

Action Checklist for CHWs and Case Managers

1. Address Language and Cultural Barriers

- Always ask** what language the client prefers.
- Have interpreter numbers ready** or trusted translation apps when needed.
- Simplify materials** and offer translated versions where possible.
- Teach clients to ask for help**, including how to request interpreters and clarify documents before signing. Help them feel confident saying, “I don’t understand” or “I need help.”
- Normalize questions** - let clients know it’s okay to not understand everything.

2. Help Clients Navigate Changing Systems

- Stay informed** about local and federal policy changes that may affect service access.
- Check eligibility rules** across programs and explain them clearly.
- Flag new policies** that may cause confusion, and prepare calm, clear messaging.
- When in doubt, **connect with legal partners** or immigration advocates who can advise.

3. Build Trust and Reduce Fear

- Normalize** help-seeking behavior by framing it as strength, not dependency.
- Clarify** what services are safe to use, and which won’t affect their immigration case.
- Reassure clients** that such public health and emergency services are safe to use and do not impact immigration status.
- Use plain, caring language.**
- Explain confidentiality:** Make it clear that personal info shared with you is not shared with immigration.
- Recognize trauma and past experiences** that might make someone hesitant to seek care.

4. Plan for Mobility

- Ask early** where clients expect to move.
- Give portable resources** (QR codes, links, flyers) they can take with them.
- Use national directories** or multi-state service guides when possible.

5. Know Your Limits and Your Strength

- You don’t have to know everything.** It’s okay to say, “I don’t know, but I’ll help you find someone who does.”
- Stay connected** to other CHWs, legal teams, and service networks to exchange updates and support.
- Use this toolkit** to guide conversations, locate referrals, and share info.