



Building Integrated Communities Action Plan Implementation Update

June 2024

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		Renewed contract with language services vendors. In FY24, 121 documents translated and 134 Town meetings included interpretation.
4.1	Translate critical public housing documents into key languages		Created template documents written in plain language for efficient and effective translations.
4.2	Provide interpretation for critical public housing appointments		New Tenant Orientations and community meetings offered with interpretation. Staff working on integrating interpretation into other components of our operation.
10.4	Establish standard language access messages to include on publicity for Town meetings		Front desk staff at all departments received a language ID guide and phone interpretation tutorial. Language accessibility statement added to Town Hall TV screens.
10.3	The Town supports community organizations to develop solutions to existing language access issues		Partnered with Refugee Community Partnership and tilde language justice cooperative to support recruitment and training for the Community Interpreter Bank.



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		Partnered with El Centro Hispano to survey and map the 4 manufactured homes communities in Chapel Hill. Summer 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		All maintenance staff now carry language ID guide and have access to phone interpretation 24/7 to communicate with residents.
4.3	Provide housing education and outreach opportunities for immigrant and refugee residents		Updated and translated Town's Housing Guide and housing resources. Planned upcoming educational event with Raleigh Immigration Law.

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.
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. Mapped current layout of each lot in all four manufactured home communities. 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		The Town Council is having discussions about Advisory Boards, their structure, and purpose. Work on this will continue after the Council provides additional guidance.
8.2	Develop and launch a Youth Peoples Academy		Hosted a UNC Peoples Academy and approximately 40 students participated with 14 Town divisions in over 3 hours of learning and engaging.
8.1	Engage immigrant and refugee youth in the Youth Initiative		Recruited immigrant and refugee youth to participate in Summer Youth Employment Program.
9.1	Strengthen the Peoples Academy recruitment and curriculum to include immigrant and refugee residents		Conducted outreach in Spanish for the Academy. Translated all faculty presentations into Spanish. Led the 2nd 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		Language Pay Incentive policy established. Staff training conducted in May, 2024.
12.2	Strengthen the Town's connections to community organizations that serve immigrants and refugees		Compensated Refugee Community Partnership staff for their expertise to inform the interpreter bank. Partnering with El Centro Hispano to compensate manufactured home residents for participation in future leadership committee.
12.3	Expand the Town's collaboration with local government and institutions across Orange County to implement the BIC Action Plan		Continuing to build upon partnerships established in the past. Collaborating with Durham Technical Community College to offer training to Town staff receiving language pay incentive.
11.2	Town continues to explore cross-cultural learning opportunities for employees		Partnered with tilde Language Justice Cooperative to offer multiple language justice trainings to staff.



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		Conducting yearly racial equity training for Town staff and Human Services advisory board members.
8.3	Engage youth to participate in Town decision-making processes		Opportunities for engagement and leadership development offered through UNC Peoples Academy and Town's Youth Council.
8.4	Expand school visits to Town Hall to include more immigrant and refugee students		Anticipate focusing further on this strategy as capacity allows.



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		CHPD participates in local Faith ID events with El Centro Hispano and other educational events like Be a Responsible Server (BARS,) bilingual Community Policing Academy, and public housing community meetings.
6.2	Police Department increases its attendance at events and meetings to build relationships with immigrants and refugees		Police Department hosted their second bilingual English-Spanish Community Policing Academy in 2024. 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		CHPD partnered with Chapel Hill Campus & Community Coalition to offer Be a Responsible Server training to Spanish speaking food service workers.



Public Transportation

	Strategy	Status	Notes
1.4	Provide transit service information in multiple languages		All transit operators now carry language ID guides and have access to phone interpretation 24/7 to communicate with passengers. Some Transit staff participated in Language Justice trainings.
1.3	Pilot a CHT demand-based transportation solution.		Transit continues to integrate language access training for demand-based reservations and customer service.
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.