

City & Community, Together for All

A Formative Evaluation of Needs, Resources, & Readiness to Serve Immigrants, Refugees,
and English-Language-Learners in Albuquerque

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for the City of ABQ's Office of Immigrant & Refugee Affairs (OIRA)

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OIRA Project History -

The City of Albuquerque (Mayor's Office) received a grant from the WK Kellogg Foundation in 2016 to establish an Office of Immigrant and Refugee Affairs (OIRA). A formative evaluation was conducted from January - June, 2017, to explore program needs and assets of local immigrant, refugee and limited-English-proficient (LEP) community members and their service organizations, and assess the City of Albuquerque's capacity to fill needs in partnership with community-based agency leaders. Summary data from that bilateral inquiry is presented here. An OIRA Steering Committee was appointed in 2016; it conducted a parallel Creative Community Engagement (CCE) series that identified, reimbursed, and trained emerging leaders from local immigrant and refugee communities to produce longer-term partnership and oversight opportunities for the OIRA office. Findings from that process are forthcoming under separate cover.

Formative Analysis of Resources, Needs & Capacity to Improve -

Accurate study of trends and needs among foreign-born populations can be as difficult as providing accessible essential services to these individuals in this era of political marginalization of foreign-born US residents (MPI, 2017). Personal interviews of stigmatized groups can compromise their safety and privacy, so our analysis centered-on interviews with public service representatives, instead, from eight internal CABQ Departments and sixteen Community-Based Organization (CBO) workers to determine content for two surveys - one to each group of leaders. Survey responses were gathered over three-weeks from forty-six (46) CABQ mid- to senior-level managers across sixteen (16) departments, and seventy-two (72) CBO workers/volunteers (in English and Spanish) across thirty-eight (38) community-based organizations. The CBO survey was delivered via "snowball sampling" (ie. Respondents were asked to pass it along to their peers in the metro area). Existing local public data was reviewed to better understand the individual needs of our City's foreign-born and LEP residents. Recommendations based on the quantitative and qualitative analysis of the two surveys follows, along with slide-deck displays of existing and summary data to inform and plan better programs, policies, practices, and partnerships.

Findings & Recommendations to the City of Albuquerque -

1. CABQ & CBO leaders see a need for language access improvements in City services, yet CABQ is underutilizing existing partnerships with local translation and interpretation networks;
2. Resources should be expanded for inclusive and accessible City services, and for outreach and navigation services to maximize the participation of our foreign-born neighbors.
3. Public services in ABQ metro should be well-funded and culturally/linguistically relevant, accessible in English and Spanish, and also in: Arabic, Chinese, Dari, Farsi, French, Japanese, Navajo, Pashto, Swahili, and Vietnamese ;
4. Policies that promote immigrant/refugee safety and integration are essential to building public trust and developing programs that serve our city;
5. Community-Based Organizations need increased funding to meet their clients basic human needs and help them navigate barriers, mostly considered to be the “social determinants of health & wellbeing”;
6. Partnerships should be developed for program planning between CABQ and CBO partners, especially in the areas of: Language Access, Navigation of City services, the “social determinants of health” (SDOH), and Public Safety;
7. Some CABQ departments are more ready than others to develop programming in partnership with immigrant, refugee and LEP-serving community agencies, especially Family & Community Services;

We hope you find this descriptive report useful in planning and executing programs, partnerships, and policies to serve an inclusive, diverse, and increasingly international Albuquerque Metropolitan area.

A special thank you to our community partners for sharing their time, expertise, and data, especially: Catholic Charities, *Encuentro* NM, Lutheran Family Services NM, NM Asian Family Center, Pathways to a Healthier Bernalillo County, and the UNM Refugee WellBeing Project. And thanks to the WK Kellogg Foundation and the City of Albuquerque, Mayor’s Office, for the opportunity to collaboratively explore needs and resources to help plan for an integrated International City.

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Who are Immigrants & Refugees in Albuquerque?

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A demographic overview

Foreign-Born, Different Definitions

Refugees in ABQ - A *legal* designation.

- “A person who has been forced to leave their country in order to escape war, persecution, or natural disaster.” (United Nations)
- “Any person who is outside his or her country of nationality who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Persecution or the fear thereof must be based on the alien's race, religion, nationality, membership in a particular social group, or political opinion.” (DHS)
- “Fewer than 1 percent of formally recognized refugees worldwide are resettled annually, with about 125,600 individuals departing to resettlement countries in 2016. The United States has historically led the world in terms of refugee resettlement...” (MPI)
- Status determined yearly by President and Congress in US. NM accepts a few hundred/yr.

Immigrants in ABQ - An inclusive term. Most have *no* refugee status.

- “A person who migrates to another country, usually for permanent residence.” (Dictionary.com)
- “An alien admitted to the United States as a lawful permanent resident.” (DHS)
- **Foreign-born** persons living in the US with or without US Citizenship, legal immigration designation, or refugee status



Foreign-Born, Divergent Profiles in ABQ Area

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Refugees Today in ABQ

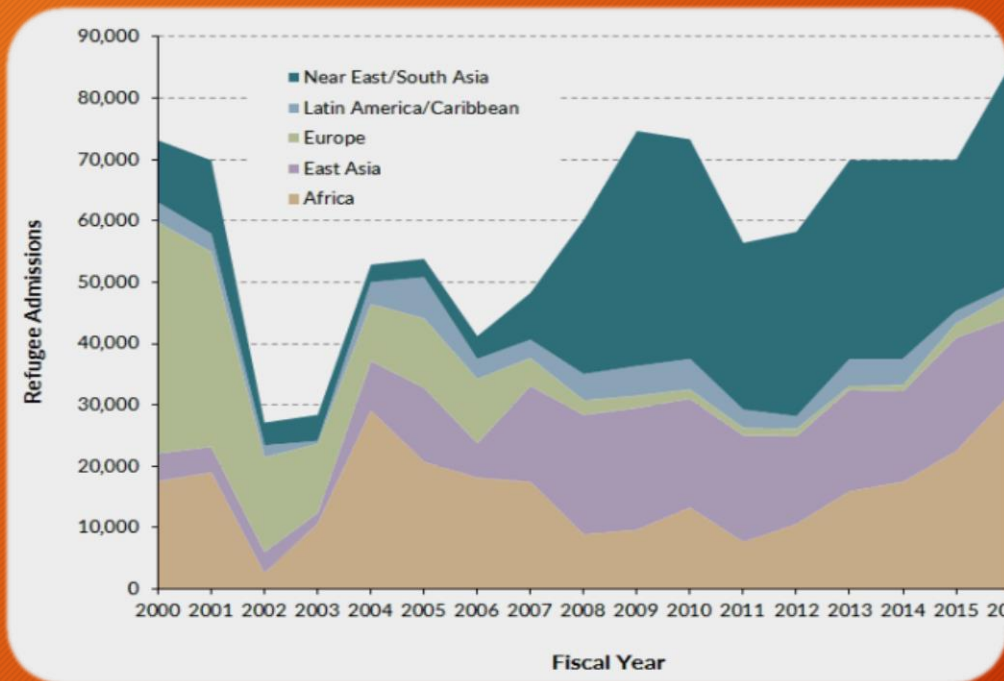
- 147 refugees have arrived to New Mexico this year, of 189 projected
- 275 refugees projected (in FFY '18)
- Most from Near East & South Asia, and Sub-Saharan Africa
- Common languages spoken: Dari/Farsi, Swahili, Arabic
- Average family size = 5
- Most Refugee Assistance services end after 3 months in the US

Immigrants Today in ABQ

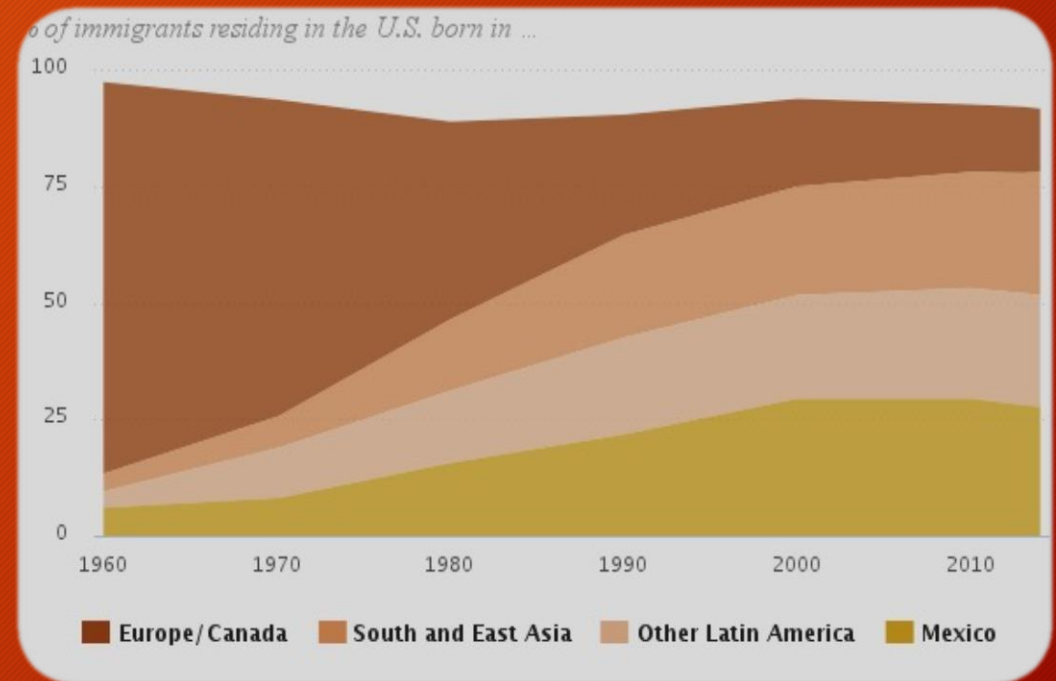
- Approximately 60-90,000 immigrants in ABQ Metro area (including Refugees), depending on geography*
- 35% of all foreign-born New Mexicans arrived before 1990
- One-third to one-half of immigrant New Mexicans are naturalized US Citizens
- Most foreign-born ABQ residents speak Spanish, as do many native New Mexicans
- Most foreign-born (63%) New Mexicans have legal immigration status
- In NM and the US, unauthorized immigrants make-up around 5% of the workforce
- Immigrants & Refugees live all over the city and state, but the International District's cultural diversity is a draw

Migration Trends (US)

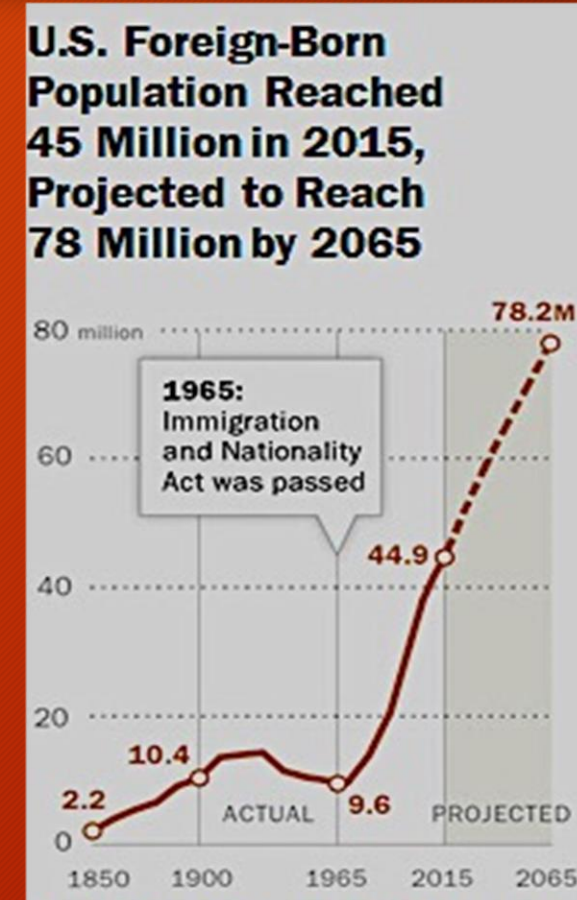
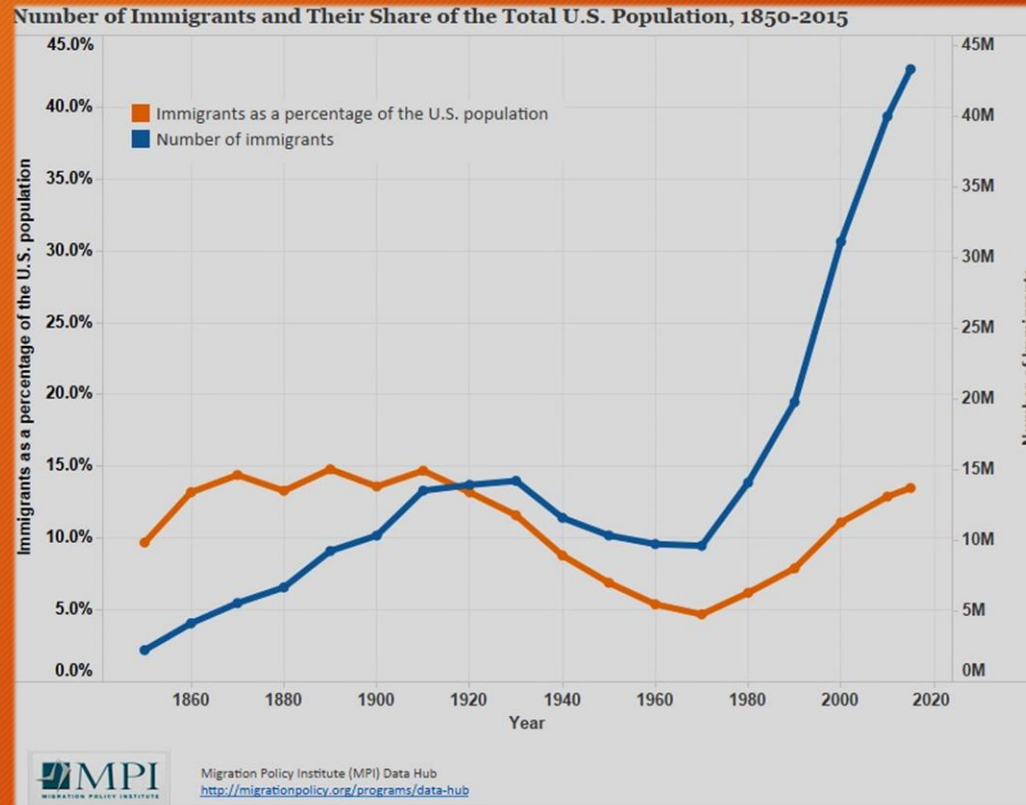
Refugee Arrivals Trends



Immigrant Regional Population Trends



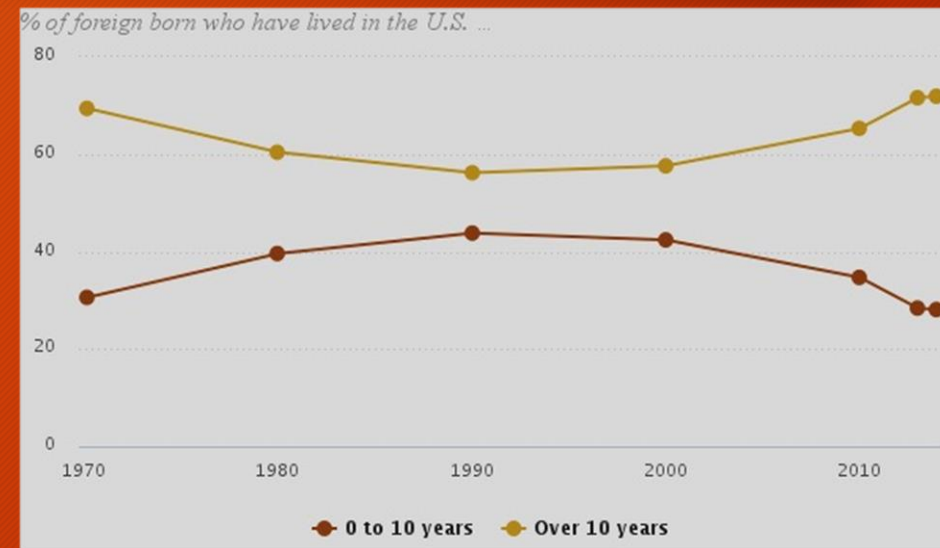
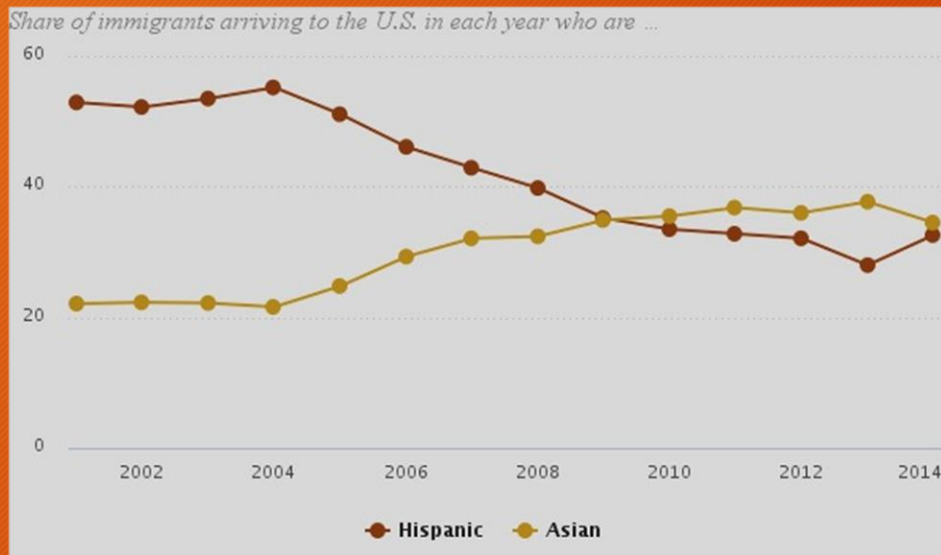
US Migration Trends, cont.



Immigration increases to the US, but migrants' share of the nation's population remains mostly level, at around 15% since the late 1800's

US Migration Trends, cont.

Asians are the fastest growing racial (and immigrant) group in the US, followed closely by Hispanics.

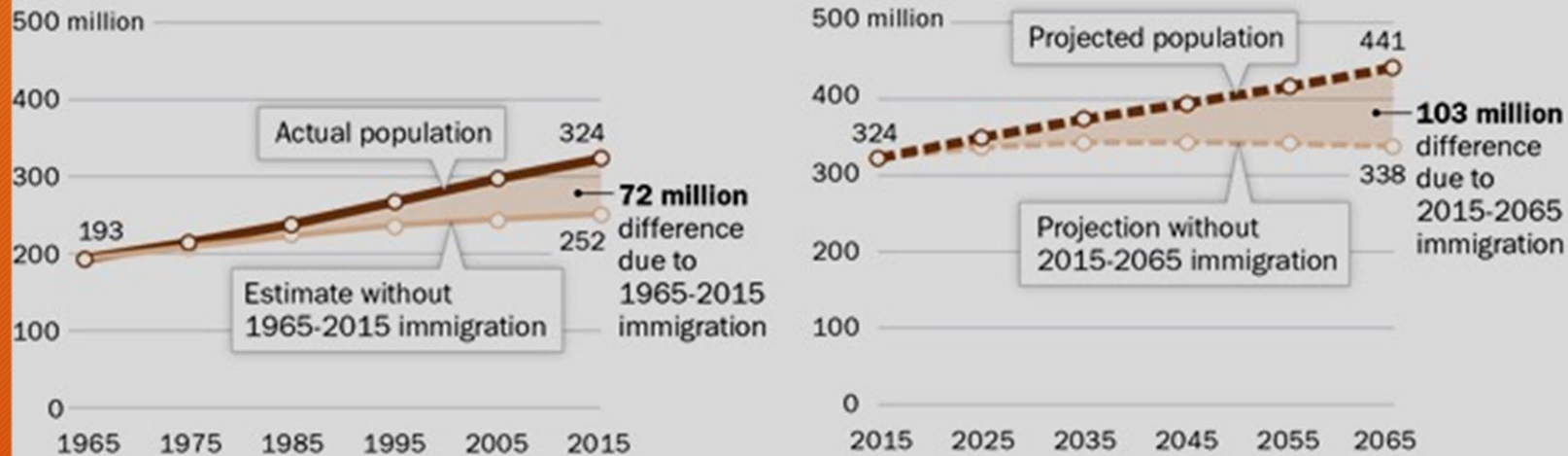


Immigrants today are more settled than they were in 1990. Around 70% of immigrants today have lived in the US for more than 10 years

Immigrants are our past, and our future

FIGURE 2

Immigrants and Their Descendants Accounted for 72 Million in U.S. Population Growth from 1965 to 2015; Projected to Account for 103 Million More by 2065



Note: Difference due to immigration refers to immigrants arriving from 1965 to 2015, and from 2015 to 2065, and their descendants.

Source: Pew Research Center estimates for 1965-2015 based on adjusted census data; Pew Research Center projections for 2015-2065

PEW RESEARCH CENTER

From 72 million in 2015, to 103 million projected in 2065, immigrants and their descendants grow our nation.

ABQ PopStats101

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- Over 900,000 people live in the ABQ Metro Stats Area (“MSA”, a 4-County Area) - one of the “most culturally diverse” cities in the nation per AED
- Close to 700,000 people live in ABQ and BernCo, proper
- ~11% of Albuquerque and Bernalillo County residents are foreign-born
- Approximately 30% of ABQ & BernCo residents speak a language other than English at home
- Around 40% of ABQ area residents are White (Anglo)
- CABQ is home to over 60,000 foreign-born individuals



NM PopStats 101

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- New Mexico is the only state in the nation that has never had an Anglo (Non-Latino White) majority
- NM remains 1 of 4 such “minority-majority” states (+DC) today
- Over one-third (33-43%) of the state’s population (~2.1 mil) lives in the ABQ metro area
- NM is home to over 200,000 foreign-born persons
- About 36% of all New Mexicans speak a language other than English at home
- <10% of all New Mexicans are foreign-born



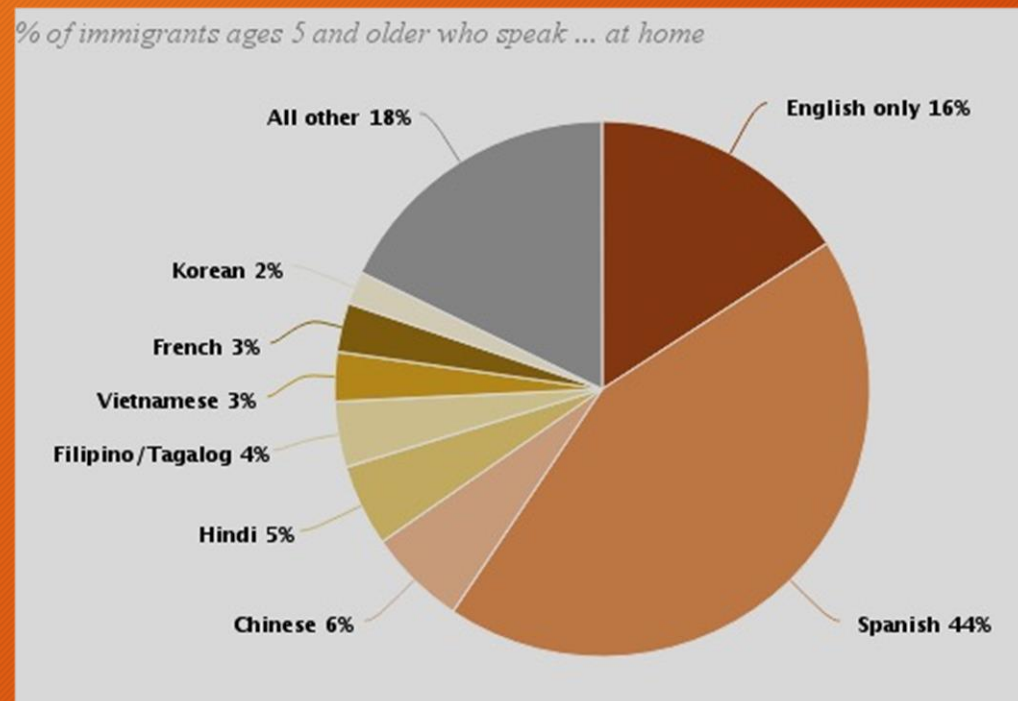
Language Diversity in ABQ

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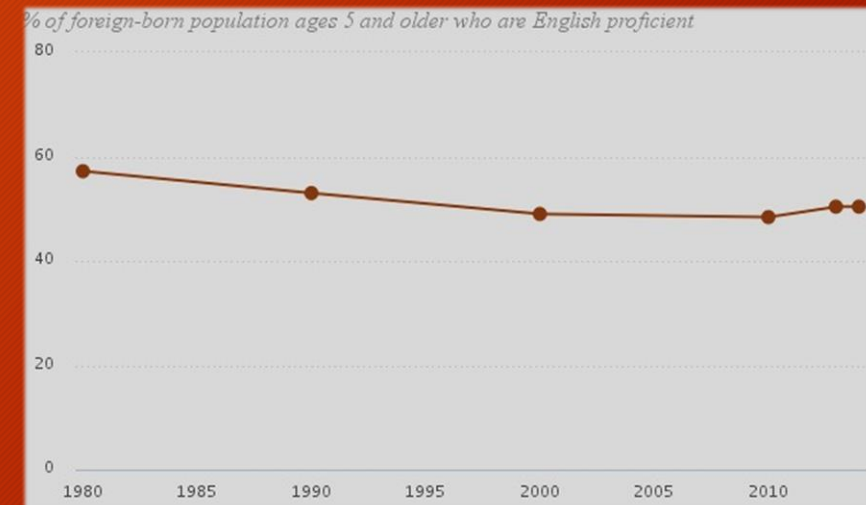
“Change your language and you change your thoughts.”

Foreign-Born linguistic snapshot

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Linguistic diversity is a hallmark of immigration, yet about half of all immigrants are also proficient in English.



Top 5 Languages Spoken among LEP

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New Mexico - 180,000 LEP Persons

- Spanish - 85%
- Navajo - 8%
- Vietnamese - 1.5%
- Chinese - 1.5%
- German - 1%

Albuquerque - 69,000 LEP persons

- Spanish - 86%
- Vietnamese - 3%
- Chinese - 2.5%
- Navajo - 2%
- Japanese - .5%

Immigrants are not our only LEP population; some Native New Mexicans are also English-language learners.



Languages spoken in ABQ

Spanish, Arabic, Dari, Farsi, Swahili, Pashto, French are common languages spoken among ABQ's immigrant/refugee agency service populations (besides English)

Many in our service population also speak English



Contributions of Immigrants & Refugees in Albuquerque

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“We all win when we all win.”

Economic & Cultural Contributions

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Foreign-born
Albuquerque Residents
Seek Stability

Over 24,000 homes in ABQ owned
by immigrants

36,000+ foreign-born naturalized
US Citizens are potential voters



Economic & Cultural Contributions

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Immigrants & Refugees in Albuquerque Pay Taxes, Boost Economy

\$520+ Million taxes paid annually
by ABQ-area immigrants
(including unauthorized
immigrants)

Foreign-born residents in ABQ
metro = \$1.6+ Billion annual
spending power

All Latinos and Asians in New Mexico have
spending power of nearly \$25 Billion per year

New Mexico would lose over 12,000
jobs if unauthorized immigrants
were removed



Economic & Cultural Contributions

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Top Five Industries in NM by Share of Foreign-Born Workers



| | |
|-------|--------------------------------------|
| 30.8% | Construction |
| 26.2% | Administrative Support |
| 21.9% | Tourism, Hospitality, and Recreation |
| 18.3% | Manufacturing |
| 16.9% | General Services |

Economic & Cultural Contributions

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Immigrants & Refugees in Albuquerque Own Businesses

ABQ metro is home to 6,530
immigrant entrepreneurs

Immigrant residents are
35.8% more likely than
native-born peers to
own a business



Education Contributions

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Foreign-born adults in New Mexico attain Bachelors degrees - or higher- at almost twice the rate of native-born peers

Higher Ed degrees to immigrants increased by 73% between 2000 - 2015; to their native-born peers, the increase was 35%



Education Contributions

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Immigrants contribute innovation to NM

In 2009, foreign-born individuals in NM earned over 42% of all graduate degrees in STEM fields



What resources exist for Immigrants, Refugees, & limited-English-proficiency (LEP) speakers in ABQ?

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“It takes a village.”

Some Community Resources for Immigrants & Refugees in ABQ

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Policy/Advocacy

- ACLU NM - The American Civil Liberties Union
- *El Centro de Derechos y Igualdad*
- United We Dream
- Listo NM

Legal Services

- NMILC - NM Immigrant Law Center

Social/Educational Services

- *Encuentro* NM
- NM Asian Family Services
- Pathways to a Healthier Bernalillo County
- APS - especially Highland High, La Mesa Elementary

Health/Wellness

- Casa de Salud
- Centro Savila
- One Hope Clinic
- Refugee WellBeing Project

Refugee Resettlement & Support

- Lutheran Family Services of NM
- Catholic Charities of Central NM

www.cabq.gov/office-of-immigrant-refugee-affairs/partner-agencies

www.shareNM.org



Public Resources for Immigrants & Refugees

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CABQ, BernCo - Provides municipal public services to all:

- Public Libraries, Busses, Train
 - Community Centers
 - Cultural & Civic Events
 - Website translatable in 17 languages
 - and more...
- CABQ Department of Family & Child Services funds community-based agencies
 - CABQ Human Rights Office provides legal assistance and mediation services to the public
 - CABQ Office of Immigrant & Refugee Affairs provides referrals and linkage between City and communities

What do Immigrant, Refugee, & limited-English-proficiency (LEP) communities need in ABQ?

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Unmet human needs require funding for services, language access

Needs of our refugee & immigrant neighbors

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Community Needs

- Education*
- Social support*
- Meeting spaces
- More culturally relevant programming
- Civic engagement

City Needs

- Public transportation*
- Language/Literacy support*
- Navigation assistance
- Better understanding of city processes

Human Needs

- Housing*
- Food
- Economic & Legal Security
- Childcare*
- Jobs/Employment*
- Public Safety*
- Access to Healthcare/Mental Healthcare*

CABQ and CBO leaders see many accessibility needs in our communities

*from The Refugee WellBeing Project

Needs of our community-based agencies

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Space

- Childcare, Youth access
- Flexible programming hours
- Near public transportation

“Lack of funds for program staff. Volunteers are plentiful but we have no paid staff to train, place and retain the volunteers. Right now, we have no permanent location out of which to serve our clients.”

Safe Clients

- Need trust in police, institutions
- Need safe busses, streets
- Economic security

“In implementing programs for refugee populations a challenge is gaining trust within the community, and struggling to serve the entire population due to lack of resources.”

Funding

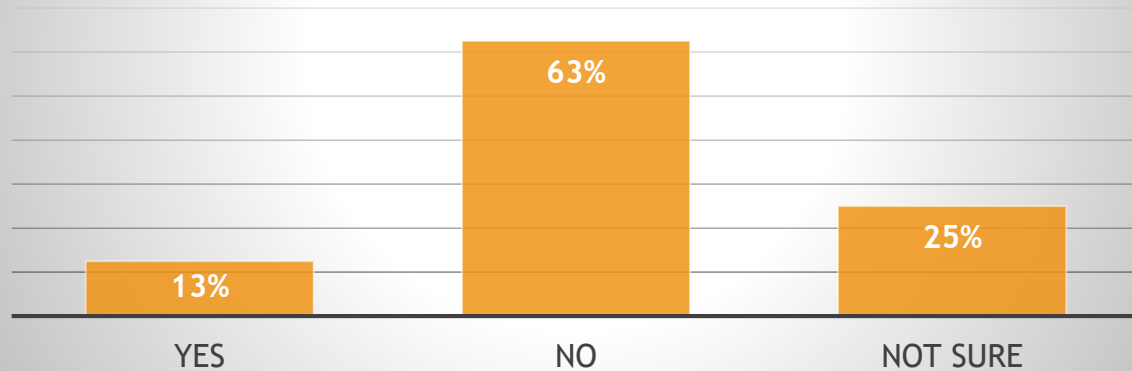
- 40 of 55 respondents need resources to meet growing client need
- Navigators, Community Health Workers
- Written Translation
- Verbal Interpretation

“Funding, lack of interpretation services, lack of support from city community centers to provide space for activities...”

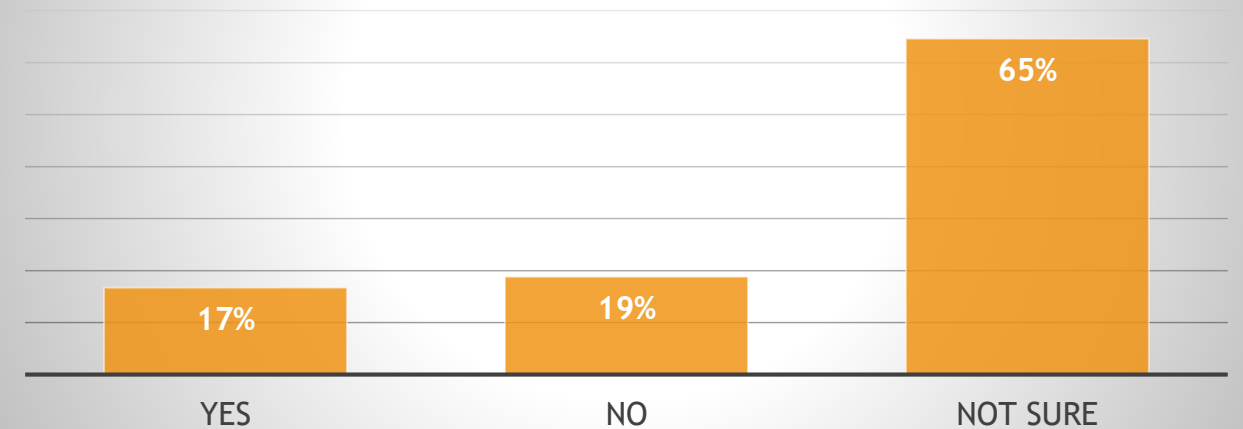
How are those needs perceived and planned for?

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Have you had any requests for services, signage, and/or forms in any languages that are not available in your department?



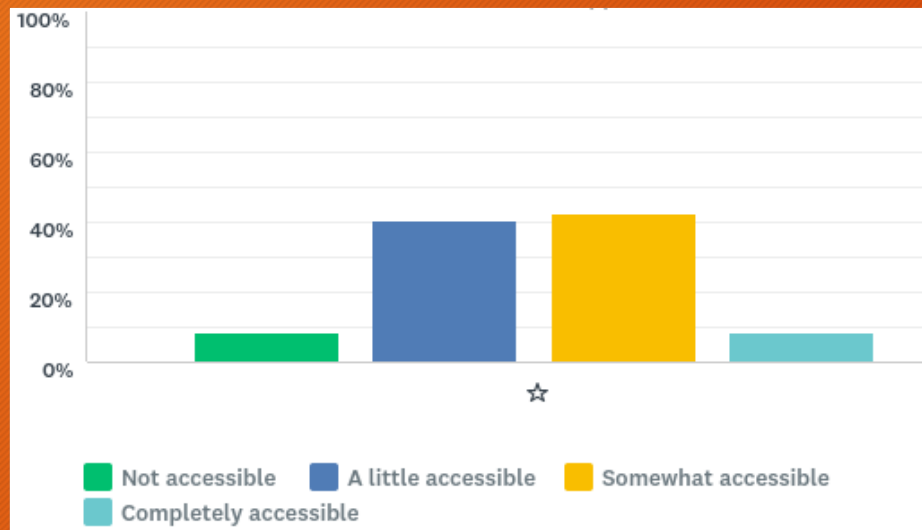
Does your department plan to improve linguistic/language access to your services in the coming year?



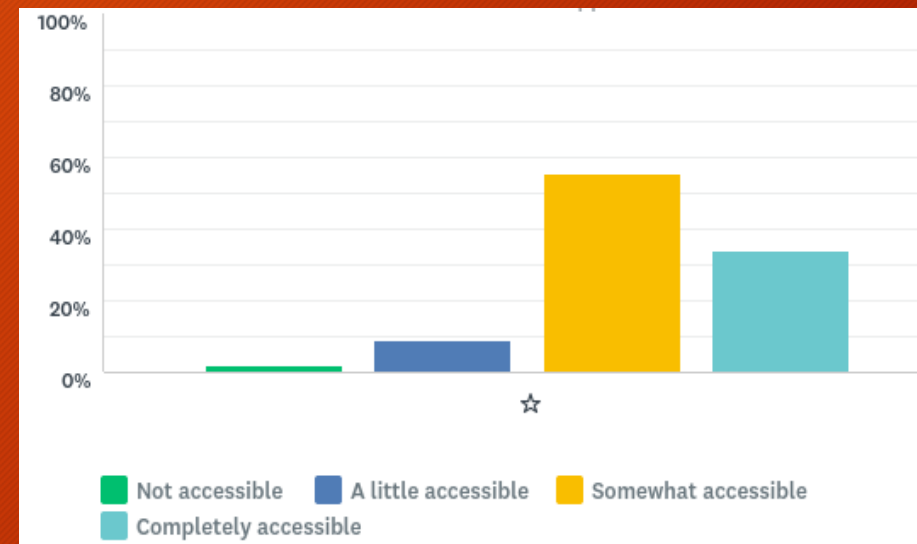
Some CABQ managers may not see a demand for multi/bilingual access to services...even as they acknowledge some access challenges - as does the community. This indicates very deep language inaccessibility.

Different Perceptions of Access to Services

CABQ Leaders



CBO Leaders



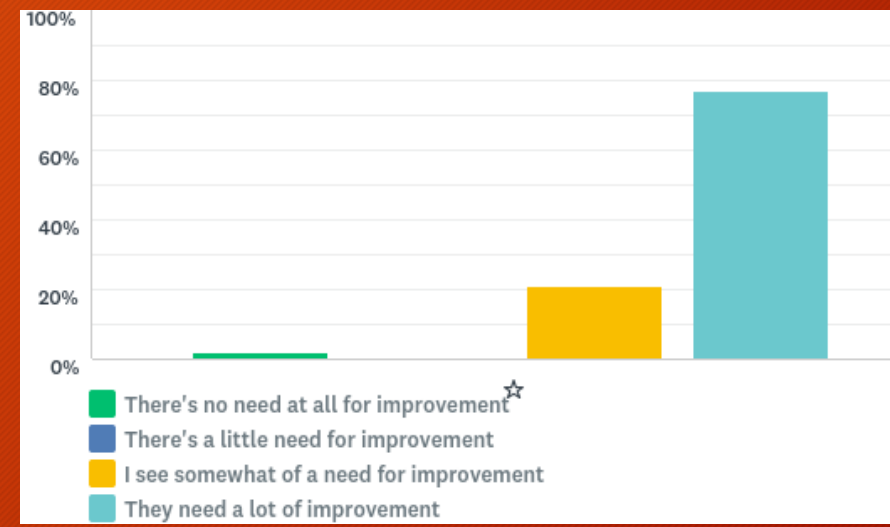
But many City leaders see a need to make their services more accessible to immigrants, refugees and the LEP public. Community agency leaders see their services as mostly accessible.

Different Perceptions of Access to City Services

City of Albuquerque Leaders



Community-Based Organization Leaders



Compared to City leaders, Community agency leaders see more of a need to improve access to CABQ services for immigrants, refugees and the LEP public.

Barriers to services & social integration among Immigrants, Refugees, & limited-English-proficiency (LEP) speakers in ABQ

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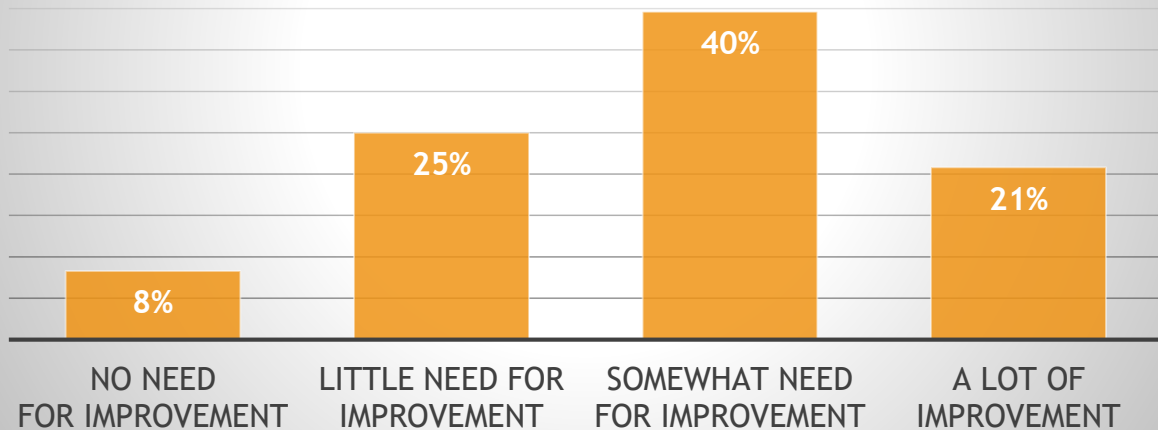
Programs, policies, practices, & partnerships

Barriers to serving refugee & immigrant neighbors

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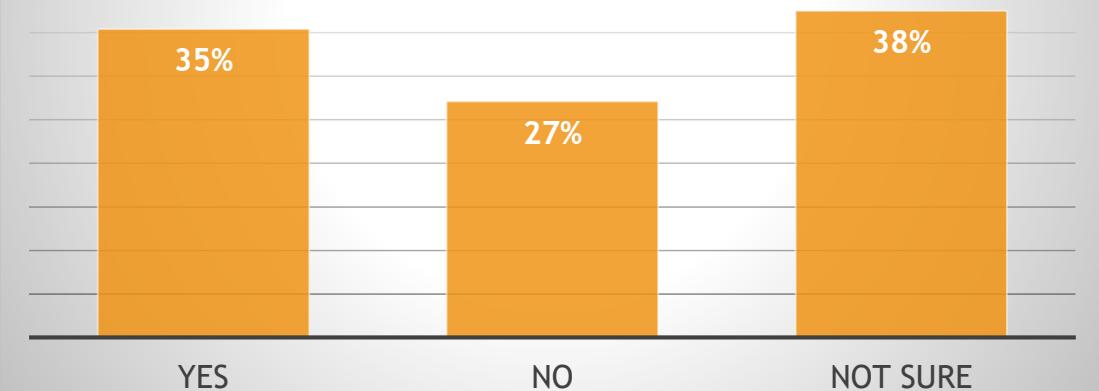
Perception

Do you see a need to improve access to City services so they can be equally available to all residents, regardless of nationality or primary language?



Planning

Does your department's planning process consider the service needs of - and barriers which face - our city's immigrant, refugee, and/or limited-English-proficient public?



How ready is your department to improve access?

Readiness...
can be
improved.

| | | Not at all | A little | Somewhat | A lot |
|--|------------|------------|----------|----------|-------|
| Animal Welfare | Count | 0 | 0 | 1 | 0 |
| | % of Total | 0.00% | 0.00% | 2.20% | 0.00% |
| Aviation Department | Count | 1 | 1 | 0 | 0 |
| | % of Total | 2.20% | 2.20% | 0.00% | 0.00% |
| City Clerk's Office | Count | 0 | 0 | 1 | 0 |
| | % of Total | 0.00% | 0.00% | 2.20% | 0.00% |
| Cultural Services Department | Count | 0 | 4 | 2 | 1 |
| | % of Total | 0.00% | 8.70% | 4.30% | 2.20% |
| Economic Development | Count | 1 | 0 | 0 | 0 |
| | % of Total | 2.20% | 0.00% | 0.00% | 0.00% |
| Family & Community Services Department | Count | 0 | 4 | 2 | 3 |
| | % of Total | 0.00% | 8.70% | 4.30% | 6.50% |
| Finance & Administrative Services Department | Count | 1 | 0 | 1 | 0 |
| | % of Total | 2.20% | 0.00% | 2.20% | 0.00% |
| Fire Department | Count | 0 | 0 | 1 | 0 |
| | % of Total | 0.00% | 0.00% | 2.20% | 0.00% |
| Human Resources Department | Count | 0 | 2 | 2 | 0 |
| | % of Total | 0.00% | 4.30% | 4.30% | 0.00% |
| Mayor's Office | Count | 0 | 0 | 1 | 0 |
| | % of Total | 0.00% | 0.00% | 2.20% | 0.00% |
| Municipal Development Department | Count | 3 | 4 | 2 | 0 |
| | % of Total | 6.50% | 8.70% | 4.30% | 0.00% |
| Office of Neighborhood Coordination | Count | 1 | 0 | 0 | 0 |
| | % of Total | 2.20% | 0.00% | 0.00% | 0.00% |
| Parks & Recreation Department | Count | 1 | 2 | 0 | 1 |
| | % of Total | 2.20% | 4.30% | 0.00% | 2.20% |
| Solid Waste Department | Count | 0 | 0 | 1 | 0 |
| | % of Total | 0.00% | 0.00% | 2.20% | 0.00% |
| Transit Department | Count | 0 | 0 | 1 | 0 |
| | % of Total | 0.00% | 0.00% | 2.20% | 0.00% |
| Technology & Innovation Department | Count | 0 | 0 | 0 | 1 |
| | % of Total | 0.00% | 0.00% | 0.00% | 2.20% |

Program, policy, practical & partnership barriers to serving foreign-born residents

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Partnerships

- Most CABQ Department respondents report “a little” familiarity with local CBO’s
- Catholic Charities, NM Asian Family Center most common partners per CABQ managers
- Most CBO leaders say they want better partnership and planning with CABQ

Accessibility

- Language & Culture barriers
- Systems Navigation
- Awareness of public service

Partnership and planning between CABQ & CBO’s will improve access to services. More CABQ awareness of local CBO’s would help.

Financial & Awareness Barriers to Inclusive Public Service

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CABQ Respondents thoughts on public funding, partnership and accessible services...

“Not enough staff who are bilingual”

“What core services are there to give up doing in order to partner at the level that would make an impact? Do we keep our doors open, or partner?”

“...low pay means those with multiple language abilities go to work elsewhere. Extra pay for language fluency would help.”

There is “a lack of understanding of city processes.”

“In addition to language, the social and cultural differences in how services are attained,” is a barrier.

Practical & Safety Barriers to Inclusive Public Service

37

CBO Respondents thoughts on public funding, partnership and accessible services...

“Transportation, lack of time, lack of money, financial worries and fear of public places”

“In situations where one needs direct service, they hear that there is no one who speaks Spanish and that they need to bring someone to translate.”

“Two things mentioned often (without prompting) are fear of the police and needing bus passes”

“Women who wear hijabs are harassed on city busses.”

“Limited access to funds to pay for much of anything.”

“Racist attitudes and treatment toward them; lack of accommodations for language needs that are easy to access and of high quality.”

“Do not know how to navigate the systems”

“Lack of interpretation services when clients try to access city services.”

How can CABQ improve?

38

OIRA

“Outreach to agencies throughout ABQ to create and maintain centralized resource list.”

“It must be led by the community and by those who are affected but not by the elite”

- Provide written translation and verbal interpretation services for CABQ departments
- Tech assistance for CABQ/CBO partnerships, program planning and coordination

“Community Engagement. Shared Learning. Oversee design and implementation of LEP policy/plan. Collaborate on special projects with community-based organizations.”

CABQ

“Help link people to services in the community.”

“Support existing community-based efforts.”

“More PSAs; Billboards; more stories on Refugees.”

“Promote non-xenophobic policies & procedures and hold employees, including first-responders, accountable to them.”

“Promote Albuquerque as a welcoming city for all residents, including immigrants, refugees, and LEP residents.”