1	5
Do you have a credit card?	7	37	11	58	1	5
Do you file a tax return every year?	8	42	10	53	1	5

Health and Mental Health

Though over 60% of respondents have health insurance and few use traditional medicines, less than half have access to a doctor or see a doctor yearly. Moreover, while a significant number do not believe that psychological concerns should be addressed with mental health professionals first, less than half of respondents believe that such concerns should be addressed with personal contacts first.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	8	42	10	53	1	5
Do you go to the doctor for a yearly checkup?	9	47	9	47	1	5
Do you go to a traditional healer?	2	11	16	84	1	5
Do you use traditional (Eastern) medicines or remedies?	3	16	15	79	1	5
Do you have health insurance?	12	63	6	32	1	5
Do your children have health insurance?	11	58	7	37	1	5

APPENDICES

Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	2	11	16	84	1	5
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	9	47	9	47	1	5
Do you think that psychological concerns should first be addressed with psychological health professionals?	1	5	17	89	1	5
Are culturally appropriate psychological health services available if you need them?	2	11	16	84	1	5
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	3	16	15	79	1	5

Resources

Although most respondents indicated comfort with using non-Vietnamese community services, many survey takers skipped the item altogether. The item regarding access to transportation also has a low response rate primarily because the item was partially discarded by poor photocopying. Nevertheless, just as many respondents rely on a bike or walking as have a personal vehicle.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	3	16
No	3	16
No Response	13	68
Total	19	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	8	42
Get a ride from family or friends	5	26
Walk/bike	8	42
Public transportation	5	26
Taxi	2	11

APPENDICES

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	8	42
No	4	21
No Response	7	37
Total	19	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 19 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	2	50
No transportation to office	2	50
The staff cannot speak Vietnamese	4	100
The staff did not understand Vietnamese culture	3	75
The staff did not understand my needs	3	75

Social Matters

Few respondents (less than 12%) know or know of someone with an addictive behavior. Furthermore, a large number of participants believe that domestic violence is a problem in the Vietnamese community; however, almost half skipped the item regarding the appropriateness of physical discipline.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	2	11
Smokes cigarettes	2	11
Uses drugs for fun	0	0
Gambles	1	5

APPENDICES

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	17	89
No	1	5
No Response	1	5
Total	19	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	1	5
No	16	84
No Response	2	11
Total	19	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	0	0
No	10	53
No Response	9	47
Total	19	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	16	84
No	2	11
No Response	1	5
Total	19	100

APPENDICES

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	10	53
No	8	42
No Response	1	5
Total	19	100

Source of Assistance

(Statistics based on the 42 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	9	90
Other family members	8	80
Religious leaders	1	10
Social services	2	20
Other	1	10

APPENDICES

FALLS CHURCH, VIRGINIA

At the Falls Church branch, 66 individuals participated in the needs assessment survey. All but three respondents completed the survey in Vietnamese.

Demographics

Over half of the respondents are at least 54 years old and less than ten percent of the respondents are under the age of 30. Most respondents (56%) are married. More women than men participated in the survey.

Almost 60% of the respondents migrated to the United States of America between 1975 and 1996, and almost 50% of all survey takers were refugees at the time of their migration. All participants were born abroad, but more than 70% are currently citizens of the United States.

Information regarding respondents' ethnicity and housing is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	6	9
30 to 41	5	8
42 to 53	10	15
54 to 65	27	41
66 or older	16	24
No Response	2	3
Total	66	100

Sex

Sex	Count	Percentage
Female	35	53
Male	25	38
No Response	6	9
Total	66	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	64	97
Amerasian	1	2
Other	1	2
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Biracial	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
No Response	0	0
Total	66	100

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	13	20
Engaged	4	6
Married	37	56
Separated	4	6
Divorced	4	6
Widowed	1	2
No Response	3	5
Total	66	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	47	71
Legal Permanent Resident	15	23
Visa Holder	2	3
Undocumented	0	0
No Response	2	3
Total	66	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	3	5
1975 – 1985	14	21
1986 – 1996	25	38
1997 – 2007	14	21
2008 or after	9	14
Born in the U.S.A.	0	0
No Response	1	2
Total	66	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	32	48
Visa	5	8
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	3	5
Other	22	33
No Response	4	6
Total	66	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	47	71
Apartment	15	23
Stay with family or friends	2	3
Mobile/trailer home	0	0
Shelter/homeless	0	0
Other	0	0
No Response	2	3
Total	66	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	2	3
2 to 4 people	44	67
5 to 7 people	17	26
8 people or more	3	5
No Response	0	0
Total	66	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	32	48
Girlfriend/boyfriend	0	0
Children	14	21
Grandchildren	9	14
Other family members	13	20
Friends	2	3
Roommate/renter	5	8
Lives alone	2	3

APPENDICES

Education, Language, and Employment

Most respondents were educated in Vietnam, and a little more than one-third indicated high school as their highest level of education. Overall, education levels vary from elementary school to graduate school. Over 60% cannot speak English at all or cannot speak English very well. Employment status also varies as an almost equal number of respondents are employed full-time as are unemployed. Seventy-seven percent of survey takers believe that they could get a better job if they had better English skills.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	5	8
Four-year college	9	14
Some college	6	9
Technical school	2	3
High school	23	35
Some high school	13	20
Elementary school	6	9
None	0	0
No Response	2	3
Total	66	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	54	82
United States	8	12
Other	4	6
No Response	5	8

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	5	8
Very well	17	26
Not very well	36	55
Cannot speak English	6	9
No Response	2	3
Total	66	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	30	45
No	34	52
No Response	2	3
Total	66	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	61	92
English	0	0
Other	1	2
No Response	4	6
Total	66	100

Employment Status

Employment Status	Count	Percentage
Full-time	19	29
Part-time	13	20
I work occasionally	5	8
Unemployed	18	27
No Response	11	17
Total	66	100

Would better English skills result in a better job?

	Count	Percentage
Yes	51	77
No	10	15
No Response	5	8
Total	66	100

Technology

More than 60% of respondents know how to use a computer. Moreover, 63% have access to a computer, and over half have access to the internet.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	42	64	24	36	0	0
Do you know how to use a computer?	40	61	25	38	1	2
Do you have access to the internet?	36	55	29	44	1	2

APPENDICES

Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	10	15
Home	40	61
School	6	9
BPSOS computer lab	10	15
Library	8	12
Other	4	6

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	26	39
Pay bills	12	18
Job searching	19	29
Read the news	30	45
Distance learning and education	10	15
Entertainment	26	39
Shop	11	17
Other	17	26

Money and Finance

A low number of respondents rely on public assistance as a source of income. Large percentages of the survey takers have a bank account and file a tax return annually, and over half have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	26	39
No	37	56
No Response	3	5

APPENDICES

Total	66	100
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Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	7	11
TANF	2	3
SSI	15	23
Other	10	15

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	57	86	8	12	1	2
Do you have a credit card?	35	53	28	42	3	5
Do you file a tax return every year?	45	68	20	30	1	2

Health and Mental Health

Over half of respondents have health insurance, and two-thirds see a doctor for an annual examination. Sixty percent do not believe that psychological concerns should be addressed with mental health professionals first; over half of respondents believe that culturally appropriate mental health services are not available locally.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	38	58	27	41	1	2
Do you go to the doctor for a yearly checkup?	44	67	22	33	0	0
Do you go to a traditional healer?	8	12	56	85	2	3
Do you use traditional (Eastern) medicines or remedies?	16	24	48	73	2	3
Do you have health insurance?	37	56	27	41	2	3
Do your children have health insurance?	23	35	41	62	2	3

APPENDICES

Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	22	33	42	64	2	3
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	34	52	32	48	0	0
Do you think that psychological concerns should first be addressed with psychological health professionals?	24	36	41	62	1	2
Are culturally appropriate psychological health services available if you need them?	26	39	37	56	3	5
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	20	30	43	65	3	5

Resources

More than 70% of participants have access to transportation, with the primary mode of transportation being one's personal vehicle. Overall, most (60%) are comfortable using non-Vietnamese community services. Of those who are not comfortable using non-Vietnamese services, reasons vary across the board.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	48	73
No	8	12
No Response	10	15
Total	66	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
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APPENDICES

My own car	42	64	Public transportation	9	14
Get a ride from family or friends	13	20	Taxi	2	3
Walk/bike	3	5			

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	40	61
No	19	29
No Response	7	11
Total	66	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 19 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	3	16
No transportation to office	4	21
The staff cannot speak Vietnamese	8	42
The staff did not understand Vietnamese culture	8	42
The staff did not understand my needs	8	42

Social Matters

Few respondents (less than 28%) know or know of someone with an addictive behavior. Eighty-six percent believe that domestic violence is a problem in the Vietnamese community, and about 64% would seek outside assistance if they were having problems at home.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	15	23

APPENDICES

Smokes cigarettes	18	27
Uses drugs for fun	3	5
Gambles	6	9

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	56	85
No	8	12
No Response	2	3
Total	66	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	12	18
No	52	79
No Response	2	3
Total	66	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	9	14
No	53	80
No Response	4	6
Total	66	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	57	86

APPENDICES

No	8	12
No Response	1	2
Total	66	100

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	42	64
No	20	30
No Response	4	6
Total	66	100

Source of Assistance

(Statistics based on the 42 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	26	62
Other family members	23	55
Religious leaders	7	17
Social services	18	43
Other	2	5

APPENDICES

HOUSTON, TEXAS

At the Houston branch, 52 individuals participated in the needs assessment survey. Four individuals completed the survey in English and 48 individuals completed the survey in Vietnamese.

Demographics

Half of the respondents are 66 years old or older, and less than ten percent of the respondents are under the age of 30. A few more women than men participated in the survey, and over half of the respondents are married.

Forty percent of the respondents migrated to the United States of America between 1986 and 1996, and most (65%) were refugees at the time of their migration. All participants were born abroad, but almost all are either citizens or Legal Permanent Residents of the United States.

Information regarding respondents' ethnicity and housing is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	3	6
30 to 41	6	12
42 to 53	8	15
54 to 65	9	17
66 or older	26	50
No Response	0	0
Total	52	100

Sex

Sex	Count	Percentage
Female	27	52
Male	22	42
No Response	3	6
Total	52	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	51	98
Biracial	1	2
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Amerasian	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
Other	0	0
No Response	0	0
Total	52	100

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	7	13
Engaged	4	8
Married	28	54
Separated	4	8
Divorced	1	2
Widowed	6	12
No Response	2	4
Total	52	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	38	73
Legal Permanent Resident	13	25
Visa Holder	0	0
Undocumented	0	0
No Response	1	2
Total	52	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	1	2
1975 - 1985	12	23
1986 - 1996	21	40
1997 - 2007	11	21
2008 or after	4	8
Born in the U.S.A.	0	0
No Response	3	6
Total	52	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	34	65
Visa	3	6
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	0	0
Other	13	25
No Response	2	4
Total	52	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	21	40
Apartment	19	37
Stay with family or friends	9	17
Mobile/trailer home	1	2
Shelter/homeless	1	2
Other	0	0
No Response	1	2
Total	52	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	5	10
2 to 4 people	41	79
5 to 7 people	6	12
8 people or more	0	0
No Response	0	0
Total	52	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	30	58
Girlfriend/boyfriend	1	2
Children	16	31
Grandchildren	1	2
Other family members	3	6
Friends	4	8
Roommate/renter	2	4
Lives alone	4	8

APPENDICES

Education, Language, and Employment

Most respondents were educated in Vietnam, and over 70% have at least a high school education. Overall, education levels vary from no education to graduate school. Over 30% can speak English very well or fluently.

Employment status also varies, but 46% are unemployed. About 60% of survey takers believe that they could get a better job if they were more fluent in English.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	2	4
Four-year college	6	12
Some college	7	13
Technical school	3	6
High school	19	37
Some high school	7	13
Elementary school	4	8
None	1	2
No Response	3	6
Total	52	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	44	85
United States	8	15
Other	0	0
No Response	2	4

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	6	12
Very well	12	23
Not very well	29	56
Cannot speak English	5	10
No Response	0	0
Total	52	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	26	50
No	24	46
No Response	2	4
Total	52	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	41	79
English	3	6
Other	8	15
No Response	0	0
Total	52	100

Employment Status

Employment Status	Count	Percentage
Full-time	5	10
Part-time	12	23
I work occasionally	3	6
Unemployed	24	46
No Response	8	15
Total	52	100

Would better English skills result in a better job?

	Count	Percentage
Yes	32	62
No	13	25
No Response	7	13
Total	52	100

Technology

Over half of the participants have access to a computer and know how to use a computer.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	27	52	25	48	0	0
Do you know how to use a computer?	28	54	23	44	1	2
Do you have access to the internet?	24	46	23	44	5	10

APPENDICES

Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	8	15
Home	24	46
School	1	2
BPSOS computer lab	4	8
Library	4	8
Other	2	4

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	14	27
Pay bills	9	17
Job searching	7	13
Read the news	19	37
Distance learning and education	9	17
Entertainment	10	19
Shop	5	10
Other	8	15

Money and Finance

More than 40% use food stamps, and over 30% receive Supplemental Security Income. A high number of participants have a bank account; 55% file a tax return annually; and less than 40% have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	36	69
No	13	25
No Response	3	6
Total	52	100

APPENDICES

Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	23	44
TANF	1	2
SSI	17	33
Other	10	19

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	42	81	6	12	4	8
Do you have a credit card?	18	35	20	38	14	27
Do you file a tax return every year?	29	56	13	25	10	19

Health and Mental Health

About 60% of respondents have health insurance and go to a doctor annually. An almost equal number of participants believe that professionals should and should not be sought first for psychological concerns. A few more people believe that culturally appropriate mental health services are available locally. On average, about 20% of the survey takers did not provide a response to the items in the section.

Health

(Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	38	73	9	17	5	10
Do you go to the doctor for a yearly checkup?	32	62	10	19	10	19
Do you go to a traditional healer?	3	6	33	63	16	31
Do you use traditional (Eastern) medicines or remedies?	8	15	27	52	17	33
Do you have health insurance?	31	60	11	21	10	19
Do your children have health insurance?	23	44	14	27	15	29

APPENDICES

Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	17	33	25	48	10	19
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	28	54	15	29	9	17
Do you think that psychological concerns should first be addressed with psychological health professionals?	21	40	20	38	11	21
Are culturally appropriate psychological health services available if you need them?	22	42	18	35	12	23
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	18	35	22	42	12	23

Resources

More than 75% of participants have access to transportation, with the primary mode of transportation being one's personal vehicle. Overall, most (70%) are comfortable using non-Vietnamese community services. Of those who are not comfortable using non-Vietnamese services, reasons vary with the most common being that the staff did not understand their needs.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	40	77
No	10	19
No Response	2	4
Total	52	100

APPENDICES

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	36	69
Get a ride from family or friends	12	23
Walk/bike	3	6
Public transportation	1	2
Taxi	0	0

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	38	73
No	10	19
No Response	4	8
Total	52	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 10 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	3	30
No transportation to office	3	30
The staff cannot speak Vietnamese	4	40
The staff did not understand Vietnamese culture	3	30
The staff did not understand my needs	6	60

APPENDICES

Social Matters

Few respondents (less than 5%) know or know of someone who uses recreational drugs or gambles. Seventy-nine percent believe that domestic violence is a problem in the Vietnamese community. Of the 56% that would seek outside assistance if they were having problems at home, more would seek help from social services than friends and other family members.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	15	29
Smokes cigarettes	11	21
Uses drugs for fun	1	2
Gambles	0	0

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	45	87
No	4	8
No Response	3	6
Total	52	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	11	21
No	39	75
No Response	2	4
Total	52	100

APPENDICES

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	7	13
No	37	71
No Response	8	15
Total	52	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	41	79
No	8	15
No Response	3	6
Total	52	100

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	29	56
No	19	37
No Response	4	8
Total	52	100

APPENDICES

Source of Assistance

(Statistics based on the 29 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	13	45
Other family members	16	55
Religious leaders	4	14
Social services	18	62
Other	0	0

APPENDICES

LOUISVILLE, KENTUCKY

At the Louisville branch, 15 individuals participated in the needs assessment survey, the smallest sample size of any branch. All respondents completed the survey in Vietnamese.

Demographics

Nine out of fifteen participants are 66 years old or older; no one is under the age of 30. An equal number of respondents are male and female. Respondents' marital status varies across the board.

Eleven people migrated to the United States of America between 1986 and 1996. All respondents are either US citizens or Legal Permanent Residents.

Information regarding respondents' ethnicity and housing is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	0	0
30 to 41	2	13
42 to 53	0	0
54 to 65	4	27
66 or older	9	60
No Response	0	0
Total	15	100

Sex

Sex	Count	Percentage
Female	6	40
Male	6	40
No Response	3	20
Total	15	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	14	93
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Amerasian	0	0
Biracial	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
Other	0	0
No Response	1	7
Total	15	100

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	1	7
Engaged	2	13
Married	7	47
Separated	1	7
Divorced	2	13
Widowed	2	13
No Response	0	0
Total	15	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	4	27
Legal Permanent Resident	11	73
Visa Holder	0	0
Undocumented	0	0
No Response	0	0
Total	15	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	0	0
1975 – 1985	1	7
1986 – 1996	11	73
1997 – 2007	1	7
2008 or after	0	0
Born in the U.S.A.	0	0
No Response	2	13
Total	15	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	7	47
Visa	0	0
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	1	7
Other	6	40
No Response	1	7
Total	15	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	10	67
Apartment	1	7
Stay with family or friends	3	20
Mobile/trailer home	0	0
Shelter/homeless	0	0
Other	1	7
No Response	0	0
Total	15	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	1	7
2 to 4 people	5	33
5 to 7 people	6	40
8 people or more	2	13
No Response	1	7
Total	15	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	6	40
Girlfriend/boyfriend	0	0
Children	11	73
Grandchildren	7	47
Other family members	2	13
Friends	0	0
Roommate/renter	0	0
Lives alone	1	7

APPENDICES

Education, Language, and Employment

Two respondents completed post-secondary education; ten respondents have a partial-high school education or lower. Thirteen of the fifteen respondents either cannot speak English at all or cannot speak English very well. Only five individuals responded to the item regarding employment status, and they all indicated that they are unemployed.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	0	0
Four-year college	2	13
Some college	0	0
Technical school	0	0
High school	2	13
Some high school	1	7
Elementary school	5	33
None	4	27
No Response	1	7
Total	15	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	8	53
United States	0	0
Other	0	0
No Response	7	47

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	0	0
Very well	2	13
Not very well	4	27
Cannot speak English	9	60
No Response	0	0
Total	15	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	4	27
No	10	67
No Response	1	7
Total	15	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	14	93
English	0	0
Other	1	7
No Response	0	0
Total	15	100

Employment Status

Employment Status	Count	Percentage
Full-time	0	0
Part-time	0	0
I work occasionally	0	0
Unemployed	5	33
No Response	10	67
Total	15	100

Would better English skills result in a better job?

	Count	Percentage
Yes	12	80
No	1	7
No Response	2	13
Total	15	100

Technology

Less than one-third has access to a computer and knows how to use a computer. One-third has access to the internet. This is one of the lowest numbers for computer use among the branches surveyed.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	4	27	11	73	0	0
Do you know how to use a computer?	4	27	10	67	1	7
Do you have access to the internet?	5	33	8	53	2	13

APPENDICES

Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	0	0
Home	5	33
School	0	0
BPSOS computer lab	0	0
Library	0	0
Other	0	0

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	3	20
Pay bills	0	0
Job searching	3	20
Read the news	3	20
Distance learning and education	2	13
Entertainment	2	13
Shop	0	0
Other	0	0

Money and Finance

About half of the participants receive Supplemental Security Income. Forty percent have a bank account. Less than one-third file a tax return annually, and even fewer have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	4	27
No	10	67
No Response	1	7
Total	15	100

APPENDICES

Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	4	27
TANF	0	0
SSI	7	47
Other	1	7

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	6	40	6	40	3	20
Do you have a credit card?	2	13	10	67	3	20
Do you file a tax return every year?	4	27	8	53	3	20

Health and Mental Health

Over half of respondents have health insurance, have access to a doctor, and see a physician yearly. More than half do not believe that psychological concerns should be addressed with friends, family, or mental health professionals first. Based on the results, one may wonder if respondents address psychological concerns and if so, with whom.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	9	60	4	27	2	13
Do you go to the doctor for a yearly checkup?	9	60	4	27	2	13
Do you go to a traditional healer?	1	7	12	80	2	13
Do you use traditional (Eastern) medicines or remedies?	3	20	10	67	2	13
Do you have health insurance?	9	60	3	20	3	20
Do your children have health insurance?	4	27	7	47	4	27

APPENDICES

Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	5	33	8	53	2	13
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	5	33	8	53	2	13
Do you think that psychological concerns should first be addressed with psychological health professionals?	3	20	10	67	2	13
Are culturally appropriate psychological health services available if you need them?	1	7	12	80	2	13
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	1	7	12	80	2	13

Resources

Less than half of the participants have access to transportation. Those who do not have their own car mainly rely on rides from family or friends. Eighty percent are not comfortable using non-Vietnamese community services. The main reasons for the discomfort are a lack of transportation and language barriers.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	7	47
No	8	53
No Response	0	0
Total	15	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	6	40
Get a ride from family or friends	9	60
Walk/bike	5	33
Public transportation	2	13
Taxi	0	0

APPENDICES

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	3	20
No	12	80
No Response	0	0
Total	15	100.00

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 12 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	1	8
No transportation to office	7	58
The staff cannot speak Vietnamese	10	83
The staff did not understand Vietnamese culture	5	42
The staff did not understand my needs	5	42

Social Matters

Few respondents (less than 13%) know or know of someone who smokes cigarettes, uses drugs for fun, or gambles. More than half of the participants do not believe that domestic violence is a problem in the Vietnamese community, and almost 75% would not seek outside assistance for domestic problems.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	4	27
Smokes cigarettes	1	7
Uses drugs for fun	0	0
Gambles	2	13

APPENDICES

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	8	53
No	7	47
No Response	0	0
Total	15	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	0	0
No	15	100
No Response	0	0
Total	15	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	4	27
No	8	53
No Response	3	20
Total	15	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	6	40
No	8	53
No Response	1	7
Total	15	100

APPENDICES

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	4	27
No	11	73
No Response	0	0
Total	15	100

Source of Assistance

(Statistics based on the 4 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	1	25
Other family members	3	75
Religious leaders	2	50
Social services	1	25
Other	0	0

APPENDICES

ORANGE COUNTY, CALIFORNIA

At the Orange County branch, 101 individuals participated in the needs assessment survey, the largest sample size of any branch. All respondents completed the survey in Vietnamese.

Demographics

Forty percent of the respondents are at least 66 years old or older, and thirty-three percent are between the ages of 54 and 65. No one under the age of 30 participated. More women than men participated in the survey, and over half of the survey takers are married.

Migration to the United States of America spans evenly between 1975 and 2007; over 60% were refugees at the time of their migration. Information regarding respondents' ethnicity and housing is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	0	0
30 to 41	7	7
42 to 53	19	19
54 to 65	33	33
66 or older	41	41
No Response	1	1
Total	101	100

Sex

Sex	Count	Percentage
Female	55	54
Male	43	43
No Response	3	3
Total	101	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	100	99
Biracial	1	1
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Amerasian	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
Other	0	0
No Response	0	0
Total	101	100

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	16	16
Engaged	8	8
Married	52	51
Separated	7	7
Divorced	7	7
Widowed	6	6
No Response	5	5
Total	101	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	75	74
Legal Permanent Resident	24	24
Visa Holder	2	2
Undocumented	0	0
No Response	0	0
Total	101	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	0	0
1975 - 1985	31	31
1986 - 1996	35	35
1997 - 2007	25	25
2008 or after	9	9
Born in the U.S.A.	0	0
No Response	1	1
Total	101	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	62	61
Visa	22	22
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	5	5
Other	8	8
No Response	4	4
Total	101	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	33	33
Apartment	30	30
Stay with family or friends	24	24
Mobile/trailer home	8	8
Shelter/homeless	2	2
Other	4	4
No Response	0	0
Total	101	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	13	13
2 to 4 people	52	51
5 to 7 people	29	29
8 people or more	7	7
No Response	0	0
Total	101	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	58	57
Girlfriend/boyfriend	3	3
Children	19	19
Grandchildren	1	1
Other family members	12	12
Friends	4	4
Roommate/renter	5	5
Lives alone	16	16

APPENDICES

Education, Language, and Employment

Most respondents were educated in Vietnam, and most (28%) completed some high school at most. Overall, education levels vary from no education to graduate school. About 20% can speak English very well or fluently.

Employment status also varies – most (33%) are unemployed.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	1	1
Four-year college	13	13
Some college	6	6
Technical school	8	8
High school	27	27
Some high school	28	28
Elementary school	13	13
None	3	3
No Response	2	2
Total	101	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	85	84
United States	10	10
Other	0	0
No Response	12	12

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	5	5
Very well	16	16
Not very well	55	54
Cannot speak English	22	22
No Response	3	3
Total	101	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	31	31
No	65	64
No Response	5	5
Total	101	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	90	89
English	3	3
Other	6	6
No Response	2	2
Total	101	100

Employment Status

Employment Status	Count	Percentage
Full-time	13	13
Part-time	21	21
I work occasionally	14	14
Unemployed	33	33
No Response	20	20
Total	101	100

Would better English skills result in a better job?

	Count	Percentage
Yes	61	60
No	30	30
No Response	10	10
Total	101	100

Technology

More than half know how to use a computer, have access to a computer, and have access to the internet.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	55	54	44	44	2	2
Do you know how to use a computer?	56	55	39	39	6	6
Do you have access to the internet?	56	55	32	32	13	13

APPENDICES

Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	11	11
Home	49	49
School	8	8
BPSOS computer lab	20	20
Library	4	4
Other	0	0

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	31	31
Pay bills	7	7
Job searching	14	14
Read the news	36	36
Distance learning and education	21	21
Entertainment	30	30
Shop	8	8
Other	8	8

Money and Finance

About 30% receive Supplemental Security Income. Almost 80% have a bank account; 50% file a tax return annually; and 40% have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	35	35
No	60	59
No Response	6	6
Total	101	100

APPENDICES

Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	5	5
TANF	0	0
SSI	30	30
Other	19	19

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	80	79	18	18	3	3
Do you have a credit card?	41	41	57	56	3	3
Do you file a tax return every year?	51	50	47	47	3	3

Health and Mental Health

Over half of respondents have health insurance, and about sixty percent see a doctor for an annual examination. Less than 25% believe that psychological concerns should be addressed with family, friends, or religious leaders first; even fewer believe that a mental health professional should be consulted first.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	75	74	23	23	3	3
Do you go to the doctor for a yearly checkup?	60	59	38	38	3	3
Do you go to a traditional healer?	3	3	95	94	3	3
Do you use traditional (Eastern) medicines or remedies?	8	8	90	89	3	3
Do you have health insurance?	54	53	44	44	3	3
Do your children have health insurance?	37	37	61	60	3	3

APPENDICES

Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	13	13	85	84	3	3
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	24	24	74	73	3	3
Do you think that psychological concerns should first be addressed with psychological health professionals?	14	14	84	83	3	3
Are culturally appropriate psychological health services available if you need them?	36	36	62	61	3	3
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	7	7	91	90	3	3

Resources

Most participants (65%) have access to transportation, with the primary mode of transportation being one's personal vehicle. Overall, 35% are not comfortable using non-Vietnamese community services with an overwhelming number stating language barriers as the reason.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	66	65
No	19	19
No Response	16	16
Total	101	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	72	71
Get a ride from family or friends	9	9
Walk/bike	9	9
Public transportation	17	17
Taxi	0	0

APPENDICES

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	53	52
No	36	36
No Response	12	12
Total	101	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 36 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	4	11
No transportation to office	4	11
The staff cannot speak Vietnamese	26	72
The staff did not understand Vietnamese culture	9	25
The staff did not understand my needs	5	14

Social Matters

Almost 33% knows or knows of someone who drinks alcohol weekly. Eighty-six percent believe that domestic violence is a problem in the Vietnamese community, and about 39% would seek outside assistance – primarily from friends and family – if they were having problems at home.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	33	33
Smokes cigarettes	21	21
Uses drugs for fun	0	0
Gambles	7	7

APPENDICES

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	78	77
No	16	16
No Response	7	7
Total	101	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	19	19
No	72	71
No Response	10	10
Total	101	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	13	13
No	75	74
No Response	13	13
Total	101	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	87	86
No	8	8
No Response	6	6
Total	101	100

APPENDICES

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	39	39
No	54	53
No Response	8	8
Total	101	100

Source of Assistance

(Statistics based on the 39 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	23	59
Other family members	23	59
Religious leaders	5	13
Social services	10	26
Other	1	3

APPENDICES

SILVER SPRING, MARYLAND

At the Silver Spring branch, 42 individuals participated in the needs assessment survey. Forty respondents completed the survey in Vietnamese.

Demographics

More men than women participated in the survey, and all but one respondent identified themselves as Vietnamese. Almost half of the respondents are 66 years old or older while only three respondents are under the age of 30. Ninety percent of survey takers are US citizens or Legal Permanent Residents. All participants were born abroad, and over half migrated to the United States of America between 1975 and 1996.

Information regarding respondents' living arrangements is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	3	7
30 to 41	1	2
42 to 53	8	19
54 to 65	10	24
66 or older	20	48
No Response	0	0
Total	42	100

Sex

Sex	Count	Percentage
Female	17	40
Male	24	57
No Response	1	2
Total	42	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	41	98
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Amerasian	0	0
Biracial	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
Other	0	0
No Response	1	2
Total	42	98

APPENDICES

Marital Status

Marital Status	Count	Percentage
Single	12	29
Engaged	0	0
Married	19	45
Separated	4	10
Divorced	0	0
Widowed	6	14
No Response	1	2
Total	42	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	24	57
Legal Permanent Resident	14	33
Visa Holder	3	7
Undocumented	0	0
No Response	1	2
Total	42	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	0	0
1975 – 1985	10	24
1986 – 1996	17	40
1997 – 2007	5	12
2008 or after	7	17
Born in the U.S.A	0	0
No Response	3	7
Total	42	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	13	31
Visa	3	7
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	1	2
Humanitarian Resettlement	3	7
Other	17	40
No Response	5	12
Total	42	100

APPENDICES

LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	16	38
Apartment	13	31
Stay with family or friends	12	29
Mobile/trailer home	0	0
Shelter/homeless	1	2
Other	0	0
No Response	0	0
Total	42	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	7	17
2 to 4 people	23	55
5 to 7 people	9	21
8 people or more	0	0
No Response	3	7
Total	42	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	14	33
Girlfriend/boyfriend	0	0
Children	19	45
Grandchildren	5	12
Other family members	8	19
Friends	0	0
Roommate/renter	1	2
Lives alone	5	12

APPENDICES

Education, Language, and Employment

Over 75% were educated in Vietnam. Two respondents indicated that they have no education, and one person indicated that he/she has completed graduate school. Half have completed high school at the least.

Over 80% cannot speak English at all or very well, yet 40% of respondents feel comfortable speaking English. More than half of survey takers are unemployed and believe that better English skills would lead to better employment opportunities.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	1	2
Four-year college	3	7
Some college	0	0
Technical school	0	0
High school	17	40
Some high school	11	26
Elementary school	8	19
None	2	5
No Response	0	0
Total	42	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	33	79
United States	1	2
Other	1	2
No Response	7	17

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	1	2
Very well	5	12
Not very well	24	57
Cannot speak English	10	24
No Response	2	5
Total	42	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	18	43
No	20	48
No Response	4	10
Total	42	100

APPENDICES

Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	37	88
English	0	0
Other	2	5
No Response	3	7
Total	42	100

Employment Status

Employment Status	Count	Percentage
Full-time	10	24
Part-time	1	2
I work occasionally	1	2
Unemployed	22	52
No Response	8	19
Total	42	100

Would better English skills result in a better job?

	Count	Percentage
Yes	25	60
No	11	26
No Response	6	14
Total	42	100

Technology

Even though one-third of respondents have access to a computer, less than one-third know how to use a computer or have access to the internet. This is one of the lowest numbers for computer use among the branches surveyed.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	14	33	26	62	2	5
Do you know how to use a computer?	13	31	25	60	4	10
Do you have access to the internet?	10	24	20	48	12	29

APPENDICES

Location of Internet Access (Multiple responses allowed.)

Location	Count	Percentage
Work	2	5
Home	15	36
School	0	0
BPSOS computer lab	0	0
Library	2	5
Other	0	0

Purpose of Internet Use (Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	6	14
Pay bills	3	7
Job searching	6	14
Read the news	10	24
Distance learning and education	6	14
Entertainment	5	12
Shop	4	10
Other	4	10

Money and Finance

Less than half of respondents file a tax return annually, which may be attributable to the level of unemployment among respondents. Two-thirds of respondents have a bank account, and one-third of respondents have a credit card.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	17	40
No	17	40
No Response	8	19
Total	42	100

APPENDICES

Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	13	31
TANF	0	0
SSI	16	38
Other	3	7

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	28	67	10	24	4	10
Do you have a credit card?	14	33	24	57	4	10
Do you file a tax return every year?	16	38	22	52	4	10

Health and Mental Health

Fifty percent of survey takers do not have health insurance, and presumably for that reason, do not see a doctor for an annual examination. However, over half have access to a doctor. Moreover, nearly half of respondents have experienced a loss of pleasure and/or interest in usually enjoyable activities.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	23	55	16	38	3	7
Do you go to the doctor for a yearly checkup?	18	43	21	50	3	7
Do you go to a traditional healer?	5	12	34	81	3	7
Do you use traditional (Eastern) medicines or remedies?	6	14	33	79	3	7
Do you have health insurance?	18	43	21	50	3	7
Do your children have health insurance?	21	50	18	43	3	7

APPENDICES

Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	20	48	19	45	3	7
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	18	43	21	50	3	7
Do you think that psychological concerns should first be addressed with psychological health professionals?	9	21	30	71	3	7
Are culturally appropriate psychological health services available if you need them?	12	29	27	64	3	7
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	7	17	32	76	3	7

Resources

Of those who responded to the item, 53% do not feel comfortable utilizing non-Vietnamese community services. They most often state that their discomfort stems from the service providers' lack of knowledge about the Vietnamese language and culture as well as the service providers' misunderstanding of their needs.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	13	31
No	10	24
No Response	19	45
Total	42	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	20	48
Get a ride from family or friends	7	17
Walk/bike	7	17
Public transportation	8	19
Taxi	7	17

APPENDICES

NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	13	31
No	23	55
No Response	6	14
Total	42	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the 23 respondents who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	6	26
No transportation to office	6	26
The staff cannot speak Vietnamese	14	61
The staff did not understand Vietnamese culture	13	57
The staff did not understand my needs	16	70

APPENDICES

Social Matters

Few respondents know or know of someone with an addictive behavior. Almost 70% believe that domestic violence is a problem in the Vietnamese community. Almost 15% believe that physical abuse against an adult family member is appropriate while 16% did not respond to the question, making it the most skipped question in this section followed by the question regarding domestic violence in the Vietnamese community.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	7	17
Smokes cigarettes	3	7
Uses drugs for fun	0	0
Gambles	3	7

Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	31	74
No	8	19
No Response	3	7
Total	42	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	1	2
No	37	88
No Response	4	10
Total	42	100

APPENDICES

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	6	14
No	29	69
No Response	7	17
Total	42	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	29	69
No	7	17
No Response	6	14
Total	42	100

HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	22	52
No	17	40
No Response	3	7
Total	42	100

APPENDICES

Source of Assistance

(Statistics based on the 22 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will ask for help or advice?

	Count	Percentage
Friends	12	55
Other family members	10	45
Religious leaders	4	18
Social services	7	32
Other	1	5

APPENDICES

SPRINGFIELD, MASSACHUSETTS

At the Springfield branch, 36 individuals participated in the needs assessment survey. All respondents completed the survey in Vietnamese.

Demographics

Over half of the respondents are at least 54 years old and one person is under the age of 30. More women than men participated in the survey, and most respondents are married.

More than 70% of the respondents migrated to the United States of America between 1986 and 1996, and almost 50% of all survey takers were refugees at the time of their migration. All participants are either citizens or Legal Permanent Residents of the United States.

Information regarding respondents' ethnicity and living arrangements is also included in this section.

BASIC INFORMATION

Age

Age	Count	Percentage
18 to 29	1	3
30 to 41	8	22
42 to 53	7	19
54 to 65	3	8
66 or older	16	44
No Response	1	3
Total	36	100

Sex

Sex	Count	Percentage
Female	23	64
Male	13	36
No Response	0	0
Total	36	100

Ethnicity

Ethnicity	Count	Percentage
Vietnamese	36	100
Montagnard	0	0
Mon Khmer	0	0
Mekong	0	0
Hmong	0	0
Amerasian	0	0
Biracial	0	0
Cambodian	0	0
Korean	0	0
Laotian	0	0
Thai	0	0
Other	0	0
No Response	0	0
Total	36	100

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Marital Status

Marital Status	Count	Percentage
Single	10	28
Engaged	1	3
Married	18	50
Separated	1	3
Divorced	1	3
Widowed	4	11
No Response	1	3
Total	36	100

IMMIGRATION AND RESIDENCY

Current Resident Status

Resident Status	Count	Percentage
US Citizen	29	81
Legal Permanent Resident	7	19
Visa Holder	0	0
Undocumented	0	0
No Response	0	0
Total	36	100

Year of Migration to the USA

Year	Count	Percentage
Before 1975	0	0
1975 – 1985	1	3
1986 – 1996	26	72
1997 – 2007	9	25
2008 or after	0	0
Born in the U.S.A.	0	0
No Response	0	0
Total	36	100

Method of Arrival to the USA

Method of Arrival	Count	Percentage
Refugee	22	61
Visa	2	6
I was born in the U.S.	0	0
Resettlement Opportunity for Vietnamese Returnees (ROVR)	0	0
Humanitarian Resettlement	0	0
Other	11	31
No Response	1	3
Total	36	100

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LIVING ARRANGEMENTS

Type of Home

Type of Home	Count	Percentage
House	14	39
Apartment	20	56
Stay with family or friends	1	3
Mobile/trailer home	0	0
Shelter/homeless	0	0
Other	0	0
No Response	1	3
Total	36	100

Number of People in Home

Number of People	Count	Percentage
Lives alone	6	17
2 to 4 people	18	50
5 to 7 people	11	31
8 people or more	0	0
No Response	1	3
Total	36	100

People in Home

(Multiple responses allowed.)

People in Home	Count	Percentage
Spouse	19	53
Girlfriend/boyfriend	2	6
Children	17	47
Grandchildren	5	14
Other family members	3	8
Friends	0	0
Roommate/renter	2	6
Lives alone	3	8

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Education, Language, and Employment

Two participants completed post-secondary education; 22% of participants have a high school education; and 44% have no more than an elementary school education. Eighty percent cannot speak English very well or cannot speak English at all. More than half believe that they could get a better job if they had better English skills.

EDUCATION

Highest Level of Education

Level of Education	Count	Percentage
Graduate school	0	0
Four-year college	1	3
Some college	1	3
Technical school	0	0
High school	8	22
Some high school	9	25
Elementary school	12	33
None	5	14
No Response	0	0
Total	36	100

Place of Education

(Multiple responses allowed.)

Location	Count	Percentage
Vietnam	15	42
United States	2	6
Other	2	6
No Response	17	47

LANGUAGE & EMPLOYMENT

Fluency Level

Fluency Level	Count	Percentage
Fluent	0	0
Very well	7	19
Not very well	11	31
Cannot speak English	18	50
No Response	0	0
Total	36	100

Comfortable Speaking English

Comfortable?	Count	Percentage
Yes	12	33
No	24	67
No Response	0	0
Total	36	100

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Language Spoken at Home

Home Language	Count	Percentage
Vietnamese	32	89
English	0	0
Other	4	11
No Response	0	0
Total	36	100

Employment Status

Employment Status	Count	Percentage
Full-time	9	25
Part-time	4	11
I work occasionally	1	3
Unemployed	6	17
No Response	16	44
Total	36	100

Would better English skills result in a better job?

	Count	Percentage
Yes	21	58
No	13	36
No Response	2	6
Total	36	100

Technology

While about 40% of respondents know how to use a computer, less than 40% have access to a computer and the internet – one-third access the internet primarily at home.

Basic Information

Survey Question	Yes	%	No	%	No Response	%
Do you have access to a computer?	14	39	22	61	0	0
Do you know how to use a computer?	15	42	21	58	0	0
Do you have access to the internet?	13	36	4	11	19	53

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Location of Internet Access

(Multiple responses allowed.)

Location	Count	Percentage
Work	3	8
Home	12	33
School	1	3
BPSOS computer lab	2	6
Library	2	6
Other	0	0

Purpose of Internet Use

(Multiple responses allowed.)

Purpose	Count	Percentage
Personal communication (email/IM/Skype/webcam)	8	22
Pay bills	5	14
Job searching	5	14
Read the news	12	33
Distance learning and education	6	17
Entertainment	6	17
Shop	5	14
Other	3	8

Money and Finance

More than half indicated that they use food stamps, and about 40% use Supplemental Security Income. Over 90% have a bank account, and less than 30% have a credit card or file a tax return yearly.

Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

	Count	Percentage
Yes	10	28
No	23	64
No Response	3	8
Total	36	100

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Source of Public Assistance (Multiple responses allowed.)

Source	Count	Percentage
Food Stamps	21	58
TANF	1	3
SSI	15	42
Other	3	8

Money Management & Fiscal Responsibility

Survey Question	Yes	%	No	%	No Response	%
Do you have a bank account?	33	92	3	8	0	0
Do you have a credit card?	11	31	25	69	0	0
Do you file a tax return every year?	10	28	26	72	0	0

Health and Mental Health

Over 90% of respondents have health insurance, have access to a doctor, and see a physician annually. Over 80% believe that culturally appropriate mental health services are not available locally.

Health (Multiple responses allowed.)

Health	Yes	%	No	%	No Response	%
Do you have access to a doctor?	35	97	1	3	0	0
Do you go to the doctor for a yearly checkup?	35	97	1	3	0	0
Do you go to a traditional healer?	1	3	35	97	0	0
Do you use traditional (Eastern) medicines or remedies?	1	3	35	97	0	0
Do you have health insurance?	34	94	2	6	0	0
Do your children have health insurance?	15	42	21	58	0	0

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Mental Health

(Multiple responses allowed.)

Mental Health	Yes	%	No	%	No Response	%
In recent months, have you experienced a loss of pleasure and/or interest in most things (like hobbies, work and other activities) that you usually enjoy?	14	39	22	61	0	0
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?	18	50	18	50	0	0
Do you think that psychological concerns should first be addressed with psychological health professionals?	9	25	27	75	0	0
Are culturally appropriate psychological health services available if you need them?	6	17	30	83	0	0
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups)?	6	17	30	83	0	0

Resources

Almost 70% of participants have access to transportation, with the primary mode of transportation being one's personal vehicle followed by getting rides from family or friends. Overall, most (86%) are comfortable using non-Vietnamese community services.

TRANSPORTATION

Access to Transportation

Access to Transportation	Count	Percentage
Yes	25	69
No	4	11
No Response	7	19
Total	36	100

Mode of Transportation

(Multiple responses allowed.)

Mode of Transportation	Count	Percentage
My own car	17	47
Get a ride from family or friends	12	33
Walk/bike	4	11
Public transportation	2	6
Taxi	0	0

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NON-VIETNAMESE COMMUNITY SERVICES

Do you feel comfortable using non-Vietnamese community services?

Comfortable?	Count	Percentage
Yes	31	86
No	1	3
No Response	4	11
Total	36	100

Reason for discomfort with non-Vietnamese community services

(Statistics based on the one respondent who answered “no” to the question above regarding non-Vietnamese community services. Multiple responses allowed.)

Reason	Count	Percentage
The office was hard to find	0	0
No transportation to office	1	100
The staff cannot speak Vietnamese	0	0
The staff did not understand Vietnamese culture	0	0
The staff did not understand my needs	0	0

Social Matters

Few respondents (less than 20%) know or know of someone with an addictive behavior. About 80% believe that domestic violence is a problem in the Vietnamese community, and about 67% would seek outside assistance if they were having problems at home.

ADDICTIVE BEHAVIORS

Addictive Behavior

(Multiple responses allowed.)

Knows or knows of someone who does any of the following at least once a week

	Count	Percentage
Drinks alcohol	7	19
Smokes cigarettes	5	14
Uses drugs for fun	0	0
Gambles	0	0

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Alcohol and Drug Use

Do you think that drinking alcohol and/or using recreational drugs is concerning behavior?

	Count	Percentage
Yes	28	78
No	7	19
No Response	1	3
Total	36	100

Gambling

Do you know or know of someone who has needed a loan because of gambling?

	Count	Percentage
Yes	1	3
No	34	94
No Response	1	3
Total	36	100

DOMESTIC VIOLENCE

Physical Abuse

Is it sometimes appropriate to physically discipline an adult family member?

	Count	Percentage
Yes	5	14
No	29	81
No Response	2	6
Total	36	100

Community Problem

Do you think that domestic violence is a problem in the Vietnamese community?

	Count	Percentage
Yes	32	89
No	3	8
No Response	1	3
Total	36	100

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HELP SEEKING PROCESS

Seeking Outside Assistance

Will you seek outside assistance if you are having problems at home?

	Count	Percentage
Yes	24	67
No	11	31
No Response	1	3
Total	36	100

Source of Assistance

(Statistics based on the 11 respondents who answered “yes” to the question above regarding outside assistance. Multiple responses allowed.)

If you seek outside assistance, who will you ask for help or advice?

	Count	Percentage
Friends	20	83
Other family members	9	38
Religious leaders	8	33
Social services	8	33
Other	0	0

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RECOMMENDATIONS

Based on the findings outlined in this report, the following recommendations should be considered. Each recommendation is accompanied by suggested next steps to accomplishing aspects of the recommendation with the next year.

1. Standardize evaluation and monitoring of programs to more easily highlight strengths, limitations, and areas for improvement

Programs already exist to address apparent needs among BPSOS' client base, but the needs still exist at a high rate (see Recommendations 2, 3, 4, and 6). That being the case, one may assume that a disconnect exists between current programs/services and client needs. Critical review of programs must occur to ensure that programs are functioning properly and within their desired scope, and are appropriately addressing identified client needs. If critical review uncovers that programs are meeting their objectives, then organization and respective branches should reevaluate the programs' scope in light of client needs. If critical review uncovers that programs are not meeting their objectives, the organization and respective branches should then reevaluate the programs' structure and implementation.

Engaging in program evaluation and program monitoring does not imply that the program is flawed, but ensures that the program is implemented as planned successfully. Standardized program evaluation and program monitoring methods would allow the organization to systematically and routinely review program success in terms of addressing client needs, client satisfaction, and other areas of interest. Even more, information obtained through program evaluation and program monitoring can be used by administrators or funders to make decisions about future funding, program goals, and branch strategies. Below are some questions to consider in evaluation and monitoring of programs.

- What are the program's objective(s) and goal(s)? What are the components of the program?
- To what extent does a current program address identified client needs? To what extent do current programs not address those needs?
- Is the program well organized? Does it vary by branch? Is program performance at some branches significantly better or poorer than at others?
- How is program success defined? What is the success rate of each program and its clients? If success is high, what practices can be replicated at other branches? If success rate is low, what improvements can be made to the program?
- Are necessary program functions being performed adequately? Does the program coordinate effectively with the other programs and agencies with which it must interact?
- Are resources used effectively and efficiently? Are resources, facilities, and funding adequate to support important program functions?
- How many persons are receiving services? Are they receiving the proper amount, type, and quality of services?

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- Are members of the target population aware of the program? Are those receiving services the intended targets?
- Does staff work well with each other? Is staffing sufficient in numbers and competencies for the functions that must be performed?
- Does the program utilize evidence-based models or recognized best practices?
- What evaluation tool is currently used to evaluate program success? Does it appropriately address program objectives, goals, implementation, and outcome? (Rossi, Lipsey, & Freeman, 1999)

Next Steps: If your branch has not already done so, begin to document the goals and objectives for each active program as well as the evaluation method used to measure attainment of those goals and objectives. Using the enclosed program review form (see Appendix D), regularly (monthly, quarterly, etc.) review all programs. If especially successful programs are found, feel free to share such ideas with other branches.

2. Develop or expand English for speakers of other languages (ESOL) or English as a second language (ESL) programs

Data suggests that BPSOS clients would benefit from increased English language skills. There is a low fluency rate among survey takers though most have lived in the United States for at least ten years. Findings show that one-quarter of respondents are fluent in English or can speak English very well; no one in the New Jersey, Kentucky, and Massachusetts branches is fluent in English. Even more, branches with higher fluency rates also had high rates of nonfluency. Improved English language skills, however, can lead to more employment and education opportunities. Additionally, better English language skills allow respondents to communicate better with their environment, including non-Vietnamese services.

Since many branches have well-established ESL programs, an evaluation of the current program may help the organization and respective branches identify strong points and weak points of current implementation that may affect: (1) client participation, (2) client success, and (3) program effectiveness. One standard approach or curriculum does not seem to exist within BPSOS' ESL program – it is dependent on the branch. However, the organization may find it useful to identify one successful approach or ESL curriculum that is proven successful, works for varying language proficiency levels, and can be customized to address needs particular to the Vietnamese community. This way, the curriculum can be implemented with similar success at various locations, in spite change in grant requirements, branch staff, or ESL instructor, and with minimal disturbance to clients. Even more, with development and standardization of an ESL program, routine program monitoring, evaluation, and modifications can occur with less difficulty.

Next Steps: If demand is high, but participation is low, conduct outreach within the community to assess the cause of low participation. Perhaps, individuals do not have reliable transportation or classes are at inconvenient times. From the information gathered, create an action plan to address immediate barriers to attending ESL classes – this may include, for example, creating a carpool group, making course materials available to clients electronically, or creating an ESL-

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oriented radio program. Also share ideas, materials, and resources with other branches. Doing so will help build a database of information that can be used to develop a standard ESL program.

3. Invest in job skill development and job search assistance

Data suggests that BPSOS clients would also benefit from employment assistance and job skill development. Of the 38% who are employed either full-time or part-time, most work in one of the following jobs: nail technician, hair dresser, clerical/administrative assistant, laborer or worker, and tailor/seamstress. Most of these positions are likely to have limited benefits and low wages, and are labor intensive. Moreover, the 39% who are unemployed or work occasionally in this poor economy may have a particularly difficult time finding a job due to limited skills and limited English language proficiency.

Some branches already have employment services available to their clients. However, perhaps they are unable to provide a wealth of services due to funding, staff, or resource restrictions. Developing partnerships with local organizations trained in workforce and skill development is recommended.

On the other hand, employment data may be somewhat skewed as many participants are retired. Since there is no “retired” option on the survey, retired participants may have identified themselves as unemployed instead; thus, distorting the results.

Next Steps: Strengthen relationships with local resources, focusing on those that encourage skill development, job recruitment, and training; this may include reaching out to local businesses and staffing agencies. If available, interns and other volunteers can be utilized in compiling lists of local resources and their contact information.

Build a relationship with the local One-Stop Career Center to take advantage of the career development and educational opportunities available to your clients. CareerOneStop (www.careeronestop.org), sponsored by the U.S. Department of Labor, provides tools and services like One-Stop Career Centers to job seekers, students, businesses, and career professionals. Use the service locator on the website to find the nearest One-Stop Career Center.

4. Expand the Community Against Domestic Violence (CADV) program to all branches

Per needs assessment survey results, domestic violence is considered a problem in the Vietnamese community. This suggests that community members desire that extra attention be given to this issue. The CADV program has potential for standardization and implementation at all branches. The program offers case management and legal services to victims of domestic violence in addition to outreach and education to the community-at-large and local service providers. For individuals who are apprehensive about receiving direct services, a CADV program could possibly include support groups, educational programs, and outreach to the Vietnamese community – this way, information and resources about domestic violence are still available.

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Currently, however, the program is only a component of the branch services in Virginia, Maryland, and Texas. Expansion of a program nationally would require capacity building and additional funding, which may be beyond the scope of BPSOS at this time. Nevertheless, if the CADV program cannot be implemented nationwide, BPSOS' clients would still benefit from partnerships with existing domestic violence hotlines and domestic violence prevention and intervention organizations locally.

Next Steps: If funds and staff are limited, start small. First, identify the issues that are most important to clients. For example, perhaps the community is more concerned about domestic violence against elderly women or domestic violence among adolescents in dating relationships. This way, sub-populations and/or interest areas have been identified for any future efforts. Then, implement small CADV endeavors – not necessarily a full program – that focuses on one or two topics especially important to the Vietnamese community. Example endeavors include a monthly (or bi-monthly) support group, informational pamphlets, a brief educational radio announcement, or a regular informational advertisement in *Mach Song*.

By starting small when funds and staff are limited, you are signaling to the community and to potential funders that you have recognized a community need and are attempting to address it.

5. Develop culturally appropriate services to address health and mental health needs

While culturally appropriate health services are provided through the Health Awareness and Prevention Program (HAPP), survey takers believe that the same culturally appropriate services are not available for mental health concerns. Survey results suggest that mental health concerns are personal among members of the Vietnamese community that are unlikely to be discussed formally with a mental health professional or informally with friends and family. The discomfort is only heightened by cultural attitudes regarding mental health. A mental health approach that is sensitive to cultural beliefs and practices may be successful in attracting community members to necessary mental health services.

On the other hand, mental health services need not be provided in the traditional Western sense (i.e. psychotherapy, medication, etc.). BPSOS can take approaches (i.e. community development, support groups, etc.) that are more in line with the community and its structure. Regardless of the chosen approach, non-mental health professionals are encouraged to connect with licensed professionals who can act as resources and referrals for clients who show signs of severe mental health needs such as posttraumatic stress, suicidal ideation, and substance abuse.

Next steps: Collect informal data (i.e. impromptu discussions, focus groups, etc.) to understand the scope of the issue within your area. Make sure to document the information you have gathered, so that when funding opportunities arise, you have the data available to quantify and qualify your need. Also, identify best practices and conduct research about culturally appropriate mental health services, which can be used in the future to create a program – volunteers and interns can be instrumental in compiling pertinent information.

At this time, referrals may be the best option: develop relationships with mental health service providers, educate them on important aspects of the Vietnamese culture, and encourage their

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participation in informal social events in the community. This way, apprehensive clients get to meet service providers in non-clinical settings, which may increase their comfort and reduce their apprehension about seeking mental health services.

6. Develop or expand programs that provide financial services including tax services

Two-fifths (40%) of survey takers know someone who does not have enough money to pay for basic necessities such as food and rent. The 40% are speaking about themselves or about someone else who may or may not be receiving services from BPSOS. The organization must explore whether this subgroup of the community is being provided with necessary services (i.e. finance management, employment search and skill development, etc.). If they are not receiving any services, then the organization then must explore how the subgroup can be reached.

Additionally, two-fifths of survey takers indicated that they do not file a tax return annually. Due to limited historical data about BPSOS clients, it is difficult to determine if 40% is a high non-filing rate or a low non-filing rate among the population. Perhaps, non-filing among 40% of the client base is a record low for the population. Additionally, reasons for non-filing may vary, but are not explored in this present survey. Thus, the data cannot be translated undoubtedly as positive or negative without supporting evidence.

Nevertheless, the organization can help ensure that those who can and must file are provided with the necessary resources to do so. For example, the Virginia branch participates in the Volunteer Income Tax Assistance (VITA) program sponsored nationwide by the Internal Revenue Service; as a VITA site, the branch provides free tax return preparation by trained community volunteers to all qualified taxpayers with low to moderate income (\$49,000 or less). Access to the VITA program at a familiar location where the Vietnamese language is known may be the primary reason that 68% of survey takers from the Virginia branch file a tax return annually – the second highest rate after North Carolina (76%).

Next Steps: Steps from above can also be implemented here, including developing relationships with community resources, conducting outreach in the Vietnamese community, and identifying and addressing barriers that prevent clients from accessing available service. Begin by contacting local financial institutions like banks and credit unions that may be willing to offer materials or onsite financial workshops; and consider involving volunteers in parts of the process (i.e. compiling a list of local financial institutions, conducting outreach, etc.).

7. Utilize volunteers

As mentioned throughout, volunteers can be used to supplement the efforts of paid staff. They can collect data and conduct research, participate in outreach efforts, and perform a variety of other tasks. Though it may be a demanding task to recruit and supervise volunteers, they are extremely beneficial to organizations that have limited staff and funding. They serve in many capacities within organizations by contributing their time, energy, and skills to fulfill an organizations' mission.

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Next Steps: A volunteer coordinator could be advantageous for each branch by supervising the recruitment, placement, and retention of volunteers. There may not be someone on staff who can assume this role. However, one or two long-time current volunteers (or new volunteers with experience in volunteer coordinating) may assume the position in a part-time voluntary capacity. In this position, he or she would, for example, assess the need for volunteers in the branch; develop relationships with local high schools, colleges, and universities to recruit individual volunteers or arrange internship opportunities; reach out to local religious organizations; reach out to the retired population and other members of the local area; and assess volunteers' skills and interests, and place them in appropriate departments of the organization.

Recommendations 8 to 11 pertain to further research of certain topics or subpopulations within the Vietnamese communities being served. While the present research method is a survey, it is not the only method that may be successful with such an isolated community. Focus groups, for example, may prove useful in gathering qualitative data from clients, which was practically absent from the present survey. Additional surveys or research methods should be dispersed throughout several years so to not exhaust clients and discourage further participation.

8. Explore the needs and concerns of especially vulnerable populations within the Vietnamese population and being served by BPSOS

In general, vulnerable populations are defined as “those individuals or groups who have a greater probability than the population as a whole of being harmed and experiencing an impaired quality of life because of social, environmental, health, or economic conditions or policies” (McGuire & Kuji-Shikatan, 2006, Slide 6). Herein, specifically, vulnerable populations are seniors, and children and youth because they have especially limited power in communities or rely on others for basic necessities (i.e. food, transportation, and shelter, etc.). As vulnerable populations, these two subgroups will have unique problems, concerns, and needs that will vary from the community-at-large. To identify the specific needs of vulnerable populations and ensure that those needs are being addressed, BPSOS should conduct additional exploratory research.

Seniors are likely experiencing particular mental, physical, and social changes that come with aging. For example, while young and middle-age clients at BPSOS may be more interested in employment services, many seniors who participated in the survey indicated that they have already retired. As a result, certain services provided by BPSOS may not be utilized by the group such as employment assistance and job skill development. However, other services may be especially attractive to them though they are not especially designed for them such as ESL classes. Even more, since most seniors live with family members, they are probably less concerned with meeting basic needs of food and shelter. However, seniors may be pursuing more socially-motivated and fulfilling activities in order to remain involved in their community. Pinpointing the needs and barriers specific to older adults will help ensure that services are as useful and accessible to them as they are to other age groups.

In contrast to seniors, children and youth are at the fledgling stages of life. However, their concerns, interests, and habits could not be explored in this survey because all participants must have been 18 years old to participate. Though children do not comprise the bulk of the

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organization's client base, they are among the family system and are affected by the services provided to their parents and grandparents; that being the case, their perspective is just as valuable as the adults surveyed. More importantly, children have their own distinctive set of needs and concerns that have not been explored in the current survey. At least four branches have an established Asian Youth Empowerment Project (AYEP), meaning that the organization has identified needs among this specific population in certain locales. Such problems and needs should be explored nationwide now.

9. Conduct additional research on the needs and characteristics of the clients served by the Gulf Coast branch

No office from the Gulf Coast branch could participate in the present survey. As noted previously (see Methodology section), the Gulf Coast region has been greatly impacted by the 2010 Deepwater Horizon oil spill – this includes many Vietnamese communities that developed in that region during the periods of resettlement during the 1970s and 1980s. Existing language and social barriers among the communities make it difficult for them to receive the proper services especially now in view of this recent disaster. The Gulf Coast branch has dedicated much time and effort in ensuring that clients are being provided with proper services and resources to combat the adversity. As a result, the offices did not have the time to participate though evaluation of their client needs is even more important now given their current situation.

10. Conduct additional research on clients' use of and satisfaction with BPSOS services

The present survey is primarily descriptive research aimed to gather data and characteristics about the organization's current client base. As descriptive research, it cannot evaluate clients' use of and satisfaction with service provision. An additional survey or other research method could collect qualitative and quantitative data about service provision, which in turn could influence program design and implementation. Satisfaction surveys, for example, have many benefits for an organization. Primarily, clients' opinions on various aspects of service provision can be collected. If feedback is negative, immediate action can be taken to address problems. Also, satisfaction surveys show clients that an organization is invested in provided quality and effective services; thus, strengthening the relationship between client and provider.

11. Conduct additional research on the topics of technology and finance

As mentioned previously, the Technology, and Money and Finance sections of the survey had the lowest response rates, meaning that these sections were skipped more than any other section in the survey. Nevertheless, the topics are just as important as other sections when developing an image of the current client base and assessing their needs; thus, additional research should be conducted to collect more information since the information collected herein may be insufficient. In the future, a "not applicable" response may be helpful in knowing whether respondents skipped the section because of disinterest or because they were not applicable. Also, the order in which the items are presented should be reconsidered. For example, it may be off putting to respondents when the first item in a section inquires about the inability to afford basic necessities.

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Items in the Technology section especially could be more specific, so to assess individuals' knowledge better and to potentially garner more interest in completing the section. For example, additional items could regard frequency of computer use and internet use; knowledge of basic computer software such as Microsoft Word and Excel; and desire to learn or improve computer skills. This, in turn, could influence future services provided to clients nationwide. Similarly, the Money and Finance section could be more exploratory. Considering the economic conditions nationwide, responses to the Money and Finance section are important. Almost half of the respondents (48%) live in a house; this means that they could be facing foreclosure or loan/mortgage troubles. Similarly, a significant number of respondents do not file tax returns annually; yet, no survey item explored the cause of non-filing. Items that address these common issues may result in a higher response rate.

Next Steps for Recommendations 8 to 11: Intensive research is likely not feasible in a year. Compiling a list of research priorities will allow branches and headquarters to understand their most pressing research needs. Additionally, compile a list of local research support services (i.e. private organizations, research funding opportunities, specific departments within universities and colleges, etc.) – build relationships with organizations and institutions that are interested in research regarding underserved populations and community development. It is possible that likeminded organizations, institutions, professors, and students may support research efforts with their time, expertise, or funds.

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INSTRUMENTS

Needs Assessment Survey (English)

Boat People SOS Needs Assessment Survey

Informed Consent of Participation

This survey is being given by Boat People SOS. We hope that the results of this survey will help BPSOS get to know its clients better and help us to improve our services. This survey is being completed at all of the BPSOS branch offices across the country.

This survey is short and will not take much time to fill out (no more than 10 minutes). It is available in both English and Vietnamese. You may choose to fill out the survey in the language in which you are most comfortable.

BPSOS hopes that clients will want to fill out this survey, but if you don't want to, that is OK. Your participation is voluntary. Please know that filling out or not filling out this survey will not interfere with your current use of BPSOS services in any way.

If you do choose to fill out this survey, BPSOS will give you a lapel pin honoring the organization's 30th anniversary as a way of saying "thank you." These pins will be at your BPSOS branch office for you to pick up after the surveys are collected.

These surveys are anonymous, and you should not write your name on them. When you finish the survey, it will be sent to the BPSOS Headquarters in Falls Church, VA. The answers to the questions will be studied there.

If you would like to take part in this survey, please write your initials in the blank at the bottom of this page.

Thank You!

Initials of Participant: _____.

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I. DEMOGRAPHICS:

1. Age:

<input type="checkbox"/> 18-29	<input type="checkbox"/> 42-53	<input type="checkbox"/> 66 or older
<input type="checkbox"/> 30-41	<input type="checkbox"/> 54-65	
2. Gender:

<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other
-------------------------------	---------------------------------	--------------------------------
3. Marital status:

<input type="checkbox"/> Single	<input type="checkbox"/> Married	<input type="checkbox"/> Divorced
<input type="checkbox"/> Engaged	<input type="checkbox"/> Separated	<input type="checkbox"/> Widowed
4. Which BPSOS office do you use or do you live closest to?

<input type="checkbox"/> Falls Church, VA	<input type="checkbox"/> Charlotte, NC	<input type="checkbox"/> Bayou la Batre, AL
<input type="checkbox"/> Silver Spring, MD	<input type="checkbox"/> Atlanta, GA	<input type="checkbox"/> Biloxi, AL
<input type="checkbox"/> Philadelphia, PA	<input type="checkbox"/> Louisville, KY	<input type="checkbox"/> Houston, TX
<input type="checkbox"/> Camden, NJ	<input type="checkbox"/> New Orleans, LA	<input type="checkbox"/> Orange Co. CA
	<input type="checkbox"/> Springfield, MA	
5. When did you move to the United States?

<input type="checkbox"/> Before 1975	<input type="checkbox"/> 1997-2007	
<input type="checkbox"/> 1975-1985	<input type="checkbox"/> 2008 or after	
<input type="checkbox"/> 1986-1996	<input type="checkbox"/> I was born in the U.S.	
6. How did you arrive in the United States?

<input type="checkbox"/> Refugee	<input type="checkbox"/> I was born in the U.S.	<input type="checkbox"/> Humanitarian Resettlement
<input type="checkbox"/> Visa	<input type="checkbox"/> ROVR	<input type="checkbox"/> Other (explain) _____
7. What is your current resident status?

<input type="checkbox"/> Citizen of the United States		
<input type="checkbox"/> Legal Permanent Resident		
<input type="checkbox"/> Visa Holder		
	<ul style="list-style-type: none"> • What type? (explain) _____. • Is your visa current? <input type="checkbox"/> Yes <input type="checkbox"/> No 	
<input type="checkbox"/> Undocumented		
8. What kind of home do you live in right now?

<input type="checkbox"/> House	<input type="checkbox"/> Mobile/ trailer home	
<input type="checkbox"/> Apartment	<input type="checkbox"/> Shelter/ homeless	
<input type="checkbox"/> Stay with friends or family	<input type="checkbox"/> Other	
9. How many people besides yourself live in your home right now?

<input type="checkbox"/> I live alone	<input type="checkbox"/> 5-7 people	
<input type="checkbox"/> 2-4 people	<input type="checkbox"/> 8 people or more	
10. How do you identify yourself? (Please mark ☒ next to all that apply. You can mark more than one answer.)

<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Hmong	<input type="checkbox"/> Korean
<input type="checkbox"/> Montagnard	<input type="checkbox"/> Amerasian	<input type="checkbox"/> Laotian
<input type="checkbox"/> Mon Khmer	<input type="checkbox"/> Bi-racial	<input type="checkbox"/> Thai

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___ Mekong ___ Cambodian ___ Other _____.

11. Who lives with you? (Please mark ☒ next to all that apply. You can mark more than one answer.)
- | | | |
|---------------------------|----------------------|---------------------|
| ___ Husband/ wife | ___ My children | ___ Friends |
| ___ Girlfriend/ boyfriend | ___ My grandchildren | ___ Roommate/renter |
| ___ Other family members | ___ I live alone | |

II. EDUCATION, LANGUAGE & EMPLOYMENT

1. What is the **highest** level of education that you have completed?

___ Graduate degree	___ High school
___ 4-year College	___ Some high school
___ Some college	___ Elementary school
___ Technical school	___ None

2. Where were you educated? (Please mark ☒ next to all that apply. You can mark more than one answer.)

___ Vietnam	___ U.S.	___ Other (explain): _____
-------------	----------	----------------------------

3. How well do you speak English?

___ Fluent	___ Not very well
___ Very well	___ I cannot speak English

4. Are you comfortable speaking English?

___ Yes	___ No
---------	--------

5. What language do you mostly speak at home?

___ Vietnamese	___ English	Other (explain): _____
----------------	-------------	------------------------

6. How often do you work?

___ Full-time	___ I work occasionally
___ Part-time	___ Unemployed

7. What kind of job do you have? (explain) _____.

8. Do you think you would be able to get a better job if you spoke English more fluently?

___ Yes	___ No
---------	--------

III. TECHNOLOGY

1. Do you have access to a computer?

___ Yes	___ No
---------	--------

2. Do you know how to use a computer?

___ Yes	___ No
---------	--------

3. Do you have access to the internet?

___ Yes	___ No
---------	--------

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4. Where do you access the internet? (Please mark ☒ next to all that apply. You can mark more than one answer.)

	Yes	No
Work		
Home		
School		
BPSOS computer lab		
Library computer lab		
Other		

5. What do you do on the internet? (Please mark ✓ next to all that apply. You can mark more than one answer.)

	Yes	No
Email/ IM/ Skype/ Webcam		
Pay bills		
Look for jobs and resources		
Read the news		
Distance learning and education		
Entertainment		
Shop		
Other		

IV. MONEY & FINANCE:

1. Do you know or know of anyone who does not have enough money to pay for rent, food, utilities, and/or transportation?

_____ Yes _____ No

2. If you are currently receiving any funding assistance, where does this assistance come from?

(Please mark ✓ next to all that apply. You can mark more than one answer.)

Food Stamps	TANF	SSI	Other
-------------	------	-----	-------

3. Please mark ☒ next to all that apply. You can mark more than one answer.

	Yes	No
Do you have a bank account?		
Do you have a credit card?		
Do you file a tax return every year?		

V. HEALTH:

1. Please mark ✓ next to all that apply. You can mark more than one answer.

	Yes	No
Do you have access to a doctor?		
Do you go to the doctor for a yearly checkup?		
Do you go to a traditional healer?		
Do you use traditional (Eastern) medicines or remedies?		
Do you have health insurance?		
Do your children have health insurance?		

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2. Please mark ☒ next to all that apply. You can mark more than one answer..

	Yes	No
In recent months, have you experienced a loss of pleasure and/ or interest in most things (like hobbies, work and other activities) that you usually enjoy?		
Do you think that psychological health concerns should first be addressed with friends, family, or religious leaders?		
Do you think that psychological concerns should first be addressed with psychological health professionals?		
Are culturally appropriate psychological health services available if you need them?		
Do you discuss psychological health issues with other non-mental health professionals (such as case managers or peer support groups?)		

VI. RESOURCES:

1. Do you always have access to transportation?

☐ Yes☐ No

2. What kind of transportation do you use? (Please mark ☒ next to all that apply. You can mark more than one answer.)

☐ My own car
☐ Get a ride from family or friends
☐ Walk/ bike

☐ Public transportation
☐ Taxi

3. Do you feel comfortable using non-Vietnamese community services?

YesNo

--- If not, why? (Please mark ☒ next to all that apply. You can mark more than one answer.)

	Yes	No
The office was hard to find.		
I did not have transportation.		
The staff did not speak Vietnamese.		
The staff did not understand my culture.		
The staff did not understand my needs.		

VII. SOCIAL:

1. Is it sometimes appropriate to physically discipline an adult family member?
_____ Yes _____ No
2. Do you know or know of anybody who does the following things at least one time a week?
(Please mark ✓ next to all that apply. You can mark more than one answer.)

	Yes	No
Drinks alcohol		
Smokes Cigarettes		
Uses drugs for fun		
Gambles		

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3. Do you think that drinking alcohol and/ or using recreational drugs is something to be concerned about?

___ Yes ___ No

4. Do you know or know of somebody who has needed a loan because of gambling?

___ Yes ___ No

5. Will you seek outside assistance if you are having problems at home?

___ Yes ___ No

---If yes, who will you ask for help or advice? (Please mark ✓ next to all that apply. You can mark more than one answer.)

___ Friends ___ Religious leaders ___ Other _____
___ Other Family Members ___ Social Services

6. Do you think that domestic violence is a problem in the Vietnamese community?
Domestic Violence is defined as: “the use of force by a person against his or her intimate partner (including husband/wife, ex-husband/ ex-wife, girlfriend/boyfriend, ex-girlfriend/ ex-boyfriend).

___ Yes ___ No

◆**THANK YOU FOR COMPLETING THE BPSOS NEEDS ASSESSMENT SURVEY!**◆

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Appendix C

Needs Assessment Survey (Vietnamese)

Bản Nhận Định Nhu Cầu của Thân Chủ BPSOS Giấy Đồng Ý Tham Gia

Bản thăm dò ý kiến này là của BPSOS. Chúng tôi hy vọng kết quả thu thập được từ bản thăm dò này có thể giúp BPSOS hiểu thêm về nhu cầu của quý vị và nâng cao chất lượng dịch vụ của chúng tôi. Việc này được thực hiện trên toàn quốc tại các văn phòng chi nhánh của BPSOS.

Bản thăm dò không dài và không tốn nhiều thì giờ để hoàn tất (dưới 10 phút). Chúng tôi có cả bản Anh ngữ lẫn Việt ngữ. Quý vị có thể tùy nghi chọn lấy ngôn ngữ thích hợp cho mình để điền.

Nếu có thể, xin quý vị hãy hoàn tất bản thăm dò này, nhưng nếu quý vị không muốn cũng không sao. Đây là quyền tự do của quý vị. Bất luận có điền hay không cũng không ảnh hưởng gì đến những dịch vụ mà BPSOS đang cung cấp cho quý vị.

Nếu quý vị đồng ý trả lời các câu hỏi trong bản thăm dò này, để tỏ lòng biết ơn, BPSOS sẽ tặng cho quý vị một huy hiệu cài áo kỷ niệm 30 năm thành lập hội. Sau khi hoàn tất và trao lại cho chúng tôi, quý vị có thể nhận lãnh huy hiệu này tại văn phòng chi nhánh của BPSOS.

Chúng tôi không cần quý vị cho biết tên, và quý vị cũng không nên viết tên mình trên bản thăm dò. Sau khi hoàn tất, bản thăm dò sẽ được gửi về văn phòng trung ương BPSOS trụ sở tại Falls Church, VA. Các dữ liệu thu thập sẽ được nghiên cứu tại đây.

Nếu quý vị đồng ý hoàn tất bản thăm dò ý kiến này, hãy viết tắt tên họ vào nơi trống bên dưới.

Xin chân thành cảm ơn quý vị!

Tên họ viết tắt: _____.

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I. NHÂN KHẨU:

1. Tuổi:

<input type="checkbox"/> 18-29	<input type="checkbox"/> 42-53	<input type="checkbox"/> 66 hoặc cao hơn
<input type="checkbox"/> 30-41	<input type="checkbox"/> 54-65	
2. Giới tính: ☐ Nam ☐ Nữ ☐ Giới tính khác
3. Tình trạng hôn nhân:

<input type="checkbox"/> Độc thân	<input type="checkbox"/> Kết hôn	<input type="checkbox"/> Ly dị
<input type="checkbox"/> Đính hôn	<input type="checkbox"/> Ly thân	<input type="checkbox"/> Goá phụ
4. Quý vị đã từng hoặc hiện đang cư ngụ gần văn phòng chi nhánh BPSOS nào nhất?

<input type="checkbox"/> Falls Church, VA	<input type="checkbox"/> Charlotte, NC	<input type="checkbox"/> Bayou la Batre, AL
<input type="checkbox"/> Silver Spring, MD	<input type="checkbox"/> Atlanta, GA	<input type="checkbox"/> Biloxi, AL
<input type="checkbox"/> Philadelphia, PA	<input type="checkbox"/> Louisville, KY	<input type="checkbox"/> Houston, TX
<input type="checkbox"/> Camden, NJ	<input type="checkbox"/> New Orleans, LA	<input type="checkbox"/> Orange Co. CA
<input type="checkbox"/> Springfield, MA		
5. Quý vị tái định cư tại Hoa Kỳ từ năm nào?

<input type="checkbox"/> Trước 1975	<input type="checkbox"/> 1997-2007	
<input type="checkbox"/> 1975-1985	<input type="checkbox"/> Kể từ năm 2008	
<input type="checkbox"/> 1986-1996	<input type="checkbox"/> Sinh tại Hoa Kỳ	
6. Quý vị đến Hoa Kỳ theo diện nào?

<input type="checkbox"/> Tị nạn	<input type="checkbox"/> Sinh tại Hoa Kỳ	<input type="checkbox"/> Chương Trình HR
<input type="checkbox"/> Chiều khán	<input type="checkbox"/> ROVR	<input type="checkbox"/> Diện khác (cho biết) _____
7. Tình trạng cư trú hiện tại của quý vị là gì?

<input type="checkbox"/> Công dân Hoa Kỳ		
<input type="checkbox"/> Thường Trú Nhân Hợp Pháp		
<input type="checkbox"/> Chiều khán		
	<input type="checkbox"/> Loại nào? (ghi rõ) _____ <input type="checkbox"/> Chiều khán còn hiệu lực không? <input type="checkbox"/> Còn <input type="checkbox"/> Hết hạn	
<input type="checkbox"/> Không có giấy tờ tùy thân		
8. Nơi quý vị đang cư ngụ là loại nhà nào?

<input type="checkbox"/> Nhà biệt lập	<input type="checkbox"/> Nhà di động / trailer	
<input type="checkbox"/> Chung cư	<input type="checkbox"/> Nhà tạm trú / vô gia cư	
<input type="checkbox"/> Nuơng nhờ với bạn bè hoặc gia đình	<input type="checkbox"/> Nơi khác	
9. Ngoài quý vị ra, hiện nay có tất cả bao nhiêu người đang cư ngụ trong nhà của quý vị?

<input type="checkbox"/> Tôi ở một mình	<input type="checkbox"/> 5-7 người	
<input type="checkbox"/> 2-4 người	<input type="checkbox"/> 8 người hoặc nhiều hơn	
10. Quý vị thuộc nhóm sắc dân nào? (Xin đánh dấu ✓ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

<input type="checkbox"/> Việt Nam	<input type="checkbox"/> Hmong	<input type="checkbox"/> Đài Loan
<input type="checkbox"/> Montagnard	<input type="checkbox"/> Lai Việt-Mỹ	<input type="checkbox"/> Lào
<input type="checkbox"/> Mon Khmer	<input type="checkbox"/> Hai sắc tộc	<input type="checkbox"/> Thái
<input type="checkbox"/> Mekong	<input type="checkbox"/> Cambuchia	<input type="checkbox"/> Khác _____

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11. Quan hệ giữa quý vị và người đang sống với quý vị? (Xin đánh dấu ✓ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

___ Vợ / chồng	___ Con	___ Bạn bè
___ Bạn trai / bạn gái	___ Cháu	___ Bạn / người thuê cùng phòng
___ Người thân	___ Tôi ở một mình	

II. HỌC VẤN, NGÔN NGỮ & NGHỀ NGHIỆP

1. Trình độ học vấn của quý vị là?

___ Thạc sĩ hoặc cao hơn	___ Trung học cấp III
___ Cử nhân	___ Trung học cấp II
___ Trường cao đẳng	___ Tiểu học
___ Trường kỹ thuật	___ Thất học

2. Quý vị tốt nghiệp ở đâu? (Xin đánh dấu ✓ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

___ Việt Nam ___ Hoa Kỳ ___ Nơi nào khác (xin cho biết): _____

3. Trình độ Anh ngữ của quý vị ra sao?

___ Lưu loát	___ Không khá lắm
___ Khá tốt	___ Không nói được Anh ngữ

4. Quý vị có cảm thấy dễ dàng khi đối thoại bằng Anh ngữ không?

___ Có ___ Không

5. Ở nhà quý vị thường dùng ngôn ngữ nào?

___ Việt ngữ ___ Anh ngữ ___ Ngôn ngữ khác (xin cho biết): _____

6. Giờ làm việc của quý vị ra sao?

___ Toàn thời gian	___ Tỉnh thoảng / Tùy theo mùa/kỳ
___ Bán thời gian	___ Thất nghiệp

7. Quý vị làm những công việc gì? (xin cho biết) _____.

8. Nếu nói được tiếng Anh lưu loát hơn, quý vị có nghĩ là quý vị sẽ kiếm được công việc tốt hơn không?

___ Tôi nghĩ vậy ___ Tôi không nghĩ vậy

III. KỸ THUẬT

1. Quý vị có máy điện toán không?

___ Có ___ Không

2. Quý vị biết dùng máy điện toán không?

___ Có ___ Không

3. Máy điện toán của quý vị có kết nối mạng không?

___ Có ___ Không

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4. Quý vị thường dùng máy điện toán ở đâu? (Xin đánh dấu ☒ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

	Có	Không
Nơi làm việc		
Nhà		
Trường học		
Phòng máy của BPSOS		
Thư viện		
Nơi khác		

5. Quý vị thường làm gì trên mạng? (Xin đánh dấu ✓ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

	Có	Không
Gửi email và nói chuyện qua IM, webcam		
Thanh toán hoá đơn hằng tháng		
Tìm kiếm việc làm và truy cập thông tin		
Đọc báo		
Học tại nhà		
Giải trí		
Mua sắm		
Làm những việc khác		

IV. TIỀN BẠC & TÀI CHÁNH:

1. Quý vị có thiếu thốn về mặt tài chánh trong việc chi trả tiền thuê mướn nhà ở, thực phẩm, điện, nước, ga, và/hoặc phương tiện di chuyển hay quý vị có biết ai hiện trong tình trạng này không?
☐ Không ☐ Có
2. Quý vị hiện đang nhận trợ cấp xã hội loại nào, nếu có? (Xin đánh dấu ✓ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)
☐ Food Stamps ☐ TANF ☐ SSI ☐ Loại khác
4. Xin đánh dấu ✓ nếu câu trả lời của quý vị là “có”. Quý vị có thể đánh dấu nhiều nơi.

	Có	Không
Quý vị có trương mục ngân hàng không?		
Quý vị có thẻ tín dụng không?		
Năm ngoái quý vị có khai thuế không?		

V. SỨC KHỎE:

1. Xin đánh dấu ✓ nếu câu trả lời của quý vị là “có”. Quý vị có thể đánh dấu nhiều nơi.

	Có	Không
Quý vị có điều kiện để đi bác sĩ không?		
Quý vị có đi khám sức khỏe hằng năm không?		
Quý vị có đi bác sĩ Đông y không?		
Quý vị có dùng Đông dược không?		
Quý vị có bảo hiểm sức khỏe không?		
Con của quý vị có bảo hiểm sức khỏe không?		

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2. Xin đánh dấu ✓ nếu câu trả lời của quý vị là “có”. Quý vị có thể đánh dấu nhiều nơi.

	Có	Không
Trong vài tháng qua, quý vị có cảm thấy mất hết niềm vui và/hoặc không còn hứng thú đối với hầu hết mọi thứ (như thú vui, công việc và những sinh hoạt khác) mà trước đây quý vị rất thích hay không?		
Quý vị có nghĩ những gánh nặng tâm lý trước tiên cần được chia sẻ với bạn bè, gia đình hoặc lãnh tụ tôn giáo không?		
Quý vị có nghĩ những gánh nặng tâm lý trước tiên cần được chia sẻ với chuyên gia sức khoẻ tinh thần không?		
Quý vị có thể tìm được một nơi cung cấp dịch vụ sức khoẻ tinh thần phù hợp văn hoá một khi quý vị cần tới không?		
Quý vị có giải bày những gánh nặng tâm lý của mình với một chuyên gia nào khác không (như người lo hồ sơ cho quý vị hoặc một nhóm tương trợ nào đó)?		

VI. NGUỒN HỖ TRỢ:

1. Quý vị có phương tiện di chuyển không?

 Có Không

2. Phương tiện di chuyển của quý vị là gì? (Xin đánh dấu ☒ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

_____ Xe riêng	_____ Hệ thống chuyên chở công cộng
_____ Đi nhờ gia đình hoặc bạn bè	_____ Xe taxi
_____ Đi bộ / xe đạp	

3. Quý vị có cảm thấy thoải mái khi sử dụng dịch vụ công cộng không phải do người Việt phụ trách không?

_____ Có _____ Không

--- Nếu không, tại sao? (Xin đánh dấu ✓ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

	Có	Không
Văn phòng khó tìm.		
Tôi không có phương tiện di chuyển.		
Nhân viên không nói được tiếng Việt.		
Nhân viên không hiểu biết văn hoá của tôi.		
Nhân viên không hiểu những nhu cầu của tôi.		

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VII. VỀ MẶT XÃ HỘI:

1. Đôi khi trừng phạt bằng bạo hành đối với người trưởng thành trong gia đình, lỗi kỷ luật này có chính đáng hay không?

Đúng Sai

3. Quý vị có dùng/làm những thứ sau đây ít nhất một lần trong tuần hoặc quý vị có biết ai như vậy không? (Xin đánh dấu ✓ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

	Có	Không
Uống bia		
Hút thuốc lá		
Dùng thuốc gây nghiện		
Cờ bạc		

3. Quý vị có nghĩ uống rượu và lạm dụng chất gây nghiện là một thứ tiêu khiển đáng lo ngại không?

_____ Phải _____ Không

4. Quý vị có biết ai vay nợ hoặc thiếu nợ vì cờ bạc không?

	Có	Không
1. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề xã hội và môi trường	100%	0%
2. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề kinh tế và môi trường	100%	0%
3. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề văn hóa và môi trường	100%	0%
4. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề pháp lý và môi trường	100%	0%
5. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề chính trị và môi trường	100%	0%
6. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề giáo dục và môi trường	100%	0%
7. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề y tế và môi trường	100%	0%
8. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề khoa học và môi trường	100%	0%
9. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề nghệ thuật và môi trường	100%	0%
10. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề thể thao và môi trường	100%	0%
11. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề tôn giáo và môi trường	100%	0%
12. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề lịch sử và môi trường	100%	0%
13. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề địa lý và môi trường	100%	0%
14. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề ngôn ngữ và môi trường	100%	0%
15. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề tâm lý và môi trường	100%	0%
16. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề xã hội và môi trường	100%	0%
17. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề kinh tế và môi trường	100%	0%
18. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề văn hóa và môi trường	100%	0%
19. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề pháp lý và môi trường	100%	0%
20. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề chính trị và môi trường	100%	0%
21. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề giáo dục và môi trường	100%	0%
22. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề y tế và môi trường	100%	0%
23. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề khoa học và môi trường	100%	0%
24. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề nghệ thuật và môi trường	100%	0%
25. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề thể thao và môi trường	100%	0%
26. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề tôn giáo và môi trường	100%	0%
27. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề lịch sử và môi trường	100%	0%
28. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề địa lý và môi trường	100%	0%
29. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề ngôn ngữ và môi trường	100%	0%
30. Có thể tiếp cận được các tài liệu nghiên cứu về các vấn đề tâm lý và môi trường	100%	0%

5. Nếu trong gia đình có chuyện rắc rối, quý vị có nhờ người ngoài giúp không?

Có Không

---Nếu có, quý vị sẽ nhờ ai hoặc hỏi ý kiến của ai? (Xin đánh dấu ✓ vào nơi thích hợp. Quý vị có thể đánh dấu nhiều nơi.)

____ Bạn bè ____ Lãnh tụ tôn giáo ____ Người khác: _____
 ____ Thân nhân ____ Nhân viên xã hội

6. Quý vị có nghĩ bạo hành trong gia đình là một vấn đề hệ trọng trong cộng đồng Việt hay không? Bạo Hành Trong Gia Đình được định nghĩa như sau: “hành động bạo lực của một người đối với người bạn đời hoặc người bạn tình của họ (bao gồm vợ/chồng, vợ/chồng cũ, bạn trai/gái, bạn trai/gái cũ).

Có Không

◆ CẢM ƠN QUÝ VỊ ĐÃ HOÀN TẤT BẢN NHÂN ĐỊNH NHU CẦU NÀY CỦA BPSOS! ◆

APPENDICES

Appendix D

PROGRAM REVIEW FORM

Name of Program _____

Program Period From (date): _____ To (date): _____ # of Clients Served: _____

Objectives Enter each objective in the space below.	How well did you accomplish the objective?*	Areas of Success	Areas for Improvement
Objective 1	Excellent Above Average Average Below Average Extremely Poor		
Objective 2	Excellent Above Average Average Below Average Extremely Poor		
Objective 3	Excellent Above Average Average Below Average Extremely Poor		
Objective 4	Excellent Above Average Average Below Average Extremely Poor		
Objective 5	Excellent Above Average Average Below Average Extremely Poor		

Name of Reviewer: _____ Date of Review: _____

*Excellent = Exceeded expectations

Above Average = Slightly exceeded expectations

Average = Met expectations

Below Average = Somewhat did not meet expectations

Extremely Poor = Did not meet expectations