OFFICE OF IMMIGRANT AND REFUGEE AFFAIRS
FIVE POINT ACTION PLAN 2014-2015

Strengthen Language Access policies and protocols

- Make Language Access a basic customer necessity - be welcoming, provide interpretation, translate materials, communicate, simplify access
- Develope guidelines and tools for City departments, strengthen systems, provide technical assistance, support Language Access liasions
- Grow in-house resources, strengthen Language Bank, support bilingual employees, measure progress

Expand access to ESL programs

- Oversee a citywide ESL Initiative to address unmet needs in ESL programming
- Conduct and environmental scan of ESL programs in the region
- Establish an Advisory comprised of CBOs, Community Colleges, Business, Foundations, City departments to inform the Initiative
- Develop a comprehensive plan for ESL that includes public private partnerships
- Develop a plan to address immediate needs for gaps in ESL programs for the most vulnerable populations ,in partnershp with OED and HSD
- Partner with Libraries and Parks on ESL programming

Support for immigrant owned small businesses

- Identify how the City can support immigrant and refugee small businesses and entrepreneurs, as well as highly skilled professionals who are under-employed
- Assess existing programs and services for immigrant and refugee small businesses
- Investigate new programs that are being developed in the region
- Explore innovative models that are being implemented around the country
- Develop a plan to support immigrant and refugee owned small businesses

Citizenship Corners & Naturalization campaign

- Build a robust campaign that will ensure larger numbers of immigrants are naturalized and participating in civic processes
- Explore opportunities to participate in national campaigns that promote naturalization and immigrant integration
- Partner with USCIS on Citizenship Corners, to disseminate information and promote citizenship
- Host naturalization ceremonies in City venues, in partnership with LIbraries, Parks, Seattle Center and other departments
- Promote the benefits of naturalization through Ethnic Media
- Train frontline City staff at Community Centers and Libraries to provide information on citizenship services, ESL classes and other resources

Community Safety

- Implement Refugee Women's Institute pilot to address community safety with the goal of building trust , strengthening communication and increasing cultural competency
- Create an Advisory of community members and SPD representatives to inform the curriculum and implementation of the Institute
- Develop a curriculum that can be used as a national model
- Develop a report that will present the model, data gathered, lessons learned and recommendations for future use.