

Culturally- Sensitive & Trauma- Informed Data Collection

HL Webinar 3.6.25

English Version of Memo

IMMIGRATION SUPPORT AND BEST PRACTICES FOR COLLECTING DEMOGRAPHIC INFORMATION

Introduction:

As we continue to serve and support families from diverse backgrounds, it is important that we acknowledge the current climate around immigration and the heightened fears many immigrant families are currently facing (e.g., fear of ICE raids, deportation, etc.). Our commitment is to ensure all families, regardless of immigration status, receive the support and resources they need in a safe, respectful, and confidential manner.

This memo outlines key principles, specific guidelines for collecting demographic information and best practices for supporting immigrant families.

CLIENT CENTERED KEY PRINCIPLES FOR SUPPORTING IMMIGRANT FAMILIES

- Confidentiality and Trust:
 - Assure families that all information they share is confidential and protected by privacy laws.
- Non-Discrimination:
 - Explain the reasons we ask demographic information is to provide the best support possible. Remind families that they are entitled to services regardless of their immigration status and regardless whether they choose to share demographic information or not.
- Cultural Humility and Sensitivity:
 - Approach all families with cultural humility, respecting their individual experiences and challenges. Use inclusive language and avoid assumptions about legal status or nationality. Be aware of potential fears such as deportation as this may affect how families engage in our services.

COLLECTING DEMOGRAPHIC INFORMATION

As part of our ongoing efforts to understand the needs of the families we serve, we ask for certain demographic information. This data helps us improve our services and ensure we are meeting the needs of our community. Though we recognize that some families may have concerns about sharing personal and sensitive information, it is important to emphasize to families that no personal information is shared with others by law, unless they explicitly provide permission (for example: if the client authorizes to share their PHI with their health plan).

The demographic questions include:

- Born in the U.S?
- If no, country of birth?
- If no, how many years in the U.S?
- Primary language spoken at home?
- Language client would like services
- Race and Ethnicity

As a reminder, families have the option to NOT respond to any of the demographic questions listed above.

RESOURCE AND SUPPORT

Visit [this resource](#) for the latest updates on legal rights questions and resources for supporting immigrant families!

Your input is valuable! Please submit any resources you have found helpful for staff!

IMMIGRATION SUPPORT AND BEST PRACTICES FOR COLLECTING DEMOGRAPHIC INFORMATION

BEST PRACTICES DURING THE DEMOGRAPHIC INFORMATION PROCESS

- Explain why demographic information is being collected and how it benefits the client (e.g., improving services, advocacy, and resource allocation).
- Make sure the client fully understands the information you've shared, and if there's any confusion, take the time to explain it again.
- Be sensitive to clients' emotional reactions when asking for demographic information. Observe their reactions and adjust your approach accordingly.
- If the client appears hesitant, gently reassure them that providing this information is entirely optional. Let them know they are not required to answer if they do not feel comfortable. Prioritize making them feel at ease and respected throughout the conversation.
 - *Example: "I completely understand if you have any concerns about these demographic questions. I want to reassure you, all information you provide is kept confidential by us, as your provider, and is fully protected by privacy law (HIPAA). Additionally, answering these questions is entirely optional, and you are not required to share anything you are not comfortable with. We only ask these questions to improve our services and to ensure we are meeting the needs of our community, but your privacy and comfort are our top priority. If you prefer to skip any question, that is absolutely fine."*
- Practice self-care! Supporting families during times of uncertainty can be emotionally and physically taxing. It is essential to prioritize your well-being to maintain the strength and energy needed to support others effectively. Please take full advantage of the resources and support available in our network.

CONCLUSION

Our goal is to create a supportive, safe, and empowering environment for every family we serve. By offering a clear and compassionate approach to collecting demographic information, we can ensure that immigrant families feel heard, respected, and confident in their interactions with our home visiting services. Thank you for your continued dedication to supporting the families in our community. If you have any questions or need further guidance, please don't hesitate to reach out to your manager to learn more about your agency's policies and how they can support you in your role.

If you have any legal questions, please refer to your organization's HR department or ask your manager.

Spanish Version of Memo

BRINDANDO APOYO A LAS FAMILIAS INMIGRANTES: MEJORES PRÁCTICAS PARA LA RECOPIACIÓN DE DATOS DEMOGRÁFICOS

Introducción

A medida que seguimos sirviendo y apoyando a familias de diversos orígenes, es importante que reconozcamos el clima actual sobre la inmigración y los temores crecientes que en estos momentos muchas de las familias inmigrantes enfrentan (temor a las redadas de ICE, a la deportación, etc.). Independientemente de sus estados migratorios, mantenemos nuestro compromiso de asegurar que todas las familias reciban el apoyo y los recursos que necesitan de una manera segura, respetuosa y confidencial.

Este memorándum describe los principios clave, los lineamientos específicos para la recopilación de información demográfica y las mejores prácticas para apoyar a las familias inmigrantes.

PRINCIPIOS CLAVE ENFOCADOS EN EL CLIENTE PARA APOYAR A LAS FAMILIAS INMIGRANTES

- Confidencialidad y Confianza:
 - Asegura a las familias que toda la información que nos den es confidencial y protegida por las leyes de la privacidad.
- No Discriminación:
 - Explicales que la razón por la que pedimos esta información demográfica es para poder ofrecer el mejor apoyo posible. Recuerda a las familias que tienen derecho a los servicios sin importar su estado migratorio y que el compartir información demográfica es opcional.
- Humildad y Sensibilidad Cultural:
 - Trata a todas las familias con humildad cultural, respetando sus experiencias y retos individuales. Utiliza un lenguaje inclusivo y evita las suposiciones sobre su estado legal o nacionalidad. Sé consciente de sus posibles miedos, como el de la deportación, ya que esto puede influir en la manera cómo la familia decide participar en nuestros servicios.

RECOPIACIÓN DE INFORMACIÓN DEMOGRÁFICA

Como parte de nuestros esfuerzos continuos para entender las necesidades de las familias a las que servimos, nosotros solicitamos cierta información demográfica. Estos datos nos ayudan a mejorar nuestros servicios y a asegurar que satisfacemos las necesidades de nuestra comunidad. Dado que a algunas familias les puede preocupar el compartir información personal y sensible, es importante que les enfatices que por ley, ninguna información personal se comparte con otras personas u organizaciones, a menos que ellos nos den un permiso explícito (por ejemplo, si el cliente autoriza que se comparta su información protegida de salud (PHI, por sus siglas en inglés) con su plan de salud).

Algunas de las preguntas demográficas son:

- ¿Nació en los Estados Unidos?
- Si no, ¿cuál es su país de origen?
- Si no, ¿cuántos años lleva en los Estados Unidos?
- ¿Lenguaje principal que se habla en el hogar?
- ¿Lenguaje en que el cliente quiere que se le atienda?
- Raza y etnicidad

Recuerda que las familias tienen la opción de NO responder a cualquiera de las preguntas demográficas listadas anteriormente.

BRINDANDO APOYO A LAS FAMILIAS INMIGRANTES: MEJORES PRÁCTICAS PARA LA RECOPIACIÓN DE DATOS DEMOGRÁFICOS

RECURSOS Y APOYOS

Para obtener información actualizada sobre derechos legales y recursos para apoyar a las familias inmigrantes visita [esta página de Internet](#).

¡Tus comentarios son invaluable! ¡Por favor, infórmanos de cualquier recurso que te resulte útil para compartirlo con el personal!

MEJORES PRÁCTICAS DURANTE LA RECOPIACIÓN DE INFORMACIÓN DEMOGRÁFICA

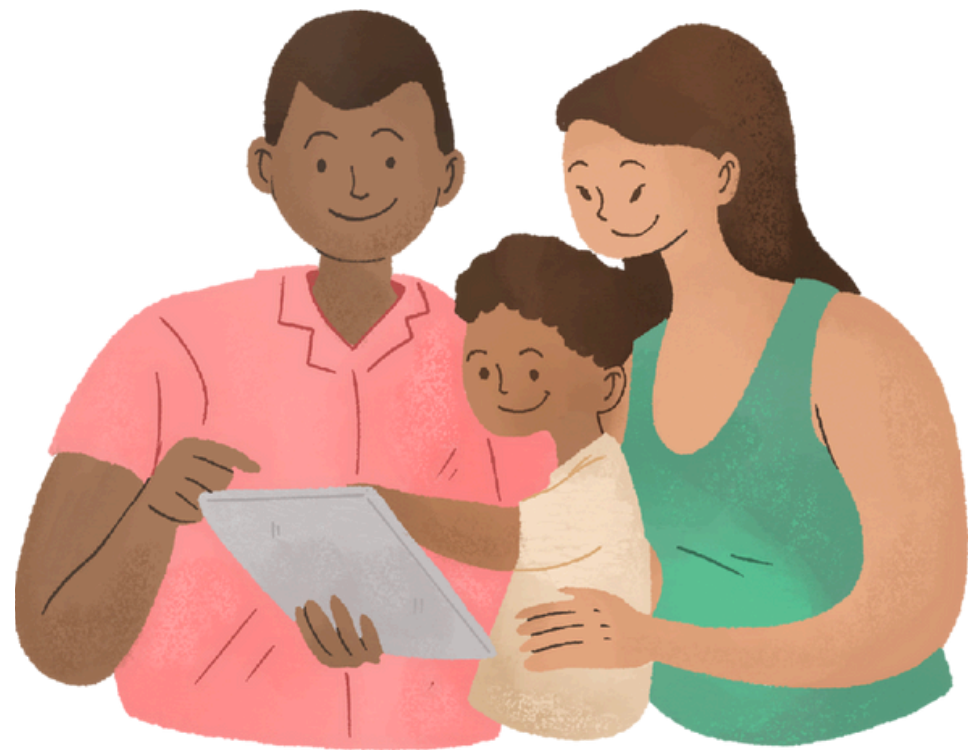
- Explica por qué se recopila la información demográfica y cómo beneficia al cliente (por ejemplo: para mejorar los servicios, abogar y para la asignación de recursos).
- Asegúrate de que el/la cliente entienda perfectamente la información que le has dado y si hay alguna confusión, dedica un tiempo para explicarlo de nuevo.
- Sé sensible a las reacciones emocionales de los clientes cuando se les pregunta información demográfica. Observa sus reacciones y ajusta tu manera de solicitar esta información según sea necesario.
- Si el/la cliente parece indeciso/a, asegúrale que proporcionar esta información es completamente opcional. Infórmales que no tiene que responder si no se siente cómodo/a. Dale prioridad a que se sienta cómodo/a y respetado/a durante toda la conversación.
 - *Por ejemplo: "Entiendo perfectamente si usted tiene cualquier preocupación sobre estas preguntas demográficas. Quiero asegurarle que toda la información que usted nos proporciona es confidencial y está totalmente protegida bajo la ley de privacidad (HIPAA). Además, responder a estas preguntas es completamente opcional y usted no tiene que decirnos nada si no se siente cómodo/a. La única razón por la que le hacemos estas preguntas es para mejorar nuestros servicios y asegurarnos de satisfacer las necesidades de nuestra comunidad, pero su privacidad y su confort son nuestra prioridad principal. Si usted prefiere no contestar alguna pregunta, está bien".*
- ¡Practica el autocuidado! Dar apoyo a las familias en tiempos de incertidumbre puede ser agotador, tanto emocional como físicamente. Es esencial dar prioridad a su bienestar para mantener las fuerzas y energías necesarias para apoyar a otras personas de manera efectiva. Por favor, aprovecha al máximo los recursos y el apoyo disponible en nuestra red.

CONCLUSIÓN

Nuestra meta es crear un ambiente de apoyo, seguro y que empodere a cada familia que servimos. Al ofrecer un trato claro y compasivo en la recopilación de la información demográfica, podemos asegurarnos de que las familias inmigrantes se sientan escuchadas, respetadas y con confianza en sus interacciones con nuestros servicios de visitas. Agradecemos tu dedicación constante apoyando a las familias en nuestra comunidad. Si tienes cualquier pregunta o necesitas más orientación, por favor no dudes en contactar a tu gerente para aprender más sobre las políticas de tu agencia y sobre las maneras cómo pueden apoyarte en tu función.

Si tienes cualquier pregunta legal, por favor consulta al Departamento de Recursos Humanos de tu organización o pregunta a tu gerente.

Outline



1

Why are we collecting sensitive data?

2

How should we approach asking families for information?

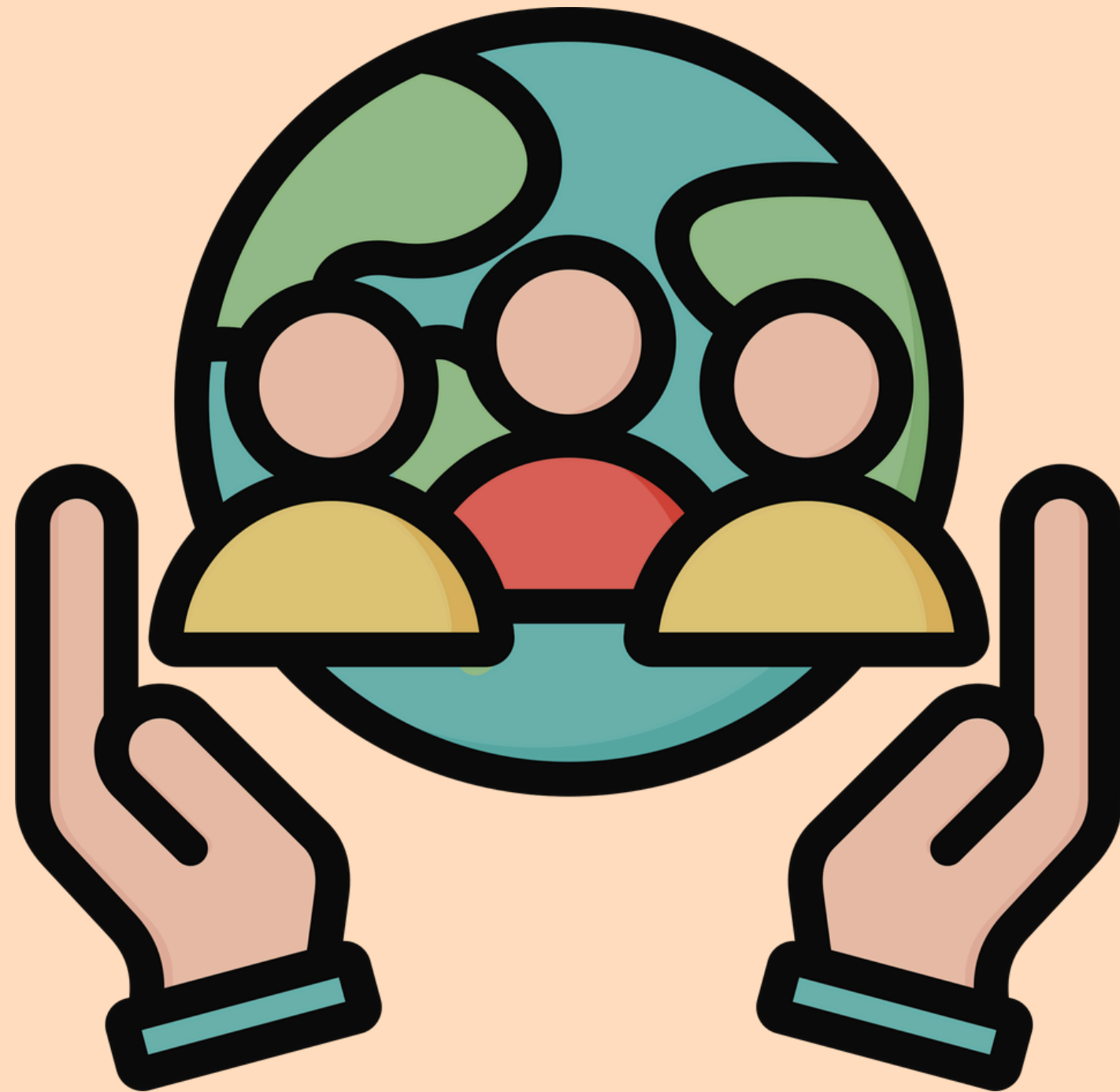
3

Where can you go for support and questions?

Addressing the New Landscape for Immigrant Families and the Impact of Deportation Fears

Families are in fear of enrolling, sharing their information, or asking for help even though they are entitled to the support.

This can be difficult for you as staff because you know that these families need help, but you also recognize and empathize with the family and their fears about sharing personal, demographic information.



Demographic Questions:

- Born in the U.S?
 - If no, country of birth?
 - If no, how many years in the U.S?
- Primary language spoken at home?
- Language client would like services
- Race and Ethnicity

Why Collect Data

Understanding the families we serve allows us to serve the community better.

- Ensure that each family is treated fairly, respectfully, and with an understanding of each client's unique culture and context.
- Provide useful resources to meet the specific needs that families.
- Proactively adapt our services to meet current needs of families



Lets Check-in



CODE IS: 3200 1398

Client-Centered Principles for Supporting Immigrant Families

- Confidentiality and Trust
- Non-Discrimination
- Cultural Humility and Sensitivity



Confidentiality and Trust:

Assure families that all information they share is confidential and protected by privacy laws.



Federal State Law Protecting Privacy:

The federal **Health Insurance Portability and Accountability Act** (HIPAA), including its Privacy Rule and its Security Rule, provides protections for the use and disclosure of information contained in medical records.

Under HIPAA, personal health information may not be used or disclosed.

California State Laws Protecting Privacy:

- **Confidentiality of Medical Information Act (CMIA)**, which prohibits healthcare providers, insurance plans, and contractors from disclosing medical information to third parties
- **Patient Access to Health Records Act**
- **Insurance Information and Privacy Protection Act (IIPPA)**, which applies to agents, brokers, and companies
- **Information Practices Act (IPA)**, which limits California state agencies' authorization to collect, manage, and disseminate personal information.

Non-Discrimination:

- Explain that the reason we ask for demographic information is to provide the best support possible.
- Remind families that they have the right to services and healthcare regardless of their immigration status!
- Assure that sharing demographic information is **optional**.



Cultural Humility and Sensitivity

- Approach all families with cultural humility, respecting their individual experiences and challenges.
- Use inclusive language and avoid assumptions about legal status or nationality.
- Be aware of potential fears such as deportation, as this may affect how families engage in our services.

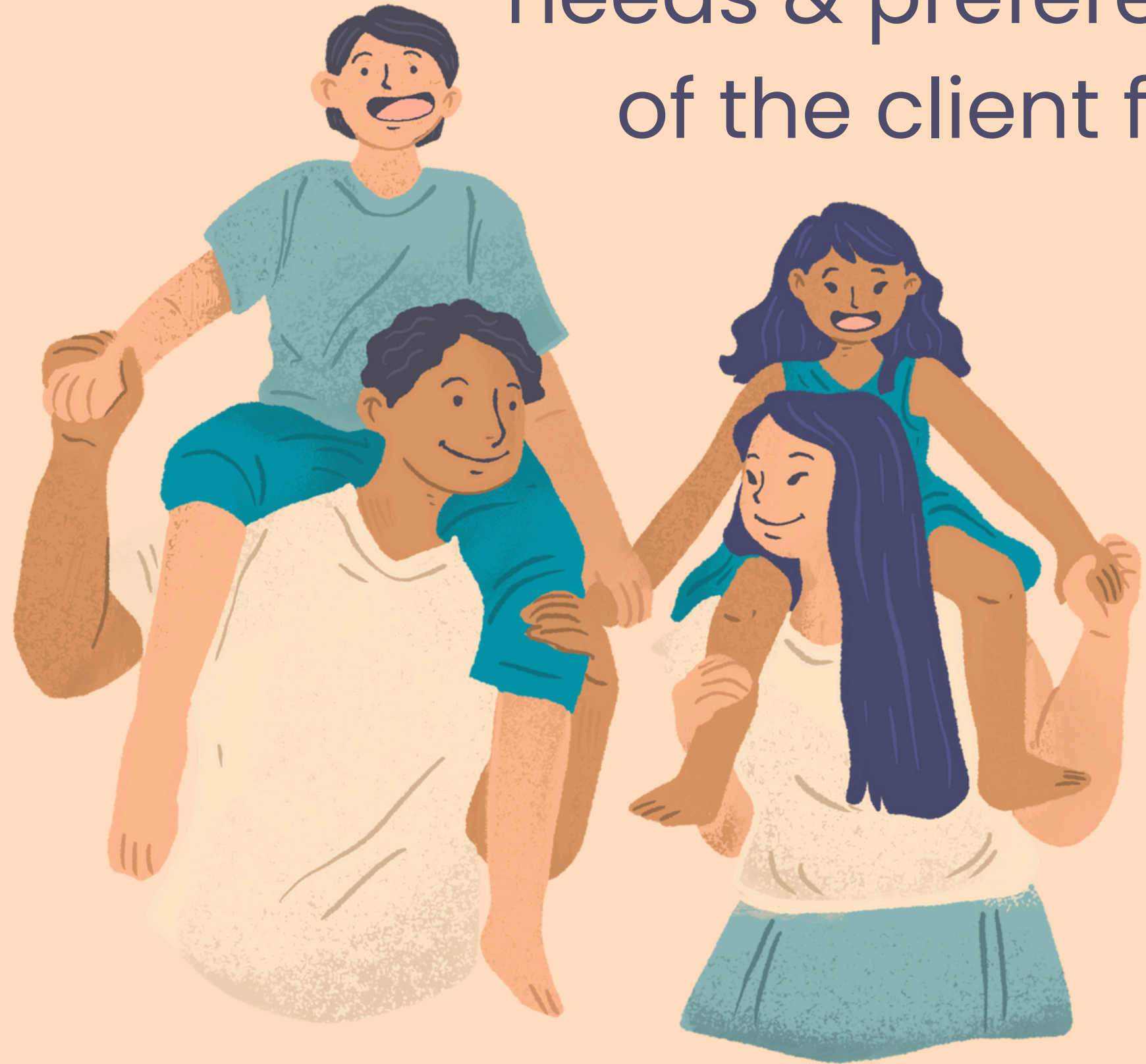


Be Client-Centered



Be Client-Centered

putting the
needs & preferences
of the client first



Be Trauma- Informed



Be Trauma- Informed

Cultivate a feeling of safety
Provide choices
Validate concerns
Actively listen



Best practices

during the Demographic Information process

- Explain why demographic information is being collected and how it benefits the client (e.g., improving services, advocacy, and resource allocation).
- Make sure the client fully understands the information you've shared, and if there's any confusion, take the time to explain it again.
- Be sensitive to clients' emotional reactions when asking for demographic information. Observe their reactions and adjust your approach accordingly.

Let's Pause...

If the client appears hesitant:

- Gently reassure them that providing sharing their information is entirely optional. Focus on building trust and safety.
- Let them know they are not required to answer if they do not feel comfortable.
- Prioritize making them feel at ease and respected throughout the conversation.

- **Example:** “I completely understand if you have any concerns about these demographic questions. I want to reassure you, all information you provide is kept confidential by us, as your provider, and is fully protected by privacy law (HIPAA). Additionally, answering these questions is entirely optional, and you are not required to share anything you are not comfortable with. We only ask these questions to improve our services and to ensure we are meeting the needs of our community, but your privacy and comfort are our top priority. If you prefer to skip any question, that is absolutely fine.”
- **Ejemplo:** “Entiendo perfectamente si usted tiene cualquier preocupación sobre estas preguntas demográficas. Quiero asegurarle que toda la información que usted nos proporciona es confidencial y está totalmente protegida bajo la ley de privacidad (HIPAA). Además, responder a estas preguntas es completamente opcional y usted no tiene que decirnos nada si no se siente cómodo/a. La única razón por la que le hacemos estas preguntas es para mejorar nuestros servicios y asegurarnos de satisfacer las necesidades de nuestra comunidad, pero su privacidad y su confort son nuestra prioridad principal. Si usted prefiere no contestar alguna pregunta, está bien.”

Let's practice



Scenario #1 – Gina

You are a Hospital Liaison and know that several moms you still want to connect with are being released from the hospital in the next hour. The RNs on the floor let you know that one of them, named Eva, is a high-risk client who had a very traumatic labor and has no family here. The nurses said Eva sounded quite interested in the program and you have tried to visit her a couple times, but she was sleeping.

So as you walk into the room to meet with a mom named Gina, you are hoping it will be quick so you can still have time to visit with Eva before she is released. Also, you are hungry because you didn't have time to pack a lunch this morning after waking up late due to difficulty sleeping last night.

Gina had a c-section a couple nights ago and although she is groggy, she seems quite excited and grateful to enroll and get a nurse visit at home. As you begin to gather her information and share the forms for her to sign, she suddenly gets tense and starts glancing at the door. She abruptly says, "I don't think I am interested anymore."

Questions:

- What do you think Gina is feeling?
- What are possible reasons she suddenly might have changed her mind?
- What would you ask her to understand her concerns? How would you reassure her & make her feel heard?

Break out rooms: Gina

What did you learn?

What did you notice?

What was hard?



Scenario #2 – Sofia

Sofia is 27 weeks pregnant and has a toddler. She & Father of Baby (FOB) are living with Sofia's in-laws. Both FOB and his parents are undocumented. FOB is also emotionally abusive, and she doesn't have enough of a support system to leave. She wants help getting diapers, but she is worried about making FOB angry if she signs up for a program and ICE gets info where he and his parents live. She doesn't have a job, so if he is deported, she doesn't know how she would take care of her baby.

Sofia calls your program because her friend told her how helpful her Parent Educator was in getting free diapers. She seems quite interested in enrolling and begins sharing some of the challenges she has been having with her pregnancy. To meet with her to go through the enrollment questions, you offer to meet at her home or somewhere in public. Then she gets quiet. After some hesitation, she asks if she can just have the meetings on the phone. When you respond that the program is designed to be in-person, she says, "Oh, ok, that is not a good fit for me then. I don't think it's a good idea."

Questions:

- What do you think suddenly made Sofia hesitate? What brought up the fears for her?
- How could you learn more about why she is hesitant to enroll and how would you validate her feelings and reassure her your program can help.

Break out rooms: Sofia

What did you learn?

What did you notice?

What was hard?



Practice self-care!

Supporting families during times of uncertainty can be emotionally and physically taxing. It is essential to prioritize your well-being to maintain the strength and energy needed to support others effectively.



Resources

How can we support our families and provide you up to date resources?

How can we, together, help them still access the support they need?

Questions & Reflections