



## MEMORANDUM

TO: Mayor and Council Members

FROM: Elaine Hart, Deputy City Manager *Elaine Hart*

DATE: August 19, 2019

SUBJECT: Serving Austin's Immigrant Community – Staff Report (Resolution 20180628-124)

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The purpose of this memo is to respond to Council Resolution No. 20180628-124 directing the City Manager to:

- Review the organizational structure and responsibilities in cities that have an Office of Immigrant Affairs or allocate substantial resources towards programs that serve the immigrant community;
- Compare those to the City of Austin's current organizational structure and efforts;
- Explore potential funding for monthly citizenship clinics per the direction of the Commission on Immigrant Affairs; and
- Make recommendations to City Council to determine how the City can most effectively coordinate and support policy and efforts related to the immigrant community.

Staff from Austin Public Health, the Communications and Public Information Office, and Human Resources Department worked collaboratively to research how other cities provide immigrant services to their communities. The attached report provides a detailed analysis of staff's findings and observations. Since most communities emphasize offering coordinated immigrant services, staff recommends the following initial next steps:

- Provide dedicated staff through the Equity Office, included in the proposed FY2020 budget, to:
  - Coordinate among departments and provide advice or technical assistance on immigrant affairs resources and services; and
  - Serve as a single point of contact for the immigrant community and those interested in immigrant affairs issues.
- Develop a citywide strategy for providing services to immigrant communities.

- Apply for the Gateway for Growth (G4G) grant which provides support in areas of research assistance, direct technical assistance, and financial assistance in the form of a \$12,500 matching grant.
- Join the Cities for Citizenship Network which provides free access to a network of resources, guidance, and support that can be leveraged by the City and its partner organizations.

The attached report also explores funding options to increase citizenship among legal permanent residents and support citizenship programs. Additionally, consistent with the Commission on Immigrant Affairs' recommendation to provide funding for Citizenship Clinics, Austin Public Health reallocated \$115,000 in FY2019 funds to provide Citizenship Clinics, Citizenship Forums, and assistance with application fees and legal representation.

Should you have additional questions, please contact Houmma Garba, Community Engagement Consultant, at (512) 974-6004 or via email at [houmma.garba@austintexas.gov](mailto:houmma.garba@austintexas.gov)

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 Karen Crawford, Chair, Commission on Immigrant Affairs

# Serving Austin's Immigrant Community Report

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August 2019



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## EXECUTIVE SUMMARY

The City of Austin's population is approximately one million, and one out of five people are foreign born.<sup>1</sup> The immigrant population of Austin increased from 3.5% in 1970 to 18.7% in 2017.<sup>2</sup> Immigrants in Austin make up 18.2% of the labor force where 86.1% of that population is between 16 and 64 years old.<sup>3</sup> Immigrants bring with them a wide range of skills and educational backgrounds that contribute to all levels of the Austin economy. *New American Economy* reported that immigrants in Austin earned around \$8.1 billion, contributed \$2.1 billion in state and federal taxes, and spent around \$6.1 billion on the local economy in 2016.<sup>4</sup> The same report indicated that there are over 21,000 immigrant entrepreneurs within the Austin metro area.<sup>5</sup>

Recent and evolving federal policies regarding immigrants prompted the City Council to adopt Resolution No. 20180628-124, directing the City Manager to:

- Review the organizational structure and responsibilities in cities that have an Office of Immigrant Affairs or allocate substantial resources towards programs that serve the immigrant community;
- Compare those to the City of Austin's current organizational structure and efforts;
- Explore potential funding for citizenship clinics per the direction of the Commission on Immigrant Affairs; and
- Make recommendations to City Council to determine how the City can most effectively coordinate and support policy and efforts related to the immigrant community.

### CITY OF AUSTIN RESOLUTION NO. 20180628-124

BE IT FURTHER RESOLVED: The City Manager is hereby directed to review the organizational structure and responsibilities in cities that have an Office of Immigrant Affairs or allocate substantial resources towards programs that serve the immigrant community; compare those to the City of Austin's current organizational structure and efforts; and make a recommendation to City Council to determine how the City can most effectively coordinate and support efforts related to the immigrant community; and

BE IT FURTHER RESOLVED: The City Manager is hereby directed to explore options for funding monthly Citizenship Clinics per the direction of the Commission on Immigrant Affairs or partnering with other organizations to provide such services.

<sup>1</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

<sup>2</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

<sup>3</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2015].

<sup>4</sup> New American Economy. (2019). Immigrants and the economy in the Austin Metro Area. (n.d.). Retrieved from <https://www.newamericaneconomy.org/city/austin/>.

<sup>5</sup> New American Economy. (2019). Immigrants and the economy in the Austin Metro Area. (n.d.). Retrieved from <https://www.newamericaneconomy.org/city/austin/>.

This report summarizes information collected from cities with an Office of Immigrant Affairs and those allocating significant resources to their immigrant services; information collected from City of Austin employees; and the various services provided by local organizations to immigrant communities. The report is organized into three parts:

- Immigrant Affairs
- Citizen Clinics
- Recommended next steps for Council consideration

## Immigrant Affairs

The cities staff studied with efforts to serve the immigrant community have two distinct approaches in their scope of work and organizational structure:

1. Cities with an Office of Immigrant Affairs create a new structure under the Mayor's Office; or City Manager's Office; or
2. Cities allocating substantial resources, which provide funding to a single department for creating immigrant service programs.

In terms of structure, most of the existing Immigrant Affairs Offices have at least three positions:

1. One leadership position who oversees operation, leads policy initiatives, and advises the Mayor and/or Council;
2. One position who coordinates integration efforts; and
3. One position who serves as a liaison between the community and the city.

Cities allocating substantial resources have one to two specialized positions to manage specific programs. In comparison, the City of Austin's efforts in serving the immigrant community are dispersed among its departments and offices. The programs, projects, and initiatives focus on key themes that fit within the six strategic outcomes identified under the Strategic Direction 2023 (SD23). While the programs are extensive and focus on key aspects promoting immigrant integration, programs could benefit from support by research, community engagement, and strategic planning. Additionally, the City of Austin does not currently have a dedicated staff to set and evaluate metrics that oversee the success of integrating immigrants into the community. This makes it difficult to evaluate the effectiveness of the initiatives and take full advantage of funding opportunities. Cities included in this report explained that providing outreach, education, and services in a coordinated way was integral to positively impacting the immigrant community.



## Citizenship Clinics

Citizenship clinics are one-day community events that bring legal providers and trained volunteers together to assist lawful permanent residents (LPRs) in completing the Application for Naturalization, or N-400. The citizenship clinics or workshops are usually held at a central location in the community that can accommodate large numbers of applicants, such as a community college, places of faith, or public libraries.

Staff reviewed the City of Austin's efforts to support lawful permanent residents in their naturalization efforts and reviewed the services provided in Austin. The City's efforts are currently concentrated on providing information and educational services through the Austin Public Library (APL). APL has a website devoted to services for new immigrants where newcomers may find information and links to resources from English as a Second Language (ESL) to Citizenship classes. In addition to providing information, APL also offers a 10-week Citizenship 101 course at two of its branches (Ruiz Branch and Little Walnut Creek Branch).<sup>6</sup> Classes are taught by volunteers, free to participants, meet once a week, and focus on the questions commonly found in the citizenship test. Since its inception in 2015, Ruiz Branch served 445 lawful permanent residents getting ready for their naturalization.

Similar to Austin Public Library's Citizenship 101 Classes, other community faith-based organizations and small non-profit organizations offer citizenship classes as well. The classes tend to be provided by volunteers with 15 to 20 students per semester and run between 10 and 15 weeks. Additionally, Education Austin (Texas AFT 2048), the Equal Justice Center, and Casa Marianella have partnered to conduct citizenship clinics for the past five years in Austin. These organizations are also working with the University of Texas Law School Immigrant Clinic, United We Dream-Austin, and the Mexican Consulate to recruit and train volunteers. They frequently hold citizenship drives and have assisted over 1,400 eligible permanent residents to apply for naturalization. Over 30 information sessions have been conducted and more than 3,000 community members have been educated on the benefits and responsibilities of citizenship.

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<sup>6</sup> Johnson, E. (2018). Austin Public Library Immigrant Citizenship Services [Personal interview].

Cities for Citizenship, a major national initiative chaired by New York City Mayor Bill de Blasio, Chicago Mayor Rahm Emanuel, and Los Angeles Mayor Eric Garcetti is focused on increasing citizenships among eligible U.S. permanent residents and encourage cities across the country to invest in citizenship programs. Nationally, over seventy cities and counties have formalized their efforts to increase naturalization among their eligible permanent residents.<sup>7</sup> Most of the peer cities are using one or a combination of federal grant and general funding to support their naturalization service efforts to increase citizenship among legal permanent residents. The national initiative continues to support citizenship programs across the country.

## Recommendations

After collecting and analyzing the preliminary research gathered for this report, staff recommends the following steps as a starting point:



1. Provide dedicated staff initially through the Equity Office to:
  - a. Coordinate among departments and provide advice or technical assistance on immigrant affairs resources and services; and
  - b. Serve as a single point of contact for the immigrant community and those interested in immigrant affairs issues.



2. Develop a strategy for providing services to immigrant communities.



3. Apply for the Gateway for Growth (G4G) grant which provides support in areas of research assistance, direct technical assistance and a matching grant of \$12,500 to a recipient.



4. Join the Cities for Citizenship Network which provides a network of resources, guidance, and support that can be leveraged by the City and its partner organizations.

This report also explores some funding options to increase citizenship among legal permanent residents and support citizenship programs.

<sup>7</sup> Cities for Citizenship. (2019). Retrieved from <http://www.citiesforcitizenship.com/>.





## SERVING AUSTIN'S IMMIGRANT COMMUNITY

### Resolution Overview

Austin's immigrant community makes up approximately 20% of the city's entire population. Recognizing the essential role that immigrants hold in the community, the City Council adopted several resolutions in support of the City's immigrant population. Among them:

- Resolution No. 20140626-049 aims to establish the City of Austin as a "Welcoming City" to "celebrate the contributions of members of the immigrant community" and help immigrants feel welcome, secure, protected, free of fear, and free of discrimination.<sup>8</sup>
- As a Welcoming City, Resolution No. 20161013-09 "condemns all hateful speech and violent action directed at immigrants, people of color, and religion, and further commits the City Council to the values of a pluralistic society composed of many cultures, and honoring freedom of religion".<sup>9</sup>
- Resolution Nos. 20161215-066 and 20170216-018 provide funding for immigrant legal services in an effort to protect the rights of immigrants against state and federal policies; and Resolution No. 20170518-045 directs the City Manager to pursue litigation to fight state and federal anti-immigrant policies.<sup>10</sup>
- Resolution No. 20161103-052 helps City programs, services, and activities to be more accessible to limited English proficient individuals through a Language Access Program.<sup>11</sup>

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<sup>8</sup> City of Austin, City Council. (2018). Resolution No. 20140320-049 (pp. 1-2). Austin, Texas. [www.austintexas.gov/edims/document.cfm?id=304161](http://www.austintexas.gov/edims/document.cfm?id=304161).

<sup>9</sup> City of Austin, City Council. (2018). Resolution No. 20161013-09 (pp. 1-5). Austin, Texas. [www.austintexas.gov/edims/document.cfm?id=292157](http://www.austintexas.gov/edims/document.cfm?id=292157).

<sup>10</sup> City of Austin, City Council. (2018). Resolution No. 20161215-066, 20170216-018, 20170518-045 (pp. 1-5). Austin, Texas. [www.austintexas.gov/edims/document.cfm?](http://www.austintexas.gov/edims/document.cfm?)

<sup>11</sup> City of Austin, City Council. (2016). Resolution No. 20161103-052 (pp. 1-4). Austin, Texas. [www.austintexas.gov/edims/document.cfm?id=267426](http://www.austintexas.gov/edims/document.cfm?id=267426).

Recent and evolving federal policies regarding immigrants prompted the City Council to adopt Resolution No. 20180628-124, directing the City Manager to:

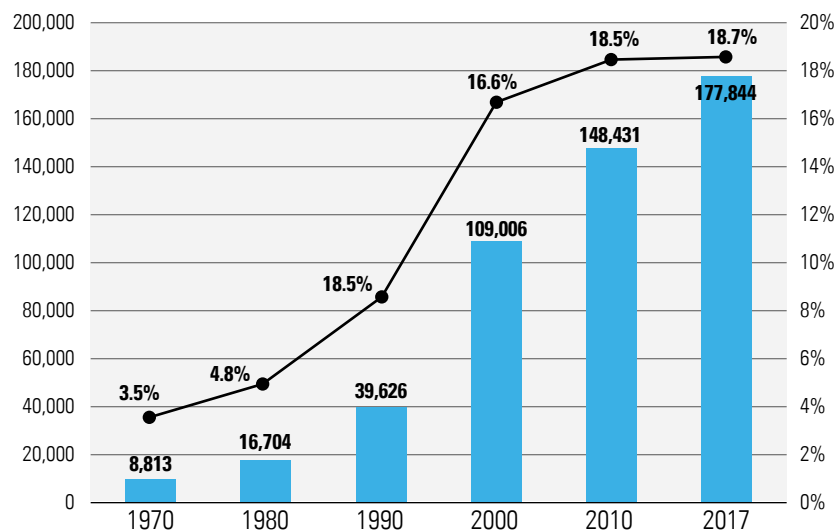
- Review the organizational structure and responsibilities in cities that have an Office of Immigrant Affairs or allocate substantial resources towards programs that serve the immigrant community; and
- Compare those to the City of Austin's current organizational structure and efforts;
- Explore potential funding for citizenship clinics per the direction of the Commission on Immigrant Affairs; and
- Make recommendations to City Council to determine how the City can effectively coordinate and support policy related to the immigrant community.

Staff researched peer cities and interviewed employees within these cities. Staff also researched and interviewed staff from the City of Austin departments and local organizations who provide services to immigrant communities. The following report provides staff's findings. The report is organized into three parts: Immigrant Affairs, Citizenship Clinics, and Recommendations for Council consideration.

## Background

The population of the City of Austin is approximately one million, and one out of five people are foreign born.<sup>12</sup> Chart 1 indicates that the immigrant population of Austin increased from 3.5% in 1970 to 18.7% in 2017.<sup>13</sup>

**Chart 1:** Immigrants in the City of Austin, Number and Percent, 1970-2017<sup>14</sup>



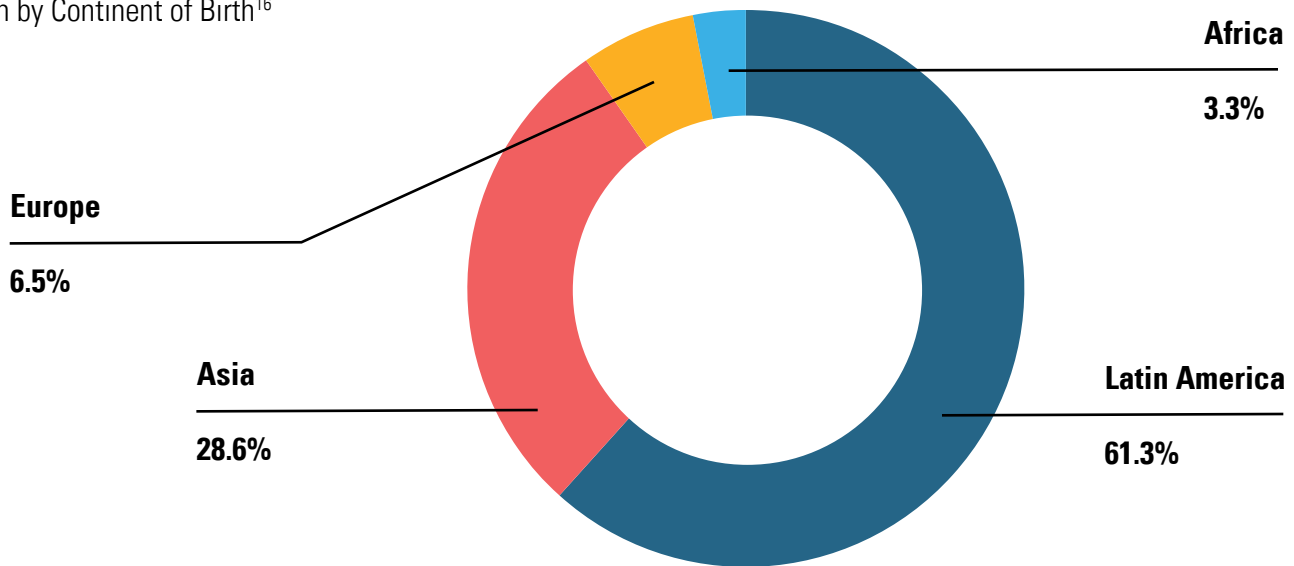
<sup>12</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

<sup>13</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

<sup>14</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

Immigrants in Austin come from all over the world and are diverse in race and ethnicity, languages-spoken, education-level, and employment skills. Chart 2 below indicates that over 61.3% of our foreign-born individuals in Austin come from Latin America, while 28.6% come from Asia, 6.5% from Europe, and 3.3% from Africa.<sup>15</sup>

**Chart 2:** Immigrants in the City of Austin by Continent of Birth<sup>16</sup>



Immigrants in Austin make up 18.2% of the labor force where 86.1% of that population is of working age. These ages are between 16 and 64 years old.<sup>17</sup> They bring in a wide range of skills and educational levels that contribute to all levels of the economy from construction work and general services, to high-tech and innovation industries. In 2016, immigrants in Austin earned around \$8.1 billion, contributed \$2.1 billion in state and federal taxes, and spent around \$6.1 billion on the local economy.<sup>18</sup> Data reveals that there are over 21,000 immigrant entrepreneurs within the Austin metro area.<sup>19</sup> According to the Brookings Institute, nearly half of the U.S. Fortune 500 companies were founded by American immigrants or their children.<sup>20</sup>

<sup>15</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

<sup>16</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

<sup>17</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2015].

<sup>18</sup> New American Economy. (2019). Immigrants and the economy in the Austin Metro Area. (n.d.). Retrieved from <https://www.newamericaneconomy.org/city/austin/>.

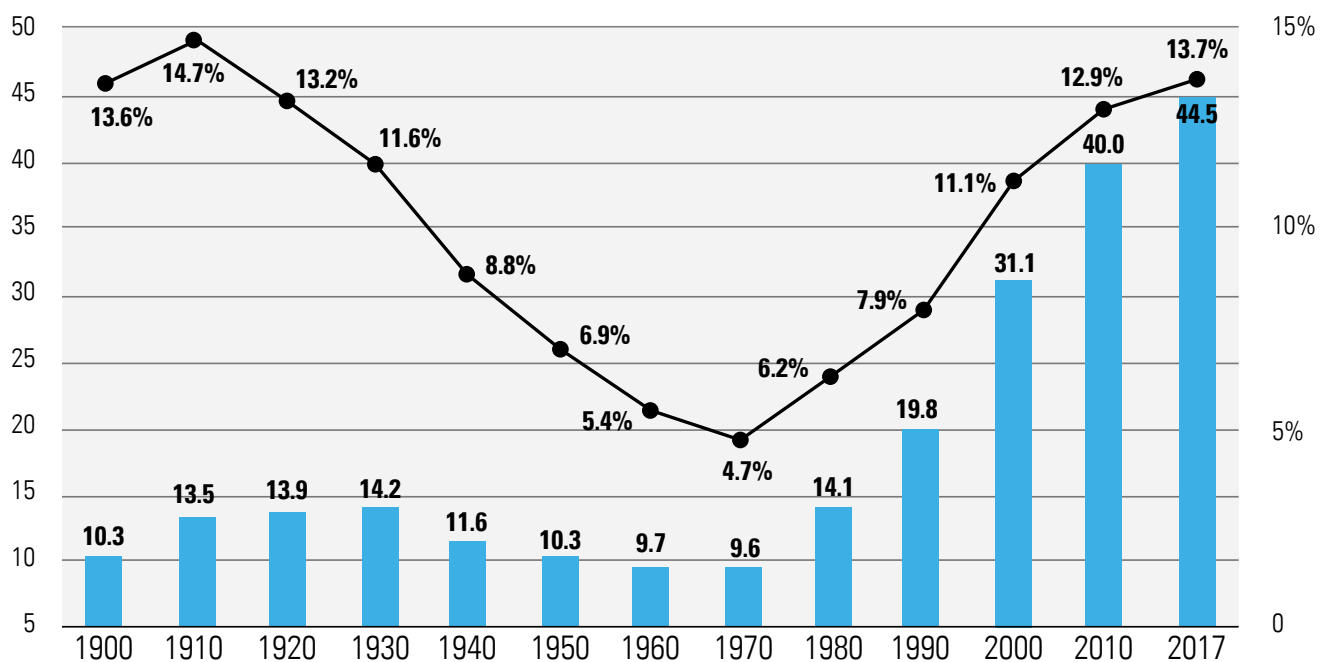
<sup>19</sup> New American Economy. (2019). Immigrants and the economy in the Austin Metro Area. (n.d.). Retrieved from <https://www.newamericaneconomy.org/city/austin/>.

<sup>20</sup> Hathaway, I. (2017, December 04). The Avenue. Almost half of Fortune 500 companies founded by American immigrants or their children. Retrieved from <https://www.brookings.edu/blog/the-avenue/2017/12/04/almost-half-of-fortune-500-companies-were-founded-by-american-immigrants-or-their-children/>.

## PART I: IMMIGRANT AFFAIRS

The immigrant population in the United States has risen from a historical 4.7% low (approximately 9.6 million) in 1970 to 13.7% (approximately 44.5 million) in 2017.<sup>21</sup> Between 1990-2017, the population has more than doubled.

**Chart 3:** Immigrants in the United States, Number and Percent, 1900-2017<sup>22</sup>

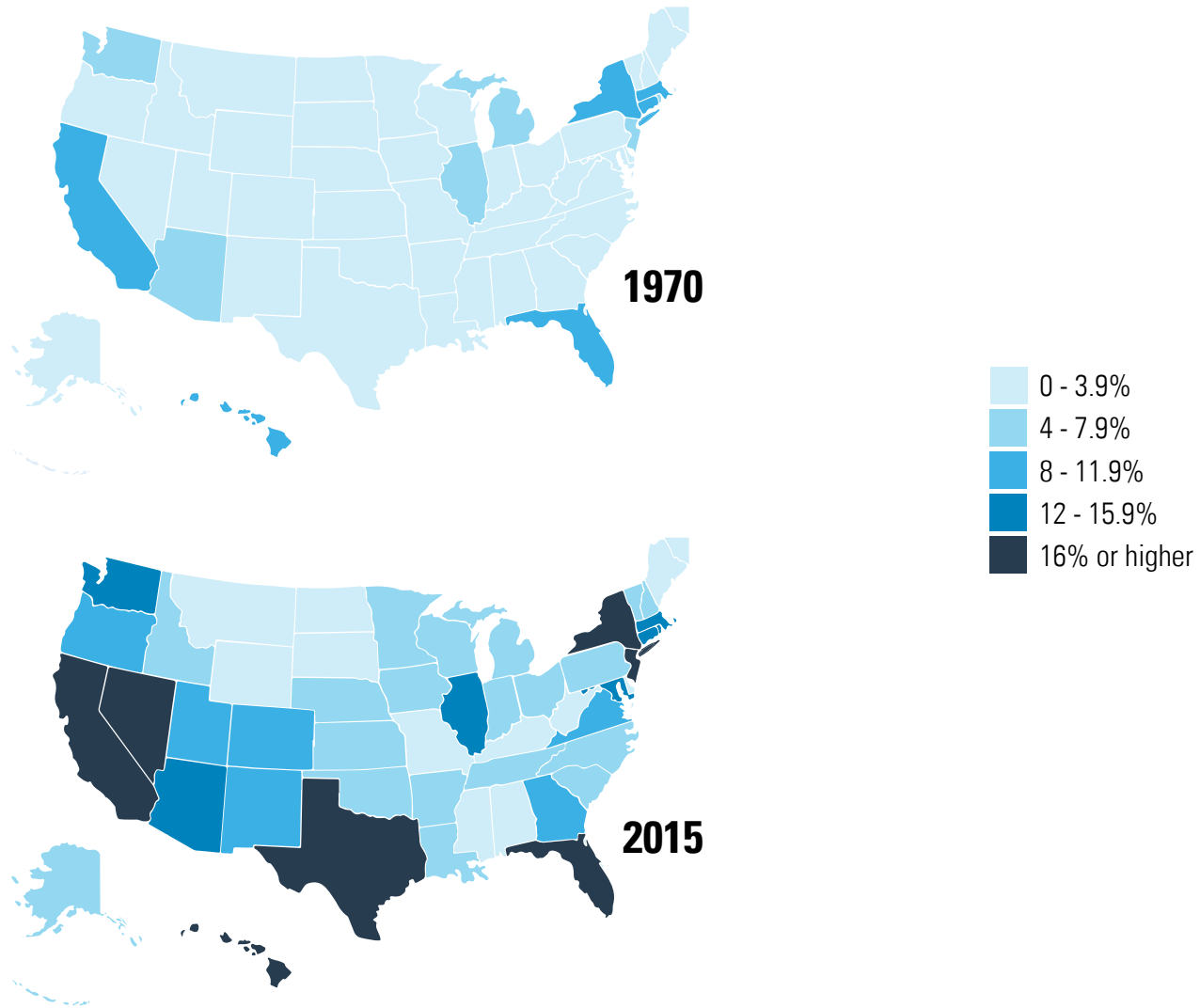


The increase of a foreign-born population is not limited to traditional immigrant destinations like New York, Los Angeles, and San Francisco. It is distributed across the country and contributes to the creation of new “gateway” cities, particularly in the southern United States.<sup>23</sup>

<sup>21</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

<sup>22</sup> United States Census Bureau. (n.d.). U.S Census [American Community Survey 2010-2017].

<sup>23</sup> Gateway city - Oxford Reference. (2019, June 08). Retrieved from <http://www.oxfordreference.com/view/10.1093/acref/9780199599868.001.0001/acref-9780199599868-e-667>.

**Chart 4:** Immigrants as a Share of State Population, 1970 vs.2015 <sup>24</sup>

Population increases change the political, economic, educational, and labor dynamics of cities across the nation. Many cities are taking the lead in developing data-driven strategies to welcome and integrate immigrants into their communities. According to Welcoming America, an organization that is leading a movement of inclusive communities becoming more prosperous by making everyone feel like they belong, “welcoming communities connect new residents to their neighbors and to their local government, creating a climate where immigrants and refugees become deeply involved in their community and invest their time, money, and hopes.” <sup>25</sup>

<sup>24</sup> Mayor’s Innovation Project. (2018). Building Immigrant Friendly Cities: A Guide for City Leaders (pp. 1-29, Issue brief). [https://www.mayorsinnovation.org/images/uploads/pdf/Immigration\\_Brief.pdf](https://www.mayorsinnovation.org/images/uploads/pdf/Immigration_Brief.pdf).

<sup>25</sup> Welcoming America. (2019). Network Map. Retrieved from <https://www.welcomingamerica.org/programs/our-network#municipalities>.

There are a growing number of municipalities and counties investing in their immigrant population. Currently, there are over 34 municipalities and counties in the U.S. with a dedicated Office of Immigrant Affairs or a Welcoming Network. Among the cities, San Francisco, Seattle, New York, Boston and Atlanta are considered to be the largest in the country with a number of staff ranging from 4 to 24.

## Methodology

City of Austin staff reached out to 17 cities across the country from established immigrant gateway cities (i.e. New York City and San Francisco) and new gateway cities (i.e. Atlanta and Dallas) to learn about their efforts supporting immigrant communities.<sup>26</sup> The selected cities have an Office of Immigrant Affairs or are allocating substantial resources to support the immigrant community. Each of these municipalities represent geographic diversity, while offering concrete points of comparison in:

- total population
- foreign-born population
- annual budget
- staffing
- organizational structure
- services and programs offered
- dedicated budget or resources for an Office of Immigrant Affairs

Information was gathered through a questionnaire, selected telephone interviews with directors or leadership staff, online research, and reviewing annual reports and strategic plans. Summaries of each city interviewed can be found in Appendix D.

## Findings and Observations

Throughout staff's research of cities with dedicated resources for immigrant services, two distinct approaches emerged in terms of organizational structure and scopes of work:

1. Cities with an Office of Immigrant Affairs create a new structure under the Mayor's Office or City Manager's Office; or
2. Cities that allocate substantial resources to immigrant services, provide funding to a single department to create immigrant service programs.

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<sup>26</sup> Gateway city - Oxford Reference. (2019, June 08). Retrieved from <http://www.oxfordreference.com/view/10.1093/acref/9780199599868.001.0001/acref-9780199599868-e-667>.



In each approach, staff observed that cities relied on a coordinated effort to provide services to the immigrant population in their communities.

Of the 17 cities evaluated for this report, 12 utilize the first approach and 5 utilize the second approach. Among the Texas cities included:

- Dallas is the only Texas city with one centralized office. Dallas' Office of Welcoming Communities and Immigrant Affairs has three full-time employees and a budget of \$310,000.
- Houston has a division under their Neighborhood Services Department with two full-time employees and a \$220,000 budget.
- San Antonio has a staff liaison reporting to the Assistant City Manager with a \$95,313 budget.

## **Approach 1: Establishment of an Office of Immigrant Affairs**

Most of the cities contacted for this report have an Office of Immigrant Affairs (OIA) managed by the Mayor or City Manager, depending on the organizational structure of the City. The municipalities that utilize this approach were: Atlanta, Aurora, Boston, Chicago, Dallas, Denver, Los Angeles, New York, Philadelphia, San Francisco, San Jose, and Seattle.

Based on staff research, the structure, program, and staffing of an Office of Immigrant Affairs seems to depend on the intention and focus. For some cities like Atlanta and Nashville, the office was created to diffuse tension triggered by political situations at the time. Cities like Pittsburgh and Detroit sought to attract immigrants in order to revitalize their economies. Established gateway cities like San Francisco and Seattle sought to integrate their immigrant population into local government initiatives and develop local public policies supportive of the immigrant community. In practice, many cities use a combination of approaches.

Traditional immigrant destination cities such as New York, Seattle, San Francisco, and Boston established their Immigrant Affairs Office between 1984 and 2009. Relatively new gateway cities, like Atlanta and Dallas, created their offices within the last three years. Some offices start with two staff and remain small, while others grow over time.

The San Francisco office has a staff of 24 with a budget of \$8.5 million while the New York office has seven staff and a budget of \$762,000. Atlanta, a relatively new gateway city with a foreign-born population of 7%, has a staff of four and a budget of \$1.2 million split between the City's general fund and grant funding. These differences in staffing and budget illustrate a divergent approach of offering services directly versus relying extensively on external partners to provide services.

## Serving Austin's Immigrant Community

**Matrix:** Cities with Office of Immigrant Affairs

City	Dallas, TX	Atlanta, GA	Aurora, CO	Boston, MA	Chicago, IL	Denver, CO	LA, LA	NY, NY	PA, PA	SF, CA	SJ, CA	Seattle, WA
<b>Gov Structure</b>	Council- Manager	Mayor- Council	Council- Manager	Mayor- Council	Mayor- Council	Mayor- Council	Mayor- Council	Mayor- Council	Mayor- Council	Mayor- Council	Council- Manager	Mayor- Council
<b>Year Est.</b>	2017	2015	2015	1998	2011	2011	2013	1984	2013	2009	2015	2008
<b>Separate Office</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Approx. City Size</b>	1.318M	470K	360K	673,184	2.6M	700K	4M	8.5M	1.58M	870,887	1.025M	720K
<b>% Foreign Born</b>	18%	7%	19.5%	27%	20.9%	16%	37.5%	37%	13%	34%	37%	18%
<b>City Budget FY 17-18</b>	\$3B	\$2B	\$803.4M	\$3.15B	\$8.6B	\$1.4B	\$9.9B	\$89B	\$4.38B	\$11B	\$2.7B	\$7.2B
<b>OIA Budget</b>	\$429K	\$1.2M	\$350K	\$440K	unknown	\$310K	unknown	\$726K	\$400K	\$8.5M	\$250K	\$3.2M
<b>Full Time Employee</b>	3	4	2	6	1	2	3	7+ agency partners	3	24	1 FTE plus two 0.5 FTEs	9

Most immigrant affairs offices researched have at least three positions:

1. One leadership position that oversees operation, leads policy initiatives, and advises the Mayor and Council;
2. One position that coordinates integration efforts; and
3. One position that serves as a liaison with the community and the respective city.

Offices with significant funding have specialized positions to manage a specific program. For example, Seattle has a Policy Specialist managing the Citizenship Program.

## Approach 2: Allocation of Substantial Resources to a Department

Some cities are able to coordinate their immigrant services and programs on a smaller scale by allocating substantial resources to a particular department to work with the immigrant community. Cities utilizing this approach are: Albuquerque, Houston, Minneapolis, and New Orleans.

**Matrix:** Cities with Resources Allocated to a Department

City	Houston, TX	San Antonio, TX	Minneapolis, MN	New Orleans, LA	Albuquerque, NM
<b>Form Gov't Structure</b>	Mayor-Council	Council-Manager	Council-Manager	Mayor-Council	Mayor-Council
<b>Year Est.</b>	2001	2018	2018	2014	2016
<b>Separate Office</b>	Neighborhood Services	Liaison reports to Manager	Neighborhood Services	Neighborhood Services	Office of Equity & Inclusion
<b>Approx. City Size</b>	2.3M	1.5M	413,651	393,292	558,545
<b>% Foreign born</b>	28%	13.5%	8%	7%	10%
<b>City Budget FY 17 - 18</b>	\$2.38B	\$2.8B	\$1.54B	\$1.1B	\$1B
<b>OIA Budget</b>	\$220,000	\$95,313	unknown	\$388,689	unknown
<b>Full Time Employee</b>	2	1	1	1	1 Consultant

Three of the cities contacted have programs or initiatives for immigrants under their Neighborhood Services Department. Such programs tend to be smaller in scope of work, budget, and staffing levels. For example, Minneapolis already had a cultural engagement team with specialists representing East African, Hispanic/Latino, Southeast Asian, American Indian, and African American communities. The city chose to build on these established roles and hired one full-time employee with a legal background to focus on policy development and execution.

Cities using an existing department or office to manage the immigrant affairs programming share similar goals and responsibilities as those with a dedicated Office of Immigrant Affairs. However, their work is on a smaller scale with a focus on civic and community engagement, language access and connecting immigrants to resources offered by other organizations in their communities.

San Antonio opted to create an Immigrant Liaison position in 2018 to report directly to the Assistant City Manager. This position oversees the legal services fund and serves as the liaison between the City of San Antonio, immigrant and refugee communities, immigrant stakeholder groups, faith-based groups, as well as local, state, and federal agencies.<sup>27</sup>

Despite the various populations, scope of work, and structure, many cities researched share the following activities:

1. **Streamlining and coordinating City-wide services to better serve immigrants:** English classes, translated materials, access to small business support, and assistance on navigating City services are just a few of the essential services the immigrant community needs. Immigrants benefit from obtaining support from one point or place of contact to connect them to appropriate departments or community partners that can provide specific services.
2. **Promoting civic engagement:** Many municipalities are taking the lead in promoting the benefits of becoming a citizen among eligible residents through citizenship drives and voting initiatives. These initiatives are usually a collaboration between the City, legal service providers in the community, and other private and public institutions.

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<sup>27</sup> City of San Antonio. (2018). Legal Services for Immigrants in San Antonio [Personal Interview].

### 3. **Improving local public policy and leadership:**

a. **Local public policy concerning immigrants:** Engaging and advising policy-makers on laws and policies that impact immigrants, like municipal ID cards. This involves researching scenarios on how decisions could affect immigrant communities and providing recommendations.

b. **Leadership in decision making:** Offering leadership by providing technical assistance and advice to city departments in order to prioritize policies and programs focused on immigrants and refugees. This can include overseeing the implementation, tracking, and evaluation of language access services.

4. **Improving trust among public safety and law enforcement for immigrants:** Many local police departments are enforcing federal and state immigration laws, which can create an environment of mistrust in communities that have mixed immigration status. Members of the public safety and law enforcement offices reach out to the immigrant community to provide education, build trust, improve communication, and create a safer environment for everyone.
5. **Establishing social contracts/grants:** Cities are contracting services from organizations that have significant experience successfully serving the immigrant community. These organizations leverage community partners in the nonprofit and private sectors to accomplish common goals. The grants provided to partner organizations focus around legal assistance, health care, and job training.
6. **Developing strategies to integrate and support immigrants:** Cities are developing plans to improve welcoming and integrating strategies for immigrants. This brings multiple stakeholders from local government, business, non-profit organizations, and residents together to create a vision and strategy to ensure the community is inclusive and economically vibrant. Ten of the 17 cities researched have reported the creation of a strategic integration plan.
7. **Implementing language access services:** At least 13 of the 17 cities researched are spearheading and overseeing language access services across all City departments.

8. **Building relationships with independent media representing diverse ethnicities:**

Cities reported a variety of initiatives to integrate community news into ethnic media stories as often as mainstream media.

9. **Developing new skills through workforce training:** Cities are taking the lead on integrating immigrant communities by offering a variety of workforce development and training services to immigrant workers and entrepreneurs.

In summary, as many as 34 municipalities and counties in the U.S. are making intentional efforts to integrate immigrants into the community. The two most common approaches are a dedicated Office of Immigrant Affairs or designating one or more full time employees working within a city department to build on their current initiatives.<sup>28</sup>

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<sup>28</sup> Center for the Study of Immigrant Integration. (2017). Cities Leading for Immigrant Integration(pp. 1-50, Rep.) [https://www.google.com/url?q=https://www.as-coa.org/sites/default/files/USC\\_Report\\_LayFinal2\\_17\\_WEB.PDF](https://www.google.com/url?q=https://www.as-coa.org/sites/default/files/USC_Report_LayFinal2_17_WEB.PDF).



## Texas Cities Profile

Below is a brief profile of Texas cities studied in this report.



### **AUSTIN | 18.7% Foreign Born (2017)**

Commission on Immigrant Affairs

### **DALLAS | 24.9% Foreign Born (2017)**

Name: Office of Welcoming Communities & Immigrant Affairs

Year Established: 2017

Model: Office under the City Manager

Budget: \$429,000

FTE: 3

Welcoming Dallas Strategic Plan:

<https://dallascityhall.com/departments/wcia/DCH%20Documents/COD-WCIA-Booklet.pdf>

### **HOUSTON | 29% Foreign Born (2017)**

Name: Office of New American and Immigrant Communities

Year Established: 2001

Model: A division of the Department of Neighborhood Housing

Budget: \$220,000

FTE: 2

Profile Report: <http://www.houstontx.gov/na/documents/profile-of-houston.pdf>

### **SAN ANTONIO | 14% Foreign Born (2017)**

Name: N/A

Year Established: 2018

Model: Single position (Immigration Community Liaison) under the City Manager

Budget: \$95,313

FTE: 1

Strategic Plan/Profile Report: N/A

## City of Austin Organizational Structure and Immigrant Service Efforts

The Resolution directed staff to “compare the City of Austin’s current organizational structure and efforts in serving the immigrant community to those in cities that have an Office of Immigrant Affairs or allocate substantial resources towards their programs.” In order to provide an effective comparison, staff focused first on understanding the City of Austin’s current organizational structure and its efforts in serving immigrants. Second, staff provided a comparison of the City of Austin to the peer cities reviewed in this report.

As previously mentioned, Austin’s immigrant population increased rapidly from 3.5% in 1970 to account for 18.7% of its population in 2017. According to the Brookings Institute, Austin is one of six major gateway cities in the U.S. Last year, the City adopted its first strategic plan in more than a decade. The Strategic Direction 2023, also known as SD23, provides guidance for the next three to five years and outlines the imperatives to advance equitable outcomes across Austin.<sup>29</sup>

SD23 sets six strategic outcomes:

1. Safety
2. Economic Opportunity and Affordability
3. Mobility
4. Health and Environment
5. Culture and Lifelong Learning
6. Government that Works for All

These outcomes help define priorities and budgeting on a local level. Under the direction of the City Manager, the City’s organizational structure is undergoing some changes where departments and offices are being aligned under the six strategic outcomes. These changes in the organizational structure are designed to make services more impactful and improve community outcomes.<sup>30</sup>

Over the years, the City of Austin has established long and short-term programs and services to respond to the needs of its immigrant population. In the absence of a centralized service structure, staff surveyed City departments to gather information about current projects, programs, and initiatives serving immigrants.

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<sup>29</sup> City of Austin Performance Management. (2018). Austin Strategic Direction 2023.

Retrieved from <https://austinstrategicplan.bloomfire.com/posts/3301043-austin-strategic-direction-2023-final>.

<sup>30</sup> City of Austin Performance Management. (2018). Austin Strategic Direction 2023.

Retrieved from <https://austinstrategicplan.bloomfire.com/posts/3301043-austin-strategic-direction-2023-final>.

The survey focused on the:

1. Projects, programs or initiatives (PPIs) currently in place;
2. Unit or division in charge of the PPIs;
3. Budgets associated to the PPIs; and
4. Number of FTEs working on the PPIs.

As a result, 41 City of Austin Departments and Offices responded to the survey. Data analysis reveals that projects, programs, and initiatives serving immigrants are spread throughout the organization. Some departments have more PPIs than others and invest more resources to support their programs.

Current immigrant services provided by the City of Austin departments and offices center around key themes or categories such as education, safety, health, economic opportunities, civic engagement, and equitable access to services. Some services are provided directly by City staff through various programs and initiatives. Other services are administered indirectly by a third-party organization through grants or social services contracts. See Appendix B for current programs, initiatives or services the City of Austin provides.

Educational services focus on English as a Second Language (ESL) classes, providing materials in different languages, sharing information about City services, and supporting immigrant children through mentorship and tutoring. Safety programs and initiatives engage trained public safety staff on working with immigrants, building relationships, trust, and promoting communication.

The City is promoting healthy communities through healthcare services involving prevention, medical screenings, immunizations, and emergency services. These programs are supported by social contracts to local organizations that focus on the immigrant community. Economic opportunity services provide support to immigrant entrepreneurs and business owners in starting, maintaining, and growing their own companies. These services also offer immigrant job seekers a platform to interact safely with potential employers.

The City of Austin provides some civic engagement opportunities that support efforts in naturalization services, developing immigrant knowledge of local government workings, and supporting immigrant participation in democratic spaces. City programs and initiatives that support equitable access focus on preventing policies that discriminate against immigrants due to their identity, religion, race, or abilities. These services also promote eliminating barriers to access all city services.

In addition to the efforts provided by City departments, several commissions have also been established to serve as advisors to City Council on issues of common concern to immigrants. Their role is to recommend programs and policies in areas of health, education, youth services, housing and community development, economic development, civic engagement, and transportation.

Overall, the City of Austin offers a variety of services to improve the quality of life of immigrant communities. The City's programs, projects, and initiatives focus on key themes that fit within the six strategic outcomes identified under the Strategic Direction 2023. At this point, the City of Austin does not have a dedicated staff member to set and evaluate metrics that can oversee the success of providing immigrant services across departments. This makes it difficult to evaluate the effectiveness of the collective initiatives and take full advantage of funding opportunities. Cities evaluated for this report stressed the value of coordinated outreach, education, and services to the local immigrant community through their City departments, nonprofit organizations, and volunteers.

## **Immigrant Services provided by Community Organizations**

Nonprofit organizations are taking the lead in providing resources, information, and services to the immigrant community. There is a local network of at least 95 organizations primarily from the nonprofit, faith-based, healthcare, and higher education sectors that offer a range of services to immigrants. The services include, but are not limited to, housing, health care, career development, food access, education, legal assistance, transportation, youth development, refugee services, citizenship classes, financial assistance, and many more. See Appendix C for more information.

Despite nonprofit efforts, based on conversations with some immigrant groups, the following services are lacking at a local level, specifically for immigrants:

- Access to affordable housing
- Targeted employment assistance
- Bilingual job training
- Immigrant youth services
- Financial assistance

Additionally, outreach and education to immigrants in the community regarding opportunities available to them through nonprofit, faith based, and other organizations can be improved. Most of the nonprofit organizations are limited to serving only immigrants with legal status, leaving those who are undocumented with fewer options.

Finally, a comparison between peer cities and the City of Austin illustrate a need to further engage with community-based organizations in dialogue, assessment, and collaboration to maximize limited resources.

## **Comparison: City of Austin to Peer Researched Cities**

Staff used sampling data collected from City of Austin departments and compared them to the common trends identified among peer cities.

In comparison to other cities, Austin is meeting most of the key characteristics identified in cities with Immigrant Affairs Offices and those whom allocate substantial resources to their immigrant affairs services. The City of Austin is not far behind the cities that allocate substantial resources. However, the City is missing a strategy to guide its collective efforts in serving immigrants.

With regards to immigrant affairs policy development and monitoring, the City of Austin's Office of Intergovernmental Relations is the only entity that actively monitors changes to federal and state level immigration policies. However, it is not their primary responsibility. On a local level, the Commission on Immigrant Affairs has taken it upon themselves to monitor and advise Council on policies that impact Austin's immigrant community. This Commission, supported by Austin Public Health, is comprised of dedicated volunteers that meet once a month with limited resources and institutional power to respond timely to the rapidly changing immigration policies.<sup>31</sup>

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<sup>31</sup> City of Austin Public Health. (2018). APH Support for Commission on Immigrant Affairs [Personal Interview].

**Serving Austin's Immigrant Community****Table 1:** City of Austin's services in comparison to peer cities

Key Characteristics	Cities with an Office of Immigrant Affairs	Cities with Allocated Resources	City of Austin
Strategy for Immigrant Services	Yes	Yes	No The City of Austin has a Strategic Direction 2023 or SD23 plan which defines a community vision for all Austinites.
Dedicated staff for advice and technical assistance on immigrant affairs	Yes	Yes	No
Community Engagement	Yes	Yes	Limited Example: APD Neighborhood Liaison Office includes outreach efforts with the immigrant community
Civic Engagement	Yes	Yes	Limited Example: The Commission on Immigrant Affairs advises the City Council on issues of common concern to immigrants and promotes civic and community engagement
Coordination to Streamline City Services	Yes	No	No
Immigrant Affairs Policy Development and Monitoring	Yes	No	No
Public Safety & Law Enforcement	Yes	Yes	Yes
Legal Defense Fund	Yes	Yes	Yes
Social Contracts	Yes	No	Yes
Municipal ID*	Yes	No	No
Ethnic Media Engagement*	Yes	Yes	Yes
Workforce Development	Yes	Yes	Limited Example: Both Austin Public Health and Economic Development departments sponsor initiatives to increase skill set and economic opportunities in the community





## Overview

Resolution No. 20180628-124 also directed the City Manager to explore options for funding monthly Citizenship Clinics per the direction of the Commission on Immigrant Affairs or partnering with other organizations to provide these services. The Commission on Immigrant Affairs included in their fiscal year (FY) 2019 budget recommendation allocating \$72,000 to fund monthly Citizenship Clinics for Lawful Permanent Residents (LPRs) or eligible residents in Austin. Specifically, the funding was intended to support twelve citizenship clinics in a year and serve approximately one hundred LPRs per event. The Austin Public Health Department reallocated \$115,000 in FY2019 funds to provide Citizenship Clinics, Citizenship Forums, and assistance with application fees and legal representation.

Citizenship clinics are one-day community events that bring legal providers and trained volunteers together to assist LPRs in completing the Application for Naturalization, or N-400. The citizenship clinics or workshops are held at a central location in the community that can accommodate large numbers of applicants, such as a community college building, places of faith, or public libraries. Smaller scale clinics are held in organization offices.

Staff researched efforts in other cities, the City of Austin's efforts, and non-profit services provided by community organizations. Staff also identified funding options for Council consideration.

## Efforts in Other Cities

Nationally, over 70 cities and counties have formalized their efforts to increase naturalization among their eligible permanent residents.<sup>32</sup> One of the strategies of this effort is creating a “citizenship corner,” dedicated space within a public library where immigrants can find information regarding how to become a United States citizen.

Atlanta, GA operates 26 citizenship corners throughout the city through partnerships with U.S. Citizenship and Immigration Services, as well as local and national organizations. To educate the immigrant community on the benefits of citizenship, Atlanta’s Mayor also created a public service announcement in the City’s top six languages: Spanish, Mandarin, Korean, Arabic, Vietnamese, and Amharic. This announcement is broadcasted via ethnic media and at the Atlanta-Hartsfield Jackson International Airport.

The City of Dallas Office of Welcoming Communities and Immigrant Affairs (WCIA) facilitates a city-wide citizenship campaign to raise awareness on the benefits and responsibilities of U.S. citizenship and provides assistance to Lawful Permanent Residents (LPRs) to apply for citizenship. The Dallas Public Library operates Citizenship Corners in its branch libraries. To date, WCIA has conducted two citizenship clinics that have reached approximately 400 people. The cost has been approximately \$8,000 per clinic and approximately 15 hours of staff time coordinating the event. The costs associated with these clinics include printing of advertising and training materials, creating t-shirts, and providing food for volunteers. In addition to providing space and coordinating collaborations, the City of Dallas also supports nonprofit organizations offering citizenship services by providing \$75,000 in mini-grants.

A few cities such as Hartford, CT and Los Angeles, CA went beyond creating citizenship corners to establishing “New American Centers” with accreditations from the Department of Justice (DOJ). A DOJ’s accreditation enables designated trained city employees to legally offer direct assistance with citizenship applications, Green Card renewals, fee waiver applications, as well as other legal services like Deferred Action for Childhood Arrival (DACA), and Temporary Protected Status (TPS).

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<sup>32</sup> Cities for Citizenship. (2017). America is Home. pp. 1-13, Issue brief).<https://static1.squarespace.com/static/5b3ce8865417fc2819a24bc2/t/5b9826d1cd8366126f70b0c2/1536698073553/C4C+Report+2018+FINAL.pdf>.

The City of Los Angeles Library Department was the first to be accredited by the DOJ to provide citizenship clinics and recruit volunteers while community partners and trained staff provide direct legal services.<sup>33</sup> The city's citizenship efforts have reached over 100,000 immigrants and are supported by grants from Cities for Citizenship. Several non-profit organizations in Austin also received the DOJ's accreditation and are discussed later in this report.

## Citizenship Service Efforts in Austin

According to the Center for the Study of Immigrant Integration (CSII), 32% or 57,153 of Austin's immigrant population are lawful permanent residents (LPRs) and adults eligible for naturalization.<sup>34</sup> The City of Austin's efforts are concentrated on providing information and educational services through the Austin Public Library (APL). APL has a website devoted to services for new immigrants where newcomers may find information and links to resources from English as a Second Language (ESL) to Citizenship classes. In addition to providing information, APL also offers ten weeks of Citizenship 101 classes at two of its branches (Ruiz Branch and Little Walnut Creek Branch).<sup>35</sup> The classes are taught by volunteers, free to participants, meet once a week, and focuses on the questions commonly found in the citizenship test. Since its inception in 2015, Ruiz Branch served 445 LPRs getting ready for their naturalization. Recently, APL's Literacy and Immigrant Services Committee started exploring ways to expand its citizenships services to include citizenship clinics.

Five years ago, Education Austin (Texas AFT 2048), the Equal Justice Center, and Casa Marianella began partnering to conduct citizenship clinics in Austin and they are still providing the services today. They collaborate with the University of Texas Law School Immigrant Clinic, United We Dream-Austin, and the Mexican Consulate to recruit and train volunteers. They hold several citizenship drives each year and assist over 1,400 eligible permanent residents to apply for naturalization. Over 30 information sessions have been conducted and more than 3,000 community members have been educated on the benefits and responsibilities of U.S. citizenship.

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<sup>33</sup> For a complete list of accredited organizations by State and City:

<https://www.justice.gov/eoir/recognized-organizations-and-accredited-representatives-roster-state-and-city>.

<sup>34</sup> Center for the Study of Immigrant Integration (CSII), <https://dornsife.usc.edu/csii/eligible-to-naturalize-map/>.

<sup>35</sup> APL has a Literacy and Immigrant Service Committee looking into possibilities on expanding their citizenship services in a near future. For more information contact Emi Johnson, Business Process Consultant for APL.

Similar to Austin Public Library's Citizenship 101 Classes, other faith-based organizations and small non-profit organizations are offering citizenship classes as well. The classes tend to be provided by volunteers with 15 to 20 students per semester, run between 10 and 15 weeks, and participants pay between \$30 to \$50 for the booklet and other materials. Table 2 below provides a sample list of local organizations offering citizenship classes in Austin.

**Table 2:** Sample of Local Organizations Offering Citizenship Classes

Organizations	Category	Type of Organization
Manos De Cristo	Education	Non-profit
Austin Learning Academy	Education	Non-profit
Asain American Cultural Center	Community Center	Non-profit
Hope Presbyterian Church	Education	Faith Based
Holy Vietnamese Martyrs	Education	Faith Based
St. Elizabeth Catholic Church (Pflugerville)	Education	Faith Based
Hyde Park Baptist Church	Education	Faith Based

Lastly, the following organizations in Austin have received accreditation from the DOJ's Recognition and Accreditation Program:

- American Gateways
- Bernardo Kohler Center
- Catholic Charities of Central Texas
- Lone Star Victims Advocacy Project
- Refugee Services of Texas, Inc.

These organizations work with various legal service professionals in Austin to provide legal assistance to immigrants, including but not limited to citizenship applications, Green Card renewals, fee waiver applications, as well as other services like Deferred Action for Childhood Arrival (DACA), and Temporary Protected Status (TPS).



After collecting and analyzing the preliminary research in response to Resolution No. 20180628-124, staff recommends the following next steps:



- **Dedicate staff to connect with the immigrant community, provide advice and technical assistance, and coordinate Immigrant Affairs services across departments.**

Immigrant integration in the community not only requires City planning and resources, but also trust building. As an initial step, dedicating one staff member to serve as a single point of contact for immigrant services would allow the City to evaluate existing and proposed infrastructure, coordinate and support current departmental efforts, and share community information, while creating educational opportunities, and avenues for civic participation. Additionally, this staff member could assist in the development of City programming to interact, communicate, and serve the immigrant community. See Appendix E for more information.

For Fiscal Year 2019-2020, the initial staff member can be placed within the Equity Office to lay the foundation for future efforts, including developing the City's strategy for providing immigrant services to the community. The Equity Office is the natural spot for this period of transition, both because of its vision for the community of Austin, and its role within the City of Austin. This vision is to make Austin the most livable City for ALL, and to achieve the condition where a resident's social identity, including immigrant status, does not predict their quality of life. The Equity Office's role is to work across departments to begin building the capacity and framework for the City of Austin to achieve this vision.

The task of the first FTE will be to perform evaluation on the services the City is already providing, apply for grant funding for additional FTEs and programming, and to serve in a steering role, ensuring immigrants are accessing necessary and available services.



- **Develop a citywide strategy for providing immigrant services.** To be effective, the City needs to have a much deeper understanding of the needs of the immigrant community. It is important to know who they are, the barriers they face, and the assets they bring to the community. To develop a citywide strategy, the City would need to engage a wide range of voices from immigrants and refugees, social and legal service providers, community-based advocates, local businesses, schools, universities, and any institutions that work closely with immigrants. The City could build upon the work of the Welcoming City Initiative final report from the Commission on Immigrant Affairs and align the plan with the Austin Strategic Direction 2023.



- **Apply for the Gateway for Growth (G4G) Grant.** The Gateway for Growth grant provides support in the following areas:

Research Assistance: Customized local research to understand the demographics of the Austin immigrant community and their economic and cultural contributions. This quantitative research can jumpstart a conversation on developing a plan for providing immigrant services. The Cities of Birmingham, Dallas, Los Angeles, and Houston were all former recipient of this research assistance.

Direct technical assistance: Direct technical assistance provides ongoing assistance that includes community engagement and development of an integration plan for one full year. This includes a monthly check-in call as well as support from Welcoming America and New American Economy.



Matching Grant: The matching grant provides \$12,500 to be matched for a total of \$25,000 to use for planning. This funding may be used for convening planning meetings with stakeholders, hiring a consultant to facilitate the process, support staff, and/or developing a community outreach and media campaign plan.

Dallas, TX utilized the Gateway for Growth grant (G4G) to understand their immigrant community and develop a “Welcoming Dallas Strategic Plan” for the provision of immigrant services. Dallas used this grant funding coupled with a matching grant to create a Welcoming Plan Task Force.<sup>36</sup> This funding allowed them to engage with over 85 stakeholders to develop measurable goals, plan effectively, and create actionable items for their immigrant affairs’ services. Dallas’ Office of Welcoming Communities and Immigrant Affairs has grown from one dedicated FTE to three FTE’s since its inception in 2017. The City of Austin could consider the G4G grant to support similar strategy development.



- **Join the Cities for Citizenship Network.** As a national network of more than 70 cities and counties, the network aims to increase citizenship among lawful permanent residents (LPRs) and encourages cities across the country to invest in citizenship programs. The network offers resources, guidance, and support that can be leveraged by the City and its partner organizations in Austin to provide innovative, high-quality, comprehensive, and affordable citizenship services to immigrants. The membership is free and the Mayor’s Office or City Manager’s Office may apply.

## Funding Options for Citizenship Clinics

Most cities and organizations researched for this report use one or a combination of federal grant and general funds to support naturalization service efforts for immigrants. The following funding options below increase citizenship among legal permanent residents and supports citizenship programs:

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<sup>36</sup> Gateways for Growth Challenge ushers positive change into our communities. 2017.  
<https://cliniclegal.org/news/gateways-growth-challenge-welcoming-america-new-american-economy-integration/gateways-growth>.



- **Grant funding options.** Staff found only one federal grant program available to support naturalization effort at the municipal level. The U.S. Citizenship and Immigration Services (USCIS) awards \$9.4 million in grants to forty public or private organizations that prepare lawful permanent residents (LPRs) for naturalization. The grants aim to promote prospective citizens' integration into American civic life by funding educational programs designed to increase their knowledge of English, U.S. history, and civics. Each USCIS grant is awarded every two years and the next call for proposals will be in Fiscal Year 2020. Recipient organizations for the Fiscal Year 2018 award serves both traditional immigrant population centers and emerging immigrant population centers in nineteen states. Catholic Charities of Central Texas, a Fiscal Year 2018 grant recipient, was awarded \$250,000. These grant options can help municipalities expand their citizenship services to include monthly citizenship clinics in partnership with other organizations in the community.<sup>37</sup> Additional research is necessary to identify emerging private grant opportunities.



- **General Fund options.** Should the City wish to consider utilizing the General Fund, the City could focus in two areas:

Citizenship Clinics. To provide immigrants with assistance in completing the naturalization application, the Commission on Immigrant Affairs recommended \$72,000 in funding to help provide 12 citizenship clinics for a year which could serve an average of 100 or more people per event. Each citizenship clinic is reported by Education Austin (Texas AFT 2048) to cost \$6,000 in addition to a yearly contract of \$10,000 with CitizenshipWorks. This is an online service that provides a step by step guidance to complete the naturalization application or form N-400.<sup>38</sup> The funding can be provided as a grant to existing community organizations who are already conducting citizenship clinics in Austin.

Citizenship Classes. To help immigrants prepare for and pass the U.S. Citizenship test, the City could provide financial assistance to non-profit and faith-based organizations in Austin who are currently providing citizenship classes to immigrants. The funding can be in the form of grants and assistance covering the fees for the citizenship booklet and other materials paid by participants. By doing so, the City could promote free Citizenship 101 classes for all LPRs in the process of becoming a U.S. citizen.

<sup>37</sup> <https://www.uscis.gov/about-us/citizenship-and-assimilation-grant-program>.

<sup>38</sup> Staff reached out to Education Austin (Texas AFT 2048) and obtain a copy of their expenditures per Citizenship Clinics.



- **Combination of grant and local funding.** The City may wish to consider using a combination of federal grants and local funds to help support citizenship clinics for lawful permanent residents (LPRs) in Austin and support organizations providing citizenship classes in the community. Further research is needed to seek additional local and federal funding opportunities.
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For more information regarding this report, please contact:

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**Binh Ly** at [binh.ly@austintexas.gov](mailto:binh.ly@austintexas.gov).

# APPENDIX A: RESOLUTION NO. 20180628-124

**WHEREAS,** earlier this year President Trump's White House announced a zero tolerance immigration policy that has the effect of separating parents from their children at the border in order to criminally prosecute those parents; and

**WHEREAS,** according to the Pew Research Center, half of all federal criminal arrests across the country are for immigration related offenses, which results in the mass incarceration of immigrants that disproportionately impacts Latinos and results in no measurable deterrent on unauthorized migration; and

**WHEREAS,** from October 2016 through February 2018 nearly 4,000 official separations of immigrant children from their families occurred across the country; and

**WHEREAS,** the U.S. Department of Homeland Security ("DHS") has said that 1,995 children have been taken from their families in the first six weeks after Trump's Zero Tolerance Policy went into effect (April 19 to May 31, 2018), and federal officials acknowledge that the number may be even higher; and

**WHEREAS,** Federal Public Defenders say that between May 21 and June 5, 2018, in McAllen, Texas, 415 children were separated from their mothers and/or fathers; and

**WHEREAS,** separating children from their families or incarcerating children can cause mental and physical injury to both the child and the parent; and

**WHEREAS,** Marco Antonio Muñoz committed suicide in Granjeno, Texas after federal agents forcibly separated him from his three-year old child and his wife; and

**WHEREAS,** lawyers working with immigrants reported that a breastfeeding baby was taken from an immigrant mother and, although DHS denies separating babies from adults, officials declined to specify an age at which they would not separate immigrant children from parents; and

**WHEREAS,** the Department of Homeland Security has not responded to requests to provide a breakdown of the age of children separated from their parents and held in custody; and

**WHEREAS,** the federal government has not put in place protocols to keep track of parents, children, or siblings concurrently; for keeping parents and children in contact with each other while separated; or for eventually reuniting them; and

**WHEREAS,** President Trump issued an Executive Order on June 20, 2018 which failed to repeal the immoral and un-American zero tolerance policy and will result in the mass incarceration of immigrant children; and

**WHEREAS,** prosecuting and detaining people who seek asylum, refugee, or economic freedom goes against our moral fiber; and

**WHEREAS,** the City of Austin is committed to being the most family-friendly city in the country and will ensure that its policies and decisions support and enhance the quality of life for Austin's families and children and

**WHEREAS,** the City of Austin has long embraced and welcomed individuals of diverse racial, ethnic, religious, and national backgrounds, including a large immigrant population; and

**WHEREAS,** the City of Austin is the largest refugee resettlement site in Central Texas and there are currently about 57,000 Austin residents eligible for citizenship; and

**WHEREAS,** the City Council declared Austin a Welcoming City through Resolution No. 20140320-049 to celebrate the contributions of members of the immigrant community and demonstrate that the City strives to include and support immigrants in all aspects of our city; and

**WHEREAS,** the City of Austin has fought to protect the rights of immigrants through: Resolution No. 20170518-045, which directed the City Manager to pursue litigation to fight state and federal anti-immigration policies; Resolution No. 20161215-066, which provided funding for immigrant legal services; and expanding funding for immigrant legal services on February 16, 2017 (item 18 of council agenda); and

**WHEREAS,** the Austin Commission on Immigrant Affairs recommended that the city fund a Welcoming Cities Officer to further its efforts to engage the immigrant community, increase funding for immigration legal services to low-income individuals to address the rising number of individuals seeking services for deportation defense and consultations, and requests funds for monthly Citizenship Clinics for qualified residents of the city of Austin to apply for U.S. Citizenship; and

**WHEREAS,** the City advocates for comprehensive immigration reform through its federal legislative agenda, which urges the United States Congress to enact legislation accomplishing comprehensive immigration reform that: provides a realistic pathway to citizenship; works to keep families of immigrants intact; promotes public safety, national security, and economic prosperity; respects human rights and civil liberties; **NOW, THEREFORE,**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

The City of Austin strongly opposes any policy that results in the separation of children from their parent/parents and/or siblings or that results in the mass incarceration of immigrant children;

**BE IT FURTHER RESOLVED:**

The City Manager is hereby directed to review the organizational structure and responsibilities in cities that have an Office of Immigrant Affairs or allocate substantial resources towards programs that serve the immigrant community; compare those to the City of Austin's current organizational structure and efforts; and make a recommendation to City Council to determine how the City can most effectively coordinate and support policy and efforts related to the immigrant community; and

**BE IT FURTHER RESOLVED:**

The City Manager is hereby directed to explore options for funding monthly Citizenship Clinics per the direction of the Commission on Immigrant Affairs or partnering with other organizations to provide such services; and

**BE IT FURTHER RESOLVED:**

The city council reaffirms its federal legislative agenda which states, "The City of Austin values inclusivity and recognizes the immense economic, social, and cultural contributions that people of all national origins and immigration statuses have made to this country. The City believes immigration is a federal policy issue, not a local one, and immigration enforcement laws should be nationally based, consistent, and federally funded. The City of Austin opposes legislation that attempts



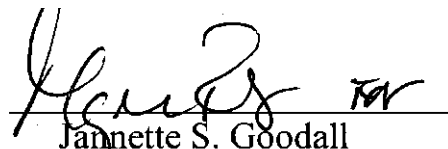
to shift the cost and/or responsibility of enforcing civil immigration law to local governments and penalize them through the denial of federal funding;

The City of Austin supports legislation that provides comprehensive immigration reform and a path to citizenship for immigrants, including but not limited to DACA recipients. The City of Austin supports legislation that provides comprehensive immigration reform; opposes any legislation or federal action that would maintain or expand funding for a border wall or physical barrier along the U.S.-Mexico border; and opposes any legislation or federal action that would further militarize the border or maintain or expand the role of Federally-funded private prisons for the purpose of detaining immigrants."

And, amends the legislative agenda to "(1) support policies that keep families together and out of detention centers, provides for the immediate reunification of families already separated, and stops needlessly prosecuting border crossing offenses; and (2) oppose any immigration policy that results in criminal prosecution or mass incarceration of migrants, including children, the use of for-profit private prisons to enforce immigration laws, or families being forcibly separated."

**ADOPTED:** June 28, 2018

**ATTEST:**

  
Jannette S. Goodall  
City Clerk

# APPENDIX B: IMMIGRANT SERVICES PROVIDED BY THE CITY OF AUSTIN

## Immigrant Services Provided by the City of Austin

SD23 OUTCOMES	DEPARTMENTS	Program for Immigrant Implementing Language Access Outreach to Immigrant Community Youth Development/Mentorship Civic Engagement Transportation Access Employment Support Refugees & Integration Services Social Contracts Economic Development Health & Social Services Legislative Agenda										
City Manager	Office of City Auditor											
	Austin Energy	√	√		√				√	√		
	Austin Water		√									
City Council	Municipal Court		√									
	Office of the City Clerk		√									
Economic Affordability & Opportunity	Austin Convention Center											
	Development Services Department											
	Economic Development Department	√		√			√			√		
	Equity Office											
	Neighborhood Housing and Community Development											
	Planning and Zoning Department		√	√								
	Office of Real Estate											
	Small and Minority Business Resources	√		√								
Health & Environment/Culture & Lifelong Learning	Austin Animal Center											
	Austin Parks and Recreation Department			√							√	
	Austin Public Health	√	√	√		√	√	√	√	√	√	
	Austin Public Library	√	√	√		√		√				
	Austin Resource Recovery											
Government that Works for All	Building Services											
	Capital Contracting											
	Communications and Public Information Office		√									
	Communications and Technology Management								√			
	Controller's Office											
	Human Resources Department			√			√					
	Innovation Office											
	Intergovernmental Relations	√										√
	Labor Relations Office											
	Office of Performance Management											
	Office of Sustainability									√		
	Purchasing Office											
	Telecommunications & Regulatory Affairs											
	Treasury Office											
Mobility	Austin Transportation Department			√			√					
	Aviation Department		√									
	Corridor Program Implementation Office											
	Fleet Services											
	Project Systems Intelligence Office											
	Public Works Department											
Safety	Austin Code Department		√	√								
	Austin Fire Department		√	√								
	Austin Police Department	√		√	√	√		√				
	Downtown Austin Community Court											
	Emergency/Medical Services	√	√	√							√	
	Homeland Security and Emergency Management			√								
	Law Department											
	Office of Medical Director											
	Office of Police Oversight											
	Watershed Protection Department											

# APPENDIX C: IMMIGRANT SERVICES PROVIDED BY COMMUNITY ORGANIZATIONS

## Immigrant Services Provided by the Community Organizations

Service Sector	Organization name	Citizenship Classes/Clinics										
		Housing	Employment Services	Health Care Services	Education	Food/Nutrition	Legal Assistance	Refugee Services	Community Leadership	Youth Services	Domestic Violence Services	Financial Assistance
Social Services and Legal	American Gateways					✓						
	Casa Marianella/Posada Esperanza	✓				✓				✓		
	Catholic Charities of Central Texas		✓		✓	✓					✓	
	Equal Justice Center					✓						
	Refugee Center (Online)	✓			✓							
	Refugee and Immigrant Center for Education and Legal Services (RAICES)					✓						
	Caritas of Austin	✓	✓		✓	✓	✓					
	AtSD Refugee Family Support Services				✓		✓		✓			
	Interfaith Action of Central Texas (IACT)	✓		✓			✓					
	Amala Foundation								✓			
	Education Austin (Texas AFT 2048)	✓										
	Center for Survivors of Torture (CST)			✓								
	Girls Forward						✓		✓			
	Bernardo Kohler Center					✓						
	Asian American Cultural Center (Non-profit)	✓			✓				✓			
	Multicultural Refugee Coalition (MRC)		✓				✓					
	Foundation Communities	✓			✓							
	Literacy Coalition of Central Texas				✓							
	La Fuente Learning Center				✓							
	Friendship International of Austin				✓							
	Women's Law					✓				✓		
	Manos De Cristo	✓		✓	✓	✓						
	El Buen Samaritano			✓	✓	✓						
	Any Baby Can			✓	✓							
	ASPIRE				✓							
	Austin Learning Academy	✓			✓							
	League of United Latin American Citizens				✓	✓						
	Con Mi Madres				✓				✓			
	Mama Sana			✓								
	Lifeworks	✓		✓		✓			✓			
	Foundation for the Homeless	✓										
	Salvation Army	✓							✓			
	College Forward				✓							
	Breakthrough Central Texas				✓							
	Goodwill Industries Central Texas		✓		✓							
	Latina Mami				✓							
	Workforce Development Solutions Center		✓									
	Workers' Defense project		✓			✓		✓				
	Immigrantes Unidos							✓				
	BASTA Texas							✓				
	Capital Area Food Bank					✓						
	Texas Advocacy Project					✓						
	La Linea de Defensa Comunitaria					✓						
	Justice for our Neighbors					✓						
	Texas Civil Rights Project					✓						
	Texas Rio Grande Legal Aid					✓						
	YWCA			✓					✓			
	SAFE Alliance	✓		✓							✓	
	Front Steps	✓										
	Iranian Cultural Community of Austin							✓				
	PODER Young Scholars for Justice								✓			
	Lone Star Victims Advocacy Project									✓		
	Asian Family Support Services of Austin (AFSSA)			✓	✓					✓		
	Texas Law Help					✓				✓		
	Upward Bound				✓							
	American Youthwork				✓				✓			
	Refugee Services of Texas		✓			✓	✓					
	Austin Area Urban League		✓									
Faith-Based	North Austin Muslim Community Center (NAMCC)											✓
	First United Methodist Church E.S.L.				✓							✓
	Holy Vietnamese Martyrs	✓										
	St. Elizabeth Catholic Church	✓										
	St. Vincent De Paul Society				✓						✓	
	Bethany Faith Food Pantry				✓							
	Lake Travis Crisis Ministries				✓							
	Hope Presbyterian Church	✓										
	First Baptist Church	✓										✓
	All Saints Episcopal Church											✓
	Trinity Center				✓							✓

## APPENDIX D: PEER-CITY RESEARCH

## **Benchmark Questions for Peer-City Survey**

1. How many Full-Time Equivalents work in your Office of Immigrant Affairs (or similar office)?
2. What are the job descriptions of the Full-Time Equivalents (director, case workers, program specialists, etc.)? What are the salary ranges for these positions?
3. What is the approximate current annual budget of your Office of Immigrant Affairs (or similar office)?
4. What is the organizational structure of your Office of Immigrant Affairs (or similar office)? Is there an organizational chart that could be provided?
5. How are these services/programs funded? (general fund, grants, etc.)
6. What services/programs do you currently provide to the immigrant community?
7. Is your City exploring additional investment towards programs or services benefiting the immigrant community? If so, how much and what are you considering?
8. Does your City partner with any non-profits to provide services or programs for immigrants? If so, please explain the nature of the partnership and any associated costs.
9. What is your total City budget for Fiscal Year 2018?

## Follow-up Phone Interviews

(Phone interviews conducted with some cities to clarify and/or supplement the information received from the benchmark questionnaire )

### City of Dallas

September 4, 2018

Phone interview Elizabeth "Liz" Cedillo-Pereira

Office of Welcoming Communities and Immigrant Affairs The Office started in 2017 Programs

- Safe and Connected Families
- Leadership and Communications - "welcoming plan" for integration and inclusion
- Civic Engagement - citizenship drive via library
- Equity and Access - to City's services
- Economic opportunities and education - EB-5 program

3 Positions

- Director
- Outreach Specialist
- Program Manager

The office is within the City Manager Office

- Applied for the Gateway for Growth grant to receive technical assistance and study economic contribution of immigrant. The grant "expedited our process" and saved us at least a year of planning. "Applying for and receiving the Gateways for Growth Award from New American Economy and Welcoming America provided substantial technical assistance and economic and demographic research that strengthened and accelerated our efforts in Dallas." Highly recommend that Austin apply for the grant to do in depth analysis, community engagement and strategic planning
- It's important to staff the office with someone who knows immigration laws, especially the current landscape. Someone who knows the city but also has community credibility.
- It's important to engage with the community from the very beginning. Their community engagement efforts have 85 stakeholders, including educators, businesses, nonprofits and other City Departments (police department, the library). They have conducted over 92 community engagement events, reaching over 300 people.



## **City of Atlanta**

September 11, 2018

Phone interview with Michelle Maziar Atlanta's Mayor Office of Immigrant Affairs The Office started in 2015

1. How many Full-Time Equivalents work in your Office of Immigrant Affairs (or similar office)?
  - Started with 1 FTE
  - 4 full-time employees and 2 part-time employees
  - 5 Human trafficking fellows
  - College interns
2. What are the job descriptions of the Full-Time Equivalents (director, case workers, program specialists, etc.)? What are the salary ranges for these positions?
  - Director: \$100,000 - \$115,000
  - Deputy Director \$80,000 - \$95,000
  - Senior Program Manager: \$55,000 - \$70,000
  - Operations and Project Coordinator: \$35,000 - \$50,000
3. What is the approximate current annual budget of your Office of Immigrant Affairs (or similar office)?
  - Approximately \$1,200,000 split almost 50/50 between City funds and Grants awarded to the Office
  - The office budget is \$500,000 (from general fund). There an additional \$50,000 in discretionary grant.

The office has three main focus

- Economic
- Community engagement
- Safety

Programs include MyCityATL, offers 6 weeks civic classes for new arrivals.

Ispeak ATL - Language access program

Fun community events - soccer games, outdoor film festival, citizenship ceremony

The Mayor of ATL also does citizenship PSA that play at the airport and air in ethnic media Member of the Cities for Action

## **City of Minneapolis**

September 28, 2018

Phone interview Michele Rivero

The Office started in 2017

The city convened a task force after Trump was elected

The Office is housed in the Neighborhood Community Relations department. Why?

The Department already has:

- 5 Cultural specialists to focus on engagement work - East African, Latino, Southeast Asian, American Indian, African American
- Partnerships with city departments through language access program

Policy work is more challenging, given that it's harder to reach City Council

The City of Minneapolis provides U and T-Visa Certifications (otherwise known as Supplement B) for victims of human trafficking who qualify.

Established legal fund for the amount of 250k

## **City of Albuquerque**

October 22, 2018

Phone interview Mariela Ruiz Angel

The Office started in 2016

Last November, a new Mayor was elected and he is immigrant friendly. Prior to that, the City had a conservative Mayor and there was a lot of distrust in the community.

The office started with a grant from the Kellogg Foundation, \$300,000 in seed money.

The office is under the Mayor and under the legal department, Office of Equity and Inclusion

- Only 1 staff, who is a contractor. There is an ongoing discussion now to create a permanent position.

The first year was devoted to planning, focuses on policies and reliance on community partners for services

Works with other Department to make it more accessible to immigrants. For example, connected DACA recipients to jobs with the Fire Dept. and conducted an all-dept audits to see how it creates barriers for immigrants (by simply asking for SS # when it's not necessary)

Member of Cities for citizenship - received \$40k to do citizenship clinics for the next 4 years.

## **City of New Orleans**

October 29, 2018

Phone interview Lizbeth Pedroso

The Office started in 2015

The City passed a resolution declaring itself a welcoming city in 2014 The office has:

- 1 Director
- 5 neighborhood liaisons
- 1 Specialist
- 1 senior liaison

Use 311 to connect to services

Works on improving language access

Language access directory - 26 languages with City employees

City inspectors speak different languages - Vietnamese, Arabic and French Working on Community

Outreach/relationship building

Lobby of City Hall has flags and welcome signs

## APPENDIX E: CITIES WITH OFFICES OF IMMIGRANT AFFAIRS

## Cities with Office of Immigrant Affairs (or similar)

Albuquerque	NM	2016
Atlanta	GA	2015
Aurora	CO	2015
Baltimore	MD	2013
Boston	MA	1998
Buffalo	NY	2015
Champaign County	IL	--
Chicago	IL	2011
Columbus	OH	2004
Dallas	TX	2017
Dayton	OH	2011
Denver	CO	2011
Detroit	MI	2015
Houston	TX	2001
Indianapolis	IN	2008
Jersey City	NJ	2013
Lancaster County	PA	--
Los Angeles	CA	2013
Louisville	KY	2011
Nashville	TN	2013
Newark	NJ	2014
New York City	NY	1984
Orlando	FL	--
Philadelphia	PA	2013
Pittsburgh	PA	2014
Portland	ME	2016
Portland	OR	2008
Richmond	VA	2012
San Francisco	CA	2009
San Jose	CA	2015
Santa Clara	CA	2015
Salt Lake County	UT	2016
Seattle	WA	2008
Summit County	OH	--
Franklin County	OH	2017

# APPENDIX F: CITY OF AUSTIN 2019 FEDERAL LEGISLATIVE AGENDA

# 2019 Federal Legislative Agenda





## Immigration

The City of Austin values inclusivity and recognizes the immense economic, social, and cultural contributions that people of all national origins and immigration statuses have made to this country. The City believes immigration is a federal policy issue, not a local one, and immigration enforcement laws should be nationally based, consistent, and federally funded.

The City of Austin opposes legislation that attempts to shift the cost and/or responsibility of enforcing civil immigration law to local governments and penalize them through the denial of federal funding.

The City of Austin supports legislation that provides comprehensive immigration reform and a path to citizenship for immigrants, including but not limited to recipients of Deferred Action for Childhood Arrivals.

The City of Austin supports legislation that provides comprehensive immigration reform; opposes any legislation or federal action that would maintain or expand funding for a border wall or physical barrier along the U.S.-Mexico border; and opposes any legislation or federal action that would further militarize the border or maintain or expand the role of federally-funded private prisons for the purpose of detaining immigrants.

The City of Austin supports policies that keep families together and out of detention centers, provide for immediate reunification of families already separated, and stop needlessly prosecuting border crossing offenses; and opposes any immigration policy that results in criminal prosecution or mass incarceration of migrants, including children, the use of for-profit private prisons to enforce immigration laws, or families being forcibly separated.

### Public Charge

The City of Austin is deeply concerned about the Administration's proposed "public charge" rule.

- The City fears that if finalized, the proposed rule would reduce the number of legal immigrants coming to this country and applying for legal permanent resident status and discourage individuals who have immigrated here legally from accessing benefits and services for which they are clearly eligible.
- The City is especially concerned that the rule could have a chilling effect on families of low- and moderate-income with a non-citizen member, discouraging the use of services that are critical to children's health, nutrition, and development and to public health.
- The City is also concerned that although the proposed rule does not impact services to the citizen children of immigrants, it would create fear in immigrant communities, discouraging parents from applying for nutrition and health care assistance.

The federal government has long recognized that programs that support health care and nutrition help families thrive and remain productive.

- Current regulations determining who is likely to become a "public charge" are limited to cash assistance, such as Supplemental Security Income and Temporary Assistance for Needy Families and government-funded institutional long-term care.

The Administration's proposal would broadly expand the kinds of assistance counted when making a "public charge" determination, forcing immigrant families to make an impossible choice between meeting basic needs and keeping their families together in this country.

- The proposed rule would expand the “public charge” determination to include key health care, nutrition and housing programs that help participants meet basic needs, including non-emergency Medicaid, Medicare Part D low-income subsidies, Supplemental Nutrition Assistance Program; and housing assistance.

In addition to its impacts on child health, nutrition and development, the proposed regulation would also have a direct, negative effect on Austin's local economy and public health and would impose significant new administrative burdens on the City and other local public agencies.

## Watershed Management

The City's Watershed Protection Department has partnered with the U.S. Army Corps of Engineers since 1999 to find solutions to flooding in the Onion Creek area. The Lower Onion Creek Flood Control and Environmental Restoration Project includes the acquisition of 483 properties and has an estimated total cost of \$73.2 million.

The City of Austin appreciates the congressional delegation's strong and steadfast support for this critical project.

The City of Austin supports continued funding of federal programs to mitigate damages from flooding incurred by the increasing number of extreme weather events, including but not limited to additional funding to improve floodplain maps based on the best available information and the Disaster Recovery Reform Act of 2018.

The City opposes any efforts to diminish federal protection of the environment and wildlife, including endangered species.

## Payday Lending

The City supports regulations and legislation that enhances the City's ability to regulate this area of lending. The City of Austin is one of 35 Texas cities to enact a uniform payday lending ordinance designed to protect borrowers from excessive fees and interest rates.

The federal Consumer Financial Protection Bureau is looking at new rules to regulate what are considered predatory lenders

The City strongly supports these proposed rules and strongly urges the Administration to finalize and implement these rules, which are critical to protecting Austinites from predatory lenders.

## Public Health

The Austin Public Health Department, per federal, state, and local laws, provides preventative health services for the public in order to optimize their health and well-being. These services include:

- The Special Supplemental Nutrition Program for Women, Infants, and Children
- Family Connects Nurse Home Visiting Program
- Sexually Transmitted Disease testing and information programs including other communicable diseases

## ADDITIONAL RESOURCES

**Gateway for Growth** - provides three-tiers of funding to support local immigrant integration and inclusion efforts. <http://gatewaysforgrowth.org/>

**Cities for Citizenships** - comprehensive recommendations on what Cities can do to support citizenship: <http://www.citiesforcitizenship.com/what-can-your-city-doations:>

**Interactive Map: Eligibility-to-Naturalize Population in the U.S. (2016):**  
<https://dornsife.usc.edu/csii/eligible-to-naturalize-map/>

**New American Campaign** - connects permanent residents to immigrant legal resources:  
<http://newamericanscampaign.org/>

**Department of Justice Recognition and Accreditation (R&A) Program** - allows non-attorney to provide legal assistance through a certification process:  
<https://americanlibrariesmagazine.org/blogs/the-scoop/librarians-as-immigration-lawyers/>

# **Serving Austin's Immigrant Community**

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CIUR 2065 July 2019

