

Background:

In accordance with RCW 43.20.275, the Governor's Interagency Council on Health Disparities (Council) is authorized to collect information and make recommendations to improve the availability of culturally and linguistically appropriate services within public and private agencies. It is also authorized to gather information to understand how the actions of state government ameliorate or contribute to health disparities. In alignment with those statutory responsibilities, in May 2011, the Council passed a motion to select the state system as a priority and convened an ad hoc workgroup of Council members to develop recommendations for the full Council's consideration. The workgroup first convened on August 1, 2012 and agreed to focus on language access to state services. This policy paper provides context and supporting research that the workgroup used to prepare its recommendations for the Council.

Definitions and Acronyms

LEP: Limited-English Proficiency

Interpretation and Translation:

Interpretation involves the immediate communication of meaning from one language (the source language) into another (the target language). An interpreter conveys meaning orally, while a translator conveys meaning from written text to written text.

Language Access Recommendations for the Council's Consideration:

The following recommendations can assist state agencies in providing meaningful language access to information and services in order to help ensure compliance with Title VI of the Civil Rights Act. The recommendations align with [Results Washington Goal 5](#), "Effective, efficient and accountable government", and specifically the sub topic of customer satisfaction.

1. State agencies should develop and implement language access policies and plans containing the following key elements:
 - Assessment of appropriate language assistance needs using the four-factor analysis outlined in the Department of Justice Guidance.¹
 - Identification and translation of essential public documents.
 - Provision of quality and timely interpretation services.
 - Procedures for training staff on the policy and agency procedures.
 - Posting of signage about the availability of interpretation services.
 - Measurement and reporting system to track services provided.
 - Public awareness strategies.
2. State agencies should designate language access coordinators to oversee and implement their agency's language access plans.
3. The Governor's Office should identify an individual and/or office (at the executive level if possible) to provide central coordination, including the following key functions:
 - Ensure prioritization of language access across agencies.
 - Oversee implementation of agency language access policies and plans.
 - Develop resources, tools, and templates to facilitate implementation across agencies.
 - Convene regular meetings of agency language access coordinators to leverage resources and share best practices.

¹ [Department of Justice Guidance](#) to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons.

Washington Statewide⁷ Requirements for Providing Language Assistance Services:

- Washington State law against discrimination ([RCW 49.60](#)) prohibits discrimination based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability.
- Washington State policy on diverse cultures and languages ([RCW 1.20.100](#)) welcomes and encourages the presence of diverse cultures and the use of diverse languages in business, government, and private affairs in the state.

Recent Washington Statewide Activities:

- The 2012 Supplemental Budget included a proviso requiring the Office of Financial Management to determine if interpretive services could be contracted in a more effective manner. In response, the office conducted a survey of state agencies to determine which agencies use interpretation services, how those services are obtained, and the cost of such services. The final report, [Study of Procurement of Interpreter Services](#) was submitted in February 2013.
- The Council, through a federal grant, convenes an Interagency LEP Workgroup. This is an informal workgroup of state agency staff who work on language access issues in their respective agencies. The workgroup serves as a forum for staff to learn from each other and leverage resources.
- Recent legislative proposals related to language access have focused on consolidating procurement of language assistance services, collective bargaining for interpreters, and improving access to language services in the education sector. To date, no comprehensive proposals to ensure access to all state services for LEP persons have been introduced.

Washington State Agency-specific Activities:

- Known examples of state agencies with written language access policies and plans include: Transportation, Corrections, Social and Health Services, Health Care Authority, and Employment Security. Several other agencies are currently working to develop written policies and plans.
- Knowledge of language access issues and provision of services among state agencies is uneven. Agencies providing language services are doing so in unique ways to meet agency-specific needs.

Comprehensive Language Access Policies in Other States:

- **Minnesota** law includes [communications service provisions](#) related to hiring of bilingual employees and interpreters and translating materials.
- In 2001, the **Maryland** General Assembly passed a bill requiring a survey to assess the need for interpretation and translation services by state departments, agencies, and programs. In 2002, Maryland adopted a law ensuring equal access to public services for individuals with limited English proficiency ([Title 10-1101](#), [10-1102](#), [10-1103](#), [10-1104](#), and [10-1105](#)).
- In 2004, the **District of Columbia** adopted the [Language Access Act of 2004](#).
- In 2006, the **Hawaii** Legislature enacted the Language Access Law (Act 290) – the law was later amended in 2008, 2009, 2012, and 2013 ([Hawaii Revised Statute 321C](#)).
- In 2011, **New York** Governor Cuomo issued [Executive Order No.26](#) creating a Statewide Language Access Policy.
- In 2012, the **Massachusetts** Office of Access and Opportunity issued [Administrative Bulletin #16](#) - Language Access Policy and Guidelines for executive branch agencies to develop and implement language access plans.

Table 1 provides a list of elements common to many of the statewide policies listed above.

⁷ This briefing document focuses on statewide efforts. Policies that require the provision of language assistance services and/or prohibit discrimination in certain settings (e.g., courts), sectors (e.g., education), or by certain agencies are beyond the scope.



City of Tacoma
 Office of Equity and Human Rights
 747 Market Street, Room 1044
 Tacoma, Washington 98402

Convening of Tacoma’s Immigrant and Refugee Residents
Progress Report

Date	Action
January 31, 2017	City Council Resolution No. 39642 passed to establish a convening of immigrants and refugees (I &R) and their advocates, and support them in creating an I & R taskforce.
Feb 1-Feb 15, 2017	City staff strategized process to plan the convening, and researched and generated a list of stakeholders (organizations and community leaders) to invite to a pre-convening/planning meeting for input. Some of the names were provided by the councilmembers as well. This was an intentional approach to engage stakeholders from the very beginning stage of the process.
February 15, 2017	Mailed invitation letters to all identified community stakeholders to attend a pre-convening/planning meeting. All invitees were given two meeting options to vote on (Wed, Mar 1 at 6PM and Sat, Mar 4 at 1:30PM).
Mar 1, 2017	Based on majority vote, a meeting was held to receive input from 20 attendees.
Mar 7-8, 2017	Thank you letter sent to all attendees. Met with members from four other community groups that could not attend Mar 1 meeting – Islamic Center, Kenyan Community, Immanuel Presbyterian Church.
Mar 10, 2017	Email questionnaire to stakeholders who are interested but unable to meet
Mar 15, 2017 6PM	Meeting with stakeholders that have agreed to work with us on outreach and invitation strategies. Beginning steps to work on the details of the convening (i.e. location, date, etc).
Mar 23, 2017	Emailed four questions to all members of the planning group (including those not present in Mar 15 meeting), encouraging to utilize and reframe the questions in the context that best fit the group needs. As planned, scheduled a follow-up meeting on Apr 24, 2017.
Mar 15-Apr 6	Followed-up with organizations that showed interest but couldn’t attend meetings (ACLU, Kenyan Association, AID Northwest, etc)
Apr 6, 2017	Spoke with Michele Storms, Deputy Director and Enoka Herat, Immigration & Police Practices Counsel - ACLU of Washington. Explained the work of OEHR, purpose of I&R convening and taskforce, and intentions behind reaching out to organizations and groups for feedback on community convening. Both ACLU staff very pleased to be contacted, and hear about all the work we do in City of Tacoma – even stated that the letter sent to the Mayor re: TPD’s practices would have been written differently had they spoken with me/someone from the organization and heard about all the good things we do. Fully supportive and will be a part of the convening to provide information and resources to Tacoma residents.
Apr 6-Apr 26	Assist groups in facilitating conversations, as requested. Korean, Samoan, Chinese, Japanese, Filipino, Vietnamese and Cambodian group conversations to be held the weeks of April 13th and 14 th)
May 10, 2017	Third meeting with the planning group included discussing several actions to work for/with I&R communities – 1)policy changes for long term impact; 2) Resource Fair (incl. resource packets for those unable to attend); 3) Legal Aid/Fund; 4) Celebratory events Group shared the overall theme of the input they received from small group conversations

Meeting 3, May 10, 2017
(previously scheduled for Apr 24, 2017)
Updated 6/2/17

- Community Discussion Feedback/Response (***Detailed responses attached***)
 - Lot of people needing legal aid
 - Fears of talking because of lack of knowledge of what is going on at City Hall
 - Problems of delays in processing (especially in Islamic community)
 - Are Muslim-identifying refugees able to connect with the Community here in Tacoma
 - Individuals who win cases at NWDC are worried about whether they will be able to sponsor families
 - Insecurity of citizens in returning to countries of origin
 - Fears of what local government will do in future
 - Need to be aligned in the information sharing
 - Need for legal guidance when applying for LPR
 - Fear among Latino community has raised threshold for participating in basic life tasks, much less a community event
 - Not enough access to legal aid
 - Community voice needed at local level to push back against Federal policy
 - Difficulty in setting priority among competing needs
 - Fear of families visiting those in detention centers that they will get swept up
- Specific services/resources
 - Transportation
 - Language Access
 - Lack of established policies at City, TPS, etc.
 - Senior Services
 - Pierce County and Tacoma do not prioritize senior services while Seattle does
 - Problems of Identification after being released
 - 1 location for Orca Lift on 1 afternoon a week
 - Inability to use library because no address on ID given upon release
 - Folks stuck in NWDC because of Asylum issues
 - Interpretation/Translation
 - Legal Aid
 - Tacoma/PC Volunteer Legal Services
 - Placing Legal Services on City of Tacoma website
 - Plain lack of resources
 - U Visas, stuck in transit,
 - “If you have legal aid, you’re 10 times more likely to be released by ICE”
 - Defense fund
 - Need for a department for Immigrants & Refugees
 - Health
 - Inaccessibility for those without status
 - Mental health/Anxiety as a result of heightened pressure and worse for those with pre-existing issues
 - Some clinical systems better than others



City of Tacoma
Office of Equity and Human Rights
747 Market Street, Room 1044
Tacoma, Washington 98402

Immigrant and Refugee (I&R) Convening Stakeholder Meeting Notes *June 21, 2017 5PM*

1. Welcome & Introduction

2. Update on one-on-one meetings w/group members and Councilmembers – *Amanda*

- a. Interested to hear what group members felt and needed to share after the 3rd meeting, to identify concrete next steps and the sustainability of the group. Met with several Council Members, and below are their responses:
 - i. CM Blocker: Don't know the purpose of the taskforce as much, but would like to see a concrete list of actions the taskforce is asking of the City Council. Would also work immediately on Legal Defense Fund (and assign a staff member to begin doing research).
 - ii. CM Campbell: Supportive, and fully aware of the work. Suggested the group to have recommendations. CM also provided resources/info from other cities.
 - iii. CM Lonergan: Not fully aware of the taskforce's work, and doesn't have much expectations – recommended for a concrete list of asks.
 - iv. CM Mello: Supportive and interested to learn more in the future
- b. Based on the conversation with the Councilmembers and other group members, it was recommended that a permanent commission be established. Some of the group members concerned that the taskforce will be dismissed after the expected work is done (resource fair or convening or an activity), and members are interested to make tangible changes and focus on specific issues impacting I&R communities.

3. Specific list of action items/policy areas to propose to the Mayor/City Council – *all items listed below were shared by the attendees of this meeting*

- a. There is a level of urgency on I&R issues, and it's important to create a permanent commission
- b. Issues:
 - a. I&R, especially those with Limited English Proficiency (LEP) or English language barriers often accept low pay (particularly in farm and factory work) – a City policy should be created for the owners of these companies -
 - b. Driver's License offices should offer voter registration options with cultural sensitivity – many non-US citizens fill the form out without fully understanding, and later face legal issues
 - c. More legal information and announcement should be offered – many I&R members simply don't know how the law works

- c. Mayor suggested the group to do research on examples of ordinances and policies in other areas. She also shared the all City commissions have a staff liaison, and she wants to make sure that adequate logistics are taken care of on the organization's end so the commission is properly served.
- d. Mayor Strickland recommended the group to write a formal letter to the Mayor with a list of action areas/problem areas it wants to work on and request for a creation of a permanent Commission on Immigrant and Refugee Affairs. Mayor advised to minimize and/or eliminate duplication of priorities and actions of other commissions in the City (particularly, Human Rights and Human Services commissions).

6. Next steps

- Brief analysis of the responses received from small group conversations
- Set up meetings
 - o One meeting to strategize priorities and goals for the commission – so a letter to the Mayor can be sent
 - o One meeting to discuss the legal defense fund effort further
- Share Tacoma Municipal Code as a resource



City of Tacoma
Office of Equity and Human Rights
747 Market Street, Room 1044
Tacoma, Washington 98402

Immigrant and Refugee Convening Stakeholder Meeting Notes *July 12, 2017 5:30PM*

1. Welcome & Introduction
 - A senior staff at Geo group shared w/Diane that there are fewer detainees at the Northwest Detention Center (NWDC) and 37 staff members would be laid off. This could mean increased local enforcement, as the facility is required to have 1100 beds filled to remain in operation (currently 1303 beds have been filled).
 - Liz inquired about a tour of the facility, and Tim shared that it is a falsification of the reality.
2. Key issue identification and prioritization
 - Brief input analysis from small group conversations (*attachment*)
 - Categories based on the input received from small group conversation themes, and not based on priorities or level of importance
3. Council Study Session:
 - a. Confirmed Date: August 8, 2017
 - b. Guidelines + PowerPoint (*attachment*)
 - c. Provide taskforce update and future (near and long-term) plans
4. Letter to the Mayor
 - Establish Immigrant and Refugee Affairs Commission
 - Allocate funds for Legal Defense for Immigrants Detained at NWDC
 - Create and implement a Language Access policy - and begin translating City website resources and other important documents in major languages spoken in Tacoma, other than English.
 - Sub-committee
 - Troy C. has agreed to create the first draft
 - Tim, Jason, Oksana, Hieu, Amanda Diaz, Amanda DeShazo, Liz will assist. All taskforce members are encouraged to provide input on the letter.
 - Commission:
 - Use City of Seattle Ordinance 123822 as a guide to draft Tacoma's letter (*attachment*)
 - Seek funding for a full-time position

TACOMA FAMILIES IMMIGRANT LEGAL DEFENSE FUND

Keeping Tacoma Families Together

THE NEED FOR LEGAL DEFENSE

Lack of Representation



Immigrants and refugees have no legal right to representation in immigration court

Harmful Executive Orders



U.S. Executive Orders dramatically increase the number of people seeking legal representation in courts

Representation is Proven to Work



Immigrants are up to 10.5 times more likely to be able to stay in the country when they have legal representation

WHAT'S AT STAKE IN TACOMA

13.5% FOREIGN BORN RESIDENTS

Over 27,000 of Tacoma's residents are foreign born.

500 COMMUNITY MEMBERS

In a survey of over 500 Tacomans from immigrant communities, legal representation was a top concern.

13,200 IMMIGRANTS

Tacoma has over 13,200 immigrants within city limits who could face detention.

TACOMA FAMILIES CAN'T WAIT

In order to keep Tacoma families together, we need to support our residents. Being a welcoming city means defending immigrants and refugees.

Support a legal defense fund for Tacoma families.



Select City and Other Local Activities:

- A growing number of cities, including San Francisco, Oakland, Philadelphia, and New York City (to name just a few) have ordinances and/or executive orders in place related to language access to city services.
- In October 2010 in Washington State, King County Executive Dow Constantine issued an [Executive Order](#) on written language translation processes. The executive order establishes a translation process and sets minimum requirements for determining which documents must be translated.
- The New York City Mayor's Office of Immigrant Affairs and Office of Operations recently released a white paper, titled [Language Access 2.0 – Sharing Best Practices, Improving Services, and Setting Future Goals](#), which provides guidance to other states and municipalities considering the adoption of comprehensive language access policies and plans. In 2013, the New York City Office of Immigrant Affairs released a [Blueprint for Language Access](#).

Best Practices

The New York City Office of Immigrant Affairs has identified the following best practices for states and municipalities to include in comprehensive language access policies and plans:

- Requiring all agencies to develop and implement language access plans with deadlines and containing key elements:
 - Assessment of appropriate language assistance needs using the four-factor analysis
 - Identification and translation of essential public documents
 - Provision of quality and timely interpretation services
 - Procedures for training staff on the policy and agency procedures
 - Posting of signage about the availability of interpretation services
 - Measurement and reporting system to track services provided
 - Public awareness strategies
- Providing central coordination at a high level (executive level if possible) to ensure prioritization of language access across agencies. The central coordinating entity should oversee implementation and compliance and develop resources, tools, and templates to facilitate implementation across agencies.
- Requiring all agencies to designate a language access coordinator to oversee and implement their respective agency plans. The central coordinating entity should convene regular meetings of the agency coordinators.

TACOMA IMMIGRANT AND REFUGEE TASKFORCE - COMMUNITY INPUT

- Response (n) = 74 written + ~400 verbal
- Response groups: Vietnamese, Cambodian, Latinx Unidos de South Sound, Latino youth and parents, Laotian, Muslim, and clients served at Tacoma Community House, Korean Women's Association, Tacoma Migrant Justice, and Northwest Kenyan Association
- Response method: Written forms, online surveys, one-on-one interviews, group responses
- Input duration: March 1, 2017 – June 20, 2017

PRIMARY AREAS OF CONCERN AND/OR NEED (* identified as a fear)

A. Legal

1. LPRs fear being treated the same as undocumented*
2. Ability to apply for citizenship without discrimination
3. Legal consultation about immigration laws and processes (preferably in Native language)
4. Returning to home country, even w/citizenship*
5. Legal assistance and protection for victims of domestic violence
6. Information and resources for families of detainees
7. City funds to assist with deportation cases/safe place
8. Youth born to immigrant parents or immigrated to the US at an early age quickly entering the criminal justice system*
9. Not enough information on community services and resources

B. Police-Criminal Justice

1. Need information on how to interact w/police officers
2. Fear of being pulled over or any other contact with Tacoma Police Department (TPD) reporting to Immigration and Customs Enforcement (ICE)*
3. Lack of/inadequate protection for victims of domestic violence
4. Need a plan for community and family safety
5. ICE raid/deportation
6. Disproportionate treatment by TPD serving wealthier neighborhoods vs neighborhoods with immigrant population (South-End and East Side)

C. Language Access

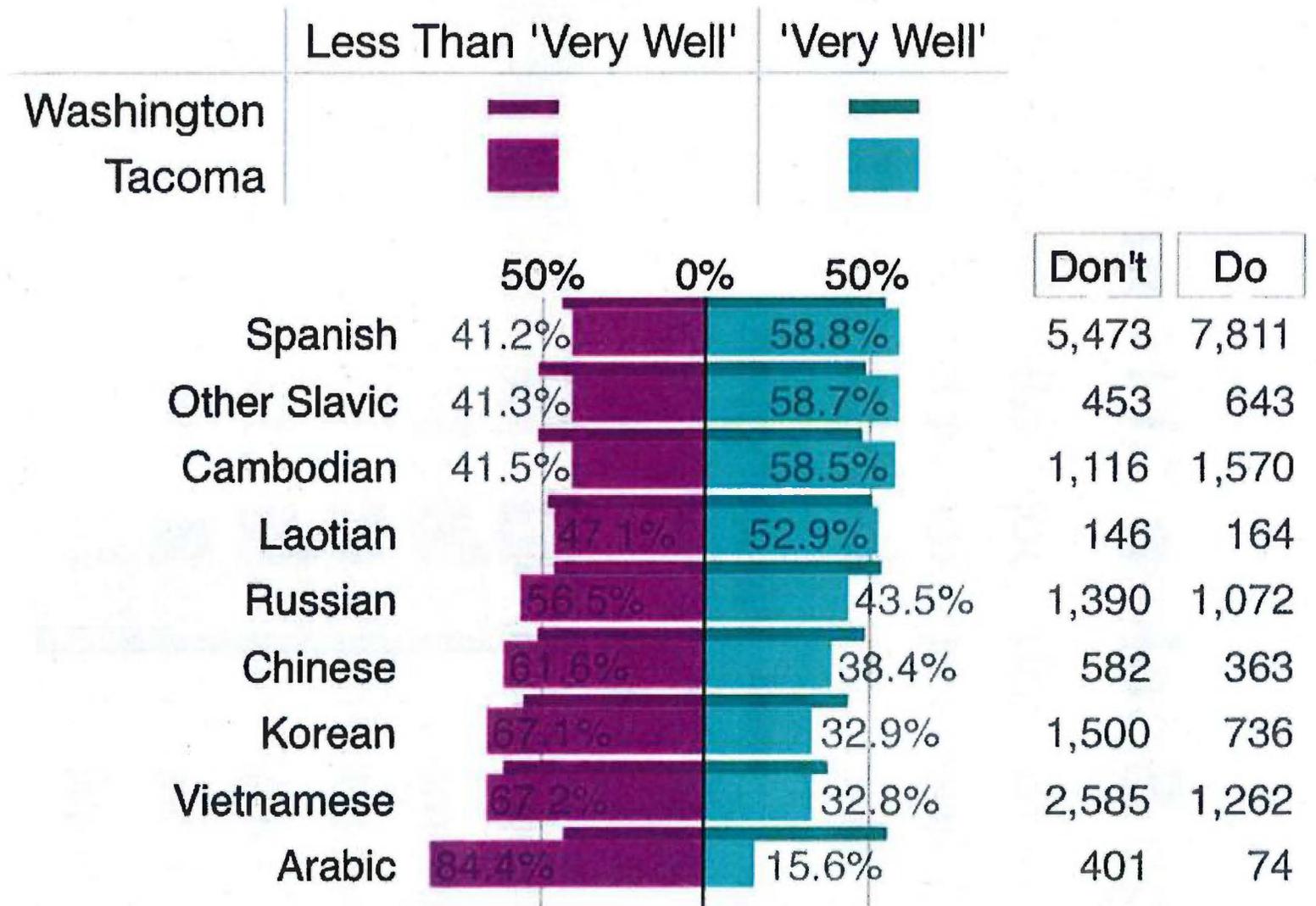
1. Lack of bilingual staff in schools, healthcare, police, City departments, and other areas
2. Important public service information, resources, and other announcements are mostly in English – hard to be informed and be engaged as residents
3. Job announcements in multiple languages
4. Parents don't participate in school events due to lack of/inadequate interpretation services
5. A full-time staff and/or Office dedicated to Immigrant and Refugee Affairs
6. Fear of being scammed due to lack of info/language barriers*

Speaking English 'Very Well'

#2

Percentage of people living in households in which a given language is spoken at home.

Scope: population of Washington and Tacoma



Don't number of people that don't speak English 'very well'

Do number of people that do speak English 'very well'

Two Systems of Justice: Does This Seem Fair?



Criminal Justice System

Immigration Justice System

Miranda Warning

YES.

NO.

Immigrants receive more limited warnings, but only after being interrogated.

Access to a Lawyer

YES.

Even if you can't afford one.

NO.

Unless you can afford one yourself.

Right to a Bail Hearing

YES.

NO.

Many immigrants are subject to "mandatory detention" and denied a hearing to make their case for bond.

Right to a Speedy Trial

YES.

NO.

Some immigrants remain detained for months and even years awaiting resolutions of their cases.

Illegally Obtained Evidence Thrown Out

YES.

NO.

Almost all evidence obtained - legally or not - is admissible.

Right to Trial Before Jury

YES.

NO.

Only before a judge or adjudicator. And the majority of immigrants have no right to even see a judge.

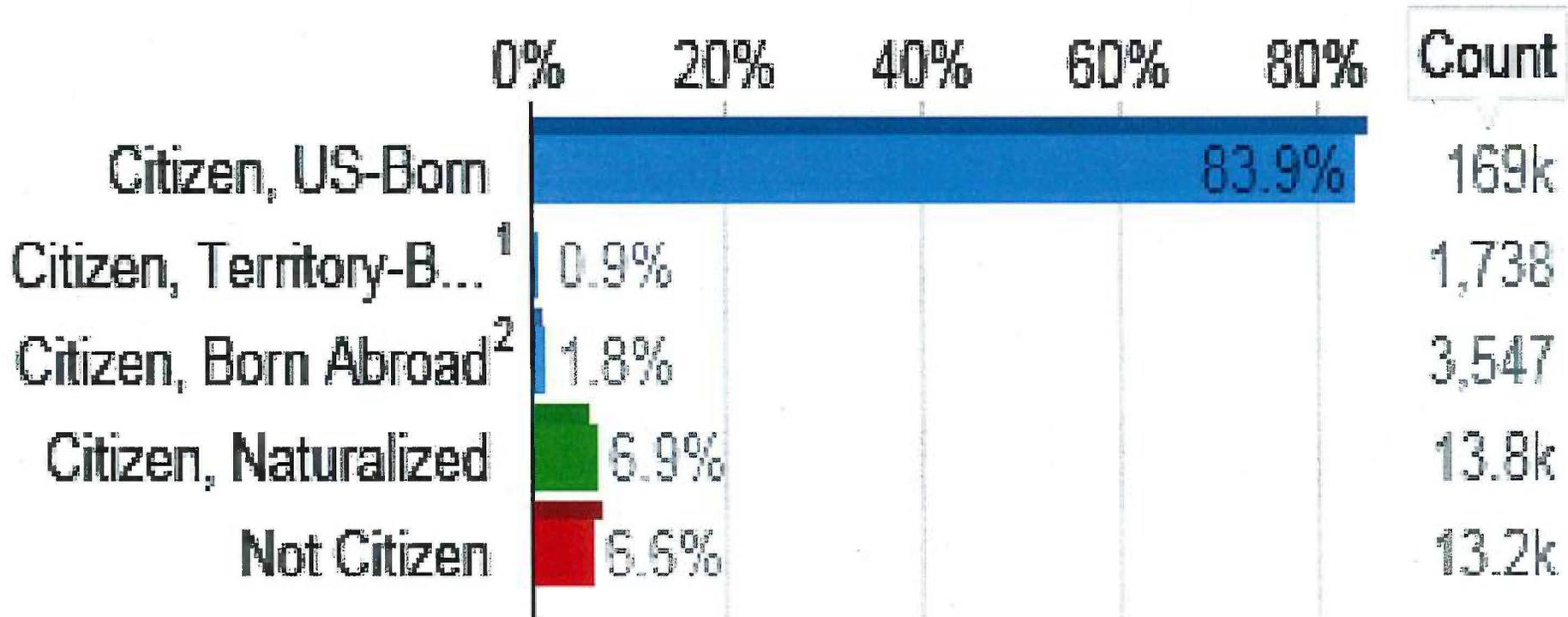
What do you think?
Tweet using #2SOJ



Read More About *Two Systems of Justice* at immigrationpolicy.org

Citizenship and National Origin

(Tacoma, WA)



¹Puerto Rico and US Island Areas to US citizen parent(s)

Source: StatisticalAtlas.com

DATE: _____

GROUP NAME: _____

CONVENING OF IMMIGRANT AND REFUGEE COMMUNITIES - TACOMA

Date:

Group:

1. In the current political environment, what are some of the specific fears/concerns you and your family have?

2. What are some specific services and/or resources you need the most right now?

3. If we planned a community-wide event to provide information and resources to immigrant and refugee communities of Tacoma, would you attend? What would you like to get out of such event?

4. Please share briefly about your experience living in Tacoma.

Tacoma City Council
City of Tacoma
747 Market Street
Tacoma, WA 98402

August 8, 2017

Dear Mayor and Members of the Council,

As the City of Tacoma's Immigrant and Refugee Affairs Task Force, we appreciate your efforts to welcome immigrants and refugees who have made Tacoma their home. We recognize that you value full and equitable participation of all Tacoma residents. Unfortunately, immigrants and refugees face barriers keeping them from fully accessing all that the City of Tacoma has to offer, despite having arrived in our community with significant skills and gifts to contribute.

We surveyed over 500 members of many different immigrant communities, and learned about diverse and complex barriers they face. Based on what was shared, we identified several common and pressing concerns that are reflected in these concrete recommendations:

1. The permanent formation of a City of Tacoma Commission on Immigrant and Refugee Affairs to provide policy recommendations to address these concerns and barriers, and others that may arise in the future.
2. The creation of a Tacoma Families Immigrant Legal Defense Fund to represent Tacoma residents who are detained in the Northwest Detention Center.
3. Immediate action to provide equitable language access in all City services.

We are committed to supporting the implementation of these recommendations as an important step in developing a platform from which to introduce further policies and programs that may mitigate barriers to full participation in the economic, social and civic life of our city.

Attached you will find a draft ordinance outlining the creation of a Commission on Immigrant and Refugee Affairs, and other supporting documents.

We would be more than happy to help work through any issues known or unknown. Please connect with us via the Office of Equity and Human Rights.

Sincerely,

Immigrant and Refugee Task Force
| Tacoma, WA

CITY OF TACOMA
IMMIGRANT AND REFUGEE AFFAIRS ORDINANCE
SAMPLE

Problem: Immigrants and refugees cannot fully participate in Tacoma's vibrant community.

The Immigrant and Refugee office is created:

- a. To reduce the barriers to immigrants and refugees fully participating in our community;
- b. To facilitate the successful integration of immigrants and refugees into Tacoma's economic, civic, and cultural life;
- c. To celebrate diverse cultures of immigrants and refugees and their contributions to economic, civic, and cultural life in Tacoma;
- d. To advocate on behalf of immigrants and refugees in Tacoma;
- e. To promote a citywide cultural that understands and values the benefits that all members of our society receive when immigrant and refugee communities are successfully integrated into our economic, civic, and cultural life; thus resulting in,
- f. A city that is welcoming of, and embraces, immigrants and refugees for the value they bring to Tacoma.

In order to advance its mission, the Office will provide staff support to the Tacoma Immigrant and Refugee Affairs Commission. The Office will work with community partners, City Departments, and the City's Equity and Empowerment Framework to design and achieve desired outcomes related to employment, economic development, public health, student achievement, citizenship, public safety, criminal justice, civic engagement and protection of civil rights.

The Office shall coordinate and facilitate City efforts aimed at improving services and better engaging immigrant and refugee communities. The Office shall work in partnership with other City departments, government organizations, and the private sector to advance the mission of the Office in a manner consistent with the City's Equity and Empowerment Initiative.

Tacoma Immigrant and Refugee Affairs Commission- Purposes and Duties

- a. The Tacoma Immigrant and Refugee Affairs Commission will consist of 15 members. 11 members shall be appointed by the City Council; four members shall be appointed by the City Manager. All City Manager appointments are subject to confirmation by a majority of the City Council. The appointing body shall provide written public notice for a vacant position(s).
- b. In making appointments to the Commission, all efforts shall be made to maintain the gender and sexual orientation balance and reflect the diversity of the immigrant and refugee community in Tacoma. This includes members from the African Communities,

CITY OF TACOMA
COMMISSION ON IMMIGRANT AND REFUGEE AFFAIRS
SAMPLE ORDINANCE

Problem: Immigrants and refugees cannot fully participate in Tacoma's vibrant community.

The Commission on Immigrant and Refugee Affairs is created:

- a. To reduce the barriers keeping immigrants and refugees from fully participating in our community;
- b. To facilitate the successful integration of immigrants and refugees into Tacoma's economic, civic, and cultural life;
- c. To celebrate diverse cultures of immigrants and refugees and their contributions to economic, civic, and cultural life in Tacoma;
- d. To advocate on behalf of immigrants and refugees in Tacoma;
- e. To bring forth policy proposals that benefit immigrants and refugees in the long-term;
- f. To promote a citywide culture that understands and values the benefits that all members of our society receive when immigrant and refugee communities are successfully integrated into our economic, civic, and cultural life; thus resulting in,
- g. A city that is welcoming of, and embraces, immigrants and refugees for the value they bring to Tacoma.

In order to advance its mission, the Commission will be provided staff support on behalf of the City of Tacoma. The Commission will work with community partners, City Departments, and within the City's Equity and Empowerment Framework to design and achieve desired outcomes related to employment, economic development, public health, student achievement, citizenship, public safety, criminal justice, civic engagement, language access, and protection of civil rights.

The Commission shall coordinate and facilitate City efforts aimed at improving services and better engaging immigrant and refugee communities. The Commission shall work in partnership with other City departments, government organizations, and the private sector to advance the mission of the Commission in a manner consistent with the City's Equity and Empowerment Initiative.

Tacoma Immigrant and Refugee Affairs Commission- Purposes and Duties

- a. The Tacoma Immigrant and Refugee Affairs Commission will consist of 15 members. 11 members shall be appointed by the City Council; four members shall be appointed by the City Manager. All City Manager appointments are subject to confirmation by a

CITY OF TACOMA

IMMIGRANT AND REFUGEE AFFAIRS ORDINANCE SAMPLE

Problem: Immigrants and refugees cannot fully participate in Tacoma's vibrant community.

The Immigrant and Refugee office is created:

- a. To reduce the barriers to immigrants and refugees fully participating in our community;
- b. To facilitate the successful integration of immigrants and refugees into Tacoma's economic, civic, and cultural life;
- c. To celebrate diverse cultures of immigrants and refugees and their contributions to economic, civic, and cultural life in Tacoma;
- d. To advocate on behalf of immigrants and refugees in Tacoma;
- e. To promote a citywide cultural that understands and values the benefits that all members of our society receive when immigrant and refugee communities are successfully integrated into our economic, civic, and cultural life; thus resulting in,
- f. A city that is welcoming of, and embraces, immigrants and refugees for the value they bring to Tacoma.

In order to advance its mission, the Office will provide staff support to the Tacoma Immigrant and Refugee Affairs Commission. The Office will work with community partners, City Departments, and the City's Equity and Empowerment Framework to design and achieve desired outcomes related to employment, economic development, public health, student achievement, citizenship, public safety, criminal justice, civic engagement and protection of civil rights.

The Office shall coordinate and facilitate City efforts aimed at improving services and better engaging immigrant and refugee communities. The Office shall work in partnership with other City departments, government organizations, and the private sector to advance the mission of the Office in a manner consistent with the City's Equity and Empowerment Initiative.

Tacoma Immigrant and Refugee Affairs Commission- Purposes and Duties

- a. The Tacoma Immigrant and Refugee Affairs Commission will consist of 15 members. 11 members shall be appointed by the City Council; four members shall be appointed by the City Manager. All City Manager appointments are subject to confirmation by a majority of the City Council. The appointing body shall provide written public notice for a vacant position(s).
- b. In making appointments to the Commission, all efforts shall be made to maintain the gender and sexual orientation balance and reflect the diversity of the immigrant and refugee community in Tacoma. This includes members from the African Communities,

CITY OF TACOMA
COMMISSION ON IMMIGRANT AND REFUGEE AFFAIRS
SAMPLE ORDINANCE

Problem: Immigrants and refugees cannot fully participate in Tacoma's vibrant community.

The Commission on Immigrant and Refugee Affairs is created:

- a. To reduce the barriers keeping immigrants and refugees from fully participating in our community;
- b. To facilitate the successful integration of immigrants and refugees into Tacoma's economic, civic, and cultural life;
- c. To celebrate diverse cultures of immigrants and refugees and their contributions to economic, civic, and cultural life in Tacoma;
- d. To advocate on behalf of immigrants and refugees in Tacoma;
- e. To bring forth policy proposals that benefit immigrants and refugees in the long-term;
- f. To promote a citywide culture that understands and values the benefits that all members of our society receive when immigrant and refugee communities are successfully integrated into our economic, civic, and cultural life; thus resulting in,
- g. A city that is welcoming of, and embraces, immigrants and refugees for the value they bring to Tacoma.

In order to advance its mission, the Commission will be provided staff support on behalf of the City of Tacoma. The Commission will work with community partners, City Departments, and within the City's Equity and Empowerment Framework to design and achieve desired outcomes related to employment, economic development, public health, student achievement, citizenship, public safety, criminal justice, civic engagement, language access, and protection of civil rights.

The Commission shall coordinate and facilitate City efforts aimed at improving services and better engaging immigrant and refugee communities. The Commission shall work in partnership with other City departments, government organizations, and the private sector to advance the mission of the Commission in a manner consistent with the City's Equity and Empowerment Initiative.

Tacoma Immigrant and Refugee Affairs Commission- Purposes and Duties

- a. The Tacoma Immigrant and Refugee Affairs Commission will consist of 15 members. 11 members shall be appointed by the City Council; four members shall be appointed by the City Manager. All City Manager appointments are subject to confirmation by a

Date	Group (# of participants)	In the current political environment, what are some of the specific fears/concerns do you and your family have?	What specific services and/or resources do you need the most right now?	If we planned a community-wide event to provide information and resources to immigrant and refugee communities in Tacoma, would you attend? What would you like to get out of such event?	Please share briefly about your experience living in Tacoma.
April 19, 2017	Vietnamese (1)	I am afraid that either myself or my family will be sent back to Vietnam. We fear for our security in this country under the current political environment.	I need food stamps and health insurance right now.	I believe that a community wide event is a great idea. Unfortunately, I am not able to attend because I am very ill. I would like to get more information about the current situation of immigrants in this country.	My experience living in Tacoma has been great and I further wish to reside in Tacoma.
April 20, 2017	Vietnamese (2)	No	I want to find ESL class to learn English and citizenship.		
		No, I have no fears about the current political environment.	I don't know.	No, I don't have any event to get out.	Since I came to Tacoma 2006, I have a safe life.
April 20, 2017	Korean Women's Assn (3)	Nothing to fears or concerns	No worry, because I obey the law.	I don't know any one (friends, family, or) undocumented.	Nothing to worry. All my family live in Tacoma and obey the law. I don't have to worry about it.
		Nothing to worry because the law will protect our rights.	Nothing	Maybe	Not only in Tacoma, but anywhere in the country, sometimes bad or good things might happen to anyone. It's depending on how you handle it.
		Family and friend have nothing worry about.		Need to know about all immigration law to be aware.	Family & friends, who's living in Tacoma, have a stable living and don't any concerns.
April 21, 2017	Cambodian (8)	I'm scaring about the fighting, war	Peace, security and freedom	Yes	Good security, safety
		Immigration of my family member	Safety, security	Yes	Good security, good community
April 21, 2017	Cambodian (27)	I don't have any worried because I am a citizen	No, I don't	Yes, I will if my health is good	It is good, safety.
		I'm scared about the fighting, war	Peace, security and freedom	Yes	Good security, safety
		*** illegal immigrants	Immigrants, but not the illegals	Yes, I will attend the meeting	Worry about the robbery, burglary, and security.
		No, I don't have.	Strengthen the security, make sure no theft, burglar	Yes I will join	I like it, freedom. I will not go anywhere beside the USA. I love living in here.
April 13, 2017	Int'l Group @ KWA (2)	Our family feels Trump's wall is a waste of money.	None	No, I would not attend.	I have lived here 66 years - born here - and will continue to be a Tacoman. I believe we have a good police force here.
		Globally, WWII or US conflicts involving military aggression. Immigration - Ned help - Phone # -- issues/problems	Brochures / Bulletin Board in KWA re: Issues/Ph #	-	-
April 11, 2017	Korean Women's Assn (3)	I feel worried as rumors are going around. It's like "you can be put under deportation for misdemeanor" even if you are a LPR.	Stronger financial support and benefits for handicapped immigrants (such as caregivers and food stamps within 5 years).	It wouldn't be better if the event was held with such a consideration, "what could be a happy retirement for elderly immigrants who are handicapped".	The weather is great, air is clean, safety(?). The ocean is so close. I believe it is mostly a pleasant environment.
		I feel nervous if I would be removed from USA as I am only LPR.	It will be good if citizenship questions were easier and eligibility for having interview in Korean was 5 years.	I will. And I wish the public transportation was more convenient.	I wish it was safer so I can walk around without worries.
		I feel anxious as I am only a lawful permanent resident.	I would like if the whole citizenship process was easier.	It will be great if the citizenship application costs less.	1 to 1 English tutoring at home will be great, so I can learn English.

<i>I feel nervous about being a LPR. I think my rights and freedoms are being threatened.</i>	<i>I wish the citizenship process was abolished or got erased.</i>	<i>Yes, the public transportation system is uncomfortable. Transportation service shortage in countryside.</i>	<i>Cultural center. Language translation tods(?) needed for those who can't speak English. Tacoma is a great place.</i>
<i>It will be great if immigrants could acquire citizenship easier. LPRs are legal but still afraid that we might be treated same as illegal residents.</i>	<i>1. Elderly people friendly environment and places needed. 2. Where we can hang out, entertainments, etc.</i>	<i>It depends by time and place.</i>	<i>Communications with neighbors are not smooth, and there is tendency to despise minority race.</i>
<i>After the new president's inauguration, many people feel threatened. I wish it provides more stable environment.</i>	<i>A society without racial discrimination. It will be great if everyone was treated peacefully without discrimination.</i>	<i>Providing transportation (buses) service will be great.</i>	<i>Please build some places where Tacoma residents could go out (for cultural life).</i>
<i>We need some deregulation in applying citizenship and green cards.</i>	<i>Immigrants need legal relief in applying citizenship without any racial discrimination. It will be great if the citizenship eligibility was given to those who lived less than 5 years.</i>	<i>Yes, please make the citizenship test easier.</i>	<i>I like it. Just, I require to build a cultural center.</i>
<i>Are they gonna treat me the same way they treat illegal residents? Fear.</i>	<i>Providing entertainment and environment where people can go out.</i>	<i>I wish I had more comfortable life through deregulation. Something like events, etc.</i>	<i>I feel fearful about security. I like live in Tacoma.</i>

Mar 20-Apr 24
Latino (mostly undocumented youth and/or their parents) (23)

Self/family deportation	Mental health- support groups	YES! (All)	8 years in Tacoma
Family separation	Community events for families	Know your rights	Until recently it feels like a community
To be labeled as undocumented	Health Care-medical insurance	Legal advice (free consultations)	17 years in Tacoma
To be questions about immigration status (anyone, especially authorities)	Dental Care	Utilities payment programs (for individuals in difficult times)	Great Experience finding a job and safe/affordable housing (rent)
To be pulled over (City police to contact ICE)	Legal services (Free or low cost)	First time home buyers info (ongoing workshops)	Enjoys safety compare to other places
ICE coming to house	Food banks	Disability services for youth	16 years in Tacoma
Work security	Bilingual services	Information about services in the community, even if there is no current need	Husband deported 1 year ago
Employers calling immigration to avoid paying immigrant employees	Interpreting services offered at schools, doctor, buying a car or house	L&I experts (lawyers)	9 years, great work opportunities
Notary scams	Utility assistance	Information on new local polies or national policies that keep changing	2 years, safety and support from community
Safety within the community we live, work, and go to school in	Neighborhood revitalization	How those policies change over time and how they affect us in WA	Public School system is inclusive
DACA taken away = not being able to work	Internship opportunities that do not require a social security	Organizations that support undocumented families and students	10+ year in Tacoma Lakewood area
Communication barriers = lack of services	Family and community safety planning	What resources and obligations does the immigrant community have	Tacoma has taught support, courage, and commitment
Police power = ICE power	City funds to assist families affected by deportations-safe place	Information on what to do if a relative is detained and resources in the community	"Peaceful city, not a lot of racism"
	Financial assistance to continue education		Supportive organizations
	City scholarship for undocumented students		Safe public transportation
	School system (public K-12 & post-secondary institutions) to understand and know how to best support undocumented students		Diversity in schools and some neighborhoods
	More information-accurate		Culture is respected and valued
	Trustworthy lawyers		15 years in Tacoma

					Satisfied with peaceful and safe environment
May 17, 2017	Latino, Cambodian and Laotian Youth (5)	Deportation: uncle went to Laos and afraid he wasn't going to be able to come back	Support for College Bound program, TRiO programs	Yes (all 5 students) would attend the event	Certain neighborhoods are not safe
		Losing green cards	More low-income housing options	Would hope to get from the event: 1) information about free health care options 2) information from lawyers who can serve low-income populations	There are issues with drugs often in neighborhoods.
		Grandfather afraid there will be internment camps again;	Help finding jobs resources		Don't feel like there are lot of issues with racial conflict or issues with racism compared to other cities
		Racial profiling	Interpreters in all service areas -- hospitals (grandma goes and can't understand doctors - speaks Laotian - and the 15-year-old is expected to interpret things she does not understand). Also, interpreters in banks, figuring out health insurance, etc.		
		Racist people	In schools, there isn't enough access to help (tutoring - only available after school, but that doesn't work for some students), teachers aren't around enough, counselors aren't available often enough, no one-on-one, personalized assistance.		
		Family members afraid to drive because they're afraid of getting pulled over			
		Drugs and alcohol are a serious problem at schools (Franklin Pierce HS)			
	Muslim Community (Overall)	<i>Fear of being bullied and hate crimes. Children affected at school by friends and teachers.</i>	<i>Legal information and resources; Connecting newcomers to the Islamic Center</i>	<i>Yes</i>	<i>It's okay so far, but national issues is making it difficult.</i>
April 14, 2017	Tacoma Community House	Participants spoke about the state of Washington in comparison with other states and they stated that there are medical services, especially for children here and help for those who are undocumented who generally feel safe. They all seemed to agree with a commenter who said that there is less discrimination and racism here than in other states.	Several of the participants manifested that they always need to find a family member of friend who speaks English to assist with health services. That has made it uncomfortable and more difficult to seek help since it is a lot to ask for people to stop everything they are doing to help them or people have to find out about things that are very personal.	The greatest fear is to leave the home and encounter law enforcement, you never know if they are working with ICE. There are stories out there in the community about workplace raids and even though there is information about what to do if you encounter a member of this organization, that doesn't stop you from being detained if they want to. There have been good members of the community who have been detained.	They asked that legal information be personalized, because a lot of things don't apply in your specific case and it is difficult to ask out loud about these things. It is important for personnel to be bilingual. They only Heard about TCH's event because they came for services at TCH and the receptionist gave them the flier. AM Radio station 1360 was mentioned as a good media resource to keep local Spanish speakers informed. Someone said that they don't usually find out about events online or in posters but mainly because someone tells them about it, others nodded.

	It is very difficult to speak through an interpreter sometimes, it is better when people are bilingual.		Participants were enthusiastic about a local event and for being included.	
One person stated that there is not a lot of protection for victims of domestic violence when you call the police or when trying to find shelter in Tacoma.	One of the participants asked for help reserving the shuttle in Spanish for medical appointments.	There is uncertainty a fear that the city of Tacoma and the state of Washington stop protecting immigrants. People have stopped going to church for avoiding places where there are many undocumented people and Ice can show up to take random individuals.	Other agreed and added that a good venue would be a place that is not associated with the government, with open space so that people are not intimidated. People attend more if there is music, food or a happy party in a park.	
Another challenge mentioned was public transportation, since it is not consistent and it is difficult to obtain information about routes, schedules and stops.	People commented that basic needs were very expensive and they would have better quality of life if they had more money to take home to their families. They listed food expenses, high sales taxes, cost of medical appointments, medicines and childcare as being too expensive.	Children are being bullied in school as well.	"Events in Seattle are really far and it's very complex to get there because we don't know the city" someone said.	
Attendees expressed concern about the lack of bilingual personnel in the public sector: transportation, recreation, utilities, events, school personnel, mental health services staff for families and law enforcement.	Note: Some of the group members did not qualify for financial aid.			
<p>People are friendly, city is clean, weather is good</p> <ul style="list-style-type: none"> - Hard to find a job (3 responses) - No Chinese Buddhist Temple for me - Learning English, especially writing - Bus service - Homeless people 	<ul style="list-style-type: none"> - More communication - More English practice - Understanding American culture - Housing - Jobs (2 responses) - Wi fi access 	<ul style="list-style-type: none"> - Information getting hacked - Scams - Childcare with strangers - Overall, I feel safe 	<ul style="list-style-type: none"> - Information about resources and rights - More English practice - It's different for every person - Immigration process 	
(Spanish-speaking)	Attendees talked about Washington State services compared to other states. Attendees said that in Washington State there are medical services, they give a lot of help to undocumented people and they feel safe in general. Attendees said that there is less racism and discrimination in Wansington than in other states.	Several of the attendees spoke of the need to have the support of a relative or acquaintance who speaks English in order to access health services. This causes discomfort as they feel dependent on others. They feel that they constantly have to seek help and people are busy.	The biggest fear is to go out and meet the police, because it is not known if they are helping ICE. There are stories of raids circulating among well-known people, and although there has been information about what to do if you meet with a representative of this organization, the possibility of being arrested is great.	Attendees were enthusiastic about a local event and to be included. They requested that in this event there be an opportunity to consult with experts in the legal area in private and in an individual meeting. That way they could protect your information. It is important that the staff is bilingual.
	One person stated that there is not much protection for victims of domestic violence especially when they call the police or try to seek shelter in Tacoma.	They also concluded that it is very difficult to communicate through a translator. They consider it best when the service provider is bilingual.	There have been good people who have been detained.	The dissemination that has been on events has been very little, the attendees only heard about the event in TCH by the receptionist of the institution. The 1360AM (radio) station is a good way to broadcast local information. Sometimes people do not share Facebook events or read posters.

	Another of the challenges mentioned was public transport, since the flow of buses is limited and it is very difficult to obtain information about routes, schedules, cost and stops in Spanish.	To live better, participants spoke of the need to have basic services that are not so expensive to bring more money home. Among them, reduction of sales tax, cost of medical insurance and medicines and finally crèches that charge less. (Note: Some of the participants do not qualify for government aid in these areas.)	There is uncertainty and fear that the city of Tacoma and Washington will stop protecting immigrants. People have stopped going to mass for fear that they will make a raid where there are likely to be many undocumented people.	"The events in Seattle are very far away and it is very difficult to get there because we do not know the city well." It is best that the events are in a safe place for the community that is not associated with the government and that it is outdoors so that people are not afraid to attend. People attend more if there is food and music, or a happy party in a park.
	Attendees agreed on the lack of bilingual staff in the area of public assistance, such as transportation, recreation, public services, events, school personnel, family mental health, and police.	One of the attendees requested help from the group to know how to book the "shuttle" for medical appointments in Spanish.		
Online (Anonymous)	Leaving the country or traveling very far; afraid won't get back in the current climate. More overt prejudice against me and my family even though we are very hard working and contribute a great deal to this community, and country and are loyal citizens. People devaluing what gifts we bring - multiculturalism, acceptance, bilingualism, multiple skills, a community and family-centric way of going through life	More information on how to talk to police if stopped. More information on what policies can be made to help us feel included in our community. What ways we can fight this era of hate against Latinos and Muslims.	Yes, and I'd like to see things in multiple languages. I would love things for my kids to see that they are valued and can succeed and go to college or earn living wage jobs. I'd like to see those jobs advertised in Spanish. I'd like to see our leaders speak in multiple languages to us as a community.	Although I love living here, and am glad to be a citizen of Tacoma, I often think there are few services for my fellow Latinos who speak mainly Spanish. There is not an appreciation of the good work ethic most Latinos bring to this community. I want at least one or two functional organizations that serve Latinos in a variety of ways (health, social work, workforce development, ESL classes, DV services, information on jobs, housing, rights, and legal services, etc) instead of non specifically for Latinos. I want more celebrations of our culture supported by City government. I want more emphasis on serving our community by our government, at the City and County levels, and also at the school district level. There is just very little in Spanish despite that we are a significant part of the tax-paying community, and live here, work here, and contribute to the economy here. We need more Spanish everywhere. It's almost non-existent to see anything in Spanish. We need better services for parents to be involved in appropriate ways in their schools and helping their children, too.

	Latino youth (2)	Deportation; when trying to find a home (apartment/house to rent) undocumented mother can't be on rental agreement ; FEAR - family feels like they can't travel far from home fear of getting pulled over is constant; It's hard to get anything - to buy a bed, mother (undocumented) couldn't purchase one because she didn't have credit; hates the need ot lie+hide to get through life; Slowness of the process of adjusting immigration status	Expansion of VAWA to women abused by non-citizens; More services like NWIRP - services of lawyers are so expensive; Insurance options for the undocumented (dental + medical), there's a free medical clinic, but no free dental care; In schools, interpretation services - As a junior, a bilingual student was asked to interpret for a parent of another student. Parents (mono-lingual Spanish speakers) don't feel comfortable participating in school events due to lack of interpretation.	Yes + yes. Would like to find a good lawyer that's affordable; medical/dental resources that are flexible.	No help for immigrants at all - Help is extremely limited - immigrants here live in fear + are afraid to speak up; People here don't understand other cultures + other people's struggles; Not a lot here to help people feel connected to their heritage/culture.