

A vibrant outdoor community event, likely a farmers market or festival, with people walking on a tree-lined path. The scene is filled with people of various ages, some pushing strollers, and a dog on a leash. The trees have green and yellow leaves, suggesting an autumn setting. The overall atmosphere is bright and welcoming.

# WELCOMING DALLAS STRATEGIC PLAN

PLAN FOR CIVIC, ECONOMIC, LINGUISTIC  
AND SOCIAL INTEGRATION & INCLUSION

2018-2021



Dear Friends, Colleagues and Neighbors:

As Mayor, I am pleased to support Dallas' efforts to become a welcoming, inclusive city for all its residents, whether they were born in Texas, another state, or a distant country. Our diversity is a true asset.

Research shows that immigrants are a major part of our growing economy. They account for more than 40 percent of Dallas' overall population growth since 2011 and contribute to our vitality by starting and building businesses, investing in neighborhoods, and coaching youth sports, volunteering at schools and expanding our cultural offerings.

I applaud the Welcoming Plan Task Force, created by the Dallas Office of Welcoming Communities and Immigrant Affairs, for the thoughtful recommendations it developed to make Dallas more inclusive and supportive of immigrants and refugees. The recommendations in this report will help Dallas integrate new residents from around the world into the social fabric of our city, so that we can benefit from their talents and experiences as soon as possible.

Best Regards,

**Michael S. Rawlings** - *Mayor of Dallas*

A handwritten signature in black ink, appearing to read "Michael S. Rawlings".





Dear Fellow Dallasites:

When I first became Dallas City Manager, I learned quickly that this city is home to a large, diverse, vibrant immigrant population. Today, one in four Dallas residents was born in another country, and 42% of Dallas households use a primary language other than English.

Immigrants comprise one-third of our employed labor force. This significant, and relatively rapid, demographic change brings challenges, but it also brings energy and optimism and entrepreneurship. People want to live and work in Dallas, and that's a good thing.

In recognition of the important role that immigrants play in the life of our City, and to underscore Dallas' commitment to inclusivity and diversity, the City of Dallas established the Office of Welcoming Communities and Immigrant Affairs (WCIA) in March 2017. Its role is to promote and advance the economic, civic and social engagement of immigrants and refugees residing in Dallas. I am glad to be working hand-in-hand with the WCIA team and with individuals throughout Dallas to create a more inclusive, resilient and welcoming community for all residents.

We thank you for joining us in our efforts to be a city of Empathy, Ethics, Equity and Excellence and look forward to working with the residents of Dallas and our team at the City to become a nationally certified welcoming city.

To longtime residents and to newcomers, I say, welcome to a more welcoming Dallas!

**TC Broadnax** - *City Manager*

A handwritten signature in black ink, which appears to be "T. Jay Johnson". The signature is stylized and fluid.





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# DALLAS IS WELCOMING WHEN WE EMBRACE OUR DIVERSITY



# INTRODUCTION

A welcoming community is one in which diversity is acknowledged, celebrated and harnessed to improve the social, economic and cultural opportunities of all residents. Dallas is actively working across sectors to establish a local welcoming framework to integrate and engage immigrants and refugees in every aspect of city life. The City of Dallas is partnering with leaders and representatives of local government, businesses, nonprofit agencies, philanthropic enterprises, academia, service providers, faith-based groups and first responders to build awareness of the economic and social benefits of being a welcoming community, and to develop strategies to realize that goal.

Nearly one-quarter of Dallas' current residents were born outside of the United States. Between the years 2011 and 2016 Dallas' foreign-born residents accounted for 40 percent of Dallas' population growth. The integration of foreign-born residents is critical to the social, cultural and economic future of Dallas.

But newcomers cannot integrate into communities by themselves. Integration requires a partnership. Immigrants must do their part – learn English, navigate the job market, understand and follow the law – and the receiving community must offer inclusion, hospitality and hope. The idea is simply that Dallas residents, from natives to newcomers, must work together to nurture and sustain a vibrant city that offers rich cultural, educational and economic opportunities to all. The purpose of this document is to recommend a series of goals and strategies that will help Dallas achieve that vision.



**76%**  
Native Count

**24%**  
Foreign Born

# IMMIGRATION IN DALLAS

Half of Texas' total population growth between 2010 and 2016 can be attributed to migration. Net domestic migration represented approximately 32 percent of the total increase, and net international migration accounted for 19 percent. Almost one in five (19.6 percent) of those immigrants to Texas live in Dallas.

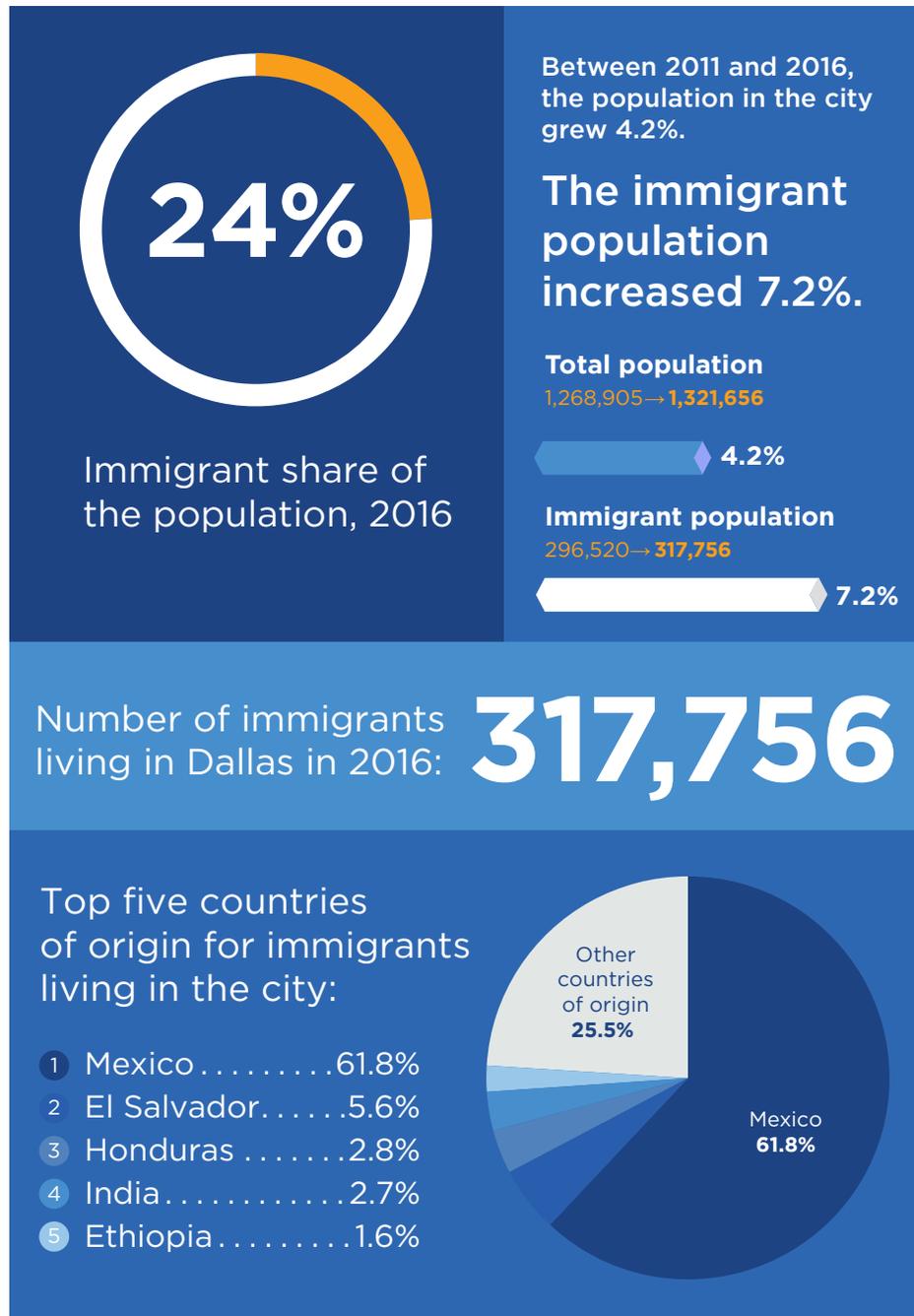
## WHERE IMMIGRANTS LIVE IN TEXAS

Texas Cities	Percentage
Houston	32.5
Dallas	19.6
Fort Worth/Arlington	7.4
Austin/Round Rock	6.3
San Antonio	6.2
McAllen/Edinburg/Mission	5.4
El Paso	5.0
Other	17.4

Between 2011 and 2016, the population in the City of Dallas grew 4.2 percent, with the foreign-born population accounting for 40 percent of that total growth. As of 2016, approximately 318,000 of Dallas' 1.3 million residents were immigrants. Until 2017, Dallas was a major refugee resettlement location, with close to 2,500 refugees arriving to Dallas annually. The largest percentage of foreign-born residents are from Latin America, and most of those entered the country prior to 2000. The most common countries of origin are Mexico, followed by El Salvador, Honduras, India and Ethiopia. More than 70 languages are spoken within the Dallas Independent School District.



A recent study by New American Economy revealed immigrants' tremendous economic contributions to Dallas and the region:



- **Immigrant households in Dallas earned \$7.9 billion in 2016.**
- **Foreign-born households contributed \$1.9 billion in federal taxes and \$591.1 million in state and local taxes.**
- **Foreign-born workers contributed \$847.7 million to Social Security and \$218.9 million to Medicare.**
- **Immigrants make up about one-third of Dallas' employed labor force and 24 percent of its science, technology, engineering and math workers.**
- **Immigrants are overrepresented among the city's entrepreneurs; they are 24 percent of the population and one-third of its entrepreneurs.**
- **The 20,405 immigrants who own their own business generated \$495.9 million in business income.**
- **Immigrants helped to create or preserve 14,617 local manufacturing jobs in 2016.**
- **The population eligible for the Deferred Action for Childhood Arrivals (DACA) program held nearly \$700 million in spending power.**
- **In 2016, the 63,396 DACA-eligible immigrants in the Dallas area—of whom 93.4 percent were employed — paid \$89 million in federal taxes and \$72 million in state and local taxes.**
- **International students, including many from China, India and Burma, supported 1,962 local jobs and spent \$150.3 million in the 2016-2017 academic year.**

In recognition of the important presence of immigrants and refugees in Dallas, and upon recommendation of the 2016 Mayor's Task Force on Poverty, the City of Dallas established the Office of Welcoming Communities and Immigrant Affairs ("Dallas WCIA") in March 2017. It aims to promote the civic, social and economic engagement of immigrants in Dallas and to build bridges between Dallas' diverse immigrant communities and long-term residents. The director of Dallas WCIA reports directly to the Dallas City Manager.



# THE DALLAS OFFICE OF WELCOMING COMMUNITIES AND IMMIGRANT AFFAIRS AND THE WELCOMING PLAN TASK FORCE

## NATIONAL PARTNERSHIPS

The City of Dallas WCIA office has searched for, and found, resources to help develop its capacity to fully integrate immigrants. It became a member of Welcoming America, a national organization leading the movement to create more immigrant-inclusive communities. WCIA has received technical assistance through its membership in Welcoming America, and collaborated with Cities for Action, the New Americans Partnership and the Cities for Citizenship Campaign. As a result of active participation in these networks, and its work with local leaders across a broad spectrum of business, faith-based, civic, social service and academic organizations, Dallas earned a Gateways for Growth Challenge award from New American Economy and Welcoming America. The award included original research that resulted in a recent report, *New Americans in Dallas*, which appears in Appendix A.

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**IMMIGRANTS ACCOUNT FOR NEARLY ONE THIRD  
OF THE CITY'S ENTREPRENEURS. THE 20,405  
IMMIGRANTS WHO OWN BUSINESS GENERATED  
\$495.9 MILLION IN BUSINESS INCOME.**

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## COMMUNITY ENGAGEMENT IN DALLAS

While these national partnerships offer ideas, encouragement and technical assistance, the actual work of integration takes place within communities and neighborhoods and schools. From March 2017 to June 2018, Dallas WCIA has participated in 343 community events, meetings, fairs, panel discussions and other activities, reaching approximately 23,030 attendees. Dallas WCIA staff also has sought insights from community leaders who regularly welcome and work with immigrants and refugees. An initial survey with faith-based, legal, and other service providers and educators detailed the barriers facing immigrants and what Dallas can do to help improve the quality of life for immigrant residents.

# PRELIMINARY SURVEY RESULTS

## BIGGEST BARRIERS

- 1 Fear of immigration enforcement
- 2 Lack of English language skills
- 3 Poverty/Lack of resources
- 4 Transportation
- 5 Affordable housing

## TOP 5 GREATEST NEEDS

- 1 Knowledge of rights and preparedness information
- 2 Access to civil immigration legal services
- 3 Access to and utilization of available services & benefits
- 4 ESL, Literacy and Citizenship instruction
- 5 Promotion of U.S. Citizenship

## WHAT CAN DALLAS DO?

- 1 Community outreach between law enforcement & government leaders
- 2 Celebrate contributions of immigrants & refugees
- 3 Promote & provide ESL & U.S. Citizenship instruction
- 4 Support diversity initiatives & include immigrants
- 5 Break down social & economic barriers

After that initial outreach, Dallas WCIA formed a Welcoming Plan Task Force to develop formal recommendations to integrate immigrants fully into city life. The Dallas WCIA Welcoming Plan Task Force includes 85 members from a wide variety of backgrounds and professions, many of whom had not met previously. Tailoring efforts to the Dallas community, the task force sub-divided into five committees that address the issue areas required for Welcoming America's national certification as a welcoming community: Civic Engagement; Economic and Educational Opportunity; Safe, Healthy and Connected Communities; Leadership and Communications; and Equitable Access.

The full task force met monthly beginning in December 2017 to learn about issues impacting the Dallas immigrant and refugee communities, city policy initiatives, existing city services and barriers to equitable access and participation. Task Force members engaged with Dallas residents through listening sessions, site visits and informational interviews. These listening sessions revealed the following barriers that prevent immigrants in Dallas from fully integrating into the community:

- Fear of going about daily activities due to heightened federal immigration enforcement policies
- Language barriers
- Lack of acceptable identification
- Difficulty in understanding “paperwork” such as leases, contracts, bills
- Lack of awareness of or access to information about topics such as starting a business, organizing a neighborhood group, etc
- Lack of knowledge of legal rights
- Lack of civics knowledge; awareness about engagement with city leaders

From this community-driven process, task force members developed a set of detailed recommendations, summarized below and explained fully at the end of this report, to encourage equitable access to city and educational services and full integration into civic and social life.



## LEADERSHIP AND COMMUNICATIONS

### GOAL

Local government is committed to being inclusive and welcoming, and plays a central role in building local capacity while advancing inclusion of diverse communities within its own agencies and bodies.

### RECOMMENDATIONS

1. Develop community awareness about the economic, social and cultural contributions immigrants make, and the benefits Dallas derives from being an inclusive community.
2. Develop and maintain a comprehensive directory/database of services and resources for immigrants and refugees.
3. Create partnerships with local, state and federal agencies, the business community and philanthropic entities to address changing needs related to evolving immigration policy.
4. Enhance understanding and trust between long-term residents of Dallas and immigrant communities.

## SAFE, HEALTHY, AND CONNECTED COMMUNITIES

### GOAL

Welcoming communities build relationships among diverse communities, including newcomers and longer-term residents. They also foster trust and build relationships between diverse communities and local law enforcement and safety agencies.

### RECOMMENDATIONS

1. Provide training about diverse populations and establish ongoing dialogue with first responders and public safety officials to foster trusting relationships between immigrants and law enforcement.
2. Educate immigrants about their rights and responsibilities and raise awareness through on-going education throughout the community of sensitive locations pursuant to federal policy guidance.
3. Improve health care accessibility and understand and address needs of immigrants and refugees.
4. Convene a coalition of mental health care experts to coordinate and address services provided in the City of Dallas.
5. Partner with philanthropy to provide civil immigration services and rights information programs.
6. Bring diverse groups together to celebrate and foster cultural, artistic and recreational interaction between Dallas' long-term and newer residents.

## EQUITABLE ACCESS

### GOAL

Welcoming communities reduce barriers to services and participation so that opportunities in the community are available to all residents.

### RECOMMENDATIONS

1. Develop and utilize data-driven approaches to conduct equity analyses for decision-making processes and ensure implementation of inclusive policies for Dallas residents in coordination with other relevant offices.
2. Implement and oversee a City language access plan, including access to safety services/alerts and staff training.
3. Support efforts by the City to simplify and increase access to city services for all residents of Dallas by implementing a multi-use city identification card.
4. Work in partnership to improve housing accessibility and work to prevent housing discrimination.
5. Work in partnership to foster partnership programs to achieve equitable access to health care.
6. In partnership with mobility solutions experts, work to improve transportation accessibility in Dallas.

## CIVIC ENGAGEMENT

### GOAL

Welcoming communities actively ensure that diverse populations fully participate in civic life, including increasing access to leadership, citizenship and community participation.

### RECOMMENDATIONS

1. Increase the number of Dallas immigrants who become naturalized U.S. citizens.
2. Increase knowledge of how local government works and how to access services for immigrant communities in Dallas.
3. Enhance levels of civic participation and leadership among immigrants in Dallas.
4. Promote participation in the 2020 Census to ensure maximum participation.
5. Promote voter education and registration among new citizens.
6. Raise awareness in immigrant communities of the unauthorized practice of immigration law and other predatory practices impacting immigrant consumers.

## ECONOMIC OPPORTUNITY AND EDUCATION

### GOAL

Welcoming communities harness the full potential of all their residents. Everyone has the skills and assets to thrive, and economic development systems are prepared to leverage new and existing talent. Welcoming communities also ensure everyone has the education needed to succeed in school and the workforce.

### RECOMMENDATIONS

1. Establish welcoming hubs as community gathering and educational centers for immigrants to access information, resources and opportunities.
2. In partnership, bring to-scale workforce systems that increase skill development and career pathways to improve immigrant integration in the economy.
3. Remove barriers to immigrant families to ensure full access in all educational opportunities that exist in the City of Dallas and promote learning at all levels.
4. Participate in partnership opportunities to support the financial literacy needs of immigrants.







**THE WAY FORWARD**

Moving forward, Dallas is striving to become a certified “Welcoming City” by the national certifying non-profit organization, Welcoming America. There are currently three certified cities in the nation (Dayton, Louisville, and Salt Lake City) and Dallas WCIA is working diligently to become the next.

While national immigration policy focuses on interdiction and deportation, communities like Dallas are working to demonstrate the longtime American ideal of welcoming immigrants. For decades, people around the world have revered the United States for its hospitality and its opportunities. Dallas will continue to honor that tradition. This city has many compatriots in this effort: according to Welcoming America, one in eight Americans lives in places considered to be welcoming communities, places that actively seek to include and engage their foreign-born residents.

Full integration does not happen without effort, from both the receiving population and the newcomers. It takes work and good will. We can find common ground by sharing our arrival stories — most Americans have one — of grandparents who fled pogroms in Russia, an ancestor forced onto a slave ship, a parent who crossed the Rio Grande with a goal of finding work. We find hope by reaching out, acknowledging our shared humanity, learning about our different customs and cultures, and realizing we all want to live in a safe, vibrant, compassionate city where children grow up in peace and families prosper. No matter where we came from, we are all neighbors now. E Pluribus Unum.

And we know that when one person moves forward in Dallas, we all move forward. *Cuando uno de nosotros sigue adelante en Dallas, todos seguimos adelante.*





# WELCOMING PLAN RECOMMENDATIONS

The Welcoming Standard, as developed by the Welcoming America organization, provides a comprehensive guide for building more cohesive and equitable communities and fostering connections between newer immigrants and long-time residents. It also sets benchmarks for accountability and innovation so that city efforts can be scaled and measured in relation to established priorities that include:

- **Public Safety**
- **Mobility Solutions, Infrastructure and Sustainability**
- **Human and Social Needs**
- **Quality of Life**
- **Government Performance and Financial Management**

The Welcoming Standard includes strategies for sustaining a welcoming plan, such as:

- **Engaging longer-term residents**
- **Setting goals, monitoring impact and adjusting strategies as needed**
- **Designing for equity and inclusion.**
- **Implementing in partnership**

The Dallas Welcoming Communities Task Force produced the following recommendations and strategies for implementing a Welcoming Plan in the City of Dallas.

# LEADERSHIP AND COMMUNICATIONS

Commitment on behalf of city leaders to being inclusive and welcoming by advancing local capacity building efforts while advancing inclusion of the diverse community within the City.

## RECOMMENDATIONS

1

**Develop a community awareness campaign about the economic, social and cultural contributions immigrants make, and the benefits Dallas will derive from being an inclusive community**

### STRATEGIES

- Hold listening sessions and focus groups with immigrants and refugees to understand the challenges and benefits of living in Dallas.
- Enlist partners, including the business and philanthropic sectors, to launch a community awareness campaign, #WelcomingDallas and #BeGolden, to emphasize the ways immigrants and refugees enrich our city and contribute to the local economy.
- Identify key messages for different audience segments and the most effective media channel for reaching those audience segments.
- Enlist influential leaders in the receiving community (business and civic leaders, etc.) to serve as spokesmen and women who can explain the benefits of being a welcoming community.
- Actively seek out or create opportunities for media coverage of immigrant-related stories, such as holding naturalization ceremonies at City Hall, etc.
- Promote welcoming and inclusive culture via public proclamation or resolution.

2

**Develop a Directory/Database of Services and Resources for Immigrants and Refugees as a welcoming guide that helps newcomers more easily access services and resources**

### STRATEGIES

- Survey the landscape to learn what already exists.
- Identify immigrant and refugee leaders, including youth leaders, to serve as community ambassadors to help identify needs and provide resource information.
- Find a “home” or administrator for the directory, so that it is regularly updated and reviewed for accuracy, etc.

3

**Create partnerships with local, state and federal agencies, private sector and philanthropic organizations to address changing needs related to evolving immigration policy**

### STRATEGIES

- Brief City Council members and commission members on demographics and local immigrant and refugee issues and serve as a resource when elected officials need information.
- Build relationships with other partners, including city staff and other public agency officials, such as Dallas and Richardson ISD, Parkland Health & Hospital System leaders, Dallas County, etc.
- Develop opportunities to work with business associations or chambers of commerce, professional societies, etc.
- Engage with other citywide, grass-roots organizations to discuss the benefits of becoming a welcoming city and fully integrating newcomers.

4

**Enhance understanding and trust between long-term residents of Dallas and immigrant communities by creating shared experiences**

### STRATEGIES

- Hold annual Thanksgiving dinners to bring newcomers and long-term residents together to celebrate a cherished American tradition.
- Coordinate volunteer opportunities for diverse communities to collaborate and work together.
- Sponsor community gardens in partnerships, use transit systems to explore the city, hold cultural celebrations, art exhibits and engage in community clean-up, soccer tournaments, Ciclovía and other activities that allow groups to become more familiar with diversity beyond their immediate neighborhoods, place of worship, and workspace.
- Participate in recreational events in Dallas for families to gather on multiple weekends throughout the year and use as an opportunity to raise awareness about community and family services.
- Work in partnership to welcome international guests to Dallas with protocol office.

### PARTNERS

Business and philanthropic sectors, Dallas residents, Dallas media outlets, elected officials, service providers, local, state and federal officials.

## EQUITABLE ACCESS

Welcoming Dallas reduces or eliminates the barriers to accessing services, programs and activities, so that the opportunities of the community are available to all residents.

### RECOMMENDATIONS

1

**Develop and utilize data-driven approaches to conduct equity analyses for decision-making processes and work to ensure implementation of inclusive policies for Dallas residents in coordination with other relevant offices**

#### STRATEGIES

- Review city policies concerning government leadership, equitable access, civic engagement, cultural inclusion, education, economic development, neighborhood development, and public safety for implicit bias and ensure equitable consideration of immigrant residents and visitors.
- Undertake a systematic review of local laws, codes, policies, and practices to determine whether such policies (i) exclude or disenfranchise immigrants; or (ii) exclude residents based on facets of the identity, including gender, race, ability, age, religion or sexual orientation.
- Revise any policies found to run counter to ((i)-(ii)) above.
- Implement a process to regularly review and improve local policies to strengthen immigrant inclusion.



2

**Implement and oversee a City language access plan to remove linguistic barriers to participating in Dallas life and community engagement, while providing staff training**

#### STRATEGIES

- Improve language access to information and services.
- Ensure language access across city departments with the goal of expanding equitable access to programs, services, and activities.
- Undertake an assessment of the language needs of the community with the goal of providing access to (i) important information including safety, emergency, and alert services; (ii) housing, transportation and health information and services; (iii) all City services; (iv) legal and non-profit resources; (iv) educational and work force training opportunities. Implement and operationalize a language policy that meets the needs identified.
- Publicize and market the policy in a way that emphasizes the diversity and inclusiveness of our community. Upgrade, enhance, and publicize existing services such as 311, 211texas.org, northtexasfamilies.org, helpfinders.org.
- Create partnerships with others who can assist in translation and resources.

3

**Support effort by the City to simplify and increase access to city services for all residents of Dallas by implementing a multi-use city identification card**

#### STRATEGIES

- Conduct an assessment of the ways a multi-use City ID would improve the quality of life for Dallas residents.
- Determine the financial costs and other feasibility issues in developing a multi-use City ID card.
- Seek wide community support for a multi-use City ID card.
- Provide funding and the authority to administer a multi-use City ID program to be accepted by the City for enumerated city services.

## **4** Improve access to Housing in partnership with community-based organizations, Dallas Fair Housing, Texas Fair Housing Authority

### **STRATEGIES**

- Ensure that the comprehensive housing plan includes the integration of immigrants and other diverse populations into all neighborhoods of Dallas.
- Dedicate a portion of affordable housing development requirements for the unsubsidized population and require developers to incorporate unsubsidized low-income housing into all financing plans.
- Promote the value of working with immigrants in providing low-income housing; remove barriers to renting apartments.
- Support tenant efforts to hold owners accountable for substandard properties and assist in disseminating discrimination policies and access to legal remedies.

## **5** In partnership, actively work to foster partnership programs to achieve equitable access to health care

### **STRATEGIES**

- Host dialogues on how to address fear and toxic stress that are impacting daily life and well-being of Dallas families.
- Establish a network of accessible community-based primary care clinics, in under-served areas and areas with high immigrant concentrations.
- Advocate for language access services during medical and behavioral health visits.

## **6** Improve mobility and transportation options for all Dallas residents and include immigrants in the inclusion process; this would be done in partnership with Dallas Office of Transportation, DART, corporate philanthropy, and community organizations

### **STRATEGIES**

- Expand services and seek a reduction in fare prices to provide supportive public transportation to all low-income residents of Dallas.
- Better utilize existing city and community resources in addressing transportation needs.

### **PARTNERS**

Service providers, City of Dallas departments, philanthropic sectors, Dallas residents, elected officials, public transit authorities, public housing authorities, real estate associations, tenant associations, service providers, local, state and federal officials.



# SAFE, HEALTHY AND CONNECTED COMMUNITIES

Welcoming Dallas builds relationships among diverse communities, including newcomers and longer-term residents. It also fosters trust and builds relationships between diverse communities and local law enforcement and safety agencies.

## RECOMMENDATIONS

1

**Implement and Increase access to justice for immigrants and refugees**

### STRATEGIES

- Create an informational clearinghouse for information and access to legal and non-profit assistance and engagement with the law enforcement community.
- Overcome language barriers in the court system and the prosecutor's office.
- Create public/private partnerships to provide civil immigration legal services for indigent respondents.

2

**Facilitate and strengthen relationships between public safety departments and Dallas immigrant communities through a "Safe Connections RoundTable" series while providing training on interacting with diverse populations**

### STRATEGIES

- Monthly meetings between the DPD, DFD, and Dallas WCIA staff; secure approval and cooperation from DPD Chief and DFD chief.
- Establish the topics and data to be covered and provided at each meeting.
- Establish time and place for the meetings for the calendar year.
- Promote education/hold classes on municipal laws, human trafficking, and U visa policy to educate the immigrant community on issues that impact their quality of life in Dallas.
- Coordinate in partnership Dallas Resident Police Academies in multiple languages.

3

**Educate communities about their rights and responsibilities as well as federally designated sensitive locations**

### STRATEGIES

- Map the sensitive locations and resource materials that explain the meaning of being a sensitive location for community distribution.
- In partnership, convene classes about legal rights and responsibilities.

### PARTNERS

First responders, public safety officials, service providers, City of Dallas departments, philanthropic sectors, Dallas residents, elected officials, service providers, local, state and federal officials.



*Across city departments, Dallas WCIA actively engages in outreach and dialogue to help build bridges within the community and to inform community members about the importance of reporting crime and options that may exist for victims of crime. Community engagement with collaborative partners like the Dallas Police Department Unidos program to alleviate fears and increase the quality life of Dallas residents.*

# CIVIC ENGAGEMENT

Welcoming Dallas actively ensures that diverse populations fully participate in civic life, including increasing access to leadership, citizenship and community participation.

## RECOMMENDATIONS

1

**Increase the number of Dallas immigrants who become naturalized U.S. citizens by hosting bi-annual citizenship workshops with community collaborators**

### STRATEGIES

- Coordinate the #MyDallas Citizenship Campaign with key partners throughout the City.
- Conduct free, large-scale naturalization workshops at the Dallas Public Libraries and other venues on a quarterly or semi-annual basis where a diverse group of volunteers can assist immigrants to apply for naturalization.
- Establish Citizenship Corners in all Dallas Public Library branches and equip Citizenship Corners with wide a range of information helpful to immigrants and refugees.
- Maintain active membership with national partner organizations also dedicated to promoting U.S. citizenship, such as: New Americans Campaign (NAC), Cities 4 Citizenship (C4C), National Partnership for New Americans (NPNA) and U.S. Citizenship and the Immigration Services Citizenship Grant Program.
- Partner with businesses to assist lawful permanent resident employees with the process of citizenship, using New American Workforce as a model.
- Create citizenship loan programs by working with credit unions and lending circles to establish low-interest loans to pay for naturalization application fees.
- Encourage release time for City of Dallas employees to participate in WCIA-sponsored events, including City Hall Naturalization Ceremonies; Citizenship and DACA application workshops; and other large-scale events.
- Include in City of Dallas' Texas Legislative Agenda a request for state funding for naturalization promotion efforts as exists in numerous other states with large immigrant populations.

- Involve the Mayor of Dallas and Councilmembers in high- profile activities that underscore the importance of U.S. citizenship, such as speaking at naturalization ceremonies, giving media interviews or participating in PSA.
- Establish a Community Ambassadors Program to include new citizens to further promote the #MyDallas Citizenship Campaign.
- Engage with immigrants and refugees in coordinating and promoting citizenship civics classes and ESL classes

2

**Increase Knowledge of Local Government among Immigrant Communities of Dallas**

### STRATEGIES

- Create an Outreach Speakers Bureau of long-term U.S. citizens and public officials (mayor, city manager, city councilmembers, police chief, sheriff, judges, district attorney, city attorney) to educate new immigrants on major aspects of local government including: city and county roles and jurisdictions; relationship to state and federal government; law enforcement organization and roles; courts structure and organization; and many other topics.
- Promote the free Text4Refugees text messaging platform.
- Collaborate with Dallas Police Department UNIDOS community policing speakers and expand program to include other cultural leaders and languages.
- Partner with 311 and other city departments to communicate topical information about city life.



# 3

## Enhance Levels of Civic Participation and Leadership Among Immigrants

### STRATEGIES

- Create a City of Dallas New Citizens Leadership Academy, modeled after New American Leaders, as a learning opportunity for new citizens to master skills necessary to:
  1. Run for local, state, and/or federal office
  2. Hold community leadership positions
  3. Advocate for public policies supportive of immigrant families
- Develop community councils, comprised of a cross section of immigrants and refugees from around the City to gather input and recommendations from their respective community for presentation to City Council and the Mayor.
- Promote community service opportunities for immigrants and refugees through linkages to existing volunteer placement programs, such as Corporation for National and Community Service (CNCS), AmeriCorps, VISTA, Senior Corps, Volunteer Now and others.
- Encourage immigrants and refugees to volunteer at naturalization workshops.
- Involve new citizens in voter registration drives in their own immigrant communities.
- Establish a WCIA Volunteer Coordinator position to match immigrants and refugees with nonprofit organizations where they will learn skills to enhance their employability.
- In partnership with City protocol office, develop and foster existing relationships with sister cities around the world.

# 4

## Promote Participation in the 2020 Census to Ensure Maximum Participation

### STRATEGIES

- Participate in all activities of the Mayor’s Complete Count Committee.
- Conduct early and widespread outreach to familiarize immigrants and refugees with the 2020 Census and the importance of it.
- Coordinate efforts with counterpart Immigrant Affairs offices throughout the U.S. to identify effective strategies and best practices for ensuring participation in the 2020 Census and privacy protections.

# 5

## Promote Voter Education and Registration Among New Citizens

### STRATEGIES

- Assist in the coordination of Citizenship Corners at Dallas Public Library to ensure they are well-supplied with voter registration and educational materials.
- Promote voting through existing mass mailings such as utility bills, and other local government mailings.
- Coordinate with community organizations dedicated to promoting the right to vote.
- Participate at voter registration booths at USCIS Naturalization Ceremonies and other public events.



*MyDallas Citizenship Application Workshop held at the central library in downtown Dallas. Promotion of citizenship is integral to the work of inclusion. Research shows that individuals, families and the communities where they live stand to gain through naturalization. Dallas WCIA and its partners are expanding citizenship efforts in Dallas to simplify the process and improve the lives of Dallas residents.*

# 6

## Raise Awareness in Immigrant Communities of the Unauthorized Practice of Immigration Law (UPL) and other predatory practices impacting immigrant consumers

### STRATEGIES

- Maintain constant and repetitive messaging warning immigrants and refugees about “notaries” and the unauthorized practice of immigration law.
- Regularly update and circulate the Dallas WCIA pamphlet, “Guide to Immigration Legal Service Organizations in North Texas Recognized by the U.S. Department of Justice”.
- Ensure that Dallas Public Libraries’ Citizenship Corners are stocked with materials advising about the unauthorized practice of law and immigration scams.
- Build relationship with consumer-related prosecuting entities such as the State Bar Unauthorized Practice of Law Committee, the Texas Attorney General’s Office, the Federal Trade Commission and others.

### PARTNERS

First responders, public safety officials, service providers, City of Dallas departments, philanthropic sectors, educators, Dallas residents, elected officials, service providers, local, state and federal officials.



### **DACA is a Prime Example of Integration and Inclusion**

*The Dallas metropolitan area has the third largest number of residents with Deferred Action for Childhood Arrivals (DACA) across the United States. Given their income, DACA-eligible immigrants contribute significantly to state and local taxes, including property, sales and excise taxes. They are highly engaged in community affairs and the employment rate of DACA-eligible living in Dallas in 2016 is 93.4%. As part of the #MyDallas campaign, WCIA plans to expand efforts to include coordinating DACA Renewal clinics with nonprofit and philanthropic partners so that all eligible recipients apply to receive protection from deportation, work authorization, and the ability to continue contributing in the formal economy.*

# ECONOMIC OPPORTUNITY AND EDUCATION

Welcoming Dallas harnesses the full potential of all residents. Everyone has the skills and assets to thrive, and economic development systems are prepared to leverage new and existing talent. Welcoming Dallas ensures everyone has the education they need to succeed in school and the workforce.

## RECOMMENDATIONS

1

**In partnership, bring to-scale workforce systems that increase skill development and career pathways to improve immigrant integration in the economy**

## STRATEGIES

- Help immigrant and refugee service providers augment services and resources tailored to assisting immigrants and refugees in breaking barriers to workforce entry.
- Leverage existing resources in Dallas County to improve job training and promote entrepreneurial development.
- Work in partnerships, to provide credential evaluation to transition qualified immigrants into stable jobs/trades and skill appropriate workforce involvement.
- Increase immigrant and refugee involvement across the full spectrum of newcomer services and agencies focusing on economic and educational opportunities.
- Leverage partnerships to create opportunities for immigrant and first generation college youth to apply for internships and apprenticeships.
- Conduct asset mapping of economic, educational, and transportation access gaps for immigrant residents.
- Work in partnership to promote workforce and skills development.
- Work in partnership with economic development chambers and other partners to encourage and provide technical assistance to small and minority-owned businesses to become vendors to bid on City projects.
- Promote growth for immigrant and minority businesses and work with EB5 Program to stimulate economic development in opportunity areas.

- Develop a plan to support current and future immigrant- owned businesses.
- Conduct outreach on resources for starting business in Dallas and facilitate programs that augment entrepreneurial initiatives in immigrant communities.
- Support efforts to fight wage theft cases for immigrants.
- Develop curriculum in technological skills and competencies in multiple languages.
- Participate in partnership opportunities to support the financial literacy needs of immigrants.

## PARTNERS

Workforce Solutions of Greater Dallas, DCCCD, Texas Workforce Commission Adult Education and Literacy programs, philanthropy, employers, city and county.



*City of Dallas is committed to “service first” philosophy to all its residents.*

## 2

### Establish welcoming hubs

#### STRATEGIES

- Assess welcoming locations to create a human-centered digital platform of resources.
- Create a community space for collaboration/awareness of existing resources among community-based organizations and service providers.
- Create a network of community organizations by county.
- Develop an online portal for all Dallas residents interested in international affairs, providing calendars of events and useful resource guides.
- Promote the availability of quality information and counseling to immigrant families regarding higher education and vocational opportunities.
- Provide information on civil rights and legal resources.
- Publish a basic guide for newcomers.
- Provide workshops to help parents understand pathways to college.
- Establish one-stop shops where immigrant entrepreneurs can get information on navigating licensing and other processes
- Support immigrant entrepreneurs in the tech economy by working with universities and private industry to access information and networks.
- Provide reliable information on important issues and service needs, such as: tax preparation, authorized immigration legal services, proper vs predatory lending, how to avoid real estate and healthcare scams, how to recognize predatory for-profit educational programs and many others.

## 3

### Remove barriers to immigrant and refugee families to promote learning and ensure full access in all educational opportunities that exist in the City of Dallas

#### STRATEGIES

- Work in partnership to provide expanded subsidized preschool/daycare and early childhood programs servicing diverse populations.
- Work in partnership to provide parent workshops about education and college opportunities throughout the City in multiple languages.
- Ensure that English language learning opportunities are available throughout the City in convenient and safe locations.
- Utilize public libraries and welcoming hubs as a center point to promote the resources available for newcomers in different languages.
- Partner with educational service providers to promote a covered college education for Dallas high school students.
- Organize events to encourage the international community to share experiences/knowledge.
- Create mentorship opportunities between seasoned immigrant professionals and newcomer families.
- Help immigrant students transition into the U.S. school system, enabling them to engage with the appropriate curricula and succeed academically.
- Work with Parent Teacher Associations (PTAs) in public schools to be more encouraging and inviting of immigrants and refugees.

#### PARTNERS

RISD/DISD's Newcomer's program to ensure services are provided to volunteers, teachers, and administrators, Dallas Public Library, Carrollton-Farmers Branch, Coppell, Duncanville, Garland, Highland Park, Mesquite, Plano, Richardson, DISD, Irving, colleges universities nonprofit after school organizations, and business development training centers.



# TIMEFRAME

The Welcoming Dallas Plan includes a broad set of actions that are prioritized as short-term, mid-term and long-term and grouped in three categories.

## **SHORT TERM** 1-2 YEARS

### **WELCOME, NEIGHBOR**

- Launch community awareness campaign and actively seek out opportunities for media coverage for immigrant related stories
- Host naturalization ceremonies
- Enhance understanding and trust between long-term residents of Dallas and immigrant communities by creating shared experiences
- Maintain comprehensive directory
- Increase the number of Dallas immigrants who become naturalized U.S. citizens
- Promote participation in the 2020 Census
- Ensure that English language learning opportunities are available throughout the City in convenient and safe locations

### **CONNECTING DALLAS**

- Establish a city office to house immigrant integration efforts
- Establish a welcoming city employee resource group
- Expand Dallas civic engagement and leadership opportunities
- Establish and maintain ongoing dialogue with first responders and public safety officials
- Increase knowledge of local government for immigrant communities in Dallas

### **FORWARD TOGETHER**

- Engage local, governmental, business, and civic leaders to elevate the myriad benefits of being a welcoming and diverse city
- Create partnerships to address changing needs related to evolving immigration policy
- Participate in partnership opportunities to support the financial literacy needs of immigrants

## **MID TERM** 2-3 YEARS

### **WELCOME, NEIGHBOR**

- Establish welcoming hubs
- Revitalize sister city relationships
- Create youth taskforce on welcoming & promote next-gen leadership
- Promote higher education and workforce opportunities
- Enhance levels of civic participation and leadership among immigrants

### **CONNECTING DALLAS**

- Raise awareness throughout the community of the federally-designated sensitive locations
- Develop and oversee a language access plan
- Support endeavors to research & launch a City ID program
- Identify & revise policies that may exclude or discriminate
- Partner with philanthropy & service providers regarding civil immigration services and rights information programs
- Raise awareness of the unauthorized practice of immigration law and other predatory practices
- Utilize data-driven approaches to conduct equity analyses with other relevant offices
- Implement and increase access to justice for immigrants and refugees

### **FORWARD TOGETHER**

- Promote voter education and registration among new U.S. citizens
- Raise awareness of and improve immigrant integration in workforce systems and improve U.S. professional licensing processes
- Promote growth for immigrant and minority businesses
- Engage local, governmental, business, and civic leaders to elevate the myriad benefits of being a welcoming and diverse city
- Create partnerships to address changing needs related to evolving immigration policy
- Create partnership opportunities to support the financial literacy needs of immigrants

## **LONG TERM** 3+ YEARS

### **WELCOME, NEIGHBOR**

- Remove barriers to immigrant and refugee families to ensure full access in all educational opportunities that exist in the City of Dallas

### **CONNECTING DALLAS**

- Improve housing accessibility
- Improve transportation accessibility
- Collect data to conduct an equity analysis for decision making processes
- Improve health care accessibility
- Collect and utilize data-driven approaches to conduct equity analyses for decision-making processes with other relevant offices

### **FORWARD TOGETHER**

- Review and revise as needed

# ACKNOWLEDGMENTS

WCIA thanks the following Dallas leaders for their commitment and contributions to developing the Welcoming Plan Recommendations for the City of Dallas.

## WELCOMING PLAN TASKFORCE

Ghazwan Abdullah, Seek the Peace  
Hanna Alexander, Equal Justice Center  
Luis Arango, J.D., Catholic Charities of Dallas  
Nicolas Argueta, American Salvadoran Association  
Virginia Arteaga-Haid, Global Economic Development  
Dallas County Community College District  
Ann Badmus, Esq., Immigrant Journey Awards  
Charles Barker, MD, Compassionate DFW  
Karen Bassett, League of Women Voters  
Graham Bateman, Justice for Our Neighbors  
Syl Benenson, National Council of Jewish Women  
Bill Bernstein, Mosaic Family Services  
Bill Betzen, The School Archive Project  
Dr. Watt Black, Southern Methodist University, Simmons School  
Ing. Erik Burgos, North Texas Dream Team  
Felicitas Cadena, UNIVISION  
Victor Carrillo, Zion Oil & Gas  
Jason Clarke, Seek the Peace  
Laura Collins, Esq., George W. Bush Institute  
Isabelle Collora, Homeward Bound  
Isabel Colunga, Injury Prevention Center of Greater Dallas  
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Angela Downes, UNT Dallas College of Law  
Lenita Dunlap, Heart House  
Linda Abramson Evans, United Nations Association Dallas  
Hector Flores, League of United Latin American Citizens  
Sara Fox, Richardson Independent School District  
Alfonso Franco, Proyecto Inmigrante  
Juan Garcia, SMU Dedman School of Law student  
Dr. Patty Garcia, Latino Center for Leadership Development

Prisma Garcia, Social Venture Partners  
Yolette Garcia, Southern Methodist University, Simmons School  
Michelle Garza Pareja, RAICES  
Tom Gibbons, Compassionate DFW  
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Rebecca Greenan, Esq., UNT Dallas College of Law  
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Claudia Hermann, Asociación de Mujeres Empresarias y Profesionales  
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Larry James, CitySquare  
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Brenda Kirk, The National Immigration Forum  
Brenda Lepenski, Foundation Communities  
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Jennifer Nagorka, Freelance Writer  
Dr. Walter Nguyen, Mosaic Family Services  
Dr. Javier Olguin, Eastfield College

Mirjana Omeragic, Mosaic Family Services  
Sarah Papert, Literacy Achieves  
Edurne Pineda, Consulate General of Mexico  
Cheryl Pollman, National Council of Jewish Women  
Dr. Alina Ponce, Momentous Institute  
Angelica Portillo, Dallas Afterschool  
Maria Powers, The Wilkinson Center  
Daniel Prescott, Transformance  
Nina Rafiq, Parkland Hospital  
Diana Ramirez, Workers Defense Project  
Leonid Regheta, Project Start  
Cristal Retana, Children's Health  
Edward Retta, Cross Culture Communications  
Sr. Patricia Ridgely, Sisters of St Mary of Namur  
Marissa Rodriguez, Injury Prevention Center  
Daley Ryan, International Rescue Committee  
Jaynie Schultz  
Blake Schwarz, Park Cities Presbyterian Church  
Joel Schwitzer, American Jewish Committee Dallas  
Dr. Irwin Segal, Family Medical Physician  
Dr. Michael Sorrell, Paul Quinn College  
Shellie Stephens Stidham, Injury Prevention Center  
Martha Stowe, Vickery Meadow Youth Development Foundation  
Jamila Thomas, Dallas Independent School District  
Claudia Torrescano, Dallas Independent School District  
Nubia Torres, Catholic Charities of Dallas  
Leticia Tudon, The Concilio  
David Villalobos, Texas Organizing Project  
Rev. Michael Walsh, Dallas Area Interfaith  
Kasey Yanna, Dallas Independent School District

## MANY THANKS TO OUR CITY LEADERS FOR SUPPORT AND LEADERSHIP

**Mayor:** Mike Rawlings

**Mayor Pro Tem/District 3:** Casey Thomas II

**Deputy Mayor Pro Tem/District 2:** Adam Medrano

**District 1:** Scott Griggs

**District 4:**

**District 5:** Rickey D. Callahan

**District 6:** Omar Narvaez

**District 7:** Kevin Felder

**District 8:** Tennell Atkins

**District 9:** Mark Clayton

**District 10:** B. Adam McGough

**District 11:** Lee Kleinman

**District 12:** Sandy Greyson

**District 13:** Jennifer Staubach Gates

**District 14:** Philip T. Kingston

**City Manager:** TC Broadnax

**City Manager's Office Executive Team, City Departments, and Mayor's Staff**

**Office of Welcoming Communities and Immigrant Affairs**

**Director:** Mary Elizabeth (Liz) Cedillo-Pereira, Esq.

**Senior Program Manager:** Vanna Slaughter, LCSW

**Community Outreach Specialist:** Yolanda Ramirez

**2018 Interns/Next Gen Leaders:** Mirka Estrada, Jenny Yuhun Myung, John Reaves, Alice Vyukusenge

Welcoming America, New American Economy and all collaborating partners, Felicia Carrillo Escobar and Monica Fuentes

**Photography:** Kael Alford, Rooha Haghar

**Design:** El Creative Advertising & Design, Jessie Martinez, Jacob Johnstonbaugh



# City Council Approved Resolution (18-1520) – October 24, 2018

181520

October 24, 2018

**WHEREAS**, fostering a welcoming environment for all individuals, regardless of race, ethnicity or place of origin, enhances the City of Dallas' (Dallas) cultural fabric, economic growth, global competitiveness and overall prosperity for current and future generations; and

**WHEREAS**, Dallas is a city in which diversity is acknowledged, celebrated and harnessed to improve the social, economic and cultural opportunities of all residents; and

**WHEREAS**, Dallas is a city where nearly one in four residents was born in another country and where immigrants represented forty percent of the demographic growth between 2011 and 2016 and has established an Office of Welcoming Communities and Immigrant Affairs to promote and advance the economic, cultural and social engagement of immigrants and refugees in Dallas; and

**WHEREAS**, immigrants in Dallas contribute to the local and state economy across a wide variety of industries and sectors and represent nearly thirty-one percent of the working age population in the city; and

**WHEREAS**, Dallas is actively working across all sectors to establish a local welcoming framework to integrate and include immigrants in all aspects of city life; and

**WHEREAS**, Dallas is partnering with leaders, and representatives of local government, businesses, nonprofit agencies, philanthropic enterprises, academia, service providers, faith-based groups and first responders to build awareness of the benefits of being a welcoming community; and

**WHEREAS**, Dallas' efforts that promote understanding and collaboration between long-time residents and foreign-born community members are crucial to ensuring a welcoming environment; and

**WHEREAS**, Dallas earned a "Gateways for Growth" Award from Welcoming America and New American Economy to build capacity for fully integrating and including immigrants in Dallas; and

**WHEREAS**, Dallas supports the national Cities for Citizenship Campaign, Cities for Action, and the New American Partnership to pursue the naturalization process; and

**WHEREAS**, Dallas recognizes that welcoming communities are more socially cohesive, economically competitive, and leverage new and untapped forces for prosperity.

**Now, Therefore,**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:**

# City Council Approved Resolution (18-1520) – October 24, 2018

CONTINUED

181520

October 24, 2018

**SECTION 1.** That the City of Dallas hereby affirms its commitment to being an inclusive and welcoming city.

**SECTION 2.** That it is the policy of the City of Dallas to comply with federal and state law regarding immigration.

**SECTION 3.** That the City Council hereby adopts as a reference and guide the recommendations of the Welcoming Plan Task Force in the Welcoming Plan, attached hereto.

**SECTION 4.** That the City Council hereby directs the City Manager to seek certification from Welcoming America as a certified welcoming city.

**SECTION 5.** That the City Council directs the City Manager to consider and consult the recommendations of the Welcoming Plan Task Force in conjunction with federal law, state law, and other adopted plans as a guide for future actions to further the goal of being an inclusive and welcoming city.

**SECTION 6.** That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.





# APPENDIX

## New Americans in Dallas

A Snapshot of the Demographic and Economic Contributions of Immigrants in the City<sup>1</sup>



### POPULATION GROWTH



Immigrant share of the population, 2016

Between 2011 and 2016, the population in the city grew 4.2%.

The immigrant population increased 7.2%.

**Total population**  
1,268,905 → 1,321,656



**Immigrant population**  
296,520 → 317,756



Growth in the foreign-born population accounted for



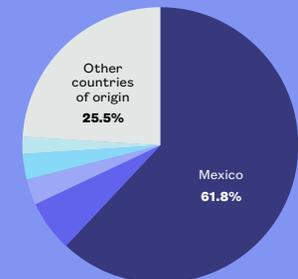
**40.3%**  
of overall population growth during that period.

Number of immigrants living in Dallas in 2016:

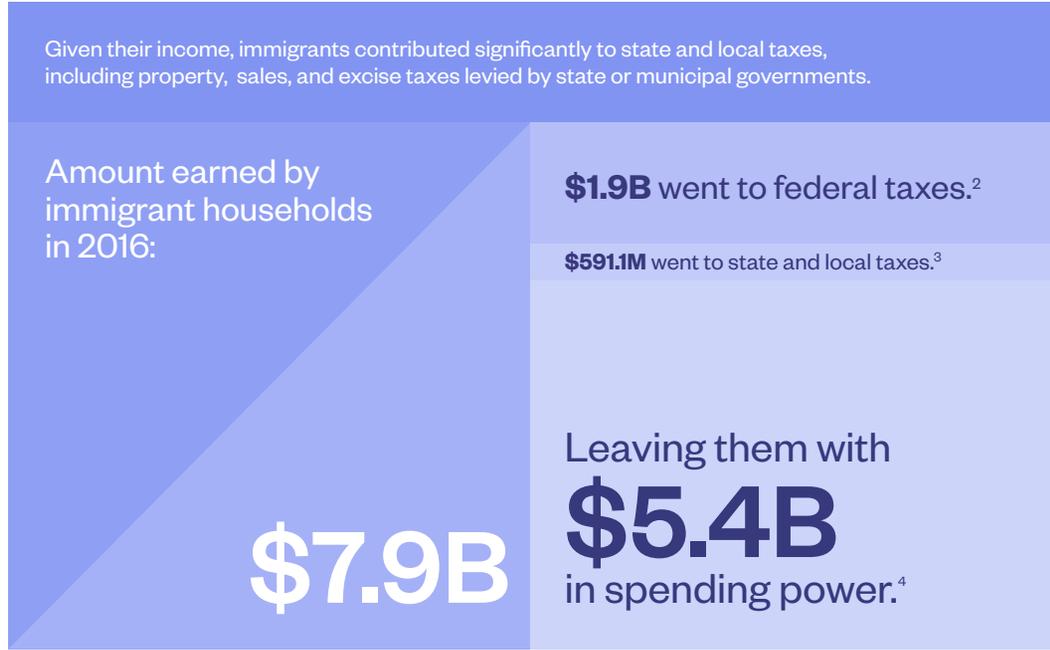
# 317,756

Top five countries of origin for immigrants living in the city:

- 1 Mexico .....61.8%
- 2 El Salvador ..... 5.6%
- 3 Honduras ..... 2.8%
- 4 India .....2.7%
- 5 Ethiopia. ....1.6%

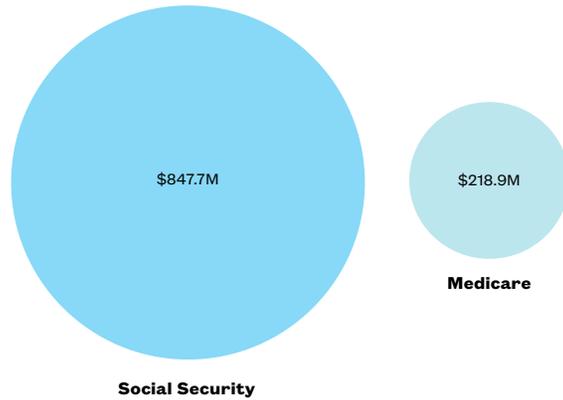


**SPENDING POWER & TAX CONTRIBUTIONS**



Immigrants also support federal social programs.

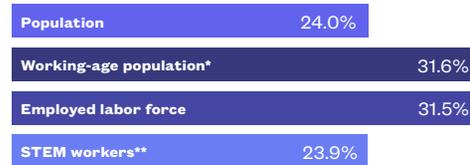
In 2016, they contributed **\$847.7M** to Social Security and **\$218.9M** to Medicare.



### LABOR FORCE GROWTH

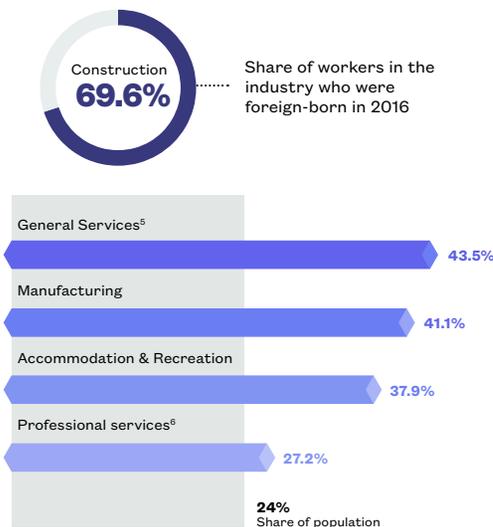
Although the foreign-born made up **24%** of the city's overall population, they represented **31.6%** of its working-age population, **31.5%** of its employed labor force, and **23.9%** of its STEM workers in 2016.

#### Immigrant shares of the...



\* Working-age refers to people ages 16-64 years old.  
 \*\* STEM refers to Science, Technology, Engineering, and Math fields.

Immigrants play a critical role in several **key industries** in the city. This includes:



#### SPOTLIGHT ON

## Walter Nguyen

### ED, Mosaic Family Services

In 1982, at age 31, Walter Nguyen made his fifth and final attempt to escape Vietnam. Prior attempts had landed him in jail, but he did not have a choice. Food was scarce, and because he had worked as a press officer for U.S.-backed South Vietnamese forces, the communist government had a target on his back. "I was constantly being spied on," says Nguyen. "So I looked for a way to escape, and find freedom, and rebuild my life."

America gave him that opportunity. In Wisconsin, where he first settled, Nguyen became a bilingual social worker and earned a master's degree in social work. He later received a PhD, as well as a distinguished alumni award, from the University of Texas at Arlington.

Nguyen had moved to Texas in 1989 to be close to his fiancé and brother. He got a job as a program manager at the East Dallas Counseling Center, and in 1993 was promoted to executive director. During his tenure, he launched an ambitious expansion in which he started a refugee health and emergency services program; added a 30-bed shelter for domestic violence victims; formed an anti-human trafficking initiative; and created a counseling department and a legal unit to guide people through family and immigration court. Today, the organization is called Mosaic Family Services and serves over 15,000 north Texans, a quarter of whom were born in the United States.

"I consider what I do social entrepreneurship," he says. "I apply a business model toward social services, promoting results, effectiveness, and efficiency. But our bottom line is people, not money."

Nguyen attributes the organization's success to his background as a refugee. "Services are most effective when the provider understands the culture and the language of the client," he says. "They instantly gain trust if they know you've shared their experience." His background as a refugee also taught him perseverance. "If you can overcome the initial adjustment and lack of resources to obtain an education—that's powerful. The American dream is always there," he says. "As long as you work hard and are helpful to others."

**LABOR FORCE GROWTH CONT.**

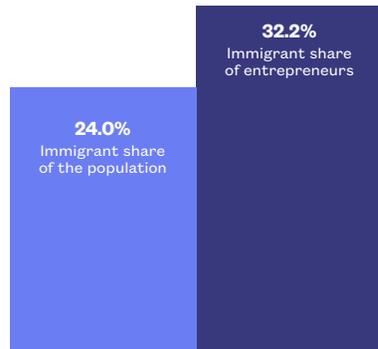
Because of the role immigrants play in the workforce helping companies keep jobs on U.S. soil, we estimate that, by 2016, immigrants living in the city had helped create or preserve...

**14,617** local manufacturing jobs

that would have otherwise vanished or moved elsewhere.<sup>7</sup>

**ENTREPRENEURSHIP**

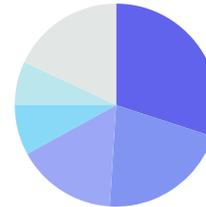
Despite making up **24%** of the overall population, immigrants represented **32.2%** of the entrepreneurs in Dallas in 2016.



About **20,405** immigrants worked for their own businesses in 2016, generating **\$495.9M** in business income.

Immigrant **entrepreneurs** tended to concentrate in these industries in 2016:

- 1 Construction Workers ..... 29.7%
- 2 General services<sup>8</sup> ..... 21.1%
- 3 Professional services<sup>9</sup> ..... 15.9%
- 4 Transportation ..... 7.7%
- 5 Retail Trade ..... 6.7%
- 6 Other ..... 18.9%



Dallas Businesses, 2012	Sales Revenue, 2012	Number of Paid Employees, 2012 <sup>10</sup>
<b>African American-owned</b>	<b>\$1.3B</b>	7,928
<b>Asian-owned</b>	<b>\$5B</b>	27,050
<b>Hispanic-owned</b>	<b>\$3.5B</b>	20,278

SPOTLIGHT ON

# Alex Medrano

## Financial Planning Advisor

Alex Medrano was 11 years old when his mother brought him to the United States from Mexico in search of a better education, an opportunity Medrano fast took advantage of. By his sophomore year of high school, he was taking college classes, and by graduation he had 62 hours of college credit and was tutoring peers in algebra and trigonometry. His mother, who had fled a violent husband, single-handedly supported her two children by cleaning houses.

Medrano's goal was to become an electrical engineer. He enrolled at the University of Texas at Arlington after high school, but had to drop out due to financial barriers. To help fund college and support his family, Medrano began working as a teller at Wells Fargo. As he advanced—he became a personal banker after just eight months—he developed a new focus: helping people in the community improve their financial situation.

“One of my biggest passions is helping people who don’t realize they can do so much with their lives, to buy a house or build credit,” Medrano says. “I love getting them through the process. It’s amazing how much you can change a life.”

Medrano—who has since re-enrolled in school—now advises small businesses and entrepreneurs on launching their projects. He also volunteers financial planning advice to members of the Hispanic Contractor’s Association and the Dallas Chamber of Commerce.

“Since 2014, I’ve been creating a little bit of a career,” he says. Medrano is now leaning toward more community-oriented work. “I volunteer at a food pantry and attend city council meetings to share updates with my customers. I would love to work for a nonprofit and educate people in need about their finances.”

Unfortunately, Medrano's ability to continue offering his financial services could be at risk. Medrano is one of more than 226,000 Texans who have Deferred Action for Childhood Arrivals (DACA), a program that provides qualifying undocumented immigrants brought here as children with temporary legal status but that is slated to end in March 2018.

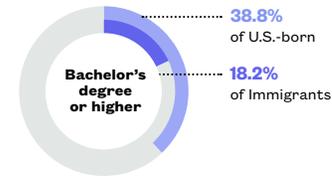
“We want to develop ourselves here and make this country better,” Medrano says. “If we lose that opportunity, there’s a lot of potential lost.”

The American dream is always there,” he says. “As long as you work hard and are helpful to others.”

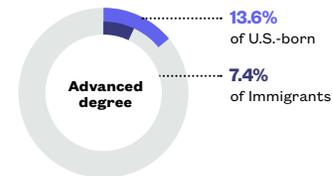
### EDUCATION

Immigrants are less likely to have a bachelor's degree or higher.

Share of population over age 25 with a **bachelors degree or higher**:



Share of population over age 25 with an **advanced degree**:



# 3,179

students who were enrolled in Dallas colleges and universities during the fall of 2015 were temporary residents.<sup>11</sup> International students supported...

## 1,962

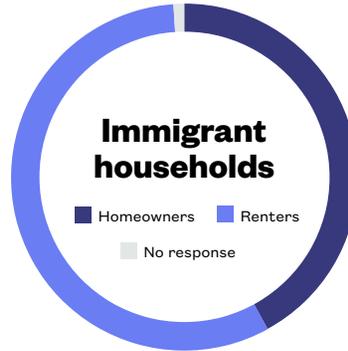
local jobs and spent...

## \$150.3M

in the 2016-2017 academic year.<sup>12</sup>

HOUSING WEALTH

In 2016,  
**42.2%**  
of immigrants in  
Dallas owned  
their own homes,  
compared with  
**57.2%**  
who rented.



The total property  
value of immigrant  
households was  
**\$11.2B.**  
Their total  
annual rent was  
**\$734.1M.**

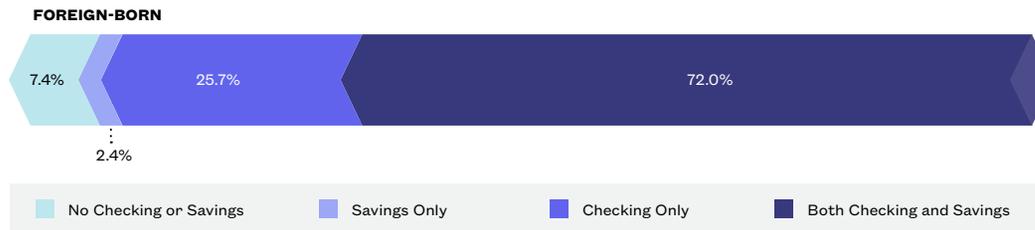
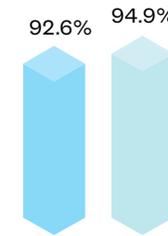
**43.6%** of the U.S.-born owned their own homes.

NATURALIZATION



**BANKING<sup>13</sup>**

In 2015, **92.6%** of immigrant households in Dallas had bank accounts, compared with **94.9%** of U.S.-born households.



**Main methods of paying bills as cited by immigrants, 2015**

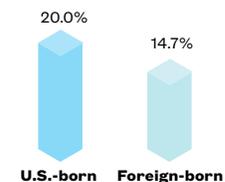


The income of immigrant households in the city remains relatively stable.

In 2015, **70.2%** of immigrant households reported their income remained roughly the same each month.

**26.9%** of immigrant households stated that their monthly income has **small variation** month to month.

In 2015, these shares reported having applied for a **bank loan or line of credit** the previous year:



CONTRIBUTIONS OF THE DACA-ELIGIBLE

**63,396**

Number of DACA-eligible living in the Dallas metro area in 2016

**93.4%**

Employment rate of DACA-eligible living in the Dallas metro area in 2016

Given their income, DACA-eligible immigrants contributed significantly to state and local taxes, including property, sales, and excise taxes levied by state or municipal governments.

Amount earned by DACA-eligible households in 2016:

**\$859.7M**

**\$89M** went to federal taxes.

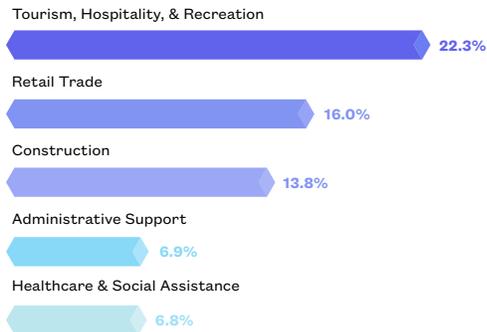
**\$72.0M** went to state and local taxes.

Leaving them with

**\$698.6M**

in spending power.

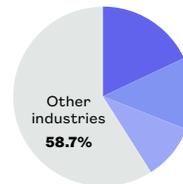
Top 5 Industries for the DACA-Eligible in the Dallas Metro Area:



About **10.7%** of the DACA-eligible population ages 25 and above had at least a bachelor's degree in the metro area.

The DACA-eligible population with a **bachelor's degree or above** tend to concentrate in these industries in the metro area:

- 1 Educational Services . . . . . 17.9%
- 2 Finance and Insurance . . . . . 13.0%
- 3 Professional Services<sup>14</sup> . . . . . 10.4%



REFUGEES

5.2%

Share of immigrants in Dallas who were likely refugees in 2016.<sup>15</sup> This constituted **16,609** refugees.

58.7%

Share of refugees in Dallas who were naturalized citizens in 2016.

The median household income of the refugees in the city was **\$39,000** in 2016.



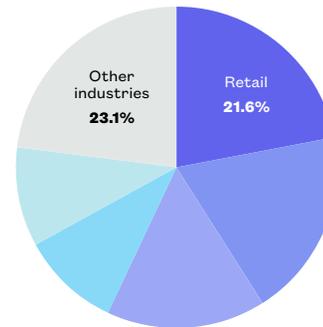
Share of refugees in Dallas with a bachelor's degree or higher, 2016



Share of refugees in Dallas with an advanced degree, 2016

Refugees in Dallas tend to concentrate in these industries in the city:

- 1 Retail . . . . .21.6%
- 2 Manufacturing . . . . .18.9%
- 3 Healthcare . . . . .16.4%
- 4 Transportation . . . . .10.4%
- 5 Professional Services<sup>16</sup> . . . . . 9.6%



REFUGEE WORKERS

## ENDNOTES

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- 1 Unless otherwise specified, data comes from 1-year samples of the American Community Survey from 2011 and 2016 and figures refer to the City of Dallas.
- 2 U.S. Congressional Budget Office. 2016. "The Distribution of Household Income and Federal Taxes, 2013."
- 3 Institute on Taxation and Economic Policy. 2015. "Who Pays? A Distributional Analysis of the Tax Systems in All Fifty States."
- 4 Estimates are based on federal tax rates from the U.S. Congressional Budget Office, and state and local tax rates from the Institute on Taxation and Economic Policy.
- 5 General services include personal services (e.g. laundry services, barber shops, and repair and maintenance), religious organizations, social services, and labor unions.
- 6 Professional services: Most of these industries include professions that require a degree or a license, such as legal services, accounting, scientific research, consulting services, etc.
- 7 Vigdor, Jacob. 2013. "Immigration and the Revival of American Cities: From Preserving Manufacturing Jobs to Strengthening the Housing Market." *New American Economy*. This report found that every 1,000 immigrants living in a county in 2010 created or preserved 46 manufacturing jobs there. We apply that multiplier to the size of the foreign-born population in Dallas in 2016 to produce our estimates. Jobs in the manufacturing sector are defined by the North American Industry Classification System, which includes a wide range of industries such as food, machinery and electronic manufacturing.
- 8 General services include personal services (e.g. laundry services, barber shops, and repair and maintenance), religious organizations, social services, and labor unions.
- 9 Professional services: Most of these industries include professions that require a degree or a license, such as legal services, accounting, scientific research, consulting services, etc.
- 10 2012 Survey of Business Owners, U.S. Census Bureau
- 11 Data on total student enrollment in the county is derived from the Integrated Postsecondary Education Data System maintained by the National Center for Education Statistics. Temporary residents refer to people who are not U.S. citizens or permanent residents. Schools counted in the City of Dallas analysis include the Art Institute of Dallas; Dallas Baptist University; Dallas Christian College; Dallas Community College District, El Centro College; Dallas Community College District, Mountain View College; Dallas Community College District, Richland College; Dallas Theological Seminary; Parker University, College of Chiropractic; Paul Quinn College; Southern Methodist University; The University of Texas Southwestern Medical Center; and Wade College.
- 12 Economic data is derived from the International Student Economic Value Tool maintained by NAFSA, the association of international educators.
- 13 2015 Current Population Survey, U.S. Census Bureau
- 14 Professional services: Most of these industries include professions that require a degree or a license, such as legal services, accounting, scientific research, consulting services, etc.
- 15 *New American Economy*. 2017. "From Struggle to Resilience: The Economic Impact of Refugees in America."
- 16 Professional services: Most of these industries include professions that require a degree or a license, such as legal services, accounting, scientific research, consulting services, etc.

