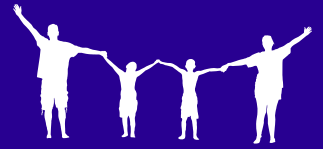


# IMMIGRATION SUPPORT



## 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 (fear of ICE raids, deportation, etc.). We are committed to ensuring that 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 that the reason we ask for demographic information is to provide the best support possible. Remind families that they are entitled to services regardless of their immigration status, and 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.

### 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. Because some families may have concerns about sharing personal and sensitive information, it is important to emphasize to them that, by law, no personal information is shared with others, unless they explicitly provide permission (e.g., 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 in which client would like services
- Race and ethnicity

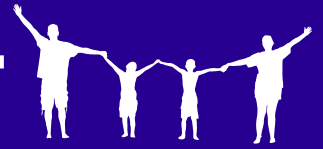
*As a reminder, families have the option to NOT respond to any of the demographic questions listed above.*

### RESOURCE AND SUPPORT

Visit [this webpage](#) for the latest updates on legal rights questions and other 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.