



Immigrant Integration Task Force Meeting

July 24, 2014

Charlotte-Mecklenburg Government Center, Room 267
600 E. 4th Street, Charlotte, NC 28202

MINUTES

Attendance:

Task Force Members: Audrea Caesar, Gautam Desai, Ellen Dubin, Owen Furuseth, Steven Garfinkel, Mo Idlibby, Omar Jorge, Anika Khan, Stefan Latorre, , Marianne Lyall-Knusel, Victoria Manning, Amy Michelone, Tin Nguyen, Jennifer Pearsall, Jennifer Roberts, Wil Russell, Robert Shore, Curt White, Lacey Williams, Emily Zimmern

City Staff: Tat'yana Berdan, Alexis Gordon, Krystal King, Millie Villacis

Absent: Diego Anselmo, John Chen, Monica Colin, Mariana De Luca, Daniel Hernandez, Thanh-Thu Luong, Kim Vazquez, Kristin Wade, Sam Wazan

1. Welcome and Approval of Minutes

Mr. Latorre (Chair) called the meeting to order at 3:10 p.m.

Mr. Latorre presented the June 26, 2014, meeting minutes to be voted on. Ms. Roberts moved to approve the minutes. Mr. Russell seconded the motion. All voted in favor. The motion carried.

2. Where We Are Today

a. Listening Sessions

Mr. Latorre provided a recap of the feedback that the Task Force has received thus far from the Community Listening Sessions (See Appendix A for PowerPoint Presentation).

b. Community Survey

Mr. Latorre then updated the Task Force on the status of the community survey, which is now available in English on the website www.charlotteinternational.org. He reminded the Task Force that their help is needed to get the word out to the community that the survey is

available. Ms. Gordon explained that the survey has been translated into several languages and once the translations are proofread they will be posted on the website. She reminded the Task Force that the survey will also be printed in the Spanish-language newspaper *Mi Gente* and that she has contacted other foreign-language papers to inquire about having it printed in theirs as well.

Ms. Zimmern asked how long the survey would be available. Ms. Gordon responded that the survey would be available until at least the end of August, and that if the office is still receiving a steady number of responses the survey can remain available until about mid-September. She suggested not leaving the survey up past the Task Force's September meeting.

Mr. White asked how people would complete the survey printed in the local foreign-language newspapers. Ms. Gordon replied that people would have to complete the survey in written form and either mail it or drop it off at the office. One option being discussed is partnering with organizations like International House, the Latin American Coalition, and others to allow people to drop off completed surveys at their offices. Ms. Williams suggested that perhaps Compare Foods could also accept completed surveys, to which Mr. Jorge agreed. Ms. Gordon reminded the Task Force that Action NC has also offered to canvass areas and help people fill out the survey, especially those who may not be literate.

Ms. Zimmern asked about the phone survey that would be conducted by UNC Charlotte's Urban Institute and said it would be great to have the data from both surveys available at the September Task Force meeting. Ms. Gordon said the contract is in the process of being signed by the City, and once that is finalized then she can continue working on it.

Mr. Furueth asked if the phone survey would contain a question about municipal IDs, adding that it might be a good way to gauge the level of public support for this issue since it will be given to a random sample of residents. If there is indeed public support, then it gives the local leaders more impetus to be proactive about the issue. Ms. Gordon replied that the phone survey questions have not been finalized and while many of them will be similar to the online survey, there is the possibility to add a couple new questions.

c. Unaccompanied Minors

Ms. Williams raised the topic of the recent events at the U.S. border concerning the unaccompanied minors and said that it is estimated that around seven percent of those children would be coming to the Carolinas. She is concerned because while this information is not going to be captured in the listening sessions, it will be an issue for the City of Charlotte and will be a major strain on the service providers in the city. She suggested that this is something that should be on the Task Force's radar and discussed.

Mr. Nguyen explained that he has already been in touch with some members of City Council regarding the issue. As a child of parents who immigrated to the U.S. from Vietnam as unaccompanied minors, he feels very strongly about this issue and encouraged the Task Force to reach out to local leaders and do all they can to encourage Charlotte to welcome these refugees.

Ms. Michelone informed the Task Force that Charlotte had dealt with a similar influx of people in 2005 after Hurricane Katrina, so the city and county have a system in place that could be activated to handle this type of crisis. Ms. Roberts pointed out that the current situation is different because all of the refugees are unaccompanied minors. This presents a challenge for the system, which would need to be adapted. She believes the Task Force is an appropriate place to discuss this matter because the crisis will have widespread implications for the city. Ms. Roberts said it would be a good idea for the Task Force to give the city some guidance with regard to this issue in their report in February or even earlier, if possible.

Ms. Pearsall explained that Charlotte-Mecklenburg Schools (CMS) has seen an influx in the enrollment of students from Central America since January and that enrollment among this group has doubled within the past two months. CMS is doing what it can to provide them with support, enroll them in ESL classes, and more. CMS also reached out to Legal Services of Southern Piedmont to provide training and advice for educators on how best to deal with these students who are vulnerable, have experienced traumatic situations, and have unique educational and social needs.

Mr. Latorre reminded the Task Force that they are still in the information gathering phase and as this situation develops they should keep it in mind as they begin discussing recommendations in the coming months.

Ms. Dubin said that approximately 1,100 unaccompanied minors have already come to North Carolina and that refugee organizations around Charlotte have already been impacted by the influx of these children. Ms. Lyall-Knusel pointed out that many of the organizations that work with refugees and immigrants, including CPCC, have already seen budget cuts as the state and federal government reallocated funds in an effort to deal with the crisis.

Ms. Zimmern asked who would be a good source to contact with regard to learning more about this issue. Ms. Pearsall recommended Danielle Hilton of Legal Services of Southern Piedmont. Mr. Nguyen said he and Ms. Williams were currently working to mobilize the legal community to develop an effective legal strategy to deal with the unaccompanied minors that are and will be coming to Charlotte. Ms. Williams expressed a concern that by the time the Task Force gives its recommendations to City Council in February it might be too late and that to get ahead of the situation, which is very pressing, the Task Force could possibly give its blessing for City Council to move forward on a strategy. Ms. Zimmern stated that it is imperative to obtain good data about the issue before the Task Force can make any recommendations, which is why it will be important to speak with people who know the facts and what the needs are.

d. Working Groups

Mr. Latorre explained that the Task Force would break up into six Working Groups, which would need to meet before the August Task Force meeting. From August to November, the Working Groups will be reviewing and analyzing the data from the listening sessions and

survey and researching possible recommendations on their specific topics. In November, each Working Group will present its recommendations to the Task Force for discussion. In December the Task Force will prioritize the proposed recommendations and decide which ones to present at a community forum, which will be held in January. In February the Task Force will present its final recommendations to City Council.

Each Working Group will focus on one of the following issues: public safety, economic development, transportation and housing, education, healthcare and social services, and civic engagement and receiving communities. Each Task Force member filled out a sheet indicating their order of preference for serving on the Working Groups. Mr. Latorre announced that the chairs of the groups would be as follows:

- Public Safety Chair - Stefan Latorre
- Economic Development Chair - Wil Russell
- Transportation and Housing - Jennifer Roberts
- Education - Marianne Lyall-Knusel
- Healthcare and Social Services - Audrea Caesar¹
- Civic Engagement and Receiving Communities- Emily Zimmern

Ms. Zimmern informed the Task Force that there were several handouts related to the Working Groups that they should review. These included a Template for Working Groups (see Appendix B), a document with the most received feedback for each of the three focus questions (see Appendix C), a color-coded document that outlines which topics the participants' responses fall under (see Appendix D), and a document that highlights the key issues that fall under each Working Group (See Appendix E).

Ms. Gordon explained that each Task Force member had to join at least one Working Group, but she encouraged them to serve as a resource to other groups if they have time and feel they can positively contribute to the issues being researched by that group. She also urged them to reach out to her if they need any resources for their meetings or expertise on specific topics.

3. Sharing the Welcoming City Philosophy

Ms. Gordon introduced Rachel Peric, the Deputy Director of Welcoming America. Ms. Peric explained that Welcoming America is an initiative that recognizes immigrants as assets to the community and offered to serve as a resource for the Task Force as they continue their work.

Ms. Peric explained that Welcoming America grew out of the work of the Welcoming Tennessee initiative and the Tennessee Immigrant and Refugee Rights Coalition, which worked to connect longtime residents and natives in Nashville and Shelbyville with the immigrant community in an effort to help them to recognize that immigrants are assets. As a result of this work, Nashville's economy is vibrant and the city led the country in job

¹ As of August 1, 2014, Audrea Caesar resigned from the Task Force and Ellen Dubin has agreed to Chair the Healthcare and Social Services Working Group.

growth in 2012. Nashville's leaders definitely believe that none of this could have happened if there had not been a concerted effort to integrate immigrants and think about how they can be included in the broader community, which is what Welcoming America calls the "Welcoming Effect."

Ms. Peric stated that due to extensive research, it is now well known that immigrants are essential contributors to the economy both at the local and national levels. This is significant because only a few years ago many cities and states, such as Alabama and Arizona, were "racing to the bottom" by instituting various unpleasant policies regarding immigrants. As a result, these places have seen poor economic consequences. Conversely, communities are now "racing to the top," trying to be more welcoming in order to attract and retain more immigrants. Ms. Peric said that Charlotte is way ahead in this "race to the top" and commended the Task Force the work it is doing and having conversations with the community on what the issues are.

Ms. Peric explained that the last great wave of immigrants to the U.S. mostly bypassed large cities like New York City, Los Angeles, and Chicago, and typically settled in communities that are not as familiar with immigrants. If these communities do not have conversations about and make an effort to bring people together and bridge the gaps between native residents and immigrants, it is really difficult for immigrants to feel welcomed and included. She explained an analogy that Welcoming America uses: a newcomer to the community is like a seed being planted in the ground. You should want to water that seed – for example, provide English classes, job training, and other resources for immigrants – and you should want to make sure the soil around the seed, which represents the receiving community, is fertile so that the seed can thrive. She urged the Task Force to consider this analogy when devising its recommendations to ensure that both the seed (the immigrant) and the soil (the receiving community) are nurtured and able to thrive.

One example of a successful initiative is Welcome Dayton, which brought the community together to host a series of conversations about what the community would look like if it was more welcoming. A comprehensive plan was developed out of those conversations, which is now being implemented. A key piece of that plan is telling the story of the community members, both new immigrants and long-term residents, and how they are all a part of the initiative. Another example is the Chicago New Americans Plan, which emphasizes how immigration has a positive economic impact for all members of the community.

Ms. Peric then reviewed the framework that Welcoming America cities use (see Appendix F for Ms. Peric's PowerPoint presentation), pointing out that the strategies focus on both the immigrants and the receiving communities. She also shared what some communities are considering as "low hanging fruit" and how they are approaching these in a holistic way. One is building capacity around citizenship and English-language learning. Certain cities have been focusing on innovative ways to get U.S.-born residents more involved in these activities, signing cooperative agreements with U.S. Citizenship and Immigration Services, and thinking about the role government can play in promoting citizenship. Another "low-hanging fruit" is adapting government services to make them easier for immigrants to access, which in turn makes them easier for all citizens to access. A third area that other

cities are working on is trying to create more welcoming school environments, both for the students and parents. A fourth “low-hanging fruit” is deliberately and thoughtfully sharing the welcoming message and focusing on the benefits that are created for all residents. It is crucially important to have positive media campaigns that can help change the attitude towards immigrants.

In conclusion, Ms. Peric informed the Task Force about National Welcoming Week, which is a weeklong event in September when organizations all over the country will be celebrating the idea of welcoming through joint volunteer service projects, arts and culture activities, sporting events, and more. Ms. Gordon asked the Task Force to let her know if they know of any organizations in Charlotte that are planning on hosting an event for National Welcoming Week so that the office can promote it on the website and the weekly events bulletin.

4. Building a Welcoming City

Ms. Zimmern asked the Task Force to break into groups to discuss Ms. Peric’s presentation and what a welcoming vision for Charlotte might look like. She asked them to complete the questions on the sheet entitled “Building a Welcoming City” (see Appendix G) and discuss their answers within their groups. Following this, Ms. Zimmern then asked the groups to think about and discuss what guiding principles they believe the Task Force should use when shaping their recommendations. The guiding principles developed by each group are as follows:

Group 1:

- Every family should have equal access to economic and educational opportunities
- Everyone should appreciate and embrace cultural diversity and believe in growing cross-cultural competency
- Every resident should feel safe in the city and be able to access public safety and other public services without discrimination

Group 2:

- Everyone deserves a safe community
- No matter where you are from, if you are here then you are a Charlottean
- Immigrants as assets; Immigrants benefit everyone in our community
- Increase equity (in terms of accessing public services)
- Sense of belonging; one class of citizenship
- Integration is a two-way street – requires both immigrants and receiving community to change and meet in the middle

Group 3:

- Policies should benefit everyone; the “you factor” (i.e., how can you sell policies to all Charlotteans)

- Moral and ethical imperative, not just economic imperative – what is the government’s role in promoting empathy and values in society; not just focus on financial or business justification for policies, but promote policies that communicate and champion values that we want to see in our community

Ms. Zimmern asked if this information could be synthesized and emailed to the Task Force to provide feedback on. Ms. Gordon responded that she could do that but emphasized that Task Force members should only reply to her and not hit “Reply All” because this would be considered an illegal public meeting because the public was not informed about the discussion.

5. Closing

Ms. Gordon reminded the Task Force members that the next Task Force meeting is scheduled for August 28th. She also informed the Task Force that the next listening sessions are scheduled for July 28th at Legal Services of Southern Piedmont, August 17th with the Southeast Asian Coalition, and August 28th with the Latin American Coalition.

Ms. Zimmern closed the meeting at 5:04 p.m.

Appendix A:
June 26, 2014, Immigrant Integration Task Force Meeting PowerPoint Presentation



CHARLOTTE.
ECONOMIC DEVELOPMENT

Immigrant Integration Task Force Update

July 24, 2014

What Are We Doing Well?

- Cultural events and festivals showcase diversity
- There are a variety of nonprofit organizations to assist immigrants
- Public transportation is reliable, more options and routes available than in the past
- There are more job opportunities available than in the past
- Schools offer quality English-language classes
- Entrepreneurship is encouraged
- The community is accepting of international business community
- Majority of the receiving community is welcoming, helpful, good at volunteering
- The free health clinics that exist are great

Where can we improve?

- Better information to CMS students and parents
 - How to navigate education system & become involved in schools
- Need more opportunities for higher education and skills training
- Improve access to information about resources
 - More marketing & information **printed** in multiple languages
 - Immigrant-oriented City website
- Servicers in multiple languages, not just Spanish
- Charlotte needs more culturally-competent services
- Charlotte needs more sidewalks
- Improve Transit: more connectivity, more options (types & routes), needs to be safer at night
- Charlotte should streamline application processes (businesses, health, etc)
 - Less paperwork & clarify/simplify regulations

What are some critical needs?

- Driver's license/ID access
- Need to build trust
- Central location for resources
 - An official "Welcome to Charlotte" directory or orientation
 - Not just an online presence
- Address roadblocks caused by the 287(g) program
 - Limits economic opportunities
- Cultural sensitivity training for police, other City/County service providers
- Increased access to start-up capital and loans
- Address notary public versus notaries-at-law issues
- Address problems with not receiving medical care benefits or benefits not covering needs
- Address issues with housing discrimination, substandard conditions
- Address mainstream media biases - only focus on the negative

Survey



Published Survey

- Posted on Task Force webpage
- www.CharlotteInternational.org

Action needed

- Share link
- Recruit organizations to help administer survey

August

- Hold organizational meetings of each Working Group before monthly Task Force meeting

August-
November

- In Working Groups, analyze community feedback, research specific topics, and craft actionable recommendations

November

- Working Groups present recommendations to the Task Force for discussion

December

- Task Force prioritizes and decides on proposed recommendations to be presented for community feedback

January

- Host a Community Forum to receive feedback on recommendations

February

- Present final recommendations to Council

Working Groups



Economic Development

- Chair – Wil Russell

Public Safety

- Chair – Stefan Latorre

Transportation/Housing

- Chair – Jennifer Roberts

Education

- Chair – Marianne Lyall-Knusel

Health Care/Social Services

- Chair – Audrea Caesar

Civic Engagement/Receiving Communities

- Chair – Emily Zimmern

Rachel Peric

Deputy Director

Welcoming America

.....
WELCOMING
AMERICA



.....
▲ *Building a Nation of Neighbors*

Building a Welcoming City



If the work of the Immigrant Integration Task Force has succeeded, what will Charlotte be like in 5 years? What are the characteristics you would most like to see in the community 5 years from now?

- What do you most want to see?
- What don't you want to see?
- What do you most want to hear?
- What don't you want to hear?
- How would the City, County and CMS be interacting with and serving immigrants?
- How would people and organizations in the community be connected and relate to each other?

Building a Welcoming City



In thinking about your group's responses and the kind of future you want to create for Charlotte, what are the guiding principles that we want to use in shaping recommendations from our Working Groups?

Other immigrant gateway cities have identified:

- Build trust and mutual understanding
- Improve communication
- Increase access
- Grow cross-cultural competency
- Support economic growth

Which ones do we want to adopt here in Charlotte? Are these the appropriate ones? What's missing? Groups discuss and report out on the six guiding principles they want to use in shaping recommendations.

Closing



The screenshot shows a webpage from the Office of International Relations. The header includes the office name, a search bar, and navigation links for Resources, News & Events, and Get Involved. The main content area is titled "Immigrant Integration Task Force" and features a "Notify Me" button. The text on the page describes the task force's mission and provides details about upcoming meetings and listening sessions. A sidebar on the left contains links for Resources, News & Events, Get Involved, and other services.

OFFICE OF INTERNATIONAL RELATIONS

Charlotte > Charlotte International Cabinet > Get Involved > Immigrant Integration Task Force

Immigrant Integration Task Force

On November 25, 2013, Charlotte City Council adopted a resolution to create an inter-agency Immigrant Integration Task Force to maximize immigrants' economic and civic contributions to the city of Charlotte.

In 2014, the 29-member task force will review the recommendations of the 2007 Mayor's Immigration Study Commission; research and recommend policies that facilitate access to city services for all residents of Charlotte, while addressing gaps in civic engagement; prepare a report with recommendations to the City Council that promotes awareness among the public of the availability of existing programs and services facilitating immigrant integration; and seek opportunities to better educate the Charlotte community on how embracing immigrant communities will help move the city forward.

All Task Force meetings will be held the fourth Thursday of every month for one year and open to the public. Additionally, the Task Force will host public Community Listening Sessions to engage the public in open discussion throughout the spring of 2014.

Upcoming Task Force Meeting:
June 26, 3:00-5:00 p.m. RSVP
Charlotte-Mecklenburg Government Center, Room 267
600 East 4th Street, Charlotte, NC 28202

Upcoming Community Listening Sessions:
CPCC and The Neighborhood Good Samaritan Center
June 11, 11:00 a.m. - 12:30 p.m.
Sailboat Bay Apartments
5417 Albemarle Road
Charlotte, NC 28212

Charlotte International Cabinet and Choice Translating
June 16, 6:30 p.m. - 8:00 p.m.
Tryon Plaza
112 S. Tryon Street, 2nd Floor
Charlotte, NC 28202

Next Meeting

- **August 28, 3:00-5:00 p.m.**
CMGC, Room 267

Next Listening Session

- **July 28, 5:30 p.m. - 7:00 p.m.**
Legal Services of Southern Piedmont
1431 Elizabeth Avenue
Charlotte, NC 28204
- **Need 2-3 Spanish-speaking Task Force Members**

More Information

- www.CharlotteInternational.org

Appendix B: Template for Working Groups

Template for Working Groups of The Immigrant Integration Task Force

Vision:

To build a welcoming, immigrant-friendly community where all residents have the opportunity to contribute their full potential to make Charlotte a thriving, vibrant 21st century city, where the City and other branches of government support and facilitate immigrants' participation in the economic, civic and cultural life of our community, where newcomers and longtime residents know one another and work together to build a strong community and vibrant economy

Purpose of the Immigrant Integration Task Force:

To make recommendations to City Council that maximize immigrants' economic and civic contributions

Purpose of Task Force Working Groups:

To analyze community feedback, research specific topics, and make recommendations for policies, practices, tools and resources for one focus area that will help immigrants adjust and become full participants in the economic, civic and cultural life of our community for the good of all

Six Working Groups:

Economic Development
Public Safety
Transportation/Housing
Education
Health Care/Social Services
Civic Engagement/Receiving Communities

Expectations for Working Groups:

- All Task Force members serve on one Working Group
- Working Groups meet August through November, during time set aside during monthly Task Force meetings and other sessions as needed
- Each Working Group is asked to hold an organizational meeting before the August Task Force meeting to
 1. review their assignment and timeline,
 2. define the scope of their work: What are they going to be doing?
 3. discuss the process: How will the Group work together? Proposed guidelines are below.
 4. discuss community feedback and other relevant information we've heard from Task Force speakers about their Group's topic.

Proposed Working Group Guidelines:

- Start meetings on time
- Follow agreed-upon agenda
- Share disagreements with each other
- Listen to each other even when they disagree
- Continue to participate even if they don't like what is going on, and to make suggestions for improvement

Ask members not to:

- Let one person dominate the discussion
- Use group time for issues that fall outside the group's agenda
- Discredit or interrupt each other
- Come to meetings with a hidden agenda

Timeline for Working Groups:

August

Hold organizational meeting of working group before monthly IITF meeting

August-November

Working groups analyze community feedback, research specific topics, and make recommendations for policies, practices, tools and resources that help immigrants adjust and become full participants in the economic, civic and cultural life of our community for the good of all.

November monthly meeting of the IITF

The recommendations of the six Working Groups are presented and discussed by the full Task Force.

December monthly meeting of the IITF

The Task Force prioritizes and decides on proposed recommendations to be presented for community feedback.

January

A community forum is held to receive feedback on the proposed recommendations.

At January IITF meeting, after the community forum has been held, the Task Force finalizes recommendations to be presented to City Council in February.

Working Group Process:

Step 1: After review of community feedback from listening sessions and community surveys,

For (topic), identify the key tasks/major actions needed to assist and empower immigrants to participate and contribute fully.

Step 2: Set priorities. Review the list of key tasks/major actions generated by the group and prioritize: Which are most important and why? Group agrees on key priorities for further study.

Criteria:

- For which items is there currently a sense of urgency—a feeling that this issue or opportunity needs to be acted on soon?
- Which items have already generated interest and enthusiasm in the listening sessions, on the survey, or in the community?
- Which items are already being addressed by someone and further action could strengthen/accelerate?
- If you could achieve or make significant progress on certain items, would this make it easier or more likely for you to accomplish others?
- Which items could be achieved with current resources?
- Which items could be achieved with additional resources that could be realistically accessed?
- Which of these items makes best use of the community's strengths and assets?
- Other criteria developed by the working group.

Step 3: Develop indicators of success

For each key priority, how will you know if you've been successful?

Step 4: Conduct additional research: Identify other groups working on the issue and learn from them. Look at what other immigrant gateway cities are doing to address the issue. Identify the part of local government working on the issue and learn what is currently being done to address the issue.

Step 5: Develop recommendations that are SMART.

- S** Specific: focused on one priority item and a specific aspect of that priority.
- M** Measureable: with indicators that tell you when the goal has been accomplished, including conditions that you can observe or quantify
- A** Achievable: stated in a way that allows a reasonable chance of success, focused on things that the group can reasonably expect to influence
- R** Resourced: that is, the means to achieve the goal are identified and accessible
- T** Time-bound: stated with a clear deadline for achieving the goal that provides enough time to get the job done, but not so much time that people lose interest and motivation

Use **SMART** concept as a checklist to assess the recommendations that you propose.

Step 6: Review the vision, purpose of the Task Force and success indicators. Make sure recommendations align with vision and City Council' s charge to the Task Force and that members of the Working Group are clear about the recommendations, support them and agree on the key priorities to present to the Task Force.

Appendix C: Most Received Feedback from Community Listening Sessions

What is one thing that is being done well in Charlotte to help immigrants?

1. We feel our cultures are well recognized through festivals and events in the community at large.
2. There are many resources that are in Charlotte to help immigrants.
3. In general, the school system is good.
4. People are very happy that the City Government created the Task Force and that the Task Force is reaching out to people in the community.
5. There are a wide range of jobs available in Charlotte, more than when we first moved here.

What is one thing that could be improved upon in Charlotte to help immigrants?

1. The community would like to see more interpretation services (free or cheap) and printed materials in multiple languages available to them.
2. There needs to be more ways to access the resources that are available, especially a need for a “one-stop-shop,” and not just online.
3. Employees of some service providers (health, police, etc) need more cultural training.
4. Public transportation would be even better if it was safer at night and if there were more routes.
5. Relations between the police and the international community need to be improved, there is a major lack of trust.

What is one critical need that is urgent and should be addressed in Charlotte to help immigrants?

1. People need access to some form of identity and/or driver’s license.
2. The educational system is hard to navigate, there needs to be more access and help for parents, there needs to be more after school opportunities for immigrant children.
3. It is hard to apply for jobs and to match skills to available jobs.
4. Need to have more free/reduced cost clinics, help navigating the healthcare system, and help finding doctors that took their insurance/Medicare/Medicaid.
5. Employees of some service providers (health, police, etc) need more cultural training.
6. Relations between the police and the international community need to be improved, there is a major lack of trust. Especially surrounding 287g.

Appendix D: Community Listening Session Feedback Categories (Top 5 Categories are Colord-Coded)

Q1	Q2	Q3
1 Education (gen) 30 3	1 Education (gen)* 36	1 Education (gen) 33 2
2 Quality of Life 9	2 Interpreters/Language Services 58 1	2 In-state Tuition 13
3 Cultural Competency 56 1	3 Cultural Competency 39 3	3 Driver's License/ID 43 1
4 Affordability 1	4 Parental Engagement 11	4 Personal Safety 17
5 Government Outreach 29 4	5 Positive Immigrant Profile 20	5 Pathway to Citizenship 12
6 Economic Opportunities 27 5	6 Business Partnerships 6	6 Business Partnerships 11
7 Growth (gen) 3	7 Technology Programs 5	7 Cultural Competency 24 4
8 Availability of Resources 35 2	8 Accessibility of Resources 52 2	8 Job Availability/Process 26 3
9 ESL/Language Classes 25	9 Public Transportation 38 4	9 287g 10
10 Community Involvement 27	10 Municipal ID 9	10 Healthcare/Health Services 24 4
11 Police-Community Relations 10	11 Police-Community Relations 21 5	11 Police-Community Relations 21 5
12 Language Barrier 19	12 Pathway to Citizenship 7	12 Positive Immigrant Profile 16
13 Housing 5	13 Driver's License 19	13 Public Transportation 19
14 Community Partnerships 3	14 Government Outreach 13	14 Accessibility of Resources 21
15 Public Transportation 15	15 ESL/Language Classes 10	15 Loan/Capital Accessibility 6
16 Driver's License/ID 2	16 Job Availability/Process 10	16 Government Outreach 12
17 Public Libraries 17	17 Quality of Life 17	17 Community Involvement 4
18 Pathway to Citizenship 3	18 Community Involvement 15	18 Fair Housing 16
19 Faith Based Initiatives 3	19 287g 10	19 ESL/Language Classes 9
20 Healthcare 13	20 Funding for Non-profits 3	20 Language Barrier/Interpreters 21
21 Positive Immigrant Profile 2	21 Healthcare/Health Services 20	21 Quality of Life 8
22 Court Services 3	22 Paperwork 4	22 Paperwork 4
23 Personal Safety 5	23 Housing 21	23 Faith Based Initiatives 4
24 Media/Communication 2	24 Personal Safety 14	24 Legal Counsel 6
25 Basic Necessities 3	25 Civic Education 8	25 Media/Communication 9
26 Sister Cities 1	26 Legal Counsel 4	26 Funding for Non-profits 2
27 Government Structure 0	27 Media/Communication 12	27 Parental Engagement 2
99 N/A 9	28 Code Enforcement 2	28 Domestic Violence Aid 1
100 Blank 28	29 International Degrees 7	29 Min. Wage Increase 1
	99 N/A 2	30 Resettlement Agencies 6
	100 blank 24	31 Over-regulation 3
		99 N/A 0
		100 blank 28

*For Q2, Education is not counted as #5 because some of the issues mentioned are not specifically relevant to the integration of immigrants into the city.

Appendix E: Feedback for Working Groups

Immigrant Integration Task Force Feedback for Working Groups

Economic Development:

A. Needs Improvement:

- *Accreditation of international degrees/certificates
- Financial assistance (financial literacy workshops)
- Language services (bilingual staff or signs at financial institutions)

B. Critical Needs:

- *Job availability/application process (more job opportunities, how to apply for jobs, applying online)
- *Business partnerships (more resources for immigrant business owners, business owners working together)
- Loan/Capital accessibility (how to apply for loans, funding for startups)
- Legal counsel (notary fraud, bilingual attorneys)

Public Safety:

A. Need Improvement:

- *Language services (bilingual police staff, court documents in languages other than English and Spanish)
- Communication (transparency, educating immigrants on laws and policies)
- Accessibility of resources (where to find information about laws and ordinances, navigating the court system)

B. Critical Needs:

- *Municipal ID
- *Police-Community relations (cultural training, bilingual staff, eliminate racial profiling)
- Better surveillance/security (police presence in immigrant neighborhoods)
- 287(g) Program

*Denotes feedback mentioned most

Transportation/Housing:

A. Need Improvement:

- *High fares
- *Fare meetings (held during working hours—community unable to attend/participate)
- *Poor housing conditions (updating and maintenance of apartment complexes)
- Long wait time on routes
- Accurate/Accessible information for public transportation (routes, schedules)

B. Critical Needs:

- *Driver's License
- *Upgrades/Maintenance of public transportation
- *Fair housing (code enforcement, knowledge of available resources, familiarity with leasing contracts, and property owner and tenants' rights)
- Route Expansion (more bus stops, adding routes, connecting existing)
- Language services (route information and signs in multiple languages, bilingual staff)
- Alternative forms of transportation (bike-friendly, more sidewalks)
- Safety on public transportation

Education:

A. Needs Improvement:

- *ESL classes (regular meeting times, convenient locations, proper placement in classes, focus on skill building (i.e. computers))
- *College prep (workshops, SAT/ACT tutoring, navigating application process)
- Tutoring services (child doesn't receive help at home)
- Mentoring programs
- Civic education
- Culturally competent teachers

B. Critical Needs:

- *Bilingual services at schools (interpreters, important information/documents (in more languages than Spanish))
- *Preschool programs
- *Parental engagement (increasing parental participation in schools)
- In-state tuition for college students
- After school programs
- Illiteracy

*Denotes feedback mentioned most

Health Care/Social Services:

A. Needs Improvement:

- *Health fairs
- *Access to free or reduced-cost clinics
- *Healthcare education (navigating the U.S. healthcare system)
- Delay in 911 responses
- Family planning
- Dental aid

B. Critical Needs:

- *Interpreters and translators (pharmacies, doctor's offices, emergency room)
- *Accessibility/affordability of health services including dental (where to obtain reduced-cost services, list of bilingual doctors)
- Medicaid/Insurance assistance

Civic Engagement

A. Needs Improvement:

- Youth programs (volunteering, mentoring)
- Cultural orientation for newcomers
- Community involvement (more opportunities for immigrants to get involved)

B. Critical Need:

- *Cultural competency (cultural sensitivity training, educating non-immigrant community)
- *Accessibility of resources (central location for resources, orientation program)
- Positive immigrant profile (media campaign to promote immigrants)
- Pathway to citizenship (how to navigate the citizenship process)
- Government outreach (government presence at community events, more projects like the Task Force)

Appendix F:
Presentation on Welcoming America: Building a Nation of Neighbors by Rachel Peric

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W E L C O M I N G
A M E R I C A

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🏠 *Building a Nation of Neighbors*

Charlotte | Rachel Peric | July 2014

Immigrants are **assets** to communities

WELCOMING



▲ *Building a Nation of Neighbors*



- * 2012: Led the country in job growth
- * 3rd best positioned city “to grow and prosper in the coming decade” – *Forbes*
- * “Flush with young new residents and alive with immigrants, tourists and music” – *New York Times*
- * “Nowville” – *GQ Magazine*

The Welcoming Effect

IMMIGRANTS...



- Fill **critical gaps** in the labor market
- Are more likely to start a **business**
- Demonstrate significant **purchasing power**
- Have a **positive fiscal impact**
- Contribute a "**diversity advantage**"
- Attract young, creative people

.....
W E L C O M I N G
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.....
🏠 *Building a Nation of Neighbors*
.....

The Welcoming Imperative

Nations that are more accepting of and better at integrating new immigrants have a higher level of economic growth and development.

- Richard Florida

The Race to the Top!





**Entire
community
approach**

Welcome Dayton

WELCOME DAYTON
IMMIGRANT FRIENDLY CITY

[About](#) [Contact Us](#) [Search](#)

home
stories
services
about
news

My Story

Richard Biehl
Director and Chief of Police, Dayton Police Department

With over three decades of public and community service, Dayton Police Chief Richard Biehl has gained a unique perspective on the importance of creating a welcoming environment for immigrants.

[READ MORE](#) ➔

W E L C O M I N G



▲ *Building a Nation of Neighbors*



THE CHICAGO NEW AMERICANS PLAN

BUILDING A THRIVING AND WELCOMING CITY

POTENTIAL ECONOMIC IMPACT FROM THE CHICAGO NEW AMERICANS PLAN INITIATIVES

WHEN CHICAGO...

... THE CITY WILL BENEFIT GREATLY

Helps immigrant-owned businesses flourish

Immigrant-owned businesses could create 10,000 to 20,000 more jobs if Chicago increased its job growth rate from small and medium-sized businesses to match the highest-performing U.S. city.⁵

Doubles the exports from immigrant-owned businesses

Doubling immigrant-owned business exports could produce an additional 24,000 to 30,000 jobs.⁶

Becomes a more attractive city for high-skilled, foreign-born workers

For every 100 additional high-skilled foreign-born workers who work in science, technology, engineering or math fields, 260 jobs could be created for U.S.-born workers.⁷

Increases graduation rates for high school immigrant students and helps more immigrants earn their GED certificate

For every additional high school diploma earned by Chicago students, gross state product could increase by \$15,000.⁸

Increases immigrant participation in early childhood programs

For every dollar invested in early childhood education, Chicago could save seven dollars in government spending.⁹

Welcoming Framework



- Advance the Community's Global Welcoming Profile
- Ensure Equitable Access to Basic Services
- Expand Education & Economic Opportunity
- Build Immigrant Leadership, Engagement and Inclusion
- Foster a Knowledgeable, Safe and Connected Community



Building Capacity for Citizenship & ESL



WELCOMING



Building a Nation of Neighbors

Credit: Welcoming Colorado

Open for Business



Bienvenidos! Welcome!

**DISCOVER
COLUMBUS!**

**La Visita de Negocios Locales
LOCAL BUSINESS TOUR**

Meet @ EL TAPATIO

15 Oct. 5:30 PM

FREE & Open to the Public / Light snacks available.

For more information contact: Christa at 402-473-5594
Adele at adelep@cfra.org

CENTER for
RURAL AFFAIRS

REAP
Rural Economic Assistance Program

Central
COMMUNITY
COLLEGE

CENTRO Hispano
Comunidad de Nebraska



Credit: Nebraska is
Home and
Welcoming Rhode
Island

**WORKING TO MAKE
NEBRASKA STRONG.**



NEW NEBRASKA FAMILIES MAKE US STRONGER.

Nebraska. A good life for everyone. NebraskaIsHome.org

Welcoming Schools

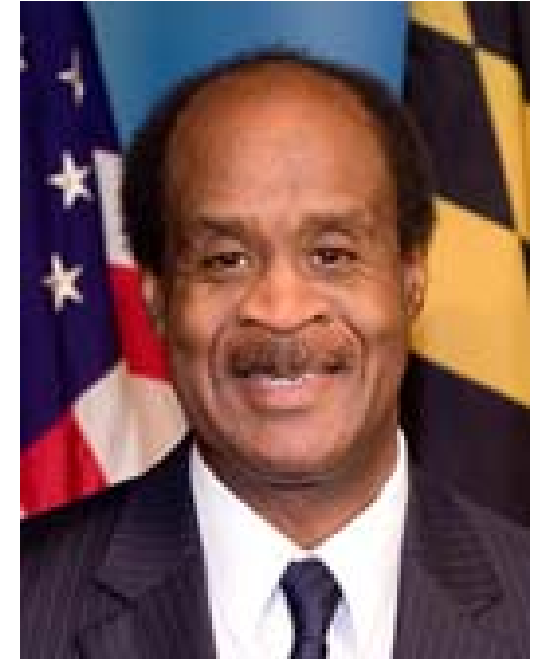


Credit: You, Me, We Oakley and Welcoming Rhode Island

Leadership and Communications

Without the energy and intellect and innovation of our immigrant community, Montgomery County would, quite simply, be incomplete.

“New Americans” are a critical piece in building a better future for all County residents.




- County Executive Ike Leggett
Montgomery County, Maryland



St. Louis Mosaic

Waat salaamantahay!
¡Hola! 안녕하세요! नमस्ते!
مرحبا! Zdravo! שלום!
こんにちは。Hallo! Habari!
您好! سلام! Hello!
ᄒᆞᆫᄂᆞᆫᄂᆞᆫ Xin chào!
Bonjour! Здравствуйте! ᄒᆞᆫᄂᆞᆫᄂᆞᆫ!

314-982-1406 ᄒᆞᆫᄂᆞᆫᄂᆞᆫ
Cần hướng dẫn sử dụng, hãy gọi 314-982-1406
Mwaka kwa kutamia maferi wa umma, piga simu 314-982-1406
乗り換えでお困りの場合は 314-982-1406 へお問い合わせください。
За помощью по пользованию общественным транспортом, обращайтесь по номеру 314-982-1406
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برای دریافت کمک استفاده از ترانسیت (حمل و نقل عمومی) به شماره 314-982-1406 تماس بگیرید.
乘換時如需帮助，请致电314-982-1406。
Za pomoč oko korišćenja javnog prevoza nazovite 314-982-1406
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Si vous avez besoin d'aide pour les transports publics, appelez le 314-982-1406.
Bitte rufen Sie die 314-982-1406 an, wenn Sie Fragen zum öffentlichen Verkehrswesen haben.
Hidatka e hubarantahay canaanad saga gadiidka dhabaynta, soo wac nambarka 314-982-1406
대중교통을 이용하는 데 도움이 필요하시면 314-982-1406 으로 전화주세요.
ᄒᆞᆫᄂᆞᆫᄂᆞᆫ ᄒᆞᆫᄂᆞᆫᄂᆞᆫ ᄒᆞᆫᄂᆞᆫᄂᆞᆫ ᄒᆞᆫᄂᆞᆫᄂᆞᆫ ᄒᆞᆫᄂᆞᆫᄂᆞᆫ ᄒᆞᆫᄂᆞᆫᄂᆞᆫ
Para obtener ayuda sobre cómo usar el transporte público, llame al 314-982-1406
اذا كنت بحاجة إلى مساعدة حول كيفية استخدام وسائل النقل العام، يرجى الاتصال على الرقم 314-982-1406
FOR HELP USING TRANSIT CALL 314-982-1406.



“I came speaking little English and only knowing US culture through MTV and CNN, but now I teach creative writing workshops for youth and am about to publish my first book.”

I'm a proud **immigrant** and I contribute to DC.

Immigrants face many challenges, but discrimination should never be one of them.

If you think you've been discriminated against because of your national origin or your accent, call (202) 727-4559 or visit ohr.dc.gov/complaint.

*Emigrated from
Cameroon in 2000*

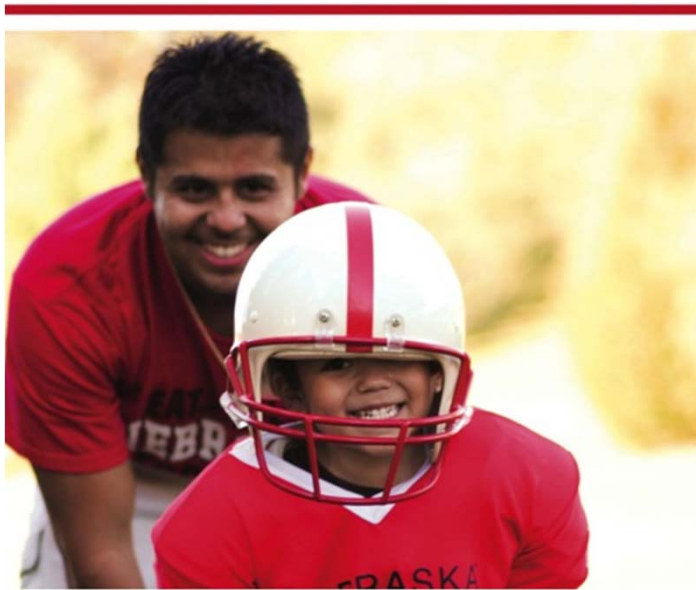


ohr.dc.gov/wecontribute
 facebook.com/dcohr

Share your story with
#immigrantscontribute

Nebraska is Home

Welcoming Colorado



JUST ANOTHER GREAT
NEBRASKA FAN.

NEW NEBRASKA FAMILIES MAKE US STRONGER.
Nebraska. A good life for everyone. NebraskaIsHome.org



**RUGGED
INDIVIDUALS
MADE HERE.**

IN COLORADO, WE GIVE
IMMIGRANTS A FAIR CHANCE.
WelcomingColorado.org

W E L C O M I N G



Building a Nation of Neighbors

North Carolina Billboard Campaign



www.UNITINGNC.ORG



Paul Cuadros

Author, *A Home on the Field*

GET UPDATES FROM PAUL CUADROS



3

A Welcoming Sign to Immigrants in the South

Posted: 12/20/11

React > **Amazing** Inspiring Funny Scary Hot Crazy Important Weird

Follow > North Carolina, Video, Hospitality, Immigration Reform, North Carolina Billboards, Latino Voices News

SHARE THIS STORY

Like 289 people like this. Be the first of your friends.

139

6

10

1

share

tweet

email

+1

Get Latino Voices Alerts

They say there is nothing like Southern hospitality in making folks feel welcomed and included. But lately for immigrants of all stripes, this hasn't been the general feeling from states like Alabama, Georgia, and South Carolina. The sentiment towards immigrants and Latinos in general has been anything but Southern Comfort; despite the millions of dollars these groups contribute to the economies of these states. Now North Carolina is considering similar

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ation of Neighbors
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Initiative Benefits



Receive support
and recognition

Participate in
learning
exchange

Access new
tools and
resources

Share good ideas with
other local government
leaders

WELCOMING



Building a Nation of Neighbors

Welcoming Cities and Counties commit to:

- Advancing a **Welcoming resolution**
- Adopt welcoming **policies & practices**
- Join the initiative **network**
- Appoint Welcoming **lead**
- Participate in **three conference calls** a year
- Participate in **one in-person meeting** a year

WELCOMING



▲ *Building a Nation of Neighbors*

National Welcoming Week

September 13-21, 2014

Bringing together newcomers and receiving communities in a spirit of unity



Immigrants Make Us Stronger

WELCOMING



Building a Nation of Neighbors

www.welcomingamerica.org

- Ideas
- Tools
- Training
- Technical Assistance
- National Network
 - Municipal Gov't
 - Welcoming Refugees



Contact

Welcoming America

www.welcomingamerica.org

Rachel Peric, Deputy Director

rachel@welcomingamerica.org

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WELCOMING
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Building a Welcoming City

Task Force members, please answer these questions (5 minutes) and then share one response in quick round robin fashion in a Task Force half minute. Everyone answers first question, then everyone answers second, etc. (15 minutes)

If the work of the Immigrant Integration Task Force has succeeded, what will Charlotte be like in 5 years? What are the characteristics you would most like to see in the community five years from now?

What do you most want to see?

What don't you want to see?

What do you most want to hear?

What don't you want to hear?

How would the City, County and CMS be interacting with and serving immigrants?

How would people and organizations in the community be connected and relate to each other?

In thinking about your group's responses and the kind of future you want to create for Charlotte, what are the guiding principles that we want to use in shaping recommendations from our Working Groups? On the screen are ones other immigrant gateway cities have identified. Which ones do we want to adopt here in Charlotte? Are these the appropriate ones? What's missing? Groups discuss and report out on the six guiding principles they want to use in shaping recommendations.

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