CMAP

# Immigrant Integration Toolkit

# Acknowledgements

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**Village of Bensenville**
**Village of Carol Stream**
**Village of Carpentersville**
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The Chicago Metropolitan Agency for Planning (CMAP) is the region's official comprehensive planning organization. Its GO TO 2040 plan is helping the seven counties and 284 communities of northeastern Illinois to implement strategies that address transportation, housing, economic development, open space, the environment, and other quality-of-life issues.

See **www.cmap.illinois.gov** for more information.

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# Table of Contents


| | |
|---|---|
| Executive Summary | 5 |
| Chapter 1: Demographics | 11 |
| Chapter 2: Civic Engagement | 21 |
| Chapter 3: Public Safety | 29 |
| Chapter 4: Health Services | 37 |
| Chapter 5: Workforce and Economic Development | 43 |
| Chapter 6: Language Access | 51 |
| Chapter 7: Education | 59 |
| Chapter 8: Housing | 65 |
| Appendix A: Additional Resources | 73 |
| Appendix B: Immigrant Population in Chicago Area Municipalities | 82 |

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# Executive Summary

*"Many municipalities face similar challenges in the process of addressing their changing populations. However, they often face these challenges in isolation or without the benefit or knowledge of concrete activities undertaken by other municipalities, and with limited understanding of the context of groups' experiences, culture, and norms."*

Rodney S. Craig, President, Village of Hanover Park
and Co-Chair, Diversity Issues Task Force

*"The Diversity Issues Task Force offers local officials the opportunity to engage in productive discussions with their peers, sharing their successes and learning from each other."*

William D. McLeod, President, Village of Hoffman Estates
and Co-Chair, Diversity Issues Task Force

Historically, the City of Chicago has been the region's port of entry for many immigrant communities. Over the past several decades, this has changed dramatically. Immigration in the Chicago metropolitan area is increasingly suburban, and municipalities across the region have found themselves ill-equipped to address the needs of their changing demographics.

To respond to this need, members of the Diversity Issues Task Force of the Metropolitan Mayors Caucus (MMC) embarked on a project in 2011 to gather information on immigrant integration efforts taking place in suburban municipalities. The resulting "Immigrant Integration in Chicago's Suburbs: A Survey of Current Activities and Efforts" is an excellent survey of local programs, but it lacks actionable steps municipalities can take to better integrate immigrants into the civic life of their communities.

As part of the survey, municipal officials were asked to identify the constraints to integrating immigrants into the civic, social, and economic fabric of their communities. It was no surprise that the top answers were lack of staff and lack of financial resources. With that in mind, this toolkit focuses on what municipalities can accomplish given limited resources.

This toolkit was created in partnership with the MMC, Latino Policy Forum (The Forum), and Chicago Metropolitan Agency for Planning's (CMAP) Local Technical Assistance (LTA) program. To guide toolkit development, the MMC's Diversity Issues Task Force—made up of municipal representatives and local service providers—served as the project steering committee. The Forum assisted in providing technical expertise and helped to identify numerous individuals who provided invaluable information about best practices in immigrant integration highlighted throughout the toolkit.

# Summary of Contents

This toolkit is a direct result of MMC's Diversity Issues Task Force's desire to assist municipalities in addressing changing demographics at the local level. It should be noted that immigration policy in the U.S. is a very delicate and complex issue that needs to be addressed at the federal level. The purpose of the Immigrant Integration Toolkit is not to lobby for or against federal immigration policy. The toolkit was designed to support local governments in engaging local immigrant communities on issues that are important to improving the quality of life and economic prosperity of our region. Achieving this will require collaboration between immigrants, municipalities, community-based organizations, civic, business, and service organizations, and regional agencies like CMAP.

In light of the fact that this toolkit is aimed at municipalities, it focuses exclusively on sectors and strategies that municipal departments have direct or shared influence over. While the toolkit presents a variety of options that are important considerations, there is no "one-size-fits-all" approach to immigrant integration. Therefore, some strategies may be more or less appropriate, depending on the individual community's strengths and needs.

This toolkit is divided into eight chapters. Each focuses on a different topic area that is related to immigrant integration. The chapters present some of the most common challenges associated with municipal integration and provide a variety of strategies, local examples, and resources that municipalities can utilize to assist with local immigrant integration efforts.

- Chapter 1 introduces the changing **Demographics** of the CMAP region. It provides background on total population and foreign-born population of our region.
- Chapter 2 describes the importance of **Civic Engagement** and how municipalities can encourage immigrants to participate in local meetings and events.
- Chapter 3 examines **Public Safety** challenges related to immigrant integration and puts forth a number of strategies that can help first responders better relate to the immigrant community.
- Chapter 4 describes barriers to **Health Services** that immigrant families might be lacking and how municipalities can play a role in supporting health programs and services.
- Chapter 5 addresses **Workforce and Economic Development** gaps that may exist, describing opportunities for partnerships around financial literacy and job training.
- Chapter 6 focuses on addressing **Language Access** needs highlighting how municipalities can better utilize existing staff or partner with immigrant leaders.
- Chapter 7 describes how municipalities can support **Education** and work with youth services providers to leverage existing resources.
- Chapter 8 looks at **Housing** challenges immigrants face and the types of regulation that can support local immigrant communities.
- Appendix A offers a number of **Additional Resources** and information on local, regional, and national organizations working in the field of immigrant integration.
- Appendix B provides a table of the **Immigrant Population in Chicago Area Municipalities** from the American Community Survey 2008 - 12.

# Demographics

The term "immigrant" has become polarizing in conversations because of recent federal immigration policy discussions. This toolkit is less concerned with the legal status of immigrants—as this pertains to federal policy—and instead focuses on how municipalities can foster positive relationships with local immigrant communities to improve civic participation.

The Chicago region's foreign born—or immigrant—population accounts for a significant portion of population growth across all seven counties. In 2012, Latinos and Asians made up approximately 1.6 million, or 28 percent, of the nearly 8.5 million residents living in northeastern Illinois. It is also important to note that nearly half of all immigrants in the Chicago region are naturalized citizens, meaning that these individuals have the same rights and responsibilities as full U.S. Citizens.

The presence of fast-growing immigrant communities should not be ignored. The Chicago metropolitan region receives both high—and low-skilled immigrants to meet the innovation and labor demands of our area's economy. Many immigrants are entrepreneurs who build businesses that fuel local and regional economic growth. In 2012, the purchasing power of Illinois Latinos totaled $46 billion, while Asian buying power totaled over $28 billion.[1] Immigrants have the potential to contribute even more to our local economy. The language skills, cultural sensitivity, and diverse perspective that immigrants bring will help the region communicate with the rest of the world.

Perhaps most importantly, children of immigrants make up an increasing share of the student population in our schools. Being intentional about the integration of foreign born and their children can help to address disparities in educational attainment and ensure the region's future workforce is receiving the education it needs to succeed. Integration is not simply an issue of equity; it affects the future economic viability of our region.

# Immigrant Integration

The Immigrant Integration Toolkit presents local governments with a variety of ways communities have successfully addressed immigrant integration locally, through improved health outcomes; economic mobility; enhanced civic participation; and a culture of inclusiveness. Each success requires an intentional commitment by municipalities to see that the needs of immigrants, their families, and their communities are incorporated into local policies. Because immigrants and their children make significant contributions to our region—as workers, taxpayers, consumers, and entrepreneurs—immigrant integration is a dynamic, two-way process that requires a shared commitment to integration.

Upon arriving in the U.S., there are many new services, rules, and regulations immigrants must understand. This, combined with an inability to fully speak, read, or understand English, can lead to a fundamental lack of understanding of the roles and responsibilities of municipal government and the services it offers. It can also complicate one's ability to navigate the local school systems or adhere to local laws and ordinances. These are only some of the challenges of immigrant integration.

It is important to keep in mind that while the growth, diversity, and dispersion of immigrants creates many opportunities for our region, communities must also address racial, ethnic, and economic diversity and work together to reap these benefits and accomplish broader, shared goals. The economic prosperity of our region depends largely on the growing diversity of our labor force. Immigrant integration will help to maintain and strengthen our region's position as one of the nation's few global economic centers. But this requires a strategic investment on part of municipal leaders and communities to be more intentional about integrating newcomers into the fabric of society.

1 Jeffrey M. Humphreys, *The Multicultural Economy 2012* (Athens, GA: Selig Center for Economic Growth, University of Georgia, 2012).

# Relationship to GO TO 2040

The future vitality of our region is contingent upon ensuring that local communities embrace livability and proactively plan for the demographic, economic, and social factors that create opportunities for immigrant integration. The GO TO 2040 plan, adopted in 2010, seeks to address these factors by providing municipalities with strategies to improve quality of life and strengthen economic prosperity. To address anticipated population growth of more than 2 million new residents, GO TO 2040 establishes coordinated strategies that will help the region's 284 communities address transportation, housing, economic development, open space, environmental, and other quality of life issues. The GO TO 2040 plan strives to balance the need for local autonomy and regional cooperation to leverage resources and find alternatives that might not otherwise be tapped by local government. Many of these instances are showcased throughout the Immigrant Integration Toolkit.

# Developing the Toolkit

CMAP staff began this project by gathering local and regional data, researching immigrant challenges and best practices, and interviewing municipal staff and local service providers who work closely with immigrant communities. The Diversity Issues Task Force was critical in understanding how the toolkit could be digestible to local communities and informed staff on what information and resources would be most relevant to local governments. CMAP staff presented the draft toolkit to the Diversity Issues Task Force, a number of experts from organizations working with immigrant communities, and CMAP's Citizens' Advisory Committee and Human and Community Development Committee for feedback.

# Next Steps

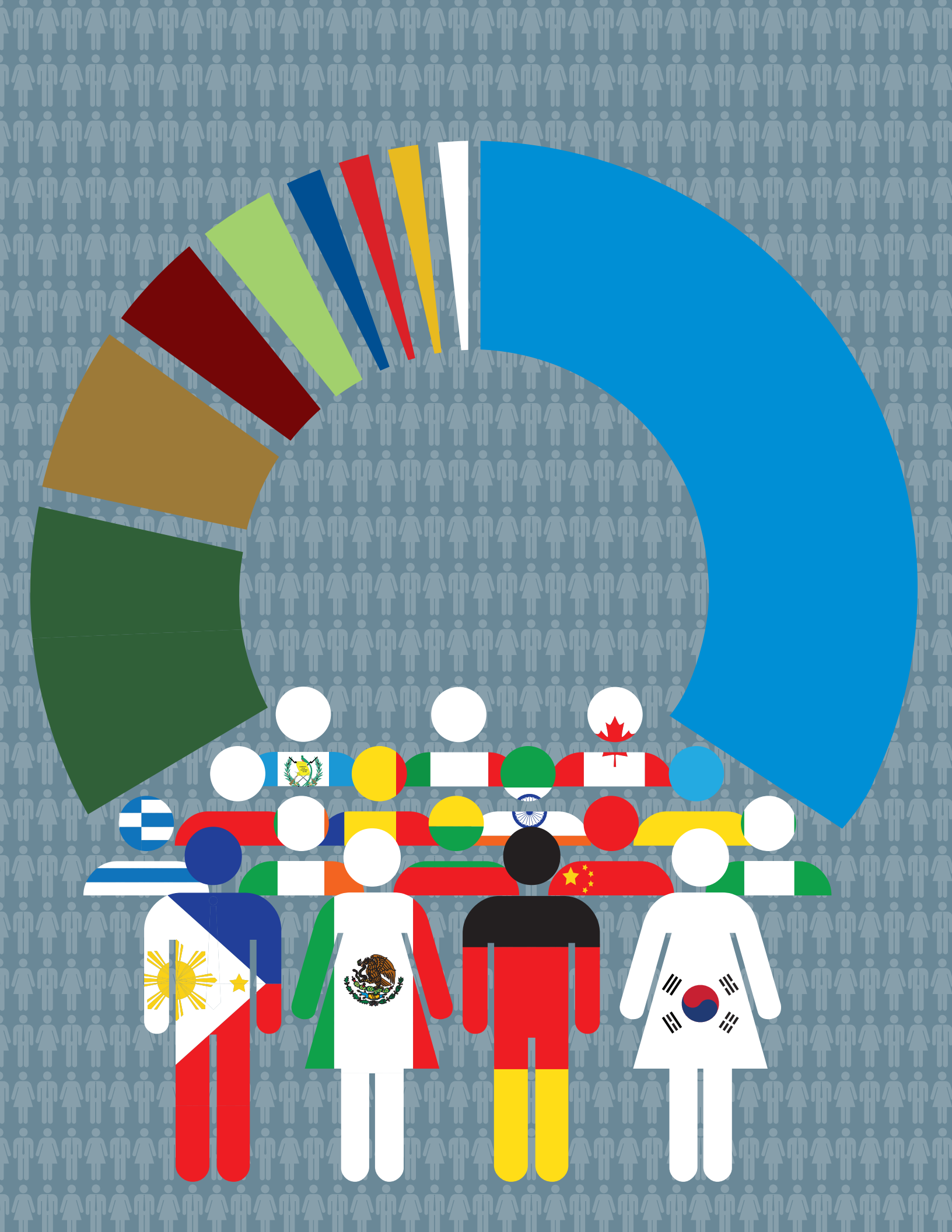
CMAP and MMC will work closely with the Diversity Issues Task Force to develop an outreach strategy to ensure that local leaders who are interested in fostering better relationships with local immigrants are aware of this toolkit. Future steps may include training workshops for municipal leaders, staff, and others who want to learn more about positive, intentional ways to integrating newcomers into the fabric of their communities. CMAP hopes to support local governments interested in implementing such practices through the LTA program. This may potentially include stand-alone projects and incorporating strategies found in this toolkit in local plans and studies underway across the region.

**U.S. flag.**
Source: Amy Dean.

# Self-Assessment Checklist

This assessment checklist is a starting point for any community interested in increasing their commitment to better integrating immigrants into their community. It is by no means comprehensive, but is meant as a starting point to assess what the current relationship may be with local immigrant groups. From here, small changes could be made to better align municipal staff and services to interface with local immigrant leaders and residents alike.

- ☐ Do you know where the immigrants in your community come from? If so, what language or dialect do a majority of them speak?
- ☐ Is there someone on your staff who speaks that language?
- ☐ Is this person being utilized to communicate with immigrants in the community?
- ☐ Are community events held in transportation-accessible, welcoming locations?
- ☐ Are events held at times and on days of the week that would enable local immigrants to attend (consider religious holidays, work hours)?
- ☐ Do you know if there are community-based organizations that serve the local immigrant community?
- ☐ Do new residents receive welcome packets? Is the information in the welcome packet translated into other languages?
- ☐ Are community bulletin boards and/or newsletters multilingual?
- ☐ Does the local school district have English as a Second Language (ESL) classes?
- ☐ Is there a person on staff at the school that is designated to work with immigrant families?
- ☐ Do municipal employees or departments receive training on available visas or the citizenship process? Cultural sensitivity training?
- ☐ Have you reached out to neighboring municipalities to learn what they are doing and gauge possible means of leveraging staff, resources, or programs?
- ☐ Have you established any points of contact for “go-to” leaders of the immigrant community (faith or community group leaders, business owners, etc.)?
- ☐ Are “open house” days or tours offered periodically for residents to visit municipal facilities (City/Village Hall, Fire Station, Police Station) and learn about how their local government works?



# Chapter 1
# Demographics

The U.S. is a nation built by immigrants. Throughout history and continuing through today, people from all places in the world have come to this country, fleeing economic hardships, religious and political oppression, and seeking opportunity. The Chicago region is no different. Northeastern Illinois has benefited from the vast economic contributions of its immigrant populations. In the early 20th Century, as the country faced the challenge of transforming its economy from an agricultural base to an industrial base, an immigrant and migrant labor force led the way, making Chicago one of the country's greatest industrial cities. Immigrants looked to Chicago for homes and jobs, at the same time knowing they could find a sense of community among its many ethnic neighborhoods. This trend is changing—today more immigrants live in the Chicago suburbs than in the City.

The Chicago region is the country's third largest metropolitan area and continues to be a top center of immigration in North America, with 19.1 percent of the regional population being foreign-born, or 1.6 million persons. The Census defines foreign-born persons as "including anyone who was not a U.S. citizen at birth. This includes respondents who indicated that they were a U.S. citizen by naturalization or not a U.S. citizen. Persons born abroad of American parents or born in Puerto Rico or other U.S. Island Areas are not considered foreign born."[2] While the Census uses the term foreign-born, this toolkit will use the terms "immigrant" or "newcomer" interchangeably.

The region's continued growth is largely due to immigrants. Between 2000-10, the seven-county CMAP region—Cook, DuPage, Kane, Kendall, Lake, McHenry, and Will Counties—grew by 285, 122 people, or 3.5 percent. Immigrants accounted for more than half of the population growth during this time period. Yet, immigration has slowed in recent years. A recent report compiled for the Chicago Community Trust pointed out that during the 1990s, about 54,000 immigrants came annually to the region. From 2000-07, the annual number of average arrivals decreased to 21,000.[3] This slowdown is partly a result of the recent downturn in the economy combined with a restrictive immigration environment.

**Table 1. Total population and foreign-born population, 1970 - 2010**

| | 1970 | 1980 | 1990 | 2000 | 2010 | % CHANGE (2000-10) |
|---|---|---|---|---|---|---|
| Seven-county Chicago region | 7,001,280 | 7,140,826 | 7,300,589 | 8,146,264 | 8,431,386 | +3.5% |
| Seven-county Chicago region foreign-born | 563,689 | 746,127 | 881,158 | 1,419,789 | 1,583,954 | +11.6% |
| Cook | 5,488,328 | 5,253,655 | 5,105,067 | 5,376,741 | 5,194,675 | -3.4% |
| Cook foreign-born | 503,106 | 630,401 | 717,317 | 1,064,703 | 1,086,881 | +2.1% |
| DuPage | 491,882 | 658,835 | 781,666 | 904,161 | 916,924 | +1.4% |
| DuPage foreign-born | 20,254 | 49,526 | 71,335 | 138,656 | 167,072 | +20.5% |
| Kane | 251,005 | 278,405 | 317,471 | 404,119 | 515,269 | +27.5% |
| Kane foreign-born | 10,212 | 16,062 | 26,100 | 63,516 | 89,802 | +41.4% |
| Kendall | 26,374 | 37,202 | 39,413 | 54,544 | 114,736 | +110.4% |
| Kendall foreign-born | 509 | 1,197 | 1,295 | 2,899 | 8,876 | +206.2% |
| Lake | 382,638 | 440,372 | 516,418 | 644,356 | 703,462 | +9.2% |
| Lake foreign-born | 18,029 | 29,524 | 41,583 | 95,536 | 125,549 | +31.4% |
| McHenry | 111,555 | 147,897 | 183,241 | 260,077 | 308,760 | +18.7% |
| McHenry foreign-born | 5,003 | 6,739 | 7,876 | 18,764 | 29,847 | +59.1% |
| Will | 249,498 | 324,460 | 357,313 | 502,266 | 677,560 | +34.9% |
| Will foreign-born | 6,576 | 12,678 | 15,652 | 35,715 | 75,927 | +112.6% |

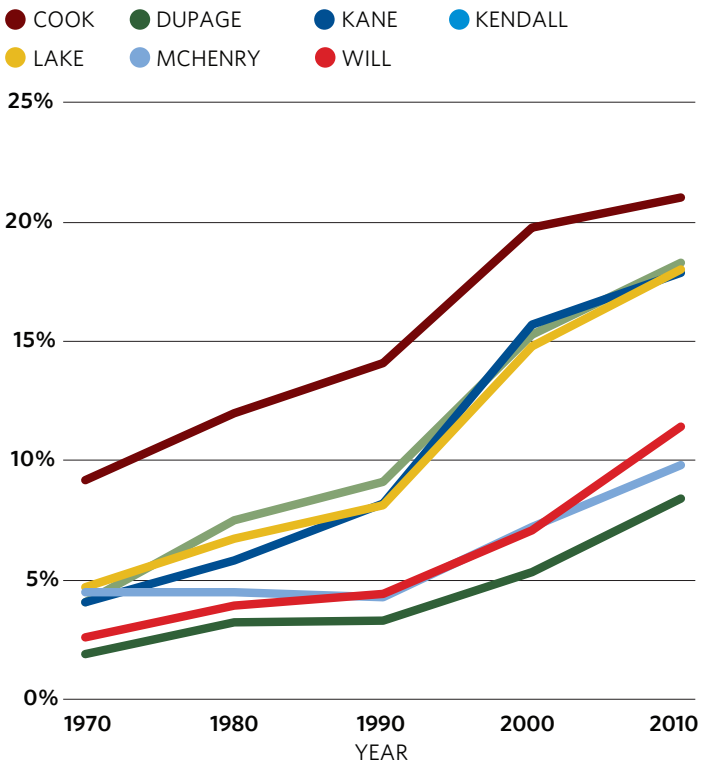
Source: U.S. Census 1970, 1980, 1990, 2000, 2010.

2 U.S. Census Bureau, "State & County QuickFacts: Foreign-Born Persons," Washington, DC, 2012. http://quickfacts.census.gov/qfd/meta/long_POP645212.htm.

3 Paral, Rob and Associates The Chicago Community Trust, *"What Does the 2010 Census Tell Us About Metropolitan Chicago?"* May 2011. http://robparal.com/downloads/CCT_2010CensusFindings_0511.pdf.

Together, the collar counties—DuPage, Kane, Kendall, Lake, McHenry, and Will—are home to nearly a half-million foreign-born immigrants. The other million immigrants are split nearly evenly between the City of Chicago and suburban Cook County. From 2000- 10, Kendall County experienced the greatest percentage of population growth-over 110 percent-and the largest increase in foreign-born population, with an increase of over 200 percent over the same time period. Will County's total population grew by just over 35 percent, but its immigrant population grew by 112.6 percent. Kane, Lake, and McHenry's population all grew by approximately 10 percent and saw immigrant communities grow by over 30 percent. (See Table 1 for details.)

**Figure 1. Foreign-born persons as a percent of total population from 1970 to 2010, by county**




Source: U.S. Census 1970, 1980, 1990, 2000, 2010.

Immigrants live in many communities across the region (see Appendix B: Immigrant Population in Chicago Area Municipalities). In the City of Chicago, unlike the rest of the region, the number of foreign-born residents has declined by approximately 7 percent over the past decade; yet immigrants still make up 21.2 percent of the City's total population. Table 2 shows the top 25 municipalities with the largest number of foreign-born persons in the CMAP region. Each municipality in this table has more than 10,000 foreign-born or immigrant residents.

**Table 2. Top 25 northeastern Illinois municipalities with the largest number of foreign-born individuals, by count**

| RANK | MUNICIPALITY | TOTAL POPULATION | FOREIGN BORN | PERCENT FOREIGN BORN |
|---|---|---|---|---|
| 1 | Chicago | 2,702,471 | 572,416 | 21.2% |
| 2 | Aurora | 196,569 | 49,927 | 25.4% |
| 3 | Cicero | 83,756 | 35,667 | 42.6% |
| 4 | Elgin | 109,513 | 28,724 | 26.2% |
| 5 | Waukegan | 88,982 | 27,871 | 31.3% |
| 6 | Skokie | 64,588 | 26,540 | 41.1% |
| 7 | Naperville | 142,143 | 24,042 | 16.9% |
| 8 | Joliet | 147,098 | 21,922 | 14.9% |
| 9 | Schaumburg | 74,276 | 19,076 | 25.7% |
| 10 | Mount Prospect | 54,144 | 17,304 | 32.0% |
| 11 | Des Plaines | 58,302 | 16,642 | 28.5% |
| 12 | Bolingbrook | 73,383 | 16,294 | 22.2% |
| 13 | Wheeling | 37,575 | 15,788 | 42.0% |
| 14 | Hoffman Estates | 52,066 | 15,522 | 29.8% |
| 15 | Palatine | 68,338 | 15,184 | 22.2% |
| 16 | Berwyn | 56,376 | 14,161 | 25.1% |
| 17 | Hanover Park | 37,990 | 13,888 | 36.6% |
| 18 | Arlington Heights | 75,221 | 13,657 | 18.2% |
| 19 | Evanston | 74,619 | 13,274 | 17.8% |
| 20 | Niles | 29,720 | 13,136 | 44.2% |
| 21 | Addison | 36,977 | 12,748 | 34.5% |
| 22 | Streamwood | 40,201 | 11,809 | 29.4% |
| 23 | Glendale Heights | 34,159 | 11,745 | 34.4% |
| 24 | Buffalo Grove | 41,667 | 11,155 | 26.8% |
| 25 | Carpentersville | 37,758 | 10,757 | 28.5% |

Source: American Community Survey 2008-12.

Immigrants constitute more than one-third of the population in 23 municipalities throughout the Chicago metro region. Table 3 details the top 25 municipalities in the Chicago region with the highest percentage of foreign born residents. Many of these communities have populations of less than 25,000 residents and may lack the resources, civic, and non profit institutional infrastructure that larger municipalities may already have in place to assist with immigrant integration.

**Table 3. Top 25 northeastern Illinois municipalities with the largest foreign-born populations, by percent**

| RANK | MUNICIPALITY | PERCENT FOREIGN BORN | TOTAL POPULATION |
|---|---|---|---|
| 1 | Stone Park | 46.5% | 4,942 |
| 2 | Niles | 44.2% | 29,720 |
| 3 | Schiller Park | 44.2% | 11,782 |
| 4 | Cicero | 42.6% | 83,756 |
| 5 | Wheeling | 42.0% | 37,575 |
| 6 | Skokie | 41.1% | 64,588 |
| 7 | Prospect Heights | 40.8% | 16,228 |
| 8 | Harwood Heights | 38.8% | 8,573 |
| 9 | Lincolnwood | 38.8% | 12,538 |
| 10 | Morton Grove | 38.8% | 23,194 |
| 11 | Melrose Park | 38.4% | 25,241 |
| 12 | Norridge | 38.0% | 14,656 |
| 13 | Park City | 37.7% | 7,383 |
| 14 | Highwood | 37.2% | 5,396 |
| 15 | Hanover Park | 36.6% | 37,990 |
| 16 | River Grove | 35.5% | 10,224 |
| 17 | Summit | 35.3% | 11,166 |
| 18 | Franklin Park | 34.7% | 18,333 |
| 19 | Bensenville | 34.6% | 18,480 |
| 20 | Addison | 34.5% | 36,977 |
| 21 | Indian Creek | 34.4% | 526 |
| 22 | Glendale Heights | 34.4% | 34,159 |
| 23 | Northlake | 33.5% | 12,287 |
| 24 | West Chicago | 32.1% | 27,079 |
| 25 | Mount Prospect | 32.0% | 54,144 |

Source: American Community Survey 2008-12.

Among the top 25 municipalities in the region with large number of immigrants, ten rank high both in terms of number and percent of immigrants. These communities are:

- Addison
- Cicero
- Glendale Heights
- Hanover Park
- Melrose Park
- Mount Prospect
- Niles
- Skokie
- Waukegan
- Wheeling

A key factor in the integration of immigrants is to know where they come from. Table 4 shows the top 25 places of origin for immigrants living in the Chicago region. While newcomers have come from all parts of the world, 40.4 percent, or 649,282 people, of foreign born immigrants come from Mexico. Other top countries of origin are Poland, India, the Philippines, and China. Understanding place of origin is particularly important to the delivery of services and language access for many immigrants and their families.

**Table 4. Top 25 countries of origin of foreign-born in the seven-county CMAP region**

| RANK | PLACE OF ORIGIN | COUNT | PERCENT OF FOREIGN BORN |
|---|---|---|---|
| 1 | Mexico | 649,282 | 40.4% |
| 2 | Poland | 138,593 | 8.6% |
| 3 | India | 114,971 | 7.2% |
| 4 | Philippines | 76,790 | 4.8% |
| 5 | China | 48,832 | 3.0% |
| 6 | Korea | 39,485 | 2.5% |
| 7 | Guatemala | 22,962 | 1.4% |
| 8 | Pakistan | 20,808 | 1.3% |
| 9 | Germany | 20,693 | 1.3% |
| 10 | Ukraine | 20,653 | 1.3% |
| 11 | Italy | 19,654 | 1.2% |
| 12 | Ecuador | 16,877 | 1.1% |
| 13 | Vietnam | 16,005 | 1.0% |
| 14 | Romania | 15,314 | 1.0% |
| 15 | Russia | 15,031 | 0.9% |
| 16 | Canada | 14,692 | 0.9% |
| 17 | Colombia | 13,256 | 0.8% |
| 18 | Greece | 13,224 | 0.8% |
| 19 | Iraq | 11,898 | 0.7% |
| 20 | Lithuania | 11,780 | 0.7% |
| 21 | Bulgaria | 10,614 | 0.7% |
| 22 | Other Eastern Europe | 10,541 | 0.7% |
| 23 | Nigeria | 10,401 | 0.6% |
| 24 | Ireland | 8,679 | 0.5% |
| 25 | El Salvador | 8,451 | 0.5% |

Source: American Community Survey 2008-12.

As mentioned earlier, the Census' definition of foreign-born includes both naturalized individuals and those that have not been naturalized. Naturalized immigrants have gone through the extensive naturalization process to become U.S. citizens (see Chapter 2: Civic Engagement for further details). This means that these immigrants are able to fully participate in civic life in the U.S., which includes voting and all of the rights and responsibilities set forth by the U.S. Constitution and Bill of Rights. Similar to the U.S. average, a little over 45 percent of immigrants are naturalized in the seven-county Chicago region (see Table 5). This shows a clear commitment to living in the U.S. and presumably to integration.

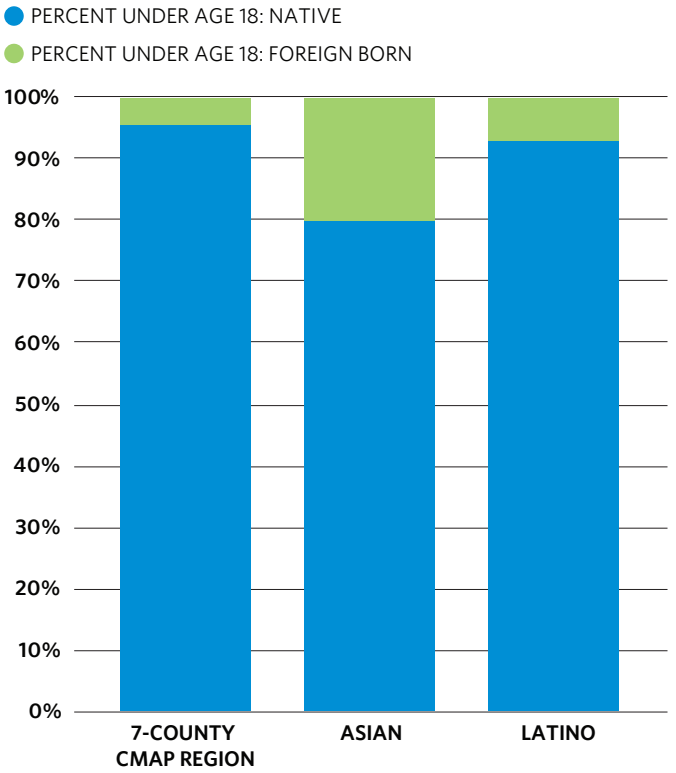
**Table 5. Population including foreign-born persons as a percent of total population and foreign-born naturalized citizens**

| | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| United States | 309,138,711 | 39,784,305 | 12.9% | 44.3% |
| Illinois | 12,823,860 | 1,768,305 | 13.8% | 45.4% |
| Seven-county Chicago region | 8,432,516 | 1,606,470 | 19.1% | 45.9% |
| Cook | 5,197,677 | 1,099,425 | 21.2% | 45.5% |
| DuPage | 918,608 | 167,467 | 18.2% | 53.0% |
| Kane | 514,891 | 92,569 | 18.0% | 34.3% |
| Kendall | 114,226 | 10,228 | 9.0% | 57.4% |
| Lake | 701,282 | 128,065 | 18.3% | 45.4% |
| McHenry | 308,163 | 29,176 | 9.5% | 46.4% |
| Will | 677,669 | 79,540 | 11.7% | 49.5% |

Source: American Community Survey 2008-12.

Children of immigrants matter greatly to the region's future. In the Chicago region, the total population under 18 is 2,108,864, of which 95.5 are native-born. This population will take on a greater role as the U.S. workforce ages. Table 6 shows the percentage of total native population under 18 compared to two of the region's largest foreign born groups, Asians and Latinos. Both these groups have significant native born populations under 18; Asians at 80 percent, and Latinos at 92.5 percent. This share of immigrant-origin youth will be fully eligible for college admission, financial aid, and employment.

**Figure 2. Seven-county CMAP region: percent Asian and Latino population who are native vs. foreign-born**




Source: American Community Survey 2008-12.

**Table 6. Total, Asian, and Latino population by region and county, including percent native and foreign-born**

| | TOTAL POP | POP UNDER 18 YEARS | PERCENT POP UNDER 18 YEARS: NATIVE | PERCENT POP UNDER 18 YEARS: FOREIGN BORN |
|---|---|---|---|---|
| **Seven-county CMAP region** | 8,432,516 | 2,108,864 | 95.5% | 4.5% |
| Asian | 525,343 | 116,058 | 80.0% | 20.0% |
| Latino | 1,823,033 | 641,465 | 92.5% | 7.2% |
| **Cook** | 5,197,677 | 1,228,714 | 95.2% | 4.8% |
| Asian | 328,072 | 63,869 | 78.8% | 21.2% |
| Latino | 1,245,329 | 420,471 | 92.8% | 7.2% |
| **DuPage** | 918,608 | 226,428 | 94.7% | 5.3% |
| Asian | 93,861 | 23,486 | 81.5% | 18.5% |
| Latino | 122,069 | 44,248 | 90.2% | 9.8% |
| **Kane** | 514,891 | 148,403 | 95.9% | 4.1% |
| Asian | 17,335 | 4,684 | 81.3% | 18.7% |
| Latino | 157,032 | 60,724 | 92.6% | 7.4% |
| **Kendall** | 114,226 | 35,533 | 98.0% | 2.0% |
| Asian | 3,527 | 1,109 | 85.9% | 14.1% |
| Latino | 18,090 | 7,495 | 93.9% | 6.1% |
| **Lake** | 701,282 | 190,857 | 95.5% | 4.5% |
| Asian | 43,978 | 11,632 | 83.1% | 16.9% |
| Latino | 139,349 | 53,000 | 90.8% | 9.2% |
| **McHenry** | 308,163 | 83,478 | 97.0% | 3.0% |
| Asian | 7,927 | 2,244 | 71.7% | 28.3% |
| Latino | 35,265 | 13,937 | 90.3% | 9.7% |
| **Will** | 677,669 | 195,451 | 97.2% | 2.8% |
| Asian | 30,643 | 9,034 | 80.9% | 19.1% |
| Latino | 105,899 | 41,590 | 94.4% | 5.6% |

Source: American Community Survey 2008-12.

# Chapter 2: Civic Engagement

Civic engagement is a fundamental component of immigrant integration. Limited participation in public processes and community life can contribute to, or exacerbate, many of the issues discussed elsewhere in this toolkit. If immigrants are not represented in government agencies or on boards and commissions, and if they do not participate in public processes and decision-making, it means that their priorities and needs may not be addressed, leading to challenges in all areas, from housing and health to education and employment. Engaging immigrants in civic life also means that their ideas and contributions can be heard by the greater community. Most importantly, if immigrants feel unwelcome or unable to participate in public processes, it can lead to isolation from the broader community and contribute to social problems.

This chapter focuses on concrete ways that municipalities can better engage and involve immigrants and make clear to them that their presence in the community is valued and that their input is genuinely desired.

# Common Challenges

Municipalities are frequently eager to achieve a higher level of immigrant civic engagement, with immigrants represented on staff, boards, and commissions, and participating at public meetings and events. Yet, it can be very difficult for municipalities to engage immigrants in the community effectively. Common challenges faced by municipalities include the following:

**Low participation in municipal government, boards, and commissions by immigrant groups and leaders.** Municipalities often have a hard time recruiting immigrants to participate in civic leadership positions. For instance, even when preference for bilingual applicants is explicitly stated in a posting, many municipalities report that few immigrants apply for the positions. With few immigrants in leadership positions, it is even more difficult for municipalities to connect with and engage the broader immigrant community.

**Mistrust of government.** In some cases, low immigrant participation in civic life stems from different cultural norms and experiences. Many immigrants come from countries where civic engagement and participation is uncommon, discouraged, or even dangerous. In other cases, immigrants may come from countries where government staff and agencies are corrupt and untrustworthy, making immigrants reluctant to get involved. Mistrust might also come from negative experiences in the U.S. and fear of discrimination and targeting.

**Municipalities may have multiple or diverse immigrant groups.** Many communities are home to various immigrant groups who have different cultural norms and different language needs. This diversity can make the logistical and technical aspects of community engagement—such as developing culturally appropriate outreach strategies for each group, or providing translation or interpretation services for several languages at public meetings—especially challenging for municipalities.

**U.S. citizens in a naturalization ceremony at Daley Plaza.**
Source: Chicago Tribune.

# Strategies to Increase Civic Engagement

What can municipalities do to create more welcoming communities and help address civic engagement challenges? There are a variety of strategies, many of them low-budget and involving strategic partnerships, that can help municipalities foster a more welcoming environment and encourage greater civic participation among immigrant groups.

**Know your immigrant community.** The first step in creating a welcoming community is knowing who the immigrant community members are. Municipalities should be aware of where the immigrants in their community come from, how recently they immigrated, and what languages they speak. The Notre Dame Institute for Latino Studies developed the "Latino Landscape: A Metro Chicago Guide and Nonprofit Directory" as a resource to build knowledge about the Latino community in the Chicago region.[4]

Communities can also help raise cultural awareness so that all residents are aware of the rich diversity of the community. Hoffman Estates has a volunteer-staffed Cultural Awareness Commission which organizes events such as cultural awareness days and heritage festivals. The Village of Schaumburg has a Sister Cities Commission, which establishes relationships with cities in the countries of origin of some of the Village's largest immigrant groups. Skokie has an annual Festival of Cultures which celebrates the heritage of their immigrant residents. Municipalities can work with local organizations, churches, and schools to organize festivals and local exhibits to showcase and celebrate the cultures and nationalities represented in the community, and the contribution of immigrants to the greater community.

**Send welcome packets to new residents.** Welcome packets are a great way to reach out and establish contact with new residents. They are also a very effective way of providing residents with important information regarding the municipality. If possible, the packets should be available in languages other than English. Municipalities should prioritize translation into the most commonly spoken languages in their communities. In the Village of Hoffman Estates, the Clerk's Office sends all new residents a welcome packet which provides a helpful overview of the Village, including educational resources, recreational resources, police services, fire services, and important regulations. The welcome packet is also available on the Village's website,[5] and the Village is currently working on making it available in other languages.

## SPOTLIGHT

### Aurora Hispanic Heritage Advisory Board

The Aurora Hispanic Heritage Advisory Board (AHHAB) is a non-partisan, community-based panel funded by the City of Aurora. The group organizes events that celebrate Hispanic culture, educates the public on the ways Hispanic residents have
shaped Aurora, and seeks to involve diverse voices in the City's planning processes.

The AHHAB hosts a community breakfast with awards and scholarships for community leaders and students, produces Fiesta de Luces to celebrate Hispanic Heritage Month, and sponsors the "Wall of Memories," an exhibit on the first Mexican families in Aurora. The AHHAB has also dedicated two streets with honorary names recognizing Hispanic law enforcement officials.

In December 2013, Aurora also announced intentions to create an Indian American Community Outreach Advisory Board, modeled after its Hispanic and African American boards.

**Chicago Chinatown at night.**
Source: Chicago Chinatown Chamber of Commerce.

4 Alejo, Berenice, Institute for Latino Studies, University of Notre Dame *"The Latino Landscape: A Metro Chicago Guide and Non-Profit Directory,"* 2008. http://www.cct.org/sites/cct.org/files/Latino_Landscape.pdf.

5 Village of Hoffman Estates, "New Resident Information." http://www.hoffmanestates.com/index.aspx?page=71.

**Conduct or support voter registration drives.** Immigrants are increasingly a major political and civic force. According to a 2011 survey conducted by the Pew Hispanic Center, 18 percent of naturalized Hispanic immigrants said they decided to naturalize to acquire civil and legal rights, including the right to vote.[6]

Municipalities should partner with community organizations that organize and conduct nonpartisan voter registration campaigns. The U.S. Hispanic Leadership Institute provides voter registration trainings and materials available in different languages free of charge. The Illinois Coalition for Immigrant and Refugee Rights coordinates voter registration campaigns at naturalization ceremonies to educate and encourage new citizens to exercise their constitutional rights. Both organizations offer trained voter registrars available for voter registration drives year round. Municipalities should work with such organizations to leverage resources and information to make sure recent naturalized immigrants have the information needed to register to vote and know where to vote.

**Offer relevant training for elected officials and municipal staff.** In order to establish a welcoming environment, it is important that elected officials and municipal staff—especially staff who work directly with residents—receive training on how to interact with immigrant groups and understand the basics of the immigration process. Having a working understanding of cultural differences and the immigrant experience lays the groundwork for all successful engagement and integration efforts.

Municipalities should offer diversity training and/or provide staff with educational materials. If funding is limited, consider partnering with nearby municipalities, non-profits, or social service organizations to minimize costs. The Village of Schaumburg distributes a Cultural Sensitivity Manual,[7] borrowed from the local St. Alexius Medical Center, which contains general information about the cultural, national, ethnic, and religious groups in the community.

## SPOTLIGHT

### National League of Cities' Civic Engagement and Recent Immigrant Communities Planning Guide

The National League of Cities (NLC) is a member-based organization dedicated to helping city leaders build better communities. NLC's City Solutions and Applied Research section works to provide research and tools to support and transform cities. NLC recently developed a planning guide for local officials and community leaders called Civic Engagement and Recent Immigrant Communities. This guide includes all the resources a community might need to put on a workshop to engage local stakeholders in developing shared priorities surrounding the importance of immigrant integration. This guide provides a sample discussion content and a complete workshop including agenda, note taking forms, and potential handouts for workshop attendees. This guide is available as a PDF for download from the NLC website.[8]

**Make time for face-time, and meet people where they are.** One of the best ways to establish a relationship with immigrants and to encourage civic engagement is by meeting people where they are. When municipal staff and elected officials take the time to attend events that are important to immigrants—such as functions and meetings held by schools, churches, or community organizations—municipalities can reach a greater number of people, as well as demonstrate genuine interest in engaging immigrant groups and learning about their goals and priorities. Spending time can be equally, if not more, effective than spending money. When immigrants know municipal staff, they are apt to feel more comfortable coming out to public meetings and becoming more involved in civic life.

**Assist immigrants in understanding local government better.** The Illinois State Bar Association pays close attention to the issue of immigration in Illinois and has a referral network of attorneys who have expertise in immigration issues.[9] Likewise, the Chicago Bar Foundation[10] and Illinois Legal Aid Online[11] may be good resources both for municipal attorneys who could use support on immigrant issues, and for immigrants who may need assistance but don't have financial resources. Check to see if organizations could offer pro-bono legal clinics, consultations, information, or referral services at municipal events.

6 Taylor, Paul et al., The Pew Research Center, *"An Awakened Giant: The Hispanic Electorate is Likely to Double by 2030,"* November 14, 2012. **http://www.pewhispanic.org/2012/11/14/an-awakened-giant-the-hispanic-electorate-is-likely-to-double-by-2030/**.

7 Goldberg, Edward M., Alexian Brothers Health System, *"Cultural Sensitivity Manual"* 2007. **http://www.alexianbrothershealth.org/upload/docs/St.%20Alexius%20Medical%20Center/cultural_sensitivity.pdf**.

8 Leighninger, Matt and Mann, Bonnie C., The National League of Cities, *"Civic Engagement and Recent Immigrant Communities: A Planning Guide for Local Officials and Other Community Leaders."* **http://www.nlc.org/Documents/Find%20City%20Solutions/Research%20Innovation/Governance-Civic/discussion-guide-civic-engagement-immigrants-gid-jun10-pdf.pdf**.

9 Chagal, Deborah Glaser, Illinois Bar Association, "Immigration and Pro Bono." **http://www.isba.org/probono/immigrationandprobono**.

10 Chicago Bar Foundation. **http://chicagobarfoundation.org/**.

**Develop relationships with consulates.** Working with local consulates can help municipal staff connect immigrants with resources and services that the municipality itself may not be able to provide, and build trust with immigrant groups. While most consulates are located in the City of Chicago, some consulates, like the Mexican Consulate, offer remote consults via telephone or internet or will travel to municipalities in the Chicago metropolitan area. Working with consulates can also help municipalities gain important knowledge of the cultural context immigrants are coming from and become familiar with some of their legal norms and alternate forms of identification, such as the Consular Identification Card. This can empower staff to field questions and more effectively direct immigrants to resources.

**Support naturalization.** According to the U.S. Department of Homeland Security, "naturalization is the process by which U.S. citizenship is granted to a foreign citizen or national after he or she fulfills the requirements established by Congress in the Immigration and Nationality Act."[13] Municipalities can offer citizenship classes and workshops or provide information on organizations offering similar services. Citizenship classes and workshops not only help immigrants prepare for naturalization, but they also help foster civic engagement. Municipalities can show that they welcome immigrants and are eager to integrate them into community life by offering or actively promoting these opportunities and by celebrating new citizens in naturalization ceremonies, as the City of Chicago does.

11 Illinois Legal Aid Online. http://www.illinoislegalaidonline.org/index.php.

12 City of Evanston: News Categories, "Mayor Congratulates District 65 Parents of Inaugural Bilingual Program," June 13, 2012. http://www.cityofevanston.org/news/2012/06/mayor-congratulates-district-65-parents-of-inaugural-bilingual-program/12.

13 U.S. Citizenship and Immigration Services, Department of Homeland Security, "Citizenship Through Naturalization," January 22, 2013. http://www.uscis.gov/us-citizenship/citizenship-through-naturalization.

# SPOTLIGHT

## Henry Hyde Resource Center

The Village of Addison's Henry Hyde Resource Center has an open-door policy that makes opportunities accessible to different parts of the Village. The Center offers computer literacy classes and partners with High School District 88's community liaison to address immigrant issues and host citizenship, ESL, and GED classes in Spanish. The Addison Police Department has a satellite office located at the Center to assist local residents by providing free car seats and safety seat checks, as well as selling Village parking stickers, among other services. Crime Prevention Officers work actively with the After School Program and camps on a daily basis.

The Center also partners with the DuPage County Health Department to offer health presentations, dental check-ups, and health screenings. An annual Village Community Picnic is held at the Center to acquaint community residents with staff from the various Village Departments, including the Police Department, Fire Department, Park District, and the Public Library.

## Evanston's Parent Leadership Institute[12]

The City of Evanston, in partnership with School District 65, coordinates a leadership program in Spanish for bilingual parents. The program runs two to three times a year, and each session brings parents together to meet on a weekly basis for two hours over a nine week period covering various topics relating to leadership, education, and the community as a whole. The program enriches parents' knowledge and understanding of the community in which they live and gives an opportunity to voice their issues and concerns to municipal government officials. Each session ends with a graduation ceremony where the mayor recognizes participants' accomplishments. Graduates are encouraged to take the next step and become involved in the City's decision making process by volunteering for a board or commission. This program supports the recommendation to promote diversity and understanding of cultural differences to establish social cohesion.

# SPOTLIGHT

## Working with consulates

The City of Evanston opens City Hall to the Mexican Consulate's Consulado Movil for three days, at which time people of Mexican descent can obtain Matriculas (Consular Identification Cards), Mexican passports, and other services. Evanston also works with Federación Del Medio Oeste De Los Estados Unidos (FEDEJAL), a non profit that works with immigrants from the Mexican state of Jalisco to promote cultural exchange, foster leadership, improve educational health outcomes, and assist small businesses.

The Village of Bensenville is home to a large Guatemalan population and has collaborated with the Guatemalan Consulate in Chicago on a number of initiatives. The Village met with the consulate to discuss new programs aimed to help Bensenville's immigrant community as well as discuss efforts to build trust between the immigrant community and the Police Department. The partnership between the Village and the consulate helped bring a health fair to a Bensenville church at which dentists, doctors, and a variety of clinics provided free services to residents who lacked health insurance. Approximately 600 people attended the event. The Village has also worked with the Mexican, Guatemalan, Salvadorian, and Uruguayan consulates to speak to Hispanic residents on labor laws and rights. Representatives from the Illinois Attorney General's Office, Illinois Department of Labor, and the United Stated Department of Labor also attended the event.

## City of Chicago naturalization ceremonies[14]

As part of Chicago's New Americans Initiative, the Mayor's Office has hosted five ceremonies to recognize and honor immigrants who complete the naturalization process and receive citizenship certificates. The ceremonies garner attention from the media and are sometimes held around the time of holidays like July 4th. Over the course of five years, Chicago will assist over 10,000 immigrants in becoming citizens. The Initiative provides resources at local libraries, encourages individuals to independently begin the naturalization process, and helps citizens become active participants in civic life.

**Organize community-building activities and spaces.** In many cases, the most effective way to engage immigrants is by fostering a sense of community. Block parties, street fairs and festivals, and community gardens can all help bring different groups together and help immigrants feel more integrated. For instance, the Village of Skokie has sponsored "Know Your Neighbor Weeks," during which residents are encouraged to invite their neighbors over for coffee in their homes. The Village provided host "kits" that included invitations, conversation starters, a small world map, and coupons to local bakeries. If immigrants have relationships with neighbors, other residents, and municipal staff they are more likely to feel comfortable attending and participating in public workshops and meetings.

**Develop relationships with key leaders and organizations in an effort to build local leadership.** A great way to connect and establish more trust with immigrant groups is to reach out to and work with local community leaders and organizations serving the immigrant community. These leaders can help encourage people in their communities to participate in public meetings and events. One way to do this could be to create an immigrant advisory council that meets regularly to discuss relevant issues that the municipality has recently experienced or brings community issues to the municipality.

Municipalities can also build local leadership capacity through appointments to local boards or commissions or by offering training and leadership opportunities for immigrant groups. Municipalities can also organize citizen academies—educational opportunities that teach local residents about how city operations and departments, such as police and fire departments, work. Citizen academies can help immigrants feel empowered to reach out to public agencies when issues arise and to get more actively involved by participating in meetings and events or even serving as volunteers. Staff should attend meetings of immigrant-related organizations to publicize opportunities and explain how to get involved.

14 City of Chicago, Office of the Mayor, "Mayor Emanuel Hosts Naturalization Ceremony at the Chicago Cultural Center," July 3, 2013. http://www.cityofchicago.org/city/en/depts/mayor/press_room/press_releases/2013/july_2013/mayor_emanuel_hostsnaturalizationceremonyatthechicagoculturalcen.html.

**Make public engagement accessible.** It is important to choose sites that are welcoming, safe, and transportation-accessible and to choose dates and times when many people can participate. Rather than hold meetings in public agency office buildings, which may be intimidating, consider using public schools, community centers, churches, or parks.

A critical component to making public engagement accessible is to make public meetings and materials appropriate for immigrant participants. Solicit input from leaders and organizations in determining recruitment approaches and best models of engagement. Before meetings, ensure that there is common understanding about the goals and processes of the meeting. Show respect for community leaders and their role in the meeting by formally thanking local immigrant leaders or offering them an opportunity to be a part of the agenda. It is also important to clarify up-front how further communication between the municipality and participants will occur. In order to help ensure a successful, productive meeting, consider pre-testing meeting materials with a focus group.[15]

Municipalities should ensure that outreach and other meeting materials are available in other languages and mention if there will be translation services available at an event. Outreach strategies may need to vary depending on which immigrant groups a municipality is trying to engage. For instance, for some immigrant communities, phone calls or door-to-door knocking may be much more effective than emails. Just because a resident's first language isn't English doesn't mean that their community isn't digitally engaged. Social media, such as Twitter and Facebook, are also good ways of connecting with immigrant groups. See the Language Access chapter for more strategies on overcoming language barriers.

Traditional ethnic media outlets—such as radio stations or newspapers—may also be effective outreach tools. Establish long-term relationships and mutual trust with ethnic media. Ask immigrant leaders about popular local and regional print and electronic media outlets that target immigrants. One way to build a relationship is to send hiring notices, information about municipal services, events and programs, and general municipal news to ethnic media sources and invite them to press conferences and local events.

Sometimes an effective way to increase participation is by providing small incentives. If possible, provide food (from multiple cultures) and childcare. In some cases, entertainment that highlights ethnic traditions can also be an effective way of encouraging participation. Municipalities might want to consider holding raffles or offering donated gift certificates for participation in long meetings. Incentives may not need to be material and can take the form of recognition or certificates of participation.

A final strategy to encourage participation at public meetings is to speak directly to the issues that local immigrant communities care about. To encourage more participation, incorporate immigrants' priority issues into public meeting agendas whenever possible.[16] By including local immigrants' concerns in meeting agendas, municipalities can show that they are committed to inclusion. Determine what issues are important enough to immigrants and their families to encourage higher levels of participation. Municipalities can identify the highest priority issues by conducting surveys, interviews, or focus groups of leaders and residents.

## SPOTLIGHT

### Aurora award ceremonies

The City of Aurora regularly honors residents with dedicated scholarships and awards for students and community leaders. Three annual breakfast events for Aurora's Hispanic and African American advisory boards and its Hispanic pioneers—the city's earliest Hispanic leaders in the arts, education, and other fields—highlight residents' achievements, combat negative stereotypes, and build social cohesion. Aurora also works with community groups to ensure inclusivity in all the honors it bestows. Immigrants have been well represented as parade grand marshals and in naming honorary streets.

15 Keidan, Greg, The Institute for Local Government, *"A Local Official's Guide to Immigrant Civic Engagement,"* 2008. **http://www.ca-ilg.org/local-officials-guide-immigrant-civic-engagement**.

16 Ibid.

# Chapter 3: Public Safety

This chapter addresses a critical "front line" issue in every community: public safety. Officials in this realm are often the first to interact with immigrants in a municipality. In some cases, they may be the people who inform immigrants of their rights and responsibilities and services available to them. It is also impossible to discuss public safety without recognizing the challenges of illegal immigration and federal law enforcement. However, this toolkit is focused on what municipalities can do to support local immigrants; therefore, while we will touch on these issues, please refer to your municipal attorney, local police, or fire chief for guidance on local issues and concerns regarding undocumented immigrants.

Understanding the unique challenges and opportunities to providing public safety services to immigrants will help municipalities better serve their entire population. In doing so, they can create virtuous cycles of inclusion and better outcomes.

# Common Challenges

When it comes to public safety, services and protections must apply to all community members regardless of documentation status, English fluency, housing, or employment situation. Municipalities need to be able to communicate with and respond to emergencies involving everyone in the community. Immigrants may be particularly cautious to contact local police, however minor or meritorious the situation may be. A 2012 survey of Cook County Latinos found that local involvement in immigration enforcement has significantly heightened fears, mistrust, and isolation.[17] Regardless of an individual community's policies, nationwide immigration enforcement practices have diminished the willingness of ethnic communities to interact with police, extending even to children of immigrants who are citizens of the U.S. These federal immigration sanctions, combined with lack of cultural competency and language barriers create bigger challenges for municipalities and immigrant communities. Challenges that municipalities face related to public safety include:

**Communication and trust.** Misunderstandings and distrust can arise out of differing expectations and experiences with public safety officials among different cultures. Fear of deportation for an undocumented individual, family member, or friend can further preclude legal immigrants from contacting or cooperating with local authorities. This can hinder community-wide public safety enforcement and criminal investigations. Under-reporting of domestic violence is another prevalent issue among foreign-born residents due to wariness of law enforcement officers, cultural differences, or economic insecurity. While police departments increasingly include Spanish-speaking officers and other personnel, accommodating other languages can be more difficult.

**Unfamiliarity of driver's licenses, identification, and insurance.** Illinois drivers must have vehicle liability insurance and carry the card in their vehicle at all times. Immigrants have lower auto insurance coverage rates than native citizens; perhaps because many people new to the U.S. have little understanding of what insurance is, how it can help, and that it is required by law. Driving without proper identification, licensure, or insurance poses risks to the entire traveling public and can lead to higher accident costs and law enforcement challenges.

**Municipal participation in Secure Communities and 287(g).** Under Secure Communities, fingerprints taken by local police upon arrest and submitted to the FBI get checked against immigration databases.[18] Federal enforcement is then triggered against those found to be unlawfully residing in the country or removable due to a criminal action. Similarly, under Section 287(g) of the Immigration and Nationality Act, local law enforcement agencies can enter agreements with the federal government designating local officers with the ability to perform immigration enforcement functions.[19] Increased focus on such enforcement has caused some immigrants and native-born residents to feel less safe, believing police attention is diverted from other criminal activity.

Even if a community does not participate in 287(g), there may be a fear that local law enforcement officials will act as immigration agents—hindering community policing and relationships with foreign-born residents.[20] A frequent perception with both programs is that they lead to racial profiling and the prosecution and deportation of non-violent criminals, individuals arrested but not convicted of a crime, or even those with legal residency.[21] In 2011, the State of Illinois moved to withdraw from the Secure Communities program, but was overridden by the U.S. Immigration and Customs Enforcement (ICE). As a response, Cook County passed an ordinance to end the practice of complying with ICE requests to hold immigrants at the County's expense beyond when those individuals could be released. Other states and municipalities have enacted ordinances to curb the influence of Secure Communities by barring local police from detaining immigrants under many circumstances.[22]

**Immigration services fraud.**
As immigrants seek to become American citizens, they often become the targets of scams involving unauthorized practice of immigration law. Individuals pretending to serve as attorneys or on behalf of the government take advantage of immigrants by offering to provide legal advice and often charge overpriced fees for basic services or misrepresent procedures.

17 Theodore, Nik, University of Illinois at Chicago, *"Insecure Communities: Latino Perceptions of Police Involvement in Immigration Enforcement,"* 2013. **http://www.uic.edu/cuppa/gci/documents/1213/Insecure_Communities_Report_FINAL.pdf**.

18 U.S. Immigration and Customs Enforcement, Department of Homeland Security, "Secure Communities," Last modified September 5, 2013. **http://www.ice.gov/securecommunities/**.

19 Ibid., "Delegation of Immigration Authority Section 287(g) Immigration and Nationality Act," Last modified September 5, 2013. **http://www.ice.gov/287g/**.

20 Immigration Policy Center, "Secure Communities: A Fact Sheet," Last modified November 29, 2012. **http://www.immigrationpolicy.org/just-facts/secure-communities-fact-sheet**.

21 TRAC Immigration, "Sharp Decline in ICE Deportation Filings," Last modified February 21, 2012. **http://trac.syr.edu/immigration/reports/274/**.

22 Selway, William, Bloomberg Politics, *"States Limit Help to U.S. Agency on Immigrant Detentions,"* December 19, 2013. **http://www.bloomberg.com/news/2013-12-19/states-limit-help-to-u-s-agency-on-immigrant-detentions.html**.

# Strategies to Improve Public Safety

Law enforcement and safety personnel can set a community-wide tone for immigrant outreach and integration. Fostering inclusion and cross-cultural awareness can lead to better public safety outcomes.

**Increase communication with the immigrant community.** Frequent, two-way communication between the police and fire departments and the immigrant community is essential. Immigrants should feel assured they will be contacted when necessary and that they may contact local authorities with safety concerns. The Village of Hoffman Estates offers its residents a hotline that does not require callers leave contact information to promote crime reporting. Possible strategies to increase communication with the local immigrant community include:

- Partner with neighboring community public safety agencies as appropriate to leverage limited resources and avoid coverage gaps.
- Connect with local community-based organizations. Many immigrants are likely to turn to spiritual or community leaders if they are a witness or victim of a crime.[23] Authorities should therefore make inroads with key civilians who might serve as a conduit of valuable public safety information. Conduct outreach to church communities and temporary employment agencies, leaving behind business cards and pamphlets
- Increase media relations or public service announcements. Regularly reach out to ethnic radio and television stations, blogs, and print media to make them aware of local initiatives.

**Meet immigrants where they feel most comfortable.** Places of worship are a good starting point. Bensenville's Crime Prevention Coordinator visits churches every few months, gives out business cards, and makes himself available for help (see Appendix B: Additional Resources to learn more). Keep visits consistent and let the community know you are there and available to assist. Face-to-face meetings and calling people, as opposed to sending impersonal correspondence, helps build relationships and trust with newcomers. Personal visits serve as an opportunity to inquire about other issues such as transportation, education, housing, health, or childcare needs. Ask whether the immigrant community uses social networks to disseminate information through Twitter or Facebook. Some municipalities may find that their immigrant community, especially if youthful, is tech-savvy.

## SPOTLIGHT

### Community Bus Tour

The Community Bus Tour is available to new residents interested in learning more about the Village of Skokie. Parents from the Niles Township ELL Parent Center travel to Skokie Village Hall for a guided tour of the building including where to pay water bills, purchase vehicle stickers and pet licenses, receive flu shots, etc. The tour of Village Hall concludes in Council Chambers with a presentation and Q&A with the Mayor. Upon leaving Village Hall, the group walks to the Skokie Public Library for a tour of that facility. The locations of the Skokie Park District facilities are also included in the tour.

**Community Response Unit.**
Source: Addison Police Department.

23 Theodore, *"Insecure Communities."*

**Cultivate transparency and openness.**
Police departments and municipalities can hold informational sessions on local law enforcement and legal processes. Offer tours of municipal facilities or "open house" days. This can help all newcomers to the community appreciate their rights and responsibilities while promoting confidence in local authorities.[24]

**Provide information in the languages your community needs.** Emergency communications systems and dial-a-ride services can include a Spanish option or other widely used language. Additionally, communities should ensure that key safety signs, brochures, and informational materials are translated into the language appropriate for the local immigrant community.

**Some cities have passed ordinances prohibiting police from enforcing immigration laws outside the context of a criminal investigation.** As mentioned earlier, if immigrants are fearful that a call to the police might mean that the officers will look into family immigration status, chances are the crime will go unreported. The Village of Carpentersville reassures residents the police department will not contact federal immigration authorities if the person is victim of a crime.

**Make immigrants aware that they may be eligible for a state issued temporary visitor's driver's license.** The state is currently extending Illinois Temporary Visitor Driver's Licenses to up to 500,000 immigrants who undergo driver's testing and submit proof of insurance.[25] Applicants must prove Illinois residency for at least one year and show they are ineligible for a Social Security card. To save local resources and establish a predictable, transparent process, the Villages of Wheaton and Carol Stream have already implemented a policy of flat fines for drivers pulled over who are unable to produce a valid license.

**Publicize alternate forms of identification.** The Matrícula Consular de Alta Seguridad Consular Identification Card, issued by the Mexican government, must be accepted by all local governments as valid identification under state law.[26] Evanston officials found people who feel they have "proper identification" are more likely to report crimes or otherwise interface with officials.

## SPOTLIGHT

### Oswego Citizens Police Academy

The Village of Oswego offers a free 12-week program for anyone over 18 years of age who is interested in keeping the community safe. It is intended to promote cooperation and communication between residents and the Oswego Police Department. Participants learn about patrol tactics, traffic enforcement, gangs, crime scene processing, and more.

**Community volunteers.**
Source: Addison Police Department.

24 Cities of Migration: Brooklyn Center for Community Safety, "Taking Time for Community Safety." http://citiesofmigration.ca/good_idea/taking-time-for-community-safety/.

25 Garcia, Monique, Chicago Tribune, *"Illinois to Begin Issuing Driver's Licenses in December to People in the County Illegally,"* October 29, 2013. http://articles.chicagotribune.com/2013-10-29/news/chi-illinois-illegal-immigrants-can-apply-for-drivers-licenses-in-december-20131029_1_temporary-visitor-driver-standard-licenses-issuing-driver.

26 Illinois General Assembly, "Public Act 094-0389," Last modified January 1, 2006. http://www.ilga.gov/legislation/publicacts/fulltext.asp?Name=094-0389.

**Consider establishing an Immigrant Affairs Office or dedicated community liaison.** It is important that the immigrant community knows who to go to when they have questions. Municipalities should appoint an immigrant affairs liaison for police, fire, and emergency management departments. Some communities have a designated community liaison position within their police or fire departments to assist with outreach to local immigrant groups. If limited funding is available, the liaison positions could be filled by part-time employees or volunteers from local community-based organizations.[27] Such positions also serve as a tool for recruitment to bolster diversity within local government.

**Create an immigrant advisory council.** Localities have found success with advisory committees comprised of immigrant members of the community.[28] Such entities can broaden the perspective, enhancing municipal leaders' ability to focus on the right challenges. The key is not being overly prescriptive so that the committee can develop its own ideas and identify possible solutions. Advisory groups can be guided by a charter and mission statement, calling for improved communication, identifying gaps in access to services, developing trust between local government and the immigrant community, or other identified priorities.

SPOTLIGHT

### Bilingual community alerts

The Village of Bensenville has a Code Red Emergency Notification System, through which all residents and businesses receive reverse 9-1-1 phone calls regarding emergencies or disaster situations. The Village records voice messages in English and Spanish and listeners have the option to dial 9 to hear the Spanish language version.

**Increase diversity and cross-cultural understanding.** Communities should try to provide settings for positive interactions between police and immigrants, both structured and informal. Organize community meetings in coordination with local immigrant organizations or churches and hold them at a location and time convenient for the target audience. Police athletic leagues, summer youth employment programs, and the like can help form bonds with immigrant youth. Departmental soccer teams can challenge local teams to tournaments or exhibition matches.

Some key considerations when developing a strategy to increase diversity and understanding:

- Proactively engage immigrant groups. This can be done before festival days, parades, and other holidays to understand what's coming and plan for a safe, enjoyable experience for the entire community.
- Choose neutral event locations. The location of public meetings is often a secondary, though important consideration. Foreign-born residents may be less inclined to attend a meeting or event that is held in a building where law enforcement or other government work occurs. Extra consideration should be given to locating meetings at more neutral territory like schools, churches, or community centers.[29]
- Consider accessibility when selecting a public meeting venue. In scheduling meetings and events, organizers should be mindful of time and resource constraints of immigrants in their community: is the location accessible on foot or by transit? Is the timing unlikely to conflict with residents' most common work schedules?

**Collaborate with local service providers.** Social service agencies and schools are great resources and can be invaluable partners in increasing public safety in a community. Safety and law enforcement agencies should seek input from social service providers on their outreach strategy and methods. Police departments can also work with schools and community colleges to make safety and gang awareness presentations. Safety providers should also consider giving safety presentations to English as a Second Language (ESL) classes or partner with schools to make Spanish-language presentations catering to parents. Schools are particularly important for informing immigrant families of children's rights.

27 Gambetta, Ricardo and Burgess, Michelle, The National League of Cities Center for Research and Innovation, *"Public Safety Programs for the Immigrant Community: 17 Good Practices in U.S. Cities."* **http://www.nlc.org/Documents/Find%20City%20Solutions/Research%20Innovation/Immigrant%20Integration/public-safety-programs-in-the-immigrant-community-gid-jun11.pdf**.

28 Cities of Migration: Newport News Police Department, "Police Take Community Outreach to City Hall." **http://citiesofmigration.ca/good_idea/police-take-community-outreach-to-city-hall/**.

29 Keidan, *"A Local Official's Guide to Immigrant Civic Engagement."*

**Glen Ellyn.**
Source: Jim Watkins

**Work with the private sector on safety initiatives.**
It's not just not-for-profit agencies that make good partners on immigrant initiatives. Municipalities may want to consider local banks or other service based businesses as partners. Some cities have worked with banks to expand identification options for opening an account.[30] Reducing the number of unbanked residents in a community can improve safety as there is less of a need to carry or store large amounts of cash (see the Workforce and Economic Development chapter for a spotlight on Self-Reliance Credit Union in Chicago's Ukrainian Village neighborhood).

To address the high rates of uninsured immigrant drivers, Chicago's Hispanic Alliance for Career Enhancement (HACE) partnered with GEICO to offer discounted car insurance.[31] Progressive Insurance also has a Spanish-language web site.[32] In Indianapolis, State Farm Insurance partnered with the Hispanic Public Service Campaign on Child Safety to educate residents about child safety restraints in vehicles. State Farm donated car seats, conducted clinics, and helped air radio public service announcements on Spanish-language stations.[33] Locally, Bensenville worked with temporary employment agencies to promote carpooling and reduce driving by unlicensed individuals.

## SPOTLIGHT

### Immigration Promotores

The Latino Policy Forum offers *Promotores de Inmigracion* training aimed to develop community-based trainers who have a strong understanding of immigration policy and its effects on immigrant communities. Specifically, the training has three goal: increase knowledge of immigration policies and impact on the immigrant community, learn skills as they relates to building collective and strategic action, and engage participants in opportunities to address immigration issues locally through trainings and coordinated actions. This training program is intended to assist immigration advocates and community members in building capacity to alleviate challenges associated with immigrant status within Latino and immigrant communities.

30 Gambetta and Burgess, *"Public Safety Programs for the Immigrant Community: 17 Good Practices in U.S. Cities."*

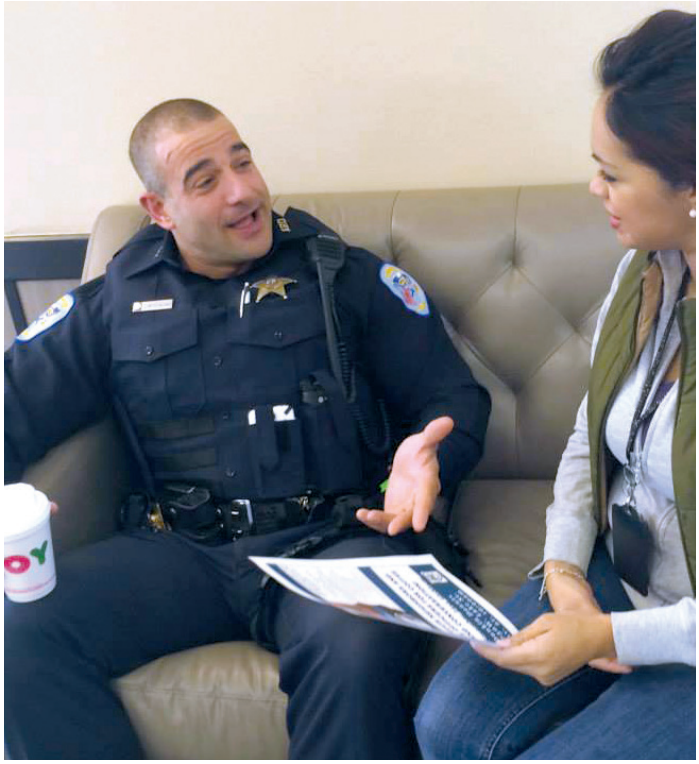
31 Government Employees Insurance Company (Geico). **http://www.geico.com/landingpage/go51.htm?logo=70461**

32 Progressive Casualty Insurance Company (Progressive). **http://www.progressiveseguros.com/**

33 Ponce Publicidad, "State Farm and Mayor Peterson's Commission on Latino Affairs Launch Hispanic Campaign on Child Safety in Indianapolis." **http://www.prnewswire.com/news-releases/state-farm-and-mayor-petersons-commission-on-latino-affairs-launch-hispanic-campaign-on-child-safety-in-indianapolis-69977292.html**

**Educate staff and elected officials about the U.S. immigration process and issues for undocumented people vis-à-vis public safety.** Increasing awareness of programs and policies that are applicable to immigrants can help service providers by giving them knowledge and resources they can offer to immigrants. This can also help local immigrant families become more aware of resources available to them. For instance, assistance and compensation are available to victims of criminal activity regardless of immigration status. U-Visas are temporary visas available to immigrants and family members of immigrants who are victims of a crime.[34] Dedicated U-Visa education and training may be appropriate for local public agencies.

**Incorporate these strategies into public safety worker recruitment, training, and retention.** Cultural sensitivity training and diversity awareness should be included in police and fire academy curricula. Offer language training programs to officers, cadets, and recruits alike. Encourage a pipeline of ESL and multi-lingual personnel by noting such opportunities in marketing and recruiting material.



**Coffee with a cop.**
Source: Addison Police Department.

34 U.S. Immigration Support, "U Visa for Immigrants who are Victims of Crimes," Last modified 2012. **http://www.usimmigrationsupport.org/visa-u.html**

35 U.S. Citizenship and Immigration Services, "I-918, Petition for U Nonimmigrant Status," Last modified April 15, 2013. **http://www.uscis.gov/i-918**

# SPOTLIGHT

## U-Visas

In order to qualify for a temporary U-Visa, a victim must be certified as helpful or likely to be helpful in the investigation and prosecution of criminal activity. Chicagoland communities like Bensenville, Carol Stream, and Wheeling have successfully connected residents to U-Visa processing and made legal referrals. Access to this legal remedy for victims is enhanced when local law enforcement agencies understand U-Visas and establish an efficient means for processing the 2-page certification (Form I-918B[35]). Typically this entails having a designated intake person within a police department. Though not an endorsement for citizenship, U-Visas help protect immigrants who have been victimized while aiding in law enforcement efforts.

## Addison's Community Emergency Response Team

The Village of Addison's Police Department offers an eight-week Community Emergency Response Team (CERT) training taught in Spanish at the Henry Hyde Resource Center. The two classes each train 30 local Hispanic leaders to supplement the capacity of first responders. This ensures that language access is not an issue should a major disaster or emergency occur. The CERT training is also a resource used by the Police Department during traffic stops and at community events and celebrations.

# Chapter 4: Health Services

Access to preventive health services can make a difference in the lives of immigrant families and individuals who may not have private insurance. Municipalities can play an essential role in ensuring that the local immigrant community has access to information about health care providers and health services available to immigrants. Municipalities can work closely with local health service providers and immigrant communities to overcome health-related inequities and to help educate immigrants on health insurance programs that may be culturally unfamiliar. Making it possible for all residents to access health services can increase productivity and strengthen health outcomes for local immigrants.

This chapter offers recommendations for how municipalities can leverage resources and improve immigrant access to health services, and in doing so, create a more inclusive community that welcomes, supports, and builds up its immigrant population.

# Common Challenges

The American health care industry is unique in its complexity and cost; many newcomers are surprised and overwhelmed by differences in health care provision compared to their native countries. On the one hand, immigrants may find numerous services and products available to them for the first time. On the other hand, accessing care and navigating insurance markets can prove challenging at best, financially ruinous at worst.

In terms of access and health outcomes, cultural, language, educational, and financial barriers can all play a role in marginalizing immigrant communities. Increasing enrollments in public health programs and strained local budgets are exacerbating these challenges for vulnerable communities. When considering public health and immigrant communities, municipalities should consider the following challenges:

**Low rates of health insurance coverage.**
Hispanics have the highest uninsured rates of any racial or ethnic group in the U.S.[36] Under healthcare reform, all residents can have access to affordable healthcare, except for undocumented immigrants. Over one-third of Mexican immigrants with citizenship and nearly two-thirds of non-citizen immigrants are uninsured. Compounding this is the fact that Mexican-Americans are least likely among immigrant populations of similar economic conditions to benefit from public health programs. These trends are particularly salient in Illinois, where over 40 percent of immigrants are Mexican-born.[37]

Across all national origins, men are less likely to be insured; the gap is widest among Mexican and Central American immigrants.[38] Over 61 percent of non-citizen adults and 47 percent of non-citizen children lack insurance.[39] For naturalized citizens, 35 percent of adults and 22 percent of children are uninsured. The non-elderly adult population tends to be the most underserved, often lacking regular sources of care.

**Lack of access to preventive care.** In addition to lacking insurance coverage, immigrants often lack sufficient access to preventive care services. Not having adequate access to preventive care, many deal with medical problems when they become serious. Due to the high cost of treatment and lack of insurance, many may defer treatment of conditions until they can return to their countries of origin or self-medicate. Because health care services are often connected to units of government, undocumented residents are hesitant to avail themselves of programs and resources for fear of being reported to immigration authorities. For documented immigrants, community health centers, hospital emergency rooms, and charitable organizations constitute the primary means of receiving treatment. This typically consists of stabilizing care that does not account for ongoing issues, prevention, and general wellness.

There is sometimes a concern that as a community expands or advertises services, it attracts more needy people. Another way of viewing this issue is that earlier, preventive care will save public resources on costlier medical treatments and services down the road. Often, immigrants lack awareness of the availability of free, low-cost, or otherwise insured services. With respect to mental health, cultural differences across national backgrounds can lead to confusion about or reluctance to utilize services.

**Lagging health outcomes.** Immigrants tend to have lower rates of immunization and higher rates of workplace injuries. Those working in low-wage jobs with minimal or no benefits are more likely to face workplace injuries, including situations where the costs are entirely borne out-of-pocket.[40] "Long-stay" (10 years or longer) immigrants develop diabetes at a higher rate than "recent arrival" immigrants.[41] Mexican-Americans have disproportionately high rates of diabetes.[42]

**An aging population.** Similar to every demographic, immigrants also have a growing aging population. There is a need to increase services for older adults generally. As it relates to the aging immigrant community, in addition to mobility and housing challenges, immigrant seniors often experience trouble understanding the complex government system when applying for citizenship, social security, medical care, paratransit services, and accessing affordable housing.

36 Office of Minority Health: U.S. Department of Health & Human Services, "Hispanic/Latino Profile," Last modified September 7, 2012. http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=54.

37 UCLA Center for Health Policy Research, "Migration and Health: Mexican Immigrants in the U.S," October1, 2013. http://healthpolicy.ucla.edu/publications/search/pages/detail.aspx?PubID=1227.

38 Ibid.

39 National Council of La Raza (NCLR), "Fast Facts: Latinos and Health Care," January 2012. http://www.nclr.org/images/uploads/publications/FastFacts_LatinosandHealthCare2012.pdf.

40 UCLA Center for Health Policy Research, "Migration and Health: Mexican Immigrants in the U.S," October 1, 2013. http://healthpolicy.ucla.edu/publications/search/pages/detail.aspx?PubID=1227.

41 Ibid.

42 U.S. Department of Health & Human Services: Office of Minority Health, "Hispanic/Latino Profile," Last modified September 7, 2012. http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=54.

**Back to School Kermes.**
Source: Mano a Mano Family Resource Center.

# Strategies for Improving Health Services

With tight municipal budgets, finding opportunities to leverage resources and increase utilization of health care systems to enhance public health for immigrants specifically, and communities overall, may be the best approach.

**Share information about health programs and resources**
Whether it is a bulletin board or a table where community groups can leave informational flier, establish a place in village hall, park district facilities, or other public locations where people will have access to fliers or brochures about health programs and resources. The Village of Hoffman Estates sends welcome packets to new residents that explicitly highlight local health care services and programs. Another way to share information is to partner with local organizations to host health fairs for immigrants. While municipal staff may not have the resources to address health directly, often municipalities have access to space, whether it is a parking lot or a community room to hold large, community-wide events.

## SPOTLIGHT

### Skokie Immigrant Services Directory

Through its Immigrant Integration Initiative (funded by the Chicago Community Trust), Skokie developed an Immigrant Services Directory in 2008. The directory provides information on area services and programs to help immigrant residents find important services for themselves and their families. This is one of many programs the Village offers to assist Skokie residents who are new to this country and need assistance settling into the American way of life.

**Develop partnerships and build a sharing network with social service providers.** Building effective partnerships will complement responsibilities of different sectors and encourage cooperation with local authorities to build upon existing capacity, expertise, and knowledge of community-based organizations who work directly with immigrant groups. Municipalities should encourage partnerships among established organizations—many of which are in Chicago but serve Chicago-area suburbs—and the emerging organizations that are growing in suburbs with large immigrant populations. For further information about local organizations, see the Additional Resources appendix.

To do this, municipalities should identify potential partner organizations and become familiar with the services they provide. Keep an up-to-date list of organizations in your community that serve and support immigrant populations. Municipalities should work with these groups to reach out, keep informed, seek other such groups, and support efforts to develop immigrant leadership and participation. Potential organizations include:

- Business organizations or chambers
- Church clergy and congregations
- Community groups or neighborhood block groups
- Consulates
- Cultural and hometown organizations
- Ethnic media
- Health organizations or centers (county and community)
- Immigrant leadership, organizing, or advocacy groups
- Schools and libraries
- Unions

**Connect with local health organizations and county health departments.** Reaching immigrant populations on matters of public health does not require reinventing the wheel. The City of Chicago has a long history with immigrants and no shortage of community organizations. A simple idea could be to sample best practices from successful efforts in Chicago. County health departments are also a great resource to access for community health initiatives, clinical services, and other information related to local healthcare providers. Kane County Health Department offers information in Spanish and other languages to serve the diverse needs of its population. Other strategies include working with neighboring municipalities and community based-organizations to understand the resources other organizations have.

**Ensure senior services are accessible to immigrant seniors** Older immigrants may be less likely to go to local government when they have a problem or need assistance. Partner with local faith and cultural organizations or community centers to train community volunteers to help seniors understand how they can access a variety of services such as medical care, paratransit and transit service, how to find affordable housing, or where to go with immigration questions. Armed with this information, volunteers may want to establish a monthly time at a senior center or community center when seniors can stop in and ask questions. With many seniors, social isolation can be a problem; check to see if community centers coordinate field trips and recreational activities for seniors, and find out if programmatic information is translated.

## SPOTLIGHT

### Mano a Mano Family Resource Center

A Lake County-based organization, Mano a Mano, has provided programming and connected immigrants to area resources since 2000. Mano a Mano's health education program, Promotoras en Salud, provides health literacy through quarterly seminars and small group sessions led by community health workers. The center promotes healthy lifestyles through physical activity initiatives and a community garden. Through comprehensive case management and follow up services, Mano a Mano connects clients to health and counseling resources, helping individuals access health care. The center also provides translation and interpretation assistance to help immigrants overcome barriers to good health.

**Identify "go-to" personnel at state, county, and local agencies and make this list available to staff who interact with the public.** Many health programs are administered at the county and state level. Additionally, there are numerous local and regional community-based organizations under contract from the State of Illinois to provide application assistance for health and human service programs. County health staff and local health service providers will know the ins and outs of the difference between qualified and non-qualified immigrants when it comes to eligibility for major federal and state health assistance programs. Knowing who these organizations are can help local government point immigrants to the right service providers.

## SPOTLIGHT

### Palatine Opportunity Center

The Palatine Opportunity Center is a "one-stop shop" for social services, including health, education, senior citizen, family, and youth programs and counseling. The center is a network of public, non-profit, and private institutions, serving primarily immigrant population. Northwest Community Hospital provides a building and leases additional space to service providers, who regularly coordinate activities with the center's executive director.

- **Affordable Care Act**
  Those not covered by an employer-provided plan will be eligible to purchase insurance through the Illinois Health Benefits Exchange.[43] Preventive health benefits cover childhood immunizations, well-child visits, flu shots, mammograms, autism and vision screening, and more. A federal call center offers services in 150+ languages.[44]

  Expanded Medicaid coverage may also be available, though only to those who have been in the country five years or more (or those with refugee status). An estimated 57 percent of uninsured non-citizens meet the new income thresholds of $15,800 for an individual or $33,000 for a family of four. Even those ineligible for Medicaid may be eligible for federal subsidies through the exchange marketplace. Undocumented immigrants are not eligible for Medicaid, insurance subsidies, or private coverage through the exchange.

- **Children's Health Insurance Program (CHIP)**
  The five-year waiting period was eliminated in 2009, allowing legal permanent resident children to be eligible for CHIP sooner. CHIP provides coverage to children in families unable to afford insurance but with incomes too high to qualify for Medicaid.[45]

- **Illinois Women, Infants, and Children (WIC)**
  The program provides food assistance, nutritional education and counseling, screenings, and referrals to health services. Households with children under five, infants under one, or a pregnant woman may be eligible for WIC, based on income.[46] Citizenship status is not a criterion, although state residency is.

- **Supplemental Nutrition Assistance Program (SNAP)**
  Eligibility for SNAP benefits includes all citizens or lawfully-present individuals meeting other eligibility requirements.[47] In addition to direct assistance for food purchases, the program includes an educational component called SNAP-Ed to encourage healthy choices. In Illinois, the University of Illinois at Chicago is a SNAP-Ed implementing agency.[48]

43 Illinois Department of Insurance, "Health Insurance Exchanges," Last modified 2014. http://insurance.illinois.gov/hiric/hie.asp.

44 U.S. Department of Health and Human Services, "Healthcare.gov." https://www.healthcare.gov/.

45 Medicaid, "Children's Health Insurance Program (CHIP)." http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Childrens-Health-Insurance-Program-CHIP/Childrens-Health-Insurance-Program-CHIP.html.

46 Illinois Department of Human Services, "Women, Infants, and Children (WIC)." http://www.dhs.state.il.us/page.aspx?item=30513.

47 United States Department of Agriculture (USDA), "Supplemental Nutrition Assistance Program," Last modified July 25, 2013. http://www.fns.usda.gov/snap/government/POLIMGRT.HTM.

48 USDA, "SNAP-Ed Connection: Illinois," Last modified February 20, 2014. http://snap.nal.usda.gov/state-snap-ed-contacts/state-and-implementing-agencies/illinois.

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# Chapter 5
# Workforce and Economic Development

Immigrants make up 17.5 percent of Illinois workers, and nearly 40 percent of all college graduates entering the workforce in the state are foreign-born.[49] While the statewide workforce is shrinking, the foreign-born workforce has been growing since the 1990s. Immigrants are concentrated among the lowest and highest skill levels. In Illinois, immigrants make up 27.4 percent of workers with Doctorates and 26.3 percent with a high school degree or less. A large portion of highly educated immigrants who enter the Illinois labor market are specifically recruited under the H-1B program due to labor shortages, while many other foreign-born college graduates came to the U.S. as children and grew up in the American K-12 educational system. Immigrants are critical to the kinds of jobs that represent the future of our region, particularly jobs in construction, health care and services.

Economic development in the Chicago region is therefore strongly linked with the occupational success of immigrants and their children. In fact, start-ups and business ownership by immigrants can play a critical role in revitalizing struggling communities and attracting further residents, workers, and shoppers.

Immigrants consistently have higher self-employment and business start-up rates. They are more than twice as likely to start businesses than native-born Americans and are currently responsible for 25 percent of all new business creation and associated job growth.[50] In Illinois, that figure stands at nearly one-third. Since the late 1990s, the start-up rate among immigrants has grown by 50 percent, while declining 10 percent among U.S. natives.[51] Such entrepreneurship is not limited to small, local businesses; in fact, one-third of U.S. venture capital-backed companies going public in recent years had at least one immigrant founder.[52] Promoting immigrant entrepreneurship can thus advance the interests of all American communities.

49 Immigration Policy Center, "New Americans in Illinois: The Political and Economic Power of Immigrants, Latinos, and Asians in the Prairie State," January 2012. **http://www.illinoisbic.biz/Portals/0/Reports/New_Americans_in_Illinois-IPC.pdf**

50 Nasri, Grace, Fast Company, "The Shocking Stats about Who's Really Starting Companies in America," August 14, 2013. **http://www.fastcompany.com/3015616/the-shocking-stats-about-whos-really-starting-companies-in-america**

51 Fairlie, Robert W., The Partnership for a New American Economy, *"Open For Business: How Immigrants are Driving Small Business Creation in the United States,"* August 2012. **http://www.illinoisbic.biz/Portals/0/Reports/Open_for_Business-How_Immigrants_are_Driving_Small_Business_Creation_in_the_United_States.pdf**

52 Dowling, Jennifer Connell, National Value Capture Association (NVCA) Access, *"NVCA Releases Results from American Made 2.0,"* June 20 2013. **http://nvcaccess.nvca.org/index.php/topics/public-policy/372-nvca-releases-results-from-american-made-20.html**

# Common Challenges

The introduction of this toolkit describes the need to have a strong workforce in order to remain economically competitive. Capitalizing on the strength of the local workforce means working with the immigrant community on language and transportation accessibility, increasing financial literacy, and supporting local businesses that employ immigrant workers. Common challenges related to workforce and economic development include:

**Limited English proficiency, vocational skills, and education.** As discussed in greater detail in the Language Access chapter, language can be a significant barrier to immigrant integration. Language can pose an even greater challenge with respect to the workplace: specific communication styles and vernacular may arise that are new or confusing to English-learners. An individual could be qualified for a job but unable to attain the position or succeed in it due to insufficient English proficiency.

Beyond language, an immigrant's vocational and educational background can hinder his or her ability to find gainful employment in the U.S. Low attainment levels or cultural differences can leave many feeling unprepared or disenfranchised amidst the local workforce. Not only are immigrants much more likely to hold low-wage jobs, but they are also more likely to be subjected to labor law violations, independent contractor misclassification, and discrimination.[53]

**Transferability of previous training, education, or work experience.** In some cases, certification or training obtained abroad may not readily transfer to typical American job descriptions or work settings. It could be that the individual lacks the knowledge of how to convey past experience in a meaningful way to employers, that the individual lacks relevant training, or both. Disparities in skilled immigrant employment in Illinois exceed the national average, with nearly 35 percent of skilled immigrants working in unskilled, low-wage jobs.[54]

**Accessibility of job training and placement programs.** The job search can be particularly difficult for newcomers who live in a community lacking access to public transportation or do not have the means to afford private transportation. Workforce development programs may be inconveniently located or inaccessible by public transit. For working mothers, securing childcare can be an additional impediment to utilization of job placement services or educational programs.

**Workforce discrimination can hinder upward mobility.** Low-wage immigrant workers, particularly those who are day labor workers, are the least likely among all workers to receive job-based benefits, and many suffer discrimination and exploitation at the workplace. Fear of reporting abusive or illegal practices by an employer is common among immigrants due to unfamiliarity with the process, language barriers, or concern over retaliation. Undocumented workers, in particular, have limited options for moving out of low-wage jobs and are most likely to be subject to improper employment practices.

**Financial services utilization.** Immigrants are significantly less likely than native-born residents to use financial services and have regular contact with banks and other formal financial institutions. Some may have a cultural aversion to debt or distrust of financial services providers. Without access to mainstream banks, immigrants often turn to check cashers, predatory lenders, and other "fringe" providers whose high costs can easily drain these families' limited income and savings. Unbanked individuals have limited options for building savings, acquiring assets like a home or vehicle, and settling into a comfortable financial situation. This can impact a community broadly by hindering economic development, straining public services.

53 Center on Wisconsin Strategy, "Cities and Immigration: Local Policies for Immigrant-Friendly Cities," 2008. http://www.cows.org/_data/documents/1164.pdf.

54 Upwardly Global. http://www.upwardlyglobal.org/about-upglo/office-locations/chicago.

**Catering Out of the Box**
Source: Accion Chicago.

# Strategies to Increase Workforce and Economic Development

Municipalities often are the first stop in creating a new business; ensuring that the experience with business permitting department is a welcoming experience is a good place to start. For immigrants who need access to jobs or job training, municipalities can provide informational resources about local workforce training opportunities or other resources for local immigrants.

**Help local entrepreneurs seeking to start a business.** Foreign-educated individuals may need extra assistance in learning and meeting state and federal licensing standards. Other challenges immigrants face when trying to start a small business may include a lack of access to capital, lack of credit history, or not meeting the requirements of a traditional bank loan. One solution is to point immigrant entrepreneurs to resources like Accion Chicago or the Chicago Neighborhood Initiatives microlending programs. Microlending can be a particularly effective means of facilitating access to capital and the ability to build a credit history to start a business.

## SPOTLIGHT

### Accion Chicago

Accion Chicago is an alternative lending organization dedicated to providing credit and other business services to small-business owners who do not have access to traditional sources of financing. Accion Chicago's office works with small-business owners who live and work throughout Illinois and northwest Indiana. Many clients do not have access to traditional bank loans due to the small size of their loan request or limited credit history. Accion Chicago provides the credit and training necessary to help small-business owners increase their incomes, create new jobs, and strengthen their communities.

# SPOTLIGHT

## Self-Reliance Ukrainian-American Federal Credit Union, Chicago

A member-owned and member-run financial cooperative, Self-Reliance offers services not found at every banking institution. It has been a staple of the Ukrainian Village-West Town neighborhoods since its founding in 1951. Individuals in the Ukrainian-American community (by birth or marriage) or members of Ukrainian faith-based or community groups are eligible for membership. The bank has regularly hosted an attaché from the Ukrainian consulate to offer assistance with immigration services. It has also hosted sign-ups for health insurance and connected people to lawyers for pro bono advice or assistance with legal documents. A member of the bank's managerial team serves in a leadership position in the neighborhood Special Service Area, and Self-Reliance contributes to the local Ukrainian Congress Committee[55] for ESL services and community outreach.

## Bank On Cities Campaign, Chicago

Bank On Cities is a cooperative campaign of local governments, banks, and community groups to serve unbanked and under-banked individuals. Modeled off the successes of Bank of San Francisco, which launched in 2008, the National League of Cities Bank On Cities Campaign[56] works to spread the initiative nationwide. A web portal[57] helps interested communities identify resources and start a program of their own. Bank On Chicago partners with Chase, Harris, Citibank, Fifth Third, and other institutions to offer free checking accounts and other low-cost financial services.

**Partner with community lenders and local financial institutions.** Municipalities should reach out to local banks to learn what efforts might already be underway to serve the immigrant community. Ask if they have translated information to have on hand at municipal offices or available to share at local events. This may yield insight into certain types of financial services utilized by immigrants, as well as where there may be service gaps.

Those who lack a driver's license or Social Security number have difficulty opening bank accounts. Find out if local financial institutions accept alternative forms of identification documents for opening new accounts and offer to share these resources with immigrant community leaders (see the Civic Engagement and Public Safety chapters for further discussion about ID cards and documents).

**Spread financial literacy.** Connect immigrants to educational materials about financial services. Promote financial planning skills that can lead to home purchases, college savings, and other financial goals. The Illinois Department of Financial and Professional Regulation partners with local non-profits to provide free financial literacy education to under-banked communities in the metropolitan Chicago region. At the national level, the U.S. Committee for Refugees and Immigrants' "Banking on the Future" financial literacy materials are available in six languages.[58] Providing immigrants with access to financial literacy education will assist immigrant families to become more economically stable, meaning that they can plan and save for their future and become less dependent on public resources.

55 Ukrainian Congress Committee of America, Inc.: Illinois Division. http://www.uccaillinois.org/.

56 The National League of Cities, "Bank On Cities Campaign," 2013. http://www.nlc.org/find-city-solutions/institute-for-youth-education-and-families/family-economic-success/asset-building/bank-on-cities-campaign.

57 The National League of Cities, "Bank On." http://joinbankon.org/.

58 U.S. Committee for Refugees and Immigrants, "Banking on the Future,"2011. http://www.refugees.org/resources/for-refugees--immigrants/financial-literacy.html.

**Support vocationally-targeted language and workforce training opportunities.** Establish partnerships with local schools and community colleges to connect immigrants with adult education and job training opportunities. Promote partnerships with organizations providing case management and other services that can support individuals looking to further their education, like child care or tuition assistance programs.[59] For skilled workers and business owners, more technical English language support and training may be needed (see the Language Access chapter for additional details).

**Facilitate transportation options for workers, job seekers, and students.** Make information about alternative transportation readily available on the municipal web site and any welcome packet-type materials distributed to new residents. Consult with local employers and educational institutions to determine a possible demand for coordinated shuttles or ride share initiatives. There could be opportunities for public-private partnerships, especially to address "last mile" concerns for getting people to work. (As referenced in the Public Safety chapter, Bensenville worked with temporary employment agencies to promote carpooling and reduce driving by unlicensed or untrained individuals.)

Communicate regularly and proactively with Pace Suburban Bus, Metra, and the Chicago Transit Authority to relay information about changing demographic, employment, or residential patterns in the community. As a long-term strategy, collaborate with nearby municipalities and advocacy groups like the Active Transportation Alliance to promote transportation alternatives, educational awareness, and improvements in the community.

**Foster a welcoming environment for immigrant workers and their employers.** Promote policies that build equality, fairness and inclusion for all workers. The National Immigration Law Center recommends the prohibition of local "employer sanctions"—where localities are permitted to enact their own penalties against companies that employ undocumented immigrants. Be vigilant in monitoring and enforcing (or duly reporting) employment- and labor-rights violations to the proper federal authorities. Municipalities might also want to consider adopting policies that uphold, defend, enforce, and advocate for all laws related to Equal Employment Opportunity and require any business that receives economic assistance or municipal contracts adhere to those policies.[60]

59 Grantmakers Concerned with Immigrants and Refugees, "Immigrant Integration Toolkit," 2006. https://www.gcir.org/publications/toolkit.

60 National Employment Law Project. http://www.nelp.org/index.php/content/content_issues/category/immigrants_and_work/.

# SPOTLIGHT

## Zarem Goldie Technical Institute, Skokie

The Zarem Institute provides hands-on technical, business, health care, and ESL training. It works with local employers to design curricula suited to local workforce needs such as accounting, digital graphics, and pharmacy technician positions. Most programs are intensive and can be completed within one year. Employment preparation is part of the curriculum, and career services advising is offered to students and alumni. Zarem's language training is oriented toward workforce communication.

## Upwardly Global of Chicago

Upwardly Global partners with employers to offer training and support services to skilled immigrants and refugees. The Chicago office works with the Mayor's Office of New Americans, regional employers, and educational institutions. Events include workshops to write an American-style resume and fine-tune networking skills.

# SPOTLIGHT

## Instituto del Progreso Latino, Chicago

Founded in 1977 and created to help Latinos learn basic skills, Instituto's expansion has been informed by the needs of its program participants. As such, Instituto has grown into a flourishing educational center, providing high-quality programs in workforce development, adult education, youth development, and education. Thousands of families have walked through Instituto's doors, transforming their lives through learning English, earning their GED or high school diploma, increasing their job skills, finding employment, or becoming U.S. citizens.

## City of Crest Hill Equal Opportunity Ordinance

The City of Crest Hill adopted an equal opportunity ordinance in 2013 to "uphold, defend, enforce, and advocate for all laws related to Equal Employment Opportunity." It explicitly prohibits discrimination on the basis of race, national origin, sex, religion, sexual orientation, age, marital status, or disability. In addition to the City's own employment practices, the ordinance covers contracts with other agencies, banks, businesses, vendors, and other parties. Further, an equal opportunity clause must be included in any contract for construction work, requiring contractors to determine the availability of minorities for recruitment and to include a non-discrimination statement in all advertisements for employees.[61]

**Consider approaches for safeguarding workers' rights.**
The day-labor workforce is an increasing phenomenon and predominantly immigrant and Latino. Similar to lower-wage occupations, the day-labor market is common with violations of workers' rights. Day laborers are often the victims of wage theft, and many are subjected to hazardous manual-labor projects and employer abuse.[62] Community organizations, municipal governments, faith-based organizations and other local stakeholders should work together and consider approaches to safeguard workers' rights by creating and supporting day-labor worker centers. The National Day Laborer Organizing Network addresses best practices and issues related to street corner hiring sites and the establishment of worker centers. The Latino Union of Chicago collaborates with low-income immigrant workers to develop the tools necessary to collectively improve social and economic conditions.

**Address consumer protection issues.**
Municipalities can ensure that immigrant residents aren't being taken advantage by working with local chambers of commerce and community leaders to support efforts to reduce immigration services fraud. Develop resource guides, fact sheets, or posters to inform immigrants about services that they should not have to pay for. Work with local service providers and libraries to share this information throughout the community. By proactively protecting immigrant rights, municipalities can improve relationships with immigrant communities and become a trusted source of information. Moreover, it offers an opportunity for newcomers to adjust to the new laws and helps promote civic engagement.

61 City of Crest Hill. http://www.cityofcresthill.com/files/ORD%201615_20131108145636.pdf.

62 Valenzuela Jr., Abel et al, University of California Los Angeles and University of Illinois at Chicago, "On the Corner: Day Labor in the United States," January 2006. http://www.scribd.com/fullscreen/76085384?access_key=key-2c4p2djj2txbc7jny0sz&allow_share=true&escape=false&view_mode=scroll.

**Make immigrants aware of state level and industry association employment resources.** Several industry associations rely on immigrant workers, such as the Illinois Restaurant Association, Illinois Hospital Association, and the Illinois Green Industry Association. Their websites have job listings, resources for local business that employ immigrants and provide information on certifications and training classes for immigrants looking to become employed in these sectors or enhance their skills.

Other job-seeker resources include the Illinois Department of Employment Services (IDES), which provides unemployment insurance, employment services, and guidance to workers, job seekers, and employers. IDES combines federally funded job training programs into a "workforce development" system where people can conduct a job search or train for a new career. The IDES web site offers Spanish, Polish, and Russian translations. The **Illinoisjobslink.com** site is available in Spanish, Polish, and Cantonese.

The Illinois Workers' Compensation Commission operates a state court system for workers' compensation cases. Benefits are paid by employers for workers who experience job-related injuries or diseases. The Commission contracts with a telephone interpreter for limited English proficiency individuals and partnered with the University of Illinois at Chicago Environmental and Occupational Health Services Division to develop outreach activities to immigrant communities regarding worker's compensation information.

**Connect with culturally-oriented or faith-based organizations and ethnic chambers of commerce.** Be proactive in building relationships with these front-line organizations and seek to understand how local government can assist with workforce challenges. Engage community leaders in becoming liaisons between the municipality and immigrant communities to spread the word about local resources like micro-lending, education and training, and encourage residents to take advantage of the opportunities that are available to them.

# SPOTLIGHT

## Elgin Hispanic Network

Founded in 1987, the Elgin Hispanic Network works to promote and foster relationships among Elgin's Hispanic businesses and organizations. Members meet monthly for networking, lunch, and a discussion of relevant topics. The organization also takes on social responsibility by awarding scholarships to local high school graduates pursuing higher education.

## South Asian Immigrant Integration Program

The Village of Schaumburg received a three-year grant, as part of a program from the Chicago Community Trust, aimed at improving services to the region's most recent arrivals. To address the needs of the Village's increasing South Asian immigrant population, the Village selected the Schaumburg Business Association to research the needs of Indian businesses and develop programs to help them grow. The program aims to facilitate the immigrant participation in the economic, social, and civic activities in the Village and enhance their opportunities for leadership positions. Part of this approach was to create an Immigrant Advisory Committee of 23 members, 17 of whom are South Asian. Today there are several members of the South Asian community on the Village's Boards and Commissions.

# Chapter 6: Language Access

This chapter addresses challenges facing both municipalities and immigrants in the arena of language access. In this chapter, we discuss language access in terms of immigrants' ability to access information in a language they understand and municipalities' ability to communicate effectively with residents who speak limited or no English, also known as Limited English Proficiency (LEP) individuals.

Improving language access is a critical aspect of integrating immigrants. It is important from a public safety perspective, from a civic life perspective, and from an economic development perspective. By addressing language access issues, municipalities enable immigrants to become active participants in the community, thus bolstering the civic life and economic prosperity of the municipality as a whole.

# Common Challenges

For many municipalities, achieving successful language access is one of the biggest challenges of immigrant integration. Often municipalities do not have the staff capabilities or financial resources to provide translation or interpretation services. This problem is particularly challenging for municipalities with immigrant groups from many different countries, each with different language needs. Lack of language access can have a number of negative consequences including the following:

**Public safety challenges.**
It presents a major public safety challenge if LEP individuals do not know basic procedures, such as who to call in case of emergency or how to obtain assistance related to housing, transportation, or any number of community services. Additionally, as discussed in the public safety chapter, even if individuals can speak English, they may choose not to communicate because of a lack of trust of government.

**Civic and community engagement challenges.**
LEP residents often feel shut out or intimidated when municipalities lack bilingual staff or do not have information available in languages other than English. As a result, LEP individuals are less likely to participate in community events, attend public meetings, or seek services. Encouraging immigrants to get involved locally is near impossible if municipal staff can't communicate with local immigrant residents.

**Economic growth challenges.**
The lack of language access also means that entrepreneurial immigrants are likely to face challenges opening and sustaining their own businesses, making it difficult for them to integrate economically.

**Shortage of bilingual and bicultural service providers**
Information about municipal services is often not made available in the languages immigrants speak, meaning that local immigrants may not be aware of services that are available to them. According to MMC's 2011 survey of municipalities in the region, only 28 percent of municipalities indicated they have activities or services designed specifically for the immigrant community. This is significantly low given that, in the last decade, the foreign-born population has risen significantly in the collar counties (see Chapter 1: Demographics).

**Parade of nations.**
Source: Aurora Hispanic Heritage Advisory Board.

**Senator Durbin on Chicago Chinatown Chamber of Commerce parade float.**
Source: Chicago Chinatown Chamber of Commerce.

# Strategies to Address Language Access Challenges

There are a number of short- and long-term strategies municipalities can use to maximize limited resources and to ensure quality language assistance is available to immigrant communities. Implementation of these strategies can start by looking internally to see if there are overlooked opportunities within the municipality.

# SPOTLIGHT

## Language access in Aurora

The City of Aurora offers a $60 stipend per pay period for bilingual municipal employees who provide interpretation and translation assistance in addition to performing their normal responsibilities. Bilingual employees' language proficiency is regularly evaluated for quality assurance. In addition to working with bilingual staff, Aurora also contracts with an outside call center that offers translation and interpretation services to municipal, police, and fire departments for more complicated and sensitive technical and legal issues.

In Illinois, public officials and employees whose job descriptions require the use of a second language are eligible to receive a bilingual pay differential, which augments the base pay rate. Funding for this program comes from municipal budgets. Establishing a pay differential can help draw bilingual applicants and encourage bilingual employees to use their language skills.

## Language Access Center

The Language Access Center, a program of the DuPage Federation on Human Services Reform, offers an array of services including interpretation, translation, interpreter training and consultation with health and human service organizations to identify the most cost-effective and efficient ways to meet the needs of the area's fast-growing immigrant population. The DuPage Federation also provides cultural competency training to help service providers be linguistically and culturally competent.

**Hire bilingual and bicultural staff.** The hiring process is a key opportunity to increase staff diversity and resources. By hiring bilingual, and if possible, bicultural staff, municipalities and agencies can immediately expand their capabilities without having to pay for additional services. In the absence of other resources, or as a supplement to other resources, staff members who speak another language and have personal familiarity with another culture can be a huge resource. They can provide basic information, help establish trust, and make the municipality feel more welcoming, in turn allowing for greater civic and economic integration. Increasing employee diversity is as simple as indicating a preference for bilingual candidates in job postings. Municipalities with personnel plans can also revise the plans to ensure that they promote cultural and language diversity. Plans should also prioritize which staff positions need bilingual staff. It is important that positions involving frequent interaction with residents—front-desk, water billing, cashiering, call centers, or police department positions, for instance—be filled by bilingual individuals.

It is important to emphasize that while a staff member may be bilingual, that does not mean s/he replaces professional translators or interpreters. Particularly when it comes to life and safety and legal issues (e.g., fire calls, police reports, medical documents, board meetings, etc.), only bilingual employees who are professionally trained and certified in translating and interpreting should be contracted.

**Utilize community interpreters and establish a volunteer language bank.** Community volunteers are an important and all too often untapped resource for municipalities. Municipalities should consider reaching out to residents from different immigrant groups, inviting them to serve as volunteers offering language and cultural guidance or informal translation or interpreting services. A good way to connect to potential volunteers is to partner with local faith-based organizations, community-based organizations, and community college or university student groups. Municipalities can offer certification, including language proficiency assessment and basic training, in order to help ensure and improve the quality of volunteer services.

Engaging young people is a great way to get entire families involved in the community. When recruiting interns and volunteers (many high school students have community service requirements), communities should take advantage of younger residents' cultural diversity and language abilities. Perhaps the Spanish club would be interested in volunteering at a senior center or assisting with translating municipal flyers. The art club could volunteer to host an arts and craft table at a community services fair to free up parents to speak with social service agency representatives.

Again, volunteers do not replace professional translation and interpreting services, but they can fill important gaps, especially in places where there are many different language needs. For instance, volunteers can assist with reviewing documents translated by third parties, translating informational and marketing materials, and interpreting at town hall meetings, events, and workshops.

Working with community volunteers not only helps save costs but also establishes important connections between the municipality and immigrant groups, promoting civic engagement and helping to cultivate new leaders who can serve as a point of contact between municipal staff and an immigrant community and potentially represent their community on boards and committees.

## SPOTLIGHT

### Website translation and social media

The City of Evanston has an "Evanston en Español" page which provides a professional translation of the City website's on-line content. The City's homepage also has a window with a drop-down Google Translate menu where visitors can select their language and see an automated translation of the site. Evanston also operates a Spanish-language Twitter account (**www.twitter.com/evanstonespanol**) and a Spanish monthly e-newsletter of local news and events (**www.cityofevanston.org/newsletter**).

The Village of Bensenville's website also has a "translate page" option in the footer, which automatically links to a Spanish version of the site translated by Google and has options for selecting different languages as well.

**Dia de los Niños.**
Source: Aurora Hispanic Heritage Advisory Board.

**Use translation and interpreting technology.**
In cases where municipalities do not have bilingual staff and volunteer resources or may wish to supplement these, there are a variety of communications technology options available. The Migration Policy Institute's "Communicating More for Less" report[63] discusses various options for interpreting (verbally translating from one language to another) that are used by entities ranging from departments of education and departments of children services, to hospitals and medical centers, to courts and correctional facilities. Options include technology that allows for remote, rather than in person, interpreting, with the interpreter connected either through audio or audio-visual technology. There are also options for automated interpreting. See the report for a thorough discussion of the pros and cons of each technology.

Another important use of technology is in the translation of municipal websites. As people increasingly turn to municipal websites for news and basic information, websites have become a powerful means of reaching and communicating with LEP individuals. Having translated material widely available can also help municipalities with few bilingual staff reach a much larger audience. Translation options range from professional to more basic and free options like Google Translate.

**Share resources across departments.**
Municipalities can greatly improve multilingual assistance by coordinating across agencies and departments, and by working across jurisdictional boundaries to ensure that resources that can be shared are being shared. Often one department has language resources (bilingual staff, translated documents) that other local offices are missing, but there is a communication gap. Agencies can also share translation templates for key documents and may even want to coordinate on subscribing to translation or interpretation services.

In order to facilitate sharing, municipalities should digitize key documents and tag each document with an ID to help keep track of different translations and assist with quality assurance. Municipalities can also work to establish bilingual glossaries of key terms and phrases so that municipal staff are empowered to handle basic language and communication issues without having to rely on person interpreters or third-party services.

**Spread the word.**
Municipalities may have language resources that residents and even other staff are not aware of. Simple strategies, such as signs in municipal offices indicating that assistance in other languages is available, can help spread the word and set a tone of inclusivity.

## SPOTLIGHT

### Carol Stream and Schaumburg

The Village of Carol Stream keeps a list of bilingual personnel that is distributed to all municipal departments, enabling employees to provide excellent customer service to residents. The Village also uses inter-jurisdictional partnerships to help improve language access. The Village has a language resource list, which includes bilingual contacts from other municipalities. In emergencies, Village employees and police officers may call a neighboring municipality for assistance.

The Village of Schaumburg developed a Foreign Language Resource Pool to encourage all its employees to embrace diversity by enhancing communication with all members of the Schaumburg community. The resource pool offers a list of employees who are fluent in another language and have expressed an interest in becoming a resource volunteer.

63 Sperling, Jessica, The Migration Policy Institute, *"Communicating More for Less: Using Translation and Interpretation Technology to Serve Limited English Proficient Individuals,"* 2011. **http://www.diversityrx.org/resources/communicating-more-less-using-translation-and-interpretation-technology-serve-limited-engl**

**Create a language access plan.** In addition to the above strategies, a crucial long-term strategy for improving language access is to create a plan. Having a roadmap in place can help municipal staff target efforts to improve language access, and set priorities so that the most important issues are addressed first. A plan also allows for better inter-agency and inter-jurisdictional communication and facilitates sharing and collaboration.

***Step 1: Assess local needs and capabilities***

The first step in creating a plan is to understand current conditions—both by assessing local needs and inventory current capabilities. Municipalities should get a sense of demographic trends in their communities via demographic analysis, surveys, or intake information. Important information to take note of includes:

- The different countries of origin represented in the community.
- The different languages represented in the community.
- The different English-speaking levels.

Municipalities can use free U.S. Census and American Community Survey (ACS) data to obtain this information. CMAP also makes Census and ACS data available in user-friendly municipal profiles, which are available on the CMAP website.[64] In future updates of these profiles, CMAP has committed to include data on foreign-born residents in each municipality. Staff can also reach out to local service providers who may keep records of new residents' country of origin, native language, and English language abilities, as well as the characteristics of residents who leave the community.

Finally, municipalities should also keep track of available resources. For instance:

- Bilingual staff
- Community volunteers
- Community-based organizations with language access programs
- Translated documents
- Bilingual glossaries

By cross-referencing needs and capabilities, staff can then identify the major gaps in language access.

***Step 2: Identify priorities and set goals***

Based on the information obtained through the needs and capabilities assessment, municipalities can identify priority issues and establish short-, mid-, and long-term goals.

**Short-term goals** may include lists of the key documents that need to be translated or gaps in the glossary.

**Mid-term or long-term goals** may include lists of key staff positions which would ideally be filled by bilingual individuals, potential organizations or volunteers to work with, and other local agencies or other municipalities to partner with.

***Step 3: Implement***

At the implementation stage, the municipality begins working with the appropriate partners to carry out the recommendations listed above. Municipalities should also train staff, particularly staff who work directly with the public, on how to work with LEP residents, and what resources are on hand if they are faced with a situation they do not have the skills or knowledge to handle effectively

Another crucial component of implementation is reaching out to LEP communities to inform them about the available resources and encouraging them to take advantage of these resources. Municipalities can work with faith-based organizations, community-based organizations, and ethnic media to "get the word out" and obtain feedback.

***Step 4: Reassess***

Language needs are continuously evolving. As such, it is important that a translation plan be updated and that it reflects the needs of the community as well changes in staff resources and capabilities. Reassessment should also evaluate the quality of the services provided. Municipalities should create standard evaluation procedures, as well as simple, user-friendly complaint procedures. Municipalities should update their plan as needed to ensure that it remains current and useful.

64 Chicago Metropolitan Agency for Planning (CMAP), "MetroPulse: Community Data Snapshots," 2013. http://www.cmap.illinois.gov/data/metropulse/community-snapshots.

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# Chapter 7: Education

While it is school districts, not municipalities, who are responsible for education, municipalities can benefit from a well-educated resident base. Education not only builds a skilled workforce, it also provides social, civic, and personal development. Inequitable access to high-quality education contributes to achievement gaps across racial, ethnic, and economic lines and to the decline of student achievement across the U.S., compared to other industrialized nations. While the education discussion has many facets, this chapter focuses specifically on early childhood, primary, and secondary educational institutions (pre-K, elementary, and high school).

# Common Challenges

Similar to the Language Access chapter, there are many challenges facing immigrant families when it comes to participating actively in the local education system. Many immigrants come to the United States in search of a better life—including better educational opportunities for their children. However, the barriers to accomplishing this are still high due to some of the following challenges:

**Many children live in "mixed-status" families with limited access to support.** A "mixed-status" family means that while one parent may be a born or naturalized U.S. citizen, the other parent or siblings may be undocumented. Immigration status can affect children's access to health, wellness, and other government-sponsored programs. This can create stress for school-aged children.

**Need for youth programming.** Approximately 32 percent of children in the Chicago region are children of immigrants.[65] Many communities desire increased youth programming but lack the budget to increase or maintain existing programs. This lack of resources means that programs that are available are in high demand and are often too expensive for immigrant parents to afford, leaving many immigrant children without the opportunity to participate in extra-curricular and enrichment activities.

**Many immigrants have limited English skills.** As the Language Access chapter describes, limited English proficiency can impact how comfortable immigrants feel when trying to engage with others. This is also a challenge for local schools who need parents to be equal partners in helping educate children. When parents have limited English skills, often it is their children who have to act as interpreters when interacting with school officials, police and fire officials, doctors, or anyone the family comes into contact with. This can complicate the adults' understanding of what is going on and place a great deal of stress on the child.

**Lower participation rates in early childhood and supplemental educational opportunities.** Children of immigrants make up one-quarter of preschool-age children who are not in school. A study of preschool attendance rates between 2009 and 2011 found that fully 63 percent of Latino children were not enrolled compared to 50 percent of non-Hispanic white children.[66] A combination of factors can lead to this phenomenon, which can have a ripple effect for immigrant children. Studies increasingly indicate the importance of early childhood education to achievement later in school and beyond.

**Children of immigrants are more likely to live in low-income and less educated households.**[67] When combined with limited English proficiency, this makes it particularly challenging for parents to help their children with homework and access school-based activities. As a consequence, it leaves many children of immigrants at a disadvantage.

**Immigrant families' strengths can erode over time.** There are a number of factors that can disrupt immigrant family stability. A family member's deteriorating health can have a major effect on a child's attendance and overall participation in the education system. Whether it is a child or a parent who becomes ill, immigrant children may be expected to take on a caregiver role. Likewise, families that don't have strong support systems can suffer when parents, grandparents, aunts, and uncles, aren't nearby to help with the demands of working and raising a family.

65 Illinois Coalition for Immigrant and Refugee Rights, "U.S. and Illinois Immigrants by the Numbers." **http://icirr.org/sites/default/files/fact%20sheet-demography%202011.pdf**.

66 The Annie E. Casey Foundation, *"Kids Count: 2013 Data Book on State Trends in Child Well-Being."* **http://datacenter.kidscount.org/publications/databook/2013**.

67 Chaudry, Ajav and Fortuny, Karina, The Urban Institute, *"Children of Immigrants: Economic Well-Being,"* November 2010. **http://www.aecf.org/~/media/Pubs/Topics/Special%20Interest%20Areas/Immigrants%20and%20Refugees/ChildrenofImmigrantsEconomicWellBeing/412270childrenofimmigrantseconomic.pdf**.

# Strategies to Support Educational Attainment

There are a variety of ways municipalities can begin to address these challenges and help to increase educational attainment. While school districts are distinct units of government, municipalities should work in concert with local school officials and elected or appointed school-boards to share information with immigrant residents who have school-aged children.

**Improve access to information about early education and supplemental educational programming.** Children of parents with limited English proficiency and poor educational attainment are often less prepared to enter the school system than non-immigrant children. Municipalities can be a one-stop resource of information about the community. This could begin with a community bulletin board that contains information about early educational opportunities available in the community.

**Encourage parental participation in school and after-school activities.** There is a real need to create a welcoming environment and ensure that all children have access to school and after-school activities. As stated in the public safety chapter, the Matrícula Consular is an acceptable form of identification that immigrant parents can use under state law to enter schools. Municipalities can help bridge communication gaps and ensure parents are aware of their right to be involved in their children's education.

Information sharing between the municipality and the school district is another way local government can help immigrant families. For instance, many municipalities have monthly or quarterly newsletters that contain wealth of information about the community and upcoming events and activities. Check with the local schools to see if they have information they can share about programming and after-school activities and vice-versa; school districts also have a broad reach into the community and may provide a similar newsletter to students and parents. If there is pertinent information that the municipality would like to get out to immigrant residents, the school newsletter may be a good way to get this information out.

## SPOTLIGHT

### Abriendo Puertas ("Opening Doors")

Abriendo Puertas ("Opening Doors") is the nation's first evidence-based parent leadership program designed primarily for Spanish-speaking parents of newborns and children up to five years old. The interactive curriculum focuses on cultural values, key strengths, and experiences of Latino families. The "for-Latinos-by-Latinos" curriculum was developed in partnership with Latino parents, researchers, and program specialists and is managed and administered by Families in Schools, a California-based nonprofit.

Since 2010, the Latino Policy Forum has shared the Abriendo Puertas program with more than 25 Chicago-area Latino-serving organizations, equipping more than 1,000 Latino parents with knowledge and tools to support their children. Thanks to generous support from the Pritzker Children's Initiative, the Forum expanded Abriendo Puertas throughout Illinois in 2013.

### Niles Township Schools' ELL Parent Center

The Niles Township Schools' ELL Parent Center serves as a resource for immigrant parents to support them in advocating for their children's academic achievement. The center offers English classes, access to community services, and tailored workshops to help parents gain the skills and tools to understand and navigate the U.S. educational system.

# SPOTLIGHT

## Bensenville's Padres Unidos

Bensenville's Fenton Community High School sponsors Padres Unidos, or Parents United, a parent group for Latino families. The group meets on a monthly basis to discuss challenges and social pressures facing children and to develop strategies that alleviate these pressures and encourage positive behavior. Spanish-speaking professionals are brought in to help facilitate discussion as well as teach effective parenting methods. The meetings are an opportunity for parents to learn from experts and each other, as well as an opportunity to network. The meetings also help build ties between parents and the school and help maintain parental involvement.

## Aurora's El Día De Los Niños

Since 2001, in recognition of the cultural importance of children and families, the Aurora Hispanic Heritage Advisory Board has hosted an annual event known as El Día de los Niños, or Day of the Children. El Día de los Niños is a holiday celebrated throughout Latin America in which families, schools, and communities come together to value and uplift children in the community. This event includes ethnic food, educational activities, booths sponsored by community businesses and vendors, and entertainment for the entire family.

**Use municipal buildings as a resource for after-school activities and/or educational classes.** Municipalities may not have funding for after-school programs, but that doesn't mean that they don't possess valuable resources. Sometimes finding adequate space to host activities like ESL classes or programs for children is expensive for service providers. Municipalities could work with local service providers to host events that bring immigrant families into municipal buildings, making them more familiar to families when they eventually need assistance from the local government or have questions for municipal staff (water bills, permits, etc.).

**Elected leaders should engage with local schools.** Local elected officials can make a big difference in the lives of young people by showing their commitment to the community. Work with a local government or civics teacher and meet with local students to hear their ideas about the community. Institute an annual field trip where students can come to village hall and learn about what it's like to be the mayor, trustee, building inspector, or community development director for a day. Activities like these can inspire young people to get more involved in the civic life of their community. Another idea would be to coordinate a community clean-up day where elected officials, municipal staff, and students work side-by-side on a project that directly benefits the community.

**Partner with local youth service providers on programs and activities.** Municipalities should look to local youth organizations, like the Boys and Girls Club, United Way, or perhaps the local park district or community center, to see what programs they presently have that support the young people in the community. See if there are opportunities to partner or share information through these programs. Bring this information on youth programming back to the community by sharing it in the community newsletter or link to it online.

Engaging with local schools.
Source: Addison Police Department

## SPOTLIGHT

### Strengthening Families Program for Youth Engagement

Griselda Hernandez, a social worker with the Carpentersville Police Department, runs Strengthening Families, a youth program from Iowa State University, which the Village offers several times a year in both English and Spanish. The program was initially funded by the State and then by the Village. When the Village was no longer able to support it, Ms. Hernandez partnered with the Boys and Girls Club of Dundee Township on a United Way grant to fund the program. Often, grant-makers are interested in funding projects that have strong partnerships. By seeking funding jointly, Carpentersville showed that they could bring important staff resources and expertise to bear, while the Boys and Girls Club had access to youth—a successful recipe for any grant proposal.

REPUBLICA DE EL SALVADOR EN LA AMERICA CENTRAL

# Chapter 8: Housing

Housing is a broad area that encompasses a great variety of issues. In this chapter, we discuss the most common housing challenges facing immigrants and present strategies that municipalities can use to proactively address them. Immigrants often struggle with challenges ranging from a limited supply of a diverse housing stock, to unintended discriminatory consequences of ordinances and regulations, to miscommunications and confusions due to cultural differences.

Without access to safe, affordable housing options, immigrants face instability. Housing instability has been shown to have negative impacts on all other areas of an individual's and household's life, particularly employment and education. Housing location determines school assignments, and if immigrant families live in areas with poor schools, their children may not receive the skills and training they need to obtain good jobs and participate successfully in the local economy. This places strains on individuals and families, and it also affects the future economic viability of communities and the region. By addressing housing challenges, municipalities can improve individual and community quality of life, increase neighborhood stability, and promote economic growth.

# Common Challenges

Housing challenges are complex and multi-faceted, and it is important to understand the underlying issues in order to begin working on solutions. It is also important to note that while many of these challenges affect both immigrants and non-immigrants alike, in many cases immigrants are disproportionately affected by these issues. This chapter discusses three broad categories of housing challenges: supply challenges, policy and regulation challenges, and educational and cultural communication challenges.

## Housing Supply Challenges

**Housing diversity**. A diverse housing stock offers home-ownership and rental opportunities for households of different sizes and economic means. It also offers housing in different kinds of units, from detached single-family homes to townhouses, to multifamily buildings. In many communities, however, there are very limited options. Since the recession, rental stock has grown as a percentage of all housing, but demand continues to outpace supply. This has resulted in an increase in monthly contract rents. Additionally, larger rental units accommodating households with children have become increasingly scarce. The increasing costs of and demand for rental property makes it particularly challenging for immigrants to find decent housing, as a high proportion of immigrants are renters.

**Housing affordability.**
As stated above, affordability is a component of housing stock diversity. As housing costs increase and the supply of affordable housing remains the same or declines, it is difficult for lower-income immigrants to live in many of the communities where they work or to stay in the communities where they live. As available housing options become farther away from jobs, commuting costs increase and families end up spending over the recommended 45 percent of household income on combined housing and transportation costs.[68] In some cases, in the absences of sufficient rental options and sufficient rental options at affordable prices, individuals and families squeeze into a small unit.

**Lake Forest senior cottages.**
Source: Chicago Metropolitan Agency for Planning.

**Street of two flats.**
Source: Chicago Metropolitan Agency for Planning.

68 The Center for Neighborhood Technology, "H+T Affordability Index." http://htaindex.cnt.org/.

## Housing Policy and Regulation Challenges

**Fair housing and discrimination**. Many of the housing challenges facing immigrants are related to broader issues of fair housing. CMAP recently partnered with the Chicago Area Fair Housing Alliance to produce a Fair Housing Equity Assessment.[69] This analysis found that the region's housing stock continues to be largely segregated by race. It also found that this has had a negative impact on the region's economy. The report recommends that municipalities review their land use regulations to ensure policies allow for the development of a diverse housing stock, implement affirmative marketing strategies, support the training of housing providers and other professionals, consider the development of community relations commissions, and support community based organizations that increase local diversity.

Overcrowding ordinances. According to the U.S. Census, overcrowding is defined as 1.01 or more people per room in a housing unit. Overcrowding poses very real safety concerns and can further burden a municipality's infrastructure. Nevertheless, it is important to recognize that overcrowding ordinances, if not carefully worded or implemented, can be discriminatory in effect, if not intent. Some communities have struggled with ordinances being enforced primarily against immigrant households.

Crime-free housing ordinances. Like overcrowding ordinances, crime-free housing ordinances are often an effective way of maintaining safer housing conditions. However, they can have adverse effects on minority groups, including immigrant households. In some cases, a complaint can be enough to trigger an eviction, even if there is no conviction, leading to issues with vacancy and homelessness. Such ordinances may also have the effect of inhibiting crime reporting, as potential crime victims (such as victims of domestic violence) fear being evicted if they make a police report.

Zoning and building codes. Zoning and building codes are often a driving cause of issues with housing supply. Lot size requirements, density limits, limits on housing type (e.g., rental housing, multi-family housing, supportive housing, group homes, or even larger single-family homes) all have the effect of limiting housing options. Zoning codes can also lead to certain types of housing, such as rental or multifamily housing, being located in less desirable parts of a community, leading to unhealthy conditions or poor educational outcomes for residents.

## Education and Cultural Communication Challenges

**Unfamiliarity of local ordinances**. Many housing challenges, particularly problems with overcrowding, stem from lack of knowledge of housing rules and regulations, as well as cultural communication issues. Often immigrants come from countries where there are very different norms as to how many people can live in one unit and are not aware that there may be occupancy restrictions. At the same time, problems with discrimination often occur because tenants, landlords, and municipal staff are unfamiliar with laws or their rights.

Consumer education and protection. Immigrants and other minority borrowers have faced, and continue to face, inequality in lending. During the subprime lending era, minority groups were much more likely than whites to receive a subprime loan, even if their income or credit worthiness qualified them for better loans. Minorities also disproportionately received FHA mortgages, which are more costly over the life of the loan. Furthermore, minority borrowers often lack access of to quality mortgage services in their communities, making them more likely to obtain financing via brokers, which saddles them with higher fees and interest rates. Being restricted to lower quality loans, these groups are at much greater risk of foreclosure.

69 CMAP, "Housing," 2013. http://www.cmap.illinois.gov/livability/housing.

# Strategies to Address Housing

There are two broad types of strategies recommended in this section—regulatory and educational and communication strategies. Regulatory strategies are recommendations that fall directly under the rule of the municipality, like property inspections and housing permitting. Education and communication strategies, such as programs for tenants or first time homebuyers may feel unnecessary, but if there are no groups providing these resources, chances are the immigrant community is not aware of how to go about buying or renting a home. These strategies may also have the added benefit of beginning to address issues that were raised in earlier chapters, such as public safety and language access.

**Require property inspections prior to home sales or apartment rentals.** Property inspections of both rental and for-sale property are a very effective way of safeguarding the buyer/renter from predatory practices and ensuring that housing is safe and complies with zoning and other regulations. In many communities, property inspections are required but only after the sale of a home, a practice that puts the buyer at risk. By requiring inspections to take place prior to the sale, municipalities can better protect buyers.

Similarly, requiring inspection of rental property prior to the signing of a lease protects both renters and landlord by ensuring a unit is up to code before a new occupant begins his/her lease. Municipalities should direct landlords to resources that can aid in financing rehabilitation of property in order to bring it up to code, such as the Community Investment Corporation, a not-for-profit mortgage lender that provides financing to buy and rehab multifamily apartment buildings in the Chicago metropolitan area.[70] It is important to make landlords aware of these resources so that the cost of rehabilitation is not passed on to renters, leading to low-income renters getting priced out of their units.

**Develop a diversity of housing types.** In order to address the challenge of limited diversity in housing stock, municipal staff, particularly staff in housing and development departments, should focus on filling the gaps in housing supply. Regionally, most unmet demand is for rental housing, single-family homes (3+ bedrooms), smaller and/or energy efficient homes, and senior housing. Staff should look closely at the kind of housing that is proposed by developers to ensure that affordability is also maximized. Housing costs decrease when rooms are smaller, more units are built on the same footprint, and when units are built more energy efficiently.

That said, housing needs differ by sub-region and by community, and developing diverse housing is something that happens over the short-, mid-, and long-term. In order to ensure that housing matches a community's current and longer term needs, it is best to create a housing plan. A housing plan also makes it easier for municipalities to attract developers and to work with them to ensure that new development fits market demand.

## SPOTLIGHT

### Rental registration, property inspection, and landlord-tenant ordinances

The Village of Mount Prospect has systematized the inspection process and established a landlord-tenant ordinance that ensures all parties are prepared to participate in the code enforcement process. Under the inspection program,[71] the Village inspects 20 percent of its rental units each year and offers tenant assistance with code violations. These measures have helped the Village, property owners, and managers, as well as tenants avoid problems and lower costs

The City of Evanston has a rental registration program,[72] under which all rental single-family homes, rental condominiums, and multifamily rental buildings must be registered annually. The program helps the City keep track of rental units and streamline inspections.

70 Community Investment Corporation. http://www.cicchicago.com/about/what-is-cic-2/.

71 Village of Mount Prospect, "Housing," 2014. http://www.mountprospect.org/index.aspx?page=144.

72 City of Evanston, "Rental Registration." http://cityofevanston.org/health/rental-registration/.

**Institute flexible housing ordinances.**[74] Flexible housing ordinances are a very effective way of facilitating the development of a diverse housing stock. Flexible housing ordinances can allow for planned unit developments, accessory dwelling units, density bonuses, and greater variation in lot sizes, setbacks, and height. Such ordinances make it easier to develop a variety of housing types and often at more affordable price points. Developing such ordinances allows residents greater choice in living arrangements and helps address "the economic, cultural, and life-cycle factors in overcrowding."[75] Municipalities should examine their zoning codes, and consider making revisions to facilitate the development of different types of housing.

**Reinforce affordable housing initiatives.**[76] In addition to promoting the development of market-rate housing at a variety of price points, municipal staff should also promote affordable housing initiatives and point residents to these resources. Some successful programs include.

- **Employer-assisted housing (EAH).** As the Metropolitan Planning Council states, EAH is "a proven tool that improves communities and benefits the employers that reside within them. Through EAH, companies provide initial financial assistance to their employees to purchase or rent homes in or near communities where they work."[77] Some programs also include pre-purchase counseling and education. Ten municipalities in the metropolitan Chicago region have been offering EAH benefits to their employees: Chicago, Evanston, Highland Park, Lockport, Mount Prospect, North Chicago, Northlake, Riverdale, St. Charles, and South Holland.
- **Community housing programs.** These programs provide subsidized housing for low-income individuals. The housing itself may be owned by the government or may be rented from private landlords. In some cases, not-for-profit organizations manage and subsidize the housing.
- **Housing Trust Funds (HTF) and Community Land Trusts (CLT).** HTFs are a government source of funding for affordable housing construction and related activities. Under CLTs, the trust owns the land in perpetuity but issues long-term leases and allows for ownership of property on the land. Separating land ownership from property ownership can make housing more affordable.

## SPOTLIGHT

### CMAP, Metropolitan Planning Council, and MMC Homes for a Changing Region

Municipalities in the seven-county CMAP region can apply to CMAP's LTA program for assistance to develop a sub-regional housing plan—called a Homes for a Changing Region report.[73] The report, which CMAP prepares based on analysis and community feedback, enables municipal leaders to chart future demand and supply trends for housing in their communities and develop long-term housing policy plans. The plans aim to create a balanced mix of housing, serve current and future populations, and enhance livability.

73 CMAP, "Homes for a Changing Region," 2013. http://www.cmap.illinois.gov/livability/housing/homes.

74 Alejo, Berenice and Puente, Sylvia, University of Notre Dame Institute for Latino Studies, *"Forging the Tools for Unity,"* 2007:pages 12-15.

75 Ibid.

76 Ibid.

77 Metropolitan Planning Council, "Employer-Assisted Housing: A Pragmatic Solution for Communities and Employers," Modified 2014. http://www.metroplanning.org/work/project/8.

SPOTLIGHT

## Highland Park's Community Partners for Affordable Housing

The Community Partners for Affordable Housing (CPAH), formerly the Highland Park Community Land Trust, is a nonprofit dedicated to the preservation and development of permanently affordable housing. It was founded in 2003 based on recommendations made by Highland Park's affordable housing plan. One of CPAH's most important programs is its community land trust. The trust, which was the first in Illinois, has been extremely successful, developing and/or preserving over 55 units of permanently affordable housing and leveraging over $8 million in public and private resources. The community land trust model has proven to be one of the best models for preserving and developing affordable housing, particularly in high-cost areas. The following is an overview of the program from CPAH's website:

"The organization acquires existing properties, conducts necessary rehabilitation work in order to minimize ongoing maintenance and operational costs, and then sells the homes only to low- and moderate-income households at an affordable price. CPAH retains ownership of the underlying land and leases the land to the homeowner for a nominal fee (currently $25 per month) via a 99-year, renewable ground lease. The purchase price for the homebuyer is typically 20 to 65 percent below the market value because, in essence, the homebuyer needs to buy only the home, not the land. If the homebuyer later wants to sell their home, it is sold to another income-qualified buyer or back to CPAH at a formula price designed to give the homeowner a fair share of appreciation, while still keeping the home affordable for the next buyer."

**Develop and/or expand education programs for tenants and buyers.**[78] The best way to prevent cultural miscommunication and consumer protection challenges is for municipalities to develop, expand or promote existing education programs for tenants and buyers. Programs can address a range of issues from general pre-purchase education, to financial management, budgeting and credit repair, to predatory lending education.

While municipal staff may not have the resources to conduct workshops themselves, it is important for them to be informed on both the major issues residents face, as well as the resources that are available with third parties. Municipal staff should consider partnering with other municipalities, as well as the nonprofit and private sector, to provide training and outreach. Additionally, distributing and explaining materials, as well as hosting workshops put on by other organizations, can have a wide impact. Municipalities should strive to obtain pamphlets, ideally bilingual, explaining basic homeownership concepts and tenant and landlord rules, responsibilities, and rights. Municipalities can also update their websites and make sure the housing section is informative and user-friendly.

**Village of Addison community picnic.**
Source: Addison Police Department.

78 Alejo and Puente, *"Forging the Tools for Unity,"* Page 15.

**Provide community mediation services to allow people to resolve conflicts.**[79] When conflicts arise between neighbors or between landlords and tenants, it is important to give involved parties the opportunity to resolve the conflict and remedy violations. Mediation is a very effective way of diffusing tensions and achieving conflict resolution without resorting to legal action. Municipalities should consider providing bilingual mediation services, or alternatively, providing residents with materials explaining the benefits of mediation and a list of organizations that offer bilingual mediation at low or no cost.

**Partner or consult with developers familiar with the various immigrant communities in a municipality to build for their lifestyle and cultural norms.**[80] Many immigrants come from countries where housing norms differ widely from American norms. For instance, some immigrant communities prefer and expect to live with members of their extended family or in multi-generational households. Municipalities should work with developers familiar with the preferences of the various immigrant communities to build housing that adequately meets their needs.

79 Ibid.

80 Ibid.

# SPOTLIGHT

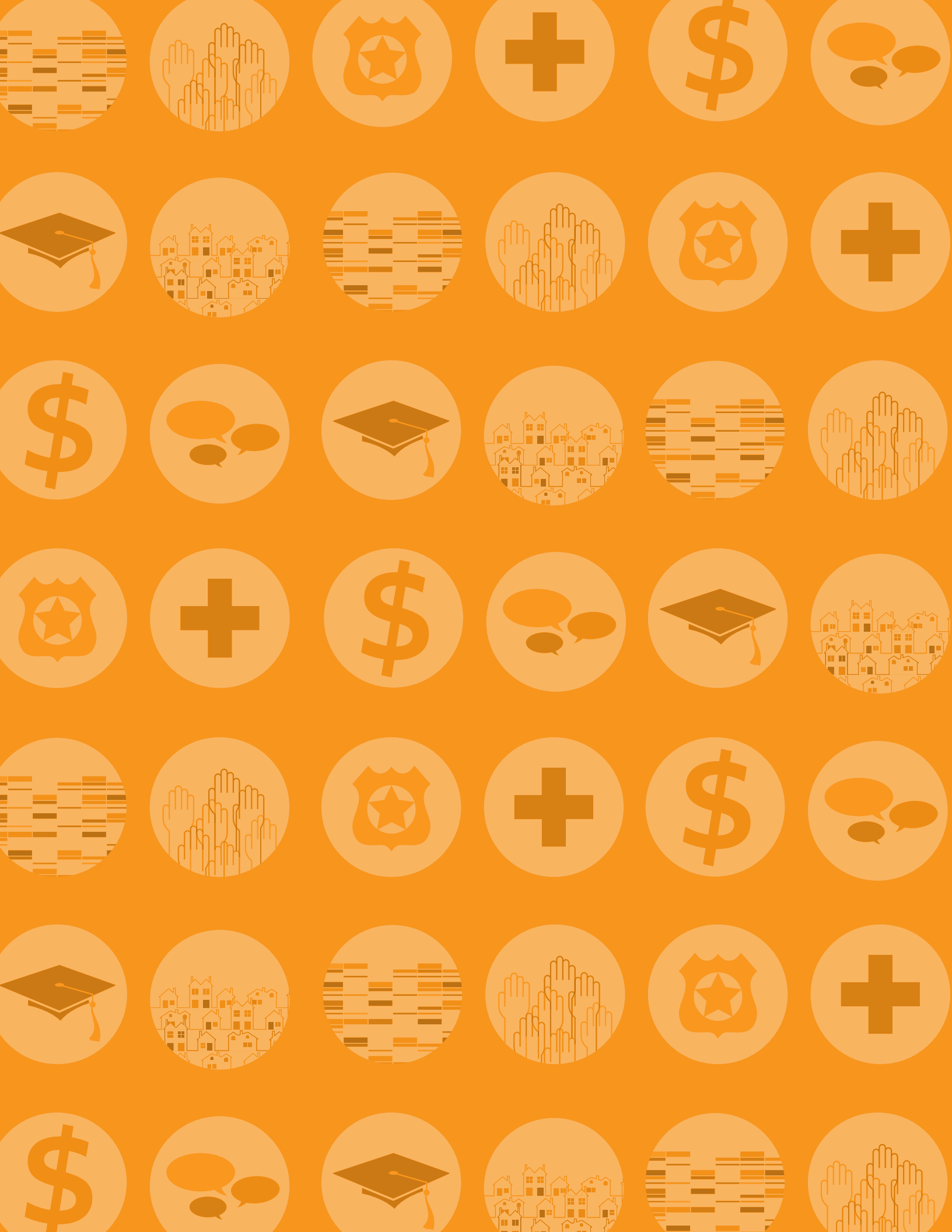
## Community Response Unit

The Community Response Unit (CRU) is a division within the Village of Addison's Police Department that works closely with the Community Development Department to address problems and quality-of-life issues that arise in the community. It monitors these issues to ensure that neglected properties or other nuisances within the Village of Addison are addressed as defined by Village Ordinance No. 0-09-03. Through an inspection grading system, landlords are given incentives to ensure people have safe and clean living conditions. The CRU also periodically checks on vacant properties, addresses lighting issues and abandoned vehicles, and monitors the loitering program.

The CRU administers the Crime Free Multi-Housing Program by educating rental property owners and managers on ways to keep drugs and other illegal activity off their property. As instituted by Village Ordinance No. 9-09-02, it is a requirement for all property owners and managers to attend the Crime Free Multi-Housing Class. This class teaches property owners and managers about the ways to establish a stable, more satisfied tenant base, increase demand for rental units with a reputation for active management, lower maintenance and repair costs, and improve safety for tenants and property managers. Every summer, the CRU and Park District employees hold several neighborhood watch parties.

## Fair housing promotores

To ensure equal access to housing options, the Latino Policy Forum engages and empowers Latino households through its Promotores de Vivienda Justa (Fair Housing Ambassadors). Promotores are community members recruited from local universities who are trained in federal, state, and local fair housing ordinances. They provide leadership, peer education, support, and resources for community empowerment. Promotores travel to various community venues, including Chicago's Mexican Consulate, to conduct workshops and provide information. Promotores empower the public with knowledge on fair housing rights and responsibilities and expand housing choices for all community members including Latinos.



# Appendix A: **Additional Resources**

## A

**Access DuPage**
Partnership of hospitals, physicians, local governments, human services agencies, and community groups to provide medical services to low-income and uninsured residents.
http://accessdupage.org/

**Accion Chicago**
Alternative lending organization providing credit and other business services to small business owners who do not have access to traditional sources of financing. http://www.accionchicago.org/

**Active Transportation Alliance**
Chicago-based organization that provides advocacy, data, consulting and planning services to communities and officials to improve the use, availability, and safety of alternative transportation.
http://activetrans.org/

**Annie E. Casey Foundation**
Private charity dedicated to helping disadvantaged children.
http://www.aecf.org/.

http://www.aecf.org/~/media/Pubs/Topics/Special%20Interest%20Areas/Immigrants%20and%20Regugees/ChildrenofImmigrantsEconomicWellBeing/412270childrenofimmigrantsecononomic.pdf.

**Alivio Medical Center**
Bilingual, bicultural organization that provides access to quality cost-effective health care to the Latino community, the uninsured and underinsured, and all other cultures and races.
http://www.aliviomedicalcenter.org/.

**Asian Americans Advancing Justice**
Asian American Advancing Justice empowers the Asian American community through advocacy by utilizing education, research, and coalition-building. http://www.advancingjustice-chicago.org/

## B

**Bensenville Code Red Emergency Notification System**
Provides alerts to residents and businesses about emergencies in multiple languages.
http://www.bensenville.il.us/index.aspx?NID=418

**Bensenville Community Oriented Police Division**
Crime prevention efforts including Neighborhood Watch, Business Watch, ORD Airport Watch, Crime Free Multi-Housing, the Student Watch Program and the Organizations Watch Program.
http://www.bensenville.il.us/index.aspx?NID=311.

**Bank on Cities Campaign**
Organized by the National League of Cities' Institute for Youth Education and Families, the Campaign helps communities access resources and form partnerships to connect under-banked individuals with financial services like checking and savings accounts. http://www.nlc.org/find-city-solutions/institute-for-youth-education-and-families/family-economic-success/asset-building/bank-on-cities-campaign

**Boys & Girls Club**
Illinois Alliance of Boys & Girls Clubs offers a variety of after school programs and activities for kids aged 6-18. Programming focuses on health and fitness, leadership and character development.
http://www.bgcillinoisalliance.org/

## C

**Carpentersville Youth Prevention Program**
Carpentersville Police Department's Social Worker partnered with the Boys and Girls Club on a United Way grant to fund a youth intervention program. The program engages youth and parents in dialogues that address topics such as problem solving techniques, risk management, goal setting, and good behavior.
http://vil.carpentersville.il.us/Services/Police/OverviewPolice.asp

**Carol Stream Youth Council**
The Village of Carol Stream, in partnership with other municipal government departments, sponsors the Carol Stream Youth Council to engage local youth in community oriented activities. http://www.carolstream.org/index.php?option=com_qcontacts&view=contact&id=3%3Amatt-mccarthy&catid=60%3Avillage-board&Itemid=93

**Centro de Información**
Non-profit Hispanic social service agency serving the greater Fox Valley area. Counseling, bilingual advocacy, information and referral, immigration and naturalization services, parenting skills training, community education, and youth programs.
http://www.centrodeinformacion.org/

**Chicago Area Ethnic Resources**
CAER provides information on the Chicago area's diverse groups to help stakeholders better know and access the communities that define our region. CAER's Ethnic Handbook: A Guide to the Cultures and Traditions of Chicago's Diverse Communities, offers user-friendly profiles of the region's most prominent new and established ethnic, immigrant, and cultural groups.
http://www.chicagoethnic.org/our-projects.php

**Chicago Community Trust**
For 98 years, the Chicago Community Trust has connected the generosity of donors with community needs by making grants to organizations working to improve metropolitan Chicago. The Trust provides civic leadership bringing all stakeholders to the common table to leverage collective knowledge, creativity and resources for a greater impact. http://www.cct.org/

**Community Health**
Community Health is the leader in delivering comprehensive, high-quality, patient-centered health care at no cost to low-income, uninsured individuals in need of a medical home.
http://www.communityhealth.org/

**Chicago Neighborhood Initiatives (CNI)**
Neighborhood-based community development organization focusing on large-scale commercial real estate development, residential neighborhood preservation, New Markets Tax Credits deployment, and microlending. http://www.cnigroup.org/

**Chicago Transit Authority (CTA)**
Chicago's bus and rail rapid transit. Web site available in Polish, Spanish, and Chinese. http://www.transitchicago.com/

**Cities of Migration**
Cities of Migration seeks to improve local integration practice in major immigrant receiving cities worldwide through information sharing and learning exchange. The Municipal page has a number of best practices sortable by city, country, and theme.
http://citiesofmigration.ca/good-ideas-in-integration/municipal/

**Community Partners for Affordable Housing (CPAH)**
Formerly the Highland Park Community Land Trust, CPAH is a non-profit dedicated to the preservation and development of permanently affordable housing. One of CPAH's most important programs is its community land trust. http://www.cpahousing.org/

**Compañeros en Salud**
A non-profit organizations that helps to identify issues facing the Hispanic community and works to provide access to health care. Volunteer-driven coalition comprised of individuals representing social and health care agencies of the Fox Valley area.
http://companerosensalud.org

**Consulates in the region for countries with high emigrant populations.**

*Consulate-General of the People's Republic of China.*
http://www.chinaconsulatechicago.org/eng/

*Consulado General de Guatemala en Chicago*
Passports, visas, civil registration, legal services.
http://www.consulguatechicago.org/

*Consulado General de Mexico en Chicago*
(*Mexican Consulate in Chicago*)
Educational, health, and documentation services and heritage protection. http://consulmex.sre.gob.mx/chicago/

*Consulate General of Canada, Chicago*
Visas, information, passport services, international trade promotion.
http://can-am.gc.ca/chicago/index.aspx?lang=eng

*Consulate General of India, Chicago*
Visa, passport services, renunciation of citizenship.
http://www.indianconsulate.com/

*Consulate General of Pakistan, Chicago*
Visa, passport, attestation, birth and marriage certificates, dual nationality, renunciation. http://www.cgpkchicago.org/

*Consulate General of the Philippines, Chicago*
Passport, legal, visa & notary services, dual citizenship, civil registry, cultural resources.
http://www.chicagopcg.com/

*Consulate General of the Republic of Korea, Chicago*
Visa services, promotion of trade, Korean-American business support. http://usa-chicago.mofa.go.kr/english/am/usa-chicago/main/index.jsp

*Consulate General of the Republic of Poland, Chicago*
Educational and cultural information about Poland, legal documents and powers-of-attorney, passport and visa services.
http://www.chicago.msz.gov.pl/en/

## D

**DuPage Federation on Human Services Reform**
The DuPage Federation provides cultural competency training and funds the Language Access Resource Center (LARC) program to offer an array of services, including interpretation, translation, interpreter training, and consultation with health and human services organizations. http://www.dupagefederation.org/

**DuPage United**
An interfaith group that works with organizations nationwide to examine workforce development issues. Connects skilled workers with available positions that employers are struggling to fill.
http://www.dupageunited.org/

## E

**Elgin Hispanic Network**
Promotes relationships among Hispanic businesses and organizations and awards scholarships to high school graduates for higher education. http://www.elginhispanicnetwork.org/

**Evanston en Español**
Complete translation of city web pages into Spanish.
http://cityofevanston.org/evanston-espanol/

**Evanston Public Library**
Evanston Public Library's Latino Outreach Librarian partners with City of Evanston's engagement coordinator to conduct programs for immigrants at the Library. http://www.epl.org/index.php?option=com_content&view=category&layout=blog&id=133&Itemid=459

## F

**Federación Del Medio Oeste De Los Estados Unidos (FEDEJAL)**
A non-profit that assists with integration of Mexicans who move to the American Midwest. http://fedejal.org/

**Federally Qualified Health Center (FQHC) Clinics**
Facilities serving an underserved area or population and charge based on a sliding scale. Type an address to generate a list or map of different types of health centers.
http://findahealthcenter.hrsa.gov/Search_HCC.aspx

## G

**Grantmakers Concerned with Immigrants and Refugees (GCIR)**
Provides data, analyses and reports about immigration. Connects people to funding opportunities and other resources. Generates regional and national strategies.
https://www.gcir.org/

**Governor's Office of New Americans (GONA) Policy and Advocacy**
Re-established in 2010 by an executive order of Governor Quinn. The office coordinates Illinois policies, actions, planning, and programs with respect to immigrant integration and the impact of immigration policy on Illinois and Illinoisans.
http://www2.illinois.gov/gov/newamericans/Pages/default.aspx

## H

**Hebrew Immigrant Aid Society of Chicago**
Assists Jewish people worldwide in coming to America. Provides immigration and citizenship processing assistance.
http://hiaschicago.org/

## I

**Illinois Business Immigration Coalition**
Advocating for immigration reform. http://www.illinoisbic.biz/

**Illinois Coalition for Immigrant and Refugee Rights (ICIRR)**
Educates and organizes immigrant and refugee communities; promotes citizenship and civic participation; monitors, analyzes, and advocates on immigrant-related issues; and informs the general public. http://icirr.org/

*Healthcare Access Initiative:*
http://icirr.org/content/immigrant-healthcare-access-initiative

**Illinois Department of Employment Services (IDES)**
Provides unemployment insurance, employment services and guidance to workers, job seekers, and employers. IDES combines federally-funded job training programs into a "workforce development" system where people can conduct a job search or train for a new career. Web resources available in several languages.
http://www.ides.illinois.gov/

**Illinois Department of Financial and Professional Regulation (IDFPR)**
Partners with local nonprofits to provide free financial literacy education to under-banked communities in the Chicago region.
http://www.idfpr.com/

**Illinois Department of Insurance**
Insurance exchange information/resources.
http://insurance.illinois.gov/hiric/hie.asp

**Illinois Dream Fund**
The Illinois Dream Fund Scholarship seeks to create access to financial resources to further the growth and development of tomorrow's immigrant leaders. http://www.illinoisdreamfund.org/

Students and families seeking assistance may wish to visit the Illinois Coalition for Immigrant and Refugee Rights web page for a resource guide for undocumented students in Illinois, including a list of available scholarships. http://icirr.org/es/illinoisdream

**Illinois Green Industry Association**
Nonprofit representing nurseries, garden centers, landscape contractors, design firms, maintenance, irrigation, lawn care, golf course management, parks and recreation and other green industry businesses. http://www.ina-online.org/

**Illinois Hospital Association**
Advocates for and helps develop policies and products for the state's hospital industry. https://www.ihatoday.org/

**Illinois Rescue & Restore**
Illinois Rescue & Restore is a coalition between the Illinois Department of Human Services (DHS) and the federal government to combat labor and sex trafficking in Illinois. In partnership with law enforcement, social service organizations, healthcare, and advocacy groups across the state, DHS seeks to fight what has been dubbed a modern day form of slavery.
http://www.dhs.state.il.us/page.aspx?item=31332

**Illinois Restaurant Association**
Industry association for Illinois food service—the state's largest private sector employer. http://www.illinoisrestaurants.org

**Illinois Workers Compensation Commission (IWCC)**
Operates a state court system for workers' compensation cases. Benefits are paid by employers for workers who experience job-related injuries or diseases. Offers interpretation services for limited English proficiency workers. http://www.iwcc.il.gov/

**Illinois WorkNet**
Resources for immigrants with professional backgrounds.
http://www.illinoisworknet.com/vos_portal/residents/en/Services/Immigrant+Professionals+Resources/

**Immigrant Family Resource Program**
Promotes access to public benefits.
http://icirr.org/content/immigrant-family-resource-program

**Immigration Policy Center**
Research and policy arm of the American Immigration Council. Provides research and analysis for policymakers, the media, and the public to inform immigrant integration.
http://www.immigrationpolicy.org/

**Immigration and Refugees of DuPage – World Relief DuPage/Aurora**
Christian organization seeking to holistically serve immigrants and refugees and foster relationships between newcomers and their neighbors. http://worldreliefdupage.org/

**Institute for Local Government**
California-based group promoting best practices for governments. "A Local Official's Guide to Immigrant Civic Engagement." http://www.ca-ilg.org/local-officials-guide-immigrant-civic-engagement

**Instituto del Progresso Latino, Chicago**
Assists in education, training, and employment in a way that is mindful of cultural identity. Partners with neighborhood groups and vocational organizations and offers different levels of enrollment to students for 16-week programs. http://www.idpl.org/

## K

**Korean Cultural Center of Chicago (in Wheeling)**
A center of cooperation among Korean-Americans and affiliated organizations in the region.
http://www.kccoc.org/home/Q_eng_kccoc_mainpage

## L

**Latino Policy Forum**
The Latino Policy Forum is the only organizations in the Chicago area that facilitates the involvement of Latinos at all levels of public decision-making. It does this by conducting analysis to inform, influence, and lead, all with an understanding that advancing Latinos advances a shared future. The Forum offers trainings on fair housing, housing rights, immigration, and parenting education.
http://www.latinopolicyforum.org

**Latino Union of Chicago**
A worker-led community organization that addresses identified needs of members who collaborate to develop the tools necessary to improve economic and social conditions of low-income immigrant workers. http://www.latinounion.org/

## M

**Mano a Mano Family Resource Center**
Lake County-based organization that provides programs and services and connects immigrants to resources in the area. Topics range from citizenship to education, employment connections, and health care.http://www.manoamanofamilyresourcecenter.org/family-resource-programs.html

**Metra Commuter Rail**
Web content available in Spanish.
http://metrarail.com/content/metra/es/home.html

**Metropolitan Planning Council**
Pragmatic solutions to planning and development in the Chicago region. http://www.metroplanning.org/index.html

**Mujeres Latinas en Acción**
Nonprofit bilingual, bicultural agency founded in 1973 (the longest standing Latina organization in the country). Programs include domestic violence, Latina leadership, parental support, and child care. http://www.mujereslatinasenaccion.org/Home

## N

**National Day Laborer Organizing Network (NDLON)**
NDLON fosters safer, more humane environments for day laborers, both men and women, to earn a living, contribute to society, and integrate into the community. http://www.ndlon.org/en/

**National League of Cities**
Center for Research and Innovation. http://www.nlc.org/find-city-solutions/city-solutions-and-applied-researc

"Public Safety Programs for the Immigrant Community" http://www.nlc.org/Documents/Find%20City%20Solutions/Research%20Innovation/Immigrant%20Integration/public-safety-programs-in-the-immigrant-community-gid-jun11.pdf

**Navigating the American Education System (NAES)**
Navigating the American Educational System (NAES) aims to increase the academic achievement of Hispanic students through a series of seminars that provide Spanish-speaking parents with the knowledge, skills, and confidence to interact with the school system and to better manage the academic experiences of their children.
http://www.dupage.k12.il.us/index.shtml

**Naperville Citizens Academy**
http://www.naperville.il.us/citizensacademy.aspx

**Niles Township Schools' ELL Parent Center**
Resource for immigrant parents to support their children's academic achievement. Offers English classes, access to community services, and tailored workshops. http://www.ellparentcenter.org/

## O

**Oswego Citizens Police Academy**
http://www.oswegopoliceil.org/citizenspoliceacademy.html

## P

**Pace Suburban Bus**
Regional suburban bus and paratransit service provider. Web content available in Spanish.
http://www.pacebus.com/sub/general/en_espanol.asp

**Palatine Opportunity Center**
Adult education, library services, after school care, senior services, counseling and crisis intervention, health and fitness services.
http://www.palatineopportunitycenter.org/

**PASO – West Suburban Action Project**
A community-based social organization with a mission to work for strong, vibrant communities where all community members can live dignified lives regardless of their race, socioeconomic or immigration status. Since its founding in 2009, PASO has been at the forefront of immigrant justice promoting citizenship and civic engagement. http://www.pasoaction.org/

## R

**Regional Transportation Authority (RTA)**
Trip planning and other information for transportation services in the Chicago region. http://www.rtachicago.com/

## S

**Salvation Army**
Assistance to children, adults and seniors including emergency financial assistance, food pantries, educational and recreational programs, youth leadership training and character development, day and summer camps, fellowship. http://www.salarmychicago.org/locations/#sthash.3WX3IlPh.dpbs

**Self-Reliance Ukrainian-American Federal Credit Union**
Member-owned and member-run cooperative providing financial services and community support to Ukrainian-Americans in Chicago's near west side. http://www.selfreliance.com/

**Sister Cities Program**
The Sister Cities Program is a valuable tool for communities with strong immigrant populations to connect with the homeland of some of their residents. The partnership allows for social and cultural exchange between countries and has the added benefits of economic development partnerships and better understanding of the two cultures, which in turn helps citizens better understand, relate to, and connect with the community's foreign born population. http://www.sister-cities.org/

**Skokie Immigrant Services**
Immigrant Services Directory and Festival of Cultures.
http://www.skokie.org/immigrantservices.cfm

**Small Business Administration (SBA)**
Education and support for small-business owners; grants or loans for access to capital; promotion of immigrant and minority entrepreneurship. http://www.sba.gov/advocacy/7540/141841

http://www.sba.gov/content/what-sba-offers-help-small-businesses-grow

*SBA Illinois District Office.*
http://www.sba.gov/about-offices-content/2/3161

**Strengthening Families**
Youth intervention program from Iowa State University, which the Village of Carpentersville offers several times a year in both English and Spanish. http://vil.carpentersville.il.us/Services/Police/PDF/StrengtheningFamilies.pdf

http://www.strengtheningfamiliesprogram.org/

## T

**Transactional Records Access Clearinghouse (TRAC) Immigration**
Web portal managed by Syracuse University to track and verify information about immigration enforcement.
http://trac.syr.edu/immigration/index.html

**Transportation for Illinois Coalition**
Umbrella group of Illinois associations, businesses, and labor groups that promotes state transportation infrastructure needs, with an emphasis on funding sources and levels.
http://transportation-for-illinois-coalition.com/

## U

**UCLA Center for Health Policy Research**
"Migration and Health." http://healthpolicy.ucla.edu/publications/search/pages/detail.aspx?PubID=1227

**United States Hispanic Leadership Institute (USHLI)**
USHLI is a Chicago-based national, nonprofit, nonpartisan organization recognized nationally for organizing and conducting nonpartisan voter registration and leadership development programs. http://ushli.org/

**United Way of Metropolitan Chicago (UW-MC)**
Support system includes North-Northwest United Way, United Way of DuPage/West Cook, and South-Southwest Suburban United Way. UW-MC organizes, convenes, and coordinates resources across funders, service providers, government, and civic leaders across the region. http://uw-mc.org/

**University of Illinois at Chicago**
Research and publications. Great Cities Institute
http://www.uic.edu/cuppa/gci/

Center for Urban and Economic Development
http://www.urbaneconomy.org/home

**University of Notre Dame**
Institute for Latino Studies. http://latinostudies.nd.edu/

**University of Wisconsin**
Center on Wisconsin Strategy (COWS) provides research and suggests strategies for social problems. http://www.cows.org/

"Local Policies for Immigrant-Friendly Cities."
http://www.cows.org/_data/documents/1164.pdf

**Upwardly Global Chicago**
Part of the Illinois Governor's Office New Americans Initiative, working to bridge the jobs-skills gap for immigrant workers and help educated immigrants secure professional positions throughout the region. http://www.upwardlyglobal.org/about-upglo/office-locations/chicago

**U.S. Committee for Refugees and Immigrants (USCRI)**
Nonprofit, non-sectarian organization to protect the rights and address the needs of persons in forced or voluntary migration worldwide by advancing fair and humane public policy, facilitating and providing direct services, and promoting civic participation.
http://www.refugees.org/

**U.S. Council of Mayors Dollar Wi$e campaign for financial literacy**
A commitment by American mayors to spread financial literacy, especially through youth summer jobs programming. Includes robust private sector collaboration; offers resources on financial services issues. http://usmayors.org/dollarwise/resources.asp

**U.S. Customs and Immigration Services**
H-1B Visas for skilled immigrants for up to 3 years (employer sponsored). http://www.uscis.gov/working-united-states/temporary-workers/h-1b-specialty-occupations-and-fashion-models/h-1b-specialty-occupations-dod-cooperative-research-and-development-project-workers-and-fashion-models

H-2B Visas for temporary or seasonal non-agricultural work for up to 3 years. http://www.uscis.gov/working-united-states/temporary-workers/h-2b-non-agricultural-workers/h-2b-temporary-non-agricultural-workers

**U.S. Department of Health and Human Services (HHS)**
Office of Minority Health. http://minorityhealth.hhs.gov/

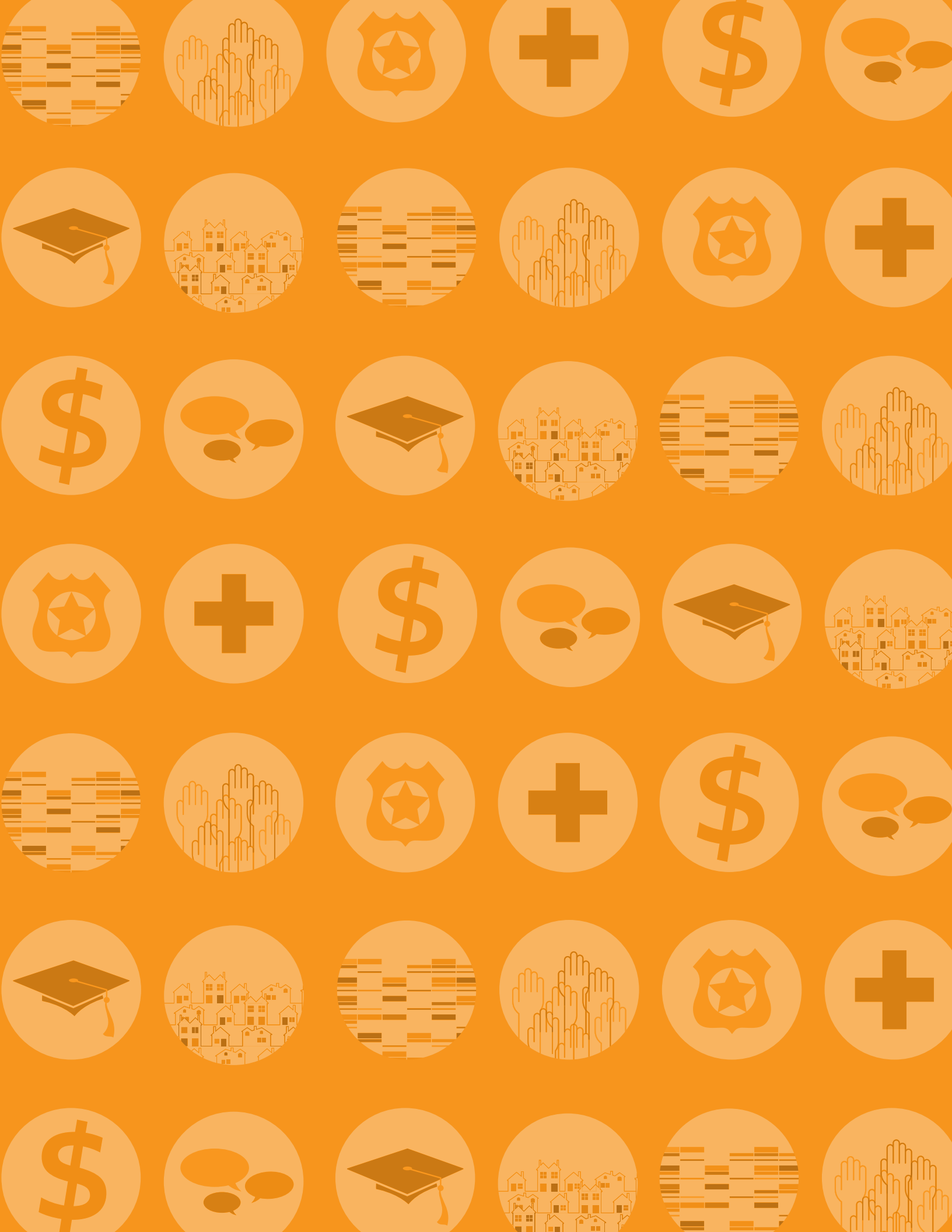
**U.S. Immigrant Support**
Non-governmental organization that provides information about navigating the immigration system.
http://www.usimmigrationsupport.org/index.html

## W

**Welcoming America**
A national grassroots collaborative that promotes respect and cooperation between foreign-born and U.S.-born Americans. Immigrant integration efforts include publications, presentations, technical training.
http://www.welcomingamerica.org/about-us/our-approach/

## Z

**Zarem Goldie Technical Institute of Skokie**
Hands-on technical, business, health care, and ESL training. Works with local employers to design curricula suited to local workforce needs. http://zg-ort.edu/



# Appendix B: Immigrant Population in Chicago Area Municipalities

Data based on the American Community Survey 2008-12.

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Addison | 36,977 | 12,748 | 34.5% | 47.1% |
| Algonquin | 29,924 | 3,757 | 12.6% | 53.6% |
| Alsip | 19,264 | 2,279 | 11.8% | 57.6% |
| Antioch | 14,185 | 1,057 | 7.5% | 66.3% |
| Arlington Heights | 75,221 | 13,657 | 18.2% | 52.3 % |
| Aurora | 196,569 | 49,927 | 25.4% | 31.8% |
| Bannockburn | 1,456 | 153 | 10.5% | 28.8% |
| Barrington | 10,739 | 1,164 | 10.8% | 55.1% |
| Barrington Hills | 3,938 | 460 | 11.7% | 82.8% |
| Bartlett | 41,017 | 7,108 | 17.3% | 66.9% |
| Batavia | 25,693 | 1,271 | 4.9% | 55.5% |
| Beach Park | 13,482 | 2,197 | 16.3% | 57.0% |
| Bedford Park | 624 | 90 | 14.4% | 84.4% |
| Beecher | 4,658 | 260 | 5.6% | 63.1% |
| Bellwood | 19,105 | 1,576 | 8.2 % | 42.2% |
| Bensenville | 18,480 | 6,397 | 34.6% | 32.1% |
| Berkeley | 5,189 | 998 | 19.2% | 37.6% |
| Berwyn | 56,376 | 14,161 | 25.1% | 43.2% |
| Big Rock | 1,038 | 20 | 1.9% | 70.0% |
| Bloomingdale | 22,028 | 4,245 | 19.3% | 67.3% |
| Blue Island | 23,457 | 4,795 | 20.4% | 35.9% |
| Bolingbrook | 73,383 | 16,294 | 22.2% | 45.9% |
| Braceville | 848 | 6 | 0.7% | 50.0% |
| Braidwood | 6,047 | 99 | 1.6% | 81.8% |
| Bridgeview | 16,394 | 4,453 | 27.2% | 67.6% |
| Broadview | 7,938 | 609 | 7.7% | 49.9% |
| Brookfield | 18,812 | 1,911 | 10.2% | 69.1% |
| Buffalo Grove | 41,667 | 11,155 | 26.8 % | 63.3% |
| Bull Valley | 1,003 | 82 | 8.2% | 68.3% |
| Burbank | 28,851 | 8,861 | 30.7% | 53.7% |
| Burlington | 547 | 31 | 5.7% | 22.6% |
| Burnham | 4,208 | 480 | 11.4% | 54.8% |

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Burr Ridge | 10,590 | 1,950 | 18.4% | 82.9% |
| Calumet | 37,070 | 3,253 | 8.8% | 39.4% |
| Calumet Park | 7,913 | 613 | 7.7% | 13.1% |
| Campton Hills | 10,985 | 561 | 5.1 % | 60.1% |
| Carol Stream | 39,869 | 7,942 | 19.9% | 56.9% |
| Carpentersville | 37,758 | 10,757 | 28.5% | 33.3% |
| Cary | 18,202 | 1,593 | 8.8% | 37.4% |
| Channahon | 12,377 | 244 | 2.0% | 83.2% |
| Chicago | 2,702,471 | 572,416 | 21.2% | 40.4% |
| Chicago Heights | 30,328 | 3,782 | 12.5% | 30.2% |
| Chicago Ridge | 14,303 | 2,839 | 19.8% | 48.7% |
| Cicero town | 83,756 | 35,667 | 42.6% | 29.9% |
| Clarendon Hills | 8,434 | 978 | 11.6% | 51.4% |
| Coal | 5,346 | 36 | 0.7% | 83.3% |
| Country Club Hills | 16,540 | 289 | 1.7% | 74.0% |
| Countryside | 5,905 | 923 | 15.6% | 47.2% |
| Crest Hill | 20,724 | 1,789 | 8.6% | 57.0% |
| Crestwood | 10,951 | 819 | 7.5% | 73.1% |
| Crete | 8,336 | 431 | 5.2% | 78.0% |
| Crystal Lake | 40,867 | 4,612 | 11.3% | 40.4% |
| Darien | 22,163 | 4,229 | 19.1% | 72.3% |
| Deerfield | 18,452 | 1,534 | 8.3% | 65.8% |
| Deer Park | 3,220 | 441 | 13.7% | 81.4% |
| Des Plaines | 58,302 | 16,642 | 28.5% | 57.7% |
| Diamond | 2,648 | 50 | 1.9% | 80.0% |
| Dixmoor | 3,643 | 626 | 17.2% | 16.3% |
| Dolton | 23,230 | 479 | 2.1% | 67.8% |
| Downers Grove | 48,621 | 4,341 | 8.9% | 61.9% |
| East Dundee | 2,886 | 233 | 8.1% | 75.1% |
| East Hazel Crest | 1,853 | 235 | 12.7% | 24.7% |
| Elburn | 5,595 | 322 | 5.8% | 58.1% |
| Elgin | 109,513 | 28,724 | 26.2% | 30.7% |

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Elk Grove | 33,166 | 6,538 | 19.7% | 55.0% |
| Elmhurst | 44,385 | 4,313 | 9.7% | 66.0% |
| Elmwood Park | 24,876 | 7,398 | 29.7% | 53.1% |
| Elwood | 2,216 | 0 | 0.0% | 0.0% |
| Evanston | 74,619 | 13,274 | 17.8% | 39.2% |
| Evergreen Park | 19,852 | 1,312 | 6.6% | 70.9% |
| Flossmoor | 9,387 | 795 | 8.5% | 55.5% |
| Ford Heights | 2,787 | 0 | 0.0% | 0.0% |
| Forest Park | 14,194 | 1,929 | 13.6% | 46.3% |
| Forest View | 804 | 106 | 13.2% | 50.9% |
| Fox Lake | 10,768 | 931 | 8.6% | 57.7% |
| Fox River Grove | 4,729 | 313 | 6.6% | 69.3% |
| Frankfort | 17,787 | 676 | 3.8% | 64.3% |
| Franklin Park | 18,333 | 6,361 | 34.7% | 43.3% |
| Geneva | 21,588 | 1,088 | 5.0% | 44.6% |
| Gilberts | 6,786 | 1,257 | 18.5% | 42.5% |
| Glencoe | 8,728 | 740 | 8.5% | 69.3% |
| Glendale Heights | 34,159 | 11,745 | 34.4% | 53.0% |
| Glen Ellyn | 27,503 | 2,625 | 9.5% | 57.1% |
| Glenview | 44,478 | 9,209 | 20.7% | 73.5% |
| Glenwood | 9,033 | 197 | 2.2% | 73.6% |
| Godley | 755 | 6 | 0.8% | 50.0% |
| Golf | 590 | 75 | 12.7% | 60.0% |
| Grayslake | 20,943 | 2,349 | 11.2% | 55.4% |
| Green Oaks | 3,852 | 582 | 15.1% | 74.6% |
| Greenwood | 278 | 9 | 3.2% | 66.7% |
| Gurnee | 31,222 | 4,925 | 15.8% | 65.0% |
| Hainesville | 3,519 | 786 | 22.3% | 67.0% |
| Hampshire | 6,174 | 685 | 11.1% | 46.7% |
| Hanover Park | 37,990 | 13,888 | 36.6% | 42.1% |
| Harvard | 9,172 | 2,549 | 27.8% | 14.6% |
| Harvey | 24,959 | 2,132 | 8.5% | 26.8% |

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Harwood Heights | 8,573 | 3,330 | 38.8% | 57.1% |
| Hawthorn Woods | 7,451 | 1,144 | 15.4% | 75.0% |
| Hazel Crest | 14,341 | 436 | 3.0% | 76.6% |
| Hebron | 1,082 | 50 | 4.6% | 88.0% |
| Hickory Hills | 14,355 | 4,081 | 28.4% | 56.7% |
| Highland Park | 29,909 | 3,412 | 11.4% | 67.6% |
| Highwood | 5,396 | 2,007 | 37.2% | 18.2% |
| Hillside | 8,136 | 1,480 | 18.2% | 44.3% |
| Hinsdale | 16,594 | 1,668 | 10.1% | 58.0% |
| Hodgkins | 2,405 | 717 | 29.8% | 12.7% |
| Hoffman Estates | 52,066 | 15,522 | 29.8% | 50.8% |
| Holiday Hills | 686 | 31 | 4.5% | 9.7% |
| Homer Glen | 24,428 | 3,017 | 12.4% | 75.6% |
| Hometown | 4,346 | 244 | 5.6% | 23.8% |
| Homewood | 19,526 | 974 | 5.0% | 61.2% |
| Huntley | 23,897 | 2,003 | 8.4% | 80.8% |
| Indian Creek | 526 | 181 | 34.4% | 70.7% |
| Indian Head Park | 3,807 | 564 | 14.8% | 76.1% |
| Inverness | 7,457 | 973 | 13.0% | 74.6% |
| Island Lake | 8,114 | 963 | 11.9% | 54.3% |
| Itasca | 8,494 | 2,113 | 24.9% | 48.8% |
| Johnsburg | 6,325 | 104 | 1.6% | 81.7% |
| Joliet | 147,098 | 21,922 | 14.9% | 38.5% |
| Justice | 12,877 | 2,709 | 21.0% | 46.2% |
| Kaneville | 457 | 0 | 0.0% | 0.0% |
| Kenilworth | 2,669 | 164 | 6.1% | 59.8% |
| Kildeer | 3,952 | 347 | 8.8% | 72.3% |
| La Grange | 15,563 | 1,225 | 7.9% | 58.1% |
| La Grange Park | 13,552 | 1,235 | 9.1% | 76.0% |
| Lake Barrington | 4,870 | 420 | 8.6% | 76.2% |
| Lake Bluff | 6,214 | 547 | 8.8% | 76.6% |
| Lake Forest | 19,068 | 1,875 | 9.8% | 61.7% |

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Lake in the Hills | 28,894 | 3,142 | 10.9% | 60.0% |
| Lakemoor | 6,415 | 825 | 12.9% | 42.7% |
| Lake Villa | 8,827 | 703 | 8.0% | 80.4% |
| Lakewood | 4,184 | 215 | 5.1% | 90.2% |
| Lake Zurich | 19,679 | 3,249 | 16.5% | 54.0% |
| Lansing | 28,270 | 1,803 | 6.4% | 57.0% |
| Lemont | 15,954 | 2,160 | 13.5% | 77.3% |
| Libertyville | 20,388 | 1,944 | 9.5% | 64.1% |
| Lily Lake | 1,024 | 47 | 4.6% | 40.4% |
| Lincolnshire | 7,228 | 840 | 11.6% | 76.1% |
| Lincolnwood | 12,538 | 4,870 | 38.8% | 82.1% |
| Lindenhurst | 14,415 | 1,152 | 8.0% | 64.1% |
| Lisbon | 316 | 16 | 5.1% | 0.0% |
| Lisle | 22,453 | 2,945 | 13.1% | 45.3% |
| Lockport | 24,672 | 1,999 | 8.1% | 58.4% |
| Lombard | 43,180 | 5,865 | 13.6% | 54.0% |
| Long Grove | 8,031 | 1,546 | 19.3% | 79.6% |
| Lynwood | 9,042 | 622 | 6.9% | 68.6% |
| Lyons | 10,651 | 2,448 | 23.0% | 52.7% |
| McCook | 304 | 28 | 9.2% | 32.1% |
| McCullom Lake | 1,054 | 51 | 4.8% | 23.5% |
| McHenry | 26,862 | 2,219 | 8.3% | 37.0% |
| Manhattan | 6,456 | 33 | 0.5% | 0.0% |
| Maple Park | 1,240 | 49 | 4.0% | 89.8% |
| Marengo | 7,675 | 724 | 9.4% | 34.7% |
| Markham | 12,514 | 761 | 6.1% | 58.6% |
| Matteson | 18,692 | 730 | 3.9% | 59.7% |
| Maywood | 24,177 | 2,576 | 10.7% | 27.6% |
| Melrose Park | 25,241 | 9,687 | 38.4% | 28.2% |
| Merrionette Park | 2,088 | 113 | 5.4% | 63.7% |
| Mettawa | 502 | 74 | 14.7% | 67.6% |
| Midlothian | 14,788 | 1,207 | 8.2% | 54.3% |

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Millbrook | 271 | 11 | 4.1% | 0.0% |
| Millington | 768 | 3 | 0.4% | 100.0% |
| Minooka | 10,548 | 386 | 3.7% | 75.1% |
| Mokena | 18,424 | 847 | 4.6% | 59.6% |
| Monee | 5,099 | 100 | 2.0% | 20.0% |
| Montgomery | 18,123 | 2,820 | 15.6% | 53.0% |
| Morton Grove | 23,194 | 9,003 | 38.8% | 78.8% |
| Mount Prospect | 54,144 | 17,304 | 32.0% | 47.0% |
| Mundelein | 31,506 | 9,217 | 29.3% | 38.0% |
| Naperville | 142,143 | 24,042 | 16.9% | 54.2% |
| Newark | 932 | 21 | 2.3% | 19.0% |
| New Lenox | 24,369 | 876 | 3.6% | 68.2% |
| Niles | 29,720 | 13,136 | 44.2% | 63.1% |
| Norridge | 14,656 | 5,565 | 38.0% | 66.8% |
| North Aurora | 16,231 | 1,910 | 11.8% | 57.2% |
| North Barrington | 3,313 | 264 | 8.0% | 73.9% |
| Northbrook | 33,095 | 6,361 | 19.2% | 68.7% |
| North Chicago | 31,677 | 5,687 | 18.0% | 32.4% |
| Northfield | 5,234 | 816 | 15.6% | 75.1% |
| Northlake | 12,287 | 4,113 | 33.5% | 42.6% |
| North Riverside | 6,920 | 827 | 12.0% | 79.2% |
| Oak Brook | 7,905 | 2,041 | 25.8% | 94.7% |
| Oakbrook Terrace | 2,205 | 376 | 17.1% | 59.6% |
| Oak Forest | 27,922 | 2,194 | 7.9% | 48.5% |
| Oak Lawn | 56,524 | 8,474 | 15.0% | 65.7% |
| Oak Park | 51,781 | 5,405 | 10.4% | 50.7% |
| Oakwood Hills | 2,266 | 130 | 5.7% | 68.5% |
| Old Mill Creek | 144 | 16 | 11.1% | 0.0% |
| Olympia Fields | 4,823 | 164 | 3.4% | 87.2% |
| Orland Hills | 7,118 | 943 | 13.2% | 60.8% |
| Orland Park | 56,607 | 7,457 | 13.2% | 77.2% |
| Oswego | 30,302 | 1,878 | 6.2% | 66.1% |

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Palatine | 68,338 | 15,184 | 22.2% | 45.2% |
| Palos Heights | 12,446 | 1,108 | 8.9% | 69.5% |
| Palos Hills | 17,458 | 4,930 | 28.2% | 64.7% |
| Palos Park | 4,805 | 534 | 11.1% | 62.2% |
| Park | 7,383 | 2,786 | 37.7% | 19.7% |
| Park Forest | 22,424 | 798 | 3.6% | 62.8% |
| Park Ridge | 37,266 | 5,668 | 15.2% | 68.7% |
| Peotone | 4,703 | 0 | 0.0% | 0.0% |
| Phoenix | 1,889 | 88 | 4.7% | 27.3% |
| Pingree Grove | 4,425 | 752 | 17.0% | 92.7% |
| Plainfield | 39,030 | 4,189 | 10.7% | 56.5% |
| Plano | 10,602 | 1,817 | 17.1% | 38.4% |
| Plattville | 233 | 0 | 0.0% | 0.0% |
| Port Barrington | 1,610 | 213 | 13.2% | 54.9% |
| Posen | 5,975 | 1,724 | 28.9% | 27.0% |
| Prairie Grove | 1,787 | 128 | 7.2% | 60.9% |
| Prospect Heights | 16,228 | 6,626 | 40.8% | 39.6% |
| Richmond | 2,092 | 69 | 3.3% | 40.6% |
| Richton Park | 13,568 | 522 | 3.8% | 57.7% |
| Ringwood | 833 | 26 | 3.1% | 84.6% |
| Riverdale | 13,552 | 185 | 1.4% | 40.0% |
| River Forest | 11,174 | 990 | 8.9% | 65.2% |
| River Grove | 10,224 | 3,629 | 35.5% | 55.7% |
| Riverside | 8,859 | 890 | 10.0% | 45.4% |
| Riverwoods | 3,854 | 408 | 10.6% | 55.1% |
| Robbins | 5,132 | 146 | 2.8% | 35.6% |
| Rockdale | 1,909 | 220 | 11.5% | 11.4% |
| Rolling Meadows | 23,645 | 6,576 | 27.8% | 32.4% |
| Romeoville | 39,175 | 8,403 | 21.4% | 49.2% |
| Roselle | 22,814 | 3,663 | 16.1% | 63.2% |
| Rosemont | 3,499 | 937 | 26.8% | 43.9% |
| Round Lake | 17,773 | 4,289 | 24.1% | 58.0% |

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Round Lake Beach | 28,133 | 8,415 | 29.9% | 26.1% |
| Round Lake Heights | 2,818 | 660 | 23.4% | 67.1% |
| Round Lake Park | 7,382 | 2,045 | 27.7% | 12.0% |
| St. Charles | 33,046 | 3,290 | 10.0% | 33.3% |
| Sandwich | 7,563 | 371 | 4.9% | 37.2% |
| Sauk | 10,473 | 245 | 2.3% | 68.2% |
| Schaumburg | 74,276 | 19,076 | 25.7% | 51.5% |
| Schiller Park | 11,782 | 5,204 | 44.2% | 53.0% |
| Shorewood | 15,611 | 1,190 | 7.6% | 70.8% |
| Skokie | 64,588 | 26,540 | 41.1% | 67.4% |
| Sleepy Hollow | 3,348 | 287 | 8.6% | 57.1% |
| South Barrington | 4,738 | 1,097 | 23.2% | 94.2% |
| South Chicago Heights | 4,123 | 600 | 14.6% | 34.3% |
| South Elgin | 21,873 | 2,407 | 11.0% | 69.3% |
| South Holland | 21,994 | 839 | 3.8% | 62.5% |
| Spring Grove | 5,452 | 195 | 3.6% | 86.2% |
| Steger | 9,629 | 591 | 6.1% | 46.2% |
| Stickney | 6,731 | 1,143 | 17.0% | 44.6% |
| Stone Park | 4,942 | 2,298 | 46.5% | 33.9% |
| Streamwood | 40,201 | 11,809 | 29.4% | 50.1% |
| Sugar Grove | 8,831 | 409 | 4.6% | 59.9% |
| Summit | 11,166 | 3,938 | 35.3% | 27.5% |
| Symerton | 67 | 0 | 0.0% | 0.0% |
| Third Lake | 1,448 | 71 | 4.9% | 54.9% |
| Thornton | 2,718 | 137 | 5.0% | 51.8% |
| Tinley Park | 56,340 | 4,595 | 8.2% | 61.1% |
| Tower Lakes | 1,430 | 110 | 7.7% | 64.5% |
| Trout Valley | 584 | 22 | 3.8% | 90.9% |
| Union | 719 | 3 | 0.4% | 100.0% |
| University Park | 7,034 | 162 | 2.3% | 47.5% |
| Vernon Hills | 25,144 | 7,003 | 27.9% | 54.4% |
| Villa Park | 22,212 | 3,502 | 15.8% | 39.4% |

| MUNICIPALITY | TOTAL POPULATION | TOTAL FOREIGN BORN | PERCENT FOREIGN BORN | PERCENT FOREIGN-BORN WHO ARE NATURALIZED CITIZENS |
|---|---|---|---|---|
| Virgil | 375 | 12 | 3.2% | 41.7% |
| Volo | 2,996 | 405 | 13.5% | 51.4% |
| Wadsworth | 3,783 | 301 | 8.0% | 57.8% |
| Warrenville | 13,346 | 1,405 | 10.5% | 42.1% |
| Wauconda | 12,960 | 2,056 | 15.9% | 32.4% |
| Waukegan | 88,982 | 27,871 | 31.3% | 27.3% |
| Wayne | 2,760 | 138 | 5.0% | 96.4% |
| Westchester | 16,684 | 2,334 | 14.0% | 62.7% |
| West Chicago | 27,079 | 8,689 | 32.1% | 28.2% |
| West Dundee | 7,307 | 973 | 13.3% | 66.5% |
| Western Springs | 12,853 | 458 | 3.6% | 68.6% |
| Westmont | 25,101 | 5,718 | 22.8% | 53.3% |
| Wheaton | 53,155 | 6,059 | 11.4% | 47.2% |
| Wheeling | 37,575 | 15,788 | 42.0% | 45.2% |
| Willowbrook | 8,575 | 1,996 | 23.3% | 63.4% |
| Willow Springs | 5,455 | 786 | 14.4% | 71.8% |
| Wilmette | 27,202 | 4,606 | 16.9% | 63.6% |
| Wilmington | 5,918 | 149 | 2.5% | 14.8% |
| Winfield | 9,168 | 618 | 6.7% | 55.7% |
| Winnetka | 12,210 | 682 | 5.6% | 74.6% |
| Winthrop Harbor | 6,752 | 257 | 3.8% | 75.1% |
| Wonder Lake | 3,672 | 167 | 4.5% | 73.1% |
| Wood Dale | 13,778 | 3,508 | 25.5% | 52.3% |
| Woodridge | 32,926 | 6,725 | 20.4% | 53.3% |
| Woodstock | 24,781 | 3,770 | 15.2% | 37.9% |
| Worth | 10,787 | 1,766 | 16.4% | 48.0% |
| Yorkville | 17,055 | 983 | 5.8% | 58.6% |
| Zion | 24,400 | 2,945 | 12.1% | 46.4% |

# Acronyms

| | |
|---|---|
| **ACS** | American Community Survey |
| **AHHAB** | Aurora Hispanic Heritage Advisory Board |
| **CHIP** | Children's Health Insurance Program |
| **CLT** | Community Land Trusts |
| **CMAP** | Chicago Metropolitan Agency for Planning |
| **CPAH** | Community Partners for Affordable Housing |
| **EAH** | Employer-Assisted Housing |
| **HACE** | Hispanic Alliance for Career Enhancement |
| **HTF** | Housing Trust Funds |
| **ICE** | U.S. Immigration and Customs Enforcement |
| **IDES** | Illinois Department of Employment Services |
| **LEP** | Limited English Proficiency |
| **LTA** | Local Technical Assistance |
| **MMC** | Metropolitan Mayors Caucus |
| **NCLR** | National Council of La Raza |
| **NLC** | National League of Cities |
| **SNAP** | Supplemental Nutrition Assistance Program |
| **WIC** | Illinois Women, Infants, and Children |

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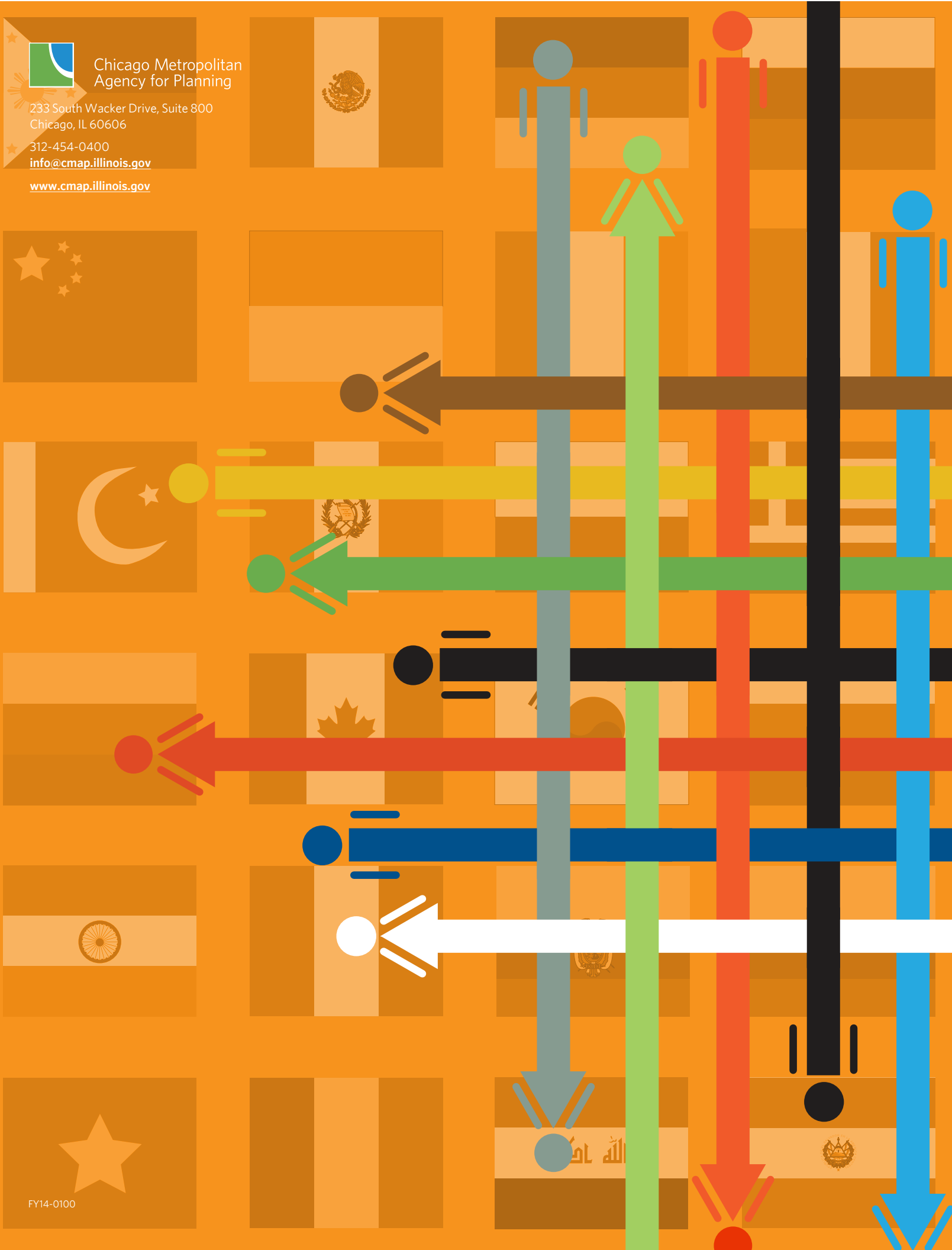

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