

Program Outcomes

This form is due to the United Way one week before your first presentation.

Agency: InterServ

Program (What is the agency doing to ensure that its mission is being met?): Immigrant Services

Person Responsible: Lilia White

The “mission” of goal of the program: Immigrants live and work legally in the United States as Legal Permanent Residents or naturalized citizens.

Community Need Addressed: Immigration

United Way Focus Area (Please select one): **Financial Stability**

Program Activities	Outputs	Target 2009	Achieved 2009	Target 2010	Outcomes Maximum of 3 Outcomes	Indicators Maximum of 2 Indicators per Outcome	Target 2009	Achieved 2009	Target 2010	Data Source/ Collection Method
<i>What the program does to fulfill its mission</i>	<i>Direct products of the program. Examples: referrals, meals provided, shelter residents</i>				<i>The “mission” or goal of the program- What are you trying to accomplish?</i>	<i>What tells you that what you are doing is working?</i>				<i>Where the data comes from. How was it obtained?</i>
Immigrant services	Filings made with INS	456	527	600	1. Immigrants are able to live and work legally in the United States and to become naturalized citizens	1) Clients have proper documentation filed with INS to successfully maintain legal status or attain citizenship.	100%	100% (103 /103)	100%	Case files
Assist with document preparation and filing	Cases opened requiring documentation filings	N/A	103	100			2) Immigrants become U.S. Citizens.*	10	4	
Refer to appropriate agencies/resources	Persons served	50	50	55						
	Persons became citizens	10	4	5						

*It takes 8 years to become a naturalized citizen and there are many requirements that must be met before a person can apply for naturalized citizenship. Every year, many who want to become citizens are unable to do so and must try again the next year. As a result, some years, we are fortunate to have many immigrants with whom we work become citizens and other years, only a few complete the process.