



BACC Immigration Project ...

Interviews with Community Resources

Jan.-April. 2009

Helen Schwartz and Dotty Juengst, League of Women Voters
Kristin Phillip, Hispanic Outreach Liaison, Green Bay Chamber of Commerce
Tori Rader, Exec. Dir., Literacy Green Bay
Mark Quam, Director, Brown County Human Services
Darryl Buck, District Diversity Liaison, Green Bay School District
Chris Dunbar, Exec. Dir., Howe Neighborhood Family Resource Center, et al
Jane Shatswell, Exec. Dir., Family & Childcare Resources/Fort Howard Resource Center, et al
Staryoung Thao, Exec. Dir., United Hmong & Asian American Community Center
Tom Martin, Pres., Family Services
Bonnie Kuhr, Administrator, N.E.W. Community Clinic
Fr. Walter Stumpf, Parochial Vicar, St. Philip The Apostle Church, et al
Jim Mitchell, Director, JOSHUA
Father Ken DeGroot, St. Willebrord Parish, et al
Assoc. Pastor Dan Carlson, Celebration Church (formerly Bayside)
Tom Schumacher, Employers Workforce Development Network (EWDN), et al
Matt Hollenbeck, Exec. Dir., Mayor's Hispanic Advisory Council
Barbara Biebel, Director of Resettlement and Immigration Services, Catholic Charities, et al
Trudy Kamps, Vice President- Human Resources, American Foods Group
Mark Burwell, Exec. Dir., Urban Hope/e-Hub
Ursula Bunnell, Interim Dir., Golden House
Christine Danielson, Exec. Dir., Volunteer Center
Carolina Favour, Immigration Counselor, Catholic Charities
Helen Schwartz and Dotty Juengst, League of Women Voters
(Note: The League developed its own study in early 2008, and the draft of our report was provided to them for comment.)

Thank you for asking for our comments regarding the BACC Report on Immigration in Brown County. You have a wealth of information from your interviews and other reports concerning immigration. Some of the interviews reinforce and update the LWV's Immigration Study. In reading the interviews, we saw a compelling need to focus on expanding the knowledge base of the service providers (social services, schools, police, churches, etc) to understand all aspects of the lives of our new neighbors.

Kristen Phillips and Christiine Danielson suggested new approaches in making the immigrant feel welcomed in Brown County. We believe assimilation is a joint effort and cannot be one-sided. Many of us expect the immigrant to do all the assimilating!! We like the word "inclusion" because it invites the immigrant and community members to work together in finding the best solutions new people need to transition into our county.

Perhaps another recommendation could be that the Chamber could consider a new round of workshops that would encourage greater participation in understanding the challenges of coming together. The Diversity Groups are doing this, but perhaps local leaders and business people along with those new neighbors could share what necessary skills are needed, socially and economically for the continued prosperity of Brown County's service and business sectors..

The recommendation for more access to mental health counselors is essential, but we are uncertain from the data presented that this is a particular need of the immigrant community.

Why We Need This Study:

- There are many myths and misconceptions about immigrants and it is important that this report be a useful tool in dispelling these misunderstandings.
- We encourage a more complete analysis of the revenue received from local taxes for public education. The WPRI report lists several caveats for using this data. We encourage using these caveats in your report so the reader would understand the analysis. For example, all taxpayers with no children in K-12 schools are subsidizing public education. Therefore, if one removes the cost of education from this analysis, then one could conclude, as is done for federal taxes, that immigrant households are also subsidizing the local services that native Wisconsin taxpayers receive.

Again, thank you for your work. We are confident that BACC will initiate action steps in building a more inclusive and welcoming community culture.

Kristin Phillip, Hispanic Outreach Liaison, Green Bay Chamber of Commerce

Interviewed by Dennis Rader

1. Generally, what do you do for the immigrant community that is of specific help, and about how many people do you serve?

Simply put, I assist minority business members get connected. to other businesses in the community. Sometimes there are business individuals who need a little push. or help in meeting, getting introduced or sitting, down with other people. This may or may not be people who are in the same ethnic backgroup.

I also act as the liaison to the community groups here in the Greater Green Bay Area, and am asked to sit on various event planning committees (Chico de Mayo), act as a resource (Juneteenth) or finding funds (Hmong New Year Celebration) or just general public relations for groups that need to get their word. out (NEW Pride). I also help solicit new members for these groups, promote events and programs.

I am kind of like the one stop shop to get people connected. I staff the Chamber of Commerce Diversity Committee which meets every other month to discuss diversity and inclusion, issues in the community. I. take great pride in the fact that the committee is a true representation of the community.

2. What are your frustrations?

There are still some people in the community who feel that ALL Hispanic/Latino people are one way, that ALL Hmong individuals are another. People with closed minds really make it difficult for me to make suggestions. Some strong businesses need to put a little faith in the small businesses, give them a chance to bid for contracts.

There are those few minority business members who have a chip on their shoulder who feel that they are owed something. At the Chamber we do not have a minority membership - all businesses are the same. Membership dues are based on the number of employees. I feel that ALL businesses should work hard and work for What they need. Of course there are grants and assistance for business owners that are women, disabled or minority owned. I usually lead them to the website or office that can assist them with that.

As far as immigration: I get frustrated that people feel that all minorities are all illegal immigrants. People make the generalizations.

3. What would it take for you to be more successful

More hours. I work only two days a week..... or, peace, harmony and understanding in the world.

4. If you had more dollars and/or people, how would you use it?

I would love to be able to train people on the diversity of the community and how important inclusion is. Diversity is not a choice, it is here in Green Bay to stay. Inclusion IS a choice, as we can choose how we include all people into our businesses and lives. I wish I had more time and money to recruit more minority members into the Chamber of Commerce. The Chamber has a wealth of information and support for all businesses

Comment :

Kristen Phillip is the Hispanic outreach liaison for the Green Bay Chamber of Commerce. Her responsibility is to facilitate the inclusion of minority business persons into the Green Bay area business community. Her job activities range from introducing and accompanying minority business persons to business exchanges such as the PM or breakfast exchanges to seeking opportunities for cooperation between existing Green Bay businesses and minority businesses.

Part of her role is not only to help immigrants be included in the community, but also to educate long time locals on the advantages of utilizing skills and services immigrants can offer.

An interesting aspect of her work, which she takes seriously is to counsel minority business owners to “roll with the punches”, not be upset, and to move on when locals mispronounce their names, confuse them with another nationality or make stereotypic generalizations about a particular ethnic group.

Finally, she emphasizes that inclusion of immigrants into the community is not just on the back of the immigrants. Diversity, she says it’s not a choice. It is a fact and locals must recognize that utilizing immigrants’ skills in a productive manner is good business strategy as well as a win-win opportunity for everyone in our community.

Tori Rader, Exec. Dir., Literacy Green Bay

Interviewed by Dennis Rader

1. Generally, what do you do for the immigrant community that is of specific help, and about how many people do you serve?

Tutor adults in English and Basic Skills (reading, writing, math) with the help of trained volunteer adult tutors ... and GED preparation

Conduct English classes, some with childcare provided

Offer citizenship instruction for learners to prepare to take the citizenship test

Offer family literacy programming, where parents study English or prepare to take the GED/HSED exam while their children are enrolled in Early Childhood Education

Tutor the children of our adult learners who are enrolled in English classes, with the help of trained volunteer high school and college age tutors

Offer English classes in the workplace for immigrants and refugees

Offer Spanish classes in the workplace and at our facility for local businesses so that they can better communicate with their workers

Offer Spanish classes at our facility for community members (many are tutors) so that they can better communicate with our learners

Provide a supervised computer lab with educational software for our learners

Provide tutor training workshops for new volunteer tutors through the year so that they can provide one-on-one tutoring to immigrants and refugees

Provide 5-6 tutor in-service workshops annually

Annually recognize our volunteer tutors for their commitment and our learners for their achievements

2. What are your frustrations?

Lack of volunteer tutors

Lack of adequate staff/hours (administrative and teaching) to get the work done. Lack of adequate stable funding to meet the needs of our learners and volunteers, no development director to help with fundraising

Difficulty getting our message out/need more public awareness of our mission. Lack of adequate space at certain times

Many of our learners have great difficulty maintaining good attendance due to transportation, childcare, employment, illness and other issues, making it especially difficult for them to advance academically

3. What would it take for you to be more successful?

More staff and more dollars

More public awareness of our services and mission

More companies/organizations helping us to raise money (i.e. Literacy Green Bay was a recipient of a run put on by UWGB which brought us \$1,700 in funding)

More in-kind donations of books, equipment and professional expertise (web design)

4. If you had more dollars and/or people, how would you use it?

Open evening hours for space and staff support for tutor/student teams Additional data entry for student record keeping

Additional staff for assessment and testing of students (we have embraced more stringent testing requirements)

Additional testing days/times to better meet our student needs

More tutor training workshops to try to recruit more tutors

Additional childcare hours

Additional levels of instruction and additional times and days of instruction in English classes to better meet the needs of our learners who have varied employment schedules

Comment:

Tori Rader is the director of Literacy Green Bay and she submitted a written comment above in response to the four questions

In an interview, she stressed the importance of “total community involvement” in the mission of Literacy Green Bay. The mission of Literacy Green Bay is “to help adults and families acquire reading, writing, math, English language, computer and workplace skills they need to be fully functioning community members.”

She noted that the success of Literacy Green Bay is measured not only by the number of persons who become English proficient but to the extent that immigrants and non-English speaking persons become effectively involved in and productive in our community. To that end, Literacy Green Bay also offers Spanish classes for local business personnel so they can assist in the assimilation of immigrants into our society.

Obtaining stable funding for the program is essential to the ongoing success of the services. And since much of funding comes from nonprofit groups rather than relatively predictable tax dollars long-range planning is difficult.

In 2002, Literacy Green Bay received the Mayor’s award for the Sustainable Organization of the Year and the National Award for the Outstanding Literacy Project in the country.

The reasons cited for the national award were ...

- Stability of the program due to excellent long-term staff and volunteer retention.

- Adhering to the mission, not falling into “mission creep, i.e., getting involved in activities not a part of the basic mission of the program merely because monies may be available for extraneous projects.
- Exploring additional means of achieving the mission beyond the tutoring and mentoring, e.g., English classes.
- Providing family literacy programming by engaging high school student volunteers to offer tutorial services to children of adult learners while the adults are in class on the same premises.

Other comments from Tori Rader:

- The length of time needed to become proficient in English depends on many factors, among them age, income level, length of time in country, educational level upon enrollment in instruction, the individual's need to know the language, and the amount of exposure to the language. On average, it takes most adult immigrants seven years to become proficient in English. However, for some it will take much longer, and others will progress at a much faster rate. But in spite of formidable economic and social obstacles, including poverty, immigrants ARE learning English. The assumption by some that they are not learning the language and are resistant to becoming English proficient is unsupported.
- The list of adult learners waiting for tutors at Literacy Green Bay currently numbers 75, so our need for tutor equals that number. However, as new learners are added to the list, more tutors will be needed. As you can see, the need for tutors at Literacy Green Bay is an ongoing need.

Follow-up interview by Dennis Rader (April 2009):

Literacy Green Bay is an accredited not-for-profit literacy organization whose mission is to help adults and families acquire the reading, writing, math, English language, computer and workforce skills they need to function effectively as workers and community members. Literacy Green Bay helps lift families out of poverty by giving them the basic skills they need to be successful. There is a growing body of research that shows that adults who enroll and persist in comprehensive literacy programs not only improve their literacy skills, but benefit in many other positive ways. These individuals are better able to obtain a job or a better-paying job, be more productive employees, adapt to changing needs in the workplace, achieve independence without relying on welfare, lead healthier lives and manage their health, succeed in society without resorting to criminal activity, ensure that their children succeed in school, raise healthier children who are less likely to be socially alienated, maintain a positive self-image, and exercise their rights (e.g., voting) as citizens. When millions of adults lack the ability to do these things, society as a whole suffers through decreased productivity, increased health care costs, higher incidences of welfare dependency and increased pressure on schools when children come to class ill-prepared for learning. Society benefits when its members become more literate.

Literacy Green Bay serves over 850 individuals/families each year. Our most important need right now is for interested people to become trained tutors to work with our adult learners. Volunteers are trained in one of six 12/hr workshops held throughout the year at the Literacy Green Bay Learning Center, 424 S. Monroe Ave., Green Bay. Volunteers are trained to work with limited-English speakers to teach them English, or with English speakers to help them improve their basic reading and writing skills. 90% of our adult learners are limited-English speakers and enroll in Literacy Green Bay programs to learn English. A complete schedule of workshops for 2009-10 will be available in June on our website at www.literacygreenbay.org.

Current Literacy Green Bay Statistics:

258 adult learners are enrolled in English Language classes

197 adult learners are enrolled in Adult Tutoring program

179 volunteer tutors are actively engaged in tutoring

73 adult learners are on the waiting list for a tutor

34 adult learners and 18 children are enrolled in English Language Learning through our Children First Family Literacy program

25+ adult learners are learning English independently on computers with staff support

Current Funding Needs:

Funding is needed to train tutors (\$500/workshop/6 workshops annually), provide staffing for English Language Learner classes onsite (\$1,500/class/semester), provide childcare for the children of parents enrolled in English Language Learners classes (\$900/class/semester), provide English Language Learner Classes AND Early Childhood Education for immigrants/refugees and their children three mornings/wk throughout the year in the Children First Family Literacy program (\$27,000 annually).

*Local church communities are encouraged to collaborate with Literacy Green Bay by actively recruiting parishioners to tutor in Literacy Green Bay's Adult Tutoring program. Visit our website to learn more about tutoring and tutor training workshop schedules.

Mark Quam, Director, Brown County Human Services

Interviewed by Harry Maier

Quam reports that his office has had no problem with immigrants. "The reason they are willing to contact us is that they are legal. The illegal immigrants want nothing to do with government at any level."

The Hispanics are coming here for jobs; they have no intention to relate to what our government is offering.

It all started about 10-15 years ago when the jobs were being offered by the local meat plants. The Hispanics are good workers, they are willing to do the hard work required of a meat packing plant.

The change in the past four or five years has been with the families who have given birth to children. Those children now are U.S. citizens and they are in need of some level of medical insurance.

They are now coming to us for welfare services, such as food stamps.

Brown County is linked to the national level in relation to registration of immigrants. For them to work with us, they have to be legally registered.

The biggest challenge for our office has been language. We have had to add more bilingual people to our staff.

For the future, there is a need to create more jobs in Mexico, find a way for the Mexican citizens to find employment in their home country.

Darryl Buck, District Diversity Liaison, Green Bay School District

Interviewed by Harry Maier

Darryl also is a member and president of the Hispanic Community Council, an eight-year-old organization. He also serves as the liaison to the Mayor's Office for the Hispanic Council.

He is a former English as a Second Language teacher in the Green Bay school system.

"We all see immigration differently; there are many opinions."

Darryl said some immigrants have waited as long as 10 years to get the papers they need to become legal immigrants. Others come here to find jobs with a primary intention to support their families which remain in Mexico. People in Mexico are only seeking ways to survive.

There are strong ties among the Mexican families. Family life is a strong part of the Mexican culture..

It is hard for the immigrant to get a feeling for Green Bay. They know Green Bay is not welcome to the immigrant community.

There is no cosmopolitan mentality in Green Bay. Yet Green Bay has become more accustomed to the Hmong community.

Many Hispanics are here temporarily.

One of the challenges is to get people to feel that they are part of the community. This is vital.

There is a need to work with the children of the Hispanic families. Find them role models.

Language is a big problem among the adults. The adults have to get involved, learn to use the resources that are available to them. Take note of the waiting list at Literacy Green Bay among people who want to learn English.

There are many other immigrant nationalities, such as Russian, Ukraine, Somalia. Those people are having a hard time. They have no local network.

The biggest frustrations center on the cultural conflict, (there are walls on both sides), and the documentation issue.

There is a need for the United States to take the lead in establishing entrepreneurial programs in Mexico. There have to be jobs there so the immigrants can go home.

There also is a need to work with those who are living here to create jobs which can serve their community.

There should be amnesty for immigrants who have lived here for more than five years.

Develop a multi-cultural retail mall in Green Bay.

Chris Dunbar, Exec. Dir., Howe Neighborhood Family Resource Center

Interviewed by Phil Hauck

*January 14, 2009 - Interview with **Chris Dunbar, just retired Exec. Dir. of the Howe Neighborhood Family Resource Center.** She called in Maria Garcia, who works part-time there ... and is a good resource for what immigrants have to deal with because she still informally counsels many.*

Maria arrived here in 1995 or so from Seattle, with 5-year-old Amanda, and husband Daniel, who got a job at American Foods. He is still there, and is training to become a supervisor. Baby Victor was born almost immediately, and they also now have a three-year-old who is being taught BOTH Spanish and English in the home. Amanda, now 17 at East, is very bright, and has been told her main COLLEGE options will be St. Norbert's and Harvard(!). Victor, 12, is at Washington Middle School.

They bought their first car by saving \$400. Husband recently got his GED from NWTC.

Today, Maria has a Literacy Green Bay tutor come to her home on a regular basis to improve her already good English. She didn't request the tutor; someone gave her name and number to Literacy Green Bay, and she was called.

When they arrived in GB, Amanda was placed in HeadStart at Kennedy, and no Spanish was spoken. Immersion. The next year, she attended Kindergarten at Howe, again with no Spanish resource. Immersion. She picked it up well. Victor also hasn't been exposed to an ESL or ELL situation; he learned thru Immersion.

Maria has had a wide assortment of odd jobs in GB, and now works part-time at the Resource Center as the receptionist. The family attends St. Willebrod, and is involved in its heavy Spanish family referral and service effort. Because of her experience, she gives guidance to many.

Today, the resources she points people towards are:

Child Dental Howe Resource Center.

Adult Dental ... NWTC.

Help with utility and rent payments ... Integrated Community Solutions

Physician ... NEW Community Clinic, especially the WIC program. ... or Bellin's Hispanic

Clinic

Job, food stamps and rent dollars ... Job Center
Clothes ... St. Willebrod's, then Salvation Army, YWCA, St. Vincent de Paul.

She indicated that by far the first place Hispanic immigrants go to get information besides the friends that got them here ... is their Catholic church ... St. Willebrod's, St. Philip, St. Peter & Paul.

Chris' comments

- Our Child Dental program thru the Oral Health Partnership is very heavily utilized. A problem is that there are no translators for the parents or kids.
- What are people desperately looking for: A place where they don't have to be afraid that the "authorities" are looking, a place that's safe to get help.
- If had more money, would add a Spanish-speaking Outreach worker ... who would be on-site to provide information and counseling full-time, and to develop classes that immigrant needs, such as CUSTOMS and PARENTING (especially, How Can I Help My Kid At Home?). They really want the best for their family and children. The community expectations in GB are DIFFERENT than where they came from. Example: Renter didn't cut the grass; "I like long grass ... from the prairie."
- Too many programs are short-term. Example: The Volunteer Center's wonderful You Matter Mentoring program ... only funded for one year.

Jane Shatswell, Exec. Dir.

Family & Childcare Resources of N.E.W./Fort Howard Resource Center

ICS/201 W. Walnut St., GB 54303 432-8899 jane@fcrnew.org

January 19, 2009 - Interview with Jane Shatswell, executive director of Family & Childcare Resources of N.E.W., which includes the Fort Howard Resource Center. She called in Lorena, a Parent Educator who works full-time there ... and is a good resource for what immigrants have to deal with because she advises many. Lorena actually got to Green Bay from South Mexico via a college exchange program with UWGB. She is divorced with a 9-year-old son.

The F&CR counsels about 25-30 immigrant families per month ... sometimes a direct referral from the Fort Howard school principal, who marches newly-arrived parents to the Resource Center. There, Mary Rose Perez, who is very informed about community resources, advises them and introduces them to the services of the F&CR.

The F&CR, in the Integrated Community Solutions building, contains a Training Room on the second floor where Literacy Green Bay holds ELL classes. (I observed about 15 adults in a class.) In addition, with a staff of several full-timers and part-timers, the F&CR includes: A three-county resource for child care centers, paper design-making resources for childcare center teachers, a parenting resource library, a conference room, and more.

The core is the Parent Educator-related programming, which provides in-home consultation, Center-based consultation, classes on parenting young children (teen parenting is at the Diocese), parent-child playtimes that yield role-modeling opportunities, and special classes on nutritional cooking, budgeting and the like.

Lorena's Comments

Typically, a family arrives because a relative/friend knows a job is available and initially provides some room for the relative/friend. The family works to save money to move into its own apartment and to buy a used car. Still, there is barely enough money to live on. An example is a single parent with five children who milks cows at a farm and makes tamales to sell for \$10 per dozen. There is minimal assistance for families who do not yet have legal documentation.

Families who do have documentation are directed to supplementary resources:

- Clothes: Fort Howard's clothes buckets, a \$25 per person per year voucher to Goodwill, twice a year vouchers at St. Vincent de Paul.
- Utility help: ICS.
- Rent help: ICS.
- Food Stamps: Brown County Human Services (BCHS) at Sophie Beaumont building.
- Medical Assistance (obtained at BCHS) is for children in poverty, and is accepted by most doctors. The parent isn't covered, and gets free services at NEW Community Clinic (downtown and at NWTC). Can't go to the Bellin Hispanic Clinic because it requires insurance. Nicolet school has a doctor on staff.
- Dental: Kids get it free via Oral Health Partnership at Howe Resource Center, and the adult at NWTC.

If had more money:

- Would add hours and people to expand Parent Educator capability for both on-site and in-home counseling.

Follow-up Information from Jane Shatswell regarding Parent education (April 2009)

Learning English -

The adult statistical information and trends would best be obtained from Literacy Green Bay. They teach the class and enroll the people in their program. I can only tell you how many people came each month to class. That would not give a clear idea of the number of people who enrolled. We provide the childcare. I know many of the people would not be able to attend without the childcare.

This past year since we are in the new location, more and more people are attending class. At the Fort Howard Family Resource Center site on Thursdays there would sometimes be only 1 student. Now there are not less than 10 students. The only difference that I can explain is they now sit at adult tables and chairs and not grade school lunch tables with benches attached and no backs. The class is at the same time as always, with the same teacher and same childcare.

I know from old records here more of the students use to be Hmong. Now most are Spanish speaking. There is one person from Somalia.

The Spanish-speaking students are talking to others. At least once a week we have someone inquiring about the classes. Last week two new students began. New students are continual added, as some of the students do not continue for the full year. Class runs basically from end of August – end of June.

Parenting

The statistics show that the people who use our agency have not changed much over the years.

- In from June 2006 – October 2008 there were three 20 hour each parent educators – bilingual Spanish, bilingual Hmong and English speaking.
- Nov 2008 – January 2009 there were two 20 hour parent educators – bilingual Spanish and English speaking

Due to Community Partnership for Children funding in Feb 2009 the English speaking parent educator went to full time (35 hours). She is currently at capacity for seeing families for home visiting. People are now going on a waiting list. Waiting lists have been used in the past. People are on for a month at the longest. Some of the people we are not able to reach as their phone number has been disconnected.

Due to Community Partnership for Children funding in March 2009 the Bilingual Spanish parent educator went to full time (35 hours). She has capacity for 5 more families. She spends much more time with each family. There is the challenge of overcoming cultural norms for parenting and so much time is spent of basic needs assistance.

Parenting education programming is as follows:

- 10 hour evidenced-based parenting classes,
- Short term home visits (about 10 visits/under 6 months in length for total visiting time),

- Parent as Teachers long term home visiting for children under 3 years old (long term being over 6 months) People are specifically enrolled into Parent as Teachers comprehensive program – each parent educator has capacity for one more family in this program.

Parenting classes always have a waiting list. Classes are best with 10 –15 caregivers of young children. Prior to April 2008 25 people would sign up for the class. 10 people would actually show up for the class and 2 people would stay for all 10 hours. Since April 2008 25 people still sign up for the class. The parent educators tries to contact the 25 people to schedule a home visit before class begins to meet and work with the parents to establish their goals for taking the class. Of the 25 people about 7 phone's will be disconnects and the mail will not go through, 3 will decide not to take the class and 10 people arrive the first day. Now all 10 are completing the 10 hours.

We offer 7 parenting classes a year. If there was funding we could start one once a month. The need is there as shown by the waiting list . We would be able to reach those folks whose phone numbers change between the offering of one class and the next.

Current class in English has 15 and Spanish speaking has 10. More English speaking classes are run than Spanish speaking.

Classes are held at our main location, the Fort Howard Family Resource Center site, for women in the jail and in collaboration with Catholic Charities and the Teen Parenting program at Catholic Charities location.

The attendees in the class are parenting with greater personal challenges. One class did not have anyone in it that did not have a mental illness – depression, bi-polar, schizophrenia and post traumatic stress disorder. There are always a number of people in class who are court ordered into it. There have been a number of people who have been in the class and then are featured in the local news for behavior that is not positive. We will then receive calls from the person's significant other to assist with more home visits as the child(ren) are not doing well.

Home visiting has become much more challenging also. The main purpose of home visiting is to work with the person caring for the young child on the parenting goal(s) the person set for the visits. Many times the families are so in crisis with basic needs, housing, food, electricity & heat, that parenting is not a topic of conversation. Parent educators, especially bilingual Spanish, spend a great deal of time helping families meet basic needs. This is especially true for illegal parents. It is hard to focus when you don't know where you are going to be living with your 5 legal children and your main financial support person was just deported.

Trends are getting more challenging. People are coming in with more needs and there are less services. We used to receive 150 Goodwill vouchers a year. This way Goodwill and we could help people once a year with some basic needs. This year we received 10 vouchers as Goodwill does not have the resources to give more.

A trend is parents or those who are calling for young children have more needs due to their mental illness, being a teen/ young parent, dealing with basic needs. Getting to the "parenting issue" takes many more home visits then in the past. Parent educators are spending more time with fewer people because the needs are great.

The parenting situations are getting more challenges. Referrals from other agencies are more difficult. It is working with a detached mom of a two year old who is very angry. The child gets so angry that she will put clumps of her hair out if she does not get her own way. It is working to get the parent re-engaged with the child. In the past it calls would be to help a mom with work with her toddler to not be jealous of the new baby.

Also Child Protective Services and Guardian at Litems now want our parent educators to work with some of their families. I know some is so CPS can lighten their load with supervised visits and then knowing the parent is getting parenting education.

The Bilingual Hmong parent educator has not been replaced. She was spending most of her time in basic needs assistance. Families are able to receive these services through the Asian American and United Hmong Family Resource Center. Teaching parenting knowledge is very difficult because of the need to overcome the traditional ideas in the close-knit community. Also there is the challenge of finding a qualified staff person.

Other comments from Jane Shatswell:

- I am finding it is more like field of dreams: If you build it, they will come. I know the word is spreading concerning our parenting programming thus, more people are coming. Family situations are taking a longer time to assist helping them move through the goals they set. In business terms, we don't turn inventory as quickly as one would like...as the goal is working to build on the parental strengths to meet their needs.
- A parent educator at this agency teaches a parenting class 4 times a year, does a play group and is seeing about 25 families on a rotating basis. 5 of those families are in the long term program. Long term is considered over 6 months.
- Parenting classes also means, child care providers to give care while the parents are in class, a light meal or snack which mean people to coordinate and set that up. Person who does all the data entry for all the record keeping for the grantors. There is the educator's supervisor who assists the educator. A parent educator is one part of a team.
- I can not speak for certain if the person who will be hired soon will be Spanish speaking. If they are not, an additional Spanish speaking person in fall would be great. Then in my perfect world I would also hire a male parent educator who could fill the gap in service for the fatherhood initiative. If that happened, at least one more child care provider would need to be hired.

Staryoung Thao, Exec. Dir., United Hmong & Asian American Community Center

Interview by Rose Smits

1. Generally, what do you do for the immigrant community...

- Center works with SE Asians, mainly Hmong and Laotians and 20-30 Somalians.
- They are considered refugees, not immigrants. About 5% of the Somalians are considered "asylee" which is different from immigrants or refugees. Asylee are afraid to return to their country.
- Staryoung estimates that there are 5,000-6,000 Hmong in Brown County and close to 2,000 Laotians
- UHAACC (United Hmong and Asian American Community Center) has little contact with immigrants
- UHAACC prepares refugees for living in the U.S. and how to obtain a "green card." It then provides citizenship classes
- SE Asian population has come a long way - more people are moving away from hard core poverty
- In 2003, approximately 75 new families arrived from camps in Thailand, and they had an easier time adjusting than the families who arrived in Brown County in the 1980's. Reason: The families who arrived earlier were better adjusted to the culture and were able to help the newly arrived.
- It is this population that UHAACC works mostly with as many are considered the "working poor."
- Those who were 20-30 were able to adjust more quickly. Many attended college or received an education and they are doing well; those who didn't are generally not doing as well as they age.

2. Frustrations...

- Repetition - some folks come to the center 2-3 times a day for help (e.g. reading pieces of mail from bills to junk mail or government paperwork that needs to be completed for benefits, etc.)
- Multi-problems/issues - there are multiple barriers that many need to overcome (e.g. poverty, language barriers and the need for an education, and even if an education workshop is offered, child care and transportation are often barriers.) This population is termed "hard to serve."
- Many clients become frustrated and want to give up as daily life is stressful.

3. To be more successful...
 - Funding in order to provide specialized programming: programs for the elderly or programs specifically for the youth
4. If you had more dollars...
 - Create programs to address specific issues
5. Additional thoughts/comments...
 - There are so many multi-barriers that many people need to overcome.

Tom Martin, Pres., Family Services

Interviewed by Rose Smits

1. Generally, what do you do for the immigrant community...
 - Not as much as what FS (Family Services) used to do - much more limited than five years ago (example: funding through the 21st Century Grant for the "Coming Home Project" which is an afterschool program for mainly Hispanic and Hmong has been cut dramatically).
 - Sexual Assault Center offers specialized services for Hispanic, Native American, Hmong etc.
 - Healthy Families has specific outreach services for the Hmong and Hispanics.
 - GAP: mental health services across-the-board; however, immigrants have additional cultural and language barriers.
2. Frustrations...
 - Lack of reimbursement from insurance companies and from Medicaid.
 - Mental health reimbursement rates have been going down for years and are not considered a part of the main healthcare system.
 - Immigrants have first generation behaviors and exhibit problems (e.g. solve problems differently; gangs are a big problem; employment is an issue, etc.)
 - It is expensive to serve the immigrant population and translation is not always accurate - especially in the Hmong language
3. To be more successful...
 - If one has the resources/funding, you can address barriers - KEY is having the resources.
 - Immigrant needs; however, the resources are not available to train these people.
4. If you had more dollars...
 - There are a million needs, but the priority needs to be with children. We must start by creating a healthy base and that would begin with programs like Healthy Families.
 - The achievement gap must be addressed.
 - Enough priority is not put on children and additional dollars would/should go there.
5. Additional thoughts/comments...

It is refreshing to have more diversity in our community. In the long run, it will enhance the community.

Bonnie Kuhr, Administrator, N.E.W. Community Clinic

Interview by Rose Smits

1. Generally, what do you do for the immigrant community...
 - "We don't ask for documentation (except for one out-stationing program), we don't tell and we don't care."
 - If some person/family would likely qualify for government healthcare help, they might be told something like: "If you are documented, we can help connect you with Medical Assistance or refer for SSI as you might qualify."
 - Approximately 40-45% of the people served in the walk-in clinic are Hispanic; few SE Asians and Somalians are served as they are "refugees" and qualify for medical assistance.
 - In 2007 32,000+ client visits to all programs.
 - Numbers in the 20-40 age group are stable; the largest growth is seen in the 40-45 age group due to job loss and the subsequent loss of health insurance benefits.

- In the WIC (Women, Infants and Children) Program the largest population served is white Caucasian; 50% of the WIC participants on the east side are Hispanic, and on the west side more Hmong participate.
 - Stress is great for people who think they may lose their jobs.
2. Frustrations...
- Undocumented immigrants don't qualify for SSI or Medicare when they are disabled. They just stay on N.E.W. Clinic rolls and are extremely needy. They cannot get free meds and there are few avenues for them.
 - Mixture in families - e.g. two children are documented and qualify for Medical Assistance and two do not. Parents are less likely to follow through when this is the case. There are limited resources for the undocumented - especially for chronic illnesses such as asthma.
 - Medication is not the same for individuals with the same chronic illness - e.g. high blood pressure medication varies from person to person.
3. To be more successful...
- More budget capacity to see more patients. There are times when the needs exceed what N.E.W. Clinic can do. (NOTE: 74% of the walk-in clinic patients say that N.E.W. services saved them from going to the Emergency Room, and 91% say that their needs were met at N.E.W..)
 - Develop a \$200,000 budget for medication for the N.E.W. Clinic patients, the patients who go to the clinic at NWTC and those who need medication who are in the "Healthcare for the Homeless" Program (this program is the most difficult).
4. If you had more dollars...
- Medication (See #3 above)
 - Hire another team to provide care at the clinic located at NWTC
 - Research the needs in the Medicaid program to determine where there are gaps. The reimbursement rates are so low that Brown County may need a Medicaid Clinic. With the current reimbursement rates at approximately 50%, a clinic start-up such as this would require funding to attract medical personnel and to be maintained.
5. Additional thoughts/comments...
- The general population as well as BACC would likely benefit from watching the DVD "The Visitor" which is available to be rented at video stores.

Pastor Ricardo Torres, Peace United Methodist Church

Interviewed by Jim Liethen

I met with Pastor Ricardo Torres at Peace United Methodist. He went to the seminary and this is his first assignment. This report is affected by impressions I gathered because his English is minimal and I don't know any Spanish. It appears that there is an English and a Spanish congregation operating at this site with the Spanish, interpreted as a mission, being subsidized.

About 100 attend the Spanish church service. Pastor receives anyone and attempts to help them in their basic needs through a "Love Life" ministry. He utilizes agencies and organizations for assistance. He has found a multilingual person at "A Woman's Place" at St Mary's Hospital quite helpful. They conduct English language classes using people from North Eastern Technical College. Their effectiveness is diluted by the turnover in members.

**Norma Chavez, Hispanic Ministry, and Fr. Walter Stumpf, Parochial Vicar
St. Philip The Apostle Church**

Interviewed by Jim Liethen

Our Mission: To serve all clients, documented and undocumented, and to conform with the law.

PROGRAM: Link client with resources in community

(Drugs, health, medical care, budget, legal, jail, children protection, schools)

Use 2-1-1 telephone system for referrals

Green Bay Diocese is a resource

Provide interpreter services
Estimate 300 families participate (4/family)
Conduct social concerns meetings periodically
Bridge cultures
Work with UMOS (United Migrant Opportunity Service)
Review progress of clients to establish problem is resolved

Comment: The Church philosophy aims to treat each person equally; however, government programs differentiate ... documented vs. undocumented. This is frustrating for administrators.

Jim Mitchell, Director, JOSHUA

Interviewed by Dennis Rader

1. Generally, what do you do for the immigrant community that is of specific help, and about how many people do you serve?

Joshua is a non-profit interfaith-based social justice organization which advocates and organizes efforts on behalf of various parishes in the community in social outreach programs. It has urged legislators on the local and state level to consider reform in school funding, health care, handling of drug offenders, prison reform and immigration legislation. The organization's outreach to the immigrant community consists of advocating on behalf of the Latino community in Green Bay. Relatively speaking, the Hmong community is more stable in number and predicted growth and is not targeted by JOSHUA for programs. The numbers of persons served are difficult to identify because of the diverse population which is often undocumented. The Latino community in Green Bay is very diverse, consisting not only of Mexicans, but of persons from many other countries from Central and South America. Joshua has a sub-unit called, Josue, the Spanish equivalent of Joshua. The goal of Joshua/Josue is to train the immigrant population for leadership roles in the community and to organize Latino immigrants to address issues affecting them, such as documentation, language barriers, attaining citizenship and community members' hostility to them. Joshua/Josue attempts to enter into dialogue with local elected officials to defuse divisive issues such as the declaration of English as the official language in the community, whether immigrants pay a disproportionate share of taxes for services they consume, e.g., social services and literacy and ESL programs and addressing inequities non-citizen residents confront in college tuition eligibility, driver's license and health insurance coverage.

2. What are your frustrations?

It is frustrating to see a lack of local community leadership in eliminating hostility on immigration issues. It is difficult for Joshua/Josue to reach and re-educate local politicians who are perhaps fearful of losing political clout to minorities and immigrants and instead attempt to instill fear and hostility in the community over diversity issues.

3. What would it take for you to be more successful?

If more parishes and church/faith communities committed to and were willing to fund the efforts of Joshua/Josue, greater influence could be exerted upon local decision makers to address immigration/ diversity issues in a more positive manner. A larger number of bi-lingual volunteers from these parishes/ faith communities would increase the communication between the organization and the people it wishes to serve.

4. If you had more dollars and/or people, how would you use it?

The goals of Joshua/Josue as a "community organizing group" are achieved by harnessing the energy and efforts of community members. Accordingly, any efforts on behalf of the local immigrant community would be greatly enhanced by having a staff person who is fluent in Spanish who could reach many people who are not proficient in English.

Father Ken DeGroot, Sr. Melanie, and others, St. Willebrord Parish

Interview by George Krempin

Engaged with the Hispanic community for 19 years. All speak Spanish.

Initially Spanish language Mass was offered, and then Fr. Ken saw the need to expand the Parish's outreach to include Social Services. Parish is very involved

1. What do you do in your outreach to Hispanics?

Provide worship opportunities in Spanish

Network with a variety of Social Service agencies

Make referrals and help link up clients with Service

Accompany clients to appointments as needed

Advocate for the Hispanic community especially regarding immigration concerns.

Hosted a Rally Calling for the end to Immigrant raids. 300 attended

Provide groceries, help with rent, provide clothing and furniture as needed

Frequently the first resource to which Hispanics turn to when help is needed. The parish is seen to be trustworthy and safe. Services are provided without question to matters of documentation. Have arranged for pro bono work with legal counsel

2. How many do you serve?

Approximately 1500 at Sunday Mass. Many have or are yet receiving help with their special needs. The downturn in the economy and job loss has been increasing the numbers requesting help.

3. What are your frustrations?

Negative stereotyping

Veiled racism

Immigration Reform slow in coming.

Raids by Immigration Customs Enforcement keep the whole Hispanic community on edge—documented and undocumented alike.

Teen age Pregnancies. Many more than in Mexico, according to one staff member

The influence of gangs on disillusioned Hispanic boys

The lack of education of Adult Hispanics. Having come largely from small villages where education was not emphasized many adults don't feel the need for it.

4. What will it take to be more successful?

The education of adult Hispanics We need to address this.

The education of Anglos regarding the merits of the Hispanic culture

More volunteers needed for Literacy Council or other agencies teaching reading and writing

5. If you had more dollars and/or people, how would you use them?

To aggressively pursue the education of Hispanic adults

To increase staff. They are over extended now

Interviewer's observation: St. Willebrord has an energetic and effective outreach to Hispanics – a leader in the field

Assoc. Pastor Dan Carlson, Celebration Church (formerly Bayside)

Interview by George Krempin

Rev. Carlson is the church's first fulltime Minister to Hispanics. Has been on the scene since July 2008. Rev. Carlson is bi-lingual, is a board member of the Hispanic Council. The Council is well known to Hispanics.

1. What do you do?

Emphasis at present is on the worship life and evangelization of Hispanics.

There is intent to broaden the outreach to include offering social services.

Celebration's efforts are still in the embryonic stage. Wants to be practical

Arranged with the Mexican Consulate to send representatives to Green Bay to help local

Hispanics with "Matriculation" and passport issues. Over 600 clients were served. The lines were long and started forming as early as 6 am. The plan is to repeat this help in 2010.

2. What area your frustrations?
Discomfort with thoughts of providing services to illegals.
Dealing with stereotyping.
 3. What would it take for you to be more successful?
The development of a volunteer corps to help with outreach.
Recruitment of pro bono counsel is underway (a paralegal has already stepped forward to volunteered services).
 4. If you had more dollars/or people how would you use them?
PR to make known services available through Celebration Church.
Development of an income tax preparation program.
- Interviewer's Observation:* Other than in matters of worship and other aspects of religious life, Celebration's outreach to Hispanics is still in the formative stage.

Tom Schumacher, Employers Workforce Development Network (EWDN) Services Plus, Inc.

Interview by Tom Schumacher, Principal, Services Plus, a 200-employee fulfillment organization Tom was also head for many years of EWDN, which had about 30 organizations combining their skills and resources to fulfill immigrant workplace and non-workplace needs.

Other Contributors:

Mike DeGrand, EWDN and Harbor Credit Union
Suyapa Monfils, Services Plus

General

Immigrant populations are a significant factor in the northeast Wisconsin (NEW) work force, especially in low and semi-skilled positions. However, some immigrants are professionals, having held medical, educational or business positions in their home country. Throughout the skill spectrum, the immigrant must often take a step back in job position, awaiting the requisite education, professional certification or license, or relevant domestic work experience.

Immigrants are not homogenous

During the past 40 years, immigrant waves have entered NEW. The first large wave was made up of Southeast Asians from Vietnam, Cambodia, and Laos who came to the U.S. as political refugees. A larger wave of Hispanic immigrants from Mexico, Central America, South America, Puerto Rico and other Caribbean islands followed and continues to comprise the largest portion of the recent immigrant population. After the collapse of the Soviet Union, small numbers of Eastern Europeans (Slavs, Ukrainians, etc.) joined the melting pot. Green Bay is now seeing immigrants from Somalia as well.

Language is a significant issue

Language is the largest single barrier to immigrant assimilation. Initial immigrants are very mono-lingual in their native tongue. The language issue is further complicated by the different dialects and languages based on country of origin and the fact that a significant portion of immigrants are illiterate, unable to read or write even in their native languages. The language issue, however, diminishes within 5 to 10 years as the younger and second generation members of the population learn English through school or work and develop into a bi-lingual layer which assists the older or newly arrived immigrants.

Cultural Barriers

Some fundamental cultural differences add challenges to the immigrant path to Americanization. At a base level, community and religious based cultural customs may be quite different. Many immigrants come from poor, rural areas and find it challenging to relate to the more urban nature of life in the United States. The relationship of the government to its citizens is also often quite different than

in their home countries. Health care is an area where the private, employer based U.S. approach stands in stark contrast to government sponsored and delivered health care they may be familiar with. Many immigrants come from countries with underdeveloped or corrupt financial systems, leaving them ill prepared for a world with electronic funds, payday loans and consumer credit. Taxation, family living patterns, and the legal system all add to the foreign experience of life in the United States.

Cultural Bonds

Despite the differences, immigrants come with values that often overlap or exceed those of the U.S. population. Work ethic and entrepreneurial spirit show in their work habits and various immigrant centric businesses. Family is often one of the strongest values immigrants bring. Many immigrants come in with religious beliefs that are similar to the local population, a product of the active role churches have played in immigration.

The Employer Workforce Development Network (EWDN)

EWDN was founded around the central issue of successfully bringing immigrants into the workplace. One core challenge was language, specifically lack of English literacy. Recent waves of new immigrants, with few bi-lingual resources made a significant group of potential employees inaccessible or underutilized. EWDN sought to bring together employers to share methods, successes and failures with the objective of bringing a more intelligent and capable employer approach to bridge the gap. Cultural understanding and the legal elements of immigration rounded out the early EWDN agenda.

EWDN was an early proponent of literacy programs and a major supporter of the Brown County Literacy Council and Northeast Wisconsin Technical College programs of educating immigrants in English as a second language (ESL) and delivering Spanish and to a lesser degree Hmong language education to the local English speaking population.

Cultural understanding was another focus of the network. A bi-cultural approach was endorsed, educating and exposing immigrants to the customs and cultures of the United States, including variations from earlier immigrant populations, as well as exposing area natives to the immigrant cultures. Food, music and holidays were ready targets, as each group was exposed to the other in a personal way. The efforts were not perfect, and one size did not fit all. The diversity within the immigrant population appeared in many ways, such as the Cinco de Mayo holiday, which is significant to those from the Puebla region of Mexico, with limited significance to immigrants from other areas of Mexico or other Hispanic countries.

EWDN was also very involved in providing immigrant advocacy organizations an avenue to dialog with the employer community, discussing their challenges and needs as they served their populations. Immigrant newspapers, job assistance organizations, the Catholic Diocese, workforce development boards all had a seat at the table to address the needs of employers and immigrant workers.

The legal aspects of immigration were also addressed by EWDN. On a first level, employers became familiar with the requirements of employers to screen and hire only legally documented workers. The role of the employer as a law abiding entity was contrasted with the enforcement role of the government. Some employers acted as advocates in assisting documented workers attain permanent citizenship. Other than working on specific cases, the network deferred the advocacy role largely to the Green Bay Diocese of the Catholic church, which maintains an ongoing input assistance program. EWDN worked with the Diocese to successfully lobby for making immigrant physicals available locally, rather than in Milwaukee as previously required.

To address some of the financial issues, EWDN formed a coalition of financial institutions and businesses to provide a **financial literacy program**. Since immigrants lacked confidence in their native financial institutions, the program explained differences here in the United States. It went on to explain the safety, soundness and security of the financial institutions and taught people what to look for in a financial institution. The basics of **savings programs** and a more detailed course of study called **“Get Checking”** provide immigrants (and others) information on how to use financial products for their benefit. “Get Checking” empowers people to avoid high cost businesses like check cashing stores with the knowledge to navigate the financial industry.

Services Plus

Services Plus, Inc. employs over 200 people and immigrants make up approximately 15% of the workforce. Services Plus was one of the early members of the EWDN and a leading proponent of its programs and initiatives.

The company's approach to the immigrant workforce is one of equal opportunity and assistance where needed. Early efforts paralleled EWDN's path in addressing language issues. Translators provided the initial outreach, with company sponsored ESL and Spanish in the workplace education for immigrants and their managers. Because of the relatively large Hispanic portion of the immigrant workforce, core business documents, tests and training materials have been translated to Spanish. The company has continued to use translators to assist non-English speaking employees during orientation and employee meetings and when necessary to prepare documents, such as accident reports. Employees are encouraged to attain a basic functional command of English and those who do not have a first level leader who is bi-lingual. Services Plus has adapted its front line work instructions for use by employees with limited or no English skills by incorporating pictorial representations of the tasks and products they work on. Quality standards, methods and sequences are clearly documented and, if necessary, reviewed with the employee by a translator.

One of the company's biggest successes is the understanding that all employees are treated equally, a foreign concept to many immigrants who come from countries where there are strong divisions between the ruling and working classes. English literacy is a base prerequisite for most advancement, but the concept that all positions are available to all employees has been well accepted by the immigrant population. As members of the immigrant community have risen in the organization, the policy has gained broad credibility.

Services Plus has chosen to ***make cultural issues part of the normal ongoing conversation***, rather than a particular focus. The company newsletter is written in English, but contains Hmong and Spanish in the masthead. ***Ethnic foods may be available in the vending machines*** along with other standard offerings.

The acceptance and equal treatment approach used by the company has resulted in a smoothly functioning workforce. Occasional ethnic issues arise, as often between immigrant groups as not.

U.S. immigration process as a barrier to rational immigration

Throughout the EWDN and Services Plus experience, the U.S. immigration process has been a major player, and a source of frustration for employers and especially for immigrants. The biggest source of frustration is the time it takes to navigate through the process of immigrating and becoming a U.S. citizen. Immigration quotas by country of origin and by class of immigrant (foreign workers, relatives of U.S. citizens, etc.) compound the delays. Employment and family relationships are main qualification criteria, but the devil is in the details of the immigrant's relationship to the U.S. citizen or sponsoring employer. There is even an element of chance, with 50,000 people selected each year from a pool of approximately 10 million participants in the Diversity Visa program, also known as the Green Card Lottery. That's equivalent to a 200 year waiting list! The program is only available to immigrants from countries with low levels of immigration to the U.S., mainly in Africa and impoverished countries like Bangladesh. Facing up to ten years or more to attain citizenship, many immigrants elect to come to our country illegally and take their chances. If caught, the mark of deportation carries even bigger delays for any hope of citizenship.

Initiating the immigration process is a Catch 22 conundrum of proving both roots in the home country to become eligible for a tourist visa and roots in the U.S. to obtain a Permanent Resident (Green) Card. There are many cases locally of immigrants caught in the naturalization labyrinth. Our present U.S. immigration process places roadblocks in front of potential immigrants, leaves families split between countries and encourages illegal immigration as a way around it all.

References:

<http://www.uscis.gov/portal/site/uscis>

http://en.wikipedia.org/wiki/United_States_Permanent_Resident_Card

Matt Hollenbeck, Exec. Dir., Mayor's Hispanic Advisory Council

Interview by Harry Maier

(Matt's main job is as manager of the Pioneer Credit Union facility at Main and Deckner. He has been a Hispanic Advisory Council member since 2002.)

In his role as a banker, he is engaged in marketing the Hispanic community in Green Bay, and holds an educational major in Spanish.

One of the goals of the Council is to create a greater awareness in the community of the problems and challenges faced by the expanding Hispanic community.

In 2007, the issue reached higher levels when the Green Bay City Council attempted to establish some regulations relating to immigration.

Last July, the Council separated itself from the mayor's office and now is working to become an independent nonprofit corporation. It hopes to achieve that status this year (2009). At the same time, the Council is expanding its role to serving all of Brown County and opening collaboration efforts with the Fox Cities area.

In its first effort at fund-raising, the Council raised \$30,000.

The Council has nine voting members and a periphery of about 12-15 active members. Work is moving ahead on the creation of a board of directors and a more formal organization and likely a name change.

Immigration is a very emotional issue and one of the reasons for the break from City Hall.

Among the key issues the group faces are:

- Get on the grid, move from the undocumented to documented immigrants. More work needs to be done in that area.
- The immigrants are here, many are second generation, the community must work with them, and the Hispanics must work with the community.
- Working immigrants pay Social Security, but receive none of the benefits.
- There has to be comprehensive reform on the national level. The issues cannot be entirely resolved on the local level.
- There should be a study on the statistical facts relating to the Hispanic community in Green Bay and Brown County. For example who is using the hospitals emergency rooms, who is using the social services offered by the city and county. What is the impact on the schools.
- Green Bay should work to develop; a program that could lead to an Hispanic cultural center, a place for young and old to meet, socialize and learn. Such a center could provide, for example, health care screening, job recruitment and training, promote programs directed at cultural diversity and awareness.
- Develop an Hispanic Business Association. The Hispanic community right now is very fractured. The community does not work within itself.

Hollenbeck also is active with the Sister Cities program linking Green Bay with Irapuato, Mexico, a population of about 350,000.

Barbara Biebel, Director of Resettlement and Immigration Services, Catholic Charities

With: Laurie Martinez and Carolina Farvour, Immigration Counselors

Interview by David Pamperin

We have a continued case load of a couple of hundred clients. Immigration is tied to the economy and they move here to be closer to friends and family who are already here. The history goes something like this...

In 80's local employers were desperate for workers and contacted places through ads, etc looking for workers. Most came as without family and sent earnings back home. During 90's Hispanic families began to come. Evidence was seen in local school populations, home purchases and marriage licenses. This millennium more professional and skilled immigrants joining Green Bay community.

CS believes there is a growing acceptance of immigrants in our community, especially Hispanic immigrants. Based on wages they see from clients, they think wages offered immigrants are fair. More concern about working conditions. The undocumented are increasingly savvy as to how to use the systems in the community to sustain their home life and lifestyle. They know they should avoid contact with government agencies.

Several services and institution infrastructure has helped Hispanics form communities in our city. City transit was cited for its importance in helping immigrants get to and from work, school, church, etc. The schools have become an important institution to help families sustain and stabilize. CS helps get clients enrolled in school. CS believes the City Neighborhood associations are another important infrastructure for supporting and growing a sense of community among immigrants. Families and neighbors are the most effective networking systems for immigrants to “learn the ropes” and seek resources like jobs, etc. The church has become another important source of community for immigrants. The St. Willabrod services, the church newspaper, and radio help the community learn about each other and help each other. Health services like hospital emergency rooms, the Hispanic clinic, and Women’s Place are important.

The cultural differences of each immigrant group are difficult to transcend so immigrants stay more within their own community.

CS does not have a long time back log before they are able to meet with clients. New clients meet with counselors for the first time within 2 weeks of initial contact.

Follow-up interview with Barb Biebel on Smaller Ethnic Groups (April 2009):

The Smaller Ethnic Groups and Networking

Barbara B. Biebel Director of Resettlement & Immigration Services , Catholic Charities

Interviewed by George Krempin

They could be called “the strangers in our midst.” Lacking the high profile and visibility of the SE Asians and Hispanics they remain somewhat anonymous in the Brown county community. Unseen and probably underserved they remain quietly in the background.

Who Are They?

These immigrants are Russian, Ukrainian, Somali, Indian, Pakistani , Eastern European and an assortment of other nationalities. They are small in number. Combined the Russians and Ukrainians total about 250 persons and the Somali’s about 130. However, these statistics are only approximate and fluctuate due to the mobility of these populations. This is especially true of the nomadic Somalis. Barbara ‘s experience has been mostly with the Russians, Ukrainians and Somalis She has therefore limited her comments to these groups.

What Support Systems Do They Have When They Arrive?

A distinction is made between those with refugee status and other immigrants. The operative definition of a refugee employed by Catholic Charities staff is one “who has a well-founded fear of persecution because of race, religion, ethnicity or social or political opinion”. This is the definition developed by the United Nations and adopted by the U.S. government. Those meeting this definition receive considerable support from Catholic Charities when they arrive as refugees resettled by Catholic Charities’ Refugee Resettlement Program. Refugees have been settled in a six county area since 1976 and others have moved to the area as secondary migrants. In most cases refugee resettlement in Brown County is attributable to Catholic Charities although that is not the case with a secondary migrant. They usually move to join families and friends and do so from their own volition.

Refugees are eligible for the multiple services which the agency offers. These include: a comprehensive orientation to life in the USA, staff assistance in securing housing and furnishings help in reuniting families, assistance in enrolling in English classes and local schools for children, education pertaining to local laws and regulations, counseling and help in applying for “a green card” which confers resident alien status .

Refugees are eligible to “adjust their status” after one year of residency in the United States . These services (and others) often occur in collaboration with other service providers in the community.

Non-refugee immigrants who have migrated in search of economic betterment and a higher quality of life receive fewer benefits overall but can look to Catholic Charities for advice and encouragement, case management, immigration services, counsel and referral to community resources, as needed and available.

How Effective Is Their Local Networking?

To say they that these lower profile refugees and immigrants don’t network is a mistake according to Barbara. She is of the opinion that they do network but it just is not of our kind. For the most part their networking is within the immigrant’s nationality group and with family members and friends. These immigrants are reluctant to venture out of their immigration grouping and show no pressing need for social networking beyond the measure they already have their bigger concern is for jobs and to a lesser degree for help with day to day issues such as tenant-landlord relations, inter-generational issues, and questions about cultural variations. No perceptible leadership to expand local networking has emerged from these groups to date suggesting that the immigrant/refugee may be indifferent to it or, at least, that “Anglo” networks aren’t relevant to newcomers.

What More Is Needed?

Apparently nothing more beyond the services now rendered and the networks that presently exist.. Even after a change in immigrant status some services can still be provided them by Catholic Charities and some other agencies. They are not abandoned.

Barbara adds: “Newcomers in a new land need friends, meaningful and trusting relationships which usually evolve from neighborhoods or workplaces or schools. Sometimes these relationships develop from tutor-student sessions where in addition to learning English or to read and write, the student has the opportunity to seek clarification of a cultural difference or a piece of mail or a slang term they have heard. Friendships or at least acquaintances of this type can’t come out of study groups; they are rarely created by committees of well intentioned citizens. They evolve because some of the local populace which ‘knows ’their place, is familiar with the community and its culture and mores, takes the individual step of becoming a welcoming person.”

Barbara goes on to suggest that this is more effective, important and needed than are the more formal designed programs.

Trudy Kamps, Vice President- Human Resources, American Foods Group

Interview by David Pamperin

American Foods work force in GB is approximately 1400. Large percent of production workers are Hispanic and a smaller but significant portion are Hmong. Specific numbers were not available. Those percentages of the total work force have been declining in recent years. Over the past 6 years, hiring practices have tightened and screening for documentation has gotten better.

AF hiring and retention has become a greater challenge as immigrant % of work force has declined. Workforce is not as stable as it was when more immigrants filled production slots. Turnover and positive drug testing has increased as immigrant workforce declined and company sought other applicants to fill the jobs. AF needs the immigrant population to meet workforce demand.

Bi-lingual workers are in greater demand and rewarded through compensation. Potential for promotion is greater. AF cited the following areas community training and services could help immigrant populations so that immigrants could maximize the employment and benefit potential AF and other employers can offer. Provide training and education to immigrants to learn how to use banking services; provide financial training so employees better know how to maximize benefits like 401K and health.

Interview with Mark Burwell, head of Urban Hope/e-Hub

by Phil Hauck, March 20, 2009

We have the feeling that immigrant participation in entrepreneurial learning and business startups is low. Is it?

He provided a six-year breakdown of Program Participants. Actually, the participation of immigrant populations is very low:

	<u>2006</u>	<u>2007</u>	<u>2008</u>
Native American, for comparison	22%	15%	13%
AfricanAmerican	5%	7%	5%
Asian (incl. Hmong)	--	1%	4%
Hispanic (incl. Mexican)	5%	3%	1%
Other (more than 10 nationalities)	--	4%	3%

Generally, the average age range is high ... 45-55 years old ...and totally, women are 2/3s. He does nothing to promote ... word-of-mouth, referrals.

“The biggest barrier, especially for Hispanics, is LANGUAGE!”

There are some other efforts ... UW-Extension has had a special program for Hmong.

Once again, I came away with the idea that Urban Hope/E-Hub provides a great program ... perfect philosophies, requirement for a business plan, help with but get own financing, etc.,

Ursula Bunnell, Director of Client Services and Interim Director, Golden House

Interviewed by: Rose Smits on April 1

Golden House is a community homeless shelter that shelters and assists families experiencing domestic abuse. It has 15 full tune staff and 10 part time staff. Two are bilingual. Capacity is 40 which includes children. Currently Golden House has 30-35 people needing shelter, and client count ebbs and flows. Two months ago it was at full capacity.

Question: Have the trends in center usage changed with the downturn in the economy and with the increased diversity seen in our community?

Ursula: Homelessness in general has increased. Golden House must screen clients carefully to maintain its focus on domestic abuse. If domestic abuse is not the reason for a family seeking shelter, the family is referred to other shelters.

Golden House has seen a steady increase in diversity in the past several years. The agency does not ask if a client is in the U. S. legally or not. Hispanics, as a rule, just show up at the door seeking help. Since domestic abuse is about power and control, if a single woman/mother is in the U.S. illegally and the man/father is legal, it is not uncommon for the person who is here legally to threaten the one who is not creating intense fear. When an abused person who is Hispanic comes to Golden House, they are often too frightened to call the police for help: the last thing they want is any legal involvement. If the person is undocumented and makes the separation from an abusive situation, there is no help available for them or their children, if the children were not born in the U.S. Language is a barrier with the Hispanic population because of the 24/7 need.

There continues to be cultural barriers with the Southeast Asian population. More refugees have been seeking help from Golden House in recent years. This increase is seen in the 15-22 year olds. There is not a language barrier with the Southeast Asian population.

Question: Tell me about the mental health of the clients that use Golden House.

Ursula: 85% of the population served at Golden House are dealing with mental health issues, and they are generally quite evident. Mental health issues range from schizophrenia and paranoia to mild depression and anxiety disorder. Referrals are made to the MORE (Mental-Health Outreach Resource Expansion - a three year grant program funded by U.S. Oil and the Keller Foundation to deal with mental health issues of homeless people). A MORE advocate then refers the client/s to a counselor, psychiatrist or to Brown County Outreach at Brown County Mental Health. This is a point of entry. There is not enough help for folks who do not have private insurance. Often the response time is too long - it may take up to a month to get an appointment at Brown County Mental Health, and when a diagnosis is finally made, there are few resources for needed medication. The MORE grant will end in 2011.

Note: The MORE Grant is compiling statistics on community homeless people needing mental health services. I will try to secure the statistics compiled so far from Bob Johnson at the American Foundation of Counseling Services.

Christine Danielson, Executive Director, The Volunteer Center

Interviewed by: Rose Smits on March 30, 2009

Question: With the downturn in the economy and increased diversity, are you seeing changes in volunteering?

Christine: Volunteers continue to be reluctant to commit to long-term volunteer assignments. They are more comfortable with volunteering if they know what the start and end dates are. The center, however, is seeing changes. At a March Business Expo, the following changes were noted:

1. First time volunteers. People seem compelled to do something - they want to pitch in and help. This may be partly due to the national focus on volunteerism.
2. People on unemployment who just can't sit anymore and want to do something productive
3. People who lost their jobs and want to enhance their resume with additional or leadership experiences or who want to explore other careers
4. Non-profits that needed to cut positions because of budget constraints are looking for volunteers to fulfill those vacancies

Agencies struggle with volunteer mobilization and retention. Agencies may need to retool and look at volunteerism differently. For example: The "Meals on Wheels" program is having difficulty attracting and retaining volunteers. It may need to look at a new model - especially with folks not being interested in long-term volunteer commitments. Looking at different ways of doing things is becoming more critical to fulfill the volunteer needs. To be successful, agencies need to look at incorporating "flexibility" into volunteer assignments. They need to be open to a "different way of doing things."

Question: Currently, are you seeing an increase in requests for volunteers?

Christine: We are seeing an increase in requests for volunteers and an increase in those wanting to volunteer.

Question: With the increased diversity in our community, are you seeing language as a barrier?

Christine: The language barrier is generally handled by established agencies who are dealing with immigration, for instance, Catholic Charities and Literacy Green Bay. They continue to ask for volunteers to help with English language learners.