

Serving Immigrant and Limited English Proficient Communities

Telecast prepared in collaboration with the
Outreach and Interpretation Project
WIC Collaborative,
whose aim is to increase immigrant
awareness of and access to WIC services.



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Instructions for Today:

- Imagine yourself needing the services and being unable to access them.
- A discussion tool is provided to help remember key points.
- Develop best practices at your agency.



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Facts and Numbers

- Nearly one of every seven Illinoisans is an immigrant (1.77 million out of 12.8 million)
- Immigrants and their children make up 26% of Illinois population
- Many immigrants are now putting down roots directly in the suburbs or rural areas. Cass County alone saw an 1141% jump in new immigrants arriving between 1990 and 2000.

Largest Immigrant Groups in Illinois^[1]

1. Mexican (40.9%)
2. Polish (10%)
3. Indian (5.6%)
4. Filipino (4.4%)
5. Chinese (3.1%)

Fastest Growing Immigrant Communities^[1]

1. Ghana (182%)
2. Nigeria (168%)
3. Pakistanis (122%)
4. Vietnamese (114%)
1. Indians (108%)



[1] The Metro Chicago Immigrant Fact Book (2003). Rob Paral.

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O & I Partner Highlight:

Polish American Association (PAA)

O&I Presenter: Joanna C.

Target Ethnic Community: Polish

Organizational Services/Program: ESL classes, Citizenship classes, domestic violence counseling, substance abuse program, job development and placement, seniors' club, after school program, homeless services, and food pantry.

Website: <http://www.polish.org>

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Barriers to Accessing Safety-Net Services for Immigrants

- Language and communication
- Lack of clarity regarding immigration eligibility and affect on immigration
- Fear and misunderstanding of safety-net system
- Complex application process
- Transportation
- Serving Mixed-Status Families



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The Outreach and Interpretation Project
Soon to be *Immigrant Family Resource Program*

41 community-Based, ethnic organizations provide

- Community outreach and education
- Professional Interpretations and Translations
- Case Management Assistance
- Information and Referrals to IDHS and non-IDHS programs (food pantry, ESL classes, immigration assistance, domestic violence services, job training, etc)
- Advocacy

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What's wrong with this scenario??

Watch the following scene to identify some worst practices for working with Limited English Proficient community members.



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What's wrong with this scenario??

Take 5 minutes to discuss the scene you just saw. What barriers are reinforced?

Use the discussion tool as a guide.

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• O & I Partner Highlight **Arab American Family Services (AAFS)**

O&I Presenter: Tahani H

Target Ethnic Community: Arab

Organizational Services/Program: domestic violence counseling and assistance, elderly services, cultural orientations about the Arab community, and crisis intervention and assistance.

Website: <http://www.arabamericanfamilyservices.org/>

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Overcoming the Language Barrier

Tools and Tips



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Best Practices for Working with LEP clients

- Have a tool to identify language – I Speak Cards or language poster
- Do not use minors or untrained interpreters
- For smaller language groups, create a system to contact a short-use interpreter
- For larger language groups, develop a relationship with a phone or in-person interpreter services
- Consider hiring a bi-lingual, trained interpreter or invest in training a bi-lingual staff person to become an interpreter
- Have a plan to access your interpreter and test you plan



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• O & I Partner Highlight Elizabeth Ann Seton (EAS)

O&I Presenter: Bianca C.

Target Ethnic Community: Latino and mainstream

Organizational Services/Program: mentoring, education, and assistance for pregnant women and children, in the communities of Beardstown, Chatham, Jacksonville, Litchfield, and Springfield.

Website: <http://www.elizabethannsetonprogram.org/>

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Understanding Immigrant Eligibility



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Best Practices for Overcoming Eligibility and Misinformation

- Know the eligibility for your program and where to find the policy on eligibility
- Be able to explain the policy to the client
- Work with Community-Based organizations to educate and understand the community



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• O & I Partner Highlight Chinese American Service League (CASL)

O&I Presenter: Ivy S.

Target Ethnic Community: Chinese

Organizational Services/Program: health outreach, youth programs, child care, Homemaker services, immigration assistance, senior club, computer training, employment training and placement, and cultural education.

Website: <http://www.caslservice.org/>

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Understanding Immigrant Fear and Misunderstanding of Safety-Net Services



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Best Practices for Overcoming Fear and Misunderstanding of Safety-Net Services

- Explain the process to the client
- If staff are required to ask personal questions, explain so ahead of time.
- Ask questions in a non-offending way
- Work with community-based organizations to educate and understand the community.
- Familiarize staff with cultural practices and perspectives by discussing at staff meetings, inviting speakers, etc.



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What's right with this scenario??

Watch the following scene to identify some best practices for working with Limited English Proficient community members.



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What's right with this scenario??

Take 3 minutes to discuss
the scene you just saw.

What barriers are overcome?

Are there other ways they could have
achieved the same objectives?

Use the observation tool to guide your
discussion.

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What's right with this scenario??

Watch the following scene to identify some best
practices for working with Limited English
Proficient community members.



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What's right with this scenario??

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• O & I Partner Highlight

Muslim Womens Resource Center (MWRC)

O&I Presenter: Farishta Q.

Target Ethnic Community: Muslim (Arab, South Asian, . . .)

Organizational Services/Program: day care, English classes, employment training, computer training, immigration and citizenship assistance, and after school program.

Website: <http://www.mwrcnfp.org/>

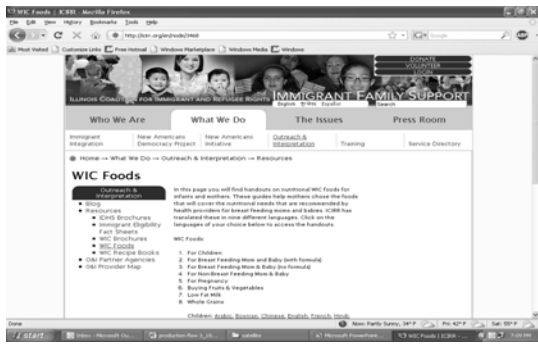
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Overall Best Practices

- Develop applications in various languages
- Have informational materials and signs in various languages
- Have joint meetings with O&I Partners and other ethnic community-based organizations (CBOs)
- Participate in joint outreach efforts with CBOs



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Using the O&I Webpage Resources:



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Additional O&I WIC Collaborative Partners

- Korean American Community Services (KACS)
- South-East Asia Center (SEAC)
- United African Organization (UAO)

To contact these O&I WIC Collaborative Partners or any of the O&I Partners, **visit the O&I website: www.icirr.org/en/oi**
