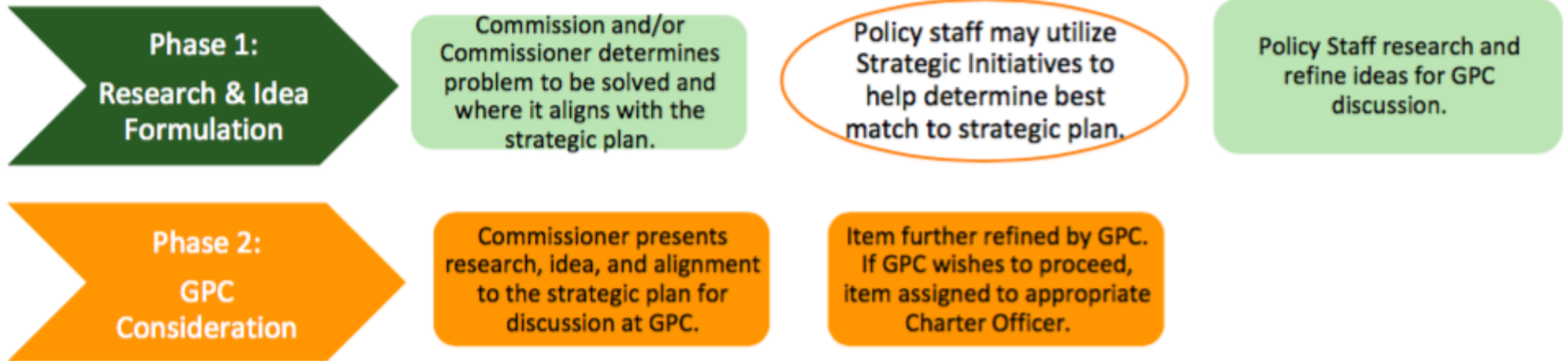




# Immigrant Support Services

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Office of the City Clerk  
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# Policy Research Process



# City of Gainesville Existing Efforts

- Immigrants make up over 11% of the Gainesville population.
- The **Gainesville Immigrant Neighbor Inclusion Initiative (GINI)** focused on five areas of immigrant support: safety, civic inclusion, language access, education, and health.
- Current focus is on **language-based translation** services and hiring an immigrant liaison in the Office of Equity and Inclusion.
- These efforts received \$300k in the FY23 budget.

# State and Federal Support

Program	Details
Florida Department of Children and Families	Primary state governmental resource for immigrant family aid.
Florida Office of Refugee Resettlement	Florida office providing economic and social support to refugees. Provides federally funded direct cash and medical assistance, and partners with nonprofit organizations.
U.S. Citizenship and Immigration Services	Provides support with naturalization application process, and assists with immigration services support. Has a Citizenship and Immigration Services Ombudsman to serve as a liaison.
U.S. Office of Refugee Resettlement	Assists refugees in finding and maintaining employment through vocational and skills certifications, job placement, and job maintenance.

# Common Support Services

<b>City Departments</b>	Ensuring one department is responsible for immigrant services can assist with communication and access. This office may be tasked with immigrant integration, financial and education literacy programs, workshops, and language classes.
<b>Safety and Health Services</b>	Ensuring law enforcement and healthcare services are accessible to immigrant population. This can include educational programming and targeted resource collection and dispersal.
<b>Language Access</b>	Ensuring translation and interpreters are available for access to city services; providing language classes.
<b>Community Engagement</b>	The creation of community coalitions can help to share best practices and advocate for immigrants within the community.
<b>Educational and Legal Services</b>	Financial literacy programs, educational and professional development resources, citizenship assistance, legal aid.
<b>Funding</b>	Creating educational programs to increase awareness of SNAP, TANF, and SSI funding, and identifying grant programs to support work that increases city and community services for immigrant populations.

# Orlando, Florida

- **Hispanic Office for Local Assistance (HOLA) and an Office of Multicultural Affairs Liaison.**
- **Community Impact Fund** budgets for translation services, HOLA staff, the Multicultural Liaison, and programming.
- The **Multicultural Affairs Board** allows immigrant residents to provide feedback on the community and services provided.
- The City partners with **Florida Legal Services and Career Source Central Florida** to assist with professional development.
- The City also provides **ESOL classes**.

# Miami Dade County, Florida

- Facilitated through **Office of New Americans**.
  - Provides citizenship preparation, assistance with naturalization, fee waivers for applications, and financial counseling.
  - Partners with local community organizations to host educational programming.
- Created a **New American Task Force** to help immigrants deal with the aftermath of the COVID19 pandemic.
  - Provides web-based access to citizenship resources
  - Virtual citizenship classes and pro-bono legal services
  - Micro-grants for immigrant families and immigrant owned businesses.

# San Antonio, Texas

- Resource collection is provided through Department of Human Services.
- Established a Migrant Resource Center in 2019 to aid asylees and was closed in October of 2019.
- **City Immigration Community Liaison**
  - Develops initiatives to aid immigrant and refugee communities in partnership with local stakeholders.
  - Operates a newsletter.
  - Supports funding of legal services for immigrants facing deportation through contracts with three legal services providers.
- Developed a **Welcoming Plan** in 2020
  - Host resource fairs for city services.
  - Create a legal information hotline.
  - Establish parent liaisons for K12 schools to serve as translators.



# San Francisco, California

## **Office of Civic Engagement and Immigrant Affairs**

- Provides list of free legal aid organizations.
- DACA renewal fees are free for eligible residents.
- Hotlines for individuals being detained by ICE.
- Pathway to Citizenship workshops for naturalization assistance.
- Community safety and engagement job training program.
- Phone line for someone to accompany you home or to an appointment.
- A formal complaint process for lack of city translation services.
- An Immigrant Rights Commission.

# Chicago, Illinois

## **Office of New Americans**

- Information on benefits, citizenship application, DACA information, language access, and legal FAQs.
- ESOL and General Education Development programs.
- Specialized immigrant training for school faculty.
- Hosting citizenship swearing-in ceremonies.
- Chicago STAR scholarship open to DREAM Act recipients.
- Chicago New Americans Advisory Committee.
- Citizenship workshops at Chicago Public Libraries

# Atlanta, Georgia

## **Office of Immigrant Affairs**

- iSpeak ATL – language and translation services.
- MyCity ATL is a 6 month program for individuals participating in the Adult ESOL program to learn about city departments and agencies.
- Connects migrants to food assistance and educational materials on SNAP.
- Assists with the road to citizenship through application and eligibility information.

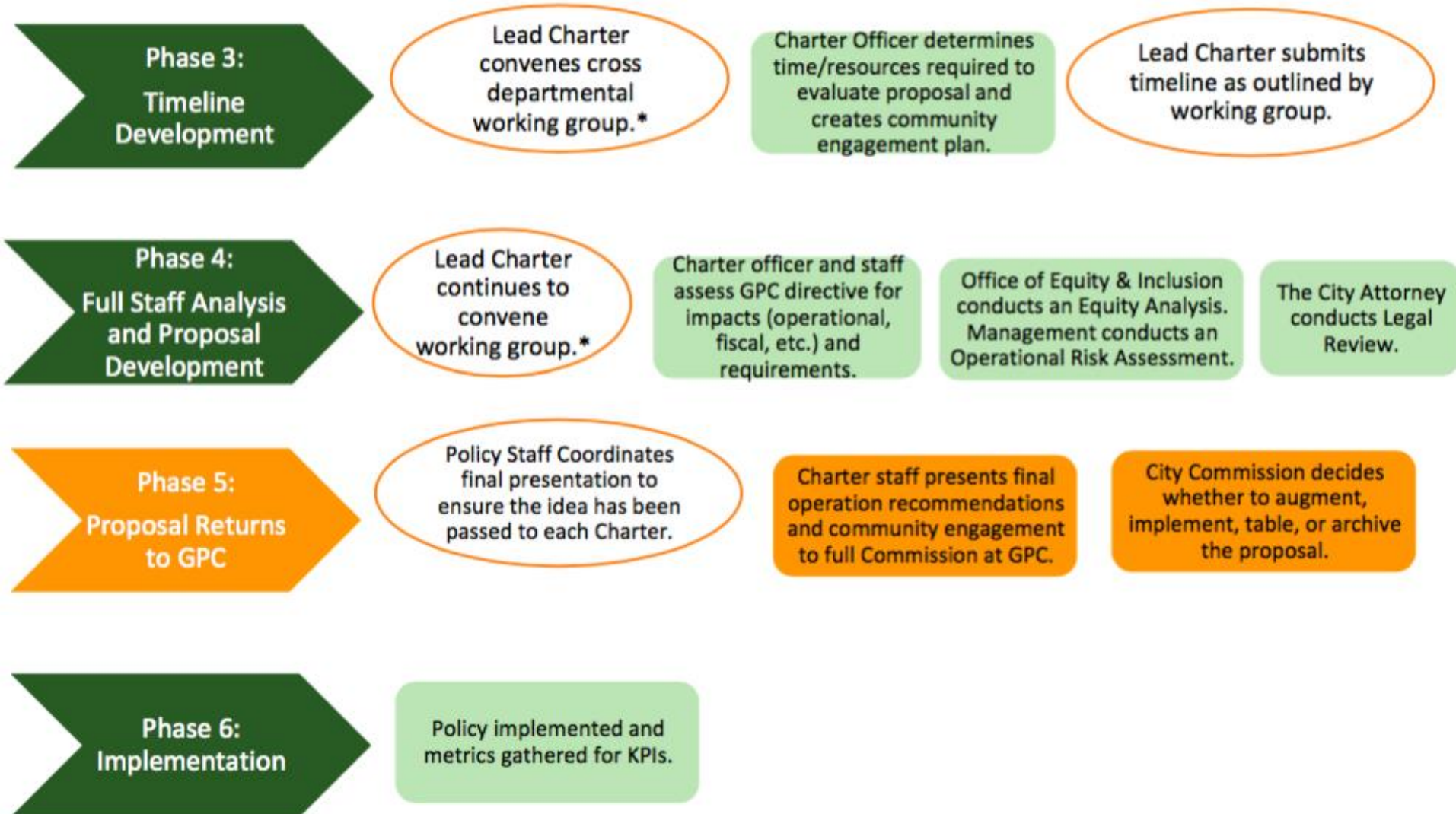
# Tampa, Florida

- No established immigrant services.
- Instead, immigrants rely on nonprofit and advocacy groups for legal support and citizenship aid.
- This is common amongst many cities, who rely on existing nonprofit and advocacy groups to provide support services to immigrant populations rather than creating city-sponsored programming.

# Potential Challenges

- Determining what type of support is most needed.
- Determining if the support is best provided through the City of Gainesville or existing nonprofit and advocacy groups.
- Concerns regarding Sunshine laws and undocumented neighbors.
- Finding efficient ways to inform immigrant neighbors of new support programming.
- Ensuring translations are completed effectively to prevent miscommunication.
- Determining if any existing department should facilitate immigrant support, or if a new department should be created.

# Policy Research Process



**Discussion?**