Building Integrated Communities in Chapel Hill, NC

Town of Chapel Hill
Action Plan

February 2019

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www.townofchapelhill.org/bic
http://migration.unc.edu

THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL

CHAPEL HILL BUILDING INTEGRATED COMMUNITIES

TOWN OF CHAPEL HILL

Chapel Hill Building Integrated Communities Action Plan

Overview

In 2017, the University of North Carolina at Chapel Hill (UNC) selected the Town of Chapel Hill to participate in the Building Integrated Communities (BIC) initiative. BIC is a collaborative initiative of the Town of Chapel Hill, residents, community organization leaders and UNC that aims to understand the experiences of immigrant and refugee residents and to develop recommendations and strategies for the Town that support the integration, wellbeing, and leadership development of immigrant and refugee residents. Development of this action plan was preceded by a one-year Community Assessment[1], including discussions with immigrants and refugee residents, a review of demographic data, oral history interviews, and more. To learn more about BIC, visit: www.townofchapelhill.org/BIC and https://migration.unc.edu/programs/bic/.

What is the Action Plan?

This action plan outlines the Town's strategies to address five key focus areas that residents identified during the Community Assessment phase of BIC. These focus areas are illustrated in the Chapel Hill BIC logo below and include: public transportation, housing, public safety and law enforcement, leadership, and government communication. This action plan, developed by BIC steering committee members and Town staff, aims to leverage existing Town resources, as well as assets of community organizations and institutions, and identify new opportunities for the Town to support the integration, wellbeing, and leadership development of immigrant and refugee residents. An Implementation Team, consisting of Town staff and community organizations, will lead the Action Plan efforts as it moves forward.

In this action plan, this logo is a visual tool to identify the key issue area(s) of each strategic objective. **Please see the next page for a guide on how to interpret the action plan.**

1. http://bit.ly/bic-communityassessment

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Guiding Principles

This Chapel Hill BIC Action Plan is…

1. Easy to find and understand.
2. Ongoing and open to input.
3. Rooted in the experiences of Chapel Hill's immigrant and refugee residents.
4. Prioritized to address disadvantaged and historically excluded populations.

Interpreting the Action Plan

The logo identifies the strategic objective's key focus area(s). For example, this objective is public transportation.

The strategic objective is the longer-term, wider change to which the program contributes. These strategic objectives are based directly from resident recommendations.

Strategic Objective 1: Increase access to Chapel Hill public transit through: 1) more bus stops near neighborhoods (esp. public housing & naturally occurring affordable housing, 2) expand CHT routes, and 3) improve weekend and late-night services to areas where residents live.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
1.1.	Collaborate with Chapel Hill Transit (CHT) on short-term transit planning process. • Extend service to neighborhoods with immigrant and refugee residents whose primary method of transportation is public transit • Extend distance of F route • Extend evening hours for HS	CHT Short Term Transit Plan improves public transit access for immigrant and refugee residents.	• Frequency of routes serving neighborhoods with large populations of immigrant and refugee residents • Frequency of late night and weekend services	CHT	TBD

This table outlines the strategies to achieve the strategic objective, including how to measure progress and results expected to occur. Definitions for key terms used in this action plan are outlined below.

A ★ signals that an item is anticipated to require Town Council consideration.

As of January 2019, resource needs are still in the process of being determined. They will be updated as implementation progresses.

Key Terms

- **Strategic Objective:** The longer-term, wider change needed.
- **Strategy:** The planned actions that will help achieve the strategic objective.
- **Intermediate Result:** The benefit expected to occur.
- **Performance Measures:** Factors that provide a simple and reliable way to measure achievement. Performance indicator statements should be SMART (specific, measurable, achievable, relevant, time bound).
- **Partners:** Town departments, community organizations, and institutions that will assist with strategy implementation.
- **Resources:** The goods and/or services needed. The figures provided in this document are preliminary estimates and subject to change as we implement the Action Plan.

To find a list of acronyms used, refer to page 17.

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Strategic Objective 1: Increase access to Chapel Hill public transit through more bus stops near neighborhoods (esp. public housing & naturally occurring affordable housing), expand Chapel Hill Transit (CHT) routes, and improve weekend and late-night services to areas where residents live.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources

1.1.	Collaborate with Chapel Hill Transit (CHT) on short-term transit planning process.
	• Extend service to neighborhoods with immigrant and refugee residents whose primary method of transportation is public transit
	  ○ Extend distance of F route
	  ○ Extend evening hours for HS
		CHT Short Term Transit Plan improves public transit access for immigrant and refugee residents.	• Frequency of routes serving neighborhoods with large populations of immigrant and refugee residents
			• Frequency of late night and weekend services
			• Ridership for extended routes
				CHT	TBD

1.2.	Engage Chapel Hill employers with a significant immigrant and refugee workforce in improving transportation options for their 2nd and 3rd shift workers.	2nd and 3rd shift workers in Chapel Hill are able to reliably and safely commute to and from work.	• # of transportation solutions developed in collaboration with employers	UNC-Chapel Hill, UNC Hospital, CHCCS	Staff time
1.3.	Pilot a CHT demand based transportation solution.	Residents are able to access public transportation when needed to access employment and basic services (medical, grocery store, schools, etc.).	• Ridership of demand based transit • # and % of riders satisfied with service	CHT	TBD
1.4.	Provide information to immigrant and refugee residents in their preferred language highlighting their ability to use CHT services and future public transit (e.g. Bus Rapid Transit, Light Rail).	Immigrant and refugee residents have easier access to and a better understanding of public transit information including their ability to use CHT services and future public transit (e.g. Bus Rapid Transit, Light Rail).	• Availability of materials informing immigrants and refugees of CH Transit routes • # of languages spoken in Chapel Hill in which the information is available • Immigrant and refugee ridership on CHT (if possible)	CHT, CaPA, RCP, RSC, CHICLE, *tilde*	$2,000 – supplies and translated materials

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Strategic Objective 2: Continue to explore affordable housing strategies, particularly those that are accessible to immigrants and refugees.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
2.1.	Non-governmental affordable housing providers amend policies to allow residents without documentation status to be eligible for homeownership and rental housing.	Immigrant and refugee residents have improved access to home ownership and rental housing in Chapel Hill.	• # and % of immigrant and refugee residents owning or renting homes through affordable housing providers • # of affordable housing providers that amend their policies to improve access for all immigrant and refugee residents	OCAHC	Staff time
2.2.	Support the Town's Public Housing Master Plan project to facilitate the involvement of immigrant and refugee residents in the Plan process.	Immigrant and refugee residents of the Town's public housing are well represented in the Master Plan process.	• # and % of total immigrant and refugee public housing residents who attend Master Plan community meetings • # and % of total meetings that offer translation and interpretation	CHICLE, El Centro, RCP, RSC	Staff time, $500 – supplies and translation/ Interp. Services
2.3.	Continue implementation of the Town's Affordable Housing Strategies[1] and identify national best practices for affordable housing that serves immigrant and refugee populations.	Immigrant and refugee residents have improved access to home ownership and rental housing in Chapel Hill.	• # and % of immigrant and refugee residents owning or renting homes through affordable housing providers	OCAHC	Staff time

[1] https://www.townofchapelhill.org/town-hall/departments-services/housing-and-community/affordable-housing-policy/affordable-housing-strategy

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Strategic Objective 3: Improve conditions of existing rental housing.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
3.1.	Continue to focus on increasing the capacity of existing public housing maintenance staff and improving maintenance efforts of the Town's Public Housing inventory.	The Public Housing staff has the capacity and resources to more fully address maintenance concerns in a timely manner.	• # and % of public housing maintenance requests completed in a timely manner (based on industry standard) • # and % of public housing residents who report understanding their interactions with maintenance staff and report satisfaction with maintenance work. • # of maintenance staff who complete diversity training (e.g. trauma informed training, racial equity, communicating effectively)	Public Housing, CaPA, RCP, RSC, CHICLE, *tilde,* existing cultural and racial equity trainings (VISIONS, REI, Open Source, Aorta, etc.)	Staff time
3.2.	Continue to increase the Town's capacity to address and enforce code compliance in all areas within the town's limits, with a focus on communities serving immigrant and refugee residents.	The Town's housing meets the standards described in the Town's codes and ordinances.	• # of % of total code violations that are addressed per established standards	Inspections and Development Services	Staff time

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Strategic Objective 4: Provide multi-lingual resources and information on housing, including such topics as lending options and legal rights.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
4.1	Translate critical public housing documents into key identified languages, including application process and application form.	Immigrant and refugee residents access public housing information in their preferred language.	• # and % of residents who identify they have access to Town housing related information in their preferred language • # and % of public housing residents satisfied with language access provided by the Public Housing Department	CaPA, CHICLE, Public Housing, *tilde,* RCP, RSC	Staff time; $5,000 – translation and interp. services
4.2.	Provide interpretation for critical public housing appointments with staff.				
4.3.	Provide housing education and outreach opportunities for immigrant and refugee residents. Suggested topics include: • Housing Rights • Power of Attorney • Homeownership Lending Options	Immigrant and refugee residents increase knowledge of their housing and legal rights and lending options for homeownership.	• # of residents who attend • # and % of attendees who self-report that they understand their housing rights • # of attendees who establish power of attorney • # and % of immigrant and refugees who participate in educational workshops who indicate they are moving from renting to homeownership	El Centro, emPOWERment, FSA, Orange County, NC Justice Center, NC Legal Aid, BB&T, Latino Credit Union, Self Help, SECU, Guatemalan Consulate, Mexican Consulate, RCP, RSC	Staff time, $1,000 – workshop fees, translation and interp. services, and supplies
		Immigrant and refugee residents are satisfied with available lending options.	• % of residents who participate in educational workshop who indicate satisfaction with available lending options		

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Strategic Objective 5: Engage residents in manufactured home communities in Town planning processes.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
5.1.	Continue implementation of the Town's Manufactured Home Strategy[2]. • Engage immigrant and refugee residents of manufactured home park communities in jointly designing solutions.	Residents are informed of potential development that could impact their current housing and have the opportunity to provide input during the process.	• # of residents who attend educational workshops sponsored by the Town and community partners • # of residents who attend Council meeting discussions on Manufactured Home Strategy • # of residents who contact the Town (e.g. email, boards/commission meetings, public comment, etc.) about proposed redevelopment of their community. • % of total Town notices for potential development of manufactured home park communities translated into preferred languages.	El Centro, emPOWERment, FSA, Orange County	Staff time; $3,000 – translation/interp. services
5.2.	Update Chapel Hill manufactured home resident engagement efforts to include legal education related to housing resources for home ownership and rental housing options, etc.	Manufactured home residents increase knowledge on housing options and rights.	• # of residents who attend educational workshops	El Centro, emPOWERment, FSA, Orange County	Staff time; $500 – workshop fees, translation and interp. services and supplies

[2] https://www.townofchapelhill.org/Home/ShowDocument?id=41808

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Strategic Objective 6: Expand community-police relationships.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
6.1.	Chapel Hill Police Department (CHPD) creates a more centralized and intentional outreach request process. Approaches include: • Online outreach request form • Publicity about outreach services • "Pocket presentations" on regularly requested topics so information is consistent, easy to understand, and readily available for employees • Outreach to immigrant and refugee populations to which the CHPD has not historically had strong connections (Burmese, Karen)	More community members are aware that CHPD provides outreach and understand how to request it.	• # of outreach requests compared to years past • # of community members seen during outreach • # and % of residents who state they know of CHPD outreach programs (community survey) • # and % of residents who are satisfied with CHPD outreach (community survey)	El Centro, EmPOWERment, RCP, RSC	Staff time; $2,000 – translation and interp. Services, curriculum development
6.2.	CHPD increases its attendance at events and meetings where there are opportunities to interact and build relationships with immigrant and refugee residents and organizations, with particular focus on immigrant and refugee populations to which the CHPD has not historically had strong connections.	Organizations that work with immigrants and refugees view CHPD as a partner in their efforts to serve immigrant and refugee residents.	• # of requests for CHPD to attend meetings • # of meetings attended compared to previous years	CWS, Lutheran Services, RCP, RSC, U.S. Committee for Refugees and Immigrants, World Relief, El Centro, etc.	Staff time
6.3.	CHPD continues to present *Know Your Rights* sessions at events like Faith ID Drives and in neighborhoods with large immigrant and refugee populations including Public Housing.	Immigrants and refugee residents learn about their civil rights in familiar and comfortable settings and build relationships with police officers.	• # of *Know Your Rights* sessions • # of attendees	El Centro, Public Housing, RCP, RSC, faith institutions	Staff time

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	Strategy	Intermediate Result	Performance Measures	Partners	Resources
6.4.	Jointly design a series of presentations on gun violence, youth drug abuse, etc. with local organizations that serve immigrants and refugees and offer them to their clients. Provide presentations in multiple languages.	Immigrants and refugee residents learn about gun violence, youth drug abuse, and other topics	• # of presentations • # of attendees	El Centro, RCP, RSC	Staff time; $500 – translation / interp. services, curriculum development

Strategic Objective 7: Increase the accessibility of Town Staff and appointed board, commission, committee and council members to immigrant and refugee residents.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
7.1.	Create and launch a recruitment process to Town boards, commissions, and committees that is strategic, intentional, iterative, and accessible to immigrant and refugee residents. A focus will be given to bilingual residents while the Town builds capacity to accommodate low English proficient residents.	Boards, commissions, and committees represent the diversity and interests of the full Chapel Hill community	• # and % of total board and commission members who are immigrant or refugees or children of immigrants and refugees • # and % of board, commission, and committee members who identify as having limited English speaking proficiency.	RCP, RSC, El Centro	Staff time
7.2.	Establish a liaison to welcome and guide immigrant and refugee born residents as they participate in boards, commissions, and committees. The liaison can also provide support for translation, answer questions, etc.	Immigrant and refugee members on boards, commissions, and councils feel supported and welcomed.	• % of immigrant and refugee members on boards, commissions, and councils • # and % of immigrant and refugee board, commission, and committee members who report feeling supported and welcomed as they participate in Town bodies	RCP, El Centro, consider a UNC intern, Chapel Hill Justice in Action Committee	Staff time

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Strategic Objective 8: Provide immigrant and refugee youth with opportunities to learn about & engage in Town government.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
8.1.	Engage immigrant and refugee youth in the Town's current Youth Initiative.	Chapel Hill immigrant and refugee youth are represented in the Town's efforts to listen to and be responsive to the needs of youth.	• # and % of immigrant and refugee youth participating in the Youth Initiative • # and % of total youth who participate in focus groups who are immigrant and refugees	RCP, RSC, El Centro, CHCCS, Public Housing	Staff time
8. 2. ★	Develop and launch a Youth Peoples Academy.	Chapel Hill youth, including immigrants and refugees, are equipped to engage with local government officials to represent the needs and interests of their communities.	• # of youth that applied and participated • # of youth-focused or youth-led initiatives discussed by Town Council	RCP, El Centro, El Pueblo, Transplanting Traditions, CHCCS	Staff time; $3,000 - translation / interp. services, supplies
8.3. ★	Engage youth to participate in Town decision-making processes (i.e. public comment at Council meetings, participation in advisory board meetings, emails to Council, etc.).		• # of youth-focused or youth-led initiatives discussed by Town Council • # of youth who participate in public comment.		Staff time
8.4.	Expand Town Hall visits to a broader range of schools (public, private, charter, homeschool), grade-levels, and classes, with particular focus on recruitment of groups with a large number of immigrant and refugee students.	Chapel Hill youth, including immigrants and refugees, are provided opportunities to learn about Town services and civic engagement in local government.	• # of schools groups who visit Town Hall per year • # and % of total students who participate in a Town Hall visit who are immigrants or refugees	CHCCS, local charter and private schools, homeschool networks	Staff time

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Strategic Objective 9: Organize a multilingual Peoples Academy and create other opportunities for civic education.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
9.1.	Strengthen the Peoples Academy recruitment and curriculum to include immigrant and refugee residents through 1) more targeted and intentional outreach in multiple languages at community events, 2) outreach to immigrant and refugee focused community organizations, and 3) testimonials of Peoples Academy graduates so that the composition of participants reflects the diversity of the community.	Immigrant and refugee residents participate in the Town's Peoples Academy.	• # and % of total applicants to the People's Academy who are immigrant and refugees # and % of total participants in the People's Academy who are immigrant and refugees	Public Housing, RCP, El Centro, Transplanting Traditions, RSC, faith communities	Staff time; $2,500 – translation and interp. services

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Strategic Objective 10: Enable residents with low English proficiency to engage with Town agencies and resources in their preferred language.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
10.1 ★	Create a Town-wide Language Access Plan, in partnership with community organizations serving residents with low English proficiency, with particular focus on language justice and legal compliance.	Town communications and in-person interactions with Town agencies are accessible in the preferred languages of Chapel Hill's low English proficient residents.	• % of departments in compliance with Town's Language Access Plan • % of Town departments assisting with implementation • # of residents requesting and/or using in-person interpreters • # of residents who report satisfaction with the Town's language accessibility	RCP, El Centro, RSC, Orange County, *tilde,* EmPOWERment, CaPA	Staff resources; TBD
10.2.	Town establishes a contract for interpretation and translation services for identified critical languages.	Residents with low English proficiency have access to Town information and serves in their preferred language through interpretation services and translation of materials.	• # and % of residents who identify they have access to Town communications in preferred language • Town funding for interpretation and translation services • # of residents requesting and/or using in-person interpreters	CHICLE, RCP, El Centro, *tilde,* RSC	TBD
10.3. ★	The Town supports community organizations to develop solutions to existing language access issues among low English proficient communities that the Town does not currently reach.	Organizations serving low English proficient communities have the resources they need to support these populations	• # of community organizations • # and % of community members using services • Town budget for these organizations (Human Services and other Town funding sources)	RCP, RSC, El Centro, *tilde*	TBD

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	Strategy	Intermediate Result	Performance Measures	Partners	Resources
10.4.	Establish a standardized message about language accessibility and other information (e.g. all are welcome, no identification required, this is a safe space, etc.) to include on all publicity for Town meetings.	All Town agencies include the standardized message in their meeting notices, etc.	• % of Town departments using the language accessibility messaging on meeting notices	CHICLE, RCP, RSC, El Centro, CaPA	Staff time

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Strategic Objective 11: Create hiring and retention policies to support multi-lingual and multi-cultural employees.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
11.1.	Further develop a cohort of multi-lingual and multi-cultural Town employees. Actions include: • Determine what Town positions require multi-lingual skills • Identify current employees with multi-lingual skills and identify how to tap into their talent. • Refine questions on job application to assess language skills • Develop language proficiency assessment to test language skills • Make the multi-lingual salary incentive available Town wide. • Develop a Town-wide strategy to support employees who want to learn new languages (e.g. using Town tuition reimbursement)	Support and retain existing employees with multi-lingual skills. Successfully recruit new employees with multi-lingual skills.	• # of Town positions requiring multi-lingual skills • # of employees with multi-lingual skills • # of employees who qualify for bonus based on language assessment and guidelines	Orange County, CHPD, RCP, Piedmont Health, HRD	TBD
11.2.	Town continues to explore cross-cultural learning opportunities for employees to deepen their understanding of different cultures and languages. • CHPD participation in the Go Global NC Latino Initiative for Law Enforcement • Develop new opportunities. Ideas may include: Study Abroad program for Town employees	CHPD employees receive cultural training and opportunities that will help better serve all Chapel Hill communities.	• # of Town employees who participate in cross-cultural learning opportunities • Current funding or % increase in funding	Go Global NC, TBD	Staff time

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Strategic Objective 12: Grow and sustain the Town's connections with immigrant and refugee residents and organizations.

	Strategy	Intermediate Result	Performance Measures	Partners	Resources
12.1.	Develop Town staff and appointed board, commission, committee, and council members to work effectively with diverse groups of people including immigrants and refugees.	Town staff and appointed board, commission, committee and Council members more meaningfully engage with colleagues and community members.	• # and % of total Town staff and appointed board, commission, committee, and council members who complete diversity, racial equity, cultural sensitivity, immigrant/refugee experience, etc. trainings	Existing cultural and racial equity and language justice trainings (e.g. VISIONS, REI, Open Source, Aorta, etc.)	Staff time
12.2.	Strengthen the Town's connections to community organizations that serve immigrant and refugee residents through more extensive partnerships and increased financial support when needed.	Community organizations that work with immigrants and refugees view the Town as a fully invested partner in serving immigrant and refugee residents	• # and % of community partners serving immigrant and refugee residents satisfied with Town support. • Town budget to support community partners serving immigrant and refugee residents • # of events focused on immigrant and refugee issues attended by Town staff	RCP, RSC, El Centro	Staff time, TBD
12.3.	Expand the Town's collaboration with local government and institutions across Orange County to implement the BIC Action Plan.	Local government and community organizations across Orange County adopt various strategies from the BIC Action Plan.	• # of other local governments and community organizations across Orange County who implement at least one BIC strategy	Orange County, Town of Carrboro, Town of Hillsborough, UNC Chapel Hill, UNC Healthcare, faith communities, etc.	Staff time

Acronyms

CHCCS: Chapel Hill Carrboro City Schools
CHPD: Chapel Hill Police Department
CHT: Chapel Hill Transit
CWS: Church World Service
FSA: Family Success Alliance
HRD: Human Resource Development
OCAHC: Orange Count Affordable Housing Coalition
RCP: Refugee Community Partnership
RSC: Refugee Support Center
SECU: State Employees Credit Union
TBD: to be determined

Partners: Community Organizations

The BIC Implementation Team will partner with these community organizations to carry out the Action Plan. We anticipate that additional partners will be identified as we implement the Action Plan.

Apoyo: A local grassroots organization that serves the Orange County, NC undocumented community.

Banks & Lending Institutions: There are several local, statewide, and national banks in Chapel Hill. Several partners for BIC include: BB&T, State Employees Credit Union, Latino Credit Union and more.

Chapel Hill Carrboro City Schools (CHCCS): The local school system. CHCCS has several initiatives related to immigrant and refugees, including the CHCCS Newcomer Program and the Social Justice Academy at East Chapel Hill High School.

CHICLE Language Institute: CHICLE offers translation and interpreting services in many languages. They also offer language classes.

Church World Service (CWS): A national and international faith-based organization that transforms communities around the world through equitable and sustainable responses to hunger, poverty, displacement, and disaster.

Community Home Trust: A local nonprofit organization that strengthens the Chapel Hill community with permanently affordable housing opportunities.

El Centro Hispano: A regional nonprofit organization that works to strengthen the community, build bridges and advocate for equity and inclusion for Hispanics/Latinos in the Triangle Area of North Carolina.

El Pueblo, Inc.: A local nonprofit organization that supports the Latinx community.

EmPOWERment, Inc.: A local nonprofit with work focusing on affordable living options, education, home ownership, community building, and grassroots economic development.

Faith Communities: There are several churches in the Chapel Hill community that serve immigrant and refugee residents. BIC has worked closely and will continue partnering with St. Thomas More Catholic Church, which serves many Latinx residents.

Family Success Alliance (FSA): A collective impact initiative, FSA partners with low-income families to ensure families have the skills and tools needed for their children to feel successful and be successful.

Go Global NC: A statewide nonprofit organization that provides international education and training programs to empower NC leaders with the skills, understanding, connections, and knowledge to succeed in a global community.

Guatemalan Consulate: Based in Raleigh, NC the Guatemalan Consulate provides services, resources, and programs to its community living in the area.

Habitat for Humanity: A national and international nonprofit organization, with an affiliate in Orange County, NC, that helps families in need build and own quality affordable homes.

Legal Aid of North Carolina: A statewide, nonprofit law firm that provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove legal barriers to economic opportunity.

Lutheran Services Carolina: A statewide faith-based organization that serves local communities.

Mexican Consulate: Based in Raleigh, NC the Mexican Consulate provides services, resources, and programs to its community living in the area.

North Carolina Justice Center: A leading progressive research and advocacy organization that aims to eliminate poverty in North Carolina by ensuring that every household in the state has access to the resources, services, and fair treatment it needs to achieve economic security.

Orange County Affordable Housing Coalition (OCAHC): A coalition of individuals and organizations working together to provide housing opportunities for all in Orange County, NC. Members include: CASA, Community Empowerment Fund, Community Home Trust, DHIC, EmPOWERment, Inc., Habitat for Humanity of Orange County, Inter-Faith Council for Social Service, Justice United, Marian Cheek Jackson Center for Saving and Making History, Self-Help Credit Union, UNC Partnerships in Aging Program, Weaver Community Housing Association, Family Success Alliance, Triangle J Council of Governments, Orange County Partnership to End Homelessness, and representatives from the Towns of Carrboro, Hillsborough, Chapel Hill and the Orange County government.

Piedmont Health: A regional community health provider, Piedmont Health has several community health centers across the region that provides healthcare to everyone in the community.

Refugee Community Partnership (RCP): A local nonprofit, community-driven organization that aims to build unique, holistic, and comprehensive support infrastructure for relocated families.

Refugee Support Center: A local nonprofit organization that facilitates the transition of local refugees to a new life in the community by providing them services, helping them access resources, and developing their skills to promote self-sufficiency.

Self-Help Credit Union: Serving North Carolina, South Carolina, and Florida, Self-Help aims to create and protect ownership and economic opportunity for all by providing responsible financial services, lending, developing real estate, and promoting fair financial practices across North Carolina and the nation.

tilde: A local language justice cooperative, tilde creates a sustainable livelihood for language workers, and advances language justice by providing high-quality interpreting, translation, training, and consulting in the North Carolina Triangle region and beyond.

Transplanting Traditions Community Farm: A local nonprofit that provides refugee adults and youth access to land, healthy food and agricultural and entrepreneurial opportunities.

U.S. Committee for Refugees and Immigrants: A national nonprofit organization, with a local affiliate in Raleigh, NC this organization advances the rights and lives of refugees and immigrants.

World Relief: A national and international faith-based organization, with a local affiliate in Durham, NC, this organization that serves vulnerable people around the world who are suffering as a result of violence, poverty, and injustice.

Partners: Town Departments & Other Governmental Agencies

Town of Chapel Hill Departments
All Town departments will be involved in the implementation of the BIC Action Plan. The departments listed below (in alphabetical order) are specifically identified as key partners in the Action Plan.

Chapel Hill Police Department (CHPD) The Town's police department protects, preserves, and enhances the quality of life in the Chapel Hill community through the fair and effective delivery of services.

Chapel Hill Transit (CHT): This Town Department provides safe, convenient, affordable, reliable, and responsive public transportation to residents and visitors. Chapel Hill Transit will be a key partner in implementing strategies related to public transportation.

Communication and Public Affairs (CaPA): This Town Department manages the Town's communication channels, markets the Town's services, and helps with public engagement including the Town's boards and commissions, social media, and more.

Human Resources Development (HRD): This Town Department oversees and coordinates several programs and services for the Town's employees, including benefits, employee records, employment, health and safety, and training.

Public Housing: This Town's Public Housing Program provides safe and affordable rental housing to Chapel Hill's public housing families.

Other Governmental Agencies
BIC will partner with other local governmental agencies and departments to create sustainable strategies supporting immigrant and refugee residents. These agency partners include:

Orange County
Town of Carrboro
Town of Hillsborough