Executive Summary

Additional executive summaries included

1. Fiscal Year 2019
6. County Investments
12. Whole Person Care Model

Office of Immigrant Relations
DIVISION OF EQUITY & SOCIAL JUSTICE
Executive Summary  
FY 2019

BACKGROUND

The Office of Immigrant Relations is dedicated to facilitating the integration of immigrants by providing resources that support, educate, and empower immigrant communities. The diverse immigrant population in Santa Clara County are as follows:

Immigrant Facts

38% are residents born in another country
60% of children have at least 1 immigrant parent
50% labor force in Silicon Valley are immigrants
44% Contribute 44%, or over $21 billion, to the region's GDP

Immigrant Demographics

62% Asian origin
28% Latino origin
10% European origin
1.5% African origin

1 To view the full report from FY 2019, please see Annual Report FY 2019
ABOUT THE OFFICE OF IMMIGRANT RELATIONS

As part of the Division of Equity & Social Justice, the Office of Immigrant Relations (OIR) works to welcome and support the integration of the diversity of our immigrant residents.

In addition to providing policy analysis, the Office funds numerous initiatives including unmet civil legal needs for vulnerable populations, legal services for unaccompanied minors, pathways to citizenship, and other programs for immigrant integration, deportation defense, Know Your Rights, the Rapid Response Network, and more.

GUIDING VALUES

MISSION
The Office of Immigrant Relations is dedicated to providing a welcoming experience for all immigrants. We believe in celebrating, empowering, and improving the lives of our diverse immigrant communities.

VISION
We envision a county in which immigrants and refugees feel welcome, can successfully establish their new lives, and actively participate in and contribute to our community.

COMMITMENT
• Increase efficiency of local government resources
• Provide support to access services
• Share best practices

• Build a sense of belonging
• Amplify the voices of immigrant residents

MEET THE TEAM
The team at the Office of Immigrant Relations is comprised of innovative thinkers and passionate community members who believe that immigrants make Santa Clara County stronger.

MIKE GONZÁLEZ
Interim Program Manager

TERESA CASTELLANOS
Immigrant Services Coordinator

MILINA JOVANOVIC
Immigrant Services Coordinator

DAVID ACEVEDO
Associate Management Analyst

YU-AN LEE
Administrative Assistant

CAROLYN LÊ
Public Communication Specialist

To learn more about OIR, see page 5 of the Annual Report FY 2019

Executive Summary, Fiscal Year 2019
IMPACTS OF CHANGING IMMIGRATION POLICIES

Since the November 8, 2016 election, policy directives under the Trump Administration have increased efforts to place people in deportation proceedings, closed doors for administrative relief, hold people for longer time periods, punish immigrant communities for using federal safety nets, and limit access to asylum seekers.

Some of these changes include
- "Border Security & immigration Enforcement Improvements"
- End of DACA over 2.5 year period
- "Enhancing Public Safety in the Interior of U.S."
- "Buy American Hire American"
- Muslim Ban / Travel Ban
- Proposed Changes to the Public Charge Rule

SANTA CLARA COUNTY & OIR RESPONSE
Santa Clara County immediately responded to the changes by affirming the defense of its immigration policies.

OIR has taken a proactive and leadership approach by adding the following to our work
- Community listening sessions
- Development of a plan to create a referral system
- Address proposed changes to the Public Charge Rule
- Outreach and education expansion
- Communication expansion

EDUCATION & OUTREACH

To build a well-informed community and provide support to immigrants, community based organizations (CBOs), and internal County staff, our education and outreach strategy involves three priority areas: joint trainings, community presentations, and outreach.

JOINT TRAININGS
OIR staff shares knowledge of County-wide resources that support immigrant communities by providing training to County staff.

COMMUNITY PRESENTATIONS
- 15 presentation topics
- 103 community presentations
- 200,000+ reached

OUTREACH
OIR’s three focus areas for outreach includes:
1. Strengthen County presence in the community
2. Train and support service providers
3. Targeted outreach to the diversity of immigrant communities

The major areas of outreach include schools (nine school systems), First 5, and School Linked Services.

3 To learn more about these immigration changes, see page 9 of the Annual Report FY 2019.
4 To learn more about Education & Outreach, see page 15 of the Annual Report FY 2019.
EVENTS, PROJECTS, & PROGRAMS

To advance our mission of celebrating and appreciating immigrant contributions to our society, we create unique events and programs to demonstrate our commitment to the community.

These events and programs include:
- **October:** 2018 Welcoming Week
  - *Panel on Immigrant Contributions*
  - *Forbidden film screening*
- **January:** 2019 Annual Beacon of Light Awards
- **March:** Mental Health Guide for Immigrants
- **April:** 2019 Citizenship Day
- **June:** Immigrant Heritage Month
  - *Created U.S. Immigration Timeline*
  - *Produced and screened Food Memories documentary*
- **June:** 2019 New Americans Fellowship (NAF)
  - 15 DACA recipients placed in various County departments
- **August:** 2019 NAF’s County of Dreamers

RECOGNIZING & PUBLICIZING DATA ABOUT IMMIGRANT CONTRIBUTIONS

OIR staff regularly prepare demographic data and highlight immigrant stories that illustrate the immigrant presence and their significant impacts to society.

COMMUNICATION TOOLS

OIR leverages:
- Media for press conferences, roundtables, and announcements
- Social Media for advertisements, promote, inform, and share resources
- Visual storytelling through digital print and video production

COLLABORATIONS

OIR has strengthened its collaborative efforts in education and outreach, immigrant integration, equal access to services, and more.

These collaboratives include:
- Asian Pacific Islander Justice Coalition
- Citizenship Collaborative
  - 1,200 attendees
  - 372 individuals received application assistance
  - 70% of the 372 completed their N-400s
  - 41 children under 18 would be granted citizenship through parents who applied for citizenship
  - 147 completed fee waivers; 10 reduced, 137 fully waived
- Voter Choice Act with Registrar of Voters
- Employer Know Your Rights and Worksite Raids Project

COMMUNICATION STRATEGY

Shaping a well-informed community is a priority for the Office of Immigrant Relations. Our team has implemented linguistically and culturally competent communication strategies designed to educate, celebrate, build, and empower immigrants.

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5 To learn more about Events, Programs & Projects, see page 20 of the Annual Report FY 2019.
6 To learn more about Communication Strategy, see page 27 of the Annual Report FY 2019.
7 To learn more about Collaborations, see page 32 of the Annual Report FY 2019.

Executive Summary, Fiscal Year 2019
RESOURCES FOR IMMIGRANT COMMUNITIES

RESOURCE GUIDES

OIR developed trusted resources for addressing multiple immigrant needs, which can also be used as a centralized referral system.

Highlights of our resource materials include

- DACA updates & changes
- LGBTQ immigrant resources
- Workers’ and employer rights and responsibilities
- Legal representation for detention and deportation defense
- Legal help for unaccompanied minors
- Housing for immigrants and refugees
- Healthcare access for immigrants
- Disaster assistance guide for immigrants
- Mental health guide for immigrants

Resources are translated into English, Spanish and often in Vietnamese, Chinese and Tagalog.

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IMMIGRANT PROFESSIONALS

Refugee & Immigrant Forum (RIF), Immigrant Professionals’ Subcommittee

The Santa Clara County’s Refugee and Immigrant Forum (RIF) and OIR established the Immigrant Professionals Committee to help immigrants build networks, improve interviewing skills, assess their career opportunities and ultimately find employment as professionals in their field of expertise.

OIR has assisted with the annual Job Fairs and Immigration Lawyers in the Library events.

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8 To learn more about Resources, see page 38 of the Annual Report FY 2019.
Executive Summary

Santa Clara County is committed to investing in the protection of immigrant communities and improved access to information and direct immigration legal services. This commitment further supports the empowerment and integration of County immigrant residents. The Santa Clara County Board of Supervisors approved an investment of $5.7 million annually to advance these goals. In the FY 2019, the County funded 20 agencies and the Office of Immigrant Relations (OIR) was responsible for the program development, administration of contracts, monitoring of deliverables, and reporting for these investments.

EXECUTIVE SUMMARY

Our client is a strawberry picker who has a sick sister living in Mexico. He wanted to visit her and donate his kidney to her but couldn’t travel unless he received his green card. With our help, he was approved for a green card and will be able to go to Mexico to donate his kidney to his ailing sister.

—Staff, CET - ICP Program

9 To view the full County Investments Report, please see Appendix A and B.
Funded Programs

- Legal Services for Unaccompanied Minors
  Contract Count: 6  Budget: $608,000

- Programs for Immigrant Integration
  (includes naturalization services, legal support for naturalization, accompanying legal services that provide a path to naturalization, education, and outreach)
  Contract Count: 4  Budget: $887,077

- Immigration Legal Representation and Education Services (includes legal representation to protect immigrant rights and related educational services)
  Contract Count: 17  Budget: $3,519,450

- Unmet Civil Legal Needs
  Contract Count: 6  Budget: $638,845

Despite frequent changes in immigration policies, the majority of agencies met or exceeded their contract obligations for FY 2019.

Legal Services for Unaccompanied Minors

Legal Services for Unaccompanied Minors provides legal representation to minors in their immigration matters. Through these programs, unaccompanied minors receive affirmative relief services to obtain Special Immigrant Juvenile Status, asylum, custody orders or other related legal services, as well as representation in court.

Below are some highlights from agencies under Legal Services for Unaccompanied Minors

1. Law Foundation of Silicon Valley
   Assisted 251 minors with legal and social services; exceeded its goal at 141%

2. Community Legal Services of East Palo Alto
   Provided direct representation to 86 minors and family members who are in expedited deportation proceedings; exceeded its goal at 187%

3. Step Forward Foundation
   Provided 60 cases of direct representation to unaccompanied minors and families with children; met its goal at 100%

4. Bar Association of San Francisco (The Justice Center)
   Provided assistance to 216 respondents in removal proceedings at their initial master calendar court appearances

To view the full report on Legal Services for Unaccompanied Minors, please see Appendix a page 3.
PROGRAMS FOR IMMIGRANT INTEGRATION

Includes naturalization services, legal support for naturalization, accompanying legal services that provide a path to naturalization, education, and outreach

5 MAIN AREAS FOCUSED ON INTEGRATION

1. **Citizenship services**: Provide assistance with Citizenship application, legal support for citizenship, citizenship services in South County, information, outreach, and organization of *Citizenship Days*

2. **Immigration legal services**: Support a variety of legal services that result in legal status and immigration related documents that provide a foundation and path towards naturalization

3. **Community education**: Educate the community regarding citizenship, social services, immigration law & policy changes, and other issues impacting immigrant communities

4. **Information, referral, and immigrant hotline**: Provide referrals through an immigrant assistance that answers questions related to public benefits, citizenship, and other immigration-related issues

5. **Civic engagement**: Provide education on civic participation to immigrants to promote participation within their communities

Below are some highlights from agencies under Programs for Immigrant Integration

1. **CITIZENSHIP DAY**
   - Registered over 1,777 individuals and provided assistance in 13 languages

2. **LEGAL ASSISTANCE**
   - Provided legal services to 1,719 individuals

3. **IMMIGRANT.INFO WEBSITE**
   - 175,852 page views

3. **COMMUNITY OUTREACH**
   - Reached 2,131 individuals

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To view the full report on Programs for Immigrant Integration, please see Appendix A page 6.

Executive Summary, County Investments
**IMMIGRATION LEGAL REPRESENTATION AND EDUCATION SERVICES**

*Includes legal representation to protect immigrant rights and related educational services*

The main goals of these programs are to provide community outreach regarding immigrant rights, legal assessment, affirmative legal services and representation to individuals who may be targeted for deportation. A variety of legal and non-legal services are provided by 10 legal service providers.

Below are some highlights from agencies under Immigration Legal Representation and Education Services:

1. **SANTA CLARA COUNTY DACA COLLABORATIVE**
   Submitted 421 DACA applications; **exceeded its goal at 105%**

2. **KNOW YOUR RIGHTS ACTIVITIES (KYR)**
   Accomplished 398 KYR workshops, reaching a total of 11,360 Santa Clara residents. Online views reached 7,413,343 and a total of 41,589 KYR materials were distributed throughout the County

3. **LEGAL REPRESENTATION ACTIVITIES**
   Filed 2001 applications of affirmative relief with United States Customs and Immigration Services (USCIS) or another relevant agency and received 1005 approvals of immigration relief

4. **THE JUSTICE AND DIVERSITY CENTER, ATTORNEY OF THE DAY PROGRAM**
   245 referrals made eligible to residents to specific legal services providers

5. **RAPID RESPONSE NETWORK ACTIVITIES**
   Answered 1,212 calls in FY 2019, sent 62 alerts to rapid responders, activated attorneys 38 times and provided 21 referrals to urgent legal consultations

6. **LEGAL RESOURCES AND TECHNICAL ASSISTANCE FOR SERVICE PROVIDERS**
   Performed 12 webinars, with 90 participants and distributed 93 manuals

7. **PRO BONO COORDINATION ACTIVITIES**
   Number of pro bono attorneys coordinated totaled 541

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12 To view the full report on Immigration Legal Representation and Education Services, please see Appendix A page 10.
Our office defended a client in an eviction case and asked for reasonable accommodations from the landlord. This landlord allowed the client to pay off his rent and an agreement was made to dismiss the unlawful detainer. The client was able to maintain his housing and advocate for some additional support from the landlord to accommodate those disabilities.

—Staff, Law Foundation

The Unmet Civil Legal Services program funding is designed to address a multiplicity of civil legal needs of Santa Clara County’s vulnerable and low-income residents. County residents need access to legal help to achieve economic stability, navigate safety net systems and protection from abuse and harassment. Additional needs include legal services support elderly & disabled persons’ rights, housing, employment rights, consumer issues, family law, legal immigration services, and other types of civil legal assistance.

Below are some highlights from agencies under Immigration Legal Representation and Education Services

1. **BAY AREA LEGAL AID**
   Provided legal advice, counsel, referrals, and other services to 83 cases; exceeded its goal at 163%

2. **LAW FOUNDATION OF SILICON VALLEY**
   A total of 125 individuals received services through the housing project, exceeded its goal at 166%

3. **ASIAN LAW ALLIANCE (ALA)**
   Provided 246 legal consultations and representation in areas of immigration for victims of domestic violence, violent crimes, landlord/tenant law, public benefits; exceeded its goal at 107%

4. **SENIOR ADULTS LEGAL ASSISTANCE (SALA)**
   Provided legal services for seniors 75 or older; frail/disabled; at the risk of abuse, isolation, or loss of independence; extremely low income; and minority elders; exceeded its goal at 108%

5. **PRO BONO PROJECT**
   Provided 800 low income residents the opportunity to meet with a practicing licensed attorney to discuss legal matters

6. **CATHOLIC CHARITIES OF SANTA CLARA COUNTY**
   Completed and submitted 63 immigration applications/petitions to USCIS; exceeded its goal at 105%

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13 To view the full report on Unmet Civil Legal Needs, please see Appendix A page 16.
Under the direction of Santa Clara County Board of Supervisors, the Office of Immigrant Relations was tasked with conceptualizing a holistic framework to provide immigration services through community partnerships to better serve the needs of Santa Clara County’s immigrant residents. This became known as the Whole Person Care Model\(^\text{14}\). The main goal of this approach is to design an investment structure based on providing holistic services, resources and to release a new request for proposals (RFP) in collaboration with SSA that includes the identified needs.

In addition, OIR has partnered with Social Service Agency (SSA)’s Office of Contract Management to streamline the internal administration of all immigration-related programs. Through this strategic partnership, the goal is to transition the procurement and administrative functions of OIR contracts to the Social Services Agency (SSA), but to maintain the program oversight and budgetary functions within the OIR, the Division of Equity of Social Justice and the Office of the County Executive.

\(^\text{14}\) For the report on the Whole Person Care Model see Appendix D.
In order to appropriately allocate the distribution of Santa Clara County’s $5.6 million investment in immigration relief for residents to have the most impact, the Board of Supervisors directed the Office of Immigrant Relations (OIR) to investigate the full scope of funded immigration legal services in the fall of 2018.

The main goal was to design an investment structure based on providing services and resources using a “whole person care model” and release a new request for proposals (RFP) that includes the identified service needs. The “whole person care model” would provide organizations with an additional ability to address other needs, either directly, or through a standardized referral system through collaboration with partner organizations. The model encompasses areas such as immigration legal services, housing, social services, intimate partner violence (IPV), emergency assistance (safety net) services, LGBTQ, and various health resources.

“It was incredibly eye-opening and disheartening to learn the full depth and breadth of the challenges grantee-partners and community residents face in the immigration relief process. With this new information, there is a lot of opportunity for the County to be even more strategic in its grant-making and initiatives.”

—Nicole Farkouh, Culture Wonk

For the full report on the Whole Person Care Model see Appendix D.
Based on a commitment to the “wholeness” of each individual, OIR organized a series of facilitated listening sessions with grantee-partners to investigate the full scope of their work and their clients’ “whole-person” needs.

**WHAT WE LEARNED**

Through these listening sessions we learned the following:

- Since the 2016 Presidential election, the process of providing immigration relief in Santa Clara County has become **exponentially difficult** due to the intersections of new administrative barriers, pervasive fear within the community, and increasing client economic and social challenges.

- **Securing and retaining qualified immigration attorneys** is increasingly **challenging** due to secondary trauma and staff burnout, increased costs of living in SCC, and increasing needs for technical expertise.

- Grantees and the County define “whole person needs” differently.

- Grantees are **creatively addressing related super-legal needs** of their clients with **limited resources** and would benefit from more formalized referral networks.

**RECOMMENDATIONS**

Through structured analysis of these conversations we **developed a set of 8 recommendations for the County to consider** to more effectively embody the full spirit of providing immigration relief to eligible County residents:

1. **Re-work grant outcomes and expectations** to align with current immigration landscape and realities.

2. **Strengthen and formalize a referral system** for providers to connect individuals seeking relief to the full range of available services in order to fully benefit from these services and stay engaged.

3. **Provide support/training to CBOs about managing secondary trauma.**

4. **Develop partnerships with local media to ensure they are providing accurate information** for SCC residents and discourage reporting that increases fear.

5. **Increase the number of immigration attorneys in the Public Defender’s office.**
6. **Provide a pot of flexible funds** that agencies can use to support the “whole-person needs” of their clients and staff.

7. **Re-conceptualize the County’s Whole Person Care Model** to create a shared framework that represents both the way that partners conceptualize the needs of their clients and the County funding streams that are available to support that work.

8. **Integrate awareness of educational needs into a “whole person” model**; leveraging pre-existing networks in this process such as the South Bay Consortium for Adult Education and the Education Collaborative.

The expected outcome of this process is that the “whole person care model” would provide organizations with an additional ability to address other needs, either directly, or through a standardized referral system through collaboration with partner organizations. The model encompasses areas such as immigration legal services with referrals to housing, social services, intimate partner violence (IPV), emergency assistance (safety net) services, LGBTQ, and various health resources.