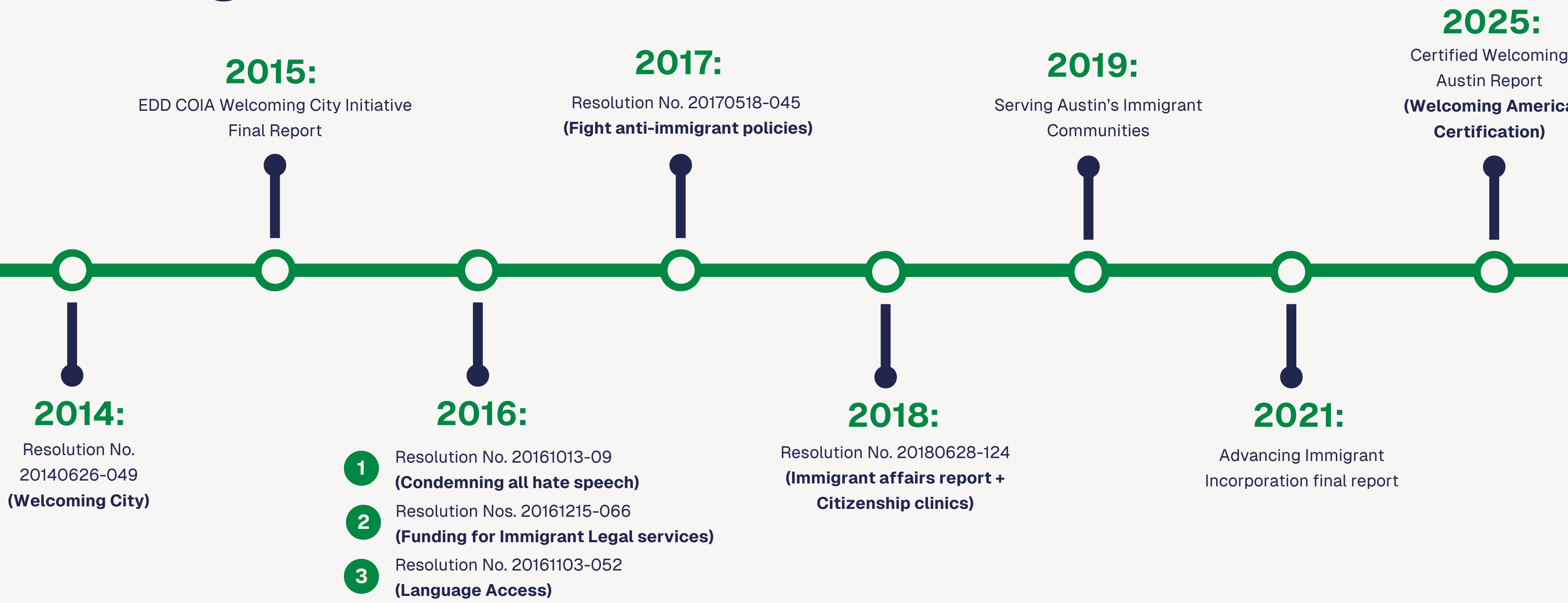




Immigrant Affairs: Current Work and Direction

Presented by **Shafina Khaki**, Human Rights Officer
and **Houmma Garba, MA, MPA**, Immigrant Affairs Manager, DACA Liaison Officer
Austin Equity and Inclusion

Resolutions and Reports Supporting Immigrant Affairs Work



Welcoming Certification Standards



1. Civic Engagement Voter inclusion; outreach by and for eligible immigrants; service navigation; boards and commissions; language access for meetings and hearings.	2. Connected Communities Public welcoming commitment; celebration of immigrant cultures; relationship-building; digital access; removal of barriers.	3. Economic Development Job seeker support; immigrant entrepreneurs; workforce training; employer engagement; procurement and contracting pathways.	4. Education School navigation; adult English classes; family engagement; higher education pathways; career technical education.
5. Equitable Access Services information; effective outreach; multilingual information; immigrant workers' rights; legal services; maternal and child health; rental and homeownership barriers.	6. Government & Community Leadership Dedicated staff position; local commissions; inclusion strategy; task forces; language inclusion; training; needs assessments; collective impact.	7 Safe Communities Trust-building with immigrant communities; no profiling based on immigrant status; Know Your Rights education; regular communication with residents.	

Welcoming America Findings (2-Star Certification)

Strength:

Strong Foundation

Austin has demonstrated a commitment to equity and immigrant inclusion across departments

Opportunity:

Fragmented Approach

Relationships, networks, and programming exist, but the approach is not yet coordinated citywide.

Opportunity:

Government & Community Leadership

Monitoring criteria show the need for reliable convening, bidirectional communication, and diverse representation.

Opportunity:

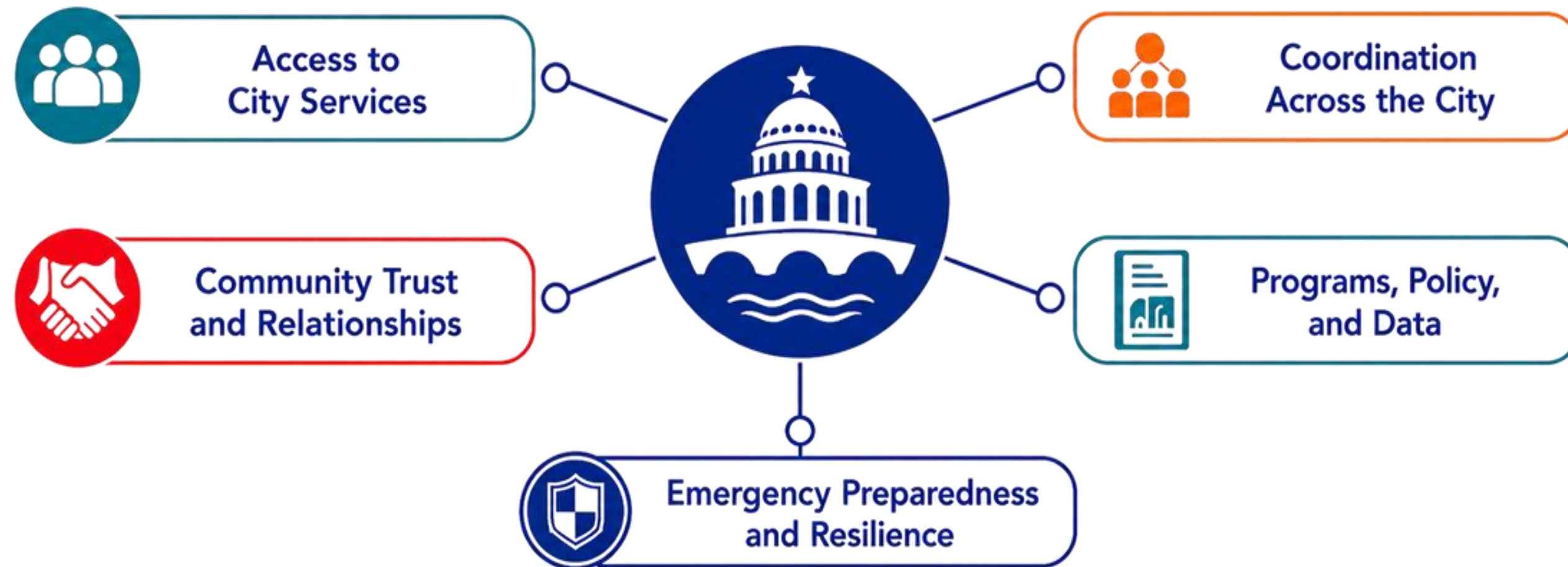
Future Growth

Several framework areas have programming that can support a stronger certification pathway if documented and aligned.

Vision

Immigrant communities are informed, included, feel safe, and are able to thrive in Austin.

Pillars



Framework Definitions



1. Access to City Services

Assist immigrant communities in accessing city services by providing multilingual resources, supporting language access, and improving navigation of City programs.

2. Community Trust and Relationship

Cultivate lasting partnerships with community groups and leaders by expanding engagement with new organizations, maintaining existing partnerships, supporting advisory spaces, and collaborating with trusted messengers.

3. Coordination Across the City

Collaborate with City departments to embed immigrant inclusion into daily operations by sharing tools, supporting staff training, and aligning outreach and communication.

4. Programs, Policy, and Data

Address community needs by identifying barriers immigrants face, piloting new programs, and shaping policy solutions.

5. Emergency Preparedness and Resilience

Ensure immigrant communities get clear, accessible information throughout emergencies through multilingual resources, community-based outreach, and inclusive planning.



City of Austin Equity and Inclusion Immigrant Affairs Roadmap + Welcoming America Alignment

2-year roadmap to strengthen access, trust, coordination, and immigrant inclusion toward a stronger Austin.

1 VISION & FRAMEWORK

Vision:
Immigrant Communities are informed, included, feel safe and are able to thrive in Austin.



Access to City Services



Community Trust and Relationships



Emergency Preparedness and Resilience



Coordination Across the City



Programs, Policy, and Data



NOTE:
Emergency Preparedness is integrated across all pillars.

2 WELCOMING AMERICA CERTIFICATION ALIGNMENT



1. Civic Engagement (CE)

- CE 1.0 civic engagement
- CE 1.1 outreach hub and fee eligible immigrants
- CE 2.0 voter inclusion
- CE 3.1 service navigation and connecting residents to existing city government
- CE 3.2 multilingual accessible programs
- CE 4.1-4.2 language access available for public meetings and elections
- CE 4.0-5.5 explain, implementation, policy and services informed by, and local government data

Roadmap tie:
team planning, leadership pathways, City services access, barriers, and participation support.



2. Connected Communities (CC)

- CC 1.0 public welcoming commitment
- CC 1.1 participation in celebrations of immigrant cultures
- CC 2.0 cultural programming
- CC 3.0 build relationships with religious/students connected to broader equity work
- CC 4.0 ongoing festival or visible, digital access, media or cultural, accommodations cultural and religious practices, and joint community initiatives

Roadmap tie:
relationship-building, inclusion, and digital information with refugee focus.



3. Economic Development (EC)

- EC 1.0 Immigrant job seeker support
- EC 1.1 support for immigrant entrepreneurs
- EC 1.2 workforce training and employment pathways
- EC 3.0-3.9 workforce data and employer engagement
- EC 4.0-5.2 credentialing, access to capital, employer inclusion, procurement, and contracting opportunities

Roadmap tie:
workforce development, partnerships, workshops, small business support, and workforce inclusion work.



4. Education (ED)

- ED 1.0-1.2 school navigation and adult English classes
- ED 2.0-2.2 family engagement and higher education pathways
- ED 3.0-3.3 educator support, career technical access, and contextualized English
- ED 4.0-5.3 family feedback, mental health, and state advocacy opportunities

Roadmap tie:
partnerships with schools, adult education providers, CCA, family-centered services connected to Learn contextually.



5. Equitable Access (EA)

- EA 1.0 discrimination of services information
- EA 2.0 effective outreach
- EA 2.2 multilingual immigrant workers' rights
- EA 3.0 multilingual information
- EA 3.1 Multilingual legal services
- EA 3.2 maternal and child health
- EA 5.4 data and barriers to postal and home ownership

Roadmap tie:
language access, proactive support, public resource hub, citizenship information events, and community training.



6. Government & Community Leadership (GL)

- GL 1.0 dedicated staff position
- GL 1.1 local commissions with immigrant residents
- GL 2.0 immigrant inclusion strategy
- GL 2.2 equity-aligned work for city staff and inclusion
- GL 3.1 cross-departmental or business support in task forces
- GL 3.2 language inclusion and bidirectional communication
- GL 3.3 confirmation meetings
- GL 4.0 staff training on language access requirements
- GL 4.3 community led advocacy for immigrant inclusion
- GL 4.0-5.5 department collaborations, collective impact, and inclusive strategies around housing

Roadmap tie:
working groups, advisory structure, training, needs assessments, and citywide frameworks.



7. Safe Communities (SC)

- SC 1.0 trust building with immigrant communities
- SC 1.1 no profiling based on immigrant status
- SC 2.0 Know Your Rights education
- SC 2.1 Know Your Rights education
- SC 2.2 regular communication with immigrant residents
- SC 3.0 ongoing law enforcement training on working with diverse residents, including immigrants
- SC 3.1 clear separation between local law enforcement and federal immigration enforcement
- SC 3.2 multilingual emergency communication plan for immigrant communities
- SC 4.0 emergency notification platforms available in languages other than English
- SC 4.1 process to identify immigrant resident safety priorities and goals
- SC 5.0 immigrant inclusion staff roles
- SC 5.1 transparent disaggregated public safety and language access data

Roadmap tie:
CPTED workshops, emergency response planning, and multilingual communication.

Current Work: Community-facing and Citywide infrastructure

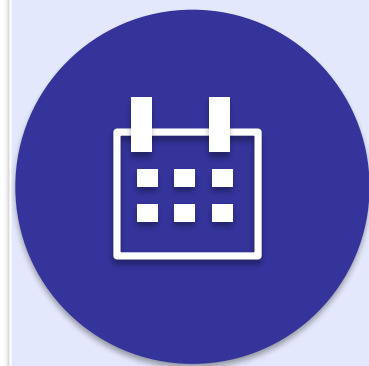


- Know Your Rights sessions
- Citizenship Information Sessions + Naturalization Clinic
- Naturalization Ceremonies Support
- World Refugee Day
- Welcoming Week
- Relationship Building
- Equity Mini-grant

- Departmental Service Inventory
- Training for City Employees Regarding Non-APD Law Enforcement at City Facilities
- DACA support
- We All Belong Sponsorship
- Human Rights Framework Report
- Bystander Intervention Training

Austin Welcoming Week 2026

The City celebrated Welcoming Week by partnering with local organizations to unite neighbors of all backgrounds. Together, we made strong connections and affirmed the inclusive, welcoming spaces that are essential to our shared prosperity.



51

Total events held for Welcoming Week 2026, more than doubling 2025.



13

Languages represented through Welcoming Week, reflecting Austin's diversity.



1500+

Estimated attendees across all 51 Welcoming Week events.



13

City departments participated in Welcoming Week 2026.



Community invited to co-create the Immigrant Affairs roadmap, informing City priorities.



32

Total organizations participating in Welcoming Week 2026.

Know Your Rights Webinars



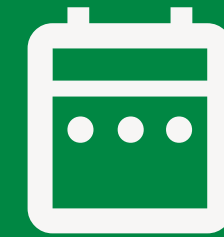
Upcoming Sessions:



October 26

6:00 p.m. (CST)

Topic: Healthcare Access



November 17

6:00 p.m. (CST)

Topic: Housing

 **Thank You | Gracias**

Learn More...

To learn more about resources Austin Equity and Inclusion provides on immigrant affairs, visit

[AustinTexas.gov/Equity-Inclusion/Human-Rights-Division](https://austintexas.gov/Equity-Inclusion/Human-Rights-Division)

or scan the QR Code





Questions?