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.

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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 so 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 HOPs 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.
The Silent Crisis: Engaging Immigrant Populations in Your Health Center

Monday, August 20, 2018

Welcome to the Outreach & Enrollment Distance Learning Series
All lines are muted. Please use chat to ask questions.

Community Health Association of Mountain/Plains States (CHAMPS)

www.champsonline.org
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
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

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**The Silent Crisis**

How to Do Outreach in an Anti-Immigrant Climate

![The Silent Crisis Image]

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

[www.outreach-partners.org/resources](http://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
The Silent Crisis
How to Do Outreach in an Anti-Immigrant Climate

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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 numbers of incidents where children use hate language and are hurling insults towards immigrant classmates. The effects of this can be seen in many immigrant children and families who often fear 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 their fear is unspoken or uncomfortable.

The feeling of community, pride in being an immigrant, and feeling unwelcomed has a serious mental health impact. Depression, anxiety, stress, and suicidality 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 crime can also result from such a negative climate.

In response to fear, many parents also restrict their children from accessing help, support services. Many children are often left without the help they need.

In other cases, parents are not applying for public benefits their children qualify for, such as healthcare, housing, and education. 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 face unique issues. They may have difficulty accessing services due to their undocumented status. They also may face legal challenges to recognizing when one family member is not documented. It creates profound stress and worry in the entire family. This includes children.
Individual

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

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**BARRIERS & SOLUTIONS**

**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, skip 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. Modern-day families are especially affected as children are often left out of programs they qualify for.

For these immigrant communities that health, well-being, and safety are at risk as fear also keeps them from seeking 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 maps and contact numbers for local transportation resources. Many cities have local transportation services for public benefits, others may not. Inform them about how they can get to the center regardless of their immigration status. Tell them about the lower costs, percent prices, sliding fees, free services, and extended hours.
2. Post signage at your entrance and throughout your center 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 that some immigrants may not have a social security number to file on registration forms.
4. Build relationships and trust with immigrant centers 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 costs. 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 immigrants 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 community programs to provide share 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 public health centers, regardless of their immigration status. Many cities have local transportation services for public benefits, others may not. Inform them about how they can get to the center regardless of their immigration status. Tell them about the lower costs, percent prices, 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 pantries to offer health and legal rights events during pick up or meal times. These programs can be held in a local church.
   - Host educational events and outreach at community 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 an event is targeted just at the immigrant community, many individuals might be fearful of attending. Consider that ICE or Donor Pledge 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://outreach-partners.org/2013/07/01/innovative-outreach-practices-report/
  Phone: (513) 268-0031

- **Red Cards**: These cards tell people how to assert their rights. This includes a written statement to show to ICE agents
  Link: https://www.loveisamovement.org/red-cards/

- **We Welcome All**: Welcome anyone 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://wwwwelcome.us/
SOLUTIONS

1. Ask your clients or patients what would help them feel safer at your center or agency. Ask clients whom they already use at your agency, or on a radio where people can call in. Listen and respond.

2. Show your institutional commitment to support client or tenant privacy by making changes, e.g., grant money for new software. For example, create a policy and plan for ICE to remove your site. Make sure your staff knows what to do.

3. Think about the proximity of the area where the staff does intake work, who can hear the conversation, and who can hear the information that is being shared. Consider moving interviews inside the treatment area to eliminate privacy.

4. Think about where an attorney with a client meeting is located. Is the public area where the clients are meeting. Does the staff look like they are meeting clients? Consider having a private intake room for sharing sensitive information.

5. Provide a message from your leadership to stressed immigration advocates who use client confidentiality policies. Making this statement publicly 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, including brochures, posters, and other materials that clients can read on their own.

7. Provide clinical and administrative staff training on client confidentiality. For example, staff could develop a comprehensive legal document for clients.

8. Use public media such as radio and newspaper to keep clients informed.

9. Share positive messaging about immigrant communities.


11. Contact them with trusted community or僚/consultants, such as free or lower-cost immigration services.

12. Provide a form of social media presence for other community groups and agencies to monitor and track false information and to share real information about immigration services. For example, use a social media page to host messages, communicate, and share true information about immigration services.

13. Develop ongoing relationships and resources with free or low-cost legal services so you can refer people. Again, it is best for frontline workers not to give out legal information.

14. To start, identify free or lower-cost legal services for general use and locate services that are in your area, state, or region.

15. Talk with them about how to establish a referral system for people who ask for help. These legal services programs have lists of trusted lawyers they refer people to. They can help you want of immigration laws and services that are free or low-cost.

16. Legal services programs cannot work on immigration issues or represent immigrants who are not documented, but they can refer you to trusted immigration lawyers and services.

17. Be sure to refer clients to the right resources.

18. Form partnerships with other community groups and organizations to produce and share a joint newsletter with updates and information. This will also reduce the amount of information people may find on the internet, which can lead to the spreading of false or misleading information.

19. Go to the clinic’s website and see if there is a reliable website in your state, where you can verify or report ICE detentions or raids.
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/NHCWG_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
The Silent Crisis: Engaging Immigrant Populations in Your Health Center, 08/20/18

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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
RELATED RESOURCES:


- 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