

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

We first produced this booklet in response to a need identified:

- In Health Outreach Partner's 2010 **National Needs Assessment on Farmworker Health Outreach**
- At the 2011 and 2012 Western Forum for Migrant & Community Health
- On a 2015 national Peer-to-Peer Conference Call for outreach and other frontline staff "Reaching Out to Immigrants in an Anti-Immigrant Environment".

Staff from health centers and other community-based organizations expressed a need for a resource addressing how best to do outreach with immigrants in an anti-immigrant climate. This led to the publication of *The Silent Crisis* in 2012.

The anti-immigrant climate has increased throughout the country. This climate led us to revisit and update this booklet in 2017 and early 2018. To do so, we organized four convenings for Community Health Workers and other frontline staff throughout California and the Pacific Northwest. At these four events, we discussed current challenges and identified solutions when working with immigrant communities. We used the input of these dedicated workers to update this resource.

This booklet was created through a collaboration among:

- Health Outreach Partners (www.outreach-partners.org)
- Lorena Sprager and Associates, LLC of the Clear Language Group (www.clearlanguagegroup.com)
- Nuestra Comunidad Sana of The Next Door, Inc. (www.nextdoorinc.org/nuestra-comunidad-sana)
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Some barriers and solutions listed in this booklet were identified in the "**Breaking Down the Barriers: A National Needs Assessment on Farmworker Health Outreach**" (Health Outreach Partners, 2010) and "**Connecting Eligible Immigrant Families to Health Coverage and Care: Key Lessons from Outreach and Enrollment Worker**" (Kaiser Family Foundation, 2011).

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The Anti-Immigrant Climate

We are a nation 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 harming individuals, families, and communities. Some examples of this anti-immigrant climate are:

- Increased immigration enforcement and local law enforcement partnering with Immigration and Customs Enforcement (ICE)
- Increased arrests and deportations not solely on people with criminal backgrounds
- Different or hostile treatment based on perceived immigrant status
- Limiting and denying driver's licenses
- Raids and roadblocks

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, being separated from their family, and 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. Some citizen children carry guardianship papers and birth certificates in their backpacks. This is in case their parents are detained and deported while they are at school. Many children do not talk about it with their classmates or teachers. 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 (the body)
- Mental health (behavior and thoughts)
- Emotional health (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, faith community



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

Who This Booklet Is For

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

- Case managers
- Community health workers (CHWs)
- Health educators
- Home visitors
- Lay health workers
- Outreach workers
- Patient navigators
- Peer educators
- Peer health promoters
- Promotores/Promotoras

This booklet can also be useful for other staff, such as medical and dental staff, teachers, guidance counselors, 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 Work with Immigrant Community Members

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. Based on the input we have collected from staff at conferences, national peer-to-peer calls, and convenings, we know that some immigrants are not seeking care or services. Others come in once a problem is extreme or too late to treat. Some are choosing not to enroll in or renew services. Some are asking that their personal information be deleted from services databases.

Many program workers are being asked for help related to the immigration crisis. For many workers, it is a topic that affects the people they work with every day. Yet, supporting their community on these issues 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 programs are in a special position to:

- Work directly with immigrant communities
- Provide links to care
- Promote community health and wellbeing
- Provide training to staff and service providers

THIS BOOKLET

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

There are sections on barriers to health and wellbeing 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 own community. We encourage you to make it your own.

HOW TO USE IT

Some ways you can use this booklet are:

- To review and talk about it with staff who work with immigrants
- 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
- 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, refer people to a trusted lawyer who has solid experience in immigration law.

BARRIER

Actions Against Immigrants

Some examples of actions and policies against immigrants include:

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

SOLUTIONS

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, Instagram 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
3. Follow local, regional, and national immigrant rights trends on social media to stay up to date on the issues and chances for working together.
4. 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 at all possible, bring a local lawyer familiar with immigration issues. Many police departments will freely share if ICE is in the area, on request.
5. Hold an immigration information workshop with community health workers (CHWs)/promotores, medical professionals, local faith groups, and other caring agencies. When you invite CHWs/Promotores, discuss the benefits and risks of being an advocate.
6. Post signage at your entrance and throughout your site that all are welcome at your center or agency.
7. Ensure your agency or center has a safety plan should ICE agents appear at your site. Make sure staff is properly trained in what to do. Inform your clients what your agency safety plan is.
8. Ensure that your agency or center has thought out fully what parts of the property are public and where personal information is requested (including whether people in waiting areas can overhear questions and answers during the intake process.)

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:** <https://www.aclu.org/>
Phone: (212) 549-2500
- **National Immigration Law Center:** Offers the latest immigration news and resources. **Link:** <https://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:** <http://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:** <https://www.state.gov/s/cpr/fco/c71392.htm>
- **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/>

How-To Guides

- **How to Organize a Letter Writing Campaign:** This is a “how to” guide for a letter writing campaign. **Link:** https://www.grandcanyontrust.org/sites/default/files/vp_Letter_Writing_Party.pdf
- **Media Advocacy Manual:** This is a “how to” guide for media advocacy. **Link:** http://dcpartners.iel.org/sites/default/files/%2811%29%20APHA%20Media_Advocacy_Manual.pdf

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:** <https://outreach-partners.org/2012/07/01/innovative-outreach-practices-report/>
Phone: (510) 268-0091

Community Collaboration and Coalition Building

- **Health Outreach Partners (HOP):** HOP has developed this toolkit to provide the user with guidance and practical tools on engaging in collaborations to increase their collective impact. **Link:** <https://outreach-partners.org/2016/02/19/a-collaboration-toolkit-for-community-health-organizations/>
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

LOCAL BARRIERS

LOCAL SOLUTIONS

LOCAL RESOURCES

BARRIER

When Immigrants are Mistreated and Discriminated Against

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. Immigrants may live experiencing abuse and poor treatment because they may feel they do not have any other choice.

Unequal Treatment by Health and Service Providers:

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

Hate Speech and Bullying:

The current anti-immigrant climate can invite the use of hate speech against immigrant groups. Open use of racial slurs is common and heard even among grade school children. Bullying targeting children of immigrants is a growing concern in many communities across the country. This hate speech and bullying can lead to:

- Feeling shame of cultural identity
- Feeling unsafe and unwelcome in the community where they live
- Potential for violent encounters against immigrants
- Students dropping out of school and displaying suicidal thoughts and tendencies

Immigrants can tend to withdraw from their community, and also modify their cultural identity. This is a way they try to protect themselves against discrimination and racism.

SOLUTIONS

Support immigrants within your center or agency:

1. 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:
 - Ask for input from immigrant clients about what would make your center a safe space and act on that input
 - Review your policies and modify as needed
 - Make sure all staff offer respectful customer service to immigrant clients
 - Improve materials to make sure they are culturally and linguistically inclusive
 - Make sure people know they can get services at your center no matter what their immigration status is
 - Post signage that all are welcome at your center or agency
2. Give out cards that families can present to ask for an interpreter. Explore language access across points of contact for the client.
3. Give out “Know Your Rights” cards and fliers and other legal educational materials about legal rights. Refer immigrant families to resources that help with preparing for an emergency in the event of detention or deportation.
4. Add questions to needs assessments and client satisfaction surveys about the climate toward immigrants and how it is affecting immigrant clients. Offer client surveys in their preferred language. Have staff offer to read questions aloud and write client answers if they prefer. This way you capture the voice of clients with low literacy.
5. One resource might be 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.

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

Expand partnerships and collaboration in the broader community:

1. 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. Also, 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.
2. Partner with other agencies such as social service programs, health care programs, shelters, and domestic violence programs to make referrals. Work with them to help victims.
3. Build relationships with employers. Work with them 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.
4. Partner to help organize community events that celebrate people and cultural diversity such as, Chinese New Year, Hispanic Heritage Month, Black History Month and PRIDE events (celebrating lesbian, gay, bisexual, transgender and intersex culture and pride).
5. Talk with and train other programs’ 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.

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: <https://www.aclu.org/files/kyr/MKG17-KYR-PolicImmigrationFBI-OnePager-English-v01.pdf>
Spanish: <https://www.aclu.org/files/kyr/MKG17-KYR-PolicImmigrationFBI-OnePager-Spanish-v01.pdf>
- **Red Cards:** These cards tell people how to assert their rights. This includes a written statement to show to ICE agents.
Link: <https://www.ilrc.org/red-cards>
- **Language Identification Flashcard:** These cards help identify the patients preferred language. These can be printed and included in the patient' intake forms or posted near reception area for patients to point to their preferred language.
Link: <https://www.lep.gov/ISpeakCards2004.pdf>
- **What to do in Case of an Immigration Raid:** This is a complete guide of what to do before, during, and after a raid. This resource includes regional references and contact information within Virginia and Washington D.C., however its core information is helpful to all people nationwide.
Links: English: http://www.cj-network.org/cjimmrights/docs_2008/Whattodoinaeventofaraid-%20nglish.pdf
Spanish: http://www.cj-network.org/cjimmrights/docs_2008/QueHaceAntelasRedadas-VersionEspanol.pdf

For Health Centers and Services Agencies

- **Farmworker Justice:** Provides information on immigrant labor rights, advocacy to improve living and working conditions, and occupational safety for farmworkers.
Link: <https://www.farmworkerjustice.org/>
Phone: (202) 293-5420
- **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: http://www.nyc.gov/html/records/pdf/govpub/6751right2work_advlorenz_teacherfinal.pdf
- **Immigrant Legal Resource Center:** Provides legal trainings, educational materials, and advocacy to advance immigrant rights.
Link: <https://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: <https://mhpsalud.org/get-involved/join-our-email-groups/>
- **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: <https://www.mlapp.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: <http://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: <https://www.womenslaw.org/>
Phone (National Domestic Violence Hotline): 1-800-799-SAFE (7233)
- **California Health Advocates- Immigrant Resources:** Includes webinars, letters to share with immigrants about their rights, as well as information on health center immigration policies
Link: http://capca.nationbuilder.com/immigrant_resources
- **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/>

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: <https://vimeo.com/21601688>
- **Frontline:** Rape in the Fields: A collaborative investigative report from Frontline and Univision on the sexual abuse many women encounter in the agriculture industry.
Link (ENGLISH): <http://www.pbs.org/wgbh/frontline/film/rape-in-the-fields/>
- **The Huddled Masses:** Calls for immigration reform and highlights racial intolerance in the Hudson Valley area.
Link: <https://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: <http://www.theothersideofimmigration.com/>

Creative Outreach Practices

- **Organizational Communication:** Find examples of innovative outreach practices. Select “Organizational Communication” in the Innovative Outreach Practices Database.
Link: <https://outreach-partners.org/2012/07/01/innovative-outreach-practices-report/>
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: <http://www.ncfh.org/>
- **Southern Poverty Law Center:** Their Teaching for Tolerance project combats prejudice among the nation’s youth while promoting equality, inclusiveness and equitable learning environments in the classroom. They offer many free resources such as a magazine and lesson plans to educators
Link: <https://www.splcenter.org/teaching-tolerance>
- **Cultural Humility:** Video Cultural Humility: People, Principles and Practices. This 30-minute documentary by San Francisco State Professor Vivian Chávez, mixes poetry with music, interviews, archival footage, images of community, nature and dance to explain what “Cultural Humility” is and why we need it.
Link: https://www.youtube.com/watch?v=_Mbu8bvKb_U

BARRIER: WHEN IMMIGRANTS ARE MISTREATED & DISCRIMINATED AGAINST

My Notes

LOCAL BARRIERS

LOCAL SOLUTIONS

LOCAL RESOURCES

BARRIER

Impact on Mental and Physical Health

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. Also, the ongoing possibility of changes to existing immigration policy leaves many immigrants feeling uncertain about their future. They fear for their safety and worry about possible sudden deportation. As a result, many will withdraw into their homes and isolate themselves from their community. This behavior worsens mental health issues like depression and anxiety.

Mental health issues can reveal themselves in the body. Some examples are body aches, problems sleeping, mood swings, and trouble with controlling chronic conditions like diabetes. To ease these symptoms, some people will self-medicate and turn to drugs or alcohol. In some cases, there can be violence within the family.

Fear and not trusting others are common as well. Many immigrants feel shame when seeking mental health services. If they decide to seek help, many will find that there is a lack of language competent and culturally sensitive mental health providers.

Social Determinants of Health:

The social determinants of health are the conditions in which people are born, grow, live, work, and age. Eating healthy and staying active alone do not guarantee good health. Health is in large part determined by a person's income level, social support, the quality of their schooling, and how clean their water, food, and air are - to name a few.

People are at higher risk of having mental and physical health issues if:

- Income is low
- There is little or no social support
- Schooling is low quality
- Water, food or air are not clean

Having social support is essential in this current climate. Social isolation affects both mental health and physical health in a negative way. For safety, many immigrants will isolate themselves as well as their children from their community. This includes needed support services like health care, school, and childcare. Many also limit seeking basic needs such as going to the grocery store which limits their access to healthy foods. This in turn worsens both their mental and physical health, and overall wellbeing.

IMPACT ON CHILDREN'S MENTAL AND PHYSICAL HEALTH

The mental health of children of immigrant families is especially at risk. This is due to living in constant fear, stress, and anxiety about being deported or having their parents and other family members deported.

Behavioral issues such as defiance, anger, and hostility are common. These behaviors often limit children from learning at school. This, in turn, affects their overall success and wellbeing.

The early onset of these traumatic experiences can have a long-term impact on a child's mental and physical health well into adulthood.

SOLUTIONS

1. Build trust with immigrants so they feel safe to talk about their lives, fears, and anxieties. One way to build trust is to support families in meeting their basic needs while you provide your program-specific support. Basic needs include food, water, shelter, clothing, and medical care. Building trust supports people in coping with the silent crisis. If what someone shares with you is more than you can handle, contact a supervisor or trusted professional for help.
2. Know the clinical and mental health services in your area that are culturally sensitive. Build relationships with those providers and add their contact information to the “My Notes” page under “Local Solutions.” If your center has a behavioral health or medical program, be a strong partner in referring and taking on referrals.
3. Introduce the person you are helping to the health provider you are referring her or him to. It is best to do this in person. The next best option is to do it by phone with the client next to you and the contact person on speaker phone. A personal introduction from you can increase trust and reduce fear.
4. Develop outreach practices that promote good mental health. Consider inviting an expert to talk about this topic at meetings, school events, or health fairs. Share information with clients and service providers about how to manage anxiety and stress in a healthy way. Post helpful information about self-care in key locations. Seek and provide more training opportunities for frontline staff and providers on trauma informed care and cultural humility.
5. Build and encourage community culture around health and wellbeing such as exercise, walking groups, and dance classes. Give special attention to activities that promote mental health and stress relief like yoga, gardening, and meditation.
6. Provide language and culturally appropriate mental health education classes to immigrant community members. This is to help break the stigma around mental health and accessing mental health services.

RESOURCES

Medical Providers

- **Sanctuary Doctoring:** This video and accompanying flier helps medical providers with information for appropriate reassurances and resources regarding their ability to trust that as their doctor you will promote their best interest.
Link: https://media.luc.edu/media/%20Sanctuary+Doctoring/1_k719aatr

Community and Migrant Health Centers and Service Programs

- **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: <http://www.ncfh.org/uploads/3/8/6/8/38685499/pocket-directory-web.pdf>
- **National Association of Community Health Centers:** The NACHC serves as the national health care advocacy organization for America's medically underserved and uninsured and the community health centers that serve them. The NACHC advocates and conducts research on behalf of health centers as well as provides training and technical assistance to health center staff and boards on various topic areas including operational, financial, clinical and governance.
Link: <http://www.nachc.org/about-our-health-centers/>
- **Office of Minority Health:** Regional Health Equity Councils (RHECs) in the nation have either regional blueprints for action, report cards, or complete environmental scans. They share regional data on health disparities and the social determinants of health. You can use them to share information within your agency or with decision makers and professionals in your area to raise awareness about key issues.
Link: <http://www.npa-rhec.org/rhec-regions>
- **Immigrant and Refugee Children - A Guide for Educators and School Support Staff:** This guide was created for educators, school support staff, and service providers who teach, mentor, and help open the doors of opportunity for undocumented youth and unaccompanied and refugee children currently living in the United States.
Link: <https://www.nwirp.org/wp-content/uploads/2016/12/Guide-for-Educations-of-Immigrant-Children.pdf>
- **Migrant Clinician Network:** This group provides bridge case management, support, technical assistance, and professional development to clinicians in Federally Qualified Health Centers (FQHCs) and other health care delivery sites with the ultimate purpose of providing quality health care that increases access and reduces disparities for migrant farmworkers and other mobile underserved populations.
Phone: (512) 327-2017
Link: <http://www.migrantclinician.org/>

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.
- **Emergency Medicaid Services:** Every state has enacted some sort of emergency Medicaid program to provides coverage for emergency medical services to people with uncertain immigration status. Check with your local health and/or social service department for coverage details, eligibility requirements and application process.

Creative Outreach Practices

- **Behavioral and Mental Health:** Find examples of innovative outreach practices. Select “Behavioral/Mental Health” in the Innovative Outreach Practices Database.
Link: <https://outreach-partners.org/2012/07/01/innovative-outreach-practices-report/>
Phone: (510) 268-0091
- **Health Initiatives of the Americas** - Has developed a manual for Promotoras and other outreach staff on the effects of immigration and mental health. Manual is currently only available in Spanish.
Link: <https://hiaucb.files.wordpress.com/2014/05/manual-salud-mental-2011.pdf>

Mental Health Education

- **Salud Para Todos Program Manual- MHP** Salud has developed this Program Manual for Community Health Workers or Promotores(as) de Salud to strengthen their knowledge about mental health issues, coping mechanisms, and utilizing resources to help those suffering from mental health issues access the services available to them in their community.
Link (ENGLISH): <https://mhpsalud.org/portfolio/premium-content-salud-para-todos-program-manual-english/>
Link (SPANISH): <https://mhpsalud.org/portfolio/premium-content-salud-para-todos-program-manual-spanish>

BARRIER: IMPACT ON MENTAL HEALTH AND PHYSICAL HEALTH

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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.ilrc.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://theniya.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 redeem 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>

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.afteripickthefruit.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 promotores and outreach workers share the stories of migrant workers living in substandard housing. Promotores advocate for fair housing for workers.
Link: <https://www.youtube.com/watch?v=tC7lydSBmol>

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. It 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_protect_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/resources/family_preparedness_plan_v3-20170323.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

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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.ilrc.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/>

BARRIER: FEAR OF GETTING HEALTH CARE AND OTHER SERVICES

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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 instills 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 renew 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

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>

BARRIER: MISINFORMATION AND LACK OF TRUST IN SYSTEMS

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CHWs/Promotores and Other Frontline Staff Experience Burnout, Compassion Fatigue, and Secondary Trauma

Supporting immigrant populations can be very difficult and stressful. This is because it often requires addressing complex and painful issues of:

- Fear
- Trauma
- Cultural barriers
- Language barriers
- Racism
- Discrimination
- Low income status
- The harsh anti-immigrant climate

The many roles that staff often take on and the difficult situations they face can mean they have long work hours and very high stress. These can and often do result in burnout, compassion fatigue, and secondary trauma.

- **Burnout** is a state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress.
- **Compassion fatigue** is a condition characterized by the gradual lessening of compassion over time due to ongoing stress from work performed on a regular basis.
- **Secondary trauma** is the emotional duress that results when a person hears about the firsthand traumatic experiences of another.

SOLUTIONS

The solution is to take care of yourself so you can serve and care for others. You can do this by practicing self-care or more of it. As a supervisor, you can be sure to support your staff in using self-care. Having a self-care practice can help ground and strengthen staff to take care of themselves so they can be motivated and ready to serve their communities.

WHAT IS SELF-CARE?

Self-care is any activity we do of our own accord to help maintain physical, mental, emotional or spiritual health. Practicing self-care can be simple. Over time, it can have a profound positive impact on overall health and wellbeing.

DEVELOP YOUR OWN SELF-CARE PRACTICE

Self-care does not have to be a chore or costly. It is about finding the right activity that works for you and adopting it as your own self-care habit. Some examples include:

- Take a break
- Get enough sleep
- Read a good book
- Pray
- Meditate
- Learn breathing techniques
- Healthy eating
- Get regular exercise
- Move: Go hiking or turn on music and dance
- Have someone safe to talk with
- Learn to manage stress in a healthy way
- Get regular physical and dental checks

LEARN ABOUT AND PRACTICE ORGANIZATIONAL SELF-CARE

This is a broad approach to support a healthy and supportive work culture for all staff. Forming a culture of self-care at your organization can help to:

- Reduce and prevent burnout and compassion fatigue
- Improve job satisfaction
- Decrease staff turnover
- Encourage the growth of staff and the organization

For many frontline staff, it is hard to separate work and personal life because many of the people they serve are members of their own community or families. Practicing organizational self-care is yet another level of support to promote a full healthy life both inside and outside the workplace. Overall, practicing self-care is key in supporting and advocating for those who suffer the silent crisis.

RESOURCES

- 1. HOP Self-Care Resource:** With input solicited from outreach workers across the country, HOP developed this resource to share self-care practices, its benefits, and strategies to build a culture of self-care that supports staff health and well-being.
Link: <https://outreach-partners.org/2017/04/03/self-care-taking-resource/>
- 2. From Fired Up to Burnout: 7 Tips to Help You Sustain a Life Committed to Social Justice:** This blogpost provides explores the importance of strengthening and sustaining people committed to transformation and justice and provides tips on how to improve and make time for self-care in your life.
Link: <https://rockwoodleadership.org/burnout-7-tips-to-help-you-sustain-a-life-committed-to-social-justice/>
- 3. Self-care Starter Kit:** A self-care starter kit put together by the University of Buffalo School of Social Work. It provides an introduction to self-care, example exercises, and activities to help begin your own self-care plan.
Link: <https://socialwork.buffalo.edu/resources/self-care-starter-kit.html>

My Notes

HOW I PRACTICE SELF-CARE NOW

SELF-CARE PRACTICES I WOULD LIKE TO TRY

MY LOCAL RESOURCES FOR SELF-CARE

About Us

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

