



GOALS AND EXPECTATIONS OF NEWCOMERS: PERSPECTIVES OF SOCIAL SERVICE PROVIDERS

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ABSTRACT

- This study examines the goals and expectations of newcomers, also referred to as refugees.
- A focus group of eight providers—three American-born and five former newcomers.
- Thematic analysis revealed three key themes:
 - The perception of newcomers
 - The perception of newcomers' goals
 - The perception of newcomers' expectations

INTRODUCTION

- Newcomers are individuals who are forced to flee their countries due to violence, persecution, or political unrest.
- By 2017, over 65.6 million people had been forcibly displaced, yet only 22.5 million were registered as refugees or asylum seekers.

METHODS

- This study employs an exploratory approach and utilizes qualitative research methods.
- The qualitative data used in this study is a subset of a larger study that explored the integrative nature of resettlement services, social service providers' perspectives on newcomers' goals and expectations, and best practices of caring for newcomers.
- Eight social service providers were recruited from four resettlement agencies in the Dallas-Fort Worth Metroplex using a purposeful strategy. Data were collected through a focus group discussion, which was recorded, transcribed, and analyzed for thematic content from the audio recordings.

RESULTS / FINDINGS

➤ *Perception of a newcomer:*

Seeking Safety and Persistence to Overcome Powerlessness

➤ *Perception of newcomers' Goals:*

Gaining Independence/Self-sufficiency

➤ *Perception of newcomers' Expectations:*

Cultural Information and Gaining Employment

CONCLUSIONS

- The implications for social service providers were emphasized in three areas: Practice Implications, Educational Implications, and Policy Implications.
- The study provides a new and insightful perspective
- The findings can be used to enhance resettlement service delivery.
- The findings in this study can inform the recruitment and training of social service providers.

ACKNOWLEDGEMENT

Special thanks to the Voluntary Resettlement Agency staff for their participation in this study and their ongoing support in exploring effective services for newcomers within the United States, which will ensure self-sufficiency and independence, ultimately leading to impactful contributions to society.

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