



PARTICIPANT HANDOUTS ***The Silent Crisis: Engaging Immigrant Populations in Your Health Center***

Thank you for attending today's training. By doing so you are strengthening the ability of your community-based and patient-directed health center to deliver comprehensive, culturally competent, high-quality primary health care services.

Presented by:

Liam Spurgeon, Program Manager, Health Outreach Partners (HOP) and Kristen Stoimenoff, Interim CEO, Health Outreach Partners (HOP).

Live Broadcast Date/Time:

Monday, August 20, 2018

10:00–11:00AM Mountain Time / 11:00AM–12:00PM Central Time

Event Overview:

It is often difficult for health organizations to reach and provide care to immigrants. Immigrant communities often choose to forgo necessary primary and preventive care services, resulting in complications to their physical, mental, and behavioral health.

In this webinar, HOP will review key findings from a series of convenings which gathered frontline staff from various healthcare organizations to identify and discuss the challenges they encounter while working to support their communities, brainstorm solutions to these challenges, and exchange best practices, demonstrate how to best use the Silent Crisis resource, and share recommendations for how to support immigrant communities in accessing care during such trying times.

Learning Objectives:

Through this session, participants should be able to:

1. Learn the challenges healthcare professionals encounter while working to support all members of their respective communities;
2. Identify current and potential solutions to effectively support and engage immigrant patients in health services; and
3. Understand how to utilize the Silent Crisis resource to support immigrant patients.

CONTENTS

Page 2:	CHAMPS Archives Descriptions CHAMPS Speaker Biography
Pages 3-23:	Slides
Page 24:	Resources Referenced

CHAMPS ARCHIVES

This event will be archived online. This online version will be posted within two weeks of the live event and will be available for at least one year from the live presentation date. For information about all CHAMPS archives, please visit www.CHAMPSonline.org/events-trainings/distance-learning.

DESCRIPTION OF CHAMPS

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers we they can better serve our patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, and the benefits of CHAMPS Organizational Membership, please visit www.CHAMPSonline.org.

SPEAKER BIOGRAPHY



Liam Spurgeon is a Project Manager and joined HOP in 2013 at the beginning of the first Open Enrollment period for the Affordable Care Act. In addition to his training and technical assistance duties, Liam oversees HOP's Outreach Business Value Toolkit and webinar efforts. Prior to HOP, Liam worked at Health Initiative of the Americas at UC Berkeley's School of Public Health, and taught English in Malaga, Spain for two years.



Kristen Stoimenoff serves as HOP's Interim CEO. She has worked at HOP since 2004, most recently as Deputy Director. Prior to joining HOP, Kristen worked in development at La Clínica del Pueblo, Inc., a community health center in Washington, DC. From 1998-2000, Kristen served as a Peace Corps volunteer focusing on community health in rural Guatemala. She holds a Master of Public Health with a focus on Health Behavior and Health Education from the University of North Carolina at Chapel Hill.



Outreach & Enrollment Distance Learning Series



The Silent Crisis: Engaging Immigrant Populations in Your Health Center

Monday, August 20, 2018

Welcome to the Outreach & Enrollment Distance Learning Series

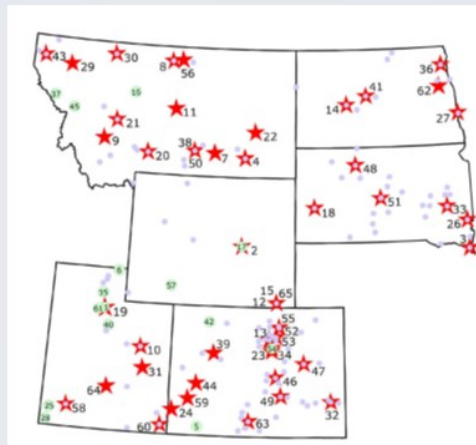
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Community Health Association of Mountain/Plains States (CHAMPS)



www.champsonline.org

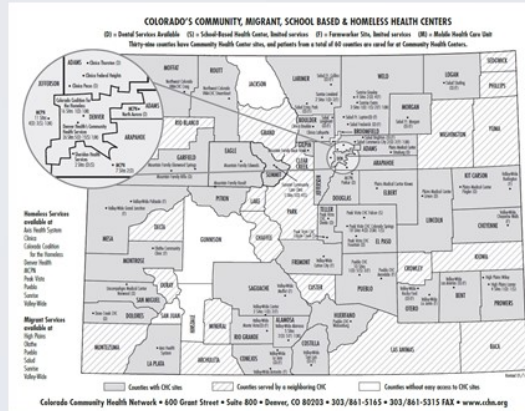
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Colorado Community Health Network (CCHN)



www.cchn.org



Presented by: Health Outreach Partners (HOP)

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Audience Question

How many total people are watching this event at your computer, including yourself?



The Silent Crisis:
Engaging Immigrant Populations in
your Health Center

Presented by: Health Outreach Partners
Hosted by: Community Health Association of Mountain/Plains States and
Colorado Community Health Network

August 20, 2018

Health Outreach Partners

WWW.OUTREACH-PARTNERS.ORG

WE SUPPORT HEALTH OUTREACH PROGRAMS by providing training, consultation, and timely resources.

OUR MISSION IS TO BUILD STRONG, EFFECTIVE, AND SUSTAINABLE HEALTH OUTREACH MODELS by partnering with local community-based organizations across the country in order to improve the quality of life of low-income, vulnerable and underserved populations.

WE SERVE Community Health Centers, Primary Care Associations, and Safety-net Health Organization

Facilitators



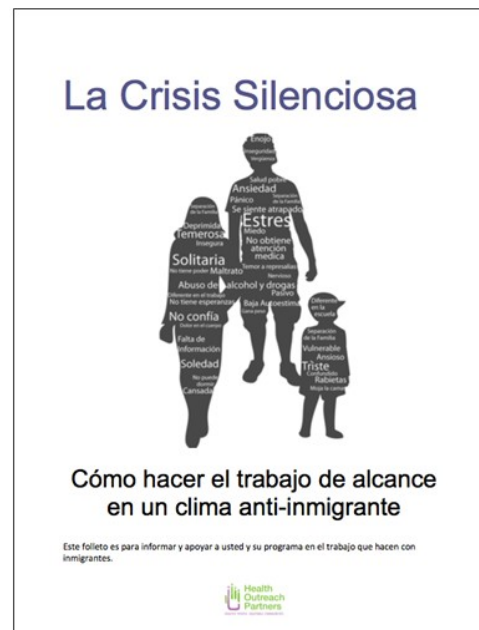
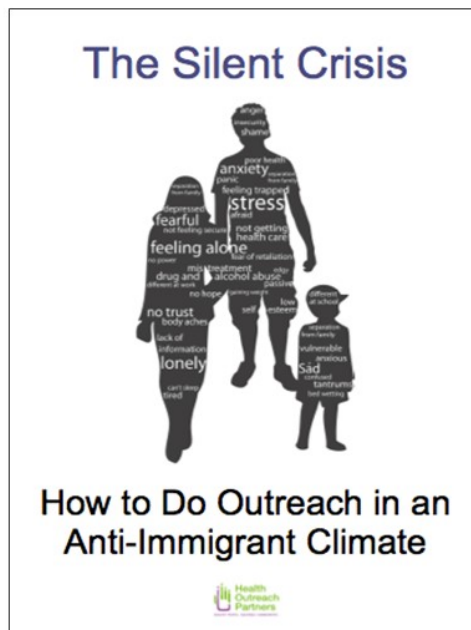
Kristen Stoimenoff
Interim CEO

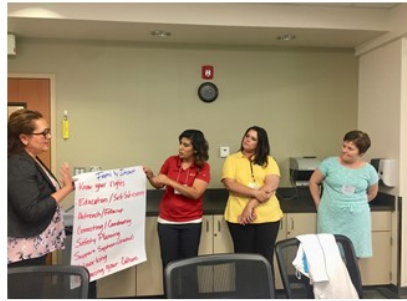


Liam Spurgeon
Project Manager

Learning Objectives

- Learn the challenges healthcare professionals encounter while working to support all members of their respective communities;
- Identify current and potential solutions to effectively support and engage immigrant patients in health services; and
- Understand how to utilize the Silent Crisis resource to support immigrant patients.





Silent Crisis Convening Agenda Topics

- Identifying Immigration Challenges
- Identifying Solutions for Challenges Identified
- Self-care to address exhaustion and burn out



Themes & Findings

Trauma &
Mental Health

Family Impact

Misinformation

Fear of Systems
& Abuse of
Power

Trauma & Mental Health

- Disorders such as anxiety & depression are magnified
- Experiences of trauma being exacerbated
- Double stigma: mental health & immigration status
- Lack of social support
- Added isolation
- Addiction



Family Impact

- Constant fear of families being separated; disruption of family structure.
- Foregoing access to medical care
- Impact on livelihood. Economic instability
- Mixed status families are especially impacted
- Behavioral impact on children at home. Possible bullying at school.



Misinformation

- Community members overwhelmed or discouraged by misinformation encountered almost daily.
- Social media can aid in the spreading of misinformation especially about things like ICE raids, deportation process, and immigrant rights.
- Misinformation about CHC services and rights as well as public benefits/charge.
- Adding to fear and leading to sense of paranoia or hysteria in some cases.



Fear of Systems & Abuse of Power

- History of abuse and distrust among immigrant communities is compounded.
- Immigrants expressing reluctance to disclose any personal information with CHC or social agency.
- Providing false or incomplete information
- Cases of immigrant patients requesting to be erased from medical records.



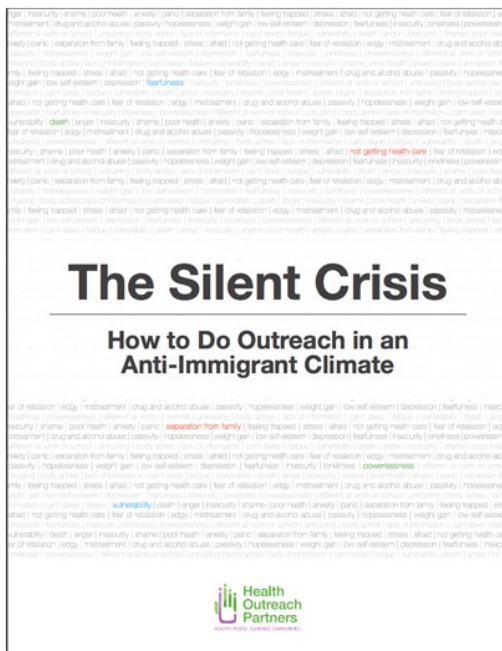
Recommendations & Strategies

Mental Health/Family Impact

- **Normalize** mental health education to immigrant community. Aim to reduce stigma
- Incorporate trauma informed care
- Consider projects like community gardens
- Help immigrant families **make a plan** to address safety, family/friend tree, and economics.
- Recognize the value/importance of **CHC presence** in community

Fear of Systems/Misinformation

- Educate patients about FQHC services. **Be honest.**
- Consider events like legal clinics
- Community events or health centers that specifically **welcome** and **value** immigrant community
- Work with community to identify **trusted** sources of information especially via text or online.
- Staff **diversity** trainings. Cultural humility training for CHC staff



- Updated resource!
- Available now for instant download on HOP website

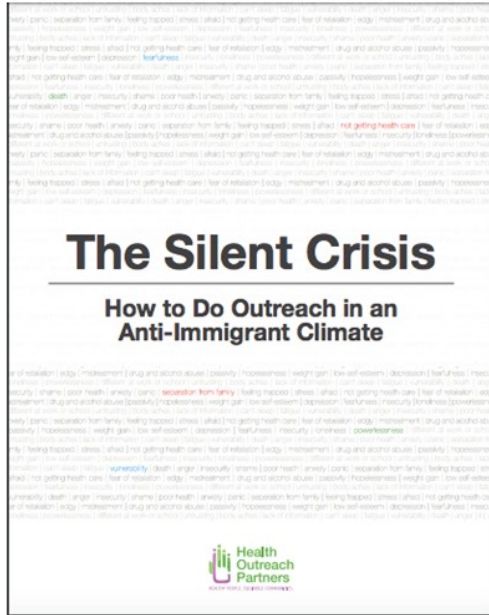
www.outreach-partners.org/resources

Case Studies

Families

- Mixed status family
- Reduced family income
- Poor nutrition
- Fear and anxiety
- Children:
 - Health problems
 - Behavioral Issues
- Not accessing care





What is Inside

INTRODUCTION

- The Anti-Immigrant Climate..... 5
- The "Silent Crisis"..... 6
- Effects Many Immigrants Face..... 6
- Who This Booklet is For..... 7
- How This Booklet Can Help Your Work with Immigrant Community Members..... 8

BARRIERS AND SOLUTIONS TO THE ANTI-IMMIGRANT CLIMATE

- Actions Against Immigrants..... 9
- When Immigrants are Mistreated and Discriminated Against..... 12
- Impact on Mental and Physical Health..... 17
- Impact on Children and Families..... 22**
- Fear of Getting Health Care and Other Services..... 28
- Misinformation and Lack of Trust in Systems..... 30
- CHWs/Promoters and Other Frontline Staff Experience Burnout, Compassion Fatigue and Secondary Trauma..... 34

ABOUT US..... 38

BARRIERS & SOLUTIONS

BARRIER

Impact on Children and Families

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.

Bullying targeting immigrant children and U.S.-born children of immigrants is a growing concern. There are increasing number of incidents where children use hate language and racial slurs towards immigrant classmates. The effects of this can be seen as many immigrant children and families now refrain from speaking their native language and engaging in cultural practices. Rather than embracing cultural identity, many families and children now feel shame about their cultural roots. Many of these children also do less well in school when they feel unwanted or uncomfortable.

The feeling of community wide rejection and feeling unwelcomed has a serious mental health impact. Depression, anxiety, stress, and suicidal thoughts are not uncommon among children, as well as adults.

Some families find it hard to talk about their feelings. Many parents may be at a loss to cope with their children's behaviors. Over time, the impact of this climate can also lead to problems with learning, and affect developmental growth. Juvenile delinquency and unhealthy behaviors can also result of from such a negative climate.

In response to fear, many parents also restrict their children from accessing helpful support services. Many children are kept home from school and childcare for fear of deportation. In other cases, parents are not applying for public benefits their children qualify for, like food assistance, WIC, and healthcare. They do not apply for fear of exposing family members with uncertain immigration status.

MIXED STATUS FAMILIES

Many immigrant families have mixed immigration status. These mixed status families have members with different documentation statuses. It is important to recognize that when even one family member is not documented, it causes profound stress and worry on the entire family. This includes children.

SOLUTIONS

1. Support families with making their own family preparedness plan. Designate responsibilities, a family savings plan (if possible), and guardianship of children in case of detention or deportation.
2. Partner with schools, and specifically Head Start and K-12 Title I, Part C migrant education programs, and also providers of other services for children, teens, and families. Work with them to find children who need access to care and who may be dealing with immigration issues at home. Make sure they know how to refer them to centers or programs that can help.
3. Inform immigrant children and teens about their rights through clubs as well as after school, sports, and faith programs.
4. Work with WIC (Women, Infants and Children), Head Start, or other support programs to include immigration issues as part of 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.
6. Organize social events for families such as carnivals and health fairs to promote self-care and share available resources. This also provides a fun way for families to come together and connect with their community.

RESOURCES

Resources for Children and Youth

- **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: <http://www.iyjl.org/>
- **Living in the United States:** This is a guide for immigrant youth.
Link: <https://www.ihic.org/living-united-states-guide-immigrant-youth>
- **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://niya.org/>
- **Scholarship Information and Resources:** Mexican American Legal Defense and Educational Fund (MALDEF) compiles a listing of scholarships for all students regardless of immigration status. This is an extensive

list of scholarships that do not inquire about immigration status or require a social security number to receive the award.
Link: <http://www.maldef.org/leadership/scholarships/index.html>

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 for infants and children up to age five.
Link: <https://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>

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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: <http://www.afterpickthefruit.com/>
- **Papers:** This is the story of undocumented youth and the challenges they face as they turn 18 without legal status.
Link: <https://www.grahamstreetproductions.com/papers-stories-of-undocumented-youth/>
- **Photovoice:** The story of substandard housing. In this video promotes and outreach workers share the stories of migrant workers living in substandard housing. Promoters advocate for fair housing for workers.
Link: <https://www.youtube.com/watch?v=IC7yDSBmol>

How to Protect Your Family If You Might Be Deported

- **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. Includes check lists and a worksheet of contacts that families can complete. This resource is offered in English. This resource includes regional references and contact information within California's Bay Area, however its core information is helpful to all people nationwide.
Link: http://calnonprofits.org/images/en_2pg_brochure_contact_your_family.pdf
- **Family Preparedness Plan:** Immigrant Legal 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.
Link: https://www.ilrc.org/sites/default/files/resource/family_preparedness_plan_10-20170323.pdf
- **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: http://calnonprofits.org/images/en_2pg_brochure_protect_your_family.pdf

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: <https://outreach-partners.org/2012/07/01/innovative-outreach-practices-report/>
- **Healthy People 2020:** Find information and tools for young adults at the nation-wide Healthy People 2020 initiative.
Link: <https://www.healthypeople.gov/>

BARRIER: IMPACT ON CHILDREN AND FAMILIES

My Notes

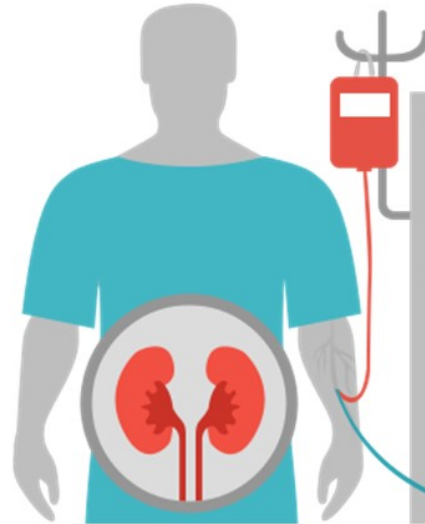
LOCAL BARRIERS

LOCAL SOLUTIONS

LOCAL RESOURCES

Individual

- 35 years old
- Diabetic, at risk of ESRD
- Misinformation
 - Privacy
 - Rights
 - “Public charge”
- Not accessing care



What is Inside

INTRODUCTION

The Anti-Immigrant Climate	5
The “Silent Crisis”	6
Effects Many Immigrants Face.....	6
Who This Booklet Is For	7
How This Booklet Can Help Your Work with Immigrant Community Members.....	8

BARRIERS AND SOLUTIONS TO THE ANTI-IMMIGRANT CLIMATE

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When Immigrants are Mistreated and Discriminated Against.....	12
Impact on Mental and Physical Health.....	17
Impact on Children and Families.....	22
Fear of Getting Health Care and Other Services.....	26
Misinformation and Lack of Trust in Systems	30
CHW’s/Promotores and Other Frontline Staff Experience Burnout, Compassion Fatigue and Secondary Trauma.....	34

ABOUT US	38
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BARRIERS & SOLUTIONS

BARRIER

Fear of Getting Health Care and Other Services

Many immigrants do not fully know about the U.S. health care and social services systems. They may try to avoid getting services, stop getting them or ask for their records to be eliminated for diverse reasons:

- Not having 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 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

These fears expand across health care and other services. Many immigrants avoid seeking health care and other social services such as food help, housing, and childcare programs. Mixed status families are especially affected as children are often left out of programs they qualify for.

For these immigrant communities their health, well-being, and safety are at risk as fear also keeps them from reaching out to police for help. Domestic violence and other crimes are often not reported.

SOLUTIONS

1. Get informed and share about trusted transportation resources in your area. Provide transportation support, such as subsidizing bus fare, or offering shuttle service. Advocate for transportation services if needed.
2. Post signage at your entrance and throughout your site that all are welcome at your center or agency.
3. Share with front desk staff about the rights of all people to get care no matter their immigration status. Make sure they know that some immigrants may not have a social security number to list on registration forms.
4. 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 and information about cost. Ask for their support in referring immigrants to your center or program. Follow through on every commitment you make.
5. Provide and give out "Know Your Rights" wallet cards to immigrant clients at your health center or agency. If you make your own cards, make sure they are reviewed by a legal expert first.
6. Ask local county programs to provide clearer information on the different programs they offer and assistance on how to enroll.
7. Inform families about their right to health care and other services at migrant and community health centers. While some qualify for public benefits, others may not. Inform them about how they can get care no matter their immigration status. Tell them about the lower costs, payment plans, sliding fees, free services, and extended hours.
8. 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.
9. 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 take materials and resources for families.
 - Work with local faith groups to provide their members information about services, health care, and legal rights.
 - Be aware that if an event is targeted just to the immigrant community, many individuals might be fearful of attending, concerned that ICE or Border Patrol will be present.

RESOURCES

Creative Outreach Practices

- **Connecting Eligible Immigrant Families to Health Coverage and Care:** Key Lessons from Outreach and Enrollment Workers
Link: <https://www.kff.org/disparities-policy/issue-brief/connecting-eligible-immigrant-families-to-health-coverage/>
- **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: <https://outreach-partners.org/2012/07/01/innovative-outreach-practices-report/>
Phone: (510) 268-0091
- **Red Cards:** These cards tell people how to assert their rights. This includes a written statement to show to ICE agents
Link: <https://www.irc.org/red-cards>
- **We Welcome All:** Welcome any person from any background by displaying this poster in your home or organization. Posters are available for instant download or available to be shipped by mail for local businesses or community centers.
Link: <http://wewelcome.us/>

BARRIERS & SOLUTIONS

BARRIER

Misinformation and Lack of Trust in Systems

The spread of inaccurate information is a reason why many immigrants choose not to receive health care and other support services. Social media has been a valuable tool in keeping many immigrants informed about current events and connected to family in their homeland. But it has also helped spread misinformation on ICE raids, deportations, immigrant rights, and benefit eligibility that results in a deeper fear within the community.

High levels of fear leaves many feeling unsafe and not trusting health services, support services, and other community agencies.

Many program staff have worked hard to build trust with immigrants in their community. Even so, the growing mistrust of programs and systems has moved immigrants to:

- Not apply for services
- Not receive services
- Not continue social services, public assistance, health care, and medical treatments they qualify for
- Ask to be removed from services and systems records

While immigrants may trust program staff, there is often a deep and growing mistrust of the programs they work for. This fear overrides the trust in staff. There is fear that their personal information will be used against them or their family members.

There is also fear that using a government program might create a "public charge" and prevent a person from gaining legal status in the future or might even lead to deportation. That is simply not correct.

The concept of "public charge" is a very old one in immigration law. It means that a person is highly dependent on getting public cash assistance to get by or needs long term care at government expense due to a health condition. In most cases, those without immigration status are not even eligible for the few programs that could lead to being a "public charge". Getting services from a community or migrant health clinic will not lead to the public charge status.

Immigrants have the difficult task of having to sift through misinformation and find reliable sources of information. Even so, many do not trust that their personal information will not be used against them.

ASKING LEGAL QUESTIONS ABOUT IMMIGRATION

Many immigrants have legal questions about immigration issues. Many of these questions need a legal immigration expert to answer them. 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

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SOLUTIONS

1. Ask your clients or patients what would help them feel safer at your center or agency. Ask clients while they are already at your agency, or on a radio show where people can call in. Listen and respond.
2. Show your institutional commitment to support patient or client privacy by making organizational changes to support this. For example, create a protocol and plan for if ICE were to enter your site. Then make sure your staff knows what to do.
3. Think about how private the area where the staff does intake really is and who can hear the information that is being shared. Consider moving interviews inside the treatment area or to another private space.
4. Think about what areas of the center are open to the public and the consequences of that public access. For example, if the waiting room is public, then an ICE agent can legally sit there. This means that all people, including ICE agents, can hear personal information being shared. To ensure patient privacy and safety, be mindful of what information you are asking people to disclose and where you are asking them to disclose it. Having a private intake room for sharing sensitive information is highly recommended.
5. Display a message from your leadership that stresses HIPAA or other client confidentiality policies. Making this statement public helps to reassure clients of their safety and privacy while at your center or agency.
6. Provide privacy rights and information in areas where clients or patients will see them. Provide these in the languages and at the reading level that are appropriate for your clients.
7. Provide more education to frontline staff about basic client eligibility requirements. For example, staff should know which legal documents are required to request from clients - and which are not-to receive services.
8. Use public media such as radio and newspaper to keep people informed:
 - Share positive messaging about immigrant communities
 - Review and reassure about immigrant rights and confidentiality
 - Connect them with trusted community sources such as free or lower cost immigration services
9. Form a joint social media presence with other community groups and agencies to monitor and track false information such as ICE raids and other scams targeted at immigrant communities. Use a social media page or text messages to communicate correct and timely information.
10. Develop ongoing relationships and resources with free or lower cost legal services so you can refer people. Again, it is best for frontline workers not to give out legal information.
 - To start, identify free or lower cost civil and legal services that work in your area, state or region.
 - Talk with them about how to establish a referral system for people who ask for help. These legal services programs have lists of responsible lawyers they refer people to. They can help you learn of immigration lawyers and services that can be trusted.
 - Some legal services cannot work on immigration issues or represent immigrants who are not documented. They can refer you to trusted immigration lawyers and services in the state.
11. Be sure to refer people to the right resources.
12. Form partnerships with other community groups to produce and share a joint newsletter with updates and information. This can reduce the amount of information the community receives. It can also prevent repetitive or conflicting information from being shared.
13. Check with your contacts to see if there is a reliable rapid response group in your area where you can verify or report ICE detentions or raids.

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. So people might assume that they are lawyers in the United States 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: <https://www.lsc.gov/grants-grantee-resources/our-grantees>
- **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: <https://cliniclegal.org/directory>

National Health Center Immigration Workgroup

- **Educate** CHCs and PCAs about policy changes affecting immigrants, and how to respond
- **Develop and share resources** to support CHCs and immigrant patients and PCAs in understanding and responding to actual and potential policy change
- Work to **align and coordinate** messaging around policies impacting immigrants
- Get updates and **get involved:**
https://www.surveymonkey.com/r/NHCIWG_2018



Resources

- **The Silent Crisis:**
<https://outreach-partners.org/2013/03/26/outreach-in-an-anti-immigrant-climate/>
- **Self-care: Taking Care of Ourselves So We Can Take Care of Others:**
<https://outreach-partners.org/2017/04/03/self-care-taking-resource/>
- **California Health Advocates:** <https://bit.ly/2LXb7GG>



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CONTACT



2018 O&E Distance Learning Series: Upcoming Events

- Visit the CHAMPS Distance Learning Page for more information
 - Supporting O&E in Your CHC – *Monday, September 10, 2018*
 - Preparing for Open Enrollment 6 – *Monday, September 24, 2018*



Thank you!

RELATED RESOURCES:

- The Silent Crisis: How to Do Outreach in an Anti-Immigrant Climate: <https://outreach-partners.org/2013/03/26/outreach-in-an-anti-immigrant-climate/>
- Self-care: Taking Care of Ourselves So We Can Take Care of Others: <https://outreach-partners.org/2017/04/03/self-care-taking-resource/>
- California Health Advocates: <https://bit.ly/2LXb7GG>
- National Health Center Immigration Workgroup: https://www.surveymonkey.com/r/NHCIWG_2018
- Community Health Association of the Mountain/Plains States (CHAMPS) Outreach to Specific Populations: Immigrants Resources: <http://champsonline.org/tools-products/cross-disciplinary-resources/outreach-enrollment-healthcare-reform/outreach-enrollment/outreach-to-specific-populations#Immigrants>