Annual Report
Fiscal Year 2019

Additional appendices included
A. County Investments
B. County Investments Matrix
C. Changes in Immigration Policies
D. Immigration Legal Support Portfolio Re-Design

Office of Immigrant Relations
DIVISION OF EQUITY & SOCIAL JUSTICE

Prepared by the County of Santa Clara Office of Immigrant Relations
Dear Santa Clara Board of Supervisors & Community Members,

The Office of Immigrant Relations (OIR) is pleased to present you with the Fiscal Year 2019 Annual Report. The report documents the achievements throughout the year as well as critical information and analyses for future program developments.

Fiscal Year 2019 has proven to be another challenging year for the immigrant community since the inauguration of Donald Trump in 2017. The current Administration has created uncertainty, fear, and mistrust for the government. On the one hand, President Trump’s anti-immigrant rhetoric has deepened the division among our communities across the United States. On the other hand, his Administration has made significant changes through executive orders, administrative changes and policy directives, placing immigrant families at risk, in the depths of depression, and extreme fear. These changes made it uniquely complicated for OIR to advance its objectives and work in the local immigrant community.

OIR’s mission is to embrace the diversity of the growing immigrant community and to facilitate the integration of all immigrants in Santa Clara County. For this reason, celebrating, empowering, and educating our communities is our priority.

The team is dedicated to building strength in the following areas:

**Policy Analysis, Education, and Outreach**
- Over 100 community outreach and education events were provided in FY 2019 through partnerships with various organizations, empowering thousands of service providers and residents

**Implementation of Inclusive and Welcoming Events, Programs, and Projects**
- These include Welcoming Week, Beacon of Light Awards, Immigrant Heritage Month, New Americans Fellowship, and Citizenship Day to name a few

**Program Development, Evaluation, and Administration of $5.7 Million Investment in Legal Services Contracts**
- Provide subject matter expertise, program development, and oversight

**Fiscal Year 2020 Outlook**
We look forward to begin the new journey as part of the Division of Equity & Social Justice (DESJ). Under the direction of County Deputy Executive, David Campos, OIR will work alongside the DESJ to maximize equity and social justice in the County system and the community.
Additionally, OIR understands the benefit of the whole person care model through research concluded during the spring of 2018. We have begun to integrate the model into the Fiscal Year 2020 County Immigrant Investment programs. We will also consider the healthcare needs of our immigrant community by focusing on healthcare access, mental health, and initiating community to clinic linkages.

Lastly, OIR would like to thank the Santa Clara County Board of Supervisors for their steadfast leadership and continued dedication to protecting the immigrant community. OIR recognizes the contributions made by county partners, community-based organizations, and the many community advocates for helping us continue to meet the needs of our beloved immigrant community.

Sincerely,
OIR Team
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During Fiscal Year 2019, the national focus on immigration has been aggressive. The Office of Immigrant Relations (OIR) within the County’s Division of Equity and Social Justice (DESJ) has prioritized building a system to respond to the needs of immigrants in Santa Clara County.

These projects and activities were set to accomplish the following:

- Strengthen the Office’s internal capacity and prioritization
- Partner with various community-based organizations to provide immigration services
- Direct removal defense
- Community education
- Provide training and updates on changes in immigration policies

Changes in immigration policies, processes, and programs have greatly impacted our community over the last couple of years.

—David Campos, Deputy of the County Executive
OIR has continued the development of a planning process to better serve and respond to a changing immigration landscape. Through this process, OIR developed a framework and a strategic plan to ensure the Office works in an intentional, aligned, and focused way.

A five-step process grounded in stakeholder input guided us in developing the Framework and Strategic Plan.

1. **Lay the Foundation** by reviewing nationally recognized frameworks and synthesize findings from 2017 and 2018 processes

2. **Clarify stakeholder perspectives** by obtaining feedback from community and County stakeholders through focus groups, then revise based on new feedback

3. **Collect widespread feedback** by soliciting suggestions and comments through an online process

4. **Solidify and prioritize** by finalizing the Framework & Strategic Plan; involve stakeholders in priority activities for the next 3 years

5. **Plan for implementation** by conducting internal annual planning to align resources with priorities and collaborate with stakeholders to identify specific pathways for implementation and accountability markers
OIR recognizes that its work is only possible with County and community partners collaborating to serve all immigrants and refugees. OIR executes its work as part of the Division of Equity & Social Justice, which includes the Office of Women’s Policy, the Office of LGBTQ Affairs, the Office of Cultural Competency, the Office of Labor Standards Enforcement, the Office of the Census, and the upcoming Office of Gender-Based Violence Prevention.

**AUTHORIZING AGENT**

**BOARD OF SUPERVISORS**
Direction & Policy

**COUNTY EXECUTIVE**

**DIVISION OF EQUITY & SOCIAL JUSTICE**

**OFFICE OF IMMIGRANT RELATIONS**
Execution

*OIR shares best practices, guidelines and accountability, technical assistance, and disseminate information. In addition, OIR convenes and provides funding to these core partners*

**CORE PARTNERS**

*Immigrants, refugees, and receiving community members in SCC*
Partnerships and collaboration with County agencies and community partners are core to the success of this OIR. OIR collaborates purposely with traditional and non-traditional partners to fulfill its mission to serving, welcoming, informing, and advancing the rights of immigrants and mixed status families to Santa Clara County.

OIR core partners include Santa Clara County departments, community based organizations, businesses, City & State governments, educational institutions, faith-based organizations, labor unions, healthcare systems, and media outlets.

“We are committed to developing and maintaining positive, productive, and mutually beneficial relationships to serve our immigrant and refugee communities.”

—Mike González, OIR

CORE PARTNERS

SCC DEPARTMENTS
COMMUNITY BASED ORGS
BUSINESS
CITY & STATE GOV
EDUCATIONAL INSTITUTIONS
FAITH COMMUNITIES
MEDIA
HEALTHCARE
FOREIGN CONSULATES
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.

The Office of Immigrant Relations works to welcome and support the integration of all immigrants. 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.

As part of the Division of Equity & Social Justice, the Office of Immigrant Relations is positioned to lead the County in developing a stronger presence to support the immigrant and refugee community. At the start of FY 2020, OIR will participate in an annual planning process to map priorities to existing budgetary and personnel resources and apply them to execute an actionable work plan.

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.

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

Through measurement and evaluation, OIR is committed to

- Increase the efficiency of local government resources
- Provide support to access services including medical, housing, education, career development and economic empowerment
- Share best community engagement practices
- Build a sense of belonging and support
- Amplify the voices of immigrant residents
- Advocate for equity and social justice

PURPOSE

- Ensure the County system is accessible and effective for immigrants and refugees
- Carry out relevant policies from the Santa Clara County Board of Supervisors

Immigrant-Refugee Support and Integration Pillars
To turn our vision for welcoming and integrating immigrant and refugee residents to our community into a reality, we maintain ongoing focus on the following pillars:
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. We value our community and are proud to be employees of a County that loves our community as much as we do.

In FY 2019, OIR staff consisted of 4.5 employees. The Office is in transition and the Division of Equity & Social Justice (DESJ) is in search for a Program Manager to oversee the Office. County Deputy Executive, David Campos appointed Mike González, Program Manager for the DESJ, to serve as the Interim Manager of OIR until the search of a permanent manager is complete. The DESJ expects to have selected a new head of OIR by the end of the 2019 calendar year.
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We are committed to developing and maintaining positive, productive, and mutually beneficial relationships to serve our immigrant and refugee communities.”

—Mike González, OIR
Since the November 2016 election, anti-immigrant rhetoric spread across the country as a divisive presidential campaign took place. Almost two and a half years after this electoral change, the anti-immigrant rhetoric and policy have worsened.

**SANTA CLARA COUNTY & OIR RESPONSE**

In December of 2018, the Santa Clara Board of Supervisors held a community forum on immigration to hear the concerns and feedback from the community with support from OIR. As a response to the political shift, Santa Clara County immediately responded to the changes by affirming the defense of its immigration policies.

The County immigration policies included:
- A resolution Affirming its Commitment to Central American Refugees
- Declaring August 2016 as Muslim Awareness and Appreciation Month
- A resolution Responding to the 2016 Presidential election and Affirming Commitment to its Values
- The County launched One County/One Future, a media campaign that conveys the cultural diversity of our region in January 2018
- OIR hosted a press conference in response to Trump Administration to renegotiate 2008 Vietnamese Repatriation Act in December 2018
- OIR provided support to the Board of Supervisors’ Civil Detainer Policy discussion
Santa Clara County also joined litigation against President Trump’s Executive Orders that targeted immigrant communities and the governments that serve them.

Litigation 2017 - 2018

- **Joined an Amicus Curiae** asking the U.S. Supreme Court to uphold important constitutional protections for immigrants held in prolonged mandatory detention by the Federal Government
- **Filed a Federal Lawsuit** against President Trump and members of his administration challenging his January 25, 2017 Executive Order, which intended to deny all federal funding to any state and local government that fails to comply with his immigration enforcement plan
- **March 2017 Amicus Brief**: The County Joined the Cities of Chicago, Los Angeles and New York City in filing an amicus brief challenging President Trump’s renewed attempt at restricting travel into the US from six majority-Muslim nations
- **October 2017 DACA Lawsuit**: County filed a lawsuit in order to block DACA repeal
Consult with Santa Clara County Counsel and Executive Leadership regarding policies, their impact, and options to offer the immigrant community.

The Office of Immigrant Relations has taken a proactive and leadership approach with the Trump Administration’s anti-immigrant rhetoric and policies. With the support of County Counsel, County Executives, the Board of Supervisors and community based organizations, OIR staff has taken the following approaches to address the ever-changing attack on our immigrant communities:

- Partner with internal County departments, community based and faith based organizations to host exploratory listening sessions and develop strategies
- Initiate the Protecting our Immigrant Communities campaign, our community strategy, and listening forums

**COMMUNITY LISTENING SESSIONS**

In the fall of 2018, OIR partnered with various organizations to host *Trauma and Fear: Effects of Harmful Immigration Policies on Families and Children’s Health*, a community convening to address the Trump Administration’s harmful immigration policies.

Through this convening, OIR staff led a dialogue on sensitive topics that included the persistent targeting of immigrants, family separation, extreme practices in detention centers, and trauma. OIR believes it is essential that all immigrant rights and service organizations achieve a level of cultural proficiency in immigration-related trauma.

The convening was a crucial first step. As part of OIR’s commitment to the whole person care model, the Office plans to create a referral system pertaining to community support and resources. This referral system is currently in development.

**Partners:** Immigrant Children’s Health Committee in partnership with Office of Immigrant Relations, Working Partnerships USA, AACI, BHCA, CHP, Gardner Family Care Corporation, and Uplift Family Services

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NATIONAL POLITICAL LANDSCAPE

During his election campaign, President Trump announced that immigration issues are one of his primary focuses. Under his administration, changes frequently occurred, placing immigrant families at risk and in the depths of depression and extreme fear.

The Trump Administration’s focus on immigration rules, policies, and implementation of the law has led to several shifts in the immigration landscape. The response to many of these proposed changes has resulted in legal challenges, therefore in many areas of implementations of immigration laws, the immigration landscape constantly changes and is becoming more difficult to navigate.

POLICIES CHANGES IMPACTING IMMIGRANT COMMUNITIES

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.

In 2017, the Trump Administration issued several Executive Orders on immigration:

- End of DACA over 2.5 year period
- "Buy American Hire American"
- "Border Security & Immigration Enforcement Improvements"
- "Enhancing Public Safety in the Interior of U.S."
- Muslim Ban / Travel Ban

IMMIGRATION CHANGES IN FY 18-19

- Executive order “Affording Congress an Opportunity to Address Family Separation”
- Limited domestic Violence and Gang Related Asylum Claims from Central America
- Trump Administration gave the U.S. Citizenship and Immigration Services the discretion to deny an application, petition or request without issuing a Request for Evidence or Notice of Intent to Deny
- Updated Guidance for the Referral of Cases and Issuance of Notice to Appear (NTAs) in Cases Involving Inadmissible and Deportable Aliens
- Proposed Changes to Public Charge Rule

1 For more information on these immigration changes, please Appendix C.

Legal updates provided by the Catholic Legal Immigration Network, Inc, the Immigrant Legal Resource Center, and the National Immigration Law Center.

Annual Report FY 2019
ADDRESSING THE PROPOSED CHANGES TO THE PUBLIC CHARGE

“Based on the actions of this Administration and the new proposal to change the Public Charge regulations, our clients are asking to cancel WIC services, with or without providing reasons. WIC caseload has dropped to 67.5% in the last 3.5 years.

—Judy Lee, SCC WIC Program

To ensure the dissemination of consistent and accurate information, OIR engaged with various county departments to provide trainings and media roundtables related to the proposed public charge rule. Through collaboration with Social Services Agency (SSA), OIR planned and executed 17 Public Charge presentations for County staff within a two-month period. As a result, OIR trained hundreds of SSA employees, eligibility workers, and local media regarding proposed changes in the Public Charge Rule. These efforts included the following partners:

- Bay Area Legal Aid
- Asian Law Alliance
- Law foundation of Silicon Valley
- Social Services Agency
- Safety Net Services Providers
- Department of Families and Children Services
- Women, Infant and Children
- CAL Works Advisory
- County Counsel
- San Jose Office of Immigrant Affairs

Printed Materials Created by OIR
- Proposed Public Charge Rule: Frequently Asked Questions for staff
- Public Charge: What You Should Know, fact sheet for community members

“The president’s latest attack on immigration once again hits home. The proposed changes to the Public Charge is another attempt to marginalize our immigrant communities. We are a land of inclusion and thus welcome and support all immigrants. Now, this administration wants to punish immigrants who need a bit of help to achieve a better life.”

—Dolores Alvarado, Community Health Partnerships
The Office of Immigrant Relations is dedicated to creating a welcoming environment for immigrants and refugees as they establish their new lives and actively participate in and contribute to society. The shifting immigration landscape has created difficulties for many immigrant families, community-based programs, and the institutions that serve them.

These difficulties include:

- **Frequent changes in immigration policy:** Change in rules and regulations, change in legal definitions and limiting the role of judges
- **Increased immigration enforcement**
- **Increase in hate speech in the public discourse**
- **Increase of fear in the community**

To support the Santa Clara County immigrant communities as they navigate through changes in the immigration landscape, we prioritize education, outreach, and celebratory events to recognize their achievements.

—Teresa Castellanos, OIR

**Education & Outreach | Events | Communications | Collaborations | Resources**

The Office of Immigrant Relations is dedicated to creating a welcoming environment for immigrants and refugees as they establish their new lives and actively participate in and contribute to society. The shifting immigration landscape has created difficulties for many immigrant families, community-based programs, and the institutions that serve them.

We value immigrants and refugees and are dedicated to welcoming and supporting them as they actively contribute to our society. To support the Santa Clara County immigrant communities as they navigate through changes in the immigration landscape, we prioritize education, outreach, and celebratory events to recognize their achievements.

—Teresa Castellanos, OIR
In Santa Clara County, 60% of families are made up of immigrants and their U.S. citizen children. Most immigrant families in Santa Clara County are mixed status families. That makes immigration relevant to all County departments.

—Miguel Márquez, Chief Operating Officer of the County of the Executive

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 while considering the whole person care approach.
- **Community Presentations**: Presentations are geared toward immigrant communities and CBOs to build well-informed residents
- **Outreach to schools**: To further engage immigrant families, OIR conducts outreach in schools, colleges, and organizations such as School Linked Services and First 5 Santa Clara County

**JOINT TRAININGS**

OIR provided a very informative and excellent presentation on immigration. We are grateful for OIR’s ongoing advocacy and for letting us know how to better serve the community.”

—Carla Torres, Social Services Agency

Internally, OIR partners with County departments to inform regarding immigration changes and to provide updates on positions the Board of Supervisors has taken in the context of immigration.
OIR offers tailored training and materials to various County departments, tailoring presentations to their needs. OIR also collaborated with County departments to provide joint training and outreach designed to inform the community and to educate County staff of changes that may impact their work.

In FY 2019, these joint trainings include the following departments:

- SSA El Committee
- CalWORKs Staff
- DFCS/DEBS staff County-wide
- Safety Net Committee, SSA
- SSA CalWORKs Advisory
- Welcoming Week with SCC Library District
- Behavioral Health: Adult & Older Adults
- Inter-Departmental Outreach at County Fair, Gilroy Fun in the Park, Pride events
- National Night Out at Re-entry Center
- Valley Medical Center Doctors/Interns
- OWP Girls Advisory Team
- The County Library System
- Office of Emergency Management

**COMMUNITY PRESENTATIONS**

The Office has conducted and participated in **over 100 community presentations**, panels, and resource events. Through radio, T.V., and community events, these community-building efforts **reached over 200,000 people**. OIR created over **15 presentation topics**, some of which include Know Your Rights, Public Charge, Emergency Planning, and more.
OUTREACH IN IMMIGRANT COMMUNITIES

OIR engaged in targeted community outreach using three focus areas:

- **Strengthen County presence in the community**: to reaffirm the County’s solidarity and to promote the Board of Supervisors’ immigration policy efforts
- **Train and support services providers** on the federal immigration changes, reasons for the community’s increase in fear, and where to refer residents
- **Outreach to the diversity** of immigrant communities in Santa Clara County

Community Trainings, Outreach, Tabling, & Programs

<table>
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<tr>
<th>GILROY FUN IN THE PARK</th>
<th>VIET AMERICAN ROUNDTABLE</th>
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<td>BILLY DE FRANK COMMUNITY CENTER</td>
<td>CENSUS FAIR</td>
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OUTREACH IN SCHOOLS

San José Unified welcomes all students, regardless of their immigration status. By working closely with the Office of Immigrant Relations, San José Unified can provide students and their families with the most current information on immigrant issues while continuing to offer families a safe, trusted and supportive learning environment for everyone.

—Nancy Albarrán, Superintendent of SJUSD

OIR engages in school outreach with two focus areas:
1. **Collaborate with schools** that have populations that are directly impacted
2. **Build relationships** with key school campuses

Outreach topics in schools include information and updates on:
- Deferred Action for Childhood Arrivals (DACA)
- How to prepare for an immigration emergency
- Fraud prevention & consumer protection
- Know Your Rights in the context of immigration raids at the workplace

OIR has developed sustainable partnerships with **nine school systems** including the County of Education and Charter Schools.

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CHILDREN & FAMILIES PARTNERSHIP

First 5 of Santa Clara County  
In collaboration with Santa Clara County First 5, OIR provided trainings related to immigration and the latest policies. This partnership has allowed OIR to conduct outreach to:

- **Engage families with children** under five  
- **Provide professional development** opportunities/resources to First Five staff on information and referrals  
- **Provide “Know Your Rights”** information to the impacted community

School Linked Services (SLS)  
Combined with OIR subject matter expertise and SLS’s mission, strategies, locations, and infrastructure in public schools, an ongoing collaboration continues to mutually supplement and strengthen staff’s ability to serve the immigrant community. This partnership helps OIR provide information to the school community for referrals.
The Office of Immigrant Relations celebrates immigrant achievements and contributions by organizing festive recognition events for immigrants, refugees, and organizations that work tirelessly to improve the lives of immigrants.

—Milina Jovanovic, OIR

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.

**ANNUAL BEACON OF LIGHT AWARDS EVENT**

"I appreciate that the Beacon of Lights is an event to highlight immigrant advocacy work. My favorite moment was when Rapid Response Network awardee pointed out that the anti-deportation movement is like the Underground Railroad in that both are movements for human rights."

—Hope Nguyen, guest

The Beacon of Light Awards took place on January 25th, 2019 and registration closed in mid November due to reaching full capacity with 200 RSVPs.

OIR curated an art exhibit with local artists, some independent and some associated with Family Alliance for Counseling Tools and Resolution. The highlights of the program were of the four awardees: Father Jon Pedigo of Catholic Charities, Beth Chance of the Office of the Public Defender, Santa Clara County’s Rapid Response Network coordinators, and Almaz Negash from the African Diaspora Network.

OIR collaborated with VietUnity South Bay to create an Immigrant Tapestry, an interactive communal art piece that reflects the dynamism within Santa Clara County. Participants breathe new life into the Tapestry’s form as they weave their intersecting identities onto it.
The month of June is Immigrant Heritage Month. Since 2016, OIR works with County and community partners to celebrate our immigrant heritage by highlighting the long history of immigration and immigrants’ roles in building the United States.

This year, OIR collaborated with the California History Center at De Anza College to create an exclusive timeline that follows milestones of immigration policy from 1790 - 2016. The history of U.S. immigration is presented in two different forms: a banner and an easily accessible booklet. Both the banner and the booklet is also available digitally by scanning the QR code with a smartphone camera.

The banner and accompanying booklet highlight a history of exclusion, discrimination, denial of immigrant human rights, and scapegoating. OIR also included a sample of important events and movements that illustrate immigrant strength and resilience. Activism against unjust laws and policies resulted in major changes to our society.

“We are grateful to have worked with the Office of Immigrant Relations for their observation of Immigrant History Month. I would love to see more collaborative work between the County and and organizations such as ours, especially when it comes to supporting efforts to connect with our area’s immigrant history. This is so important right now!”

—Tom Izu, California History Center Foundation
FOOD MEMORIES
A Community Film Screening Event

Art is as a form of storytelling enables people to communicate, connect, and heal. In celebration of Immigrant Heritage Month, OIR focused on the power of visual storytelling and produced Food Memories, a short documentary that features immigrants and their immigration stories.

Food memories are powerful—the smell, taste, and texture can take you to a place of nostalgia. For many immigrants in the United States, food memories are often major turning points in their lives. Sometimes the memories symbolize hope and new beginnings, sometimes they’re the next best thing to home.

In the documentary, immigrants share their first food memory upon arriving to the U.S. with their loved ones. While the major themes are related to the immigration experience, these are also stories that anyone can relate to. Since immigration stories can be painful memories, the purpose of this project is to inspire people to share their immigration stories with their loved ones in an interactive context that can open up doors for deeper sharing.

Food Memories was screened on June 26, 2019, at MACLA. OIR also had a communal art station where attendees can draw or write their food memories onto a tag.

The documentary will be a travelling film and the stories will be rotated with each screening.
ADDRESSING MENTAL HEALTH IN IMMIGRANT COMMUNITIES

The experience of being uprooted can create mental health challenges.

During the past fiscal year, OIR worked with the Behavioral Health Department to create a mental health guide for immigrants. This brochure has been translated into Spanish, Vietnamese, and Chinese.

Immigrants and refugees experience barriers to accessing services and maintaining their physical and mental health. Research has shown that English language fluency, familiarity with the mainstream cultural values, lack of health insurance, and immigration status often prevent many from seeking help. This is especially true when it comes to seeking services from medical institutions that could improve their quality of life and wellbeing or address mental health challenges.

“My community seldom speaks about mental health. Seeing the mental health brochure reminded me that even though my community may not want to talk about it, there are services that exist when they are ready.

—Danny Đoàn, community member
2019 NEW AMERICANS FELLOWSHIP

“The New American Fellowship program has invested in my professional career through research, reporting, and analysis. The program has given me the opportunity to build long-term relationships and give back to my community.”

—Jesus Mendoza, 2019 fellow at the Office of Supervisor Cindy Chavez, D2

Initiated in 2016 by the Board of Supervisors, the New Americans Fellowship (NAF) provides DACA recipients an opportunity to participate in a paid training opportunity to serve Santa Clara County’s immigrant communities while gaining valuable professional experience and training. The goal of the NAF is to invest in the DACA leadership pipeline and to promote civic engagement within the DACA and undocumented community.

The Board of Supervisors invests $200,000 a year to support this program. OIR recruited, vetted, interviewed, selected, and placed fellows within a variety of County offices. The Fellowship provides a full-time, 10-week paid training opportunity during Summer 2019. Fellows develop experience, networks, and knowledge working in a County department by working on research and community engagement projects focused on immigrant integration.

OIR hosts luncheons with panel discussions from key stakeholders in the County and the community.

To kick off the Census photo campaign, fellows wrote their multiple identifiers as a way to claim their identities, stand in solidarity with others, and be counted.
I never thought that I would have the opportunity to do a fellowship in a courtroom setting. I absolutely loved my placement at the Santa Clara County Public Defender’s Office. This has been my first job opportunity in a professional setting and I have gained many skills that I will be able to use in and out of this job.

—Sintia M., 2019 fellow at the Public Defender’s Office

On June 10th, OIR kicked off the third annual NAF. This year, the cohort was expanded from 10 participants to 15.

The host organizations are as follows:

- Division of Equity and Social Justice
- Office of Immigrant Relations
- Office of Women’s Policy
- Office of LGBTQ Affairs
- Office of Cultural Competency
- Office of Labor Standards Enforcement
- Office of the Census
- Office of Reentry
- Public Health
- Behavioral Health
- Office of the Public Defender
- Office of Supervisor Cindy Chavez, D2
- Office of Supervisor Dave Cortese, D3

In addition to supporting their placements, each fellow is tasked with a final research project that incorporates their unique perspective as DACA recipients relating to the work of their placement.

**Fellows present their research and policy recommendations during County of Dreamers event.** At this event, fellows presented to subject matter experts including elected County officials, County department managers, community leaders, and other key stakeholders.
Santa Clara County is a member of Welcoming America, a national network of municipalities and agencies that are committed to welcoming immigrants. The initiative is dedicated to designing specific programs and policies aimed at immigrants’ economic, cultural, and political integration. OIR joined the Welcoming America network in 2016 and has celebrated Welcoming Week and Immigrant Heritage Month every year.

Welcoming Week is an annual celebration during the month of September. Through various efforts and innovative practices, OIR brings together immigrant families, service providers, County government, and its residents to celebrate and build unity.

The goal of this national movement is to celebrate the contributions of immigrants and refugees and to foster welcoming, inclusive, and equitable practices.

**ADDITIONAL WELCOMING WEEK ACTIVITIES**

**Panel Discussion**

OIR organized an interactive Panel Discussion in Immigrant Contributions. Panelists include Professors Julia Curry and Bill Ong Hing; Tom Izu, Director of The California History Center at De Anza College; and Protima Pandey, Director of the Office of Women’s Policy. These panelists discussed the enormous contributions of various immigrant groups and the significant presence of local immigrant communities during different historical periods.

**Documentary Screening in partnership with Office of LGBTQ Affairs**

Co-sponsored by the Office of LGBTQ Affairs, OIR screened *Forbidden*, a documentary about Moises Serrano and his activism. This film illustrates multiple intersections of queer and immigrant struggles and addresses the realities facing LGBTQ individuals who have grown up in the rural south. Moises Serrano, the film protagonist and producer, participated in the screening via video stream to provide continued discussion.
We believe that trust is a necessary condition of effective communication. We do that by building meaningful and intentional relationships with our community where immigrants not only feel supported, they feel celebrated too.

—Carolyn Lê, OIR

The County of Santa Clara welcomes all immigrants. 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**. These four priority areas are part of an effort to continue strengthening the community’s trust by offering subject matter expertise and being a resource they can always count on.

**EDUCATE**
Provide accessible policy analysis and immigration updates; identify emerging issues

**BUILD**
Build strong and trusting relationships across government, community-based organizations, community members, and media

**CELEBRATE**
Celebrate the lives and contributions of immigrant communities

**EMPOWER**
Support immigrants in navigating changes in immigrant landscapes; create a pipeline for dialogue and engagement
RECOGNIZING & PUBLICIZING DATA ABOUT IMMIGRANT CONTRIBUTIONS

Immigrants add value, not only in the sphere of the economy but also beautify our neighborhoods, contribute to environmental preservation, engage in schools, community organizations, local government, and many other sectors. As a result, many of our social spaces are transformed and improved.

—Milina Jovanovic, OIR

As part of OIR’s communication strategy, the Office values the recognition and promotion of immigrant contributions. Too often we hear discussions about immigrants’ needs, challenges, and victimization. Not often enough do we engage in discussions that present immigrant groups and individual immigrants as major contributors to our region.

OIR staff regularly prepare demographic data and highlight immigrant stories that illustrate the immigrant presence and their significant impacts to society. OIR captures some of the positive impacts made by immigrants through visual storytelling such as engaging graphic illustrations, interactive presentations, newsletter campaigns (Amplify the Facts), video, and more.

**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
OIR’s media messaging strategy is to **empower the community with tools and resources to take action** in a climate where fear is widespread.

OIR drafts its own press releases, which are then reviewed and dispersed by the Office of Public Affairs. Through our mainstream and ethnic media partnerships, we develop content that reiterate our messaging for TV, digital, radio, print, and social media.

Through media tracking and analysis, as well as federal government announcements, we are **proactive in our communications**. OIR hosted media roundtables and press conferences to educate the media on pressing issues our communities care about.

For Citizenship Day 2019, OIR **built the Project New Citizen brand**, produced a social media photo campaign, and created a video advertisement for news outlets to promote the event. OIR also worked on a general social media campaign that was both **culturally and linguistically competent**.

**PROPOSED CHANGES TO THE PUBLIC CHARGE**

1. OIR held a press conference and vigil at 70 W. Hedding in response to the federal administration’s efforts to place Vietnamese refugees at risk for deportation; **100 attended**
2. In collaboration with the City of San José Office of Immigrant Affairs and County Counsel, OIR hosted a **media roundtable on Public Charge**
**ONLINE**

OIR implemented specific design strategies to engage people through our online content. Our newsletter and community alert templates were designed with accessibility, visual appeal, and original branding in mind. Our usual content includes immigration updates, celebrations and commemorations, resources, story sharing, and education.

- **OIR’s social media following has grown through original content—education, campaigns, and resources**

**VISUAL STORYTELLING**

OIR has added video production and graphic design capabilities to our communication and outreach strategy.

For the 2019 Immigrant Heritage Month, OIR created a 10-foot timeline on U.S immigration history and a comprehensive booklet as a way for the community to engage with this long history. These materials are also digitized to promote accessibility.

*Interactive U.S. Immigration Timeline banner. Scan QR code with smart phone’s camera for the accompanying booklet*
Set for Food Memories, documentary produced by the Office of Immigrant Relations

OIR believes that visual storytelling elements are necessary components in engaging with our community.

As part of Immigrant Heritage Month, OIR celebrated Santa Clara County’s vibrant immigrant community by filming and producing Food Memories, a short documentary to showcase immigrant stories that anyone can relate to.

The screening was held on June 2019 at Movimiento de Arte y Cultura Latino Americana (MACLA) in San Jose. Attendees participated in a communal art piece by sharing their first food memory upon arriving to the United States (or any food memory if they do not identify as an immigrant) on a tag.

At the screening, OIR introduced its digital campaign, Preserving Food Memories, a digital toolkit that guides users on collecting and or sharing food memories in the context of immigration with their loved ones.

“The documentary made me laugh and cry. Immediately afterward, I went home and asked my mom to share her first food memory.”

—Luther Abebe, attendee
Given the volatile political situation in the country and consistent scapegoating of immigrants, the need for collaboration and engagement of all community partners has become pronounced in recent years. OIR has strengthened its collaborative efforts in the area of community education and outreach, advocacy for immigrant rights and social justice, immigrant integration, equal access to services, including culturally sensitive and language appropriate delivery of emergency, legal and health related services. These collaborations include both County departments and external partners, some of whom receive County funding.

OIR is committed to developing a more focused inclusion of the Asian community in our integration efforts. As such, in conjunction with Asian Americans for Community Involvement (AACI) and Asian Law Alliance (ALA), OIR works to convene Asian service providers to develop a regular forum and discuss the impacts of immigration policy and other justice issues in the Asian Community. This collaboration with the API coalition informed OIR’s work with the Southeast Asian Immigrant Community.

FY 2019 topics include:
- Immigration/ICE Detention center update
- Bystander Intervention Training – CAIR
- Office of Women’s Policy Women’s Leadership Council
- Legislative Updates
- City Manager Update – San Jose City Manager Dave Sykes
- Update – Assemblymember Marc Berman
Citizenship offers some of the greatest benefits and protections to immigrants. Through the Citizenship Collaborative’s Project New Citizen, we help people achieve their dreams of citizenship.”

—Monica Limas, CET

The Santa Clara County Citizenship Collaborative was established in 1997 to provide information and naturalization services to County residents amidst welfare reform. During its long history, this Collaborative has evolved many times, but OIR has remained a facilitator and monitors the progress of contractual obligations for county investments.

Citizenship Day events are regularly attended by over 1,000 individuals who receive information and assistance in 14 languages. In the past twenty years, the Collaborative has helped more than 130,000 individuals in their naturalization process. The community need is still high, the process has become more complicated, and the USCIS backlog has increased in recent times.
In 2019, OIR created branding and marketing strategies, transforming the Collaborative's name to Project New Citizen. OIR provides support for the overall coordination of this group including media and outreach.

For example, OIR produced a photo campaign, and created a video advertisement in English, Spanish, Vietnamese, and Chinese for news outlets to promote the event. OIR also worked on a general social media campaign that was both culturally and linguistically appropriate.

Project New Citizen organized a Citizenship Day in San Jose on April 13 and two smaller Citizenship Day events in south County.

For Citizenship Day on April 13, 2019 there were:

- 1,716 registered
- 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
In May of 2019, the Santa Clara County Board of Supervisors approved the implementation of the Voter’s Choice Act, which modernizes voting and providing voters with greater flexibility and convenience. Although this is a change to improve access to voting, it is also a change that must be communicated to the diversity of Santa Clara County’s voting population so that the first attempt in the new voting process is successful.

OIR is currently in conversation with the Registrar of Voters (ROV) regarding future collaborations to increase language access, communication, and outreach to immigrant communities.

**EMPLOYER KNOW YOUR RIGHTS AND WORKSITE RAIDS PROJECT**

In collaboration with the Katherine and George Alexander Santa Clara Law Center, OIR developed a Know Your Rights training in English and Spanish for employers regarding worksite raids. Media coverage on the topic stated that the federal government conducted more I-9 audits in July 2018 than it did in all of 2017.

Topics for Business Owner Trainings include:
- I-9 Audits
- Raids at the work sites
- SB 54
- Responsibilities regarding work site raids in California

In addition, OIR created a brochure on Know Your Rights for Employers.
Mental Health Services Oversight and Accountability Commission

In January 2019, OIR supported the development of an immigrant & refugee listening session in partnership with Mental Health Services Oversight and Accountability Commission in Oakland. The listening session assisted in the development of recommendations for a new State Request for Proposals designed for mental health services to address the gaps and challenges in serving immigrant and refugee communities.

Only a limited number of local non-profit agencies receive state funding specifically designed to support immigrant mental health services, including Asian Americans for Community Involvement.

SCC Immigrant Programs Task Force (IPTF)

In 2017, the Board of Supervisors created the SCC Immigrant Programs Task Force to facilitate coordination of information and programs designed for the immigrant population.

OIR leads IPTF and works to coordinate and facilitate meetings which are held every two months. OIR partners with County Counsel to provide updates to County departments regarding County policies, public statements, and laws that affect the immigrant and refugee populations. Both the Public Defender’s Office and the Office of the District Attorney have vital roles in this body.
Through IPTF, collaborations are enhanced as departments learn about various County efforts and find opportunities for additional collaborations. Best practices and effective outreach are continually shared, and legislative updates are a standing item on the agenda.

**The County departments and agencies involved in the task force include:**

- Board of Supervisors—Districts 2, 3, and 5
- Behavioral Health
- Child Support Services
- County Counsel
- Division of Equity & Social Justice
  - Office of the 2020 Census
  - Office of Cultural Competency
  - Office of Labor Standards Enforcement
  - Office of LGBTQ Affairs
  - Office of Women’s Policy
- County Library System
- Juvenile Welfare Office of the Ombuds
- Notario Fraud Unit
- Office of the Sheriff
- Pre-trial Services
- Valley Health Plan
- Probation Department
- Public Defender
- District Attorney
- Office of Emergency Services
- Public Health Department
- Registrar of Voters
- Reentry Services
- Office of Public Affairs
- SSA—Refugee Programs
- SSA—Department of Employment & Benefits
- Refugee Clinic
- VHC Emergency Room
RESOURCES FOR IMMIGRANT COMMUNITIES

OIR developed trusted resources for addressing multiple immigrant needs, which can also be used as a centralized referral system. Guides, brochures, booklets and referral sheets are used to communicate important information and resources that are provided for free and low cost including:

- Non-legal resources
- DACA updates & changes
- Legal representation for detention and deportation defense
- Legal help for unaccompanied minors
- Housing for immigrants and refugees
- Agencies working with immigrant professionals
- Community based organizations providing “Know Your Rights” workshops
- Temporary Protected Status (TPS)
- Disaster Assistance Guide for Immigrants
- Family preparedness and raids response guides
- FAQ brochure for immigrant families about child welfare and immigration
- Mental health guide for immigrants
- LGBTQ immigrant resources
- Workers’ and employer rights and responsibilities
- Healthcare Access for Immigrants
- SCC Toolkit for school districts to support immigrant students and their families

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

DISASTER ASSISTANCE GUIDE FOR IMMIGRANTS

While natural disasters affect everyone, immigrant residents have unique challenges in accessing information and navigating systems.

In collaboration with the Office of Emergency Management (OEM), Immigrant Legal Resources Center (ILRC), National Immigration Law Center (NILC) and other agencies, OIR produced a disaster assistance guide for local immigrants with a section focusing on local resources that include many community-based resources.

This guide has been translated into Spanish, Vietnamese, Chinese, and Tagalog. OIR facilitated and funded half of the translation cost.
IMMIGRANT PROFESSIONALS

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

OIR has a long history in the commitment to address the needs of local immigrants who are college-educated but need additional education, certification, or work experience in the U.S. to rebuild their careers and work in their professions. Supporting immigrant and refugee career pathways and navigation through the educational system and achievement of job readiness is one of the main goals of the Immigrant Professionals’ Subcommittee.

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

On October 2018, in partnership with the RIF Subcommittee, OIR hosted a well-attended employer-candidate workshop at LinkedIn in Sunnyvale. Dozens of immigrant professionals were hired during the event and in subsequent days. Over 100 immigrant professionals received valuable information and networking opportunities during the event. The next workshop is scheduled for October 2019.

IMMIGRATION LAWYERS IN THE LIBRARY

In 2018, OIR identified additional needs of immigrant professionals and those who immigrated to the U.S. through employment channels.

In celebration of Welcoming Week in September, OIR coordinated “Immigration Lawyers in the Library” events. OIR organized 10 different sessions in 5 public libraries where immigration attorneys provided free legal services to County residents. Saratoga, Campbell, Gilroy, Cupertino and Sunnyvale Public Libraries hosted these workshops. As a result, 100 residents received legal screenings.