

IMMIGRATION AND COVID-19

UNIQUE CONSIDERATIONS

- Immigrants (Legal Permanent Residents and the undocumented alike) face additional **legal, linguistic, financial, and digital access barriers** that deprive them of the safety net others may have.
- Deeply-rooted **disparities**, systemic **racism**, and pervasive **inequality** make marginalized groups, such as immigrants and people of color, disproportionately impacted by COVID-19.
- There is a sense of **fear** and **anxiety** around accessing services that require divulging identifiable information. Fear that information could be used to subject an individual to detention, “public charge” status, or other law enforcement action. **Never ask for immigration status**, and do not use the term “Agent ID” when identifying yourself as a representative of the CTC. Given histories of surveillance in marginalized communities, these triggers could create additional barriers to vital resource access.
- When applying **any job aid**, be it procedural (911 protocol, patient confidentiality) or technical (access to benefits, PCP), or offering a social support (food delivery, housing), CTC staff must consider this context.
- Acknowledge that we all have **unconscious bias** and must take extra care when documenting case details. **Do not use the term “illegal”** in the CRM or Teams, even if quoting an individual.

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- **Language access and the digital divide:** How can we make existing resources/applications to benefits more accessible? Are there multilingual hotlines, flyers in the target language, referrals to NGO or pro-bono support groups to assist with on-line applications, multilingual texts with COVID-19 updates?
- Are the resources being offered **culturally-appropriate**? For example: food delivery options that contain foods certain communities know how to cook, and children are accustomed to eating.
- Are there **generational divides** within the same family, exacerbated by cultural and linguistic differences? Perhaps the head-of-household may rely on younger generations for translation or access to e-mail/phone applications to navigate possible benefits.
- **For more information:** The Center for Migration Studies (CMS) summarizes U.S. and global COVID-19 migration-related developments, including policy developments, policy analysis, research: <https://cmsny.org/cms-initiatives/migration-covid/>

Community Tracing Collaborative



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