



# Welcoming Greensboro Initiative

## Thriving in Diversity: Making Greensboro Home to its Immigrant Newcomers

*Thriving in Diversity is a report based on the findings of the Welcoming Greensboro Initiative, an inclusive and participatory project led by local immigrant community leaders and organizations. The report documents the major challenges facing Greensboro's immigrant community and lays out a framework for change to make our city as welcoming and inclusive as possible.*

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And all the members of the Welcoming Greensboro Committee



## Acknowledgements

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We offer our sincere appreciation to the immigrant community leaders and members, community centers, staff and clients of refugee resettlement organizations, service providers, resource people and other stakeholders who contributed to this effort either as participants in our community discussions and/or as members of the committee or sub-committee that made up the Welcoming Greensboro Initiative (WGI):

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#### Uniting NC

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# GREENSBORO CITY COUNCIL RESOLUTION

RESOLUTION RECOGNIZING THE CITY OF GREENSBORO AS A WELCOMING CITY THAT  
CELEBRATES THE GROWING DIVERSITY OF ITS RESIDENTS AND ACKNOWLEDGES  
THAT IMMIGRANTS ENHANCE THE CULTURE  
AND THE ECONOMY

WHEREAS, the City of Greensboro is home to a diverse population of immigrants, adding to the economic strength and cultural richness of our community; and

WHEREAS, the City of Greensboro has long been the leading hub for refugee resettlement in North Carolina, as well as a hospitable and welcoming place to all newcomers, where people, families, and institutions thrive and the contributions of all are celebrated and valued; and

WHEREAS, over 30 cities across the country have declared themselves to be welcoming to immigrants (as of March 27, 2014), joining a national movement and sharing best practices for creating an inclusive community; and

WHEREAS, over the past seven months, the Welcoming Greensboro Initiative, led by immigrants and refugees themselves, has undertaken participatory community discussions with immigrants across the city, and has reviewed various studies to assess the social integration of immigrants and refugees into our community; and

WHEREAS, in partnership with various organizations and city officials, the Welcoming Greensboro Initiative will provide future recommendations for consideration, to serve as a framework for future action to help our city be as welcoming and inclusive as possible; and

WHEREAS, the Welcoming Greensboro Initiative aims to build cooperation, respect, and compassion among all in our community, immigrants & non-immigrants alike, working with the International Advisory Committee, other community partners and immigrants and refugees themselves; and

WHEREAS, residents of the City of Greensboro aspire to live up to our highest societal values of acceptance and equality, and treat newcomers with decency and respect, creating a vibrant community for all to live in;

NOW, THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GREENSBORO:

That, the City of Greensboro is hereby declared a Welcoming City, and one that affirms the beauty and richness of our diversity, and one in which all are welcome, accepted and appreciated.

Adopted this the 15<sup>th</sup> day of April 2014.



**Many thanks to the Greensboro Mayor and City Council Members  
who unanimously passed this resolution on April 15, 2014:**

Mayor Nancy Vaughn, Mayor Pro Tem Yvonne Johnson, Marikay Abuzuaiter, Mike Barber, Sharon Hightower, Jamal Fox, Zach Matheny, Nancy Hoffman, Tony Wilkins

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## Welcoming Greensboro Report 2014: Executive Summary

### Who We Are

The Welcoming Greensboro Initiative is a project led by immigrant community members and resource people dedicated to listening to immigrants in our city to identify solutions to make Greensboro more inclusive. Initiated by the American Friends Service Committee (AFSC)'s Area Office of the Carolinas, with broad participation by many other groups and immigrant communities, it represents an effort to make Greensboro a more welcoming community to all immigrants, regardless of their national origin or immigration status.

The Welcoming Greensboro Committee is made up of leaders of diverse immigrant communities in our city representing 13 different countries and resource people in areas of education, non-profit, refugee resettlement and advocacy. Besides AFSC, Uniting NC, Guilford College Bonner Program, Elimu Empowerment Services, and African Services Coalition all contributed significant time, among others, to the project.



AFSC, the lead supporting group of the Welcoming Greensboro Initiative, is an organization founded in 1917 committed to social justice and peace. AFSC's work is based on the Quaker belief in the dignity of every person and faith in the power of love to overcome violence and injustice. AFSC has had a presence in the Triad for many decades.

### Immigrants in Greensboro

Greensboro has been the leading hub for refugee resettlement in North Carolina for decades. Other immigrants have also recognized the benefits of living in Guilford County, praising the city of Greensboro in particular for its recreational areas, friendly atmosphere, safety, affordability, and cultural diversity.

Immigrants today represent a significant portion of the county's population of nearly 300,000, and Greensboro today is more racially and ethnically diverse than at any other time in its history. According to the 2012 American Community Survey, 11.5% (about 35,454 people) of the city's total population is foreign-born, with immigrants coming from all over the world. Based on growth trends from recent years, this number is expected to grow.



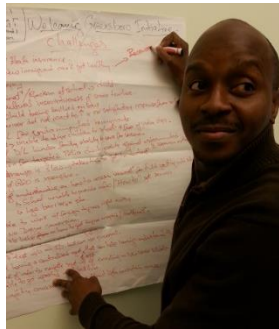
Immigrants play an important role in contributing to Greensboro's economy and social fabric. Across North Carolina, immigrants represent 1 in 10 workers and 1 in 10 business owners, and they account for over 8% --or close to \$11 billion-- of the state's yearly economic output (NC Justice Center).

Greensboro has witnessed many immigrants starting their own businesses, creating employment, and generating money for the local economy through their businesses, taxes, and spending power. Immigrants have also increased the cultural and linguistic diversity of the city, benefiting the local community and improving its human resources. Additionally, one in three immigrants in Guilford County are naturalized citizens and can vote (Census Bureau), and this population represents a significant and growing political voice in our community.

When immigrants and refugees settle in our cities and towns, immigrant-friendly policies promote effective integration of immigrants and fuel their success, strengthen communities, and build bridges between newcomers and other community members. Greensboro's growing immigrant population presents many opportunities and benefits, and we want to facilitate the welcoming of the city's newest residents and ensure that all reach their fullest potential.

## Welcoming Greensboro Initiative

The Welcoming Greensboro Initiative intends to identify the challenges that face newcomers in Greensboro and how the city, its organizations, and its institutions can address those challenges through dialogue and cooperation to make our city more welcoming and inclusive.



### Welcoming Discussions

- **16** community conversations
- **200+** participants
- **23** countries

In order to learn about the challenges facing immigrants in Greensboro, staff of the American Friends Service Committee and members of the Welcoming Greensboro Committee organized a series of discussions with immigrants and refugees in Greensboro in the Fall of 2013 and Spring 2014. During 16 community conversations, we met with over 200 people representing a variety of immigration statuses from 23 different countries.

Participants discussed what makes Greensboro an attractive city for immigrants and refugees, the daily challenges they face as immigrant residents of Greensboro, and what changes could improve their lives and integration. These discussions revealed the specific challenges that immigrants in Greensboro face in regards to transportation, discrimination, language barriers, education, access to health care and social services, housing, and safety and security.

## Recommendations

Following the community discussions, AFSC formed with a committee comprised of leaders from diverse immigrant communities and resource people to develop a series of recommendations for the Greensboro City Council. These recommendations include:

- improving the public transportation system through additional buses and extended routes;

- mandating that business institutions and government offices accept FaithAction IDs as a valid form of identification;
- creating cultural centers and a hub for information on transportation, social services, ESOL classes, and childcare;
- encouraging cultural competency training for all city employees; and
- providing information and services in multiple foreign languages.

The implementation of these recommendations, among others, would enhance the opportunities available to immigrants in Greensboro, recognize the significant contributions that immigrants make to the city, and establish avenues to more fully integrate newcomers into the fabric of our community.

## A Welcoming City

On April 15, 2014, the Welcoming Greensboro Committee presented its initial findings and proposed a welcoming resolution to the Greensboro City Council. The Council unanimously adopted the Welcoming Greensboro Resolution, joining more than 30 other Welcoming cities across the country.

By establishing Greensboro as a welcoming community, we recognize the value of every human being and the many positive contributions that Greensboro's immigrant residents make every day.

The Welcoming Greensboro Committee applauds the city for taking this first step. We also recognize that the city must take concrete actions and implement recommendations so that the resolution is not merely symbolic. The Welcoming Greensboro Initiative report and recommendations provide a framework for moving forward.

We hope to reduce exploitation, increase safety and security, improve immigrant-police relationships, limit discrimination, and improve the overall atmosphere of the city for all of its residents. The Welcoming Greensboro Initiative aims to engage all Greensboro residents in understanding and promoting a more civically, linguistically and socially integrated community.



## Introduction

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For over 50 years, refugees and immigrants have settled in Greensboro, praising the city for its friendly atmosphere, its affordability, its educational opportunities, and its safety.

Greensboro is now more racially and ethnically diverse than at any other time in our history: of the estimated 277,080 people living in the city, more than 11.5% were born in another country (American Community Survey, 2012). Immigrants play an important role in contributing to Greensboro's economic and social fabric.

The American Friends Service Committee's (AFSC) NC Immigrant Rights Program has been in Greensboro since 2009, and has always recognized the critical importance of partnership with other organizations. AFSC was pleased to join with Uniting NC, Guilford College Bonner Program, Elimu Empowerment Services, African Services Coalition and many others to collaborate on the Welcoming Greensboro Initiative in the fall of 2013 and spring of 2014.

The Welcoming Greensboro Initiative takes a grassroots approach to listen to and work with immigrants and refugees in our city to learn how our community can become more inclusive. The core team forming the Welcoming Greensboro Committee includes leaders of diverse immigrant communities from 13 countries and resource people in areas of education, advocacy, and immigrant and refugee services.

Reflecting AFSC's core belief in the value of every person and in welcoming the stranger, the Welcoming Greensboro Initiative hopes to cultivate an environment for community members to address difficult

issues through dialogue in order to build a strong community and lift up diversity as one of Greensboro's greatest strengths.

This report is the result of community conversations with over 200 immigrants and service providers. It describes daily challenges that Greensboro immigrants face (including transportation, discrimination, language, education, access to health care and social services, housing, and safety and security), mentions the positive aspects of the city for immigrants, and also offers concrete recommendations for improvement.

We want Greensboro to be a receptive community to immigrants, regardless of their national origin or immigration status and we recognize that the success of this initiative depends on involvement of individuals, institutions and the City itself.

The Welcoming Greensboro Initiative aims to transform relationships and work with immigrant communities, community leaders, business leaders, and faith-based organizations to support strategies that engage all Greensboro residents in understanding and promoting a more civically, linguistically, and socially integrated community.

More than 30 cities and counties across the United States, including Charlotte, High Point and Raleigh, have successfully adopted similar welcoming initiatives in their localities. We are pleased that on April 15, 2014, Greensboro joined this movement when the City Council unanimously passed a resolution officially declaring Greensboro a welcoming city.

## Methodology

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To better understand the key issues facing immigrant and refugee communities in the city of Greensboro, AFSC and the Welcoming Greensboro Committee conducted 16 community discussions in the fall of 2013 and the spring of 2014. We spoke with over 200 immigrants representing a variety of immigration statuses and originating from 23 different countries in Africa, Europe, Asia, Southeast Asia, Latin America, and the Middle East.

AFSC facilitated community conversations with immigrants and/or service providers from groups including:

- Elimu Empowerment Center
- Glen Haven Community Center
- Latino Community Coalition
- Immigrant Rights Working Group
- Senior Resources Center ESL Class
- Oakwood Forest Community
- Ashton Woods Community Center
- Refugee Service Providers
- Guilford Technical Community College (GTCC) ESL classes

The WGI committee also met with elected city officials, city managers from the Human Relations Department (HRD), and the International Advisory Committee (IAC).

In addition to in-person group discussions, online Google forms and paper surveys were distributed to immigrants and service providers. Respondents were asked specific questions related to the challenges they have faced as they have settled in Greensboro, and their overall experience as residents in the city. More than 20 respondents took the survey. (See survey text in Appendix 2.)

The community discussions asked immigrants to respond to three main questions:

*What are the biggest challenges facing immigrants and refugees in Greensboro?*

*What are the positive aspects of living in Greensboro for immigrants and refugees?*

*What changes could improve life for immigrants and refugees in Greensboro?*

Additional questions requested more specific responses regarding challenges related to safety and security, transportation, language, education, employment, businesses and institutions, health care, and social services in Greensboro.

Following the community conversations and survey collection, Welcoming Greensboro Committee members synthesized all the stories, struggles and ideas from the extensive notes, grouped the challenges and suggestions, and developed our list of recommendations.

In the “Challenges” section of the report, the responses from the community conversations are summarized, then Goals and an Action Plan for each challenge are listed.





## Diversity by the Numbers: Greensboro Demographics

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According to the U.S. Census Bureau, 718,794 foreign-born individuals live in North Carolina (2010). This is equivalent to 7.5 percent of the state population, making North Carolina one of the most immigrant-populous states in the US. With 16% of the state's child population comprised of immigrants or first generation children, immigrants and their cultural, linguistic, and religious contributions will continue to influence North Carolina for decades to come (North Carolina Justice Center).

Guilford County claims one of the highest immigrant populations in the state, with 9.5% of its residents being immigrants. This number grows over the years, evident in an increase of nearly 19,000 Latino immigrants residing in the county between 2000 and 2010 (US Census Bureau). This represents a 118% growth rate of the county's largest immigrant population.

42.7% of Guilford County's foreign-born residents come from Latin America 33% from Asia, 12% from Africa, 9.9% from Europe, and 2.2% from Northern America (North Carolina Justice Center).

According to data from the Center for New North Carolinians, immigrant children and first generation children represent 140 countries in Guilford County schools. Guilford County immigrants speak over 120 first languages, with the top languages represented being Spanish, Vietnamese,

Arabic, Jarai (Montagnard), and Urdu, followed by Burmese and Nepali.



Since 2000, Greensboro's population has become more racially and ethnically diverse, reflecting similar regional and national trends. Greensboro has a non-white majority of 52% compared to 48% for the white population, and the growth in the Hispanic population contributed to one-fourth of the City's total growth over the decade (Growth and Development Trends Report, 2012).

In 2012, Greensboro's population was estimated at 277,095. Of this number, 35,454 are foreign-born residents, of which 11,465 are naturalized US citizens and 23,989 are not U.S. citizens (US Census Bureau's 2012 American Community Survey-1 Estimates).

The chart on the next page is a 2012 American Community Survey (US Census Bureau) estimate that shows immigrant demographics. The numbers are highly fluid and do not account for all newcomers.

## Countries of Origin of Immigrants and Refugees in Greensboro

### WELCOMING GREENSBORO

#### Immigrant, refugee and countries of origin

Western, Northern, Southern Europe 1,499	Saudi Arabia 73	Morocco 72	Venezuela 358
Bosnia + Herzegovina 424	Syria 65	Other North Africa 54	Colombia 211
Croatia 134	Israel 58	South Africa 88	Peru 210
Ukraine 120	Jordan 53	Nigeria 415	Ecuador 132
Russia 95	Lebanon 45	Sierra Leone 211	Guyana 111
Poland 59	Iraq 38	Ghana 152	Other South America 89
Romania 42	Turkey 37	Liberia 148	Brazil 134
Bulgaria 38	Other Western Asia 34	Other Western Africa 621	Chile 134
Serbia 35	Vietnam 3,285	Australia 56	Argentina 62
Hungary 19	Cambodia 483	Oceania 9	Canada 663
Czechoslovakia 11	Thailand 400	Cuba 233	Latvia,
Lithuania 8	Philippines 335	Jamaica 196	Azerbaijan, Belarus,
Other Eastern Europe 169	Laos 291	Trinidad and Tobago 189	Uzbekistan
China 902	Burma 104	Other Caribbean 176	North Korea
Korea 704	Malaysia 59	Dominican Republic 139	Bhutan
Taiwan 154	Indonesia 46	Mexico 7,155	Burma
Japan 128	Singapore 6	El Salvador 877	Burundi, Central
India 1,313	Ethiopia 138	Guatemala 443	African Republic,
Pakistan 157	Kenya 84	Honduras 202	Chad, Eritrea, Rwanda,
Iran 151	Other Eastern Africa 327	Panama 146	Dem Republic of
Nepal 143	Other Middle Africa 77	Nicaragua 139	Congo, Somalia,
Sri Lanka 71	Cameroon 16	Costa Rica 75	Libya,
Afghanistan 21	Sudan 1,234	Other Central America 44	Ivory Coast, Togo,
Other South Central Asia 129	Egypt 102		Zimbabwe

Overall, Greensboro claims 17,371 Spanish speakers, 6,122 speakers of Indo-European languages (including Hindi, Urdu, French, and Bengali), 6,393 speakers of Asian and Pacific Islander languages, and 3,034

speakers of other non-English languages (US Census Bureau's 2011 American Community Survey-1 Estimates). This demonstrates the diversity of Greensboro's immigrant population.



## Immigrant Contributions

North Carolina's immigrant population significantly contributes to the state's economy and wellbeing. Immigrants represent 1 in 10 workers and 1 in 10 business owners in NC, and they account for over 8%, or close to \$11 billion, of the state's yearly economic output (North Carolina Justice Center).

The state's Latino immigrants alone are estimated to own 21,000 small businesses, generate \$4.2 billion in receipts, employ almost 34,000 individuals, and claim a purchasing power of \$346 million (Office of the Governor). These numbers include undocumented immigrants, who pay roughly \$317.7 million in state and local taxes, and foreign-born students, who contribute about \$338.8 million per year to the state's economy (Immigration Policy Center, "New Americans in North Carolina").

### NC Immigrant Economic Contributions

#### Latino-immigrant-owned businesses

Number of businesses	21,000
Receipts	\$4.2 billion
People employed	~34,000

As in the state as a whole, immigrants have contributed economically, socially, and culturally to the city of Greensboro. Immigrants start their own businesses, create employment, and generate money for the local economy through their businesses, taxes, and spending power. They increase the cultural diversity of the city, introducing new foods, art, and languages that benefit both immigrants and the local community.

A large immigrant population contributes to entrepreneurship, increased foreign language capabilities, expanded cultural and linguistic

resources, and improving the overall atmosphere of Greensboro.



*Examples of immigrant businesses in Greensboro*

One in three of Guilford County's immigrant residents are naturalized US citizens and so can vote (Census), and this population represents a significant and growing political voice in our community.

Immigrants already want to settle in Greensboro, praising the city for its recreational areas, friendly atmosphere, safety, affordability, and cultural diversity. Increasing immigrant-friendly policies could help to reduce the risk of exploitation, improve safety and security, advance immigrant-police relationships, limit instances of discrimination, and improve the overall atmosphere of the city.

By establishing Greensboro as a welcoming community, we recognize the value of every human being and the many positive contributions that Greensboro's immigrant communities make every day. Greensboro's growing immigrant population presents many opportunities and benefits, and we want to facilitate the welcoming of all of the city's newest residents, and to ensure that they reach their fullest potential.

## Why Greensboro is Great:

### Positive Aspects of Living in Greensboro

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*“Greensboro is calm, peaceful. That’s why I like it here. And the weather is great!”*

Although they face many challenges, participants in community conversations discussed a number of benefits to living in Greensboro.

First, Greensboro is affordable compared to other big cities, and this facilitates the economic adaption of new arrivals. Certain eligible immigrants can access services such as Food Stamps and DSS assistance. City offerings like the Senior Resource Center and especially the Greensboro Public Library and its many programs were repeatedly mentioned as great assets to the city.

While also listed as challenges, conversation participants mentioned that interpreters at hospitals are available to immigrants, and that in comparison to smaller cities, the city claims a fairly good public transportation.

There are some reputable immigration attorneys and limited legal help available through non-profits and the Elon University School of Law. Many service providers mentioned that the presence of so many universities provides an environment ripe for learning and collaboration. Many people mentioned that in Greensboro, many churches and faith communities, as well as local organizations lend support and aid to immigrants and refugees. There is a general feeling that many people of good will live here and want to support immigrants.

Furthermore, Greensboro schools offer high-quality education for immigrant and refugee children. Participants cited free language

(ESOL) programs, free tutoring by AmeriCorps members, the number of schools and universities in the area, and the availability of PTAs as examples of the educational opportunities available to immigrants and their families in Greensboro.



Many participants expressed appreciation for the Newcomers School, although some people said that they needed more information on how to enroll their children when they arrived in Greensboro. In some instances, public schools are helpful with admissions processes and with providing language support. Free bus passes for GTCC students facilitate transportation for students, and the school’s increasing number of foreign language-speaking students represents a positive development.

The environment and atmosphere—the parks and green spaces, climate, weather, cleanliness, and recreational centers—of Greensboro appeal to immigrants. Our city is also safe, quiet, and relatively small, leading to a sense of security and safety.





While many immigrants fear any interaction with law enforcement, including traffic stops and checkpoints, others trust the police, which respond quickly to emergencies and are less aggressive than police in other North Carolina counties like neighboring Alamance. The Greensboro Police Department often cooperates with U-Visa certification for victims of domestic violence.

One positive development mentioned multiple times is that FaithAction International House has established an agreement with the Greensboro Police Department to recognize FaithAction ID cards for people who do not have access to government issued IDs.



Greensboro furthermore features a strong and diverse immigrant community that non-immigrant residents and organizations welcome and support. Cultural events, strong ethnic communities, the city's two Spanish language radio stations, Casa Azul (a Latino arts initiative), the Multicultural Advisory Coalition, and Greensboro's numerous ethnic grocery stores and

international restaurants appeal to immigrant and refugee residents, as well as non-immigrants. In certain areas, neighborhood residents know each other and are willing to help one another, fostering a strong sense of community.



Many participants mentioned that US-born residents in Greensboro are friendly and compassionate, and that city officials articulate awareness of the positive contributions of immigrants and are open to meeting with different communities. The city's past initiatives; the presence of many progressive, concerned groups; and changing attitudes toward foreign residents have contributed to making Greensboro an overall good place for immigrants to live.

Immigrants have chosen to settle and remain in Greensboro because of these positive qualities. However, changes can be made to improve the opportunities and quality of life for the city's immigrants. The following sections will discuss some of the challenges currently facing immigrants.

## Challenge 1: Language Barriers

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*“Many people in our community do not want to leave their homes, or even open the door if someone knocks. They are so afraid of not being able to communicate with others, it is paralyzing. They just stay inside all day long and that can be very isolating. And being older, it is harder to learn the language.”*

Language barriers came up again and again as one of the biggest concerns of Greensboro’s newest residents. Greensboro is home to 32,920 speakers of foreign languages (US Census Bureau’s 2011 American Community Survey-1 Estimates). There is clearly a lot of motivation to learn English, evident in the fact that over 69% of new North Carolinians speak English well or very well (North Carolina Justice Center). However, many obstacles get in the way, and language barriers represent one of the greatest challenges to immigrants in Greensboro. Many challenges related to accessing social and health services are due to language barriers and a lack of interpreters.

Participants raised several language challenges. First, Greensboro lacks sufficient professionally trained interpreters of various languages and dialects. Specific examples include Arabic and dialects from Southeast Asia and West Africa. Especially in court, school, medical, and government agency settings, staff interpreters are overworked and offices are understaffed.

Immigrants and refugees have difficulty obtaining and understanding records (medical, school, tax transcripts, etc.) that are available only in English. Bureaucracy also presents a challenge; navigating the system to obtain those records at all is extremely difficult.

Lack of English fluency hinders immigrants from taking and passing citizenship classes

and exams for otherwise qualified individuals.

ESOL classes are taught mostly by US-born, English-only speakers, which leads to a lack of understanding between teachers and students. However, participants were grateful for the many affordable ESOL classes available.



Language barriers impact immigrants’ education, access to services, social life, safety, and employment opportunities. Despite an atmosphere of friendliness, immigrants face challenges communicating with the larger Greensboro community, creating a gap between immigrants and US-born residents and contributing to social isolation, homesickness and leading to more serious mental health issues.

Some immigrants worry about contacting police in times of need or emergency; this is a significant security concern. Lack of English proficiency limits employment opportunities. Finally, the DMV offers its printed manual only in English (though it is available online in Spanish), making obtaining a driver’s license much more difficult for people of low English proficiency.

Many of the education challenges facing immigrant and refugee families relate to linguistic and cultural barriers. Parents have trouble communicating with their children's teachers and schools about their concerns (e.g. high dropout rates), and this results in weak relationships between parents and children and their teachers. Phone messages from schools are delivered mostly in English, ESOL classes include mainly Spanish speakers (isolating many immigrant

children of other languages), and Limited English Proficiency families cannot access school information that is available only in English. One parent mentioned that she didn't understand how and where to have her child vaccinated so that he could be enrolled in school. Parents are not aware of their rights in terms of early interventions, what to ask for, what results mean, and obtaining school records.

### Goals related to Language Access:

- Ensure that sufficient high quality interpreters are readily available at community institutions and service providers.
- Provide information and services in other languages for residents who are not proficient in English.

### Action Plan related to Language Access:

- Ensure that all city departments have access to professional interpreters. Establish city/county-wide accounts with phone interpreting services.
- Increase and improve interpreter capabilities. Interpreters should be professionally trained, culturally competent, and knowledgeable of diverse languages.
- Develop a list or bank of city/county employees and/or volunteers who are professionally trained and could be called upon to serve as interpreters. Provide training to community members who serve as informal interpreters to increase their capacity and reach professional standards.
- Offer hiring incentives to those who speak a foreign language or are willing to learn, then help provide them with the necessary resources.
- Provide language classes to city employees to increase basic vocabulary and empathy.
- Implement a diversity-hiring plan aimed at hiring immigrants who are residents and members of our community.
- Include translations into the most commonly spoken languages on city communications. Offer more services, including the city website, in additional languages (Spanish, French, Vietnamese, Jarai, Arabic, Urdu, Hausa, Zerma, Swahili).
- Work with schools and school officials to improve communication between parents and teachers.
- Increase the presence of interpreters and translators at apartment complexes with many refugee residents in partnership with resettlement agencies.

## Challenge 2: Access to Services, Agencies and Information

### Including Employment, Housing, Banking & Immigration Status

*“When we come here from another country, we don’t know where to go or who to ask. There is no place we can go to orient us and ask for help.”*

Due to a lack of available information, language barriers, and legal status in some cases, many immigrants are not knowledgeable about which services and programs are available and how to access them, hindering their use of social and health services.

For example, some people do not know that their US-born children qualify for Medicaid or other assistance programs, and misinformation about the US tax system has led to confusion. Greensboro does not have a central organization or space where people can go seeking resources or information to help them navigate the system.

#### Services

*“I tried to get water service but they told me I had to give a social security number. So I had to find someone else to sign up for my water for me.”*

Participants at every community discussion mentioned that services and social programs have been insufficient to meet their needs. Many immigrants and refugees face poverty, food insecurity, and economic troubles. They do not have the means to make ends meet due to unemployment, underemployment, and cutbacks in or the inaccessibility of federal assistance programs (e.g. SNAP). Many lack Social Security Numbers that are required for accessing some food banks and homeless shelters, and many do not know that their US-born children qualify for government programs.

Several immigrants and refugees mentioned that they lost medical coverage and now face large hospital bills because of cuts to Medicaid. Others face emotional and mental distress (due to the long immigration process and the absence of family members) and cannot access health care.

Undocumented immigrants are excluded from the Affordable Care Act, and some people in the broader community do not believe that they even deserve health care without having legal papers. Because they do not qualify for most forms of health insurance and because of negative perceptions, many undocumented immigrants do not seek preventive care and use urgent care centers that charge high fees for treatment.



Multiple participants in our conversations were concerned about the difficulty finding help and care for disabled and elderly family



members. Furthermore, a lack of affordable and certified childcare leads some immigrants and refugees to use uncertified care.

Many participants from the refugee community did not feel prepared enough for life on their own based on the orientation and services received from resettlement agencies when they arrived in Greensboro. (We are aware that funding is very limited to resettlement agencies.)

Other participants mentioned that some caseworkers lack cultural competency and understanding, were reluctant to adapt culturally to immigrant needs, did not provide sufficient assistance, and shuffled their clients to other agencies (agencies played “ping-pong” with their clients). Many refugees said that they did not feel ready to navigate the system independently once the agencies’ responsibilities had ended.

Particularly for undocumented immigrants (though some refugee participants also mentioned difficulties), many residents face obstacles in accessing drivers’ licenses, affordable housing, interpreters-especially in court system- and city services such as water service.

Currently, the city application for water service requires a social security number or drivers’ license, which are not available to undocumented residents. City officials have verbally stated that an IRS-issued Individual Taxpayer Identification Number, ITIN, would be acceptable, as well as a foreign passport, but this is not mentioned on the application for water services. Many undocumented immigrants believe they cannot get water service without a social security number.

City of Greensboro Request for Water and/or Sewer Service			
(1) DATE FOR CUT-ON _____	TENANT OWNER	DEPOSIT \$ _____	SERVICE CHG. \$ _____ TOTAL \$ _____
(2) NAME TO BILL _____		DRIVERS LIC. NO. _____	S.S. NO. _____
(3) SERVICE ADDRESS _____		ACCT NO. _____	
(4) MAILING ADDRESS _____		ZIP CODE _____	PHONE _____
(5) SIGNATURE _____		NAME OF SPOUSE _____	
(6) APPLICANT'S EMPLOYER _____			
(7) PROPERTY OWNER _____		ADDRESS _____	
(8) MORTGAGE COMPANY _____		ADDRESS _____	
(9) ADDRESS OF LAST WATER SERVICE _____			
(10) DATE OF CUT-OFF FOR LAST ADDRESS _____			

Overall, participants in the conversations had mixed feelings about interactions with city officials. It seemed to depend on the individual with whom they were dealing. Uncertainty and unfamiliarity on both sides leaves refugees and immigrants particularly vulnerable and open to misunderstandings, mistakes, significant loss of time and income, even injury, exploitation and death.

Comprehensive cultural competency training with all city employees could help set a higher benchmark for city workers interacting with immigrant residents.

## Employment

*“I got really hurt on the job. But instead of helping me, the boss tried to fire me—he thought I was undocumented. But when he found out I was legal, everything changed.”*

Immigrants and refugees emphasized the lack of employment opportunities in Greensboro and the inability to make ends meet without more reliable, higher-paying work and economic assistance programs. Underemployment and unemployment are significant issues in the immigrant community. Participants talked about the troubles they face in finding jobs comparable to those held before they had immigrated, or trying to find work with foreign degrees that do not transfer. Documentation status, language barriers, and Social Security requirements are all barriers to employment.

Transportation is also a great barrier to employment. Many new immigrants rely on

public transportation for their commute, and this greatly limits their employment opportunities. One individual shared that when he first came to the US, to get to his job, he had to take a bus and then walk 40 minutes from the closest bus stop. (See Transportation section.)

Injuries on the job, nonpayment of overtime hours, nonpayment of appropriate wages, and health and safety concerns are issues for immigrants and refugees working in low-wage jobs. One participant talked about delays in the payment of her wages (up to an eight week wait), and her employer refused to pay overtime wages.

Participants from a GTCC class described instances of mistreatment at work, including employers not taking workplace injuries seriously or not providing worker's compensation; workers in this situation did not receive timely medical attention and did not know what steps to take following injury. Participants expressed frustration at low wages, workplace abuse, and nonpayment of wages, and lack of being able to sufficiently address these issues.

E-Verify, the employer program which runs employee names through a federal database to verify employment eligibility, is of increasing concern to undocumented immigrants, as well as other immigrants whose names are likely to be confused or listed slightly differently on different documents.

### **Housing**

*"There was a leak in my apartment, right above my bed. My mattress got soaked. I kept telling my landlord, but they didn't do anything. Probably because I am a refugee. Right now, I think I would rather go back home than stay here where no one cares or helps you."*

According to participants, the most common housing challenges faced by immigrants in Greensboro are substandard housing and negligent landlords. Immigrants and refugees face difficulties in finding housing that is in good repair, accessible to grocery stores, and safe (without criminals). Access to safe, affordable housing is hindered by Social Security requirements; low income and unemployment or underemployment; and limited apartment options. This lack of options and the high cost of housing can lead to overcrowding.

Participants added that apartment complexes are not sensitive to their concerns, that there is a lack of trust between apartment complex staff and residents, and that security in most immigrant-dense neighborhoods is poor. Landlords do not respond, respond slowly, or deny repair requests, and many immigrants fear landlords and are afraid to complain due to their immigration status.

The Oakwood Forest community faces particular challenges related to water issues. Because the community lies outside of Greensboro's boundaries, its water is not part of the city services. The water is visibly dirty and not drinkable, forcing community members to purchase bottled water. Despite this, the water bills are very high (over \$100/month). Management does not seriously consider community members' complaints related to this issue.

### **Business and Financial Institutions**

*"The last time I went to the bank, they wouldn't cash my check, even though I had been there many times before and they know me. Now that my driver's license has expired, they won't accept it as an ID. That's my money and I should be able to get it!"*

Some participants mentioned difficulties in dealing with banks and accessing community resources, especially those

related to home ownership. One participant said that her bank refused to accept her Matricula Consular ID (ID issued by the Mexican consulate to Mexicans living abroad) or passport after her driver's license had expired, and many banks do not accept FaithAction IDs. Especially for undocumented immigrants who cannot obtain driver's licenses, this is a significant challenge.



### **Immigration Status & Legal Needs**

*“Do I need papers? Of course! More than anything else I need my papers. A license and my papers.”*

Finally, many participants talked about the lack of opportunities that undocumented immigrants have for legalization.

They said that DACA (Deferred Action for Childhood Arrivals, a program granting temporary work permits and protection from deportation for young undocumented immigrants who came to the US with their parents) is a great program, but that undocumented youths still face challenges such as: how to talk to employers about

DACA, employers not understanding that they can hire DACA recipients, and qualified people not applying for DACA. DACA recipients are not eligible for the Affordable Care Act or in-state tuition, they have trouble obtaining Social Security numbers, and their licenses are marked. Unfortunately, many eligible young people have still not applied for DACA for various reasons.

Though DACA has been a very positive program for those who qualify, it does nothing for DACA recipients' parents. There continues to exist a critical need for a federal immigration reform, and conversation participants repeatedly stressed this need. The city could take steps to communicate the need for federal immigration reform to federal representatives.

Participants also mentioned that affordable legal services are hard to come by, particularly for immigration removal cases. Some participants said that attorneys charge exorbitant fees for legal services and take advantage of or scam immigrants. In general, Greensboro lacks low cost legal representation for undocumented immigrants, representation for deportation cases, and trustworthy legal services in general.

Additionally, some participants expressed difficulty in contacting the United States Citizenship and Immigration Services (USCIS) and obtaining information.

## Goals related to Access to Services, Agencies and Information :

- ☐ Improve services and employment opportunities for immigrants.
- ☐ Increase access to government documents and programs.
- ☐ Ensure that all city services are clearly available to residents who do not have a social security number.

## Action Plan related to Access to Services, Agencies and Information :

- Maintain a regularly updated resource handbook for city workers who have contact with immigrants and clients of those city workers, and a resource handbook for newcomers to the city. Ideally, such a resource list would be available in English, Spanish and additional languages. This could be maintained online.
- Promote better communication and collaboration between city agencies and officials, immigrants and refugees, and service providers.
- Provide cultural competency training for all city employees including law enforcement, and for child service providers and teachers.
- Provide regular orientation for newcomers in various languages to help them better know their way around the city and what city services are available. Partner with refugee and immigrant service providers, GTCC, and others to help maximize participation.
- Support enhanced and increased dialogue between resettlement agencies and apartment agencies that protects refugees from exploitation.
- Continue FaithAction International House ID program recognized by the Greensboro City Police or establish a city ID available to all residents regardless of immigration status. Ensure that all city offices accept it as a valid form of ID and encourage local businesses (especially banks) to accept it as well.
- Provide a city resource that would be available to help immigrants navigate the immigration system.
- Improve outreach and education on access to the Affordable Care Act.
- Support efforts to expand Medicaid within the state.
- Support and expand services at local clinics like Healthserve and FaithAction's clinic.
- Offer education for medical providers and court professionals about Title VI.
- Include translation to widely spoken languages on city communications.
- Sponsor "Ride-a-longs" with the Greensboro Fire Department to build relationships and awareness with the immigrant community. This could also possibly take place with the Police Department after further efforts to build relationships.



- Systematically review all local laws and institutional practices that create artificial and unnecessary barriers to immigrants and refugees being able to access community services.
- Ensure that the application for water service (or any city service) does not require a Drivers' License or Social Security Number; it could request an ITIN number.
- Improve access to city and county documents and facilitate the ease in obtaining documents when necessary (many people reported this being a difficult process to navigate).
- Increase awareness of the United Way 211-resource line. Make it clear from the opening message that 211 operators can access interpreters of other languages as well.
- Create a central, physical location as a “one-stop-shop” for resources, employment opportunities, and information about public transportation, childcare, services, legal rights, and organizations working with immigrant and refugee communities. This was suggested repeatedly by participants.

## Challenge 3: Transportation

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*“When I first moved to Greensboro, I did not have a car. To get to my job I had to wake up very early, take the bus and THEN walk 40 more minutes to get there. I did this for three months.”*

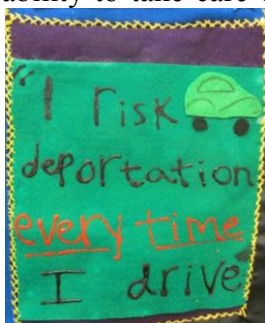
*“I wish there was a bus that would go to my daughter’s school. I want to get involved in her education and participate in her school, but I have no way to get there.”*

*“There was a mom who came to [our attorney’s office] looking for help. The mom is undocumented, but her kids are US citizens. During our conversation, I learned that her US citizen son really wants to play soccer. But the mom is so nervous about driving because she doesn’t have a license, and she doesn’t feel comfortable driving him to soccer practice. That made me so sad!”*

Overall, transportation was one of the biggest and most frequent challenges mentioned. This is a short section in the report, only because the same concerns were echoed repeatedly.

Many immigrants, because of financial situations and/or immigration status, do not have cars, licenses, or cannot drive. People want to work, yet in some instances, even when newcomers have language and job skills, the inadequate bus system hinders employment. Participants in our community discussions repeatedly expressed that the public transportation system is insufficient for most people. Transportation thus represents a huge concern.

Undocumented immigrants are not eligible for driver’s licenses, and combined with police traffic stops and checkpoints, this has hindered immigrants’ ability to take care of loved ones, get to work (or get a job), drive their children to activities such as soccer practice, attend school events or conferences, and travel without fear of police interaction.



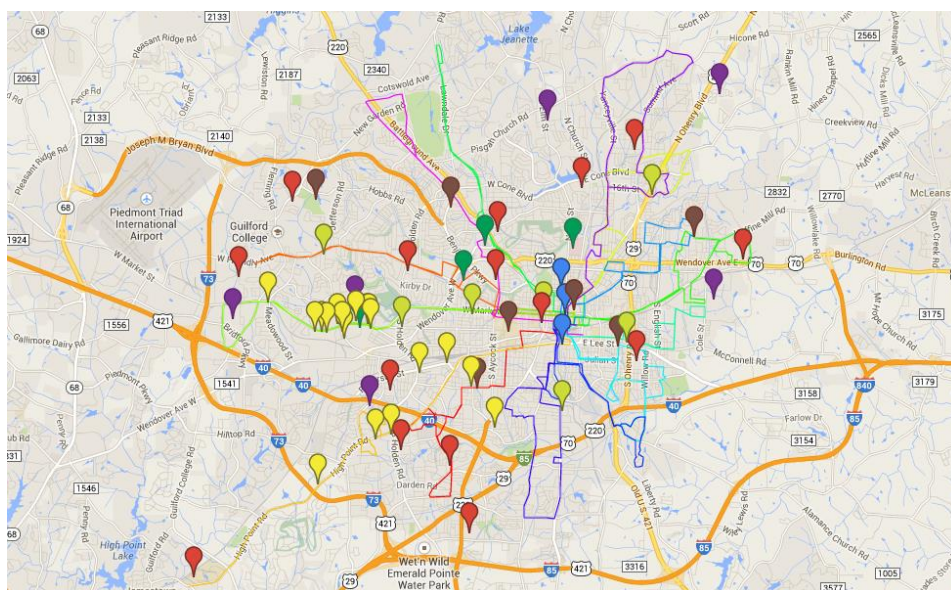
Immigrants and refugees noted that it can be difficult to get bus passes from local resettlement agencies, that there is a lack of GTA buses on needed routes, and that there have been instances of discrimination in which drivers request IDs from immigrants but not from other passengers. Many of the participants noted that they do not understand bus routes and would have appreciated an orientation to the transportation system to learn how to access transportation information.

The following map depicts public bus routes, ethnic and international food markets, schools, hospitals and health clinics, and some groupings of immigrant housing. The map can be found online at <http://tinyurl.com/WGImap>.

## Greensboro Map of bus routes, immigrant housing, schools and some services

Made by American Friends Service Committee interns in spring 2014.

Found online at <http://tinyurl.com/WGImap>.



Purple- housing  
Red- school  
Yellow- food market  
Brown- library  
Green- hospital  
Light green- faith community  
Blue- service

**Each section represents partial, and not exhaustive, listings.**

The map illustrates the transportation inadequacies that immigrants confront living in these three communities. In addition to waiting long periods of time for the busses to arrive and travel to their respective destinations, they often have to use multiple busses to reach their destinations.

Conversation participants reported that public transportation is too expensive, regardless of distance traveled, and travel takes too long to be convenient or reliable.

The Oakwood Forest discussion participants added that the bus routes do not extend to their neighborhood. Where public bus systems exist, refugee resettlement agency staff maintain that schedules are often inconvenient for refugees, as they fail to extend into the early morning and late evening when many employed refugees must travel to and from work.

Transportation challenges affect health care access and employment opportunities. Some people said that they have been unable to make doctor's appointments because they lack transportation means, and missing or cancelling appointments results in high fees.



It is especially difficult for seniors to get to their medical appointments, and being unable to travel leads to feelings of isolation and depression. In terms of employment, many people said that they depend on the bus to go to work. This limits employment opportunities and makes commuting a long and difficult process, especially because of the long wait times for the buses and the distances between bus stops and places of employment.

## Goals related to Transportation :

- ❑ Improve newcomers' access to the public transportation system.
- ❑ Improve immigrants' knowledge about bus routes.
- ❑ Increase public transportation routes and times to increase access to immigrant neighborhoods and ethnic food stores.

## Action Plan related to Transportation:

- Add more buses to routes and increase the frequency of these buses. Increase routes to the system to improve people's access to different areas of the city.
- Ensure that bus routes reach housing communities where immigrants live.
- Ensure that bus routes operate at adequate times for work schedules.
- Ensure that city buses travel to public schools, especially elementary schools, so that parents without transportation can be involved in their children's education.
- Ensure that bus routes and times are adequate for immigrants and refugees to reach ESL classes.
- Extend bus routes to include the Oakwood Forest Community on Hwy. 29.
- Host regular public "bus tours" for immigrants and non-immigrants to orient newcomers to the bus system.
- Reduce the cost of public transportation and perhaps make the fee proportional to distance traveled.
- Add more sidewalks.
- Create safety zones at bus stops (e.g. add street lights).



## Challenge 4: Cultural Insensitivity and Discrimination

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*“In my son’s classroom, every morning the teacher hugs all the children—except him. I am sure it is because we aren’t from here. It hurts so much.”*

Immigrants and refugees face discrimination in many facets of their day-to-day lives in Greensboro. There is a clear need for broad-reaching, systemic efforts to create a more inclusive environment.

Ideas for combating discrimination and cultural misunderstanding include sharing immigrant stories and providing cultural sensitivity training for teachers, US-born students, public officials, agency staff, and all city employees.

Participants in the community conversations also proposed that immigrants provide cultural training for new arrivals of the same culture as a means of improving immigrants’ understanding of US customs, laws, and traditions. Some participants suggested that organizations and officials in Greensboro work together to show that immigrants—particularly Hispanic immigrants—positively contribute to the economy.

Participants listed segregation, self-segregation, generational splits, and role-reversal for parents and children as concerns. Limited worship spaces for Hindus and Buddhists, the geographic limitations of culturally specific food stores and restaurants, and a lack of cultural understanding in the judicial system are also challenges facing certain immigrant and refugee communities.

Participants expressed worry about racial profiling, specifically with regards to traffic stops and the Secure Communities program (a federal deportation program that operates

in our jails). The participants also talked about institutionalized racism, ingrained and negative perceptions about immigrants (particularly myths like “they are stealing jobs”), and a lack of openness by some US-born students to immigrant youths. One group of participants felt that there is a perception of child speakers of foreign languages as deficient; speakers whose first language is not English are viewed as a problem instead of a valuable resource to the Greensboro community.



Some participants described tensions between African immigrants and the African American community, and tensions at school or between gangs (especially for Liberian and Cambodian communities).

Taking public transportation at night and violence against refugees and immigrants were also mentioned as safety concerns.

Some also said that the inability of undocumented immigrants to obtain driver’s licenses represents a driving safety issue.

Additional educational challenges include bullying and the lack of action taken by school authorities to address discrimination

and intimidation in schools. Teachers do not take the initiative in helping new students orient themselves in school, and a lack of attention by teachers leads to low self-esteem in immigrant and refugee students.

Finally, foreign degrees and credits often do not transfer, leading to difficulties in school and underemployment in the workforce.

Cultural differences lead to misunderstandings of local criminal laws (for example, an immigrant's spouse was detained for a minor domestic misunderstanding when a US citizen called the police), and language barriers impede immigrants from calling 911 or communicating with the police.

## Goals Related to Cultural Insensitivity and Discrimination

- Increase dialogue and partnership between immigrant communities and non-immigrant communities or agencies.
- Improve the cultural competency of non-immigrants, in particular city workers, and educate immigrants about US culture.
- Reduce instances of discrimination and cultural insensitivity based on race, ethnicity, national origin, immigration status and language spoken.

## Action Plan Related to Cultural Insensitivity and Discrimination

### City programs

- Mandate cultural competency training for all city employees as well as child service providers and teachers.
- Promote better communication and collaboration between city agencies and officials, immigrants and refugees, and service providers.
- Improve the relationship between the Human Relations Commission and immigrant communities by holding regular meetings based on community needs and schedules (i.e. possibly in the evenings or on weekends) and offering interpretation in multiple languages.
- Support an active and energetic International Advisory Committee with paid staff and with grassroots representatives of diverse immigrant communities that can offer feedback and recommendations on how the city can implement concrete plans.
- Sponsor community forums to generate frank dialogue with Greensboro's immigrant and refugee residents.
- Pass immigrant-friendly and inclusive laws and policies.
- Educate youth and teachers about other cultures and bullying prevention.

## University partnerships

- Encourage college and university presidents to increase coordination and collaboration with immigrant organizations and to build infrastructure to support immigrant students.
- Establish city scholarships for immigrant students.
- Improve universities' recruiting of local students from immigrant communities.

## Cultural expression and sharing

- Create a central cultural center and smaller neighborhood centers that would showcase the diversity of Greensboro, demonstrate an appreciation for immigrants' cultural contributions, and promote the participation of immigrants in broader community activities.
- Support and publicize immigrant-led art projects, festivals, ceremonies, and celebrations, like those sponsored by Casa Azul.
- Endorse and sponsor creative means for sharing stories between immigrant and non-immigrant populations in Greensboro. AFSC's existing digital storytelling project serves as an example.
- Implement farming or gardening projects so that immigrants can work together to explore their identity, share their culture, participate in food distribution efforts, and improve local food security.

- Support more programs that partner newcomers with local families to help them navigate the system and local government offices when seeking information or assistance.
- Increase immigrant youth's access to extracurricular programming. For example, fund low-cost music, self-defense, and art classes. Create art classes and other programming that is mobile, traveling from apartment complex to apartment complex. Continue to lower the cost of soccer for kids and young people.
- Share immigrant stories and provide cultural competency training for teachers, US-born students, public officials, and agency workers. Participants also proposed that immigrants should provide cultural training for new arrivals of the same culture as a means of improving immigrants' understanding of US customs, laws, and traditions.
- Demonstrate that immigrants positively contribute to the economy through outreach, education and media campaigns. Increase respect for immigrants as individuals and as a group.
- Initiate a city-wide messaging campaign that promotes cultural understanding, inclusion, and an awareness of the contributions of immigrants to our community. This could include welcoming / immigrant friendly billboards, publicly displaying flags from many nations, etc.
- Unite the entire community.

## Challenge 5: Policies Affecting Immigrants & Representation

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*“I moved to Greensboro from California years ago. At that time, I was so happy to be here because things were getting more difficult in California to be an immigrant and we could no longer get driver’s licenses. In Greensboro, things were peaceful and calm and I liked it. But in the last few years, things have changed. Things are harder now, more restrictions. We can’t get a driver’s license and are scared to talk to the police. We don’t feel as welcomed.”*

### City government representation

Participants in the Welcoming Greensboro community conversations advocated that the local government should give a voice to and empower immigrants through meaningful representation and decision-making positions. Some suggested that non-citizen immigrants should be able to vote on local issues.

### Law Enforcement and Security

Deportations, racial profiling, programs like 287(g) and Secure Communities, and police checkpoints have caused fear of interaction with police and government officials, especially for undocumented immigrants and Latinos of any immigration status. Secure Communities and 287(g) are collaborative programs between Immigration and Customs Enforcement and local law enforcement authorities.

Some immigrants and refugees said that they are hesitant to contact police even when they are the victims of a crime, because they are afraid that the police will check their identification. Others mentioned that they are afraid to drive due to fears of being stopped by the police.

Some Latino participants emphasized their distrust of police due to unlawful searches of their homes, disproportionate traffic stops in Latino and African American areas, police

checks of plates and driver’s licenses, and an excessive number of traffic tickets given to Latino drivers.

Some participants mentioned specific instances of police checkpoints outside of churches, frequent checkpoints (once-per week) under the façade of “drug dealer searches”, and a police officer making an immigrant walk home or wait hours for someone to pick him up because he was not carrying a driver’s license.

One participant said that he was afraid to go to court to defend a traffic ticket because he feared deportation, and had to pay a lawyer an excessive fee for representation (up to \$500.00 per ticket).



### Immigrant-friendly policies needed at every level of government

Access to Drivers’ Licenses is perhaps the top concern of undocumented residents.



While some participants understood that this is a state level issue, others wanted the city to take a more active role in issuing local licenses.

The fact that undocumented students must pay out-of-state tuition, even if they meet all other residency and academic requirements is a major challenge to young students who grew up as North Carolinians but do not have access to legal papers.

Ultimately, undocumented residents of Greensboro will continue to face challenges until there is a federal immigration reform that offers an avenue for adjusting their

immigration status. Some participants in the discussions suggested that city officials lobby federal representatives for humane immigration reform.

### **Worker-related policies**

Immigrant workers, particularly in low-wage industries, face a disproportionate number of injuries on the job, nonpayment of overtime hours, nonpayment of appropriate wages, and health and safety concerns at work. Workers don't know where to turn when facing problems at work and don't know which agencies may provide assistance or even what policies are in place protecting them.

## **Goals Related to Policies Affecting Immigrants & Representation**

- ☐ Increase immigrants' participation on city commissions and boards.
- ☐ Play a greater role in state and federal policies affecting immigrants.
- ☐ Promote the passage of immigrant friendly decisions by city officials.

## **Action Plan Related to Policies Affecting Immigrants & Representation**

- Adopt law enforcement policies that are immigrant-friendly throughout the greater Greensboro area:
  - Emphasize that immigration status checks should be limited to people suspected of serious crimes only. Promote the reporting of crimes and prevent further victimization of victims by not questioning victims/witnesses about their immigration status.
  - Focus enforcement efforts on serious/violent crime and not federal immigration law.
  - Train officers in cross-cultural competency.
- Expand the FaithAction International House ID program recognized by the Greensboro City Police (or establish a city ID available to all residents regardless of immigration status). Ensure that all city offices accept it as a valid form of ID and encourage local businesses (especially banks) to accept it as well.
- Support efforts at the county level to limit how immigration detainers are implemented and honored.

- Educate city officials on the impact of immigration detainers on our city residents.
- Support efforts at the state and federal levels to increase immigrant integration:
  - Pass a resolution supporting in-state tuition for undocumented students.
  - Encourage our local private universities to offer additional financial aid to undocumented students.
  - Pass a resolution supporting extending drivers' licenses to undocumented residents.
  - Pass a resolution supporting federal immigration reform.
- Ensure that city residents have basic worker and wage protections.
  - Establish a minimum living wage for Greensboro.
  - Establish a city unit that can monitor and enforce basic worker and wage protections. Punish companies that continually violate these protections.
  - Pass a resolution to provide undocumented immigrants with permits to work in the city.
- Assist immigrants who have workplace grievances.
- Allow non-citizen immigrants to vote on local issues. Encourage and facilitate immigrant voting in local elections, where allowable.
- Increase the representation of immigrants on boards and commissions.
- Hire a city employee to staff the International Advisory Committee.
- Support an active and energetic International Advisory Committee with grassroots representatives from diverse immigrant communities that can give feedback and offer recommendations on how the city can implement concrete plans. Ensure that immigrants can meaningfully participate and be leaders in decision-making processes.
- Create a “New Americans” coordinator position at the city level.

## Welcoming Greensboro Recommendations

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This section outlines the full list recommendations proposed by immigrants, refugees, service providers and resource people during the community discussions and through the surveys. Our hope is that this will be a living document, and as we continue to hold conversations with immigrant communities, that we will continue to compile suggestions and recommendations on how to make Greensboro as welcoming and inclusive as possible.

The Welcoming Greensboro Initiative has engaged in a lengthy process that has already solicited broad-based feedback from immigrants and refugees across Greensboro. We look forward to working with the International Advisory Committee to move forward with the city to implement these recommendations.

Many of the recommendations would improve the quality of life not only for Greensboro's immigrant residents, but of other communities as well. It is important to mention that many communities, particularly poor communities and communities of color, face similar barriers. We strive for a Greensboro that lifts up all of our residents.

Most of the items listed in our Recommendations are well within the purview of the city, however we recognize that some are most directly controlled by federal, state and county agencies. We have included all the recommendations because they directly affect Greensboro residents and the overall quality of life of our city.

### **Increase Language Access and Improve Interpreter Capabilities**

Greensboro is home to around 33,000 speakers of languages other than English, and language barriers represent one of the greatest challenges immigrants face living in the city. Suggestions include:

- Ensure that ALL city departments have access to professional interpreters for languages spoken in Greensboro. If it does not yet exist, immediately establish a city/county-wide interpreter service for widely used languages and establish accounts with professional phone interpreting services.
- Increase and improve interpreter capabilities. Interpreters should be professionally trained, culturally competent, and knowledgeable of diverse languages and dialects.
- Develop a list or bank of city/county employees and/or volunteers who are professionally trained and could be called to serve as interpreters. Provide additional training to

community members who serve as informal interpreters to increase their capacity and reach professional standards.

- Offer hiring incentives to those who speak a foreign language. Also offer incentives to encourage government employees to learn a foreign language and help provide them with the necessary resources to do so.
- Provide foreign language classes to city employees to increase basic vocabulary of other languages, but also to build empathy of the language learning process.
- Implement a diversity-hiring plan aimed at hiring more immigrants who are residents and members of our community.
- Offer more city and county services, in foreign languages such as Spanish, Vietnamese, Arabic, Jarai, Hausa, Zerma, Swahili, French and Urdu.
- Include translations into the most widely spoken foreign languages of city communications (such as the website, court date information) and a link to where people can access the information in other languages.
- Work with schools and school officials to improve communication between parents and teachers.
- Increase the presence of interpreters at apartment complexes with many refugee residents in partnership with refugee resettlement agencies.
- Provide the Guilford County website, transportation information, and DMV department resources in multiple languages.
- Increase interpreters and interpreter abilities at county agencies, health clinics, schools, government offices, and the DMV.

### **Increase Access to Services, Agencies and Information**

In response to many of the concerns raised regarding access to social services, health care, and employment opportunities, participants talked about the need to improve services and opportunities more generally for immigrants in Greensboro. Their suggestions include enhanced access to government documents and programs and increased employment opportunities (particularly, more skill-specific job opportunities). Specific recommendations include:

- Maintain a regularly updated resource handbook for city workers who have contact with immigrants and clients of those city workers, and a resource handbook for newcomers to the city. Ideally, such a resource list would be available in English, Spanish and additional languages. This could be maintained online.
- Promote better communication and collaboration between city agencies and officials, immigrant and refugees, and service providers:
  - Provide cultural competency training for all city employees, and for child service providers and teachers.
  - Provide orientation on a regular basis for newcomers in various languages to help people better know their way around the city and what city services are available.



- Partner with refugee and immigrant service providers, GTCC, and others to help maximize participation in city activities and services.
- Enhance and increase dialogue between resettlement agencies and apartment agencies that protects refugees from exploitation. Participants asked that resettlement agencies become more active in advocating for them and providing interpreters at main immigrant and refugee apartment complexes.
- Continue FaithAction International House ID program recognized by the Greensboro City Police to provide undocumented immigrants with ID cards, or establish a city ID available to all residents regardless of immigration status. Ensure that all city offices accept it as a valid form of ID and encourage local businesses (especially banks) to accept it as well.
- Provide a city resource that would be available to help immigrants navigate the federal immigration system.
- Improve outreach and education on the Affordable Care Act.
- Support efforts to expand Medicaid within the state.
- Support and expand services at local clinics like Healthserve and FaithAction’s clinic.
- Offer education for medical providers and the courts about Title VI.
- Include translations of the most commonly spoken languages on city communications, and a link to where people can access the information in other languages.
- Sponsor “Ride-a-longs” with the Greensboro Fire Department to build relationships and awareness. This could also possibly take place with the Police Department after further efforts to build relationships.
- Systematically review all local laws and institutional practices that create artificial and unnecessary barriers to the ability of immigrants and refugees to access community services.
- Ensure that the application for Water service (or any city service) does not require a Drivers’ License or Social Security Number; it could request an ITIN number.
- Improve access to city and county documents and facilitate the ease in obtaining documents when necessary (many people reported this being a difficult process to navigate).
- Increase awareness of the United Way 211-resource line. Have a welcoming message in Spanish. Make it clear from the opening message that 211 operators can access interpreters of other languages as well.
- Create a central, physical location as a “one-stop-shop” for resources, job opportunities, and information about public transportation, childcare, services, legal rights, and organizations working with immigrant and refugee communities. This is a priority, as it was suggested multiple times by different participants in the community discussions.
  - Use an information hub or create a city website with job postings for immigrants.
  - Provide daycare information to single mothers who want to return to school.

- Provide information on organizations and agencies working with immigrants in Guilford County.

### **Increase Access to Transportation that Reaches Immigrant-Dense Areas**

Again and again, participants emphasized the city’s need to improve the public transportation system. This is a critical challenge to address in order for people to be able to get to work, access health care, participate in their children’s education, and overall experience high quality of life in our city. Recommendations include:

- Add more buses and times and increasing routes to the system to improve access. (Please note the Welcoming Greensboro Initiative map of bus routes and immigrant communities).
- Ensure that bus routes reach housing where immigrants live.
- Ensure that bus routes operate at adequate times for work schedules.
- Ensure that city buses travel to public schools, especially elementary schools, so that parents without transportation can be involved in their children’s education.
- Ensure that bus routes and times are adequate for immigrants and refugees to reach ESL classes.
- Extend bus routes to include the Oakwood Forest Community on Hwy. 29.
- Host regular public “bus tours” for immigrants and non-immigrants to orient newcomers to the bus system.
- Reduce the cost of public transportation and perhaps make the fee proportional to the distance traveled.
- Add more sidewalks.
- Provide public transportation information in multiple languages.
- Create safety zones at bus stops (e.g. add street lights).

### **Increase Cultural Competency of All City Staff, Celebrate Cultural Diversity, and Combat Discrimination**

Immigrants and refugees face discrimination in many facets of their day-to-day lives in Greensboro. There is a clear need for broad-reaching, systemic efforts to create a more inclusive environment. Ideas for combating discrimination and cultural misunderstanding include sharing immigrant stories and providing cultural sensitivity training for city employees, teachers, US-born students, public officials, and agency workers. The groups also proposed that immigrants provide cultural training for new arrivals of the same culture as a means of improving immigrants’ understanding of US customs, laws, and traditions. Many participants suggested that organizations and officials in Greensboro work together to show that immigrants—particularly Hispanic immigrants—positively contribute to the economy.

Increasing dialogue and partnerships within immigrant communities, between immigrant communities, and between immigrant and non-immigrant communities or agencies would also help to reduce discrimination and unite the residents of Greensboro. Recommendations include:

### **City programs**

- Mandate cultural competency training for all city employees, including law enforcement, as well as child service providers and teachers in particular.
- Promote better communication and collaboration between city agencies and officials, immigrants and refugees, and service providers.
- Improve the relationship between the Human Relations Commission and immigrant communities by holding regular meetings based on community needs and schedules (i.e. possibly in the evenings or on weekends) and offering interpretation in multiple languages.
- Support an active and energetic International Advisory Committee with paid staff and with grassroots representatives of diverse immigrant communities that can give feedback and offer recommendations on how the city can implement concrete plans.
- Sponsor community forums to generate frank dialogue with Greensboro's immigrant and refugee residents.
- Pass immigrant-friendly/ immigrant-inclusive laws and policies.
- Educate youth and teachers in public schools about other cultures and bullying prevention.

### **University partnerships**

- Encourage college and university presidents to increase coordination and collaboration with immigrant organizations and to build infrastructure to support immigrant students.
- Establish city scholarships for immigrant students.
- Improve local universities' recruiting of students from immigrant communities in Guilford County.

### **Cultural expression and sharing**

- Create a central cultural center - or smaller neighborhood cultural centers- that would showcase the diversity of Greensboro, demonstrate an appreciation for immigrants' cultural contributions, and promote the participation of immigrants in broader community activities.
- Support and publicize immigrant-led arts projects, festivals, ceremonies, and celebrations. Casa Azul, for example, sponsors Latin American art, music, and cultural events.
- Endorse and sponsor creative means for sharing stories between immigrant and non-immigrant populations in Greensboro. AFSC's existing digital storytelling projects is an example.

- Implement farming or gardening projects so that immigrants can work together to explore their identity, share their culture, participate in food distribution efforts, and improve local food security.
- Support more programs that partner newcomers with local families to help them navigate the system and local government offices when seeking information or assistance.
- Increase immigrant youths' access to extracurricular programming. For example, fund low-cost music, self-defense, and art classes for immigrant youth. Create art classes and other programs that are mobile and travel from apartment complex to apartment complex. Continue to lower the cost of soccer for kids and young men, and offer funding for instruments. Such changes would reduce the physical/geographic and financial barriers to participating in extracurricular activities.
- Share immigrant stories and provide cultural competency training for teachers, US-born students, public officials, and agency workers. Participants also proposed that immigrants should provide cultural training for new arrivals of the same culture as a means of improving immigrants' understanding of US customs, laws, and traditions.
- Demonstrate that immigrants positively contribute to the local, state, and federal economies through outreach, education, and media campaigns. Increase respect for immigrants as individuals and as a group.
- Initiate a city-wide messaging campaign that promotes cultural understanding, inclusion, and an awareness of the contributions of immigrants to our community. This could include welcoming / immigrant friendly billboards, publicly displaying flags from many nations, etc.
- Unite the entire community.

### **Increase City Support of Immigrant-Friendly Policy Reforms at All Levels of Government**

Participants also recommended several reforms to local, state and federal policies. These included:

- Adopt law enforcement policies that are immigrant-friendly throughout the greater Greensboro area.
  - Emphasize that immigration status checks should be limited to people suspected of serious crime only. Promote the reporting of crimes and prevent the further victimization of victims by not questioning victims/witnesses about their immigration status.
  - Focus enforcement efforts on serious/violent crime and not federal immigration law.
  - Train officers in cross-cultural competency.
  - Expand the FaithAction International House ID program already recognized by Greensboro City Police (or establish a city ID available to all residents regardless of immigration status). Ensure that all city offices accept it as a valid form of ID and encourage local businesses (especially banks) to accept it as well.



- Support efforts at the county level to limit how immigration detainers are implemented and honored.
  - Educate city officials on the impact of immigration detainers on our city residents.
- Support efforts at the state and federal levels that increase immigrant integration:
  - Pass a resolution supporting in-state tuition for undocumented students.
  - Encourage our local private universities to offer additional financial aid to undocumented students.
  - Pass a resolution supporting extending drivers' licenses to undocumented residents.
  - Pass a resolution supporting federal immigration reform.
- Ensure that city residents have basic worker and wage protections.
  - Establish a minimum living wage for Greensboro.
  - Establish a city unit that can monitor and enforce basic worker and wage protections. Punish companies who continually violate these protections.
  - Pass a resolution to provide undocumented immigrants with permits to work in the city.
  - Expand work opportunities available to immigrants by creating skill-specific jobs and developing a skill assessment for new arrivals.
  - Assist immigrants who have workplace grievances.
- Allow non-citizen immigrants to vote on local issues.

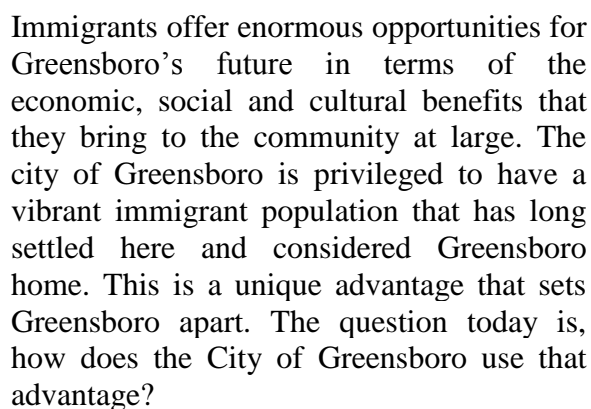
### **Increase Local Immigrant Representation**

Participants in the Welcoming Greensboro community conversations advocated that the local government should give a voice and more power to immigrants through representation and decision-making positions. Specific recommendations include:

- Increase representation of immigrants on county and city boards and commissions.
- Hire a city employee to staff the International Advisory Committee.
- Support an active and energetic International Advisory Committee with grassroots representatives from diverse immigrant communities that give feedback and offer recommendations on how the city can implement concrete plans. Ensure that immigrants can meaningfully participate and be leaders in decision-making processes.
- Create a “New Americans” coordinator position at the city level.
- Support partnership projects with immigrant groups to give immigrants decision-making power in the city.
- Encourage and facilitate immigrant voting in local elections, where allowable.

Participants in these community conversations hope to live free of fear and in harmony with the other city residents. We look forward to a more welcoming Greensboro.

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Becoming a “welcoming city” honors immigrant contributions to Greensboro and establishes avenues to more fully integrate

The Welcoming Greensboro Initiative expects a strong, collaborative relationship with the City of Greensboro, the International Advisory Committee, community-based organizations, faith-based organizations, immigrant service providers, and other stakeholders. These entities will look at ways to implement the many recommendations compiled during our community conversations over the last seven months.

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Note on the quotes at the beginning of each “Challenge”: All quotes are paraphrased from actual participant comments during Welcoming Greensboro community conversations.



## Appendix

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### Appendix 1.

Link to view the Welcoming Greensboro Power Point presentation  
and additional Resources

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<http://gcbonnerlove.blogspot.com/2012/06/demographic-and-other-information.html>

**WELCOMING** Thank you.  
**GREENSBORO**



120 Languages  
140 Countries of Origin  
35,000 Foreign Born  
20,500 Latino  
11,000 Asian  
60,000 Refugee/Immigrants



+ **8 Political Leaders**

**= One Culturally Rich City**



## Appendix 2.

### Online Survey of Immigrants and Immigrant Service Providers

*In addition to community conversations, we also distributed an online survey answered by approximately 20 people. This is the text of the survey that was distributed.*

This survey is intended to seek immigrant views on how welcoming the city of Greensboro is to its resident immigrants.

**1. Please tell me how satisfied you and/or your family are with access to a quality education. Please explain your choice in the "Other" box.**

Very Satisfied                      Satisfied                      Dissatisfied                      Very Dissatisfied

Other:

**2. Please tell me how satisfied you are with your workplace experience. Please explain your choice in the "Other" box.**

Very Satisfied                      Satisfied                      Dissatisfied                      Very Dissatisfied

Other:

**3. Please tell me how satisfied you are with access to social services. Please explain your choice in the "Other" box.**

Very Satisfied                      Satisfied                      Dissatisfied                      Very Dissatisfied

Other:

**4. Please tell me if you consider yourself a neighbor in the community you live in? Please explain your choice in the "Other" box.**

Strongly Agree                      Agree                      Disagree                      Strongly Disagree

Other:

**5. Please tell me how satisfied you are with your access to safe and affordable housing. Please explain your choice in the "Other" box.**

Very satisfied                      Satisfied                      Dissatisfied                      Very dissatisfied

Other:

**6. How confident are you talking to or going to law enforcement officers when you need to? Please explain your choice in the "Other" box.**

Very Confident                      Confident but unsure  
of outcome                      Little Confident                      Not Confident at all

Other:

**7. Please tell me how satisfied you are with your experience at financial institutions? Please explain your choice in the "Other" box.**

Very Satisfied                      Satisfied                      Dissatisfied                      Very Dissatisfied

Other:

**8. Please tell me how satisfied you are with your access to health care services. Please explain your choice in the "Other" box.**

Very Satisfied                      Satisfied                      Dissatisfied                      Very dissatisfied

Other:

**9. Please share your experience with transportation services in Greensboro. Please explain your choice in the "Other" box.**

Very Satisfied                      Satisfied                      Dissatisfied                      Very dissatisfied

Other:

**10. Please tell me how you would qualify your religious experience as an immigrant. Please explain your choice in the "Other" box.**

Very Satisfied                      Satisfied                      Dissatisfied                      Very Dissatisfied

Other:

**11. Please tell me whether you are concerned about the future of your community. Please explain your choice in the "Other" box.**

Very Concerned                      Somewhat Concerned                      Somewhat Not Concerned                      Not Concerned At All

Other:

**12. Do you consider yourself economically self-sufficient as an immigrant? Please explain your choice in the "Other" box.**

Highly successful                      Successful                      Unsuccessful                      Very unsuccessful

Other:

**13. Please tell me how old you are. Choose a box that best describes your age.**

21 and under                      22 to 34                      35 to 44                      45 to 54                      Decline

**14. Please tell me how long you have been living in Greensboro. This is measured in number of year.**

0-1                      1-2                      2-3                      3-5                      5-10                      10+

**15. Please tell me your country of origin.**

**16. What is your occupation? Please specify the type of work you do.**

**17. In your opinion, what would make you feel more valued and welcomed as an immigrant in Greensboro?**

**18. We are working on a Welcoming resolution that will be presented to the Greensboro City Council. What would you like to see included in the resolution?**

## Appendix 3.

### Organizations working with Immigrants and Refugees in Guilford County

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#### African Services Coalition

“The North Carolina African Services Coalition is a nonprofit, community-based organization dedicated to resettling and empowering refugees and immigrants of the Triad through direct social services and employment programs. It serves as a one-stop information source for refugees and immigrant communities to become self-sufficient and independent in Greensboro, NC.”

Million Mekonnen, Executive Director  
million@ascafrica.org  
Phone # 336-574-2677

Megan Fair  
megan@ascafrica.org

122 N. Elm Street (Self-Help Building), Suite 810, Greensboro, NC 27401  
Website: <http://www.ascafrica.org>

#### American Friends Service Committee, Area Office of the Carolinas

Mission: The American Friends Service Committee (AFSC) is a Quaker organization that promotes lasting peace with justice, as a practical expression of faith in action. Drawing on continuing spiritual insights and working with people of many backgrounds, we nurture the seeds of change and respect for human life that transform social relations and systems. AFSC’s engagement across the U.S. includes a range of work focused in immigrant and refugee communities.

Lori Khamala  
Phone # 336-854-0633  
Email: [LKhamala@afsc.org](mailto:LKhamala@afsc.org)  
529-D College Road, Greensboro, NC 27410  
Website: <http://www.afsc.org/greensboro>, [www.facebook.com/afscnc](http://www.facebook.com/afscnc)

#### Center for New North Carolinians (UNCG)

“The Center for New North Carolinians is committed to advancing the capacity of immigrants and refugees and will continue to build bridges between immigrant populations and existing communities throughout the state by providing: community-based outreach and advocacy, educational programming, research and evaluation, immigrant and refugee leadership development, and educational opportunities for faculty and students.”

Kathy Hinshaw  
Phone # 336-256-1065  
915 W. Lee Street, Greensboro, NC 27403  
Website: <http://cnnc.uncg.edu/>

#### Church World Service Immigration and Refugee Program– Greensboro

CWS of Greensboro provides comprehensive case management and employment services aimed at empowering newly arrived refugees to build a foundation for long term self-sufficiency and success in the United States. Services include basic needs support, case management, health, job preparation, job placement and follow up, and emergency assistance.

Sarah Ivory, Director  
Phone # 336-617-0381  
[sivory@churchworldservice.org](mailto:sivory@churchworldservice.org)

Kelly Dent, Resettlement Program Coordinator  
Phone # 336-617-0381  
[kdent@churchworldservice.org](mailto:kdent@churchworldservice.org)

620 S. Elm Street, Suite 315, Greensboro, NC 27406  
Website: <http://cwsgreensboro.org/>

### **El Cambio NC**

We are a grassroots organization dedicated and committed to the establishment of an immigrant and minorities' rights movement in the state of North Carolina that upholds the values of education, justice, and equality for all people.

Moises Serrano, Founder  
Phone #336-428-8479  
[Moises.elcambio@gmail.com](mailto:Moises.elcambio@gmail.com)

### **Elimu Learning Center/ Elimu Empowerment Services**

The primary purpose of the Elimu Learning Center is to provide for children the four basic building blocks of Provision, Nurturing, Education and a Moral Compass. The goal is to assist youth so they may become well-adjusted adults, able to contribute to society in a healthy manner. ELC is here to train these youths into leaders who will become excellent in their new communities. We prepare youth to stand for justice against particular challenges that they face as newcomers and train them to provide responsible leadership for their peers.

Esther Idassi, Founder & CEO  
Phone # 336-988-8108  
[elimuempowerment@gmail.com](mailto:elimuempowerment@gmail.com)

### **Elon University School of Law, Humanitarian Immigration Law Clinic**

"The Humanitarian Immigration Law Clinic assists clients in applying for political asylum, permanent residency, citizenship, and employment authorization, as well as reuniting families separated by war and conflict."

Heather Scavone  
[hscavone@elon.edu](mailto:hscavone@elon.edu)  
Phone # 336-279-9299  
210 W. Friendly Avenue, Greensboro, NC 27401  
Website: <http://www.elon.edu/e-web/law/academics/Immigration%20Clinic.xhtml>

### **FaithAction International House**

"FaithAction International House serves and walks with thousands of our newest immigrant neighbors while educating and connecting our diverse community across lines of culture and faith – *turning strangers into neighbors!* Our goal is to help Greensboro become a model multicultural, interfaith and immigrant-friendly city, and to share our experience with other communities at this urgent time in our nation's history."

David Fraccaro  
Phone # 336-379-0037  
[dfraccaro@faihouse.org](mailto:dfraccaro@faihouse.org),  
705 N. Greene Street, Greensboro, NC 27401  
Website: <http://www.faihouse.org/>



### **Guilford College Bonner Center for Community Service and Learning**

The Bonner Center for Community Service and Learning at Guilford College has a long history of working with refugee, immigrant and newcomer communities as part of its community engagement work and commitment to social justice.

James Shields

[jshields@guilford.edu](mailto:jshields@guilford.edu)

5800 W. Friendly Ave. Greensboro, NC 27410

Website: <http://www.gcbonnerlove.blogspot.com>

Andrew Young

[youngaj@guilford.edu](mailto:youngaj@guilford.edu)

### **Immigrant Rights Working Group**

The Immigrant Rights Working Group of Guilford County is a network of organizations and individuals committed to working for fair and equitable policies affecting immigrants in Greensboro, Guilford County, North Carolina and across the country.

Lori Fernald Khamala (American Friends Service Committee)

Phone # 336-854-0633

LKhamala@afsc.org

### **Latino Community Coalition of Guilford County**

The Latino Community Coalition's mission is "to strengthen and support the Latino Community in Guilford County, by promoting advocacy and education through a collaborative and empowered network."

Kathy Hinshaw

Phone # 336-256-1065

[LatinoCommunityCoalition@gmail.com](mailto:LatinoCommunityCoalition@gmail.com)

911 W. Lee Street, Greensboro, NC 27403

### **Montagnard Dega Association, Inc. – Greensboro**

The Montagnard Dega Association (MDA) is a non-profit organization formed in 1987 to assist Montagnard refugees resettle in the United States. MDA works in cooperation with many local refugee assistance agencies, churches, community groups, other voluntary resettlement agencies throughout North Carolina and state and local governments.

Our services include English and citizenship classes, transportation assistance, employment training, job development and follow up, interpretation and translation and case management. Our goal is to assist our clients in achieving self-sufficiency which includes adjustment to life in the USA, being self-reliant, contributing members in their neighborhoods and communities, and ultimately earning American citizenship.

611 Summit Ave., Suite 10, Greensboro, NC 27405

Phone # 336-373-1812

Website: <https://sites.google.com/site/mdagreensboronc/>

### **New Arrivals Institute – Greensboro**

New Arrivals Institute provides assistance to achieve self-sufficiency through English Language Training, Employment Readiness, Health Education, Educational Counseling, Community Orientation, Citizenship Preparedness, and Early Childhood Transitional Classes. The institute acts as a community liaison to educate individuals and community partners about newly arrived refugees and immigrants, and the services available to them.

P.O. Box 5315, Greensboro, NC 27435  
Phone # 336-937-4701  
Website: <http://www.newarrivalsinstitute.com/>

### **Newcomers School**

The purpose of the school is “to prepare all Newcomers for successful transition into American schools, culture, and beyond through challenging academics and language learning, by honoring all cultures and heritages, and introducing students to a new cultural environment.”

Mrs. Candice Bailey, Principal  
Phone # 336-316-5883  
411 Friendway Road, Greensboro, NC 27410

### **World Relief Refugee Services of North Carolina – High Point**

World Relief High Point, established in 1992, partners with the local church and community to assist refugee families by providing support as they adjust to their new lives in America. In addition to welcoming thousands of refugees into High Point over the past two decades, World Relief has also introduced the Anti-Human Trafficking program to raise awareness and provide care to trafficking survivors. It is our mission and prayer that the church and members of our community will be empowered to stand for the vulnerable.

Mark Kadel, High Point Office Director  
[mkadel@wr.org](mailto:mkadel@wr.org)

Carolyn Walley, Program Manager/Director  
[cwalley@wr.org](mailto:cwalley@wr.org)

2029 North Centennial Street, High Point, NC 27263  
Phone # 336-887-9007  
Website: <http://worldrelief.org/highpoint>