



Building Integrated Communities Action Plan Implementation Update

June 2023

Our Progress in Implementing the
[Building Integrated Communities \(BIC\) Action Plan](#)



Government Communication

Strategy	Status	Notes
10.1 Create a Town-wide Language Access Plan		Unanimously approved by Town Council in November 2019. Implementation underway.
10.2 Town establishes a contract for interpretation and translation services		Contracts approved for multiple language service organizations. Hundreds of documents translated and over 100 Town meetings included interpretation.
4.1 Translate critical public housing documents into key languages		Translated all critical documents into primary languages, including public housing and transitional housing applications, maintenance memos, and monthly communications to residents.
4.2 Provide interpretation for critical public housing appointments		In-person interpretation and language line established for resident interactions. Multi-lingual videos and other communication tools developed.
10.4 Establish standard language access messages to include on publicity for Town meetings		Multi-lingual welcome signage added at Town Hall. Language access messaging included on all Council and Advisory Board meeting agendas and on Town website. Additional materials developed and distributed to Town departments.
10.3 The Town supports community organizations to develop solutions to existing language access issues		Supported Community Interpreter Pilot and Neighborhood Support Circle Programs. Preparing to launch Community Interpreter Bank and language access trainings for Town staff.



Housing

Strategy	Status	Notes
2.1 Non-profit affordable housing providers amend policies to serve residents without documentation status		Habitat for Humanity amended their policies to serve residents with TPS and DACA. Continuing to work with other housing providers to explore options for amending policies.
5.2 Include housing and legal education in outreach to manufactured home residents		Workshops held in collaboration with community partners. Developed and distributed multi-lingual housing resource guide. Additional outreach opportunities planned.
2.2 Support the Town's Public Housing Master Plan project to facilitate the involvement of immigrant and refugee residents		Provided assistance with resident outreach and interpretation and translation services in support of the Master Planning process.
3.1 Continue to focus on increasing the capacity of existing public housing maintenance staff and improving maintenance efforts		Facilitated Language Access Training for all Public Housing Staff. Created a variety of tools and resources for use by maintenance staff for interactions with immigrant and refugee residents. Translated all maintenance communications into primary languages. Secured additional maintenance mechanic position for Fiscal Year 2024.
4.3 Provide housing education and outreach opportunities for immigrant and refugee residents		Developed housing resources. Conducted workshops in partnership with community partners.

Legend: = completed = completed & ongoing = in progress = upcoming

For more information, visit:
www.townofchapelhill.org/bic



Housing

	Strategy	Status	Notes
2.3	Continue implementation of the Town's Affordable Housing Strategies and identify best practices to better serve immigrants and refugees		Focusing on housing issues in alignment with under-engaged groups as identified in the Engagement Study.
3.2	Increase the Town's capacity to address and enforce code compliance in communities where immigrant and refugee live		Ongoing collaboration underway with Development Services Department and other key stakeholders. Held language access training with BDS staff.
5.1	Continue implementation of the Town's Manufactured Home Strategy and engage residents of manufactured home communities in jointly designing solutions		Workshops and resource guides developed in partnership with community partners for manufactured home residents. Held community conversations with manufactured home residents. Planning to roll out resident leadership opportunities in coming months.



Leadership

	Strategy	Status	Notes
7.1	Create and launch a recruitment process to Town boards, commissions, and committees accessible to immigrants and refugees		Developed and distributed new outreach materials, incentives, and supports to encourage participation of immigrant and refugee residents.
8.2	Develop and launch a Youth Peoples Academy		Hosted a UNC Peoples Academy attended by over 100 students. Plan to host annually going forward.
8.1	Engage immigrant and refugee youth in the Youth Initiative		Partnered with local community groups and community members serving immigrants and refugees to help recruit youth for the Town's Youth Design Team. Recruited immigrant and refugee youth to participate in Summer Youth Employment Program and UNC Peoples Academy.
9.1	Strengthen the Peoples Academy recruitment and curriculum to include immigrant and refugee residents		Conducted outreach in Spanish and Mandarin for Academy. Translated materials into primary languages. Led the 1st bilingual and hybrid Peoples Academy.
7.2	Establish a liaison to welcome and guide immigrant and refugee residents serving on boards and commissions		Established staff liaison. Created peer mentorship pilot program for new advisory board members. Staff provide support for translation, interpretation, equipment, and staff language trainings.
11.1	Further develop a cohort of multi-lingual and multi-cultural Town employees		Organization-wide effort underway to increase diversity in recruitment. Several employees hired who are native speakers of languages other than English, including BIC Community Connections Coordinator position. Language Pay Incentive included in FY24 Budget.
12.2	Strengthen the Town's connections to community organizations that serve immigrants and refugees		Provided new funding to various community partners and other programs and services serving immigrants and refugees, including Neighborhood Support Circles, interpretation services in crisis situations, and paid engagement opportunities through the Engagement Study.
12.3	Expand the Town's collaboration with local government and institutions across Orange County to implement the BIC Action Plan		Exploring new partnership opportunities across the County, including with Orange County, UNC Health, UNC-CH. Joined Municipal Language Access Network and NC Municipality Working Group for New Americans.
11.2	Town continues to explore cross-cultural learning opportunities for employees		Developing list of cultural holidays for the Town to recognize. Exploring options to offer cultural competency training to staff.

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Leadership

	Strategy	Status	Notes
12.1	Develop Town staff and appointed board, commission, and Council members to work effectively with diverse groups of people, including immigrants and refugees		Facilitated racial equity and language access trainings for Town staff and advisory board members. Additional training under development.
8.3	Engage youth to participate in Town decision-making processes		Opportunities for engagement and leadership development offered through UNC Peoples Academy.
8.4	Expand school visits to Town Hall to include more immigrant and refugee students		Anticipate focusing further on this strategy next school year.



Public Safety & Law Enforcement

	Strategy	Status	Notes
6.3	Continue to expand the Police Department's Know Your Rights sessions with immigrant and refugee residents		Exploring potential engagement opportunities to reconnect and engage the Crisis Unit with community partners.
6.2	Police Department increases its attendance at events and meetings to build relationships with immigrants and refugees		Police Department hosted first ever Bilingual English-Spanish Community Policing Academy in 2023. Outreach at community events ongoing.
6.1	Create a more centralized and intentional outreach request process for the Police Department		Using a centralized email process to receive requests to participate in community events.
6.4	Jointly design multi-lingual presentations on gun violence, youth substance use, with immigrant and refugee residents		Anticipate focusing further on this strategy in Fiscal Year 2024.



Public Transportation

	Strategy	Status	Notes
1.4	Provide transit service information in multiple languages		Interpretation and multi-lingual outreach flyers provided for community input meetings. Work underway to create additional multi-lingual materials.
1.3	Pilot a CHT demand-based transportation solution.		CHT expanded language accessibility of EZ Rider services with input from community partners and has seen increase in ridership of immigrant and refugee residents as a result.
1.1	Collaborate with Chapel Hill Transit on short-term transit planning process		Ongoing collaboration with CHT to connect residents to public transportation.
1.2	Engage Chapel Hill employers with a significant immigrant and refugee workforce in improving transportation options		Transit services extended to better serve residents on nights and weekends.