

The Silent Crisis



How to Do Outreach in an Anti-Immigrant Climate

This booklet is to inform and support you and your program in your work with immigrants.

Acknowledgements

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The Anti-Immigrant Climate

We are, and have been, a nation made up mostly of immigrants. Our country is strong in great part because of all that immigrants have given.

Right now, there is an anti-immigrant climate in the United States. It is hurting individuals, families, and communities. Some examples of this anti-immigrant climate are:

- Local law enforcement partnering with Immigration and Customs Enforcement (ICE)
- Denying driver's licenses
- Raids and roadblocks
- Different or hostile treatment based on perceived immigrant status
- Less funding for services for immigrants

Some employers and landlords mistreat and discriminate against immigrants. Even some health and social service agencies do this.

The anti-immigrant climate exists throughout our country. It results in great fear and stress for immigrants and their loved ones, including citizens. This often has a harsh effect on the emotional and physical health of millions of people

The “Silent Crisis”

Many immigrants feel fear and mistrust as a result of the anti-immigrant climate. They often feel weak or without power, above all if they do not have legal status in the United States. They are afraid of losing their jobs. They are afraid of being separated from their family. They are afraid of being deported. As a result, this can make them targets for abuse.

Many immigrants live in the shadows. They try to live quietly and out of view. They and their families suffer in silence with the harmful effects of this climate. Fear is so high that many immigrants only talk about this with a few family members. They rarely speak of it at work. That is why we call this a “silent crisis.”

One of the results of the silent crisis is that immigrants are fearful of going out to find services. They often go without physical, mental, and behavioral health care. Sometimes the real reasons for their health problems are not clear to their health providers.

Constant fear, mistrust, and a lack of control can be harmful to:

- Physical health, or the body
- Mental health, or behavior
- Emotional health, or how people feel about themselves or others
- Doing well at school or at work
- Doing well in all parts of life such as family, social life, spiritual life, and physical as well as emotional health
- Feeling that you belong and are important to a group such as family, friends, work, community, religious community

We list a few of the effects many immigrants face on page __. This includes effects on adults, children, individuals and families.

Effects Many Immigrants Face



Who This Booklet Is For

This booklet is for outreach or health promotion staff managers and program staff. Program staff can go by many names. They include:

- Case managers
- Community health workers
- Health educators
- Lay health workers
- Outreach workers
- Patient navigators
- Peer educators
- Peer health promoters
- *Promotores*

This booklet can also be useful for other staff, such as medical and dental staff, teachers, social workers, front desk staff and administrators.

You can use this booklet based on your role and needs. Every section will not apply to everyone. Use this booklet in a way that works for you and the people you serve.

How This Booklet Can Help Your Outreach Program

The Challenge

You can use this booklet to support you in your work with immigrants.

The anti-immigrant climate creates a serious challenge for health centers as well as social service and education programs. Some immigrants are not going in for care or services. Others come in once a problem is extreme. Many outreach program workers are being asked for help related to the crisis. For many outreach workers, it is a topic the people they work with talk about every day. Yet, this is often outside of their normal scope of work.

Even so, there are many ways that health centers, social service, and education programs can help. Your outreach programs are in a special position to:

- Work directly with immigrant communities
- Provide links to care
- Promote community health and wellbeing

This Booklet

In this booklet, we give you ideas and resources to do outreach in an anti-immigrant climate. These come from outreach program workers from around the country.

There are sections of barriers with solutions to those barriers. You can use the “My Notes” page at the end of each section to keep track of barriers, solutions, and people or groups that can help in your community.

How to Use It

Some ways you can use this booklet are:

- To review and talk about it with outreach staff and community health workers.
- To fill out the local resources section and refer to it when someone in your community asks you for help outside your normal scope of work.

How to Use It (continued)

- To use it as a tool to better orient providers, social workers, teachers, administrators and front desk staff as to the hard times immigrants are facing.

A special note about immigration policy and law

Immigration law is very complex. Each immigrant's situation is different. It is best to refer people to known and trusted experts in the field.

If you do share information about immigration policy and law, make sure it is accurate and comes from trusted resources. If you have any concerns at all about this kind of policy or legal information, it is important that you refer people to a trusted lawyer who has experience in immigration law.

Barrier: Actions Against Immigrants

About the Barrier

Some examples of actions and policies against immigrants include:

- Laws or policies that make it hard to get a driver's license or state ID card
- Restricting health and social services to immigrants who do not have documents
- Institutional racism and discrimination based on race or ethnicity
- ICE and the police or sheriff working together to detain and deport immigrants
- An increase in ICE raids or roadblocks

Solution: What Your Outreach Program Can Do

1. Build or be a part of an immigrant coalition. Do this to support immigrants and to collaborate as advocates for immigrants. Include immigration issues in the agendas of other coalitions. Be careful with the messages you share and how you share them to prevent negative responses in the community.
2. Make immigration issues and anti-immigrant activities public. Do this through your local newspaper, radio, television and social media such as Twitter and Facebook. You can:
 - Write letters to the editor and to government officials
 - Host a public meeting where people can discuss the anti-immigrant crisis
 - Follow local, regional, and national immigrant rights trends on social media to stay up to date on the issues and chances for working together. For example, see <http://www.facebook.com/pages/National-Center-for-Refugee-Immigrant-Children/112703815253>.
3. Invite trusted police and sheriff deputies to explain how they are or are not working with ICE. Ask them to explain their position on issues and laws that

affect immigrants. If possible, bring a local lawyer familiar with immigration issues. Many police departments will freely share if ICE is in the area.

4. Discuss immigration as a civic responsibility. Hold an immigration information workshop with community health workers (CHWs), local faith groups, and other caring agencies. When you invite CHWs, discuss the benefits and risks of being an advocate.

Resources

Reports, News, and Updates

- **American Civil Liberties Union:** Advocates for rights through legal action, legislation, and public education. Updates on key issues and campaigns.
Link: www.aclu.org/
Phone: (212) 549-2500
- **National Immigration Law Center:** Offers the latest immigration news and resources.
Link: www.nilc.org/
Phone: (213) 639-3900
- **National Network for Immigrant and Refugee Rights:** Educates communities and the public to develop and coordinate plans of action on immigrant and refugee issues.
Link: www.nnirr.org/drupal/
Phone: (510) 465-1885
- **State Hispanic, Asian, or Other Ethnic Minority Commissioners:** Some states have these. They can be great partners, offer resources and influence policy.
- **Consulates:** Consulates are an important resource, which may be able to provide recommendations or support around immigration related issues. Many consulates have a protection department that helps address issues of immigration, detention, and deportation. The U.S. Department of State website has a list of foreign consular offices in the U.S.
Link: www.state.gov/s/cpr/rls/fco/

“How To” Guides

- **How to Organize a Letter Writing Campaign:** This is a “how to” guide for a letter writing campaign.
Link: www.dosomething.org/actnow/actionguide/how-organize-a-letter-writing-campaign
- **Media Advocacy Manual:** This is a “how to” guide for media advocacy.
Link: www.apha.org/about/news/mediaadvocacy.htm

Creative Outreach Practices

- **Policy, Advocacy, and Awareness:** Offers examples of innovative outreach practices. Select “Policy, Advocacy, and Awareness” in the Innovative Outreach Practices Database.
Link: www.outreach-partners.org/resources/iop
Phone: (510) 268-0091

Community Collaboration and Coalition Building

- **Health Outreach Partners (HOP):** HOP provides training and technical assistance on community collaboration and coalition building.
Link: <http://outreach-partners.org/ta/collaboration>
Phone: (510) 268-0091
- **Faith-based programs:** Keep in mind faith based programs that also support immigrants and their rights. Call local faith based groups to see if they have a group that supports immigrants.

My Notes

Barrier: Actions against Immigrants

Local Barriers

Local Solutions

Local Resources

Barrier: When Immigrants are Mistreated and Discriminated Against

About the Barrier

Some immigrants are mistreated and discriminated against by others. This can include employers and the community at large. Mistreatment and discrimination can include threats of being deported, sexual harassment, not being paid or being fired. It can also include revenge for bringing up unfair treatment or unsafe work or living conditions. They may live with abuse and poor treatment because they may feel they do not have any other choice.

Solution: What Your Outreach Program Can Do

1. Work with a trusted local legal program to inform immigrant workers about their legal rights when they come across immigration enforcement officials. Give them “Know Your Rights” cards and fliers. If you make your own cards, make sure they are reviewed by a legal expert first. Refer immigrant families to resources around emergency preparedness in the event of deportation or detention.
2. Build relationship with employers. Work with employers to help make sure their work force gets the health care and other services they need. Show them you are there to help their workforce be healthy.
3. Refer immigrants to the *U.S. Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration-Related Unfair Employment Practices (OCS)* to help them get paid for the work that they have done. According to OCS, employers must pay immigrants for the work that they have done regardless of immigration status.
4. Get informed about legal services programs, advocacy groups, university law clinics, and lawyers that help low income people in your area. Refer immigrants to services as needed. Build relationships with these service providers. This can help you serve your clients better.

5. Offer legal educational materials about legal rights at health and service centers and at events that immigrants might attend. Make sure people know they can get health care at your center no matter what their immigration status is.
6. Partner with social service agencies, shelters, and domestic violence programs to make referrals. Work with them to help victims. Consider working with immigration lawyers to help victims apply for U Visas if appropriate. U Visas give temporary legal immigration status to some victims of certain types of crimes. Some U Visas are not permanent visas and will result in the person having to leave the country when the visa expires.
7. Discuss the benefits and risks of being an advocate with your co-workers.

Resources

For Immigrants

- **Family Support Network and Hotline:** This is a help hotline for families facing separation due to deportation. This line provides basic information about rights of detainees, the bond process, and the court process. It also provides referrals related to deportation. This is not a referral or legal advice line.
Phone: 1(855) Help-My-Family.
- **Know Your Rights if Questioned by Police, FBI, or Immigration Agents:** Offers facts about your rights, responsibilities, and guidelines to follow.
Links:
English: www.aclu.org/files/kyr/kyr_english.pdf
Spanish: www.aclu.org/kyr/kyr_spanish.pdf
- **Red Cards:** These cards tell people how to assert their rights. This includes a written statement to show to ICE agents.
Link: www.ilrc.org/files/documents/kyr_no_phone.pdf
- **U.S. Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration Related Unfair Employment Practices:** This agency helps immigrants deal with immigration related discrimination: www.justice.gov/crt/. You will not be at risk, no matter your immigration status, if you report.
Link to File a Complaint: www.justice.gov/crt/complaint/#seven
Phone (interpreters available):
Worker Hotline: 1-800-255-7688 [Voice] or 1-800-237-2515 [TTY]
Employer Hotline: 1-800-255-8155 [Voice] or 1-800-362-2735 [TTY]
Direct Office Line: 1-202-616-5594 [Voice] or 1-202-616-5525 [TTY]

- **What to do in Case of an Immigration Raid:** This is a complete guide of what to do before, during, and after a raid.

Links:

English: www.cj-network.org/cjimmrights/docs_2008/Whattodoinaeventofaraid-%20english.pdf

Spanish: www.cj-network.org/cjimmrights/docs_2008/QueHaceAntelasRedadas-VersionEspanol.pdf

For Health Centers and Community Based Organizations

- **Farmworker Justice:** Provides information on immigrant labor rights, advocacy to improve living and working conditions, and occupational safety for farmworkers.
Link: www.fwjjustice.org/
Phone: (202) 293-5420
- **Exploring How Knowledge of Legal Rights Impacts Health Access among Immigrant Communities:** Peer-to-Peer Conference Call
Link: www.outreach-partners.org/resources/ptp
Phone: (510) 268-0091
- **Immigrant Employment Rights Curriculum:** Provides a content-based curriculum for English Speakers of Other Languages (ESOL) on national immigrant employment rights. It includes notes for teachers, class outlines, and worksheets for students. The curriculum was developed by the New York City Commission of Human Rights. It was reviewed by the U.S. Department of Justice and the New York Immigration Coalition.
Link: www.nyc.gov/html/cchr/html/immig_esol.html
- **Immigrant Legal Resource Center:** Provides legal trainings, educational materials, and advocacy to advance immigrant rights.
Link: www.ilrc.org/
Phone: (415) 255-9499
- **Migrant Health Promotion Email Group:** Offers an email group for program coordinators and outreach workers to share information, tips, and resources on a wide range of issues including immigration-related issues.
Link: groups.google.com/group/mhp_promotora
- **Migrant Legal Action Program:** Works to enforce rights and to improve public policies affecting farmworkers. This includes their working and housing conditions, education, health, nutrition, and welfare.
Link: www.mlap.org/
Phone: (202) 775-7780
- **National Immigrant Justice Center:** Provides direct legal services to and advocates for immigrants. It does this through policy reform, court cases and public education.
Link: www.immigrantjustice.org

- **National Immigration Project:** Provides legal assistance and technical support to immigrant communities, law offices, and advocates that are working to advance the rights of people who are not citizens.
Link: www.nationalimmigrationproject.org/
Phone: (617) 227-9727
- **Womenslaw.org:** Offers legal information and support related to domestic violence.
Link: www.womenslaw.org
Phone (National Domestic Violence Hotline): 1-800-799-SAFE (7233)

My Notes

Barrier: When Immigrants are Mistreated and Discriminated Against

Local Barriers

Local Solutions

Local Resources

Barrier: Impact on Mental and Physical Health

About the Barrier

The anti-immigrant climate can strongly affect the mental and physical health of immigrants. The trauma many immigrants live through can result in stress, anxiety, and depression. This trauma may stem from the journey from their homeland, long-term separation from family, and cultural changes.

Mental health issues can reveal themselves in the body. Some examples are body aches, problems sleeping, and mood swings. To ease these symptoms, some people turn to drugs or alcohol. In some cases, there can be violence within the family. Fear and not trusting others are common too. Many immigrants face stigma when seeking mental health services. This can make it hard for them to get the help they need.

Solution: What Your Outreach Program Can Do

1. Build trust with immigrants so they feel safe to talk about their lives, fears, and anxieties. Building trust offers a way to cope with the silent crisis. If what someone shares with you is more than you can handle, contact a supervisor for help.
2. Know the clinical and mental health services in your area that are culturally competent. Build relationships with those providers and add their contact information to the “My Notes” page under “Local Solutions.” If your organization has a behavioral health or medical program, be a strong partner in referring and taking on referrals.
3. Develop outreach practices that promote good mental health and reduce stigma. Share information about how to manage anxiety and stress in a healthy way. Invite an expert to talk about this topic at meetings, schools, events or health fairs.
4. Introduce the person you are helping to the health provider you are referring her or him to. It is best to do it in person. The next best option is to do it by phone. A personal introduction from you can make a big difference.

5. Support families in meeting their basic needs while you provide health support. This builds trust. Basic needs include food, water, shelter, clothing and medical care.

Resources

Community and Migrant Health Centers:

- **Migrant Health Center Directory:** This list includes the migrant health center's name, address and phone number. Lists all 50 states and Puerto Rico. When you select a state, you will be given a list of all the migrant health centers and their satellites in that state.

Link: www.ncfh.org/?pid=6

Care Assistance:

- **Medicine Assistance Programs:** Many health centers have programs to help cover the cost of medicines for people who have low incomes.

Charity Programs: Many hospitals have a program that can help cover part or all of the cost of hospital stays for those who cannot afford to pay for a hospital bill.

Creative Outreach Practices:

- **Behavioral and Mental Health:** Find examples of innovative outreach practices. Select "Behavioral/Mental Health" in the Innovative Outreach Practices Database.

Link: www.outreach-partners.org/resources/iop

Phone: (510) 268-0091

My Notes

Barrier: Impact on Mental and Physical Health

Local Barriers

Local Solutions

Local Resources

Barrier: Impact on Children and Families

About the Barrier

Immigrant children and U.S.-born children of immigrants suffer the impacts of the anti-immigrant climate. They may live in fear of their parents being deported. They may suffer discrimination at school, or live in isolation. Over time, the impact of this climate can also lead to problems with behavior, problems with learning, and affect developmental growth.

Some families find it hard to talk about their feelings. Some parents may be at a loss to cope with their children's behaviors.

Solution: What Your Outreach Program Can Do

1. Partner with schools, migrant education programs, and providers of other services for children and teens. Work with them to find children who need access to care and those who may be dealing with immigration issues at home. Make sure they know how to refer children and families to centers or programs that can help.
2. Inform immigrant children and teens about their rights through clubs as well as after school, sports and religious programs.
3. Reach out to "mixed status" families. These are families whose members have different documentation statuses. Help them create emergency plans for all family members in the event of a deportation.
4. Work with WIC (Women, Infants and Children), Head Start, or other support programs to include immigration issues as part of health education to immigrant parents.
5. Help students research local and national scholarships for college that are offered regardless of legal status. Find and share a database with clients, counselors, schools, colleges and technical schools. If this kind of database does not exist in your community, start one.

Resources

Resources for Children and Youth

- **Immigrant Child Advocacy Project:** Promotes safety and well-being of immigrant, migrant and refugee children who are unaccompanied.
Link: www.immigrantchildadvocacy.org
Phone: (773) 702-9560
- **Immigrant Youth Justice League:** Offers education, leadership development, policy advocacy, resource gathering, and mobilization for immigrants. It is led by undocumented youth working towards full recognition of the rights and contributions of all immigrants.
Link: www.iyjl.org/
- **Living in the United States:** This is a guide for immigrant youth.
Link: www.ilrc.org/files/youth_handbook_english_0.pdf
- **National Immigrant Youth Alliance:** This group works to achieve equality for all immigrant youth, regardless of their legal status. It is led by a network of an undocumented youth.
Link: <http://theniya.org>
- **Scholarship Information and Resources:** The “Scholarship for All Latino/a Students in Washington State” is a comprehensive resource for information on scholarships for immigrants. This includes national programs and programs for Latino and non-Latino immigrants.
Link: [www.cha.wa.gov/sites/default/files/CQ_ScholarshipResourceGuide4_12%20\(2\).pdf](http://www.cha.wa.gov/sites/default/files/CQ_ScholarshipResourceGuide4_12%20(2).pdf)

Resources for Parents

- **WIC (Special Supplemental Nutrition Program for Women, Infants, and Children):** Provides Federal grants to States for supplemental foods, health care referrals, and nutrition education. It is for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five.
Link: www.fns.usda.gov/wic/
- **Head Start Early Childhood Learning and Knowledge Center:** Head Start is a federal program that promotes the school readiness of children ages 0 to 5 from low-income families. It does this by enhancing their cognitive, social, and emotional development.
Link: <http://eclkc.ohs.acf.hhs.gov/hslc>

Videos to Raise Awareness and Promote Dialogue

- **After I Pick the Fruit:** This follows the lives of five immigrant farmworker women over a ten-year period as they labor in the fields, raise their families, and try to hide from immigration raids.
Link: www.afteripickthefruit.com/
- **Papers:** This is the story of undocumented youth and the challenges they face as they turn 18 without legal status.
Link: www.papersthemovie.com/
- **Photovoice:** The story of substandard housing. In this video *promotores* and outreach workers share the stories of migrant workers living in substandard housing. *Promotores* advocate for fair housing for workers.
Link: www.youtube.com/watch?v=tC7dSBmol

How to Protect Your Family If You Might Be Deported

- **Alabama Coalition for Immigrant Justice:** Lists key actions to protect yourself and your family in the event of a detention or deportation.
Link: www.acij.net/resource/ways-protect-you-and-your-family-if-you-might-be-deported
- **Deportation Family Emergency Response Plan:** Central American Resource Center offers an emergency response plan for immigrant families in event of deportation or detention. The document is a simple list of things families can do if a family member is deported or detained. It is offered in English and Spanish.
Link: www.dcyf.org/WorkArea/showcontent.aspx?id=2016
- **Are You at Risk for Immigration Arrest, Detention and Deportation? Develop an Emergency Plan:** Catholic Legal Immigration Network, Inc. offers this resource on developing an emergency plan for immigrant families. It includes a list of things families can do and includes suggestions on how to develop a childcare and financial emergency plan. It is offered in English.
Link: www.solowisbell.com/pdf/FINALemergencyplan
- **Protect Your Family, Prepare an Emergency Plan:** California Rural Legal Assistance Foundation offers this resource on how to prepare an emergency plan in the case of an emergency, deportation, or detention. It includes check lists and a worksheet of contacts that families can complete. This resource is offered in English.
Link: www.calegaladvocates.org/library/attachment.208018

Creative Outreach Practices

- **Youth Health and Youth Development:** Find examples of innovative outreach practices. Select “Youth Health and Youth Development” in the Innovative Outreach Practices Database.
Link: www.outreach-partners.org/resources/iop
- **Healthy People 2020:** Find information and tools for young adults at the nationwide Healthy People 2020 initiative.
Link: www.healthypeople.gov

My Notes

Barrier: Impact on Children and Families

Local Barriers

Local Solutions

Local Resources

Barrier: Fear of Getting Health Care and Other Services

About the Barrier

Many immigrants do not fully know about the U.S. health care system. They may not try to get health care for diverse reasons including:

- Not having safe transportation
- Not trusting health center workers or fearing that these workers may not speak their language
- Being afraid that services will cost more than they can pay
- Being afraid that they will have to present immigration papers they do not have
- Being afraid that they will lose their job, housing or be deported if they try to take time off of work
- Being afraid that personal information will be shared with ICE or the government
- Being afraid that taking benefits will hurt them in the future if they try to legalize their status

Solution: What Your Outreach Program Can Do

1. Get informed and share about transportation resources in your area. Advocate for transportation services if needed.
2. Share with front desk staff about the rights of all people to get care regardless of immigration status. Make sure they know that some immigrants may not have a social security number to list on registration forms.
3. Build relationships and trust with immigrant leaders and groups. Make sure they know about your health center or agency and the services you offer. Make sure they know what languages you can offer services in. Ask for their support in referring immigrants to your center or program. Follow through on every commitment you make.

4. Inform families about their right to health care at community health centers. While some families or some family members qualify for public benefits, others may not. Inform them about how they can get care whatever their immigration status. Tell them about the lower costs, free services and extended hours.
5. Work with community partners to make a local resource guide for immigrants who do not have documents. Do research to make sure that resources are reliable and sensitive to these immigrants.
6. Take services to where immigrants live, work, and come together.
 - Partner with food help programs to offer health and legal rights events during pick up or meal times. These programs can be food banks or soup kitchens.
 - Host educational events and outreach at community sports events. Be sure to bring educational materials and resources for families.
 - Work with local religious groups to provide their members services, health care and information about legal rights.

Resources

Creative Outreach Practices

- **Reaching Immigrant Communities in an Anti-Immigrant Climate:** Peer-to-Peer Conference Call.
Link: www.outreach-partners.org/resources/ptp
Phone: (510) 268-0091
- **Using Mobile Clinics and Clinical Outreach:** Find examples of innovative outreach practices. Select “Using Mobile Clinics and Clinical Outreach” in the Innovative Outreach Practices Database.
Link: www.outreach-partners.org/resources/iop
Phone: (510) 268-0091
- **How to Take Your Clinical Environment into the Outreach Environment:** Peer-to-Peer Conference Call.
Link: www.outreach-partners.org/resources/ptp
Phone: (510) 268-0091

- **Helping Families Enroll in Public Health Insurance Benefits:** Outreach Connection Article.
Link: www.outreach-partners.org/resources/outreachconnection/32
Phone: (510) 268-0091
- **Connecting Eligible Immigrant Families to Health Coverage and Care: Key Lessons from Outreach and Enrollment Workers**
Link: www.kff.org/medicaid/upload/Connecting-Eligible-Immigrant-Families-to-Health-Coverage-and-Care-Key-Lessons-from-Outreach-and-Enrollment-Workers-full-report-pdf.pdf
Phone: (510) 268-0091

My Notes

Barrier: Fear of Getting Health Care and Other Services

Local Barriers

Local Solutions

Local Resources

Barrier: Unequal Treatment by Health and Service Providers

About the Barrier

Many immigrants fear that they will be treated badly or not as well as others by health center or service workers. Some report that they have been discriminated against while trying to get health care and other services. This could include:

- Unequal treatment due to not speaking, reading, or writing English well
- Discrimination due to race, color, or ethnicity

Solution: What Your Outreach Program Can Do

1. Talk with and train other health center and service program staff about the anti-immigrant climate. Add this topic to meeting agendas. Or host a brown bag lunch where you watch a video and then talk about it.
2. Add questions to needs assessments and client satisfaction surveys about the climate toward immigrants and how it is affecting immigrant clients. Offer client surveys to immigrants in their preferred language.
3. Decide what your own center or program needs to do to provide a safe space for immigrants to access health care and other services. Some strategies for creating a safe space include: reviewing organizational policies, ensuring staff and providers have positive attitudes toward immigrant clients, making changes to materials, and training for staff and providers. Ask for input from immigrant clients.
4. Create and give out cards that families can present to ask for an interpreter. Train workers on what to do when they receive these cards. Explore language access across points of contact for the client. For example, you may have an interpreter for a doctor visit. But can the client call and make the appointment in his or her preferred language?

5. Practice cultural humility and sensitivity. Commit yourself to creating respectful relationships with diverse people and communities. Be the model you want your co-workers and other agency workers to follow.

Resources

Videos to Raise Awareness and Promote Dialogue

- **Broken Trust:** Shows how the anti-immigrant climate and links between law enforcement and immigration enforcement agencies are creating barriers for victims of domestic violence.
Link: www.enlacenm.org/brokentrust
- **The Huddled Masses:** Calls for immigration reform and highlights racial intolerance in the Hudson Valley area.
Link: www.youtube.com/watch?v=w2BN6g6eiAI
- **The Other Side of Immigration:** Shows the circumstances in Mexico that drive people to leave and find work in the U.S.
Link: www.theothersideofimmigration.com/

Creative Outreach Practices

- **Organizational Communication:** Find examples of innovative outreach practices. Select “Organizational Communication” in the Innovative Outreach Practices Database.
Link: <http://www.outreach-partners.org/resources/iop>
Phone: (510) 268-0091

Cultural Responsiveness

- **Farmworker Health Network:** This is a network of organizations that provide services and technical assistance. Many partners in this network, including Health Outreach Partners, provide training and information on cultural responsiveness.
Link: www.ncfh.org/?pid=63

- **Health Outreach Partners:** Provides training and technical assistance on Cultural Responsiveness.
Link: www.outreach-partners.org/ta/culturalcomp
Phone: (510) 268-0091
- **Short Farmworker Tool:** Developed by the National Association of Community Health Centers (NACHC), this tool measures the experiences of patients at migrant and community health centers. **Offered in 4 languages.**
Link: www.fachc.org/migrant-res-patient.php

My Notes

Barrier: Unequal Treatment by Health and Service Providers

Local Barriers

Local Solutions

Local Resources

Barrier: Fear of Asking Legal Questions about Immigration

About the Barrier

Many immigrants have legal questions about immigration issues. They often approach trusted outreach workers or community health workers with their immigration questions. Many of these questions need a legal immigration expert to answer them. It is best not to try to answer them. Instead, it is best to refer the person to a legal expert. If you or other service workers provide any legal immigration information, it is very important to make sure that the information is 100% correct.

Topics people may ask questions about are:

- Immigration status
- Legalization
- Access to public benefits related to immigration status

Solution: What Your Outreach Program Can Do

1. Develop ongoing relationships and resources with free legal services programs so you can refer people.
 - To start, identify free civil legal services programs that work in your area, state or region.
 - Talk with them about how to establish a referral system for people who ask for help. All free legal services programs have lists of responsible lawyers they refer people to. They can help you identify trustworthy immigration lawyers.
 - Some legal services cannot represent undocumented immigrants or work on immigration issues. They can give you referrals to responsible immigration lawyers in the state.

2. Refer people to the right resources.
3. Again, it is best for outreach workers not to give out legal information.

A special note about Notary Publics

Some Notary Publics have signs in Spanish that say they are *Notarios*. Many might offer immigration services. Warn people that many of these *Notarios* may not have appropriate legal expertise in immigration or other legal issues. In Mexico, *Notarios* are lawyers, and people might assume that they are in the United States (U.S.) as well. Explain that most Notary Publics in the U.S. are not lawyers.

Resources

- **Legal Services Corporation:** This is a resource for finding free Civil Legal Service Programs in your state.
Link: www.lsc.gov/local-programs/program-profiles
- **Catholic Legal Immigration Network:** In some areas of the country, the Catholic Legal Immigration Network (CLINIC) offers legal representation on immigration issues. To find out if there is a CLINIC office in your area and where it is, go to:
Link: <http://cliniclegal.org/about-us/affiliate-directory>

My Notes

Barrier: Fear of Asking about Legal Questions

Local Barriers

Local Solutions

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About Us

Learn more about the organizations who created this booklet by clicking on the logos.

