

MOTION BY SUPERVISORS HILDA L. SOLIS

July 8, 2025

AND LINDSEY P. HORVATH

Enhancing Access to Health and Social Services for County Immigrants

The initiation of the federal government’s intensified immigration enforcement in Los Angeles County on June 6th, 2025, has created fear and chaos among County residents. This fear is deterring residents from going to work, attending church, accessing food, or running errands resulting in devastating impacts to the lives and well-being of immigrant communities. It has also led to a chilling effect in accessing critical health and social services. Hospitals, community clinics and other critical service organizations have observed a significant increase in no-shows and appointment cancellations over the last few weeks. St. John’s clinics have indicated that appointment cancellation and no-show rates have jumped to 30% across their clinics in and around Los Angeles and the Inland Empire. Meanwhile, County hospitals have similarly observed increases in cancellations and no-show rates. Los Angeles General Medical Center estimates their cancellation, and no-show rates have doubled to 20%. However, this is only a rough estimate, and cancellations and no-show rates at Los Angeles General Medical Center and other County hospitals will likely continue to increase in coming weeks. Similar trends have been observed at offices of the Department of

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Public Social Services countywide, with fewer residents coming into the offices to access needed services.

Immigrant families are facing additional challenges and fears, with parents facing the possibility of being separated from their US-born children. The County should be proactive in sharing information with parents about their rights and options for guardianship planning, in the event of being detained by immigration enforcement.

The impact of increased immigration enforcement, and rising challenges and fears, has been further compounded with news that the Trump administration allegedly gave the personal data of millions immigrant Medicaid enrollees to deportation officials, including their immigration status. Such actions will further lead to immigrants and individuals of mixed-status households to forgo social benefits they are entitled to for fear of negative repercussions from immigration enforcement. It is important to fully assess the impact of immigration enforcement on health and social service access to improve access to remote and alternative ways of delivering these services.

The Department of Health Services, the Department of Mental Health, and the Department of Public Health have been offering telehealth services to bridge gaps in access to care and have been messaging to patients and their workforce on alternative ways to receive in-person services. The Department of Public Social Services is similarly encouraging use of their telephonic and online services for residents who are concerned of going into offices in-person. However, given ongoing fear and

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misinformation, including on the eligibility for Medi-Cal and other social services, it is important that the County's immigrant communities understand that the County remains committed to providing health and social services regardless of immigration status.

Critical to that is also supporting messaging so that the public remains informed on the social services to which they remain entitled. However, to continue to enhance access to critical services, the County must also understand the impact of increased immigration enforcement on access to health and social service departments.

WE, THEREFORE, MOVE that the Board of Supervisors suspend Section 22.1 of the Rules of the Board for the limited purpose of considering this motion.

WE, FURTHER, MOVE that the Board of Supervisors direct the:

1. Departments of Health Services, Mental Health, Children and Family Services, Public Social Services, Public Health, and other relevant departments, in collaboration with the Office of Immigrant Affairs to:
 - a. Assess the impacts of increased immigration enforcement on patient access to health and social services. The assessment should include, but not be limited to, the following:
 - i. Increases in no-shows and appointment cancellations since June 6, 2025, disaggregated by district, primary language spoken, and demographic data.
 - ii. A year-to-year comparison between 2024 and 2025 on changes

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in no-shows and appointment cancellations, disaggregated by district, primary language spoken, and demographic data.

- b. Engage in efforts to when appropriate, increase access to telehealth and virtual services, mail pharmaceutical refills and other efforts that increase access to remote health and social services.
 - c. Conduct multilingual and culturally competent outreach to raise awareness of the availability of remote health and social services, and evaluate additional needs to further enhance access to remote health and social services.
 - d. Engage health plans and relevant providers to coordinate messaging, including but not limited to, where and how to access remote health and social services, safe places to meet, and avoiding fraud.
2. Departments of Public Social Services, Public Health, Children and Family Services, and Aging and Disabilities, the Office of Food Systems, and other relevant departments, in collaboration with the Office of Immigrant Affairs to:
- a. Support home-delivered groceries and meals, and connect trusted local food providers with community-based organizations serving immigrant communities.
 - b. Conduct multilingual and culturally competent outreach to raise awareness of food delivery services, and evaluate additional needs to

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address food insecurity.

3. Department of Children and Family Services, in collaboration with the Office of Immigrant Affairs, Office of Child Protection, and First 5 LA to compile information specifically for parents who may be separated from their children. This information should include how to designate a guardian and parental preference for placement. This information should be shared with DCFS contracted community-based organizations, including the DCFS Prevention & Aftercare Services, and other community-based partners.
4. Departments of Mental Health, and Children and Family Services, in collaboration with the Los Angeles County Office of Education, the Office of Immigrant Affairs, First 5 LA, and other relevant partners to identify and/or develop resources for parents, guardians, and educators on speaking to children and youth about immigration enforcement.
5. Department of Mental Health and the Chief Executive Office to assess the feasibility of enhancing funding for community-based organizations that provide culturally and linguistically competent mental health services to immigrant communities.
6. Departments of Health Services, Mental Health, Children and Family Services, Public Social Services, and Public Health, the Office of Child Protection, the Office of Food Systems, and other relevant departments, in

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collaboration with the Office of Immigrant Affairs, health plans, community-based organizations, and providers to develop plans and timelines for the following:

- a. Conducting a grassroots messaging campaign that is multilingual and culturally competent, and utilizes social media as well as *promotoras* and community health workers, to inform immigrant communities of County services that remain accessible to them and dispel misinformation.
 - b. Training of *promotoras* and community health workers on resources available to immigrants, and pathways for accessing food, and health and social services remotely.
7. Departments of Health Services, Mental Health, Children and Family Services, Public Social Services, Public Health, and other relevant departments to report back in writing on all the above directives in 30 days.

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