

# **Impact of Immigration Reform on Healthcare and Social Service Enrollment in Orange County A Navigator's Perspective**

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# Over the past year: A Community Under Stress

- **Enrollment Numbers**
- **Navigator Survey**
- **Program Recommendations**
- **Additional Issues to Consider**
- **Discussion**



## Total Enrollment



## CHIOC Enrollment 2017:

(individuals enrolled into specific Health and Social Service Programs)

**Goal: 5,000**

**Outcome: 6,176**



# Orange County Navigator Survey

- **Target: Enrollment Counselors/ Navigators working in community based non-profits in Orange County**
- **N= 46**
- **Enrollers were asked to provide input on issues affecting enrollment in 2017 for the purpose of improving program services**
- **Surveys were completed in hard and soft copy, specific answers are kept confidential**
- **Surveys were completed informally**



# Orange County Navigator Survey: Results

- 1. Respondents report that Fear of immigration enforcement is the biggest barrier to enrollment followed closely by socio- economic barriers and awareness**
- 2. 67.3% of enrollers report that at least one family has asked to have services rescinded.**
- 3. 54.3% report a decrease in enrollments in calendar year 2017 when compared to 2016 (23.9% report no change)**



# Orange County Navigator Survey: Results

Consider the Families you face, What is the biggest challenge you face when trying to enroll them into health and social services?

	SCORE
Socio-economic challenges (transportation, work conflicts, child care etc.)	3.40
Awareness of services (families don't know they qualify)	3.22
Fear of immigration enforcement	3.59
Families feel it is wrong to get help from the government	2.80
Other (please describe below)	2.52



# Orange County Navigator Survey: Results

## Short answer responses:

1. Families would like more information on how enrollment into services affects sponsorship and pending citizenship
2. Families are concerned that they will lose their property if they apply for services (public charge)
3. We are losing the information battle:  
*“Families come in with information that they heard about from other people and most information is false...when I tell them something they don’t believe [me]”*



# **Orange County Navigator Survey: Recommendations From The Front Lines**

- 1. Include sponsorship information in “Know Your Benefits Trainings”**
- 2. Do a better job of describing when mixed immigration status families qualify for services (SB 75, CalFresh, CalWORKS, Covered California etc.)**
- 3. Sooth fears about losing property**
- 4. Work with schools and community centers to reach vulnerable populations**
- 5. Improve cultural competence (Its not enough for material to be in the chosen language)**
- 6. Advocate for vulnerable populations**





# Additional Issues To Keep An Eye On

- **CHIP Funding**
- **FQHC Funding**
- **DACA**
- **Regulatory challenges and Health Access**

**“All politics is local”**

Tip O’Neil  
47th Speaker of the US House of Representatives



# For Further Questions

Please Contact

(714)619-4050

Or e-mail: [help@chioc.org](mailto:help@chioc.org)



Thank you

