City of Mountain View Human Relations Commission

Immigrant Services Needs & Assets Assessment: Preliminary Findings

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- Building Skills Partnership
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- CHAC
- Community Action Team (CAT)
- Community Services Agency of Mountain View and Los Altos (CSA)

- Day Worker Center of Mountain View
- Islamic Networks Group (ING)
- Listos
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- **Special thanks to the MV MCOP for interpreting and translation services.**

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Outline

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I. Assessment goal

Assess needs and assets in relation to **resources for immigrants in MV**, in order to make associated recommendations to the City.

II. Data sources

Type	Description
1. Background documents	Reports and websites shedding light on the number and selected demographic characteristics of immigrants in Mountain View
2. Key informant interviews	14 Individual and small-group interviews, Oct. 2018 to May 2019: • 6 interviews with City staff (8 participants) • 7 interviews with representatives of community-based organizations (13 participants) • 1 interview with a community volunteer working with immigrant children at MV High School (1 participant) • 1 interview with the Santa Clara County Office of Immigrant Relations (2 participants)
3. Focus groups	5 focus groups with immigrants, Oct. 2018 to Mar. 2019: • 3 groups with Spanish-speakers (43 participants) • 1 group with Mandarin speakers (14 participants) • 1 group with Russian speakers (4 participants)
4. Survey	Conducted largely online and partially on paper, through outreach at churches[1], late Aug. to mid-Oct. 2019: • Although previous County and other surveys were reviewed, questions developed for this survey. • Offered in in English, Spanish, Chinese, and Russian • 268 respondents living and/or working in MV met the inclusion criteria[2]

[1] Thanks to the Spanish Language Civic Leadership Academy Ambassadors Program for their outreach work.

[2] Inclusion criteria are provided later in this slideset (see Section IV).

II. Data sources – key limitations

- Information was collected between late 2018 and late 2019, prior to the Coronavirus pandemic; additional input from the community will be needed to validate/ update the findings, given the current context.

- The survey data reflect a convenience sample and cannot be generalized to the wider population of immigrants living and/or working in MV.

- There are some gaps in data sources, which we hope to address *(see Section VII for further details)*.

III. Background information

According to data released in Dec. 2019 by the U.S. Census[1]:

Total population of MV: **80,993**

Percentage foreign-born: **41.2%**

Continents of origin among foreign-born

Asia	Americas	Europe	Africa	Oceania
55.7%	24.9%	17.3%	1.3%	0.8%

Most common countries of origin among foreign-born

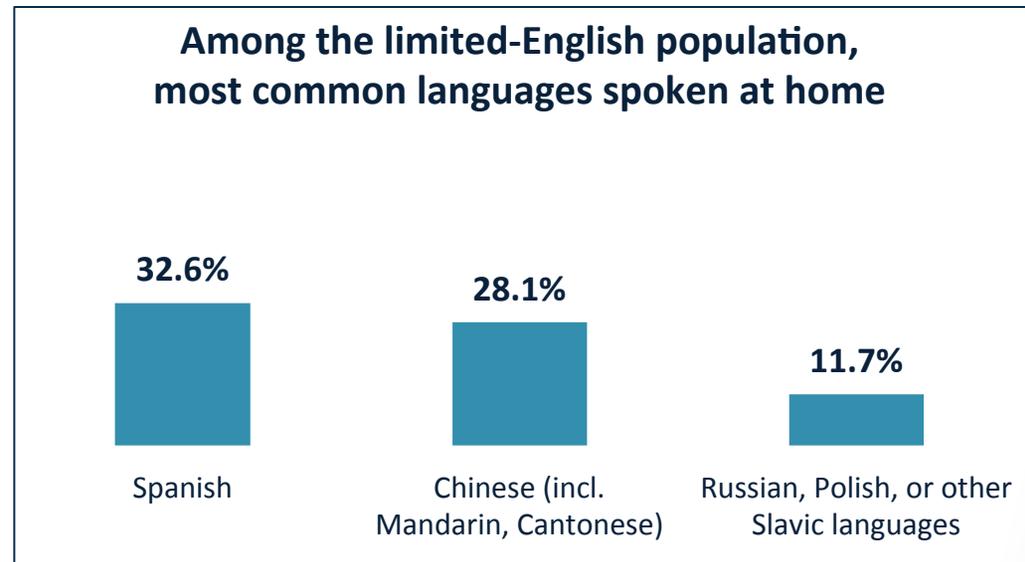| India	China (excl. Hong Kong)	Mexico	Philippines	Taiwan	Russia
15.7%	15.2%	14.1%	3.8%	3.5%	3.4%
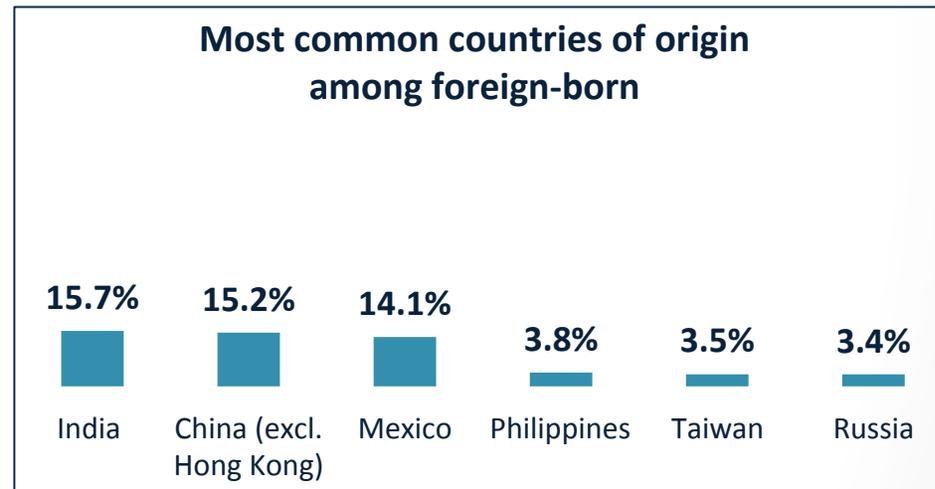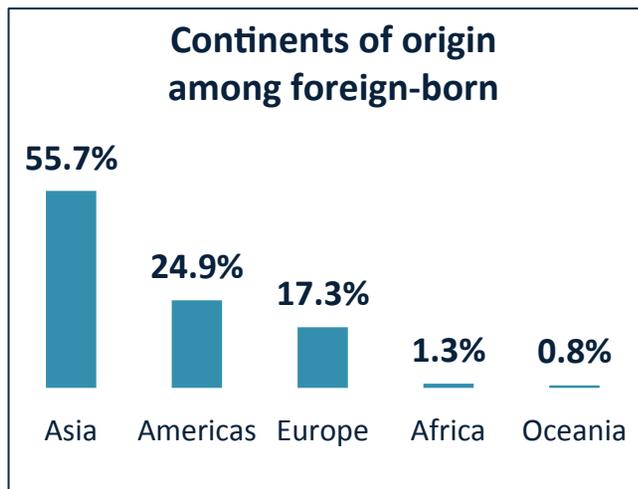
[1] TownCharts. Mountain View, California Demographics Data. Accessed 5/26/20 at https://www.towncharts.com/California/Demographics/Mountain-View-city-CA-Demographics-data.html.

III. Background information (cont.)

According to the Census Bureau's American Community Survey (2013-2017)[1]:

The number of limited-English speaking MV residents ages 5+ is **11,468**

Among the limited-English population, most common languages spoken at home

32.6%	28.1%	11.7%
Spanish	Chinese (incl. Mandarin, Cantonese)	Russian, Polish, or other Slavic languages

III. Background information (cont.)

MVLA School District reported the following enrollment of English Language Learners[1]:

Figure 7. Historical Students Enrolled as English Language Learners
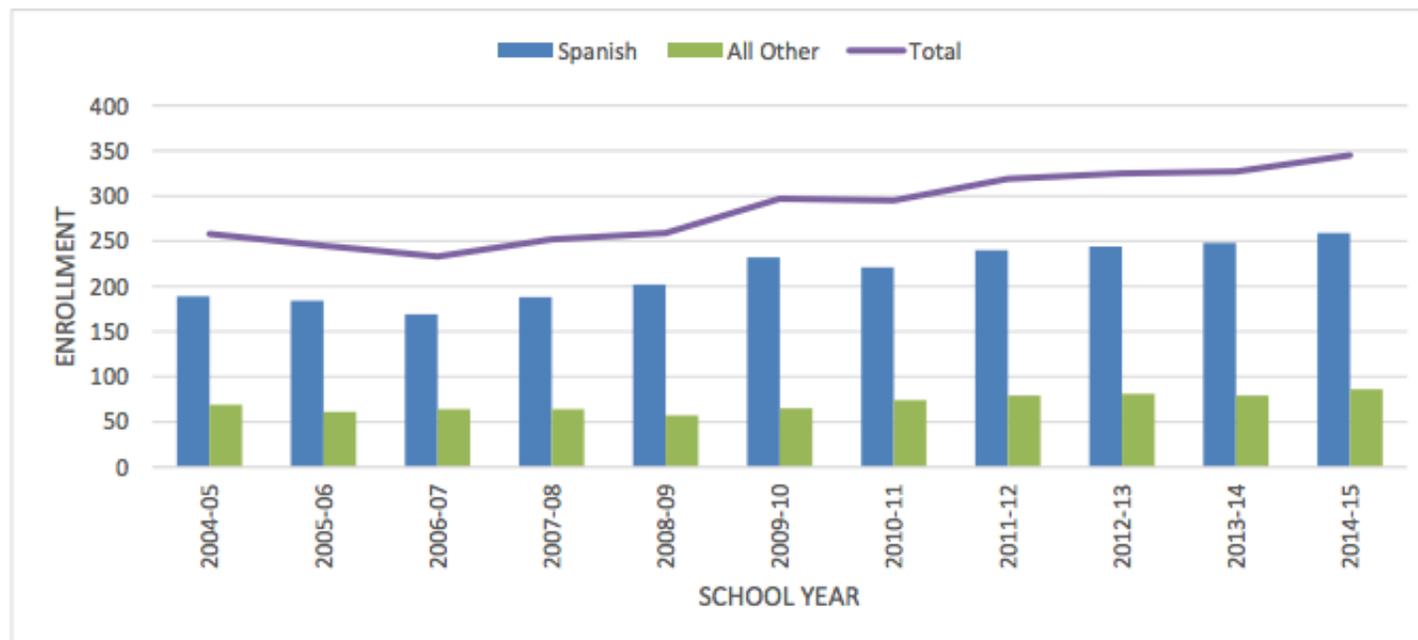
Source: California Department of Education.

[1] MVLA High School District Demographic Analysis and Enrollment Projects. June 20, 2017 (Revised April 3, 2017), p. 16. Accessed May 26, 2020 at https://www.mvla.net/documents/Education/Education-Plans--Reports/ Demographics%20Analysis%20and%20Enrollment%20Projections/ MVLA%20Demographic%20Analysis%20%20Enrollment%20Projections%202015-16%20w%20REVISED%20SGR.pdf

IV. Data and preliminary findings: immigrant perspectives

Data from immigrants

- Data were collected from immigrants via focus groups and the survey.

- The focus groups were facilitated by HRC Commissioners, with MCOP interpreting support for the Mandarin and Russian language groups.

- Focus group data are called out *only* where they present a different perspective or enhance a perspective from the survey, because the survey:

  - Yielded similar findings to the focus groups

  - Reflects the input of many more people than the focus groups

  - Reflects the input of many people who participated in the focus groups

Overview of survey respondents: Eligible respondents

Survey language	# of surveys
English	75
Spanish	92
Chinese	84
Russian	17
TOTAL	**268**

Eligible respondents met all of the following criteria:

1. Living and/or working in MV when completed survey
2. Not born in the U.S.
3. Not assigned U.S. citizenship at birth
4. Moved to U.S. with intention of living here

Overview of survey respondents: living and/or working in MV

Live in MV (only)	57.5%
Work in MV (only)	8.6%
Live and work in MV	34.0%

Note: Percentages by category don't add up to exactly 100.0% due to rounding.

Over 90% of respondents lived in MV, and just over a third also worked in MV.

Overview of survey respondents: age

Survey language	Mean (SD) Min, Max
English (n=38)	44.6 (11.2) 20-74
Spanish (n=61)	45.3 (11.0) 29-78
Chinese (n=42)	46.0 (15.4) 29-76
Russian (n=12)	58.2 (19.9) 30-90
TOTAL (n=153)	**46.3 (13.5) 20-90**

- In all language groups, all respondents were adults, including seniors.

- No one under age 20 participated in the survey, and few young adults participated.

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Overview of survey respondents: gender

English-, Spanish-, and Chinese-language respondents were in large majority female.

Transgender

Female

Male

- English survey (n=41): Male 34.2%, Female 63.4%, Transgender 2.4%
- Spanish survey (n=60): Male 21.7%, Female 78.3%
- Chinese survey (n=45): Male 17.8%, Female 82.2%
- Russian survey (n=13): Male 53.9%, Female 46.2%
- TOTAL (n=159): Male 26.4%, Female 73.0%, Transgender 0.6%
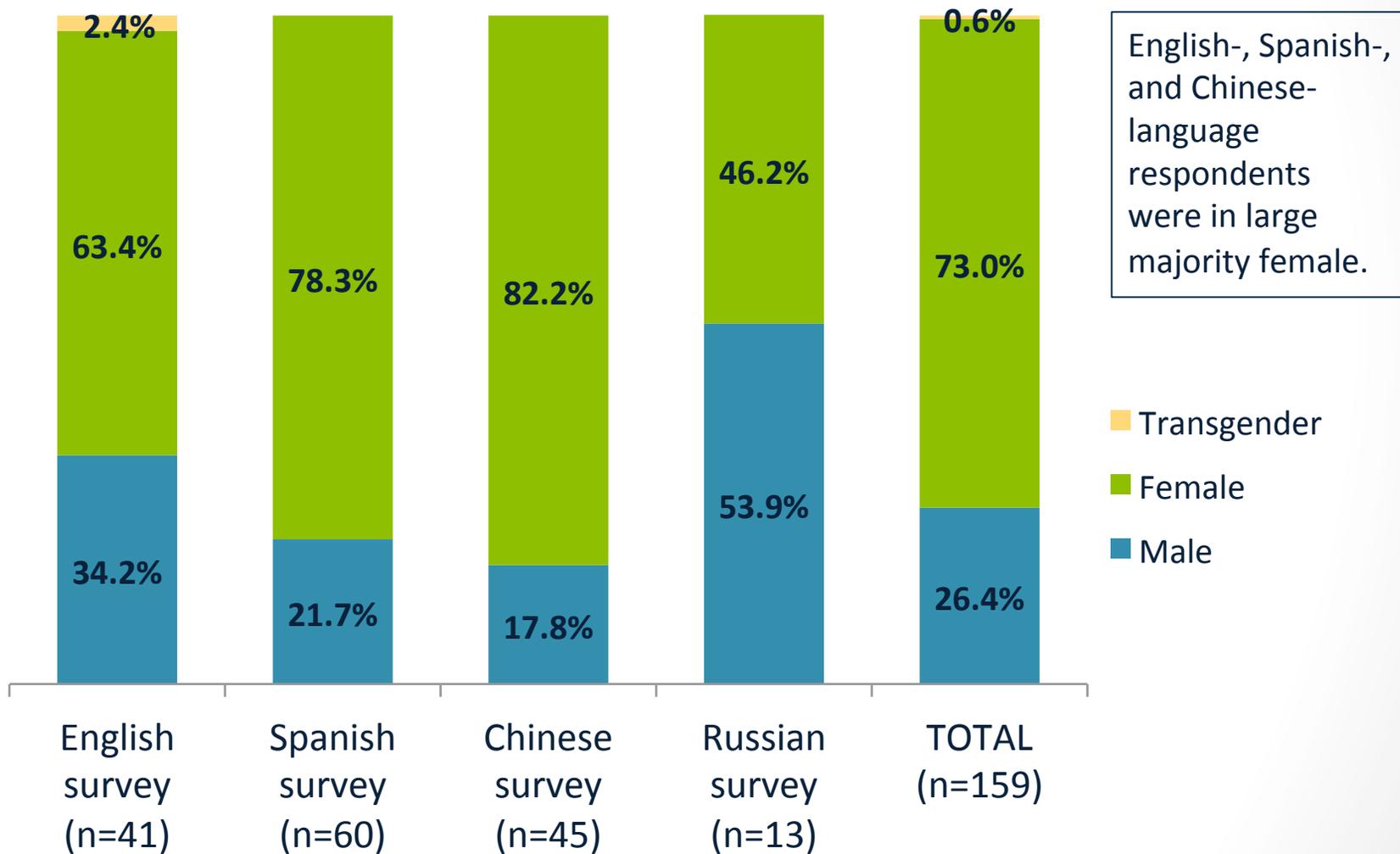
Overview of survey respondents: country of origin

36.7% **30.4%** **5.1%** **3.8%** **2.1%**

China Mexico Russia Peru India
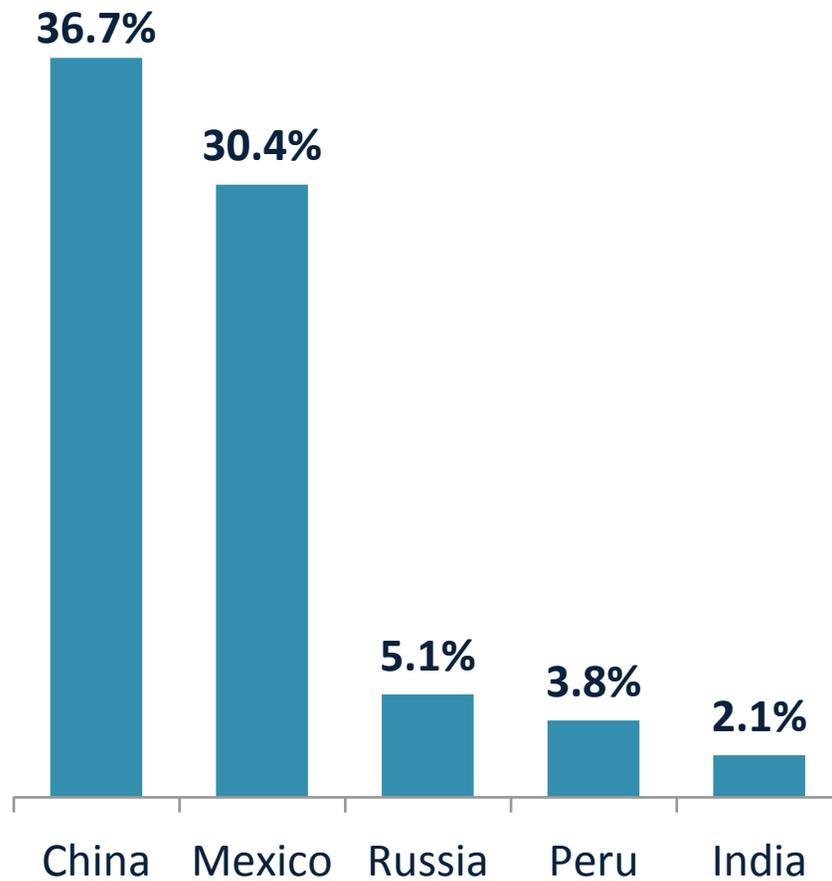
n=237

Less than 2% each:

- Argentina
- Australia
- Belarus
- Bolivia
- Canada
- Colombia
- Czech Republic
- Dominican Republic
- El Salvador
- Ethiopia
- France
- Germany
- Greece
- Honduras
- Hong Kong
- Iran
- Ireland
- Israel
- Japan
- Kazakhstan
- Malaysia
- Morocco
- Nicaragua
- Philippines
- South America *(country not specified)*
- Spain
- Taiwan
- Ukraine
- United Kingdom
- Venezuela

Overview of survey respondents: year (first) immigrated to U.S.

Survey language	Median Min, Max
English (n=40)	2001 1967-2018
Spanish (n=61)	1999 1976-2016
Chinese (n=43)	2012 1989-2019
Russian (n=13)	2007 1991-2018
TOTAL (n=157)	2003 1967-2019

Median year of (first) immigration to the U.S. was:

- Earliest for Spanish-language respondents (1999)

- Latest for Chinese-language respondents (2012)

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One-word description of MV: English-language surveys

progressive
energetic
wonderful changing
friendly nice trees
cute amazing
suburbia lovely beautiful leftist
good-for-living expensive pretty
peaceful awesome liberal diversified
livable evolving convenient good
mixed complicated
dull home interesting
diverse safe
welcoming quaint
silicon-valley-center
comfortable
over-industrialization

Respondent n=51; in some cases >1 word was included for a single respondent.

One-word description of MV: Spanish-language surveys

Respondent n=81; in some cases >1 word was included for a single respondent.

One-word description of MV: Chinese-language surveys

Respondent n=73; in some cases >1 word was included for a single respondent.

One-word description of MV: Russian-language surveys

Google
convenient
beautiful
small
quiet
refreshing
expensive
peaceful
cozy
nice
flawless
like-it
comfortable
not-big
opportunities-for-time-with-kids
fastest-growing

Respondent n=15; in some cases >1 word was included for a single respondent.

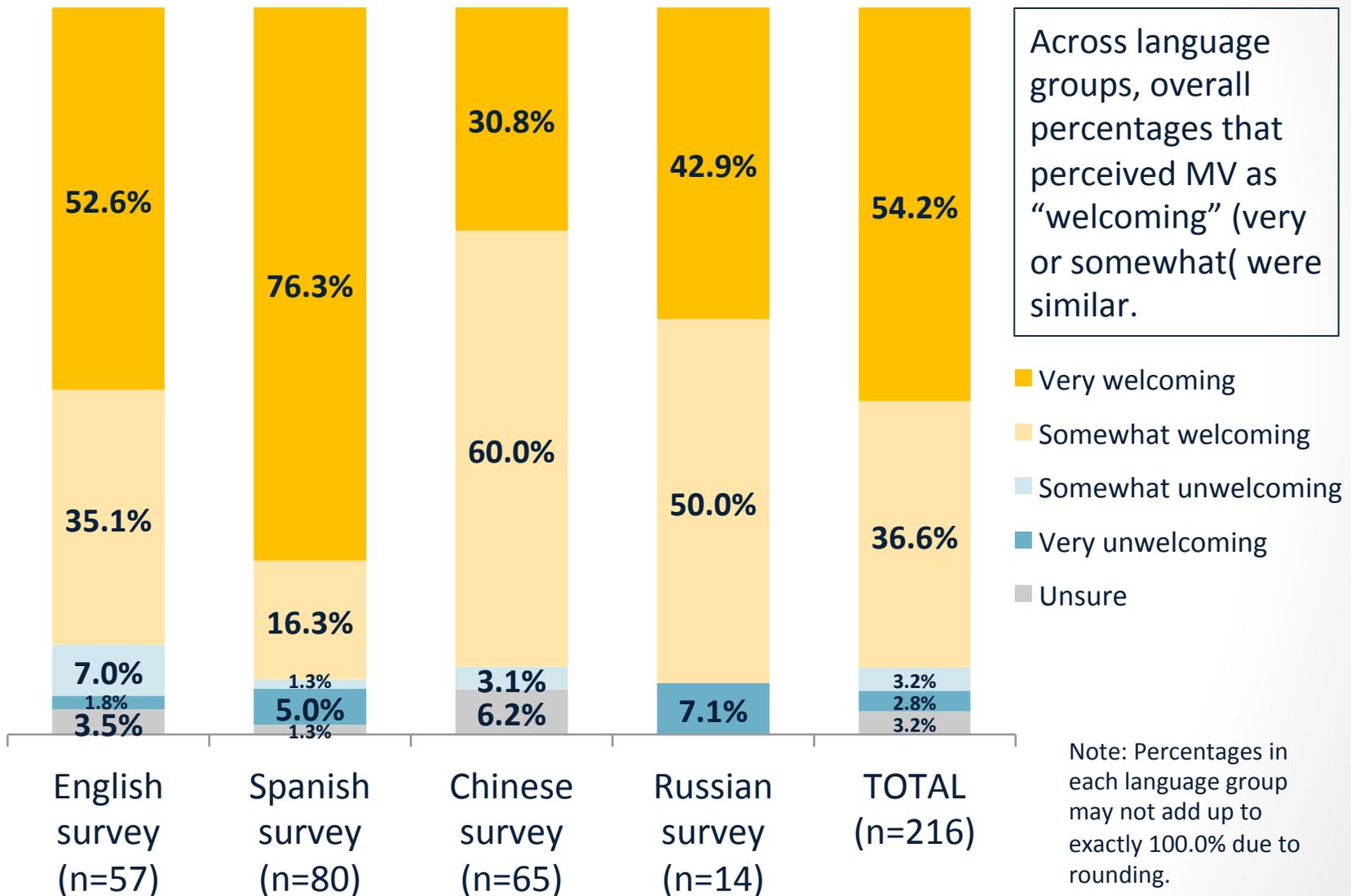# One-word description of MV: all surveys combined

Respondent n=228; in some cases >1 word was included for a single respondent.
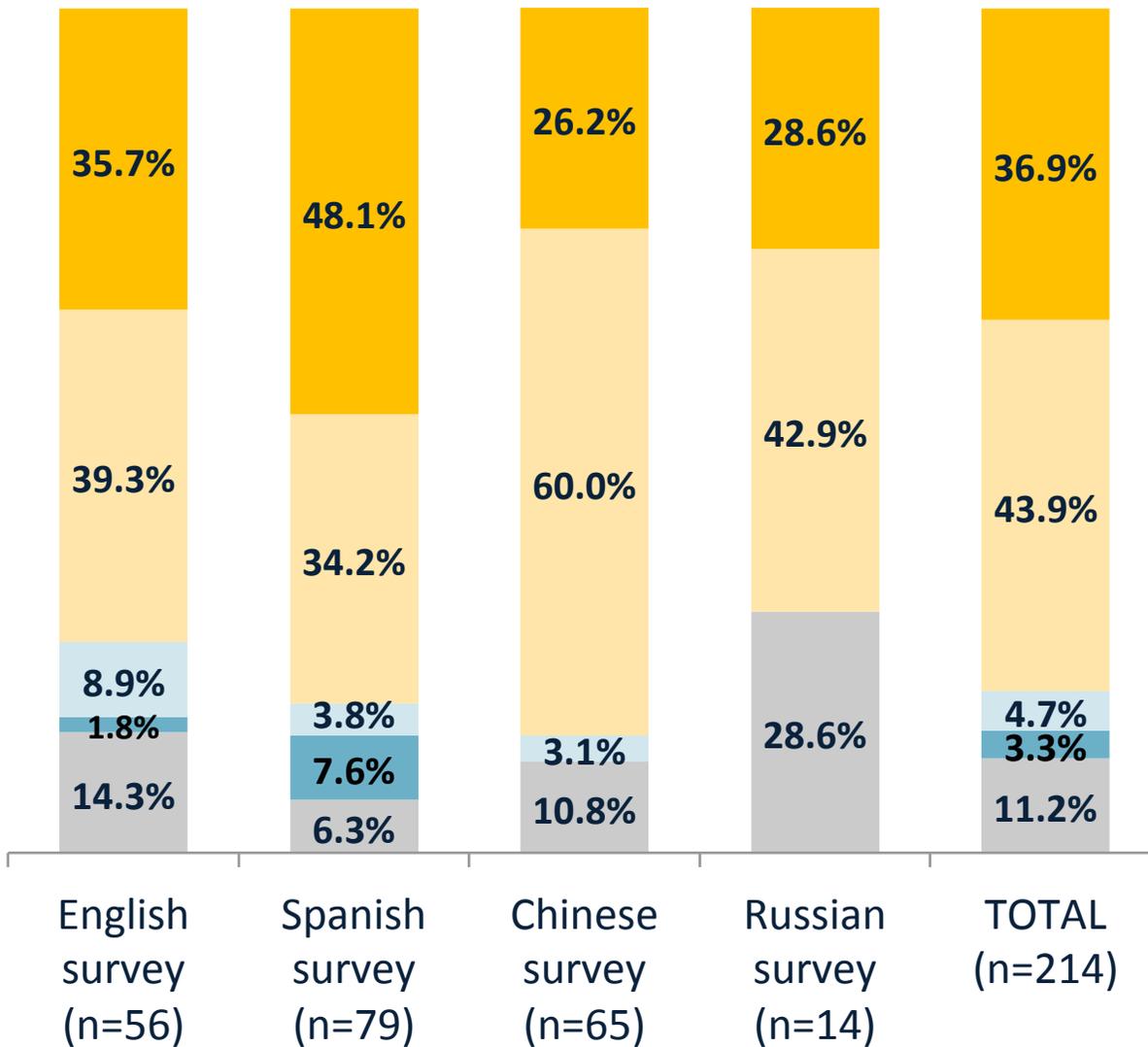
Something to aspire to, for all....

"I love Mountain View[,] it has been my home since I was 5 years old, I have such great memories of feeling like I have belonged. I had a great experience in all the schools I attended here and the teachers that supported me. The programs the City of Mountain View has put on since I was little will stay in my memory forever. "

- English language survey respondent

Perception of **MV** as unwelcoming/ welcoming place to live/work

Across language groups, overall percentages that perceived MV as "welcoming" (very or somewhat(were similar.

- Very welcoming
- Somewhat welcoming
- Somewhat unwelcoming
- Very unwelcoming
- Unsure

English survey (n=57)
- 52.6%
- 35.1%
- 7.0%
- 1.8%
- 3.5%

Spanish survey (n=80)
- 76.3%
- 16.3%
- 1.3%
- 5.0%
- 1.3%

Chinese survey (n=65)
- 30.8%
- 60.0%
- 3.1%
- 6.2%

Russian survey (n=14)
- 42.9%
- 50.0%
- 7.1%

TOTAL (n=216)
- 54.2%
- 36.6%
- 3.2%
- 2.8%
- 3.2%

Note: Percentages in each language group may not add up to exactly 100.0% due to rounding.

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Perception of **MV City gov't.** as unwelcoming/ welcoming

Across language groups, overall percentages that perceived MV City gov't. as "welcoming" were fairly similar.

The percentage "unsure" was highest among Russian-speakers, but this group's sample size was very small (n=14).

- ■ Very welcoming
- ■ Somewhat welcoming
- ■ Somewhat unwelcoming
- ■ Very unwelcoming
- ■ Unsure

Note: Percentages in each language group may not add up to exactly 100.0% due to rounding.

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Comments in survey on MV being **welcoming**

- Respondents described **welcoming attributes** of MV, e.g., **diverse**, **safe**, **peaceful**, and **friendly**.

- Many respondents highlighted **City programs** they viewed positively, including:

  - Library
  - Parks
  - Free shuttle
  - Sr. Center activities
  - City events

  - Recreation programs
  - Volunteer opportunities
  - Immigrant support services

- Several respondents mentioned having **positive experiences with City services**, finding them **responsive** and **respectful**.

n=101

"There are bilingual story times for kids in the Mountain View library and a lot of books in Chinese to borrow. For those who come from non-English speaking countries, it makes us feel warmly welcomed and included."

- Chinese-language respondent

"The city staff is welcoming and friendly, and promptly resolves all residents' complaints."

- Russian-language respondent

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Comments in survey on MV being **unwelcoming**

- Several respondents noted that the City could **improve its accessibility** and **connection** to the community.

- A large number of **primarily Spanish-language respondents** noted the **high rent** and **cost of living** in MV, with several commenting that the City had not done enough to address these challenges, leading to (fear of) **displacement**.

- A number of **primarily Chinese-language respondents** noted dissatisfaction with the City's **cannabis policies** and **decision-making process**.

n=101

"The local government works for the wellbeing of the community, but I think the local government is not so accessible for the people that might need something and don't know how to access it or where to go."

- Spanish-language respondent

"I believe this is a safe place, but is it very expensive to live here, and I'd like people to consider that not just people working in tech live here, we're also gardeners, we take care of children, we clean houses, and the work we do also has worth."

- Spanish-language respondent

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Most important contributions of immigrants to MV per survey

Most commonly cited:

- Diversity

- Cultural enrichment (e.g., food, shops, opportunities for interaction with people with different perspectives)

- Hardworking and/or skilled labor force, fueling tech industry growth

- Tax money

- Economic growth

- Community service and involvement in advocacy for city improvements (primarily Spanish- and Chinese-language respondents)

n=160

"Diverse cultures, mutual communication and understanding between different ethnic groups, and harmony make this city a unique place."

- Chinese-language respondent

"Immigrants co-founded or made huge contributions to many of our high-tech companies. Lower-income immigrant workers make it possible for businesses and families to run smoothly by working hard behind the scenes."

- English language respondent

"We contribute our spirit of service to the community."

- Spanish language respondent

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City of MV meeting viewing/speaking/attendance

	English survey[1]			Spanish survey[2]			Chinese survey[3]			Russian survey[4]			TOTAL[5]		
	0 times	1-2 times	3+ times	0 times	1-2 times	3+ times	0 times	1-2 times	3+ times	0 times	1-2 times	3+ times	0 times	1-2 times	3+ times
a. Viewed MV City Council mtg.	**56.0%**	22.0%	22.0%	**23.9%**	32.4%	43.7%	**35.1%**	40.4%	24.6%	**71.4%**	21.4%	7.1%	39.1%	31.3%	29.7%
b. Spoke at MV City Council mtg.	**78.0%**	16.0%	6.0%	**54.3%**	25.7%	20.0%	**73.7%**	19.3%	7.0%	**100.0%**	0.0%	0.0%	69.6%	19.4%	11.0%
c. Attended City of MV Commission or Committee mtg/event	**82.0%**	8.0%	10.0%	**40.9%**	42.3%	16.9%	**71.4%**	23.2%	5.4%	**64.3%**	35.7%	0.0%	62.3%	27.2%	10.5%

[1] Items a-c: n=50. [2] Item a: n=71; item b: n=70; item c: n=71. [3] Items a-b: n=57; item c: n=56. [4] Items a-c: n=14. [5] Item a: n=192; items b-c n=191.

Note: Percentages in each language group may not add up to exactly 100.0% due to rounding.

- Russian-speakers were the LEAST likely to have ever viewed or spoken at a City Council meeting (BUT: very small sample size).
- English-speakers were least likely to have attended a Commission/Committee meeting or event.

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City of MV event or activity attendance

	English survey[1]			Spanish survey[2]			Chinese survey[3]			Russian survey[4]			TOTAL[5]		
	0 times	1-2 times	3+ times	0 times	1-2 times	3+ times	0 times	1-2 times	3+ times	0 times	1-2 times	3+ times	0 times	1-2 times	3+ times
a. Attended special event[6]	20.0%	40.0%	40.0%	16.9%	18.3%	64.8%	17.5%	35.1%	47.4%	**7.1%**	35.7%	57.1%	17.2%	30.2%	52.6%
b. Visited Pub. Library	8.0%	12.0%	80.0%	7.0%	8.5%	84.5%	7.0%	15.8%	77.2%	14.3%	7.1%	78.6%	7.8%	11.5%	80.7%
c. Attended event at Performing Arts Ctr	36.0%	32.0%	32.0%	26.5%	36.8%	36.8%	39.3%	32.1%	28.6%	28.6%	14.3%	57.1%	33.0%	32.5%	34.6%
d. Attended (or child attended) Teen Ctr	70.0%	18.0%	12.0%	**48.6%**	25.7%	25.7%	57.4%	20.4%	22.2%	84.6%	7.7%	7.7%	59.4%	20.9%	19.8%
e. Attended Senior Ctr	74.0%	20.0%	6.0%	**54.3%**	21.4%	24.3%	61.8%	23.6%	14.6%	71.4%	14.3%	14.3%	63.0%	21.2%	15.9%
f. Attended MV Comm. Ctr	56.0%	30.0%	14.0%	**20.0%**	21.4%	58.6%	54.%	26.3%	19.3%	76.9%	7.7%	15.4%	43.7%	24.2%	32.1%
g. Child attended summer camp	68.0%	14.0%	18.0%	**32.9%**	18.6%	48.6%	70.9%	14.6%	14.6%	78.6%	14.3%	7.1%	56.6%	15.9%	27.5%
h. Conducted biz/paid bill/ got info. @ City Hall	36.0%	32.0%	32.0%	60.0%	22.9%	17.1%	46.4%	25.0%	28.6%	85.7%	0.0%	14.3%	51.6%	24.2%	24.2%

[1] Items a-h: n=50.   [2] Items a-b: n=71; item c: n=68; items d-h: n=70.   [3] Items a-b: n=57; item c: n=56; item d: n=54, item e: n=55, item f: n=57; item g: n=55; item h: n=56.   [4] Items a-c: n=14; item d: n=13, item e: n=14, item f: n=13; item g-h: n=14.   [5] Items a-b: n=192; item c: n=188; item d: n=187; item e: n=189, item f: n=190, item g: n=189; item h: n=190.
[6] E.g., Arbor Day. Multicultural Festival, Spring Family Parade, Thurs. Night Live, Summer Movie Nights, National Night Out, Halloween Event, Holiday Tree Lighting. Note: Percentages in each language group may not add up to exactly 100.0% due to rounding.

- Spanish-speakers were most likely to have attended (or had a child attend) the Teen Center at least once, the Senior Center at least once, and the MV Community Center at least once, and to have had a child attend a City summer camp at least once.
- Russian-speakers were more likely than other groups to have attended a special event, less likely to have engaged in activities at City Hall (BUT: very small sample size).

Suggestions to make City services, activities, or events more immigrant-friendly, per survey

Most common responses:

- **Provide more interpreting services** at City events and meetings and at City Hall.

- **Publicize City meetings and events more**, in the various languages, e.g., via:
  - Schools (including the MVLA Adult School)
  - Churches
  - Posters at residences
  - Small resource fairs
  - Involving the community more

Responses each from several survey-takers:

- Offer workshops and other resources on how the City and its gov't. work.

- Have more adult-friendly City events.

- Consider seniors' needs more (e.g., hard to get to Community Center/Senior Center; from Chinese language respondents).

n=81

> "Please provide Chinese translation in municipal activities and have daily staff in the municipal hall to do the Chinese translation."
>
> - Chinese language respondent

> "The neighborhood meetings, reminders about City resources available during schools meetings such as ELAC, DELAC, tea time, the cafecito and youth group in churches, among others."
>
> - Spanish language respondent

> "Create a website that provides all the crucial information that people coming to Mountain View need; organize a monthly orientation for newcomers."
>
> - Russian language respondent

Participation in City leadership activities

	English survey (n=50)	Spanish survey (n=68)	Chinese survey (n=49)	Russian survey (n=14)	TOTAL (n=181)
a. Participated in Leadership MV	2.0%	4.4%	**0.0%**	**0.0%**	2.2%
b. Participated in Spanish Lang. Civic Leadership Academy	2.0%	**50.0%**	0.0%	0.0%	19.3%
c. Applied to serve on City Commission/Committee	4.0%	2.9%	**0.0%**	**0.0%**	2.2%

- Half of Spanish-language respondents had participated in the Spanish Language Civic Leadership Academy. *(Note: Information about the survey was sent to their contact list.)*

- Few respondents overall, and none of the Chinese- or Russian-language respondents, had participated in Leadership MV or applied to serve on a City Commission/Committee.

Suggestions to make City leadership activities more immigrant-friendly

- English, Spanish, and Chinese language respondents offered specific suggestions.

- Most common response, by far, was to **publicize leadership opps. more**.
  - Some were unaware of leadership opps.
  - A few commented on Leadership MV cost and seemed unaware of its scholarships.
  - Recommendations for how to publicize information about opps. includes:
    - Posting (more) info. on the City website
    - Sending more info. by mail
    - Advertising in Spanish
    - Conducting outreach to former YAC participants, at colleges, to parents via K-12 schools, and at churches

- Several respondents recommended a **Chinese or Asian Leadership Academy**.

n=56

> "The City should do more LMV [Leadership MV] outreach to the community, especially the immigrant community. I was invited to participate in LMV by a neighbor of mine; otherwise I would not have known when to apply.... [T]he City should do more outreach about these advisory bodies to encourage diverse representation."
> - English language respondent

> "I would like that scholarships... could be available so that everyone who did the [Spanish Language] Civic Leadership Academy could also do the Leadership Mountain View Program.... Usually only people who work in large companies ... are the beneficiaries of this course. I feel that it is necessary to have more cultural and economic diversity... to know the needs of each community."
> - Spanish language respondent

> "I hope there are [leadership] trainings in Chinese."
> - Chinese language respondent

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Ways MV public safety has been helpful to immigrant communities

- Among all groups, the single most common response was "**not sure**".

  - Among Chinese and Russian language respondents, it was virtually the only response.

- The second most common response among English language respondents was that MV public safety **serves and protects immigrants just as they do other residents**.

  > "[They] [j]ust serve us as they serve all residents of MV."
  >
  > - English language respondent

- The second most common response among Spanish language respondents was that **immigrants feel safe**.

  > "We feel safe with Mountain View Police."
  >
  > - Spanish language respondent

n=132

Additional comments about how public safety has been helpful, from Spanish language focus groups

- Police and Fire Dept. outreach to schools / young people

- Successful efforts to reduce gang activity in MV

Ways MV public safety could better serve immigrant communities

- Across **all language groups**, the most common response was "not sure".

- Among each of several language groups (English, Spanish, Chinese), one or several surveys indicated that public safety was good as is.

"I think efforts in this area already are impressive & exceed expectations."

-English language respondent

"So far the support they give us is very good."

-Spanish language respondent

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n=138

Ways MV public safety could better serve immigrant communities: English surveys

The only specific recommendations for public safety from > 1 respondent (each n=2) were:

- Have staff that better represent community demographics (including immigrants).

- Engage in greater outreach (repeat welcoming message to immigrants. provide guidance for newcomers)

"Given current Federal climate, MVPD should repeat that welcoming message over and over...."

-English language respondent

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n=33

Ways MV public safety could better serve immigrant communities: Spanish surveys

Specific recommendations for public safety most commonly concerned:

- Increasing cultural and/or linguistic competence or sensitivity

- Treating everyone the same regardless of origin or race/ ethnicity

- Conducting more outreach to immigrants (e.g., via workshops, cafecitos [meetings over coffee, in Spanish], and at schools

"Always be friendly and patient with those who do not speak English."

- Spanish language respondent

"No judging or discriminating because of origin or race."

- Spanish language respondent

"Talk to the children at school sites and in turn they will tell their parents that the police are there to help and they should not not to fear them."

- Spanish language respondent

n=51

Additional comments about how public safety could better serve immigrants, from Spanish-language focus groups

- Some concerns about racism and racial profiling among the police were expressed.

- One person reported fearing being asked for "papers" if she interacted with the police.

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Ways MV public safety could better serve immigrant communities: Chinese surveys

Specific recommendations for public safety, each from n=2+ respondents, included:

- Addressing issues with the homeless or those in RVs

- Addressing car break-ins

- Addressing illegal drugs / reducing cannabis stores

- Increasing patrols / improving public safety in general

- Providing information on how (non-English-speakers) can contact public safety services

"Homeless sleep in downtown, not safe for kids."
- Chinese language respondent

"Crack down on crimes and keep immigrants community safe."
- Chinese language respondent

"For non-English speakers, please advise how to contact the public safety services.."
- Chinese language respondent

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n=41

Ways MV public safety could better serve immigrant communities: Russian surveys

The only specific recommendation for public safety concerned improving cultural sensitivity.

"Learn ethnic specifics. Some customs native to immigrants...."

- Russian language respondent

n=13

Currently volunteering with neighborhood organizations

English survey (n=42)	Spanish survey (n=64)	Chinese survey (n=47)	Russian survey (n=13)	TOTAL (n=166)
9.5%	9.4%	6.4%	7.7%	7.2%

- Cooper Park Neighborhood Association
- Monte Loma
- Own neighborhood, as needed

- SWAN
- Home Association
- CERT
- Block party

- Cuesta Park
- Chinese Union

- CERT

Current volunteering with religious groups

English survey (n=42)	Spanish survey (n=64)	Chinese survey (n=47)	Russian survey (n=13)	TOTAL (n=166)
19.0%	35.9%	23.4%	7.7%	25.9%

- Catholic church
- Christian church
- Lord's Grace Christian Church
- Faith in Grace Bible Church
- Mountain View Chinese Christian Church

- Saint Joseph Church
- Young Adults for Christ
- Fe Baha'i
- Saint Athanasius
- Congregation Kol Emeth

- Chinese church
- Christian church
- Faith in Grace Bible Church

- Unspecified

Current volunteering with school/parent organizations

English survey (n=42)	Spanish survey (n=64)	Chinese survey (n=47)	Russian survey (n=13)	TOTAL (n=166)
38.1%	32.8%	19.1%	7.7%	28.3%

- PTA
- PACT
- MOMS club
- Mountain View Parent Nursery School
- MVHS Tea Time

- English Language Advisory Committee (ELAC, DELAC)
- PTA
- Latino Parent Outreach
- Listos

- PTA
- PACT
- Mountain View Parent School
- MVHS parent organization

- Stevenson Elementary

Current volunteering with social/political issue campaigns

English survey (n=42)	Spanish survey (n=64)	Chinese survey (n=47)	Russian survey (n=13)	TOTAL (n=166)
9.5%	18.8%	2.1%	0.0%	9.0%

- Anti-marijuana
- Unspecified

- Rent control promotion
- Tenants Coalition
- Measure V protection
- Community Action Team (CAT)
- May Day
- Cafecito

- Public development

Current volunteering with other community organizations/groups

English survey (n=42)	Spanish survey (n=64)	Chinese survey (n=47)	Russian survey (n=13)	TOTAL (n=166)
19.0%	31.2%	4.3%	0.0%	19.3%

- Little League
- Reading Partners
- Boy Scouts
- Service League of Boys
- Center for the Performing Arts
- Lucile Packard Children's Hospital

- Spanish Language Civic Leadership Academy (Ambassadors)
- First Five
- Day Worker Center
- CHAC

- Better Mountain View

Interest in involvement in community affairs and local governance in the future: English surveys

- The majority reported not being interested, and several reported being unsure.

- Among those who reported interest, areas included:
  - Advisory boards *(most common response)*
  - Community affairs
  - Online surveys
  - Encouraging more local business on Castro, more multi-story housing, & more live music venues

- A couple of respondents wanted more info.:
  - Opportunities for involvement
  - More info. on policy issues and forum for discussion on City website

> "Time and work permitting, I'll gladly join -again- an Advisory Body/Task Force. And if were to retire (or win a lottery), maybe run for City Council."
>
> - English language respondent

n=27

Interest in involvement in community affairs and local governance in the future: Spanish surveys

- The most common response (from close to a third) was not interested, and several were unsure.

- Among those who reported interest, areas were diverse and included:

  - Giving presentations or classes for immigrants/community
  - Schools/supporting parent involvement in kids' education
  - Library
  - Services

  - Housing
  - Leadership events
  - Committees organizing/ implementing City events
  - Publicizing City events

- Several reported limited time, competing responsibilities, or the belief that they were "too old" to be involved.

"I am in the leadership group and try to help by volunteering but sometimes it gets complicated because of my children and their after-school activities. I will try to organize my time more and get more involved. Thank you."

- Spanish language respondent

n=49

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Interest in involvement in community affairs and local governance in the future: Chinese surveys

- Vast majority expressed interest to be more involved.

- Among those who reported interest, areas included:
  - Community safety/reduced cannabis sales *(most common response)*
  - Voting
  - Elder services
  - Attending City Council meetings
  - Supporting English language-learning
  - Environmental protection and governance
  - Safe parking and housing
  - Survey participation

> "In the future, I will pay more attention to various issues of the municipal government and actively give opinions. I will participate in the construction of Chinese community, so that the voice of Chinese people can be heard by the city."
>
> - Chinese language respondent

- Several respondents reported having time constraints; opportunities to participate online could be helpful.

- Two respondents requested greater promotion of community activities and options for involvement (e.g., via flyers, email).

n=20

Interest in involvement in community affairs and local governance in the future: Russian surveys

- The most common response (from just under a third) was not interested.

- Among those who reported interest, areas included:

  - Library
  - Small business survival
  - Cultural ambassador
  - Helping achieve the most beneficial outcome with the least harm

> "I would like to be an ambassador of my culture in the city."
>
> - Russian language respondent

- Several respondents reported bring too old or that limited English proficiency was a barrier.

n=13

Use of services or participation in activities of City of MV Community for All grantees

	English survey (n=40)	Spanish survey (n=61)	Chinese survey (n=39)	Russian survey (n=13)	TOTAL (n=153)
a. Building Skills Partnership	2.5%	14.8%	0.0%	0.0%	6.5%
b. Catholic Charities (Santa Clara County)	7.5%	14.8%	2.6%	7.7%	9.2%
c. Center for Employment Training (CET)	2.5%	14.8%	0.0%	0.0%	6.5%
d. Community Services Agency (CSA)	**20.0%**	**39.3%**	**5.1%**	**15.4%**	**23.5%**
e. Council on American-Islamic Relations (CAIR), SF Bay Area	0.0%	0.0%	0.0%	0.0%	0.0%
f. Day Worker Center of MV	12.5%	31.2%	2.6%	7.7%	17.0%
g. Islamic Networks Group (ING)	0.0%	0.0%	0.0%	0.0%	0.0%
h. SIREN	5.0%	26.2%	0.0%	0.0%	11.8%
i. Sacred Heart Community Service / Rapid Response Network	2.5%	21.3%	0.0%	7.7%	9.8%
j. United Way Bay Area 211 Help Line	0.0%	1.6%	0.0%	0.0%	0.7%

- Across all language groups, the most commonly used services/activities among Community for All grantees were CSA services.

Need for services in MV

	English survey (n=41)	Spanish survey (n=61)	Chinese survey (n=46)	Russian survey (n=13)	TOTAL (n=161)
a. Translation/ interpreting services[1]	14.6%	60.7%	52.2%	30.8%	44.1%
b. Legal services	24.4%	44.3%	28.3%	38.5%	34.2%
c. Social services	9.8%	49.2%	23.9%	30.8%	30.4%
d. Job skills training	12.2%	36.1%	34.8%	15.4%	28.0%

[1] **Of those who specified a need for translation/interpreting services**, the following languages were requested:
- Spanish (n=34)
- Chinese (particular Chinese language not specified; n=19)
- Mandarin (n=7)
- Russian (n=4)
- French (n=1)

- English- and Russian-language respondents most commonly reported needing **legal services (24.4% and 38.5%, respectively)**.
- Spanish- and Chinese-language respondents most commonly reported needing **translation/interpreting services (60.7% and 52.2%, respectively)**.

Additional comments about services from focus groups

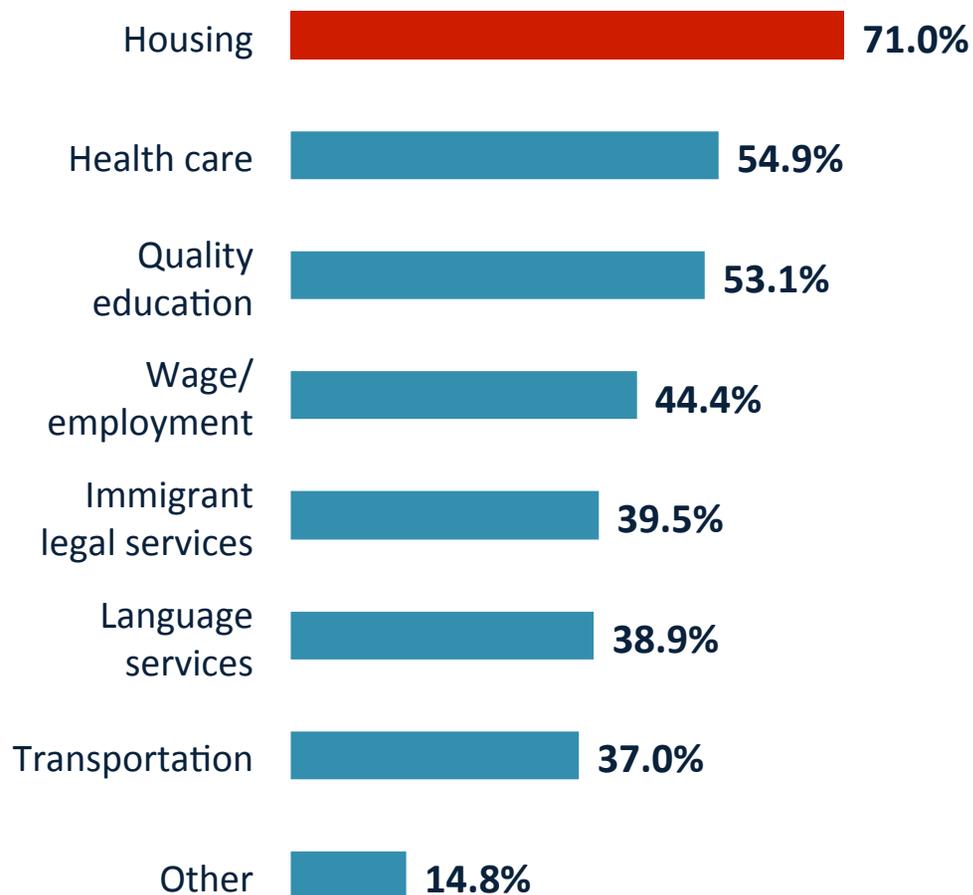**Participants reported the following service assets:**

- Public Library offerings in other languages (S, R)

- Senior Center services (S, R)

- MVLA Adult School classes (M, R)

- MCOP (S)

Participants reported that the following additional services were needed:

- More legal and tax services (R)

- More free or subsidized classes for adults: English, literacy, U.S. educational system, recreation (S)

- More free or subsidized classes for young people: recreation (S)

- Earlier morning shuttle service for seniors to get to medical appts. (M)

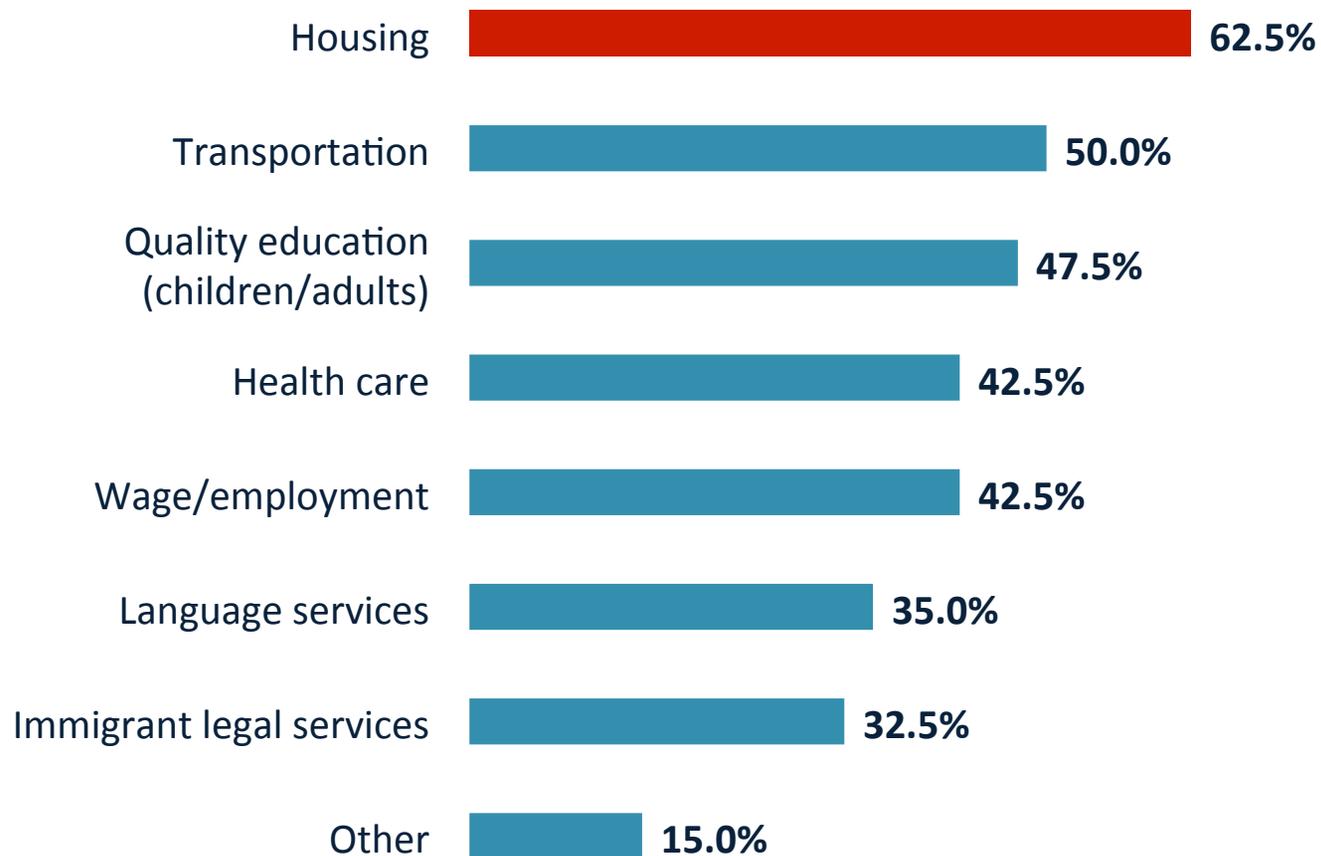Key: S = Spanish language group(s), M = Mandarin language group, R = Russian language group

Greatest concerns/needs among immigrants in MV: ALL surveys

Concern	Percentage
Housing	**71.0%**
Health care	**54.9%**
Quality education	**53.1%**
Wage/employment	**44.4%**
Immigrant legal services	**39.5%**
Language services	**38.9%**
Transportation	**37.0%**
Other	**14.8%**

- **Housing** was the most commonly cited greatest concern overall *(this slide)* and among English-, Spanish-, and Russian-language respondents *(see subsequent slides)*.

- Over half of respondents cited **health care** and **quality education** as greatest concerns.

- Among Chinese-language respondents, **quality education** was the most commonly cited greatest concern and **safety/security** was written in by 21.7% of respondents *(see 3 slides ahead)*.
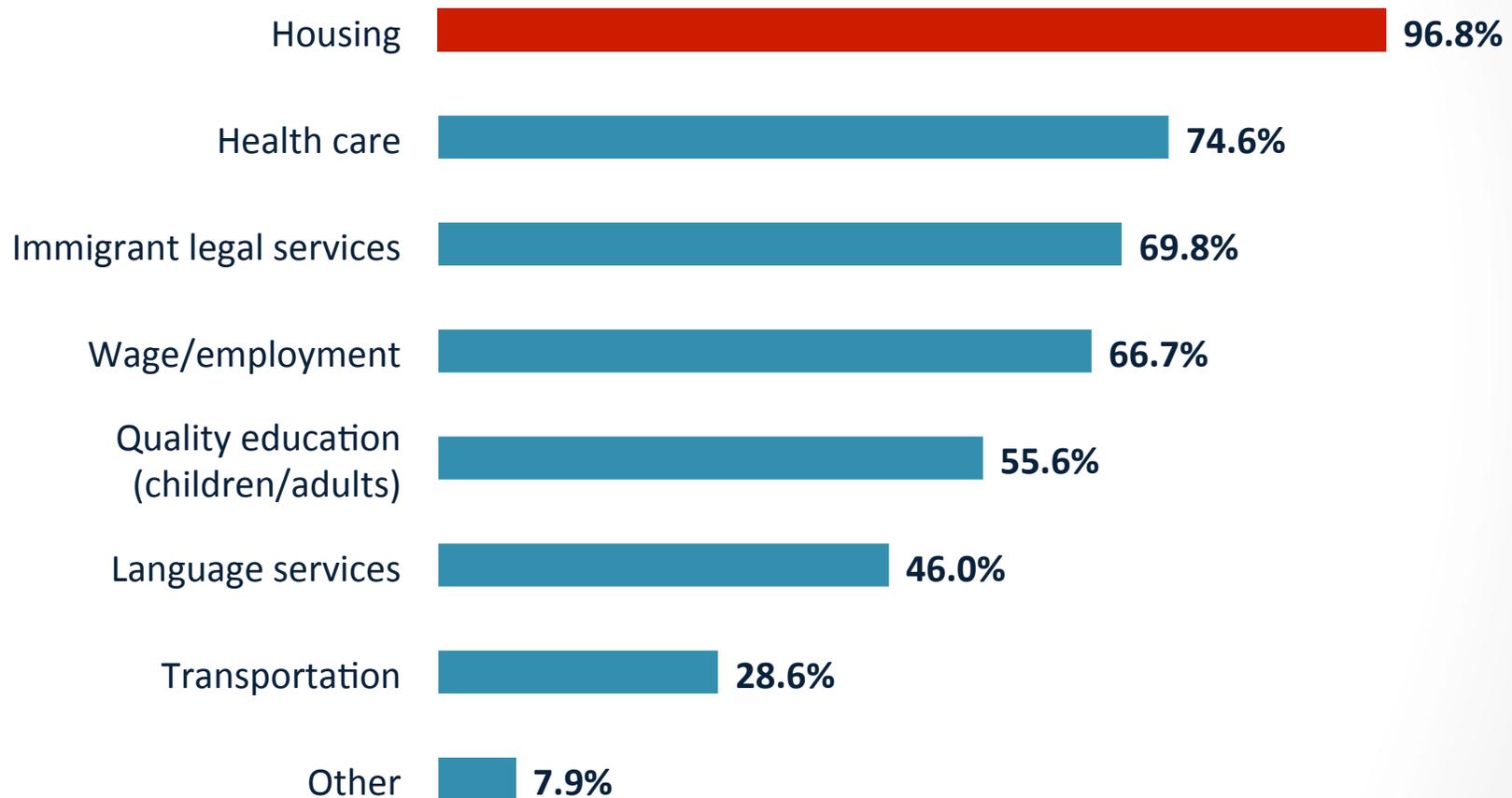
n=162; respondents could select more than one answer. "Other" includes safety/security, cannabis/marijuana use, illegal RV parking, social services.

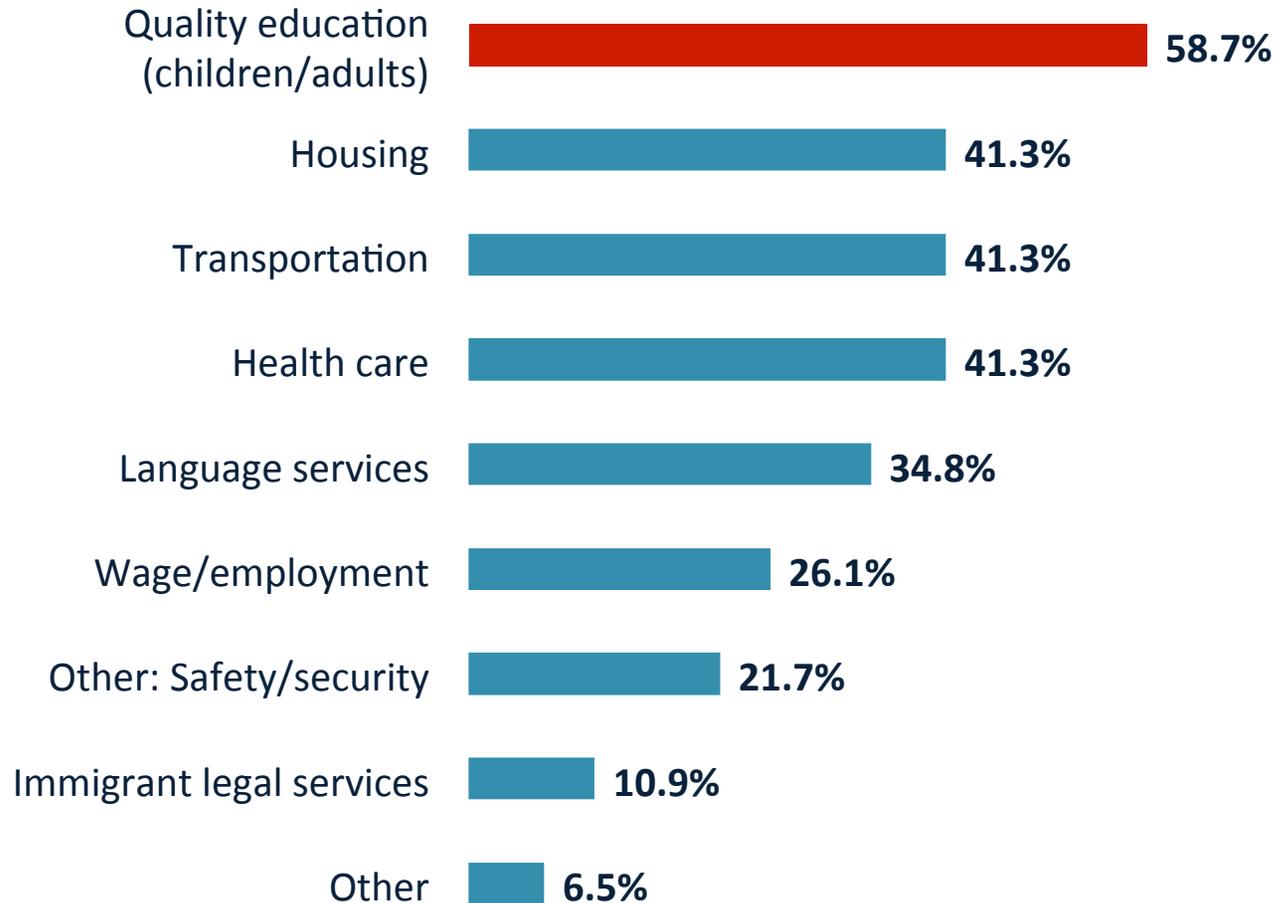# Greatest concerns/needs among immigrants in MV: English surveys

Housing **62.5%**

Transportation **50.0%**

Quality education (children/adults) **47.5%**

Health care **42.5%**

Wage/employment **42.5%**

Language services **35.0%**

Immigrant legal services **32.5%**

Other **15.0%**

n=40; respondents could select more than one answer. "Other" includes safety, illegal RV parking, civic engagement, child recreation classes.

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Greatest concerns/needs among immigrants in MV: Spanish surveys

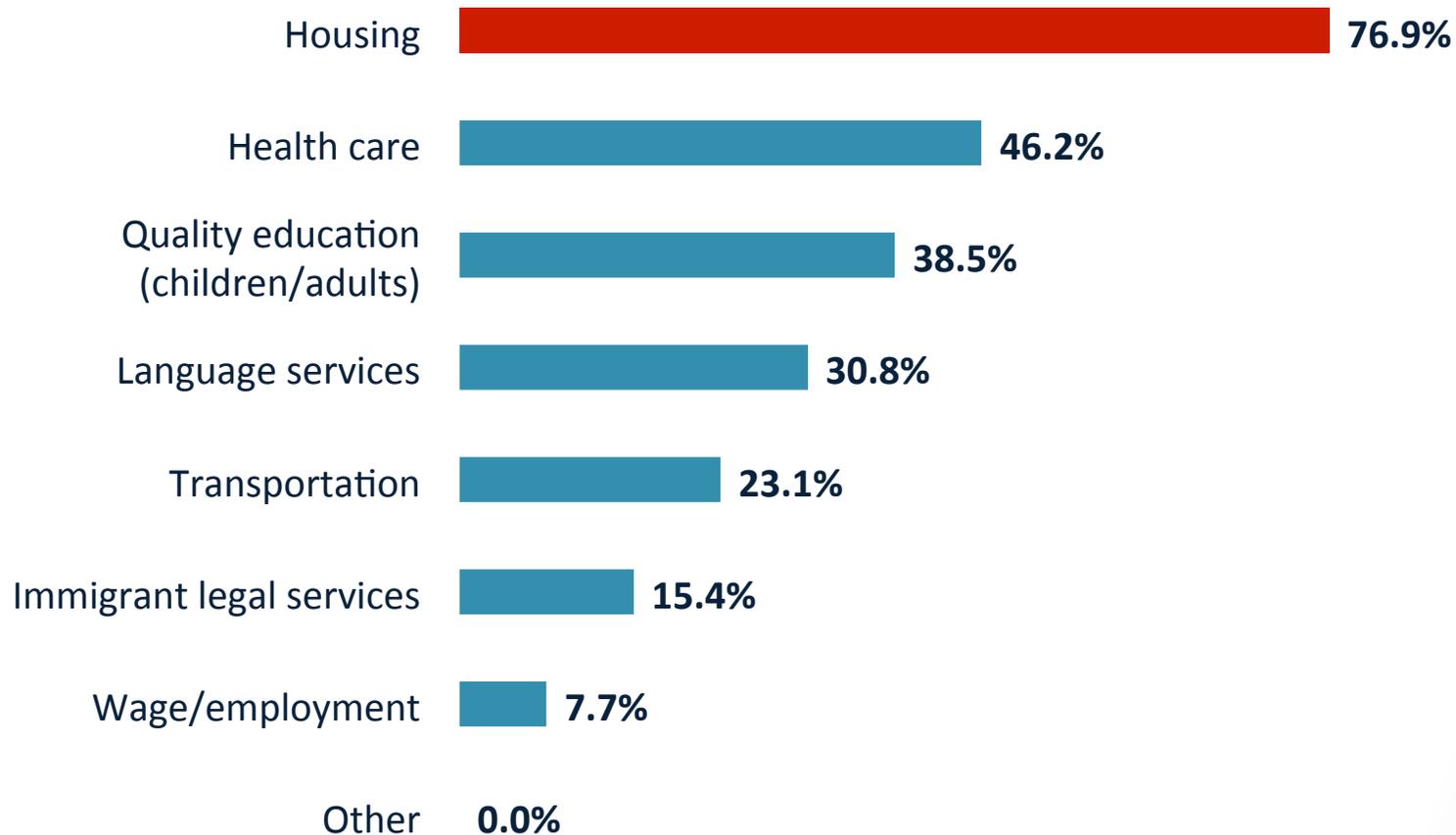| Concern/Need	Percentage
Housing	96.8%
Health care	74.6%
Immigrant legal services	69.8%
Wage/employment	66.7%
Quality education (children/adults)	55.6%
Language services	46.0%
Transportation	28.6%
Other	7.9%

n=63; respondents could select more than one answer. "Other" includes tax assistance, integration services, ICE response training, social activities, mental health services.

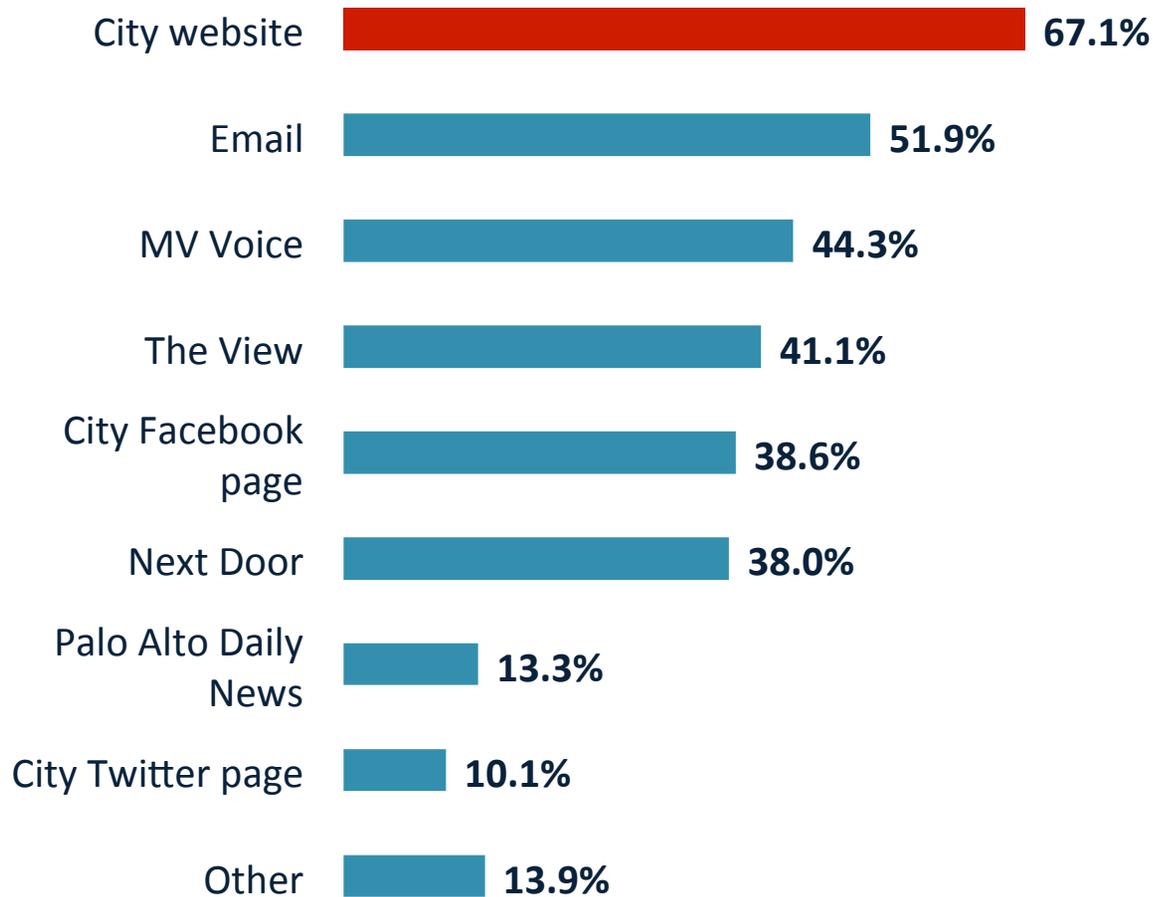# Greatest concerns/needs among immigrants in MV: Chinese surveys

Quality education (children/adults)	58.7%
Housing	41.3%
Transportation	41.3%
Health care	41.3%
Language services	34.8%
Wage/employment	26.1%
Other: Safety/security	21.7%
Immigrant legal services	10.9%
Other	6.5%

n=46; respondents could select more than one answer. "Other" includes cannabis/marijuana use and social care for disabled elderly.

Greatest concerns/needs among immigrants in MV: Russian surveys

Category	Percentage
Housing	76.9%
Health care	46.2%
Quality education (children/adults)	38.5%
Language services	30.8%
Transportation	23.1%
Immigrant legal services	15.4%
Wage/employment	7.7%
Other	0.0%

n=13; respondents could select more than one answer.

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Best ways for City to get information to respondents and others from same country: ALL surveys

Medium	Percentage
City website	67.1%
Email	51.9%
MV Voice	44.3%
The View	41.1%
City Facebook page	38.6%
Next Door	38.0%
Palo Alto Daily News	13.3%
City Twitter page	10.1%
Other	13.9%

- **City website** was the most commonly cited medium overall *(this slide)* and among English-, Spanish-, and Chinese-language respondents *(see subsequent slides)*.

- Among Russian-language respondents, *MV Voice* was the most commonly cited medium *(see 4 slides ahead)*.

- No one named media, websites, or message boards focused on specific linguistic or cultural groups.

n=158; respondents could select more than one answer. "Other" includes WeChat, posters, mail, schools, church, websites, Instagram.

Best ways for City to get information to respondents and others from same country: English surveys
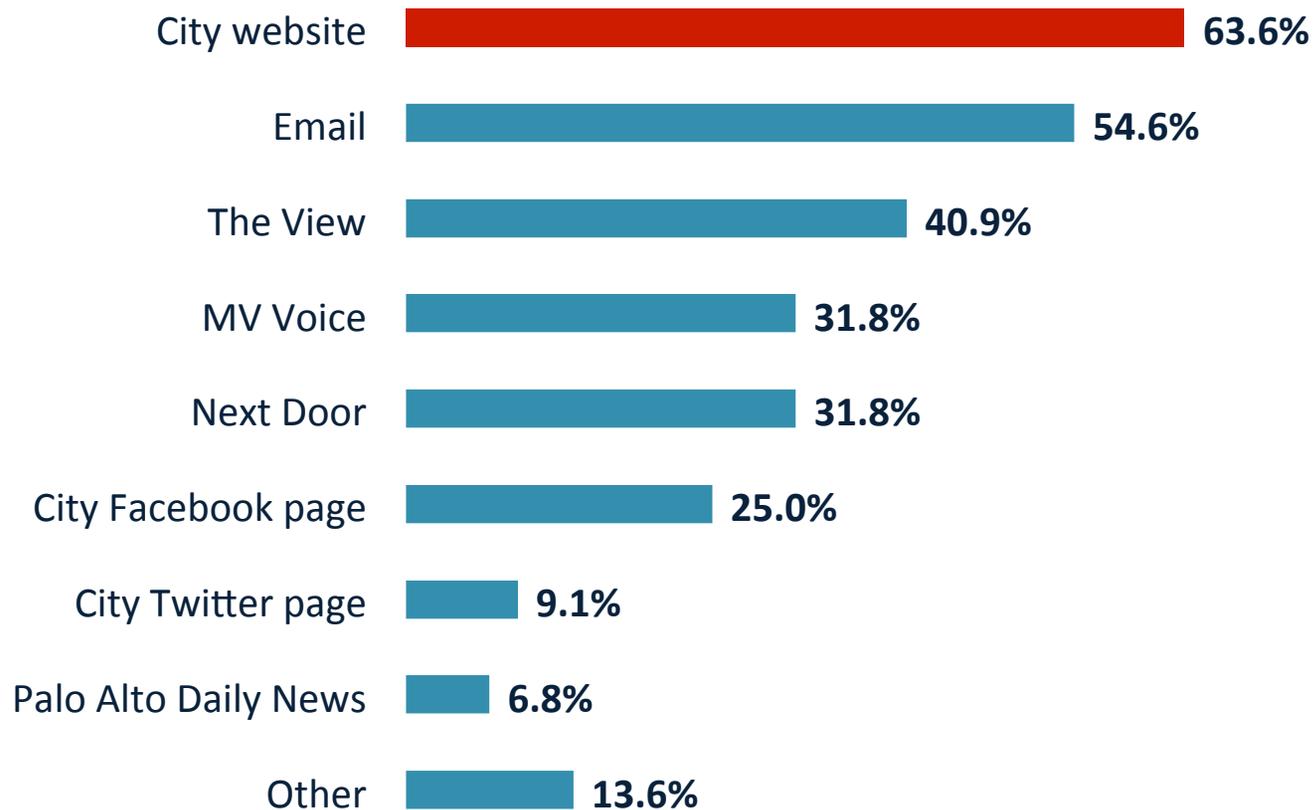
Category	Percentage
City website	70.0%
Next Door	52.5%
Email	45.0%
MV Voice	45.0%
City Facebook page	35.0%
The View	30.0%
City Twitter page	10.0%
Palo Alto Daily News	7.5%
Other	12.5%
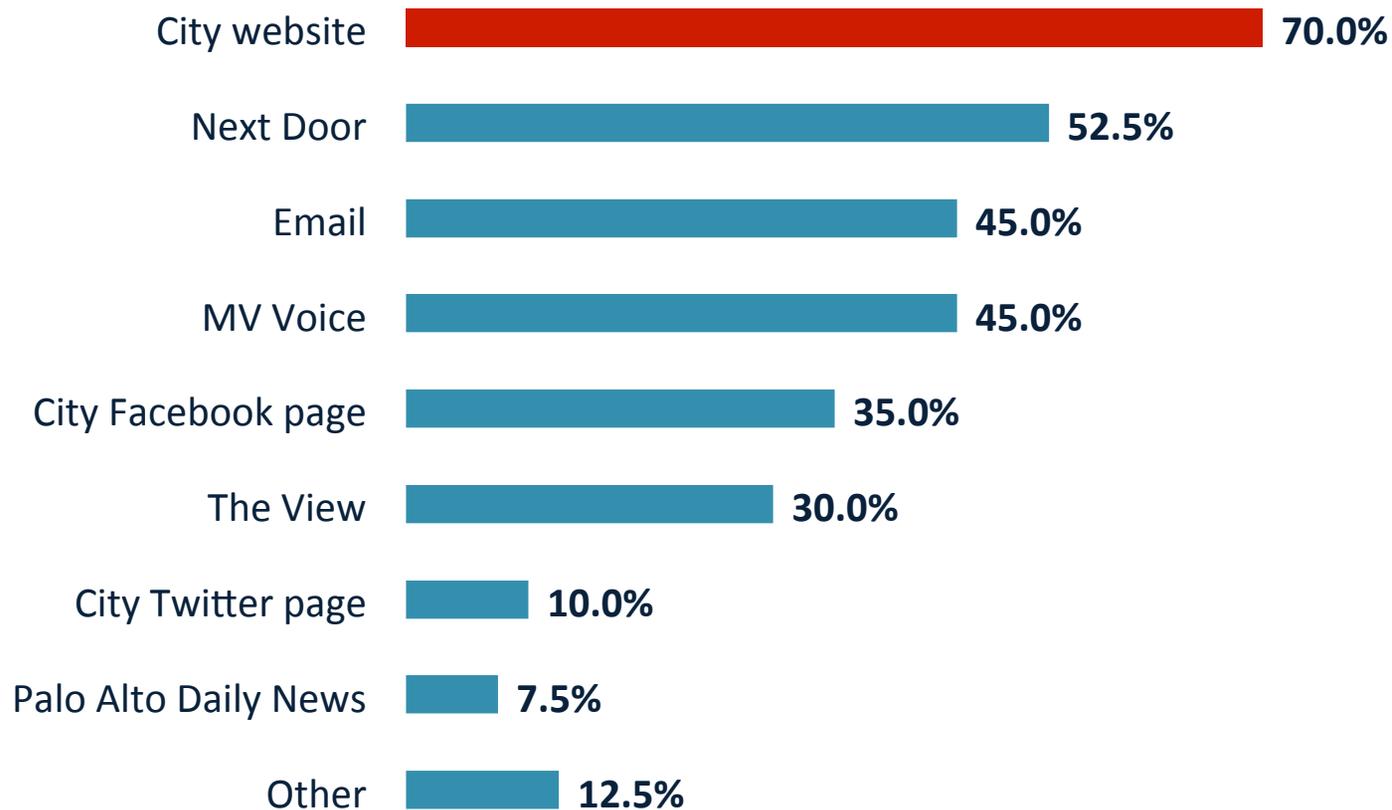
n=40; respondents could select more than one answer. "Other" includes Instagram, school newsletters, WhatsApp, posters, ethnic media, embassy.

Best ways for City to get information to respondents and others from same country: Spanish surveys

City website	71.0%
Email	58.1%
City Facebook page	50.0%
The View	50.0%
MV Voice	50.0%
Next Door	38.7%
Palo Alto Daily News	21.0%
City Twitter page	9.7%
Other	17.7%
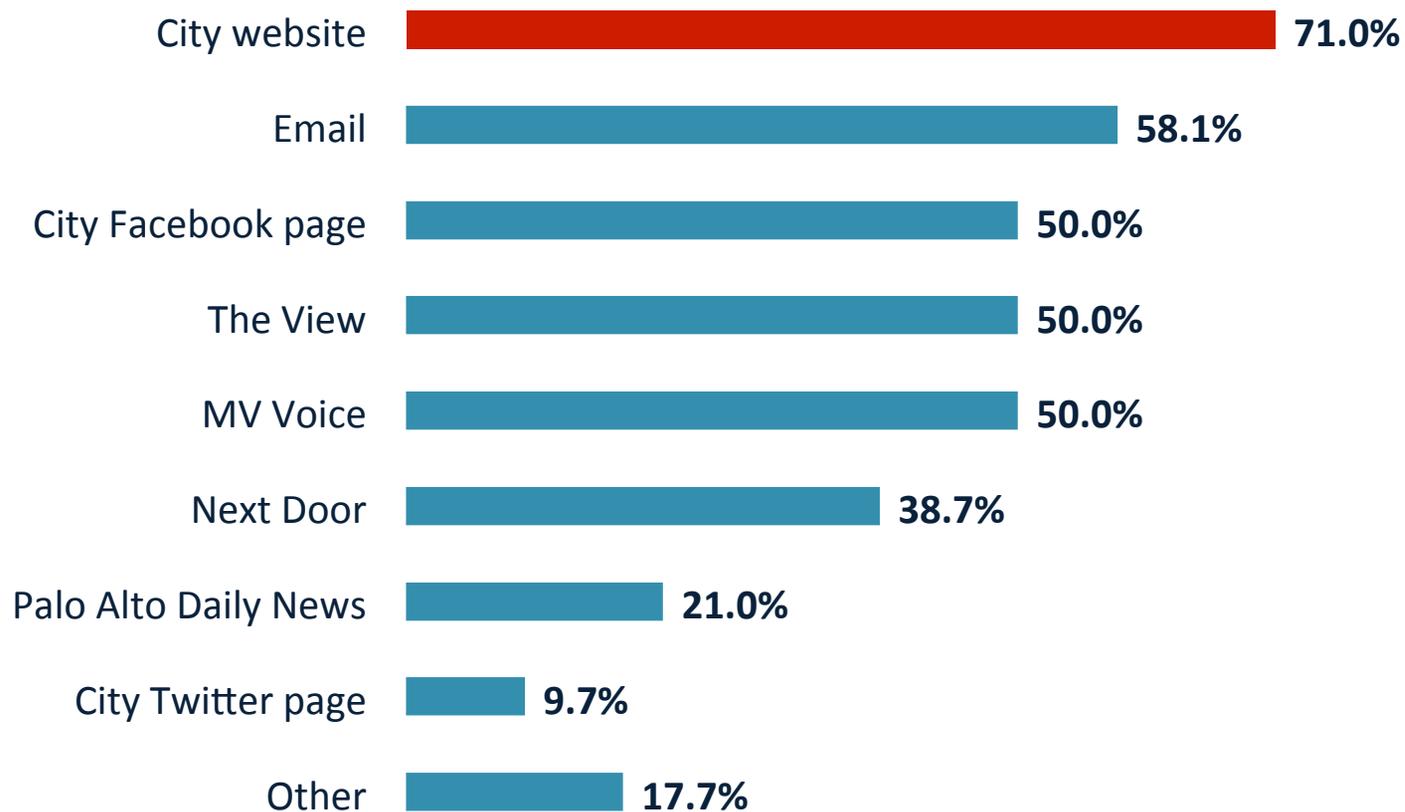
n=62; respondents could select more than one answer. "Other" includes mail, schools, posters/flyers, radio, Instagram, church.

Best ways for City to get information to respondents and others from same country: Chinese surveys

City website	**63.6%**
Email	**54.6%**
The View	**40.9%**
MV Voice	**31.8%**
Next Door	**31.8%**
City Facebook page	**25.0%**
City Twitter page	**9.1%**
Palo Alto Daily News	**6.8%**
Other	**13.6%**

n=44; respondents could select more than one answer. "Other" includes WeChat, mail, poster, community groups.

Best ways for City to get information to respondents and others from same country: Russian surveys

MV Voice	58.3%
City website	50.0%
City Facebook page	41.7%
Email	33.3%
The View	33.3%
Palo Alto Daily News	16.7%
City Twitter page	16.7%
Next Door	8.3%
Other	8.3%
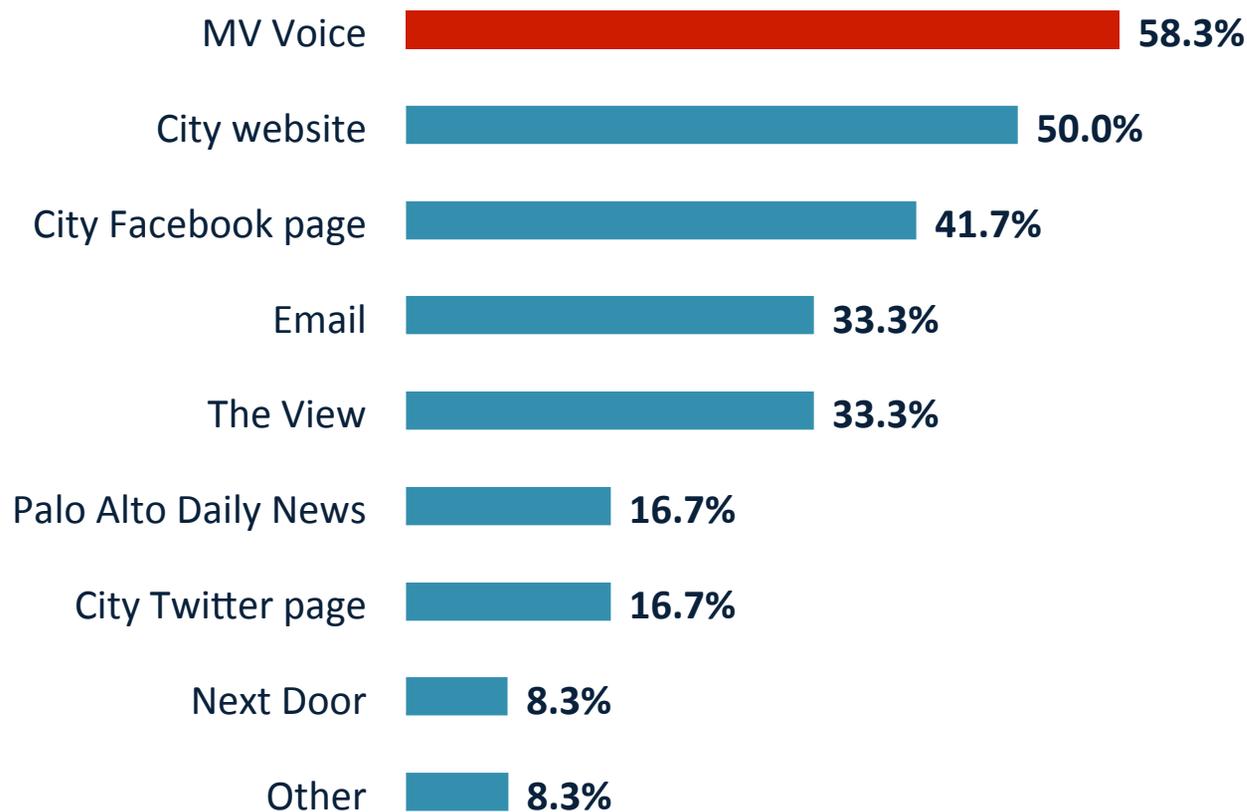
n=12; respondents could select more than one answer. "Other" includes websites, mailing lists, message boards.

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Additional comments from focus groups about how to get information to immigrants

Across all language groups, similar suggestions were offered, including:

- Post flyers in various languages (at the Senior Center, Library, recreational facilities, ethnic markets, places of worship, MVLA Adult School, Day Worker Center)

- Reach out to parents through schools

- Reach out (using email or WhatsApp, as appropriate) via MCOP, Community Action Team (CAT), neighborhood groups, other community groups

- Make the City website easier to navigate and available in different languages

- Mail flyers (Russian speakers only)

Final comments in the survey

- Among **Spanish language respondents**, the most common theme was a **desire for more affordable housing**.

- Among **Chinese language respondents**, the most common theme was **community safety**, including concerns about theft and cannabis dispensaries.

- Other responses (**across all language groups**) were diverse; one or several respondents in each expressed **thanks for the City surveying immigrants**.

"Cost of housing in Mountain View is extremely high, Mountain View is our home. We wouldn't like to abandon it because we don't have enough money to pay the rent. "

- Spanish language respondent

"I hope to ban the sales of cannabis and improve community safety measures to prevent car break-in and shooting."

- Chinese language respondent

"Thanks for survey to listen [to our] voice."

- English language respondent

n=43 (excludes those who explicitly indicated that they had no other comments)

Summary of preliminary findings: immigrant perspectives

1. MV and City government were usually reported to be welcoming to immigrants.

   a. Some expressed that MV and City government were less welcoming to low-income immigrants and/or that housings costs were displacing low-income immigrants.

2. Different areas of greatest concern or need were expressed by different groups:

   a. English, Spanish, and Russian language respondents: high cost of housing.

   b. Chinese language respondents: quality education for children.

3. Regarding public safety:

   a. Some respondents (mainly Spanish language) wanted to see greater cultural and linguistic competence or sensitivity.

   b. Some English- and Spanish language respondents recommended greater outreach by public safety to immigrants (although some Spanish language respondents praised outreach that has been done).

   c. Chinese respondents were most concerned about drugs/cannabis and improving general public safety/reducing theft.

Summary of preliminary findings: immigrant perspectives(cont.)

4. Use of CSA services was particularly common, especially among English, Spanish, and Russian language respondents.

5. Most common service needs:

    a. English and Russian language respondents: legal services.

    b. Spanish and Chinese language respondents: translation/interpreting services.

6. There is interest in (more) interpreting services at City meetings/events.

    a. Many may not know about existing interpreting services and how to obtain them.

7. Best ways for City to disseminate information:

    a. English, Spanish, Chinese language respondents: City website (BUT it should be easier to navigate and available in different languages)

    b. Russian language respondents: *MV Voice* (they were less likely to go online for info.)

8. HOWEVER, respondents suggested many additional ways to disseminate information (e.g., via schools, places of worship, at residences) and recommended that the City involve the different communities more in outreach activities

    a. Chinese respondents tended to report interest in becoming more involved in civic affairs.

V. Data and preliminary findings: community organization perspectives

Data from community organizations

- Data were collected from community organizations (and one additional community volunteer) via interviews conducted by HRC Commissioners *(see also Section II)*.

- Given the qualitative nature of the data, the data are presented as bulleted themes.

Community organizations: examples of immigrant-focused services offerings

Organization	Examples of services/activities[1]
Building Skills Partnership[2]	• Workforce development training (e.g., ESL, digital literacy, financial literacy) for low-wage immigrant workers
Council on American-Islamic Relations (CAIR), SF Bay Area[2]	• Civic engagement, legal services, and outreach and education, such as bystander intervention training and community engagement workshops addressing stereotyping, harassment, and hate crimes
CHAC	• Therapists for school-based services (provided in multiple languages) • Latinx Program: individual, couples, and family counseling; referrals from other community organizations
Community Services Agency of Mountain View and Los Altos (CSA)[2]	• Transportation, food, rental assistance, homeless services, outreach to people living in vehicles, activities for seniors– available in different languages; LGBTQ safe space
Day Worker Center of Mountain View[2]	• Connecting workers and employers for fair employment; provision of education and job skills training (e.g., ESL, GED, computer literacy); participation in advocacy efforts that support the day laborer community
Islamic Networks Group (ING)[2]	• Education and engagement opportunities that foster understanding of Muslims and other misunderstood groups
Listos	• Provision of support and advocacy for the needs of children of immigrant families in Mountain View, with a particular focus on the Castro and Mistral Elementary School communities

[1] Services and activities listed here also reach non-immigrant populations but are highlighted because of their particular focus on, and accessibility to, immigrants.

[2] City of MV Community for All grantee.

Community organization perspectives: challenges to serving immigrants

- Fear of deportation among the undocumented and mixed-status families

- Threat of displacement (and children having to change schools) among immigrants due to housing costs

- Possibility of immigrants being labeled "public charges" (and, as a result, being denied a Green Card) if any assistance services are used (e.g., housing or food services at CSA); leads to fear of accessing services

- Lack of clarity among immigrants as to: what is under the purview of the school district, City, County, etc.?

- MV High School students who do not live downtown and who take public buses to/from school have difficulty because of poorly coordinated service (i.e., feeder buses from neighborhoods do not coordinate well with buses between downtown and school).

Community organization perspectives: feedback on City services for immigrants

Positive feedback on City services/programs	Needs / Gaps / Challenges
• MCOP outreach to schools and translation/ interpreting services	• Offer a Welcome Program for immigrants on resources, services, and the City as a safe place for immigrants
• Spanish Language Civic Leadership Academy – a great resource for the community	• Clarify which City services/programs need proof of immigration status.
• MV Police Dept. outreach and programming at schools	• Improve awareness of the information on the City website
• MV Public Library range of resources and programs (different languages)	• Offer services in more languages through the MCOP
• MV Recreation Dept. fee waivers for children in low-income families	• Hire more bilingual staff at the Public Library
• Community for All grants	• Create/publicize a listserv for non-profits to obtain periodic information from the City on services/events for immigrants
• Community events	• Be present at community meetings and emphasize MV as a safe space
• Good information on City website	• Provide more Community for All grants

Community organization perspectives: recommendations for additional services

- Interviewees noted that availability and accessibility of the following services should be improved within MV (with City involvement, as appropriate):

  - Affordable housing (esp. for low-income families)

  - Mental health services for children and adults

  - Legal services

  - After-school care for children

  - Spanish literacy classes

  - Intimate partner violence services

  - Bilingual navigators to help people access services

Community organization perspectives: how to reach immigrants

Conduct additional outreach through:

- Social media (Facebook, Nextdoor)

- Public Library

- Schools

- Ethnic supermarkets

- Houses of workshop

- MVLA Adult School

- Day Worker Center

- Listos

- Low-income housing bulletin boards

- Call blasting (i.e., broadcasting pre-recorded phone messages to many call recipients at once)

Summary of preliminary finding: community organization perspectives

1. A wide variety services are available to immigrants in MV, via the City and via community organizations.

2. Community organizations view current City services for immigrants positively but would like to see services expanded to reach more people and groups, and for the city to expand and clarify communication about these services via multiple channels.

3. A number of important service needs remain, such as in relation to low-income housing, that need to be addressed through collaborations.

4. The City should be an even more vocal and present advocate and example of how to create a safe space for immigrants.

VI. Data and preliminary findings: City government perspectives

Data from City staff

- Data were collected from City staff via interviews conducted by HRC Commissioners *(see also Section II)*.

- Given the qualitative nature of the data, the data are presented as bulleted themes.

City staff perspectives: **MCOP** assets and needs/gaps, pertaining to immigrants

Services / Offerings	Needs / Gaps / Challenges
• Provides translation and interpreting services (English, Spanish, Mandarin, Russian) • Helps CERT deliver Spanish and (shorter) Mandarin language training • Implements Spanish Language Civic Academy and supports Ambassadors Program • Engages in outreach regarding housing and other issues • Works with school districts and community organizations	• How to engage the community effectively in political processes and policy-making • No webpage for Spanish Language Civic Leadership Academy Ambassadors Program • Not receiving requests for translation/interpreting services in other languages (e.g., Hindi, Farsi, ASL); may be due to limited awareness of the program

City staff perspectives: **Police Dept.** assets and needs/gaps, pertaining to immigrants

Services / Offerings	Needs / Gaps / Challenges
• Aims to employ diverse staff, including immigrants • Treats all members of the community the same, regardless of immigration status[1] • Ensures staff participate in cultural diversity training • Participates in many community activities (e.g., serving on Day Worker Center board, Cops That Care) • Conducts community outreach (e.g., via MVLA Adult School and K-12 schools) • Offers programming for kids (e.g., Police Activities League, Police Explorers Program) • Uses social media to connect with diverse communities	• Reluctance among those who are undocumented to contact or interact with the police • Language barriers (despite having forms in different languages and staff that speak different languages) • Would like to have resources to bring on more paid staff and volunteers who are immigrants • Lack of social media access/use among some communities

[1] See the Santa Clara County Police Chiefs' Association open letter to the community about immigration concerns, dated March 9, 2017, at https://www.mountainview.gov/documents/SCC%20Letter%2003132017.pdf.

City staff perspectives: **Public Library** assets and needs/gaps, pertaining to immigrants

Services / Offerings	Needs / Gaps / Challenges
• Free library card for any CA resident • Free computer/Internet access with cheap printing • ESL resources • World languages collection (e.g., books, newspapers) • Voter registration forms in multiple languages • Story time for children in Spanish and Mandarin • Language exchange ("swap") • Tutoring in reading • Volunteer income tax assistance (for low-income residents) • Bookmobile (e.g., to Senior Center, schools)	• Convincing people that Library offers free and low-cost services • Securing community trust, as the Library is part of the gov't. • Would like to have more materials in more languages • Would like to market services to more communities – but need more staff, with the right language backgrounds, to conduct outreach and language-specific programming

City staff perspectives: **Recreation / Teen Center** assets and needs/gaps, pertaining to immigrants

Services / Offerings	Needs / Gaps / Challenges
• Activities are open to all, regardless of immigration status. (Proof of MV residency is required for financial aid through CSA) • Teen Center activities are free for young people in grades 6-12	• Although there are bilingual staff, staff with skills in other languages are needed • Need to improve outreach to diverse communities (flyers, community networks, and online)

City staff perspectives: **Senior Center** assets and needs/gaps, pertaining to immigrants

Services / Offerings	Needs / Gaps / Challenges
• Provides a range of classes and activities for diverse populations, including immigrants from many different backgrounds	• Uses MCOP services, but some language challenges remain

City staff perspectives: other challenges to serving immigrants

- Possibility of immigrants being labeled "public charges" if any assistance services are used; leads to fear of accessing services

- Among some immigrant groups and subgroups:
  - Limited literacy skills
  - Limited computer skills / Internet access

- Limited awareness of Ask Mountain View/City website and how to use it

City staff perspectives: how to reach immigrants

Conduct additional outreach through:

- Places of worship

- Neighborhood groups

- Schools

- Community organizations

- Pharmacies

- Spanish Language Civic Academy Ambassadors

- *MV Voice*

- Social media (e.g., Nextdoor, Facebook, WhatsApp)

- Chamber of Commerce

- New staff/volunteers with the appropriate cultural/linguistic backgrounds

- Collaborating more with the MCOP

Summary of preliminary finding: City staff perspectives

City Department and Programs:

1. Are providing many services and resources that address the needs and preferences of immigrant communities.

2. Would like to have additional staff/volunteers that speak the languages of their clients and potential clients, and to be able to offer more resources in diverse languages.

3. Recognize a need to expand outreach efforts to diverse communities in ways that are accessible and appealing to those communities.

VII. Data gaps

Gap	Possible strategies (given the pandemic)
Background statistics on immigrants in MV – should any additional topics be covered (if data are available)?	• Additional web search/document review and/or outreach to parties who may have the data
Policy context (national, State of CA, Santa Clara County) – should that be added?	• Additional web search/document review
No immigrants < age 20 participated in the survey or focus groups; few young adults participated	• Conduct a group interview with the City of MV Youth Advisory Committee (YAC)
Limited input from school-linked stakeholders	• Interview MV K-12 public school staff who have particular contact with immigrants (e.g., MV High School Bilingual Community Liaison) • Interview MVLA Adult School staff
No input from immigrant business owners' perspective	• Reach out to the MV Chamber of Commerce
Fewer than expected survey responses from immigrants from the Indian subcontinent (despite the Hindu temple in Sunnyvale indicating they would circulate a survey link)	• Reach out to the Peninsula Muslim Association (in MV) • Reach out to St. Joseph Church re MV residents who attend Tamil church services
Unclear how much input was obtained from immigrant tech workers	• Interview heads of immigrant interest groups at several tech companies

VIII. Topics for discussion at 6/4/20 HRC meeting

1. Q&A / discussion points that Commissioners would like to raise about the **data and data sources** in the slideset

2. Q&A / discussion about **main preliminary findings**
   a. Perspectives of immigrants (slides 66-67)
   b. Perspectives of community organizations (slide 75)
   c. Perspectives of City staff (slide 85)

3. Discussion about **data gaps** (per slide 86 and other gaps noted by Commissioners)

4. Discussion about **preliminary recommendations** to the City
   a. Note: recommendations should focus on potential actions by the City and not by schools, community organizations, or others

5. Summary of **next steps**