



COUNCIL AGENDA: 2/26/2019

ITEM: 5.2

FILE NO: 19-026

## Memorandum

**TO:** HONORABLE MAYOR AND  
CITY COUNCIL

**FROM:** Toni J. Taber, CMC  
City Clerk

**SUBJECT:** SEE BELOW

**DATE:** February 26, 2019

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**SUBJECT:** Report on Office of Immigrant Affairs Activities.

**RECOMMENDATION:**

As recommended by the Neighborhood Services & Education Committee on February 14, 2019, accept the Administration's report on accomplishments as it relates to the Welcoming SJPlan and highlight significant activities.

CEQA: Not a Project, File No. PP17 009, Staff Reports, Assessments, Annual Reports, and Informational Memos that involve no approvals of any City action. (City Manager)  
[Neighborhood Services & Education Committee referral - 2/14/19 (d)1]



# Memorandum

**TO:** NEIGHBORHOOD SERVICES &  
EDUCATION COMMITTEE

**FROM:** Lee Wilcox

**SUBJECT:** REPORT ON OFFICE OF  
IMMIGRANT AFFAIRS

**DATE:** January 28, 2019

Approved

Date

2-4-2019

**COUNCIL DISTRICT:** City-Wide

## RECOMMENDATION

Accept the Administration's report on accomplishments as it relates to the Welcoming SJ Plan and highlight significant activities, and recommend this item for full Council consideration at the February 26, 2019 Council meeting.

## OUTCOME

This memorandum outlines prominent activities led by the Office of Immigrant Affairs, which will inform the Mayor and City Council of accomplishments, challenges, and opportunities.

## EXECUTIVE SUMMARY

This report covers the period of July 1, 2017 through December 31, 2018 and provides a summary of Office of Immigrant Affairs programs and activities, such as language access and cultural responsiveness trainings, civic engagement, citizenship, legislation, and special events. In addition, the report covers unanticipated programming, such as the development of the Rapid Response Network, Silicon Valley Pro Bono Immigration Network, and Census 2020.

## BACKGROUND

The Office of Immigrant Affairs (Office) was established in the summer of 2015 with the goal of creating a more welcoming experience for immigrants, increasing opportunities for shared prosperity, engaging our culturally diverse community, and making strides to becoming the most successful multicultural city in the world. As such, the Office and partner organizations developed the Welcoming San Jose Plan<sup>1</sup>, a three-year immigrant integration plan that focuses

<sup>1</sup> Welcoming San José Plan: <http://sanjoseca.gov/DocumentCenter/View/62236>

on Leadership & Communications, Access & Engagement, Education, Economic Opportunity, and Safe, Healthy & Connected Communities. While the Plan is ambitious, it was the Steering Committee's best thinking about ways immigrants, who make up nearly 40 percent of the City's population, can reach their fullest potential. The recommended strategies are still relevant and several will likely be carried over to the next triennial plan.

In 2016-2017, the Office focused on the following areas: operationalizing the new Language Access Policy, increasing the City's ability to be culturally responsive, and expanding opportunities for civic engagement. Although these continue to be an essential component of the Office's role, it was clear after the November 2016 elections that staff would need to be nimble. In early 2017, the Mayor and City Council directed staff to shift priorities to informing and defending the undocumented community, and allocated \$75,000 towards those efforts. Later in this report, an explanation of the Rapid Response Network and Silicon Valley Pro Bono Immigration Network will be described.

The multisector partnerships formed in 2015 have been vital in adequately adjusting to the changing political climate and addressing the needs and fears in the immigrant community. While the Plan delineates an aspirational set of strategies, some of which have not been implemented, it provides guiding principles that solidify the City's position to welcome people from all parts of the globe and to create an inclusive environment. Since 2017, cities across the US have faced new challenges resulting from the federal administration's policies targeting specific immigrant groups. Immigration policies such as the Executive Order banning travel of foreign nationals from Muslim countries, increased deportations of undocumented people, the rescission of Deferred Action for Childhood Arrivals (DACA), Zero Tolerance policy, proposed Public Charge rule, proposed citizenship question on census form, to name a few, have created fear, mistrust, and uncertainty among thousands of residents in San José. A 2018 survey of public health clinics found that two-thirds of health providers reported an increase in parents' fear about enrolling kids in Medicaid, and nearly half of providers reported an increase in no shows<sup>2</sup>. Furthermore, undocumented community members hesitate to report crime, cooperate with law enforcement, or participate in court proceedings as witnesses or victims of crime. The consequences are detrimental to the overall health, safety, and well-being of the San José community. However, community organizations, schools, faith-based groups, businesses, and many other groups have mitigated some concerns and continue their commitment to immigrant integration through civic, economic, linguistic, and social inclusion.

While there's much work to do, there are signs that San José is on the right track. Findings of the first annual New American Economy (NAE) Cities Index<sup>3</sup>, a new national assessment of local integration policies and socioeconomic outcomes in the largest 100 cities, ranked San José No. 7 out of 100 cities in the United States. The NAE examined three policies and practices, as well as 20 socioeconomic outcomes, to assess cities on their work to integrate newcomers. The City received an NAE Badge of Recognition for its high performance (scoring a four or five out

<sup>2</sup> The Children's Partnership, California Children in Immigrant Families: The Health Provider Perspective, <https://www.childrenspartnership.org/wp-content/uploads/2018/03/Provider-Survey-infographic-pdf>

<sup>3</sup> NAE Cities Index: <https://www.newamericaneconomy.org/cities-index/profile/san-jose/>

of five) in the following categories: Economic Empowerment (5/5), Inclusivity (5/5), Legal Support (5/5), Community (4/5), and Civic Participation (4/5). Furthermore, this year, the Office will be evaluated by Welcoming America, a national organization that supports welcoming work through local governments. The evaluation will be based on Welcoming Standards that evaluate City policies and programs that promote immigrant inclusion. The report, data, and recommendations will provide guidance to the next Welcoming San Jose Plan (2020-2023).

## **ANALYSIS**

The following section provides a description of the Office's work and the result of those efforts.

**Language Access & Cultural Responsiveness** – With the adoption of the City's first Language Access Policy in November 2016, the Office led the implementation/operationalization of the policy through city-wide trainings, technical assistance, and implementation support for key departments and teams (Parks, Recreation and Neighborhood Services; Library; Building and Code Enforcement divisions of Planning, Building and Code Enforcement; Office of Emergency Management, and Housing). In 2019, the Office will focus on developing an effective City-wide language access infrastructure through translation and interpretation vendor contracts, producing a language access toolkit of resources available to all departments, and revising, improving, and providing guidelines for effective use of bilingual skills among City staff.

It is important to note that 57 percent of San José residents speak a language other than English at home, and 20 percent of residents are Limited English Proficient. It is critical that City staff are well-informed and well-equipped to serve residents in languages other than English. Federal law requires that any program or activity receiving federal funds also take reasonable steps to provide equal access, including language access.

**Results:** Provided Language Access & Cultural Responsiveness trainings for City staff.

- 555 people trained to date;
- 93 percent of participants reported that "the training was useful for my job";
- 23 percent of training participants expressed interest in continuing to assist with City language access/cultural responsiveness services; and
- 480 City staff will be trained on Language Access in Spring 2019.

**Cost/Leveraged Resources:** In 2017-2018, the Office budgeted \$48,000 to provide the trainings; some departments have contributed to the direct training costs for their staff.

**Civic Leadership Academy** – The City incubated this project in coordination with VietUnity and Sacred Heart Community Services. The goal of the project is to engage Spanish-speaking and Vietnamese residents and inform them of City services and the importance of civic participation. The Office and partner organizations designed the curriculum, recruited community leaders, and implemented the two concurring seven-week classes. The Office also



worked with the following departments to present relevant information requested by the groups: Housing, Police, Fire, Economic Development, Human Resources, and Code Enforcement.

While the City offers numerous ways to engage with the public, it has become increasingly difficult to draw immigrants, specifically non-English speakers. The Office borrowed on the City's previous experience in English-only civic engagement workshops and introduced the concepts in language appropriate for the groups. The pilot project allowed our partner organizations to test the product, make adjustments, and seek external funding.

**Results:**

- 40 participants;
- 94 percent reported completing the class with more knowledge about City departments than when they started; and
- 97 percent of participants reported feeling more comfortable attending City and neighborhood-led meetings.

**Cost/Leveraged Resources:** The City provided \$25,000 for two partner organizations for programmatic costs. The organizations are seeking foundation funds to implement additional civic leadership academies in coordination with the City.

**Citizenship** – The City continues to provide information and referral services to residents who are considering becoming U.S. citizens, through Citizenship Corners at libraries and community centers, and citizenship workshops offered by partner organizations.

According the American Community Survey, more than 83,000 people in San José are eligible to naturalize. While there are many known benefits to becoming a citizen (right to vote, job opportunities, ease of travel, sponsoring family members), Legal Permanent Residents (green card holders) have traditionally expressed that language and financial costs are barriers to pursuing citizenship. Furthermore, increased mistrust of the federal government and the proposed Public Charge rule have discouraged people from applying. Nevertheless, the City will continue to work with the network of providers to amplify the importance of attaining citizenship and make the process accessible for all. Unwavering partners include: County of Santa Clara Office of Immigrant Relations, Center for Training and Careers, Asian Law Alliance, International Rescue Committee, and SIREN.

**Results:**

- nearly 900 participated in citizenship workshops; and
- 575 naturalization applications were completed.

**Budget/Leveraged Resources:** While the City spent less than \$7,000 on food, communications outreach, parking and other facility related expenses, the cooperative model saved participants nearly \$300,000 in application and processing fees, and \$1,355,850 in legal fees.

**Legislative** – The Office has worked closely with the City’s Intergovernmental Relations Office, City Attorney’s Office, and the Mayor’s Office to monitor federal and state legislation, and policies that impact various immigrant communities. In addition, staff has co-hosted community forums with partner organizations to ensure timely and accurate information is conveyed about immigration policy.

**Results:** Since July 2017, the City has taken positions or actions on the following items:

1. Public Comment opposing the proposed changes to the Flores Settlement Agreement and the Public Charge rule;
2. Litigation opposing the rescission of DACA and the addition of the citizenship question on the Census 2020 form; and
3. Support letters for the following:
  - a. United Nations Global Compact on Migration, December 2017
  - b. Temporary Protected Status (Authored or signed-on by Mayor Liccardo):
    - El Salvadorans, December 2017
    - Nicaraguans, October 2017
    - Haitians, November 2017
    - Honduran, June 2018
  - c. Protect DREAMers (Mayor), January 2018
  - d. Census 2020 budgeting and design concerns, February 2018
  - e. Child reunification letter from Bay Area mayors, June 2018
  - f. Concerns with delayed naturalization processing, June 2018
  - g. Concerns with Zero Tolerance Policy (Mayor), July 2018
  - h. Public Charge comment letter from (Mayor) July 2018
  - i. Census 2020 funding from State, August 2018
  - j. AB 2098, Adult Education Block Grant, August 2018
  - k. State Census funding finalization (Mayor) October 2018
  - l. DACA ruling statement (Mayor) November 2018

**Rapid Response Network in Santa Clara County** is a comprehensive community defense project, launched in June 2017, to protect the undocumented community. The Rapid Response Network (RRN) consists of a 24/7 hotline staffed by bilingual dispatchers, more than 745 trained Rapid Responders (volunteers) ready to be activated in the event of Immigration and Customs Enforcement (ICE) activity, experienced immigration attorneys on-call 24/7, and 16 family support teams to assist family members left behind in the event of a detention by ICE. Every resident, regardless of immigration status, has the right to due process; therefore, the RRN exists to ensure residents know their rights and have access to legal counsel.

According to the Pew Research Center, an estimated 120,000 undocumented people live in the San José metro area<sup>4</sup>. Available data suggest that ICE arrests have increased by 40%

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<sup>4</sup> Pew Research Center data: <http://www.pewresearch.org/fact-tank/2018/02/08/ice-arrests-went-up-in-2017-with-biggest-increases-in-florida-northern-texas-oklahoma/>

nationwide. The ICE San Francisco Field Office (which covers San José and Santa Clara County) arrested 7,231 local residents in 2017-2018.

The RRN is a collaboration formed in November 2016, of more than 10 local organizations who have co-designed, built, and launched the RRN hotline; the broader network of organizations assisting with outreach and support is even greater. The City has been intentional about its role in helping to convene and coordinate the strong collaboration of direct service organizations. Office staff have invested more than 700 hours in supporting and coordinating the extensive work of the RRN Steering Committee. There are 30 RRNs in the US, and data shows that the San José/Santa Clara County network is the most widely used and well-organized of all, proving to be a model for other regions. Active Steering Committee partners include: Sacred Heart Community Services, PACT, Human Agenda, Latinos United for a New America, Pangea, Amigos de Guadalupe, Catholic Charities, South Bay Labor Council, Consulate of Mexico, and County Office of Immigrant Relations.

**Results:** Since the launch of the RRN hotline in July 2017:

- 3,550 calls to the hotline;
- 103 activations of Rapid Responders;
- 60 emergency attorney activations (an immigration attorney is on-call and responds immediately, typically to the ICE processing center in San Francisco);
- 36 individuals and their families have been supported by Family Support Teams with moral support and basic needs, typically needed because the income-earner in the family has been detained and/or the previous place of residence is no longer safe

**Cost/Leveraged Resources:** Operating with only \$100,000 (County funded) until September 2018, the RRN has now been awarded \$500,000 from the County of Santa Clara and \$50,000 from the City for 2018-2019.

**Silicon Valley Pro Bono Immigration Network** was designed with consultation from OneJustice, a premier innovation lab for legal aid, to increase the amount of legal immigration services available to families by capitalizing on the services of pro bono lawyers at large law firms and corporations in Silicon Valley. By coordinating efforts—including creating uniform training and recruitment materials—legal services staff can spend less time duplicating efforts to recruit and coordinate pro bono volunteers, and thus serve more clients. The new Silicon Valley Pro Bono Immigration Network includes four legal service organizations and two private law firms that have committed to working together to expand services to the community. They include Tahirih Justice Center, Center for Employment Training, Asian Law Alliance, Bay Area Legal Aid, Skadden, and Fenwick & West. A pilot project was successfully completed in April 2018 and the results were shared with potential funders. As a result, the Silicon Valley Pro Bono Immigration Network will be launched in the spring of 2019 and will engage additional private law firms. The following are expected outcomes:

1. Immigrants with meritorious immigration claims in Silicon Valley will have increased access to no-cost culturally competent, language accessible legal services

2. Strengthen Silicon Valley's legal community capacity to provide comprehensive, trauma-informed legal services to immigrants
3. Increase community collaboration across corporate counsel, law firms, legal services, and social services in Silicon Valley to effectively identify and respond to immigrants

**Results:** OneJustice in collaboration with legal service organizations created the following:

- website for both network coordination and attorney's seeking volunteer opportunities;
- comprehensive toolkit; and
- memorandums of understanding written and signed by network agencies.

**Cost/Leveraged Resources:** In 2018, City provided funding to OneJustice in the amount of \$65,000 for the coordination, facilitation, and development of the network infrastructure. For 2019, funding has been secured through the Silicon Valley Community Foundation, Grove Foundation, County of Santa Clara, and City for a total amount of \$147,000 to launch and operate the program.

**Census 2020** – The Office has supported City efforts to ensure an accurate count during Census 2020. In September of 2017, the City began the process of updating the Census Bureau's address database through participation in the Local Update to Census Area (LUCA). In partnership with various City departments and community organizations, staff and volunteers identified unconventional housing units and submitted addresses to the Census Bureau for consideration in April 2018. The Office has continued to work closely with the Office of Economic Development and the County of Santa Clara to organize a regional Complete Count Committee, support the Immigrant Subcommittee, and provide consultation on effective outreach strategies for hard-to-count communities.

**Special Events** – The Office is involved in a variety of special events to highlight and support immigrants in San José. The Office has co-sponsored events hosted by partner organizations, such as the World Refugee Day, East African Cultural Festival, Black April: Fall of Saigon, flag raising ceremonies, financial education workshops, small business development and immigrant entrepreneur events. In addition, the City hosted a "Welcoming Hub" at Viva Calle, and the "Light in the Darkness" film screening during National Stand Against Hate Week. Maintaining these efforts is an important role for the Office, as it creates shared experiences and connections across San José's numerous ethnic communities and between longer-term residents and newcomers.

## **EVALUATION AND FOLLOW-UP**

As mentioned above, Welcoming America will be evaluating City policies and programs that promote immigrant inclusion. This will take place during the next several months. The data and recommendations offered by Welcoming America will be reviewed and considered by the Steering Committee and community, and may inform the next iteration of the Welcoming San



NEIGHBORHOOD SERVICES AND EDUCATION COMMITTEE

January 28, 2019

**Subject: Report on the Office of Immigrant Affairs**

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José Plan. The results of the Welcoming America audit report and the Plan will be shared with the Mayor and City Council in December 2019.

**PUBLIC OUTREACH**

This memorandum will be posted on the agenda website for the Neighborhood Services and Education Committee meeting for February 14, 2019.

**COORDINATION**

This memorandum was coordinated with the City Attorney's Office and the City Manager's Budget Office.

**COST SUMMARY/IMPLICATIONS**

The Office of Immigrant Affairs is funded by General Fund in the amount of \$250,000 annually. Yearly funding is applied towards the programs and initiatives described in this report, as well as one temporary employee, seasonal interns, and operational expenses.

**CEQA**

Not a project, File No. PP10-069(a), Staff Report that involves no approvals of City actions.

/s/

LEE WILCOX

Chief of Staff

City Manager's Office

For questions, please contact Zulma Maciel, Assistant to the City Manager, at (408) 535-8146.