



Building Integrated Communities in Washington, NC

Community assessment and recommendations for local government

A report for Washington Building Integrated Communities (BIC)
September 2021

Authors:

Daniela Cerón, daniela1@live.unc.edu

Hannah Gill, hgill@email.unc.edu

Brianna Gilmore, briannag@live.unc.edu

Pierce Holloway, wpierceh@email.unc.edu

The Institute for the Study of the Americas
University of North Carolina at Chapel Hill

<http://migration.unc.edu>



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL



Table of Contents

Acknowledgements	3
Executive Summary	4
I. Introduction	6
II. Washington’s Latin American heritage	8
II. Demographic Assessment	11
III. Findings	17
IV. Recommendations	28
Appendices	32
Community Resource Guide	33

Acknowledgements

We thank the essential input from the following individuals:

Adam Waters	City of Washington, NC – Public Works
Anai Olivares	Mother of Mercy Catholic Church
Andrew Vogel	Captain Vogel Sailing
Andy Olsen	City of Washington, NC – Information Technology
Berekia Divanga	City of Washington, NC
Catherine Glover	Washington Chamber of Commerce
Dawn Maye	City of Washington, NC – Development Services
Debra Torrence	Arts of the Pamlico
Erin Ruyle	City of Washington, NC – Tourism Department
Jonathan Russell	City of Washington, NC
Juencio Rocha-Peralta	AMEXCAN
Maritza Mata-Betancourt	AMEXCAN
Mark Yates	City of Washington Fire Rescue EMS
Matt Rauschenbach	City of Washington, NC – Finance Department
Meg Howdy	Washington Harbor District Alliance
Michael Schuetz	Mother of Mercy Catholic Church
Lentz Stowe	Director of the Small Business Center, Beaufort County Community College
Roland Wyman	Arts of the Pamlico
Sandra Silvey	City of Washington, NC – Brown Library
Stacy Drakeford	City of Washington Police Chief
Stacey Everette	City of Washington, NC – Human Resources
Virginia Finnerty	Arts of the Pamlico

We appreciate the invaluable input of City of Washington staff and community members. We thank the following staff at the Institute for the Study of the Americas: Louis Pérez, Jr.; Beatriz Riefkohl Muñoz; Joanna Shuett; Jessica Whipple; Kierra Hyman; Nicole Fortoso; and Corin Zaragoza Estrera.



Washington Building Integrated Communities

Executive Summary

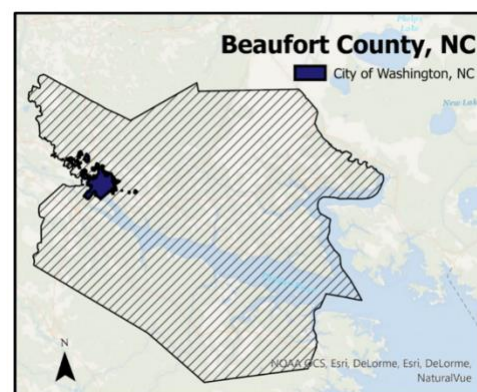
Overview

In 2020, the University of North Carolina at Chapel Hill selected the City of Washington, North Carolina to participate in the [Building Integrated Communities](#) (BIC) initiative. BIC is a collaboration of the City and the Institute for the Study of the Americas at UNC Chapel Hill that aims to understand the experiences of immigrant residents and develop recommendations for City leaders to consider that support the integration, wellbeing, and leadership development of community members. This Community Assessment provides an overview of Washington and Beaufort County's global neighborhoods and includes information about racial and ethnic disparities. The Assessment presents research findings, resource lists, and recommendations for the City of Washington.

Methods

We used a variety of methods to gather information for this assessment, including:

- Secondary data compiled from the U.S. Census and other sources.
- Informal interviews with immigrants.
- A language access survey of staff members of the City of Washington.
- Analysis of reports, service offerings, and other information from organizations and churches that provide services to immigrants.
- Social media research.
- An inventory of small business resources.
- Interviews and conversations with people working in non-profit organizations, churches, businesses or local government in Washington, Beaufort County, and Greenville, NC.



Recommendations

The report shares promising practices and recommendations to expand the City's capacity to communicate with residents with limited English proficiency; increase civic engagement; support and expand Washington and Beaufort County's businesses; build relationships between local government and community members; expand and diversify City leadership; and create more welcoming spaces in Washington for residents and visitors. The assessment also provides a working document entitled the "Washington-Beaufort Community Resource Guide".

Summary of Recommendations



Language Access and Communication: Expand the City's communication capacity by creating a City-wide language access plan. Effectively reach more residents with limited English proficiency and make information available in both Spanish and English (on websites, utility bills, social media, text alerts and flyers); hire more bilingual staff in local government; and enhance bilingual publicity of events, disaster response, and other local information.



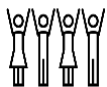
Business: Support and expand Washington and Beaufort County's businesses by creating partnerships with community stakeholders. Support local entrepreneurs by providing legal resources and education in Spanish on how to buy a house/office/property and financing options. Create bilingual hiring policies and hire more bilingual staff in local government to support businesses, permitting processes, labor inspection, and compliance with other regulations. Strengthen ties with and between local Latino business owners.



Public Safety: Build relationships between local government and community members by collaborating with key partners such as local churches on community health and educational events. Make information available in both Spanish and English and create bilingual videos to educate about community safety themes such as police encounters and how to prepare for natural disasters and health emergencies. Recruit foreign-born community members for leadership opportunities that address public safety issues.



Leadership and Inclusion: Expand leadership opportunities and civic engagement by establishing accessible spaces for community members to inform local government decisions. Diversify the leadership of local government to include residents with community knowledge and language expertise. Publicize events with welcoming language and share public messages of support for residents born in foreign countries.



Tourism and the Arts: Expand welcoming spaces in Washington for residents and visitors by creating signage in English and Spanish throughout the City of Washington. Expand investments in community art and murals by local artists that celebrates city's Latin American heritage. Create partnerships with Latin American organizations to provide cultural programming.

Introduction

In 2020, the University of North Carolina at Chapel Hill selected the City of Washington, North Carolina to participate in the [Building Integrated Communities](#) (BIC) initiative. BIC is a collaboration of the City and the Institute for the Study of the Americas at UNC Chapel Hill that aims to understand the experiences of immigrant residents and develop recommendations for City leaders to consider that support the integration, wellbeing, and leadership development of community members. This Community Assessment provides an overview of Washington and Beaufort County's global neighborhoods and includes information about racial and ethnic disparities. The Assessment presents research findings, local resource lists, and promising practices to inform recommendations for the City of Washington and serve as an educational resource to promote understanding about Washington and Beaufort County's immigrant communities. We hope that the Assessment can be a starting point for conversations between City and community leaders and residents about the adoption and implementation of strategies to build equity, inclusion and leadership for underrepresented minorities.

Methods

We used a variety of methods to gather information for this assessment, including:

- Secondary data compiled from the U.S. Census and other sources.
- Data visualization and comparison through Geographic Information Systems.
- Informal interviews with immigrants from Hidalgo, Mexico who have resided in Washington.
- A survey completed by 10 department directors of the City of Washington.
- Analysis of reports, service offerings, and other information from organizations and churches that provide services to immigrants.
- Social media research to identify local Latino-owned businesses.
- Interviews and conversations with 12 people working in non-profit organizations, churches, businesses or local government in Washington, NC.

Terminology and definitions

Washington's diverse global communities consist of individuals with various cultural identities. In this report, we seek to use the most inclusive language possible. We use the following terms and phrases to refer to residents who have moved to Washington from abroad: "immigrants," "residents born outside the U.S.," or "born abroad." We use U.S. Census terminology of "foreign-born" when presenting data collected by the U.S. government for clarity. This report uses the terms *Hispanic*, *Latino*, *Latina* and *Latinx* to refer to people in the U.S. with Latin American origins or ancestry.

We define "immigrant" according to the definition of the U.S. Immigration and Nationality Act as *any* person present in the United States except for those admitted specifically under non-immigrant categories. This definition includes those who entered the U.S. under an immigrant status and those that entered the U.S. without undergoing an inspection.

Timeline for Washington Building Integrated Communities





II. Washington's Latin American Heritage

Washington and Beaufort County are home to diverse communities with ancestry in many parts of the world. Latin America is a principal region of origin for many residents.



Population: The City of Washington's total population is 9,590. About 302 of City residents, or 3%, were born outside of the U.S.[2]



Country of Origin: More than 70% of Washington and Beaufort County's immigrant residents are from Latin America.



Mexico, Guatemala, and Colombia are the three top countries of origin for Washington and Beaufort County residents born abroad.



Residents from **Colombia** and **El Salvador** live primarily within the City of Washington. Most residents from Mexico live outside Washington in Beaufort County. Other Latin American countries of origin include El Salvador and Peru.



Latin American ancestry: 13% of Washington's residents have Latin American ancestry. Most were born in the United States, reflecting the fact that Latino communities have lived in the state for several generations.

Table 1: Top 3 Countries of Origin for Beaufort County Residents

Country	Population Estimate	Percentage (%)
Mexico	936	1.98
Guatemala	117	0.25
Colombia	75	0.16

Source: ACS 2019 (5 Year Estimates)

Table 2: Countries of Origin for Washington and Beaufort County Residents

	Washington City		Beaufort County		North Carolina	
	Count	% of Foreign Born	Count	% of Foreign Born	Count	% of Foreign Born
Total Population	9,590		47,168		10,264,876	
Foreign-Born Population:	302		1,662		822,733	
Latin America:	262	86.8%	1,335	80.3%	422,416	51.3%
Central America:	148	49.0%	1,143	68.8%	328,739	40.0%
Mexico	92	30.5%	936	56.3%	228,052	27.7%
El Salvador	49	16.2%	73	4.4%	32,468	4.0%
Guatemala	0	0	117	7%	28,253	3.0%
South America:	114	37.8%	173	10.4%	51,267	6.2%
Colombia	75	24.8%	75	4.5%	15,187	1.9%
Peru	32	10.6%	32	1.9%	6,724	0.8%

Citizenship status

Most of Washington and Beaufort County's residents with Latin American ancestry are U.S.-born citizens. Out of the 1,662 foreign-born residents of Beaufort County, 478 are naturalized citizens, and 1,184 are not citizens.¹ While local figures are not available, it is estimated that 39% of immigrants in North Carolinians are undocumented.² Agricultural, food processing, construction, and many other industries in eastern NC have a long history of recruiting immigrants from Latin America who do not have access to the legal means of immigrating to the United States.

¹ [U.S. Census 2019 ACS 5-Year Estimates \(Table: DP02\)](#)

² <https://www.pewresearch.org/hispanic/interactives/u-s-unauthorized-immigrants-by-state/>. "Undocumented" refers to the status of migrants who have an irregular situation, meaning that they do not have permission from the government in their place of arrival to live and work in that country. Governmental administrative processes can result in the lack of a documents (passport, visas, resident cards) that prevent migrants from accessing services, restrict their mobility, and limit their ability to work and live in countries of destination.

Latin America and the Caribbean

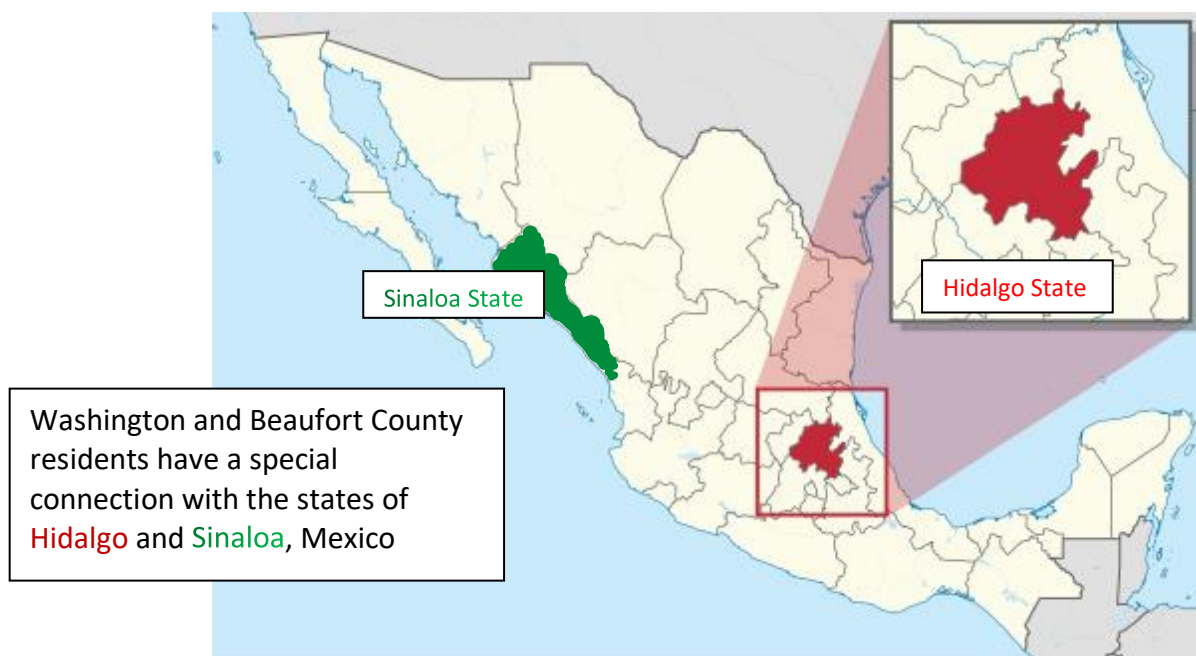
is a region of 33 countries with a diverse population speaking hundreds of languages including Spanish, Portuguese, creole, and many indigenous languages.

Latin Americans have been recruited to work in the United States for hundreds of years, from farmworkers who harvested crops during WWII to scientists who engineered coronavirus vaccines in 2020.



Three generations of Beaufort County residents celebrate Mexican and Latin American heritage, tracing their ancestry to family members who settled in the area in the 1970s to work in seafood, poultry, and agricultural industries.

Figure 1: Map of Beaufort County's sister states, **Hidalgo** and **Sinaloa**, Mexico



Base map source: [https://en.wikipedia.org/wiki/Hidalgo_\(state\)](https://en.wikipedia.org/wiki/Hidalgo_(state))



III. Washington and Beaufort County Demographic Assessment

This section evaluates U.S. Census data and other sources to understand the social and economic well-being of immigrants and their families. The information below includes population size, income, wages, poverty levels, education, home ownership, health, and English language ability of Washington and Beaufort County residents from the 2019 American Community Survey and the 2019 Beaufort County Health Assessment.

Race and Ethnicity

The City of Washington's total population was 9,590 in 2019. The U.S. Census breaks down the total population according to the following race and ethnic groups:

- 46.57% White alone (4,466)
- 40.5% African American (3,881)
- 10.77% Latino/Hispanic (1,033)
- 1.19% American Indian (114)
- 0.01% Asian (1 person) ³

Beaufort County's total population was 47,168 in 2019. By race and ethnicity:

- 65.82% White alone (31,047)
- 24.85% African American (11,723)
- 7.76% Latino/Hispanic (3,658)
- 0.26% American Indian (124)
- 0.11% Asian (52) ⁴

³ [U.S. Census 2019 ACS 5-Year Estimates \(Table: S0101\)](#)

⁴ [U.S. Census 2019 ACS 5-Year Estimates \(Table: DP05\)](#)

Income

In Washington, the median household income was \$32,196 in 2019.⁵ By race/ethnic group:

- White alone household income: \$50,054
- Latino household income: \$27,533
- African American household income: \$18,125

In Beaufort County, the median household income was \$45,212 in 2019. By race/ethnic group:

- White alone household income: \$55,746
- Latino household income: \$27,919
- African American household income: \$27,185

The median household income for North Carolina was \$54,602 in 2019⁶.



Wages

Beaufort County's 2019 average weekly wages were \$743. Beaufort County residents' top areas for improvement in the County are "higher paying employment" (2019 Beaufort County Health Assessment)

Table 3: Latino median household incomes, Washington and Beaufort County, 2019

	Washington	Beaufort County
Latino median household income	\$27,533	\$27,919

Poverty

Latino, American Indian, and African American residents face significantly higher levels of poverty than White alone residents in Washington and Beaufort County.

In Washington, 27.8% of residents lived in poverty in 2019.⁷ By race/ethnic group:

- 80.7% American Indian⁸
- 40.3% African American
- 39.4% Latino
- 12.4% White alone

In Beaufort County, 18.6% of residents lived in poverty in 2019. By race/ethnic group:

- 75.0% American Indian
- 34.3% Latino
- 31.5% African American
- 11.5% White alone

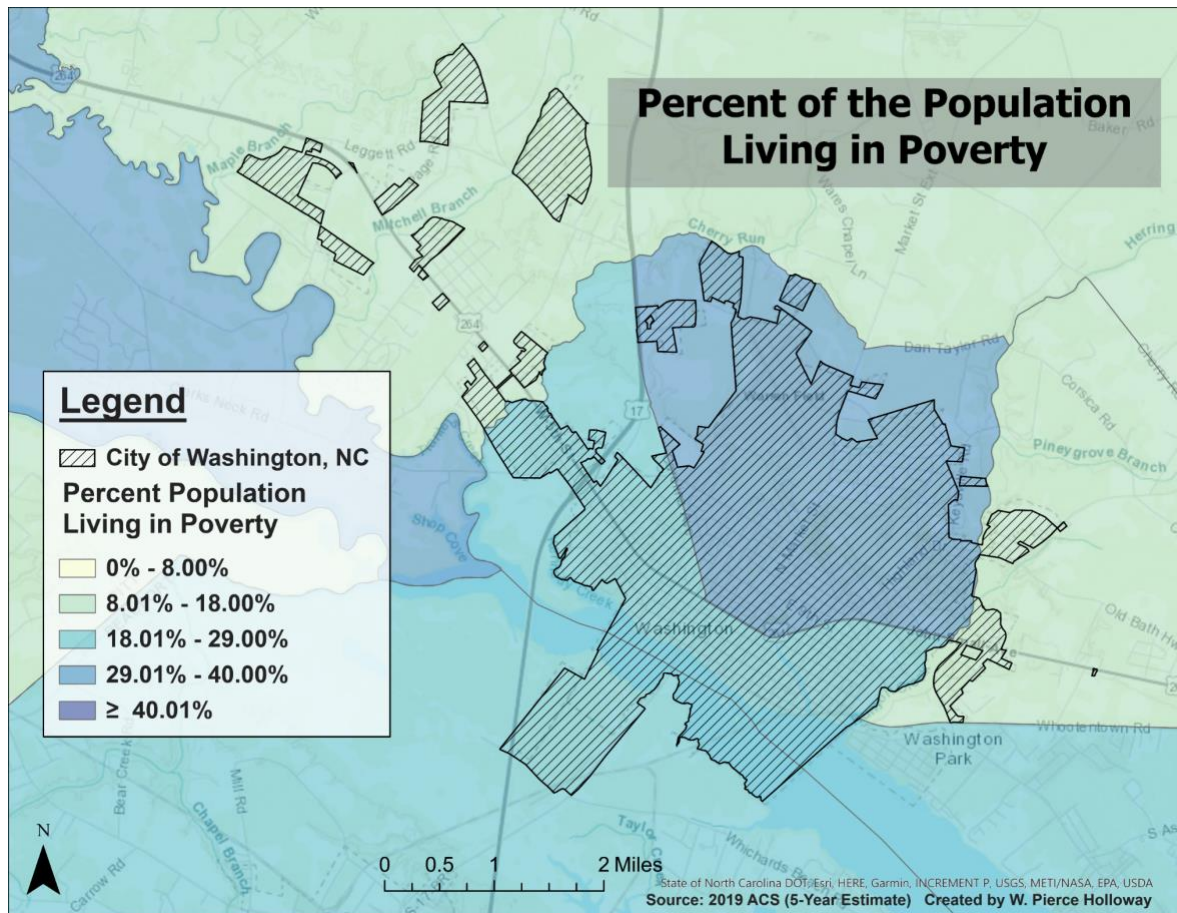
⁵ [U.S. Census 2019 ACS 5-Year Estimates \(Social Explorer Table A14007\)](#)

⁶ [U.S. Census 2019 ACS 5-Year Estimates \(Table: S1901\)](#)

⁷ [U.S. Census 2019 ACS 5-Year Estimates \(Table S1701\)](#)

⁸ For more information about poverty rates in American Indian communities, a topic outside of the scope of this community assessment, visit <https://americanindiancenter.unc.edu/resources/about-nc-native-communities/> and <https://www.ncjustice.org/publications/how-fighting-poverty-promotes-north-carolinas-prosperity/>.

Figure 2: Percent of the population living in poverty, Washington, NC



Citizenship and immigration status are critical factors shaping community well-being. Undocumented immigrants are not eligible for most federal benefits that alleviate conditions of poverty. This includes programs such as non-emergency Medicaid, the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Temporary Assistance to Needy Families (TANF), and most housing assistance programs. Additionally, undocumented immigrants were not eligible for the 2020 CARES Recovery Act rebates or the American Rescue Plan Act of 2021. North Carolina State law prohibits undocumented immigrants from obtaining a driver's license, which limits residents' mobility and blocks access to employment.

Housing and home ownership

The home ownership rate for North Carolina in 2019 was 65.2%. The homeownership rate for Beaufort County in the same time period was 69.9%.⁹ Home ownership rates of people with Latin American ancestry are the lowest of all groups in Beaufort County.¹⁰ Non-White homeowners in Beaufort County have a significantly lower homeownership rate when compared to White homeowners, 32.6% versus 79.4%.¹¹

Beaufort County home ownership rates:

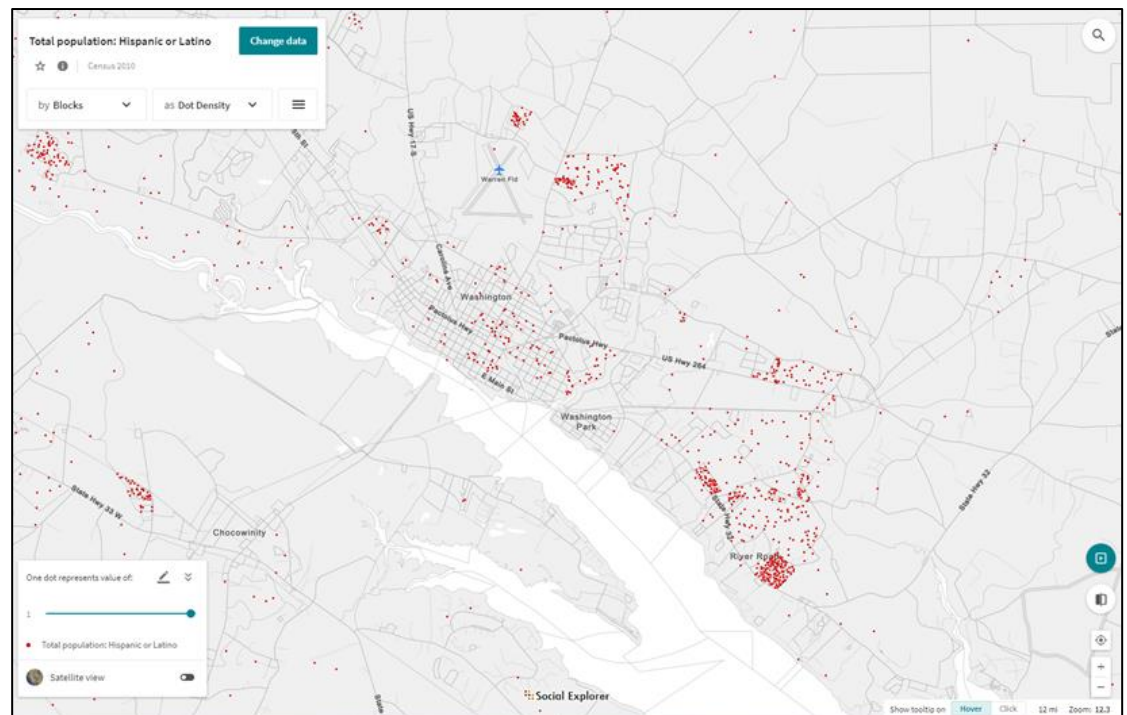
- 37.5% Latino
- 49.7% African American
- 79.3% White alone

Washington home ownership rates:

- 34.4% Latino
- 28.8% African American
- 57.8% White alone

Affordable housing and access to home ownership are areas of concern in Washington and Beaufort County, according to interviewees and U.S. Census data. Several Latino neighborhoods are located in mobile home communities off River Road near Baker Drive and Hickory Drive in the county, in Chocowinity off Highway 33 in Elks Mobile Home Park, in Springdale Village near the airport, and in Rivercreek Mobile Home Park in the northwestern part of the city. These communities are important locations for targeted outreach and resource delivery.

Figure 3:
Washington and Beaufort County neighborhoods with concentrations of residents with Latin American ancestry.



⁹ The percent home ownership was calculated by dividing owner occupied units by total occupied units: [U.S. Census 2019 ACS 5-Year Estimates \(Table: S2502\)](#)

¹⁰ [U.S. Census 2019 ACS 5-Year Estimates \(Table: S2502\)](#)

¹¹ [U.S. Census 2019 ACS 5-Year Estimates \(Table: S2502\)](#)



Health

In 2019 Beaufort County residents reported that their greatest health concerns were “lack of income, inadequate health insurance, and no means of transportation.”¹² Residents also reported that they were uninsured and could not get an appointment to a primary care provider. The Covid-19 pandemic has disproportionately impacted Latino and African American communities; as of April 2021, 13% of reported COVID cases in Beaufort County have been among Latinos, who make up 8% of the population.¹³ In June 2020, the rate of infection for Latino residents of Beaufort County was as high as 20%.¹⁴ For more details related to community health, refer to the 2019 Beaufort County Health Assessment.



Education

Latino, American Indian, and African American residents had lower high school graduation rates in 2019 than White residents in Washington and Beaufort County.¹⁵ The disparities are even greater for attainment of Bachelor’s degrees.

High school graduation rates, Washington:

- **White alone:** 90.0%
- **African American:** 80.1%
- **Latino:** 65.0%
- **American Indian:** 19.3%

High school graduation rates, Beaufort County:

- **White alone:** 91.8%
- **African American:** 83.8%
- **Latino:** 52%
- **American Indian:** 25.8%

Bachelor’s degree attainment, Washington:

- **White alone:** 33.8%
- **African American:** 4.3%
- **Latino:** 30.8%
- **American Indian:** 0%

Bachelor’s degree attainment, Beaufort County:

- **White alone:** 26.5%
- **African American:** 5.2%
- **Latino:** 12.3%
- **American Indian:** 0%

Access to Higher Education

North Carolina residents without legal immigration status cannot attend a public university as in-state students by state law. As a result, thousands of residents are effectively barred from higher education because of its cost. These educational barriers negatively impact wages and income, home ownership, access to health insurance, and health outcomes for Washington’s residents.

¹² 2019 Beaufort County Health Assessment, pg.52

¹³ <https://covid19.ncdhhs.gov/dashboard/cases-demographics>

¹⁴ <https://www.newsobserver.com/news/coronavirus/article243618632.html>

¹⁵ [U.S.Census 2019 ACS 5-Year Survey \(TableS1501\)](https://www.census.gov/data/tables/2019/acs/5-year-survey/tables.html)



Washington's languages

8.2% of Washington residents speak a language other than English at home.

Spanish is the most commonly spoken language other than English in Washington and Beaufort County.

Around 20% of Spanish-speaking foreign-born residents in Washington and Beaufort County live in households with limited English speaking ability [as can be seen in Table 4 and 5 below].

Table 4: Self-rated English-speaking ability among the residents of **Washington City** who were born outside the U.S. and speak a non-English language at home.¹⁶

Residents who speak...	Number who speak English "Not well" or "Not at all"	Total surveyed
Spanish	69 (21.5%)	321

Table 5: Self-rated English-speaking ability among the residents in **Beaufort County** who were born outside the U.S. and speak a non-English language at home.¹⁷

Residents who speak...	Number who speak English "Not well" or "Not at all"	Total surveyed
Spanish	233 (20.9%)	1,116
Indo-European languages	15 (10.7%)	140
Asian and Pacific Island languages	15 (44.1%)	34

¹⁶ [U.S. Census 2019 ACS 5-Year Survey \(TableS1602\)](#)

¹⁷ [U.S. Census 2019 ACS 5-Year Survey \(TableS1602\)](#)



IV. Findings

In this section, we share findings from interviews and a survey that Washington BIC conducted in 2020 and 2021. We spoke with 12 individuals, including staff from the City of Washington and non-profit organizations, churches or businesses. Organizations included Mother of Mercy Catholic Church, The Association of Mexicans in North Carolina, Inc. (AMEXCAN), Arts of the Pamlico, Washington Harbor District Alliance, Washington Chamber of Commerce, Brown Library, City of Washington Fire Rescue EMS, Washington's Police Department, Beaufort County Community College Small Business Center, and the Mexican and Guatemalan Consulates in Raleigh. Our conversations focused on identifying promising practices, areas of concern, and recommendations for the City.

In March 2020, BIC staff spent a week conducting community-engaged fieldwork in Hyde County with families who originally settled in Beaufort County before moving east to the Outer Banks. Informal conversations with community members expanded our understanding of circumstances of migration and origin countries of many Beaufort County residents. Washington BIC also conducted an online language access survey in the fall of 2020 with department directors of the City of Washington to better understand staff and departmental capacities for communicating with residents with limited English proficiency.

Finding are organized around key themes: Language access, communication, supporting small businesses, public safety, and leadership and inclusion.

Language Access

Washington BIC conducted an online language access survey in the fall of 2020 with department directors of the City of Washington to better understand staff and departmental capacities for communicating with residents with limited English proficiency. The survey can be viewed [here](#) (questions can be viewed in the appendix of this document). The survey received responses from nine departments. These departments included Tourism, Information Technology (IT), Washington Fire Rescue EMS, Brown Library, Human Resources, Development Services, Public Works, Finance, and the Washington Police Department. Below are details from the survey and additional research.

Summary of Results: Most communications and services in the City of Washington are English-only. Language access services are not standardized across City departments. The City and other key community institutions can improve language access to residents with limited English

proficiency by enhancing communications in Spanish, the most spoken foreign language in the region.

Bilingual Employees: Survey results indicated that there are three staff members who speak Spanish across all departments surveyed. These staff members are located in Public Works, Finance, and the Police departments.

Translation and Interpretation: Eight out of nine departments do not currently provide dedicated translation or interpretation services. The Police Department uses either a telephone interpreter or one staff member who speaks Spanish to communicate with residents. The police department has actively worked to recruit more Spanish-speaking law enforcement staff.

Translated Materials: Some departments share publications or information in Spanish. These include Human Resource notices, Employment Law notices, and Customer Service publications. The distribution of these publications varies from department to department; however, these Spanish publications are shared through contacts at local schools and contacts at the Chamber of Commerce, advertised in the local paper (The Voice of the Pamlico | Washington Daily News), published on WTIN TV, Facebook pages of individual departments and the City of Washington and printed materials to give at in-person events.

Website: The City website uses Google translate to let constituents select a language of choice. The language button is prominently displayed at the top of the page, making it easier for users to immediately find. Google translate does not translate all content; for example, meeting agendas, applications for business permits and licenses, and the [page](#) that enables customers to pay or view bills; is in English.

Note: Google has phased out its free “Translate” settings and now organizations must pay to translate their sites. Google now offers translation through users’ Google Chrome browser. The instructions for setting language preferences on personal browsers can be found here: [Directions to translate Google Chrome browser to Spanish](#). Some cities have opted to include these instructions to optimize users’ experiences accessing content in languages other than English (see what other languages are available [here](#)).

Definitions

Translation: The process of adapting written text into one language to other language(s), with consistent and accurate meanings.

Interpretation: The process of adapting oral speech from one language to another, either simultaneously or delayed (consecutive), without loss or change in meaning.

LEP (Limited English proficiency): Describing persons with limited ability to communicate (e.g. speak, read, write, or understand) effectively in English. When reviewing data, we will follow the U.S. Census Bureau classification for LEP individuals. According to the Bureau, an LEP individual is anyone above the age of 5 who reported speaking English less than “very well”. The Bureau’s classifications are “very well”, “well”, “not well”, and “not at all”.

Federal Funding Sources: Survey respondents in different departments indicated several sources of federal funding, which require compliance with Title VI. These sources include U.S. Department of Housing and Urban Development, the Federal Emergency Management Agency, and the U.S. Department of Justice.¹⁸

Needs: Departments that indicated a need to communicate in Spanish with constituents included Tourism, Brown Library, Development services, Washington Police Department and Washington Fire Rescue EMS.

About Language Access Plans

Language Access Plans can establish policies and procedures to ensure access to City resources and services for residents with limited English proficiency (LEP). Communications that are accessible to the whole community will help the City of Washington be more inclusive and welcoming to all. While several City departments have received federal funding recently or in the past and have taken some steps towards language access on an ad hoc basis, a language access plan would implement the same policies Citywide to streamline and create a consistent approach to language access.

Immigrant and refugee residents in rural and urban counties across the state, including in Washington and Beaufort County, have identified language access as a key strategy for cities and towns to more effectively communicate with them. Several Washington residents interviewed as part of the BIC process also recommended more Spanish language content and interpretation services.

Why is language access important?

Ensures that the City can communicate with residents

Complies with federal requirements

Aligns with City values

Responds to the highest priority of immigrant residents

Legal obligations: Language access is required for legal compliance with federal regulations, which require organizations that receive funding from the Federal Government to take reasonable steps to ensure meaningful access to services for LEP individuals. These regulations ensure that no person—on the ground of race, color, or national origin—is excluded from, denied benefits of, or subjected to discrimination under any services receiving federal financial assistance. The regulations include, but are not limited to, [Title VI of the Civil Rights Act of 1964](#), the [1987 Civil Rights Restoration Act](#), and [Executive Order 13166](#). Refer to Appendix A for additional details on legal compliance and requirements.

As a starting point to creating a Language Access Plan, the U.S. Department of Justice recommends completing a [Four-Factor Analysis](#). The Four-Factor Analysis helps the City plan and provide language access based on:

¹⁸ [The Patrick Leahy Bulletproof Vest Partnership](#)

- 1) Number or proportion of LEP individuals in the community
- 2) Frequency with which LEP individuals come in contact with City services
- 3) Nature and importance of the services
- 4) Resources available and costs

These factors illustrate community needs. The greater the number of individuals with limited English proficiency, the greater the frequency of contact with the City, and the greater the importance of the service, the more likely language services will be needed.¹⁹ Findings can change over time based on changing community demographics.

There are several established language assistance approaches that the City can use to meet the language needs of the community. The most common approaches include: In-person interpretation, Remote interpretation (e.g. telephonic, video) and the translation of written materials. It is a best practice to translate web content using a human (professional translator) rather than a computer program. A professional translator is familiar with local speech customs and vocabulary and can make optimal translation choices. It is also **not** recommended to ask children to do interpretations.²⁰

Communication

Nearly all interviewees identified the issue of communication and engagement as a primary area of concern in their organization or department. Many spoke about the need to ensure that services and opportunities reach all residents, and that residents feel comfortable participating. Several identified the need for an increase in Latino and bilingual leadership and staff to ensure that their organization was more representative of its local constituents. Several organizations had put effort into connecting with Latino communities, but reported low participation in public events, leadership opportunities, and daily services. Staff in Latino-led organizations described barriers to civic engagement and provided recommendations for outreach and engagement.

Barriers to Civic Engagement: In eastern North Carolina and BIC public forums across the state in recent years, North Carolinians born abroad have voiced fear and hesitation about engaging with activities or services associated with local governments. Civic events, public safety services, and public meetings are a few examples of the types of municipal activities that can be perceived as inaccessible, unwelcoming, or unsafe by some community members. These perceptions have been influenced by the increased involvement of local police departments in detaining and deporting immigrants across the state and nation in recent years. The 2006 North Carolina law to restrict driver's licenses for some immigrants as well as the lack of public transportation in rural places have limited the mobility of thousands of NC residents. The coronavirus pandemic had made communication even more difficult with the suspension of in-person events and services. Local governments can address these structural barriers by

¹⁹ Chapel Hill Building Integrated Communities Language Access Plan, page 6

²⁰ Delgado, Vanessa. "Children of immigrants as "brokers" in an era of exclusion." *Sociology Compass* 14, no. 10 (2020): 1-11.

improving transportation access for underserved communities, by examining the impact of local law enforcement practices, by partnering with statewide organizations that provide residents with verifiable identification cards, and by improving communication and community engagement practices in ways outlined below.

Promising Practices: The staff of immigrant-led organizations shared some promising practices for improving communication and community engagement. Some of these practices included organizing events in neighborhoods and trusted community spaces like churches, which often provide important connections to local leaders. Opportunities for city staff to have person to person interactions with residents are important for building relationships and trust. Using interpreters at events and providing language accessible information is a critical step for ensuring that residents with limited English proficiency can participate and feel welcome (see recommendations for conducting outreach and holding events below).

Washington Police Chief Drakeford shared some of the strategies that his department has been practicing in the past eight years to build trust with community members and facilitate communication. Recruiting bilingual officers has been a priority, and the department added its first Spanish-speaking officer in recent years. Additionally, the department has reduced license checkpoints, an important measure to build trust with residents and prioritize law enforcement resources. The police department has noticed an improvement in community engagement after organizing “pop-up” events for children in Haven’s Garden and residents in low income and public housing neighborhoods across Washington. These events are attended by many law enforcement staff, not just a few, in a show of commitment to building relationships with residents through person to person interactions. Attendance at these events has steadily increased; at a July 2019 event, more than 200 children attended. At these venues, City staff distribute bilingual information in English and Spanish.

Accessing Opportunities through Libraries: Brown Library employees indicated a strong desire to connect more with Latino residents. In recent years, library staff have initiated various outreach efforts and searched for Spanish speaking employees but reported that they have not had great success. Shortly before March 2020, the directors of three local libraries initiated a partnership called “3 Libraries, 1 Community” to discuss and support their programming and expressed the need for supporting underserved communities.

The Brown Library has potential to connect with Latino residents in the City of Washington through intentional and collaborative language accessible programming and by recruiting bilingual staff. For example, The Brown Library could expand weekly virtual story time activities on its Facebook page to include Spanish language books or collaborate with another library to stream multilingual stories to Beaufort County residents. Potential collaborators include the Chapel Hill Public Library (CHPL), which organizes virtual story time events in the community languages of Spanish and Chinese. In addition to streaming these videos on Facebook, they are stored and accessible on their CHPL YouTube channel. The CHPL has also offered live Spanish language story time programs for elementary aged children since 2017 (pausing during the

COVID-19 pandemic). A key component of these multilingual events are the partnerships created with immigrant-led local organizations, who advertise and participate in the programs.

Key Partners: One important strategy that local governments and organizations can use to improve communications and engagement is to build stronger connections to key partners in local immigrant-led organizations and churches. For example, the Greenville-based organization AMEXCAN serves thousands of Latino residents in the eastern NC region and has developed strong communication networks. AMEXCAN uses primarily Facebook as well as other social media to communicate in Spanish and English language with residents in the region, sharing resources and information for community health and wellbeing. AMEXCAN has built a social media audience of thousands of people. They host a Latino COVID-19 Task Force Meeting that collaborates with NC Department of Health and Human Services, health departments, and community partners to provide education about preventing COVID-19. In 2020, they organized resource fairs offering face masks, COVID testing, and food drives with culturally appropriate foods that were attended by thousands of people in the region.

The Mexican and Guatemalan consulates in Raleigh partner with local governments across the state to offer mobile health fairs. Churches are other key partners. Mother of Mercy Church, the [Primera Iglesia Bautista Alfa y Omega Baptist Church](#), and the [Iglesia Rey de Reyes NC](#) are local faith organizations with Spanish-language services.

Supporting small businesses

Washington and Beaufort County are home to Latino-owned businesses who generate employment and economic opportunity for the region.

There are federal, regional and state resources to support small businesses. For example, the Small Business Center (SBC) at Beaufort County Community College provides important educational programming and counseling to entrepreneurs. Many of the courses, such as the Core Curriculum in the Continuing Education Program, are free. The SBC will offer a two-hour Spanish language webinar on the basics of starting a business in the fall of 2021. The SBC is currently working on a Spanish translation of materials offered in the Core Curriculum.

The Washington Chamber of Commerce, a private non-profit organization with 450 members, is another important resource for local business owners. The Chamber helps new businesses get started in many ways that include finding locations and office space and providing education about rental or property purchasing options; advertising new businesses through local media and organizing ribbon cutting ceremonies; and helping new business owners set up social media communication plans. The Chamber also sponsors free events that offer networking opportunities and advice from experts.

The Washington Harbor District Alliance (WHDA) and the Harbor District Market in Washington provide opportunities for local business owners and communities. For example, Beaufort

County's Healthy Eating Active Living Collaborative and Food Council with the Washington Harbor District Alliance created a food delivery program that brings meal boxes made up of fresh local produce and educational materials, including recipes, to fifty families in the Beaufort County area during the pandemic and hopes to continue every year. The WHDA is renovating the upstairs of the market building for a training and workforce development center, training kitchen, and certified kitchen to accommodate community educational events, including ServSafe certification courses, cooking classes, and urban farming and community gardening education.

Statewide resources include the [NC Small Business and Technology Development Center](#), which has bilingual counselors who offer expert guidance in many business-related matters, including zoning and permitting, certifications. The [Carolina Small Business Development Fund Programa Empresarial Latino](#) is another important bilingual resource for business owners.

The federal government offers [bilingual support](#) for small businesses through the [U.S. Small Business Administration](#), which provides loans, free business counseling, home and business disaster loans, and federal government contracting. While immigrants are not eligible for tradition loans through the Federal Small Business Act, the recent CARES Act expanded eligibility to include non-U.S. citizens (legal permanent residents and some visas).

Businesses that are 51 percent owned by one or more minority persons or socially and economically disadvantaged individuals can apply for certification as Historically Underutilized Businesses (HUB), a “company level diversity certification that is generally issued by North Carolina to increase the amount of goods and services acquired by the state and local government from businesses owned by people of color and women”.²¹ HUB certification provides businesses with technical and financial assistance from the U.S. Department of Commerce and state agencies. It also opens the door to contracting opportunities with local governments. Registered HUBs appear on a state government administered [website](#) where cities, towns and counties can post bid opportunities and find HUB vendor contacts. While certification status should not prevent a firm from being able to contract with a local government, they can provide opportunities for local businesses and enhance economic development for a municipality or region. There are three steps to seeking HUB certification: 1) registering with the [NC electronic Vendor Portal](#) system (eVP), 2) completing the [Statewide Uniform Certification Program Application](#) and 3) submitting [required documents](#) to establish ownership and control of the company.

Barriers to Access: While local, state and federal resources exist to support business owners, there are barriers to access and eligibility, particularly for immigrants. For example, few local businesses have HUB certification: only seven in Beaufort County, with six of those business located in Washington.²² Yet Census data reveals that many more businesses in Beaufort

²¹ <https://www.ncjustice.org/wp-content/uploads/2018/12/Ten-Questions-for-HUB-procurement-opportunities-Robeson-v111318.pdf>

²² Data from the Office for Historically Underutilized Businesses in the NC Department of Administration.

County could be eligible: 920 businesses out of a total of 4,088 identified as minority-owned in 2012.²³

To provide another example of barriers to access and eligibility, many Latino and minority-owned businesses have not received federal relief funds for small businesses during the Covid-19 pandemic, which has disproportionately impacted Latino and African Americans in North Carolina, including in Beaufort County. For example, the Paycheck Protection Program, enacted in March of 2020 to provide certain small businesses with emergency loans during the pandemic, went to very few Latino-owned businesses across the state. Only 3% of 2,026 small business owners and non-profits in North Carolina who received a PPP loan in the initial round identified as Latino.^{24 25}

Research through the Washington BIC process suggests that local entrepreneurs may not be aware of resources or are not able to access them. Immigrant business leaders have identified some of the barriers to access, which include limited internet connectivity, inaccessible language, ineligibility, and low income and ability to generate start-up capital. Historic highs in immigrant detention and deportation across the U.S. in local communities has undermined trust in government agencies or affiliated organizations that can offer support to small business owners, particularly when required to register personal information. In conversations with business owners, we learned that people are often unaware of the HUB program and unfamiliar with the process of bidding for contracts with the City of Washington.

Local initiatives: Some local organizations in Washington and Beaufort County have identified these barriers and are working to expand opportunities to support businesses and promote entrepreneurship. For example, in 2020, the Washington Chamber of Commerce received support from the Golden Leaf Foundation by way of an intern to conduct outreach with local Latino-owned businesses to better understand how to expand Chamber membership and opportunities. Chamber staff found that one of the primary barriers included a lack of awareness about Chamber educational opportunities and the misperception that the entity has the authority to enforce laws. Chamber membership fees have also been a barrier for some local businesses.

As part of these efforts, the Chamber of Commerce is working to build relationships with AMEXCAN and cross-promotes events and opportunities on social media. The Chamber started a free monthly networking breakfast for businesswomen in the area that has become a diverse group of women supporting women. The Chamber has translated the membership applications and benefits into Spanish to be posted on a new website. Other ideas in development include establishing a Latino committee within in the Chamber of Commerce and continuing attempts to recruit Latino business owners to the Chamber of Commerce Board.

²³ [Census Bureau's Survey of Business Owners and Self-Employed Persons \(SBO\)](#). 2012 is the most recent year from which this data is available.

²⁴ https://www.sba.gov/sites/default/files/2021-01/PPP_Report_2021_01_24-508.pdf

²⁵ <https://www.wcnc.com/article/money/hispanic-owned-businesses-slighted-from-initial-ppp-rollout-finding-more-success-in-second-round/275-dc8da777-fc1f-443b-81cb-2b955ac2e32e>

The Washington Harbor District Alliance has also communicated the need to better engage with local Latino business owners and residents. The Harbor District Market currently has no full-time vendors who identify as Latino, and staff seek to diversify vendors and customers and make these spaces more inclusive to underrepresented community members. Some ideas include expanding capacity by hiring bilingual staff; featuring local chefs in heritage cooking classes; offering bilingual or Spanish language educational events; creating bilingual signage in the downtown area (particularly for parking) to direct customers to local businesses; and making WHDA leadership opportunities such as board positions more accessible to residents from minority communities.

Promising Practices: There are several examples in the eastern North Carolina region of how local governments and community organizations are working together to support Latino entrepreneurship. For example, the [Latin American Business Council](#) of the Wilmington Chamber of Commerce has a mission to promote accessibility to economic and public policy opportunities for Latino businesses and professionals in the Cape Fear region. The Council has sponsored bilingual webinars and online events for local entrepreneurs and professionals and helped to join at least fourteen [Latin-American owned businesses](#) to the Wilmington Chamber of Commerce.

In Hyde County (as well as in Orange, Durham counties), leaders have supported the expansion of immigrant-owned mobile food businesses, including food trucks, which generate employment opportunities for entrepreneurs who may have less capital to start a “brick and mortar” business. The City of Washington permits mobile food businesses to operate in locations zoned for restaurants and with the permission of property owners.

Local governments can also examine their procurement processes and expand their contracts with immigrant- and minority-owned small businesses. For example, the Town of Siler City established a contract with a local immigrant-owned cooperative business to provide interpretation and translation services. The Town created a mechanism for feedback from business owners and community members, which consists of a Spanish language form on its website. Language access plans and sustained interpretation and translation services, discussed earlier in the assessment, not only comply with Title VI obligations but also signal that an organization or local government values the engagement of local immigrant entrepreneurs.

Leadership and inclusion

The need for more inclusive leadership in local government and organizations was an important theme in the community assessment. There is a need for greater representation of residents from minority and Latin American communities on the City's boards, commissions, or councils. Representative leadership encourages residents' civic engagement, attendance of events, and other important aspects of community participation. It is important to acknowledge that community members do participate in other kinds of leadership roles through non-governmental community institutions or informal groups, such as churches, neighborhood groups, hometown associations, or extended families.

Many of the departments and organizations that participated in the community assessment have already identified the need for more inclusive leadership in local government and have initiated recruiting efforts by approaching community contacts and inviting them to serve on boards or committees.

Barriers to Civic Engagement: For organizations or departments that currently do not have Latino leadership or staff, understanding why recruiting efforts may not be initially successful is a critical first step in the long process of building representative leadership in a community. There are many disincentives to civic engagement for Latin American immigrants in North Carolina. People who have been recruited to work in low-paying industries have significant work demands. Many work two jobs in order to earn enough to support a family in the U.S. and in a country of origin, leaving little time for volunteering. Other disincentives include the historic absence of peers or people from similar backgrounds on city and county boards. Community members report that they lack trust in federal, state, and local government agencies as a result of historically high deportations in recent years. Finally, many newcomers are unfamiliar with local government functions or are unaware of opportunities to become involved. Residents may not be able to participate in meetings that are only in English language.

Promising Practices: Local governments and organizations seeking to build more inclusive leadership may need to lay groundwork by engaging in regular and sustained efforts to build trust and awareness with communities and neighborhoods. Developing a bilingual communication network to disseminate information and opportunities is a key initial step. Networks must include trusted community organizations, churches, and neighborhood liaisons. While word of mouth and personal relationship building is always best, popular communication methods include specific social media apps and text alerts to share information directly with residents. Appendix 2 is a working document called "Community Resource Guide" with contact information to organizations with strong connections to Latino residents and neighborhoods. To ensure that this groundwork is regular and sustained, some cities and towns have created a dedicated bilingual staff position to advance communications work and coordinate language access across departments. For example, The City of Charlotte created an Office of Equity, Mobility and Immigrant Integration. Chapel Hill established a Community Connections Coordinator to implement the Town's language access plan.

Making local government and community spaces welcoming to immigrants is also important. City leaders can share public messages of welcome and support, such as these examples from the [City of Sanford](#) and the [City of Chapel Hill](#). Bilingual signage can help orient tourists and residents with limited English proficiency. Some cities have invested in [murals](#) by Latin American artists to celebrate heritage or participated in [Sister Cities](#) Partnerships, which provide opportunities for international exchanges and cultural programming between two paired cities. Local festivals, such as the Washington Summer Festival, can invite more Latin American musicians and recruit immigrant vendors by disseminating applications through immigrant communication networks and key partners.

Another strategy that towns and cities have adopted is to create a special advisory board or council, a peer-supported leadership group. Some examples include the Hispanic Council of Sanford and the Winston Salem BIC committee of the Human Relations Department.



V. Recommendations

The following recommendations address local and city needs and are based on input from Washington and Beaufort County residents, as well as immigrant community organizations and strategies that other NC municipalities have adopted.

Expand City Capacity

To expand the City's communication capacity:

- Create a City-wide language access plan.
- Implement bilingual hiring policies which list "Spanish language proficiency" a desired skill in job applications.
- Offer pay incentives for bilingual employees.
- Identify critical documents to prioritize in translation. Enhance publicity of special events, disaster response, and other local safety information.
- Provide a City bilingual helpline.
- Track requests for Spanish language interpretation in each department to better understand how to prioritize language access resources.
- Create a dedicated bilingual staff position to coordinate language access efforts.

Outreach methods

To effectively reach more residents with limited English proficiency:

- Create flyers with pictures and welcoming language.
- Share information via radio, *WhatsApp* and share flyers on *WhatsApp*.
- Share information by word of mouth from trusted sources in families, neighborhoods, churches, and schools.
- Build connections with residents in neighborhoods near Baker Drive and Hickory Drive, in Chocowinity in Elks Mobile Home Park, in Springdale Village, and in Rivercreek Mobile Home Park. These communities are important locations for targeted outreach and resource delivery.
- Share bilingual flyers or information in utility bills.

Holding events

To increase the participation of residents in events:

- Provide different ways to register:
 - ✓ On-site registration
 - ✓ Call-in registration with multiple phone numbers
- Ensure that phone numbers connect to **bilingual** staff or volunteers.
- Provide childcare and children's activities at events.
- Schedule events during a variety of time periods, including weekends or evenings, to accommodate work schedules.

Supporting Businesses

To support local businesses, expand partnerships with the Chamber of Commerce, the Washington Harbor District Alliance, Beaufort County Community College and other community stakeholders to:

- Ensure that local government information about permits, zoning, and ordinances is available in Spanish language.
- Sponsor bilingual classes about business permits, ABC ordinances, ServSafe certifications, and federal relief funds for small businesses and sole proprietors.
- Recruit new prepared food vendors, farmers, artists and crafters to the Harbor District market with bilingual communications shared through key partners.
- Create or join a living wage certification program that recognizes local businesses that pay employees a minimum of \$15/hour (for example, [Western NC Just Economics](#))
- Continue to sponsor free monthly bilingual networking and educational opportunities for local business owners as a way to build relationships.
- Recognize immigrant and refugee business leaders and recruit them for local government service and leadership opportunities.
- Expand communications and cross-postings on Facebook, an active space for many local Latino/Hispanic-owned businesses.
- Connect local entrepreneurs to the Small Business Center at Beaufort County Community Center, bilingual counselors at the [NC Small Business and Technology Development Center](#), and the [Carolina Small Business Development Fund](#) Programa Empresarial.
- Encourage local business owners to audit/examine the salaries of employees for disparities in pay and examine whether corporate leadership and managerial positions include employees from historically underrepresented minority communities.

Public Safety

To build trusting relationships with community members:

- Collaborate with key partners such as AMEXCAN and local churches on community health and educational events.
- Hire bilingual staff for interpretation and translation or contract with professional interpreter services to ensure competent service delivery.
- Offer pay incentives for bilingual staff.
- Create bilingual videos to educate about community safety themes, such as 1) what to do during police encounters; and 2) how to prepare for natural disasters. Share on social media with key partners such as AMEXCAN and local churches.
- Organize bilingual legal workshops to inform residents of rights when encountering law enforcement agents.
- Create a bilingual text alert system to share safety information with residents.
- Enroll public safety staff in basic Spanish courses at Beaufort Community College.
- Encourage bilingual staff who lack professional interpretation certification to receive training at the Beaufort Community College [Fast-track Community Spanish Interpreter Certificate for professionals](#).
- Communicate with residents about local participation in federal immigration enforcement partnerships.
- Track requests for Spanish language interpretation to better understand how to prioritize language access resources.

Leadership and Inclusion

To expand leadership opportunities and civic engagement:

- Establish an accessible space for community members to continue to inform local government decisions.
- Diversify the leadership of local government boards, committees, and commissions to include residents with important community knowledge from underrepresented groups.
- Increase the accessibility of elected, appointed, and City positions to residents with knowledge of foreign languages by offering interpretation and translation services.
- Provide training for all senior administration officials and department heads on the use of racial equity tools for policy and process decision making (see the Government Alliance on Racial Equity [example](#))
- Host public meetings in community spaces where residents routinely gather.
- Create an affordable or free orientation program to City services, departments, elected and appointed opportunities on boards and commissions, and host the program in trusted community spaces.
- Hold public meetings in high schools to engage youth in civic processes and connect them to elected officials.
- Encourage leaders to share public statements and social media videos that welcome the participation of immigrant community members in civic events.

Tourism and the Arts

To create welcoming spaces in Washington for residents and visitors:

- Create signage in English and Spanish languages throughout the City of Washington.
- Invest in community art that celebrates Washington's Latin American heritage, such as murals painted by local Latin American artists.
- Explore a Sister Cities Partnership with a city in Hidalgo or Sinaloa, Mexico.
- Partner with organizations that offer Latin American arts and cultural programming.
- Diversify the leadership of local committees, boards, and non-profits to reflect underrepresented community groups.
- Invest in the expansion of staff positions and hire bilingual employees.
- Recruit and invite Latin American artists, musicians, and businesses to participate in community festivals and events.
- Advertise community events with AMEXCAN and other local organizations (see Community Resource Guide in the Appendices).

Appendix I City Language Access Survey Questions*

Do you have employees in your department that speak languages other than English?

If yes, what other languages?

How many employees speak Spanish?

How many employees speak another language?

Do any of the employees in your department speak English as a second language?

If yes, would they benefit from translation or interpretation services?

Do any employees in your department use a language other than English as part of their job?

Please list these languages

Do job descriptions in your department ever include Spanish language fluency as preferred or required qualification?

Does your department evaluate employees' language capabilities?

If yes, how?

Do any employees in your department have translation or interpretation certification(s)?

Do you offer incentive(s) to employees for speaking languages other than English, including American Sign Language?

If yes, what type of incentive?

What communications (newsletters, notices, signage, etc.) does your department currently offer in languages other than English?

What services does your department currently offer in languages other than English?

How frequently do you encounter a need for translation/interpretation services?

(Never; Not Frequently; Somewhat frequently; frequently; very frequently)

If your answer is anything other than "never", how do you identify a need for translation and/or interpretation services?

If your department provides translation or interpretation services, how do you provide them?

(We currently do not provide these services; telephone interpreter; staff interpreter; community members; language service organization; other)

Does your department receive federal funding?

If yes, from which federal agencies does your funding come from?

How does your department use this federal funding?

Do you have any other comments?

**This Language Access Survey was adapted from the Chapel Hill Building Integrated Communities Language Access Survey in 2019.*

Appendix 2 Washington-Beaufort Community Resource Guide

This is a working document with contact information of organizations serving Latino residents and neighborhoods.

Agape Health Services

About: Integrated Medical, Dental, Behavioral Health & Pharmacy Services for Adults and Children. Provides interpreter services through permanent staff.

Contact Person: Yoana Olivares

Phone: 252-402-0362

Email: yolivares@agapechc.org

Website: <https://www.agapechc.org/copy-of-public-health-1>

Address: 120 W. Martin Luther King Jr. Dr.
Washington, NC 27889

Social Media

Facebook: @Agapehealth

The Association of Mexicans in North Carolina, Inc. (AMEXCAN)

About: A non-profit organization that supports and advocates for the Latino population settled in North Carolina.

Contact Person:

Phone: (252) 258-9967

(252) 757-3916

(919) 394-8218

Email: Juvenciorp@amexcannc.org

Amexcan@amexcannc.org

Website: <http://www.amexcannc.org>

Address: 261 Belvoir Hwy
Greenville, NC 27834

Social Media

Facebook: @amexcan.carolina

Twitter: @AMEXCANN

Iglesia Rey de Reyes NC

About: A church in Washington with Spanish-language services

Email: iglesiareydereyesnc@gmail.com

Address: 641 River Rd,
Washington, NC 27889

Social Media

Facebook: <https://www.facebook.com/Iglesia-Rey-de-Reyes-NC-101893861715163/?rc=p>

Mother of Mercy Catholic Church

About: A church in Washington with Spanish-language services. Weekend masses in Spanish: Saturday Vigil 5:00p / Sunday 8:00a, 10:00a, 12:30p

Contact Person: Father Michael Schuetz

Phone: (252) 495-8255

Email: fr.michael.schuetz@raldioc.org

Website: <https://www.motherofmercync.com/>

Address: 112 W. 9th Street
Washington, NC 27889

Social Media

Facebook: @MotherOfMercyLW

Instagram: @momlwash

Primera Iglesia Bautista Alfa y Omega Baptist Church

About: A church in Washington with Spanish-language services.

Phone: (252) 946-8648

Email: alfayomega@iglesiaalfayomegawashington.com

Address: 4770 US Highway 17 N
Washington, NC 27889

Social Media

Facebook: [@IglesiaAlfaYOmegaWashington](https://www.facebook.com/IglesiaAlfaYOmegaWashington)

Red de Hidalguenses en las Carolinas

About: Network of Residents from Hidalgo, Mexico in the Carolinas

How to Contact: By phone or through Facebook

Phone: (252) 258-9967

Social media

Facebook: <https://www.facebook.com/Red-de-Hidalguenses-en-las-Carolinas-463611137504332/>

Saint Peter's Episcopal Church

About: Church with a Spanish Language Congregation (with THE EPISCOPAL DIOCESE OF EAST CAROLINA) and provides Spanish Language Ministry, Parish Latino/a Ministry, Episcopal Resources in Spanish, Spanish Language Worship.

Contact Person: Rev. Fred Clarkson

Phone: 713-392-7725; 571-212-9427

Email: fclarkson@diocese-eastcarolina.org

Website: <https://saintpetersnc.org/index.php> | <https://www.ecdio.org/Contact%20Us/who-to-contact.html>

Address: 101 N. Bonner Street
Washington, NC 27889

Social Media

Facebook: @saintpetersnc

Tilde Language Justice Cooperative

About: Tilde provides high-quality translation and interpretation services.

How to Contact: Submit a note at website - <https://tilde.coop/#who-we-are>

Phone: (919) 960-1661

Website: <https://tilde.coop/#services>

Latin American Business Council of Wilmington Chamber of Commerce

About: The vision of the Latin American Business Council is to promote accessibility for all the established Latino Businesses in our region, of all the available economic and public policy opportunities that could foster, improve, and boost our community.

Members Available here: <https://www.wilmingtonchamber.org/groups/GroupRoster/2020-latin-american-business-council-30>

Website: <https://www.wilmingtonchamber.org/latin-american-business-council>

Carolina Small Business Development Fund - Programa Empresarial Latino

About: Our mission is to provide loan services, technical assistance, and business management tools to Hispanic entrepreneurs and the Latino community in North Carolina; especially those who are socially or economically disadvantaged or underserved.

Contact Person: Zurilma Anuel

Phone: (828) 633-5065 x 106

Email: zanuel@carolinasmallbusiness.org

Website: <https://carolinasmallbusiness.org/initiatives/espanol/>

For a comprehensive list of non-profit organizations in Beaufort County, contact:

Beaufort County United Way

About: This non-profit organization's goal is to improve education, strengthen families, promote health, and increase self-sufficiency for all by supporting partner agencies and focus on impact areas of Education, Health, and Family Stability.

Phone: (252) 975-6209

Email: slove@unitedwaybc.net

Website: <https://carolinasmallbusiness.org/initiatives/espanol/>

Address: 113 East 15th Street

Washington, NC 27889

Social Media

Facebook: <https://www.facebook.com/UnitedWayBeaufortCountyNC>