



# Building Integrated Communities Action Plan Implementation Update

## April 2021

Our Progress in Implementing the Strategies of the  
[Building Integrated Communities \(BIC\) Action Plan](#) 2019-21



## Government Communication

Strategy	Status	Notes
10.1 Create a Town-wide Language Access Plan		• Unanimously approved by Town Council in November 2019.
10.2 Town establishes a contract for interpretation and translation services		• Contracts approved for multiple language service organizations.
4.1 Translate critical public housing documents into key languages		• Resident notices routinely translated; translation of additional vital documents also completed.
4.2 Provide interpretation for critical public housing appointments		• Demand-based interpretation provided by outside contractor; Public Housing also exploring use of language line service.
10.4 Establish standard language access messages to include on publicity for Town meetings		• Multilingual Town Hall welcome signage designed and being printed; general message developed and materials to be shared.
10.3 The Town supports community organizations to develop solutions to existing language access issues		• Supported pilot community interpreter program, Neighborhood Support Circles, and language service organizations.



## Housing

Strategy	Status	Notes
2.1 Non-profit affordable housing providers amend policies to serve residents without documentation status		• Habitat for Humanity has amended its policies to serve residents with TPS and DACA. Continuing to work with other housing providers.
5.2 Include housing and legal education in outreach to manufactured home residents		• Workshops under development in partnership with Empowerment and other community partners.
2.2 Support the Town's Public Housing Master Plan project to facilitate the involvement of immigrant and refugee residents		• Interpretation and multilingual outreach flyers provided for master plan input meetings.
4.3 Provide housing education and outreach opportunities for immigrant and refugee residents		• Workshops under development in partnership with community partners.
5.1 Continue implementation of the Town's <a href="#">Manufactured Home Strategy</a> and engage residents of manufactured home communities in jointly designing solutions		• Working with partners to create County-wide Manufactured Home Action Plan based on what we learning from extensive resident engagement.
2.3 Continue implementation of the Town's <a href="#">Affordable Housing Strategies</a> and identify best practices to better serve immigrants and refugees		• Actively pursuing affordable housing development on Town-owned land and exploring options to serve broad range of residents.

Legend: = completed = in progress = upcoming

For more information, visit: [www.townofchapelhill.org/bic](http://www.townofchapelhill.org/bic)



# Leadership

Strategy	Status	Notes
8.1 Engage immigrant and refugee youth in the Youth Initiative		<ul style="list-style-type: none"> <li>Partnered with local community groups and residents to recruit youth for Youth Design Team.</li> </ul>
9.1 Strengthen the Peoples Academy recruitment and curriculum to include immigrant and refugee residents.		<ul style="list-style-type: none"> <li>Conducted outreach in Spanish and Mandarin for FY21 Academy; due to limited registrations program was conducted in English-only.</li> </ul>
7.2 Establish a liaison to welcome and guide immigrant and refugee residents serving on boards and commissions		<ul style="list-style-type: none"> <li>Currently drafting materials to support welcoming and inclusive Town meeting spaces.</li> </ul>
11.1 Further develop a cohort of multi-lingual and multi-cultural Town employees		<ul style="list-style-type: none"> <li>Organization wide effort underway to increase diversity in recruitment; continuing to explore options for employee language intensive.</li> </ul>
12.1 Strengthen the Town's connections to community organizations that serve immigrants and refugees		<ul style="list-style-type: none"> <li>Launched several new partnerships with community organizations and collaborated to address community needs during pandemic.</li> </ul>
11.2 Town continues to explore cross-cultural learning opportunities for employees		<ul style="list-style-type: none"> <li>Looking at options to expand cultural exchange program attended by Police to employees in other departments.</li> </ul>
8.2 Develop and launch a Youth Peoples Academy		<ul style="list-style-type: none"> <li>Delayed due to COVID-19 impacts.</li> </ul>
8.4 Expand school visits to Town Hall to include more immigrant and refugee students		<ul style="list-style-type: none"> <li>Delayed due to COVID-19 impacts.</li> </ul>



# Public Safety & Law Enforcement

Strategy	Status	Notes
6.3 Continue to expand the Police Department's <i>Know Your Rights</i> sessions with immigrant and refugee residents		<ul style="list-style-type: none"> <li>The Police Department held regular multi-lingual <i>Know Your Rights</i> sessions, pre-pandemic.</li> </ul>
6.1 Create a more centralized and intentional outreach request process for the Police Department		<ul style="list-style-type: none"> <li>Delayed due to COVID-19 impacts.</li> </ul>
6.4 Jointly design multi-lingual presentations on gun violence, youth drug abuse, and other issues impacting youth with community partners		<ul style="list-style-type: none"> <li>Presentations under development; delayed due to COVID-19 impacts.</li> </ul>



# Public Transportation

Strategy	Status	Notes
1.4 Provide transit service information in multiple languages		<ul style="list-style-type: none"> <li>Interpretation and multilingual outreach flyers provided for Bus Rapid Transit community input meetings.</li> </ul>
1.1 Collaborate with Chapel Hill Transit on short-term transit planning process		<ul style="list-style-type: none"> <li>Interpretation and multilingual outreach flyers provided for Bus Rapid Transit community input meetings.</li> </ul>
1.2 Engage employers with a significant immigrant and refugee workforce in improving transportation options for 2nd and 3rd shift workers		<ul style="list-style-type: none"> <li>Transit services extended to better serve residents on nights and weekends.</li> </ul>

Legend: = completed = in progress = upcoming

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