

OFFICE OF IMMIGRANT AND REFUGEE AFFAIRS

ACTION PLAN 2015-2016

Strengthen Language Access Policies & Protocols

- Make Language Access a basic customer necessity - be welcoming, provide interpretation, translate materials, communicate, simplify access
- Develop guidelines and tools for City departments, strengthen systems, provide technical assistance, support Language Access liaisons
- Grow in-house resources, strengthen Language Bank, support bilingual employees, measure progress

Expand Access to ESL Programs

- Launch Ready to Work
- Develop a plan to address immediate needs for gaps in job training opportunities for ESL students at the City of Seattle

Citizenship & Naturalization Campaign

- Build a robust campaign that will ensure larger numbers of immigrants are naturalized and participating in civic processes
- Explore opportunities to participate in national campaigns that promote naturalization and immigrant integration
- Partner with USCIS on Citizenship Corners, to disseminate information and promote citizenship
- Host naturalization ceremonies in City venues, in partnership with Libraries, Parks, Seattle Center and other departments
- Promote the benefits of naturalization through Ethnic Media
- Train frontline City staff at Community Centers and Libraries to provide information on citizenship services, ESL classes and other resources.
- Evaluate current New Citizen Program

Community Safety

- Implement Immigrant Family Institute to address community safety with the goal of building trust, strengthening communication and increasing cultural competency
- Adapt RWI curriculum that can be used as a national model
- Complete reports from Refugee Women's Institute for publication
- Complete videos from Refugee Women's Institute for new community leaders to use in their outreach
- Complete multilingual Guide to City of Seattle services for new populations

Civic & Community Engagement

- Begin Implementation of Voting Report recommendations
- Begin visioning for Ethnic Media programming
- Support Immigrant and Refugee Commission in advocacy and work plan
- Ensure immigrant and refugee voices are at the table and able to participate fully
- Develop and strengthen relationships for the City in immigrant and refugee communities

Better Government

- Provide expertise on immigrant and refugee communities to all City departments to ensure more equitable outcomes for immigrant and refugee communities
- Complete 4 RSJI toolkits on existing OIRA programming and projects
- Reach WMBE goals for 2015
- Implement new relationship management tool to better engage and inform immigrant and refugee communities; share tool with City departments
- Develop federal policy strategy for OIRA

Administrative Action

- Work with nonprofits to support outreach in the community on DACA/DAPA and provide free application assistance to eligible residents
- Support roll out of Mayor's investments for Administrative Relief