Across the nation, we are mourning the many lives lost during the pandemic. We recognize the suffering and continued hardships that our families are experiencing. We are also inspired, strengthened, and emboldened by the immigrant community’s determination in the face of adversity and turmoil that has been exacerbated by the pandemic. Immigrants continue to push forward and uplift the importance of connection and the common good. With this in mind, we embark on FY22 with the goals of creating more opportunities for community voice and support for the co-creation of immigrant recovery strategies.

In Santa Clara County, we welcome everyone. We strongly believe that we all have the right to live free of fear, persecution, and injustice. The Office of Immigration Relations aspires to uphold the County’s values of creating a just, humane, and inclusive County.

- Office of Immigrant Relations
MEET THE TEAM

ZELICA RODRIGUEZ-DEAMS
Manager

ERIKA S. RIVERA
Interim Program Manager I

MILINA JOVANOVIC
Immigrant Services Coordinator

TERESA CASTELLANOS
Immigrant Services Coordinator

ANTHONY VU
Associate Management Analyst

AUNDRAYA MARTINEZ
Associate Management Analyst

SANDY VASQUEZ
Associate Management Analyst

ALEJANDRA GARCIA
Community Outreach Specialist

KATI ROBLES*
Senior Management Analyst

CAROLYN LE*
Public Communications Specialist

*DESJ Support Staff
Mission

The Office of Immigrant Relations leads efforts to ensure Santa Clara County is an inclusive and welcoming community for all. The Office partners across the County to shift the dominant narrative of immigrants and refugees and to promote a sense of belonging in County services, programs, and initiatives.

Vision

We believe all community members, including immigrants and refugees, should be safe, connected, and have opportunities to grow and thrive, and feel they belong in Santa Clara County.
Undocumented immigrants await for a path to citizenship in the United States.

**11 MILLION**

Undocumented immigrants await for a path to citizenship in the United States.

**SANTA CLARA COUNTY**

- 39% of all residents in SCC are immigrants - individuals born in another country
- 60% of all children in SCC have at least one immigrant parent
- More than 100 languages are spoken by SCC residents, making SCC among one of the most diverse places in the world
- 140,000 approximate number of undocumented immigrants that reside in SCC
- 161,955 SCC residents living in mixed-status households

**EXECUTIVE ORDERS**

- **BIDEN ADMINISTRATION**
  - More than 90 executive actions
- **TRUMP ADMINISTRATION**
  - Less than 30 executive actions

The Biden Administration has taken 94 executive actions on immigration to date, compared with fewer than 30 advanced during the same timeframe by the Trump Administration.

**DEPORTATIONS**

- From 2001 to 2019, there has been an approximately 200% increase in deportations in SCC

**UNITED STATES**

- 11 MILLION

Source: Migration Policy Institute (MPI); Muzaffar & Bolter, 2021; California Immigrant Data Portal, USC Dornsife
Undocumented immigrants await for a path to citizenship in the United States. 11 MILLION undocumented immigrants await for a path to citizenship in the United States. From 2001 to 2019, there has been an approximately 200% increase in deportations in SCC.

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SCC residents living in mixed-status households

SANTA CLARA COUNTY

MORE THAN 100

languages are spoken by SCC residents, making SCC among one of the most diverse places in the world

UNITED STATES

11 MILLION

Undocumented immigrants await for a path to citizenship in the United States.

Source: Migration Policy Institute (MPI); Muzaffar & Bolter, 2021; California Immigrant Data Portal, USC Dornsife

Office of Immigrant Relations
Immigrants in SCC contributed close to $48 billion to the economy with their local, state, and federal tax contributions and spending power.

Approximately 300,000 immigrant residents are working in essential industries, of those, an estimated 60,000 are undocumented workers.

80% of immigrant adults who reside in SCC participate in the labor force.

387,000 immigrants eligible to naturalize in 2018.

80% of Asian American
82% of Mixed/Other
55% of Latino
78% of Black
78% of White
75% of All

Naturalization rates among adults eligible to become citizens by race in Santa Clara County (percentages).

Source: Migration Policy Institute (MPI); Muzaffar & Bolter, 2021; California Immigrant Data Portal, USC Dornsife
EXPERIENCED SERIOUS FINANCIAL HARDSHIPS DURING THE PANDEMIC

As of 2020, 72% Latino Households
60% Black Households
36% White Households

As of 2020, undocument workers and their families are not eligible for unemployment and federal aid (CARES Act). CA Disaster Relief Assistance for Immigrants (DRAI) offered one-time aid. In the Bay Area, the hotline crashed after receiving 5.5 million incoming calls during the first day of existence.

In SCC, 12,300 DRAI applications were approved and funds distributed to those individuals and families.

DISPROPORTIONATE IMPACT OF COVID-19

EXPERIENCED SERIOUS FINANCIAL HARDSHIPS DURING THE PANDEMIC

AS OF 2020,

72% Latino Households
60% Black Households
36% White Households

Source: California Immigrant Data Portal, USC Dornsife; Immigrant Families during the Pandemic: On the Frontlines but Left Behind, 2021, Immigrant Essential Workers are Crucial to America’s COVID-19 Recovery, 2020
STRATEGY ONE

COMMUNITY ENGAGEMENT

Providing concrete tools for the immigrant community to exercise their rights and responsibilities.
COMMUNITY ENGAGEMENT
2020 - 2021 TIMELINE

August 2020
New Americans Fellowship

September 2020
Welcoming Week

October 2020
Binational Health Week
State of Immigrants

November 2020
Post Election Convening

December 2020
International Migrant Day

February 2021
Notario Fraud Prevention

March 2021
Public Charge Presentation

April 2021
Solidarity Forum

June 2021
World Refugee Day

DACA Healing Circle

21,903 Reached
Total Engagement

92
Total Number of Events

63
Community Presentations
The 2021 New Americans Fellowship Cohort conducted a participatory action research (PAR) project that included 81 interviews with parents, students, educators, community based organization (CBO) staff, policy makers and community advocates, complemented by a survey of County residents to assess COVID-19 impacts on immigrant families. The results of these efforts provided a great foundation for understanding the complex realities experienced by immigrant families as well as strategies for addressing systemic inequities.

PROGRAM & APPLIED RESEARCH SUMMARY 2021

New Americans Fellowship (NAF) is a unique program OIR has managed since 2016. NAF provides important opportunities for DACA recipients to work on projects that enhance their skills and strengthens links with local communities. Fellows’ research generates recommendations for improving immigrant access to County services as well as ideas for making communities more equitable. Through this program, NAF Fellows become familiar with the County of Santa Clara by working with mentors from different County departments. This year, the Fellows embarked on a participatory action research (PAR) journey in partnership with the Institute for Community Research who provided expert oversight.

KEY FINDINGS & RECOMMENDATIONS

COVID-19 contributed to deepening existing inequities and created additional barriers to accessing information, supportive services, distance learning, and other resources. 60% of Spanish-speaking and 36% of Vietnamese-speaking respondents said that they accumulated substantial debt during the past 15 months. A significant majority of survey respondents and interviewees emphasized that their well-being was greatly affected by stress and problems associated with non-existent or unstable remote access to information, education, and resources.

• Increased authentic community engagement
• Culturally appropriate and humble communication
• Elevate mental health services for the immigrant community
• Deliver wrap around safety net services to the immigrant community

Office of Immigrant Relations
STRATEGY TWO

COMMUNITY SERVICES

Connecting the immigrant community to preventative and protective services including safety net resources and legal assistance.
As the COVID-19 pandemic continued to disproportionately impact the immigrant community, our team served as an essential partner to the County’s emergency pandemic response. As Disaster Service Workers, OIR staff stepped up and provided expert knowledge in cultural customs, language, messaging, and outreach strategies in contact tracing, resource translation and navigation, media creatives, and emergency rental assistance processes. Additionally, we provided information to over 60 staff on public charge concerns, assisted with documentation requirements to improve access to COVID-19 supports, and delivered several community presentations on accessing services including vaccination appointments.

OIR staff provided guidance on how messaging can impact immigrants. This led to culturally competent, language-accessible, immigrant-friendly messaging as a standard for all communications.

**OIR COVID-19 Support & Services**

Getting vaccinated, tested, or seeking care related to COVID-19 does not affect your immigration status. You will not be asked questions about your citizenship.

Vaccines are free, easy, and safe. You do not need health insurance and all immigration statuses are eligible. Staff are onsite to support language needs and disability access.

No health insurance or doctor’s note required.

Does not impact your immigration status.

**OIR Services During COVID-19**

Internally, our office continued efforts to provide updated and accurate information and resources vital for immigrants in SCC despite the pandemic. Our webinars, videos, live streams, newsletters, and more continued to inform the community.

**Newsletters**

8,259 reached

**Webinars**

2,660 views

**Social Media**

2,163 reached
Santa Clara County is one of the most diverse counties in the country. 38% of its 1.928 million residents are immigrants. Further, 60% of households within the County are either comprised of immigrants or U.S. born children of immigrants. Therefore, any work done within our immigrant communities has a wide reach in the County because many of our families are mixed-status or come from immigrant roots. It is essential that we provide services that support the well-being and overall success of the many diverse immigrant communities that call Santa Clara County home.

The Office of Immigrant Relations strives to offer services and programming that provide not only a path to residency or citizenship, but also keep the immigrant community informed about the constantly changing immigration landscape. The Trump Administration’s non-stop executive orders and policy changes created great fear and uncertainty in the immigrant community, making it very important for OIR to not only continue its focus on community education, but to also continue to fund and support free to low-cost immigration services for Santa Clara County residents.

Community education helps immigrants understand their rights and legal services and supports allow many residents to normalize their status in the United States. This creates stability and rootedness for the immigrant and mixed-status families of this County. Legal services often open the gates to additional safety net supports, helping families stay healthy, strong, and prosperous.
PARTNERSHIPS WITH COMMUNITY-BASED ORGANIZATIONS

KEY ACCOMPLISHMENTS

- Additional funds allocated in the amount of $700,000 to immigration legal services contracts for FY22
- 5% of funds in immigration legal services contracts designated for innovation in FY22
- Streamlined reportable outcomes across all contracts for FY22

FY21 CITIZENSHIP DAY

- 1,214 Individuals provided citizenship education in 14 languages
- 1,084 Citizenship eligibility screenings provided
- 428 Citizenship applications submitted
- 141 Citizenship application fee waivers provided to low-income participants

FY21 LEGAL SERVICES HIGHLIGHTS

- 410 Employment Authorization Document applications and renewals submitted
- 310 DACA applications and renewals submitted
- 129 Applications submitted towards lawful permanent residency
- 76 Clients represented in removal defense proceedings

“"I am so, so grateful because my life has changed totally. I was in danger, my life was being threatened. Now I can work legally and I am stable. My partner and I can finally live, looking toward our future together.”

—Client of Oasis Legal Services

CONTRACTED PARTNERS’ COVID-19 SOLUTIONS

- Drive thru consultations, document pick-up, and drop-off
- Online webinars for Know Your Rights events and Outreach
- Consultations through phone calls and Zoom meetings
- Mail-in documents to address digital divide
STRATEGY THREE

COMMUNITY POLICY & PRACTICE CHANGE

Four Key Focus Areas: policy analysis, community engagement, equity, and DACA advocacy and support.
The four areas of OIR's efforts to promote policy and practice change include: policy analysis, community engagement, applying an equity lens, and advocacy for DACA recipients and applicants. In FY21, OIR contributed to policy and practice change within these four areas through:

1. **Policy Analysis**
   a. Ongoing analysis of the everchanging policies that impact the diverse immigrant communities of Santa Clara County
   b. Providing regular and readily accessible policy updates

2. **Community Engagement**
   a. Developed and shared the "Tax Equity and Fiscal Responsibility Act (TEFRA) Anti-Displacement Toolkit: Lessons Learned from Valley Palms Unidos in East San Jose"

3. **Equity Lens**
   a. Engaged in root-cause analysis and community-based participatory action research
   b. Authored and shared "Hidden Roots: A Brown Paper" to anchor the Office's work in equity

4. **DACA Advocacy and Support**
   a. Developed and distributed a DACA Toolkit
   b. Collaborated with local school districts to provide presentations and support to students and families impacted by DACA
EMERGING NEEDS

Community Services

- Needs assessment to understand the demographic shifts of immigrants in Santa Clara County: assess service-level gaps and capacity to provide immigration support services that include legal assistance and promote integration and engagement
- Language access and community level review to ensure clear and accurate messaging and culturally competent narratives

Community Engagement

- Develop a County-wide definition of and process for community engagement and equitable partnerships
- Partnerships with community leaders that recognize and value community members as subject-matter experts
- Increase thought partnership across County departments to integrate an immigrant-specific lens

Community Policy & Practice Change

- Immigrant-specific recovery efforts including wrap-around services and increased economic mobility opportunities
FY22 Goals

Community Services
Increase innovation and maximize resources in immigration legal services investment

Community Engagement
Develop a clear Countywide framework and standards for community engagement.

Community Policy & Practice Change
Support immigrant recovery initiatives that contribute to economic mobility.
Thank you for all the help you provided to get my husband back to the U.S. Everything is hard during this time but with my husband with me and our family complete, we will be able to face all the hardships with hope and courage.

- Client of Catholic Charities of Santa Clara County

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Contact Information

Office of Immigrant Relations | Division of Equity & Social Justice
County of Santa Clara
2460 N 1st St. Suite 220,
San Jose, CA 95131

Phone: (408) 678-1430
Email: Immigrant.Relations@CEO.SCCGOV.ORG
Website: SCCOIR.ORG
Socials: @SCCIMMI
APPE NDI X

FY 21 C O N T R AC T M O N I T O R I N G O V E R V I E W

Office of Immigrant Relations
Division of Equity & Social Justice
Prepared by Kati Robles, Sr. Management Analyst & Anthony Vu, Associate Management Analyst
Under the direction of the County of Santa Clara Board of Supervisors, OIR and SSAOCM jointly developed a Request for Proposal (RFP) to provide immigration services to better coordinate and respond to the needs of Santa Clara County’s immigrant community.

Using the Logic Model Process for performance measures, contract services and output targets are evaluated and adjusted to increase quality, efficiency, and impact for the County's most vulnerable immigrant individuals and families.
Table 1.1. Category of Services, Funding for all OIR Contracts

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Service/Category Funding Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Outreach, Education, and Prevention Services (OEP)</td>
<td>$1,203,083.00</td>
</tr>
<tr>
<td>A. Programs for Immigrant Integration</td>
<td>$753,948.00</td>
</tr>
<tr>
<td>B. Community Education - Know Your Rights</td>
<td>$429,101.00</td>
</tr>
<tr>
<td>C. Deferred Action Childhood Arrivals - Know Your Rights</td>
<td>$20,034.00</td>
</tr>
<tr>
<td>II. Case Management, Legal Services, and Intervention (CLI)</td>
<td>$2,623,755.00</td>
</tr>
<tr>
<td>A. Direct Legal Assistance and Representation</td>
<td>$1,948,177.00</td>
</tr>
<tr>
<td>B. Unaccompanied Minors</td>
<td>$524,884.00</td>
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<tr>
<td>C. Deferred Action for Childhood Arrivals - Legal Services</td>
<td>$150,694.00</td>
</tr>
<tr>
<td>III. Crisis Response, Rapid Response Network</td>
<td>$545,504.00</td>
</tr>
<tr>
<td>IV. Unmet Civil Legal Needs (UCLN)</td>
<td>$574,961.00</td>
</tr>
<tr>
<td>Total</td>
<td>$4,947,303.00</td>
</tr>
</tbody>
</table>

Funding by Category of Service

- Crisis Response: 11%
- Unmet Civil Legal Needs: 24.4%
- Outreach, Education, and Prevention: 53%
- Case Management, Legal Services, and Intervention: 11.6%

Unduplicated Clients Served by Category of Service

- Crisis Response: 7.9% (1,465 clients)
- Unmet Civil Legal Needs: 5.6% (2,063 clients)
- Outreach, Education, and Prevention: 75.2% (19,713 clients)
- Case Management, Legal Services, and Intervention: 11.3% (2,974 clients)
**Client Demographics**

**Impact Overview**

5,698
Total # of Immigrants
Directly Served
(Qualified low-income and extremely low-income individuals)

19,052
Total # of Immigrants
Reached in Community Education

**Gender**

- Female: 35%
- Male: 25%
- Unknown: 40%
- Other: <1%

**Client Age**

- 0 to 19: 10%
- 20 to 39: 43%
- 40 to 59: 32%
- 60 and Older: 15%

**Language Spoken**

- Spanish: 53.7%
- English: 18.1%
- Other: 18%
- Vietnamese: 4.4%
- Mandarin: 3.6%
- Tagalog: 2.2%

*Please note that the Know Your Rights (KYR) Outreach and Education Services have not been included in the demographic data due to challenges and limitations in data collection for virtual outreach events, info sessions, and social media announcements during COVID-19 restrictions.*

**Service Area by Zip Code**

(High Service Impact Regions Shown)
**ACKNOWLEDGMENTS**

**SPECIAL THANK YOU TO OUR CONTRACT MANAGEMENT PARTNERS AT THE SOCIAL SERVICES AGENCY**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Agency/Center</th>
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</thead>
<tbody>
<tr>
<td><strong>JORGE MONTES</strong></td>
<td>Manager SSAOCM</td>
<td></td>
</tr>
<tr>
<td><strong>PATRICE ROBLES</strong></td>
<td>Management Analyst SSAOCM</td>
<td></td>
</tr>
<tr>
<td><strong>SASHWAT SING</strong></td>
<td>Senior Management Analyst SSAOCM</td>
<td></td>
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<tr>
<td><strong>ARMANDO NUNEZ</strong></td>
<td>Financial Analyst SSAOCM</td>
<td></td>
</tr>
<tr>
<td><strong>CRYSTAL CHAVEZ</strong></td>
<td>Senior Management Analyst SSAOCM</td>
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**CONTACTED PARTNERS**

<table>
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<tr>
<th>Name/Center</th>
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<tbody>
<tr>
<td>ASIAN LAW ALLIANCE</td>
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<tr>
<td>COMMUNITY LEGAL SERVICES IN EAST PALO ALTO</td>
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<td>LAW FOUNDATION OF SILICON VALLEY</td>
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<tr>
<td>SANTA CLARA UNIVERSITY KATHERINE AND GEORGE ALEXANDER COMMUNITY LAW CENTER</td>
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<tr>
<td>BAY AREA LEGAL AID</td>
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<tr>
<td>HUMAN AGENDA</td>
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<tr>
<td>OASIS LEGAL SERVICES</td>
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<tr>
<td>SENIOR ADULT LEGAL ASSISTANCE</td>
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<tr>
<td>CATHOLIC CHARITIES OF SANTA CLARA COUNTY</td>
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<tr>
<td>INTERNATIONAL RESCUE COMMITTEE</td>
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<tr>
<td>PARS EQUALITY CENTER</td>
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<tr>
<td>STEP FORWARD FOUNDATION</td>
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<tr>
<td>CENTER FOR EMPLOYMENT TRAINING</td>
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<tr>
<td>JUSTICE DIVERSITY CENTER</td>
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<tr>
<td>RAPID RESPONSE NETWORK</td>
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<td>TAHIRIH JUSTICE CENTER</td>
</tr>
<tr>
<td>KATHERINE AND GEORGE ALEXANDER LAW CENTER</td>
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