

Building Integrated Communities in  
**Winston-Salem and Forsyth County,**  
North Carolina

Demographics and Perspectives of  
Foreign-Born Residents

2015

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THE LATINO **MIGRATION** PROJECT

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# BUILDING INTEGRATED COMMUNITIES in Winston-Salem and Forsyth County, North Carolina: Demographics and Perspectives of Foreign-Born Residents

A report of **The Latino Migration Project** at the University of North Carolina at Chapel Hill for  
Winston-Salem Building Integrated Communities

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## I. Introduction

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This assessment was conducted in 2014 and 2015 as part of Winston-Salem Building Integrated Communities, a collaborative initiative of the City of Winston-Salem, community residents and organization leaders, and the Latino Migration Project at the University of North Carolina at Chapel Hill. The assessment aims to understand the make-up of foreign-born communities in the City of Winston-Salem and Forsyth County, as well as the local resources and issues affecting those communities.

Based on the direction of local stakeholders, both the assessment and overall initiative do address and involve area residents of Puerto Rican descent, even though persons born in Puerto Rico are technically U.S. citizens by birth.

The assessment is based on the following:

- An anonymous survey of over 200 local residents from 23 countries of origin and Puerto Rico;
- Local public meetings and discussion groups with over 200 immigrant residents;
- Secondary data compiled from the U.S. Census and other sources;
- Data visualization and comparison through Geographic Information Systems (GIS);
- The review and survey of local organizations that represent and/or provide services to foreign-born residents; and
- A review of existing reports regarding local communities and resources.

This report is available online in both English and Spanish languages at <https://migration.unc.edu/programs/bic/reports-and-resources/>.

Information from this assessment will guide the collaborative creation and implementation of a city-wide action plan for immigrant integration in 2015 and 2016. Residents who are interested in participating in the ongoing initiative are encouraged to contact UNC staff either by phone at 919-966-1484 or by email at JL4@email.unc.edu and HGill@email.unc.edu. (Hablamos español.)

### **About Building Integrated Communities**

Building Integrated Communities (BIC) is a community planning process used to develop comprehensive immigrant integration plans with local government and immigrant leaders. BIC is a statewide initiative of The Latino Migration Project at the University of North Carolina at Chapel Hill. Conceptualized in 2010 in collaboration with the UNC Chapel Hill School of Government and funded by the Z. Smith Reynolds Foundation, the intent of this initiative is to help NC local governments successfully engage with immigrant and refugee populations in order to enhance immigrants' access to leadership opportunities, promote local economic development, and improve relationships through a community planning process.

The expectation of this multi-year process is that local governments and groups of diverse immigrant and community stakeholders will come together to address issues facing newcomers and generate innovative, locally-relevant public policies to strengthen desired outcomes. This process occurs through a series of stakeholder workshops facilitated by professionals from UNC Chapel Hill and is intentionally comprised of both local government officials and engaged community members, particularly leaders and advocates from the immigrant community. Since 2010, BIC has worked with the City of High Point, the City of Greenville, Sanford, and Winston-Salem.

Local governments apply to the program and are selected based in part on willingness of elected officials to expand opportunities for sustained immigrant leadership and civic engagement. Participants consist of elected officials, immigrant leaders, and other community stakeholders from multiple sectors of the community. Together, they develop strategies to improve communication and trust between immigrants, city agencies, and law enforcement officials.

Winston-Salem joined the BIC program in the spring of 2014.

## II. Executive Summary: Local Issues and Recommendations

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An outline, or *profile*, of the diverse foreign-born communities in Winston-Salem and Forsyth County is presented in the report section that immediately follows this summary. Readers who are interested in the make-up of the estimated more than 32,000 foreign-born residents in Forsyth County from 2008 to 2012 [1] should review that profile for information such as countries of origin, languages spoken, concentrations of geographic residence, and U.S. residency/citizenship statuses.

Here, we highlight the input of the many local immigrants who took part in this assessment through either resident surveys or resident discussion groups. (Report sections 6 and 7 give full descriptions of resident survey and discussion group activities, the residents who took part in them, and what we learned.) The immigrant residents who completed surveys, or *survey respondents*, included 211 Forsyth County residents from 23 different countries of origin and Puerto Rico. In addition, about 200 local residents from many different world regions took part in a total of six discussion groups. Together, these residents shared valuable information about their experiences living in the city and county, as well as their major challenges and recommendations related to local integration.

Resident survey respondents described many positive qualities about living in Winston-Salem and Forsyth County, including peaceful living in their city and local neighborhoods; friendly people and neighbors; the closeness of essential resources such as jobs, highways, schools, good hospitals, grocery stores, and shopping centers; economic affordability and work opportunities; and the local education system with “the best educational opportunities.”

Resident survey respondents also described several major issues that affect local immigrant communities (*see Table 6.2, pp. 36-37*). With the exception of “neighborhood crime,” all of these issues were again named by most resident discussion groups as “the greatest challenges” facing local immigrants (*see Table 7.1, pp. 45-47*). Below, we describe these issues and add in residents’ recommendations for improving integration as well as other types of data from this report, such as mapped demographic and social/educational data, a survey of local organization members, and other existing reports. We describe public transportation issues first because they were the most commonly reported concerns among resident survey respondents, including foreign-born residents of non-Hispanic/Latino origin, and because they were identified as major challenges by all of the resident discussion groups; all other issues are described in alphabetical order.

- **Public Transportation** – Public transportation problems were of overwhelming concern to both discussion groups and resident survey respondents. Residents’ comments focused on an overall lack of public transportation, as well as a specific need for greater geographic coverage and bus frequency in and between immigrant neighborhoods, downtown areas, and beyond city limits. Survey respondents provided many specific recommendations for how to improve local public transportation that are outlined in this report (*see Section 6, p. 40*).

This input is supported by the findings of a recent, unaffiliated participatory assessment with the Winston-Salem Latino/Hispanic population that was led by FaithHealthNC CHAMP. That assessment showed that low-income areas need more bus routes that should go to health and other community services, and it recommended that transit authorities increase the number of routes on the city bus system [2]. The maps of foreign-born population percentages provided in this report may provide a starting place for identifying exact geographical gaps in service coverage to immigrant residents (*see Figure 3.1, p. 13 and Figure 3.5, p. 20*).

- **Discrimination by Police**— Survey respondents and discussion groups alike highlighted their perceived mistreatment by police through discriminatory racial profiling and police harassment of Latino/Hispanic immigrants and non-White residents. They referred to individual street harassment as well as driver checkpoints in Hispanic/Latino neighborhoods. They also reported that police who arrive in response to calls involving Hispanic/Latino residents do not speak Spanish or offer language assistance. Report maps of foreign-born population percentages (*see Figure 3.1, p. 13 and Figure 3.5, p. 20*) as well as neighborhood-specific racial and economic data (*see Table 3.2, p. 21*) may provide useful information for addressing these issues.
- **Documentation Status** – From 2008-2012, an estimated almost 20,000 Winston-Salem residents did not have U.S. citizenship [1]. These nearly 20,000 city residents include immigrants with permanent legal residency and those with legal temporary work status, as well as asylum seekers and undocumented immigrants [3]. Resident survey respondents of Hispanic/Latino origin, as well as discussion groups, identified their inability to obtain documentation of lawful U.S. citizenship or residency status as an overwhelming problem for their communities’ and for integration in general. They explained, for example, that documentation is required to obtain many types of local aid and assistance. Additionally, multiple BIC Committee members from local services agencies have observed that local immigrant residents without documentation must often work at jobs that only pay “under the table”; they have no workplace protections such as sick days or guaranteed hours; and those who are women suffer extreme sexual harassment and abuse by their local employers (BIC Planning Meeting, June 18, 2015).
- **Domestic Violence** – Two resident discussion groups identified domestic violence as a major challenge for local immigrants. They shared compelling narratives that demonstrated the gravity of the issue for both Hispanic/Latino and other foreign-born communities (*see Table 7.1, p. 47*).
- **Driver’s Licenses and Alternative Identification (ID)** – Current N.C. state law bars residents without proof of U.S. citizenship or residency status from obtaining driver’s licenses [4]. Resident discussion groups, as well as resident survey respondents of Hispanic/Latino origin, reported that their inability to obtain driver’s licenses is a major problem. Residents explained that the lack of a license results in their inability to drive to work, health providers, and other necessary places, as well as harassment and frequent, costly ticketing by police. Survey respondents also explained that a lack of both driver’s licenses *and* public transportation leaves local immigrants without any means to travel where needed.

In addition to a driver's license, resident survey respondents of Hispanic/Latino origin also specifically named an alternative ID as a primary way that local governments can encourage immigrant integration (*see Figure 6.2, p. 39*). Discussion groups explained that a county or other local ID would help to "open doors" such as creating bank accounts. Members of organizations that represent and/or provide services to local immigrants also identified alternative ID, in addition to driver's licenses, as one of the most needed resources that can be offered to encourage local immigrant integration (*see Section 8, p. 51*). Finally, the recent assessment by FaithHealthNC CHAMP also concluded that a lack of ID affects many aspects of residents' health and well-being, including their ability to seek healthcare and other resources [2].

A proposal from a working group connected to FaithHealthNC CHAMP describes the many ways that a city or community ID card would benefit local immigrants as well as the overall city and county (*see Section 4, p. 22 and Appendix C*). This municipal/community ID card concept has been endorsed by Wake Forest Baptist Medical Center, Novant Health Forsyth Medical Center, the Winston-Salem Police Department, and Forsyth County's Sheriff's Office and Health Department [5].

- **Educational Support** – The comparison of Forsyth County's "immigrant neighborhoods" with other neighborhoods suggests that residents of "immigrant neighborhoods" are less likely to hold a college degree than residents of other neighborhoods (*see Table 3.2, p. 21*). Resident survey respondents, as well as surveyed members of local organizations, named additional educational services as one way through which local governments can encourage immigrant integration (*see Figure 6.2, p. 39 and Section 8, p. 51*).

More specifically, both survey respondents and discussion groups reported a need for more educational support for immigrant youth, particularly with respect to college preparation. Discussion groups recommended more investment in Hispanic/Latino youth by school guidance counselors; more services to help immigrant students explore university programs; education for non-English speaking parents about how they can support their own children; and more bilingual school reception staff. Additionally, resident survey respondents and discussion groups commented about the difficulty of accessing continued and higher education, indicating that a gap exists despite any aid offered by private colleges. They referred to the out-of-state tuition required of undocumented college students as well as the need to present documentation for local technical programs in fields that require licensure.

Of note, surveyed organization members described the local public school system and community colleges as institutions that have been active resources in the community's current efforts to address the challenges faced by local immigrants (*see Table 8.2, p. 51*).

- **English Language Education** – The estimated portion of Winston-Salem residents who speak English "less than very well" remained between 6% and 7% from 2005 to 2011 [6], and surveyed organization members described local immigrants as actively engaged in English language learning (*see Table 8.2, p. 51*). However, both resident survey respondents and discussion groups identified

a need for more accessibility in English learning opportunities, such as easier registration processes and more publicity of English classes. Survey respondents specifically named increased access to English classes as a way that local governments can encourage immigrant integration, explaining that language barriers inhibit immigrant communities' greater integration and contribute to immigrants' isolation (see Figure 6.2, p. 39).

- **Government Communication** – Survey respondents and discussion groups emphasized a need for improved communication of information regarding city and county regulations, general civic information, local resources, and business start-ups. Survey respondents also specifically named communication improvements as ways that local government can encourage immigrant integration (see Figure 6.2, p. 39). Survey respondents' concrete suggestions for improving the reach of government communication are outlined at length in this report (see Section 6, pp. 40-41).
- **Healthcare Access** – Survey respondents, as well as surveyed members of organizations representing and/or serving local immigrants, specifically named community-based health clinics and affordable medical care as resources that local governments can provide to encourage immigrant integration (see Figure 6.2, p. 39 and Section 8, p. 51). Both survey respondents and discussion groups identified a lack of access to healthcare as a major problem that results from their inability to obtain health insurance and/or the lack of affordable medical, mental, and dental health services for residents with low financial resources. Discussion groups also reported a specific need for more on-site, bilingual medical staff.

The different cultural competency practices and programming that were reported by local organization members who were surveyed for this assessment—including interpretation and translation—represent some of the local resources and infrastructure that might be used to address these issues (see Table 8.3, p. 53).

- **Neighborhood Crime** – Survey respondents described crime as a major problem in their neighborhoods. Specific issues that were reported include home robberies, assault and gun violence, vandalism, and a perceived lack of safety for themselves and their children.
- **Recreational Resources** – Both resident survey respondents and discussion groups indicated that a lack of affordable recreational activities and youth centers represents a major challenge for them. Survey respondents specifically stated that more recreational spaces, parks, and multicultural sports groups would make their communities better places to live (see Section 6, p. 38).
- **Workplace Discrimination** – Resident survey respondents and discussion groups identified unequal wages and *wage theft*, or employers' failure to pay wages that have been earned, as major problems. They explained that it is hard to find a job that does not pay them less because they are immigrants, and that they are afraid to address unequal wages due to employers' threats of job loss and/or immigration reporting. The surveyed members of local organizations representing and/or serving local immigrants specifically named workers' rights education as one of the most needed resources that can be offered to encourage immigrant immigration (see Section 8, p. 51).

### III. Demographic Profile of Foreign-Born Communities

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This profile presents demographic and socioeconomic population data obtained from the U.S. Census Decennial Long Form and American Community Survey. It also incorporates information reported by the local research organization Forsyth Futures, as well as from the Winston-Salem/Forsyth County Schools system. Data mapping via Geographic Information Systems (GIS) was provided by the City-County Planning and Development Services Department.

In this profile, we frequently refer to *5-year estimates* from the American Community Survey (ACS), such as population estimates for “2008 to 2012”. These 5-year estimates combine yearly survey data that has been collected from smaller population samples over each of the five included years [7]. Although 5-year estimates are more reliable than the alternative 1- and 3-year estimates, they are the least current of the three options, and they are best understood as reflecting population *trends*, not as exact counts of current populations/characteristics.

#### **Foreign-Born Populations in the City and County**

According to ACS estimates, the population of Forsyth County from 2008 to 2012 was approximately 351,368. An estimated 32,178 of those residents, or 9% of Forsyth County residents, were born outside of the U.S. [1]. The large majority of the county’s foreign-born population—25,581 residents, or 80% of foreign-born residents—lived specifically within the City of Winston-Salem. Foreign-born residents comprised an estimated 11% of the city’s total population.

In addition, in Forsyth County there were an estimated 979 residents who were born in Puerto Rico, as well as 115 residents born in the U.S. island areas of the U.S. Virgin Islands and the Pacific Islands (American Samoa, Guam, and the Commonwealth of the Northern Mariana Islands [CNMI]) [1]. Similar to the county’s foreign-born residents, the majority of the county’s residents from Puerto Rico and the U.S. Islands lived within the City of Winston-Salem.

The map on the following page (Figure 3.1) illustrates the varying percentages of residents who were foreign-born within each of Forsyth County’s Census tracts from 2008 to 2012. The *yellow* tracts are areas where 10% or fewer of the residents were foreign-born. In contrast, the *light orange* tracts are areas where more than 10% (up to 20%) of residents were foreign-born, and the *dark orange* tracts are areas where more than 20% of residents were foreign-born.

**FIGURE 3.1: FOREIGN-BORN POPULATION PERCENTAGES,  
 FORSYTH COUNTY CENSUS TRACTS, 2008-2012**

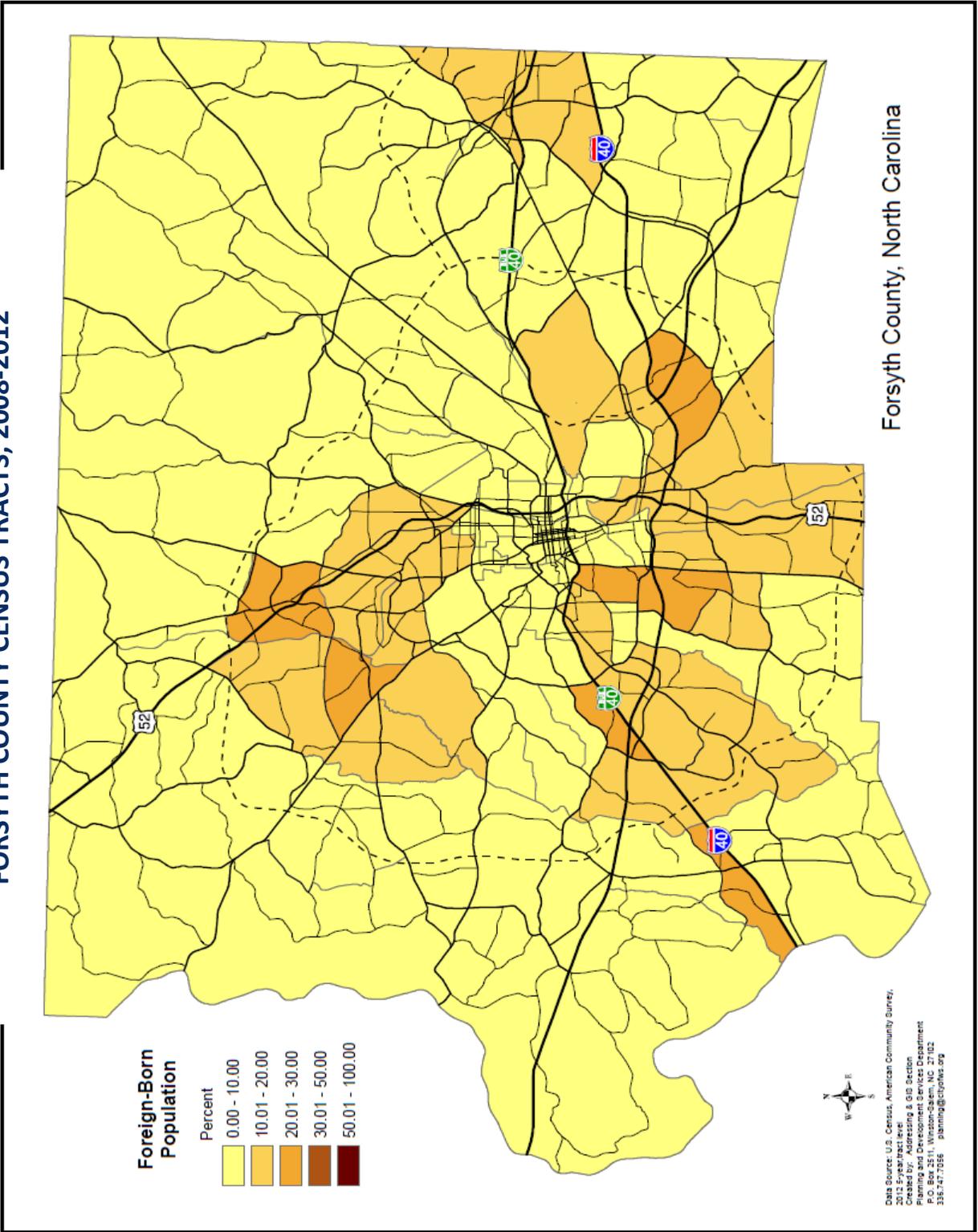
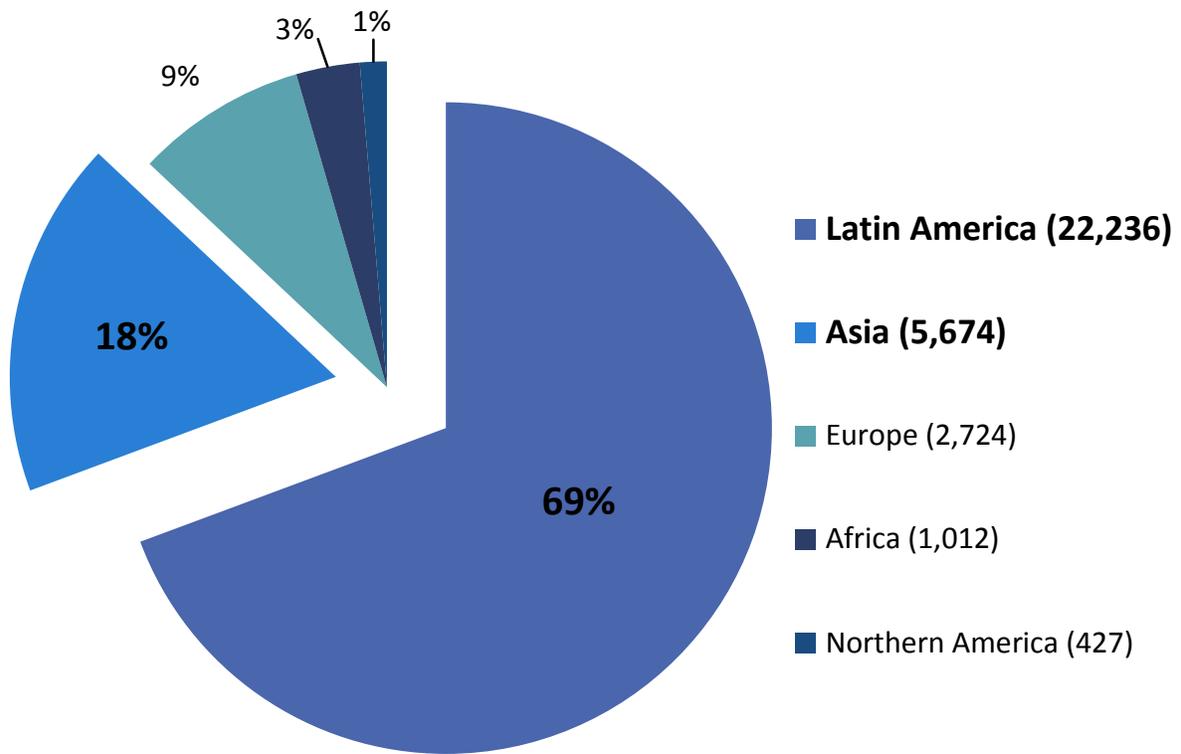


Figure 3.2 illustrates that the vast majority of Forsyth County’s foreign-born residents from 2008-2012 had relocated from one of two world regions: Latin America (69% of foreign-born) and Asia (18% of foreign-born) [8]. Together, residents from Latin America and Asia made up almost 90% of the foreign-born population in Forsyth County.

**FIGURE 3.2: WORLD REGIONS OF BIRTH FOR FOREIGN-BORN RESIDENTS, FORSYTH COUNTY, 2008-2012**



SOURCE: U.S. Census Bureau; 2012 American Community Survey 5-Year Estimates, Table B05006.

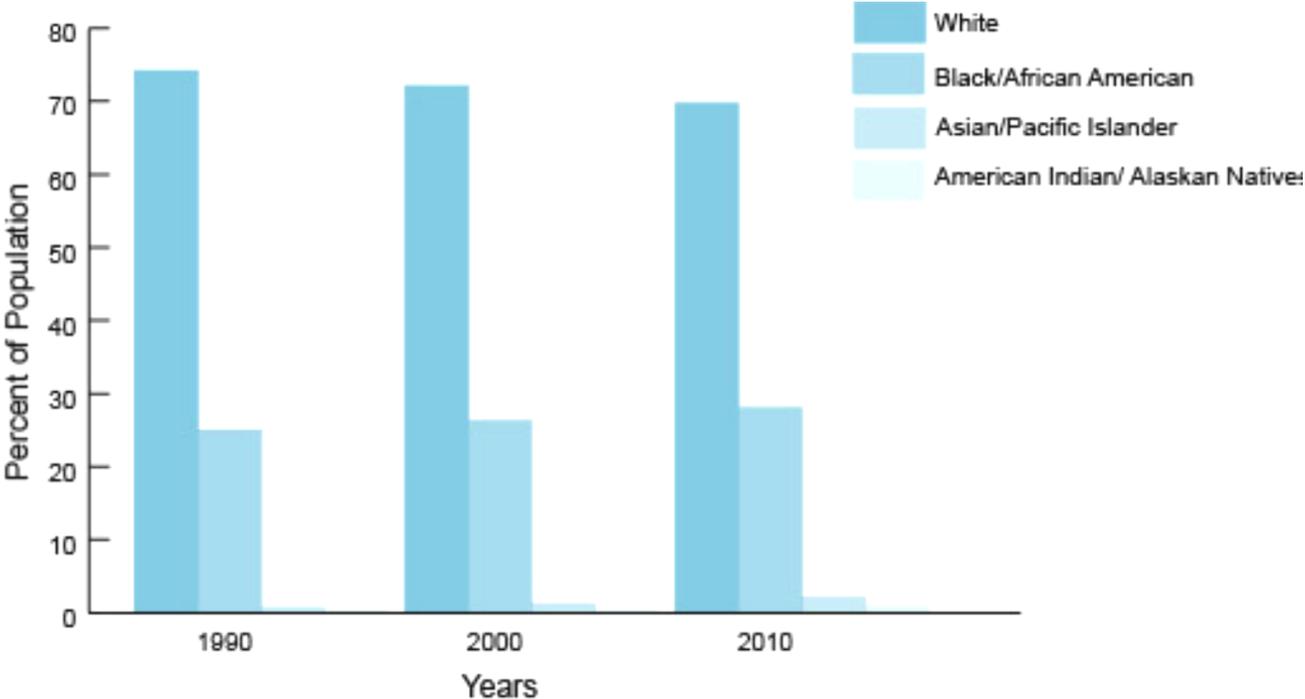
**Latin America:** An estimated nearly 70% of Forsyth County’s foreign-born residents were born in Latin America [8]. The most common Latin American countries of origin were **Mexico, El Salvador, Guatemala, Honduras, Colombia, and Peru**. The majority of all immigrants in Forsyth County were born in Mexico; Mexicans and Mexican-Americans alone constituted 47%, or nearly half, of Forsyth County’s foreign-born community.

**Asia:** Residents from Eastern Asia, South Central Asia, and South Eastern Asia made up an estimated 15% of Forsyth County’s foreign-born population [8]. The majority of Asian-born residents were born in the countries of **India, China, the Philippines, Korea, and Vietnam**.

A table of all countries of birth and population estimates for foreign-born residents in Forsyth County is attached at the end of this report as Appendix A.

The significant share of foreign-born residents from Asian countries is consistent with historical trends in local racial composition. The Forsyth Futures report “Demographic Shifts in Forsyth County, NC (1990-2010)” explains that over the 20 year period of 1990-2010, the number of White and Black/African American residents in Forsyth County increased by only 1% a year and 2% a year, respectively; in contrast, the annual growth rate for Asian/Pacific Islander residents was 8% per year [6].

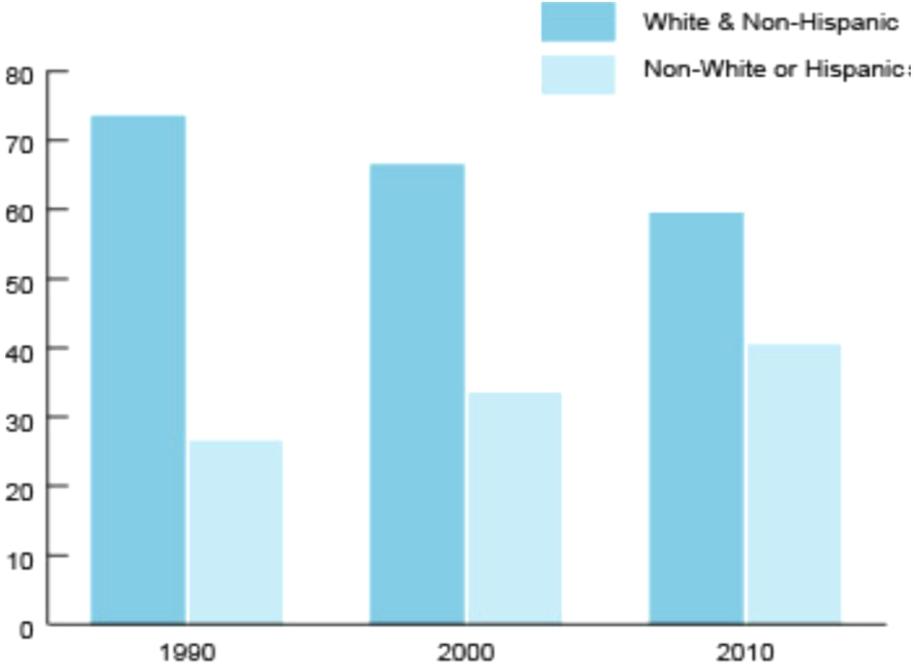
**FIGURE 3.3 (EXCERPT): “PERCENT OF POPULATION BY RACE IN FORSYTH COUNTY, 1990-2010” [9]**



SOURCE: Demographic Shifts in Forsyth County, NC (1990-2010); Forsyth Futures, 2013.

Similarly, historical trends in *ethnic* composition reflect the ongoing growth of Latin American-born residents in Forsyth County. As illustrated next in Figure 3.4, the Hispanic/Latino population in Forsyth County increased by 25% a year between 1990-2000, and then by 8% a year from 2000-2010 [6]. Over this twenty year period, the proportion of Hispanic/Latino residents increased from 0.8% of the county population to 12% of the population.

**FIGURE 3.4 (EXCERPT): “PERCENT OF POPULATION BASED ON RACE AND ETHNICITY IN FORSYTH COUNTY, 1990-2010” [9]**



SOURCE: Demographic Shifts in Forsyth County, NC (1990-2010); Forsyth Futures, 2013.

(We note that preferred language for self-identification varies among people of Latin American origin, and the U.S. Census has historically used the term *Hispanic* to refer to Spanish-speakers from both Latin America and Spain. This report uses the terms *Hispanic* and *Latino*, both together and interchangeably, to refer to people in the U.S. of *Latin American origin or ancestry*, regardless of their Spanish-speaking abilities.)

Overall, local trends in the growth of both Latin American and Asian immigrant populations in Forsyth County mirror recent immigration patterns that have been observed statewide. Between 2010 and 2012, there was a decrease in newcomers from Latin America accompanied by an increase in newcomers from Asia [10]. These recent shifts have been described as the result of both heightened security measures along the U.S.-Mexico border and a growing demand for highly-skilled workers such as for high tech employment.

## Citizenship and Residency Statuses

Taking into account that the U.S. Census has historically undercounted Latinos, a group that forms a large share of Winston-Salem's foreign-born population, the Census reports that only an estimated 22% of Winston-Salem City's foreign born residents, or 5,735 residents, were naturalized citizens [1]. The remaining 78%—an estimated almost 20,000 Winston-Salem residents—were not U.S. citizens. These non-U.S. citizens in Winston-Salem include “legal immigrants” (immigrants who have been admitted for permanent legal residence); “legal non-immigrants”, such as temporary workers and asylum seekers; and undocumented immigrants, such as residents who have overstayed a work visa or otherwise not obtained legal residence status [3]. Consequently, for these nearly 20,000 city residents, political rights and access to social services range from severely restricted to non-existent.

## English Proficiency and Languages Spoken

In recent years, there has been an increase in the number of Winston-Salem residents who speak a language other than English at home; the estimates have increased from 10% of the population over 5 years old in 2005, to 15% in 2011 [6]. However, the estimated portion of residents who speak English “less than very well” has remained consistent, only increasing from 6.3% to 6.8%.

Given that most immigrants in Forsyth County were born in Latin America [8], it is not surprising that **Spanish** is the most commonly spoken non-English language in the county. From 2008-2012, there were an estimated 35,012 Spanish-speakers living in Forsyth County, with most (29,137) living within Winston-Salem itself [11].

Although far from as common as Spanish, the next two most commonly spoken non-English languages in the county are **Chinese** (1,352 speakers) and **French** (952 speakers). These estimates correlate with the significant populations of immigrants from China and Vietnam. Similarly, languages spoken in India comprise another significant group of languages spoken in Forsyth County, with an estimated total of 1,142 speakers of Hindi, Gujarati, Urdu, and other **Indic languages**.

Estimates for the number of speakers of various non-English languages spoken in Forsyth County and Winston-Salem are presented in Table 3.1 in order of language speaker population size. Associated origin countries of common usage [12] are listed for those languages that correlate with the most common countries of origin among Winston-Salem immigrants [11].

**TABLE 3.1: SPEAKERS OF NON-ENGLISH LANGUAGES,  
FORSYTH COUNTY AND WINSTON-SALEM, 2008-2012**

<b>Non-English Language</b>	<b>Estimated No. of Speakers in Forsyth County</b>	<b>Estimated No. of Speakers in Winston-Salem</b>	<b>Associated "Majority Origin" Country [12]</b>
Spanish or Spanish Creole:	35,012	29,137	Mexico, El Salvador, Guatemala, Honduras, Colombia, Peru
Chinese:	1,352	816	China, Vietnam
French (incl. Patois, Cajun):	952	757	Vietnam
Greek:	761	548	
Tagalog:	718	416	Philippines
German:	712	407	
Italian:	555	200	
Korean:	517	430	Korea
Arabic:	458	295	
African languages:	450	394	
Hindi:	435	401	India
Persian:	357	331	
Other Indo-European languages:	354	130	
Gujarati:	346	258	India
Japanese:	321	299	
Vietnamese:	294	226	Vietnam
Portuguese or Portuguese Creole:	249	170	
Urdu:	189	117	India
Other Pacific Island languages:	182	182	
Other Indic languages:	172	118	India
Russian:	130	108	
Hungarian:	122	122	

**(CONTINUED NEXT PAGE)**

(TABLE 3.1, CONTINUED)

Non-English Language	Estimated No. of Speakers in Forsyth County	Estimated No. of Speakers in Winston-Salem	Associated "Majority Origin" Country [12]
Serbo-Croatian:	112	33	
Polish:	100	90	
Other West Germanic languages:	87	74	
Thai:	77	59	
Mon-Khmer, Cambodian:	70	70	Vietnam
French Creole:	68	68	
Scandinavian languages:	63	48	
Other Slavic languages:	39	23	
Hmong:	16	16	China, Vietnam
Laotian:	16	16	
Hebrew:	11	11	
Armenian:	9	9	
Native North American languages:	6	0	

SOURCE: U.S. Census Bureau; 2012 American Community Survey 5-Year Estimates, Table B16001.

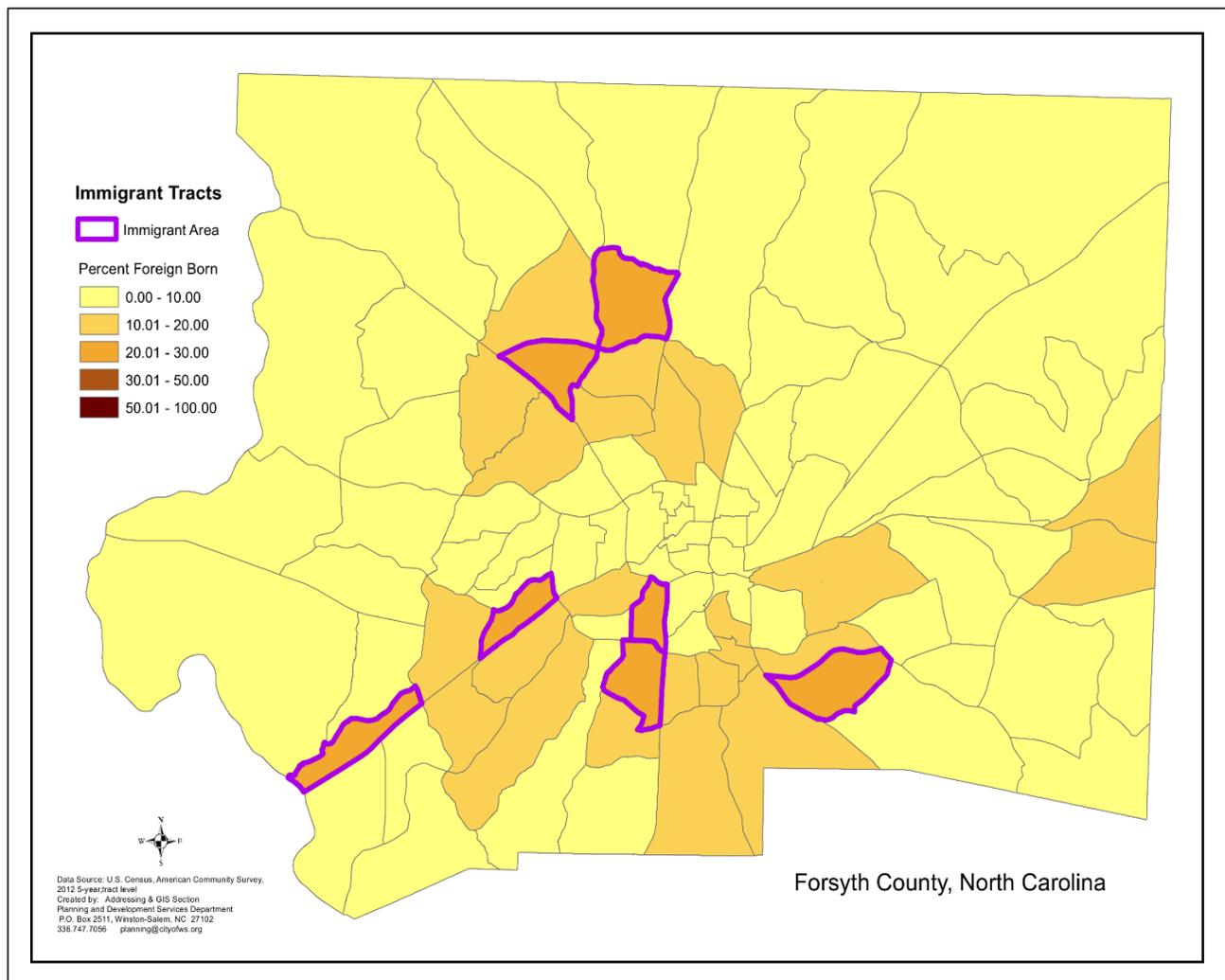
The estimates in Table 3.1 use the language categories reported by the American Community Survey (ACS). In some cases, the ACS reports multiple languages as one “collapsed” language group, such as “African languages” and “Other Indic Languages.” The languages spoken by local students of Winston-Salem/Forsyth County Schools are reported in greater specificity in the school system’s 2013 National Origin Minority Student (NOMS) Summary [13], attached as Appendix B.

It should be noted that some local Latin American immigrants may speak an indigenous (Amerindian) language, either in addition to, or instead of, Spanish. Such languages are not reported by the Census. One Stakeholder Committee member has described interactions with residents who are possibly from the Mexican state of Michoacán who speak Tarascan/Purépecha, a unique language spoken by a quarter million people. He explained that some members of this Michoacán community speak Spanish and serve as interpreters for those who do not [14]. Other indigenous languages that may be spoken by immigrants from Mexico, El Salvador, and Guatemala include various Mayan and Nahuatl languages [12].

## Socioeconomic Characteristics of Foreign-Born Residents

The following map (Figure 3.5) highlights the seven Census tracts within Forsyth County wherein more than 20% of the residents were foreign-born from 2008-2012. For the purpose of this report, we refer to these areas as “immigrant neighborhoods,” given that the percentage threshold of residents who were foreign-born within these areas is approximately double that of the percentage city-wide (11.1%) [8].

**FIGURE 3.5: “IMMIGRANT NEIGHBORHOODS” IN FORSYTH COUNTY**



Socioeconomic characteristics for residents within the above “immigrant neighborhoods”, as compared to residents of both “non-immigrant neighborhoods” (20% or less foreign-born) and Forsyth County overall, are presented in Table 3.2. Estimates were generated by the Winston-Salem Planning Department using data from the 2012 American Community Survey 5-Year Estimates.

**TABLE 3.2: SOCIOECONOMIC CHARACTERISTICS OF “IMMIGRANT NEIGHBORHOODS” VS. OTHER NEIGHBORHOODS, FORSYTH COUNTY, 2008-2012**

Characteristic	Immigrant Neighborhoods		Non-Immigrant Neighborhoods		All Forsyth County	
	Number	Percent	Number	Percent	Number	Percent
<b>Total Population</b>	27,462	--	324,176	--	351,638	--
<b>Foreign-Born Residents</b>	7,254	26%	24,924	8%	32,178	9%
<b>Hispanic</b>	9,747	35%	31,604	10%	41,351	12%
<b>White, Non-Hispanic</b>	10,662	39%	193,127	60%	203,789	58%
<b>African-American, Non-Hispanic</b>	8,347	30%	82,595	25%	90,942	26%
<b>Median Age</b>	31 years		38 years		37 years	
<b>Renter-Occupied Housing</b>	7,294	52%	41,837	29%	49,131	31%
<b>Unemployment Rate</b>	--	10%	--	10%	--	10%
<b>Median Household Income</b>	\$32,979		\$51,248		\$49,688	
<b>Bachelor’s Degree or Higher</b>	2,820	15%	46,311	22%	49,131	21%
<b>Does Not Speak English</b>	1,893	7%	3,836	1%	5,729	2%

SOURCE: U.S. Census Bureau; 2012 American Community Survey 5-Year Estimates.

Our review of the above comparisons suggests some speculative, but noteworthy, demographic and socioeconomic trends that are consistent with state and national data:

- Immigrant neighborhoods in Forsyth County are comprised of relatively **equal numbers of Hispanic (35%), White (39%), and African-American (30%) residents**, whereas residents of other county neighborhoods are more racially homogenous and primarily white (58%).
- Residents of immigrant neighborhoods tend to be **slightly younger** than other residents.
- Residents of immigrant neighborhoods, while experiencing **similar unemployment rates** as other residents county-wide, **earn significantly less per household** (\$32,979 median household income) compared to residents of other neighborhoods (\$51,248).
- Residents of immigrant neighborhoods are **less likely to own their homes** than other residents.
- Residents of immigrant neighborhoods are **less likely to hold a college degree** than other residents.

## IV. Other Reports: Health and Municipal/Community Identification

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### **FaithHealthNC's Community Health Mapping Partnership (CHAMP)**

The Community Health Mapping Partnership (CHAMP) of FaithHealthNC undertook a participatory assessment of health- and faith-based assets within the Winston-Salem Hispanic population in 2014 (<http://www.faithhealthnc.org/wp-content/uploads/2014/09/Executive-Summary-Hispanic-Mapping-Report-2014-Final-Copy.pdf>) [2]. Feedback from workshops organized throughout the city with health providers and health “seekers” highlighted a number of issues relevant to the work of Building Integrated Communities. Some of the relevant findings include the following:

- Lack of identification affects many aspects of residents’ health and well-being. Those who drive without a license risk heavy fines, which can be a deterrent for seeking healthcare and other resources.
- Low-income areas need more bus routes. Moreover, these routes should access health and other community services.
- The city needs more culturally competent and respectful service providers that immigrant communities can trust.

A number of suggestions and possible action items were shared in responses to these needs, including the following:

- Create a general directory of resources regarding what is available and the requirements for accessing them, with emphasis on services for undocumented people.
- Reach out to transit authorities in order to increase the number of routes on city bus system.
- Become more coordinated as a group of Hispanic healthcare providers.
- Build trust, especially with those who are undocumented.
- Teach immigrant children about their heritage as a way to foster cultural pride and reduce depression/mental illness rates among Hispanic youth

### **Municipal/Community ID Working Group**

An additional outcome of the CHAMP assessment was the formation of a working group to investigate the potential benefits of a city/county-level identification card program for undocumented residents in Winston-Salem and Forsyth County, for other residents who are unable to provide proof of Social Security and/or birth information, and for the city/county as a whole [14]. The working group’s March 2015 white paper is attached as Appendix C and describes the problems associated with the lack of official ID required to access financial institutions, jobs, housing, and community services [5]. It also outlines the variety of social, economic, healthcare, and safety benefits an ID card might confer, as well as the current national and state-level landscapes of approved municipal ID initiatives. For more information about this proposal, contact BIC Stakeholder Committee Member Rev. Francis Rivers Meza at [frivers@wakehealth.edu](mailto:frivers@wakehealth.edu).

## V. Institutional and Organizational Resources

### Organizations Representing and/or Serving Foreign-born Communities

In order to illustrate the vibrant landscape of resources relevant to local immigrant communities, Table 5.1 lists over 75 local organizations and agencies that represent and/or provide services to foreign-born communities in Winston-Salem and Forsyth County, along with some of the primary service(s) that they offer.

On its own, this list does not represent a comprehensive resource list for immigrants' use. Rather, it offers a reference and starting point for the creation of a full immigrant resources guide.

A working draft of this list was shared online as a Google document in October, 2014 by the Hispanic League so that Committee members could collaboratively edit the document. Additional organizations were added following Committee review of the initial draft of this report. The BIC researcher/program coordinator also researched and modified listings for those organizations with little or no Committee representation (e.g. Autism Society of North Carolina, Gujarati Cultural Association of the Piedmont, Legal Aid) to increase the inclusiveness and accuracy of the list.

**TABLE 5.1: LOCAL ORGANIZATIONS REPRESENTING AND/OR SERVING FOREIGN-BORN COMMUNITIES**

Organization Name	Primary Service(s)
Addiction Recovery Care Association (ARCA)	Substance Abuse Treatment – Family Program, Residential Program, Spanish Language Program
AIDS Care Service	Low-Income HIV/AIDS Services – Adult Residential Facility, Food Pantry, Medical Case Management
Annunciation Greek Orthodox Church	Faith
Appellate Advocacy Clinic	Legal Services – Low-income clients in civil/criminal appeals
Autism Society of North Carolina	Autism-Specific Advocacy & Services – Community-Based Services, Recreational Services, Residential Services, Resource Referrals, Support Groups, Vocational Services
Bethany Baptist Church Medical Clinic	Health Care Clinic

Bethesda Center	Housing for Homeless Men & Women – Day Shelter, Emergency Night Shelters, Access to phone and mail
Black Philanthropy Initiative	Grants for programs that support African-Americans
Catholic Charities	Counseling; Food/Clothing; Legal Services – Immigration Assistance; Translation/Interpretation
Center for Homeownership	Homeownership Support – Homebuyer Education, Credit Rebuilding, Pre-Purchase Analysis
CenterPoint Human Services	Mental Health, Intellectual Developmental Disabilities, & Substance Abuse Services
Cleveland Avenue Dental & Eye Center of Baptist Hospital	Dental Care; Eye Care
Community Care Center	Health Care Clinic
Community Mosque	Faith
Community Mosque Free Health Clinic	Health Care Clinic (Free)
Crisis Control Ministry	Food; Financial Assistance; Medicine
Daymark Recovery Services	Mental Health & Substance Abuse Treatment
Disabled American Veterans	Veteran Services
Domestic Violence Advocacy Center	Legal Services – Free legal representation for survivors of domestic violence
Downtown Health Plaza	Health Care Clinic
Elder Law Clinic	Legal Services – Low- to moderate-income seniors
El Buen Pastor Iglesia Presbiteriana	Faith
El Buen Pastor Latino Community Services	Adult Education – English Classes, Parenting Classes; After School Tutoring
Equal Employment Opportunity Commission (EEOC)	Employment Discrimination
Express Communication Therapy	Speech & Language Therapy
Family Services, Inc.	Child Trauma Services; Crime Victim Services; Domestic Violence Services – Court & Hospital Advocacy, Crisis Intervention, LGBTQQI Inclusive Services, Pet Foster Care, Shelter; Mental Health Counseling;

	Sexual Assault Crisis Line
FC Department of Public Health	HIV Counseling & Testing; Women's and Children's Health – Healthy Start/Baby Love Plus, Immunizations, Well Child Clinic, Women, Infants, & Children (WIC) Nutritional Program, etc.;
FC Department of Social Services	Refugee Clinic
Forsyth Tech Dental Clinic	Food Stamp Program
Guilford Native American Association	Dental Care
Gujarati Cultural Association of the Piedmont	Native American Culture
Health Care Access	Cultural, educational, and social programs for the Asian Indian community
Healthy Carolinas	Health Care Clinic
Hispanic Interaction	Dental Care – Ages 5-18
Hispanic League	Education; Community Organizing; Interpretation and Translation; Spanish Language Government TV Shows; Spanish Proficiency Testing
Home of Second Chances, LLC	Education – College scholarships for ESL/ELL students, ESL Middle School Achievers Program
Homeownership Preservation Foundation	Mental Health & Substance Abuse Treatment
Iglesia Cristiana Wesleyana	Counseling – For those at risk of foreclosure
India Association of the Triad	Community Services; Dental Care
Indo-US Cultural Association	Cultural, educational, and charitable programs for the Indian community
International Center of Forsyth Tech	Indian Culture & Heritage
Kidane Mehret Ethiopian Orthodox Church	Immigrant & Latino Programs – Free English Classes, Small Business Counseling (Spanish/French), Citizenship Prep, Academic and Career Guidance, GED (Spanish), Diversity Training, Life Skill Workshops (Spanish/English), Computer Literacy, HRD and CRC Prep
Legal Aid of North Carolina (WS Office)	Faith
	Legal Services – For low-income, eligible clients with civil (non-criminal) matters; Community Education Clinics – Tenants' Rights, Re-Entry, Child Custody, Divorce

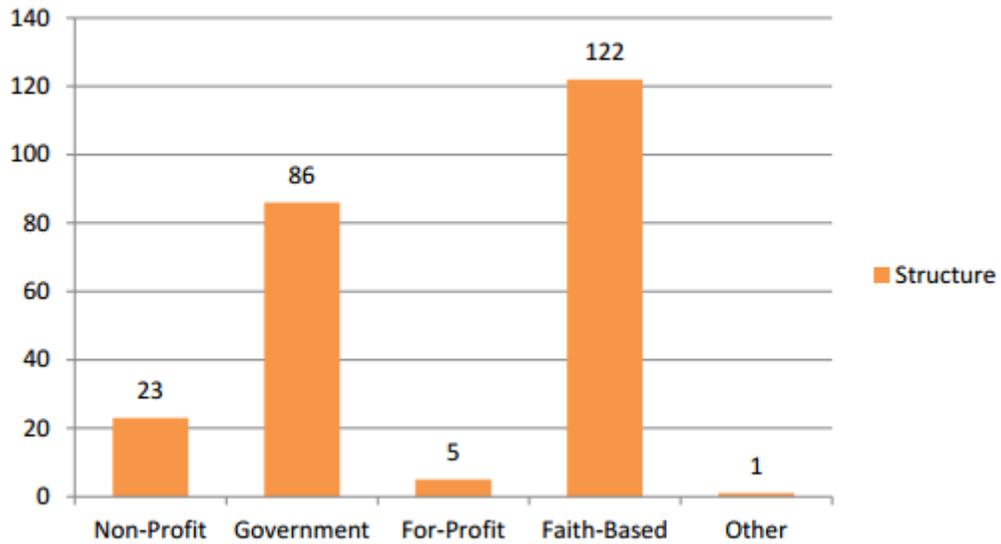
Liberian Organization of the Piedmont	Promotion of international understanding, education, and cultural awareness
Mayor's Council on Persons With Disabilities	Advocacy for Persons with Disabilities
Mediation Services	Mediation for people with disagreements
Medicaid Dental Center	Dental Care
Mental Health Association	Mental Health Support – Support Groups, Court Assistance, Referrals,
Novant Health	Health Care Clinic – Comprehensive health and wellness programs/services, including OB/GYN
Old Town Baptist Church	Faith; Health Care Clinic (Basic)
Project Re-Entry	Helps released prisoners re-enter society
<i>Qué Pasa</i>	Media Coverage – Spanish Language
Rescue Mission Dental Clinic	Dental Care – Extractions only
Residential Reentry Center	Work release program for convicts
Safe on Seven: FC Domestic Violence Center (FC Hall of Justice)	Domestic Violence & Sexual Assault Services – Integrated services from law enforcement/police, criminal and civil justice systems, and victim/legal advocates
Salem Pregnancy Care Center	Parenting Education Classes
Salvation Army	Financial Assistance – Food, Rent, Utilities
Samaritan Ministries	Temporary Shelter/Long-term Residence – For former substance abusers
Second Harvest Food Bank	Food – Donations
Southside United Health and Wellness Center	Health Care Clinic
Sunnyside Ministries	Financial Assistance – Food, Clothing, Housing, Utilities
Temple Emanuel	Faith
The Adaptables	Disability Services – Advocacy, IL Skills Training, Peer Support, Information, Referral Services
<i>The Chronicle</i>	Media Coverage
The Enrichment Center	Youth Education Programs
The Shalom Project at Green Street United Methodist Church	Health Care Clinic (Free); Food Pantry; Emergency Clothing; Youth Tutors
Triad Cultural Arts, Inc.	Black/African American Arts & Culture
Triad German Club	German Language & Culture

Triad Native American United Methodist Church	Faith
WS Human Relations Commission	Culture-Specific Outreach & Inclusion Partnerships; Fair Housing (Housing Discrimination) Investigation; Landlord/Tenant Mediation; Title VI/LEP City-Related Translation/ Interpretation Assistance
WS Industries for the Blind	Employment – Work opportunity for the blind
WS Rescue Mission Health Clinic	Dental Care; Health Care Clinic
WS Chinese Christian Church	Faith
WS Senegalese Association	Senegalese Culture
WS Urban League	Senior Programs; Youth Leadership Institute; Workforce Development
WS/FCS Newcomer Center	School Placement
Youth Opportunities	Mental Health Treatment – Children and Adolescents

## Food Assistance Resources

Emergency food assistance resources throughout Forsyth County were assessed and mapped in a 2014 report by Forsyth Futures, “Emergency Food Assistance Efforts in Forsyth County.” This report reveals that there are 237 programs providing emergency food assistance of some sort in Forsyth County [15]. As illustrated in the excerpted figure that follows, the report’s structural breakdown of these programs revealed that more than half (122 programs) are faith-based programs; the majority of the remaining programs (86 programs) are government programs. The Second Harvest Food Bank of Northwest North Carolina, in particular, is highlighted as partnering with numerous smaller pantries and programs through the county.

**FIGURE 5.1 (EXCERPT): “STRUCTURES OF EMERGENCY FOOD ASSISTANCE PROGRAMS”**



SOURCE: Emergency Food Assistance Efforts in Forsyth County; Forsyth Futures, 2014.

Although there are relatively few programs that provide emergency food assistance opportunities to the general public versus limited populations (such as students), Samaritan Ministries and other community meals programs (e.g., “soup kitchens”) for the general public feed thousands of residents monthly [15]. A full list of emergency food assistance resources is available on the Forsyth Futures website at <http://forsythfutures.org/datavizualization/id/81.html?view=datavizualization>.

## VI. Survey of Immigrant Residents

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A survey was designed for foreign-born residents, Puerto Rican residents, and their children in order to gain an understanding of:

- Resources and challenges affecting immigrant residents of Winston-Salem and Forsyth County;
- Immigrant community members' experiences related to local integration issues such as economic advancement, safety, education, and health care access;
- Immigrants' recommendations specific to local public transportation and government communications.

All survey data was collected over a roughly three month period between July and October 2014. Survey data was mostly collected via paper form, although several electronic surveys were also submitted through a web-based survey link.

### Resident Survey Methods

**Survey Design:** The survey consisted mostly of open-ended questions, but it also included *categorical* questions, or questions with limited response options, to determine respondent characteristics such as age, country of origin, and years lived in Winston Salem/Forsyth County, which are presented below. Questions were designed by UNC researchers and then reviewed by Committee members and modified according to member feedback. The first version of the survey, which was distributed in July 2014, consisted of 19 questions.

The survey was modified in July 2014 after review by additional research staff. Modifications included (1) the addition of eight new questions soliciting information specific to residents' experiences with employment, public schools, neighborhood safety, city police, and information-seeking, and (2) replacement of the open-ended response option for English language ability with categorical ("very well," "well", and "not well") response options. This second version of the survey, totaling 27 questions, was distributed from August through October 2014.

Paper and web-based surveys were both available in either Spanish or English language. Qualtrics® survey software was used to host surveys online. A copy of the English language Survey for Foreign-Born Residents of Winston-Salem is attached as Appendix D.

**Subject Eligibility:** Subject eligibility was open to all first and second generation immigrant residents of Winston-Salem and/or greater Forsyth County, including residents who were born outside of the U.S. or in Puerto Rico, as well as residents who were U.S.-born but had at least one parent who was born outside of the U.S. or in Puerto Rico.

**General Subject Recruitment:** Committee members committed themselves to the dissemination and collection of paper surveys at a variety of locations and events involving foreign-born community

members. Opportunities to recruit foreign-born residents of diverse characteristics with respect to country of origin, documentation status, and socio-economic status were specifically considered. Members established individual goals for completed survey numbers at their respective institutions, after which the paper survey forms, as well as the links to web-based surveys, were emailed to all members for distribution.

**Targeted Recruitment of Non-Hispanic/Latino Subjects:** The Committee aimed to recruit immigrants from the full spectrum of diverse origins present in Forsyth County's foreign-born community. Therefore, they specifically requested targeted recruitment by participating Committee members from the Indo-U.S. Cultural Association (IUCA) and Winston-Salem/Forsyth County Schools. These members promoted surveys via the IUCA listserv, as well as during student enrollment at the schools' Newcomers Center. Recruitment of Asian-born residents was also facilitated by the assistance of a non-Committee member, the Director of Hispanic Ministry at the Green Street United Methodist Church, who established a volunteer team to administer and interpret the surveys for foreign-born residents at The Shalom Project.

**Sample Source Summary:** The sources of all completed surveys are outlined in Table 6.1. Sources are listed with their respective number of completed surveys where possible.

**TABLE 6.1: SOURCES OF COMPLETED RESIDENT SURVEYS**

Source	Additional Source Details	No. Completed Surveys
<i>Per Source (Labeled)</i>		
Forsyth Tech International Center	ESL Classes	55
The Shalom Project of Green Street United Methodist Church		52
Winston-Salem Human Relations Department	Fiesta event, International Village event	23
Novant Health Forsyth Medical Center	Cancer Center, Fiesta event, Zumba classes	14
<i>Combined (Not Labeled)</i>		
Crosby Scholars		67
El Buen Pastor		
Indo-U.S. Cultural Association	Online	
Wake Forest Baptist Medical Center/FaithHealthNC		
Winston-Salem/Forsyth County Schools	Fiesta event, Newcomers Center	
<b>Total</b>		<b>211</b>

**Data Analysis:** Paper survey responses were entered into a Microsoft Excel template by three bilingual UNC staff according to protocol and management by the BIC researcher/coordinator. Consistent with staff resources, electronic data was not double-entered, but rather, the general accuracy of data entry was reviewed weekly by the BIC researcher/coordinator through the comparison of coded paper forms with electronic spreadsheets.

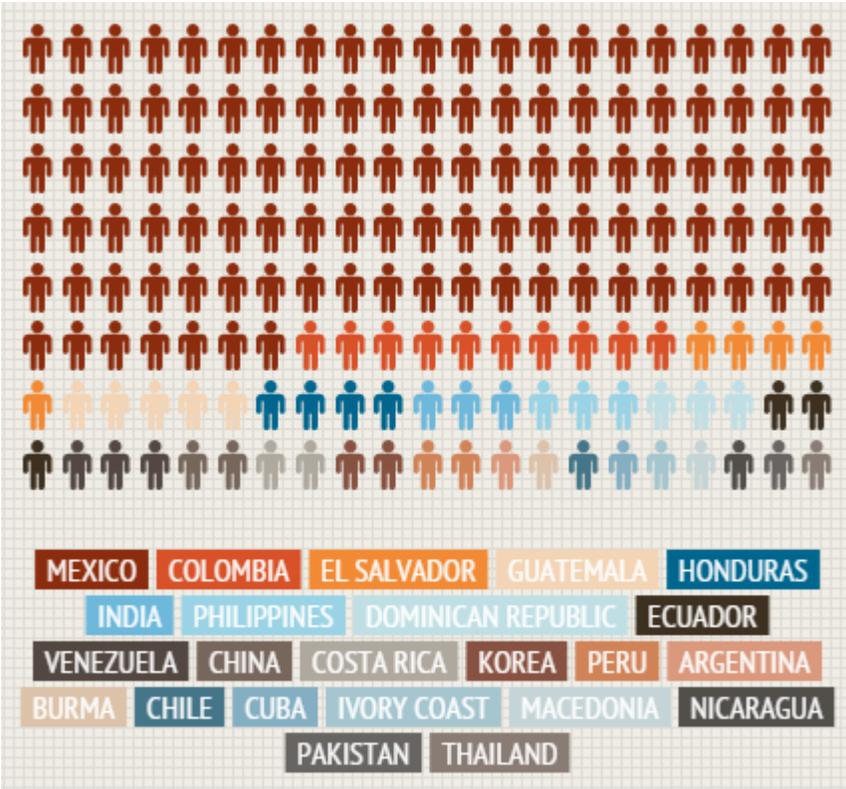
All survey responses were reviewed in entirety, and in their original Spanish or English language, by the BIC researcher/coordinator. The researcher/coordinator then labelled, or *coded*, responses within Microsoft Excel based on the main ideas they expressed. Responses with similar labels, or *codes*, were then grouped together and compared for summary as presented in the findings that follow.

Responses were also grouped according to respondents' reported countries of origin to identify any variations specific to immigrants of Hispanic/Latino origin versus immigrants of other origin.

**Respondent Characteristics**

Surveys administration successfully captured input from a sample of 211 immigrant community members, or *respondents*, from 23 different countries of origin and Puerto Rico. (Six respondents did not report a country of origin for neither themselves nor their parents.) As illustrated in Figure 6.1, these included 132 respondents who were born in, or had a parent born in, Mexico; 13 respondents who were born in, or had a parent born in, Colombia; 7, El Salvador; 7, Puerto Rico; 6, Guatemala; 5, Honduras; 4, India; 4, the Philippines; 3 each, Dominican Republic, Ecuador, and Venezuela; 2 each, China, Costa Rica, Korea, and Peru; and 1 each, Argentina, Burma, Chile, Cuba, Ivory Coast, Macedonia, Nicaragua, Pakistan, and Thailand.

**FIGURE 6.1: SURVEY RESPONDENTS' COUNTRIES OF ORIGIN**



Nearly all respondents were first generation immigrants, that is, nearly all were themselves born in a foreign country; only two were U.S.-born of immigrant parents. Respondents indicated a varied range of English speaking abilities, with many reporting little to no English speaking ability; more than half of the respondents who chose one of three responses options “very well,” “well,” or “not well” reported that they speak English “not well”.

With respect to gender, roughly 70% of respondents who reported a *binary* (“male” or “female”) gender were women, while 30% were men. Reported ages ranged from 9 to 70 years, with average and median ages of 39 years. Five respondents were youth under the age of 18.

## **Resident Survey Findings**

The following findings present several patterns that emerged within residents’ survey responses. Word-for-word quotes are presented in English language to illustrate theme summaries in residents’ own words.

It is important to note that this group of residents who was surveyed was not a *statistically representative sample*; in other words, these residents were not selected at random from among the entire possible population of foreign-born community members. As a result, the summaries cannot be generalized to fully represent the experiences of all Winston-Salem/Forsyth County foreign-born communities. It is for this reason that we do not use percentages or exact numbers to describe the frequency of given survey responses, but rather, we use general terms such as “many” and “some” to provide context.

These findings do provide valuable, first-hand insight into local immigrant community experiences. They also suggest important local issues and needs that merit consideration and/or further exploration for BIC integration planning.

## Why Winston-Salem and Forsyth County?

The survey asked immigrant residents to share what they like about living in their respective neighborhoods, as well as what they like about living in Winston-Salem and Forsyth County in general. Respondents described several positive qualities that they value in their North Carolina home:



- **Peaceful Living**—Many respondents praised the tranquility and safety of their city and local neighborhoods. While some simply described the area as “quiet,” “calm”, or “safe,” others more specifically referenced low levels of violence and crime.
- **Friendly People**—Many respondents celebrated that they are surrounded by friendly, respectful neighbors and that local residents are generally “very nice” and “social people.”
- **Nearness of Resources**—Respondents also explained that they value the nearness of “essential things” and resources, particularly:
  - Jobs
  - Highways
  - Good hospitals
  - Grocery stores
  - Schools
  - Shopping centers
- **Affordability and Employment**—Economic advantages such as affordability, work opportunities, and professional development opportunities, were referenced as area positives.
- **Environment**—Several respondents praised Winston-Salem/Forsyth County for its natural beauty and general “greenness,” including trees, lakes, and parks.
- **Educational Resources**—The local educational system was also credited for “the best educational opportunities” and its “good schools.”

We note also that among the sixty respondents who had children that have attended Winston-Salem/Forsyth County schools, respondents overwhelmingly described their experiences with the schools as “good” and “very good”.

## What problems do local immigrants face?

Immigrant residents were asked to describe the difficulties and problems they face both as residents in neighborhood, and in Winston-Salem/Forsyth County generally. They were also asked to share what they perceive to be the biggest problems facing immigrant and refugee communities in the area. Responses were similar for all three questions, and although the issues that respondents shared were numerous, they fall solidly into the nine categories listed in Table 6.2 on the following pages. Transportation, language barriers, identification/documentation, and discrimination issues were particularly prevalent among responses and are therefore highlighted in the table.

We note that identification/documentation issues were reported only by respondents of Hispanic/Latino origin. However, both Latino and non-Latino respondents identified transportation problems (including public transportation and checkpoints), language barriers, and discrimination as some of the most prevalent issues facing local immigrant communities.

**TABLE 6.2: PROBLEMS IDENTIFIED BY IMMIGRANT RESPONDENTS IN WINSTON-SALEM/FORSYTH COUNTY**

<b>Transportation</b>	
<ul style="list-style-type: none"> <li>○ Lack of/poor public transportation, especially outside of city limits</li> <li>○ Unable to drive to work without a license</li> <li>○ Must drive without a license</li> <li>○ Receive tickets for driving without a license</li> <li>○ Police checkpoints</li> <li>○ Do not have a car</li> </ul>	<ul style="list-style-type: none"> <li>○ Cannot travel where necessary due to lack of transportation</li> <li>○ Traffic jams</li> <li>○ Streets and sidewalks need maintenance, e.g. streets have many potholes, city doesn't clear streets when it snows</li> </ul>
<b>Language Barriers</b>	
<ul style="list-style-type: none"> <li>○ Cannot speak English/speak little English</li> <li>○ Many places do not offer interpreters</li> </ul>	<ul style="list-style-type: none"> <li>○ Language barriers prevent greater integration</li> </ul>
<b>Identification/Documentation</b>	
<ul style="list-style-type: none"> <li>○ Cannot obtain driver's licenses</li> <li>○ Unable to drive to work without a license</li> <li>○ Must drive without a license</li> <li>○ Receive tickets for driving without a license</li> </ul>	<ul style="list-style-type: none"> <li>○ Do not have papers/cannot obtain green card</li> <li>○ Papers are required to obtain aid</li> <li>○ Turned away from jobs due to lack of papers</li> <li>○ Unable to get good work without a license</li> </ul>
<b>Discrimination (See also: "Work" and "Police" categories)</b>	
<ul style="list-style-type: none"> <li>○ Racism and discrimination generally</li> <li>○ Discrimination against immigrants and non-white people</li> <li>○ Racial profiling and mistreatment of Hispanics by police</li> <li>○ Mistreatment at work</li> <li>○ Racially/culturally based bullying at school</li> </ul>	<ul style="list-style-type: none"> <li>○ Hard to find a good job that does not pay them less because they are immigrants</li> <li>○ Hispanics/Latinos are distrusted or treated like ex-convicts</li> <li>○ Rental housing deposits are higher for immigrants</li> </ul>
<b>Work</b>	
<ul style="list-style-type: none"> <li>○ Not enough job opportunities</li> <li>○ High unemployment</li> <li>○ Available work pays little</li> <li>○ Harder to find work because they are immigrants</li> </ul>	<ul style="list-style-type: none"> <li>○ Hard to find a good job that does not pay them less because they are immigrants</li> <li>○ Mistreatment at work</li> <li>○ Must work far away/outside of Winston-Salem</li> </ul>

**(CONTINUED)**

(TABLE 6.2, CNTD.)

<b>Police</b>	
<ul style="list-style-type: none"><li>○ Police checkpoints, including at city entrance</li><li>○ Detentions</li><li>○ Deportations</li><li>○ Police stop people who haven't committed driving infractions because they look Hispanic</li></ul>	<ul style="list-style-type: none"><li>○ Police give immigrants multiple tickets monthly for not having a license</li><li>○ Police falsely charge immigrants knowing they have no resources</li><li>○ Need more police for crime</li></ul>
<b>Neighborhood Crime</b>	
<ul style="list-style-type: none"><li>○ Home robberies</li><li>○ Violence, including assault and gun violence</li><li>○ Drinking and alcoholism</li></ul>	<ul style="list-style-type: none"><li>○ Don't feel safe, or that children are safe, due to crime</li><li>○ Vandalism</li></ul>
<b>Communication</b>	
<ul style="list-style-type: none"><li>○ Lack of communication with others due to language</li><li>○ Lack of communication with neighbors</li></ul>	<ul style="list-style-type: none"><li>○ Lack of information about resources available</li><li>○ Difficulty understanding Americans</li><li>○ Isolation</li></ul>
<b>Health/Healthcare</b>	
<ul style="list-style-type: none"><li>○ No help/assistance for health needs</li><li>○ Lack of medical and dental services for immigrants</li></ul>	<ul style="list-style-type: none"><li>○ Lack of health insurance</li><li>○ Health problems</li><li>○ Lack of public hospital nearby</li></ul>
<b>Education</b>	
<ul style="list-style-type: none"><li>○ Education needs generally</li><li>○ Need to travel (e.g., Kernersville) to find classes</li><li>○ Lack of tutors for ELL students</li></ul>	<ul style="list-style-type: none"><li>○ Lack of help for youth who want to pursue college</li><li>○ People cannot attend school because of work</li></ul>
<b>Infrastructure and City/Recreational Services</b>	
<ul style="list-style-type: none"><li>○ No area in neighborhood for children</li><li>○ Not enough family parks or museums</li><li>○ Lack of free programs for children</li></ul>	<ul style="list-style-type: none"><li>○ City doesn't enforce keeping yards or apartment grounds clean</li><li>○ No sidewalks in neighborhood</li></ul>

## Ways to Improve Residents' Communities

Immigrant residents were asked what they believe would make their communities a better place to live. As outlined below, respondents prioritized recreational opportunities, increased safety, cultural changes, more accessible transportation, improved healthcare access, more jobs, and cleanliness.



- **Recreational Opportunities**—More parks/any parks; parks nearby; recreational spaces; more recreational activities for families, children, and different cultural groups; more group sports; soccer fields.



- **Increased Safety**—Greater safety, including for children; less theft; better communication of laws; neighbors look out for each other; no illegal drug sales; keep youth away from drugs; more police; police pay attention to immigrants' complaints/calls.



- **Cultural Changes**—Less racism; greater unity; neighbors more attentive to each other; neighbors overcoming language barriers; better interaction between Hispanic/Latino, Black, and White people; trust.



- **More Accessible Transportation**—More buses; bus stop nearby homes; school buses come near homes; more sidewalks for walking.



- **Improved Healthcare Access**—More public health programs; more free clinics for general medicine; more health system support for Hispanic/Latino communities.



- **More Jobs**



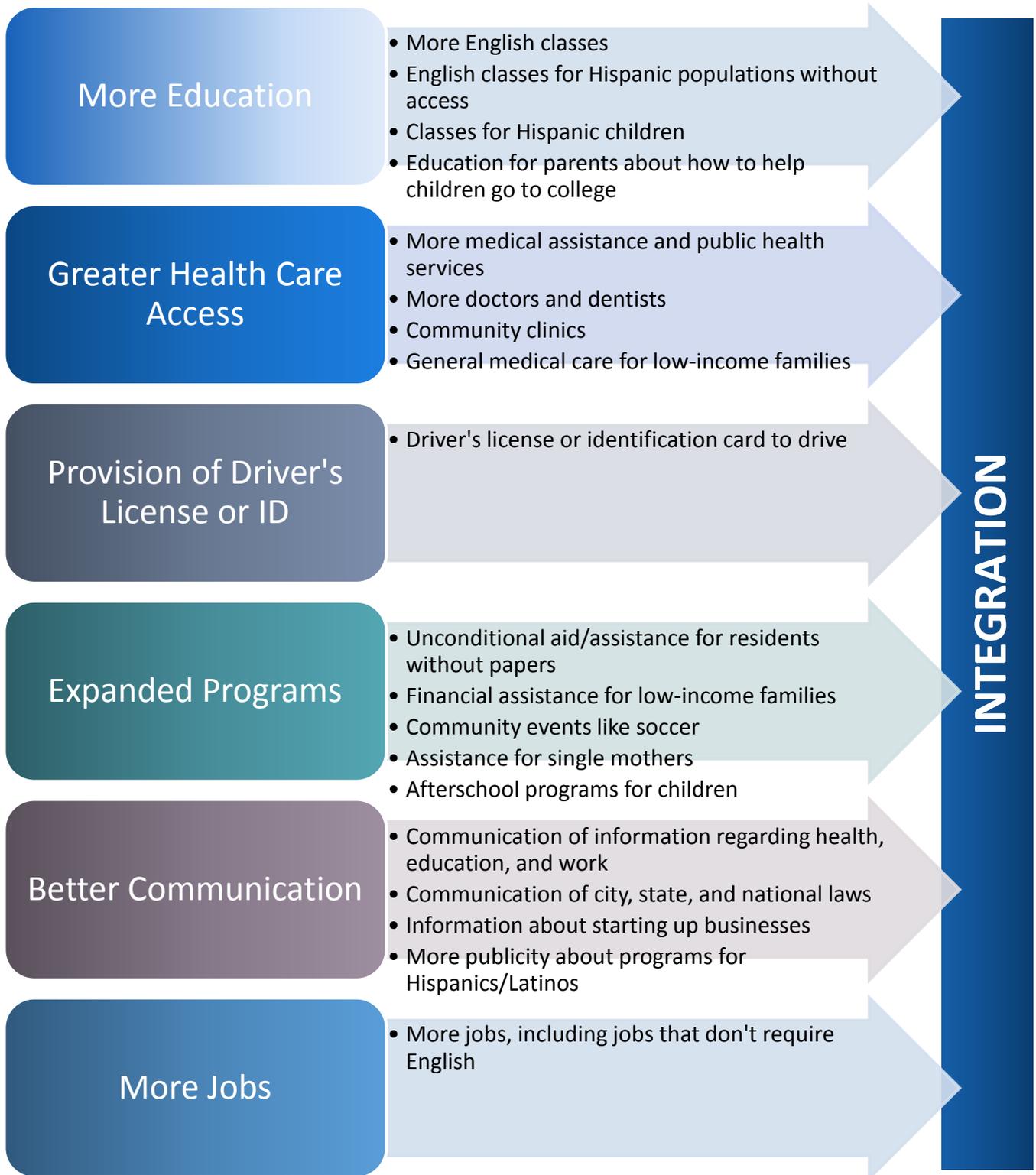
- **Cleanliness**—Cleaner neighborhoods; enforcement of clean yards.

## Resident Recommendations for Encouraging Immigrant Integration

Immigrant residents were asked to identify needed resources or services that could be offered to encourage immigrant integration in Winston-Salem/Forsyth County. As illustrated in Figure 6.2, respondents provided concrete recommendations supporting increased education, greater health care access, the provision of driver's licenses or other identification cards for driving, expanded social services and community programs, and better communication with foreign-born communities.

Some residents stated that immigration reform, generally speaking, and easier access to permanent residency ("green cards")—both of which are determined by federal, not local, law—are what is most needed to encourage immigrant integration in their community.

**FIGURE 6.2: RESOURCES RECOMMENDED BY IMMIGRANT RESPONDENTS TO ENCOURAGE INTEGRATION**



## Resident Recommendations for Improving Transportation

Respondents were specifically asked how the City of Winston-Salem could improve public transportation. Common recommendations included:

- Make bus service available city-wide/extend coverage throughout all city areas, including remote areas
- Increase number of bus routes
- Create more direct (shorter) bus routes, including routes that do not go downtown before directing toward destination
- Increase frequency of buses, such as every 30 minutes
- Extend bus hours/offer more accessible schedules
- Provide buses 7 days a week, including Sundays

Other recommendations that were shared included:

- Provide bilingual drivers
- Provide friendlier drivers
- Create bus stops on smaller streets
- Provide driver's licenses
- Establish community bike-sharing and bike lanes
- Create sidewalks near bus stops for people to walk or bicycle to the stop
- More transportation between cities, e.g., other cities within Forsyth County, Greensboro, Charlotte, and Raleigh
- Provide more information about buses
- Provide Interpreters
- Adhering to bus schedules
- Eliminate smoking on buses
- Hold community meetings to better understand transportation needs
- Display bus number and routes at each bus stop
- Display bus signs in Spanish

Of note, several respondents stated that they didn't previously know that public buses existed.

## Resident Recommendations for City Communications

Respondents were also asked how the City of Winston-Salem can communicate better with its immigrant residents. Specific **media outlets** that respondents recommended included:

- Newspapers (including *Qué Pasa*)
- Radio
- Television (including the news)

- Web/online (including Facebook)
- Telephone conversations with residents
- Letters/mailings
- Pamphlets/fliers, including in Spanish language
- Surveys like the BIC resident survey
- Announcements in schools, libraries, and other public places

Some respondents recommended collaboration with **other institutions**, such as the following:

- School system
- Churches
- Social Security Administration, DMV, and other places immigrants must first visit
- Non-profit organizations and grassroots organizations that serve immigrant communities (including IUCA)

Additionally, various types of **community outreach events** were frequently recommended, consistent with one resident's suggestion that the city be more proactive in going "where the people are":

- School-based events specifically for immigrants
- Cultural events
- Informational meetings and discussion groups for immigrants
- Group conversations about topics of interest to immigrants
- Group involving all government bodies, including the police
- Programs and meetings in Spanish
- Educational workshops
- Events and conferences for Hispanic/Latino community, including Spanish language health fairs

Finally, several residents recommend that the city make **other changes** to improve its communication, including:

- Hire more bilingual city personnel
- Provide more interpreters
- Study more about other cultures
- "Listen" and get more involved with immigrants' needs, causes, and talents
- More information in native languages, including Spanish
- Establish a city office to specifically assist immigrants and/or Hispanics/Latinos, or where Spanish is spoken
- Establish Spanish language help centers
- Have more Spanish-speaking police
- Designate volunteer representatives, including Spanish-speaking people, for each neighborhood
- Help immigrants learn English

## VII. Public Meetings with Immigrant Residents

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In March and April 2015, Winston-Salem BIC held two local public meetings with a total of about 200 participating residents. The primary goal of these meetings was to obtain and document additional, direct input from immigrant residents regarding the major challenges they face in Winston-Salem and Forsyth County. The meetings were also an opportunity to facilitate dialogue between immigrant and non-immigrant residents and to share information about the BIC project. Resident input was collected through resident discussion groups in a method similar to *focus group* research but adapted to the project's limited financial and personnel resources.

Outreach for public meetings was multi-faceted and involved extensive efforts by the Winston-Salem Human Relations Department, Stakeholder Committee members, UNC BIC, and their affiliated networks. Outreach methods included in-person visits and fliers at community spaces like the Downtown Health Plaza and Community Care Center; publication in agency/organization newsletters and email blasts; instructor outreach to Forsyth Tech ESL students; Facebook events and posts; and advertisements on Spanish language radio and television programming. Spanish and English language press releases from both the city and UNC BIC garnered significant event coverage by local English and Spanish language press. In addition, Human Relations hosted an information session for local agencies where Committee members generated great enthusiasm and outreach support among agency networks.

In an effort to promote attendance by undocumented residents, promotional materials specified that neither event registration nor identification were required to attend. Residents were encouraged to contact UNC BIC staff in advance of the meeting to request interpretation for languages others than Spanish.

### Description of Public Meetings

Public meetings were held on weeknights at the Novant Health Conference Center and Goodwill Industries, Inc. conference halls. These venues were chosen based upon their attendance capacity, their perceived acceptability to immigrants of diverse religious affiliations, and reservation affordability. Winston-Salem Human Relations provided substantial, meal-quality food at both meetings.

Public meetings lasted about 90 minutes long and began with a 20 minute



Public Meeting April 30, 2015. Photo by Drea Parker.

PowerPoint presentation by the report authors. All presentation content was presented in both English and Spanish. Presentations introduced the BIC project goals, timeline, and a summary of information that had been gathered so far in the assessment process, including: Foreign-born and Puerto Rican population estimates, languages spoken, citizenship statuses, “immigrant neighborhood” maps and neighborhood-specific demographics, and general lists of both the positive aspects and challenges to living locally that immigrant survey respondents had previously identified.

After the presentation, residents were asked to participate in discussion groups lasting about 30 minutes to discuss the greatest challenges facing immigrants living in Winston-Salem Forsyth County. Discussion group formats varied between meetings based on resident attendance, as described later in this report.



Public Meeting April 30, 2015. Photo by Adrián Romero Paz for Qué Pasa Media Network.

At the second meeting, multiple language-specific groups took place, so pre-designated group note-takers then “reported back” to the larger meeting. They reported some of their groups’ concerns in both English and Spanish, either interpreting themselves (if bilingual) or with the assistance of a contracted interpreter.

The second public meeting was also attended by two Winston-Salem City Council Members representing the culturally and racially diverse residents of the city’s Southeast and Southwest Wards, respectively, as well as a U.S. District Court Judge, who shared their thanks and encouragement

to attending residents. A contracted interpreter live-interpreted these remarks as well as the closing thanks of several Stakeholder Committee members.

## **Participating Residents (“Participant Profile”)**

A total of approximately 200 residents participated in six separate discussion groups over the course of the two meetings. At the first meeting, attendees were made up of about 30 foreign-born, adult men and women from diverse countries of origin, including Argentina, Colombia, Burkina Faso, Ethiopia, Guatemala, Ivory Coast, Macedonia, Mexico, Kosovo, Philippines, Saudi Arabia, and United Arab Emirates. These included a ministry member from a new Institute for Civic Education, a Latino city employee, an IBC school teacher, and a non-Latino immigrant who interprets for the local courts.

Attendance was much higher at second meeting, where an estimated 175 residents attended, including men, women, families with children, and several adult students from a local ESL class. These residents again claimed diverse origins, including Brazil, Burma, Colombia, Costa Rica, Cuba, Ecuador, El Salvador, Ethiopia, France, Greece, Guatemala, India, Ivory Coast, Macedonia, Mexico, Peru, Puerto Rico, and the U.S.

## Discussion Group Structure

During resident discussion groups, foreign-born residents were prompted to discuss and identify, in a group setting, what they perceive to be the biggest challenges facing immigrants in Winston-Salem and Forsyth County.

Prior to the meetings, interested Committee members were solicited to assist UNC staff by serving as potential note-takers for the discussion groups. They were given a one page, event-specific guide to prompting and documenting resident discussion. This guide emphasized the note-takers' roles as non-biased listeners and note-takers and provided simple instructions on asking questions to gather more information, summarizing and verifying information, and referring any problematic group dynamics to UNC BIC staff.



Public Meeting April 30, 2015. Photo by Williams Viera for Hola Noticias.

At the first meeting, the relatively smaller attendance prompted facilitators to hold the resident discussion as one single, 40 minute group. During this discussion, residents spoke in either English or Spanish based on their ability or preference. In order for other group members to understand and respond, residents' commentary was then interpreted by the BIC researcher/coordinator, or, in the case of a few bilingual residents, they themselves repeated their thoughts in the other language. UNC staff used large easel pads and paper to maintain a visible list of the group's input, with all commentary listed in both English and Spanish.

High attendance at the second meeting allowed for the formation of five separate groups (four Spanish language and one English language) that lasted about 20 minutes long. Note-takers who spoke each group's designated language again maintained lists of group commentary on large easel pads, which they then used to report back to the larger meeting, with interpreter assistance, after the groups were concluded.

Residents had many concerns that they wanted to communicate. Discussion groups at both meetings were energetic and remained active until they were asked to end.

## Discussion Group Analysis

Analysis of resident discussion groups was based on the group note-takers' lists as described above, as well as additional commentary from group note-takers regarding group size, make-up, and dynamics. The BIC researcher/coordinator charted and grouped resident commentary by main issue of concern (e.g., public transportation) so that it could be compared and summarized.

## Major Findings from Discussion Groups

Table 7.1 presents the issues that were identified by the resident discussion groups as the major challenges facing immigrants in Winston-Salem and Forsyth County. As was the case with immigrant surveys, the input from these discussion groups does not reflect the input of a *random, representative sample* of immigrant residents. Therefore, this information cannot be generalized to reflect the complete experiences of all local immigrants. Furthermore, besides a preference for either English or Spanish language, the residents who participated were not intentionally divided into separate discussion groups based on any other relevant characteristics, such as region of origin, gender, or length of time living in the United States. As a result, the challenges that they identified cannot be meaningfully compared *between* which discussion groups identified them.

The findings suggest a general consensus among participating residents regarding the major challenges that they face. As the chart shows, almost all of the major issues that were identified were commonly voiced by most (four or more) of the six discussion groups. Furthermore, there was only one note-taker report of conflicting viewpoints within a group.

**TABLE 7.1: IMMIGRANT CHALLENGES REPORTED BY RESIDENT DISCUSSION GROUPS**

MAJOR ISSUE REPORTED/ <b>Specific Challenges/Illustrative quotes</b>	No. Groups Reporting
<b>PUBLIC TRANSPORTATION</b>	6
<b>Need more bus coverage</b> <i>“There are places the buses don’t reach”</i> <i>“Transportation is needed from immigrant neighborhoods to downtown health plazas”</i>	
<b>Poor bus frequency/long wait times</b>	
<b>MEDICAL CARE</b>	5
<b>Need more bilingual medical staff</b>	
<b>Lack of health insurance</b> <i>“Sometimes we don’t qualify for Obamacare nor Medicaid because we make too much for Medicaid but not enough for Obamacare”</i>	
<b>Need low-cost clinics</b> <i>“Need medical center for low-income people who cannot pay for insurance”</i>	
<b>IDENTIFICATION</b>	5
<b>Need driver’s license</b>	
<b>Need other form of ID</b> <i>“Need a form of ID to ‘open doors’, show a home address to open a bank account”</i>	
<b>SCHOOLS/EDUCATIONAL SYSTEM</b>	5
<b>Need more college guidance for parents and youth</b> <i>“Students are smart and could get scholarships but their parents don’t know”</i> <i>“What classes to take to get into college?”</i>	

<i>"Services to help explore [university] programs... in different languages"</i>	
<b>Need more attention/support for immigrant students</b> <i>"School guidance counselors need to care more about Hispanic students... [they] discriminate against Hispanic students and don't care about them when they ask for help"</i> <i>"Expansion of ESL academy [and] software for language learning"</i>	
<b>Need non-English language support for parents</b> <i>"More bilingual reception staff"</i> <i>"Well translated written communications"</i> <i>"More [bilingual] programs for parents to be involved in school... [like a] 'Parent Academy'"</i>	
<b>Higher/continued education is not accessible</b> <i>"Need in-state tuition for undocumented residents"</i> <i>"Parents need easily accessible opportunities for professional advancement... you need documents or they [Forsyth Tech] don't give you the certificate at the program's end."</i>	
<b>Need more security/surveillance in schools</b>	
<b>School buses drive too quickly</b>	
CITY COMMUNICATION	4
<b>Need better communication of city regulations</b> <i>"City doesn't pick up recyclables in some areas because they aren't contained correctly and the neighborhoods don't know why."</i>	
<b>Lack of access to civic information</b> <i>"Lack of access to information such as public meetings, how to improve the community, opportunities in the community ... information should be posted in accessible places such as schools, Latino grocery stores... on the Hispanic radio"</i>	
<b>Need an information center</b> <i>"One stop shop center for resources"</i>	
LACK OF CITIZENSHIP/RESIDENCY DOCUMENTATION	4
<b>Labor restrictions</b> <i>"Without papers there are few options for work, and the jobs that exist pay very little"</i>	
<b>Insecurity due to legal status</b>	
OTHER EDUCATION	4
<b>Need more access to English classes</b> <i>"More publicity about English classes"</i> <i>"Registration process for English classes... is very long"</i>	
<b>Need education about starting a business</b>	
<b>Need "civic education"</b>	
<b>Need accessible parenting programs</b> <i>"Help parents relate with their teenagers and prevent problems"</i>	
<b>Need education about taxes</b>	
POLICE	4
<b>Driver checkpoints</b> <i>"Police checkpoints specifically in Hispanic neighborhoods"</i>	
<b>Distrust of police</b>	

<p><i>"Sometimes Hispanics feel they are targeted"</i>  <i>"Fear of speaking to police"</i>  <i>"Authorities harass people without a license"</i></p>	
<p><b>Need appropriate attention from police</b>  <i>"Police don't respond when called... police arrive who don't speak Spanish"</i></p>	
<b>WORK</b>	<b>4</b>
<p><b>Mistreatment/workplace abuse</b>  <i>"Wage theft is a major issue... law enforcement is needed to address workplace violations, particularly among contractors and subcontractors"</i>  <i>"Unequal wages... fear of speaking up because employers threaten to report them"</i></p>	
<p><b>Lack of jobs</b></p>	
<p><b>Need wage increases</b></p>	
<b>RECREATION</b>	<b>4</b>
<p><b>Need more or improved recreational centers/activities</b>  <i>"Need more complete recreation centers, more services and maintenance"</i></p>	
<p><b>Need accessible activities and community centers for youth</b>  <i>"Affordable or free afternoon and summer programs for youth"</i>  <i>"Need access to activities for children and youth with accessible pricing... YMCA but low cost membership"</i></p>	
<b>DOMESTIC VIOLENCE (INTIMATE PARTNER VIOLENCE)</b>	<b>2</b>
<p><b>Domestic violence is a problem</b>  <i>"Latina women are asking ME [city HR employee] to talk to their husbands [about abuse]"</i>  <i>"Domestic violence is also an issue for other [non-Latino] immigrants like from Somalia and Ethiopia. They are used to other ways of resolving family conflicts... they are not taught about illegality of [partner violence] in the U.S. More education is needed before they come here."</i></p>	

## VIII. Institutional Insights and Attitudes

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An anonymous, web-based survey was circulated July through September 2014 for members of local organizations, such as cultural groups, churches, health care clinics, foundations, and schools, which represent and/or provide services to immigrant communities. The survey aimed to gather information about the perceived resources and needs of local foreign-born communities, as well as members' attitudes toward immigrant integration and the BIC program.

### **Organization Survey Methods**

Survey questions were open-ended and designed to obtain respondent characteristics, such as specific organization membership, as well first-hand descriptions of respondent perceptions. A list of survey questions is attached as Appendix E.

The survey was offered in a web-based format utilizing Qualtrics® survey software. Following the BIC Stakeholder Committee's approval of the survey design in July, 2014, the survey was distributed as a website link via standard email to all Committee members. Members were encouraged to complete the survey and to share the link with other local organizations that provide services to immigrant communities, including organizations not currently involved with the BIC project. At least one member organization, the Hispanic League, promoted the survey link in its community e-newsletter.

Due to low initial response (12 submissions) after the first seven weeks of data collection, the survey's importance was discussed again at the Committee's August, 2014 meeting, and a separate recruitment email containing the survey link was sent to Stakeholder Committee members on August 29, 2014. Response numbers consequently doubled to 24 submissions prior to the close of data collection on September 12, 2014.

Responses from four survey respondents were ultimately omitted from analysis because the respondents' answers indicated that they were not the intended sample for the survey; although the respondents were immigrants themselves, they self-reported that they were not members of any organization that represents or provides services to immigrants.

Responses were exported from Qualtrics® software to a Microsoft Excel template and then analyzed by the BIC researcher/program coordinator using a directed content approach appropriate for the open-ended, qualitative survey design. Responses for each survey question were coded, or, labelled according to the main idea expressed within. Responses sharing similar codes were then grouped, compared for contextual meaning, and summarized.

### **Survey Respondents**

The 20 respondents who were included in analysis were, by and large, members of organizations that are currently represented on the BIC Stakeholder Committee. Several are immigrants themselves. They

held positions such as Project Manager, Executive Director, Hispanic/Latino Community Liaison, Instructor, and Staff Assistant at the following organizations:

- The Atkinson Law Firm, PLLC
- Branch Banking and Trust Co.
- Crosby Scholars
- El Buen Pastor—Latino Community Services
- FaithHealth NC
- Gold’s Gym
- Hispanic Interaction
- Hispanic League
- Indo US Cultural Association (IUCA)
- Qué Pasa Media Network
- Second Harvest Food Bank of Northwest NC
- Wake Forest School of Medicine—Maya Angelou Center for Health Equity
- Wake Forest School of Medicine—Comprehensive Cancer Center
- Wake Forest School of Medicine—Other
- Wake Forest University Medical Center
- Wentz Memorial United Church of Christ

Respondents described a variety of relationships between their organizations and the City of Winston-Salem, ranging from no direct relationship; to having board members who are concurrently working as city employees; to holding various event or educational partnerships with different municipal offices.

Almost all respondents reported that they work on a monthly to daily basis with Hispanic/Latino immigrant populations. Some further specified that they work with middle and high school students and parents; undocumented persons seeking legal status; or farmworkers and employees within poultry processing plants. Two respondents reported that they have direct contact with non-Latino immigrants, specifically Asian, Middle Eastern, and Indian immigrants, through their organizations.

## Organization Survey Findings

**Attitudes toward Integration:** Almost all respondents described *immigrant integration* as some type of connectedness and ongoing interaction between mainstream and immigrant communities. Some descriptions emphasized that a primary part of integration is non-immigrant residents’ acceptance and embrace of immigrant “strangers”; others emphasized the importance of maintaining and appreciating diverse cultural identities.

**Aiming to Increase Access:** Several respondents explained that for them, success of the BIC program would mean **increasing immigrant access** to important resources and services, including employment opportunities and preventive health care from local medical providers. Two respondents specifically

referenced a resources directory/guide to services, like the one which had been previously discussed during Stakeholder Committee meetings, as an example of project success.

Other ideal project outcomes that were reported included translators; creating a recognized form of identification for immigrants; and greater knowledge of cultural competency and new immigrants' needs.

**Perceived Community Challenges:** When asked to share the biggest challenges facing the communities they work with, most respondents listed several issues. Individual issues that were identified by several respondents are presented in Table 8.1.

**TABLE 8.1: PERCEIVED COMMUNITY PROBLEMS REPORTED BY ORGANIZATION MEMBERS**

Poverty/Lack of Economic Mobility
Lack of Legal Status
Language
Lack of Identification or Driver's License
Low Formal Education
Inadequate Public Transportation

Of note, multiple respondents wrote thoughtful, lengthy responses regarding the major challenge of poverty; they attributed the issue to immigrants not having the legal status or driver identification needed to obtain and maintain sufficient employment. For example, one respondent shared the following:

The biggest challenges facing the communities I work with, are primarily not having the opportunity to a legal status. If they did have a legal status, then they would have access to a drivers [sic] license, social security card, stability and a better job. However, since this is not the case, they have the hard and dirty jobs around the country, lack of resources . . . the children [do] speak the language, but based on their family environments they are at the bottom levels with resources and opportunities.

**Perceived Solutions:** When asked what they consider to be sustainable solutions to the above challenges, respondents again seemed to speak again to the major issue of poverty. Multiple respondents identified the following solutions:

- **Options to Drive and Work**—either through federal or state legislation (“immigration reform”) or through an alternative identification program “similar to the one developed by the Greensboro Police Department and FaithAction International.”
- **Education**—such as through ESL classes.

- **Improved Communication**—such that information about services (generally speaking) reaches all immigrant residents in need, and that those residents are not afraid to access those services.

When later asked what they consider to be the greatest need in resources and services that can be offered *to encourage immigrant integration*, several respondents focused on **identification, work, and educational resources**, including:

- Driver’s licenses and other identification;
- Work permits;
- Education (generally); and
- Workers’ rights education.

**Health-related resources** were also commonly identified as resources/services that can be offered, including:

- Affordable clinics and dentists;
- Community-based healthcare and prevention; and
- Hospitals.

**Community Assets:** The survey asked organization members to describe how the communities they serve are currently addressing the challenges or barriers they face. As shown in Table 8.2, several respondents shared that immigrants are actively engaged in English language learning. Public schools and community colleges were also acknowledged by multiple respondents for conducting significant outreach to both Hispanic/Latino students and their parents to improve student retention; encouraging parents to take advantage of local educational opportunities; and providing resources for immigrants to “become part of the fabric of our community”.

**TABLE 8.2: PERCEIVED COMMUNITY ASSETS REPORTED BY ORGANIZATION MEMBERS**

Immigrants Working to Learn English
Public School System
Community Colleges
TV Channels “Tu Comunidad” and “La voz de la escuela”
“Frontline” Medical Providers
Prior Acute Care Latino Health Initiatives

Multiple respondents noted that immigrants are unable to access some key resources, including work/income, education, and aid organizations, due to fear of police and the expensive tickets associated with driving to places of work, aid agencies, etc.

**Stakeholder Resources:** Members were asked to describe any current practices that their organizations use to make organization programming or services more culturally appropriate for immigrants. As shown in Table 8.3, multiple respondents indicated that their organizations utilize interpreters, bilingual staff, and/or document translation. Such practices and programming indicate resources, such as knowledge and infrastructure, which might be leveraged to achieve BIC program goals.

**TABLE 8.3: CULTURAL COMPETENCY PRACTICES REPORTED BY ORGANIZATION MEMBERS**

Reported Practice	Organization(s) Reporting Practice in BIC Survey
Interpretation and Bilingual Staff	<ul style="list-style-type: none"> <li>• Atkinson Law Firm, PLLC</li> <li>• BB&amp;T and Gold’s Gym</li> <li>• FaithHealthNC</li> <li>• Hispanic Interaction</li> <li>• Second Harvest Food Bank of Northwest NC</li> <li>• Wake Forest University Medical Center</li> <li>• Wentz Memorial UCC</li> </ul>
Document Translation	<ul style="list-style-type: none"> <li>• Crosby Scholars</li> <li>• Hispanic Interaction</li> <li>• Wake Forest School of Medicine</li> </ul>
Immigrant- and Latino-Specific Programs	<ul style="list-style-type: none"> <li>• Atkinson Law Firm, PLLC—immigration legal services; educational events for immigrants</li> <li>• El Buen Pastor Latino Community Services—bilingual preschool classes and tutoring for Latino children/students; literacy program for first generation Latino immigrant families</li> <li>• Hispanic League—motivational speakers for ESL students; college scholarships for Hispanic/Latino students</li> <li>• Indo-US Cultural Association—Indian-American cultural activities</li> </ul>
Offer Cultural Competency Trainings for Others	<ul style="list-style-type: none"> <li>• Hispanic Interaction</li> <li>• Maya Angelou Center for Health Equity at Wake Forest School</li> </ul>
Food and Childcare Provided at Events	<ul style="list-style-type: none"> <li>• FaithHealthNC</li> </ul>

## Appendix A: Countries of Origin for Foreign-Born Residents, Forsyth County, 2008-2012

<b>Country (By Region)</b>	<b>Estimated No. of People</b>	<b>Percent of Foreign-Born Population in Forsyth County</b>	<b>Percent of ALL Forsyth County Population if 1% or more</b>
<b>Africa</b>	<b>1012</b>	<b>3.15%</b>	
<b>Eastern Africa</b>	<b>218</b>	<b>0.68%</b>	
Ethiopia	14	0.04%	
Kenya	155	0.48%	
Other Eastern Africa	49	0.15%	
<b>Middle Africa</b>	<b>42</b>	<b>0.13%</b>	
Cameroon	10	0.03%	
Other Middle Africa	32	0.10%	
<b>Northern Africa</b>	<b>129</b>	<b>0.40%</b>	
Egypt	78	0.24%	
Morocco	25	0.08%	
Other Northern Africa	26	0.08%	
<b>Southern Africa</b>	<b>99</b>	<b>0.31%</b>	
South Africa	99	0.31%	
<b>Western Africa</b>	<b>518</b>	<b>1.61%</b>	
Ghana	124	0.39%	
Liberia	117	0.36%	
Nigeria	150	0.47%	
Sierra Leone	12	0.04%	
Other Western Africa	115	0.36%	
Africa, n.e.c.	6	0.02%	
<b>Asia</b>	<b>5674</b>	<b>17.63%</b>	<b>1.61%</b>
<b>Eastern Asia</b>	<b>1765</b>	<b>5.49%</b>	
China	1082	3.36%	
Taiwan	170	0.53%	
Japan	276	0.86%	
Korea	407	1.26%	
<b>South Central Asia</b>	<b>1822</b>	<b>5.66%</b>	
Afghanistan	14	0.04%	
India	1333	4.14%	
Iran	158	0.49%	
Kazakhstan	55	0.17%	
Nepal	82	0.25%	
Pakistan	175	0.54%	

Other South Central Asia	5	0.02%
<b>South Eastern Asia</b>	<b>1725</b>	<b>5.36%</b>
Cambodia	29	0.09%
Indonesia	46	0.14%
Laos	31	0.10%
Malaysia	17	0.05%
Burma	87	0.27%
Philippines	919	2.86%
Singapore	16	0.05%
Thailand	230	0.71%
Vietnam	350	1.09%
<b>Western Asia</b>	<b>333</b>	<b>1.03%</b>
Israel	12	0.04%
Jordan	127	0.39%
Lebanon	94	0.29%
Saudi Arabia	52	0.16%
Syria	5	0.02%
Yemen	15	0.05%
Turkey	14	0.04%
Other Western Asia	14	0.04%
Asia,n.e.c.	29	0.09%
<b>Europe</b>	<b>2724</b>	<b>8.47%</b>
<b>Northern Europe</b>	<b>570</b>	<b>1.77%</b>
United Kingdom*	462	1.44%
Ireland	11	0.03%
Denmark	24	0.07%
Norway	33	0.10%
Sweden	31	0.10%
Other Northern Europe	9	0.03%
<b>Western Europe</b>	<b>668</b>	<b>2.08%</b>
Austria	64	0.20%
Belgium	48	0.15%
France	67	0.21%
Germany	409	1.27%
Netherlands	38	0.12%
Switzerland	19	0.06%
Other Western Europe	23	0.07%
<b>Southern Europe</b>	<b>694</b>	<b>2.16%</b>
Greece	334	1.04%
Italy	299	0.93%

Portugal	22	0.07%	
Spain	39	0.12%	
<b>Eastern Europe</b>	<b>792</b>	<b>2.46%</b>	
Albania	148	0.46%	
Bulgaria	43	0.13%	
Czechoslovakia**	10	0.03%	
Hungary	35	0.11%	
Poland	111	0.34%	
Romania	212	0.66%	
Russia	177	0.55%	
Ukraine	25	0.08%	
Bosnia and Herzegovina	31	0.10%	
<b>Latin America</b>	<b>22236</b>	<b>69.10%</b>	<b>6.33%</b>
<b>Caribbean</b>	<b>995</b>	<b>3.09%</b>	
Bahamas	30	0.09%	
Barbados	115	0.36%	
Cuba	209	0.65%	
Dominican Republic	281	0.87%	
Haiti	56	0.17%	
Jamaica	205	0.64%	
St. Vincent and the Grenadines	11	0.03%	
Trinidad and Tobago	42	0.13%	
West Indies	15	0.05%	
Other Caribbean	31	0.10%	
<b>Central America</b>	<b>19322</b>	<b>60.05%</b>	<b>5.50%</b>
Mexico	15113	46.97%	4.30%
Belize	17	0.05%	
Costa Rica	57	0.18%	
El Salvador	1839	5.72%	
Guatemala	1432	4.45%	
Honduras	499	1.55%	
Nicaragua	300	0.93%	
Panama	65	0.20%	
<b>South America</b>	<b>1919</b>	<b>5.96%</b>	
Argentina	62	0.19%	
Brazil	179	0.56%	
Chile	19	0.06%	
Colombia	476	1.48%	
Ecuador	290	0.90%	
Guyana	57	0.18%	

Peru	371	1.15%
Uruguay	144	0.45%
Venezuela	281	0.87%
Other South America	40	0.12%
<b>Northern America</b>	<b>427</b>	<b>1.33%</b>
Canada	419	1.30%
Other Northern America	8	0.02%
<b>Oceania</b>	<b>105</b>	<b>0.33%</b>
Australia and New Zealand	101	0.31%
Oceania, n.e.c.	4	0.01%

SOURCE: U.S. Census Bureau; 2012 American Community Survey 5-Year Estimates, Table B05006.

## Appendix B

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*Document begins on the following page.*

# 2013 National Origin Minority student (NOMS) summary Winston-Salem / Forsyth County Schools

The North Carolina Department of Public Instruction (NCDPI) requires that school districts collect and report the total number of National Origin Minority students (NOMS) and number of languages spoken in each school district in North Carolina. This information is collected from the Home Language Survey that each student completes upon initial enrollment in a North Carolina public school.

There were 100 total languages and **11,669** NOM students in 2013 in the Winston-Salem/Forsyth County School system. It is important to note that some languages, such as Chinese, have multiple dialects (Mandarin, Cantonese, etc.) which for the purpose of this report are counted as separate languages. Table 1 shows an aggregate count of these languages.

Table 1

Home Language	NOMS Count
Spanish	10427
Arabic/Egyptian/Lebanese/Syrian	173
Chinese	124
Vietnamese	104
Tagalog/Filipino	96
Kayah/Karenni	94
Hindi/Indian/Urdu	70
Korean	55
Russian	32
Karen	25
French	23
Gujarati/Gujarathi	23
Greek	23
Telugu	22
Chinese (Mandarin)	19
Marshallese/Ebon	18
Tamil	18
Cambodian/Khmer	15
Indonesian	14
Cebuano	13
German	13
Chinese (Cantonese)	12
Japanese	11

Farsi/Persian/Dari	10
Bosnian	9
Portuguese	9
Thai/Tai/Thaiklang	9
Hungarian/Magyar	8
Nepali	8
Polish	8
Albanian/Shqip	7
Bengali/Bangla	7
Creoles & Pidgins (French)	7
Swahili/Kiswahili	7
Lao/Laotian Tai/Eastern Tai	6
Filipino; Pilipino	6
Kishwahali/Kwa/Kitendo	6
Malayalam	6
Micronesian	6
Romanian/Moldavian	6
Wolof/Gambian	6
Albanian	5
Greek, Modern (1453-)	5
Kannada	5
Serbo-Croatian	5
Chin	4
Punjabi/Panjabi	4
Hmong/Hmong-Mien/Hmongie/Chaug	3
Burmese/Myanmasa	3
Creoles & Pidgins (Portuguese)	3
Ewe	3
Kanjobal	3
Macedonian	3
Marathi	3
Serbian	3
Ukrainian	3
Xhosa/Zulu	3
Afrikaans	2
Dutch	2
Hausa	2
Hawaiian	2
Italian	2
Kru/Ibo/Igbo	2
Patois	2
Romanian	2

Shona	2
Tarasco	2
Turkish	2
Twi	2
Visayan	2
Amharic/Ethiopian	1
Amuzgo	1
Bulgarian	1
Catalan/Catalonian	1
Chavacano	1
Danish	1
Edo	1
Esperanto	1
Fanti	1
Finnish	1
Haitian Creole	1
Hebrew	1
Igbo	1
Karelian	1
Kazakh	1
Kinyarwanda/Kinyamulenge	1
Kpelle	1
Liberian English	1
Luganda/Ganda	1
Malagasy	1
Oriya	1
Pampanga; Kapampangan	1
Ponapean/Papiamentic/Pohnpeian	1
Rwanda	1
Siswati/Tekela	1
Tsonga	1
Urhobo	1
Yoruba	1
Zarma	1
Zuni	1
<b>TOTAL</b>	<b>11669</b>

MARCH 2015

### **Proposal For A Winston-Salem/Forsyth County Municipal/Community ID Card**

#### **Overall Goal of Proposal**

To bring local government, organizations and residents into alignment for positive advocacy and subsequent approval of a City/County Municipal/Community Identification Card to benefit all residents and build an economically efficient, collaborative and involved community.

#### **Statement of Community Problem**

Some residents of Winston-Salem and Forsyth County, regardless of immigration status, lack the necessary forms of official identification that are required to access financial institutions, jobs, housing and community services. These residents include students, the homeless, transgender people, the indigent, the elderly, runaway youth, those in recovery and public re-entry programs, and undocumented residents. Although reasons vary, these individuals simply do not have access to a valid photo identification card because they are unable to show the required proof of legal residence or citizenship, or recall/prove social security and/or birth certificate information.

The Center for Popular Democracy<sup>1</sup> reports that, *“Without the right form of ID you may not be able to open a bank account or even cash a check, see a doctor at a hospital, register your child for school, apply for public benefits, file a complaint with the police department, borrow a book from a library, vote in an election, or even collect a package from the post office. Ironically, the very people who are most in need of such basic services are also those who have the most difficulty obtaining the proof of identity that will allow them to access those services. In addition to serving practical urgencies, identification cards also have a symbolic importance as a sign of membership in the community. Cities that offer ID to their residents regardless of immigration status are making a powerful statement of welcome and inclusion.”*

A problem that inspired many municipalities to consider a municipal ID program was the fact that thieves profiled residents who could not open bank accounts; robbers expected, often correctly, that such individuals were carrying large amounts of cash. Another common problem was the reluctance of

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<sup>1</sup> The Center for Popular Democracy, Who We Are: Municipal ID Cards as a Local Strategy to Promote Belonging and Shared Community Identity, December 2013, describes the circumstances under and processes by which the elected officials of 12 cities in the United States decided to adopt municipal ID card programs.

undocumented immigrants to report crime or workplace abuse for fear that law enforcement officials would ask for ID.

A City/County-level system of identification is one way not only to address barriers that many people encounter when seeking to access day-to-day service at the doctor's office or public library, but also to prevent more serious, long-lasting consequences of these barriers for the health, safety and well-being of the entire community. For persons living with mental illness or other disabilities, as well as for formerly incarcerated individuals re-entering society, significant obstacles hinder acquisition of the documentation necessary to access the basic services upon which, in many cases, the lives of these persons depend. Such problems of access mark a significant point of overlap in need between these vulnerable groups and the undocumented immigrant population.

Incentives that cities are using to encourage residents to apply for a municipal ID card include not only discounts at local businesses and city-operated venues, but also the option to use the ID card as a prepaid debit card with which to access public transportation and parking decks. Some cards also include the holder's emergency contact information and basic medical information. A useful, recognizable and widely relied upon municipal ID card can promote a sense of city unity, which benefits all residents. When vulnerable and undocumented populations are able to access the services they need to take care of themselves and their families, to find and keep employment, and to participate in neighborhood life, the social and economic consequences are positive for the entire community.

Law enforcement officers make numerous traffic stops every day and often spend hours seeking to verify the identity of individuals who do not possess state-issued photo identification. A vetted and trustworthy municipal ID card would spare law enforcement authorities time and effort that officers would prefer to spend in patrol of the communities they are committed to protect.

Local healthcare organizations also support ID cards for several reasons. According to Dr. Howard Blumstein, Professor of Emergency Medicine at Wake Forest Baptist Medical Center, "Mis-registration creates a host of safety issues in the emergency department. The existence of an ID card would reduce the incidence of such errors." In fact, whether the cause of registration errors is a person registering under multiple names or hospital staff being unfamiliar with correct spelling of Hispanic/Latino surnames, the result is the same: a patient's information is entered incorrectly into the medical record, thereby making treatment decisions difficult and potentially dangerous. Additionally, hospitals often are unable to collect payment for services when bills are misdirected due to improper spelling or mistaken addresses. This loss of revenue has a negative impact on the ability of a healthcare facility to operate profitably and provide effective service to the community.

### **Proposal of Community Solution**

An ID Card could alleviate resident issues by providing easier access to local services and institutions, reduce fear of interactions with public officials and police, and foster a sense of belonging and shared community. Moreover, these Municipal IDs make work easier for everyone--police, teachers,

merchants, and professionals. The entire community benefits when barriers between services and people are reduced.

The ID Card could have multiple functions in order to benefit all residents, rather than just those without other forms of photo identification. It could be integrated with many city and county services, as well as private businesses. The ID would be a great opportunity to streamline many city/county services since the card could serve as a library card, a way to access and pay for public transportation and parking, a school ID card, and proof of residency. The multiple uses would be efficient and reduce the costs for multiple city/county agencies. It could also serve to accurately track how services are being used to better help allocate resources in the future. Evidence of reducing time lost, making fewer mistakes, etc. in dealing with residents with no currently accepted identifications has been experienced by other communities issuing ID cards. Whether in government or private business, these improvements simply reduce the cost of doing business and allow for quicker and more focused service.

In some cases, an ID Card will prove a mitigating factor for people seeking to regularize their immigration status through the program of Deferred Action for Parental Accountability, because the card will help individuals prove their presence in the United States during the required time period. These vulnerable groups of residents would feel more positive about contributing their efforts towards volunteer work and improving the community. They will feel a part of the community, rather than apart from the community.

Currently there are 13 municipalities in the United States who issue a municipal ID card, including Oakland, CA; Richmond, CA; San Francisco, CA; Los Angeles, CA (proposed and accepted but not implemented); Washington, DC; New Haven, CT; Hartford, CT; Asbury Park, NJ; Mercer County, NJ (includes Trenton and Princeton, NJ); New York City, NY; Monmouth County, NJ; Philadelphia, PA (proposed); Iowa City, IA (proposed). Several other communities nationwide are contemplating issuing ID cards.

Within the state of North Carolina, the city of Charlotte is currently seeking full approvals for a municipal ID card, and the cities of Greensboro and Burlington (Alamance County included) are moving forward with plans to propose and implement municipal ID cards quickly.

### **Conclusion**

A Municipal/Community ID Card would benefit all residents of Winston-Salem/Forsyth County since it can serve multiple functions as a library card, public transportation/parking payment card, school ID, and proof of residency. The Card would allow all residents better access to City/County services and allow immigrant/homeless children's parents to participate in their children's public school functions. The ID Card is a tool with which to create focus on improving City/County administration with the goal of utilizing appropriately the power of local government to promote the health, safety and well-being of all city residents.

The multiple uses of the ID card would result in more efficient uses of resources and reduction of costs for multiple government departments. All departments would be able to use the same information from the card.

The ID card would also spur economic activity as many immigrant/homeless potentially would be able to open bank accounts/cash checks, thereby avoiding the regular use of check cashing stores and their high fees. In this way, the card could help consumers/residents avoid predatory and unscrupulous lenders. Moreover, residents would have less need to carry large amounts of cash on their person, thus discouraging street crime. Such residents also would have a greater sense of confidence and security in reporting crimes they observe or to which they fall victim. Better and more efficient crime reporting, as well as better relations with public safety officials, allows the entire community to feel more comfortable and safe. An adequately vetted ID card also would allow law enforcement officers to identify quickly individuals who otherwise may not have access to a recognized form of photo identification. The time saved in not having to take persons into custody in order to verify their identity would allow officers the opportunity to spend more time in the neighborhoods they patrol.

Other economic development benefits would include such intangibles as cultural improvement, inclusion and friendliness--all factors important in business relocation and retention. In today's competitive race to attract new businesses and promote job growth, such intangibles can prove to be decisive. By offering an ID card, our community would be viewed as a proponent of economic growth, cultural diversity and hospitality.

Lastly, the ID will increase civic participation and community enrichment, thus creating a sense of unity and pride within the local community. This more positive feeling of community can be a precursor to immigrant legalization, and can pave the way for broadening the local taxpayer base. This would also allow many other excluded groups such as the homeless, to feel safer and more a part of the community at large.

The Center for Popular Democracy reports that, *“Even though the power to make and enforce law explicitly about immigration is given exclusively to the federal government, that does not preclude local governments from making laws and policies that impact immigrants in some aspects of their lives. Local policies around healthcare, education, housing, voting, employment, transportation, and law enforcement all have profound effects on the ability of immigrants to thrive in their communities. So far, the policies that states and cities have specifically directed towards their undocumented populations fall into two starkly opposed categories—policies that aim to support and integrate immigrants, and policies that aim to alienate and exclude them.”*

Policies to promote community identity apply to and benefit all our residents, despite the obstacles some persons face in establishing proof of identity. This ID Card would allow people living in the shadows of our community, constituting an underground population, to come out into the light of day without fear. We believe our community should be “forward-thinking” towards a collective community vision for the benefit of all.

**List of Organizations in Support of a Municipal/Community ID Card**

Below are local organizations that support the Municipal/Community ID Card concept. Their letters of support are attached.

- Wake Forest Baptist Medical Center
- Novant Health, Forsyth Medical Center
- Forsyth County Health Department
- Winston-Salem Police Department
- Forsyth County Sheriff's Office
- Others

## Appendix D: Survey for Foreign-Born Residents of Winston-Salem

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*Document formatting has been modified for inclusion here. Italicized questions were included only in version two of the survey, distributed after August, 2014.*

**Building Integrated Communities (BIC) is an initiative of the Latino Migration Project at UNC Chapel Hill. BIC helps North Carolina city governments successfully engage with immigrants and refugee populations in order to improve public safety, promote economic development, enhance communication, and improve relationships. We are currently working with the City of Winston Salem and local immigrant communities to reduce barriers to immigrant integration.**

**We invite you to participate in the process by answering some questions about the needs of immigrants in your community. This survey is for residents of Winston Salem who were born in a foreign country or who have parents who were born in a foreign country. It should take about 15 minutes to complete.**

1. How long have you lived in Winston Salem?
2. Were you born in a foreign country?
  - Yes
  - No
  - 2b. If so, which foreign country were you born in?
  - 2c. If applicable, how frequently do you travel to your country of origin?
  - 2d. If applicable, when did you move to the United States?
3. Were one or both of your parents born in a foreign country?
  - Yes
  - No
  - 3a. If applicable, which country/countries are your parents from?
4. *What is your gender?*
  - Male*
  - Female*
  - I prefer not to identify with either of the above*
5. What is your age in years?
6. Why did you or your family move to Winston Salem?

7. What do you like about living in your neighborhood?
8. What do you find difficult about living in your neighborhood?
9. What are the biggest problems that immigrants and/or refugees face in your neighborhood?
10. What would make your community a better place to live in?
11. What do you like about living in the City of Winston Salem or Forsyth County?
12. What do you find difficult about living in the City of Winston Salem or Forsyth County?
13. How could the City of Winston Salem improve public transportation?
14. *How would you describe the job market (such as the number of jobs, or kinds of jobs available) for foreign-born residents in the City of Winston Salem?*
15. *Where do you, or the people you know, go to get information about jobs and employment?*
16. *For foreign-born residents in the City of Winston Salem or Forsyth County who are looking for jobs and employment, what kinds of programs or services might be helpful for them?*
17. *Do you have children who have attended school in the City of Winston Salem or Forsyth County?*
  - Yes (1)
  - No (2)
- 17b. *If yes, what have been your experiences with the school(s)?*
- 17c. *If yes, what programs or services, if any, have helped your child to attend school regularly, or to do well in school?*
18. *What concerns do you have, if any, about your or your family's safety in your neighborhood?*
19. *What helps to keep your neighborhood safe for you and your family?*
20. *How would you describe your relationship with the Winston Salem police?*
21. *How do you get information, or where do you go to get information, about services or programs from the City of Winston Salem?*
22. How can the City of Winston Salem communicate better with its foreign-born residents?

23. How can the City of Winston Salem better interact and engage with its foreign-born communities?  
(For example, communication, service provision, leadership and civic opportunities, police and emergency response, etc.)

24. Where do you see the greatest need in resources and services that could be offered to encourage immigrant integration?

25. *How well do you speak English?*

- Very well*
- Well*
- Not well*

26. What languages, other than English, are spoken at home?

27. Is there anything else you would like to share?

Many thanks for your participation!

We also invite you to take part in public meetings in 2014 and 2015 where we will share results of this survey, hear from additional stakeholders, and create an immigrant integration plan for the city. (Visit <http://migration.unc.edu/programs/bic/> or email [hgill@email.unc.edu](mailto:hgill@email.unc.edu) for more information.)

For all surveys not completed electronically, please send to Hannah Gill, Institute for the Study of the Americas, FedEx Global Education Center, 301 Pittsboro St., Chapel Hill, NC 27599.

## Appendix E: Survey Questions for Organizations Serving Immigrants

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1. What organization or company do you work with?
2. What is your role within this organization?
3. What immigrant populations do you work with?
4. How much contact do you have with immigrants and immigrant community leaders through your organization?
5. What are the biggest challenges facing the communities you work with?
6. How are these communities currently addressing challenges or barriers they face?
7. What are some sustainable solutions to these challenges?
8. What are some common perceptions regarding police in the immigrant communities you work with?
9. Are there practices that your organization engages in that tries to make things more culturally appropriate for immigrants? (Interpretation, child care, outreach, etc.?)
  - a. If yes, can you tell me more about those practices?
  - b. If no, is there anything getting in the way of doing this?
10. How does your organization or company work with the City of Winston-Salem?
11. How can the City of Winston Salem better engage with its immigrant communities? (e.g. communication, service provision, leadership and civic opportunities, police and emergency response, etc.)
12. How do you define "immigrant integration"?
13. Where do you see the greatest need in resources and services that could be offered to encourage immigrant integration?
14. What would you consider a successful outcome of the Building Integrated Communities in Winston Salem?
15. Is there anything else you would like to share?
16. How long have you lived in Winston-Salem?

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