

## APPENDIX F

### IMMIGRANT ACCESSIBILITY INDEX

*This tool is for social services agencies to assess how accessible their services are to immigrants, regardless of legal status. The questions point to best practices and help identify opportunities to make services more accessible.*

- Nearly 1.6 million residents of the greater Houston region are foreign-born; 33% are naturalized citizens; 30% are undocumented (506,000) and 32% are legal permanent residents. Nearly 50% of Houston-area legal permanent residents (green card holders) and undocumented folks speak English “not well or at all.” In 2017 (or most recent year for which you have data), what percentage of your clients were:
  - Non-US citizens: \_\_\_\_\_%
  - Foreign-born: \_\_\_\_\_%
  - Limited English proficiency: \_\_\_\_\_%

### ELIGIBILITY

- Some agencies, due to funding or policy restrictions, are unable to serve individuals who are not US-citizens. Please check all types of immigration status your organization serves:

- U.S. Citizen
- Legal Permanent Resident (LPR or “green card” holder)
- Temporary Work permit (e.g. DACA, Temporary Protected Status, etc)
- Non-immigrant Visa (e.g. tourist, visitor, medical, business, temporary work, student)
- Immigrant Visa (e.g. refugees, asylees, family, employer, religious, and diversity)
- Status in process (pending ICE process/USCIS petition), approved but not yet received Visa
- Undocumented

- Non-citizens may not have US or government issued identification. Please check all types of ID your organization accepts, current and/or expired:

CURRENT	EXPIRED	ID TYPE
<input type="checkbox"/>	<input type="checkbox"/>	US government-issued ID (state driver’s license, state ID, work permit, green card)
<input type="checkbox"/>	<input type="checkbox"/>	Any non-government photo ID (school, work)
<input type="checkbox"/>	<input type="checkbox"/>	Foreign-government issued ID (passports, matriculas, country IDs)
<input type="checkbox"/>	<input type="checkbox"/>	Visas (immigrant or non-immigrant)
<input type="checkbox"/>	<input type="checkbox"/>	Any government-issued, non-photo documents (birth, marriage certificate, social security card)
<input type="checkbox"/>	<input type="checkbox"/>	Open to alternative evidence (ICE detention ID, Office of Refugee Resettlement ID, agency letter, affidavit from agency or another person, witness statement, federal benefits documents- TANF, SNAP, Medicaid, school/work ID, or membership cards)
<input type="checkbox"/>	<input type="checkbox"/>	Other: _____

4. Providing proof of residence/address at an address is often very difficult for families that are very low-income, or without legal status. Is proof of residence/address required and what types are accepted?

No, we do not require proof of residence.

Yes, we require proof of residence and will accept (*please check all that apply*):

- Lease
- Bill
- Bank statement
- Benefits document
- Immigration documents
- Check stubs
- School records
- First class mail
- Verification/support letter from the person providing shelter assistance for the client.
- Verification/support letter from another agency that serves the client.
- Other: \_\_\_\_\_

#### LANGUAGE ACCESSIBILITY

Many immigrants in the greater Houston region have limited English proficiency (LEP) and/or are illiterate. These questions are geared at assessing how accessible your services are to those clients.

5. What languages are frontline staff proficient in, other than English?

- Spanish
- Vietnamese
- Chinese
- Arabic
- French
- Other: \_\_\_\_\_

6. What languages are program staff proficient in, other than English?

- Spanish
- Vietnamese
- Chinese
- Arabic
- French
- Other: \_\_\_\_\_

7. What languages are eligibility/billing staff proficient in other than English?

- Spanish
- Vietnamese
- Chinese
- Arabic
- French
- Other: \_\_\_\_\_

8. Relying on family members (particularly children) to provide interpretation for LEP clients is not ideal, particularly in providing healthcare, legal services, or other situations in which a client may need to discuss sensitive information.

Does your organization use an interpretation provider or language line service, as an alternative to family or community members providing interpretation for non-English speaking clients? *(Check all that apply.)*

- Yes, for frontline staff
- Yes, for program staff
- Yes, for eligibility/billing staff
- No, interpretation is not available

9. What interpretation or language line service does your organization use most often?

\_\_\_\_\_

10. Which languages do you most often interpret? \_\_\_\_\_

11. What languages are your printed materials and website available in? *(Check all that apply.)*

MATERIALS	WEBSITE	LANGUAGE
<input type="checkbox"/>	<input type="checkbox"/>	English
<input type="checkbox"/>	<input type="checkbox"/>	Spanish
<input type="checkbox"/>	<input type="checkbox"/>	Vietnamese
<input type="checkbox"/>	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	<input type="checkbox"/>	Arabic
<input type="checkbox"/>	<input type="checkbox"/>	French
<input type="checkbox"/>	<input type="checkbox"/>	Other: _____

12. Does your organization use visual aids or other tools for low-literacy clients and/or children?

- No
- Yes

If yes, please share your best practices: \_\_\_\_\_

## POLICY AND PRACTICE

These questions are about creating safe spaces for immigrant clients, both emotionally, and physically.

13. Do you have processes and procedures in response to Immigration and Customs Enforcement (ICE) if they come to your agency to arrest an individual or gain access to your agencies' client data?

- Yes, we have a policy
  - We are willing to share our policy with peer organizations to learn from.
- No, we don't have a policy currently
  - We are interested in receiving more information about implementing a policy.

14. Does your ICE response policy change during a natural disaster, such as Hurricane Harvey?

Yes

If yes, please explain how: \_\_\_\_\_

No

N/A, we don't have an ICE response policy.

15. Do you have a diversity and inclusion policy?

Yes, we have a diversity and inclusion policy

We are willing to share our policy with peer organizations to learn from.

No, we don't have a policy currently

We are interested in receiving more information about implementing a policy.

16. Does your organization have a client confidentiality waiver that ensures that client data will not be shared with any outside entities, including government agencies?

Yes, we have a policy

We are willing to share our policy with peer organizations to learn from.

No, we don't have a policy currently

We are interested in receiving more information about implementing a policy.

17. Does your organization offer trauma-informed training to any of the following staff? *(Check all that apply.)*

OPTIONAL      REQUIRED

<input type="checkbox"/>	<input type="checkbox"/>	Volunteer
<input type="checkbox"/>	<input type="checkbox"/>	Frontline
<input type="checkbox"/>	<input type="checkbox"/>	Program
<input type="checkbox"/>	<input type="checkbox"/>	Operations
<input type="checkbox"/>	<input type="checkbox"/>	Development
<input type="checkbox"/>	<input type="checkbox"/>	Management
<input type="checkbox"/>	<input type="checkbox"/>	Board
<input type="checkbox"/>	<input type="checkbox"/>	Other: _____

18. Does your organization offer trauma-informed services?

Yes, we have a defined policy for trauma-informed.

Yes, in practice but not policy.

No, but we would like to learn more about what it means to be trauma-informed

No

## OPERATIONS

This section includes questions about accessibility of services more broadly, not just for immigrants. for all types of low-income or vulnerable clients who often don't have easy access to transportation or much flexibility in their schedules, not just those who are immigrants. Approximately 45% of the Houston area foreign-born population has family incomes under 200% of the poverty line.

19. Is an appointment required for first-time service seekers?
- No, walk-ins are accepted during business hours.
  - No, walk-ins are accepted during certain days/hours.
  - Yes, an appointment is required for intake.

Please describe process: \_\_\_\_\_

20. Are services provided on the same day as intake?
- Yes, services are provided same day as intake.
  - Yes, but must be requested when making appointment.
  - No, services are offered after completion of intake, on a separate day.

21. To overcome access barriers, does your organization offer any of the following? *(Check all that apply)*
- Intake over the phone
  - Services over the phone
  - Services at client's home or other remote location

Other: \_\_\_\_\_

22. Are services available other than normal business hours? *(Check all that apply.)*
- Yes, early morning hours
  - Yes, evening hours
  - Yes, weekend hours
  - No, services are only available M-F during standard business hours.

23. Does your organization offer clients' assistance in filling out forms?
- Yes, we help clients fill out forms for our services.
  - Yes, we connect clients with volunteers to assist with their forms.
  - Yes, we explain forms and answer questions, but the client is expected to fill out the forms on their own or with outside assistance.
  - No, we do not help clients fill out forms. They are expected to get assistance outside of our office/program from family, friends, or community members.

24. Does your organization have accommodations for clients with children?

- Yes, children can stay with clients during services.
- Yes, childcare is offered.
- Yes, other: \_\_\_\_\_
- No

Notes: \_\_\_\_\_

*If you'd like your information to be included in your NeedHOU listing's Immigrant Accessibility Profile, please complete the following information and return to: [katy@houstonimmigration.org](mailto:katy@houstonimmigration.org).*

**Organization name:**

**Person completing the form:**

**Contact information:**

This tool was developed by members of Houston Immigration Legal Services Collaborative, a consortium of organizations serving low-income immigrants without legal status throughout the Houston region.

Questions? Feedback? Email [katy@houstonimmigration.org](mailto:katy@houstonimmigration.org)