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AGENDA REPORT

SUBJECT: Report from Subcommittee on Becoming a Welcoming Community

RECOMMENDED ACTION: Receive and review report from the Welcoming Community Subcommittee and give direction on recommendations.

STRATEGIC PLAN: Becoming a Welcoming Community can contribute to economic development, arts and culture, public safety, and community planning goals.

FISCAL CONSIDERATIONS: Some of the Subcommittee report recommendations may require funding. If so directed by the full Council, the Subcommittee proposes to identify potential external sources of funding where possible and bring back to Council any efforts that would require additional City resources.

BACKGROUND:

At its December 16, 2015 meeting, the City Council gave direction to “Form a subcommittee to work with community faith leaders, social service organizations, and residents to evaluate opportunities, impacts and potential sources of support, and report back with specific recommendations early next year (2016).” Deputy Mayor Shaffer and Council member Kranz were appointed as the subcommittee.

The subcommittee held two public meetings, on January 7 and January 21, 2016. Summaries of these meetings are provided as attachments. In addition, the subcommittee participated in a conference call with the San Diego 211 organization to learn more about their capabilities and interests in supporting efforts to make Encinitas more welcoming for immigrants and refugees. A report from San Diego 211, which provides information from their database indicating the calls they received from Encinitas residents over the last year and what services they may have obtained as a result of the calls, is also attached.

Our goal was to identify whether there were actions the City could take that would add value without duplicating effort, to give people the opportunity to become integrated into the local culture, and to ensure that people can find programs and services when they are in need of support, even if they are not English-fluent.

Encinitas has always been a community of immigrants and refugees from its earliest history. In addition to many individual efforts to welcome new arrivals, there are many organizations in Encinitas (e.g., Mira Costa College, Community Resource Center) and throughout San Diego County (e.g., Catholic Charities, Jewish Family Services, Interfaith Community Services, County Health and Human Services) providing programs to support immigrants and refugees, as well as coordinating bodies among organizations that serve similar or the same communities. These organizations provide programs and services that are available to Encinitas residents. Encinitas

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also has untapped human resources, such as Peace Corps alumni, who might be interested and useful in supporting integration of immigrants into our community.

Immigrant and refugee communities are highly diverse, some groups are highly educated but may not speak or write English well, while others are “pre-literate” even in their own native language. Thus, outreach and services need to use a variety of strategies and technologies to be effective.

There was recognition that symbolic acts matter, in addition to substantive programs and services. A proclamation or the presence of an elected official at an event, information in multiple languages, or a symbol in the window of a business can all contribute to making people feel welcome.

While there are many programs and services available, it is not always easy for residents, whether newly arrived or having lived here for a while, to know what is offered and how to participate. The Encinitas Library is a vital point of entry, providing both in person and online referral support. The San Diego 211 service provides referrals to over 15,000 programs and services in their database, but you have to know about 211 to take advantage of their service. It should also be noted that San Diego 211 services are available to everyone in our community, not just refugees and immigrants.

So the subcommittee considered where value could be added, not reinventing the wheel, but making sure our residents can make the most of what is already in place. This desire to focus on real value added underlies our recommendations.

RECOMMENDATIONS: The subcommittee received substantial public input and seeks Council direction whether there is support to continue developing the following next steps, in order to bring back more detailed proposals with costs and other specifics fleshed out.

1. Work with the 211 service and other stakeholders to develop an inventory of existing organizations, programs, and services that are located in Encinitas and/or are available to residents of Encinitas. From that inventory, develop a template to invite those organizations to identify what, if anything, would be needed to expand or enhance their programs/services for Encinitas residents.
2. Work with the the library and social service providers to develop the framework for a volunteer registry, starting with the existing Volunteer Match program, to solicit volunteers and other potential resources (e.g, meeting space, translation services) that could enhance Encinitas’s efforts to be more welcoming. Identify any resource needs to make such a registry effective, and any potential sources of such needed resources.
3. Obtain demographic information about the immigrant and refugee populations in Encinitas to inform program planning from the County.
4. Develop a resolution for City Council consideration, stating our commitment to being a welcoming community, and inviting civic, business, and nonprofit organizations to do the

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same. If approved by the City Council, we would also share our resolution with other cities in the region and encourage them to adopt similar statements.

5. Develop materials (written, electronic) to describe our commitment, and provide links to key service providers and the 211 service, as well as a symbol that could be displayed, similar to the Live Well San Diego logo, to demonstrate commitment to being a welcoming community.
6. Join the White House Task Force on New Americans' Welcoming Communities Initiative (<https://www.whitehouse.gov/the-press-office/2015/04/15/fact-sheet-strengthening-communities-welcoming-all-residents-and-promoti>).
7. Consider sending a proposal to the County Board of Supervisors requesting them to consider a county-wide initiative, modeled after the Live Well San Diego program, to encourage cities, businesses, schools, and other organizations to identify as welcoming to immigrants and refugees and documenting the services and programs each offers.

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Building Welcoming Communities City Council Subcommittee meeting January 7, 2016

Meeting Summary

Attendees - see attached list.

Deputy Mayor Shaffer and Council member Kranz opened the meeting, presenting the subcommittee goals:

- Educate ourselves and community about Welcoming Communities initiative
- Identify opportunities to make Encinitas and our region as prosperous and welcoming as possible for all residents
- Develop recommendations for further action, if any.

Due to the high level of attendance and the number of organizations wishing to share their information, we only got through the first two items, and agreed that the meeting will be continued at a future date for the discussion of next steps and possible recommendations.

Deputy Mayor Shaffer gave an overview of the Welcoming Communities Campaign and different levels of participation (see below). This was followed by short presentations by participating organizations about their programs:

- Charlene Seidel & Niki Mazaroli, Leichtag Foundation
- Filipa Rios, Interfaith Community Services
- Etleva Bejko, Jewish Family Service of San Diego
- Oren Robinson, PANA (Partnership for the Advancement of New Americans)
- Robert J. Moser, Ph.D, Catholic Charities, Diocese of San Diego
- Sheila Crosby, Diana Minuzzi, San Diego County Library System
- Julian Duval, SDBG
- Jamie Hoover, San Diego County Supervisor Roberts Office
- Dana Smith, Mira Costa College
- Nicola Ranson and Kathy Anderson, Survivors of Torture
- **Alana Kalinowski, Camey Christenson, 211**
- Rebecca Palmer, Community Resource Center

Some of the key points from the various presentations:

The Subcommittee's interest includes both refugees and immigrants. "Refugee" is a term defined in the Refugee Act of 1980, which created the **Federal Refugee Resettlement Program** to provide for the effective resettlement of refugees and to assist them to achieve economic self-sufficiency as quickly as possible after arrival in the

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United States. According to the Act, “the term 'refugee' means (A) any person who is outside any country of such person’s nationality or, in the case of a person having no nationality, is outside any country in which such person last habitually resided, and who is unable or unwilling to return to, and is unable or unwilling to avail himself or herself of the protection of, that country because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion.” Refugees are a subset of “immigrants” who are people who come to live permanently in a different country.

There was strong interest among the attendees in joining the Welcoming Communities initiative. Helping new arrivals feel welcome can help reduce fear, and increase long-term success in integrating refugees and immigrants into the community. This can lead to higher levels of civic engagement, education, and employment.

San Diego county has been a major destination for immigrants and refugees. One speaker reported that about 78,000 refugees have settled in San Diego, with 10 new arrivals every day. The organizations at the Subcommittee meeting provide services ranging from nutrition and basic food needs; benefits; acculturation; employment; self-sufficiency; literacy; English language training; citizenship training; housing; trauma counseling; case management; research; and advocacy.

There are already coalitions of resettlement organizations, and the 211 organization exists to connect clients with a vast array of service organizations, as well as to provide specialized case coordination for specific groups. Mira Costa College offers free adult classes in collaboration with San Dieguito Adult Education, including high school equivalency and English language.

At the next meeting, the Subcommittee will consider what added value the City can provide, and how best to move forward. Among the ideas to be discussed are whether the County Live Well program could be a model for becoming a Welcoming County, and how information can be made easily available to new arrivals and service providing organizations. Some speakers emphasized the importance of having a local presence, recognizing that most refugees and immigrants may not have easy access to transportation. There was also a suggestion that having the political leadership of Encinitas visibly welcome new arrivals can send a powerful positive message to the whole community, as the Canadian Prime Minister did recently with Syrian arrivals in Canada.

The Welcome American organization, which plays a lead role in the Welcoming Communities initiative, is open to membership by nonprofit organizations as well as cities and counties.

BACKGROUND INFORMATION

Welcoming Cities and Counties Program

WHAT IS A WELCOMING CITY OR COUNTY?

We define a Welcoming City or County as a community that:

Plans: All relevant sectors, such as government, business, non-profit, and others, work together to create a welcoming community climate that supports long-term integration.

Commits: Municipalities commit to institutionalize strategies ensuring the ongoing inclusion and long-term economic and social integration of newcomers.

Builds Community: Newcomers and long-time residents find common ground and shared leadership.

Communicates: Messages of unity and shared values permeate the community through the media, through the voices of leaders, and among residents.

Sustains: Policies and practices are considered to ensure interactions between new and long-time residents remain positive ones and the community's economic vitality remains strong.

Joining the Welcoming Cities and Counties cohort requires enrollment forms signed by the mayor or county executive, a point of contact to work with Welcoming America, and the community must pass or be working to pass a Welcoming resolution or proclamation.

The 'New American' Fortune 500: more than 40% of Fortune 500 companies were founded by immigrants or their children. Companies founded by new Americans employ more than 10 million people worldwide

One in ten Americans now lives in a Welcoming community

Learn More

welcomingamerica.org

Building Welcoming Communities Campaign-Rachel Peric,
rachel@welcomingamerica.org

Welcoming Cities and Counties-Isha Lee, isha@welcomingamerica.org

Becoming a Welcoming Community is about recognizing the value to the whole community of creating a supportive environment for everyone who lives here, and creating new possibilities for ALL Americans

As employees

As innovators and business creators

As neighbors

As part of our quilt-work culture

The Welcoming Communities initiative is NOT about recruiting, vetting, or harboring immigrants or taking resources away from other priorities.

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Encinitas has a history of inclusiveness, welcoming and supporting immigrants and a strong, diverse faith-based community

City Council direction, Dec. 16, 2015

Form a subcommittee to work with community faith leaders, social service organizations, and residents to evaluate opportunities, impacts and potential sources of support, and report back with specific recommendations early next year (2016).

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Encinitas City Council Subcommittee on Becoming a Welcoming Community Summary of 2nd meeting, held January 21, 2016

The City Council subcommittee on Becoming a Welcoming Community held its second public meeting on January 21, 2016. The focus of the meeting was to consider how the City of Encinitas can support and add value to the work of all the organizations offering programs and services in support of immigrants and refugees who briefly described their efforts at the first meeting. Some key points:

- There are many organizations providing programs and services, and several umbrella coordinating bodies (e.g., Newcomers Collaborative, Immigrant Forum, Nationalization Coalition, Refugee Committee.)
- Encinitas has untapped human resources, such as Peace Corps alumni, who might be interested and useful in supporting integration of immigrants into our community
- The Encinitas Library, which offers quite a few programs and services, is limited in what it can do by both personnel and space. Just keeping up organizations and programs in order to provide referrals is very time consuming. Support for additional staff could increase the library's efforts without short-changing other equally important programs and services offered to other community sectors, such as children and seniors.
- Immigrant and refugee communities are highly diverse, some groups are highly educated but may not have English fluency, while others are "pre-literate" even in their own native language. Thus, outreach and services need to use a variety of strategies and technologies to be effective.
- There was recognition that symbolic acts matter, in addition to substantive programs and services. A proclamation or the presence of an elected official at an event, information in multiple languages, or a symbol in the window of a business can all contribute to making people feel welcome.

After some discussion, the following potential next steps were identified. The Subcommittee will work with relevant partners to evaluate further and then prepare a report to the full City Council with recommendations.

1. Work with the 211 service and the Leichtag Foundation to develop an inventory of existing organizations, programs, and services that are located in Encinitas and/or are available to residents of Encinitas. From that inventory, develop a template to invite those organizations to identify what, if anything, would be needed to expand or enhance their programs/services for Encinitas residents.
2. Working with the Leichtag Foundation and the library, develop the framework for a volunteer registry, starting with the existing Volunteer Match program, to solicit volunteers and other potential resources (e.g, meeting space, translation services) that could enhance Encinitas's efforts to be welcoming. Identify any resource needs to make such a registry effective, and any potential sources of such needed resources.

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3. County Supervisor Dave Roberts' representative offered to provide demographic information about the immigrant and refugee populations in Encinitas to inform program planning.
4. Develop a resolution for City Council consideration, stating our commitment to being a welcoming community, and inviting civic, business, and nonprofit organizations to do the same. If approved by the City Council, we would also share our resolution with other cities in the region and encourage them to adopt similar statements.
5. Develop materials (written, electronic) to describe our commitment, and provide links to key service providers and the 211 service, as well as a symbol that could be displayed, similar to the Live Well San Diego logo, to demonstrate commitment to being a welcoming community.
6. Join the White House Task Force on New Americans' Welcoming Communities Initiative (<https://www.whitehouse.gov/the-press-office/2015/04/15/fact-sheet-strengthening-communities-welcoming-all-residents-and-promoti>).
7. Consider sending a proposal to the County Board of Supervisors requesting them to consider a county-wide initiative, modeled after the Live Well San Diego program, to encourage cities, businesses, schools, and other organizations to identify as welcoming to immigrants and refugees and documenting the services and programs each offers.

The Subcommittee plans at least one more public meeting to review its proposed report to the Council, before presenting its recommendations to the full City Council.

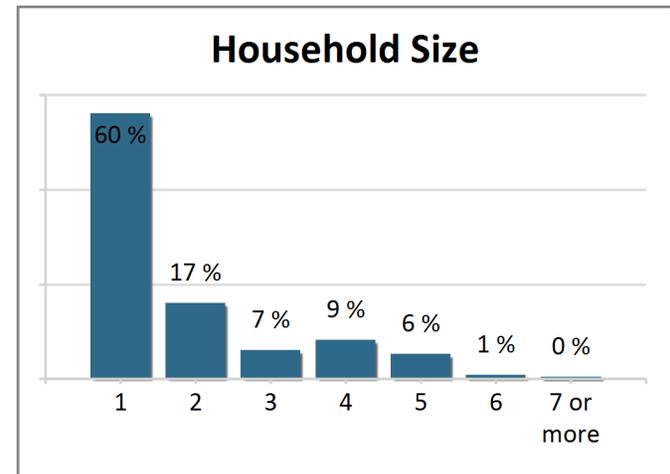
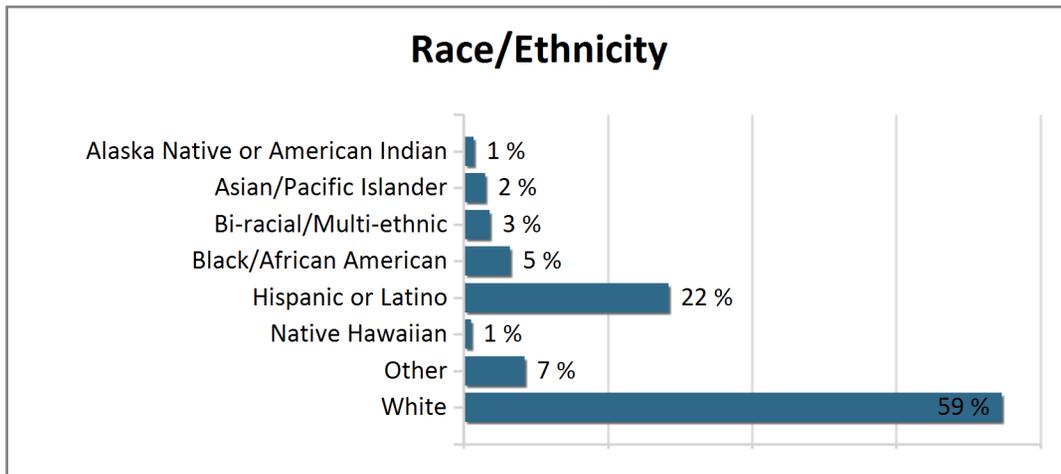
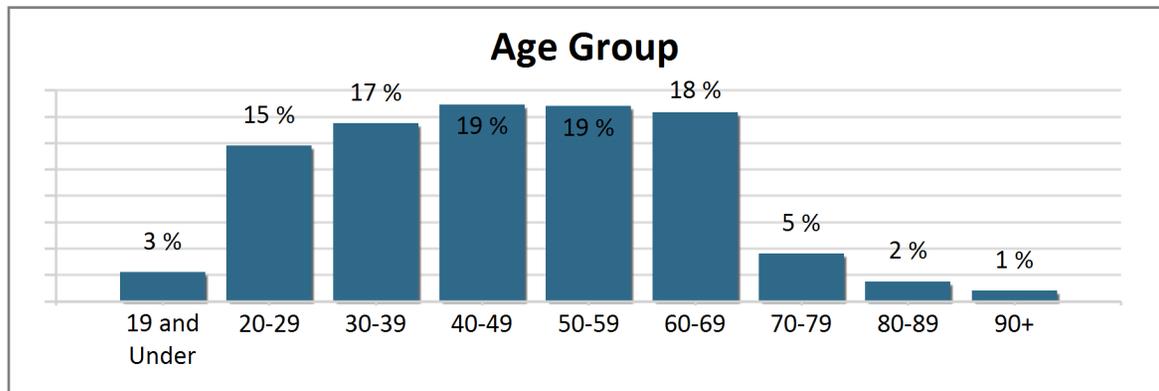
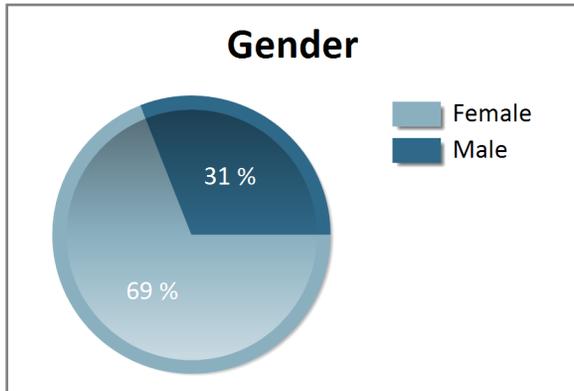


2-1-1 San Diego Client Profile

Demographics, Needs, and Referrals by Zip Code

Fiscal Year:	2014-2015	Total Clients:	1,198	Total Referrals:	2,162
Zip Codes:	92007, 92023, 92024	Total Needs:	1,879		

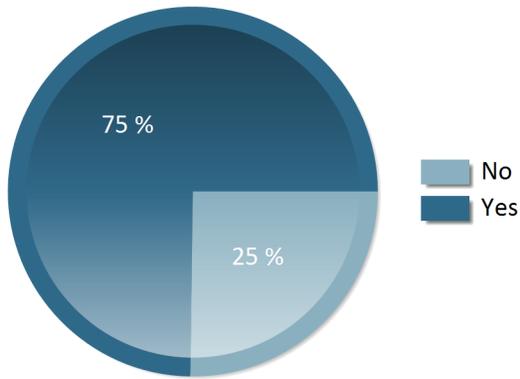
Section 1. Client Demographics



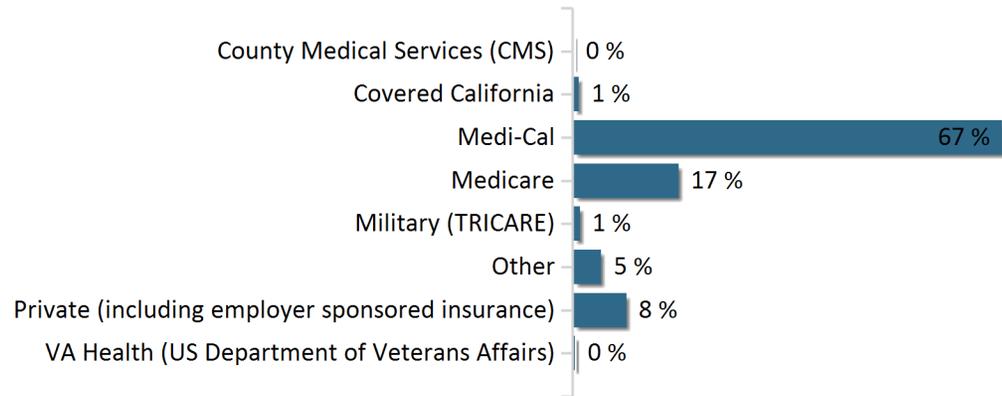
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1. Graphs with 10 or fewer data points are not displayed.
2. Fiscal years begin July 1 and end June 30.

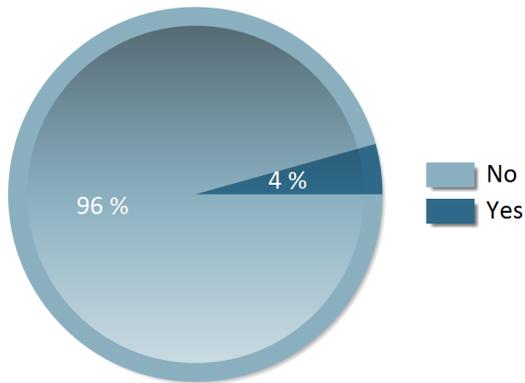
Health Insurance



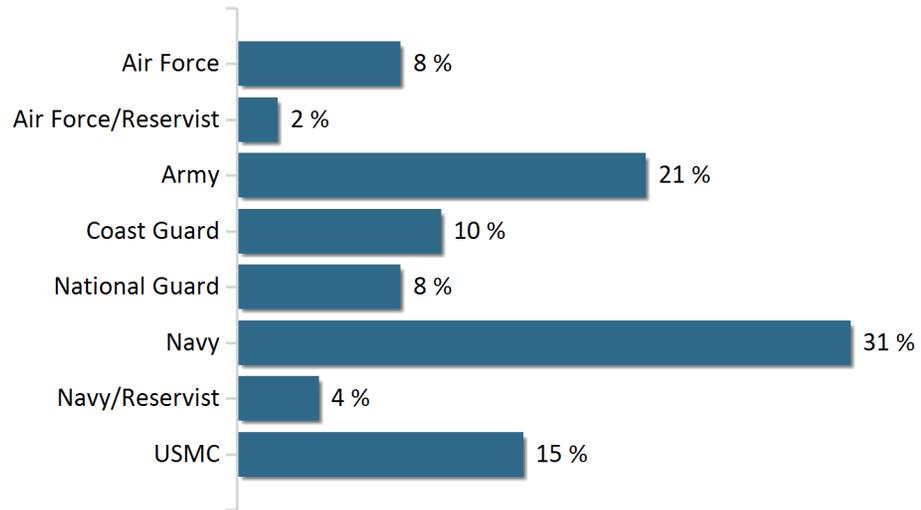
Type of Health Insurance



Military/Veteran Status

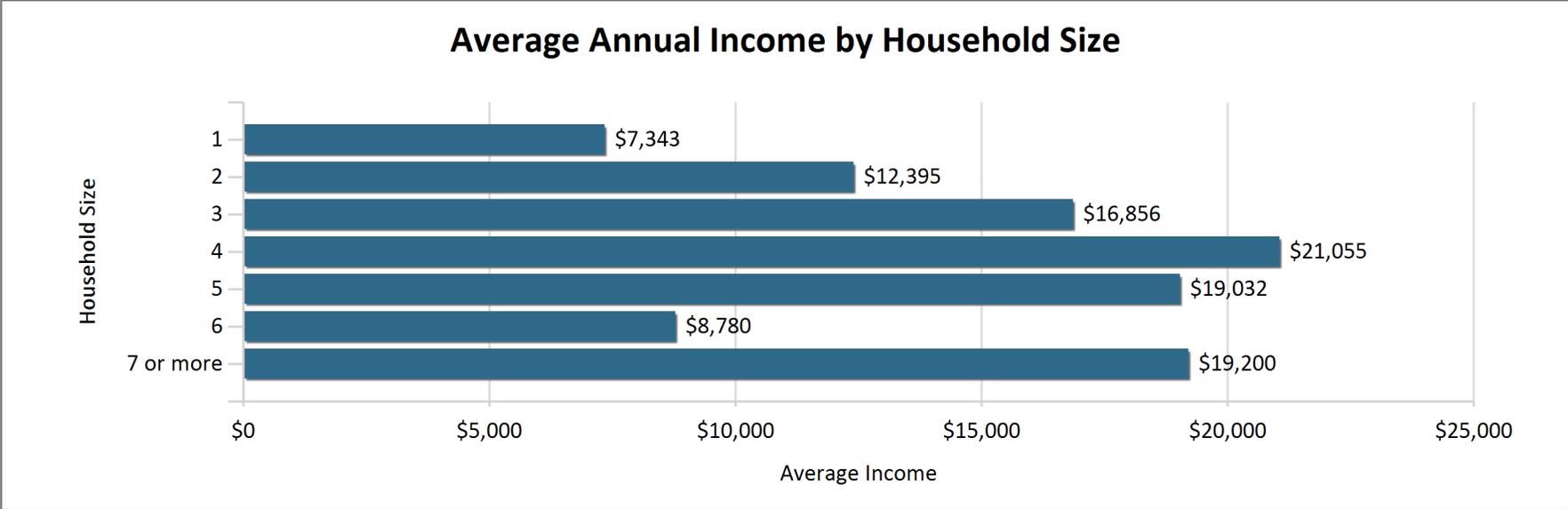


Military Branch of Service



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Section 2. Client Needs

Client needs are organized by a taxonomy structure. Taxonomy is a thorough classification system that distinguishes concepts, names those concepts, and puts those concepts into a hierarchical order. The first level is the most broad level, with up to six nested layers that progressively increase in specificity. 2-1-1 Customer Service Representatives document client needs using this structured system.

Client Needs by First and Second Level Taxonomy

Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Basic Needs	Food	85	5%
	Housing/Shelter	339	18%
	Material Goods	23	1%
	Transportation	30	2%
	Utilities	160	9%
	Total Basic Needs	638	34%
Consumer Services	Condition-Specific Services	1	0%
	Consumer Assistance and Protection	4	0%
	Consumer Regulation	12	1%
	Money Management	5	0%
	Tax Organizations and Services	26	1%
	Total Consumer Services	48	3%
Criminal Justice and Legal Services	Courts	3	0%
	Criminal Correctional System	2	0%
	Judicial Services	2	0%
	Law Enforcement Agencies	9	0%
	Law Enforcement Services	8	0%
	Legal Assistance Modalities	17	1%
	Legal Education/Information	1	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Criminal Justice and Legal Services	Legal Services	70	4%
	Total Criminal Justice and Legal Services	112	6%
Education	Educational Institutions/Schools	2	0%
	Total Education	2	0%
Environmental and Public Safety	Public Health	1	0%
	Public Safety	2	0%
	Total Environmental and Public Safety	3	0%
Health Care	Emergency Medical Care	2	0%
	Health Screening/Diagnostic Services	34	2%
	Health Supportive Services	81	4%
	Human Reproduction	4	0%
	Inpatient Health Facilities	2	0%
	Outpatient Health Facilities	37	2%
	Rehabilitation/Habilitation Services	6	0%
	Specialized Treatment	5	0%
	Specialty Medicine	28	1%
	Total Health Care	199	11%
Income Support and Employment	Employment	16	1%
	Public Assistance Programs	327	17%
	Social Insurance Programs	11	1%
	Temporary Financial Assistance	10	1%
	Total Income Support and Employment	364	19%
Individual and Family Life	Domestic Animal Services	3	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Individual and Family Life	Individual and Family Support Services	126	7%
	Leisure Activities	4	0%
	Mutual Support	17	1%
	Social Development and Enrichment	1	0%
	Volunteer Development	1	0%
	Volunteer Opportunities	1	0%
	Total Individual and Family Life	153	8%
Mental Health and Substance Abuse	Counseling Approaches	5	0%
	Counseling Settings	6	0%
	Mental Health Facilities	10	1%
	Outpatient Mental Health Care	76	4%
	Psychiatric/Mental Health Support Services	2	0%
	Substance Abuse Services	57	3%
	Total Mental Health and Substance Abuse	156	8%
Organizational/ Community/ International Services	Community Economic Development	15	1%
	Community Facilities/Centers	4	0%
	Community Groups	10	1%
	Community Planning and Public Works	4	0%
	Disaster Services	1	0%
	Information Services	162	9%
	Occupational/Professional Associations	7	0%
	Research	1	0%
Total Organizational/ Community/ International Services	204	11%	
Total Needs		1,879	100%

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Unmet Needs

Unmet needs reflect when a referral cannot be provided. Common reasons for unmet needs include the unavailability of resources and client refusal.

Top Unmet Needs

Need Description
Homeless Motel Vouchers
Rent Payment Assistance
Emergency Shelter
Homeless Shelter
Mental Health and Behavior Health
Domestic Violence Shelters

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Section 3. Referrals to Resources

Customer Service Representatives provide referrals to resources to meet client needs. The 211 Resource Database is structured into three levels of an organization: Agency, Program, and Service. Agency is the highest level of an organization/business and can be comprised of many programs. Programs are the service, or groups of services provided by the agency and can have multiple service sites. Service sites are the physical locations of where the services are rendered.

Top 20 Referrals by Agency and Program

Referral Agency	Referral Program/Service	Total Referrals	Percent of Total Referrals
2-1-1 San Diego	Enrollment Center, CALFresh, Medi-Cal, 2-1-1 San Diego	169	8%
	Breast Health Specialist	28	1%
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	CalFresh (Food Stamps/SNAP), Self Sufficiency Programs, Health and Human Services Agency, County of San Diego, North Coastal Family Resource Center	108	5%
	MyBenefits CalWIN, Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	31	1%
	Medi-Cal, Health and Human Services Agency, County of San Diego, North Coastal Family Resource Center	28	1%
Campesinos Unidos Inc	Home Energy Bill Assistance Program, Campesinos Unidos Inc- San Diego Office	85	4%
North County Health Services (NCHS)	Family Practice, North County Health Services, Encinitas Health Center	36	2%
Community Resource Center (CRC)	Emergency Food Assistance, Community Resource Center (CRC)	35	2%
	Interfaith Shelter Network (ISN) - North County Coastal Branch, Community Resource Center	35	2%
	Social Services Program, Community Resource Center	27	1%
	VITA - Earned Income Tax Credit (EITC) Site, Community Resource Center (CRC), Encinitas	21	1%
Access and Crisis Line- Optum (Formerly OptumHealth)	Access and Crisis Line, Optum Health (formally United Behavioral Health)	30	1%

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Referral Agency	Referral Program/Service	Total Referrals	Percent of Total Referrals
Legal Aid Society of San Diego, Inc	Legal Services, Legal Aid Society of San Diego, Inc, North County Office	29	1%
Housing and Community Development, County of San Diego	County of San Diego Housing Resource Directory, Housing and Community Development	27	1%
Covered California	Covered California	24	1%
San Diego Gas and Electric Company, Customer Services	California Alternate Rates for Energy (CARE) Program, San Diego Gas and Electric Company	24	1%
Catholic Charities	La Posada de Guadalupe, Catholic Charities	21	1%
Brother Benno Foundation	Brother Benno's Center, Brother Benno Foundation	21	1%
Jacobs and Cushman San Diego Food Bank	Emergency Food Assistance Program (EFAP), Jacobs and Cushman San Diego Food Bank, Community Resource Center	20	1%
United States Department of Housing and Urban Development	Housing and Urban Development Affordable Apartment Online Directory, (HUD) Department	17	1%
Bread of Life Rescue Mission	Winter Shelter, Bread of Life Rescue Mission	17	1%

For questions, please contact:
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