BUILDING INTEGRATED COMMUNITIES

High Point, North Carolina

A publication of the Latino Migration Project, http://migration.unc.edu

The University of North Carolina at Chapel Hill

The Fed Ex Global Education Center

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December 2013

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ACKNOWLEDGEMENTS

We would like to thank the High Point Human Relations Commission and the many people who have been instrumental to Building Integrated Communities in High Point.

We thank the residents of High Point for their commitment to immigrant integration, willingness to share valuable and diverse perspectives, and a desire to make communities more inclusive for all.

We thank the Z. Smith Reynolds Foundation, the City of High Point, and the University of North Carolina at Chapel Hill for their support of Building Integrated Communities.
Executive Summary

High Point has long been known as an international city because of its historical involvement in the global furniture and textile trade. In more recent decades, High Point’s residents have also become increasingly global. In 2010, High Point’s foreign-born residents accounted for more than 11 percent of a total population of 104,371 people.

In response to these demographic changes, High Point joined the Building Integrated Communities (BIC) initiative in February 2011 with an interest to "remove any existing or perceived barriers to immigrants being fully integrated in our communities." The goal of the initiative was to examine the challenges that immigrants experience and take comprehensive steps to address these challenges, ultimately improving public safety, promoting economic development, and enhancing communication for everyone.

Building Integrated Communities is a collaborative initiative of High Point residents, the City of High Point, the High Point Human Relations Commission, and The Latino Migration Project at the University of North Carolina at Chapel Hill. High Point Human Relations and UNC Chapel Hill staff have provided technical support and information in a process driven by community stakeholders that include the following: non-profit, business, and faith leaders; representatives from immigrant and refugee communities; educators from Guilford Technical Community College; and city and county staff from nearly all departments. More than 150 residents of High Point, including representatives from 22 countries, have participated in this process since 2011.

The Process: Between 2011 and 2012, BIC participants met during a series of half-day summits, conducted interviews and focus groups, examined US census data to understand High Point's demographic changes, researched promising practices of immigrant integration policies from across the nation, and connected with other municipalities in North Carolina involved in similar efforts. All meetings were facilitated by trained professionals with the purpose of generating dialogue between immigrants and city leaders, examining a variety of different strategies to meet needs, creating consensus around specific action strategies, and finally, designing a community action plan.

Action Plan: As a result of these planning meetings, BIC created a 16 point comprehensive action plan for the City of High Point and created two new committees under the Human Relations Commission: the International Affairs Committee and the Interfaith Affairs Committee. The mission of the International Advisory Committee is to better represent immigrant perspectives to local government and in the wider High Point community, in addition to overseeing and addressing the recommendations put forth in the BIC action plan. The mission of the Interfaith Affairs Committee is to promote cultural and religious understanding by bringing people of diverse backgrounds together. Action items also include increased provision of bilingual information, access to the City’s transit system in immigrant communities, and steps to link immigrants, service providers, and established residents through personal interaction and increased cultural knowledge.

The full report may be downloaded at https://migration.unc.edu/programs/bic/news-and-publications/

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UNDERSTANDING THE BUILDING INTEGRATED COMMUNITIES PROCESS

1.1 AN OVERVIEW

Building Integrated Communities (BIC) is a community planning process used to develop comprehensive immigrant integration plans with local government and immigrant leaders. BIC is a statewide initiative of The Latino Migration Project at the University of North Carolina at Chapel Hill. Conceptualized in 2010 in collaboration with the UNC Chapel Hill School of Government and funded by the Z. Smith Reynolds Foundation, the intent of this initiative is to help NC local governments successfully engage with immigrant and refugee populations to promote local economic development, enhance livability, and improve relationships through a community planning process.

The expectation of this multi-year process is that local governments and groups of diverse community stakeholders will come together to address issues facing newcomers and generate innovative, locally-relevant public policies to strengthen desired outcomes. This process occurs through a series of stakeholder workshops facilitated by professionals from UNC Chapel Hill and is intentionally comprised of both local government officials and engaged community members, particularly leaders and advocates from the immigrant community. Since 2010, BIC has worked with the City of High Point, the City of Greenville, and Orange County. Communities were chosen to participate though a Request for Proposals (rpf) application process based in part on willingness of elected officials to expand opportunities for sustained immigrant leadership and civic engagement. Participants consist of elected officials, immigrant leaders, and other community stakeholders from multiple sectors of the community. Together they develop strategies to improve communication and trust between immigrants, city agencies, and law enforcement officials. The BIC process uses collaborative methods to adapt promising practices nationwide in the context of new immigrant destinations in the South like North Carolina. BIC community integration plans are comprehensive largely because the planning process involves idea sharing from many different sectors within communities.
1.2 WORKING STATEWIDE

To ensure that communities define their own priorities and create their own action plans, the Building Integrated Communities (BIC) team offered the following in our process: evaluation, planning, facilitation, and assessment. After application approval, the BIC team at UNC Chapel Hill conducted research in each pilot site to identify demographic characteristics and assess the needs of immigrant and refugee communities. We then facilitated a series of preparation meetings with city officials to begin identifying stakeholders. Each jurisdiction was responsible for identifying and inviting necessary stakeholders to be present during this process. In preparation for these meetings, BIC staff identified best practices by looking at numerous local immigrant integration policies from across the nation to share with the project sites. Throughout the course of the initiative, these shared practices were modified to better fit the local context through facilitated stakeholder meetings between city officials, immigrant leaders, and local community advocates.

Following initial planning and outreach to necessary stakeholders, a series of three workshops were held over the course of a year. Each of these meetings was facilitated by a trained professional with the purpose of creating consensus around specific strategies that were delineated by the end of the first year through a community action plan. Each plan was tailored to the specific immigrant populations identified in each city.

In the following year, the pilot sites implemented their short-term actions plans and started the foundations to implement their longer-term strategies. In addition, because frequent evaluation is critical to policy innovation and evolution, the Building Integrated Communities team provided technical assistance in implementing these plans throughout the second year. This consisted of conducting additional research, connecting localities to other municipalities or national organizations, and organizing webinars on best practices. In addition, the team also supported designing evaluation protocols to help communities and scholars understand the effects of these strategies in all stages of the three-year process.

The UNC Chapel Hill Building Integrated Communities team consisted of five core members that supported this multi-step and multi-year process:
• A BIC program coordinator documented and facilitated communication and supported logistics at the project sites.

• A professional facilitator helped lead all stakeholder meetings and construct an inclusive, respectful environment to engage effective participation.

• An anthropologist who studies immigration in North Carolina at The Latino Migration Project at UNC Chapel Hill, coordinated the Building Integrated Communities Initiative.

• An urban planner specializing in working with underserved and vulnerable populations, especially in regard to community development, provided presentations on best practices and expertise on local immigration policies.

• A graduate student in the UNC Department of City and Regional Planning provided information about best practices in municipal immigrant integration nationwide and worked to develop program evaluation materials.

FIGURE 1.1 BUILDING INTEGRATED COMMUNITIES PLANNING PROCESS

SOURCE: BUILDING INTEGRATED COMMUNITIES INITIATIVE, 2012
In February 2011, the City of High Point applied to be a pilot site in the Building Integrated Communities Initiative. In the application materials, they expressed an interest in being part of this program to “remove any existing or perceived barriers to immigrants being fully integrated in our communities.” The City of High Point was already engaged in this process, as evidenced by an active Human Relations Commission that follows a programming model focused on civic engagement and deliberative discourse, offering the Building Integrated Communities program an ideal partner for community dialogue and action. Programs that the High Point Human Relations Commission (HRC) sponsors include: Fair Housing Month celebrations; Front Porch Conversations (a series of panel discussions on various social justice topics); the nationally recognized High Point Student Human Relations Commission; an annual MLK celebration; a summer swim program; and public forums and conferences. In addition to these regular activities, the HRC has previously collaborated with The Latino Migration Project to organize “Know Your Rights” trainings for immigrants in High Point to learn about civic rights and responsibilities.

The City of High Point’s desired outcomes, as expressed on their application, included the following: “We want to demonstrate comprehensive integration of our immigrant community by more immigrants... being represented on our boards, commissions, and advisory panels; participating in neighborhood associations and community watch programs; organizing grassroots initiatives; opening businesses; diversifying our City workforce; acquiring safer, more affordable housing; and receiving fair housing training” (BIC Application, 2011). The High Point Human Relations Commission served as the primary partner representing the City of High Point in Building Integrated Communities. The HRC also secured the participation of a number of community non-profit and business partners, including the Latino Family Center (now part of the YWCA), and the High Point Community Against Violence, Inc. Many more organizations joined the process along the way.

In February of 2011, after formalizing the partnership, the UNC Chapel Hill BIC team and the High Point Human Relations Commission conducted a study assessing the needs of High Point’s immigrant and refugee communities and identified community assets. In the fall of 2011, we began a series of stakeholder meetings to share research and provide immigrants and city leaders with opportunities to inform and shape a larger plan. Between the fall of 2011 and 2012, the High Point Human Relations Commission and other city staff met with the UNC Chapel Hill BIC team and immigrant and community stakeholders during a series of half-day summits, shared meals, and shorter meetings. All meetings were facilitated by trained professionals with the purpose of generating dialogue between immigrants and city leaders, examining a variety of different strategies to meet needs, creating consensus around specific action strategies, and finally, designing a community action plan. To assist community members in making informed decisions, BIC staff also supplied best practice presentations at most meetings. Between in–person meetings, UNC Chapel Hill and High Point city staff communicated by phone and email to share notes, craft agendas, and discuss strategies.

As the process continued and relationships developed, participants came to an agreement over key priorities, which included better access to transportation, information, and a desire for better communication and connections in “everyday life” between immigrants and non-immigrants. They agreed on several other priorities: providing immigrants with enhanced leadership opportunities, making city communications and materials relevant and accessible for immigrant populations, and encouraging non-immigrants to take more initiative in seeking out opportunities to get to know their immigrant neighbors.

The final meetings in the spring of 2012 focused on creating specific actions to address the shared priorities. The group settled on 16 different initiatives and formed subcommittees to think through the feasibility and implementation of these actions and initiatives.
In May 2012, The High Point Human Relations Commission and the City of High Point approved a 16-point action plan to enhance immigrant integration, creating one of the first citywide comprehensive integration plans in the South. Action items included increased provisions of bilingual information, access to the City’s transit system in immigrant communities, a plan for increasing immigrant leadership opportunities in local government, and steps to link immigrants, service providers, and established residents through personal interaction and increased cultural knowledge. The city also approved the creation of two new committees under the Human Relations Commission: the International Advisory Committee and the Interfaith Affairs Committee. The mission of the International Advisory Committee is to better represent immigrant perspectives to local government and in the wider High Point community, in addition to overseeing and addressing the recommendations put forth in the BIC action plan. The mission of the Interfaith Affairs Committee is to promote cultural and religious understanding by bringing people of diverse backgrounds together.

In this report, we provide the full details of this process. We begin by sharing our initial research to understand the needs of High Point’s immigrant and refugee communities, which is presented in graphs, tables, and narrative in Section 2, “Understanding Our Community Needs.” In Section 3, entitled “Consensus Building and Planning,” we provide a full description of all meetings held to build consensus and create an integration plan. In Section 4 we share the action plan and describe its implementation to date. In the final Section 5, we share how we are measuring the impact of Building Integrated Communities in High Point.
UNDERSTANDING HIGH POINT COMMUNITY NEEDS

2.1 HIGH POINT DEMOGRAPHICS

To better understand High Point's demographic changes and community needs, we created a profile about its residents based on available secondary data from the most recent Census, the American Community Survey, the Bureau of Labor Statistics, the Bureau of Economic Analysis, and the U.S. Department of Housing and Urban Development. We also researched other relevant data, including the City of High Point's Analysis of Impediments to Fair Housing Choice. The following analysis is based on what is defined by the U.S. Census Bureau as the City of High Point.

High Point is located in the Piedmont Triad region of North Carolina. In 2010, the city had a total population of 104,371, which is a 21.6 percent increase from 85,839 in 2000, according to the US Census. High Point is currently the eighth-largest municipality in North Carolina. Spatially, High Point is located primarily in Guilford County; however, sections of the city extend into Randolph, Davidson, and Forsyth counties.

High Point has long been known as an international city because of its historical involvement in the global furniture and textile trade. In fact, High Point is often referenced as the “Home Furnishings Capital of the World” due to the semi-annual High Point Market that attracts hundreds of thousands of global textile buyers. In more recent decades, High Point’s residents have also become increasingly global. In 2010, High Point’s foreign-born residents accounted for more than 11 percent of a total population of 104,371.

FIGURE 2.1 CITY OF HIGH POINT DEMOGRAPHICS

In 2010, the median age of High Point residents was 35.8 years. High Point is home to a student population who attend the fast-expanding High Point University, in addition to Laurel University and a Guilford Technical Community College campus. It is also home to many families, with 25.2 percent of the population under the age of 18 years. By contrast, 12 percent of High Point residents are 65 years and older. Figures 2.2-2.8 show further general demographic information for High Point.
FIGURE 2.2 SELECTED HIGH POINT DEMOGRAPHIC INFORMATION

<table>
<thead>
<tr>
<th>Category</th>
<th>2000</th>
<th>2010</th>
<th>% increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>85839</td>
<td>104371</td>
<td>21.59</td>
</tr>
<tr>
<td>Male</td>
<td>41022</td>
<td>49002</td>
<td>19.45</td>
</tr>
<tr>
<td>Female</td>
<td>44817</td>
<td>55369</td>
<td>23.54</td>
</tr>
<tr>
<td>White</td>
<td>51985</td>
<td>55989</td>
<td>7.70</td>
</tr>
<tr>
<td>Black</td>
<td>27275</td>
<td>34394</td>
<td>26.10</td>
</tr>
<tr>
<td>Am. Indian/Alaska Nat.</td>
<td>392</td>
<td>579</td>
<td>47.70</td>
</tr>
<tr>
<td>Asian/Pac. Islander</td>
<td>2889</td>
<td>6390</td>
<td>121.18</td>
</tr>
<tr>
<td>Other</td>
<td>1950</td>
<td>4573</td>
<td>134.51</td>
</tr>
<tr>
<td>Two or more races</td>
<td>1348</td>
<td>2446</td>
<td>81.45</td>
</tr>
<tr>
<td>Hispanic or Latino (of any race)</td>
<td>4197</td>
<td>8847</td>
<td>110.79</td>
</tr>
<tr>
<td>Mexican</td>
<td>2880</td>
<td>5092</td>
<td>76.81</td>
</tr>
<tr>
<td>Puerto Rican</td>
<td>242</td>
<td>883</td>
<td>264.88</td>
</tr>
<tr>
<td>Cuban</td>
<td>120</td>
<td>253</td>
<td>110.83</td>
</tr>
<tr>
<td>Other Hispanic or Latino</td>
<td>955</td>
<td>2619</td>
<td>174.24</td>
</tr>
<tr>
<td>Age 0 – 17</td>
<td>22317</td>
<td>26338</td>
<td>18.018</td>
</tr>
<tr>
<td>Age 18 – 64</td>
<td>53334</td>
<td>65537</td>
<td>22.880</td>
</tr>
<tr>
<td>Age 65+</td>
<td>10188</td>
<td>12496</td>
<td>22.65</td>
</tr>
<tr>
<td>Median Age</td>
<td>34.4</td>
<td>35.8</td>
<td>--</td>
</tr>
<tr>
<td>Persons per household</td>
<td>2.49</td>
<td>2.46</td>
<td>-0.03</td>
</tr>
<tr>
<td>Husband-wife couple families</td>
<td>15,730</td>
<td>17,268</td>
<td>4.7</td>
</tr>
</tbody>
</table>

SOURCE: CENSUS 2010

FIGURE 2.3 HIGH POINT ETHNICITY DATA, 2000-2010

SOURCE: CENSUS 2010
FOREIGN BORN
In 2010, minorities made up a significant portion of High Point’s population, with African-Americans representing the largest group at 33 percent of the total number of residents. The immigrant or foreign-born population made up an estimated 11.9 percent of the total population from 2007-2011, which is larger compared to the state estimate of 7.4 percent. The Hispanic population, in particular, has increased in recent years and almost doubled from 2000 (4.9 percent of total population) to 2010 (8.5 percent). Of the foreign born population, 29.2 percent are naturalized citizens (taking into account that the U.S. Census has historically undercounted Hispanics). Hispanic communities are youthful, with the fastest growing cohort of the population under the age of 18. In 2011, 12 percent (13,742) of children in Guilford County were Hispanic.

| FIGURE 2.4 PERCENT OF FOREIGN-BORN PERSONS COMPARED TO TOTAL POPULATION |
|-----------------------------------------------|-----------------|-----------------|-----------------|
|                  | High Point      | Guilford County |                  |
| Total Foreign-born Persons | # Foreign-born Persons | Percent of Total City Population | # Foreign-born Persons | Percent of County Population |
| Mexico            | 2,367           | 2.8             | 7,780           | 1.8             |
| Vietnam           | 628             | 0.7             | 2,551           | 0.6             |
| Pakistan          | 491             | 0.6             | 674             | 0.2             |
| China             | 285             | 0.3             | 711             | 0.2             |
| India             | 229             | 0.3             | 1,131           | 0.3             |
| Germany           | 176             | 0.2             | 784             | 0.2             |
| Korea             | 167             | 0.2             | 771             | 0.2             |
| Laos              | 154             | 0.2             | 424             | 0.1             |
| Cuba              | 91              | 0.1             | 324             | 0.1             |
| El Salvador       | 87              | 0.1             | 477             | 0.1             |
| Dominican Republic| 74              | 0.1             | 147             | 0.0             |
| Honduras          | 68              | 0.1             | 231             | 0.1             |
| United Kingdom    | 67              | 0.1             | 1,295           | 0.3             |
| Nigeria           | 53              | 0.1             | 438             | 0.1             |
| Other African Countries | 130     | 0.2             | 2,722           | 0.6             |
| All other countries | 1,398         | 1.6             | 6,857           | 1.6             |

SOURCE: 2000 US CENSUS

Latin America: Most of High Point’s foreign-born residents come from a Latin American country, with Mexico, El Salvador, Colombia, and Honduras as the primary countries of origin. Mexicans make up 70 percent of the foreign-born in North Carolina.

Asia: Asia ranks second for region of birth for High Point foreign-born residents. Top sending countries include Vietnam, Pakistan, India, and China. Included in these groups are refugees from the highlands of Vietnam (the Montagnards) who resettled primarily in Guilford County.
**Africa:** The 2006 American Community Survey counted 5,578 people in Guilford County born in Africa, with Sudan and Nigeria as the top sending countries. According to the Center for New North Carolinians (CNNC), however, there are many more Africans living in Guilford County--close to 15,000—who may not be counted because the census categorizes them as African-American. The CNNC also estimates that about 10 percent of Guilford County's African populations are refugees from war or political conflict. Increased immigration from Africa began in the 1960s following the independence of some West African countries, including Sudan, Ethiopia, and Eritrea.

**Eastern Europe & the former Soviet Union:** Over the past 20 years, people from former Yugoslavia (including Bosnia, Serbia, and Croatia) have settled in the High Point region. The CNNC reports that Bosnians and others from former Yugoslavia have arrived since 1994 as refugees in Guilford County. Fewer than 200 Albanian and Kosovar families have arrived since 2005 and resettled in Guilford County and High Point as refugees.

**FIGURE 2.5 WORLD REGION OF BIRTH OF HIGH POINT FOREIGN-BORN RESIDENTS**

<table>
<thead>
<tr>
<th>Foreign-born population**</th>
<th>2007-2011 Estimates</th>
</tr>
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<tbody>
<tr>
<td>Europe</td>
<td>1,199</td>
</tr>
<tr>
<td>Asia</td>
<td>4,701</td>
</tr>
<tr>
<td>Africa</td>
<td>1,074</td>
</tr>
<tr>
<td>Oceania</td>
<td>14</td>
</tr>
<tr>
<td>Latin America</td>
<td>5,115</td>
</tr>
<tr>
<td>Northern America</td>
<td>139</td>
</tr>
</tbody>
</table>

*SOURCE: U.S. CENSUS BUREAU, 2007-2011 AMERICAN COMMUNITY SURVEY*

*American Community Surveys' five-year reports compile data over a five-year period in order to have a sample size large enough to be statistically valid for smaller communities. Thus numbers are approximate.

**FIGURE 2.6 LANGUAGE SPOKEN AT HOME AND ENGLISH-LANGUAGE ABILITY, HIGH POINT FOREIGN-BORN RESIDENTS**

<table>
<thead>
<tr>
<th></th>
<th>Estimate</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population 5 years and over</td>
<td>95,315</td>
<td></td>
</tr>
<tr>
<td>English only</td>
<td>81,520</td>
<td>85.5</td>
</tr>
<tr>
<td>Language other than English</td>
<td>13,795</td>
<td>14.5</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>7,214</td>
<td>7.6</td>
</tr>
<tr>
<td>Spanish</td>
<td>6,095</td>
<td>6.4</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>3,543</td>
<td>3.7</td>
</tr>
<tr>
<td>Other Indo-European languages</td>
<td>3,808</td>
<td>4</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,503</td>
<td>1.6</td>
</tr>
<tr>
<td>Asian and Pacific Islander languages</td>
<td>3,072</td>
<td>3.2</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,709</td>
<td>1.8</td>
</tr>
<tr>
<td>Other languages</td>
<td>820</td>
<td>0.9</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>459</td>
<td>0.5</td>
</tr>
</tbody>
</table>

*SOURCE: U.S. CENSUS BUREAU, 2007-2011 AMERICAN COMMUNITY SURVEY*
FIGURE 2.7 LANGUAGES, OTHER THAN ENGLISH, SPOKEN AT HOME BY HIGH POINT FOREIGN-BORN

According to both the American Community Survey and the Census, in 2010 there were 38,788 households in High Point. The average household size was 2.5 people. Families made up 65 percent of the households in the High Point, which includes both wife-husband couple families (43 percent) and other families (22.1 percent). Of other families, 17 percent were female householder families with no husband present, and 11 percent of this number had children less than 18-years-old.

In 2010, the City of High Point had a total of 46,677 housing units, 13 percent of which were vacant. Of the total housing units, 64 percent were in single-unit structures, 28 percent were in multi-unit structures, and one percent was in mobile homes. Forty percent of the housing units were built since 1990. In 2010, there were 38,788 occupied housing units. A total of 22,839, (59 percent) were owner occupied and 15,949 (41 percent) were renter occupied. Of these unit householders, 66 percent moved in since 2000. The owner occupied units with a mortgage represented 76 percent. The median monthly housing costs for mortgaged owners was $1,305, non-mortgaged owners $406, and renters $720. A total of 34 percent of owners with mortgages, 15 percent of owners without mortgages, and 50 percent of renters in High Point spend 30 percent or more of household income on housing, indicating rent burden.

The Analysis of Impediments to Fair Housing Choice, a February 2011 report by Mullin, Lonergan & Associates, Inc. for the City of High Point, found that Hawaiians and American Indian/Alaska Native households had the highest mortgage denial rates at 36.8 percent and 33.3 percent, although it should be noted that both of these groups were very small. Among larger ethnic and racial minority groups, Hispanics experienced the highest denial rate was 23.8 percent, or 24 of 101 applications submitted. White households were far more likely to receive loans, as only 9.9 percent of applications were denied, the lowest of any racial group.
FIGURE 2.8 MORTGAGE DENIAL RATES BY ETHNICITY, 2006-2008

SOURCE: ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE, 2011

FIGURE 2.9 TENURE BY LATINO OR HISPANIC ORIGIN OF HOUSEHOLDER-GRAPH

SOURCE: CENSUS 2010
### FIGURE 2A TENURE BY LATINO OR HISPANIC ORIGIN OF HOUSEHOLDER

<table>
<thead>
<tr>
<th>Category</th>
<th>Household</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
</tr>
<tr>
<td>Owner-occupied</td>
<td>23,363</td>
</tr>
<tr>
<td>Non-Hispanic or -Latino householder</td>
<td>22,460</td>
</tr>
<tr>
<td>Hispanic or Latino Householder</td>
<td>903</td>
</tr>
<tr>
<td>Renter-occupied</td>
<td>17,549</td>
</tr>
<tr>
<td>Non-Hispanic or -Latino householder</td>
<td>16,155</td>
</tr>
<tr>
<td>Hispanic or Latino Households</td>
<td>1394</td>
</tr>
<tr>
<td>High Point householder total</td>
<td>81,824</td>
</tr>
</tbody>
</table>

*SOURCE: CENSUS 2010*

A total of 60.5 percent of families with children with one or more foreign-born parents lived under 200 percent of the poverty level. By comparison, 41.5 percent of families with children with no foreign-born parents lived under 200 percent of the poverty level.

The High Point Housing Authority’s (HPHA) policy provides for the reasonable accommodations of persons with limited English proficiency (LEP). Translations, as well as plain-language formats of documents, are made available when appropriate. THE HPHA has two Spanish-speaking persons on staff available for translations and provides interpreters when needed. According to the policy, “all efforts will be made to remove the language barrier for current and potential residents.”

### FIGURE 2B SAFE HARBOR LEP (LIMITED ENGLISH PROFICIENCY) CALCULATION, 2006-2008

<table>
<thead>
<tr>
<th>Language Group</th>
<th>Number of LEP Persons (percent of total population)</th>
<th>Translation Action Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>1,624, 1.7 percent</td>
<td>Translate vital documents</td>
</tr>
<tr>
<td>Other Endo-European Languages</td>
<td>586, 0.6 percent</td>
<td>No written translation</td>
</tr>
<tr>
<td>Asian and Pacific Island</td>
<td>663, 0.7 percent</td>
<td>No written translation</td>
</tr>
<tr>
<td>Languages</td>
<td>218 (0.25 percent)</td>
<td>No written translation</td>
</tr>
</tbody>
</table>

*SOURCE: ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE, 2011*

### EDUCATION

In 2010, 85 percent of people in High Point 25 years and over graduated from high school, which is just above the state average of 84.1 percent. A total of 30.1 percent had a bachelor's degree or higher, which is higher than the state average of 26.5 percent. Those who were not enrolled in school and had not graduated from high school numbered 15 percent, which is higher than the state average of 9.9 percent. The total school enrollment in High Point was 29,698 in 2010.

Immigrant students in High Point’s schools face a number of educational barriers that include learning the English language and U.S. educational systems, pressures to work, discrimination and bullying at school, and poverty. Hispanics have one of the highest high-school drop-out rates statewide. In 2012, the NC Department of Public Instruction reported 5 year high school graduation rates for Hispanics at 74.1 percent African
Americans at 74 percent, Asians at 90.3 percent, Whites at 84.6 percent, and Limited English Proficient students at 56.7 percent. Access to healthcare can also impact educational outcomes. Spanish-speaking Hispanics are significantly more likely to be uninsured compared with English-speaking Hispanics, Whites, and African Americans in North Carolina. In 2009, 84 percent of North Carolina’s Spanish-speaking Hispanics reported a lack of health coverage compared to only 22 percent of English-speaking Hispanics (NC Department of Health and Human Services, Behavioral Risk Factor Surveillance System).

**ECONOMY & WORKFORCE**

In 2012, High Point had a 10.4 percent unemployment rate. Of those employed, 85.8 percent were private wage and salary workers; 9.3 percent were federal, state, or local government workers; and 4.7 percent were self-employed in their own (not incorporated) business. High Point’s workforce is concentrated in educational and health care services, manufacturing, and retail industries. Industries that employ a significant number of immigrants include manufacturing, construction, and retail. Statewide, Hispanics earn less than all other ethnic and racial groups.

**INCOME**

The median income of households in 2010 in High Point was $43,594, which is below the state average of $45,570. A total of 12.6 percent of households had income below $15,000 a year, and 5.5 percent had income over $150,000 or more. A majority (80.8 percent) of households received earnings and 13.5 percent received retirement income other than Social Security. Income and benefits for Social Security earnings represented approximately 25 percent of the population, with the average Social Security income measuring $15,714 a year. These income sources are not mutually exclusive, that is, some households received income from more than one source. In 2010, 19.2 percent of High Point residents lived below the poverty line, higher than the 14 percent North Carolina state average and the 12.3 percent national average. A total of 22.8 percent of children under 18 years old were below the poverty level, compared to 9.5 percent of people 65-years-old and over. A total of 15.3 percent of all families and 37.6 percent of families with female-headed households had incomes below the poverty level.

The American Community Survey reports on poverty status by race, ethnicity and foreign born status. The 2009 ACS reported that 31 percent of the foreign born in High Point lived below the poverty level, compared to 22 percent of native born. Broken down by race and ethnicity, 35.6 percent of Hispanics and 16.8 percent of Asians lived below the poverty line. By comparison, 34.2 percent of African Americans, 36.9 percent of American Indians, and 12.8 percent of Whites lived below the poverty line.

**SUMMARY**

This quantitative profile is used for a number of reasons. Planners use specific demographic data to analyze the general health of the community. Rent burden, income levels, unemployment, and educational and poverty rates paint a picture of residents’ needs and suggest areas in which a municipality can focus efforts. Census information also helps communities assess the changes in the foreign born population in their community while available data from the American Community Survey provides the most up-to-date portrait of immigrant information. Data for all areas may not be available by the American Community Survey because the number of sample cases is too small. In addition, data from the Bureau of Economic Analysis and the Bureau of Labor Statics help elucidate opportunities for immigrants in the workforce. This data provides a baseline for understanding needs in High Point communities, and forms the starting point from which we are able to evaluate the impacts of the Building Integrated Communities initiative in High Point, which is described in more detail below in the evaluation section. Because immigrant populations are expanding, this data provides context and frame of reference for future needs of the community.
CONSENSUS BUILDING AND PLANNING

3.1 STAKEHOLDER MEETINGS

To understand key issues facing immigrant/refugee communities to inform stakeholder dialogues, we conducted qualitative research and analyzed the quantitative demographic data above. We surveyed 25 immigrant leaders in 14 non-profit organizations across NC about the most common issues that their clients face. We also mapped out existing community assets in the form of local, government, and non-profit organizations working on integration issues. To further evaluate the needs of immigrants and refugees in High Point, staff from the Human Relations Commission and UNC Chapel Hill held a focus group on August 25, 2011 with immigrant leaders and representatives from the following organizations: the Center for New North Carolinians; the Family Life Council; Transportation Department at the City of High Point; the Guilford County Department of Public Health, and the High Point Human Relations Commission. Ongoing dialogue at subsequent stakeholder meetings in the fall of 2011 and spring of 2012 also provided a forum for immigrant and refugee participants to voice their concerns and suggestions.

In addition to these initial fact-finding meetings, the City of High Point hosted the following: a planning meeting in March 2011; a focus group on August 25, 2011; a planning conference call for city and BIC staff on September 13, 2011; and two stakeholder meetings on January 30 and April 30, 2012. Meetings were held to discuss community needs and brainstorm new ideas and innovative strategies to address these needs. In early meetings a professional facilitator from the UNC BIC team helped structure the agenda and guide meeting dialogue. To assist community members in making informed decisions, UNC BIC staff also supplied best practice presentations at most meetings. Detailed reports of these meetings are below.

HIGH POINT PLANNING MEETING: MARCH, 2011

Objective: To narrow the focus of the BIC project in High Point.

Attendees: A total of 11 participants, representing the High Point Human Relations Commission, City manager’s office, Community Development, Transportation, the Latino Family Life Center, and the UNC Chapel Hill BIC team attended this meeting. Participants decided that they needed more input from the immigrant community before choosing a focus for the Building Integrated Communities project in High Point. City Human Relations staff proposed and committed to conducting a focus group, and then reported the results back to the rest of the participants.

HIGH POINT FOCUS GROUP: AUGUST 25, 2011

Objective: To learn more about immigrant communities’ interests and concerns.

Attendees: Four members of immigrant communities, recognized for their advocacy and service to their communities, participated in this focus group. Also in attendance were three representatives from city agencies and a UNC Chapel Hill staff person.

The group’s conversation was informal; participants were invited to share their ideas about what sorts of projects would be useful to immigrants in High Point. Questions that arose during the conversation included: How do we define diversity? How do we define access? How can we ensure that building relationships results in positive change for immigrant communities and our community as a whole? The goals identified during the focus group discussion are listed below to provide context. The consensus in the group was that to realize the goals, communication and relationships had to be strengthened between the city and immigrant groups as well as between immigrants and the native-born population in High Point.
IDENTIFIED GOALS

Increase the civic participation of immigrants: “We need to get to know immigrant groups in order to better serve them. . . It's a frequent complaint that there's not a lot of immigrant civic participation. But there are many obstacles to participation like limited transportation, language barriers, and work . . .”

Increase effective outreach to immigrant communities: “We need to go to where the immigrants are, find them in churches and on soccer fields. It's important to gain access through bicultural, bilingual brokers who are members of the community.”

Recognize the diversity in/learn about immigrant communities: “We need names of immigrants who would be interested and comfortable participating in the group. We need to hear from recent immigrants; they will have a different perspective than folks who have been here a while.”

“Latinos are very diverse but we are all grouped together: Cubans, Central Americans, South Americans, indigenous, Mexican.”

Improve trust between immigrants and police/local government: “There’s also a lot of distrust for police in immigrant communities. This is promoted by Secure Communities, and many people come from countries where the police are not trustworthy. The media and many elected officials cast immigrants as invaders trying to take over the country, but people come to the US because they have to, not because they want to. People tell immigrants ‘Go home,’ but this is their home now. There is no other home to go back to.”

Improve access to transportation: “For the Ethiopian and Eritrean community – people get jobs, but then they don't have transportation to get to them. The Ethiopian Orthodox Church does what it can to help with transportation. It's hard to find affordable transportation. Everyone contributes a little bit. People who have been in the US longer see it as their responsibility to help the new arrivals. Folks also need someone to take them around to look for jobs.”

Make healthcare more linguistically and culturally accessible: “There’s a confusion about how the healthcare system works, how to access care, etc. Even information about this would be helpful.”

“Health care providers can’t know everything about culture, but they need to be aware that there are cultural differences. They’re not good, they’re not bad; they’re just different.”

HIGH POINT PLANNING CONFERENCE CALL: SEPTEMBER 13, 2011

Objectives: To discuss results from the focus group and refine BIC program objectives in High Point.

Attendees: There were ten participants: six city staff and four UNC Chapel Hill staff.

After a brief presentation of the focus group results, participants discussed how the interests and needs expressed by members of the immigrant community could best be addressed given the City of High Point’s resources, strengths, and limitations. It was agreed that, given the current economic climate, it would be challenging to fund new services. Since focus group participants highlighted the need to build relationships and institutionalize mechanisms for more culturally sensitive outreach with the city and non-immigrant residents, staff concurred that improving communication was a logical first step to increasing access to existing services. Ideally, increased immigrant feedback and stronger relationships would lead to more responsive programs that incorporated immigrant perspectives as they grew. Conference call participants also looked to the upcoming stakeholder meetings to provide them with further information about specific actions or services that would be useful to immigrant communities.
**HIGH POINT STAKEHOLDER MEETING 1: JANUARY 30, 2012**

**HIGH POINT MUSEUM, 10AM-2PM**

**Objectives:** Learn about the needs of the community, share information about the overall project, and help High Point figure out what next steps it should take to build stronger, more integrated communities.

**Attendees:** There were a total of 64 community stakeholders present at this meeting including the City of High Point Human Relations Director, leaders from the immigrant community including Triad Nepalese Community Center and Quê Pasa Media, representatives from Guilford Technical Community College, religious institutions, community services such as the Family Life Council and the Guilford Senior Center, and the Center for Human Diversity.

In this meeting, the stakeholders who participated shared their hopes and needs for success in the High Point community. Key findings included a need to center on areas such as access to information and services. Specifically, based on this, the stakeholder group identified six areas of focus: 1) Civic Leadership, 2) Community Activation, 3) Cultural Competence, 4) Access to Services, 5) Language Access, and 6) Sports Community.

Overall, the stakeholders reported that the meeting gave them a better understanding of how immigrants currently participate in the community and what could be done to shape their experience, leaving everyone feeling optimistic about High Point’s future as an international city. Attendees brainstormed and listed what they hoped the City of High Point could gain from building an integrated community. The results can be divided into three main ideas: a hope to learn, a hope to support, and a hope for sustained change. At the end of the meeting, the group concluded that they needed to focus on the identified areas in a more comprehensive way through the creation of a strategic action plan.
A hope to learn: Stakeholders wanted to learn about a range of ideas, which include general City of High Point goals, to what they could better do to assist others. Broadly, attendees wished to learn how the integrated community will work together, how it can better provide services and expand, and how to engage more participants to ensure the project is a success. Specifically, stakeholders expressed a desire to learn about the multicultural communities living in High Point, the needs and resources offered to these communities, practical ways to be an advocate, and how to get diverse families working within the community as a whole and not as individual residents. In addition to these aspirations, stakeholders wanted to learn about Building Integrated Communities more as a project. Another key point addressed included how resettled communities can better access medical resources.

A hope for support: Having a greater understanding of the diversity in High Point is crucial to the success of Building Integrated Communities. Attendees noted this and listed support structures that will help their integrated community thrive as residents and leaders. Specifically for immigrants, attendees wanted to put in place support for new arrivals to share their concerns and ensure that the City of High Point hear those concerns. Also, an integrated community would mean immigrants have more connections and knowledge and feel comfortable reaching out to nonimmigrant communities, and non-immigrant communities in turn would gain a greater understanding of diversity and culture. For nonimmigrant communities, attendees noted that the creation and sustainment of programs means citizens needed to become better listeners to understand the needs of their immigrant communities.

By learning and supporting an integrated community, a hope for sustained change: Attendees listed what a successful integrated community looks like, which includes all residents interacting with one another, having more immigrants and people of diverse backgrounds on city boards and commissions, as well as immigrants having access to transportation. The chart below features the words most frequently listed during this brainstorming session.

<table>
<thead>
<tr>
<th>What We Hope to Gain from Building an Integrated Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community * Needs * Integrate * Learn * Understanding people better * People * Diversity</td>
</tr>
</tbody>
</table>

HIGH POINT STAKEHOLDER MEETING 2: APRIL 30, 2012

Objectives: Convene groups to develop action items in focus areas.

Attendees: A total of 18 representatives from the City of High Point, Sikh Association of the Triad, Center for Human Diversity, and the Latino Family Center.

In this meeting, attendees listed needs to ensure a successful integrated community and engaged in an excellent dialogue. Based on this, specific action items were developed around the six areas of focus identified in the January 30, 2012 meeting. Those six areas were civic leadership, community activation, cultural competence, access to services, language access, and sports community. Stakeholders developed action items, which include encouraging immigrant integration through sports and teaching immigrants their rights. Consensus emerged around the need to strengthen relationships and build capacity for better, more culturally sensitive outreach.

NEEDS CITED FROM APRIL 30, 2012 MEETING

- Need for a meaningful connection
- Cultural Center for community that exchanges information
• Create a public space for community specific forums
• A place for community members to understand about different communities in the world
• City website/cultural website that groups contribute to each month
• Soccer tournaments
• Multicultural food festival
• Immigrants know their rights
• Employees understand the people who they are working with and what is appropriate, i.e. “a reception team”
• Create cultural and sustainable competency training for city employees in general and other agencies
• Immigrants conduct cultural sensitivity
• Churches and other religious centers can serve as access points and create a network to promote religious tolerance
• Educate workplaces about the rights of immigrants and others

The Latino Migration Project hosted a webinar on nationwide promising practices in immigrant advisory structures for High Point, Greenville, and the general public in May of 2013.

register at bicwebinar.eventbrite.com
TAKING ACTION:
A COMPREHENSIVE PLAN FOR HIGH POINT

At the end of the planning process, stakeholders came to a consensus around a major goal: to create a comprehensive action plan for immigrant integration in the City of High Point. High Point successfully achieved this goal, creating one of the first citywide comprehensive immigrant integration plans in the South. High Point’s immigrant integration action plan (approved in 2012) is comprehensive in its scope (involving all city agencies, as well as multiple community institutions, organizations, and businesses) and includes 16 different action items, directly related to increasing immigrants’ knowledge about city services, agencies, and programs. The Human Relations Commission and the City of High Point approved this comprehensive plan in May 2012.

4.1 THE CITY OF HIGH POINT’S COMPREHENSIVE ACTION PLAN FOR IMMIGRANT INTEGRATION

FOCUS: ACCESS TO SERVICES AND INFORMATION

GOAL 1: To facilitate communication between immigrant groups and local government and non-profit agencies through improved language services and relationship building.

GOAL 2: To improve immigrants’ access to services through language access and relationship building.

GOAL 3: To provide immigrants’ access to opportunities which build personal health and wealth.

Action Item A: Host a **public bus tour for immigrants and non-immigrants** to improve awareness and access of High Point public transportation system and to learn more about the layout of the community.

   Time Frame: 6 – 12 months

Action Item B: Organize **High Point Police Department/High Point Fire Department ride-alongs** to connect immigrants with the High Point Fire department and Police department personnel and build trust.

   Time Frame: 6 – 12 months

Action Item C: Implement a **Direct Spanish Information Line** to avoid miscommunications and improve access for immigrants.

   Time Frame: 6 – 12 months

Action Item D: Create a **Spanish Monthly Statement** – Include Spanish-language translations on all communications between the city and residents (e.g. bills)

   Time Frame: 6 – 12 months

Action Item E: **Disseminate existing translated materials** through the city website.

   Time Frame: 6 – 12 months

Action Item F: **Consolidate information about access to services**; as part of this effort, explore
Building Integrated Communities in High Point, North Carolina

sharing the same language providers across agencies to improve cost, quality, and efficiency.

Time Frame: 1 – 5 years

Action Item G: Incorporate immigrants into the SouthWest Renewal community project; as part of this effort, immigrant women artists will be able to make the Southwest area an arts business district for selling their arts, crafts, and textiles.

Time Frame: 1 – 5 years

Action Item H: Incorporate immigrants into the SouthWest Renewal community project; as part of this effort, immigrant farmers will be able to use open space in the Southwest area for gardening. Produce collected from these gardens will be sold at the Uptowne Fresh Produce Market.

Time Frame: 1 – 5 years

FOCUS: CULTURAL COMPETENCY

GOAL: To link immigrants, services providers, and established residents through personal interaction and increased cultural knowledge.

Action Item A: Convene faith based leaders to improve cultural and religious understanding in High Point.

Time Frame: 6 – 12 months

Action Item B: Expand Front Porch Conversations thematic focus to issues concerning immigrants and refugees and building cultural understanding.

Time Frame: 6 – 12 months

Action Item C: Create a Cultural Handbook with demographic, cultural and linguistically appropriate information for city staff, service agencies and NGO's. Print handbook to include in police cars and disseminate to those who don’t have internet access.

Time Frame: 1 – 5 years

Action Item D: Hold Bi-Annual HiFest, which was originally the High Point Festival of Cultures, held by human relations once a year. The reconfiguration of this festival will focus on creating a cultural educational exchange between immigrants and non-immigrants about art forms, rituals, foods, and language. Informational booths about city services, fair housing, and human/health services will be available. HiFest is held the last Saturday in April & October.

Time Frame: 6 – 12 months

FOCUS: CIVIC LEADERSHIP/CIVIC ACTIVATION

GOAL 1: Widespread refugee and immigrant participation in local government and civic life.
GOAL 2: Increased involvement, collaboration, and advocacy from all community members on questions of integration.

Action Item A: Constitute an International Advisory Board (a subcommittee under the HRC) to better represent immigrant perspectives to local government and in the wider community.
Building Integrated Communities in High Point, North Carolina

Time Frame: 6 – 12 months

**Action Item B:** Work toward economic development with immigrant entrepreneurs by establishing an art space and agricultural cooperative for Bhutanese and Nepalese residents of High Point

Time Frame: 6 – 12 months

**Action Item C:** Develop immigrant leadership and civic participation to improve access to elected offices and increase representation on city boards.

Time Frame: 1 – 5 years

**Action Item D:** Ensure that immigrants have access to sports and recreation activities and use these as opportunities to build community and develop cross-cultural understanding.

Time Frame: 6 – 12 months

Our goal in creating this comprehensive document is to be able to share the action plan with all members of the stakeholder group and help solidify the strategies and procedures needed to realize program goals.

4.2 IMPLEMENTING THE ACTION PLAN

High Point’s immigrant integration action plan is comprehensive in its scope (involving all city agencies as well as multiple community institutions, organizations, and businesses) and includes 16 different action items, directly related to increasing immigrants’ knowledge about city services, agencies, and programs (see section 4.1 for the complete plan). High Point began implementing their action plan shortly after its approval. Below we outline the progress to date.

**FOCUS: ACCESS TO SERVICES AND INFORMATION**

Specifically, High Point’s action items include the city’s adoption of a direct Spanish information line to avoid miscommunication and improve access to city services for immigrants, the translation of utility statements (into Spanish), and Spanish-language translations of communications between the city and residents, which includes disseminating existing translated materials through the city Web site. High Point identified a need for immigrants to have access to information such as how to pay a water bill, how to report a missed trash pick-up, or how to report an illegal dumping.

**Transportation:** High Point has started a public bus tour program, which consists of “ride-alongs” on the Hi-Tran transit system to educate immigrants about how to access public transportation. According to Assistant Transit Manager Angela Wynes, an estimated 90 participants have taken part in the bus tours and learned about routes and ways to access the City’s resources.

Mayor and Vietnamese Delegates, 2011. Photo by Hannah Gill
**Civic Education:** The City has sponsored meetings between staff and immigrant residents to provide education about the structure and powers of local government, as well as services that it offers. These meetings have also been envisioned as a way of building trust between first responders and immigrant communities. Delegations of Vietnamese, Nepali, and Koreans met with the High Point mayor and visited city council chambers, EMS, and fire department staff.

The Fire Department already had a previous foundation of working with immigrant populations, as evidenced by their providing every fire truck with Spanish translation books and giving safety presentations to approximately 60 Burmese residents.

In September 2011, the Fire Department hosted a station tour to approximately 30 Vietnamese delegates. During the visit, fire fighters explained operations and gave a tour of the fire trucks. According to Captain Denita Lynch, the tour gave both fire fighters and Vietnamese community members an opportunity to build trust and share resources. The city plans to continue these tours.

**FOCUS: CULTURAL COMPETENCY**

**Cultural Enrichment Class:** The City of High Point partnered with the Triad Nepalese Community Center to offer a space for children of Greater High Point to participate in a cultural enrichment class. Immigrant and non-immigrant youth ages 8 to 18 are able to enroll in a free class that focuses on teaching the history, language, culture, and traditional practices of the Nepalese. Thirty children are enrolled in the class, which has met every Saturday since July 13, 2013 at the Piedmont Environmental Center in High Point. The weekly classes have three main components: a lesson, music and singing, and sports.

**Multimedia 1.1**

**Video Link 1** - Al Heggins introduces Nepal residents before a cultural enrichment class.

**Video Link 2** - Nepali youth greeting.

*SOURCE: Al Heggins, 2013*
**Festival of Cultures:** Building on the Human Relations Commission’s groundwork, BIC planners proposed to make existing city programs and events more accessible to immigrant communities, such as the Front Porch conversation series, a program of the Human Relations commission designed to address social justice and diversity issues, and the HiFest, a bi-annual festival. In May of 2013, HiFest’s “Festival of Cultures” featured the artistic contributions of thirteen international groups living in the city, an interfaith breakfast, and oral history workshop.

Oral histories of Sudanese, Vietnamese, Mexican, Nepali, Colombian, and Nigerian immigrants were collected by local immigrant youth in the High Point Youth Human Relations Commission and oral historians with the New Roots Oral History initiative at UNC Chapel Hill. The oral histories will be archived with the City of High Point and Wilson Library at UNC Chapel Hill and will be available digitally at [http://isa.unc.edu/lmp/oral-histories/](http://isa.unc.edu/lmp/oral-histories/). HiFest was attended by an estimated 800 people and was featured in the newspaper, the High Point Enterprise.

**Interfaith Affairs Committee:** The Interfaith Affairs Committee was established in 2012 as a BIC action item and only one year later has received both local and international recognition. This group is comprised of members of multiple international faiths, to “promote cultural and religious understanding by bringing people of diverse background together.” The group strives to integrate newcomers to the community by improving cultural and religious understandings between immigrants and non-immigrants. The IAC has met monthly since August 2012 and has members from over 30 different faiths representing multiple Protestant denominations as well as Catholic, Jewish, Sikh, Islamic, and Hindu religious groups in High Point. The IAC has already accomplished much to improve immigrants’ leadership and influence on the practices of community institutions. For example, the group has worked with local media to make language policies more immigrant inclusive, mediated intercultural conflicts at the local YMCA, and raised support for High Point’s Sikh community after the August 2012 killings of Sikh Americans in Oak Creek, Wisconsin.

Rev. Sara Palmer, Assistant Rector of St. Mary’s Episcopal Church and committee member, expressed her hope that High Point becomes a true international community where immigrants feel fully welcomed into all of High Point. In an April 2013 interview with the *High Point Enterprise*, Palmer said, “We hope people will see the Interfaith Affairs Committee as enjoying, supporting, and connecting with each other, which will foster good will” (Knopfler, Vicki). In addition, committee members Al Heggins, Sara Palmer, and Barbara Collins attended the World Religions Conference in Guelph, Canada on October 6, 2013. This multi-faith event brought together speakers and participants to learn about religious traditions and promote tolerance and
Building Integrated Communities in High Point, North Carolina

understanding. Currently, the Interfaith Affairs Committee is exploring opportunities to host the World’s Religions Conference in High Point in 2014.

World Religions Conference in Guelph, Canada, October 2013. Photo by Al Heggins

FOCUS: CIVIC LEADERSHIP/CIVIC ACTIVATION

International Advisory Committee: More than 150 foreign-born people from 22 different countries were involved in the BIC planning process from 2010-2013 (figures 5.2, 5.3). These leadership opportunities have continued with the creation of an international advisory committee, a permanent structure that will enable immigrant communities to better advise leaders and serve as leaders. On October 22, 2013, High Point launched its International Advisory Committee. Fifteen people, including representatives from Eritrea, Guyana, Mexico, and the Caribbean, attended. Chairperson Michelle Matthews outlined the structure and broad objectives of the committee. The committee members—35 in total—are selected by members of their respective national origin groups and serve one-year terms.

First International Advisory Committee meeting, October 2013
GOALS AND OBJECTIVES OF THE HIGH POINT INTERNATIONAL ADVISORY COMMITTEE

- Oversee BIC initiatives and determine their continuing relevance
- Represent immigrant perspectives to local government and the wider community
- Organize or sponsor special events
- Build multicultural literacy throughout Greater High Point
- Bring forth and review relevant issues and make recommendations to the Human Relations Commission

4.3 NATIONAL CONNECTIONS

WELCOMING PROCLAMATION
In 2013, High Point joined Welcoming Cities and Counties, a national initiative that supports municipalities to recognize the benefit of supporting immigrant-friendly, welcoming environments in which all community members can fully contribute and participate in civic life. In September 2013, High Point Mayor Bernita Sims issued a “High Point Welcoming Proclamation” for immigrants (see appendix 9 for full text). Building on its reputation as North Carolina’s International City, the proclamation encourages High Point community members and businesses to leverage the talent and potential of all residents. The mayor calls on High Point to “capitalize on diverse perspectives, cultures, and talents as the most valuable assets,” especially at a time when “…becoming a more welcoming community means more customers for our local businesses, more jobs created by immigrant entrepreneurs, and a thriving economy that benefits us all.” The proclamation also reinforces that being a welcoming city aligns with the nation’s values of “prosperity, economic growth, and global competitiveness.”

WHITE HOUSE CHAMPION OF CHANGE
In September 2013, High Point Human Relations Director Al Heggins received the Welcoming America Champion of Change Award from the White House in recognition of helping immigrants “integrate civically, linguistically and socially into the fabric of their neighborhoods---and our nation.” The award recognizes “pioneering practices to advance immigrant inclusion in ways that involve U.S.-born residents and the community as a whole.” Heggins’s leadership demonstrated the value of immigrants to the High Point community and the strength they bring to its economic and social potential. Her work shows the growing interest to ensure immigrants and native born citizens have the opportunity to contribute and thrive in the community. Heggins says that the award shows High Point’s commitment to making tremendous strides forward around race relations and inclusion of new-comers to the community. In her White House blog post, “Civic Engagement and Integration of the Whole Community,” Heggins shared a vision of the tapestry she is working hard to create in High Point:
“As we go about the work of fully integrating immigrants in our community, it’s not about creating a special corner. It’s about creating space for the Hindu Temple to be next to the Christian Church, the Muslim Mosque, the Sikh Temple and the Jewish Synagogue. It’s making sure students have access to academic opportunities. It’s making sure immigrants stand next to, speak with and are heard by (while also hearing) non-immigrants in every facet of High Point life. This is what I facilitate through multiple human relations programs; bringing people from culturally diverse backgrounds together...to stand, to speak, and to be heard.”

4.4 SPOTLIGHT ON IMMIGRANT LEADERS

Narayan Khadka

Narayan Khadka serves and empowers immigrants and refugees in the Triad. Khadka came to Guilford County in 2002 from Nepal, where he worked as a law professor at the Tribhuvan University. Since moving to North Carolina, he has worked in many different roles in Greensboro and High Point as an advocate for refugee and immigrants from Asia especially Nepali speaking refugees. North Carolina is home to new communities of ethnic Nepali from southern Bhutan who were forcibly displaced by the thousands in the 1990s by Bhutan’s rulers. Today Khadka serves as Refugee Outreach Coordinator at Senior Resources of Guilford, the President of the newly formed Triad Nepalese Community Center and is also the President of Greensboro International Soccer League. He participated in the Building Integrated Communities planning process starting in 2011 and is a member of the Interfaith Affairs Committee. Khadka has worked with the City of High Point to create a cultural enrichment class for children that teaches the history, language, culture, and traditional practices of the Nepalese peoples. He said, “America is a country of immigrants, and it’s important to welcome newcomers and make sure they have access to be on their own.”

Reverend Sara Palmer

Rev. Sara Palmer joined the Interfaith Affairs Committee (IAC) in the fall of 2012, and finds her work with people from different faiths and backgrounds “life-giving.” In 2013, Rev. Palmer suggested to the IAC that they meet with the new editor of the local newspaper, the High Point Enterprise at their offices. The aim was that members of the IAC could start submitting articles to the “Spiritual Connection” page in the Enterprise, thus broadening the scope of the articles. The submissions were not only a first for the Episcopal Church, but also for other local faiths as well.

Rev. Palmer has participated with members of the IAC in the biannual multicultural festival Hifest, which showcases the talents of the various immigrant communities. She attended the groundbreaking of the local Sikh temple, and says that she was touched by the wonderful welcome she received. Rev. Palmer immigrated to the United States in 1987 and serves as the Assistant to the Rector of St. Mary’s Episcopal Church in High Point. Having lived in France and Spain, and worked in Bolivia for three years as a missionary, she understands “what it’s like to live abroad and not know anybody.” She said, “It means a lot when people open their hearts and homes and their places of worship. Part of my work as a Christian is to reach out in love to welcome people from all nationalities and faiths, just as people have reached out to me. I believe God wants to bless everybody . . . all the families of the earth, all the families of High Point.”
MEASURING IMPACT

Evaluating the BIC process and its community impact ensures that we can learn from our work, determine if the program is useful to its constituents, and improve our process. Effective evaluation is dependent on significant groundwork in the beginning that includes: 1) establishing a baseline understanding of the needs of foreign born communities in a municipality; 2) clearly defining goals; and 3) creating a plan for how to achieve goals. Goals and action plans created in the BIC process provided evaluators with a framework for identifying performance indicators, or shorter-term goals that illustrate that a program is making progress, as well as sources of data for measuring progress. Evaluation is an ongoing process. Below we outline our plan for measuring BIC’s outcomes in the City of High Point and share progress to date. We describe our limitations and identify areas in need of further development.

Identifying goals
The primary goal of BIC as a statewide program is “the successful integration of immigrant populations in North Carolina communities through civic engagement, linguistic achievement, and economic and educational advancement.” Although immigrant integration is a long-term, multi-generational process that is dependent on many factors inside and outside of a local community, there are many things that local governments can do to advance these broader goals of immigration integration. One of the most important lessons we have learned from this work is that all communities are different, with their own histories, relationships, and local actors playing an important role in influencing outcomes. For this reason, the Building Integrated Communities process is designed for adaption in order to address the unique needs of a locality. BIC’s method is to create a space for community stakeholders to figure out what areas they want to prioritize in the broad field of immigrant integration so that they can identify their own goals and the ways they want to achieve them. Our evaluators were able to use this information as a framework for the creation of a plan for measuring the progress and outcomes of these goals.

Our methods
Evaluators can collect data that indicate performance in a number of ways. We employed quantitative and qualitative methods including surveys, interviews, focus groups, case studies, archival research, and participant observation. We found it necessary to carry out our evaluations of the program in a phased process, described below.

5.1 PHASE ONE: ESTABLISHING A BASELINE

Conducting needs assessments and mapping community assets is the first step of the BIC process in each municipality. In evaluation terms, this is known as a baseline, and is the starting point against which we can measure progress. This step is a crucial part of building consensus about priorities and defining goals.

In phase one, which took place from 2010-2011, we measured baseline characteristics of the immigrant community, the receiving community, and the general health of the local and regional economy in High Point. BIC staff created a profile based on available secondary data (see section two, “Selected High Point demographic Information”). The data compiled provide an assessment of High Point and its residents based on current data from the Census, the Bureau of Labor Statistics, the Bureau of Economic Analysis, the U.S. Department of Housing and Urban Development, and the NC Department of Public Instruction. We also analyzed reports such as High Point’s Analysis of Impediments to Fair Housing Choice. Some of the questions we asked included the following:
• What is the foreign-born composition of our city’s population?
• How are immigrants and refugees faring economically and educationally compared to native populations?
• How many elected officials or members of City boards or commissions are foreign-born in High Point?

This quantitative data established that in the past decade, High Point and Guilford County’s foreign born communities--particularly those of Latin American origin--faced significant obstacles including higher poverty and high-school drop-out rates in comparison to native born residents. High Point’s foreign-born had lower home ownership rates and very little representation (only three people) on city boards, commissions, and elected offices despite making up a sizeable percentage of the population.

In addition to analyzing the quantitative secondary data to establish a baseline and identify needs, we conducted a small-scale phone survey, a focus group and interviews with High Point’s immigrant and refugee communities. The phone survey engaged 25 representatives from non-profit organizations across NC in the eastern, central, and western regions of the state (including Guilford and Forsyth Counties) that serve immigrant and refugees (see appendix 12 for questions). We asked individuals about the most common needs/issues of their clients. The most common client issues included the need for interpretation/translation services, particularly for problems like prolonged electricity or gas cut-off, surprise evictions from apartments, understanding documents from courts and schools, and addressing wage theft. Providers also cited issues like the need for preparing communities for adverse events/disasters and cultivating trust with police and first responders. The survey was completed by staff of primarily Latino-serving organizations.

Figure 5.1 2010 SURVEY OF 25 REPRESENTATIVES FROM 10 NC IMMIGRANT-SERVING ORGANIZATIONS

<table>
<thead>
<tr>
<th>Most common client needs/issues</th>
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</thead>
<tbody>
<tr>
<td>Interpretation/translation services</td>
</tr>
<tr>
<td>Disaster preparedness</td>
</tr>
<tr>
<td>Surprise evictions from apartments</td>
</tr>
<tr>
<td>Prolonged electricity or gas cut-off</td>
</tr>
<tr>
<td>Wage theft</td>
</tr>
<tr>
<td>Misinterpretation of documents from courts and schools</td>
</tr>
<tr>
<td>Distrust of police</td>
</tr>
</tbody>
</table>

After presenting this data in an initial planning meeting with the High Point city partners, the Human Relations Commission decided to conduct an additional focus group to identify issues and needs specific to High Point, and to a greater diversity of foreign born communities. They met with immigrant leaders and representatives from the following organizations: the Center for New North Carolinians; the Family Life Council; Transportation Department at the City of High Point; the Guilford County Department of Public Health; and the High Point Human Relations Department on August 25, 2011. Participants discussed specific needs of Vietnamese, Burmese, Iraqi, Nepalese, and diverse Latin American communities living in High Point. They identified the need to understand the many religions represented in the city. They also identified the “many obstacles to participation like limited transportation, language barriers, and work” and the need to make resources available so people who speak limited English can participate. Participants addressed the
strained relationships with local police because of new immigration enforcement programs like 287g and Secure Communities. Participants raised the question of “What is diversity? What is access?” and voiced the need for including many more immigrants in the planning process. Participants made a case for connecting this work to all low-income communities. This focus group was helpful in identifying some of the lessons learned from organizations and institutions already engaged in integration-related work in the region.

**FIGURE 5.2 PARTICIPANT CATEGORIES, HIGH POINT BIC PLANNING PROCESS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faith</td>
<td>30%</td>
</tr>
<tr>
<td>Foreign Born Individuals</td>
<td>31%</td>
</tr>
<tr>
<td>Education</td>
<td>5%</td>
</tr>
<tr>
<td>Nonprofit</td>
<td>20%</td>
</tr>
<tr>
<td>Local Government</td>
<td>10%</td>
</tr>
<tr>
<td>Private Sectors</td>
<td>4%</td>
</tr>
<tr>
<td>Education</td>
<td>5%</td>
</tr>
</tbody>
</table>

**5.2 PHASE TWO (2011-2012): EVALUATING THE PLANNING PROCESS**

During phase two, we evaluated the BIC planning process and collected data from participants during and after stakeholder meetings. Evaluation of the BIC process was based on a number of short-term internal goals that the UNC Chapel Hill BIC team identified early on for its own work with community partners statewide. Our goals and performance indicators were informed by a literature review of existing evaluation tools for immigrant integration work in the United States, and borrowed from the "Investing in Our Communities: Strategies for Immigrant Integration," an online resource from Grantmakers Concerned with Immigrants and Refugees. The following are identified goals:

1) Municipal leaders will commit financial resources and significant and sustained time to enhancing immigrant integration. Specifically, mayors, city managers, and representatives of all city agencies will participate in the planning process.

2) Municipal government leaders, in tandem with immigrant and minority leaders, will create consensus around their own priorities for immigrant integration and create action plans with targeted goals to address these priorities.

3) Immigrants will gain an increased knowledge about city services, agencies, and programs. Specifically, immigrants will gain access to information about business permitting processes, housing, zoning laws and code enforcement, city ordinances, property acquisition, public utilities, bus/transit services, recreation programs, libraries, and emergency and disaster services. Participants will gain an increased understanding of issues facing immigrant communities.
4) Immigrants will have increased access to decision making processes. Participating city governments will commit to establishing permanent structures such as immigrant advisory boards to sustain communication. City leaders will advocate for appointing immigrants to leadership positions on government boards.

To measure progress on these goals, we conducted surveys, took notes at meetings, and interviewed participants before, during and after the planning process from 2010 to 2012. We collected information on number of participants, country of origin, and agency or community organizations represented (see figures 5.3, 5.4). We also conducted a survey of 19 participants about what they learned from the planning process (see figure 5.5).

**FIGURE 5.3 MAP OF COUNTRIES OF ORIGIN OF BIC HIGH POINT PARTICIPANTS**

![Map of Countries of Origin of BIC High Point Participants]

**FIGURE 5.4 COUNTRIES OF ORIGIN OF FOREIGN BORN BIC PARTICIPANTS**

<table>
<thead>
<tr>
<th>High Point Building Integrated Communities</th>
<th>Countries of Origin Represented</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bhutan</td>
<td>Iran</td>
</tr>
<tr>
<td>China</td>
<td>Iran</td>
</tr>
<tr>
<td>Colombia</td>
<td>Kosovo</td>
</tr>
<tr>
<td>Ethiopia</td>
<td>Laos</td>
</tr>
<tr>
<td>Eritrea</td>
<td>Mexico</td>
</tr>
<tr>
<td>Guyana</td>
<td>Myanmar</td>
</tr>
<tr>
<td>Honduras</td>
<td>Nepal</td>
</tr>
<tr>
<td>India</td>
<td>Nigeria</td>
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<tr>
<td></td>
<td>Pakistan</td>
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<tr>
<td></td>
<td>Peru</td>
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<tr>
<td></td>
<td>Sudan</td>
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<tr>
<td></td>
<td>Tanzania</td>
</tr>
<tr>
<td></td>
<td>Thailand</td>
</tr>
<tr>
<td></td>
<td>Trinidad</td>
</tr>
<tr>
<td></td>
<td>United States</td>
</tr>
</tbody>
</table>

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[Image: Map of Countries of Origin of BIC High Point Participants]

[Table: High Point Building Integrated Communities: Countries of Origin Represented]
COMMITMENT: For our first goal, High Point’s municipal leaders indeed committed significant and sustained time, as well as financial resources, to enhancing immigrant integration through their participation in the process. In High Point, the mayor, city management staff, and representatives of nearly all city agencies participated in the planning process, which consisted of multiple meetings over a two-year process. Given the many responsibilities and duties of municipal officials, this involvement demonstrated commitment and concern. By approving the committees, the City is committing to ongoing engagement with these issues.

CONSENSUS: The second goal was realized with the successful creation of the comprehensive action plan. This is a significant accomplishment because it required so many people to come to a consensus on shared goals and vision for the City of High Point. It was also notable because the city engaged a significant number and diversity of immigrants—more than 150 people from 22 countries—to contribute in a meaningful and sustained way. This is uncommon in municipalities in the region, which may have multiple assets but a lack of coordination and leveraging of complimentary efforts and resources.

We identified sectors of the community represented by participants in the High Point BIC planning process. These include non-profit organizations, faith-based organizations, the private sector, local government agencies, educational institutions, and individuals who identified with immigrant or refugee communities. Several of the non-profit organizations present were represented by a staff person who is also an immigrant or refugee. We counted these individuals in the non-profit category instead of as individuals affiliated with an immigrant or refugee community. The plan was adopted by elected officials, showing the importance of having broad consensus across different stakeholder groups that include immigrants, city staff, non-profits, business leaders, and elected officials.

KNOWLEDGE EXCHANGE: Our third goal was, “immigrants will have an increased knowledge about city services, agencies, and programs,” and “participants will gain an increased understanding of issues facing immigrant communities.” To accomplish this goal during the planning process, we incorporated educational information about local government and nationwide best practices, promoted dialogue between immigrants and city officials about community needs, and included time for High Point city staff to give presentations on the public transportation system.

Evaluations (see figure 5.5) showed that 53 percent of meeting participants learned about city resources they didn’t previously know existed. Given the fact that at least half of participants were city agency staff members with existing knowledge about government structure and leadership opportunities, we anticipated that this number would not be higher. It would benefit future efforts to incorporate more civic engagement trainings about the structure and powers of local municipal and county governments, something we did in other BIC partnering municipalities. Specifically, we could offer information on how residents can participate in local decision-making processes through boards and committees. A greater number of participants (63 percent) reported that they had gained new understanding about immigrant communities. Fifty-eight percent of participants felt they made new professional contacts within city government.

A sizeable majority of stakeholder meeting participants reported making new contacts with people outside of government in the local community (79%). This outcome suggests that the BIC process was helpful in broadening the City of High Point’s contacts outside local government and building relationships with immigrant community leaders. Interviews with participants revealed how these new contacts led to collaborations and follow-up meetings outside of the BIC process. For example, leaders in a local synagogue worked with the Mayor to provide a home of worship for a local Haitian congregation. The presence of local Spanish language media at a BIC meeting enhanced the city’s communication and connections with local Latino communities. Relationships established at BIC meetings between the city and a local immigrant leader
resulted in the creation of a learning space for children and adults to preserve native traditions and learn about their new community.

**FIGURE 5.5 CONTACTS AND KNOWLEDGE GAINED AT BIC MEETINGS IN HIGH POINT**

![Bar chart showing contacts and knowledge gained at BIC meetings in High Point.](chart)

**SOURCE: BIC PROCESS SURVEY OF 19 PARTICIPANTS**

### 5.3 PHASE THREE (2012-2013): MEASURING COMMUNITY IMPACTS

In phase three, we have expanded the scope of evaluation from the BIC planning process to the implementation of the action plan and its impact in the larger High Point community. In the prior sections we described in detail how stakeholders came together in High Point to identify shared priorities and goals and create a plan with specific action items to accomplish these goals. High Point’s goals were:

1. To facilitate communication between immigrant groups and local government and non-profit agencies through improved language services and relationships building;
2. Widespread refugee and immigrant participation in local government and civic life;
3. Increased involvement, collaborations, and advocacy from all community members on questions of integration;
4. Link immigrants, services providers, and established residents through personal interaction and increased cultural knowledge.

We used these goals as a framework for the creation of an evaluation plan for measuring the progress and outcomes of these goals. Below is a table illustrating High Point’s goals, action items, performance indicators, and ways of measuring the progress (labeled as “data source”).
**GOAL 1:** To facilitate communication between immigrant groups and local government and non-profit agencies through improved language services and relationship building.

<table>
<thead>
<tr>
<th>ACTION ITEMS</th>
<th>Performance Indicator</th>
<th>Data Source</th>
</tr>
</thead>
</table>
| **Action Item A:** Host a bus tour for immigrants and non-immigrants.  
Description: Designed to improve awareness and access of High Point public transportation system. | Increase in immigrants’ and non-immigrants’ awareness about High Point (HP) public transit system.  
Increase in immigrants’ and non-immigrants’ access to public transit system.  
Increase in immigrants’ and non-immigrants’ knowledge about the community and where city services (i.e. City Hall, Libraries) are located. | A count of the numbers of immigrants and non-immigrants who participate in the bus tours.  
Track ridership rates in routes connected to immigrant communities through observations.  
Count the number of languages transit materials are translated in.  
Work with sponsoring agencies such as the Latino Family Center and World Relief already collecting data.  
Access transportation services information on where foreign born live to help them plot bus routes and major locations like city hall, social services, libraries, and health clinics.  
Build on Latino outreach efforts. Increase outreach to expanding immigrant populations from African and Asian countries.  
Case studies of individuals or groups impacted by work to improve access.  
Interviews with immigrant transit riders. |
| **Action Item B:** Organize HPPD/HPFD ride-alongs  
Connect immigrants with the High Point Fire department and Police department personnel; build trust. |                                                                                                    |                                                                                                |
| **Action Item C:** Implement a direct Spanish information line.  
Description: Implement direct Spanish line to avoid miscommunications and improve access for immigrants. |                                                                                                    |                                                                                                |
| **Action Item D:** Create a Spanish monthly statement.  
Description: Include Spanish language translations on all communications between the city and residents (e.g. bills). |                                                                                                    |                                                                                                |
| **Action Item E:** Disseminate existing translated materials/communication.  
Description: Expand website materials. |                                                                                                    |                                                                                                |
| **Action Item F:** Consolidate information about access to services. |                                                                                                    |                                                                                                |
| **Action Item G:** Incorporate immigrants into the Southwest Renewal community project. |                                                                                                    |                                                                                                |
## Building Integrated Communities in High Point, North Carolina

### ISSUE/CONCERN: CIVIC LEADERSHIP/CIVIC ACTIVATION

**GOAL 2:** Widespread refugee and immigrant participation in local government and civic life

**GOAL 3:** Increased involvement, collaboration, and advocacy from all community members on questions of integration

<table>
<thead>
<tr>
<th>ACTION ITEMS</th>
<th>Performance Indicator</th>
<th>Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Action Item A:</strong> Constitute an International Advisory Board (Subcommittee under the HRC).</td>
<td>Increased immigrant visibility and participation in city boards and events.</td>
<td>Number of attendees at first and subsequent meetings.</td>
</tr>
<tr>
<td><strong>Action Item B:</strong> Work toward economic development with immigrant entrepreneurs</td>
<td>Specific leadership development on cultural awareness (i.e. sensitivity training).</td>
<td>Conduct cultural competence training.</td>
</tr>
<tr>
<td>Description: Establish art space and agricultural cooperative for Bhutanese and Nepalese residents of High Point.</td>
<td>Increased access and knowledge about sports and recreation field space.</td>
<td>Number of immigrants participating in sports and recreation aspects (i.e. renting field space, playing soccer).</td>
</tr>
<tr>
<td><strong>Action Item C:</strong> Develop leadership and civic participation (long-term).</td>
<td>Increased outreach by city agencies to immigrant populations.</td>
<td>Track representation on the international advisory board.</td>
</tr>
<tr>
<td>Description: Improve immigrant access to elected offices; increase representation on city boards (long-term).</td>
<td>Increase in immigrant perspectives in local media outlets.</td>
<td>Track international advisory board representation at meetings.</td>
</tr>
<tr>
<td><strong>Action Item D:</strong> Ensure that immigrants have access to sports and recreation activities.</td>
<td>Increased immigrant representation in decision-making processes, leadership development and civic participation.</td>
<td>Track local newspaper columns and articles that provide educational content about immigrant communities or that provide immigrant perspectives.</td>
</tr>
<tr>
<td></td>
<td>Increased access to information of services and cultural events.</td>
<td>Case studies of individuals or groups impacted by work.</td>
</tr>
</tbody>
</table>

### ISSUE/CONCERN: CULTURAL COMPETENCE

**GOAL 4:** To link immigrants, services providers, and residents through personal interaction and increased cultural knowledge

<table>
<thead>
<tr>
<th>ACTION ITEMS</th>
<th>Performance Indicator</th>
<th>Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Action Item A:</strong> Convene faith based leaders.</td>
<td>Increase in immigrants and non-immigrants’ religious understanding.</td>
<td>Number of faiths and members represented on Interfaith Affairs Committee.</td>
</tr>
<tr>
<td>Description: To Improve cultural and religious understanding in High Point.</td>
<td>Increase in immigrants and non-immigrants’ cultural understanding.</td>
<td>Number of interviews conducted and recorded at HiFest.</td>
</tr>
<tr>
<td><strong>Action Item B:</strong> Expand Front Porch Conversations.</td>
<td>Increase in immigrant knowledge of cultural and linguistic information, which includes how to pay a utility bill to what information to relay to first-responders.</td>
<td>Number of pamphlets distributed; track agencies that hand out information.</td>
</tr>
<tr>
<td>Description: Expand thematic focus to issues concerning immigrants and refugees and building cultural understanding.</td>
<td></td>
<td>Interview participants about their attitudes regarding this work.</td>
</tr>
<tr>
<td><strong>Action Item C:</strong> Create a cultural handbook.</td>
<td>Increase in immigrant visibility and participation at HiFest.</td>
<td>Case studies of individuals or groups impacted by work to improve cultural and religious understanding.</td>
</tr>
<tr>
<td>Description: Create a handbook with demographic, cultural and linguistically appropriate information for city staff. Print handbook to include in Police cars.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Action Item D:</strong> Hold Bi-Annual HiFest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description: High Point’s twice-yearly festival to display and promote multi-culturalism.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Since 2011, we have collected data from a number of sources identified in the above chart. For example, we have tracked the numbers and faiths of individuals participating in the Interfaith Affairs Committee; the number of people and countries of origin of individuals serving on the International Affairs Committee; and the number of interviews conducted and recorded at HiFest. We have collected case studies of individuals or groups impacted by the work. We conduct ongoing counts of immigrants and non-immigrants who participate in the bus tours. This data was gathered from interviews with individuals who have played key roles in implementing action items, participants at events, and from notes from events and meetings we attended.

To better understand the implementation of the action items and their impact on cultural and religious understanding, we conducted interviews from August-November 2013 with meeting participants from city agencies that include Transit, the Office of the City Manager, Human Relations, and Community Relations; community organizations that include the YWCA of High Point, B’nai Israel Synagogue, St. Mary’s Episcopal Church, Guilford County Association of Educators, and the Refugee services office of Senior Resources of Guilford. In the interview, we asked the following:

- What are your future plans for the work you are doing?
- Approximately how many people have participated in events you have organized?
- How often is the event held?
- Is the event scheduled as needed or is there a consistent meeting time?
- Approximately how many people attend the meetings, if consistent?
- What is the impact of this initiative on a local, state, and national level?
- What are your hopes having participated in these initiatives?
- Are there tools or resources that would enhance your work?

Much of the qualitative information shared through interviews is described in detail in section four, including a number of stories that demonstrate the impact that initiatives are having across different High Point communities. Below we have quantified participation rates in ongoing initiatives. Keeping in mind that we are only in year one of implementation, the data provided here is a snapshot of ongoing work. We will track this progress annually to show impact over the long-term of these efforts.

**QUANTIFYING IMPACT**

In our evaluations we quantified impact in ongoing initiatives by:

1) Counting participation rates by attending events and doing headcounts and by asking event coordinators to record attendance.
2) Tracking countries of origin of IFAC and IAC.
3) Analyzing articles in the local newspaper, the High Point Enterprise, on immigrant faith perspectives from February 1, 2013 (the start date for the new spiritual column the IFAC helped establish at the Enterprise) to December 1, 2013. We tracked readership rates and calculated the numbers of people exposed to these articles.
4) Tracking the numbers of foreign-born individuals appointed to city committees, boards, or councils.

**Participation:** Approximately 1100 High Point residents have participated in ongoing initiatives identified as action items in the plan from September 2011 to October 2013. These initiatives may take the form of classes, meetings, municipal tours, or events. This count does not include participants in the planning process from 2010-2012. The following graphs reflect participation.
Increased cultural understanding by collaborating with local media
As mentioned above, the Interfaith Affairs Committee worked with the local newspaper to enable diverse communities of faith to share perspectives and educate the general public. On February 1, the High Point Enterprise started publishing the writings of a greater diversity of faith leaders in its Saturday “Spiritual” column dedicated to religious diversity in High Point. Starting with an editorial about the US constitutional freedom of religion, the newspaper has published a column written by a local resident or staff writer many Saturdays since then. Five columns have been written on “non-traditional” faiths practiced locally, including Buddhism, Bahá’í, and Judaism, and members of Interfaith Affairs Committee authored two columns. Editors are interested in more participation from immigrant faith communities. The High Point Enterprise has a readership of 19,000 daily across the region that covers Greensboro, Winston Salem, Archdale, Lexington, Thomasville, and High Point.

Leadership development and access to decision-making capacity
Eleven foreign born High Point residents now serve on the City of High Point’s IAC, IFAC, and other boards and commissions, an increase of nearly 500 percent from only three individuals serving on boards and commissions in 2010. As permanent structures, the IAC and IFAC will continue to provide leadership roles for immigrant and refugee residents of High Point. A more long-term goal of the BIC action plan is to enable a greater diversity of High Point residents to serve on all city boards and commissions and access elected offices.

5.4 LONG-TERM EVALUATION
While we are optimistic about long-term impacts, only continued monitoring and evaluation will allow us to assess the sustainability of the plans and their value in High Point. We are working with the City of High Point to develop an evaluation form for participants in city sponsored events that will identify demographic data,
Building Integrated Communities in High Point, North Carolina

including country of origin, number of years living in High Point, desire to engage in leadership activities and opportunities, and feedback about the event/activities. This form will provide the city with better information about how to make events more accessible for immigrant communities and will also identify potential leaders interested in serving on city boards, commissions, and committees.

After members finish service with the International Advisory Committee and the Interfaith Affairs Committee, they will complete an anonymous exit survey asking how they perceived their involvement in the city’s work, the efficacy of the IAC in bringing issues to the attention of city government, and its impact on their personal leadership development (see appendix 11). These surveys will be reviewed annually to determine what improvements could be made.

We will continue to conduct interviews annually with individuals active in implementing the action plans, as well as community residents who have participated in events. In this way we hope to get a sense for how helpful the initiatives have been, and how they can be improved. We will continue to track participation rates in the many initiatives and address unfinished tasks in our evaluation plan. We will continue sharing this information in online annual reports with all who have participated in the process, as well as newly engaged individuals in High Point and beyond. We will continue to maintain a listserv of people interested in and involved in BIC.

Throughout this process we developed plans that we could implement in the future. A larger evaluation plan could include, as part of the baseline measurements, a large-scale survey about perceptions and attitudes of the larger community towards immigrants and knowledge of resources and services. Ideally, we would repeat this or a similar survey to evaluate the long-term impacts of integration initiatives every 3-5 years.

While not an explicit goal, High Point’s BIC initiatives may have a number of positive economic consequences for the whole city. For example, the following outcomes would indicate a positive economic impact:

- The retention of talented and highly skilled immigrants to work and live in High Point.
- Immigrants’ enhanced access to city resources and incentives for starting and maintaining successful local businesses.
- Financial savings for the City of High Point when customers can more easily understand and pay utility bills.
- More equitable distribution of resources and leadership opportunities for underrepresented groups.
- An enhanced knowledge base for the creation of effective strategies for addressing costly social problems of poverty, unemployment, and lack of health care.
- Tourist dollars spent in the High Point economy during conferences, such as the proposed 2014 World Religions Conference to be hosted by the Interfaith Affairs Committee.
- In-kind contributions from the representatives of statewide agencies, non-profits, businesses, and universities participating in integration efforts.
- Reduction of conflict between and among groups.
CONCLUSIONS

Building Integrated Communities is ongoing as we continue to serve increasingly diverse communities in North Carolina. In the short-term, High Point’s Building Integrated Communities team is committed to implementing the action items identified in meetings, continuing with the strong support of the International Advisory Committee and the Interfaith Affairs Committee of the High Point Human Relations Commission. We value the opportunity to share this work with other municipalities across the state and nation as we continue this work.

The efforts of High Point place them among a growing number of municipalities responding in comprehensive, inclusive ways to demographic change. This work is possible because of High Points’ commitment to immigrant integration, residents’ willingness to share valuable and diverse perspectives, and desire to make communities more inclusive for all. Acknowledging immigrants as valuable community assets opens the door to new ways of addressing economic growth, conflict resolution, and social cohesion. The experience of High Point shows that members of small communities can come together to build relationships, create inclusive programs, and offer promising models for communities of good will.
Appendix 1: Agenda, High Point Stakeholder Meeting 1: January 30, 2012

UNC Chapel Hill “Building Integrated Communities” Project
Facilitator: Margaret Henderson, The UNC School of Government
Promising Practices and Immigration Expertise: Hannah Gill, Institute for the Study of the Americas at and Mai Nguyen, Department of City and Regional Planning, UNC Chapel Hill

Meeting Objectives:
- Share information about the overall project, “Building Integrated Communities”
- Discuss and decide what “success” would be for High Point
- Plan our next steps

10:00 Orientation to our work together today:
  - Welcome
  - Introductions (Name, position, home, fill in the blank:
    - What I hope to gain from helping High Point build an integrated community is __________.
    - What I have to give to our success in building an integrated community is __________.
  - Agenda for the day
  - Logistics
  - Explanation of UNC’s participation

10:45 Paired Interviews
  - The purpose of the interviews is three-fold: uncover your potential, define “success,” and build relationships
  - Provide instructions
  - Find a partner. Reconvene at original table at 11:15.
  - Self-regulated break

11:15 Debrief Q1 at tables.
11:30 Large group debrief
11:45 Get lunch, then return to tables to debrief Q2
12:15 Large group debrief
12:45 Review of information gathered
1:00 Ideas from other communities
1:15 Given your ideas from this morning and the ideas from other communities, what does High Point want to focus on?
  - Which ideas are the most compelling or seem the most feasible?
    - What is the specific action or benefit desired?
    - Would this strategy be implemented through an existing or new structure or group or process? (who, how, what, time line, etc.)
    - Would this strategy require additional decisions, resources, or involvement by others not here today?
    - What are the logical next steps for this strategy?
  - What are the next steps for this planning group and UNC?

2:00 Summation, self-evaluation, adjourn
Appendix 2: United States Census Terms and Definitions

Household
A household includes all the people who occupy a housing unit. (People not living in households are classified as living in group quarters.) A housing unit is a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied (or if vacant, is intended for occupancy) as separate living quarters. Separate living quarters are those in which the occupants live separately from any other people in the building and which have direct access from the outside of the building or through a common hall. The occupants may be a single family, one person living alone, two or more families living together, or any other group of related or unrelated people who share living arrangements. In the 2010 Census data products, the count of households or householders equals the count of occupied housing units.

Householder
One person in each household is designated as the householder. In most cases, this is the person, or one of the people, in whose name the home is owned, being bought, or rented and who is listed on line one of the questionnaire. If there is no such person in the household, any adult household member 15 years old and over could be designated as the householder.
Households are classified by type according to the sex of the householder and the presence of relatives. Two types of householders are distinguished: a family householder and a nonfamily householder. A family householder is a householder living with one or more individuals related to him or her by birth, marriage, or adoption. The householder and all people in the household related to him or her are family members. A nonfamily householder is a householder living alone or with nonrelatives only (B4).

Tenure
Tenure was asked at all occupied housing units. All occupied housing units are classified as either owner-occupied or renter-occupied.

Owner-Occupied
A housing unit is owner-occupied if the owner or co-owner lives in the unit even if it is mortgaged or not fully paid for. The owner or co-owner must live in the unit and usually is Person 1 on the questionnaire. The unit is “Owned by you or someone in this household with a mortgage or loan” if it is being purchased with a mortgage or some other debt arrangement, such as a deed of trust, trust deed, contract to purchase, land contract, or purchase agreement. The unit is also considered owned with a mortgage if it is built on leased land and there is a mortgage on the unit.
A housing unit is “Owned by you or someone in this household free and clear (without a mortgage or loan)” if there is no mortgage or other similar debt on the house, apartment, or mobile home, including units built on leased land if the unit is owned outright without a mortgage. Although most tables show total owner-occupied counts, selected tables separately identify the two owner categories.

Renter-Occupied
All occupied housing units which are not owner-occupied, whether they are rented or occupied without payment of rent, are classified as renter-occupied. “Rented” includes units in continuing care, sometimes called life care arrangements. These arrangements usually involve a contract between one or more individuals and a service provider guaranteeing the individual shelter, usually an apartment, and services, such as meals or transportation to shopping or recreation. The “no rent paid” category includes units provided free by friends or relatives or in exchange for services, such as a resident manager, caretaker, minister, or tenant farmer. Housing units on military bases are also classified in the “No rent paid” category (B21-B22)

Census Tracts
Census Tracts are small, relatively permanent statistical subdivisions of a county or equivalent entity that are updated by local participants prior to each decennial census as part of the Census Bureau’s Participant Statistical Areas Program. The Census Bureau delineates census tracts in situations where no local participant existed or where state, local, or tribal governments declined to participate. The primary purpose of census tracts is to provide a stable set of geographic units for the presentation of statistical data.

Census tracts generally have a population size between 1,200 and 8,000 people, with an optimum size of 4,000 people. A census tract usually covers a contiguous area; however, the spatial size of census tracts varies widely depending on the density of settlement. Census tract boundaries are delineated with the intention of being maintained over a long time so that statistical comparisons can be made from census to census. Census tracts occasionally are split due to population growth or merged as a result of substantial population decline. Census tract boundaries generally follow visible and identifiable features. They may follow nonvisible legal boundaries, such as minor civil division (MCD) or incorporated place boundaries in some states and situations, to allow for census-tract-to-governmental-unit relationships where the governmental boundaries tend to remain unchanged between censuses. State and county boundaries always are census tract boundaries in the standard census geographic hierarchy. Tribal census tracts are a unique geographic entity defined within federally recognized American Indian reservations and off-reservation trust lands and can cross state and county boundaries. Tribal census tracts may be completely different from the census tracts and block groups defined by state and county (see “Tribal Census Tract”).

Appendix 3: Residents' Academy Focus Group High Point Building Integrated Communities

Background:
The City of High Point is participating in the “Building Integrated Communities” project with the University of North Carolina at Chapel Hill. The purpose of the project is to bring together members of the immigrant and refugee communities and others involved in making local public policy decisions (local government, business, faith-based groups, philanthropy, educational institutions, and nonprofits) to create and put into practice a plan for a more inclusive High Point.

Objective: Understand the needs of immigrants in High Point to greater inform a collective initiative to engage them more in local civic life.

Questions:
1. What is it like to be an immigrant in High Point?
2. Where and how (if anywhere) do you participate in the greater High Point community already? If so, what do you like about going there? If not, why haven’t you participated in many community events?
3. What sort of information or actions would help you become more informed and engaged in your community?
4. What is the best way to get this information to you (e.g., classes, website, brochures, workshops, word of mouth, etc.)?
5. What would make city services more accessible to you?

Agenda:
- Introductions
- Overview of city’s website/Citizens’ Handbook
- Overview of meeting objective; format; and ground rules
- Focus group
- Wrap-up and thank you

Format: Groups of 6–10 people with 1–2 facilitators who ask the questions and at least 1 recorder who writes responses. Groups should reflect homogenous demographics (e.g., age; country of origin; etc.).

Ground rules: a) stay focused; b) maintain momentum; c) get closure on questions; and d) be respectful of others’ time and opinions.

Interview questions:
Do you know of any previous needs assessments for refugee and immigrant communities that have been done for HIGH POINT? (ASSESSMENT)
What are the most pressing issues facing the immigrant and refugee communities in your city? (PROBLEM)
Why are these the most pressing issues? (WHY?)
Do you see any public costs associated with these issues? (COSTS)
What do you think are the causes of these issues? (CAUSES?)
What are some possible solutions? (SOLUTIONS)
What are some of the obstacles (cost, regulation, or public or political will) to implementation of these solutions? (OBSTACLES)
Do you think there are any populations within the immigrant/refugee communities that particularly struggle with these issues? (VULNERABLE POPS)
What do you see as the most important assets your community has? (Assets High Point has and/or assets the immigrant and refugee communities have) (ASSETS)

Can you think of anyone else I should speak with? (CONTACTS)
Would you like to stay informed about this project?
Hi. My name is __________ and I am working with the Building Integrated Communities project.

Thanks for taking the time to speak with me today. As you know, the intent of Building Integrated Communities is to help North Carolina city governments successfully engage with immigrants and refugee populations in order to improve public safety, promote economic development, enhance communication, and improve relationships. As we are putting together this initiative, I am trying to learn about the current conditions of immigrant groups in your community to help you better evaluate the impacts of the programs that will emerge from this project. Today I am going to ask you a few questions related to the current status of immigrant integration in your community. This means I would like to know more about relationships between immigrant groups and the larger community and any current resources for integration that serve these groups from your perspective.

- Could you describe your immigrant community?
- What are the immigrant groups in your area right now?
  - Where do they come from?
- How much contact do you have with immigrants and immigrant community leaders?
- How have the immigrant communities in your area changed in the last few years?
  - What are some positive changes?
  - What, if any, are some negative ones?
- What are the perceptions about these immigrant groups in the larger community?
  - Have there been any recent incidents around a particular immigrant group?
  - What about your personal experience with these groups? Is there anything you’d like share?
- Right now how are immigrants participating, if at all, in the local community?
  - Users of city services?
  - Participants in local cultural events?
  - Members of boards or groups?
  - Immigrant Community leaders?
  - If yes, why do you think they are interested in participating?
  - In your view, how does the larger community feel about this immigrant participation?
  - If no, what might keep them from participating?
- What are some local government resources and services that X provides to immigrants?
  - What are your thoughts about these resources and services provided by X?
- Are there challenges that local government cannot or do not currently provide that immigrants take responsibility for within their communities?
- How can local governments support these actions?
  - In what ways does the local government cooperate with other groups?
- What is your definition of immigrant integration?
- Where do you see the greatest need in resources and services that could be offered to encourage immigrant integration?
- Can you tell me why you think this important to X?
- Are there practices that your organization engages in that tries to make things more culturally appropriate for immigrants? (interpretation, child care, outreach to populations etc.)
  - If yes, can you tell me more about those practices?
  - If no, is there anything getting in the way of doing this?
- What are immigrant perceptions of law enforcement?
- Are there recent incidents that bring this to mind?
- To what degree do immigrants participate in voting or have influence over decisions?
  - Does the local government try to increase voting in the immigrant community?
- How much contact do you personally have with immigrants?
- What would you consider a successful outcome of the Building Integrated Communities project?
Appendix 5: Immigrant Advisory Board Handout

Civic Participation & Leadership Development: Immigrant Advisory Boards

Immigrant Advisory Boards Case Studies

**Immigrant and Refugee Advisory Board – Seattle, Washington**

The Immigrant and Refugee Advisory Board was created as a result of Seattle's Immigrant and Refugee Report and Action Plan released in 2007. The Board is responsible to the Mayor and City Council by sharing knowledge to strengthen city government services to all members of the community, particularly the many immigrant and refugee groups in the Seattle area.

The Board is composed of 15 community leaders, 8 of which are appointed by the Mayor and the other 7 by the City Council. Each Board member is appointed for either 1- or 2-year terms and all have the option of reappointment for future terms. Objectives and responsibilities include:

- Advising the Mayor, City Council and city departments and offices on ways to enhance and improve access to city services and resources for immigrants and refugees, as well as strengthening opportunities for immigrants and refugees to participate in the civic life of the city;
- Advising the city on the successful implementation of the Immigrant and Refugee Action Plan and on future updates to the plan;
- Advising all city departments and offices in matters affecting immigrants and refugees, as appropriate;
- Encouraging understanding between and among the various immigrant and refugee communities and the larger Seattle community.

Considerations:

- The Immigrant and Refugee Board is part of a larger initiative of both the City and the County “Race and Social Justice Initiative”:
- The city has a 2-year action plan for all immigrant and refugee related initiatives:
- Meetings are conducted at the same time and place every month. Agendas and meeting minutes are publicly available. http://www.seattle.gov/landRboard/meetings.htm
- The Immigrant and Refugee Board uses a work plan to delineate short-term tasks:

**Immigrant Advisory Committee – Boulder, Colorado**

The Immigrant Advisory Committee in Boulder, Colorado was developed in 2006. The Committee seeks to encourage immigrant involvement in the city government and to advise the city on issues relating to the immigrant community. The committee serves in an advisory capacity to the city manager in developing policy and services that better serve the immigrant community and to encourage access by this community to the full benefits, opportunities and services provided by the city.

The committee consists of seven members appointed by the city manager. All members are immigrant residents of Boulder, either citizens or non-citizens, and must be reflective of the demographics of the immigrant community of Boulder. They must also have some knowledge and interest in issues that affect immigrants in the city.

Considerations:

- This Committee is supported by the National League of Cities:
Immigrant Rights Commission (IRC) – San Francisco, California

The Immigrant Rights Commission was created in 1997 to advise the mayor and board of supervisors on issues and policies related to immigrants who live and work in San Francisco. The commission consists of fifteen (15) voting members, eleven (11) who are appointed by the Board of Supervisors and four (4) who are appointed by the Mayor. At least eight members must be immigrants to the United States and each member of the Commission serves for a term of two years.

Considerations


Useful website including meeting agendas and notes, links to national and local immigration materials:

Questions to Consider When Creating a Plan for an Immigrant Advisory Board:

Defining Goals and Success

• What are the goals of the board?
• What will “success” look like for the board?
  ○ How will you measure progress towards achieving “success”?

Representation and Advocacy

• Who should the board advise?
  ○ The HRC? The City Council? The mayor? All of the above?
• Is proportional representation by ethnicity or immigrant/refugee status necessary?
• How will the board share information with others, and for what purpose?

Recruitment and Training

• How will you recruit for the board?
• Who will recruit board members?
• Will there be an application process?
  ○ If yes, what will that look like?
• What are the desired characteristics for board members?
  ○ Languages spoken?
  ○ Personal or professional skills?
  ○ Personal or professional connections?
  ○ Lives or works in High Point?
  ○ Interest in/commitment to the board’s goals?
• How will you train or orient new board members?
  ○ What would the content be?
  ○ Who would provide it?

Logistics

• How often will the board meet?
• Will board members have terms?
  ○ If yes, how long will they be?
• Who will provide logistical support or other resources to enable the work of the board?
Appendix 6: January 2012 Meeting Attendees

**City of High Point**
Al Heggins, Human Relations Director  
Michelle V. McNair, Community Development & Housing  
Mike Beck, Public Library  
Becky Smothers  
Ester Boss, Human Relations  
David Hyder, Department of Transportation  
Martha Aguilar  
Bob Martin  
Heidi Galanti – Planning and Development Department  
Calvin Vaughn – Department of Parks and Recreation  
Eddie McClusky – High Point Police  
Michael E. McNair – City of High Point Community Development  
Pat Pate – City of High Point  
Amandeep Mann – City of High Point

**Schools and Universities**
Gina Jacobs, Oak Hill Elementary Volunteer Coordinator  
Myrta Torres, Oak Hill Elementary Interpreter & Parent Liaison  
Jonathan Woodbury, Guilford Technical Community College  
Stephanie Cousins – Guilford Technical Community College  
Leeann Anderson – Guilford Technical Community College

**Community Services**
Rashinda Khalifa, Al Aqsa Community Clinic  
Theresa Wellendorf, Family Life Council, a division of Children’s Home Society  
Mary Ellen Droppers – Guilford Senior Center, ESL Teacher  
Narayan Khadka – Refugee Outreach Coordinator  
Valda Ford – Center for Human Diversity  
Susan Wood – Habitat for Humanity, High Point  
Jason Yates – Caring Services, HP Human Relations committee  
Dell McCormick – Macedonia Family Resource Center  
Tony Williams – World Relief  
Michelle Matthews – High Point Human Relations Commission  
Alice Owens – Latino Family Center  
Prem Mishra – High Point Regional Hospital, Food Services Department  
Brian Boggs – World Relief  
Rhadika Mishra – Graphick Dimension

**Ministries**
Chris Gillespie, West End Ministries

**Bhutanese Community**
Building Integrated Communities in High Point, North Carolina

Karnano
Padammangar
Sabritamangar
Keshap Poudyel
Hari Krishna Poudyel
Krishna Khatriwoda
Harka Khadra
Indra Khadra
Dhan Mishra
Pabitra Mishra
Jiwan Pradhan

Basu Bhandari
Moti Mongar
Rita Mongar
Padam Magar
Nara Karki
Ram Gurung
Hem Magar
Hari Ial
Sumitra Mongara
Dil Khadka
Santi Mishra

Triad Nepalese Community Center
Basanta Khadka, TNCL President
Thapaliya Narn, Board Member

UNC Chapel Hill
Hannah Gill, Mai Nguyen, Margaret Henderson, Anisha Steephen, Meghan Andrew – UNC Chapel Hill BIC staff

Resident
Rabin Nepal – Resident of High Point
Appendix 7: Official Points from January 30, 2012 Stakeholder Meeting

- Learn about High Point's goals
- A chance for new arrivals to share their concerns and that the City of High Point will hear those concerns
- Hear and respect what we need from the City of High Point
- A better perspective on the perceived needs in the community, in order to better serve
- Learn about resettled communities in High Point and how they can be better served from a medical standpoint
- Gain connections and knowledge
- Learn about how all this will work together
- Learn how we could better provide services and reach out to various communities
- Learn how we can engage more
- Discover how to get diverse families working as a community and not individual homeowners
- Help each other out to build up the immigrant communities in High Point
- Encourage and advocate folks from other countries to interact with those of us who were born and raised here.
- Interaction with all the people of this city
- Spread the word about the different programs the city offers
- Learn about the project
- Get information
- Integrating more immigrants and people of diverse backgrounds into city boards and commissions so that their voices are heard
- Gain some information on how we can learn some new ideas to create even more programs
- Becoming a better listener in order to better understand needs
- Ensure access to transportation
- Create sustainable efforts
- Figure out how to integrate people into the neighborhoods where we are working.
- Improve access to resources for students
- Figure out how will this all work and how will our clients benefit
- Having an integrated community
- Social transformation, integration
- Learn what more can we do to better assist folks
- How we can better serve all the communities in High Point
- Learn more about project
- Greater understanding of the diversity in our community
- How we can integrate our diversity into City of High Point projects
- Greater understanding of diversity and culture in City of High Point and how to integrate that into the fabric of High Point
- Better understanding of our community
- Learn some practical and tangible ways I can be an advocate
- Knowing about our community and how we can come together to improve the lives of all people in our community
- Learn about the multicultural communities living in High Point
- Seeing my community here in this meeting is already something I have gained
- Seeing people here using their English skills
- Learn about what the community needs and what the community can give to us.
- Get some help
- Have proper communication with different communities
- Support for the community, support for the community center
- Glad to see so many people from the Bhutanese community here, speaking English
- Learn more about the community
- Learn more about all of you
- Find out how we can make this project happen in all aspects of our community
### Building Integrated Communities in High Point, North Carolina

**Appendix 8: High Point Participating Agencies and Organizations**

**SOURCE:** MEETING TRANSCRIPT, MEGHAN ANDREW 2012

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<thead>
<tr>
<th>African Services Coalition</th>
<th>First Wesleyan Church</th>
<th>Islamic Center of High Point</th>
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<tr>
<td>Al-Aqsa community Clinic</td>
<td>Forest Hills Presbyterian Church</td>
<td>Latino Family Center of High Point</td>
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<td>American Friends Service Committee</td>
<td>Friendship Holiness Church</td>
<td>Lebanon UMC</td>
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<td>B'nai Israel Synagogue</td>
<td>Gethsemane Baptist Church</td>
<td>Lutheran Family Services in the Carolinas</td>
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<td>Buddhist Community</td>
<td>Grace Church</td>
<td>Macedonia Family Resource Center</td>
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<td>Caring Services, Inc</td>
<td>Graphick Dimension, Inc</td>
<td>Memorial United Methodist</td>
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<td>Center for Human Diversity</td>
<td>Guilford Refugee Organization</td>
<td>Monument of Praise Ministries</td>
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<td>Center for New North Carolinians</td>
<td>Guilford Senior Center</td>
<td>Mt. Zion Baptist Church</td>
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<td>Children's Home Society</td>
<td>Guilford Tech. Community College</td>
<td>New Beginning Full Gospel Ministry</td>
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<td>Christ the King Catholic Church</td>
<td>Habitat for Humanity</td>
<td>New Bethel Baptist Church</td>
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<td>City Manager's Office</td>
<td>High Point City Council</td>
<td>Oak Hill Elementary</td>
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<td>City of High Point Police Department</td>
<td>High Point Enterprise</td>
<td>Parks and Recreation</td>
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<tr>
<td>HP Community Development and Housing</td>
<td>High Point Episcopal Church</td>
<td>Public Library</td>
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<td>Community Mosque of H.P.</td>
<td>High Point Jail Ministries</td>
<td>Qué Pasa Media</td>
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<tr>
<td>Cong. United Church of Christ</td>
<td>City of High Point Mayor</td>
<td>Sikh Association of the Triad</td>
</tr>
<tr>
<td>HP Department of Transportation</td>
<td>High Point Regional Hospital</td>
<td>Temple Memorial Baptist Church</td>
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<tr>
<td>Emerywood Baptist Church</td>
<td>Hindu Community</td>
<td>Triad Nepalese Community Center</td>
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<tr>
<td>FaithAction International House</td>
<td>High Point University</td>
<td>Washington Dr.</td>
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<td>Family Life Council</td>
<td>HP Human Relations Commission</td>
<td>Wesley Memorial UMC</td>
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<td>First Baptist Church</td>
<td>Immaculate Heart of Mary Church</td>
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<td>World Relief North Carolina</td>
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Office of the Mayor
City of High Point
North Carolina

PROCLAMATION...

WHEREAS, since our nation’s founding, American prosperity has been fueled by the recognition that we are stronger as a nation when we work together as a people. Our nation, state and city’s success has always been the product of our unique capacity to welcome the contributions and spirit of entrepreneurship of all people – immigrants and native-born – who seek to achieve the American dream; and,

WHEREAS, regardless of race, gender, creed, or country of origin, we are joined in the values of hard work and shared opportunity that define us as North Carolina’s International City. At no time in our City’s history has the need to work together been more necessary, and it is important that High Pointers join together in a spirit of welcoming; to embrace the talents and contributions of all residents. In a 21st century economy, we must create communities that leverage the full potential of all who live here. We must capitalize on diverse perspectives, cultures and talents as the most valuable assets in an economy where knowledge, creativity and innovation reap the greatest benefits, and becoming a more welcoming community means more customers for our local businesses, more jobs created by immigrant entrepreneurs, and a thriving economy that benefits us all. Building communities that welcome all also speaks to our deepest values as Americans and to our greatest aspirations for prosperity, economic growth and global competitiveness. By recognizing the contributions that we all make to create a vibrant culture and a growing economy, we make our community more welcoming to all who call it home; and,

WHEREAS, this week, we honor the spirit of unity that is bringing together neighbors across High Point. During National Welcoming Week, I invite everyone to join this movement by renewing our commitment to our core American values and by taking action in the spirit of welcoming. Let us come together to build communities where every resident has the opportunity to contribute at his or her best. Let us come together to create more prosperous communities and to reaffirm that High Point still stands as a beacon of freedom and opportunity.

NOW, THEREFORE, I, Bernita Sims, Mayor of the City of High Point do hereby proclaim the week of September 15th, 2013 as Welcoming Week. I call upon the people of High Point to join together – as immigrants and native-born residents – to build stronger communities across the state.

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the Seal of the City of High Point, North Carolina this 16th day of September 2013.

[Signature]

(Bernita Sims, Mayor)
July 18, 2012
Dear Faith Partner:

I greet you in the spirit of solidarity!

The City of High Point Human Relations Commission is happy to announce the creation of an Interfaith Affairs Committee. The formulation of an interfaith group emerged from the City initiative called Building Integrated Communities (BIC).

BIC is a collaborative initiative of the City of High Point Human Relations Department and the Institute for the Study of the Americas, the School of Government at UNC-Chapel Hill and their partners. The purpose of the BIC initiative is to examine the challenges that immigrants and refugees experience and to build upon the City’s efforts to engage with diverse groups of High Point residents to build a more cohesive community.

The Interfaith Affairs Committee, under the leadership of the Human Relations Commission, will convene an introductory meeting for the purpose of bringing together our immigrant & non-immigrant residents to improve cultural and religious understanding in High Point. And we really need your help to make this happen.

We’d like to invite you to join us for an interfaith breakfast. The details are:

**DATE:** Thursday, August 16, 2012  
**TIME:** 7:30am – 9:00am  
**PLACE:** High Point Museum / 1859 E. Lexington Ave. High Point

Please RSVP your attendance by August 1st with Ester Boss, Human Relations Program Coordinator. She can be reached by phone at 336.883.3124 or by email at ester.boss@highpointnc.gov

Join us as we move forward to diminish, and one day eradicate, religious intolerance.

Peace and Prosperity!

Commissioner E.B. Freeman, Jr. - Ecumenical Representative  
High Point Human Relations Commission
Appendix 11: Exit survey with IAC or IFAC member

What are the most important issues facing immigrants and refugees in the City of High Point?

How has this opportunity informed or provided you with an opportunity for leadership?

How has the information provided assisted you with business or professional development?

What would you improve about the committee on which you served?

Do you plan to continue engaging with local government or civic organizations, and if so, how?

Can you recommend someone in your community who might be interested in serving on the committee in the future?

Appendix 12: Phone survey of non-profit representatives across North Carolina

The phone survey engaged 25 representatives from non-profit organizations across NC in the eastern, central, and western regions of the state (including Guilford and Forsyth Counties) that serve immigrant and refugees.

Questions:
How many immigrant refugees does your organization serve annually?
What are the most critical issues facing immigrant and refugee communities in your community?
What are the most critical issues facing immigrant and refugee clients in your organization?
Do you know of any previous needs assessments for refugee and immigrant communities that have been done in your community?
What do you think are the causes of these issues?
What are some possible solutions?
What are some of the obstacles to implementation of these solutions?
Do you think there are any populations within the immigrant/refugee communities that particularly struggle with these issues?
What do you see as the most important assets your community has?
Can you think of anyone else I should speak with?
Would you like to stay informed about this project?

Organizations surveyed
Centro la Comunidad, Burlington
Center for New North Carolinians, Greensboro
Centro Hispano, Carrboro
El Vínculo Hispano, Siler City
High Country Amigos, Boone
The African Services Coalition, Greensboro
AMEXCAN, Greenville
The NC Latino Coalition, Durham
The Latin American Coalition, Charlotte
World Relief, High Point
Lutheran Family Services, Raleigh
The NC-ACLU, Raleigh
The NC Justice Center, Raleigh
REFERENCES


Andrew, Meghan. (2011). Building Integrated Communities meeting notes Stakeholder Meeting 1, 2, & 3.


Palmer, Sara. (2013). Personal notes from World Religions Conference in Guelph, Canada.


