



# Immigrant Community Committee Update

April 22, 2019

## Committee Purpose:

- Listen to the immigrant community (best practices, concerns)
- Identify strategies and actions to improve knowledge and connection with city government services and activities

- Reduce community fears
  - Increase education of CMPD policies and practices
- Statement of support for immigrants
- Improve information sharing
  - Language access; translation and interpretation services
  - Community liaisons
  - Cultural competency
- Create a legal defense fund

- Endorse the City Manager to promote a citywide language access plan:
  - Improve and expand translation and interpretation services
  - Increase the number of multi-lingual city employees by providing a standardized incentive
- Other improvements:
  - Community engagement at immigrant/refugee serving organizations
  - Request data regarding diversity of city staff (multi-lingual and multi-cultural employees)

1. Provide increased opportunities to the City's programs and services through interpretation services and translated vital documents.
  
2. Limited English Proficiency (LEP) persons
  - Interpretation services and vital document translation for residents that speak English less than "very well"
  - Spanish, Vietnamese, French, Nepali, and Gujarati speaking populations are the 5 largest in Charlotte that meet the criteria for LEP (Based on 2017 American Community Survey)

- American with Disabilities Act transitional plan
  - Survey results timeline
- Language Access and Risk Management
- City Employee Language Survey and Cultural Concierge program
- Community Engagement Division pilot
- CMPD data request

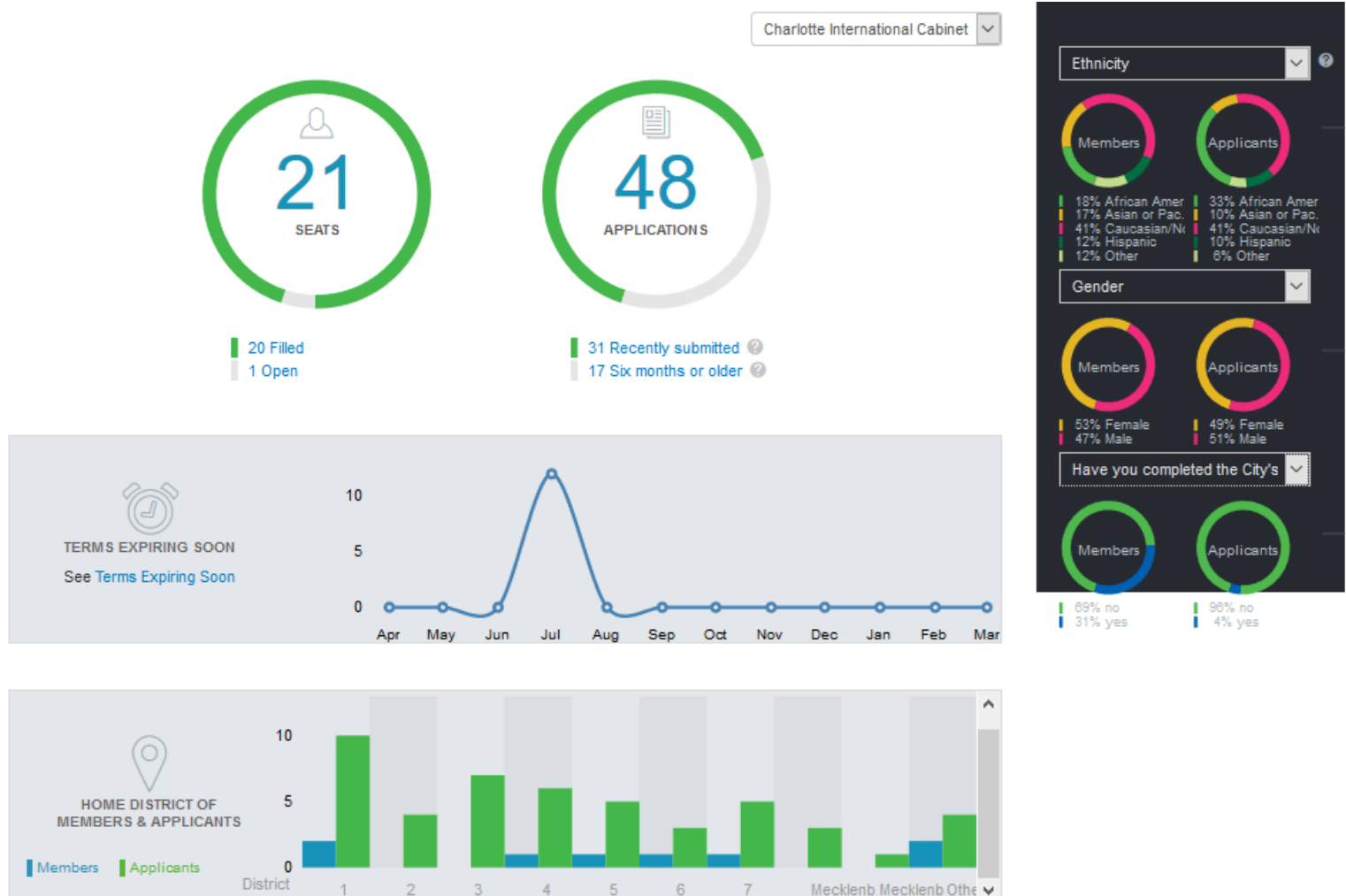
- Increasing information sharing with Latino residents
- Improving the understanding of city government
- Developing future leaders
- Anticipated start date: May 2019

### Other improvements:

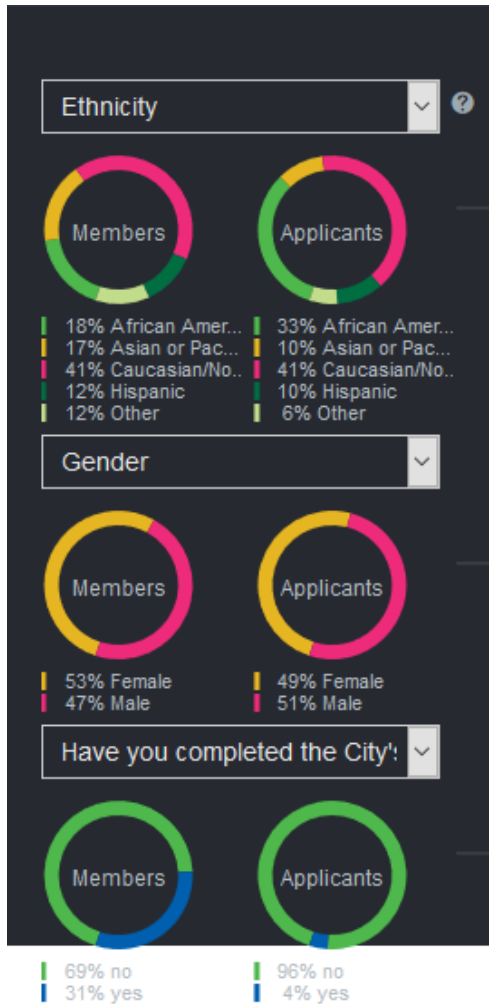
- Utilize a racial equity tool to ensure diversity of boards and commissions
- Explore avenues to attract and expand recruitment of bilingual employees
- Explore the creation of a Charlotte Compact
- Evaluate effectiveness of community engagement efforts and employ best and effective practices



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- Referencing the City's ***Diversity, Equity and Inclusion assessment recommendation 3***
  - The City Manager should conduct an assessment of positions that interact with the community on a first hand basis to determine the appropriate number of multi-lingual employees needed to fulfil service gaps.
- Department of Human Resources is exploring creating a H1B Visa program to fill hard to staff positions
- Market open positions at community events

## Supporting documents:

- City of Charlotte's Diversity, Equity and Inclusion Report
- Utah, Texas, Iowa and Florida compacts
- Community Letter
- Leading on Opportunity report

- Endorse the City Manager to promote a city-wide language access plan
- Endorse the City Manager to assess current multilingual staffing for service oriented positions
- Establish timeline for Charlotte Compact draft
- Discuss future engagement efforts: Know Your Rights and H1B Visas
- Reconvene committee to finalize policy recommendations to full council

# Questions?