



Welcoming San José

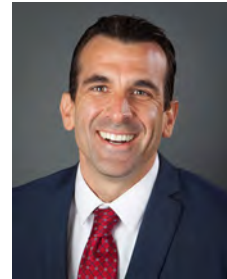
Plan for Civic, Economic, Linguistic, and Social Integration 2016-2019





Dear Resident,

As Mayor of San José, it gives me great pleasure to support our City's efforts to be a more welcoming, inclusive city that works for all of our residents. As the descendant of immigrants, I know firsthand the earnestness and heart that immigrants bring to this country, and the ways in which they serve their new communities by helping them grow all the more.



For this and many reasons, I am happy that our Office of Immigrant Affairs is seeking to recognize the inherent talents and hardworking spirit of immigrants from all racial, ethnic, socioeconomic, and religious backgrounds. We, the people of San José, together with our Office of Immigrant Affairs, continue to welcome immigrants to our city, and foster a truly caring environment. I welcome everybody to continue to engage in the work of making our City safer, smarter, and more welcoming to all who live here.

I offer my sincere congratulations to the Welcoming San José committee for their continued work in opening the doors of San José for all immigrants who wish to make a home here and contribute to our community.

Regards,

Sam Liccardo
Mayor



Dear Resident,

As an immigrant to the United States myself, I have a deep and personal appreciation of the challenges of joining a new society, the opportunities that exist in America, and the contributions that immigrants make that enrich our communities.



I also have profound respect for the courage and talents of immigrants to our community, for I know it is not an easy transition. The San José Office of Immigrant Affairs is leading our efforts and working with our entire community and our many partners to help make San José a better city for all our residents.

The City of San José understands that our neighborhoods and our businesses gain so much from what immigrants bring: their energy, their skills, and their perspectives that strengthen the vitality of our city. For this reason, I am very proud that San José is a welcoming city that supports vigorous efforts to help our newest residents from other lands get settled quickly and warmly.

On behalf of the City and our residents, welcome to San José!

Norberto Dueñas
City Manager

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Executive Summary



According to San José's Mayor Sam Liccardo, "We are a city of immigrants; this is a critical thread to our DNA... it is our secret sauce. If we are going to compete in a global marketplace, we need to all be working together."

As of 2014, more than 38% of San José's population are immigrants. Immigrants in Silicon Valley have high rates of workforce participation and large tax contributions, including an estimated \$77 billion immigrant contribution to the county's economy. At the same time, many also struggle in areas such as education, economic opportunity, and equitable access to services and engagement.

The City of San José is committed to building a more vibrant and welcoming city by engaging in a dynamic,



intentional immigrant integration process in which our immigrant communities and our receiving communities

work together and in which the City of San José works to make City services accessible and relevant for all residents, including the 38% who are recent immigrants.

To this end, the City of San José completed an 8-month process to develop a three-year immigrant integration plan, intended to build upon the powerful strengths and contributions of the immigrant community and to connect the immigrant community, the receiving community, community partners, and local government.

The comprehensive planning process included a Steering Committee composed of local government partners, including representatives from multiple





City departments, the County Office of Immigrant Relations, and key community, business, and education partners. These individuals, as representatives of their respective organizations, served the critical role of leading the development of a three-year Welcoming San José Plan that recommends strategies and practices to create a more welcoming environment and improve the quality of life of immigrants.

The following **five key areas** and their respective goals serve as the framework for the Welcoming San José Plan. Detailed recommendations and strategies for each of the key areas are outlined on pages 16 to 21:

- **Leadership and Communications:** Establish immigrant friendly policies, programs, and practices

throughout the City that create an inclusive and welcoming environment for immigrants who live, work and visit the City.

- **Access and Engagement:** Improve immigrant access to City services and increase immigrant participation in civic life.
- **Education:** Help immigrant students and families actively participate and succeed in the education system, by engaging as a change agent and collaborating partner.
- **Economic Opportunity:** Expand economic opportunity for immigrants by helping immigrants improve job skills, growing immigrant small businesses, and generating employment opportunities.
- **Safe, Healthy and Connected Communities:** Foster trust and build relationships between immigrants and law enforcement, local government and the community at large, and create opportunities for quality connections and healthy living.

With approval of the Mayor and City Council, the City Manager, the Office of Immigrant Affairs, and the City as a whole are excited to begin implementation of the Welcoming San José Plan to further strengthen and build upon the contributions of our immigrant community members.



Background

TODAY, 1 IN 4 CHILDREN IN THE U.S. IS AN IMMIGRANT OR CHILD OF IMMIGRANTS. When communities extend the ladder of opportunity to these youth and their families, build bridges between newcomers and long-term residents, and create a culture rooted in our foundational American values of inclusiveness, we forge the next generation of leaders and shape a more prosperous and inclusive future for all Americans.

San José is the U.S. metro area with one of the highest concentration of immigrants. As of 2013, foreign-born individuals comprised about 38 percent of San José's population, while immigrants comprised 27 percent of California's population and 13 percent for the United States population as a whole. If a San José resident was not born in a foreign country, it is likely that they have immigrant relatives; about 60 percent of Santa Clara County residents have at least one immigrant parent, and 43 percent of households are headed by an immigrant.

Forward-thinking communities around the country are recognizing that being welcoming to immigrants makes them more economically competitive and also makes them vibrant places for all residents to live, work, and play. In recent years, local city governments across the U.S. have taken increased ownership around immigrant integration. The City of San José recognizes that immigrant inclusion is good for community well-being and prosperity. As a result, the City established a new Office of Immigrant Affairs (OIA) that will play an important role in facilitating immigrant integration by creating policies or programs that make it easier for immigrants to fully participate in civic, economic, and social life. The OIA's role is to:

1. Convene
2. Educate
3. Advocate
4. Coordinate among City departments
5. Collaborate across multiple jurisdictions
6. Leverage resources
7. Bridge between immigrant community and City

Since its inception, the new San José OIA has worked



to leverage opportunities and resources to maximize the impact, increase the visibility, and further define the scope and role of the Office.

In September 2015, the Mayor and City Council adopted a Welcoming San José Resolution, Appendix A, that described guiding principles for making San José a more welcoming and inclusive place for all residents. That same week, the Office of Immigrant Affairs hosted the first meeting of the Welcoming San José Steering Committee charged with developing a three-year



San José City Manager Norberto Dueñas expressed his experience as an immigrant during opening remarks at the White House Convening (April 2016).

immigrant integration plan. The Committee was composed of a cross-sector group of individuals committed to the work, who contributed varied experiences and are highly knowledgeable of the diverse communities in San José. The Steering Committee provided input on the strategies that will create a more inclusive community; led or participated in sub-committee discussions on specific topic areas; and worked towards obtaining community representation in the Welcoming San José Plan.

NATIONAL WELCOMING MOVEMENT

The City of San José became a member of and received technical assistance from **Welcoming America**, a national organization leading the movement to create more inclusive communities. San José also partnered with the **White House — Building Welcoming Communities Campaign, Cities for Action, and Cities for Citizenship Campaign**. As a result of active participation in these networks and successful progress made on developing the WSJ Plan, San José benefitted from national attention. The White House selected ten cities from across the nation to co-host a convening to discuss immigrant integration strategies and San José was one of those

cities honored with the opportunity to bring together over 100 partners from federal departments to local non-profit organizations.

Furthermore, the City earned a *Gateways for Growth* Challenge Grant from **Partnership for a New American Economy (PNAE)** that resulted in a research brief "*New Americans in San José and Santa Clara*

County," Appendix B. The data reveals that Santa Clara County's 1.9 million immigrant residents—who account for roughly 38 percent of the area's population—positively impact the local economy through their high rates of workforce participation, large tax contributions, and spending power.

In addition, OIA was awarded 2 Welcoming Communities AmeriCorps VISTAs from **Welcoming America** and **Public Allies** that will support the OIA's implementation of key elements of the *Welcoming SJ* Plan.

SAN JOSE: AN IMMIGRANT GATEWAY

San José has been a long-standing immigrant gateway, from the colonization period, to early Irish, Portuguese and





Community members discuss strategies to create a safe, healthy, and connected community.

Italian settlers, to Mexican, Vietnamese, Cambodian, Chinese, Filipino, and Indian immigrants, and more recently Ethiopian, Eritrean, and Somali immigrants.

However, the immigrant experience in San José is varied. It is largely contingent on the circumstances that brought an immigrant to the city or region. On one side of the spectrum, there are high-skilled workers from a foreign country that migrate here in response to hiring offers upon completion of graduate level education in the United States, or to contractor labor pools initiated by employers. They are greeted by private companies, protected by a worker visa, merged into the professional world of Silicon Valley, and are offered assistance to seek housing. In general, integration into U.S. life is naturally accelerated via good employment and a network of support. The challenges they face are related to social and cultural adjustments and H1-B visa challenges (temporary work permits). However, as a result of visa-related barriers, it is estimated that 70% of high-skilled workers in the region are burying their ideas. According to Manan Mehta of Unshackled.com, 50% of those surveyed would consider moving back to their countries of origin to develop their ideas. This implies that without comprehensive immigration reform, Silicon Valley will lose talent, ideas, and opportunities to further advance innovation.

There is also a group of immigrants and refugees who are in the U.S. as a result of forced migration; many fleeing violence and persecution in their country of origin and who have been granted asylum or legal permanent resident status to those who fear losing their basic human rights upon returning to his or her home country. While federal, state, and local resettlement services are available to them, the transition to a new community presents many challenges, such as language barriers, understanding of social norms, and trauma. The skill level ranges amongst refugees, however, many arrive having already completed extensive education and job training, or with significant work experience abroad. While about one-third of all immigrants have college degrees, representing over 15% of all college-educated individuals in the U.S. workforce, they are disproportionately likely to be unemployed or underemployed. Language barriers, lack of access to job networks, variability in credit for their prior learning, and other challenges with the certification and licensing processes can all contribute to under- or unemployment for skilled immigrants.

Perhaps the group of immigrants that face the most challenges are the undocumented, manual laborers, and those who fled their countries due to poverty and violence. Prominent issues encountered by this group of immigrants are language barriers, fear of deporta-





San José Police Chief, Eddie Garcia, having a dialogue with students.

tion, low wages, wage theft, poverty, lack of housing options, distrust for institutions, unfamiliarity with the education system, and discrimination. While the WSJ Plan recommends strategies to create a more welcoming city — one that embraces all new immigrants — it **addresses the challenges of the most vulnerable and underserved in our community, recognizing that race and class are persistent barriers to a more equitable quality of life.**

SHARED LEADERSHIP

The three-year WSJ Plan is an ambitious guide that will create a more informed, diverse, and welcoming experience for immigrants throughout our city; increase opportunities for shared prosperity; increase civic engagement by all community members; and aim at becoming the most successful multi-cultural city in the world. The implementation will require strategic multi-sector collaborations with community-based

organizations, community (both receiving community and foreign-born), schools, local community colleges and universities, business sector, local governments, and faith-based organizations. It will require:

- Partnerships that leverage assets and resources
- Adjustments to service models that serve and engage the immigrant community to enable greater efficiencies and effectiveness



- Investments in language access, civic leadership and engagement, cultural competency and awareness, tools to navigate City services and community resources, and staffing to manage, guide, monitor, and engage with multiple key stakeholders.

The City of San José values its diversity and embraces immigrants and their contributions to our city. Now more than ever, it is critical that the City work with nonprofit partners, schools, the community, business sector, and other institutions to support immigrants who have chosen to call San José home. The OIA will continue to be an active participant in national networks that strive to create more welcoming and inclusive communities

COMMUNITY-DRIVEN PROCESS

The Welcoming San José planning method was a community-driven process with a range of informed perspectives and opportunities for input. A combination of Steering Committee and Sub-Committee insights, focus groups, community forum, small group meetings, and the expertise of our community partners have valuably informed the WSJ Plan.

- Seven Steering Committee meetings
- Five Sub-committees; 25 meetings; 77 key stakeholders on behalf of 44 organizations
- 17 focus groups were conducted on behalf of 11 partnering organizations; 163 participants
- Eight additional meetings were organized that involved the following communities: Eritrean, Ethiopian, Muslim, Persian, and Vietnamese.



Through the Licencias Project, adults are preparing for the AB 60 License exam.

WELCOMING SJ PLAN

Member Roles

Steering Committee

Objective: To develop a three-year *Welcoming San José* Plan that will recommend strategies and practices that will create a more welcoming environment and improve the quality of life of immigrants.

Steering Committee members participated in monthly meetings and provided input on the strategies that will create a more inclusive community; lead sub-committee discussions on specific topic areas; and ensured stakeholder/community voice was represented.



The 29-person WSJ Steering Committee participated in seven planning sessions.



Five Sub-committees were formed, 77 participants, representing 44 organizations that contributed to the plan's development.

Sub-committees

Objective: To recommend strategies and practices that will facilitate the integration of immigrants in San José per the topic areas and coordinate focus groups.

1. *Leadership and Communications*
2. *Equitable Access*
3. *Economic Opportunities and Education*
4. *Civic Engagement*
5. *Safe, Healthy, and Connected Communities*

Steering Committee Members

Acknowledgement

We are grateful to the following people and the organizations they represent for their time, energy and insight. Without their contributions, charting a successful course toward advancing linguistic, civic, economic, and social integration would not be possible.

Local Government Partners

City of San José, City Manager's Office	Norberto Dueñas, Julie Edmonds-Mares, Zulma Maciel
City of San José, Office of Economic Development	Kim Walesh, Jeff Ruster
City of San José, Housing Department	Jacky Morales-Ferrand
City of San José, Library Department	Jill Bourne, Heidi Dolamore
City of San José, Parks, Recreational and Neighborhood Services	Angel Rios
City of San José, Police Department	Anthony Mata
County of Santa Clara, District Attorney's Office	Josue Fuentes
County of Santa Clara, Office of Cultural Competency	Arcel Blume
County of Santa Clara, Office of Immigrant Relations	Maria Love

Community Partners

Asian Americans for Community Involvement	Michele Lew
FWD.us	Katie Aragón
Heising-Simons Foundation	Chhandasi Pandya Patel
Institute for Local Government	Mahvash Hassan, Sarah Rubin
Mexican Consulate	Nuria Marine
People Acting in Community Together (PACT)	Akemi Flynn
Sacred Heart Community Service	Poncho Guevara
San José City College	Jorge Escobar
Services, Immigrant Rights and Education Network (SIREN)	Maricela Gutiérrez
Silicon Valley Chamber of Commerce	Derrick Seaver
Silicon Valley Community Foundation	Navin Moul
The Grove Foundation	Leslie Dorosin
Silicon Valley Council of Nonprofits	Wendy Ho
Working Partnerships USA	Bob Brownstein, Maria Fernandez
Office of Immigrant Affairs support	Nidia Gómez, Stephanie Jayne

Thank You

The Institute for Local Government provided strategy, design and facilitation assistance to the **City of San José's Office of Immigrant Affairs** to develop this plan. This technical assistance was a component of *A Regional Approach to Immigrant Integration in San Mateo and Santa Clara Counties*, a project to support the collaborative development of a regional immigrant integration strategy and increase the capacity of local officials and their communities to develop and sustain immigrant integration plans and practices.

The Institute for Local Government (ILG) is the non-profit education and research affiliate of the League of California Cities, the California State Association of Counties and the California Special Districts Association. ILG promotes good government at the local level with practical, impartial and easy-to-use resources for California communities. An important focus of the Institute's *Public Engagement Program* has been to provide resources to help local officials effectively engage immigrants in the civic and public sector life of their communities.

A special thanks to **The Grove Foundation, Heising-Simons Foundation** and **The Silicon Valley Community Foundation** for their financial support and strategic guidance that lead to an inclusive and robust community-driven plan.

The City of San José is deeply appreciative of the consideration and guidance provided by **Welcoming America** and **White House's Building Welcoming Communities Campaign**. They are leading the national charge to build a more inclusive, equitable and welcoming environment for immigrants.

Much gratitude to **Alejandra Barrio**, student at Goldman School of Public Policy, University of California at Berkeley, for her analysis of the planning process and contributions to this effort.



San José Office of Immigrant Affairs

Vision Statement

Immigrants and refugees are engaged, respected, and have opportunities to reach their fullest potential.

Mission Statement

To facilitate and accelerate immigrant integration through civic, economic, linguistic, and social inclusion.

Principles

Welcoming San José Steering Committee and the Office of Immigrant Affairs developed a set of five Guiding Principles that highlighted being as welcoming and inclusive as possible, engaging the receiving community as well as the immigrant community, and recognizing and valuing immigrant cultural contributions and leadership assets.

1. It is essential to engage the receiving community in ways that build greater understanding, particularly among people who may have concerns about — or are unaware of — the changing demographics of their community.
2. People of all backgrounds — socioeconomic, racial, ethnic, religious, etc. — have unique talents that can be brought to bear to make our communities vibrant, and welcoming should be as inclusive as possible to all groups.
3. Programs intended to help immigrants navigate the community and learn about local norms should also be respectful of and leverage the cultural and leadership assets and knowledge that immigrants bring.
4. Leaders can play a catalytic role by recognizing, rewarding, and investing in community partners who are essential to building a community's capacity for this work.
5. The voices of immigrants and the broader community are critical to the welcoming agenda.

Goals & Strategies

Leadership and Communications

Goal: Establish immigrant friendly policies, programs, and practices throughout the City that create an inclusive and welcoming environment for immigrants who live, work and visit the City.

RECOMMENDATIONS:

1. **Create a City-wide culture such that all City staff recognize and celebrate the diversity of our community as well as promote and demonstrate welcoming and inclusive behaviors.**

Strategies:

- a. **Year 1-3:** Develop or identify and implement a customer service excellence training for City staff with a significant cultural competency component that includes local immigrant leaders and utilizes the existing work of the County Office of Cultural Competency.
- b. **Year 1:** Partner with local and national research organizations to build awareness of economic contributions of immigrants.
- c. **Year 1-3:** Continue City leadership's active participation in immigrant community events, such as World Refugee Day, Immigrant Heritage Month, Citizenship Day, naturalization ceremonies, flag raising and cultural celebration events.



d. **Year 2:**

Establish the Office of Immigrant Affairs within City Manager's Office as the go-to office for City departments when needing feedback and input from immigrant communities.

e. **Year 2-3:**

Publicize the immigrant experience of City employees as a way to build a bridge with our immigrant residents during Immigrant Heritage Month.



2. **Identify and advance immigrant-friendly policies and practices, both within the City and in our larger community.**

Strategies:

- a. **Year 1:** Develop an interagency (City and County) communication mechanism to ensure consistent and timely messaging, information, and dissemination that affects the immigrant community.
- b. **Year 1:** Coordinate with local organizations on state and federal legislative efforts that impact San José's immigrant communities.
- c. **Year 1:** Support the police department in the implementation of its language access policy and Fair and Impartial Policing Training and share best practices and material with other City departments.

d. **Year 1-3:** Strategic collaborations with the County of Santa Clara, community-based organizations and key stakeholders to consider local policy and systems changes that level the playing field and eliminate social inequities.

e. **Year 1-3:** Support the City's process to increase access to City contracts by immigrant vendors, that includes culturally and linguistically appropriate outreach and detailed, yet practical, explanations of the process for immigrant vendors to be comfortable with and successful at City bid submissions.

f. **Year 2:** Create a protocol to flag City policies that impact the immigrant communities and a mechanism for the Office of Immigrant Affairs and partner organizations to provide input.

3. Enhance understanding and trust between longer-term residents and immigrant communities.



Strategies:

a. **Year 1:** Enhance Community Action and Pride (CAP) grants to promote “welcoming neighborhoods” through activities between long-term residents and new immigrants.

b. **Year 1-3:** Support cultural, service, and arts programs that build shared experiences and connections across San José’s numerous ethnic communities and between longer-term residents and newcomers.

c. **Year 1-3:** In collaboration with community organizations, host dialogues and workshops that create a safe, respectful exchange of information and ideas between longer-term residents and immigrant communities, as well as City employees and residents.

Access and Engagement

GOAL: Improve immigrant access to City services and increase immigrant participation in civic life.

RECOMMENDATIONS:

4. Identify linguistic and cultural barriers to inclusion in City services for immigrant residents and develop/implement a plan to mitigate these barriers.

Strategies:

a. **Year 1:** Develop a plan to operationalize the Language Access Policy through a phased approach over three years.

b. **Year 1:** Assess current “language access” status in three departments, identify opportunities for enhancement with specific attention to efficiencies

and cultural and linguistic appropriateness, and future resources required to expand and improve in-language services.





- c. **Year 1:** Partner with community organizations to support outreach and education about City services and civic engagement opportunities for immigrants.
- d. **Year 2:** Create and institutionalize a mechanism for residents to voice their equal access concerns regarding public services, and for the City to address these concerns in a timely and appropriate response.
- e. **Year 3:** Collaborate with County of Santa Clara, community-based organizations, business sector and other local jurisdictions to create a coordinated immigrant navigation system for Silicon Valley, which educates the community on economic, legal, and social and health services available throughout Silicon Valley.

5. Increase immigrant engagement in civic engagement activities.

Strategies:

- a. **Year 1:** In partnership with community-based organizations, faith-based groups, and San José State University, develop a civic leadership project that educates immigrants on City services, local government policies, and processes in language.
- b. **Year 1:** Assess the composition of, and assess and update outreach and selection criteria for City of San José commissions, committees, and advisory boards to ensure representation of immigrant resident voices.

- c. **Year 1-2:** Conduct targeted outreach to immigrant groups for City Hall tours and information sessions, to be held in multiple languages.
- d. **Year 2:** Develop new volunteer and leadership opportunities within City and community programs and initiatives in partnership with community-based organizations, faith communities, and schools (i.e. example: library homework centers, reading buddies, citizenship coaches, City commission mentors, etc.).

6. Expand access to information and resources about the naturalization and voter registration processes.

Strategies:

- a. **Year 1:** Develop a City of San José naturalization public education and awareness campaign that leverages department interactions with the public in concert with local USCIS offices.
- b. **Year 1:** Support partner organizations' Voter Registration public education and awareness activities.
- c. **Year 1:** Create 5 new Citizenship Corners at City Community Centers
- d. **Year 1:** Partner with the National Immigration Forum's New American Workforce project to expand the network of San José businesses offering on-site citizenship workshops.
- e. **Year 1-3:** Coordinate citizenship activities with New Americans Campaign and partners.



Education

GOAL: Help immigrant students and families actively participate and succeed in the education system, by engaging as a change agent and collaborating partner.

RECOMMENDATIONS:

7. Remove barriers that keep students and immigrant families away from schools.

Strategies:

- a. **Year 2:** In partnership with school and community leaders, identify 3 key barriers that prevents the full participation and integration of immigrant children and their families into the education environment.
- b. **Year 2-3:** Develop and implement multi-sector strategies to mitigate these 3 barriers to immigrant integration in education.
- c. **Year 2-3:** Identify, support and promote proven family engagement strategies that focus on the unique needs of the immigrant community.
- d. **Year 3:** Strengthen and enhance partnerships between City libraries, community organizations and school sites to increase immigrant utilization of support services targeted at recently arrived immigrants (<5 years).
- e. **Year 1-3:** Expand the SmartWAVE Wifi Network to three attendance areas, with large immigrant populations, in East San José to facilitate advancing student academic achievement through internet-based learning technologies and instruction.

8. Expand opportunities for linguistic integration and education for children and adults.

Strategies:

- a. **Year 1:** Inventory English-Language Learning classes and promote programs through City networks including Parks and Recreation facilities and Libraries.
- b. **Year 1:** Promote existing multilingual literacy tools and early childhood education resources available through the Libraries and community organizations.

- c. **Year 2:** Work with local private companies to support and provide on-site ESL classes.

9. As appropriate, advocate for San José's education priorities at the County and State levels and address the professional development needs and economic realities of public school staff.

Strategies:

- a. **Year 1:** Engage local school districts and other agencies in seeking solutions to the housing challenges faced by public school teachers.
- b. **Year 2:** Collaborate with school and community leaders to identify priority needs and join collaborative advocacy efforts including incentivizing immigrant education training.
- c. **Year 3:** Leverage the City's cultural competency efforts to support professional development efforts at schools, focused on immigrant integration.



Economic Opportunity

GOAL: Expand economic opportunity for immigrants by helping immigrants improve job skills, growing immigrant small businesses, and generating employment opportunities.

RECOMMENDATIONS:

10. Promote skill development and career pathways to address the existing local skills gap.

Strategies:

- a. **Year 1:** Partner with the South Bay Adult Education Consortium of Adult schools, Community Colleges, and Alliance for Language Learners Integration, Education, and Success (ALLIES) to leverage skill development opportunities and include City-related services in the development of their immigrant integration pathway tool
- b. **Year 1:** Leverage initiatives such as TechHire and Strive San José, to improve access for immigrants to job training opportunities.
- c. **Year 1-3:** Support legislation that recognizes or recertifies foreign credentials.
- d. **Year 2:** Collaborate with local businesses and community colleges to identify and address middle skills training needs and opportunities for immigrant professionals.
- e. **Year 2:** Work with refugee and immigrant serving organizations and private sector to strengthen career pathways for skilled immigrants and refugees with foreign credentials.

11. Develop and implement a plan to support current and future immigrant owned business.

Strategies:

- a. **Year 1:** City to adopt practices that outreach, encourage and support small/minority owned businesses to bid on City projects
- b. **Year 1-3:** Provide information and appropriate outreach to immigrant communities about resources for starting businesses in San José.

- c. **Year 1-3:** Support and promote local small business events in the South Bay, including Small Business Saturday each November, Small Business Week, and the annual summit on innovation and entrepreneurship while also highlighting businesses owned by immigrants.

- d. **Year 2-3:** Convene neighborhood and business associations to identify strategies to support economic growth and progress for immigrant workers and their communities.
- e. **Year 2-3:** Involve corporate ethnic affinity groups in “welcoming” activities.
- f. **Year 3:** Convene neighborhood and business associations to identify strategies to support economic growth and progress for immigrant workers and their communities.



12. Explore and participate in partnership opportunities (inside and outside the City) to support the financial literacy needs of immigrant residents.

Strategies:

a. **Year 1-3:** Support the City's Financial Empowerment Initiative through the integration of services with the immigrant community so as to increase financial knowledge and access to tools and banking opportunities.

b. **Year 1-3:** Create and enhance partnerships with community-based organizations and non-profits, banks and other financial institutions, technology companies, government agencies, and others stakeholders to empower low-income immigrant residents to make informed financial decisions and have access to financial services and products that facilitate asset creation and economic self-sufficiency.

Safe, Healthy, and Connected Communities

GOAL: Foster trust and build relationships between immigrants and law enforcement, local government and the community at large, and create opportunities for quality connections and healthy living.



RECOMMENDATIONS:

13. Facilitate stronger relationships between public safety departments and San José's immigrant residents.

Strategies:

- a. **Year 1:** Foster positive interactions between the police and community, and educate new immigrant communities about their rights and responsibilities (Coffee with a Cop, workshops, neighborhood watch).
- b. **Year 1:** Develop an effective strategy to regularly communicate consistent dissemination of existing City law enforcement policies and practices regarding that safeguard existing due-process protections for undocumented immigrants.
- c. **Year 1:** Highlight the roles of the Community Liaison Officers dedicated to reaching the Vietnamese and Latino community.
- d. **Year 1:** Develop a U-Visa Policy that clearly delineates the process for timely certification of U-Visa requests by victims of crime.

-
- e. **Year 1-3:** Coordinate efforts with the County District Attorney's Office, Sheriff's Office and engage the San José Police Department to prevent and prosecute immigration and notario fraud.
 - f. **Year 2:** Identify and implement a program to educate new immigrant communities about their rights and responsibilities within the context of public safety

14. Develop “access points” for immigrant residents to gain information and services that will contribute to greater community, family, and personal health.

Strategies:

- a. **Year 1:** Determine the feasibility of establishing “welcoming hubs” at city hall, community centers and libraries, where staff is knowledgeable of critical onboarding components, such as enrolling in school, access to health care, mental health services, City and County services, and partner organization services.
- b. **Year 2:** Engage immigrant communities who do not use City parks and community centers to better understand the barriers and make changes, when possible.

- c. **Year 3:** Develop and implement the National Helpers Program – activating neighborhood volunteers via existing neighborhood associations, to connect neighbors and build relationships.

15. Support the immigrant community and the San José Housing Department in its efforts to address the affordable housing crisis.

Strategies:

- a. **Year 1:** Include affordable housing/renter's rights as modules within the Civic Leadership Academy to help facilitate accurate information about affordable housing opportunities, provide concrete guidance on “how to” apply for such opportunities, and facilitate and educate to help victims of discrimination or maintain the housing of their choice.
- b. **Year 2:** Assist the Housing Department with outreach to the immigrant community (in-language) to ensure a stronger immigrant voice on the City's housing and community development strategic planning process such as, the Envision San José 2040 General plan, Fair Housing Plans and the HUD 5-year Consolidated and Annual Action Plans.



RESOLUTION NO. 77517

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN JOSE AFFIRMING THE CITY OF SAN JOSE AS A WELCOMING CITY

WHEREAS, fostering a welcoming environment for all individuals, regardless of race, ethnicity or place of origin, enhances the City of San José's ("City") cultural fabric, economic growth, global competitiveness and overall prosperity for current and future generations; and

WHEREAS, the City has long been recognized as a hospitable and welcoming place where people, families and institutions thrive and the contributions of all are celebrated and valued; and

WHEREAS, the City is committed to continue building a welcoming and neighborly atmosphere in our community, where all people, including immigrants, are welcome, accepted and integrated; and

WHEREAS, community efforts that promote understanding and collaboration between long-time residents and foreign-born community members are crucial to ensuring a welcoming environment; and

WHEREAS, the City encourages the business leadership, civic groups, other government agencies and community institutions and residents to join in a community-wide effort to expand prosperity and inclusion for all residents; and

WHEREAS, the City supports the national Cities for Citizenship initiative by encouraging legal permanent residents to pursue the naturalization process;

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SAN JOSE THAT:

The City is hereby affirmed as a Welcoming City, helping to unite our community and ensure that all are welcome here.

ADOPTED this 15th day of September, 2015, by the following vote:

AYES: CARRASCO, HERRERA, JONES, KALRA, KHAMIS,
M. NGUYEN, T. NGUYEN, PERALEZ, ROCHA;
LICCARDO.

NOES: OLIVERIO.

ABSENT: NONE.

DISQUALIFIED: NONE.

ATTEST:



TONI J. TABER, CMC
City Clerk



SAM LICCARDO
Mayor

NEW AMERICANS IN SAN JOSE AND SANTA CLARA COUNTY

A SNAPSHOT OF THE DEMOGRAPHIC AND ECONOMIC
CONTRIBUTIONS OF IMMIGRANTS

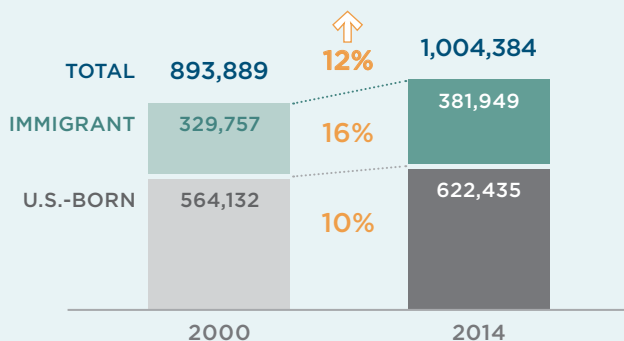
POPULATION GROWTH

In 2014, the population of **San José** reached more than
one million people
for the first time. The immigrant population also reached
an all-time high — more than

38%
of the population
are immigrants.

In **Santa Clara County**, the overall
population reached close to
two million people
in 2014, with immigrant residents
making up

38%
of the population.

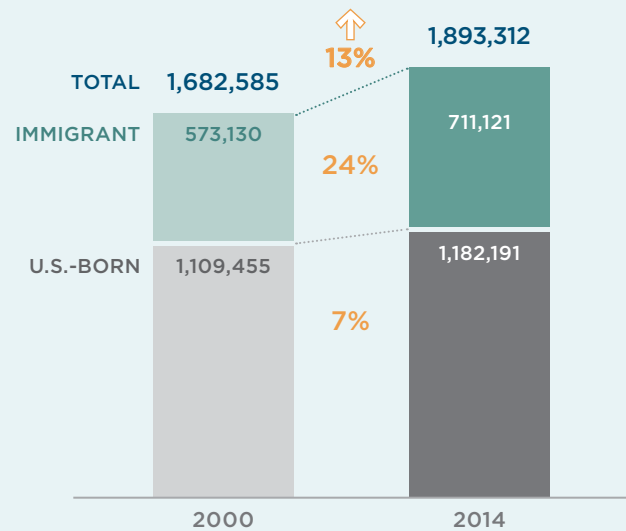


Overall, **San José's** population grew by 12.4% between 2000 and 2014, from almost 894,000 to 1 million. **Immigrants were responsible for 47.2% of this growth.** During this period, the immigrant population of San José grew by 15.8%, from just under 330,000 to almost 382,000. Meanwhile, the U.S.-born population of the city grew less, by 10.3% between 2000 and 2014.

POPULATION GROWTH, CONTINUED

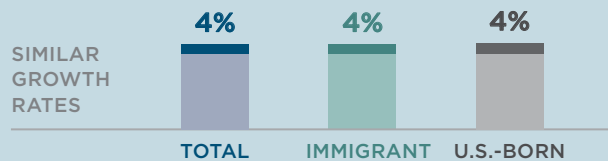
As a result of the increase in immigrants between 2000 and 2014, we estimate that 56,896 U.S.-born people were drawn to Santa Clara County.

Between 2000 and 2014, **Santa Clara County** grew by 12.5%, from 1.68 million to more than 1.89 million people, with the **immigrant population accounting for 65.5% of this growth**. During this period, the immigrant population of Santa Clara County grew by 24.1%, from 573,000 to more than 711,000. Meanwhile, the U.S.-born population grew by only 6.6%, from 1.11 million to 1.18 million between 2000 and 2014.

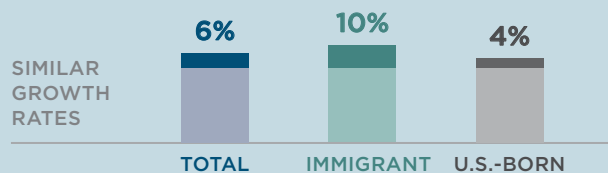


POPULATION GROWTH (2009-2014)

San José grew by 4% between 2009 and 2014, from 965,000 to 1 million, with immigrants responsible for **35.9% of this growth**. The immigrant population increased by 3.9%, from 367,000 to almost 382,000 in 2014. Meanwhile, the U.S.-born population of San José also increased at a similar rate, growing by 4.3%, from almost 597,000 to more than 622,000 in 2014.



Santa Clara County's overall population increased by 6.1%, from 1.78 million in 2009 to 1.89 million in 2014, with immigrants accounting for **62.8% of this growth**.¹ During this period, the immigrant population in Santa Clara County grew by more than 10%, from just under 643,000 in 2009 to more than 711,000 in 2014. This far outpaced growth in the U.S.-born population, which increased by 3.5% between 2009 and 2014.



MIGRATION AND COUNTRIES OF ORIGIN

TOP 10 COUNTRIES OF ORIGIN OF IMMIGRANTS IN SANTA CLARA CO.

Mexico	139,831	(19.7% of all immigrants)
India	110,121	(15.5%)
Vietnam	99,691	(14%)
China (incl. Hong Kong)	77,358	(10.9%)
Philippines	59,758	(8.4%)
Taiwan	27,637	(3.9%)
Korea	17,406	(2.4%)
Iran	14,091	(2%)
Japan	11,256	(1.6%)
Russia	10,188	(1.4%)

Of the almost 19,000 immigrant residents of Santa Clara County that moved to the area in the past year, more than **51% came from India** (9,753 residents), **27.8% from China** (incl. Hong Kong and Macau), and **7.8% from Japan**. Canada (7.7%) and Mexico (5%) were also popular countries of origin for recent arrivals.



ECONOMIC CONTRIBUTIONS

In 2014, immigrants in Santa Clara County contributed an estimated

\$77 billion
to the county's economy

through their consumption and tax contributions.

The immigrant population in Santa Clara County wields considerable economic power. In 2014, immigrants held

\$27 billion
in spending power

46.4% of the county's total spending power.²

Given their income, we estimate that the immigrant population of Santa Clara County contributed almost

\$3 billion in state and local taxes

in 2014, including property, income, sales, and excise taxes levied by either the State of California or by municipal governments.³ Immigrant households also contributed

\$7 billion in federal taxes,

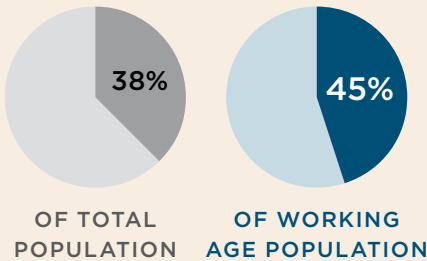
as well as

\$5 billion
to Social Security and

\$1 billion
to Medicare.

LABOR MARKET

While immigrants make up 37.6% of Santa Clara County's population, they make up an even larger share of the working age population. Immigrants make up 45% of all people ages 25 to 65.

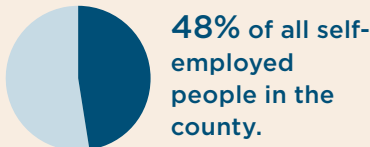


Immigrants also make up a disproportionate share of the labor force in the county:

47%

of all employed people are immigrants.

Immigrants are overrepresented among the self-employed, making up



They are also slightly more likely than the U.S.-born to be entrepreneurs, with 8.9% of all immigrant workers running their own business, compared to 8.5% of all U.S.-born workers.

Immigrants play a critical role in some of California's most important industries that continue to look for talented workers. In the top 5 industries in Santa Clara County by number of workers — Manufacturing, Professional and Technical Services, Healthcare and Social Assistance, Retail, and Arts and Hospitality — immigrants make up significant numbers, if not the majority share, of workers.

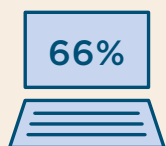


In 2014, **unemployment levels** for workers in these key industries were around or lower than California's overall unemployment rate of 7.1%. They were:

Arts, Entertainment, & Recreation	7.4%
Retail Trade	6.8%
Accommodation & Food Services	6.8%
Manufacturing	5.5%
Construction	4.4%
Professional, Scientific, & Technical Services	4.1%
Healthcare and Social Assistance	2.9%

CONTINUED ON NEXT PAGE

LABOR MARKET, CONTINUED



In **information and computer technology (ICT) related industries**, immigrants make up a majority of all workers, two-thirds (66%) of workers are immigrants.

Unemployment for ICT workers was very low in 2014, with only 3% of ICT workers out of work.

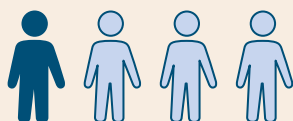
Similarly, immigrants are also more likely to work in several other industries, including...

Professional & Technical Services: 1.44x more likely

Construction: 1.2x more likely

Accommodation & Food Service: 1.2x more likely

Given their distribution in the economy, immigrants in Santa Clara County are **1.68 times more likely to work in manufacturing** than the U.S.-born.



In other words, while nearly **1 in 4 immigrant** workers work in manufacturing...



...less than **1 in 7 U.S.-born** workers do.

Looking specifically at advanced manufacturing industries, we find that immigrants also play a large role in supporting this sector of the economy. Overall, **immigrants made up 60.2% of the advanced manufacturing workforce**. In the 5 largest segments by number of workers, immigrant workers made up:

Computer & Electronics Manufacturing	65.2%
Chemical Product Manufacturing	54.4%
Fabricated Metal Products	51.7%
Medical Equipment	50.6%
Motor Vehicle, Aircraft, and Ship Buildings	36.8%

EDUCATION LEVEL

While Santa Clara is already one of the most well-educated counties in the United States, the county's immigrant population has particularly high rates of educational attainment.

The share of the immigrant population aged 25 and up with **at least a bachelor's degree** is 49.8%. Meanwhile, 46.1% of the U.S.-born population over the age of 25 has at least a bachelor's degree.

46% of the U.S.-born population

50% of immigrants

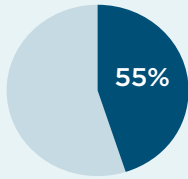
More than 1 in 4 immigrant residents over the age of 25 has an **advanced degree** (26%). This is higher than the share of U.S.-born residents, 18.4%, or less than 1 in 5, who have an advanced degree.

18% of the U.S.-born population

26% of immigrants

ENTREPRENEURSHIP

As of 2014, there were **more than 23,500 immigrant business owners** in San José, representing 54.6% of all entrepreneurs.



**OF SAN JOSE
ENTREPRENEURS
ARE IMMIGRANTS**

Overall, immigrants in San José are slightly more likely to be self-employed than the U.S.-born, with **1 in 10 immigrants (10%)** working for their own business, while **less than 1 in 10 (9%) U.S.-born workers** is self-employed.

Self-employed immigrants in San José have a **combined annual business income over \$743 million**, a figure that totals more than half of all business income for self-owned businesses in the city.

Santa Clara County is home to 14 Fortune 500 companies as of 2015. Of these firms, 50% were founded either by immigrants or by the children of immigrants.

These companies combined had annual revenues of \$393 billion in FY2014.

According to the 2012 Survey of Business Owners, there were 3,033 Hispanic-owned businesses in Santa Clara County.

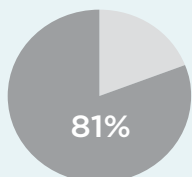
These businesses employed 24,464 people in the county and had combined total revenues of almost **\$4.2 billion**.

Across the county, immigrant entrepreneurs are **particularly represented** in several industries:

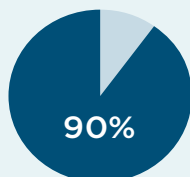
Retail Trade	72.2%
Manufacturing	63.4%
Accommodation & Food Services	60%
Construction	59%
Healthcare & Social Assistance	42.8%

LANGUAGE

As of 2014, 81.1% of immigrant children--those under the age of 18--in Santa Clara County lived in households that spoke a language other than English at home. Meanwhile, for immigrant adults over the age of 18, 90.2% lived in households that spoke a language other than English at home.

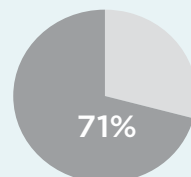


**OF IMMIGRANT
CHILDREN SPEAK A
LANGUAGE OTHER
THAN ENGLISH AT
HOME**

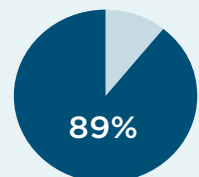


**OF IMMIGRANT
ADULTS SPEAK A
LANGUAGE OTHER
THAN ENGLISH AT
HOME**

When looking just at naturalized citizens, we find that 89.2% of adults and 71% of children under the age of 18 speak a language other than English at home.



**OF CHILDREN
SPEAK A LANGUAGE
OTHER THAN
ENGLISH AT HOME**



**OF ADULTS
SPEAK A LANGUAGE
OTHER THAN
ENGLISH AT HOME**

LONG-TERM BENEFITS OF INTERNATIONAL STUDENTS REMAINING IN THE COUNTY AFTER GRADUATION

In Fall 2014, there were

12,375 students

at Santa Clara County area universities who were **international students**.

These international students supported an **estimated 4,702 jobs** in Santa Clara County and **contributed over**

\$425 million

to the local economy by virtue of their spending and tuition payments.⁴

If Santa Clara County retains

one-half,

or 6,188, of its international students after graduation with bachelor's degrees or higher,

3,183 local jobs

will be created within six years.⁵

Such retention will also boost the metro area's

GDP per capita by \$552

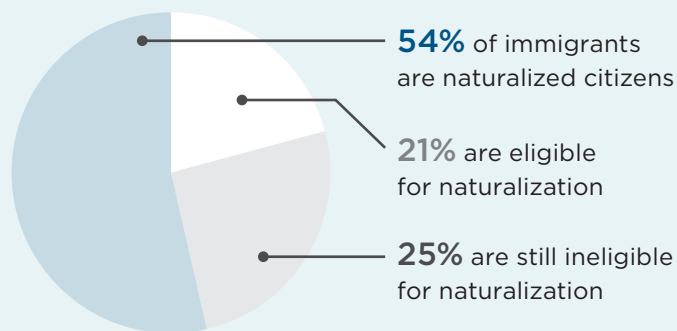
within the next 30 years,⁶ and increase the population by

23,863 people

within the next 50 years.⁷

NATURALIZATION/CITIZENSHIP

As of 2014, of the over 711,000 immigrant residents of Santa Clara County, 53.8% were naturalized citizens. Meanwhile, a further 147,000 immigrant residents, or 20.8% of the entire immigrant population, are estimated to be eligible for naturalization. More than 180,000, or about 25.4% of the immigrant population in 2014 was still ineligible for naturalization.



⁴ Estimates come from NAFSA's factsheet series, "Benefits from International Students." <https://istart.iu.edu/nafsa/reports/state.cfm?state=CA&year=2014>

⁵ Curtis Simon, "Human Capital and Metropolitan Employment Growth," Journal of Urban Economics 43, (1998).

⁶ Rita Ray, "Effect of Education on Gross Domestic Product: A Case Study from US 'Mid-West,'" International Review of Business Research Papers, Vol. 10-1. (March, 2014).

⁷ Edward L. Glaeser, Giacomo A. M. Ponzetto, and Kristina Tobio, "Cities, Skills and Regional Change," Regional Studies, Vol. 48-1, (January, 2014).