



**OFFICE OF EQUITY, MOBILITY AND  
IMMIGRANT INTEGRATION**  
UPDATE

**CITY COUNCIL ACTION REVIEW PRESENTATION**  
NOVEMBER 25, 2019

- Update on the work to date of the Office of Equity, Mobility and Immigrant Integration
  - Diversity, Equity, and Inclusion recommendations progress
- Discuss future initiatives, programming and events

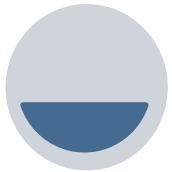
# Under the Same Umbrella



## Recap: Diversity, Equity, and Inclusion Defined

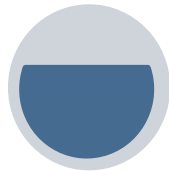
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To truly assess the impact of city programs, services, initiatives, or processes, common definitions must be established



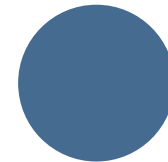
### **Diversity**

Includes all the ways in which people differ, encompassing the different characteristics that make one individual or group different from another.



### **Equity**

The fair treatment, access, opportunity, and advancement for all people, while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups.



### **Inclusion**

The act of creating environments in which any individual or group can be and feel welcomed, respected, supported, and valued to fully participate.



# Immigrant Community Committee Policy Recommendations

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- ✓ Endorse the City Manager to promote a citywide language access plan and assess current multi-lingual staffing
- ✓ Utilize a demographic breakdown when selecting individuals to serve on boards and commissions
- ✓ Add immigration issues brought up by the community on the next Federal Legislative Agenda
- ✓ Direct the Charlotte International Cabinet to share advocacy agenda items
- ✓ Sign a Charlotte Compact on Immigration and advocate for other governmental, nonprofit, business and faith organizations to do so as well

# Community Recommendations Update

- Graduated first Spanish language Civic Leadership Academy cohort
- Soliciting corporate, faith and nonprofit signatories to the City of Charlotte's Compact on Immigration
- 100+ bilingual employees speaking more than 30 languages identified through city survey
- Continued convening of Naturalization providers



Team Charlotte,

We are launching an employee language survey to better serve our diverse community. Recently the City of Charlotte and City Council held a series of public meetings with our immigrant community to listen to their concerns and see where we could help with city services.

One thing we learned is that there are language barriers which affect our ability to welcome immigrants and provide access to our services. We are looking to see how we can better connect with our diverse community. As an employee, you can help us. This survey is designed to do two things:

1. Identify employees with language skills that can help residents access city services. This is a part of our Language Access Plan which offers everyone the opportunity to communicate freely. The plan is mandated by Title IV of the Civil Rights Act.
2. Find volunteers for an employee "Cultural Concierge" Program. In this program, participants will volunteer their language skills, cultural knowledge or desire to connect with international communities to present information on city services and programs in a culturally accountable way.

## **Internal:** Serve as the city's equity advisors

- Review policies, practices and procedures using equity tools
- Assess current work and its impact
- Pilot and sustain opportunities to advance equity amongst all stakeholder sub-groups (LGBTQ, English as a second language, ethnic minorities, etc.)

## **External:** Catalyze efforts to advance economic mobility and Immigrant integration

- Strategic community investment
- Incentivize collaboration and leverage resources
- Leadership development and information sharing





*We still have work to do.*

## Phase 1: Inventory and Strategic Planning

Recommendations	Status
Commit resources for oversight and coordination	<ul style="list-style-type: none"><li>Office of Equity, Mobility and Immigrant Integration created in FY 2020 <b>Completed</b></li></ul>
Design and implement a DE&I strategic plan	<ul style="list-style-type: none"><li>Under development <b>Completion: Spring 2020</b></li></ul>
Review and assess current DE&I programs for impact	<ul style="list-style-type: none"><li>Evaluating programs and outcomes with senior leadership <b>Completion: Spring 2020</b></li></ul>
Create DE&I partnership inventory	<ul style="list-style-type: none"><li>Working with external partners and departments to compile <b>Completion: Spring 2020</b></li></ul>
Review and assess administrative policies for updates and DE&I	<ul style="list-style-type: none"><li>Review work beginning with Human Resources <b>Completion: Summer 2020</b></li></ul>

## Phase 2: Program Implementation

Recommendations	Status
Coordinate recruitment and hiring practices and continue to conduct periodic DE&I training and professional development	<ul style="list-style-type: none"><li>Collaborating on equitable and inclusive hiring and employee-centric workplace environment strategy Completion: Winter 2020</li></ul>
Design and implement accountability structure	<ul style="list-style-type: none"><li>Departments developing equity plans with goals and metrics Completion: Summer 2020</li></ul>
Increase central oversight of communications, human resources and procurement related functions	<ul style="list-style-type: none"><li>Partnering with departments to review internal services through an equity lens Completion: Fall 2020</li></ul>
Continue to focus on identifying barriers and create Americans with Disabilities (ADA) and Language Access transition plans	<ul style="list-style-type: none"><li>Advising on the ADA Transition Plan</li><li>Advising on the creation of citywide Language Access, H1B and Bilingual pay operational policies Completion: Summer 2020</li></ul>

## Phase 3: Evaluation and Adaptation

Recommendations	Status
Expand outreach and capacity building efforts for Minority, Women, Small Business Enterprises (MWSBEs) citywide through increased planning, development, collaboration and measurement	<ul style="list-style-type: none"><li>Collaborating on the development of a Small/Minority Business Displacement strategy Completion: Spring 2020</li></ul>
Adapt the “Bridging the Difference” outreach initiative by CMPD, Community Relations and Housing and Neighborhood Services beyond public safety topics to encompass racial healing and equity	<ul style="list-style-type: none"><li>Developing framework and curriculum</li><li>On the Table event hosted with Mecklenburg County; exploring additional opportunities for collaboration with the county and CMS Completion: Summer 2020</li></ul>
Increase DE&I awareness and knowledge through employee engagement	<ul style="list-style-type: none"><li>Partnering with Common Wealth Charlotte on economic services, including low interest loans Completion: Winter 2020</li></ul>
Continue the DE&I efforts on a community-wide basis	<ul style="list-style-type: none"><li>Implementing Opportunity Labs pilot projects Completion: Winter 2020</li></ul>

## **Emerging Model**

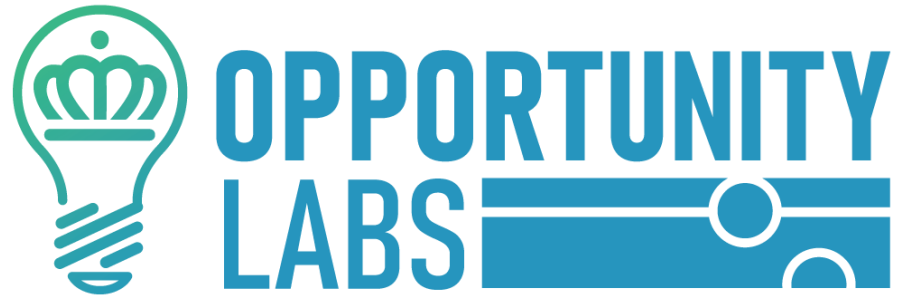
- Project based approach in DC, NYC and Boston (Internal focused)

## **Epidemiological approach to Economic Mobility**

- Inequity (root) stagnates mobility (illness) which leads to crime (symptom)

## **The Power of Public Dollars**

- Leverage
- Risk taking
- Catalyzation



## **Commitment to Leading on Opportunity Recommendations**

- Monetary commitment

## **New Leadership, New Work**

- Investing in leaders as much as the work

## INTERNAL EXAMPLE

**Problem:** City departments lack diversity

**Strategy:** Develop a training program with a mentorship component targeting lower wage earning labor force for higher wage careers

**Expected outcome:** Develop equitable career pathways and increase diversity of workforce

**Accountability:** City departments

## EXTERNAL EXAMPLE

**Problem:** Community leadership development

**Strategy:** Fellowship for neighborhood leaders to apply evidence based programmatic models addressing economic mobility and crime intervention/prevention

**Expected outcome:** Leaders can implement effective programming that improves community outcomes

**Accountability:** Office of Equity, Mobility and Immigrant Integration

# Welcoming America's National Conference

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