City of Düren
2017 Welcoming Communities Transatlantic Exchange
Action Plan Executive Summary

Background Information

The County of Düren was selected as the only county to participate in the 2017 Welcoming Communities Transatlantic Exchange (WCTE), joining the German cities of Düsseldorf, Freiburg, Leipzig, and Münster in visiting the United States in the spring of 2017.

This exchange program was organized Cultural Vistas, together with its partners Welcoming America and the Heinrich Böll Foundation North America, and was funded by the Transatlantic Program of the Government of the Federal Republic of Germany through funds of the European Recovery Program (ERP) of the Federal Ministry of Economics and Energy (BMWi), as well as by the U.S. Department of State, the Robert Bosch Stiftung, the Heinrich Böll Foundation, and BMW Group.

The County of Düren includes 15 cities and communities, with a population of 260,000 total inhabitants, of whom approximately 25% have a "migration background". In 2015, a total of 25,500 individuals from approximately 150 countries outside of Germany were living in the County of Düren. More than 10% of those arrived in the year 2015 alone. In 2016, 3,800 additional people arrived in the County of Düren, with a total of 29,000 immigrants living now living there.

The delegation representing the County of Düren came from a variety of organizations and offices, which each play an important role in integration work of the County of Düren:

Dagmar Linzenich
Deputy Director of Kommunales Integrationszentrum Kreis Düren

Gaby Uerlichs
Counselor and Practitioner at Jugendmigrationsdienst, Sozialdienst Katholischer Frauen

Nadine Görtz
Counselor and Practitioner at Kommunales Integrationszentrum Kreis Düren, Bereich Bildung

Jean-Jaques Badji
Counselor and Practitioner at Evangelische Gemeinde zu Düren, Café International

Emmanuel Ndahayo
Elected Chairman of IMA Kreistag Düren - Bündnis 90 die Grünen

Our visit to the United States exchange took place between April 29 and May 9, 2017 in the cities of Washington DC, Detroit, Nashville, Salt Lake City, and Los Angeles.
During the visit, we had the opportunity to undertake site visits and hold discussions with various stakeholders from the NGO sector, politics, and civil society, to share best practices and discuss the processes of integration at the local level in both countries.

Focus of the Program

The program focused on enabling participants from both Germany and the USA to share promising approaches to welcoming and integrating refugees and other newcomers into their communities. Furthermore, it enabled us to get insight and knowledge into how American stakeholders collaborate in order to promote integration of migrants entering the USA (especially refugees). Participants were encouraged to bring back the lessons learned and apply them to their home communities through the development of a Community Action Plan, in which a timetable for implementation in the respective home cities in Germany was established.

The County of Düren Action Plan

Our Action Plan is based on a three-fold approach and will pursue the following strategies.

My County Academy

For the “My County Academy”, we will recruit professionals (if possible with migration background and needed languages) who can inform new immigrants about relevant issues of living in the County of Düren, including:

- Waste Management and Recycling
- Transportation by Bike, Car, Bus, Rail (Ticket System, Transport Network, Traffic Rules)
- Education (School, University, Profession)
- Purchases and Consumer Protection
- Sports and other Societies
- Culture (Mardi Grass. Music, Theater, Dance, Art, Literature, Library)
- Nature and Leisure for Adults and Youth
- Political System, Financial System
- Self-Employment & Entrepreneurship
- Integration- and other important Acts

We project, organize and schedule these information events, and will hand out a welcome certificate to the participants (an idea observed in Nashville).

Coordination Point (Lotsenstelle)

To follow the goal to establish the My County Academy and to provide a Consultation passport the County of Düren, we will need to inform and convince different stakeholders of the necessity to create a “Coordination Point”. We will build a network by bringing together members of the Migrationspolitischer Beirat, Integrationsagentur, Integrationskurskonferenz, Migrantselforganisationen and several other important organizations who can contribute to the goals of our Action Plan. We will implement the “Coordination Point”, which will assess and take into account the individual situation of newly arrived immigrants to determine the order of consultancy services that is needed in this special case, and we will train the new staff members of the coordination point.
Initial research on possible implementation has taken place, the further development has to be planned and discussed with different stakeholders. It would be conceivable to embed the initiation into a temporary project.

Consultancy Passport

We have created a checklist containing all contacts of the different consultancy services and we will provide this checklist to the staff of the coordination point. Our visit to the Utah Refugee Education & Training Center Salt Lake City highlighted the opportunities of a goal-oriented integration. The "interlocking" of different integration offers, combined with individual case management promptly after arrival, offer the enormous advantage of a motivated, timely planning for the various stages necessary. The project objectives described in the action plan are intended to help to create timely, accurate and transparent support processes. It is not just traditional relief offers, but rather an idea of self-responsibility and initiative that will be promoted and strengthened. "Welcoming Salt Lake City" shows and lives the responsibility of the city and district for an open welcome structure.

To create the consultancy passport, we list all relevant consultancy services and summarize the responsibility fields for example:

Counselling Organizations
- Ankommen in Düren (AiD)
- Kommunales Integrationszentrum (<18 years)
- Jugendmigrationsdienst (<27 years)
- Migrationsberatung (>27 years)
- Arbeitsagentur, Integrationspoint, job-com
- Caritas Verband

Language- and Integrationclasses
- VHS Nordeifel, Düren
- VHS Jülich, Jülich
- Ideal Bildungsverein
- Evangelische Gemeinde Sprachkursbereich
- Euro Schule

Counselling Centers and Support Services
- Asylkreise, Flüchtlingsinitiativen
- medizinische Versorgung (z. B. Behinderung, Krankheit)
- Frauenberatungsstellen (Goldrute, Donum Vitae, evangelische Gemeinde, SKF)
- Studienberatung z. B. der FH Jülich, RWTH Aachen, Uni Köln, Otto Benecke Stiftung
- Zeugnisanerkennung Schule: SKF, JMD, MBE bzw. bei beruflichen Abschlüssen: VHS
- Stadtbücherei
- Verwaltung und Ämter z. B. Jugendamt Kreis/Stadt (Kindergarten), Wohnung z. B. Sozialamt, Dürener Bauverein
- My County Academy

Measures and Steps planned for implementation 2017 - 2018
Various integration officers from City of Düren and County of Düren will be briefed on the action plan, combined with the idea of jointly driving further action strategies (e.g. cooperation with politics and administration).

The action plan is presented in networks, cooperation meetings and committees:

- 11.07.2017: Meeting with Landrat Wolfgang Spelthahn and Leiterin des Amtes für Schule, Bildung und Integration Sybille Haußmann, to report about the Exchange Program and inform about the Action Plan
- AK Jugendberufshilfe: 19.09.2017
- Exchange Meeting “Migration” Kreis Düren: 27.09.2017
- Integrationscourse Conference 19.10.17
- Migration Policy Advisory Board 06.11.17
- Workgroup Migration Nov. 2017
- Presentation within the specialized services and host conferences
- Print of the first Consultation Passport Jan. 2018
- Participation in the intercultural week 2017 and 2018

Names of participants:

Dagmar Linzenich  Deputy Director of Kommunales Integrationszentrum Kreis Düren
Gaby Uerlichs  Counselor and Practitioner at Jugendmigrationsdienst, Sozialdienst Katholischer Frauen
Nadine Görtz  Counselor and Practitioner at Kommunales Integrationszentrum Kreis Düren, Bereich Bildung
Jean-Jaques Badji  Counselor and Practitioner at Evangelische Gemeinde zu Düren, Café International
Emmanuel Ndahayo  Elected Chairman of IMA Kreistag Düren Bündnis 90 die Grünen
City of Düsseldorf
2017 Welcoming Communities Transatlantic Exchange
Action Plan Executive Summary

Our team represents the capital city of North Rhine-Westphalia, Düsseldorf, as participants in the Welcoming Communities Transatlantic Exchange, administered by Cultural Vistas, the Heinrich Böll Foundation, and Welcoming America:

Birthe Früh, member of the office of the Commissioner for Refugees, Katrin Rüttger, Integration Manager of the Johanniter Academy, Linda Weingärtner, member of the office of the Commissioner for Refugees, Karin Diane Jungjohann, founder and coordinator of HISPI, das Lernhaus and Paul Gollenbusch, volunteer coordinator and LGBT consultant.

Düsseldorf is the capital of the state North Rhine-Westphalia with 635,704 inhabitants (as of December 2016). In May 2017, over 7,350 refugees were living in city-provided housing.

During the summer and fall of 2015, Düsseldorf found itself in “crisis mode”, caused by overcrowded national and communal housing for the large influx of refugees that year.

Every other day, up to 1,200 new refugees arrived in Düsseldorf through the NRW hub at the airport train station. Within a few hours, these people had to be redistributed. Over 150 people were received weekly. During this time, the main problems lay in providing accommodation and basic services. By 2017, the city has been able to sort out these challenges and return to its normal level of operation.

With regard to integration, the main focuses of our city are in the sectors of housing, language acquisition, and workforce integration. All three elements bring large challenges for various reasons, such as limited availability in the housing market.

Our motivation to participate in the WCTE 2017 was primarily based on our interest in the integration work in the USA and in other German municipalities. We would like to deepen our understanding of (inter)national refugee aid, as well as finding inspiration for innovative projects. Furthermore, we hope to share our experiences and our successful models, and to become part of a sustainable (inter)national network. In this way, we hope to further professionalize our work processes and coordination among actors in the local integration process.

During our visits to Washington D.C., Nashville, Detroit, Salt Lake City, and Los Angeles as part of the WCTE exchange, we were able to get to know various inspiring projects and meet with experts in different sectors related to integration, support services, motivation, and messaging.

Following our time in the U.S., each participant of the delegation of Düsseldorf could work out concrete goals to be fulfilled in a specified period.

For example Katrin Rüttger is working on a communication and racism prevention program, which will begin in late summer this year.

The state capital Düsseldorf will combine the divisions and contact people related to migration under a new integration office, which will help to avoid redundancies and optimize the focus on providing services.
Karin Diane Jungjohann will strengthen the establishment of the successful project “HISPI, das Lernhaus” for linguistic and cultural mediation in other municipalities.

Paul Gollenbusch will sensitize specific topics like “legal marriage for all” and “violence against homosexuals” through more publicity work.

Moreover, our delegation agreed to some common goals, including optimizing coordination between full-time staff and volunteers working with refugees. As well as, modified structures and common events should strengthen a mutual acceptance.

We like to thank those responsible and the participants for a very inspiring and structured Welcoming Communities Transatlantic Exchange and hope to keep in touch for a long-term exchange.
EXECUTIVE SUMMARY OF COMMUNITY ACTION PLAN OF THE CITY OF FREIBURG

Background Information
The City of Freiburg was selected as one of five German cities to participate in the 2017 Welcoming Communities Transatlantic Exchange (WCTE) organized by Welcoming America, Cultural Vistas and the Heinrich Böll Stiftung, funded by the Transatlantic Program of the Government of the Federal republic of Germany through funds of the European Recovery Program (EPR) of the Federal Ministry of Economics and Energy (BMWi), as well as by the U.S. Department of State, the Robert Bosch Stiftung, the Heinrich Böll Foundation, and BMW Group. Five representatives from Freiburg were selected to participate in the program. They include two elected municipal councilors, a representative of the “Christophorus Jugendwerk” and two integration practitioners of the Office for Migration and Integration (AMI) of the City of Freiburg (one in his function as representative of the local advocacy organization “Wahlkreis 100%” or “Voting District 100%”). The exchange took place between April 29 and May 9 in the American cities of Washington D.C., Detroit, Nashville, Salt Lake City and Los Angeles.

During the visit, we as a team from Freiburg, together with representatives from the other four German cities, had the opportunity to undertake site-visits, meet with various stakeholders from the NGO sector, politics and the civil society for experience sharing.

Focus of the Program
The program focused on enabling participants from both Germany and the U.S.A. share promising approaches to welcoming and integrating refugees and other newcomers into the various communities. Furthermore, it enabled us to get insight knowledge into how American stakeholders collaborate in order to promote integration of migrants especially refugees entering the U.S.A. Participants were encouraged to bring back home the lessons learned from the U.S.A.-experience. Subsequently, a Community Action Plan with stipulated timetable for implementation in the respective home cities in Germany was established.

The Freiburg Action Plan
The Freiburg Action Plan has a two-fold approach:
To “make Freiburg one of the most welcoming cities in the State of Baden-Württemberg” through the following strategies:

- Initiate a New “Freiburg Compact” or upgrade the Freiburg ‘integration concept’ with particular reference to Salt Lake City model;
- Promote Interfaith Dialogue amongst the various religious groups in Freiburg as experienced in Nashville;
- Enhance positive communications between the various segments of the Freiburg community;
- Establish a specific care and support service for LGBTIQ in the youth welfare institution as already carried out by the home-based NGO “the Christophorus Jugendwerk” in Freiburg;
- Further intensify public awareness about the already on-going communal voting rights campaign, organized by “Voting District 100%” and geared towards voting rights for non-German and non-EU citizens in Freiburg (based on lessons learned from Nashville about the history of the civil rights movements).

The second significant goal of the Action Plan is to activate and utilize the economic potential of refugees and migrants in Freiburg by means of the following two strategies:

- A long-term approach is to establish an Educational and Training Center for Refugees to be located at the “Maria Schutz Haus”. This will be based on the concept similar to the one observed in Salt Lake City.
- The second strategy is to set up Incubator Projects for income generation activities such as Gardening etc.

Philip Bona, Office for Migration and Integration, Freiburg (June 2017)
Measures and Steps planned for implementation 2017

- Media contact: the first report on the visit was published in May 2017 in the local Newspaper of Freiburg, the “Badische Zeitung”;
- In the month of June the team will make a formal briefing at the Freiburg Migrant Committee, one of the highest bodies in the city of Freiburg;
- Also in the month of June there will be a meeting with the American Consul at the American Library in “Carl-Schurz Haus” in Freiburg for debriefing;
- Successive public presentations during various events in the city are planned – one of which is scheduled for the months of September/October during the annual cultural events organized by the city of Freiburg in cooperation with stakeholders of migrant organizations;
- Further steps will follow in cooperation with program organizers in the USA and Germany

Names and signatures of participants:

Philip Bona

Türkan Karakurt

Heléna Krampe

Dr. Sylvie Nantcha

Stephan Schmieglitz

City of Freiburg, June 2, 2017
City of Münster
2017 Welcoming Communities Transatlantic Exchange
Action Plan Executive Summary

Background

The city of Münster was one of five communities selected to join the 2017 Welcoming Communities Transatlantic Exchange. Five individuals from Münster are currently participating in the program, representing the Police, City Council, the city’s Department of Migration and Intercultural Affairs, a Church, and an NGO. Following a trip to the United States in the spring of 2017, in which this group was able to observe integration initiatives in five different U.S. cities, Münster’s delegates drafted a detailed Action Plan to implement new ideas in their community, based on what they saw and the discussions they had in the United States.

Executive Summary of Münster’s Action Plan:

*Open society*

→ Convey the idea of an open society via social media

→ Provide individualized support and transparency of information to local newcomers

→ Implement many of the concepts of Welcoming America into the city’s future integration initiatives

Key Highlights

- Intercultural round table implemented by local church (a base of communication involving migrants, refugees and citizens)

- Providing consultancies and guidance to newcomer start-ups (supporting them to enable independence)

- Empower entrepreneurship among migrant population (via VIU, Association of International Entrepreneurs) and embed new informational events into existing programs

- Implement the “Healing Neighborhood” program to support contact between neighbors: citizens and newcomers

- Empower migrants on the political level to share political resolutions

- Reduce segregation (socially diverse schools, kindergartens, societies, etc.)

- Build up a mentoring project for unaccompanied minors

- Strengthen the social function of district police (contact and visit refugee camps, assistance groups, cultural events and mosques, representing the German police as a partner)

- Encourage social commitment (transport positive stories of migrants, find common values)

- Meet, exchange and develop similar programs with partner cities of Münster: Orléans (F), York (GB), Kristiansand (DK), Fresno (USA).
EXECUTIVE SUMMARY OF COMMUNITY ACTION PLAN OF THE CITY OF LEIPZIG

Background Information

The city of Leipzig took part in the 2017 Welcoming Communities Transatlantic Exchange (WCTE), organized by Cultural Vistas and its partners, Welcoming America and the Heinrich Böll Stiftung, and funded by the Transatlantic Program of the Government of the Federal republic of Germany through funds of the European Recovery Program (EPR) of the Federal Ministry of Economics and Energy (BMWi), as well as by the U.S. Department of State, the Robert Bosch Stiftung, the Heinrich Böll Foundation, and BMW Group.

Over the past decade, Leipzig has experienced a permanent influx of newcomers from Germany and abroad. The foreign population will grow from approximately 500,000 inhabitants at present to around 720,000 inhabitants in 2030. Leipzig has always been host to a broad migrant community. The largest migrant groups prior to 2015 came from Vietnam and the former Soviet Union. In the last three years, a new major group of newcomers were asylum seekers from the Middle East.

Leipzig has a multitude of existing projects and initiatives to support the newcomers in the city. Through the WCTE exchange, our delegation wanted to gain a new perspective on integration and gather impulses for our existing and new initiatives.

Lessons learned in the US through the exchange program

Between April 29 and May 9, the five representatives from different institutions in Leipzig had the opportunity to visit the cities of Washington D.C., Detroit, Nashville, Salt Lake City and Los Angeles and meet local agents in migration work. Several aspects stood out:

- The promotion of strong and proactive networks covering several projects in a community
- The promotion and economic self-determination as soon as possible after arrival
- Strong public-private-partnerships
- The possibility for migrants to identify with as members of the local community, city, state, and US without giving up their existing identity

The Leipzig Action Plan

The action plan was developed under the headline

BE PART OF THE CITY - Know your rights, know your city

This leads to four different welcoming community goals:

1. Networking: Participation of all actors to improve the existing integration networks. The previously existing roundtable on migration und integration should be revived, and a meeting of representatives of the different communities and network partners should be encouraged. Implementation: At least two round tables per year with at least 20 partners, the first round table should be held by the end of October 2017.

2. Empowerment and identification: Newcomers should be empowered to lead a self-dependent life of social participation in Leipzig. They and the residents in the receiving
Community should identify themselves with the city and be able to engage in Leipzig and their community. This includes strengthening of the organizations representing the different ethnic communities.

Implementation: A Welcoming Box will be distributed among the newcomers until July 2018, specific educational trainings for newcomers will be developed (e.g. education system, health, jurisdiction, political participation), organizations of the different ethnic communities will be contacted and encouraged to act for their community and a letter from the Mayor to possible persons who could obtain German citizenship will be sent out.

3. Protection of different vulnerable groups: Members of different vulnerable groups like LGBTQI, women, or children shall be better protected.

Implementation: Protection through the development of a protection plan for refugee homes until the end of 2017 and the provision of more social workers in this specific field of work.

4. Opening of the education system: Approximately 160 schools in Leipzig will be qualified to work with the newly-arrived students after they finish their German as a second language courses, and a connection between the peaceful revolution and the current situation in Leipzig will be made for the new coming students.

Implementation: The schools get input on this issue on the regional directors’ conferences, networks will be created in and around the schools and a book will be published with 89 stories of new coming students, in honor of the important year 1989.

Stretch Goal: Haus der Begegnung (House of Encounter - Working title)

Currently (summer 2017) an empty house close to a newly-built refugee home is being renovated to serve as a house of encounters. The goal is to establish an intercultural und interreligious center until end of 2019 including an ‘Open Space’ for projects, bringing together newcomers and the receiving community.

The concept and implementation of this center will be discussed in several community meetings with local inhabitants and representatives of different migrant community organizations to make this a true house of encounter for everybody.

Names and signatures of participants: City of Leipzig, August 2017

Amal El-Abd

Martina Kador-Probst

Alexander Melzer

Roman Schulz

Christopher Zenker
City of Detroit
2017 Welcoming Communities Transatlantic Exchange
Action Plan Executive Summary

About the Program
The Welcoming Communities Transatlantic Exchange (WCTE) is a reciprocal exchange program for integration practitioners and leaders from the United States and Germany who work to integrate refugees and immigrants into their local communities. The WCTE program is organized by Cultural Vistas, along with partners at Welcoming America and the Heinrich Böll Stiftung North America. The program is funded by the Transatlantic Program of the Government of the Federal Republic of Germany through funds of the European Recovery Program (ERP) of the Federal Ministry of Economics and Energy (BMWi), as well as by the U.S. Department of State, the Robert Bosch Stiftung, the Heinrich Böll Foundation, and BMW Group.

The City of Detroit was honored to be selected to participate in the 2017 exchange and sent a team of four local practitioners:

- Christine Sauvé, Welcoming Michigan Director, Michigan Immigrant Rights Center
- Mariana Martinez, Chief of Staff, Office of City Council Member Raquel Castañeda-López
- Sarida Scott, Executive Director, Community Development Advocates of Detroit (CDAD)
- Brigitte Fawaz-Anouti, Director of Social Services & Special Projects, Arab Community Center for Economic and Social Services (ACCESS)

Our team’s visit to Germany took place in November 2017 in the cities of Düsseldorf, Münster, Freiburg, Leipzig, and Berlin. During the visit, we had the opportunity to meet with local elected officials and representatives of NGOs to share best practices and discuss the process of integration at the local level in both countries.

About Detroit
Detroit is a city still recovering from bankruptcy, disinvestment, and decades-long population loss from its peak of 1.8 million in 1950. Today the city's population is 80% black, 7% Latino, and 10% speak a language other than English. Detroit is currently home to 36,000 foreign-born residents; this is the most of any city in Michigan and second only to Chicago in the Midwest region. Since 2010 the number of immigrants in the city has grown more than 12%, an increase of about 4,000 residents. Almost half of our immigrant community is comprised of residents from Mexico, with the rest coming mostly from Bangladesh, Yemen, Iraq, Canada, India, Jamaica, Guatemala, China, Dominican Republic, and Nigeria.

Despite recent successes, members of the immigrant community and longtime residents still face challenges. We are working with a network of partners to build a strong welcoming infrastructure for newcomers, expand access and inclusion, and facilitate a smooth integration process with pathways to success. Additionally, as newcomers of all backgrounds settle in the city, it is critical to build relationships, respect, and understanding with longtime residents. We work to counter myths and stereotypes about immigrants and refugees as well as address the
effects of systemic racism experienced by longtime residents. As demographics of the city change, the needs and concerns of longtime residents must be addressed alongside those of newcomers.

City of Detroit Action Plan
Detroit has a lot of energy around immigrant integration and our team had much to share with German counterparts: the grassroots welcoming efforts of residents, our forward-thinking Mayor and City Council, successful partnerships with immigrant organizations and refugee resettlement agencies, and innovative collaborations in economic development.

Committed to fulfilling our vision of being a Welcoming City, community leaders and representatives from the City of Detroit came together with the common goal of building a more inclusive and equitable environment for all residents. Our local team set out to learn new ideas and approaches from German counterparts to foster a more diverse, inclusive, and global city.

Our team was particularly impressed by the following elements during our visit to Germany:

- Passion and willingness of volunteers to embrace and support newcomers
- Inclusion of diverse immigrant & refugee participants in integration efforts
- Thoughtful, intentional, efficient, and rapid response from city, state, and federal government
- Importance of acknowledging and recognizing local history, positive and negative

These reflections informed the development of our Welcoming Community Goals:

- **Leverage local leadership**
  - Increase local leadership on immigration issues and strengthen public commitment to being a Welcoming City
  - Conduct intentional engagement with local leaders to develop new champions and help change the narrative around immigration

- **Strengthen Detroit Immigration Task Force**
  - Help the Task Force become a more diverse and effective body, with a stronger voice and better prepared to respond to emerging issues

- **Broaden community engagement efforts**
  - Support and strengthen the “Detroit Our City” campaign to unite and build relationships among Detroit residents
  - Host community conversations to increase awareness of issues facing both immigrants and non-immigrants
  - Engage new stakeholders in districts across the city

We are excited to bring our action plan to fruition and engage our wide network of local partners in implementing lessons learned from the exchange.

United States and German Collaboration
The Detroit team would like to continue the process of transatlantic learning and relationship building with our German counterparts, checking in periodically for ideas and new program developments. We plan to encourage Detroit youth and community leaders to participate in other exchange programs with Germany, and strengthen existing partnerships between German cities and Detroit (e.g. Detroit-Berlin Connection).
Our interest in participating in the WCTE is rooted in the challenges we have faced in response to the surge of unaccompanied minors from Central America that began in 2014. Although the surge of unaccompanied minors at the border has subsided somewhat since 2014, it is still estimated that over 70,000 children will have fled violence in Central America and made their way into the US by the end of this year. Los Angeles is the city receiving the largest portion of this population. These children and their families have become even more vulnerable. Through our participation we hoped to form international partnerships in the development of welcoming communities that can inform and strengthen our efforts with this population (and other refugee populations) in the L.A. context.

Some of the goals we developed as part of our WCTE Action Plan are to:

- Develop a volunteer management system for services for asylum seekers and refugees
- Leverage existing Public Libraries that are creating New American Centers to provide information, training and support- partnering with the Refugee Forum of Los Angeles
- Explore the possibility of working with the technology sector in Silicon Beach to design a mobile app for refugees and asylum seekers
- Host an International Migrants Day Symposium (in December 2018) with information and volunteer recruitment opportunities

**WCTE Team Los Angeles**

**David Farley** (Justice and Compassion Ministries)

**Linda Lopez** (Office of Mayor Eric Garcetti)

**Nicole Mitchell** (Los Angeles Unified School District)

**Carolina Sheinfeld** (Legal Aid Foundation of Los Angeles)
Team Nashville  
WCTE 2017 Action Plan Executive Summary

Background Information
Nashville has one of America's fastest growing immigrant populations, with over 140 languages spoken in the public schools; New Americans account for 1 in 10 of the city population. As the number of immigrants and refugees have increased rapidly, so too has the diversity of communities, adding to the challenges of integration. Nashville is seeking new and innovative ways to welcome immigrants and refugees in the midst of increasing challenges and a hostile political climate.

Germany Visit
The Nashville delegation visited Germany from Nov 3-13, 2017. The four delegates visited Düsseldorf, Leipzig, Munster, Freiburg, and Berlin. The following themes emerged during the visit:

- One stop shops that increase access to services
- Political leadership and creative leveraging of resources
- Meeting basic needs of all people (housing, food, jobs)
- Systemic responses to refugee resettlement

Nashville Action Plan

Overview: The Nashville delegation will engage in projects designed to improve access to services and affordable housing resources, increase leadership and civic engagement opportunities, facilitate dialogue and relationships between refugees / immigrants and receiving communities, and utilize data to defend and improve the refugee resettlement program.

I. Access to services: Improve service delivery and the capacity of immigrants and refugees to access key opportunities; and to empower New Americans to be truly engaged and practice their civic duties
   A. Welcome Box: Information should be readily available for our newcomers as they try to learn how to navigate our systems and in order to truly have an opportunity to succeed in their new lives as well as become an engaged citizen. The Welcome Box would have pertinent information for our New Americans from how to find basic services to showcasing opportunities available for individuals and families to become more involved, attend entertainment events, find more advanced resources, and to connect to the community as a whole.
      1. Implementation: Summer 2018
   B. Pop up welcome point: Utilize the ESL to Go truck to offer opportunities for immigrants/refugees and their neighbors to engage together
      1. Implementation: 2-4 events in 2018, including World Refugee Day in June, TIRRC food crawl, and in conjunction with USCIS quarterly visit (date TBD)
C. Know your Rights flyers: Immigration policy is quickly shifting in the U.S. leaving many immigrant communities fearful or uncertain about how to interact with government agencies and access key opportunities and services. We will update and distribute community education materials to help immigrant communities understand their rights, especially engaging with the criminal justice system.
   1. Implementation: Spring 2018

D. Increase capacity of city agencies to engage communities: In order to truly allow for New Americans to be a stable part of city government, there needs to be an ongoing relationship between Metro departments and our New American communities. MyCity Academy already allows for connections to happen between New Americans and Metro government representatives. Moving forward MyCity Academy will provide a more formal way to get our New Americans involved in leadership opportunities, volunteer opportunities, professional development opportunities, and simply allowing for communications to be strengthened between departments and New American community members.
   1. Implementation: March through September 2018, then ongoing.

II. Civic Engagement: To increase opportunities for immigrants and refugees to engage as leaders in Nashville and help shape the future of our city; and to increase the visibility of immigrant engagement and expand sense of who is a Nashvillian.
   A. Develop advanced leadership pipeline for Immigrant and Refugees including MyCity Academy alumni
      1. Implementation: Launch during MyCity Alumni Holiday Party Event in December. Implement cohort alumni leader model for each MyCity class to create steering committee to develop leadership curriculum and opportunities in Spring 2018.

   B. 2018 Election: We will conduct a strategic communications campaign that highlights immigrant participation in the 2018 elections, demonstrating that immigrants identify as Nashvillians/Tennesseans, have a stake in the future of our communities, and are engaged in the civic process.
      1. Implementation: April - November 2018

III. Integration Assessment: To make a case for refugee resettlement by highlighting successes and contributions; and to identify gaps and investment needs to inform policy makers and improve services for refugees.
   A. Initiate longitudinal study of refugee resettlement with local universities/researchers
      1. Implementation: Outreach to potential university partners: Spring 2018; Identify and secure funding for study: Fall 2018

IV. Connected Communities: To align community resources to allow receiving communities to offer strategic support and build relationships through volunteerism; and to facilitate dialogue about immigrants and refugees in Nashville among the receiving community at the neighborhood level.
   A. Volunteer Coordination
      1. ESL pilot: coordinate volunteer resources between multiple nonprofits to share volunteers to provide classes/one on one instruction for adults
a) **Implementation:** Interest meeting, winter 2018; pilot volunteer resource sharing spring 2018; contact Hands on Nashville to coordinate volunteer registration; pilot volunteer model fall 2018

B. Community Consultations: We will offer opportunities for Nashvillians to offer input and receive information about New Americans and services to welcome them in their communities.

a) **Implementation:** At least four events (quarterly) in 2018.

**WCTE Team Nashville:**
- Louisa Saratora, Assistant State Refugee Coordinator, Tennessee Office for Refugees
- Stephanie Teatro, Co-Executive Director, Tennessee Immigrant & Refugee Rights Coalition
- Megan Godbey, Adult Literacy Coordinator, Nashville Public Library
- Vanessa Lazón, Director of the Office of New Americans for Mayor Megan Barry
Building on Utah’s proud tradition of welcoming newcomers, we can ensure the economic, social and civic potential of Salt Lake’s New Americans is maximized, making Salt Lake more vibrant and globally competitive. We already have a thoughtful, consensus-based action plan for welcoming New Americans; this exchange has provided the opportunity to enhance this plan and to further build on the Welcoming America framework.

The Salt Lake Welcoming Communities Transatlantic Exchange team consists of regional government, the business sector and the non-profit sector representing New Americans. The Salt Lake team was most impressed with Germany’s rapid response to the influx of refugees to provide shelter, food and registration for over hundreds of thousands of people. In addition, the team was impressed with the level of community and regional government engagement as well as the German generosity and spirit to offer assistance at a critical time. Other key highlights of our trip include learning from our German colleagues on how to use storytelling as a mechanism for integration and validating the importance of language proficiency in achieving long-term success.

As a result of our visit, we have identified three goals we plan to achieve over the next 24 months.

- **Goal 1: Make Utah the most welcoming state**
  - Increase and formalize welcoming efforts across the state of Utah
    - Develop a welcoming statement that cities and counties can adopt
    - Over the next year, share the statement in formal settings
      - Council of Mayors meeting (first quarter 2018)
      - New Pioneers luncheon (March 2018)
      - League of Cities and Towns (September 2018)

- **Goal 2: Ensure all Salt Lake residents live in safe, healthy and connected communities**
  - Enhance community engagement with stakeholders representing arts and culture, law enforcement and the larger New American community
    - Prioritize New American contributions to Salt Lake’s downtown Cultural Core
    - Quarterly cultural core events highlighting New Americans
    - Every Salt Lake County law enforcement agency will have designated staff focused on supporting New Americans
      - Directory of law enforcement staff (December 2018)
    - Build capacity of regional coalition focusing on the rights of New Americans
      - Launch formalized organized structure of the coalition (July 2018)
- Increase the naturalization rate of New Americans
  - Launch United for Citizenship Campaign (January 2018)

- Goal 3: Maximize the economic potential of New Americans
  - Increase local investment in and improve quality of English as a Second Language (ESL) programs
    - Partner with the University of Utah to produce a white paper demonstrating the economic value of high-quality ESL programs
      - White paper completed (June 2018)
    - Create statewide incentives to support quality ESL programs, including a tax incentive program for businesses
      - Secure support from House and Senate leadership for tax incentives and access to ESL programs (December 2018)
    - Assess and address challenges for New Americans to access ESL programs

Salt Lake County Participants:

Jason Mathis
Executive Director, Downtown Alliance & EVP, Salt Lake Chamber
1-801-333-1101
jason@downtownslc.org
175 E. University Blvd. (400 S.) Ste. 600, SLC, UT 84111

Karen Hale
Deputy Mayor of Community & External Affairs
Salt Lake County
1-385-468-7075
khale@slco.org
2001 S. State Street, N2-100, SLC, UT 84118

Natalie El-Deiry
Deputy Director, Development & Strategic Initiatives
International Rescue Committee
1-801-883-8455
Natalie.el-deiry@rescue.org
221 S. 400 W. P.O. Box 3988, SLC, UT 84110

Ze Min Xiao
Director, Office for New Americans
Salt Lake County
1-385-468-4861
zxiao@slco.org
2001 S. State Street, N1-130, SLC, UT 84118