



# NeighborsUnited

Refugee Collaborative of Boise

## Refugee Strategic Community Plan 2018



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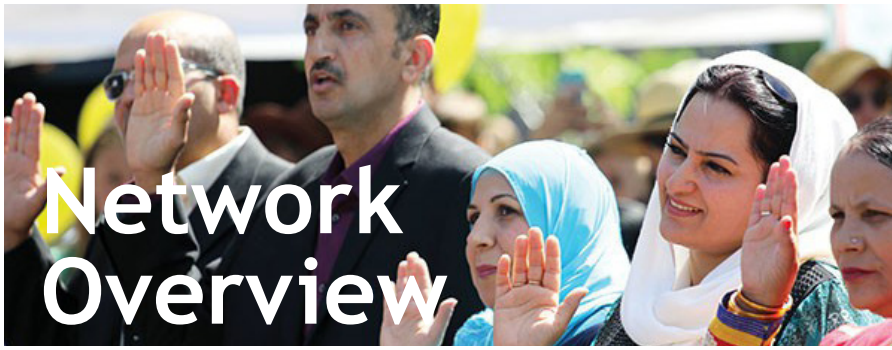
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## Refugee Strategic Community Plan Overview

The *Neighbors United Refugee Strategic Community Plan* was first developed in 2010. The idea of the plan emerged from a series of community meetings that began in 2008, in response to the national economic recession, and its local impacts. Community members came together to thoughtfully determine how Boise could “meet scarcity with an attitude of abundance,” and collaboratively continue to provide services that make Boise a welcoming place. The Community Plan was seen both locally and nationally as an innovative, effective tool for coordinating and engaging a broad network of people and organizations in common support of refugees, and has set an example many other communities around the country have followed.

While the plan is kept up-to-date on an ongoing basis, in 2017 the Neighbors United network – now grown to more than one hundred people representing 50 organizations – again undertook a process to set new goals, objectives and actions designed to respond to changing circumstances and specific needs, to strengthen collaboration and knowledge sharing, and to provide strategic direction for the next 3 years. The *2018 Neighbors United Refugee Strategic Community Plan* results from the input and hard work of this wide-ranging network, and demonstrates our collective, continued commitment to remaining a welcoming community.



# Network Overview

Neighbors United is a collaborative initiative to help refugees successfully integrate and thrive in Boise. We are made up of more than a hundred community leaders, policy makers, service agency representatives, resettled refugees, volunteers, educators and more.

## Mission

- Envision and empower Boise as a diverse, inclusive, and equitable city in which all residents have an equal voice and access to what the community offers.

## Values

- Respect, equality, inclusivity, independence, integrity, transparency, collaboration and hope

## Objectives

- 1 Collaborate to develop, update, and implement short- and long-term goals and actions that address the needs and opportunities for successful integration and inclusion of refugees in Boise.
- 2 Identify and improve resources for refugee resettlement.
- 3 Foster a positive community climate that supports and invests in organizations working to implement our Community Plan

## Neighbors United Organizational Chart



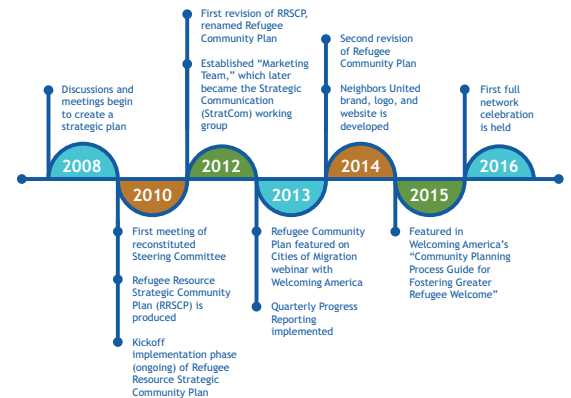
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## Our Partners

- ACHD Commuter Ride
- Ada County
- Agency for New Americans
- Big Brothers Big Sisters
- Boise City/Ada County Housing Authority
- Boise Housing and Community Development
- Boise Police Department
- Boise School District
- Boise State University
- Boise to Bukavu
- Catholic Charities of Idaho
- City of Boise
- City of Meridian
- College of Western Idaho
- Community Action Partnership of Idaho
- Create Common Good
- Crossing Points
- El Ada Community Action Partnership
- English Language Center
- Family Medicine Residency of Idaho
- HMS Host
- Idaho Department of Health and Welfare
- Idaho Department of Labor
- Idaho Housing and Finance Association
- Idaho Legal Aid Services
- Idaho Office for Refugees
- Idaho Transportation Department
- International Rescue Committee
- Jannus
- Jesse Tree
- Leap Charities
- Living Independence Network Corp
- META
- Pacific Western Training
- St Alphonsus Medical Group
- St Alphonsus Regional Medical Center
- St Luke's Boise Medical Center
- Stoltz Marketing Group
- Terry Reilly Health Services
- The Learning Lab
- The Salvation Army
- Tidwell Social Work Services
- United Way
- Valley Regional Transit
- Valley Ride
- Women's and Children's Alliance
- West Ada School District
- Working Solutions

## History of Neighbors United





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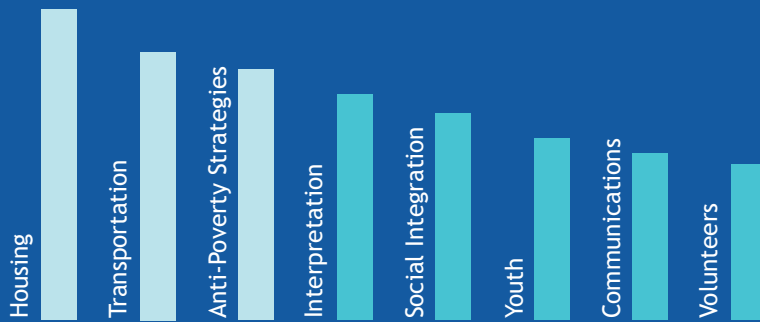
## Accomplishments

- Awarded Gateways for Growth grant to conduct research detailing the economic and demographic impact of refugees and immigrants in Ada County.
- Network survey, strategy discussions, Summit and Community Plan update for 2018.
- Convene Interpretation Task Force.
- Continue idea exchanges with the global community through collaboration with delegations from other cities, countries and partnership groups, such as Welcoming America.
- Series of community events such as World Refugee Day and Soccer Friendly, Refugee Restaurant Week.
- Awareness raising and network expansion.

## Neighbors United Network Survey Highlights

Thank you for participating in a network-wide survey in the summer of 2017.

### Network Priorities



How can we make the Boise area feel more welcoming and safe for refugees? Do you have suggestions for how to improve safety and create opportunities for meaningful contact? Key themes:

- Creating and promoting opportunities for refugees to interact with the rest of the community.
- Conduct public education about the benefits of refugees on the community, their backgrounds and the resettlement programs.
- Support housing for refugees that allows for easy integration with the community without clustering refugee families into low income areas.
- Support strategic messaging and Boise as a welcoming city.

What people, organizations and groups should we work to further include in our growing network?

- Faith-based organizations
- Businesses and employers
- Youth
- Health care providers
- Housing developers
- People with lived refugee experience

## Looking Forward...

For 2018, our network will focus attention and action in the following areas:

- Communications and Messaging
- Safety and Feeling Welcome
- Volunteering and Creating Positive Encounters
- Data Collection and Sharing
- Youth Engagement



## NETWORK STRATEGIC DIRECTION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
What are we trying to achieve?	How will we achieve it?	What are important dates? When do we want to complete it?	Who should be involved and bring resources to this action step?
1) Continue to develop, update and implement short- and long-term goals and actions that address the needs and opportunities for successful integration and inclusions of refugees in Boise.	a) Update the Community Plan using a process that is inclusive of the full Neighbors United network, identifies strategic direction for the next 2-3 years, responds to current community needs and key trends, and identifies priority actions.	Winter/Spring 2018	Entire network: Implementation Team, Steering Committee, Planning Team and all Subcommittees, with Implementation Coordinator
	b) Facilitate communication, dialogue, accountability and action throughout the network by holding a regular series of Steering Committee and Implementation Team meetings and sharing meeting results.	Quarterly - at Steering Committee and Implementation Team meetings	Entire network Lead: Implementation Coordinator
	c) Support data and information sharing across the network to help inform goals, objectives and actions and respond to changes in the community by: - data presentations at meetings - maintaining an online document sharing platform - considering tracking benchmarks - regularly providing updated member contact information within the network	Quarterly - at Steering Committee and Implementation Team meetings	Idaho Office for Refugees, resettlement agencies (International Rescue Committee and Agency for New Americans), Subcommittees and other organizations as identified
	e) Continue to include refugees at every level throughout the network to ensure this perspective is embedded in our work.	Ongoing	Entire network
2) Identify and improve resources for refugee integration and to improve services in the community.	a) Support healthy, robust set of Subcommittees focused on responding to community needs in specific, priority areas. Add or adapt Subcommittees as needed.	Ongoing	Entire Network
	b) Identify and implement specific actions that support Community Plan goals and objectives.	Ongoing - Subcommittees meet monthly/bi-monthly	Subcommittees
	c) Maintain communication materials, including Neighbors United website, quarterly e-newsletter or other means as identified.	Ongoing	Strategic Communications

## NETWORK STRATEGIC DIRECTION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
	d) Work to implement findings of the 2017 Interpretation Task Force.	Summer 2018 - Interpretation "Hub" Feasibility Study	Interpretation Task Force
	e) Continue to establish and build relationships with and be recognized as an effective network by the larger national and international community working on refugee-related issues and services.	Ongoing	Entire network
	f) Discuss and identify ways to address declining funding. Assist organizations in pursuing needed funding, or finding efficiencies, as appropriate.	Ongoing	Entire network
	g) Discuss and identify ways to address the case management and service coordination gap many programs and people are experiencing.	Summer 2018	Entire network
3) Foster a more positive community climate for all individuals and build resources and support for organizations and the Refugee Community Plan's work.	a) Consider need, impacts and explore opportunities for further engaging with all communities in Ada County (beyond Boise).	by Fall 2018	Entire network
	b) Regularly review network membership and recruit additional organizations and members into the network, as identified.	Monthly	Planning Team
	c) Host an annual or bi-annual network-wide event with opportunities to invite new members into the network.	Fall 2017	Entire network
	d) Help promote Subcommittee-related events.	Ongoing	Planning Team and Strategic Communications
	e) Consider how to connect with and support community-based legal aid efforts, as appropriate.	Spring 2018	Planning Team
4) Actions specific to 2018 Strategic Directions:	a) Communications & Messaging: Review and revise (if needed) network branding and messaging materials; identify specific tasks and timeline for communications and messaging.	Winter/Spring 2018	Entire network Lead: Strategic Communications
	b) Safety & Feeling Welcome: Consider adding regular update from law enforcement at network meetings	Summer 2018	Entire network Lead: Law Enforcement and Public Safety Partners

## NETWORK STRATEGIC DIRECTION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
	c) Volunteering & Creating Positive Encounters: Support scoping of coordinated, centralized volunteer resource website and coordinated volunteer training/recruitment/matching. Consider ways to raise awareness of available cultural-sensitivity training.	Fall 2018	Entire network Lead: Subcommittees
	d) Data Collection & Sharing: complete work with Gateways for Growth grant on economic impact of refugees and immigrants and share results; support regular statewide survey on citizen opinions about refugees; engage Subcommittees in developing performance measures, where applicable, and encourage data-sharing among network organizations. (see also 1.c)	Gateways for Growth - Spring 2018  Citizen Survey - Fall 2018  Performance measures - ongoing	City of Boise  TBD  Subcommittees
	e) Youth Engagement: Share findings from refugee youth mentoring pilot program (grant from Office for Refugee Resettlement).	Fall 2018	Participating organizations



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# Strategic Communications

## Goal

Foster a more positive community climate for refugees and build resources and support for organizations' and plans' work.

## Objectives

- 1 Promote inclusion by creating opportunities for the community to understand and embrace refugees as neighbors.
- 2 Create opportunities to empower refugees to realize their full potential as members of the community.
- 3 Deepen support among government and policy influencers for providing a safe, supportive environment for refugees.

## Background

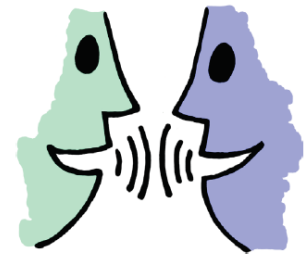
- In many communities, positive stories and information about refugees helps to provide important perspective and counterpoints to negative messages about refugees.

## Actions

- Evaluate accomplishments from 2015-2017 work plan.
- Conducting communications needs assessment with Neighbors United Steering Committee and Implementation Team, and using that input to develop new 2-year work plan.
- Evaluate cost of conducting an educational/awareness campaign about refugees and immigrants.

## Subcommittee Members

Kara Fink, Chair  
Kate Nelson-Shue  
Lana Odintsova  
Mike Journee  
Tony Fisk



## Accomplishments

- Collaborated to expand outreach, including educating Idaho's leadership on facts about refugees.
- Expanded the Refugee Speakers Bureau to include public "Neighbor Narratives" events so more Idahoans could hear refugee stories
- Created "Breaking Bread" dinner programs to bring together refugee and non-refugee Boiseans.
- Expanded social media presence with regular posting and sharing of partner events and programs



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# Adult Education

## Goal

Identify and close the gaps in Adult Education Services

## Objectives

- 1 Educate new Americans on options for higher education & adult learning opportunities.
- 2 Identify gaps in instructional needs.
- 3 Foster community collaboration and communication in order to help close identified gaps.
- 4 Improve communication and understanding of other Neighbors United Subcommittees and activities and how Adult Ed can support/be supported by them.

## Background

- Refugee college students are sometimes able to get into college, but often do not always have the English proficiency to succeed once there.
- Those who work with the adult refugee community may not be aware of the community's educational resources.

## Actions

- Plan, coordinate and host semi-annual conference The Road to College for New Americans.
- Update and distribute the Adult Education Roadmap identifying and addressing gaps in instructional need.
- Solicit perspectives from adult education programs about particular needs.
- Include additional refugee representation to Subcommittee meetings to learn from their experiences and stories.

## Subcommittee Members

Monique Smith, Co-Chair  
Erica Compton, Co-Chair  
Andrea Orozco  
Ashley Davis  
Ashley Hislop  
Casey Keck  
Fern VanMaren  
Gail Shuck  
Kate Udall

Kayla Groat  
Liz Otterness  
Molly Valceschini  
Renee Johns  
Sarah Ritter  
Stephanie Marlow  
Steve Rainey  
Trevi Hardy

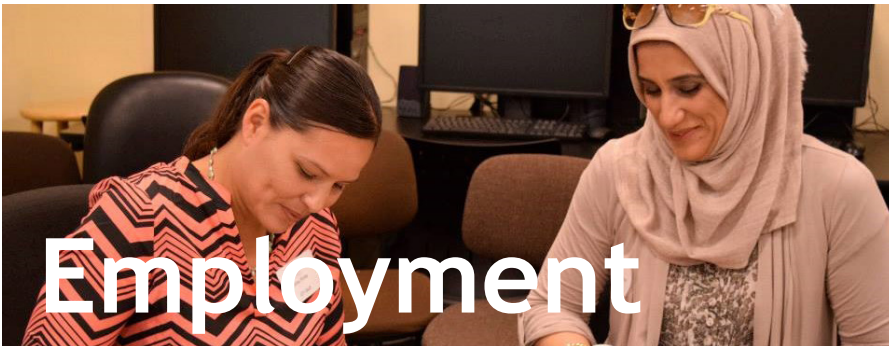


## Accomplishments

- Collaborated to offer a semi-annual informational workshop, The Road to College for New Americans in September.
- Revised this committee's goals, objectives and actions.
- Developed Education Roadmap.

## ADULT EDUCATION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
What are we trying to achieve?	How will we achieve it?	What are important dates? When do we want to complete it?	Who should be involved and bring resources to this action step?
1) Educate New Americans on options for higher education and adult learning opportunities.	a) Plan, coordinate and host semi-annual conference <i>The Road to College for New Americans</i> .	Annually (Fall & Spring)	CWI, BSU, TRIO
	b) Update and disburse <i>Adult Education Roadmap</i> , and include a link on NU website.	Winter/Spring 2018	NU Adult Education Subcommittee
2) Identify gaps in instructional needs.	a) Solicit perspectives from adult education programs about particular needs.	Winter/Spring 2018	NU Adult Education Subcommittee
	b) Create an action plan to spread information collected from participating adult education programs.	Summer 2018	NU Adult Education Subcommittee
3) Foster community collaboration and communication in order to help close identified gaps.	a) Offer workshop at IOR's Conference on Refugees.	Winter 2018	NU Adult Education Subcommittee
	b) Offer workshops, panel discussions, etc. to enhance professional development for educators and volunteers so they can learn and enhance their skills and programs.	Spring/Summer/Fall 2018	NU Adult Education Subcommittee
	c) Hear directly from refugees about their own educational journeys by extending invitations to Subcommittee meetings & listening to their stories; invite those who have interest and time to join Subcommittee.	Spring/Summer/Fall 2018	NU Adult Education Subcommittee
4) Improve communication and understanding of other Neighbors United Subcommittees and activities and how Adult Ed can support/be supported by them.	d) Representatives of Adult Education Subcommittee attend other Subcommittee meetings, share information, and report back.	Ongoing	Fern (education); Ashley & Mollie (employment)



# Employment



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## Goal

Refugees have ample employment opportunities to achieve economic self-sufficiency.

## Subcommittee Members

Stacey Shegrud, Co-chair  
Molly Valceschini, Co-chair  
April Mantha  
Ashley Davis  
Asmaa Albukaie  
Carrie Utley  
Charles Alper  
Joelle Friesen  
Katherine Drahold-Cross

Kaite Justice  
Kristen Richards  
Mark Priddy  
Michael Satz  
Michelle Larson  
Moses Mukengezi  
Slobadonka Hodzic  
Teri Sackman  
Toni Richardson  
Tracy Hitchcock



## Objectives

- 1 Work in conjunction with the Transportation Subcommittee to implement an after-hours job-access transportation program.
- 2 Continue to strengthen collaboration among employment agencies and organizations to improve service coordination and communications.
- 3 Develop more stable, sustainable employment opportunities for single-parent families.

## Background

- Demand for refugee labor has been increasing through the Idaho Office for Refugees.
- The City of Boise, through a partnership with the Boise Chamber of Commerce, was awarded a Gateways for Growth grant to research the economic impact of refugees in Ada County.

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HIRING**

## Actions

- Provide training to refugee clients on how to use the job-access program.
- Work on unified messaging that identifies refugees as individuals vs. groups.
- Meet with hospitality providers to see if they can build the infrastructure to create sustainable employment opportunities for single-parent families.

## Accomplishments

- Hosted a successful 2017 refugee conference.
- Hosted a training on promoting and messaging refugee employment.

## EMPLOYMENT 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
What are we trying to achieve?	How will we achieve it?	What are important dates? When do we want to complete it?	Who should be involved and bring resources to this action step?
1) Work in conjunction with the Transportation Subcommittee to implement an after-hours job-access transportation program.	a) Identify employers that fall within the geographic scope of the job-access transportation program.	April-July 2018	Employment and Transportation Subcommittees
	b) Refer refugee clients to the job-access transportation program.	June 2018	Employment and Transportation Subcommittees
	c) Provide training to refugee clients on how to use the program.	June 2018	Employment and Transportation Subcommittees
	d) Assist in collecting data on program outcomes and success stories from the pilot year.	October 2018-May 2019	Employment and Transportation Subcommittees
2) Continue to strengthen collaboration among employment agencies and organizations to improve service coordination and communications.	a) Work on unified messaging that identifies refugees as individuals vs groups.	February 2018	Employment Subcommittee
	b) Test Cureo software accessible through NU for functionality as a collaborative software.	February-June 2018	Stacey Shegrud
	c) Make decision on whether or not to move forward with software.		Employment Subcommittee
3) Develop more stable, sustainable employment opportunities for single-parent families.	a) Meet with hospitality providers to see if they can build the infrastructure to create these opportunities.	February-June 2018	Employment Subcommittee
	b) Research other potential industries that can provide sustainable framework to support objective and growth within industry.	February-April 2018	Employment Subcommittee
	c) Gather information on specific companies that fall within these parameters to build a hiring solution that is based on their employment needs and incentivize them to provide sustainable wages and set schedules.	April-July 2018	Employment Subcommittee
	d) Market program to potential employers.		Employment Subcommittee



## Subcommittee Members

Collin Elias, Co-Chair  
Jamie Strain, Co-Chair  
Patrick Fithen  
Ryan Lipscomb  
Tony Fisk



## Accomplishments

- Survey work with Interpretation Taskforce to identify needs including: centralizing interpreter services, exploring ways to integrate additional technology, and the professionalization of interpreter services locally.
- Participated in a joint Health - Transportation - Employment work session to discuss shared objectives and activities.
- Pilot program to increase availability of transportation and increase refugee access to health services.
- Trauma-informed care education.

# Health

**Goal** Refugees receive equitable, timely access to quality healthcare maximizing their wellness.

## Objectives

- 1 Increase the number of trained refugee language interpreters within the healthcare system and enhance their competence and skill level.
- 2 Improve/increase the cultural competence of providers who serve the unique needs of refugee patients.
- 3 Improve and expand orientation processes for refugees to address specific healthcare related areas of need such as mental health, dental, utilizing medicine, diet, illness, appropriate utilization of healthcare systems.

## Background

- Number and quality of available interpreters in our area is still not meeting the demand for the languages we serve.
- Increase in refugee community health workers over the past year from 15 to 22.
- Transportation continues to be a major barrier for refugees accessing health care.
- Behavioral health services are especially difficult for refugees to access.

## Actions

- Work with the Neighbors United Employment Subcommittee to find and open additional employment opportunities for refugees in the medical and health professions.
- Work with the Neighbors United Transportation Subcommittee and other existing community efforts to expand healthcare-access transportation throughout the Treasure Valley.
- Explore ways to integrate with new technology such as the mobile app designed to connect refugees to needed services.

## HEALTH 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
What are we trying to achieve?	How will we achieve it?	What are important dates? When do we want to complete it?	Who should be involved and bring resources to this action step?
1) Targeted outreach to increase cultural awareness/sensitivity for providers who serve the unique needs of refugee patients.	(a) Develop resources for culturally appropriate services.	Summer 2018	FMRI
	(b) Identify interested providers/provider networks.	Summer 2018	Collin, Ryan, Patrick
	(c) Create a technical assistance network of providers to provide ongoing consultation as needed.	Summer 2018	Health Sub-Committee
2) Increase access to availability of interpretation services within the healthcare system.	a) Identify strategies to improve interpretation services in the health context.	Ongoing	Health Subcommittee
	b) Work with the Neighbors United Interpretation Task Force to build the interpreter network in the Treasure Valley.	Spring 2018	Health Subcommittee, Interpretation Task Force
	c) Increase the number of trained refugee language interpreters. Attract and retain professional interpreters through trainings and opportunities to enhance their competence and skill level.	Ongoing	Health Subcommittee, Interpretation Task Force
3) Improve/increase the cultural competence of providers who serve the unique needs of refugee patients.	a) Work with the Neighbors United Employment Subcommittee to find and open additional employment opportunities for refugees in the medical and health professions.	Ongoing	Health Subcommittee
	b) Create additional training opportunities for Idaho healthcare providers.	Fall 2018	Health Subcommittee
4) Improve and expand orientation processes for refugees to address specific healthcare related areas of need such as mental health, dental, utilizing medicine, diet, illness, appropriate utilization of healthcare systems.	a) Explore ways to integrate with new technology such as the mobile app designed to connect refugees to needed services.	Spring 2018	Health Subcommittee

	b) Work with the Neighbors United Transportation Subcommittee to expand healthcare-access transportation throughout the Treasure Valley.	Fall 2018	Health and Transportation Subcommittees
5) Ensure continued access to care when Medicaid eligibility ends.	a) work with health systems and clinics to provide financial assistance policies.	Summer 2018	Health Subcommittee
	b) Conduct Medicaid closure/exit interviews and orientation	Ongoing	Health Subcommittee
6) Ensure adequate and consistent transportation is available for refugees to access care and appointments.	a) Collaborate with the Neighbors United Transportation Subcommittee.	Ongoing	Health and Transportation Subcommittees
	b) Evaluate the Rides to Wellness Program and report back to the Neighbors United Network. Consider ways to expand and improve the program.	Summer 2018	Health and Transportation Subcommittees



# Housing



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## Goal

Housing options are accessible, affordable, attractive and available throughout the community.

## Subcommittee Members

Amanda Hunter  
Christina Bruce-Bennion  
Bitentu Tshibwabwa  
Christopher Pope  
David Mfitundinda

Erika Ostyn  
Josh Scholar  
Maureen Brewer  
Michelle Weickum

## Objectives

- 1 Work with and support community partners to increase availability of permanent housing units.
- 2 Improve community-wide resources for rapidly re-housing refugees and for transitioning refugees into permanent housing.
- 3 Engage and educate landlords.
- 4 Increase volunteer assistance for refugee tenant education, housing orientation and ongoing support.
- 5 Connect with existing housing networks.



## Background

- Finding housing remains a challenge, particularly for larger families and with connectivity to transportation options.
- Rental requirements such as credit history and cash reserves create additional challenges for refugee families seeking housing.
- Welcome house is working well, but it is not suited for larger families.

## Actions

- Recruit Housing Subcommittee members and update actions.
- Develop a coordinated rapid re-housing strategy for refugees who become displaced.
- Utilize existing resources and identify activities that promote homeownership.
- Develop tenant-specific resources based on input from property managers, landlords and tenants.
- Designate a special housing liaison to work with property managers when communicating with refugee tenants.
- Cultivate volunteers knowledgeable about home visits and tenancy advice.

## Accomplishments

- Resettlement agencies offer a strong housing orientation to new families.
- Over 200 refugee families were housed last year.
- Through a partnership with LEAP Charities, two "Welcome Houses" are operating in Boise and have served a total of 74 guests.

## HOUSING 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
What are we trying to achieve?	How will we achieve it?	What are important dates related to this objective? When do we want to complete it?	Who should be involved and bring resources to this action step?
Improve refugee tenant/landlord relationships.	Designate a special housing liaison to work with property managers when communicating with refugee tenants.	Summer 2018	Committee members, Cities
	Explore City and other funding related to the Consolidated Plan for Fair Housing to fund the liaison.	Summer 2018	Committee Members
	Create a manual and/or app for tenant maintenance issues.	Late summer 2018	Committee workgroup
Conduct outreach/education to increase willingness to rent to refugees among new property managers.	Incorporate training on refugees for PMs in existing workgroups (e.g. COC Fair Housing Workgroup)	Summer 2018--depends on schedule of those existing groups.	Christina will get calendar of meetings. Committee will decide who can present.
	Explore other funding to create materials and support training efforts.	Spring 2018	Committee
Expand education/outreach efforts to communities west of Boise.	Refine communication strategies regarding refugees and affordable housing. (e.g. "Housing affordability" or "housing that fits the needs of our community").	Late Spring 2018	Committee
	Reach out to Meridian City Council to set up a "Refugee 101" training.	Late Spring 2018	Christopher Pope and Christina Bruce-Bennion
	Reach out to the West Ada School District to learn about issues facing refugees in Meridian.	Mar-18	Christina Bruce-Bennion
Strengthen connection to existing housing and homelessness groups.	Reach out to CATCH and New Path/Our Path, etc. to share information about resettlement and housing support.	Apr-18	Christina Bruce-Bennion and other committee members.
	Continue to participate in the Continuum of Care and Housing/Homelessness Roundtable to keep refugee housing issues on the radar	On going	Bitentu Tshibwabwa, Michelle Weickum, Christina Bruce-Bennion, Christopher Pope, others?
Strengthen ability to resolve issues around "transitions in housing", whether upon arrival or at other key points of	Utilize existing resources and identify activities that promote homeownership.	On going	Committee
	Identify/create helpful resources for refugees to manage housing transitions.	Late summer 2018	Committee



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## Subcommittee Members

Jeanne McCombs, Co-Chair  
Missy Goode, Co-Chair  
Aubrie McArthur  
Cami Hill  
Chelsea Krema  
Cortney Barnard  
Dr. Diane Oliva  
Emily Johnson  
Fern Van Maren  
Hayley Regan

Jane Zink  
Jenny Webster  
Jodi Farrow  
Kate Nelson-shue  
Kirsten Finnigan  
Molly Fuentealba  
Omair Shamim  
Sue Harpold  
Sydney Sasser  
Vikki Green

## Goal

Refugees of all ages have access to, and participate in, formal and informal education

## Objectives

- 1 Expand existing school, after-school and elective programs to provide more transitional support for refugee students and engage more families.
- 2 Improve student and family access to and awareness of parent education classes, summer school programs and child care options and ensure programs are linguistically- and culturally-appropriate.
- 3 Provide quality care training to refugees providing child care.
- 4 In collaboration with Head Start and Boise Schools, develop methods of identifying pre-school age children and connecting them with early childhood programs such as Head Start.
- 5 Provide Early Education and K-12 providers with "Refugee 101" regarding refugee requirements in the first 8 months of arrival.



## Background

- There are a significant number of refugee families in the Boise School District.
  - 26,000+ students, of which roughly 1,300 are refugees.
  - 92+ languages spoken by our students.
  - 3,500+ students have a non-English speaking background.
  - 47% of students eligible for free or reduced-price lunch.
  - 2,600+ students receive Special Education services.

## Actions

- Identify K-12 schools, Head Start, and Early Head Start programs with refugee populations and determine potential for program application.
- Evaluate accessibility to and explore ways to communicate availability of summer school for refugee students.

## Accomplishments

- Opened 4 Community School Centers in each of BSD's quadrants, Garfield, Morley Nelson, Whitney and Whittier Elementary Schools.
- After school tutoring programs at Jefferson Elementary, Hillside Jr. High, Borah High with transportation provided.
- Summer School access for K-12 refugee students in content and language development.
- Expanded Co-Teaching classes (EL Specialist/Content Teachers) to 6 schools.
- Hired two full-time Reading Intervention specialists at Hillside Jr. High and Borah High to work with Students with Interrupted Formal Education (SIFE).

## PRE K-12 EDUCATION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
What are we trying to achieve?	How will we achieve it?	What are important dates? When do we want to complete it?	Who should be involved and bring resources to this action step?
1) Expand the concept and implementation of existing programs (language, culture, parent orientation, etc.) to provide transitional support for refugee students.	a) Identify K-12 schools, Head Start, and Early Head Start programs with refugee populations and determine potential for program application.	Ongoing	Vikki Green, Omair Shamim (HeadStart)
	b) Gain the support and provide training for K-12 volunteers and staff for program implementation.	August 2019	Dr. Diane Oliva, Kirsten Finnigan, Molly Fuentealba, Jeanne McCombs (BSD)
	c) Include informing the general populations about refugee resettlement. Committee members will benefit from a Refugee 101 training.	Ongoing	All committee members
	d) Identify organization/locations that could provide adult education information to refugee families at sites that serve children.	Complete	Dr. Diane Oliva, Kirsten Finnigan, Molly Fuentealba, Jeanne McCombs, Missy Goode, Vikki Green
	e) Identify organizations/locations that provide resources for refugees and their families.	March 2018	Kirsten Finnigan, Missy Goode, Jeanne McCombs
2) Identify afterschool and elective programs that do/can provide transitional support and expand direct accessibility for refugee students.	a) Locate afterschool programs available to students and share this information with nearby schools.	August 2018	Missy Goode (Boys & Girls Club) City of Boise (Parks & Recreation)
	b) Explore ways to support refugee student to access after-school sports programs.	March 2018	Jeanne McCombs (Christian Lim & Freeman Dawson)
	c) Educate refugee students and families on the college readiness program.	August 2018	Jeanne McCombs (AVID & GATE), Fern Van Maren (CWI), Dr. Diane Oliva
	d) Inform high school refugee students and families about professional technical education opportunities which provide career readiness skills.	2020	Jeanne McCombs (Irene Westrick, Christian Lim), Kirsten Finnigan
	e) Identify before/after school programs for four-year-olds. Determine financial support available.	August 2018	Vikki Green, Missy Goode, Jenny Webster
3) Expand summer school program awareness for K-12 refugee students.	a) Explore summer school opportunities and increase awareness for refugee families and engage families who arrive in early/late spring.	Done	Jeanne McCombs, Molly Fuentealba, Kirsten Finnigan

## PRE K-12 EDUCATION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
	b) Continue to add courses for LEP refugee students as needed.	2020	Jeanne McCombs (Stacey Roth in March)
	c) Evaluate accessibility and explore ways to communicate availability of summer school for refugee students.	August 2018	Jeanne McCombs, Missy Goode, Molly Fuentealba, Kirsten Finnigan
4) Expand parent access to, understanding of, and participation in Boise and West Ada school Districts.	a) Increase awareness and accessibility of information provided in common languages.	Ongoing	Molly Fuentealba, Jeanne McCombs, Dr. Diane Oliva
	b) Begin expansion of family engagement events to include home visits.	May 2018	EL teachers, Vikki Green, Jeanne McCombs, Kirsten Finnigan
	c) Identify resources that can provide ongoing training for teachers and providers in cultural sensitivity.	May 2018	BSD, West Ada consultants
	d) Continue growing the Boise Parents of English Learners Program. Research how to help refugee parents understand the importance of preserving their culture and 1st languages.	Ongoing	TBD
	e) Boise School District personnel provide Education Orientations for new arrivals at the English Language Center.	Done	Molly Fuentealba, Jennifer Biery
	f) Contact local transportation services and explore ways school districts can access transportation for refugee parents.	Ongoing	Molly Fuentealba, Jeanne McCombs, Missy Goode, Dr. Diane Oliva
	g) Determine educational programs available for refugee families. Share these resources with schools via the counseling department.	Ongoing	Molly Fuentealba, Jeanne McCombs, Kirsten Finnigan
5) Improve access to parent education classes for refugees ensuring they are linguistically and culturally-appropriate.	a) Translate BSD electronic resource booklet to share with refugee providers, schools, and other pertinent agencies.	May 2019	Molly Fuentealba, Missy Goode
	b) Identify a systematic approach to recognize and refer families in need of parent education.	August 2019	Missy Goode, Dr. Dian Oliva
	c) Explore building on existing parenting classes to provide access for refugee parents, including interpreters, childcare, and possibly transportation.	Ongoing	BSD, West Ada consultants
	d) Develop an interpreter list for parent education providers to assist with inclusiveness in parent education classes.	Complete	BSD Consultant

## PRE K-12 EDUCATION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
	e) Work with agencies providing parent education classes in regards to transport to and from parent education classes/activities.	Ongoing	All Committee members
	F) Improve access to English classes for parents.	Ongoing	BSD, West Ada
	g) Explore online parent classes.	May 2018	BSD, West Ada consultants
6) Provide training to refugees who are providing child care on how to deliver quality care.	a) Refer refugees who are providing childcare to IdahoSTARS and/or the Nino Program for child related classes.	August 2019	Omair Shamim, Vikki Green
	b) On school enrollment forms, ask parents about need for childcare, etc. Create separate form, video clip, or PPT in different languages to hand out at enrollment.	2020	Molly Fuentealba
	c) Work with IAEYC and IdahoSTARS to enroll all Nino program participants into the professional development program to access scholarships and incentives from IdahoSTARS.	March 2019	Kate Nelson-Shue
7) Connect refugee parents to childcare options so they may go to work.	a) Increase awareness of childcare options in the Boise area. Head Start has many resources to assist.	Ongoing	Vikki Green, Omair Shamin, Kate Nelson-Shue
8) In collaboration with Head Start and Boise Schools, develop methods of identifying pre-school age children and connecting them with early childhood programs such as Head Start.	a) Identify and work with agencies, programs and school to provide home visits to determine which young children would benefit from an early childhood program.	Ongoing	Omair Shamim, Sandy Buffington, Vikki Green, Kirsten Finnigan
	b) Work with resettlement agencies and others working with refugees to provide information on programs available for pre-school refugee children.	Ongoing	Vikki Green, Sandy Buffington, Kirsten Finnigan
	c) Collaboration between Head Start, Boise School District and West Ada School District on kindergarten transition.	Ongoing	Vikki Green, Sandy Buffington, Kirsten Finnigan
9) Provide Early Education and K-12 providers with "Refugee 101" regarding refugee requirements in the first 8 months of arrival.	a) Provide informational session regarding requirements of federal programs in the first 8 months.	Complete	Jeanne McCombs



**NeighborsUnited**

Refugee Collaborative of Boise

# Social Integration

## Goals

Refugees and the Boise Community intentionally work together, based on a shared commitment to mutual respect and social justice, to create a secure, welcoming, vibrant and cohesive society.

Those that have come here as refugees are welcomed, are recognized as an important part of the Boise/Ada County community and have meaningful connections within this community.

## Objectives

- 1 Build bridges of understanding through common meals, peace feasts, listening events, block parties, youth events, and sports events.
- 2 Promote programs and events that encourage encounters and refugee integration into the community.

## Background

- According to the Second Annual Public Policy Survey conducted by The School of Public Service from Boise State University:
  - Idahoans who have interacted with refugees generally report positive experiences. (66%) report that their contact has been positive, while only 18.9% report that it has been negative.
  - For those in Idaho who did not know people who had come as refugees there was a seven-point spread in favor of those who were ambivalent towards refugees compared with those who were positive.
  - Getting to know refugees improves how they are perceived in a community.
- Refugees in Boise have anecdotally reported feeling less secure, and experiencing increased negative encounters in the last year.

## Actions

- Host three “community meals” in 2018.
- Plan and coordinate a Summer Block Party.
- Plan community activities in conjunction with the “World Soccer Tournament.”

## Subcommittee Members

Laura Armstrong, Co-Chair  
 Nick Armstrong, Co-Chair  
 Danny Abedi  
 Dustin Robinson  
 Kim Washington  
 Olivia Johnson  
 Sue Haglar  
 Tamara Al Thanoon



## Accomplishments

- Formed a committee and held our first Social Integration Committee on October 18th, 2017.
- Identified our initial area of focus: Events such as block parties, community celebrations, “Common Table”- Sharing experiences/ perspectives over a meal, youth events, cultural events and capturing and sharing social integration events through video/social media.

## SOCIAL INTEGRATION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
What are we trying to achieve?	How will we achieve it?	What are important dates? When do we want to complete it?	Who should be involved and bring resources to this action step?
1) Build bridges of understanding through common meals, peace feasts, listening events, block parties, youth events, and sports events.	a) Host three "community meals" in 2018.	Feb 2018 - Find hosts, determine location, date/time, and possible refugee families.  Spring/Summer/Fall 2018 - host events.  Winter 2018 - evaluate impact and plan for 2019.	Nick & Laura Armstrong
	b) Plan and coordinate Summer Block Party Date/Time, venue, content/program.	Winter 2018 - determine co-facilitators, location, target communities.  Spring 2018 - preliminary programing and promotion.  Summer 2018 - event.	Social Integration Subcommittee
	c) Plan social integration elements for "World Soccer Tournament" (art, music, games, contests).	Winter/Spring 2018 - Determine tournament co-chair.  Determine how Social Integration Committee will work with World Soccer committee (Kara, Fidel).	Social Integration Subcommittee
2) Promote programs and events that encourage encounters and refugee integration into the community.	a) Identify key cultural and ethnic events to help promote and organize.	Draft initial list of events by February 8th, 2018.	Social Integration Subcommittee
	b) Create platforms for events promotion. Focus on expanding reach to atypical audiences.		Social Integration Subcommittee
	c) Plan social integration elements for "World Soccer Tournament" (art, music, games, contests).		Social Integration Subcommittee



## Subcommittee Members

Kaite Justice, Co-chair  
Judi Brawer, Co-chair

## Goal

A regionally-coordinated network of transportation services that supports integration of refugee populations into the community.

## Objectives

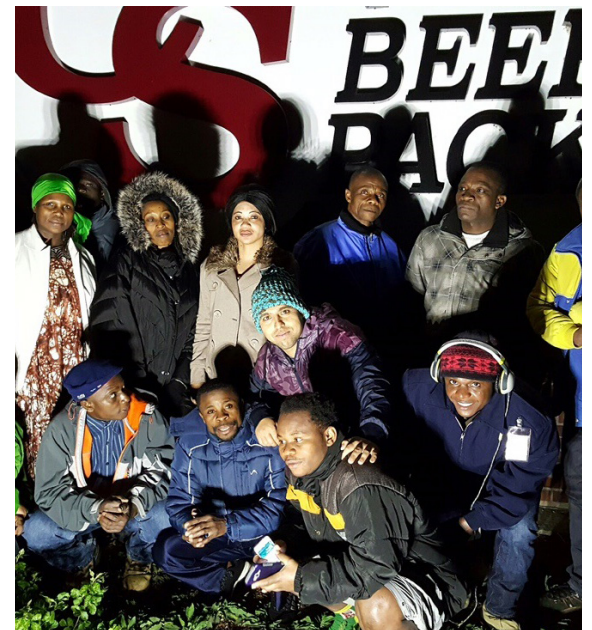
- 1 Implement an afterhours job-access transportation program.
- 2 Expand healthcare-access transportation throughout the Treasure Valley.
- 3 Develop comprehensive transportation training programs that improve refugees' travel independence earlier in their resettlement process.
- 4 Develop clear and concise information about all specialized transportation services in Ada County.
- 5 Conduct a comprehensive assessment of transportation barriers and needs across all major Neighbors United Focus areas.

## Background

- 100% of Village Van ridership are refugees.
- Riders' homes are widely dispersed throughout Boise.
- 95% of riders over the last year have been Congolese.

## Actions

- Develop an expansion plan for Rides 2 Wellness with the Rides 2 Wellness steering committee to increase the number of qualifying clinics.
- Identify transportation options outside of public transportation.
- Create training curriculums that can be administered in a group setting.
- Establish public-private partnership with provider(s) to provide on-demand afterhours service.



## Accomplishments

- Provided job-access transportation to 80 refugees in the last year.
- Provided 8,184 job-access rides in the last year.
- Leveraged \$126,000 local dollars for job-access transportation in the last year.
- Increased average rides per hour from .93 rides/hour to 3.26 rides/hour.
- Received 501(c)3 status for Idaho Advocates for Community Transportation.
- Formed partnerships with two large employers to provide consistent transportation for refugee employees.

## TRANSPORTATION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
What are we trying to achieve?	How will we achieve it?	What are important dates? When do we want to complete it?	Who should be involved and bring resources to this action step?
1) Implement an afterhours job-access transportation program.	a) Identify geographical boundaries and scope for pilot program.	March 2018	Valley Regional Transit, City of Boise, Resettlement Agencies
	b) Establish public-private partnership with provider(s) to provide on-demand afterhours service.	April 2018	Valley Regional Transit and private providers
	c) Implement pilot year of project.	June 2018	Valley Regional Transit and private providers
	d) Evaluate effectiveness of program and any needed changes for year 2.	April 2019	Valley Regional Transit, City of Boise, Resettlement Agencies, IOR
	f) Expand program in year 2 to encompass more areas of Boise with high refugee populations.	June 2019	Valley Regional Transit, City of Boise, Resettlement Agencies
2) Expand healthcare-access transportation throughout the Treasure Valley.	a) Develop an expansion plan for Rides 2 Wellness with the Rides 2 Wellness steering committee to increase the number of qualifying clinics.		Valley Regional Transit, Saint Luke's, Saint Alphonsus, healthcare subcommittee, other R2W partners
	b) Identify potential healthcare providers, cities, and insurance companies to become contributing partners in the R2W program.		Valley Regional Transit, R2W steering committee, healthcare subcommittee, other community partners
	c) Identify major healthcare access transportation barriers for the refugee population.		Valley Regional Transit, healthcare subcommittee, resettlement agencies, IOR
3) Develop comprehensive transportation training programs that improve refugees' travel independence earlier in their resettlement process.	a) Identify transportation knowledge gaps for newly arriving refugees including travel orientation and safety issues.		Valley Regional Transit, resettlement agencies, IOR, transportation subcommittee, Idaho Advocates for Community Transportation
	b) Create training curriculums that can be administered in a group setting.		Valley Regional Transit, resettlement agencies, IOR
	c) Assess the feasibility of having a volunteer-led travel training program.		Valley Regional Transit, Idaho Advocates for Community Transportation, Transportation subcommittee
	d) Identify community partners for program.		Valley Regional Transit, resettlement agencies, IOR
	e) Assess the usability of transit language communication cards in helping limited English speakers traverse the bus system.		Valley Regional Transit, resettlement agencies
	f) Identify high refugee housing areas close to bus routes to provide education and assistance in accessing nearby transportation services.		

## TRANSPORTATION 24-MONTH ACTION PLAN

Objectives	Action Steps	Milestones	Responsibility
4) Develop clear and concise information about all specialized transportation services in Ada County.	a) Identify transportation options outside of public transportation.		Valley Regional Transit, Idaho Advocates for Community Transportation, Transportation subcommittee
	b) Develop a list of the following for each transportation program: 1. Service area 2. Hours and days of operation 3. Specific population (if any), i.e.- seniors, low-income, persons with disabilities, etc. 4. Specific type of trips provides (if any), i.e. medical appointments, job-access, etc. 5. Cost 6. Where to get more information 7. How to reserve a ride		Valley Regional Transit, Idaho Advocates for Community Transportation, Transportation subcommittee
	c) Identify the best way to distribute this information.		Valley Regional Transit, Idaho Advocates for Community Transportation, Transportation subcommittee
	d) Create document that can easily be accessed both digitally and by hard copy.		Valley Regional Transit, Idaho Advocates for Community Transportation, Transportation subcommittee
	f) Identify key languages for translation and have information translated to increase access for the refugee population.		Valley Regional Transit, resettlement agencies, IOR
5) Conduct a comprehensive assessment of transportation barriers and needs across all major Neighbors United Focus areas.	a) Meet with all subcommittees and identify major transportation gaps and barriers they see into their sector.	October 2018	All Neighbors United subcommittees
	b) Meet with other community partners with insight into transportation gaps and barriers that affect the refugee population.		Transportation subcommittee and other community partners
	c) Compile all findings into a report.		Transportation subcommittee

