Immigrant Integration Task Force Report
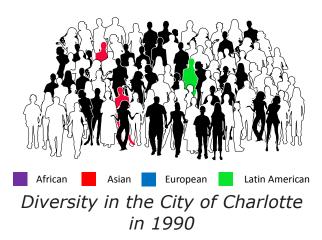Presented to Charlotte City Council
March 23, 2015

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Preface

African **Asian** **European** **Latin American**
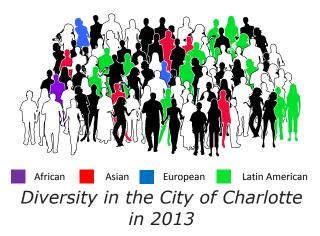
Diversity in the City of Charlotte in 1990

Over the past two decades, Charlotte and Mecklenburg County have experienced a fundamental demographic transformation. Largely overlooked by international immigrants for most of the 20th Century, the Queen City has emerged as one of America's leading "New Immigrant Destinations" for the 21st century. In 1990, foreign-born persons in Mecklenburg County numbered only **17,875 residents or 3.5 percent** of the Mecklenburg County residents. By 2013, the U.S. Census Bureau estimates **137,745 persons or 13.9 percent** of the county's population are foreign born. Thus, almost **one quarter of Mecklenburg County's population growth during this period was made up of immigrants**.

Charlotte's immigrant newcomers are increasingly coming from all parts of the world. The largest number of immigrants were born in **Latin America, representing 51 percent** of the total 2013 citywide estimate. Mexico was the greatest single contributing nation, with 22,626 immigrants, followed by El Salvador with 8,482 persons and Honduras providing 7,814 newcomers.

African **Asian** **European** **Latin American**

Diversity in the City of Charlotte in 2013

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A growing stream of immigrants from **Asia** is also settling in Charlotte and Mecklenburg County. In 2013, they **represented 27.3 percent** of Charlotte's immigrant community. India, Vietnam, and China, excluding Hong Kong and Taiwan, are the birth nations for the largest group of Asian newcomers. India provided 11,892 immigrants, while Vietnam and China contributed 6,405 and 2,378 new residents, respectively.

The impact of immigration from **Africa and Europe** is also significant. These regions provided **10.3 and 10 percent** of the immigrant stream. Liberia and Nigeria provided the greatest number of new residents from Africa, 1,487 and 1,119, respectively. Germany (2,501 persons) and the United Kingdom (2,282 persons) were the largest European source nations.

Reflecting the recency of Charlotte's discovery as a migrant destination, nearly **half of all international born residents in Mecklenburg County have moved to the United States since 2000**. Given these statistics, not unexpectedly, 32.2 percent of the newcomers are not citizens.

The speed and scale of immigration to the new immigration destination cities often confounds popular images depicting where immigrants in the United States are concentrated. For example, Charlotte, usually thought of as a traditional Southern city, has a higher proportion of foreign-born residents than Philadelphia, Portland, Oregon, Milwaukee, or Detroit, all traditional immigrant gateways.

Percentage of Foreign-Born in a Selection of U.S. Cities	
Atlanta	8%
Austin	19%
Charlotte	15%
Detroit	5%
Milwaukee	10%
Nashville	11%
New York City	37%
Philadelphia	12%
Portland	14%

Source: 2009-2013 American Community Survey 5-Year Estimates

In a similar fashion, the traditional immigrant settlement geography where newcomers reside in homogeneous neighborhoods in the city center, commonly referred to as ghettos or barrios, is obsolete. **Most of Charlotte's immigrants make their homes in suburban neighborhoods**. They live in racially and culturally integrated communities. There are, however, Charlotte and Mecklenburg County neighborhoods that have attracted concentrations of

City Council District

Foreign-Born

Percent

- 0% - 7.5%
- 7.6% - 13.1%
- 13.2% - 19.7%
- 19.8% - 28.3%
- 28.4% - 52%

Source: U.S. Census Bureau, 2009-2013 American Community Survey 5-Year Estimates. Table B05006

City of Charlotte, Mecklenburg County

5 Miles

immigrants. Specifically, some mid-20th century suburban areas including the Eastside, Northeast Charlotte, and the Southwest part of Charlotte are home to a mixture of new Charlotteans from around the globe. In the same way, selected suburban areas of Southern Mecklenburg and North Mecklenburg also have emerged as neighborhoods with large numbers of immigrants.

Attracted to Charlotte by a robust economic environment that rewards talent, hard work and entrepreneurship; paired with high quality of life and family-friendly ambiance, Charlotte's new immigrant community has played a critical role helping Charlotte to become a "Global City." Economically, immigrants have provided critical needs in the labor market, ranging from the blue collar trades to technical and professional services. At the neighborhood level, the international newcomers have spurred community development and bolstered innovative cultural and arts activities.

Immigrant entrepreneurs and innovators are playing a key role across the business spectrum. As the respected Kauffman Foundation notes: "Immigrants to the U.S. bring a fresh perspective that can translate into new ideas for businesses" (Ewing Marion Kauffman Foundation, 2014).

New evidence of the local economic impact of immigrants was recently documented in a report, "Bringing Vitality to Main Street: How Immigrant Small Businesses Help Local Economies Grow" published by the respected Americas Society and Council for the Americas and the Fiscal Policy Institute. Using the 2013 American Community Survey, researchers found that immigrant businesses play a disproportionate role in creating "Main Street" businesses. The Main Street businesses are made up of the retail, accommodation and food services, and neighborhood services business. These firms range from dry cleaners and restaurants to grocery stores and service stations. They provide critical economic and community foundations for neighborhoods. In 2013, Main Street businesses in the U.S. earned $50 billion.

At a national scale, immigrants make up 28 percent of all Main Street business owners. Most important, **immigrant owners accounted for virtually all of the growth in Main Street businesses between 2000–2013**. During this period, the ownership of native-owned business declined by 30,000, while concurrently immigrant Main Street business ownership grew by 90,000.

Immigrants Own 16.3% of all Businesses

In the Charlotte metropolitan region, the impact of immigrant Main Street business ownership is impressive. The study documents that while the foreign- born population in the region is 10.1 percent, 13 percent of immigrants participate in the labor market. There are **5,393 business owners who are foreign-born** representing 16.3 percent of all businesses. And, **32.6 percent (1,986) of all Main Street businesses are immigrant owned**.

Looking more broadly, the most recent estimates from the U.S. Small Business Administration (2012) analyzed by Wang (2014) revealed that **Charlotte's immigrants are highly entrepreneurial**. The rate of business ownership for foreign-

Immigrants Own 32.6% of Main Street Businesses

born Mecklenburg County residents is higher than native-born residents, 11 percent versus 9.2 percent. Statewide data compiled by the Immigrant Policy Center (2014) showed immigrants created 33,120 new North Carolina businesses between 2006–2010. And, by 2010, new immigrant business owners had net business income of $1.7 billion, or 7.7 percent of all net new business income in the State.

Charlotte's new immigration stream is timely and crucial to the future development of the Queen City. Increasingly, social scientists and policy scholars point to powerful changes confronting our nation that, in turn, create opportunities for sustained economic and social progress. On the demographic front, baby boomers are aging in increasing numbers and moving into retirement. At the same time the nation is graying, immigrants are leading the way in new births and occupying more dominant roles in the economic future of the U.S. **By 2020, demographers at the Pew Research Center estimate**

27.3 percent of the U.S. population will be comprised of immigrants or the children of immigrants. This cohort is expected to grow to 33.9 percent in 2040. Indeed, over the next 40 years, immigrants and their children will be responsible for virtually all of the expansion in the U.S. labor pool (Katz and Bradley, 2015).

The role that immigrants play in our nation's economic innovation and business growth is already extraordinary. As reported in a study sponsored by the bipartisan Partnership for a New American Economy (2011), immigrant funded businesses are leading in every sector of our economy. In absolute terms, **41 percent of the United States Fortune 500 companies were founded by immigrants or their children**. The bottom line is straightforward: our country needs to attract the most talented and ambitious individuals if we are to continue to prosper and lead the global economy.

Did You Know... Steve Jobs was the child of an immigrant parent from Syria and Walt Disney had a Canadian parent

While a popular mythology circulates that immigrants are lower skilled and take away jobs from Americans and overuse public services, **the reality is that foreign-born people have proportionally higher levels of education and entrepreneurial orientation**. Immigrants make up 24 percent of the U.S. science and engineering workers who have Ph.Ds. Today, a third of all graduate students in the United States are immigrants, with half studying engineering, computer and life sciences. The impact of immigration on innovation is already documented. Findings posted by the National Bureau of Economic Research show that immigrants hold patents at double the rate of native-born Americans, with a one percent increase in immigrant college graduates, translating in a "positive spillover" of a 15 percent increase in per capita patents (Hunt and Gauthier-Loiselle, 2010). Expressed in another way, between 1985 and 1999, 32 percent of America's Nobel Prizes in chemistry were awarded to immigrants.

Immigrant Inventions

Telephone
Basketball
Google
HDTV
Jeans

Charlotte's advantage as an attractive destination for international residents is, however, at risk. State level policies and anti-immigrant activities in the communities and counties in this region have tempered Charlotte's welcoming image (Furuseth and Smith, 2010).

But, more important, from a longer term perspective, the competition to attract talented immigrants has become intense. Today, cities and counties around the United States have recognized the demographic and economic imperatives that are changing the calculus for sustaining prosperity and competition in a global political economy.

Currently, nearly 50 cities and counties; hundreds of corporate leaders and business organizations, led by the U.S. Chamber of Commerce; and many of the nation's leading philanthropic groups, including the John S. and James L. Knight Foundation, are changing the immigration dialogue. The new message is powerful. Simply put, in order **to continue to be the world's leading nation, we need to engage and empower immigrant Americans**. To this end, a national movement is growing.

Already, many slow growing and distressed localities have realized the revitalizing impacts that immigrants can make on job creation, business growth, and neighborhoods. In turn, they are **actively recruiting immigrants**. Detroit, Cleveland, Baltimore and St. Louis are national leaders on this front. The St. Louis Project Mosaic, for example, strives to make their city the fastest growing metropolitan area in the nation by 2020 by attracting foreign-born highly skilled workers and linking them with native-born Americans and reenergizing the local economy.

– Richard Florida, Rise of the Creative Class

Members of the Creative Class value meritocracy, diversity and individuality, and look for these characteristics when they relocate.

Another set of immigrant innovators are our peers and competitors for 21st century global city status. These include: Atlanta, San Francisco, Nashville, Denver and Boston. They have created ambitious plans, bringing together government and community groups, to encourage and sustain immigrant

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settlement and receptivity. The outcomes include new public sector tools and investments that foster immigrant entrepreneurship, multi-culture awareness strategies, enhancing access to public services and creating pathways to citizenship.

This growing diversity will continue for the foreseeable future. From an economic development perspective, it is to our competitive advantage that our population is large, skilled, increasingly young and diverse.

- Bob Morgan, Charlotte Chamber

While opening up opportunities and creating an environment of shared prosperity for immigrants is an economic imperative for Charlotte, there are broader community values that bolster this report. **Charlotte and Mecklenburg County have earned a reputation for pioneering local policy and actions**. Business, civic and government entities work together to solve challenging social and economic impediments. In the latter part of the 20th century, Charlotte was a leader in ending the evils of racial segregation and Jim Crow discrimination through peaceful reformist activities. In the 21st century, confronting the challenges of immigrant receptivity and incorporation is the newest undertaking in the American journey.

This Task Force report **builds upon the work of an earlier report prepared by the Mayor's Immigration Study Commission of 2007**. That commission was charged to examine the impacts of immigration in four local public policy areas: public safety, economic development, education and healthcare. The Commission's findings and resulting report was one of the first municipal level studies to examine the localized effects of immigration. While several of the recommendations of the Commission were not a consensus, the study served as a valuable information source (p.74) and "represents a microcosm of the national debate" (p.75) at the time.

Process

Background

The idea to create the Immigrant Integration Task Force was sparked by growing awareness of Charlotte's **rapid population growth and growing diversity** and the national attention the City was receiving as a result. Americas Society/Council of the Americas (AS/COA), an international business and policy organization, chose to include Charlotte in their work on new immigrant gateway cities across the country. On May 30, 2013, they hosted two events that highlighted Charlotte's new status as major destination for immigrants. A morning roundtable entitled *Charlotte: Maximizing Immigrants' Contributions to the Economy* brought together community stakeholders, academics and city officials as well as leaders from other new immigrant gateway cities. The larger public luncheon focused on *Immigrants' Impact on the Economy and Housing in Charlotte and Nationwide*. The AS/COA presentations were organized in collaboration with the City of Charlotte, Business Forward, the Charlotte Regional Partnership, Foundation For The Carolinas, the Latin American Chamber of Commerce of North Carolina, and the Latin American Coalition. Several Charlotte City Council Members participated in the roundtable discussion. At the end of that discussion, Councilmember David Howard pledged to explore how to further immigrant contributions to Charlotte's economy.

Creation of the Task Force

Later in the year, Mayor Patsy Kinsey and Councilmember David Howard introduced a resolution to create an inter-agency task force to continue the momentum created during the AS/COA roundtable discussion. On November 25, 2013, the ***Resolution of the Charlotte City Council Creating an Inter-Agency Task Force to Maximize Immigrants' Economic and Civic Contributions to the City of Charlotte*** passed. That same day, Mayor Patsy

Kinsey committed the City of Charlotte to the Welcoming Cities and Counties movement, an initiative of Welcoming America – a national, grassroots-driven collaborative that works to promote mutual respect and cooperation between foreign-born and native-born Americans.

Aiming to **foster inter-agency cooperation** and to ensure the participation of multiple stakeholders, the resolution called for **23 task force members** to be selected from government organizations, immigrant organizations and organizations that serve the immigrant population. It was decided that including a wide range of representation of businesses, organizations and government service providers would help guarantee a variety of perspectives on immigrant influences in the community. Another six members were nominated to fill

Mayoral Appointments (11)	
Immigration Law Attorney (Personal Practice)	Stefan R. Latorre Law Offices of Stefan R. Latorre, P.A.
Immigration Law Attorney (Business Practice)	Steven H. Garfinkel Garfinkel Immigration Law Firm
A Refugee Resettlement Agency	Ellen Dubin Executive Director, Carolina Refugee and Resettlement Agency
A Health Care Representative	Kristin E. Wade, RN, MSN Assistant Vice President of Clinical Services, Carolinas HealthCare System
Hospitality/Food Service Industry	Robert Shore B. Roberts Foods, LLC
At-Large Appointment 1	Emily Zimmern President, Levine Museum of the New South
At-Large Appointment 2	Anika Khan Director and Senior Economist, Wells Fargo
At-Large Appointment 3	Gautam Desai
At-Large Appointment 4	Dr. Owen Furuseth Associate Provost for Metropolitan Studies and Extended Academic Programs, UNC Charlotte
At-Large Appointment 5	Mo Idlibby CEO and Managing Attorney, United Firm of Carolina Law
At-Large Appointment 6	Omar Jorge Partner and General Counsel, Compare Foods Supermarkets

City Council Appointments (18)

Latin American Coalition	Lacey Williams Advocacy Director, Latin American Coalition
Southeast Asian Coalition	Thanh-Thu Luong Director of Programs, Southeast Asian Coalition
Charlotte Chamber of Commerce	Wil Russell Project Manager, Rodgers Builders, Inc.
International House	Jennifer Watson Roberts Board President, International House
Charlotte International Cabinet	Nancy Carter Charlotte International Cabinet
Charlotte-Mecklenburg Schools – Administrator	Jennifer Lupold Pearsall ESL Student Education Director
Charlotte-Mecklenburg Schools – Teacher	Mariana De Luca English Language Learner Resource Teacher
Mecklenburg County Health Department	Amy Michelone Environmental Supervisor, Food & Facilities Sanitation
Mecklenburg County Sheriff's Office	Kim Vazquez Inmate Specialist III/Reentry
Mecklenburg County Department of Social Services	Keri Carver Senior Social Services Manager
Charlotte-Mecklenburg Community Relations Committee	Tin Nguyen Founding Partner, Central Law Group, PLLC and Member of Community Relations Committee
Charlotte-Mecklenburg Police Department – Administrator	Major Diego Anselmo Northeast Service Area
Charlotte-Mecklenburg Police Department – Officer	Officer Daniel Hernandez Independence Division
Central Piedmont Community College	Marianne Lyall-Knusel Senior Coordinator, Adult ESL, CPCC
City of Charlotte – Code Enforcement	James "Curt" White Team Leader, Northeast Service Area
Office of the Consul General of Mexico	Monica Colin Consul for Community, Political & Economic Affairs
Mecklenburg Ministries	Sam Wazan Former Mecklenburg Ministries Member, Public Speaker and Author
United Way of the Central Carolinas	Victoria Manning Community Investment Director

at-large seats to give a broader perspective on the community as a whole and lend insight from outside traditional service areas. Council asked participating stakeholders to submit nominees for the agency specific seats and a slate of 18 members of the Immigrant Integration Task Force as recommended by community partners were appointed on February 10, 2014. Mayors Patsy Kinsey and Dan Clodfelter appointed the balance of Task Force members. Mayor Kinsey invited Stefan Latorre to serve as Chair and Emily Zimmern to serve as Vice Chair of the Task Force.

The City Council Resolution set out the following charges for the Immigrant Integration Task Force:

a. To **review** the recommendations by the Mayor's Immigration Study Commission, published in 2007, in order to leverage previous research and conclusions;

b. To **research and recommend policies**—including those from other new immigrant gateway cities—that facilitate access to City services for all residents of Charlotte, including its immigrant populations, while addressing gaps in civic engagement;

c. To **prepare a report** with recommendations to the Charlotte City Council that promote awareness among the public of the availability of existing programs and services facilitating immigrant integration;

d. To **seek opportunities** to better educate the overall Charlotte community on how embracing immigrant communities will help to move the city forward.

Additionally, the Task Force was asked to deliver its findings and recommendations to the City Council within one year of its first meeting. The Immigrant Integration Task Force held its **first meeting on February 25, 2014**. Before this first meeting, Task Force Chair Stefan Latorre and Vice Chair Emily Zimmern purposefully outlined a process to engage the entire community in addressing the work set forth by Council for the Task Force. They were guided by insights from *The Community Leadership Handbook: Framing Ideas, Building Relationships and Mobilizing Resources* by James F. Krile.

The work of the Task Force included five basic parts: learning about demographic trends as well as best practices from other immigrant gateway cities; listening to the community; establishing working groups to develop strategies to maximize opportunities for immigrants' full participation in community life; selecting recommended strategies to present to Council; serving as stewards of these strategies as the City and other community partners develop programs to maximize the economic and civic contributions of immigrants in Charlotte.

One of the first Task Force meetings at the Charlotte-Mecklenburg Government Center

Learning from Others

The Task Force started its work by creating a level field of knowledge for all members. This began with a **statistical and spatial overview of the immigrant population in Charlotte** presented by Owen J. Furuseth, Ph.D., Associate Provost for Metropolitan Studies and Extended Academic Programs Professor of Geography and Heather A. Smith, Ph.D., Professor and Geography Graduate Director Department of Geography & Earth Sciences; Director, Urban Studies Minor of the University of North Carolina at Charlotte. Dr. Furuseth and Dr. Smith presented information on the demographic shift taking place in Charlotte as well as compared Charlotte's immigrant settlement patterns to other cities. This was followed by a presentation on **immigrant entrepreneurs and economic development** by Paul N. McDaniel, Ph.D., of the American Immigration Council's Immigration Policy Center. Dr. McDaniel explained economic trends as they relate to the influx of immigrants at the national, state and local levels. He also shared current immigrant integration strategies being

used as a component of economic development in leading cities across the U.S. Furthermore, several of the local chambers who serve the international community, such as the Latin American Chamber Commerce - Charlotte, also shared input about issues their members face.

For a deeper dive into what Charlotte's peer cities are doing to maximize civic and economic contributions of immigrants, Tom Negri was invited to present to the Task Force. Mr. Negri is currently the Interim Director of the Metro Human Relations Commission in Nashville. He spoke to the Task Force about his role as the founding chairperson of the **Nashville for All of Us** integration initiative and the work he did to defeat a 2009 English Only initiative. He shared best practices used in this campaign and had a frank conversation with the Task Force about how to engage the greater Charlotte community in integration. To continue on a theme of **engaging receiving communities**, the Deputy Director of Welcoming America, Rachel Peric, came to Charlotte to share why cities across the nation are joining the welcoming movement in her presentation *Welcoming America: Building a Nation of Neighbors*. Later in the year, the Task Force was updated on the progress of the Mecklenburg Livable Communities plan and where there might be synergy between the Task Force and the work being done by Mecklenburg County. Furthermore, various Task Force members and City staff participated in conferences and webinars held by leaders in the field of immigrant integration. They offered the opportunity to share experiences and promising practices in communities across

Casa Azafrán in Nashville

the state and the nation. Conferences included *Immigrant Integration in North Carolina: A summit for North Carolina cities and towns*, AS/COA roundtable discussions in peer cities such as, Nashville and Atlanta, the National Immigrant Integration Conference in Los Angeles and the White House Convening on Immigrant Integration. Webinars included several by Welcoming America and Cities Untied for Immigrant Action.

Listening to the Community

Task Force members believed it was equally important to hear directly from immigrants and refugees about their perceptions of Charlotte and the services available to newcomers. There were two methods of **gathering direct immigrant input** into the process of the Task Force: hosting Community Listening Sessions and offering an Immigrant Integration Community Survey.

In order to multiply the opportunities for participation in the **Community Listening Sessions,** the Task Force created a template for public discourse which was easily replicable. In order to encourage thoughtful dialogue, the Task Force decided **three questions** would guide conversation at each session:

- What is one thing that is being **done well in Charlotte** to help immigrants?
- What is one thing that **could be improved** upon in Charlotte to help immigrants?
- What is **one critical need that is urgent** and should be addressed in Charlotte to help immigrants?

This progression of questioning was created to allow for participants to acknowledge the positive work already being done in the community, items that might need a simple tweak to work better and to identify gaps in services and opportunities.

To optimize opportunity for geographically dispersed community involvement, the Task Force **committed to hosting sessions in three areas** identified as having a visible concentration of immigrants: **Central Avenue, North Tryon and South Boulevard**. The Task Force also utilized the Charlotte International Cabinet's list of international organizations in the Charlotte area to invite any organization to host a session as long as they followed the basic outline:

- It had to be **open to the public** and posted on the Task Force webpage
- At least one **Task Force Member must be present** at the session
- All **three questions** must be presented to the assembled group
- **Notes** from the session must be submitted for the record

Another reason for seeking further partnership from community organizations was to build on the trust those organizations already had with the immigrant community. Such partnerships created a comfortable space for open dialogue. The Task Force **partnered with 16 organizations** to host Community Listening Sessions to the public.

- Charlotte Int'l Cabinet pilot meeting with international non-profits
- Immigrant Integration Task Force (IITF) @ International House
- Action NC
- Charlotte Chamber with Latin American Chamber & Black Chamber
- Charlotte-Mecklenburg Schools – English Language Learner Students of Myers Park HS
- Central Piedmont Community College @ Neighborhood Good Samaritan Center
- Charlotte International Cabinet @ Choice Translating
- Refugee Support Services
- Muslim American Society
- IITF @ Bethesda Health Center
- Action NC, Code Enforcement & Mountcrest Tenants United
- Immigrant Solidarity Committee & Newell Presbyterian Church Latino Ministry
- Immigrant Solidarity Committee & Neighborhood Good Samaritan Center
- Legal Services of Southern Piedmont
- Southeast Asian Coalition
- Latin American Coalition
- IITF @ Huntingtowne Farms Elementary School and Forest Hill Church

A complete set of notes from each listening session is available from the Office of International Relations. During the course of most listening sessions, Task Force members and other volunteers were told by participants that it meant a lot to them that the City created the Task Force. It made them feel more welcomed to know that the Task Force placed such significance on listening to the community and not only talking to experts. Furthermore, many expressed gratitude that the effort was made to host sessions within the community in a familiar, safe environment where trust was already established.

Top Ten Concerns from the Listening Session

1. Equal access to information on services and resources
2. Better infrastructure (roads/transportation/parks/libraries)
3. Access to training/further education/better schools/ better access to allow parental engagement
4. Better treatment/be more friendly/less discrimination/ more cultural understanding
5. Help with language barrier/interpreters
6. Provide access to a driver's license/ID card
7. Improve housing conditions
8. Help finding more/better jobs
9. Improve police relations/end 287g
10. More affordable healthcare/better access to healthcare

Full report can be found in the Appendix

This is a ranked tally of the top topics mentioned as items for improvement or critical need during listening sessions. It is not weighted by how many people mentioned these topics, but by frequency in the listening session notes or written comments of participants. Session attendance ranged between ten and 50 people. Attendees were a mix of native and foreign born people.
In addition to the Community Listening Sessions, the Task Force **devised a survey to reach out to community members** who might not be able to attend meetings in person. It was decided to use this opportunity to ask demographic and subjective, qualitative questions about Charlotte in order to create a set of characteristics which could be gathered on a regular basis and compared over time. The **36 question survey** was primarily administered through links on the Task Force website. Again, the Task Force utilized the Charlotte International Cabinet's contact list to reach out to the international organizations of the area to share the survey with their members. To increase accessibility of the survey, the Task Force offered to find volunteers to translate the survey into additional languages. In the end, the Task Force released the survey in **10 languages: English, Spanish, German, French, Russian, Hindi, Gujarati, Arabic, Vietnamese, and Chinese.**

Links to the surveys were distributed to area organizations to share with their members. To allow for more input from members of organizations who might have limited Internet access or limited computer literacy, the Task Force also

made printable versions of the surveys available. **Partner organizations who requested printable files** include the Neighborhood Good Samaritan Center, La Escuelita Bilingual Preschool (to share with students' parents), the YMCA, Choice Translating, Time Warner Cable News and Central Piedmont Community College (CPCC). Some organizations (e.g. CPCC ESL classes, YMCA) administered the survey orally to allow for translation in other languages and to integrate it into other programing.

The Task Force also **utilized social media** as a tool to make the survey public. Links were shared via Twitter, Facebook and Linked-In. CMPD also sent out information on the survey with links to people who subscribe to Nextdoor, a private social network set up for neighborhoods to share information. In an effort to increase exposure of the survey, Task Force members and others voluntarily **attended international festivals** in the area to raise awareness of the study. Festival attendants were offered a chance to take a survey home and mail it back to the Task Force or given a flyer directing participants to the survey online through a link and a **Quick Response (QR) code for mobile users**. QR codes were added based on recent studies showing use of smartphones can increase civic engagement of disadvantaged and diverse populations (Benton, 2014). Another way the Task Force increased chances for more survey responses was to accept the offer from QuePasa/

आप्रवासी(इमिग्रैंट) समन्वय सर्वेक्षण

यह सर्वेक्षण ऑनलाइन लेने के लिए QR कोड (संकेत) स्कैन करें.

कृपया दोस्तों और परिवारके सदस्योंको भी यह सर्वेक्षण लेनेके लिए प्रोत्साहित करें!

आप्रवासी(इमिग्रैंट) समन्वय कार्यदल (टास्कफोर्स) के बारेमें अधिक जानकारीके लिए www.charlotteinternational.org.

MiGente and La Notica, local Spanish language newspapers, to **print the survey in their papers**. Compare Foods Supermarkets partnered with the Task Force to allow collection boxes for the surveys printed in the two papers. These boxes also had QR codes on them for participants who prefer to access information via their mobile phone.

Over the course of six months, **1,634 foreign-born Charlotteans representing 104 Nations took the survey**. As the number is only a small sample of the estimated number of immigrants living in the area, the data is useful as a tool to determine concerns in the community and identify some trends, but it is not scientifically sound. Additionally, it is not a truly random sample of the immigrant population. Survey participants had to be able to access the Internet or be a customer of one of the Task Force partners.

Top Ten Concerns from the Web Survey

1. ID card/Provide access to a driver's license
2. Advocate for comprehensive immigration reform
3. Help finding more/better jobs
4. Better treatment/be more friendly/less discrimination/ more cultural understanding
5. More affordable healthcare/better access to healthcare
6. Teach more English classes
7. Need a green card/work permit/visa/SSN
8. Access to training/further education/better schools/ better access to allow parental engagement
9. Happy here/Charlotte is great
10. Better connector to resources/intro to CLT/one central welcoming center

Full report can be found in the Appendix

In order to have a more scientifically sound data set, the Task Force entered a contract with the University of North Carolina at Charlotte's Urban Institute to conduct an **independent "control" sample** by way of a phone survey. As the means of administrating this survey were slightly different, there are some variations on the questions asked. The calls were to remain under 12 minutes to increase the likelihood of participants completing the survey. The Urban Institute survey had a 95% confidence interval, i.e., there is a 95% confidence that the results from a sample of 250 people will fall within 6.19 percentage points away from their true value in the population of interest. Respondents included a random sample of 250 foreign-born adults, 18 years and older who lived in Mecklenburg County at the time of the call.

Top Ten Concerns from the Web Survey

1. Help with finding better/more jobs
2. Happy here/Charlotte is great
3. Better treatment/be more friendly/less discrimination/ more cultural understanding
4. More Community Centers/outreach/festivals
5. Be more business friendly/more immigrant businesses
6. Teach more English classes
7. Better infrastructure (roads/transportation/parks/libraries)
8. Access to training/further education/better schools/ better access to allow parental engagement
9. Better cost of living/quality of life
10. More affordable healthcare/better access to healthcare

Full report can be found in the Appendix

Working Together to Form Strategies

As public feedback came in, general topics began to emerge around how to promote integration in the community.   Based on the results of listening and learning, the Task Force drafted the following **vision statement**:

> 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**.

To help focus efforts and allow for a concentrated approach to community concerns, the Task Force broke into **six working groups**:

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

To align the work being done by each group, the Task Force adopted a set of **guiding principles**. It was important to the Task Force that the interests of all residents of Charlotte were taken into consideration during the creation of strategies to advance immigrant integration in Charlotte.

Guiding Principles

ECONOMIC GROWTH:
Promote economic development through business start ups, workforce development/skills training, access to financial services and regeneration of declining and vacant areas, leverage technology, and position Charlotte as globally competitive.

EQUITABLE ACCESS:
Ensure availability of economic, civic, cultural and educational opportunities and government services for all residents.

INCLUSION:
Embrace diversity as a strength, create a sense of belonging, safety and community for all residents, and promote cross-cultural competence to build mutual respect and trust.

CONNECTION:
Promote social connection among diverse groups, digital connection to government information and resources and physical connectivity among neighborhoods and encourage interfaith interaction and dialogue among people of different religions and spiritual practice.

WELL-BEING OF ALL:
Support policies and practices that benefit the entire community, improve social mobility and promote the physical and mental health and safety of all residents of all ages and backgrounds.

The working groups met separately from August to December. In these smaller groups, the Task Force members were encouraged to **analyze feedback from the surveys and listening sessions and do further research on their topics**. Some working groups also held meetings with or invited additional stake holders for advice. The Charlotte-Mecklenburg Public Library, Charlotte Area

Transit System, Charlotte Business INClusion, Charlotte-Mecklenburg Community Relations Committee and the Business Advisory Committee represent some of the groups who were involved in further working group conversations and meetings.

As you will find in the appendix, some groups also reached out to other communities in the U.S. to learn more about programs which might be a good fit for Charlotte. The groups shared their findings during updates at the Task Force's monthly public meetings. Each group then crafted strategies to share with the Task Force as a whole. Some of the strategies suggested expansions or enhancements to current City programing in order to make the programs more inclusive of immigrants. Other strategies introduced new concepts and programs that can be implemented at the city, county, and state level. Many proposed partnering with existing partners to accomplish a more cohesive approach to integration in Charlotte.

On **November 20, 2014, each group presented their draft strategies** to meet the requests of the community and maximize civic and economic engagement of immigrants in Charlotte. A complete set of working group strategies can be found in the appendices.

Determining the Final Set of Recommended Strategies

The Task Force considered each of the strategies developed by the working groups and took a straw poll to help identify the priorities. The strategies chosen as priorities by the Task Force were then refined in order to bring them forth to City Council. The selected items were not put in an order of priority after being selected because many of the strategies build on each other and the Task Force wanted no one strategy to outweigh another. The suite of proposed strategies are mutually reinforcing.

Once a draft of the recommended strategies was agreed upon, the Task Force presented them to the public for further input. A **public feedback session** was held at the Central Campus of Central Piedmont Community College on January 15, 2014. Over 200 Charlotte residents, both foreign-born and native-born, participated in the feedback session. The Task Force took the feedback from this meeting and further refined the recommended strategies. Additionally, they

incorporated more **promising practices from peer cities** and adjusted some strategies to reflect changes in national and local policies, while still addressing the concerns of residents.

The **27 recommended strategies are broken into seven categories:**

- Support Immigrant and Refugee Entrepreneurship and Small Businesses and Promote Economic Development
- Ensure and Enhance Access to Services of Local Government
- Promote Citizenship
- Promote Public Safety
- Promote Health
- Promote Education
- Promote Inclusion

The full set of recommended strategies is in the following chapter of this document.

The recommended strategies form a **comprehensive framework** to maximize immigrants' contributions. They are not actionable items. **They will require further study to determine scope, timing and cost of implementation.**

Continuing Stewardship

After presenting its findings and recommended strategies to the Charlotte City Council, the Task Force transitions to a new role of stewardship. The Council resolution which created the Task Force included a provision for it to continue:

"The Immigrant Integration Task Force shall meet quarterly to assess progress on its recommendations and to ensure that City services and public-private partnerships toward immigrant integration are being effectively implemented. Task Force meetings shall periodically invite public comments and participation."

This part of the resolution ensures that the Task Force is available to sustain inter-agency cooperation and to provide additional feedback from its learning and listening as recommended strategies are researched further and optimal forms of implementation are decided by the appropriate bodies.

Recommended Strategies

Based on community feedback from listening sessions and surveys, and research on best practices in other new immigrant gateway cities, the Charlotte Immigrant Integration Task Force recommends the following strategies to the Charlotte City Council, Mecklenburg County Commission and the Charlotte-Mecklenburg School Board. These items were identified as priorities from a much longer list generated by six working groups. The recommendations of the working groups are included in the appendices.

To create a welcoming, inclusive, safe community that will maximize the role of immigrants in expanding the local economy and enriching civic and cultural life, the Task Force recommends a suite of strategies that:

Support Immigrant and Refugee Entrepreneurship and Small Businesses and Promote Economic Development by:

- **Supporting small business growth** by collaborating with the Charlotte Business Resources Partners, Business Advisory Committee, Charlotte International Cabinet, Small Business Services and the Office of International Relations to grow immigrant community-oriented programming. Specific strategies would include: 1) holding workshops on how to start and run a business; 2) helping connect underserved populations with municipal and financial services, professional networks, and chambers of commerce; 3) navigating government; and 4) hosting job fairs.

- **Creating a Shop Local list of all small businesses and increasing Small Business Certification of immigrant-owned businesses.** Charlotte Business INClusion (CBI) would create a campaign to encourage small immigrant-owned businesses to become certified, and develop and market a public list of local small businesses to facilitate the "shop local" campaign.

- **Prototyping economic development strategies** such as a "start-up row" in a vacant strip mall with immigrant entrepreneurs and other small business owners; piloting "pop up" markets for immigrant entrepreneurs and other small business owners using underused parking lots on the weekend; and encouraging application for Neighborhood Matching Grants and installation of immigrant-themed public art.

- **Establishing a program for neighborhoods to apply for designation as International Corridors** to encourage economic development in areas with large immigrant populations (e.g., Central Avenue and South Boulevard). The City will provide grants for new street signs, banners, immigrant-themed public art, and marketing of these communities to consumers, visitors and new businesses.

- **Creating stronger neighborhoods, business corridors and grassroots leadership** through multiple strategies including: 1) hosting a neighborhood summit of **all** neighborhood associations and/or making presentations at individual neighborhood association meetings that focus on the benefits of immigrant integration and being culturally inclusive; 2) in highly diverse neighborhoods that are experiencing rapid immigrant growth, partnering with faith congregations, community-based organizations and ethnic chambers of commerce to encourage participation of all residents in neighborhood initiatives, to support collaborations that build trust and shared goals and to develop grassroots leadership; and 3) support newly proposed Neighborhood Mash-ups that pair different neighborhoods across the city for joint programming that highlight businesses, houses of worship, parks, schools and other resources and encourage cross-cultural interaction between newcomers and longtime residents.

- **Creating a "Going Global" campaign** that uses multiple strategies including: 1) matching Charlotte businesses that seek to export with immigrants in our community who have expertise and connections with targeted global markets; 2) actively promoting the location and expansion of international businesses in Charlotte in collaboration with existing economic development organizations; 3) encouraging global recruitment and retention of highly talented individuals, including international students at local colleges and universities; and 4) providing information about re-credentialing of professionals with degrees and certificates from other countries.

<u>Ensure and Enhance Access to Services of Local Government by:</u>

- **Establishing and staffing an "Office of New Charlotteans."** This office will take the lead role in overseeing and facilitating the recommendations of the Task Force. It will serve as liaison with immigrant neighborhoods to promote economic development, and help immigrants understand City services. The office will be staffed with bilingual worker(s) with community development expertise. This office would coordinate with City agencies to engage, inform and serve new residents and promote effective service delivery; expand cultural competency and language training for City employees, especially those providing direct services to Charlotteans with limited English proficiency; ensure that City departments have access to professional interpreters, phone interpreting services and translation services; and create information in several languages about government services and nonprofit services that can be printed and distributed and also accessed online. It would do this in partnership with community-based organizations, chambers of commerce and ethnic media.

- **Creating a Welcoming Charlotte-Mecklenburg Partnership,** similar in structure to the Charlotte Business Resource Partners. This partnership will open membership to all forms of local government within Mecklenburg County, immigrant business and community leaders, immigrant-serving organizations and allies to identify immigrant needs, to serve as a liaison for immigrant communities, to develop welcoming strategies and to give feedback and offer recommendations to the Office of New Charlotteans on how to implement the recommendations of the Task Force and sustain the work of immigrant integration going forward.

- **Evaluating the charges and composition of existing and newly created City and County citizen advisory boards and commissions** to ensure they include immigrant representatives and reflect immigrant concerns. Specifically, explore changes to the charges and representation of the Business Advisory Committee and Charlotte International Cabinet to better reflect the face of diversity in our community and support the work of immigrant integration in business and our community as a whole.

- **Creating a "Fair Housing/Code Enforcement" team** that can respond to immigrants' housing issues and can conduct pre-occupancy inspections for apartment renters and weekly-rental hotels to ensure they comply with the City and County codes. Create and disseminate information for immigrants about their rights and responsibilities with relation to safe, healthy housing.

- **Examining the needs of workers, employers, and services for public transportation**, and if usage merits, expand or alter CATS routes to address the needs of new Charlotteans to access services and workplaces. Have CATS work with immigrant communities to educate on safety, operations, and usage of public transportation.

- **Expanding City programs for youth** to include more diverse groups and ensure access in all youth programming. Seek to expand multicultural offerings and participation amongst immigrant youth. Broaden outreach and language access as well as add cultural competency to the training of Mayor's Youth Employment Program (MYEP) interns. Track number of immigrant youth impacted by all youth programming. Grow partnerships with immigrant community organizations.

- **Designating a City office such as Community Relations Committee to oversee the investigation and enforcement of "*Notario*" fraud.** With recent executive action by the President, *Notario* fraud will likely become more widespread as eligible residents seek counsel on how to proceed. Build a partnership with the Mecklenburg and North Carolina Bar Associations to create a plan of addressing *Notario* fraud. While a notary public in the United States is authorized only to witness the signature of forms, in many Spanish-speaking nations, *Notarios* are powerful attorneys with special legal credentials. In the U.S., some notaries public (*Notarios publico* in Spanish) use the title to deceive the immigrant population and fraudulently offer legal services related to immigration and other areas. In many cases, these individuals file incorrect or fraudulent claims with the government that results in the immigrant missing opportunities to obtain legal residency, being unnecessarily deported, or subject to civil and/or criminal liability, in addition to unnecessarily spending thousands of dollars.

Promote Citizenship by:

- **Encouraging eligible Legal Permanent Residents to naturalize and become citizens.** Draw on the United States Citizenship and Immigration Services (USCIS) resources, and work with community organizations to translate and distribute materials, increase the number of naturalization workshops and promote citizenship. Explore the possibility of setting up "citizenship corners" in library branches. Research shows that citizenship leads to benefits for individuals including better paying jobs, the right to vote, access to scholarships and government programs, and economic growth

for the communities in which the new citizens live. Sign on to become a participating city in Cities for Citizenship (C4C), a national initiative aimed at increasing citizenship among eligible U.S. permanent residents to forge more inclusive and economically robust cities.

Promote Public Safety by:

- **Increasing collaboration and communication between law enforcement and immigrant communities.** Recommended strategies (based on recent national events) would include reestablishing CMPD liaisons with the immigrant community similar to the International Relations Unit, hosting information sessions in neighborhoods with high concentrations of immigrants about neighborhood safety and emergency preparedness, recruiting and hiring bilingual police officers, and incorporating cultural competency and language training for all officers. Cultural competency and language training could be expanded to other public servants in public safety, including MEDIC, CATS, and 911 Dispatch.

- **Creating an awareness campaign, in coordination with community organizations,** to disseminate information on the changes in the detention policies of the U.S. Immigration and Custom Enforcement (ICE) and the opportunities brought to the eligible population with the recent expansion of the Deferred Action for Childhood Arrivals (DACA) and the creation of Deferred Action for Parents of American Citizen and Lawful Permanent Residents (DAPA). The dissemination of information is important for the prevention of fraud within vulnerable communities.

- **Creating a voluntary Community ID card.** The card will improve public safety by helping immigrants become more willing to report crimes and allowing law enforcement to identify individuals who may not otherwise be able to obtain photo identification. With multiple functions it can benefit all Charlotte residents. The Community ID card would streamline many City and County services since the card could serve as a library card, a way to access and pay for public transportation and parking, a school ID, and proof of county residency. The multiple uses would reduce the costs for multiple municipal agencies and also allow the City and County to more accurately track how services are being used for future resource allocation. Partnerships with cultural institutions and businesses, such as restaurants and museums, could be formed to provide benefits to all Charlotte residents and subsidize the cost of the ID cards. The card would also spur economic activity as many

immigrants would be able to open bank accounts and more easily start businesses. The Charlotte-Mecklenburg Public Library has expressed interest in exploring use of its branches for processing of a Community ID.

- **Encourage the Charlotte-Mecklenburg Police Department and Mecklenburg County Sheriff's Office to collaborate** in a way to create trust with the community consistent with the Civil Liberties Ordinance Proposal that was unanimously approved by Charlotte City Council on January 12, 2015, including ending of the 287(g) agreement, which allows state and local law enforcement to partner with Immigration and Customs Enforcement (ICE) and imposes immigration enforcement responsibilities on local law enforcement.

- **Enhance street leave infrastructure to increase safety of pedestrians and cyclists.** Install crosswalks, sidewalks, and other improvements that will protect those who use alternative modes of transportation.

Promote Health by:

- **Enhance/Increase educational efforts for incoming immigrants in regard to health care and available options (ACA and Medicaid)** and utilize the available resources from local government agencies and other stakeholder agencies to improve enrollment of our immigrants in the ACA. Provide ACA information to 311 operators. Promote local government's participation in ACA enrollment activities. Leverage agencies that may be able to reach the immigrant population such as media outlets, faith community, as well as local coalitions and chambers serving immigrants. Create public service announcements from local government that would include all service providers.

Promote Education by:

- **Establish a framework to create Welcoming Schools and expand successful programs system wide.** Identify current best practices at local schools and facilitate more collaboration between community agencies and schools. Explore and promote ways to help parents easily navigate the school system. Expand Pre-K offerings, including dual-language Pre-K options. Expand dual-language/immersion magnet programs to more schools. Create robust world language programs K-12. Encourage the library, schools or

other community-based organizations to host *Plaza Comunitarias* (Digital curriculum in Spanish for GED and adult literacy). Expand access to Adult Education classes (ESL, GED, pathways to careers, citizenship) through neighborhood partnerships.

Promote Inclusion by:

- **Increasing cultural competency and language proficiency and access** for service providers in all sectors—public, private and nonprofit. Support cultural diversity trainings, curriculums, and best practices to be shared with service providers. Increase the number of bi-lingual/multi-language capable professionals serving the immigrant population. One of the methods of increasing the number would be to promote the use of job fairs to attract bi-lingual/multi-language professionals to Charlotte. Raise awareness of the need to secure interpretation and translation services.

- **Enlisting community partners from all sectors—business, nonprofit, faith community, media, education—who support launching and strengthening welcoming, immigrant friendly programming in the broader community** to foster mutual respect between foreign-born and native-born Charlotteans. This can be done through:

  1. Direct public engagement such as community presentations led by immigrants and allies describing the changing demographics of Charlotte and the documented benefits of effective immigrant integration; dialogues between immigrants and longtime residents; cultural mash-ups that celebrate multiple cultures and histories; and a call to action for community partners to become "places of welcome" where newcomers and receiving communities can come together.

  2. Leadership development that engages and empowers neighborhood and grassroots leaders, immigrant and native-born together, and offers training in facilitation, presentation, communications and collaboration and updates on community issues where shared understanding and joint programming are more likely to emerge.

  3. Strategic communications that spread positive messages on a mass scale through social media, the City's website and media stories about immigrants' contributions and success stories of cross-cultural and immigrant/native-born cooperation.

- **Partnering with festivals and cultural institutions that celebrate immigrants' cultures and heritage and promoting annual activities for national Welcoming Week.** Consistent community feedback has affirmed the value of these to increase interaction among diverse groups and deepen cross-cultural understanding

- **Aligning new/expanding programs for immigrants and refugees with current community initiatives** such as Mecklenburg County's Livable Communities Plan and Task Force on Economic Opportunity and CMS' Strategic Plan.

- **Convening meetings** of representatives of City, County, other towns, CMS and adult education programs, as well community stakeholders to receive updates on particular topics related to immigrant integration to learn about one another's work and explore areas where collaborative efforts would be effective.

- **Supporting state and national efforts to enact inclusive comprehensive reforms** including providing advocacy for North Carolina's expansion of Medicaid coverage to cover the overwhelming gap of those who fall in between Affordable Care Act eligibility and current Medicaid coverage; allowing in-state tuition for all residents of North Carolina; expanding access to Adult Education classes (ESL, pathways to careers, citizenship); issuing drivers' licenses for all residents of North Carolina; increasing the number of visas for skilled workers and graduates of U.S. colleges and universities; and recommending ICE focus its law enforcement efforts on its highest priority criminals (Priority 1) such as terrorists, gang members, and convicted felons.

The Task Force supports policies that allow all residents of Charlotte to feel at home and to contribute to our community and our economy.

Appendices

RESOLUTION OF THE
CHARLOTTE CITY COUNCIL
CREATING AN INTER-AGENCY TASK FORCE
TO MAXIMIZE IMMIGRANTS' ECONOMIC AND CIVIC CONTRIBUTIONS
TO THE CITY OF CHARLOTTE

WHEREAS, the foreign-born population in the Charlotte metropolitan area increased from 23,000 to 173,000 residents from 1990 to 2011, with immigrants of all skill levels being active participants in Charlotte's economy; and

WHEREAS, a May 30, 2013, roundtable meeting organized by Americas Society/Council of the Americas among leaders from the public and private sectors and civil society added new momentum and urgency to the role that the City of Charlotte can play in providing the framework for its immigrant populations to maximize their roles in expanding the local economy and enriching civic life; and

WHEREAS, the Charlotte community and other cities represented at the May 30 roundtable recognized that the challenges immigrants face in integrating in our education system, neighborhoods, industries, and businesses affects Charlotte's potential for job creation and that the City of Charlotte and its business community should work to address these challenges in order for Charlotte to continue its trajectory as a globally competitive city; and

NOW THEREFORE, BE IT RESOLVED by the Charlotte City Council that the City of Charlotte will prioritize steps to facilitate immigrants' ability to contribute to the community through the creation of an inter-agency task force with a mandate to examine and recommend best practices in immigrant integration and educate the community of the economic and social benefits of its growing immigrant populations. The Immigrant Integration Task Force shall have such powers and duties set forth in this Resolution.

BE IT FURTHER RESOLVED that:

(1) The Immigrant Integration Task Force shall consist of up to 29 members, all of whom shall serve without compensation. Mayor Patsy Kinsey shall appoint up to seven (7) members that represent certain areas of specialized expertise, Mayor Patrick Cannon shall appoint up to four (4) at large members, and the City Council shall appoint the remaining members after receiving nominations from community agencies as outlined in the attached Framework for Task Force Appointments (Exhibit A). Mayor Kinsey will select a Chair and Vice-Chair from the members appointed. Upon his or her selection, the Chair of the Task Force shall call an organizational meeting.

(1) The work of the Immigrant Integration Task Force shall be sponsored by the Charlotte International Cabinet, Neighborhood & Business Services, and may receive additional amounts of private funds as required to complete its work.

(2) The Immigrant Integration Task Force is hereby charged and authorized as follows:

a. To review the recommendations by the Mayor's Immigration Study Commission, published in 2007, in order to leverage previous research and conclusions;
b. To research and recommend policies—including those from other new immigrant gateway cities—that facilitate access to city services for all residents of Charlotte, including its immigrant populations, while addressing gaps in civic engagement;
c. To prepare a report with recommendations to the Charlotte City Council that promote awareness among the public of the availability of existing programs and services facilitating immigrant integration;
d. To seek opportunities to better educate the overall Charlotte community on how embracing immigrant communities will help to move the city forward.

(3) The Immigrant Integration Task Force shall deliver its findings and recommendations to the City Council within one year of their first meeting.

(4) Upon delivery of its findings and recommendations, the Task Force will work in coordination with Charlotte City Council to promote initiatives that facilitate immigrant integration. The May 30 AS/COA roundtable highlighted some of the ways in which to facilitate immigrant integration:
a. Financial Inclusion: Promote citywide efforts that teach financial literacy and raise awareness of the importance of entering the formal financial system in order to build savings and credit.
b. Education: Support digital inclusion programs that facilitate increased access to technology in immigrant communities.
c. Civic Integration: Encourage immigrants to join boards and commissions to improve civic engagement and representation.
d. Public Safety: Establish a hotline supported by a local, trusted non-profit organization that immigrants can trust to report crimes. Improve trust and dialogue between immigrants and the police department through designated police programs that engage and outreach with immigrant communities.
e. Collaboration: Form and maintain direct ties with immigrant communities and community-based organizations to ensure a steady flow of communication.
f. Celebrate Diversity: Partner with community organizations which organize celebrations (festivals, street fairs, etc.) that expose the greater Charlotte community to the contributions and diversity of the city's immigrant populations.

(5) The Immigrant Integration Task Force shall meet quarterly to assess progress on its recommendations and to ensure that city services and public-private partnerships toward immigrant integration are being effectively implemented. Task Force meetings shall periodically invite public comments and participation.

ADOPTED by the Charlotte City Council on the 25th day of November, 2013.
AMENDED by the Charlotte City Council on the 10th day of February, 2014.

Case Study Summaries

IMMIGRANT INTEGRATION IN NC
A Summit for Cities and Towns
Excerpts from January 2015 report:

The Latino Migration Project at UNC Chapel Hill hosted the summit on September 17, 2014. The purpose of the summit was to share innovative immigrant integration practices of municipalities in North Carolina and feature workshops with local government delegations and immigrant representatives in the region. Co-sponsors included the UNC Center for Urban and Regional Studies, The Center for International Understanding, Uniting NC, and the City of High Point Human Relations Department.

The summit was attended by 75 people from across the state, including the cities and counties of Alamance, Asheville, Burlington, Chapel Hill, Charlotte, Greensboro, Goldsboro, High Point, New Hanover, Raleigh, Wilmington, and Winston Salem. In addition to municipal officials, participants included representatives from the private sector; law enforcement agencies; Chambers of Commerce; immigrant and refugee serving organizations; k-12 teachers; and faculty, staff and students from institutions of higher education across the state. Participants from Charlotte included Stefan Latorre, Emily Zimmern and Jess George. They made a presentation describing the work of Charlotte's Immigrant Integration Task Force as well as the ongoing work of the Latin American Coalition. Formal presentations were also made by representatives from Greensboro, High Point, and Greenville. The keynote address was given by Patience Lehrman from Temple University where she served as the National Director of Project SHINE, an immigrant integration initiative. Lehrman spoke of the importance of valuing and nurturing existing, organic, less formal community interactions (what she referred to as "little i" work) as much as larger policy and legislative efforts ("big I work").

"The little 'i' is ….the myriad of ways in which newcomers and long-term residents form connections and develop bonds that allow for mutual acceptance and respect beyond what can ever be legislated."
--Patience Lehrman

Findings

BEST PRACTICES FOR MUNICIPALITIES

1. Involve diverse immigrant groups from the beginning.
2. Recognize expertise within foreign-born communities.
3. Build in time for immigrants to learn about refugee issues and vice versa.
4. Consider how issues may be relevant for other community residents and seek their input.
5. Recruit foreign-born leaders to serve on municipal boards and commissions.

CORE VALUES GUIDING INTEGRATION WORK ACROSS THE STATE

1. Involve immigrants in all phases of projects. Prioritize immigrant leadership.
2. Include and examine diversity within immigrant communities.
3. Learn about local lessons learned from the integration of African American communities.

THE CHALLENGES OF MOVING FROM ASSESSMENT TO ACTION

1. Funding
2. Overcoming political resistance
3. "Winning hearts"

NEXT STEPS AND RECOMMENDATIONS

1. Develop stronger networks for information sharing
2. Build strong networks and relationships across municipalities in NC
3. Host an annual summit on Municipal Immigrant Integration
4. Prepare a comprehensive report on the summit activities and participant recommendations.

The full report is available at http://migration.unc.edu

<u>Immigrant Integration in Atlanta</u>

On May 28, 2014, Mayor Kasim Reed created the Welcoming Atlanta Working Group (WAWG). The working group consisted of 21 members who developed recommendations to address the gaps in how Atlanta's newly arrived communities are being integrated into the wider community.

Mayor Reed set-up the WAWG to assist city staff as recommendations are created, assessed and implemented. Additionally, the group serves as "agents in the community to ensure that efforts to enhance the quality of life of immigrants are being implemented, and that the City is playing an active role in creating a more inclusive community."

The Working group was created in support of the City of Atlanta's pledge to become a welcoming city. Mayor Reed said, "The creation of the Welcoming Atlanta Working Group is another step forward in strengthening (Atlanta's) standing as a global and inclusive community."

The WAWG was broken into subcommittees to focus on five key areas of immigrant integration: ensuring equitable access to services; expanding educational opportunities; facilitating economic empowerment; enhancing public safety and fostering a connected community; and building immigrant civic engagement and leadership.

In August 2014, the WAWG presented recommendations to Mayor Reed. The City of Atlanta now commits to implementing the following recommendations proposed by the Welcoming Atlanta Working Group:

Community Engagement Recommendations
Goal: To reduce barriers to full civic participation while fostering positive relationships between the receiving community and new arrivals. To achieve the City of Atlanta will:

1. Create an Office of Multicultural Affairs with a Director who is part of the Mayor's executive team.
2. Establish a Welcoming Atlanta Advisory Committee.
3. Create a website dedicated to the Welcoming Atlanta initiative.
4. Establish a citywide inclusive certification program.
5. Organize city dialogues with immigrant and refugee communities and groups in receiving communities.
6. Establish a My City Academy educational program.
7. Partner with Invest Atlanta and the Atlanta Beltline to expand pre-public notification of affordable housing options to include immigrant and refugee communities.
8. Partner with U.S. Citizenship and Immigration Services (USCIS) to establish citizenship corners in Atlanta-Fulton public libraries.

9. Enlist well-known celebrities within the foreign-born communities to promote Welcoming Atlanta with an emphasis on the benefits of citizenship and community engagement.
10. Provide free booths for partner nonprofits to conduct voter registration and outreach at City of Atlanta festivals.
11. Assess current use of cultural competency training for all city employees and partner with nonprofits that specialize in cultural competency to develop a resource list and develop and implement curriculum.
12. Evaluate the city's capacity to effectively serve immigrants and refugees by contracting a third party to conduct an internal and external needs assessment of public safety and customer service-oriented agencies, including a customer service assessment component.

Developing and Harnessing Talent Recommendations
Goal: To better harness the talents of, and provide opportunities for, today's willing and able workers and develop a strong multicultural workforce for tomorrow. To achieve the City of Atlanta will:

13. Partner with non-traditional facilities to fund and expand opportunities for adult English language learning in the communities where immigrants and refugees live.
14. Use the Atlanta Workforce Development Agency (AWDA) to create targeted programming that recruits, trains and connects foreign-born workers to fill jobs critical to Atlanta's economic competitiveness.
15. Assess and increase minority participation in the Small Business Enterprise Program.
16. Create a web-based one-stop shop for all entrepreneurs that clearly outlines the process, steps and requirements for starting a business in the city in multiple languages.
17. Address food deserts through immigrant entrepreneurship by providing incentives and assistance to grocers to open markets in food deserts.
18. Augment the findings of the disparity study with a survey of best practices to strengthen Atlanta's Equal Business Opportunity Program.

Public Safety Recommendations
Goal: To foster a community of trust between Atlanta's foreign-born population and the officers entrusted with protecting our streets. To achieve the City of Atlanta will:
19. Launch an initiative within APD and the City Prosecutor's office to investigate and prosecute individuals who prey on immigrants (e.g., tax, credit card and other scams).
Create a Multicultural Liaison Unit in APD through scaling and expanding the existing Hispanic Liaison Unit.

More information can be found at
www.atlantaga.gov/index.aspx?page=672&recordid=3041

Immigrant Integration in Nashville

Like Charlotte, Nashville has experienced exponential growth in their foreign born population. Nashville's immigrant population more than doubled between 2000 and 2011- from 58,539 to 123,874. In the middle of this transition there was some push back in state and local immigration policies in Nashville and Tennessee. In 2005, the State of Tennessee began restricting permission to drive to individuals who could prove their legal status.

However the City of Nashville is more proactive in welcoming immigrants and seeking to further integration. In 2006, the Tennessee Immigrant and Refugee Rights Coalition (TIRRC) introduced the Welcoming Tennessee initiative. This later led to the founding of Welcoming America, a national organization that promotes welcoming communities in cities and counties across the country. When an English-Only bill was proposed by Nashville's City Council in 2009, a large coalition made up of people and organizations from civil society, the private sector and faith leaders came together to create the Nashville for All of Us (N4AOU) initiative. The bill was ultimately defeated when 57% of voters cast their ballots against the bill.

Later that year, Mayor Karl Dean created the New Americans Advisory Council to ensure an open dialogue between Nashville's immigrant community and city government. Three years later Nashville introduced the MyCity Academy, which offers immigrants a chance to learn about the inner workings of city government in a seven-month program. In December 2012, Casa Azafrán opened. This community center at the gateway of Nashville's immigrant corridor was created to be an inclusive, welcoming place for all immigrants in Nashville and was designed to showcase the diverse cultures that call the city home. Casa Azafrán is home to several immigrant serving organizations and aims to promote cross-cultural awareness.

The newest development includes the creation the Mayor's Office of New Americans (MONA). This office, founded in September of 2014, will focus on engaging and empowering immigrants in Nashville. The office is advised by the New Americans Advisory Council.

MONA's programming follows four primary objectives:

- engaging and empowering immigrants to participate in their local government and in their communities;
- fostering a knowledgeable, safe, and connected community;
- expanding economic and educational opportunities for New Americans to the benefit of all Nashvillians;
- and working with community organizations and other Metro departments to empower and support New Americans.

More information may be found at:
www.nashville.gov/Mayors-Office/Priorities/New Americans.aspx

Listening Session Topics by Frequency

What is one thing that is being done well in Charlotte for immigrants?		What is one thing that could be improved upon/one critical need that is urgent and should be addressed in Charlotte for immigrants?	
Frequency	Comment/Concern	Frequency	Comment/Concern
48	Education (general)	116	Equal access to information on services and other resources
41	Community involvement	104	Better Infrastructure (roads/ transportation/parks libraries)
40	Cultural competency	129	Access to training/further education/better schools/ better access to allow parental engagement
36	Healthcare	96	Cultural competency
35	Availability of information on service and resources	85	Language barrier/need more interpreters
34	ESL/ language classes	96	Access to driver's license/ ID card
26	Public transportation	76	Improve housing conditions
25	Police-community relations	62	Access to finding better/more jobs
22	Quality of life	125	Need more trust/better treatment by the police/end 287g
20	Access to translation services to limit language barrier	70	More affordable healthcare/ better access to healthcare
19	Economic opportunities	23	Better cost of living/ quality of life
14	Government outreach	37	Need more ESL/language classes
10	Growing community (genenal)	10	Need path to citizenship
9	Community partnerships	49	Need resources for entrepreneurs/ immigrant businesses
8	Good housing	23	More help for refugees/legal counsel
7	Affordability	92	More outreach with immigrant communities
4	Pathway to citizenship	60	More media/communication to immigrant communities
3	Faith based initiatives	10	Funding for non-profits
1	Driver's license		

Immigrant Integration Community Survey Results

1. What is your country of birth?	Total	English	Spanish	French	Chinese	Other	%
Mexico	423	132	291	-	-	-	25.9%
Bhutan	129	129	-	-	-	-	7.9%
El Salvador	111	41	70	-	-	-	6.8%
Colombia	76	45	31	-	-	-	4.7%
Honduras	75	16	59	-	-	-	4.6%
India	58	57	-	-	-	1	3.5%
Vietnam	48	47	-	-	-	1	2.9%
Guatemala	44	21	23	-	-	-	2.7%
Peru	44	19	25	-	-	-	2.7%
Democratic Republic of Congo	40	26	-	14	-	-	2.4%
Ecuador	36	8	28	-	-	-	2.2%
China	34	17	-	-	17	-	2.1%
Dominican Republic	29	12	17	-	-	-	1.8%
South Africa	25	25	-	-	-	-	1.5%
Germany	22	18	-	-	-	4	1.3%
Eritrea	21	21	-	-	-	-	1.3%
United Kingdom	19	19	-	-	-	-	1.2%
Myanmar	18	18	-	-	-	-	1.1%
Laos	17	17	-	-	-	-	1.0%

Venezuela	17	6	11	-	-	-	1.0%
Brazil	14	13	1	-	-	-	0.9%
Haiti	14	11	-	3	-	-	0.9%
France	13	9	-	4	-	-	0.8%
Togo	12	11	-	1	-	-	0.7%
Nicaragua	11	6	5	-	-	-	0.7%
Italy	10	10	-	-	-	-	0.6%
Belarus	8	6	-	-	-	2	0.5%
Canada	8	8	-	-	-	-	0.5%
Japan	8	8	-	-	-	-	0.5%
Moldova	8	6	-	-	-	2	0.5%
Sudan	8	7	1	-	-		0.5%
Ukraine	8	8	-	-	-		0.5%
Benin	7	7	-	-	-		0.4%
Ethiopia	7	7	-	-	-		0.4%
Iran	7	7	-	-	-		0.4%
Puerto Rico	7	4	3	-	-		0.4%
Chile	6	4	2	-	-		0.4%
Cote d'Ivoire	6	6	-	-	-		0.4%
Iraq	6	5	-	-	-	1	0.4%
Turkey	6	6	-	-	-		0.4%
Argentina	5	4	1	-	-		0.3%
Costa Rica	5	1	4	-	-		0.3%
Cuba	5	1	4	-	-		0.3%

Ireland	5	5	-	-	-		0.3%
Jordan	5	4	-	-	-	1	0.3%
Russia	5	4	-	-	-	1	0.3%
Afghanistan	4	4	-	-	-		0.2%
Angola	4	4	-	-	-		0.2%
Egypt	4	3	-	-	-	1	0.2%
South Korea	4	4	-	-	-		0.2%
Spain	4	3	1	-	-		0.2%
Bolivia	3	2	1	-	-		0.2%
Indonesia	3	3	-	-	-		0.2%
Kosovo	3	3	-	-	-		0.2%
Poland	3	3	-	-	-		0.2%
Uruguay	3	-	3	-	-		0.2%
Uzbekistan	3	3	-	-	-		0.2%
Albania	2	2	-	-	-		0.1%
Algeria	2	2	-	-	-		0.1%
Australia	2	2	-	-	-		0.1%
Bosnia	2	2	-	-	-		0.1%
Jamaica	2	1	1	-	-		0.1%
Korea	2	2	-	-	-		0.1%
Lebanon	2	2	-	-	-		0.1%
Malaysia	2	2	-	-	-		0.1%
Pakistan	2	2	-	-	-		0.1%
Philippines	2	2	-	-	-		0.1%

Serbia	2	2	-	-	-		0.1%
Slovakia	2	2	-	-	-		0.1%
Somalia	2	2	-	-	-		0.1%
Syria	2	1	-	-	-	1	0.1%
Taiwan	2	2	-	-	-		0.1%
Thailand	2	2	-	-	-		0.1%
The Netherlands	2	2	-	-	-		0.1%
Austria	1	1	-	-	-		0.1%
Bahamas	1	1	-	-	-		0.1%
Bahrain	1	1	-	-	-		0.1%
Bangladesh	1	1	-	-	-		0.1%
Belgium	1	-	-	1	-		0.1%
Cambodia	1	1	-	-	-		0.1%
Cameroon	1	-	-	1	-		0.1%
Croatia	1	1	-	-	-		0.1%
Denmark	1	1	-	-	-		0.1%
Finland	1	1	-	-	-		0.1%
Ghana	1	1	-	-	-		0.1%
Greece	1	1	-	-	-		0.1%
Hungary	1	1	-	-	-		0.1%
Kazakhstan	1	-	-	-	-	1	0.1%
Kenya	1	1	-	-	-		0.1%
Kuwait	1	-	-	-	-	1	0.1%
Malawi	1	1	-	-	-		0.1%

Mali	1	-	-	1	-		0.1%
Micronesia	1	1	-	-	-		0.1%
Montserrat British West Indies	1	1	-	-	-		0.1%
Palestine	1	1	-	-	-		0.1%
Panama	1	1	-	-	-		0.1%
Portugal	1	-	-	-	-	1	0.1%
Saudi Aribia	1	1	-	-	-		0.1%
Sierra Leone	1	1	-	-	-		0.1%
Sweden	1	1	-	-	-		0.1%
Tanzania	1	1	-	-	-		0.1%
Uganda	1	1	-	-	-		0.1%
USSR/CCCP	1	-	-	-	-	1	0.1%
Yemen	1	1	-	-	-		0.1%
Total Foreign Born Survey Respondents	**1,673**	**1,037**	**593**	**26**	**17**		

"Other" includes responses from surveys in: Arabic, Gujarati, Russian, Hindi, German, and Vietnamese

These were collapsed into one category because there were less then 10 respondents in each group.

2. How long have you lived in the US?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Less than 2 years	265	61	12	4	4	346	22%	10%
2 to 5 years	196	60	6	3	5	270	17%	10%
6 to 10 years	166	184	4	3	1	358	22%	31%
11 to 20 years	197	234	1	0	4	436	27%	40%
More than 20 years	126	48	2	7	3	186	12%	8%
Total Responses						**1596**		**587**

3. Primary reason to move to Charlotte:

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Job transferred to Charlotte	109	20	4	3	3	139	9%	3%
Relocated to accept a new job	108	29	2	2	2	143	9%	5%
Seeking better quality of life	228	424	14	4	4	674	43%	73%
To attend school	64	16	1	1	0	82	5%	3%
To be near family or friends	152	55	1	7	5	220	14%	9%
Settled in Charlotte with a refugee agency	192	6	2	0	4	204	13%	1%
Other (please specify)	85	32	1	0	1	119	8%	5%
Total Responses						**1581**		**582**

4. Highest level of eductaion:

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Less than high school	304	193	2	3	1	503	33%	34%
High School Diploma or equivalent	167	202	4	3	4	380	25%	36%
Vocational Degree	18	41	5	0	2	66	4%	7%
2 year (Associate's) Degree	49	36	0	1	1	87	6%	6%
College (Bachelor's) Degree	165	66	12	2	8	253	17%	12%
Master's Degree	133	7	0	3	2	145	10%	1%
Professional Degree	29	19	1	1	0	50	3%	3%
Doctorate Degree	34	2	0	3	0	39	3%	0%
Total Responses						**1523**		**566**

5. What is your employment status?							
	English	**Spanish**	**French**	**Chinese**	**Other**	**Total**	**% all**	**% Span**
Own my own business	84	37	1	0	3	125	8%	6%
Working full time for pay	327	171	9	6	6	519	33%	30%
Working part time for pay	134	96	7	1	3	241	15%	17%
Working as a volunteer	51	33	0	1	2	87	6%	6%
Unemployed, looking for paid work	143	85	3	1	3	235	15%	15%
Unemployed, not looking for paid work	92	35	0	2	0	129	8%	6%
Attending school	270	118	6	3	6	403	26%	20%
Stay at home parent	94	209	3	2	2	310	20%	36%
Retired	50	5	0	3	1	59	4%	1%
Disabled	37	9	0	0	1	47	3%	2%
Total Responses	919	578	24	17	19	1557		578

6. Where did you find information or assistance about starting or purchasing a business?							
	English	**Spanish**	**French**	**Chinese**	**Other**	**Total**	**% all**	**% Span**
I asked someone else who had already started a business	42	13	0	0	3	58	51%	48%
Internet search	29	4	0	0	2	35	31%	15%
City or County staff member	1	3	0	0	0	4	4%	11%
City or County website	5	3	0	0	1	9	8%	11%
Community organization(s)	9	4	0	0	0	13	12%	15%
Legal services	10	2	0	0	0	12	11%	7%
I could not find the information or help that I needed	12	3	0	0	0	15	13%	11%
Total Responses	82	27	0	0	4	**113**		**27**

7. Category that best describes occupation:

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Office/Administrative	67	28	3	0	1	99	12%	10%
Cleaning and maintenance	49	77	1	1	1	129	16%	27%
Construction	39	52	1	0	0	92	12%	19%
Food preparation, restaurant, or hotel	62	43	0	2	1	108	14%	15%
Health care	32	13	0	0	0	45	6%	5%
Legal services	10	5	0	0	0	15	2%	2%
Manufacturing	38	20	2	0	1	61	8%	7%
Military, Police or Fire	3	0	3	0	0	6	1%	0%
Sales and retail	41	24	2	1	0	68	9%	9%
Science, Technology, Engineering or Math	56	4	1	4	2	67	8%	1%
Social or Educational services	79	10	0	0	5	94	12%	4%
Transportation	11	5	0	0	0	16	2%	2%
Total Responses						**800**		**281**

8. Next we want to learn a little bit more about the alignment between your training and education and your employment status. Please select the statement below that best describes how you feel about your current situation. Select only one.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
My job is in line with my training and education.	288	130	4	5	5	432	56%	49%
There are no jobs available that match my training and education.	38	21	1	2	1	63	8%	8%
I don't have the skills needed for available jobs.	55	26	2	0	1	84	11%	10%
My degree and/or certification(s) are not recognized here.	53	63	4	0	3	123	16%	24%
Jobs are available in my field but I have not been selected for them.	43	26	1	0	1	71	9%	10%
Total Responses						**773**		**266**

9. I feel connected to the/an immigrant community in Charlotte.

	English	Spanish	French	Chinese	Other	Total	% all	% Span

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	45	26	4	0	3	78	6%	5%
Disagree	184	44	3	3	3	237	17%	8%
Agree	455	292	13	8	8	776	55%	52%
Strongly Agree	109	197	0	4	4	314	22%	35%
Total Responses						**1405**		**559**

10. I feel connected to the Charlotte community as a whole.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	21	30	4	0	3	58	4%	5%
Disagree	232	56	2	4	3	297	21%	10%
Agree	457	320	13	9	8	807	57%	57%
Strongly Agree	84	151	1	3	4	243	17%	27%
Total Responses						**1405**		**557**

11. I have opportunities to participate in community matters.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	51	47	2	0	3	103	7%	9%
Disagree	242	89	5	4	0	340	24%	16%
Agree	421	312	12	7	10	762	55%	57%
Strongly Agree	77	102	1	3	4	187	13%	19%
Total Responses						**1392**		**550**

12. Local elected officials are responsive to my/my community's needs and concerns.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	41	84	1	2	4	132	10%	16%
Disagree	239	222	6	5	5	477	35%	41%
Agree	436	201	11	6	6	660	48%	37%
Strongly Agree	58	32	0	1	2	93	7%	6%
Total Responses						**1362**		**539**

13. I am satisfied with the overall customer service provided by local government employees (police, receptionists, planners, etc.)

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	27	68	1	1	0	97	7%	12%

Disagree	124	128	2	3	3	260	19%	23%
Agree	515	285	13	9	12	834	61%	52%
Strongly Agree	105	72	2	2	3	184	13%	13%
Total Responses						**1375**		**553**

14. Please indicate whether or not you or someone in your household has done each of the following in the last 12 months. Check all that apply.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Attended a neighborhood meeting (neighborhood or homeowners' association, Neighborhood Watch, etc.)	192	83	3	4	5	287	22%	16%
Contacted government staff (in-person, phone, email or web) for help or information	161	130	5	1	8	305	23%	25%
Attended or watched a local public meeting	97	41	3	5	5	151	11%	8%
Contacted local elected officials (in-person, phone, email or web) to express your opinion	82	27	0	2	2	113	8%	5%
Reported a crime to the police in Charlotte	91	54	2	0	4	151	11%	10%
None of the above	404	281	7	9	4	578	43%	54%
Total Responses	765	520	16	16	17	**1334**		**520**

15. In this country, are you part of any of the following groups: Check all that apply.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
A religious/spiritual community or place of worship	454	341	13	4	7	819	71%	79%
A political party	42	4	0	1	0	47	4%	1%
A trade organization	42	21	0	0	1	64	6%	5%
A cultural organization	169	22	3	2	4	200	17%	5%

	English	Spanish	French	Chinese	Other	Total	% all	% Span
A non-profit service organization	152	63	1	3	4	223	19%	15%
A social club	88	18	1	4	3	114	10%	4%
A neighborhood organization	115	19	0	0	4	138	12%	4%
A Parent-Teacher Association or other school group	105	58	1	1	3	168	15%	13%
A recreational sports league	80	44	2	2	5	133	11%	10%
Total Responses	677	432	19	14	16	**1158**		**432**

16. Do you have children living at home?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Yes	474	415	15	4	11	919	66%	76%
No	307	134	6	12	6	465	34%	24%
Total Responses						**1384**		**549**

	English	Spanish	French	Chinese	Other	Total	% all	% Span
17. I feel confident working with teachers and school staff to help my child be successful in school.								
Strongly Disagree	5	13	0	0	0	18	2%	3%
Disagree	29	18	0	0	0	47	5%	4%
Agree	217	133	7	4	6	367	39%	32%
Strongly Agree	129	217	6	0	4	356	38%	51%
N/A: My child is not enrolled in school	97	41	1	0	3	142	15%	10%
Total Responses						**930**		**422**

18. I am satisfied with the opportunities that are available to me to be involved in my child's school.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	3	35	0	0	0	38	4%	8%
Disagree	40	56	0	0	0	96	11%	14%
Agree	226	147	8	3	7	391	43%	36%
Strongly Agree	105	133	4	1	3	246	27%	32%
N/A: My child is not enrolled in school	97	41	2	0	3	143	16%	10%
Total Responses						**914**		**412**

19. Do any of your children work outside the home to help support your family?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Yes	163	46	0	0	3	212	26%	15%
No, my child is of working age but does not work outside the home to help support the family	55	58	2	0	4	119	15%	19%
No	250	206	8	3	5	472	59%	66%
Total Responses						**803**		**310**

20. Do you know of an association that helps immigrants, refugees or expatriates? If yes, please list them.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
"Catholic" Maris de Charlotte	1	-	-	-	-	1		
Action NC	1	4	-	-	-	5		
Alemannia Society	1	-	-	-	-	1		
Alliance Francaise	1	-	-	-	-	1		
American Turkish Association	1	-	-	-	-	1		
AmeriCorps ACCESS	1	-	-	-	-	1		
Bethesda Health Clinic	2	10	-	-	-	12		
Bhutanese Association of Charlotte	1	-	-	-	-	1		
Big Brother Big Sister	1	-	-	-	-	1		
British American Business Council	1	-	-	-	-	1		
British Club of Charlotte	1	-	-	-	-	1		
Camino	1	2	-	-	-	3		
Carolinas Asian American Chamber of Commerce	3	-	-	1	-	4		
Carolinas Hindu Center	2	-	-	-	-	2		
Carolina's Refugee Resettlement Agency	23	4	-	-	-	27		
CASA	2	-	-	-	-	2		

Casa del Ecuatoriano	-	2	-	-	-	2
Catholic Charities	26	3	1	-	-	30
CCRA	1	1	-	-	-	2
Charlotte Community Clinic	-	1	-	-	-	1
Charlotte International Cabinet	3	-	-	-	-	3
Charlotte InterNations	1	-	-	-	-	1
Chinese American Association of Charlotte	1	-	-	-	-	1
CHS	1	-	-	-	-	1
Church - Baptist	-	2	-	-	-	2
Church - Carmel Baptist Church Chinese Ministry	1	-	-	-	-	1
Church - Catholic	1	2	-	-	-	3
Church - Iglesia Nuestra Senora de Guadalupe	2	3	-	-	-	5
Church - Iglesia o refugio caricativo	-	1	-	-	-	1
Church - St. Matthews Catholic	1	-	-	-	-	1
Church - unspecified	8	5	-	-	-	13
Church - with food pantry	-	1	-	-	-	1
CMPD	1	-	-	-	-	1
Consulate - Mexican	5	-	-	-	-	5
Consulate - Non-specified	-	1	-	-	-	1
CPCC	35	6	1	-	-	42
Crisis Assistance	3	2	-	-	-	5
CSS	1		-	-	-	1
Department of Heatlh	2	6	-	-	-	8

Organization							
Department of Social Services	3	-	-	-		2	5
Dream Organizing Network	1	-	-	-	-		1
Faith Action Network	-	1	-	-	-		1
Familias Unidas	-	7	-	-	-		7
Focus Charlotte	1	-	-	-	-		1
Government Agencies - unspecified (other, CIA, Homeland Security)	3	-	-	-	-		3
Grameen Bank	1	-	-	-	-		1
Haitian American Association	3	-	-	-	-		3
Haitian Heritage & Friends of Haiti	1	-	-	-	-		1
Health promoters at Presbyterian (NOVANT)	1	1	-	-	-		2
Hispanos Unidos	-	1	-	-	-		1
Hondurenos Unidos	-	1	-	-	-		1
International House	51	17	2	-		4	74
IOM	-	-	-	-		1	1
Irish Society of Charlotte	2	-	-	-	-		2
Jesus Ministry	3	6	-	-	-		9
Jewish Family Services	1	-	-	-	-		1
La ACNUR	1	-	-	-	-		1
Latin American Coalition	61	156	-	-		1	218
LAWA	7	2	-	-		1	10
Legal Aid	1	2	-	-	-		3
Legal Services of Souther Piedmont	1	-	-	-		1	2
LHCC - Learning Help Center of Charlotte	1	-	-	-	-		1

LSSP	1	1	-	-	-	2
MIRA	-	2	-	-	-	2
MAPPR	3	-	-	-	-	3
Matthews Free Clinic	1	-	-	-	-	1
Mi Familia	1	-	-	-	-	1
NAAAP-Charlotte	1	-	-	-	-	1
NACA	-	2	-	-	-	2
NC Dream Team	-	1	-	-	-	1
NC Justice Center	-	1	-	-	-	1
Neighborhood Good Samaritan Center	5	1	1	-	-	7
No, do not know of any	146	131	9	4	4	294
One7	1	-	-	-	-	1
Onusal La Nacion Hispana	-	1	-	-	-	1
Our Bridge	4	-	-	-	-	4
PHOA	-	1	-	-	-	1
Project 658	3	-	-	-	-	3
RedVentures - Golden Door scholarship	1	-	-	-	-	1
Refugee - unspecified	1	-	-	-	-	1
Refugee Support Services	10	1	-	-	1	12
Room at the Inn	1	-	-	-	-	1
Salvation Army	2	-	-	-	-	2
Samaritan House	1	-	-	-	-	1
San Vincent de Paul Society	1	-	-	-	-	1
Senior Centers - Shamrock Sr. Cntr	4	1	-	-	-	5

	English	Spanish	French	Chinese	Other	Total
Senior Centers - unspecified	3	1	-	-	-	4
Sikh Gurudwara	1	-	-	-	-	1
Sikh Heritage Society	1	-	-	-	-	1
Sindhi Association	1	-	-	-	-	1
SOS	-	-	-	-	1	1
South Africans in Charlotte	4	-	-	-	-	4
Southeast Asian Coalition	1	2	-	-	1	4
Southern Poverty Center	-	1	-	-	-	1
Swaminarayan Temple	1	-	-	-	-	1
TAGCA	1	-	-	-	-	1
The Solomon House	0	2	-	-	-	2
Unisal	1	2	-	-	-	3
United Way of Central Carolinas	1	-	-	-	-	1
United For The Dream	0	1	-	-	-	1
USCIS - Universal Institute for Successful Aging of Carolinas	4	1	-	-	-	5
Vietnamese Association	1	-	-	-	-	1
Venezuelans of the Carolinas	1	-	-	-	-	1
Yes, but did not list any (cannot recall name/ unspecified)	20	2	-	-	-	22
YMCA	2	1	-	-	-	3
Total Responses	346	326	13	5	11	**701**

21. Charlotte is welcoming to people born in other countries.								
	English	**Spanish**	**French**	**Chinese**	**Other**	**Total**	**% all**	**% Span**
Strongly Disagree	15	17	0	0	0	32	2%	3%
Disagree	88	52	1	2	1	144	11%	10%

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Agree	536	322	15	12	9	894	66%	59%
Strongly Agree	120	155	2	2	7	286	21%	28%
Total Responses						**1356**		**546**

22. I feel safe in my neighborhood.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	19	18	0	0	0	37	3%	3%
Disagree	165	84	2	0	0	251	18%	15%
Agree	419	316	14	15	10	774	57%	58%
Strongly Agree	159	130	2	1	8	300	22%	24%
Total Responses						**1362**		**548**

23.It is easy to get to the places I usually have to go (work, stores, school, etc.)

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	32	58	2	0	2	94	7%	11%
Disagree	194	160	0	2	3	359	26%	29%
Agree	419	229	13	11	6	678	50%	42%
Strongly Agree	114	101	3	3	7	228	17%	18%
Total Responses						**1359**		**548**

24. I have affordable, quality housing available to me.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	30	48	4	0	0	82	6%	9%
Disagree	195	125	4	1	4	329	24%	23%
Agree	424	288	10	13	9	744	55%	53%
Strongly Agree	107	81	0	2	5	195	14%	15%
Total Responses						**1350**		**542**

25. I would recommend living in Charlotte to someone who asks.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	11	10	0	0	2	23	2%	2%
Disagree	54	33	2	0	1	90	7%	6%
Agree	523	317	14	8	8	870	64%	58%
Strongly Agree	168	184	1	8	7	368	27%	34%
Total Responses						**1351**		**544**

26. I have affordable, quality health care available to me.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Strongly Disagree	108	42	2	1	3	156	12%	8%
Disagree	234	131	8	4	4	381	28%	25%
Agree	323	259	7	11	8	608	45%	49%
Strongly Agree	92	102	1	0	3	198	15%	19%
Total Responses						**1343**		**534**

27.What is your primary mode of transportation? Select only one.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Own vehicle (car, truck, van, etc.)	512	354	8	14	11	899	66%	66%
Shared or borrowed vehicle (car, trruck, van, etc.)	121	85	3	0	2	211	16%	16%
Bus	79	80	6	1	4	170	13%	15%
Light rail	2	3	0	0	0	5	0%	1%
Walk or bike	49	15	1	1	0	66	5%	3%
Other	2	3	0	0	1	6	0%	1%
Total Responses						**1357**		**540**

28. Select the statements below that apply to how you and/or your family access and use health care in Charlotte. Check all that apply.

	English	Spanish	French	Chinese	Other	Total	% all	% Span
I have a primary care doctor/medical home	370	103	8	8	9	498	37%	19%
I get regular dental care	231	40	6	7	6	290	22%	7%
I have health insurance	410	118	7	10	11	556	41%	22%
I use a free/reduced cost health clinic	70	224	0	1	2	297	22%	42%
I don't go to the doctor because I can't afford it	140	167	7	1	7	322	24%	31%
I get regular preventive care (annual physical exam, well visits for children, etc.)	175	61	2	2	6	246	18%	11%
I go to the hospital emergency room when I need medical care	125	87	6	0	5	223	17%	16%

	English	Spanish	French	Chinese	Other	Total	% all	% Span
I don't get health care when I need it	87	39	1	1	1	129	10%	7%
Total Responses	755	539	18	16	18	**1346**		**539**

29. Where do you usually access the internet?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
From a computer at home	489	233	8	10	15	755	58%	45%
From my own computer using public wi-fi (café, restaurant, bookstore, etc.)	18	27	0	0	1	46	4%	5%
From a computer at a friend or neighbor's house	4	9	1	0	1	15	1%	2%
From a computer at a library or community center	15	13	1	1	0	30	2%	3%
From my phone, anywhere	120	167	3	2	0	292	23%	32%
From my phone, using public wi-fi	10	35	1	1	1	48	4%	7%
I cannot access the internet	69	35	1	0	0	105	8%	7%
I do not want to access the internet	6	0	0	0	0	6	0%	0%
Total Responses						**1297**		**519**

30. What financial services have you used here in Charlotte?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Savings account at a bank or credit union	356	212	4	9	11	592	46%	41%
Checking account at a bank or credit union	462	237	9	7	10	725	56%	46%
Received a loan from a bank or credit union	137	62	0	1	3	203	16%	12%
Check-cashing business	29	37	0	1	2	69	5%	7%
Received a loan from a friend or family member	25	18	1	0	1	45	3%	3%
Credit card issued in the United States	255	99	3	9	10	376	29%	19%
None of the above	149	138	5	3	1	296	23%	27%
Total Responses	730	517	16	16	16	**1295**		**517**

31. In which category is your age?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
18 to 24 years	76	55	2	1	1	135	10%	10%
25 to 34 years	184	215	5	5	2	411	31%	39%
35 to 44 years	187	163	2	1	4	357	27%	30%
45 to 54 years	152	73	7	4	4	240	18%	13%
55 to 64 years	91	26	1	3	5	126	9%	5%
65 years or older	58	14	1	2	1	76	6%	3%
Total Responses						**1345**		**546**

32. What is your gender?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Female	462	419	10	11	8	910	68%	77%
Male	278	125	7	5	8	423	32%	43%
Unspecified	5	0	1	0	0	6	0%	0%
Total Responses						**1339**		**544**

33. What languages do you speak?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Afrikaans	13	-	-	-	-	13	1%	
Albanian	2	-	-	-	-	2	0%	
American Sign Language	1	-	-	-	-	1	0%	
Amharic	7	-	-	-	-	7	1%	
Arabic	19	-	-	-	5	24	2%	
Armenian	1	-	-	-	-	1	0%	
Azerbayzan	-	-	-	1	-	1	0%	
Bengali	1	-	-	-	-	1	0%	
Bhtanes	1	-	-	-	-	1	0%	
Bosnian	2	-	-	-	-	2	0%	
Bunong	2	-	-	-	-	2	0%	
Burmese	20	-	-	-	-	20	2%	

64

Language							
Cantonese	3	-	-	1	-	4	0%
Chichewa	1	-	-	-	-	1	0%
Chin	3	-	-	-	-	3	0%
Chinese	12	-	-	13	-	25	2%
Cpeya	1	-	-	-	-	1	0%
Creole	5	-	2	-	-	7	1%
Croatian	5	-	-	-	-	5	0%
Czech	2	-	-	-	-	2	0%
Danish	2	-	-	-	-	2	0%
Dari	2	-	-	-	-	2	0%
Dutch	4	1	-	-	-	5	0%
English	314	99	4	6	11	434	37%
Ewe	1	-	-	-	-	1	0%
Falam	1	-	-	-	-	1	0%
Farsi	7	-	-	1	-	8	1%
Finnish	1	-	-	-	-	1	0%
Flemish	1	-	-	-	-	1	0%
French	74	1	18	-	-	93	8%
Frisian	1	-	-	-	-	1	0%
German	29	1	-	-	3	33	3%
Goun	2	-	-	-	-	2	0%
Greek	1	-	-	-	-	1	0%
Gujarati	11	-	-	-	-	11	1%
Hiligaynon	1	-	-	-	-	1	0%

Language					Total	%
Hindi	46	-	-	-	1	47	4%
Hmong	2	-	-	-	-	2	0%
Hungarian	1	-	-	-	-	1	0%
Irish/Gaelic/Gaeilge	1	-	-	-	-	1	0%
Italian	15	1	-	-	-	16	1%
Jani	1	-	-	-	-	1	0%
Japanese	7	-	-	1	-	8	1%
Jarai	7	-	-	-	-	7	1%
Kannada	1	-	-	-	-	1	0%
Karen	1	-	-	-	-	1	0%
Karenni	1	-	-	-	-	1	0%
Kazakh	1	-	-	-	-	1	0%
Khmer	1	-	-	-	-	1	0%
Kikongo	1	-	2	-	-	3	0%
Kinyarwanda	3	-	1	-	-	4	0%
Korean	6	-	-	1	-	7	1%
Lao	1	-	-	-	-	1	0%
Lingala	2	-	-	-	-	2	0%
Mahi	1	-	-	-	-	1	0%
Maliyalee	1	-	-	-	-	1	0%
Malya	6	-	4	-	-	10	1%
Mandarin	4	-	-	1	-	5	0%
Marathi	2	-	-	-	-	2	0%
Moldovian	1	-	-	-	-	1	0%

Language							
Nepali	125	-	-	-	-	125	11%
Norwegian	1	-	-	-	-	1	0%
Pashto	2	-	-	-	-	2	0%
Persian	1	-	-	-	-	1	0%
Polish	3	-	-	-	-	3	0%
Portuguese	12	3	-	-	1	16	1%
Punjabi	3	-	-	-	-	3	0%
Rhade	2	-	-	-	-	2	0%
Romanian	2	-	-	-	-	2	0%
Russian	23	-	-	-	7	30	3%
Serbian	3	-	-	-	-	3	0%
Shanghai dialect	-	-	-	1	-	1	0%
Sindhi	1	-	-	-	-	1	0%
Slovak	2	-	-	-	-	2	0%
Slovene	1	-	-	-	-	1	0%
Somali	1	-	-	-	-	1	0%
Spanish	266	545	2	-	1	814	69%
Swahili	3	-	3	-	-	6	1%
Tagalog	1	-	-	-	-	1	0%
Tamil	3	-	-	-	-	3	0%
Telugu	2	-	-	-	-	2	0%
Thai	3	-	-	-	-	3	0%
Tigray	1	-	-	-	-	1	0%
Tigrigna	2	-	-	-	-	2	0%

	English	Spanish	French	Chinese	Other	Total	% all
Turkish	8	-	-	-	-	8	1%
Tyrezki	-	-	-	1	-	1	0%
Ukrainian	6	-	-	-	-	6	1%
Urdu	6	-	-	-	-	6	1%
Uzbek	1	-	-	-	-	1	0%
Vietnamese	30	-	-	-	-	30	3%
Yzbekcki	-	-	-	1	-	1	0%
Zo	1	-	-	-	-	1	0%
Zulu	1	-	-	-	-	1	0%
Total Responses	**575**	**548**	**18**	**15**	**18**	**1174**	**548**

34. About how much does your household pay per month for rent plus utlities and other housing expenses?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Own your own home	82	20	4	6	5	117	9%	4%
Under $300	33	14	0	0	1	48	4%	3%
$300 to $499	33	21	0	1	0	55	4%	4%
$500 to $699	73	53	8	2	1	137	10%	10%
$700 to $999	192	150	4	1	2	349	27%	28%
$1000 to $1499	158	159	0	3	3	323	25%	30%
$1500 or more	154	113	2	3	5	277	21%	21%
Total Responses						**1306**		**530**

35. About how much do you anticipate your household's total income will be for the current year?

	English	Spanish	French	Chinese	Other	Total	% all	% Span
Less than $20,000	240	188	6	2	7	443	36%	37%
$20,000 to $39,999	173	228	1	4	1	407	33%	45%
$40,000 to $59,999	59	47	1	3	1	111	9%	9%
$60,000 to $79,999	62	20	0	1	2	85	7%	4%
$80,000 to $99,999	45	10	0	0	0	55	5%	2%
$100,000 or more	101	10	0	5	3	119	10%	2%
Total Responses						**1220**		**503**

	36. What are things Charlotte can do to help immigrants feel welcome here?
Frequency	**Comment/Concern**
307	Access to an ID/driver's license
209	Advocate for comprehensive immigration reform
126	Help finding more/better jobs
114	Better treatment/be more friendly/less discrimination/more cultural understanding
101	More affordable healthcare/better access to healthcare
82	Teach more English classes
66	Need a green card/work permit/visa/SSN
62	Access to training/further education/better schools/better access to allow parental engagement
41	Happy here/Charlotte is great
40	Better connector to resources/intro to CLT/one central welcoming center
36	Improve Access to public transportation
34	Increase safety
33	More outreach/meetings w/immigrant community
33	Yes, Charlotte can help - unspecified
30	Need more trust/better treatment by the police/end 287g
28	Wrote no/not at this time/na
27	Info/signs in multiple languages/more translation services
23	want a better quality of life
22	More publicity of International events/organizations
21	Improve pay systems/prevent wage theft
20	Difficulty finding a place to rent/rent too high
16	More culturally aware government officials/ government workers
15	Recognize diplomas from other countries w/a test of skill/knowledge
11	Not all cultures have representing organizations
10	Financial/credit rating assistance
9	Need resources for entrepreneurs/immigrant businesses
7	Increase opportunities to be a home owner
5	Access to childcare
4	More help for refugees

Mecklenburg County Immigrant Integration Telephone Survey: Summary of Results

by Eric Caratao, UNC Charlotte Urban Institute

Overview

In 2014, a 29-member task force was created by Charlotte City Council to research and recommend policies that will help maximize immigrants' economic and civic contributions to the city of Charlotte. To assist in this effort, the City's Office of International Relations engaged the University of North Carolina at Charlotte Urban Institute to administer a countywide telephone survey of first-generation immigrants in Mecklenburg County. The survey was designed to gain a complete view of the life of Mecklenburg County residents who were born in other countries, particularly their awareness and satisfaction with existing programs and services and their opinion on how embracing Charlotte is to its immigrant community residents. This document summarizes findings from the telephone survey effort.

Survey, Method, and Sample

The Mecklenburg County Immigrant Integration Telephone survey is based on a telephone survey, utilizing both landline and cellular telephones. Respondents include a random sample of 250 foreign-born adults, 18 years and older who currently live in Mecklenburg County. Telephone records were selected to target Asian, Asian-Indian, and Hispanic surnames and/or census tracts with a high density of foreign-born residents within Mecklenburg County. Both an English and Spanish language version of the survey was made available, for which 49 surveys were conducted in Spanish. Interviews were conducted by a national survey firm between October 15, 2014 and November 3, 2014. In order to provide a sample representative of the foreign-born population, sample weighting was performed to match the demographics of this population as determined by the U.S. Census Bureau's American Community Survey (2011-2013 3-year estimates). The findings reported in this document are based on the weighted sample.

Characteristics of the Sample

- 49.7% were born in Latin America/Caribbean, 28.7% in Asia; 9.7% in Africa

- 49.2% entered the U.S. before 2000

- 22% have lived in Mecklenburg County for 5 years or less, 31.6% 6-10 years, 33.2% 11-20 years, and 13.3% more than 20 years

- 35.6% are ages 18-34; 47.2% are 35-54, and 17.2 are 55 years of age or older

- 51.8% Male and 48.2% Female

- 47.4% have a high school education or less, 32.3% have a college degree or higher

Key Findings

Overall, the majority of survey respondents agreed or strongly agreed (82.9%) that **Charlotte-Mecklenburg is welcoming to foreign-born immigrants**. When asked for the primary reason they moved to Charlotte-Mecklenburg, the five most cited responses were to seek a better quality of life (29.9%), followed by to be near family or friends (21.8%), relocated to accept a new job (17.3%), job transferred to Charlotte (13.8%), and to attend school (6.2%). Moreover, a high percentage of respondents (81.9%) would recommend living in Charlotte-Mecklenburg to someone who asks.

Living in Charlotte-Mecklenburg

When asked if they are satisfied with local government services, three out of four respondents (76.9%) reported that they are satisfied with the overall customer service experience provided by local government employees. Respondents were further probed to name which groups they had in mind when they rated the overall customer service provided by local government employees. The table below shows the top five groups named by respondents who were satisfied compared to groups named by those who were not satisfied:

Satisfied	Not Satisfied
Police / Law enforcement	DMV
School / Teachers	Government (unspecified)
Sanitation	School / Teachers
Utilities	Social Security
Hospitals/Ambulance/Pharmacy	All of them

Additionally, survey respondents were asked if elected officials are responsive to their needs, neighborhood safety, public transportation, and housing availability.

- 58.3% believed that local elected officials are responsive to their or their community's needs and concerns

- 74.6% feel safe in their neighborhood

- 51.7% reported that it is convenient to use public transportation to get to places that they usually need to go, such as work and school

- 69.8% agree or strongly agree that they have affordable, quality housing available to them

Community Engagement and Participation

The majority of foreign-born immigrants in Charlotte-Mecklenburg feel connected to an immigrant community and to the Charlotte-Mecklenburg community at large. Additionally, they report being involved in several civic groups in this country.

- 72.9% agree or strongly agree to being connected to the immigrant community or to an immigrant community in Charlotte-Mecklenburg

- 60.1% feel connected to the Charlotte-Mecklenburg community as a whole

- 61.3% agree or strongly agree that they have opportunities to participate in community matters

- 46.9% are part of a religious or spiritual community or place of worship; 17.8% are members of a Parent-Teacher Association or other school group; 16.1% are in a recreational sports league; and 16.0% are part of a neighborhood association

Access to Health Care

More than half of survey respondents (59.1%) have affordable, quality health care available to them. When asked where they usually go to receive medical care, the top five places reported are a private doctor's office or clinic (35.4%), followed by a public health clinic or community health center (24.1%), a hospital-based clinic (15.8%), a hospital emergency room (2.5%), and an urgent care clinic (1.9%). A substantial percentage of respondents stated that they do not have a usual place (7.8%) or that they do not get medical care when they need it (6.7%). In regards to paying for health care, over a third (34.0%) said that they have an employer-based health care insurance, 31.9% reported paying out of pocket (such as cash or credit card), 12.8% have a private-based health care insurance, 9.8% have government assistance, and 7.9% pay by other means.

Employment and Education

Nearly half of those surveyed has a high school diploma or less (47.4%) and about a third (32.3%) has a college degree or higher. The remaining are respondents with some post-High School education (20.2%).

In terms of employment, 70.3% are employed for wages (either for full-time or for part-time work), 7.7% are retired or disabled, 4.3% are self-employed, and 17.7% were categorized as other, which includes those who are stay at home parent, unemployed, or attending school. The five most common occupation that respondents who were employed or a business owner fall under were STEM jobs (12.6%) followed by cleaning and maintenance (10.8%), construction (7.9%), sales and retail (7.5%), and office or administrative (6.0%).

When respondents were asked if they feel that their training and education matches with their current employment status, the following were reported:

- 46.2% said that their job is in line with their training and education

- 8.4% reported that there are no jobs available that match their training or education

- 7.4% said that jobs are available in their field, but they have not been selected

- 7.3% have degrees and/or certifications that are not recognized here

- 4.4% do not have the skills needed for available jobs

Children and Schools

Respondents who reported that they have a child or a family member under 18 living in their household and that the child or family member is currently enrolled in school were asked about their ability to work with teachers and school personnel.

- 91.7% are confident working with teachers and school staff to help their child (or school-aged family member) be successful in school

- 61.3% are satisfied with the opportunities that are available to them to be involved in their child's or school-aged family member's school

Things Charlotte-Mecklenburg Can Do to Help Immigrants Feel Welcome

Survey respondents were given the opportunity to provide their feedback on what Charlotte-Mecklenburg can do to help immigrants feel welcome here. This was an open-ended question and responses were grouped into common themes. The top five most common responses were the following:

Top Five Things Charlotte-Mecklenburg Can Do to Help Immigrants
Help with jobs/better jobs/more jobs
Continue what they're doing/Doing a good job
Friendlier/More information/understanding/Better treatment
Community centers/programs/outreach/festivals
More business friendly/immigrant businesses

It should be noted that a number of responses were categorized as other and these include responses such as protection from criminals, make life easier, more kid-friendly environment, and bilingual social services to name just a few.

Immigrant Integration Telephone Survey 2014
FULL SURVEY RESULTS

This summary presents survey response frequency distributions of a survey of 250 foreign-born adults, 18 years and older who are current residents of Mecklenburg County. Interviews were conducted between October 15, 2014 and November 3, 2014. Unless noted otherwise, the figures are percentages of respondents who gave each answer. Results less than 0.5 percent are signified by an asterisk. Results of zero are signified by a dash. Percentages may not always add up to 100 percent due to rounding. Combining answer categories may produce slight discrepancies between numbers in these survey results and numbers in the overall report. Percentages reported are based on the weighted sample.

1. What is your country of birth? (Verbatim Responses)

	n=250	Sample %
Mexico		22.3
India		14.9
Honduras		5.6
Vietnam		4.8
El Salvador		4.2
Germany		3.4
Ecuador		3.2
Liberia		3.2
Colombia		3.1
Peru		2.9
Niger		2.4
Greece		2.1
Dominican Republic		1.8
China		1.6
Kosovo		1.5
Switzerland		1.5
South Korea		1.4
United Kingdom		1.4
Canada		1.3
Laos		1.0
Nicaragua		0.9
Nigeria		0.9
Cuba		0.9
Trinidad and Tobago		0.9
Jamaica		0.9

Ethiopia	0.8
Guatan (Bangladesh)	0.8
Thailand	0.6
South Africa	0.5
Africa	0.5
Pakistan	0.5
Venezuela	0.5
Spain	*
Sierra Leone	*
Ceylon	*
Guyana	*
New Zealand	*
Philippines	*
Panama	*
Brazil	*
Togo	*
Russia	*
Somalia	*
Central America	*
San Salvador	*
South America	*
Iran	*
Kuwait	*
Singapore	*
Republic of Guinea	*
Syria	*
Great Britain	*
Coahuila	*
Argentina	*
Cambodia	*
Malaysia	*
Nepal	*
Guatemala	*
Hong Kong	*
Taiwan	*
Asia	*
Chile	*

2. When did you come to live in the United States?

	n=250	Sample %
Before 2000		48.8
2000-2009		40.3
2010 or later		10.1
Refused		0.8

3. What is the primary reason you or your household moved to Charlotte-Mecklenburg?

	n=250	Sample %
Seeking better quality of life		29.9
To be near family or friends		21.8
Relocated to accept a new job		17.3
Job transferred to Charlotte		13.8
To attend school		6.2
Settled in Charlotte with a refugee agency		3.2
Liked Charlotte		1.2
Economic Opportunity		0.8
Other		5.7

4. What are things Charlotte-Mecklenburg can do to help immigrants feel welcome here? (Open-Ended, Multiple Response; Percent based on Responses)

	n=276	Responses %
Help with jobs / better jobs / more jobs / better salaries		12.2
Continue what they're doing / good job / all are welcome		11.7
Friendlier / more information, understanding / better treatment		11.0
Community centers / programs / outreach / festivals		8.7
More business friendly / immigrant businesses		3.5
Teach English / language programs		3.4
Better, more infrastructure (roads/parks/libraries)		3.1
Better schools / education / allow immigrants to attend		2.8
Better cost of living / quality of life / lower taxes		2.7
More available healthcare / better access to healthcare		2.3
Provide ID/licenses		2.3
Help with immigrant status/immigrant laws		1.7
Help with cultural differences / multicultural events		1.2
Consulate / city orientation / agency		0.5
Other		11.4

None	5.6
Don't know / Not sure	13.7
Refused	2.2

Please tell me how much you agree or disagree with each statement (Questions 5 through 9):

5. I feel connected to the immigrant community or to an immigrant community in Charlotte-Mecklenburg.

n=250	Sample %
Strongly disagree	9.7
Disagree	16.4
Agree	32.6
Strongly agree	37.7
Don't know / Refused	3.6

6. I do not feel connected to the Charlotte-Mecklenburg community as a whole.

n=250	Sample %
Strongly disagree	30.1
Disagree	27.9
Agree	20.3
Strongly agree	18.2
Don't know / Refused	3.5

7. I do not have opportunities to participate in community matters.

n=250	Sample %
Strongly disagree	31.6
Disagree	26.0
Agree	22.5
Strongly agree	13.8
Don't know / Refused	6.0

8. Local elected officials are responsive to my or my community's needs and concerns.

	n=250	Sample %
Strongly disagree		10.3
Disagree		25.9
Agree		33.3
Strongly agree		17.2
Don't know / Refused		13.3

9. I am satisfied with the overall customer service provided by local government employees.

	n=250	Sample %
Strongly disagree		7.3
Disagree		15.2
Agree		39.7
Strongly agree		35.0
Don't know / Refused		2.8

10. Please tell me which groups you had in mind when you rated the overall customer service provided by local government employees.
(Open-Ended, Multiple Response; Percent based on Responses)

	n=136	Responses %
Police / Law Enforcement		17.3
School / Teachers / Education		10.5
Sanitation		6.0
Government		5.8
DMV		5.7
All of them		4.5
Utilities		4.3
Hospitals / Ambulance / Clinic / Pharmacy		3.9
Social Services		3.8
Social Security		3.6
Firefighters		3.3
City		2.8
Post Office		0.6
Other		6.6
None		2.8
Don't know / Not sure		17.1
Refused		1.4

Please state whether or not you or someone in your household has done each of the following activities in the last 12 months (Questions 11 through 13):

11. Contacted government staff (in-person, phone, email or web) for help or information.

	n=250	Sample %
Yes		33.3
No		65.3
Don't know / Refused		1.3

12. Contacted local elected officials (in-person, phone, email or web) to express your opinion.

	n=250	Sample %
Yes		13.7
No		85.4
Don't know / Refused		0.9

13. Reported a crime to the police in Charlotte-Mecklenburg.

	n=250	Sample %
Yes		21.4
No		77.8
Don't know / Refused		0.8

14. In this country, are you part of any of the following groups? (Multiple Response; Percent based on Responses)

	n=461	Responses %
A religious/spiritual community or place of worship		25.4
A Parent-Teacher Association or other school group		9.6
A neighborhood organization		8.7
A recreational sports league		8.7
A non-profit service organization		7.7
A cultural organization		7.4
A social club		6.2
A political party		4.7
A trade organization		3.1
None of these		18.4

15. Are there any children under 18 living in your household?

	n=250	Sample %
Yes		48.3
No		51.7

16. Is the child/children currently enrolled in school? [BASE: Asked of those who have children under 18 living in household.]

	n=121	Sample %
Yes		91.7
No		8.3

Please tell me how much you agree or disagree with each statement (Questions 17 through 18):

17. I feel confident working with teachers and school staff to help my child or school-aged family member be successful in school. [BASE: Asked of those who have children under 18 currently enrolled in school.]

	n=111	Sample %
Strongly disagree		1.5
Disagree		6.8
Agree		31.0
Strongly agree		60.6

18. I am unsatisfied with the opportunities that are available to me to be involved in my child's or school-aged family member's school. [BASE: Asked of those who have children under 18 currently enrolled in school.]

	n=111	Sample %
Strongly disagree		23.9
Disagree		37.3
Agree		20.3
Strongly agree		18.4

19. Do any of your children (or school-aged family member) work outside the home to help support your family? [BASE: Asked of those who have children under 18 living in household.]

	n=121	Sample %
Yes		20.3
No, my child (or school-aged family member) is of working age but does not work outside the home to help support the family		17.8
No, my child (or school-aged family member) is not of working age		62.0

Please tell me how much you agree or disagree with each statement (Questions 20 through 25):

20. Charlotte-Mecklenburg is welcoming to people born in other countries.

	n=250	Sample %
Strongly disagree		5.3
Disagree		11.4
Agree		36.5
Strongly agree		44.2
Don't know / Refused		2.5

21. I do not feel safe in my neighborhood.

	n=250	Sample %
Strongly disagree		48.8
Disagree		25.3
Agree		12.9
Strongly agree		12.4
Don't know / Refused		0.6

22. It is convenient to use public transportation to get to the places I usually have to go (work, stores, school, etc.).

	n=250	Sample %
Strongly disagree		26.0
Disagree		17.3
Agree		20.3
Strongly agree		26.0
Don't know / Refused		10.5

23. I have affordable, quality housing available to me.

	n=250	Sample %
Strongly disagree		13.9
Disagree		15.1
Agree		36.6
Strongly agree		30.7
Don't know / Refused		3.7

24. I would not recommend living in Charlotte-Mecklenburg to someone who asks.

	n=250	Sample %
Strongly disagree		62.3
Disagree		17.2
Agree		8.3
Strongly agree		9.2
Don't know / Refused		2.9

25. I have affordable, quality health care available to me.

	n=250	Sample %
Strongly disagree		24.8
Disagree		14.6
Agree		26.7
Strongly agree		30.3
Don't know / Refused		3.6

26. Where do you usually go to receive medical care?

	n=250	Sample %
A private doctor's office or clinic		35.4
A public health clinic, community health center		24.1
A hospital-based clinic		15.8
I don't have a usual place		7.8
I don't get medical care when I need it		6.7
A hospital emergency room		2.5
An urgent care clinic		1.9
Other		2.6
Don't know / Refused		3.2

27. How do you usually pay for your health care?

	n=250	Sample %
Through an employer-based health care insurance		34.0
Out of pocket (includes cash or credit card)		31.9
Through a private-based health care insurance		12.8
Through government assistance		9.8
Other		7.9
Don't know / Refused		3.6

28. Where do you usually access the internet?

	n=250	Sample %
From a computer at home		72.9
I cannot access the internet		7.2
From my phone, anywhere		6.9
I do not want to access the internet		6.4
From my own computer using public Wi-Fi		2.8
From a computer at a library or community center		1.4
From my phone, using public Wi-Fi		1.3
Other		1.2

29. Please state whether or not you have used each service here in Charlotte-Mecklenburg. (Multiple Response; Percent based on "Yes" Responses)

	n=700	Responses %
Checking account at a bank or credit union		25.7
Credit card issued in the United States		23.1
Savings account at a bank or credit union		20.8
Received a loan from a bank or credit union		14.9
Received a loan from a friend or family member		8.3
Check-cashing business		7.3

30. What is your highest level of education?

	n=250	Sample %
Less than High School		27.7
High School diploma or equivalent		19.7
Some Post-High School		20.2
College Graduate		20.1
Graduate/Professional Degree		12.2

31. What is your employment status?

	n=250	Sample %
Working full time for pay		54.5
Working part time for pay		15.1
Stay at home parent		8.8
Retired		6.2
Unemployed, looking for paid work		4.5
Business owner		4.2
Unemployed, not looking for paid work		2.7
Attending school		1.6
Disabled		1.4
None of these		1.0

32. Where did you find information or assistance about starting or purchasing a business? [BASE: Asked of those who are business owners.]
(Multiple Response; Percent based on Responses)

	n=11	Responses %
Internet search		33.5
I asked someone else who had already started a business		18.9
My family/friends		12.1
Community organization(s)		2.7
Other		32.8

33. How would you describe your occupation? [BASE: Asked of those who are business owners, working full time for pay, or working part time for pay.]

	n=185	Sample %
Science, Technology, Engineering or Math		12.6
Cleaning and maintenance		10.8
Construction		7.9
Sales and Retail		7.5
Office / Administrative		6.0
Manufacturing		3.6
Health care		3.5
Shipping, printing or mail delivery		3.4
Food preparation, restaurant or hotel		2.8
Financial / Insurance services		2.3
Social or educational services		2.3
Transportation		1.6
Legal services		0.8
Other		7.5
Refused		1.3

34. Next we want to learn a little bit more how your training and education matches with your employment status. Please tell me which best describes how you feel about your current situation. [BASE: Asked of those who are business owners, working full time for pay, or working part time for pay.]

	n=185	Sample %
My job is in line with my training and education		46.2
There are no jobs available that match my training/education		8.4
Jobs are available in my field but I have not been selected		7.4
My degree and/or certification(s) are not recognized here		7.3
I don't have the skills needed for available jobs		4.4

35. What is your age?

	n=250	Sample %
18 to 24 years		9.7
25 to 34 years		25.4
35 to 44 years		28.3
45 to 54 years		18.2

85

55 to 64 years	9.1
65 years or older	7.8
Don't know / Refused	1.6

36. What language(s) do you speak fluently? (Multiple Response; Percent based on Responses)

n=427	Responses %
English	38.9
Spanish	27.1
Hindi	5.2
German	3.0
French	2.8
Vietnamese	2.5
Gujarati	2.2
Telugu	1.9
Chinese	1.7
Russian	1.7
Arabic	1.6
Hausa Tongue	1.4
Portuguese	1.4
Greek	1.2
Hmong	0.9
Albanian	0.9
Punjabi	0.8
Korean	0.7
Tagalog	0.7
Indian Language	0.5
Ethiopian	0.5
Tamil	*
Mandingo Swahili	*
Italian	*
Islamic	*
Maori	*
Japanese	*
Somali	*
Farsi	*
Indonesian	*
Urdu	*
Cambodian	*
Malaysian	*
Nepali	*
Pashto	---

37. Do you own or rent your residence?

	n=250	Sample %
Rent		48.3
Own		46.6
Other		3.2
Don't know / Refused		2.0

38. How long have you lived in Mecklenburg County?

	n=250	Sample %
5 years or less		21.8
6 to 10 years		31.3
11 to 20 years		32.9
More than 20 years		13.2
Refused		0.8

Gender

	n=250	Sample %
Male		51.8
Female		48.2

Task Force Suggested Priorities

Number of Votes	Possible Time Frame	Recommendation	Working Group(s)
21	2 year	Create a Municipal ID	Public Safety
16	2 year	Ombudsman/Office of New Americans/Charlotteans/ Residents	Econ. Development & Civic Engagement/Rec'g Comm.
15	1 year	Create an International District along Central Avenue	Econ. Development
13	1-2 yrs	Welcoming Centers/Kiosks	Civic Engagement/Rec'g Comm & Transportation/ Housing
12	2-5 yrs	Create a "Fair Housing/Code Enforcement" team that can respond to immigrants' housing issues	Transportation/Housing
12	1 year	Expand cultural and language training for all public sector employees	Transportation/Housing
8	1 year	Small Business Council - Revise current Business Advisory Committee	Econ. Development
8	5 year	Awareness raising campaign to inform immigrants of their rights and services provided by City, County, schools, partners, etc.	Civic Engagement/Rec'g Comm.
6	1 year	Re-evaluate diversity of City Boards and Commissions	Econ. Development (tied to Small Business Council?)
5	2-5 yrs	Pre-occupancy inspections for apartment renters	Transportation/Housing
5	2 year	Collaborative job fairs to recruit multilingual health/ social services workforce	Healthcare/Social Services
5	1 year	Advocate with County Commissioners and the School Board of Education	Education
5	2 year	Shop Local/Small Business Certifications	Econ. Development
5	1 year	Multi-agency task force to meet the needs of incoming refugees	Healthcare/Social Services
4	1 year	Medicaid expansion, advocacy, education	Healthcare/Social Services
4	1 year	Endorse partnership between Welcoming America, the Center for Applied Linguistics, and CMS to establish a framework to create Welcoming Schools	Education

4	5 year	Charlotte 101, acculturation and information for new residents	Civic Engagement/Rec'g Comm.
4		Immigrant Outreach/International Relations Unit in CMPD	Public Safety
4	2 year	Business/Student Matching Program	Econ. Development
3	2 year	Expand City programs for youth to include more diverse groups and ensure access	Education
3	1-2 year	Expand CATS routes in areas immigrants live and work	Transportation/Housing
2	1 year	Create an Interagency Council for Education	Education
2	1 year	Notario fraud investigation/enforcement through the CRC	Public Safety
2		Create/Expand world language programs in CMS, CPCC, etc.	Education
1	1 year	Acculturate receiving communities through a City of Charlotte Neighborhood Summit focusing on this topic	Civic Engagement/Rec'g Comm.
Non-recommendation-specific suggestions			
2		Protect the vulnerable	
1		Have elected officials make a strong decree to be welcoming to all people (Welcoming City, County and Schools)	
1		Arts in Transit	
1		Ethnic Chambers	
1		Bike to the International District	
1		Immigrant Business Census	
1		Collaborative events	
1		Healthcare advocacy locally and at state-level	
1		Welcoming Campaign	
1		Use the city as a convener for education, health, business, civic engagement to continue to task force work and collaboration across areas	

Initial Working Group Recommended Strategies

Recommendations for Charlotte City Council

November 7, 2014

Great Convener

The City of Charlotte should become the 'great convener'. It should partner with immigrant and ethnic groups across the city to improve access to economic development opportunities in immigrant communities.

1. **Small Business Council (1 year)**
   a. Revise the current Business Advisory Committee to focuses on small business climate and issues in Charlotte. They would study cost and ease of doing business in Charlotte.
   b. Half of the seats on this revised/created board should be immigrant business owners.
   c. SBC should conduct an Immigrant Business Census in conjunction with ethic chambers or immigrant organizations

2. **Office of New Americans (2 years+)**
   a. 'Pop up' government center in collaboration with ethnic chambers and organizations
   b. Install language kiosks at customer service centers
   c. Comprehensive website for Office of New Americans*
      i. Website would compile a database of all governmental and NGO resources. Can also be a clearinghouse for participating organizations. Would also advertise participating organizations.
   d. Create a permanent 'Museum Display' in the Charlotte-Mecklenburg Government Center lobby. This display should be curated by a different culture in the community each month.

3. **Shop Local/Small Business Certifications (2 years+)**
   a. Create a locally owned business database that would be promoted and advertised by the City
   b. Any business owner who resides and has their business located in Charlotte would be eligible.
   c. Create a Small Local Business Enterprise certification that would be part of the Charlotte Business Inclusion (CBI) program. Immigrant businesses would have a sub-designation within the SLBE certification.*
   d. Conduct certifications in most spoken languages in the City, in conjunction with convened immigrant organizations. Use pop-up government centers/ethnic chambers to outreach to immigrant communities and businesses.
   e. Immigrant businesses that complete the certification will have their permitting fees waived for one year
   f. The ethnic chambers/immigrant organizations would be responsible for directing immigrant businesses to pop-up government centers and certification seminars
   g. Encourage neighborhood associations to help recommend immigrant businesses

4. **International District (1 year)**
   a. Create the International District along Central Avenue.* This district should be designed in manner that is consistent with the City Development Guidelines. It should be given the same presence and exposure as areas like: NoDa, Dilworth, Plaza-Midwood, and South End
   b. Create new street signage or sign toppers along Central Avenue similar to Dilworth or Oakhurst
   c. Encourage immigrant artist to create public art for the International District similar to CATS "Arts In Transit" program**
   d. Create a 'Start-Up Row' in a vacant strip mall complex within the International District for immigrant entrepreneurs similar to La Gran Plaza which offers small business mercados for Latino entrepreneurs. Casa Azafran also offers meeting spaces for ethnic and immigrant organizations. ***
   e. Encourage Neighborhood Associations to apply for Neighborhood Matching Grants for projects that are relevant to the International District
   f. Incentive redevelopment of distressed properties with immigrant markets and bazaars

5. **Business/Student Matching Program (2+ years)**
   a. Would be similar to Mayor's Youth Employment Program*
   b. Try to match immigrant students to immigrant businesses, locally owned businesses and City departments
   c. Would need to revamp the background check and Social Security card requirements to accommodate immigrant students

Report of the Housing and Transportation Subcommittee of the Immigration Integration Task Force, November 20, 2014

Members: Danny Hernandez, Anika Khan, Jennifer Roberts, Curt White

MAIN RECOMMENDATIONS: (fuller explanations follow)

HIGH PRIORITY (Short Term)

1. Expand cultural and language training for public sector employees, especially for emergency services and first responders.

2. Launch a community campaign, in partnership with apartment associations and other community groups, to inform immigrants of their housing rights.

3. Study CATS routes for expansion in areas immigrants live and work.

4. Work with area bicycle groups to expand knowledge of alternative transportation, teach bicycle rules of the road, and advocate for more bicycle infrastructure.

5. Explore the idea of a Municipal ID: there are concerns it may not meet the needs expressed by various stakeholders for identification for city services, depending on the manner of implementation.

LONGER TERM:

6. Create a "Fair Housing/Code Enforcement" team that can respond to immigrants' housing issues.

7. Work toward a process of pre-occupancy inspections for apartment renters.

8. Develop a centralized location for welcoming "new Americans" or train multiple locations around the city on how to serve as "welcoming centers."

Code Enforcement and Fair Housing:

To include poor housing conditions (updating and maintenance of apartment complexes and rental housing to meet Charlotte Minimum Housing Code), code enforcement issues, immigrants' knowledge of available resources, familiarity with leasing contracts and tenants' rights, property owner responsibilities, availability of affordable housing, willingness to report violations, and discrimination and retaliation.

Recommendations:

General: (for all issue areas): Language and cultural training for public sector employees. This is a high priority because it would have an immediate impact on public health and safety. Workers in CMPD, CFD, 911 dispatch, MEDIC, and other emergency services are highest priority. This could be developed by area colleges, universities, and businesses with volunteers and interns where possible to keep costs down.

Housing:

A Team Approach to Code Enforcement and Fair Housing:

a. Problems:

  1. Immigrants living in substandard conditions.

  2. Lack of knowledge about the ordinances.

  3. Lack of knowledge about tenants' right to report violations.

  4. Declining to report violations for fear of retaliation.

  5. Allegations of discrimination.

  6. Lack of knowledge about rights and responsibilities as tenants (ex. leases).

b. Solutions: SHORT TERM:

Establish a PR campaign to inform immigrants and other renters about the top 12 violations ("the dirty dozen") through a variety of methods, with partners such as Legal Services. An educational team would be created that would conduct outreach to advocacy organizations like the Latin American Coalition, Southeast Asian Coalition, and Action NC. Tenants would be reached directly through closer relationships with apartment managers and the Greater Charlotte Apartment Association. Part of the education, for example, would be to explicitly state that immigrants are entitled to seek assistance with code and fair housing issues regardless of their immigration status. Groups of volunteer advocates could also be trained in the community to carry the message. There could be community meetings with code enforcement, legal services attorneys, and interpreters, held at churches, International House, or the Latin American Coalition.

LONGER TERM:

Create a "Fair Housing/Code Enforcement" team that has cultural training and can respond to housing issues specific to immigrants. A closer partnership between the Charlotte-Mecklenburg Community-Relations Committee and the City of Charlotte Code Enforcement Division would provide the structure and resources needed to address the problems listed above. Code Enforcement cannot address legal issues and

"tenant rights," while the CRC has no enforcement of housing conditions. Combined, the two agencies could address all of the issues in 1-6. The Fair Housing/Code Enforcement team would also educate city staff on cultural competency.

It is important to note that this would benefit all residents in Charlotte, not just immigrants. If immigrants reported code enforcement issues, city housing quality would improve overall, which improves quality of life for all Charlotteans.

   c.   Resources Needed:

      i.   City Leadership Buy-in: City leaders at the Department head level would need to officially endorse the plan and integrate it into their department and division work plans.

     ii.   Funding: Currently, city staff do not have the spare capacity to devote to this initiative. Roles would have to be adjusted or new staff resources enlisted to implement the plan with current staff. Volunteers could also be utilized.

Reference: "Recommendations for a Comprehensive and Strategic Statewide Approach to Successfully Integrate the Rapidly Growing Immigrant Population in New Jersey."

Housing LONG TERM:

Pre-Occupancy Inspections: (Based on a report from the National Conference of State Legislatures and the example of the City of Hopkins, Minnesota.)

a.   Problems:

Sometimes tenants will rent a unit, only to realize shortly after that there are maintenance problems. The landlord may then allege that the tenant caused the problems, and bill them for the cost. On the other hand, tenants may move in to a compliant unit, damage it, and then allege that the poor conditions existed when they moved in.

b. Solutions:

Pre-occupancy inspections for rental units are utilized in some municipalities nationwide. A landlord who intends to rent his or her unit must first schedule an inspection with a city inspector, who then verifies the unit is in compliance with minimum standards and provides a report the landlord. Pre-occupancy inspections benefit both the tenant and the landlord. The tenant benefits because they are ensured a safe and sanitary unit from the start, instead of having to call management or Code Enforcement after they move in. For landlords there is also a benefit. The National Conference of State Legislatures argues that, "It makes good business sense…on all occasions whether required to or not, because anticipating and resolving problems before they become major issues is essential to the smooth, cost-effective and profitable operation of residential property. They also state that, "This sign-off also acts as violation-free base line if the tenant should claim there are problems with the apartment after taking occupancy."

i. Resources Needed: Pre-occupancy inspections could require more code enforcement staff resources. However, some cities charge fees for the inspections in order to fund the operation. There is also the possibility that volunteers (perhaps as a part of the Fair Housing/Code Enforcement team mentioned above) could help with inspections on an informal basis. There might be a way to structure a City Council citizen committee to inspect apartments, modeled after the Mecklenburg County Nursing Home Advisory Committee which inspects nursing homes.

Transportation:
CATS route expansion:

Problems: Bus routes do not always service immigrant housing and work areas, and CATS citizen input meetings are often scheduled during the day when people have a hard time getting off work to make their voices heard.

Solution: SHORT AND LONG TERM: Seek input from immigrants where they work or live by taking a CATS planning team to these areas on a weekend. Poll employers about specific work sites that are hard to reach. Explore flexible transportation such as vans, vanpools, ride share facilitated by the city. Work with CATS to explore possible new or expanded routes.

Alternative Transportation Expansion:

Opportunity: Bicycles are popular with immigrants and hourly workers because they provide low cost transportation and no licensing.

Solutions: SHORT TERM: Engage area bicycle advocacy groups like CABA to help include immigrant voices in planning for routes, and to host workshops in various languages about bike safety, rules

of the road, available routes etc. Target neighborhoods with high density of immigrants where kids might also use bikes to get to school, working with Safe Routes to School and Trips for Kids organizations. Also, have a seminar with a CATS bus to help teach bike riders how to get their bikes on and off the front of the bus. These seminars could be open to non-immigrants as well but targeted to specific areas to engage more immigrants.

Driver's License:

Problem: Many immigrants are unable to drive because they cannot obtain driver's licenses based on their immigration status.

This is a state, not a local issue, and our group chose not to address it in detail. However we did spend a great deal of time discussing municipal IDs and there were many concerns with having a separate document, issued by the city, mainly for identification of those who have no driver licenses.

We could not agree on implementation of a Municipal ID. Some of our concerns were as follows: 1) If only immigrants will want and have this form of ID, since they can not get driver's licenses, it could be used to profile immigrants. 2) If it is issued by the CMPD, which has been suggested for confidence in the vetting of the documents presented, immigrants will be afraid to apply for one 3) Immigrants might get confused, if the document looks similar to a driver's license, and think they can treat these IDs as licenses to drive. 4) Since there are many similar names in certain immigrant communities, any ID would have to also be paired with fingerprints for a positive match. A paper ID alone will not give CMPD enough information to positively identify someone, so in the end, will the ID be worth the time and effort?

Additional Idea:

We have talked a lot about the idea of a "centralized location" for welcoming immigrants in Charlotte. That is a good idea. The problem is how will people know it exists when they arrive here, especially since a lot of traditional advertising methods do not work with immigrants? We thought it would be great to have multiple partners all over the city at places that immigrants frequent (grocery stores, pharmacies, schools, etc…). Each partner could put a sticker in their window (similar to the Better Business Bureau sticker or the "Safe Place" sticker) that notifies immigrants that this is a "welcoming organization/business" or "welcoming center." There would be a very small kiosk with information, that could include the Mecklenburg Access Portal, but it would refer immigrants to the centralized location. Some of the ethnic stores/groceries/restaurants would be good places to start with this idea.

Charlotte Immigrant Integration Task Force

Charlotte Community ID Card

Many residents of Charlotte do not have access to a valid photo identification card. Undocumented immigrants are unable to obtain a North Carolina driver's license or a North Carolina Identification Card since they are unable to show the required proof of legal residence or citizenship. In addition to immigrants, many homeless, elderly, disabled, and students sometimes have difficulty obtaining and retaining government-issued identification cards. Without a valid photo ID, these individuals are unable to access many services and facilities in Charlotte. Without a valid photo ID, individuals are unable to open bank accounts, compromising their ability to save and making them vulnerable to crimes. The lack of personal identification prevents many Charlotte residents from fully participating in our community.

A. **Municipal ID Cards.**

A growing number of communities throughout the country have begun to issue "Municipal ID cards" to their residents.[1] These municipal identification cards are recognized by city institutions as valid proof of residence in their community. With these ID cards, individuals are able to participate in civic privileges such as public libraries, parks and recreation centers, as well as open bank accounts within their community. The ID cards typically feature the name, address, date of birth, and photograph of the cardholder. Many cities have linked these cards with other important municipal services such as the public library, school system, transportation,

and parking. Select cards also feature a loadable, pre-paid, debit feature that allow unbanked people to be free from carrying large sums of cash.

B. **Benefits of Municipal or Community ID Card.**

All Charlotte residents can benefit from access to a Municipal or Community ID card. The most obvious beneficiaries of a Community ID are undocumented immigrants living and contributing in our community. Access to a valid ID that is accepted by the Charlotte Mecklenburg Police Department will greatly benefit immigrants who fear reporting crimes because they are afraid to interact with law enforcement. A Community ID will also help local law enforcement better identify victims of crimes and keep the community safe. The lack of

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1. Currently there are 12 municipalities in the United States who issue a municipal ID card, including: Oakland, California, Richmond, California, San Francisco, California, Los Angeles, California (proposed and accepted but not implemented), Washington, D.C., New Haven, Connecticut, Asbury Park, New Jersey, Mercer County, New Jersey (Includes Trenton and Princeton, NJ), New York City, New York, Monmouth County, New Jersey, Philadelphia, Pennsylvania (proposed), Iowa City, Iowa (proposed).

proper identification was consistently listed as a critical need during the Charlotte Immigrant Integration Task Force's immigrant community listening sessions. In addition to benefiting immigrants, the ID cards are particularly valuable to the most vulnerable residents in our community such as the homeless, elderly, disabled, transgender or gender variant, and at risk youth and students who often are unable to obtain any government-issued identification cards.

1. **Improve Public Safety.**

Many immigrants are unable to open bank accounts and often carry large amounts of cash. As a result, they are targeted by criminals for violent crimes. A Community ID card would enable immigrants to open bank accounts and minimize their risk of crime. Similar ID programs were started in other cities such as New Haven, Connecticut, in direct response to a series of street robberies of immigrants who carried cash because they could not open bank accounts.

Providing residents who otherwise have no proof of identification with a Community ID card will help overcome their unwillingness to report crimes. Undocumented immigrants are often victims of crimes that go unreported due to the immigrant's fear of deportation or imprisonment. This fact is well known by criminals who target immigrants. Undocumented workers are often the subject of worker mistreatment, abuse, and exploitation. Many are also targeted by other individuals who prey on immigrants, such as "*notarios*," tax preparers, and interpreters for tax, credit and other scams. With the implementation of a Community ID card program, undocumented immigrants will be more willing to report crimes they witness or suffer.

A Community ID card will also allow individuals to establish identity when interacting with law enforcement, preventing unnecessary detention. CMPD officers need to know who they are interacting with during routine traffic stops. Without access to an ID they can trust, officers often have had to arrest undocumented people for minor traffic violations in order to determine identity at the county jail, triggering detention and deportation for countless mothers and fathers in our community. This is a waste of CMPD time and resources. Chief Rodney Monroe has publicly expressed his support for a way for undocumented residents to prove identity. A Community ID card will not only allow the police to know who they are interacting with, it will also help them identify victims of homicide and other crimes if the victim is undocumented.

2. **Improve Access to City Services and Facilities.**

Without a valid photo ID, many immigrants may be barred from using some City services and facilities. These services can enrich lives and educate individuals. Community centers often offer educational classes that may prove to be beneficial to immigrants' vocation and or education. A Community ID would allow immigrants to participate in services offered by the community, thus improving civic participation, and involvement within the community.

Without a valid photo ID, immigrant parents are unable to enter their children's public school buildings or participate actively in school functions. The parents' involvement in their children's education is one of the most important factors in a child's success in school. Immigrant students already have lower high school graduation rates than non-immigrants. A Community ID would allow their parents to become involved and participate in many school functions which would help immigrant children succeed in school.

3. Increase Economic Activity.

The Community ID card would also spur economic activity. With a Community ID, undocumented immigrants would be able to open bank accounts. This would provide local banks hundreds of potential new investing individuals. A Community ID would also enable immigrants to more easily purchase property and enter into contracts, such as leases, and start businesses. Various studies have concluded that immigrants start businesses at a much higher percentage rate than non-immigrants, and these businesses create many jobs which help our local economy. Many immigrants struggle to open businesses because of the license and regulatory requirements which require a valid photo ID. A Community ID would help immigrants start and expand their businesses in Charlotte which would create more jobs and help improve our local economy.

4. Increase Agency Efficiencies and Reduced Costs.

The Community ID card would increase efficiencies and reduce costs for multiple city and county agencies and would allow these agencies to more accurately track how services are being used to help allocate future resources. Since the Community ID will have multiple functions, City and County agencies will be able to streamline services such as a library services, public transportation and parking, school identification, and proof of city and county residency. The multiple uses of the Community ID card would result in the more efficient use of resources and reduction of costs for multiple agencies.

5. Increase Civic Participation.

A Community ID card will also increase civic participation and community enrichment. A Community ID card will not only benefit undocumented immigrants within the community. It will benefit legal citizens as well. Students at universities such as UNCC who are not residents would be able to take full advantage of civic privileges that were previously reserved for city residents. The Community ID cards can also foster greater connectivity to important urban institutions, providing access to vital locations where a photo ID card is required, and creating unity within and identification with the city of Charlotte.

C. **The Charlotte Community ID Card.**

We recommend Charlotte adopt a Community ID card that would be available to all residents of Charlotte. A Charlotte Community ID card is consistent with the vision of the Charlotte Immigrant Integration Task Force to build a welcoming, immigrant-friendly community for all resident of Charlotte.

The Community ID card should have multiple functions so it can provide a benefit to all Charlotte residents, not just immigrants. The Community ID card could be integrated with other city and county services and private businesses. The Community ID card would be a great opportunity to streamline many city and county services since the card could serve as a library card, a way to access and pay for public transportation and parking, a school ID, and proof of county residency. The multiple uses of the Community ID card would be efficient and reduce the costs for multiple municipal agencies. The Community ID card could also be a way for the city and county to more accurately track how services are being used to help better allocated resources in the future.

The Community ID card is a great opportunity to improve public-private partnerships and encourage a sense of ownership in Charlotte. Partnerships with cultural institutions and businesses could be formed to provide benefits to all Charlotte residents. Private business such as banks, which stand to benefit from hundreds of new investing clients, could provide banking services to cardholders. For example, in Oakland, the Community ID card serves as a pre-paid debit card issued by a local bank and backed by Master Card. Participating businesses in Charlotte, such as restaurants and museums, could offer discounts as additional benefits for cardholders that will help them increase repeat business by Charlotte residents. The Community ID program that New Haven, CT implemented, offers a debit program where cardholders can load money on their card that can be used at local restaurants and shops, as well as for parking fees within the City. These private businesses could also help subsidize the cost of the Community ID cards in Charlotte.

D. **Documents Needed for Community ID Cards.**

The Community ID cards will include the full name, address, date of birth, and a photograph and signature of the cardholder. The card should also have a number, expiration date, and emergency contact information and optional medical information. The individual should be required to prove his or her identity with a birth certificate or passport from any country, or similar photo identification document, and prove City residence with utility bills or pay stubs. [2]

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[2] The documentation needed to secure an ID vary per municipality, but generally the documents accepted are the following: US or Foreign Passport, US driver's license, US State ID, US Resident Alien Card or "Green Card", Consular ID , Photo ID from another country to its citizens or nationals that contains physical information about the applicant, Certified copy of a US or Foreign birth certificate, US Individual taxpayer ID number authorization letter, School ID card, Utility bill dated within the last 30 days, local property tax statement, mortgage payment receipt, jury

E. **Cost of Community ID Cards.**

There are several costs noted by other cities in implementing the Community ID cards, including personnel to process and verify requests, a central location to produce the ID cards, purchase of identification card machines, supplies for the actual cards, and location to receive requests, process and distribute the cards. Most cities obtained partners to subsidize the cost of the ID cards so the card is revenue neutral to the City. For example, the City of Richmond, California, contracted with SF Global as a third-party manager of the Community ID card, and as a consequence, there was no cost to the city in the implementation or maintenance of the ID card system. We propose the City partner with at least one City or County agency that already issues ID cards, such as the public library system. Initially the Community ID cards could be issued at select locations that will be most convenient to immigrants. Similar to other cities, the costs to individuals for the Community ID cards could be $15 for adults with a reduced priced for seniors

and low income individuals. The cards should be valid for two years. [3]

F. **Conclusion.**

A Community ID card would benefit all residents of Charlotte since it can serve multiple functions such as a library card, a way to access and pay for public transportation and parking, a school ID, and proof of City residency. The Community ID card would also improve public safety by helping immigrants become more willing to report crimes and will also allow law enforcement to identify individuals who may not otherwise be able to obtain photo identification. The Community ID card would also improve immigrants' access to City services and facilities and would allow immigrant parents to participate in their children's public school functions. The Community ID card would also spur economic activity as many immigrants would be able to open bank accounts and more easily start businesses which will help our local economy. The multiple uses of the Community ID card would result in the more efficient use of resources and reduction of costs for multiple agencies. Lastly, the Community ID card will increase civic participation and community enrichment and will help create unity within and identification with the city of Charlotte.

summons or court order issued by a State of Federal court within the last 30 days, insurance bill dated within the last 30 days, written verification issued by a hospital, health clinic, or social services agency that receives city funding confirming residency, bank statement issued within the last

30 days, notarized lease or rental agreement, minors must present with parents who present one of the documents above.

[3] The costs of Community ID cards in other cities for vary depending on the city, but generally for seniors, youth, and low income, the cost is $5.00 to $10.00, and for adults (generally 14 or older) the cost is $15.00. The cards are generally valid for two years from the date of issue.

Charlotte would be the first city in the South to offer a Community ID for its residents. Other neighbor cities such as Greensboro and Atlanta are also implementing immigrant friendly strategies and will be competing with Charlotte for economic growth. By offering a Community ID, Charlotte will be a pioneer in business, growth, culture, and a welcoming community for all residents of Charlotte.

Immigrant Integration Task Force

Healthcare and Social Services Work Group Recommendations

Detailed Report

December 9, 2014

Background & Recommendations

One of the most dramatic recent changes in healthcare was the 2010 passage of the Affordable Care Act (ACA). The ACA was passed in March of 2010. Several mandates were included with the overarching goal of expanding access to healthcare for Americans who are uninsured due to lack of income, pre-existing conditions, or limited access to employer-sponsored benefits.

Through market place exchanges, the ACA offers access to group health insurance plans. Premium tax subsidies and cost sharing reductions are provided to individuals and families with income levels up to 400% of the federal poverty level (FPL). The ACA included some very specific language around access for immigrants. Naturalized citizens have the same access as citizens born in the United States. Lawfully present immigrants are eligible to enroll in plans sold in the exchanges and are eligible for premium tax credits. Current federal immigrant eligibility restrictions in Medicaid include a five year waiting period for most lawfully residing, low income immigrant adults. Undocumented immigrants are not eligible to purchase insurance through the exchanges and are only eligible for very limited emergency Medicaid benefits.

The Act initially included a mandate for States to expand Medicaid to cover individuals and families falling between 100% and 133% of FPL. On June 29, 2012, the Federal Supreme Court upheld a challenge to the law thereby removing the requirement that all States expand Medicaid. Since Medicaid is regulated on a State by State level, the court ruled that States do not have to abide by federal regulation. North Carolina chose not to expand Medicaid thereby creating a gap in access for the most vulnerable. Even with Medicaid expansion, many immigrants will not be covered due to the federal five-year waiting period or documentation requirements.

The 2014 Immigrant Integration Task Force conducted a statistically significant survey which included two questions focused on healthcare. One question asked respondents about their access to affordable quality healthcare. The survey results indicated that 37% of those surveyed do not have affordable quality healthcare. Respondents were also asked where they received healthcare in Charlotte. Twenty-three percent indicated they cannot afford to go to the doctor for financial reasons; 9% do not receive healthcare when needed; 17% seek medical care at a hospital emergency room. Forty percent of respondents indicated that they do have health insurance with 33% of respondents having a primary care doctor/primary medical home.

> **Recommendation #1:** Enhance/increase educational efforts for incoming immigrants in regard to health care and available options (ACA and Medicaid) and utilize the available resources from local government agencies and other stakeholder agencies to improve enrollment of our immigrants in the ACA.

- Provide ACA information to 311 operators

- Promote local government's participation in ACA enrollment activities

- Leverage agencies that may be able to reach the immigrant population such as media outlets, faith community, as well as local coalitions and chambers serving immigrants.

- Create public service announcements from local government that would include all service providers.

Recommendation #2: Promote political advocacy for North Carolina's expansion of Medicaid coverage to address the overwhelming gap of those who fall in between ACA eligibility and current Medicaid coverage.   Also, promote advocacy to refine Medicaid processing ensuring refugees have full access to Medicaid services during the eight-month eligibility period.

The Task Force held numerous listening sessions to hear the voices of Charlotte's immigrant population. During one of the listening sessions, we heard that more cultural awareness/training is needed for service providers and local government agencies. We also heard the desire for immigrants to access services in their native language. In another session, a reported critical need involved having interpreters and translators in doctors' offices, pharmacies, and emergency departments.

Recommendation #3:

Increase the number of bi-lingual/multi-language capable professionals serving the immigrant population. One of the methods of increasing the number would be to promote the use of job fairs to attract bi-lingual/multi-language professionals to the area. For example, healthcare related private, public, & nonprofit agencies/companies could work together to plan joint job fairs for the purpose of filling vacant healthcare and social services related positions with professionals who are fluent in English and other languages.

One segment of the immigrant population comes to our community as refugees. A review of the literature and data revealed specific needs of refugees coming to the Charlotte-Mecklenburg area.

- Between 2009 and 2014, Mecklenburg County received 2,421 refugees.

- Given the often-complex nature of healthcare information, limited literacy or illiteracy can obscure the meaning of applications, notices, and brochures.

- Refugees have broader eligibility for public benefits and services than most other immigrant groups, but they may find these benefits and services more difficult to access due to language, literacy, and cultural issues.

- Depending on their country of origin, recent immigrants are more likely to have communicable diseases and other significant health problems.

There are numerous public, private, and non-profit organizations in Charlotte that support an influx of refugees. Better coordination among all of these groups was identified as an opportunity. In 2012, several organizations supporting refugees began meeting as the Charlotte Refugee Service Providers Group.

Recommendation #4: Expand this group to include additional agencies to plan for the services incoming refugee groups will need such as the Mecklenburg County Health Department, Healthcare Systems, Charlotte Area Transportation, and the City of Charlotte's Neighborhood & Business Services. This umbrella group would be called to action upon learning of the impending arrival of a new refugee group. The group will work out the logistics for the prompt delivery of the necessary services needed by the incoming refugee groups. This group could also be tasked with the responsibility of developing an immunization and communicable disease prevention plan when necessary.

1 Year

- **Create an Interagency Council for Education (including grassroot organizations) to be convened by the International Cabinet.**

  o **Create a strong communication venue for information flow**

- **Endorse the partnership between Welcoming America, the Center for Applied Linguistics, And CMS to establish a framework to create Welcoming Schools.**

  o Identify current best practices at local schools

  o Facilitate more collaboration between community agencies and schools

  o Explore and promote ways in which parents can easily navigate the school system

- **Advocate with County Commissioners and the School Board of Education to:**

  o Establish universal Pre-K programs (40% of Pre-K program enrollment serve language minority students and CMS has approximately 3,500 students on waiting lists)

  o Expand the choices parents have for schools for their children such as dual-language magnet programs

  o Create robust world language programs Pre-K

  o Explore the possibility of the library, schools or other community-based organizations to host Plaza Comunitarias (Digital curriculum in Spanish for GED and adult literacy)

  o Support in-state tuition at public colleges and universities for undocumented immigrants

  o Expand access to Adult Education classes (ESL, pathways to careers, citizenship) through neighborhood partnerships

2 Year

- **Sponsor a City Campaign that promotes cultural diversity and encourages all city and county agencies to celebrate diversity through education and integration.**

  - Implement an integration strategy

  - Support Cultural Diversity training

  - Raise awareness of the need to secure interpretation and translation services

  - Promote educational opportunities for adults

- **Expand the following City programs to include more diverse groups and ensure access:**

  - Mayor's Youth Employment Program

  - Mayor's Mentoring Alliance

  - Out of School Time

  - Youth Council

Civic Engagement/Receiving Communities Working Group

Members: Nancy Carter, Gautam Desai, Tin Nguyen, Sam Wazan and Emily Zimmern

Recommendations:

Short term

1. Places of welcome: non-profits, neighborhoods, religious institutions, schools, businesses and government can be recognized and participate in this "One Charlotte" effort to engage new residents, particularly through hosting projects and/or dialogues which bring together newcomers and receiving communities.

2. Acculturating receiving communities through a City of Charlotte Neighborhood Summit focusing on this topic.

Medium term

1. Establishing an ombudsman, within Neighborhood and Business Services, because issues relating to new residents frequently fall within these focal points (housing, code enforcement, small businesses, etc.). This staff person would be accountable for personal interactions, such as liaising with the City, County, non-profit services, etc., to inform, engage, and serve our new residents, thereby empowering them to participate knowledgeably, safely, fully in our community.

Long term

Informing our new residents about services

1. Electronically
2. In print
3. With various language capacity
4. Charlotte 101, acculturation and information for new residents

Research:

Working Group reviewed feedback from community listening sessions, major themes from community survey, immigrant integration recommendations made by mayors in Atlanta and Nashville, reports by Welcoming America and Welcoming Cities and Counties, and Immigrant Integration Reports from Greensboro and High Point.

Rationale:

Cities which seize the leadership in attracting citizens who create a productive, stable and innovative base for their future will lead nationally and globally. The Charlotte City Council proactively took the initiative to define the area's service to New Charlotteans. Individuals with the best minds and capacity go where good jobs are found and stay where there is high quality of life. To remain competitive, cities must attract and retain newcomers. Research shows that immigrants help cities thrive.

Establishing an Office of New Charlotteans can provide the necessary link between local government and service and service providers, information, and opportunities to succeed in business, education, and community building. Such an office can identify challenges immigrants face, work with city departments to understand and respond to the needs of immigrants, facilitate cultural competency training and leverage opportunities to work with community partners to ensure immigrant integration into the economic, civic and cultural life of Charlotte.

This office, in concert with other sectors of City government, such as the Office of International Affairs, Community Relations, Neighborhood and Business Services, Public Safety, Transportation, Corporate Communication, can focus on proposed ways to integrate new residents and to serve our immigrant population. It can provide the interactive source for needs and expectations of our multicultural sector. It can help to create the infrastructure within our government and our community which would enable positive integration. It could be supported by an advisory board, charged with civic engagement, integration into our community and functioning citizenship.

Charlotte has changed in the last decades. There is no long term immigrant community, so by energizing our faith partners, our education system, our neighborhoods and our nonprofits to create a welcoming community we can ground our new residents in our area.

How:

Establish the Office of New Charlotteans

Provide an informational "how to" link

Offer a My City Academy for New Charlotteans/Charlotte 101 for New Charlotteans

Cultivate partnerships

Designate places of welcome and safety

Launching a community-wide call to action to invite organizations across the city to become an official Charlotte "Place of Welcome" and support ONE CHARLOTTE: Working Together for Shared Prosperity and A Stronger Community.   To build a thriving 21st century city, immigrants and other new Charlotteans, along with longtime residents, are crucial participants in creating economic growth and cultural vitality. To create shared prosperity and a stronger community, enlist stakeholders from all sectors—business, education, nonprofits, the media, the faith community, government—to sign on as a "Place of Welcome" and commit to taking actions that grow opportunity for all Charlotte residents by engaging immigrants in the economic, civic and cultural life of the community along with other residents.

Within their own missions, within their regular work, Places of Welcome would incorporate strategies that contribute to a safe and welcoming city for all residents. These could include: 1) educating the broader community about the economic, civic and cultural contributions of immigrants and the importance of economic and social integration of newcomers; 2) bringing longtime residents and immigrants together to get to know one another, find common ground and work together on community projects; 3) hosting dialogues for residents of different neighborhoods or residents of diverse backgrounds; 4) developing cultural competence for staff; 5) celebrating immigrants' cultures and heritage; 6) promoting cross-cultural education and interactions; and 7) promoting to media stories of immigrant contributions and positive cross-cultural experiences.

Perhaps the Immigrant Integration Task Force could work with the City of Charlotte and City Council in the upcoming year to develop the idea and a plan for implementation. The Office of New Americans and Immigrant Advisory Council would ultimately oversee the cross-sector initiative and sustain its momentum by inviting stakeholders to meetings to learn about one another's work, explore areas where collaborative efforts would be effective and receive updates on the City's efforts to support immigrant integration and by compiling and publicizing effective results via social media, the City's website and media stories.

Engage the welcoming community

> Neighborhood Summit
> Council Town Hall meetings, At Large and District

Immigrants frequently succeed in small businesses, the majority of entrepreneurs in our area. They frequently rehabilitate neighborhoods which are in decline. Courage, tenacity, initiative frequently lead to success, for individuals and for the communities where immigrants choose to settle. Charlotte can be a City of Choice.

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