



NeighborsUnited

Refugee Collaborative of Boise

Refugee Strategic Community Plan 2019



www.neighborsunitedboise.org

neighborsunitedboise@gmail.com

1607 W. Jefferson | Boise, Idaho 83702 | 208-336-4222

Table of Contents

| | |
|---|----|
| Refugee Strategic Community Plan Overview | 1 |
| Network Overview | 2 |
| Strategic Communications..... | 4 |
| Subcommittee Overviews and Action Plans | 5 |
| Adult Education | 5 |
| Employment | 7 |
| Health | 9 |
| Housing | 11 |
| Pre K-12 Education | 13 |
| Social Integration | 15 |
| Transportation | 17 |
| Language Access | 17 |

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 2019 the Neighbors United network – now grown to more than one hundred participants representing over 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 two years. The 2019 Neighbors United Refugee Strategic Community Plan update results from the input and hard work of this wide-ranging network, and demonstrates our collective, continued commitment to remaining a welcoming community.



Our Network

- Ada County
- Ada County Highway District
- Ada County Sheriff
- Agency for New Americans
- Big Brothers Big Sisters
- Boise City/Ada County Housing Authority
- Boise Community Schools
- Boise Housing and Community Development
- Boise Police Department
- Boise School District
- Boise State Refugee Alliance
- Boise State University
- Boise To Bakavu
- Catholic Charities of Idaho
- Central District Health Department
- Children's Home Society of Idaho
- City of Boise
- City of Meridian
- College of Western Idaho
- Community Action Partnership of Idaho
- Create Common Good
- El Ada Community Action Partnership
- English Language Center
- Family Medicine Residency of Idaho
- Global Talent
- Global Community Partners
- Idaho Department of Health and Welfare
- Idaho Department of Labor
- Idaho Housing and Finance Association
- Idaho Human Rights Commission
- Idaho Legal Aid Services
- Idaho Office for Refugees
- Idaho Transportation Department
- International Rescue Committee
- Jannus, Inc.
- Jannus Economic Partnership
- Jesse Tree
- Leap Charities
- Learning Lab
- Pacific Wester Training
- Saint Alphonsus Medical Group
- Saint Alphonsus Regional Medical Center
- Salvation Army
- St. Luke's Boise Medical Center
- Stoltz Marketing Group
- Terry Reilly Health Services
- Tidwell Social Work
- Treasure Valley Family YMCA
- United Way of Treasure Valley
- University of Idaho
- Valley Regional Transit
- Valley Ride
- West Ada School District
- Women's and Children's Alliance

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

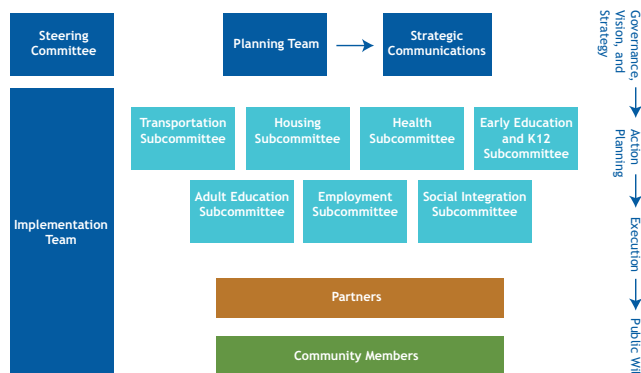
- 1 Continuing to develop, update, and implement short- and long-term goals and actions that address the needs and opportunities for successful integration and inclusion of refugees in Boise.
- 2 Identifying and improving resources for refugee resettlement.
- 3 Fostering a more positive community climate for all individuals and building resources and support for organizations and the Refugee Community Plans' work.

Looking Forward...

For 2019, our network wants to focus attention and action in the following areas:

- Coordinated, Effective Communications and Messaging
- Programs to Promote Safety and Feeling Welcome
- Extending Reach (strategically connecting to other geographies, networks and partners)
- Strengthening Network Advocacy
- Financial Empowerment
- Refugee Leadership and Engagement

Neighbors United Organizational Chart





Potential 2019-2020 Priority Projects

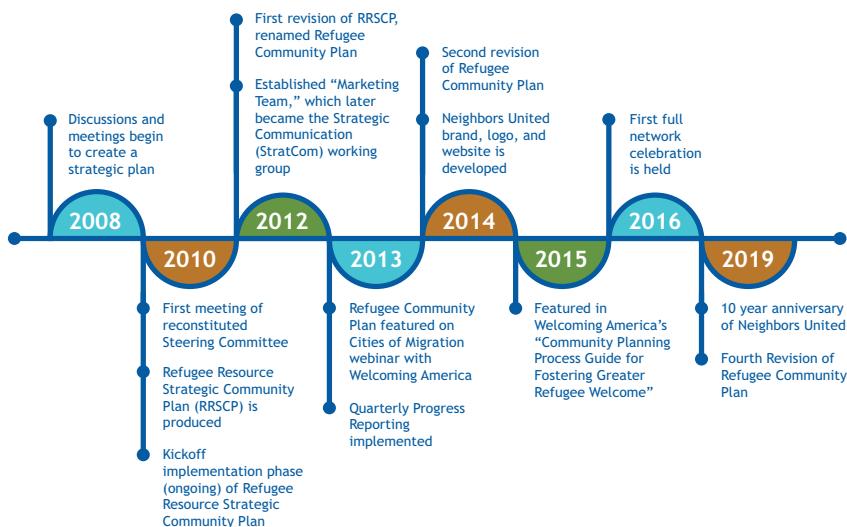
- 1 Create a network communications action plan to allow coordinated, effective communication by all network members and be prepared to rapidly respond to emerging issues and current events.
- 2 Continue to grow and expand language access projects including identifying funding to continue work and working with partners to expand to more settings.
- 3 Extend network reach and partners by having conversations, exchanging ideas and information and building bridges with other Boise Valley communities and organizations.
- 4 Increase and further integrate youth engagement activities to create more social supports, peer encounters and learning opportunities between refugee communities and the larger community.
- 5 Do more to actively recruit and engage refugees, migrants and immigrants in our network.
- 6 Continue investments in data collection and sharing such as a refugee needs assessment survey or a statewide attitudinal survey.



Accomplishments

- The City of Boise was certified as a "Welcoming City" by the nonprofit Welcoming America in 2019.
- Updated strategic directions and community plan for 2019.
- Convened the language access subcommittee.
- Continued idea exchanges with the global community through collaboration with delegations from other cities, countries and partnership groups, such as Welcoming America.
- Participated in Communications trainings with The Frameworks Institute and updated network communications tools and activities.
- Continued to raise awareness and grow the Neighbors United Network.

History of Neighbors United





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Refugee Collaborative of Boise

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

- Update and implement new messaging around Neighbors United and new Americans.
- Evaluate the cost of an educational/awareness campaign.
- Revisit and update workplan and goals for 2020-2021.

Subcommittee Members

Lana Graybeal, Chair
Kara Fink
Kate Nelson
Susan Sawyer
Tony Fisk



Accomplishments

- Completed Frameworks Institute training on messaging around immigrants and refugees in our community and country.
- 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 and adult learning opportunities.
- 2 Foster adult education community collaboration and communication in order to develop excellence in pedagogy and andragogy.
- 3 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 have the English proficiency needed to succeed when enrolled.
- Those who work with the adult refugee community may not be aware of the community's educational resources.

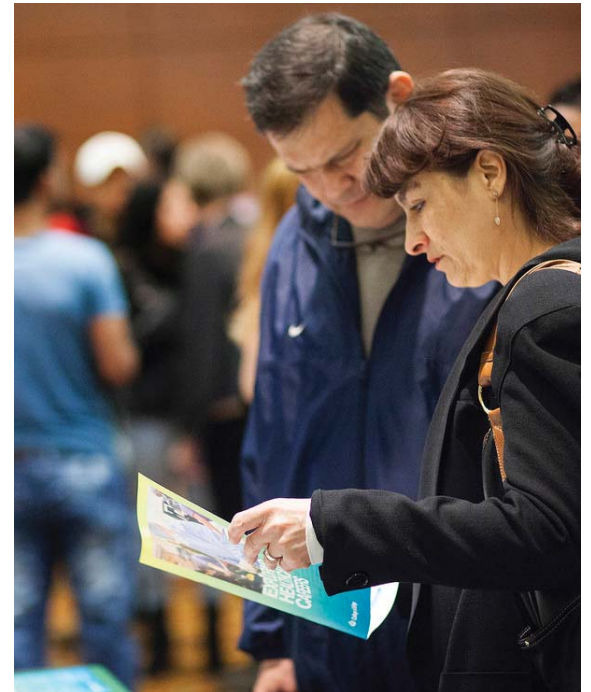
Actions

- Promote and support new and existing efforts within and outside of the Adult Education subcommittee.
- Update and disburse the Adult Education Roadmap, and include a link on the Neighbors United website.
- Facilitate professional development opportunities.
- Explore and bridge gaps in educational opportunities through scenario discussions.
- Provide monthly subcommittee updates.

Subcommittee Members

Sarah Ritter, Co-Chair
Trevi Hardy, Co-Chair
Andrea Orozco
Ashley Davis
Ashley Hislop
Casey Keck
Chadia Mugisha
Courtney Santillan
Erica Compton
Estefany Giehm
Fern VanMaren
Gail Shuck
Holly Kimbrell

Jeanne McCombes
Jenni Kimball
Joelle Friesen
Kate Nelson
Kate Udall
Kayla Groat
Liz Otterness
Molly Valceschini
Rachel Axtman
Renee Johns
Stephanie Marlow
Steve Rainey



Accomplishments

- Revised this committee's goals, objectives, and actions.
- Developed a digital Education Roadmap.
- Presented at the Idaho Conference on Refugees.
- Expanded subcommittee network and membership.

Adult Education 18-Month Action Plan

| Objectives | Action Steps | Milestones | Role and Responsibility | Results |
|--|--|---|--|--|
| 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 what resources can they bring to this action? | How will we know and measure that this action has been completed? What tangibles will be the result? |
| 1) Educate new Americans on options for higher education & adult learning opportunities. | a) Update and support new and existing efforts within and outside of Adult Education subcommittee. | ongoing/monthly updates etc. | Expertise of committee members | Monthly committee updates |
| | b) Continue to update and disburse <i>Adult Education Roadmap</i> , and include a link on NU website. https://bit.ly/2UvnKk5 | ongoing/quarterly | Neighbors United Website | Will be posted on N.U. website |
| 2) Foster adult education community collaboration and communication in order to develop excellence in pedagogy and andragogy. | a) Professional Development | Quarterly P.D. and monthly discussions | Expertise of committee members and extended N.U. members | Gather participant feedback at quarterly professional development opportunities |
| | b) Scenarios - gap navigation | Quarterly | Expertise of committee members | Active participation and attendance by N.U. Adult Ed. Committee members |
| 3) Improve communication and understanding of other Neighbors United subcommittees and activities and how Adult Ed can support/be supported by them. | Subcommittee updates | monthly | Adult Ed. committee liaisons with other N.U. subcommittees | Monthly subcommittee updates |



Employment

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

Objectives

- 1 Continue to strengthen collaboration among resettlement agencies and organizations to improve service coordination and communications.
- 2 Develop more stable, sustainable employment opportunities for refugees and their families.

Background

- Idaho is home to approximately 98,000 immigrants, who comprise approximately 6 percent of Idaho's population.
- Immigrant Idahoans are much more likely to be of working age; 80 percent are between the ages of eighteen and sixty-four, compared to just 58 percent of native-born state residents.
- Idaho immigrants have a higher labor-force participation rate, at 67 percent compared to 61 percent of native-born adults.
- Approximately 48,000 working-age Idaho residents have limited English proficiency.
- More than half of all jobs in Idaho (53 percent) are middle-skill occupations that require more than a high school diploma, but not a four-year degree. Yet only 50 percent of Idaho workers have been educated to the middle-skill level.

Actions

- Work with employers to create supports for language learners, build stability and establish career pathways for refugees.
- Create a framework to help language learners move up the career ladder.

Subcommittee Members

| | |
|-----------------------------|-----------------|
| Molly Valceschini, Co-Chair | Kaite Justice |
| Stacey Shegrud, Co-Chair | Maria Ortega |
| Ashley Davis | Rebecca Wilkey |
| Ellery Creighton | Sasa Milo |
| Holly Kimbrell | Teri Sackman |
| Joelle Friesen | Toni Richardson |



Accomplishments

- Successfully launched the Environmental Services Pre-Apprenticeship program. The first cohort graduated 12 members, and the second cohort has 15 currently enrolled members.
- Worked to integrate language and vocational training classes including a Manufacturing Works class launching in June and a Welding Works class launching in July.

Employment 18-Month Action Plan

| Objectives | Action Steps | Milestones | Role and Responsibility | Results |
|--|---|---|--|--|
| 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 what resources can they bring to this action? | How will we know and measure that this action has been completed? What tangibles will be the result? |
| Continue to strengthen collaboration among resettlement agencies and organizations to improve service coordination and communications. | Work with employers to create supports for language learners, build stability and establish career pathways for refugees. | Throughout the next 18 months. | Employment Subcommittee and partners | Regular network updates on available programing and supports. |
| Develop more stable, sustainable employment opportunities for refugees and their families | Create a framework to help language learners move up the career ladder | Throughout the next 18 months. | Employment Subcommittee and partners | Number of employers implamenting the career ladder, regular updates to the network. |



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Subcommittee Members

Collin Elias, Co-Chair
 Jamie Strain, Co-Chair
 Patrick Fithen
 Ryan Lipscomb
 Abbey Davids
 Margaret Mortimer

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

Objectives

- 1 Engage in targeted outreach to increase cultural awareness/sensitivity for providers who serve the unique needs of refugee patients.



Background

- The number and quality of interpreters is still not meeting the demand for the languages we serve.
- There has been an increase in the number of refugee community health workers.
- Transportation continues to be a major barrier for refugees accessing healthcare.
- Behavioral health services are especially difficult for refugees to access.

Accomplishments

- Completed a first draft of the Healthcare Provider Toolkit and facilitated a workshop at the 2019 Idaho Office of Refugees Conference to collect input on the toolkit.
- Continued to grow and develop the community health program.

Actions

- Develop resources for culturally appropriate services.
- Identify interested providers/provider networks.
- Create a technical assistance network of providers to provide ongoing consultation as needed.



Health 18-Month Action Plan

| Objectives | Action Steps | Milestones | Role and Responsibility | Results |
|---|--|---|--|--|
| 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 what resources can they bring to this action? | How will we know and measure that this action has been completed? What tangibles will be the result? |
| 1) Targeted outreach to increase cultural awareness and sensitivity for providers who serve the unique needs of refugee patients. | a) Develop resources for culturally appropriate services. | Ongoing/monthly updates etc. | Family Medicine Residency of Idaho (FMRI) | Providers toolkit public launch and ongoing updates |
| | b) Identify interested providers and provider networks. | Ongoing/monthly updates etc. | Health Subcommittee | Regular updates to the network. |
| | c) Create a technical assistance network of providers to provide ongoing consultation as needed. | Ongoing/monthly updates etc. | Health Subcommittee | Regular updates to network. |



Housing



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Goal

Refugees enjoy appropriate, affordable and quickly accessible housing options in the community.

Objectives

- 1 Connect with strategic housing partners and networks.
- 2 Advocate for an increase in the availability of permanent housing units.

Background

- Finding housing with connectivity to transportation options remains a challenge, particularly for larger families.
- Rental requirements such as credit history and cash reserves create additional challenges for refugee families seeking housing.

Actions

- Create a community-wide housing resource map.
- Develop strategic partnerships with other Neighbors United Subcommittees to address housing as an intersectional issue.

Subcommittee Members

Wyatt Schroeder, Co-Chair
Christina Bruce-Bennion, Co-Chair
Jenny Willison



Accomplishments

- Resettlement agencies offer a strong housing orientation for new families.
- Over 150 refugee families were housed last year.
- The Housing Subcommittee has been reworked and is focused on creating useful resources for the community, whilst learning about the continued need and barriers to housing for refugees in our network.

Housing 18-Month Action Plan

| Objectives | Action Steps | Milestones | Role and Responsibility | Results |
|---|---|---|--|--|
| 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 what resources can they bring to this action? | How will we know and measure that this action has been completed? What tangibles will be the result? |
| 1) Gain a deeper understanding of the Housing network and available resources as they relate to the needs of the Refugee Community. | A) Conduct comprehensive resource mapping to see who is impacting the housing network and what is our extend/scope of care. | Summer/Fall 2019 | City of Boise to set up meeting, include City of Boise housing representatives, LEAP Charities, Idaho Office for Refugees, and other agencies. | One page highlight report and finalized resource map. |
| | B) Meet with other subcommittee to flesh out housing as an intersectional issue. | Ongoing/monthly updates etc. | Health Subcommittee | Regular updates to the network. |



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Subcommittee Members

Missy Goode, Co-Chair
Kirsten Finnigan, Co-Chair
Jeanne McCombs, Co-Chair
Chadia Mugisha
Chelsea Krema
Courtney Barnard
Dr. Diane Oliva
Fern Van Maren
Hannah Oblock
Hayley Regan

Jane Zink
Jennifer Webster
Jenny Hay
Jodi Farrow
Kate Nelson-Shue
Kayla Groat
Kellie Pierson
Molly Fuentealba
Rebecca Sweetland
Vikki Green

Goal

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

Objectives

- 1 Expand the concept and implementation of existing programs (language, culture, parent orientation, etc.) to provide transitional support for refugee students and families.
- 2 Support high school age students to transition out of high school into college or careers successfully.
- 3 Identify before/after school, summer and elective programs that do/ can provide transitional support and expand direct accessibility for refugee students.
- 4 Expand parent access to and understanding of participation in the Boise and West Ada School Districts.



Background

- West Ada has 40,000 students in 55 schools with 100 countries represented speaking 92 languages.
- 1,700 students get language service support.

Actions

- Facilitate collaboration with Head Start/Early Head Start for the purpose of information sharing on a quarterly basis.
- Educate refugee students and families on the college readiness program.
- Locate afterschool programs available to students and share this information with schools with refugee-status populations.
- Support refugee-status students in accessing summer and extra-curricular programs.
- Explore online computer literacy programs for refugee-status parents.

Accomplishments

- The addition of on-site mental services for both the Newcomer Program at Centennial High School and a family component at McMillan Elementary offered in coordination with Tidwell Social Services.
- Pilot program of parenting classes offered at a refugee-friendly apartment complex.
- Youth leadership program of students at Centennial High supporting refugee services in the Democratic Republic of Congo.
- Three operating Community Schools at Desert Sage, Peregrine and McMillan Elementary.
- Coordination with FOCAF to bring Head Start enrollment to community centers; two sites this year, one near Desert Sage Elementary in the south and one near McMillan Elementary.

Pre K-12 Education 18-Month Action Plan

| Objectives | Action Steps | Milestones | Role and Responsibility | Results |
|--|---|---|---|--|
| 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? | Major accomplishments, milestones, upcoming plans or events. | Major accomplishments, milestones, upcoming plans or events. |
| 1) Expand the concept and implementation of existing programs (language, culture, parent orientation, etc.) to provide transitional support for refugee students and families. | a) Facilitate collaboration with Head Start/Early Head Start for the purpose of information sharing on a quarterly basis to enable ease of transition into Head Start programs and then into Kindergarten. | a) May 2019 for Boise Schools October 2019 for West Ada | Head Start teachers, Boise School District, West Ada School District. | Annual Head Start enrollment event at a refugee-friendly apartment complex where West Ada families can enroll locally with Head Start staff. |
| | b) Transition meetings with parents and students upon first-time entry into schools. Also, transition meetings for middle and high school staff and student/parents to set expectations and determine a more refined placement. | b) August 2019 | Pre K-12 Education Subcommittee | Transition meetings established in the secondary schools of West Ada. |
| | c) Gain the support and provide training for K-12 volunteers and staff for program implementation. | c) August 2019 | | Trauma training is offered to staff in both Districts. |
| | d) Develop, maintain and distribute information on organizations that provide resources for refugees and their families. | d) Active for 2019-20 | | Refugee resource tool developed for Social Workers and Counselors in West Ada. To be shared with Boise Schools. |
| 2) Support High School Age students to transition out of high school into college or career successfully. | a) Collaboration with CWI adult education and Technical Education tracks. | a) May 2020 | | |
| | b) Identify students who are at-risk for poor success in transitioning to adult educational offerings. | b) October 2019 | | |
| | c) Educate refugee students and families on the college readiness program. | c) Ongoing | | This process begins in elementary school in the West Ada District. |
| | d) Inform high school refugee students and families about professional technical education opportunities which provide career readiness skills. | d) Ongoing | | Annual CTE activity for West Ada EL students and follow-up parent night. |
| 3) Identify before/after school, summer 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 schools with refugee-status populations. | a) August 2019 | | |
| | b) Support refugee-status students to access afterschool, summer and extra-curricular programs. | b) Ongoing | | |
| | c) Investigate before/after school and summer programs for pre-school age children and determine financial support options. | c) December 2019 | Pre K-12 Education Subcommittee | |
| | d) Connect refugee parents to childcare resources. | d) Ongoing | Idaho STARS, Resettlement Agencies, Jannus | |
| | e) Strengthen partnership between parents, childcare providers and school. | e) November 2019 | On-line resource? | |
| 4) Expand parent access to and understanding of participation in the Boise and West Ada School Districts. | a) Identify a systematic approach to recognize and refer families in need of parent education. | a) August 2019 | | Partnership with local hospital to provide Safe Babysitting Classes to youth who will be watching children during Parenting Classes. |
| | b) Explore building on existing parenting classes in the community that are culturally and linguistically-sensitive. | b) May 2019 | Possible collaboration with Catholic Charities, Family Advocates. | |
| | c) Explore online computer literacy programs for refugee-status parents. | d) 2020 | Community School Involvement | |



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Social Integration

Goals

Promote programs and events that encourage positive encounters and refugee integration into the community

Objectives

- 1 Build bridges of understanding through shared meals and activities.
- 2 Promote new American participation in community-wide events.
- 3 Promote and facilitate educational opportunities for new Americans.

Background

- Idahoans who have interacted with refugees generally report positive experiences. 66% report that their contact has been positive.
- 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.
- Some of our new American friends who have come to Boise as refugees have reported feeling less secure and have experienced an increase in negative encounters in the last year.
- Research suggests that increasing social connections and opportunities in a community for new Americans contributes to the kind of healing and improved social capital that are essential to social integration.

Actions

- Continue to host and promote participation in Community Dinners.
- Participate and promote community events including Eid celebration, World Refugee Day and Summer Block Party.
- Identify, organize and promote ethnic and cultural events.
- Connect with community groups and leaders to promote and sponsor educational programming and workforce development opportunities.

Subcommittee Members

Nick Armstrong, Co-chair
Laura Armstrong, Co-chair
Danny Abedi
Jessica Perkins
Kel Omoigberale
Mark VanSkiver
Naffie Bah
Olivia Johnson

Rache Sjoberg
Reshma Kamal
Salome Mwangi
Shawna Weeks
Sue Hagler
Tamara Althanoon
Yasmine Aguilar



Accomplishments

- Hosted community dinners in the spring of 2018. 100% of those who responded to our surveys rated the experience as good or very good and wanted to seek out more experiences like this in the future.
- The block party in the fall of 2018 was attended by more than 200 people. It was attended by new Americans from many different countries and backgrounds and local neighbors and friends. This was a great time of fun, laughter and connection. Something we hope to continue every year!

Social Integration 18-Month Action Plan

| Objectives | Action Steps | Milestones | Role and Responsibility | Results |
|---|--|---|--|--|
| 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 what resources can they bring to this action? | How will we know and measure that this action has been completed? What tangibles will be the result? |
| 1. Build bridges of understanding through shared meals and activities | Host 7 small dinners/conversations | by the end of 2020 o Recruit Host Family - timing can be anytime during summer/fall 2019 o Recruit Refugee Families - people who are comfortable with their English 2 of 7 dinners in Meridian Guidelines/Tool Kit Revision by Summer 2019 Winter 2019 - evaluate impact and plan for 2020. | Social Integration Subcommittee, Glocal, Collister UMC, Speakers Bureau, West Ada and Centennial | Participant surveys to gauge successes/areas for improvement. |
| | Participation in Tidwell International Dinners | Promote via email, flyers, social media | Social Integration Committee, Tidwell | Regular updates to the network. |
| | Plan and coordinate Summer Block Party Date/Time, venue, content/program. | Spring 2019 - Preliminary Plan: location Kliner Park, Meridian, August 24th Early Summer 2019 - preliminary programming and promotion. | Social Integration Subcommittee | Block party attendance and qualitative feedback from participants. |
| 2) Promote New American participation in community-wide events | a) Identify key cultural and ethnic events to help promote and organize. | <u>Spring 2019 - Identify Possible community-wide events:</u> Running/Walk Races - 5 K's World Refugee Day - June 15 - Kara will get back to us Vendors and Performers One World Soccer - Camps and Day - One World Soccer Friendly - June 29th World Village Fest - June 21-23 Health Fairs Art Festivals (Art in the Park) Rake Up Boise Paint the Town Christmas Tree Lighting Bosnian Heritage Day ? - Meridian | Social Integration Subcommittee | Keep a record of events promoted and broad participation/response. |
| 3) Promote and facilitate educational opportunities for new Americans | o Helping connect with Groups/Leaders o Promote the Classes | Approach refugee/ethnic groups/churches to build trust (will they host things? Will they help us promote? Will they refer people?) Partner with SOR (Grant Services of Refugees) for senior integration Youth speakers bureau made up of diverse groups Global Gardens canning classes with food bank Learning how to cook American type foods?? (JUMP - has a great cooking space) Winco shopping trip/how to save \$\$ Natural/food product-based cleaning (how to clean with things food stamps can buy) | Social Integration Subcommittee | Regular updates to the network. |



Subcommittee Members

Kaitlin Justice, Chair
Dave Fotsch
Jimmy Hallyburton

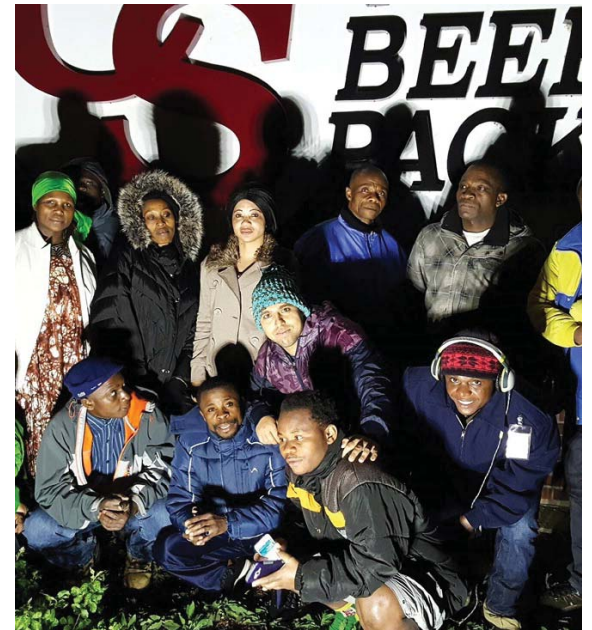
Joelle Friesen
Karen Gallagher
Sam Patterson

Goal

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

Objectives

- 1 Increase education and access for after hours job-access transportation programs.
- 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.
- 6 Increase refugee access to bicycles and other non-motorized modes of transportation and provide education and training for safe walking and biking.



Background

- Transportation remains a barrier to accessing healthcare, work and basic necessities for many.
- As housing costs increase, more families are moving farther south and west where there is little to no public transportation.

Actions

- Conduct a survey of Neighbors United Subcommittees and networks to identify transportation barriers.
- Collect input from refugee families regarding their transportation habits and needs.
- Create a list of priority objectives and actions based on information collected from the community and Neighbors United Network.

Accomplishments

- Launched VRT Late Night, an afterhours, on-demand, job access transportation program. VRT Late Night is a partnership between Valley Regional Transit and Lyft.
- Provided over 11,600 job-access rides in the last year.
- The Idaho Office for Refugees and Valley Regional Transit partnered to provide transportation to evening English Classes at the English Language Center.
- Idaho Advocates for Community Transportation received a \$5,000 grant from CLIF Bar Foundation to create a bike equity program.
- Valley Regional Transit increased service hours on Vista until 9pm on weekdays.

Transportation 18-Month Action Plan

| Objectives | Action Steps | Milestones | Role and Responsibility | Results |
|--|--|---|---|--|
| 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 what resources can they bring to this action? | How will we know and measure that this action has been completed? What tangibles will be the result? |
| Improve our understanding of transportation barriers and needs | 1. Conduct a survey of subcommittees and their networks | Survey Launch - May 2019 Survey closed - June 2019 | Transportation Subcommittee, Neighbors United Implementation Coordinators | Completed survey and raw results |
| | 2. Collect transportation related input from refugee families | May through July 2019 | SPARK classes, interpreters and note takers, Neighbors United 2019 Summt, College of Western Idaho Learning Lab | Refugee perspective data and narrative information |
| | 3. Compile and analyze data from subcommittee/network survey and focus groups. Disseminate information to Neighbors United Network | July 2019 | Transportation Subcommittee, Neighbors United Implementation Coordinator | Final list of determined needs and focus areas. |
| | 4. Prioritize objectives from survey and refugee outreach | August 2019 | Transportation Subcommittee | List of priority actions |



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Refugee Collaborative of Boise

Language Access

Goal

To improve language access for limited English proficient individuals in the Treasure Valley.

Objectives

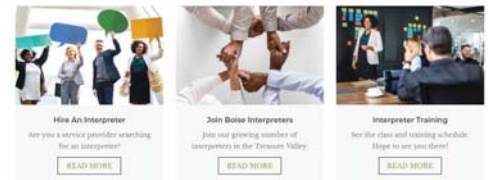
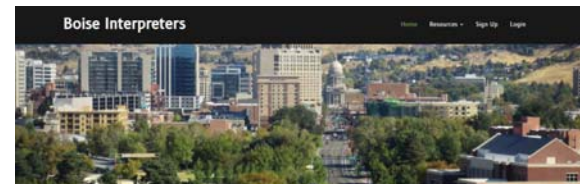
- 1 Update the Boise Interpreter website to increase functionality and centralize training opportunities for interpreters and community partners.
- 2 Strengthen training for interpreters to create a “professional pathway” for those interested in skill building and professional development.
- 3 Improve training for community partners on how to effectively work with interpreters in various settings.

Background

- Interpretation and translation are critical services for limited English proficient populations in the Valley. In some cases, those services are mandated by Title VI of the Civil Rights Act to ensure that access to healthcare, community services, education and legal services are protected and available.

Members

| | |
|--------------------------------|------------------------|
| Christina Bruce-Bennion, Chair | Josh Ryska |
| Andrew Campbell | Michal Temkin-Martinez |
| Emily Caldwell | Nina Spiro |
| Fatima Cornwall | Tony Fisk |
| Jessica Perkins | Will Browning |



Accomplishments

- Identified gaps and needs related to Language Access in the Treasure Valley.
- Developed recommendations to Neighbors United based on priorities identified by the Taskforce.
- Completed the update of the Boise Interpreters website and began the public rollout.

www.boiseinterpreters.com

