

## Nonprofits as a safe place and ally for immigrants and communicating that

1. Develop a “clients first” culture in the organization, keeping dignity and respect for all in the forefront
  - a. Emphasize going above and beyond for your clients
  - b. Build trust between your organization and your clients
2. Communicate that your nonprofit is a safe place by posting a written statement visibly in multiple languages: “Undocumented families welcome here”
  - a. At CSUMB, DACA students designed a poster to be used in Safe Space offices
  - b. Work with other safe space organizations – build a network of referrals you trust
3. Ask clients what they need and listen. Be prepared to respond. Are you willing to change services/programs to better address clients’ needs?
  - a. Slow down from the rushed pace of service delivery to really *listen* to the stories of these individuals and families
  - b. Educate staff about possible barriers
4. Create positions of leadership for undocumented individuals or any who reflect the background of clients.
  - a. At Hartnell, DACA students serve as ambassadors. They are the experts and are included in the decision-making process.
5. Continuous learning and improvement: have accurate and current information for clients and don’t shy away from gathering qualitative data to measure the impact of your work.