

**BI-ANNUAL REPORT ON THE STATE OF REFUGEES AND
IMMIGRANTS IN HARTFORD**

Commission on Refugee & Immigrant Affairs (CRIA)

Hartford, Connecticut

©
December, 2019

EXECUTIVE SUMMARY

Shortly after it was created in 2014, Hartford’s Commission for Refugee and Immigrant Affairs [CRIA] undertook a needs assessment survey of local immigrants and refugees for our first “Biannual Report” on the state of immigrants and refugees in Hartford. As a volunteer body, the commissioners themselves committed to distributing the survey created by our “Survey Committee” within their own immigrant and refugee community networks. Ultimately, we compiled responses from just under 50 refugee and immigrant families (i.e. ‘foreign born’) in Hartford.

With the help of an intern, the surveys were entered into an excel worksheet. Then, Ali Hashmi analyzed this data and created the ‘summary slides’ presented in this text, which we illustrate with anecdotal cases gleaned from commissioners’ participation in immigrant and refugee life in Hartford. Our discussion of these survey results here is further contextualized with Hartford census data collected about the same time as our survey in order to establish its generally representative nature (American FactFinder, 2015-2017). These findings are organized below under the topics of Information and education, employment, transportation, housing, health care, security, and immigrant suggestions to the city.

Based on this material and commissioners’ knowledge of the immigration provider landscape in the greater Hartford area [a separate document which summarizes these organizations is available upon request], we offer the following recommendations to Hartford’s Court of Common Council toward achieving the goal of making Hartford a “welcoming” and inclusive community that values the contributions of newcomers. We have used the Brown Report (2008) on Refugee Resettlement in Hartford and the White House Task Force on New Americans report (2015) on ‘building welcoming communities’ (to which we contributed suggestions) as touchstones for the recommendations below.

Ten Recommendations for creating pathways to inclusion:

- (1) Work to change “Immigration Narratives” to make Hartford a more “welcoming” city;
- (2) Communicate directly with residents in multiple immigrant languages (beyond English and Spanish) and expand efforts to provide translation services (or a network of available translators) to facilitate immigrant access to resources;
- (3) Enhance networks of collaboration and communication among agencies and organizations (including faith-based and ethnic community-based organizations) providing services to immigrants and refugees through a central department or agency;
- (4) Designate such a city agency to specifically coordinate with, and enhance, existing programs that provide more on-the-ground support and one-on-one mentoring for individual refugee and immigrant families—with a focus on newcomer youth, especially to strengthen the schools’ interaction with linguistically and culturally diverse students to help them and their parents engage the educational system and understand American racial dynamics in Hartford/USA;
- (5) Recognize HPL and its branches as important “services hubs”;

(6) Encourage more engagement with, and integration of, immigrants in local neighborhoods, as well as encouraging housing and employment or small business initiatives which serve them and others, through the NRZ mechanism;

(7) Consider other avenues for greater civic and political participation for immigrants, including, if possible, voting in some local elections (for example, school board elections);

(8) Enhance support for immigrant entrepreneurship and training;

(9) Build collaborative alliances with other communities in Hartford County to regionalize service delivery and support for immigrants and refugees;

(10) Provide more resources to CRIA for producing this biannual report, which going forward will include more qualitative components.

Note: Any errors in the analysis of our survey data or use of the census materials are inadvertent and unintended.

Respectfully Submitted,

Janet Bauer, for the CRIA Biannual Report Committee

Approved 2/10/20 by majority vote of CRIA commissioners

ACKNOWLEDGEMENTS

We are especially grateful to Ali Hashmi who spent countless hours analyzing the excel spread sheets that were compiled by an intern and preparing the enormously informative slide summaries of the CRIA Needs Assessment Survey data included in this report.

The CRIA Report has been read and approved by current CRIA members. We are indebted to all past and current CRIA members who have contributed to this effort, including the original survey committee (headed by Mui Mui Hin-McCormick) that generated the survey questions, which CRIA members then reviewed, edited and approved; the members who distributed the survey to immigrants and refugees; those who contributed to the drafting of the report, and those who contributed anecdotal cases for the text—Michael Akpan, Janet Bauer, Mubera Becirovic, Leticia Cotto, Diana DeGama, Barbara Ng'Ongolo, Nadine Nieves, Indira Petoskey, Reena Sen, and Rebecca Thomas.

TABLE OF CONTENTS

EXECUTIVE SUMMARY	2
ACKNOWLEDGEMENTS	4
I. INTRODUCTION	6
A. Hartford and Its Immigrants	6
B. CRIA’s Mission	6
C. The CRIA Survey and the Bi-Annual Report	6
Table of Survey Questions (see Appendix)	7
D. Limitations of CRIA’s Bi-Annual Report	7
II. ANCHORING DATA AND STATISTICS	8
A. Who Participated in our survey and how representative are they?	8
B. What Secondary Data Sources were used?	9
III. COMPARATIVE ANALYSIS OF CRIA SURVEY FINDINGS IN THE CONTEXT OF THE HARTFORD CENSUS DATA	14
A. ACCESS TO INFORMATION, EDUCATION & SERVICES	14
B. EMPLOYMENT	16
C. TRANSPORTATION	18
D. HOUSING	19
E. HEALTH CARE AND FOOD ACCESS	21
F. FEAR, SECURITY, WELL-BEING, CIVIC ENGAGEMENT	21
G. IMMIGRANT AND REFUGEE CONCERNS AND SUGGETIONS	23
Table: Overview Summary of Challenges and Concerns Expressed in the CRIA Needs Survey	24
IV. FROM THE BROWN REPORT TO THE CRIA REPORT: RECOMMENDATIONS	25
A. Addressing Immigrant and Refugee Needs	25
Table: What Immigrants/Refugees Contribute to Hartford/Hartford MSA	25
B. The Brown Report Recommendations	26
C. How the Immigration Landscape Has Changed Since the Brown Report	26
Table: Changing Immigration Landscape 2008-2019	26
D. CRIA Recommendations--Beyond the Brown Report	28
Table: Birds Eye View of Recommendations	32
CONCLUSION	34
APPENDIX: CRIA NEEDS SURVEY	35

I. INTRODUCTION

A. *Hartford and Its Immigrants*

Almost a quarter of Hartford's residents are immigrants or refugees. The City of Hartford remains a welcoming home to newcomers, who themselves continue to be an invaluable source of revitalization for the city and its surrounding suburbs, which together constitute the Hartford Metropolitan Statistical Area.

In just the last thirty years, Hartford, with 22% foreign born (2017 estimates) has welcomed refugees and immigrants from such diverse places as Cuba, Vietnam, Cambodia, Russia, Bosnia, Iraq, Afghanistan, Democratic Republic of Congo, Burma, Nepal, Bhutan, Somalia, Syria, Sierra Leone, Ethiopia, the Sudan, Iran, India, Pakistan, China, Jamaica, Poland, and many other countries.

B. *CRIA's Mission*

The Commission on Refugee and Immigrant Affairs (hereafter "CRIA") was ordained September 9, 2013 by the Court of Common Council of the City of Hartford. The first official meeting of the Commission was convened on September 3, 2014 at the Hartford Public Library, CRIA's sponsoring organization. The purpose of CRIA is to create a means for refugee and immigrant voices to be heard and understood, to facilitate civic engagement among refugees and immigrants, and to recognize and legitimize issues of importance to new arrivals to the City of Hartford.

CRIA's bi-annual "Report on the State of Refugees and Immigrants in Hartford" aims to provide information to city departments to help in the delivery and coordination of services for refugees and immigrants. The bi-annual report attempts to highlight the demographics, challenges, and contributions of our Refugee and Immigrant communities, placing an emphasis on the opportunities that Hartford has to strengthen its socioeconomic infrastructure through enhancing the security and engagement of its diverse constituencies.

C. *The CRIA Survey and the Bi-Annual Report*

The CRIA Survey is designed as a needs-assessment instrument. CRIA used a 72-question survey targeting refugee and immigrant individuals in the City of Hartford as of 2016. The survey was translated into several languages, including Spanish, Arabic, and others, in an effort to increase and make more reliable the response rate. Commissioners were deployed according to the neighborhoods with whose immigrant constituents they were most familiar. The goal of each participating commissioner was to administer 10 surveys. CRIA used the survey data to make bigger-picture generalizations about the needs of Hartford's immigrant and refugee communities.

An example of some of the themes of our survey questions are listed below. For a list of all 72 questions, please refer to the CRIA Survey Data in the appendix. Our survey data assesses individual responses about challenges faced by Hartford's immigrants and refugees, supported with anecdotal evidence. These personal and anecdotal accounts of needs and challenges are what makes CRIA's bi-annual report an asset and helps to fill a knowledge gap that exists in what we know about the lives of immigrants and refugees.

Table of Survey Questions (see Appendix)

General Topics of Questions	Number of Questions Total=72
Demographic Information	11
Access to Education, Information (IT)	16
Employment, Insurance, Household Economics	12
Transportation	4
Housing	5
Healthcare and Food Access	14
Services, Resources, Activities	6
Fear, Security, Concerns, Suggestions	4

D. Limitations of CRIA’s Bi-Annual Report

CRIA’s by-laws require an assessment of refugees and immigrants in Hartford every two years. As a commission of volunteers, CRIA is hampered by a lack of resources (support staff, funds, and time) in producing an informative and useful report within this time frame. CRIA emphasizes that both anecdotal evidence and needs-assessment sampling do not provide statistically significant findings. However, CRIA commissioners are tied to and have considerable experiences with Hartford’s immigrant and refugee communities. Such an asset of personal experience and familiarity helps to amplify the report with well-informed anecdotes that characterize the current situation for immigrants and refugees in the City of Hartford as of 2016.

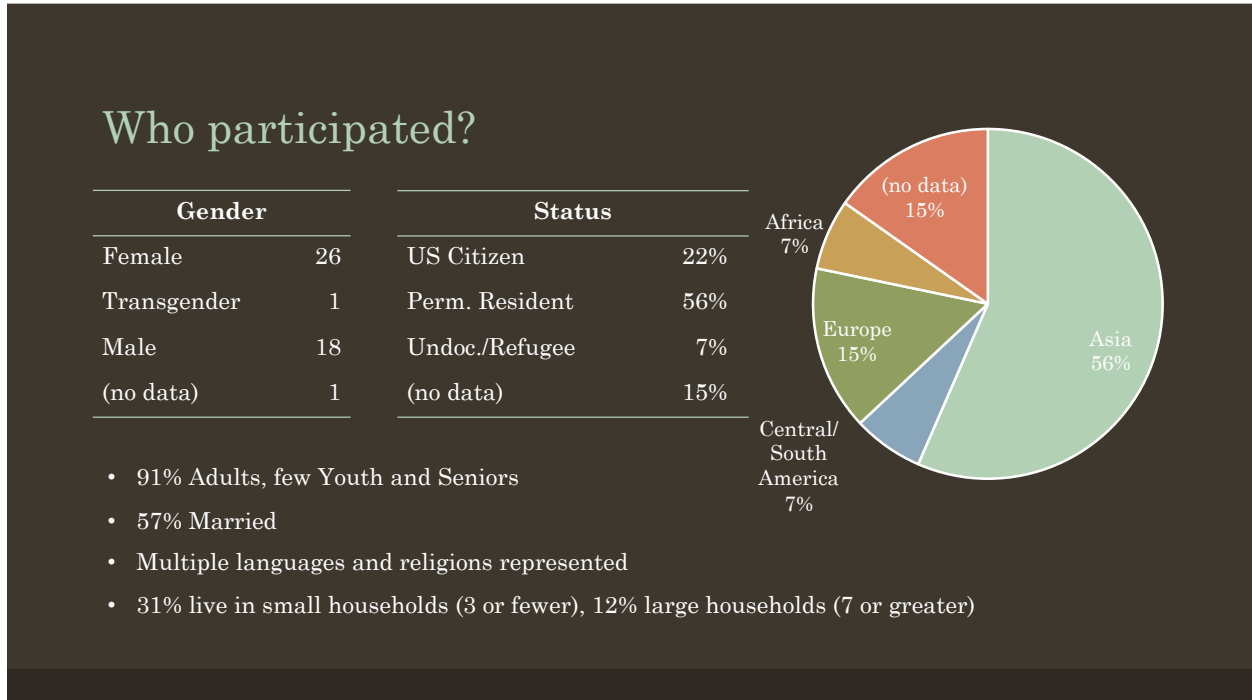
Due to the capricious nature of measuring and documenting data on immigrant and refugee communities, no statistic is perfect, but CRIA’s intent remains to do what it can to provide a reliable and more personal snapshot of those communities in the City of Hartford. In addition to the small sample size ($N=46$) relative to target population, underrepresented in the survey data are immigrants and refugees belonging to LatinX communities. More specifically, Hartford is predominantly constituted by LatinX communities, most of whom are Puerto Rican, yet Puerto Ricans are not regarded as immigrants. Nevertheless, CRIA’s aggregate data provides unique anecdotal insight into the lives and needs of immigrants and refugees in the City of Hartford.

Considering all of the information hereto provided, the rest of the report will be presented as follows. First, a table of the anchoring outside statistics is provided. In other words, the big-data statistics gathered by the federal and state government are used to provide context into the populations of immigrants and refugees in the City of Hartford. Next, the results of the report, leading with the basic demographics details, will be presented with analysis and discussion of our survey data in the context of the Hartford Census and American Community Survey data. Finally, CRIA will offer recommendations to public service officials and providers about ways they can address the assessed needs of immigrants and refugees in the City of Hartford—using the 2008 Brown Report as a basis for evaluating progress made on earlier recommendations.

II. ANCHORING DATA AND STATISTICS

A. Who Participated in our survey and how representative are they?

The slide below summarizes the demographic characteristics of our respondents. Given our small sample, we introduce our results in the context of data available to us through the US census bureau.¹



In contrasting our CRIA sample with Hartford census data we note some differences in the demographics of these two sources. For one thing, **more recent arrivals seem overly represented in our sample and while a preponderance of the most recent arrivals to the US can be categorized as “Asian” or “Muslim” (Pew Research), the majority of Hartford’s foreign-born² are from the Latin American/Caribbean region (74%). About 15% of our sample are European immigrants or refugees (this compares with the 11% figure in the Hartford census data). Neither our samples nor the census figures include the US born children of immigrants and refugees. We also have no accurate data on the number of undocumented in Hartford--but 7% of our sample are either undocumented or refugees, that is, not yet legal permanent residents. The American Immigration Council figures for the Hartford=West Hartford- East Hartford area indicate 1.3% unauthorized foreigners in 2016 (down from 2007). Since Hartford’s share of foreign-born is higher than the suburbs, we suspect that the undocumented may be more numerous in Hartford proper. Also naturalized citizens are perhaps under-represented, because of convenience sampling and the preponderance of more recent immigrants and refugees in our sample. So only about 25% of our sample are already naturalized citizens, compared to the Hartford census figures where about**

¹ Note in a few cases, where data for the city of Hartford was not reported, we have had to rely on ACS data reported for Hartford county or the Metropolitan Statistical Area (MSA) of Hartford-West Hartford-East Hartford. Hartford’s demographic composition is substantially more diverse, despite increasing diversity in those suburbs

² “Foreign Born” is the census category that includes immigrants and refugees.

40% of all immigrants have become naturalized citizens). Still the majority in both samples are noncitizens, vulnerable to the current shifts in federal policies that increasingly penalize noncitizens.

While immigrants, who are assumed to come willingly in search of better lives, and refugees, who are judged to be fleeing their homelands in fear for their lives because of political, religious, national, ethnic, racial or social affiliations, enter the US with different legal statuses and access to benefits, they face many of the same challenges with respect to finding employment and housing, learning the language, and achieving social integration—factors we discuss below. Generally, however, because of the diversity of commission members, we think our sample, as well as our anecdotal (case study) materials, are generally representative, corresponding roughly to the Hartford census demographics and experiences across all immigrant and refugee groups.

B. What Secondary Data Sources were used?

Coincidentally, the collection of our CRIA sample coincided with the most recent American Community Survey data available (@2015-17). We have contrasted our results with Hartford census data where appropriate. .

SECONDARY DATA AND STATISTICS USED IN THIS REPORT

Source of Data	Data Used	Key Statistics: Hartford
Table I U.S. Census Bureau (2018) ³	Foreign-born population, within which immigrants and refugees are represented;	Population=124,390 (86%= citizens); foreign-born= 22%, 40% =naturalized citizens
Table II Hartford Demographics Report (2003-2013) ⁴ by APB Associates based on Homeland Security Data	Immigration into Hartford by country.	Table II (Below)
Table III. American Community Survey (2013-2017) ⁵ (US Census Bureau)	Foreign-born population (citizens and non-citizens)	Other Characteristics of Foreign-Born
Other Data Sources Referenced in Text: Bureau of Labor Statistics New Release (May 2019) ⁶ Pew Research Center ⁷ Brookings Institute ⁸ American Immigration Council ⁹ PUMA (US CENSUS DATA VIZ) Data Survey ¹⁰ The Brown Report (2008) ¹¹ White House Task Force on New Americans (2015) ¹²	Immigrants in the workforce Foreign-Born and Ethnicity Employment and Education Unauthorized Immigrants Hartford Health Data Recommendations Recommendations	78% of foreign born men vs. 67% of native born men in the work force; foreign born =17% of the work force although only 13.6% of the population

³ <https://www.census.gov/quickfacts/fact/table/hartfordcityconnecticut/PST045218>

⁴ http://www.hartford.gov/images/facts/HartfordDemographic2014_Complete.pdf

⁵ <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF;>

⁶ <https://www.bls.gov/news.release/pdf/forbrn.pdf>

⁷ [https://www.pewresearch.org/fact-tank/2019/06/17/key-findings-about-u-s-immigrants/;](https://www.pewresearch.org/fact-tank/2019/06/17/key-findings-about-u-s-immigrants/)
<https://www.pewresearch.org/hispanic/interactives/unauthorized-immigrants-by-metro-area-table/> (on undocumented) 2016 (2019)

⁸ https://www.brookings.edu/wp-content/uploads/2016/06/06_immigrants_singer.pdf

⁹ <https://www.americanimmigrationcouncil.org/research/immigrants-connecticut>

¹⁰ <https://datausa.io/profile/geo/hartford-ct/#demographics> (last viewed 2017)

¹¹ Brown, G. and M. G. Brown, Refugee Resettlement In Hartford, Connecticut: Coordination of Services And Development of Resources (prepared for Hartford with Funding from Hartford Foundation for Public Giving (2008).

¹² https://obamawhitehouse.archives.gov/sites/default/files/image/tfna_progress_report_final_12_15_15.pdf

Table I

	Hartford city, Connecticut	
	Estimate	Margin of Error
Total:	124,390	+/-85
Native:	97,236	+/-1,321
Born in state of residence	56,780	+/-1,671
Born in other state in the United States:	21,094	+/-1,087
Northeast	11,794	+/-789
Midwest	1,801	+/-393
South	6,513	+/-635
West	986	+/-196
Born outside the United States:	19,362	+/-1,181
Puerto Rico	17,716	+/-1,107
U.S. Island Areas	93	+/-66
Born abroad of American parent(s)	1,553	+/-382
Foreign born:	27,154	+/-1,322
Naturalized U.S. citizen	11,101	+/-815
Europe	1,294	+/-233
Asia	617	+/-169
Africa	345	+/-158
Oceania	11	+/-19
Latin America	8,770	+/-740
Northern America	64	+/-52
Not a U.S. citizen	16,053	+/-1,128
Europe	1,194	+/-306
Asia	2,492	+/-556
Africa	659	+/-279
Oceania	0	+/-28
Latin America	11,516	+/-1,041
Northern America	192	+/-114

Table II

Immigration Into Hartford by Age and Country: 2003-2012

COUNTRY	TOTAL	2003-2007		2008-2012	
		18+	under 18	18+	under 18
All countries	9,837	3,693	1,408	3,456	1,280
Jamaica	2,777	972	432	1,014	359
Bosnia-Herzegovina	864	592	245	**	**
Peru	790	344	104	276	66
Dominican Republic	582	151	96	228	107
Columbia	384	184	59	115	26
Guyana	356	167	63	94	32
Burma	299	3	-	272	24
Thailand	255	-	**	**	207
Albania	249	109	22	96	22
St. Lucia	229	96	22	81	30
All other countries	3,763	1,075	365	1,377	1,395

*Source: Department of Homeland Security

This table, from “Hartford Connecticut: Demographic Report” (2014), prepared by APB Associates, Southfield, MI, provides a snapshot of the countries of departure for immigrant arrivals (refugees and immigrants) to Hartford during 2003-12, when the city’s population was estimated to be about 125,000. Currently, a preponderance of recent refugee arrivals (nationally and locally) come from the DRC and Burma (Pew Center; US Census). The largest country representations of foreign-born are India, Jamaica, and Mexico (<https://datausa.io/profile/geo/hartford-ct/#demographics> (Accessed Dec., 2019)).

Table III. More 2017 Census Data on Hartford’s Foreign-Born Population

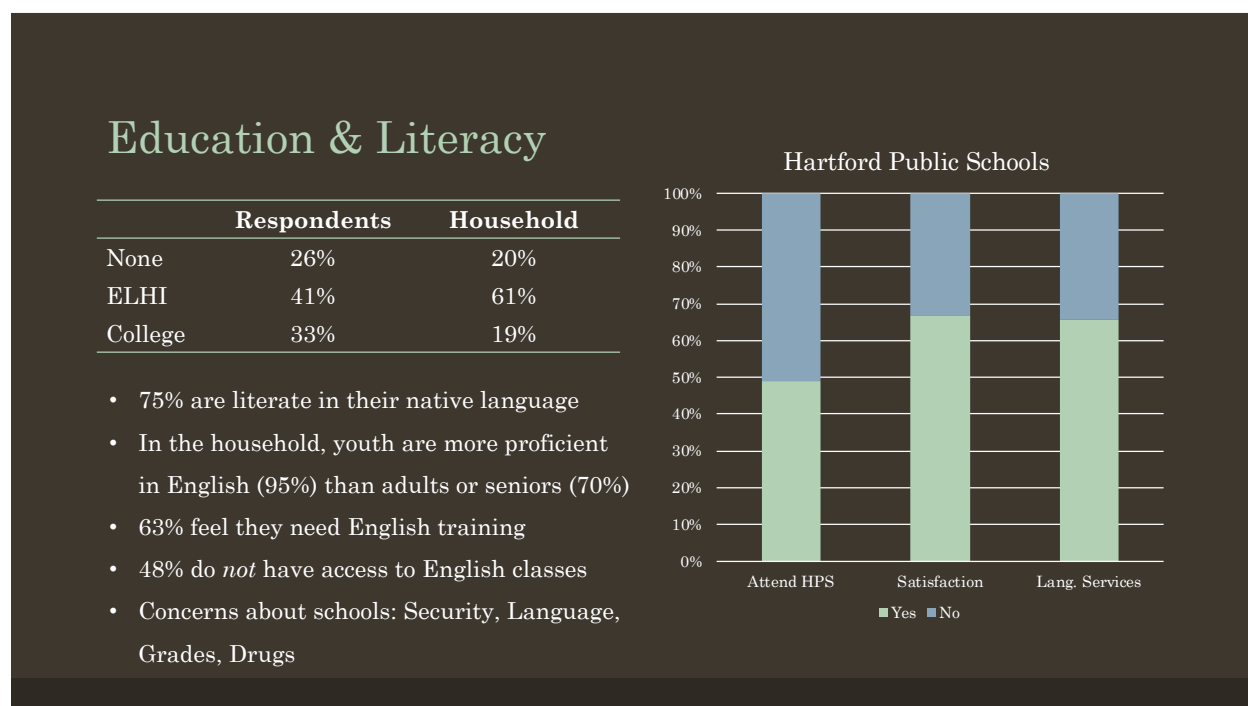
Subject	Hartford city, Connecticut									
	Total		Native		Foreign born		Foreign born; Naturalized citizen		Foreign born; Not a U.S. citizen	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total population	124,390	+/-85	97,236	+/-1,321	27,154	+/-1,322	11,101	+/-815	16,053	+/-1,128
SEX AND AGE										
Male	48.0%	+/-0.8	47.9%	+/-1.0	48.4%	+/-1.9	44.0%	+/-2.9	51.5%	+/-2.7
Female	52.0%	+/-0.8	52.1%	+/-1.0	51.6%	+/-1.9	56.0%	+/-2.9	48.5%	+/-2.7
Under 5 years	6.6%	+/-0.3	8.2%	+/-0.4	0.9%	+/-0.5	0.4%	+/-0.6	1.2%	+/-0.5
5 to 17 years	17.8%	+/-0.7	21.0%	+/-0.8	6.4%	+/-1.1	1.6%	+/-0.8	9.8%	+/-1.8
18 to 24 years	15.6%	+/-0.6	16.5%	+/-0.7	12.2%	+/-1.3	7.0%	+/-1.8	15.8%	+/-2.0
25 to 44 years	27.8%	+/-0.8	25.1%	+/-0.8	37.5%	+/-2.0	27.4%	+/-3.0	44.5%	+/-2.7
45 to 54 years	12.0%	+/-0.5	10.8%	+/-0.6	16.4%	+/-1.5	20.4%	+/-2.4	13.6%	+/-1.6
55 to 64 years	9.8%	+/-0.5	9.0%	+/-0.6	12.6%	+/-1.5	19.6%	+/-2.5	7.8%	+/-1.6
65 to 74 years	6.0%	+/-0.4	5.5%	+/-0.4	8.1%	+/-1.1	13.1%	+/-1.8	4.8%	+/-1.1
75 to 84 years	3.0%	+/-0.2	2.7%	+/-0.3	4.2%	+/-0.7	7.0%	+/-1.3	2.3%	+/-0.8
85 years and over	1.3%	+/-0.2	1.2%	+/-0.2	1.7%	+/-0.5	3.6%	+/-1.2	0.4%	+/-0.3
Median age (years)	30.9	+/-0.5	27.2	+/-0.6	40.6	+/-1.1	51.2	+/-2.0	35.1	+/-1.2
RACE AND HISPANIC OR LATINO ORIGIN										
One race	93.9%	+/-0.8	92.9%	+/-1.1	97.3%	+/-1.2	96.2%	+/-2.2	98.0%	+/-1.4
White	33.1%	+/-1.6	35.6%	+/-1.6	24.1%	+/-2.6	24.3%	+/-3.4	24.1%	+/-3.7
Black or African American	37.9%	+/-1.3	35.6%	+/-1.4	45.8%	+/-3.1	56.6%	+/-4.1	38.4%	+/-3.9
American Indian and Alaska Native	0.3%	+/-0.2	0.3%	+/-0.2	0.3%	+/-0.3	0.4%	+/-0.4	0.3%	+/-0.3
Asian	3.0%	+/-0.6	0.7%	+/-0.2	11.0%	+/-2.2	7.2%	+/-2.0	13.7%	+/-3.0
Native Hawaiian and Other Pacific Islander	0.0%	+/-0.1	0.0%	+/-0.1	0.0%	+/-0.1	0.0%	+/-0.3	0.0%	+/-0.2
Some other race	19.6%	+/-1.4	20.7%	+/-1.6	15.9%	+/-3.0	7.7%	+/-2.2	21.8%	+/-4.6
Two or more races	6.1%	+/-0.8	7.1%	+/-1.1	2.7%	+/-1.2	3.8%	+/-2.2	2.0%	+/-1.4
Hispanic or Latino origin (of any race)	44.3%	+/-1.2	48.3%	+/-1.2	30.0%	+/-3.2	19.5%	+/-3.4	37.4%	+/-4.8
White alone, not Hispanic or Latino	14.8%	+/-0.8	15.6%	+/-0.9	12.1%	+/-1.4	14.0%	+/-2.2	10.7%	+/-2.2
HOUSEHOLD TYPE										
In married-couple family	27.0%	+/-1.6	22.9%	+/-1.6	41.5%	+/-3.7	44.9%	+/-4.3	39.3%	+/-4.7
In other households	66.7%	+/-1.6	69.6%	+/-1.6	56.5%	+/-3.7	53.4%	+/-4.5	58.5%	+/-4.6
Average household size	2.54	+/-0.04	2.44	+/-0.05	2.81	+/-0.09	2.84	+/-0.14	2.79	+/-0.13
Average family size	3.33	+/-0.06	3.34	+/-0.07	3.32	+/-0.09	3.41	+/-0.16	3.22	+/-0.12
MARITAL STATUS										
Population 15 years and over	99,218	+/-685	73,376	+/-1,393	25,842	+/-1,200	10,991	+/-793	14,851	+/-1,005
Never married	56.7%	+/-1.2	62.8%	+/-1.4	39.5%	+/-2.5	31.1%	+/-3.4	45.7%	+/-3.5
Now married, except separated	24.3%	+/-1.3	18.3%	+/-1.3	41.1%	+/-2.8	43.7%	+/-3.6	39.3%	+/-3.9
Divorced or separated	14.3%	+/-0.8	14.4%	+/-0.9	14.1%	+/-1.7	16.2%	+/-2.3	12.6%	+/-2.3
Widowed	4.7%	+/-0.4	4.5%	+/-0.4	5.3%	+/-1.0	9.1%	+/-2.0	2.4%	+/-0.8
SCHOOL ENROLLMENT										
Population 3 years and over enrolled in school	38,040	+/-1,042	33,198	+/-858	4,842	+/-614	1,207	+/-243	3,635	+/-512
Nursery school, preschool	6.3%	+/-0.8	7.0%	+/-0.8	1.8%	+/-1.5	0.0%	+/-2.7	2.3%	+/-2.0
Elementary school (grades K-8)	41.2%	+/-1.7	44.4%	+/-1.9	19.2%	+/-4.5	5.7%	+/-3.6	23.6%	+/-5.6
High school (grades 9-12)	20.0%	+/-1.3	19.6%	+/-1.4	22.6%	+/-4.0	15.1%	+/-6.2	25.1%	+/-5.3
College or graduate school	32.5%	+/-1.6	29.0%	+/-1.8	56.5%	+/-5.8	79.2%	+/-7.3	49.0%	+/-7.2
EDUCATIONAL ATTAINMENT										
Population 25 years and over	74,600	+/-928	52,747	+/-1,129	21,853	+/-1,064	10,110	+/-741	11,743	+/-866
Less than high school graduate	27.3%	+/-1.1	26.3%	+/-1.3	29.7%	+/-2.5	24.7%	+/-2.9	34.0%	+/-3.7
High school graduate (includes equivalency)	32.3%	+/-1.2	32.6%	+/-1.5	31.7%	+/-2.4	33.4%	+/-3.0	30.2%	+/-3.5
Some college or associate's degree	23.7%	+/-1.2	24.7%	+/-1.3	21.4%	+/-2.1	26.8%	+/-3.2	16.7%	+/-2.6
Bachelor's degree	9.9%	+/-0.7	9.5%	+/-0.8	10.7%	+/-1.7	9.5%	+/-2.2	11.7%	+/-2.2
Graduate or professional degree	6.8%	+/-0.7	6.9%	+/-0.8	6.5%	+/-1.3	5.7%	+/-1.6	7.3%	+/-1.8
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH										
Population 5 years and over	116,188	+/-398	89,274	+/-1,388	26,914	+/-1,305	11,060	+/-813	15,854	+/-1,109
English only	55.7%	+/-1.2	59.6%	+/-1.3	42.9%	+/-2.7	58.1%	+/-3.8	32.3%	+/-3.3
Language other than English	44.3%	+/-1.2	40.4%	+/-1.3	57.1%	+/-2.7	41.9%	+/-3.8	67.7%	+/-3.3
Speak English less than "very well"	19.1%	+/-1.0	14.2%	+/-0.9	35.2%	+/-2.8	20.3%	+/-2.9	45.6%	+/-3.7
EMPLOYMENT STATUS										
Population 16 years and over	97,671	+/-773	71,991	+/-1,450	25,680	+/-1,186	10,983	+/-790	14,697	+/-983
In labor force	61.5%	+/-1.1	58.1%	+/-1.3	70.9%	+/-2.0	69.3%	+/-3.0	72.1%	+/-2.8
Civilian labor force	61.5%	+/-1.1	58.1%	+/-1.3	70.9%	+/-2.0	69.3%	+/-3.0	72.1%	+/-2.8
Employed	51.6%	+/-1.4	47.2%	+/-1.5	64.2%	+/-2.2	65.5%	+/-3.2	63.3%	+/-3.3
Unemployed	9.8%	+/-0.8	11.0%	+/-1.0	6.7%	+/-1.0	3.8%	+/-1.2	8.8%	+/-1.6
Percent of civilian labor force	16.0%	+/-1.4	18.9%	+/-1.7	9.4%	+/-1.5	5.5%	+/-1.8	12.2%	+/-2.3
Armed Forces	0.0%	+/-0.1	0.0%	+/-0.1	0.0%	+/-0.1	0.0%	+/-0.3	0.0%	+/-0.2
Not in labor force	38.5%	+/-1.1	41.9%	+/-1.3	29.1%	+/-2.0	30.7%	+/-3.0	27.9%	+/-2.8
Civilian employed population 16 years and over	50,433	+/-1,405	33,944	+/-1,223	16,489	+/-1,006	7,191	+/-689	9,298	+/-832
CLASS OF WORKER										
Private wage and salary workers	85.5%	+/-1.2	83.6%	+/-1.3	89.6%	+/-1.8	86.3%	+/-3.2	92.1%	+/-2.1
Government workers	10.5%	+/-1.0	12.3%	+/-1.1	6.8%	+/-1.5	11.6%	+/-3.0	3.1%	+/-1.4
Self-employed workers in own not incorporated business	3.7%	+/-0.7	3.9%	+/-0.8	3.3%	+/-0.8	2.1%	+/-0.8	4.3%	+/-1.4
Unpaid family workers	0.3%	+/-0.1	0.3%	+/-0.2	0.3%	+/-0.3	0.0%	+/-0.5	0.5%	+/-0.6
OCCUPATION										
Management, business, science, and arts occupations	26.6%	+/-1.6	29.1%	+/-1.8	21.3%	+/-2.4	23.7%	+/-3.4	19.4%	+/-3.2
Service occupations	27.9%	+/-1.4	25.4%	+/-1.7	33.1%	+/-2.9	32.9%	+/-3.5	33.3%	+/-4.4
Sales and office occupations	23.9%	+/-1.4	26.8%	+/-1.8	18.1%	+/-2.1	21.0%	+/-3.2	15.8%	+/-2.6
Natural resources, construction, and maintenance occupations	6.6%	+/-0.8	5.2%	+/-0.9	9.4%	+/-1.7	7.0%	+/-1.9	11.2%	+/-2.5
Production, transportation, and material moving occupations	15.0%	+/-1.3	13.4%	+/-1.3	18.1%	+/-2.5	15.4%	+/-3.2	20.3%	+/-3.5

INDUSTRY										
Agriculture, forestry, fishing and hunting, and mining	0.2%	+/-0.2	0.1%	+/-0.1	0.4%	+/-0.4	0.0%	+/-0.5	0.6%	+/-0.8
Construction	5.1%	+/-0.7	4.1%	+/-0.8	7.4%	+/-1.5	4.2%	+/-1.5	9.9%	+/-2.2
Manufacturing	7.0%	+/-1.1	5.5%	+/-1.0	10.0%	+/-2.5	7.6%	+/-2.2	12.0%	+/-3.7
Wholesale trade	1.6%	+/-0.4	1.3%	+/-0.4	2.2%	+/-0.9	2.5%	+/-1.5	2.0%	+/-1.1
Retail trade	13.2%	+/-0.9	14.2%	+/-1.2	11.3%	+/-1.7	10.2%	+/-2.7	12.2%	+/-2.3
Transportation and warehousing, and utilities	6.9%	+/-0.7	7.0%	+/-0.9	6.6%	+/-1.3	9.6%	+/-2.3	4.2%	+/-1.6
Information	1.4%	+/-0.4	1.4%	+/-0.4	1.4%	+/-0.7	2.1%	+/-1.2	0.8%	+/-0.7
Finance and insurance, and real estate and rental and leasing	5.7%	+/-0.7	6.4%	+/-0.9	4.3%	+/-1.0	5.1%	+/-1.8	3.7%	+/-1.1
Professional, scientific, and management, and administrative and waste management services	10.1%	+/-0.9	9.0%	+/-1.1	12.5%	+/-1.9	7.9%	+/-2.1	16.0%	+/-2.6
Educational services, and health care and social assistance	28.9%	+/-1.4	29.5%	+/-1.8	27.6%	+/-2.8	36.1%	+/-4.5	21.0%	+/-3.4
Arts, entertainment, and recreation, and accommodation and food services	9.9%	+/-1.1	10.3%	+/-1.3	9.1%	+/-1.9	7.0%	+/-2.2	10.6%	+/-2.8
Other services (except public administration)	5.8%	+/-0.8	5.9%	+/-1.0	5.5%	+/-1.5	4.5%	+/-1.5	6.3%	+/-2.4
Public administration	4.0%	+/-0.8	5.1%	+/-0.9	1.8%	+/-0.9	3.2%	+/-1.8	0.7%	+/-0.6
EARNINGS IN THE PAST 12 MONTHS (IN 2017 INFLATION-ADJUSTED DOLLARS) FOR FULL-TIME, YEAR-ROUND WORKERS										
Population 16 years and over with earnings	32,434	+/-1,172	21,528	+/-988	10,906	+/-799	4,869	+/-499	6,037	+/-664
\$1 to \$9,999 or less	1.7%	+/-0.5	2.0%	+/-0.6	1.0%	+/-0.7	0.7%	+/-0.7	1.3%	+/-1.1
\$10,000 to \$14,999	3.6%	+/-0.8	3.8%	+/-0.9	3.3%	+/-1.2	2.4%	+/-1.2	4.1%	+/-1.9
\$15,000 to \$24,999	18.5%	+/-1.8	17.0%	+/-1.9	21.3%	+/-3.4	14.4%	+/-3.5	26.8%	+/-5.5
\$25,000 to \$34,999	21.7%	+/-1.8	21.2%	+/-1.8	22.7%	+/-3.1	23.6%	+/-4.8	21.9%	+/-4.0
\$35,000 to \$49,999	24.6%	+/-1.6	25.7%	+/-1.7	22.6%	+/-3.7	24.8%	+/-4.6	20.8%	+/-4.9
\$50,000 to \$74,999	18.1%	+/-1.6	17.7%	+/-1.7	18.9%	+/-3.0	22.1%	+/-4.9	16.3%	+/-4.2
\$75,000 or more	11.8%	+/-1.2	12.6%	+/-1.5	10.2%	+/-2.2	12.0%	+/-3.6	8.7%	+/-2.5
Median earnings (dollars) for full-time, year-round workers:										
Male	39,402	+/-1,873	40,500	+/-1,486	37,830	+/-2,356	40,942	+/-3,231	35,863	+/-2,416
Female	34,788	+/-1,115	35,912	+/-769	31,026	+/-1,392	32,478	+/-3,490	27,795	+/-2,279
INCOME IN THE PAST 12 MONTHS (IN 2017 INFLATION-ADJUSTED DOLLARS)										
Households	45,822	+/-794	33,047	+/-859	12,775	+/-612	6,373	+/-441	6,402	+/-477
With earnings	73.2%	+/-1.3	68.8%	+/-1.5	84.6%	+/-2.0	83.6%	+/-3.1	85.6%	+/-3.1
Mean earnings (dollars)	53,365	+/-2,053	52,370	+/-2,553	55,458	+/-2,841	58,267	+/-4,553	52,727	+/-3,565
With Social Security income	24.2%	+/-1.0	26.1%	+/-1.5	19.3%	+/-2.1	28.0%	+/-3.2	10.7%	+/-2.5
Mean Social Security income (dollars)	14,177	+/-425	13,949	+/-595	14,973	+/-1,056	16,059	+/-1,239	12,153	+/-1,357
With Supplemental Security Income	12.9%	+/-1.1	15.6%	+/-1.3	5.7%	+/-1.4	5.4%	+/-1.6	6.0%	+/-2.2
Mean Supplemental Security Income (dollars)	9,057	+/-423	9,070	+/-451	8,959	+/-1,205	8,322	+/-1,227	9,522	+/-1,906
With cash public assistance income	15.7%	+/-1.3	18.8%	+/-1.5	7.6%	+/-1.6	6.2%	+/-2.5	9.0%	+/-2.4
Mean cash public assistance income (dollars)	4,709	+/-302	4,758	+/-342	4,394	+/-819	4,233	+/-2,012	4,508	+/-1,117
With retirement income	10.7%	+/-0.8	11.0%	+/-1.0	9.8%	+/-1.4	15.8%	+/-2.5	3.9%	+/-1.6
Mean retirement income (dollars)	17,802	+/-1,477	18,578	+/-1,756	15,551	+/-2,621	16,874	+/-3,029	10,160	+/-3,637
With Food Stamp/SNAP benefits	40.8%	+/-1.4	47.6%	+/-1.5	23.1%	+/-2.3	21.5%	+/-3.2	24.7%	+/-4.1
Median household income (dollars)	33,841	+/-1,583	30,284	+/-1,736	41,573	+/-3,071	46,169	+/-6,534	38,351	+/-3,609
Average number of workers per household	1.06	+/-0.03	0.93	+/-0.04	1.38	+/-0.07	1.36	+/-0.09	1.40	+/-0.10
POVERTY STATUS IN THE PAST 12 MONTHS										
Population for whom poverty status is determined	117,828	+/-437	91,045	+/-1,390	26,583	+/-1,327	10,929	+/-814	15,654	+/-1,152
Below 100 percent of the poverty level	30.5%	+/-1.4	34.2%	+/-1.7	17.9%	+/-2.5	11.9%	+/-2.4	22.1%	+/-3.6
100 to 199 percent of the poverty level	26.3%	+/-1.7	26.6%	+/-1.9	25.0%	+/-2.6	23.4%	+/-2.9	26.1%	+/-3.8
At or above 200 percent of the poverty level	43.3%	+/-1.8	39.2%	+/-2.0	57.1%	+/-3.0	64.7%	+/-3.9	51.8%	+/-3.9
POVERTY RATES FOR FAMILIES FOR WHOM POVERTY STATUS IS DETERMINED										
All families	26.8%	+/-1.8	31.5%	+/-2.1	17.3%	+/-2.9	11.7%	+/-2.9	23.3%	+/-4.9
With related children of the householder under 18 years	34.7%	+/-2.2	39.2%	+/-2.9	24.5%	+/-4.1	17.7%	+/-4.1	30.1%	+/-6.3
With related children of the householder under 5 years only	29.1%	+/-5.0	33.5%	+/-7.0	19.7%	+/-8.5	17.9%	+/-14.9	20.4%	+/-10.2
Married-couple family	11.0%	+/-2.2	15.1%	+/-3.6	5.8%	+/-2.0	3.9%	+/-1.9	9.1%	+/-3.7
With related children of the householder under 18 years	13.1%	+/-3.4	17.7%	+/-5.2	7.3%	+/-3.5	2.4%	+/-2.3	12.5%	+/-6.2
With related children of the householder under 5 years only	5.7%	+/-4.3	7.8%	+/-7.3	2.8%	+/-4.4	7.2%	+/-11.0	0.0%	+/-15.0
Female householder, no husband present, family	38.5%	+/-2.5	41.8%	+/-3.0	29.0%	+/-5.3	23.3%	+/-6.7	34.7%	+/-7.1
With related children of the householder under 18 years	45.0%	+/-3.1	47.8%	+/-3.7	36.0%	+/-7.5	30.9%	+/-9.1	40.1%	+/-9.4
With related children of the householder under 5 years only	39.4%	+/-7.5	45.2%	+/-9.7	22.0%	+/-12.3	20.8%	+/-26.3	22.5%	+/-15.2
Occupied housing units	45,822	+/-794	33,047	+/-859	12,775	+/-612	6,373	+/-441	6,402	+/-477
HOUSING TENURE										
Owner-occupied housing units	23.8%	+/-1.2	21.1%	+/-1.4	30.8%	+/-2.6	46.4%	+/-4.1	15.2%	+/-2.9
Renter-occupied housing units	76.2%	+/-1.2	78.9%	+/-1.4	69.2%	+/-2.6	53.6%	+/-4.1	84.8%	+/-2.9
Average household size of owner-occupied unit	2.84	+/-0.11	2.66	+/-0.13	3.15	+/-0.19	3.18	+/-0.20	3.08	+/-0.33
Average household size of renter-occupied unit	2.45	+/-0.04	2.38	+/-0.06	2.66	+/-0.11	2.55	+/-0.19	2.73	+/-0.14
ROOMS										
1 room	6.1%	+/-0.7	6.3%	+/-1.0	5.6%	+/-1.3	5.4%	+/-2.1	5.7%	+/-1.8
2 or 3 rooms	21.5%	+/-1.2	23.0%	+/-1.5	17.8%	+/-2.6	12.7%	+/-3.1	22.9%	+/-3.7
4 or 5 rooms	47.8%	+/-1.4	47.4%	+/-1.7	48.8%	+/-3.1	46.1%	+/-4.3	51.5%	+/-4.1
6 or 7 rooms	18.7%	+/-1.1	17.6%	+/-1.2	21.3%	+/-2.5	26.0%	+/-3.4	16.7%	+/-3.4
8 or more rooms	6.0%	+/-0.6	5.8%	+/-0.8	6.5%	+/-1.2	9.8%	+/-1.9	3.1%	+/-1.3
Median number of rooms	4.6	+/-0.1	4.5	+/-0.1	4.7	+/-0.2	5.0	+/-0.2	4.4	+/-0.2
1.01 or more occupants per room	5.2%	+/-0.6	4.6%	+/-0.7	6.9%	+/-1.5	4.7%	+/-2.1	9.0%	+/-2.4
VEHICLES AVAILABLE										
None	33.2%	+/-1.4	35.6%	+/-1.6	26.8%	+/-2.7	19.4%	+/-3.0	34.3%	+/-4.4
1 or more	66.8%	+/-1.4	64.4%	+/-1.6	73.2%	+/-2.7	80.6%	+/-3.0	65.7%	+/-4.4
SELECTED CHARACTERISTICS										
No telephone service available	3.8%	+/-0.5	3.9%	+/-0.6	3.6%	+/-1.1	2.5%	+/-1.4	4.7%	+/-1.7
Limited English Speaking Households	15.0%	+/-1.0	12.5%	+/-1.1	21.6%	+/-2.4	12.0%	+/-2.6	31.1%	+/-3.7
Owner-occupied housing units	10,904	+/-552	6,974	+/-480	3,930	+/-382	2,960	+/-338	970	+/-207
SELECTED MONTHLY OWNER COSTS AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS										
Less than 30 percent	63.4%	+/-2.9	66.4%	+/-3.6	58.1%	+/-5.3	58.8%	+/-5.9	56.2%	+/-10.1
30 percent or more	36.6%	+/-2.9	33.6%	+/-3.6	41.9%	+/-5.3	41.3%	+/-5.9	43.8%	+/-10.1
Renter-occupied housing units	34,918	+/-835	26,073	+/-839	8,845	+/-542	3,413	+/-342	5,432	+/-421
GROSS RENT AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS										
Less than 30 percent	45.5%	+/-2.0	43.4%	+/-2.3	52.0%	+/-3.2	55.4%	+/-5.9	49.8%	+/-4.0
30 percent or more	54.5%	+/-2.0	56.6%	+/-2.3	48.0%	+/-3.2	44.6%	+/-5.9	50.2%	+/-4.0

III. COMPARATIVE ANALYSIS OF CRIA SURVEY FINDINGS IN THE CONTEXT OF THE HARTFORD CENSUS DATA

According to the Rise Report on Refugee Integration there are a variety of intersecting factors that contribute to successful intergenerational resettlement and inclusion, evaluated under these ten rubrics, none more important than the other—employment and economic sufficiency, education and training, children’s education, health and physical well-being, housing, social bonding, social bridging, language and cultural knowledge, safety and stability, and civic engagement.¹³ Our survey (plus our collection of anecdotes) addresses most of these major categories--education, information and language; employment; health; housing; safety and security; social and community engagements—as well as access to transportation.

A. ACCESS TO INFORMATION, EDUCATION & SERVICES



The majority of households in our sample are ‘info-wired’ and have access to more than one mobile phone, high speed internet, and more than one computer although they also said that not everyone in the household who needs a laptop has access to one because of the cost.

Parents with school-aged children have generally responded that they are happy with Hartford schools, although some find the academic standards lower than schools back home. One Somali Bantu father said he stayed in the Hartford area because he liked the schools, while a Syrian family complained that the high school science courses would be middle school level back home. Most refugee (and many immigrant families) often have limited contact with school

¹³ See Colorado Office of Economic Security, The Refugee Integration Survey and Evaluation (RISE) Year Five: Final Report. A Study of Refugee Integration in Colorado, 2016.

administrators or teachers because of language barriers, unfamiliarity with school cultures, and work schedules. Parents and students suggest they have very little introduction or orientation to Hartford's schools or school culture. Whether or not resources and personnel are available for them, parents and students do not always find them. This includes counselors who might otherwise guide and direct students to relevant programs and post-secondary education.¹⁴

Learning English is definitely seen as a key to success in the US, as most immigrants and refugees tell us. Here we see 63% of our sample felt they needed more training in English. About 14% of foreign-born who are naturalized, but 33% of foreign born who are not yet naturalized, are part of limited English-speaking households (US Census). Both naturalization rates and facility in English reflect period of time since immigration (and remember, our sample is more recently arrived). Refugees and immigrants often report that their lack of English skills impedes the search for employment and that once employed, they cannot improve or practice English on the job because coworkers are often other immigrants who are still learning the language themselves.

Lack of language proficiency can be a limitation to even finding guidance for self-help. While newcomers may navigate online sources to seek advice about remedying housing concerns, they are less likely to actually advocate for themselves, particularly regarding their housing and living conditions as well as education, healthcare, and employment options. This is in part because of their unfamiliarity with possible avenues for redress and accessing information, as well as language limitations. Young adults who just miss the age for enrolling in traditional high school and are expected to work and help out their families, often have trouble finding adult programs and completing their high school educations in contrast to younger siblings who are able to enroll in traditional educational programs. Even those immigrant kids who complete high school sometimes lack advice on how to continue their educations or apply for college—the process of which is specific to the American culture of higher education with financial aid forms, essays and so on. Once enrolled they may lack guidance navigating courses and majors or must choose courses based on the cost of textbooks and tuition. While preschool experiences for immigrant kids and dual language programs engaging both children and their parents have been shown to be successful (MPI), accessing opportunities even where available can be beyond the reach of limited English speakers.

According to the 2017 census estimates, about 63% percent of native-born and 50% of foreign-born have some post-secondary (or some college) education compared with just 40% of both Hartford natives and foreign born who have some college education or a degree (Table III). However, only about 30% of our CRIA sample have college education. According to a Brookings Institute report (2009 data) the Hartford- West Hartford metropolitan area is considered a high-skill (minor continuous) immigrant destination--referred to as a minor continuous gateway. However, once they arrive immigrants may not be able to find employment commensurate with their skills. Re-accreditation is one of the obstacles or challenges that immigrants face whatever their previous training or level of education. We have seen examples of Iraqi and Afghan doctors working cleaning hospital supplies and professors taking on part-time tutoring. Adult foreign professionals often find that degrees in fields like law, medicine, or architecture obtained in their country of origin may not be accepted in the US without re-

¹⁴ Bauer, ethnographic interviews with refugee parents of HPS students (Refugee Parents' Engagement with Hartford Public Schools, 2017; Global Hartford Refugee Youth Mentoring Project, 2017).

credentialization (that often involves learning English technical terms for their field and studying for additional exams), leaving newcomers to begin at the bottom of the ladder or switch employment fields, creating a great deal of frustration and anxiety for immigrants/refugees.

Clearly levels of education and literacy in home country language are also correlated with income level and accessing information post immigration (which we discuss below). Our survey sample generally differs from that of surveys that include more high-skill immigrants who arrive in Hartford to work in the insurance and tech industries¹⁵ and who earned well back home. Trinity Student Chinmay Rayarikar conducted a small sample (N=25) of self-identified refugees and asylum seekers in the Hartford area (2016-17)¹⁶ and found that his respondents earned ½ of what other residents earned but that their incomes rose in the United States when compared with their pre-immigration incomes. There was a clear correlation between education before arrival and income level in Hartford (in US\$) but level of education did not correlate with getting better jobs. A trained engineer may still be working in a factory. About ½ of those who answered the question had trouble getting their pre-migration credentials recognized.

B. EMPLOYMENT

Overall the foreign-born (refugees and immigrants) are somewhat more likely to be employed than native-born--58% of native-born and 71% of foreign-born are participating in Hartford's workforce (Labor Force Statistics). While the US census data for Hartford, shows only 7% of the foreign-born, naturalized citizens and 11% of the not-yet-naturalized foreign born residents are unemployed, 30% of our sample was unemployed. Approximately 21.3% of Hartford residents are employed in business, management and science occupations, although only about 3% are self-employed in their own business (American Community Survey 2017). The census also shows the largest number of foreign-born are employed in the service sector, 33% (overall more than native born residents)—although we don't have such employment specifics for our sample. The majority of residents are earning \$15,000 to \$35,000 a year and 3.5% of naturalized and 28% of those not yet naturalized foreign born are living in poverty according to the census but overall fewer foreign-born families are living in poverty than native nonimmigrant families in Hartford (American Community Survey 2017). In our sample about 70% of households are bringing in under \$30,000 a year.¹⁷

Finding and accessing jobs (especially commensurate with one's skills and education) present some of the biggest challenges reported by respondents to the CRIA surveys. Refugees are expected to be financially self-sufficient with some kind of job within 90-120 days of their resettlement in the United States, whereas immigrants are expected to be immediately self-sufficient. However, even newcomers with college degrees are often relegated to low-skill jobs or find themselves unemployed because of a "range of barriers" that include the challenges of getting

¹⁵ Brookings Institute, https://www.brookings.edu/wp-content/uploads/2016/06/06_immigrants_singer.pdf.

¹⁶ Rayarikar, Chinmay, "Economic Survey of Refugees in the Hartford Region" (Surveys in English, Arabic, Burmese and Urdu; Focus on Syrian and Afghan refugee respondents). A quarter of his respondents received housing assistance and food stamps. Trinity College Poster Presentation (Dec, 2016).

¹⁷ See PUMA survey data that males ages 18-24 in Hartford most likely to live in poverty.

<https://datausa.io/profile/geo/hartford-ct/#demographics>

their academic credentials and work experiences certified or recognized, facing employers' biases regarding foreign education and training, lack of English facility, and lack of programs that help

Employment

- 40% unemployed, about 2/3 of those are seeking work
- Barriers include: Lack of documentation (SSN), Language, Domestic issues
- 54% rate the work conditions for immigrants good or better
- 70% report their household income less than \$30,000
- Many responded to being on Food Stamps and Medicaid
- Almost 2/3 said that financial issues often cause them worry and stress

25% own a car, or have a license

Public transportation use is frequent

newcomers retrain in their field.¹⁸ Searching for work can also be challenging.

Many job assistance centers in Hartford send people to the internet for employment searches but often newcomers who are not fluent in English face obstacles in navigating and understanding the job sites and what is required to make contact (especially if they are from cultures where interpersonal connections are the way you typically access jobs). Some newcomers have complained that they are told to go to computers and search online but they are not familiar with what certain jobs entail, what they require, or whether these are even legitimate jobs.

Despite the work of various organizations that offer assistance with resume building and job searches, refugees and immigrants very often are more successful in finding jobs through their own personal networks. Thus, groups of refugees and immigrants are often found working in certain businesses, especially those operated by co-nationals—like Dunkin Donut franchises throughout the area, cleaning establishments in Farmington (Meskhetian Turks), gas stations in West Hartford (Nepalese), food processing business in Middletown (Burmese Karen, Somali Bantu).

Typical service sector jobs include health care work (in nursing homes), hotel housekeeping or other kinds of cleaning jobs (in Cromwell and Windsor Locks), loading and unloading trucks in Bloomfield and New Britain), food packing (factory-type) work), and restaurant cleaning/dishwashing (in Middletown and West Hartford). Shifts are often rotated randomly (making it difficult to get kids off to school or being able to organize the family

¹⁸ Source: Migration Policy Institute. Billions of Dollars in Tax Receipts Forgone Annually as Nearly 2 Million Highly Skilled Immigrants in U.S. Are Stuck in Low-Skilled Jobs or Unemployed
<https://www.migrationpolicy.org/news/billions-dollars-tax-receipts-forgone-annually-nearly-2-million-highly-skilled-immigrants-us>

schedule). Hours are often cut to deprive workers of benefits or newcomers are often told to enroll in “Obamacare” instead. These are typical strategies used by the industries that employ immigrants and refugees to cut costs in this economy. Because CT is an “at will employment” state, these workers would have to get others at their location to make similar complaints to have any impact. They’re not going to do that.

While 54% of our sample rate their working conditions as good or better, many newcomers will not complain about work challenges on open-ended surveys. Anecdotally, through our various involvements in area immigrant and refugee communities and through some additional questioning while conducting surveys, we have heard of hardships or injuries connected to workplace environments. One mother of several school aged children had to leave her house around 5 am and change buses several times to get to a job in Middletown by 7:30 am. Another mother sustained injuries while standing long hours in a food processing facility. Several men sustained injuries working in warehouse facilities. Some (mostly immigrants) had no insurance, while refugees usually did have. Several had experiences being hired on probationary status only to be let go before the three months cut-off to qualify for the insurance and other benefits of working full time at the company. In our sample (see below) about 70% had some sort of insurance coverage.

About half of those employed (in our sample) had worked outside of Hartford. That Hartford newcomer residents find work in the suburbs not only suggests the regionalization of employment and the difficulty of Hartford addressing the labor complaints of its immigrant population but also creates transportation challenges—like navigating the bus system if you don’t have a car. Relying on public transportation for late night shifts have posed challenges because of safety concerns. Some jobs, as we have said, require taking/changing multiple buses to arrive as far away as Middletown.

C. TRANSPORTATION

These employment patterns also emphasize how Hartford itself and the well-being of Hartford’s residents are tied to the region and vice versa and present newcomers that have limited English or Spanish skills with transportation challenges like learning to take the bus. One recent Syrian refugee resident of Hartford who had a restaurant job in West Hartford that required working past closing time, found one cold winter’s night that the bus down Farmington avenue didn’t run past 9 pm on Sundays.

Even refugees, who receive more guidance than immigrants from resettlement agencies while relocating to Connecticut, have faced many challenges navigating the transportation system. During the initial intake meetings at Catholic Charities Migration and Refugee Services, case managers would attempt to explain the finer points of our public bus system. Refugees were taken to various bus stops in and around Hartford and explained the basics of how to step onto a bus, to have the right amount of change ready to pay for the ride, to watch for their stop and be ready to make multiple transfers to get to their destinations. Despite this detailed orientation, most still found it very difficult to navigate the process on their own. It takes them many months and failed attempts to get off at the right destinations to finally get it right. For many it is the only option to get to their places of work, as they do not have any other means of transportation, at least initially. Some also have had disquieting (even violent) experiences on the bus and are discouraged from riding. Some later collaborate with coworkers who own cars and share rides in exchange for compensating them for gas. This system appears to work best for them. However, it isn’t

always smooth sailing, since most workplaces have changing shifts, which means the same coworkers cannot ride together, resulting in job losses. In addition, many newcomers work late shifts or late hours after buses stop running, meaning they cannot rely on public transportation to get to jobs (which are often in the suburbs).

So, one of the first things that many newcomers do is study for their driver's exam after soon finding that getting to jobs (especially third shifts), grocery shopping, classes or medical appointments often means traversing city and suburbs and becomes tiring and time-consuming without private transportation. Sometimes they travel out of state to locations where the driving exam is available in their native languages. Although the majority of foreign born in Hartford do own cars, in our sample only about 25% own a car and have a license, probably again reflecting the relative recent arrival of our sample but this is not a question (years since arrival) that we included on our survey (American Factfinder, Census Data, 2015).

D. HOUSING

One of the first challenges for newcomers upon arriving in Hartford is finding affordable and adequate (larger) housing units. The majority of our sample households are apartment dweller/renters. Larger families would require a 3 or 4 bedroom unit. According to census data (Table III), the majority of foreign born in Hartford are renting; about 50% are living in 3-5 room apartments. According to the 2011-2015 American Community Survey housing characteristics for Hartford city, out of 52,369 total housing units, 85.7% are occupied. Of that, 77.7% are rental properties and 22.3% are owner occupied. This is lower than the national average of 63% home ownership.¹⁹ Moreover, the census estimates suggest a 1.5% decrease in availability of 3 and 4 bedroom housing units between 2014 and 2015.

Hartford census data indicates that the average size of native and foreign-born households is similar and that 50% or more of all households are paying 30% or more of household income on rent. In our sample a majority of respondents were worried at least sometimes about being able to pay the rent. While a minority of our sample indicated that they feel 'insecure' in their households/neighborhoods, a majority were either neutral or did not answer the question, leaving us unsure about the implications of this finding. The majority did say they felt their landlords were responsible to their repair needs. At the same time (as detailed below) we have lots of reports of insecurities--including concerns about speeding traffic on residential streets, inoperative street lights, 'gang' activity that may beckon the young, and broken locks and illegal activities in apartment building hallways.

Anecdotes we collected further convey the challenges of acquiring good and well-maintained housing at reasonable prices, as well as the difficulty of retaining housing under precarious income conditions, where a few setbacks can mean a loss of housing. Buildings in which refugees and immigrants reside are often in poor shape and owners or managers are often unresponsive. Ideally there would be property managers on site or readily available to address repairs. Units and buildings left deteriorating can affect the health and safety of immigrant families, especially those with children. In some cases, refugees and immigrants, even in apartments where door locks and windows are broken, have been told or left to do their own repairs.

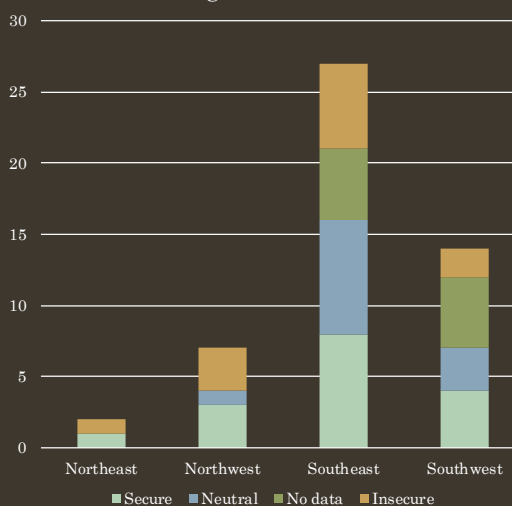
¹⁹ See. <https://datausa.io/profile/geo/hartford-ct/#demographics> (PUMA Survey Data)

Living Environment

~2/3

- Most live in apartments
- A minority report their homes as insecure
- Most report having access to affordable, nutritious food
- Most interact regularly with their religious, ethnic, or local community

Feeling Secure at Home



The majority of our sample households reside in Hartford’s South End and Asylum Hill neighborhoods—neighborhoods that have the highest number of foreign born residents.

There are frequent complaints of uncleanliness in common spaces, broken doors and windows, bedbugs and rodents. During the time leading up to our initial survey (2011-2015),²⁰ city officials had received nearly 1300 bedbug complaints. When these conditions persist then families with unlimited resources must throw out and replace furniture, bedding, and other resources. Uncleanliness and bedbugs often lead to disputes between landlords and tenants over responsibility and cost for addressing the situation. As with other challenges, newcomers are often unfamiliar with avenues and rights for complaint and redress and may have difficulties advocating for themselves. They are unlikely to report housing code violations, especially if they do not speak English fluently.

Newcomers are particularly susceptible to losing out on their housing deposit. Landlords and property owners in the City of Hartford have refused to fix problems during the term of the lease and then hold tenants responsible for damages that are the direct result of the landlord’s incompetence. Their housing situation is also linked to the precariousness of changing incomes and resources. In one example from a community survey on South Marshall Street, we see households already behind in rent--where the wage earner may see their wages increase but also see a rise in rent, making it difficult to keep up. In other cases, refugees with emergency medical conditions (in one case, surgery) are evicted from their housing.

Newer arrivals with less education or credit experience are also slower to enter the housing market but some groups have passed that threshold of economic stability/mobility (like Bosnians, Cubans and now some Karen, Nepalese and Somali Bantu). Residential mobility throughout Hartford and the region is the result of the search for adequate size and price in both rentals and the house buying market. We have also seen refugee

²⁰ <http://www.courant.com/data-desk/hc-bed-bugs-persist-in-hartford-20150402-htmllstory.html>

assistance volunteers who are actively seeking to move newcomers out of Hartford under the perception that safety and opportunities are greater in the surrounding suburbs.

E. HEALTH CARE AND FOOD ACCESS

About 70% of our sample indicate that they are insured—partly because of refugee assistance. The PUMA survey (Hartford county, <https://datausa.io/profile/geo/hartford-ct/#demographics>) shows that those aged 6-17 are most likely to have insurance and indeed even in immigrant families where adults did not qualify for Husky—their children did. At the same time a majority of them report problems in interacting with providers and often postpone health visits because of cost. And, although they are aware of translation services many still prefer to rely on family members (including children) to translate for them.

Typically, immigrants and refugees in the city make use of the Community Health Care Clinics (Charter Oak on New Britain and CHS on Albany Avenue), St. Francis Hospital programs like Asylum Hill Family Center, (mobile) Malta House programs, Hartford Hospital Emergency Room, and UCONN Health Center (in Farmington).

Health

- 70% are insured
- 60% have visited a doctor or clinic in the past year
 - More than half have reported difficulties interacting with providers
 - Many stayed away because of cost
- About half are aware that interpretation services should be provided
 - Some rely on family members to translate
- 60% report some regular exercise
- About the same percent don't have access to safe, affordable recreational facilities

60%

Rate their health as Good or better

F. FEAR, SECURITY, WELL-BEING, CIVIC ENGAGEMENT

Immigrants and refugees have some of the same safety concerns as other Hartford residents—speeding cars, drug dealing in apartment hall ways, or broken streetlights and apartment doors. However, there are some ‘road bumps’ that newcomers may not expect. Again, although most families had heard about the right to access translators, we heard complaints about discrimination

in accessing services (and interacting with service providers in housing and CRT) among those from those who have limited knowledge of either Spanish or English.

Families arriving from refugee camps with children have had to adjust to being targets of kinds of violence they are not used to. Examples include refugee kids who had bikes stolen on Broad Street and Maple Street (and whose parents responded philosophically—"well, whoever took them must have really needed them") and adults whose wallets were stolen multiple times while walking in parks not so far from their Alden Street homes. Many refugee and immigrant kids, especially Muslims (Afghans, Turks, Somalis, Syrians), unfamiliar with American school culture, have also faced harassment and physical violence in the schools from American born classmates. This is something they don't always reveal to their parents. Having already been traumatized by conflicts and flight from home countries and being unfamiliar with the culture of schools or neighborhoods in Hartford, immigrant and refugee kids and their families are vulnerable to predators and fraudsters. Young and older adults have fallen prey to online employment schemes, for-profit schools, and discount utility schemes—and sometimes sexual abuse. In several instances, youth and ESL volunteers were found to have sexual offender records and some young have been groomed for sex trafficking.²¹

Some newly arrived individuals even living in safe areas fear leaving their apartments to walk around their neighborhood. While refugees, in particular, may have a false sense of security after moving from other countries. Refugees, fleeing traumatic situations back home, and other newcomers find themselves in neighborhoods prone to gun violence and drug dealing. After seeing crime unravel in their neighborhoods first hand, they are left re-traumatized. Being unfamiliar with many aspects of American life, they are also vulnerable to those perpetrating fraud and security precautions and are sometimes reluctant to complain.

About one third of our respondents had been victims of crime, but about one third were also comfortable in contacting the police about issues. Still many were not or were unsure. A Hartford City ordinance and the Connecticut Trust Act are supposed to provide some protection from harassment for those who aren't documented. As noncitizens, other newcomers are also concerned about (or, depending on country of emigration, may not be used to) the immense amount of documentation and paperwork required here—from applying for permanent resident status to applying for family reunification, the draft or drivers licenses and disability. The bureaucratic maze often leaves people bewildered over so much paperwork. Most recently that has included threats of deportation and (according to the Courant, 8-2-18) higher bail bonds in Hartford's Immigration Court (compared to other locations). Almost 79% of our sample (and 59% of Hartford's foreign born) are not yet naturalized citizens, meaning they are vulnerable to the vagaries of changing immigration regulations like the recent public charge ruling which would jeopardize citizenship applications for those who have received some kind of government assistance. In general handling documents that arrive in the mail, legal or otherwise, can be a challenge for those not proficient in English. Navigating legal processes and legal documents (involving changes in status) in particular, without assistance from family or caseworkers can be particularly daunting.

Most of our sample participate in ethno-national, faith-based and family networks that provide them with some sense of wellbeing and of 'belonging' (even if they cannot vote or participate directly in city governance). However, they are sometimes left feeling that they

²¹ Ethnographic interviews--Bauer (2010-2015); Ng'Ongolo (2019).

have no voice in the city. The gap between the electorate and the city's total population raises important issues about government accountability to residents who cannot vote, and the civic responsibilities newcomers are expected to assume toward their communities. This raises questions about the extent of advocacy and voice that unauthorized parents have in their children's education whether the child is a U.S. citizen or not.

While respondents did not give much detail on our survey about what kind of 'discrimination' they experienced, those of us working with refugees in particular have noted (in school relationships and in access to a variety of social services) a perception among non-Spanish speaking immigrants and refugees that they are disadvantaged in Hartford. Some Muslim families have also felt threatened as Anti-Muslim rhetoric began increasing post-2016. Refugee children have been told by classmates at school that they would be separated from their immigrant or refugee parents. If nothing else, this suggests that perhaps attention should be paid to the 'racializing' of relations among different newcomer groups and citizens of color in the city (as well as the traditional focus on improving relationships between white and other citizens) toward promoting greater inclusion and more productive partnerships in civic engagement efforts.

G. IMMIGRANT AND REFUGEE CONCERNS AND SUGGESTIONS

Among the top suggestions respondents offered to the city were creating more employment opportunities in the city. They worry about having jobs, job mobility and access to health care.

What are their concerns?

- Economic, Financial, and Employment concerns dominated
- Then Immigration Status, Documentation, or Deportation
- Education and Access to Services concerns were also mentioned
- Prejudice and Discrimination made the list, also
- Approx. 1/3 had been the victim of some crime
- 1/3 feel safe turning to the police, 1/3 did not, and 1/3 did not respond
- Many respondents provided feedback and suggestions for the city of Hartford

Table: Overview Summary of Challenges and Concerns Expressed in the CRIA Needs Survey

Education, Literacy, Language	Economic and transport Needs	Housing and Security	HealthCare	Legal, Discrimination
access to ESL Classes, translators	Finding Jobs commensurate with training	Affordable Housing	Affordable Insurance	Handling and understanding of documents
Recredentialing of education, transcripts, training	Good Paying Jobs	Adequate Housing		Discrimination in accessing resources
Need for Driving Classes	Transportation to jobs, programs, shopping	Negotiating with Landlord for repairs		Anxieties about status
Navigating school cultures; Training and Higher Education application process		Crime		Navigating legal processes/paperwork

IV. FROM THE BROWN REPORT TO THE CRIA REPORT: RECOMMENDATIONS

A. Addressing Immigrant and Refugee Needs.

Immigrants are our past, present, and future. Hartford is an historical immigrant gateway and like other cities, in recent years, Hartford has made efforts to address the challenges and concerns of newcomers, who contribute so much to the city’s culture and economy—as workers, customers, neighbors. Hartford has acquired “sanctuary city” status, Hartford Public Library’s “We Belong” campaigns promote inclusion, and there are a range of NPOs and NGOs that attempt to provide further assistance toward inclusion. If Hartford wants to retain the cultural capital and potential contributions offered by its foreign born, it must pay **more** attention to attending to immigrant and refugee needs.

Immigrants enliven Hartford’s local culture and economy. De-industrializing city administrations in many places with declining populations are actively working to attract and support immigrants as vehicles for city revitalization.²² Almost 29% of “Mainstreet” Businesses in the Hartford-West Hartford-East Hartford MSA are immigrant owned.²³ However, immigrants and refugees are often left to their own devices to face the challenges of resettlement, not addressed as equals, and don’t feel their perspectives are taken seriously.

Table: What Immigrants/Refugees Contribute to Hartford/Hartford MSA

CULTURAL, SOCIAL Contributions	ECONOMIC Contributions
Parades and Festivals—cultural capital e.g. Karin New Year, West Indian Carnival, Hooker Day Parade, Portuguese Parade and more.....	29% of “Mainstreet” Businesses in Hartford-West Hartford=Hartford are Immigrant Owned ²⁴
Translocal and international connections (apparently 97 languages are represented in Hartford Public Schools; the HPS website is available in 13 languages including English, Spanish, Bosnian, Chinese, Korean Arabic ²⁵	34% of the Hartford’s workforce are foreign born (but=only 22-23% of the city population (US Census/ACS-Table III)
	“Between 2008-2012, 4,205 foreign students in the Hartford-West Hartford-East Hartford metro area paid as much as \$115 million dollars in tuition and \$59 million in living costs” ²⁶
	Nearly half of Mainstreet (small) businesses in Hartford Commercial districts—Farmington Avenue, Albany Avenue, North Main, Maple Avenue, Franklin Avenue, New Britain Avenue are Immigrant owned. ²⁷

²² <http://www.legacycities.org>; “Bringing Vitality to Mainstreet. How Immigrant Small Businesses Help Local Economies Grow” (Fiscal Policy Institute, American Society and Council of the Americas)

²³ Source American Society/Council of the America’s Report The Impact of Immigrants on Main Street Business and Population in U.S. Metro Areas

²⁴ Source American Society/Council of the America’s Report The Impact of Immigrants on Main Street Business and Population in U.S. Metro Areas

²⁵ HPS (Hartford Public Schools) website: <https://www.hartfordschools.org>

²⁶ NFSA: Association of International Educators, The Economic Benefits of International Students to the U.S. Economic: Academic Year 2013-2014.

²⁷ Samples from Bauer and Clark Student Research Project (2014) in collaboration with Intergenerational Hartford;

B. The Brown Report Recommendations

Before the formation of CRIA (2013-14), what is often referred to as “The Brown Report” on refugee resettlement²⁸ was commissioned with funding from the Hartford Foundation for Public Giving (2008). There are certain limitations in referencing this report and its recommendations to the city in our CRIA report on immigrant and refugees as a baseline for our recommendations:

***First, the Brown Report does not specifically address the needs of immigrants, focusing instead on the specific situation of refugees in Hartford .** Very little federal attention is given to the problems of immigrant as opposed to refugee integration anyway—something that deserves more attention. Still, though their legal status (and the benefits that accrue) are different, the needs and the conditions affecting integration and inclusion of these two groups of newcomers are very often similar.

***Second, it did not provide a complete picture of the NPO, NGO, and ECBO programming for refugees and immigrants in the Hartford area.** Moreover, the voluntary organization landscape has changed since 2008. Only two of the several ECBOs (ethno-national based community organizations)--Somali and Liberian--were discussed in the original report and some of these organizations, as well as several of the other NGOs and grassroots organizations, including the Joint Refugee Resettlement Committee, the Refugee Assistance Center, and H.A RT. no longer exist.

***Third, the political climate and various federal regulations affecting refugee and immigrant flows and support funding have changed, especially since 2017.** Increasingly deportations have increased insecurity, anxiety and fear among both refugees and immigrants—and even among legal permanent residents in Hartford.

C. How the Immigration Landscape Has Changed Since the Brown Report

Table: Changing Immigration Landscape 2008-2019

<p>Legal and Public Climate or Narrative of Immigration: Increasing Deportation Orders; negative immigration rhetoric</p>	<p>Demographics of Immigrant and Refugee Population: Reduction in Quotas and Federal Grants; arrival of Syrians, ICE raids, Public Charge Rule, Deportations</p>	<p>Changing Economic Parameters and Benefits/Assistance Resources</p>	<p>Agencies and Programs for immigrant “management” or inclusion: changing landscape of volunteer and resettlement organizations; changes in the city offices that manage</p>
--	---	--	--

What’s changed since 2008? First, **the politics and public rhetoric** surrounding immigration have been significantly altered, with a significant impact on newcomers’ feelings of insecurity. With the constantly unfolding federal regulations (laws and policies) for ‘managing’ immigration—like the “Muslim” ban, changes in immigrant and refugee quotas, the public charge rules, and deportations of unauthorized residents, families experience more anxiety and fear about their legal status (even when they have documentation) and reunification or visits with family members. The year CRIA was initiated, we began working immediately with the city to receive unaccompanied minors from the border (2014). In 2014 the White House initiated a Task

²⁸ Brown, G. and M. G. Brown, Refugee Resettlement In Hartford, Connecticut: Coordination Of Services And Development of Resources (with Funding from the Hartford Foundation for Public Giving (2008)

Force on New Americans and issued a report on best practices in creating a ‘welcoming America’.²⁹ Since then, the American immigration narrative has been drastically transformed and anti-immigration, anti-Muslim rhetoric (over threatened ‘invasions’) has increased.

Recent changes in immigration policies and quotas are altering **the demography of immigration**. The public charge executive orders threaten noncitizens if they have used government services and more restrictive approaches to naturalization threaten legal residents who might have minor infractions like traffic violations. There have been shifts in the admission of refugees and immigrants from certain countries (in particular Muslim majority countries) which affect immigrant demographics and the reduction in immigrant and refugee quotas affects hopes for family reunification, as well as availability of services.³⁰ On the other hand, the Connecticut Trust Act and Hartford ordinances have been passed to reduce cooperation between local authorities and ICE officials.³¹ Hartford established a municipal ID program with a goal of “enhancing the City’s reputation as a welcoming and inclusive community”.³² The **economy** of CT is in many ways flattened and not fully recovered from the downturn of 2008. This has also affected state and federal resources (reflected in the changing parameters of benefits, SNAP, and Husky insurance benefits). At the same time, the **stakeholder landscape** of NPOs and NGOs and joint committees that try to ‘fill the gaps’ in services to immigrants and refugees has also been altered since the Brown Report.³³ Most notably, Catholic Charities Migration and Refugee Services, which featured prominently in the Brown Report, has cut back to the most minimal of services with the reduction in refugee quotas and federal funding.

Despite its limitations, the Brown Report made certain recommendations that are useful as a touchstone for discussing and addressing what’s happened since then and crafting recommendations going forward. The report made suggestions about providing stronger resettlement and integration support through (1) requesting more accountability (with biannual reporting) from the various organizations working with refugees (and we could include those working with immigrants as well), (2) strengthening the coordination of the work of these groups more centrally through something like the Joint Refugee Resettlement Committee (which existed at the time), (3) strengthening the position of the state coordinator of refugees, (4) providing more case workers and individual mentoring for individual families, and (5) drawing upon existing federal and state funding like the Targeted Assistance Program.

We don’t know whether the city has followed up on the recommendations of the Brown Report or whether it takes advantage of federal assistance programs (like the targeted assistance

²⁹ https://obamawhitehouse.archives.gov/sites/default/files/image/tfna_progress_report_final_12_15_15.pdf

³⁰ So far this year (November 10 2019)—there have been 1091 deportations from CT (https://trac.syr.edu/phptools/immigration/court_backlog/deport_outcome_charge.php)

³¹ The current CT Trust Act was passed in two parts – Senate Bill 992, An Act Concerning the Trust Act (2019) and House Bill 1115, An Act Concerning A Study of the State’s Civil Laws (2019). The Hartford City Ordinance of 2008, ARTICLE XXI. - CITY SERVICES RELATING TO IMMIGRATION STATUS, prohibits police from inquiring about or arresting someone based on immigration status and from arresting someone based on ICE warrant entered into national databases but it does not prevent them from cooperating with ICE ‘as required by law’.

³² ARTICLE XXII. - MUNICIPAL IDENTIFICATION CARD PROGRAM (Hartford, CT Municipal Code). https://library.municode.com/ct/hartford/codes/code_of_ordinances?nodeId=PTIIMUCO_CH2AD_ARTXXIIMUIDCAPR

³³ For a full description of NPOs and NGOS providing immigrant services before and after 2008, see Bauer, “The Changing Immigration Landscape: NGOs, NPPOs, and the “Management” of Immigrant Inclusion in the Greater Hartford, CT Area”. Available upon request.

programs mentioned) or of working with the state coordinator—or whether these programs still exist or how are they working.³⁴ We do know that the Joint Refugee Resettlement Committee tapped as potential site for coordination of refugee resettlement stakeholders (as well as the Immigrant Advisory Coalition organized out of Hartford mayor’s office in 2016) no longer exists to provide ‘management’ and ‘collaboration of stakeholders, as suggested in the Brown Report. However, the central recommendations about coordination and oversight of stakeholders, focusing on individual case management for newcomer support and integration are still relevant. So, we also draw on them, along with the extensive set of best practices included in the Brown Report and the White House Task Force Report in our final recommendations below.

D. CRIA Recommendations--Beyond the Brown Report

What to do? Obviously, employment, access to education, affordable and safe housing, health insurance coverage, community safety, and access to education are essential for the well-being and inclusion of all Hartford residents--as outlined in the RISE evaluation and the White House Task Force on New Americans and supported by the CRIA needs assessment. Access to adequate and affordable housing is one key factor in residential mobility not only across greater Hartford but also across different states where immigrants move to join other relatives or seek locations with more benefits. However, immigrants first mention job, education, and housing opportunities before size of their own ethno-national communities as reason for leaving the area. If Hartford wants to retain the cultural capital and potential contributions offered by its foreign born, it must pay more attention to attending to some of their needs.

Ensuring the future of the wider community and its immigrants and refugees means making ‘investments’ in human capital. In our recommendations, we focus here, not on funding sources for these efforts, but on how we can better accomplish access to jobs, education, building cultural capital through outreach, information sharing, coordination efforts, and expanding existing programs—i.e. with an emphasis on the social capital of inclusion and communicating to newcomers where resources and assistance can be found. This approach is generally alluded to in the Brown Report, as reflected in its section on ‘best practices’ that addresses many of the comprehensive needs regarding health, transportation, education, and other aspects of inclusion (some of which HPL has addressed very well its short-term, grant-funded initiatives--like the Cultural Navigator Program). The Brown Report did not provide detailed suggestions for on-the-ground delivery in Hartford and did not take into account those organizations providing services to immigrants (as well as refugees). Hartford has lost some and gained other/new voluntary organizations that are partners in this work. One major issue is lack of critical information both among providers and immigrants and refugees about the range of services offered and how to access them

Based on our survey and our collective experiences working in our immigrant and refugee communities and with our NPOs/NGOs, and consistent with the Brown Report, we recommend attention to the following, toward extending outreach and assisting newcomers in accessing available resources and becoming successful and productive members of their communities. Information and outreach are key aspects of our recommendations.

³⁴ <https://www.acf.hhs.gov/orr/programs/targeted-assistance/about>

(1) Help Change Immigration Narratives to make Hartford a more “welcoming” city.

In the current environment of anti-immigrant sentiments and restrictive policies that affect both immigrants and refugees, Hartford needs to be more proactive in (a) creating a positive message about immigrant contributions in strengthening our communities to challenge false narratives and (b) directly relaying important and critical information to newcomers. HPL initiated a “We Belong” campaign a few years ago constitutes one of these very important symbolic gestures to reinforce community feeling. Celebrating World Refugee Day or hosting West Indian Parades are other gestures in this direction. Public statements about Hartford’s immigrants by recent mayors also contributes to making Hartford a welcoming and inclusive city and reducing intracommunal tensions.

(2) Communicate directly with residents in multiple immigrant languages and expand efforts to provide translation services (or a network of available translators) for immigrant access to resources (beyond English and Spanish).

Initiatives to communicate important information about education, health and safety directly to residents is also essential and in forums which reach non-English and non-Spanish speakers (the two languages most prevalent in city communication. In 2015 CRIA sent a letter to the Court of Common Council, for example, encouraging communication on some public health issues of that time (Ebola and travel to and from Africa) to residents in a number of other languages and through local language media outlets (newspapers, radio and TV programs—something that remains an important issue. Today direct communication about residents’ rights in the face of ICE raids and deportations and about covid-19 is especially appropriate.

In addition, continuing “meet and greet” programs like those held at some library branches (and the one hosted by CRIA in 2016) in which citizens are invited to speak with police and fire officials about their safety concerns would be beneficial. Expanding translation services for residents in interacting with agencies providing services (health care and housing, for example) is also critical.³⁵

(3) Enhance collaboration and communication among agencies and organizations (including faith-based and ethnic community-based organizations) providing services to immigrants and refugees through a central office or agency.

Perhaps Hartford’s Community Engagement Office could provide some structure or be the mechanism for such collaboration among groups—or at least be in communication about their services. CRIA has inaugurated a Newsletter and several social media platforms to contribute to outreach and collaboration and is currently compiling an outreach list it hopes to develop further in collaboration with the Community Engagement Office.

(4) Coordinate with and enhance programs (NPOs, NGOs) that provide more on-the-ground support and one-on-one mentoring for individual refugee and immigrant families, including strengthening school-based programs and providing education on living in racially diverse environment.

The Brown Report, in particular, focused on coordination of case management and expansion of existing programs that provide one-on-one contact and mentoring in a variety of

³⁵ See best practice programs in the White House Task Force on New Americans and West Hartford’s Faxon Library meet and greets.

areas for newcomers. Successful “case management” requires on the ground interaction and support and mentoring of families and individuals, as demonstrated by HPL’s Cultural Navigator and immigrant teen mentoring programs.³⁶ Various Hartford agencies, HPS, NPOs, NGOs, volunteer and community groups have the opportunity to provide this kind of assistance and the city might review some of the now latent programs that were so successful in this regard. For example, the Cultural Navigator Program provided volunteers with training and intercultural sensibilities for their work with newcomers and emphasized active outreach. This program, among others, demonstrated the great need for information mediators (or cultural brokers or ‘caseworkers’) with the ability to communicate in immigrant languages of competence and to work one on one with newcomers, particularly with a range of technical and legal documents (on housing, employment, resource assistance, insurance, and immigration status) as well as to mentor youth in navigating the cultural and educational landscape. There is a particular need to strengthen the schools’ interaction with linguistically diverse students to help them and their parents engage educational resources and to provide orientation for newcomers about living in the racially diverse Hartford area and to help them to understand race relations in the USA

Mentoring of newcomer youth, particularly in accessing educational resources, is important for the future of the city and several new immigrant youth-focused mentoring programs that emerged after 2017 focus on more one-on-one mentoring in building cultural and educational competence—the TAP IMLS-funded After School English Program (an immigrant youth mentoring initiative), the Jiran summer program (dual language learning and community inclusion project), the Trinity College Refugee Youth Mentoring Program, and African SuperGirls.

In this regard, HPS should also enhance its efforts toward improving relationships with newcomer parents and children to help them navigate the school culture and resources through these case management or one-on-one mentoring models. Likewise, the city could encourage other nonprofits to specifically expand services to newcomer clients, something that may include efforts like providing information in a wider range of languages. Interval House has recently tailored its domestic violence program (Hope Beyond Fear) **to newcomer needs** with the creation of a position for a case manager for immigrant clients.

(5) Recognize HPL and its branches as important services Hub.

In many ways Hartford Public Library has served as a hub for innovative programs and services that support inclusion but lacks the ongoing support needed to sustain these valuable programs currently. Being a hub means that a variety of services are offered in one location—ESL classes with content like financial literacy, citizenship classes, employment services, help with documentation, youth mentoring—something immigrants and refugees who might have difficulty accessing services in many locations find helpful. The successful programs that they piloted—Cultural Navigator, Civic Engagement (which resulted in implementation of online knowledge base), Career Pathways, and the newcomer youth after school English program should be extended and supported by the city. **In other cities (like Hamilton, ON) newcomer clients have found that a central services hub facilitates their adaptation in their new place of residence.**³⁷

³⁶ See for example, discussion of the efficacy of home visiting programs in ensuring school readiness for dual language learners (as discussed in recent MPI report, Park and Katsiaficas, Leveraging the Potential of Home Visiting to Serve Immigrants and Dual Language Learner Families, 2019).

<https://www.migrationpolicy.org/research/home-visiting-immigrant-dual-language-learner-families>

³⁷ Research by J Bauer (2018).

(6) Encourage more engagement with and integration of immigrants (as well as support for housing and employment or small business initiatives) in neighborhoods through the NRZ mechanism, although many NRZ's may not be actively working in outreach to immigrant residents at this time.

Existing NRZ's provide some structure for engaging and communicating with immigrant residents in various neighborhoods—and perhaps expanding some successful programs, particularly in immigrant entrepreneurship, housing and transportation. NRZ's could help with making landlords accountable and supporting job training and networking. Asylum Hill Neighborhood Organization and its (previously active) Welcoming Committee piloted the HPL civic engagement program in Asylum Hill for several years, holding successful events and brainstorming around issues of importance to immigrant and nonimmigrant residents and creating some summer classes and programs for newcomers and longer time residents. ANHA has also tried to work with area landlords to improve housing conditions. The Behind the Rocks/New Britain NRZ has also worked with local immigrant businesses on their concerns and needs.

(7) Consider other avenues for greater civic and political participation for immigrants, including, if possible, voting in local elections. This is something that The White House Task Force Report suggests investigating, and there are US cities who allow noncitizen voting in local elections, like for school board positions. The NRZs might also be an avenue for providing experience with civic engagement (just as HPL has facilitated naturalization through high school programs and citizenship classes).

(8) Enhance support for immigrant entrepreneurship and training.

Both International Hartford and the Small Business Administration Hartford Office (working with HPL) provide support for immigrant entrepreneurs, who are a significant presence in Hartford's commercial districts.

(9) Build collaborative alliances with communities in Hartford County to regionalize service delivery and support for immigrants and refugee assets

In our assessment of immigrant and refugee needs and existing services/NPO work, we observed the increasing regionalization of immigrant employment, services delivery, residence mobility, faith activities, ethnic social groups and festivals, refugee sponsorship, and volunteerism (e.g. organizations like Jiran, The Sudanese American House, Refugee Advocacy Services to name a few). This makes supporting immigrants and refugees a 'greater Hartford' challenge, one which calls for collaboration among Hartford and its suburbs. Thus we support efforts to collaborate with surrounding suburbs of the Hartford MSA (Hartford Metropolitan Statistical Area), especially New Britain, West, Hartford, and East Hartford, in providing immigrant pathways to inclusion.

One way to enhance regional ties and collaboration might be to reserve spots on CRIA for members from ethnic groups and stakeholders living in surrounding communities which refugees and immigrants traverse in the process of resettlement and establishing themselves. Already we see (10-28-19) the founding of a new action alliance—the Greater Hartford Interfaith Action Alliance, that joins the recently created Refugee Resettlement Coalition in attempting to bring partners together to address common issues, including refugee resettlement.

(10) Provide more resources for producing this report every 2-3 years and include a qualitative component. CRIA has no support staff for taking minutes, conducting correspondence or assisting with the work of the volunteer commission. The biannual report was prepared by CRIA members without input or assistance from The Court of Common Council such as some commissions have or once had in the past.³⁸ In the future it would be useful to have assistance from an organization like DataHaven, the nonprofit used by the city of Hartford to prepare quantitative surveys, and perhaps to assist with or support CRIA’s generating qualitative case studies about the challenges faced by immigrants and refugees in Hartford.

Table: Birds Eye View of Recommendations

Brown Report Recommendations (2008) on ‘management’ of Resettlement services in Hartford	White House Task Force on New Americans (2015): To create Welcoming Communities	CRIA Biannual Report 2019 to more adequately address refugee and immigrant inclusion in Hartford
Work with/strengthen state coordinator of refugees; stronger state coordinator particularly in providing more case workers		
Expand Funding through available state and federal sources like ORR “Targeted Assistance” Grants ³⁹		
	Build Welcoming Communities	(1) Change anti-immigration narratives
	<p>“Expand Opportunities for Linguistic Integration and Education”</p> <p>“Foster access to information and services in-language “</p> <p>Strengthen dual-Language skills as an asset by</p>	<p>(2) Do more direct communication on issues of rights, education, health, intergroup relations, and safety in multiple immigrant languages to the community;</p> <p>Expand network of translation services to ensure nondiscrimination in accessing services and access to legal advice and help with legal documents.</p> <p>*CRIA hosted Meet and greets with Fire and Police (5-17-17)</p>
<p>Accountability and Coordination: Compel State coordinator of refugees to hold regular meetings of stakeholders to coordinate services;</p> <p>Continue supporting Joint Refugee Resettlement Committee [now defunct] as advocates for refugees;</p>	NINA (Networks for New Americans) project to use manage networks of resources to encourage linguistic, civic, and economic integration.	<p>(3) City agency or department to coordinate with existing stakeholder organizations (voluntary, NPO, NGO, Faith-based) that provide refugee and immigrant services.</p> <p>*CRIA launched a newsletter that goes to some providers and is building an outreach list to actively engage grassroots organizations like ethnic-based community organizations and</p>

³⁸ <https://www.courant.com/news/connecticut/hc-xpm-2006-06-19-0606190462-story.html>

³⁹ <https://www.acf.hhs.gov/orr/programs/targeted-assistance/about>

<p>Require accountability with biannual reporting from stakeholders and nonprofits.</p>		<p>faith-based organizations who have many newcomers.</p>
<p>Coordinate among existing providers a case management system to expand availability of case worker; Expand existing programs and services</p>		<p>(4) City Agency or Department should also expand and support existing programs that provide more individual, mentoring assistance, case workers or one on one programs in all areas from seeking housing and employment to navigating documentation and language learning and education, including strengthening school based programs.</p> <p>There is a particular need for --individual information ‘translators’ who are competent in immigrant languages to help access resources --mentoring of youth and newcomer parents --helping residents navigate the racial diversity of the city</p> <p>*CRIA has prepared a Comprehensive and Historical Outreach list of many of the NPOs and NGOs working with Immigrants and Refugees (available upon request_</p> <p>(5) Recognize HPL and its branches as resource hubs</p>
	<p>“Strengthening Existing Pathways to Naturalization and Promoting Civic Engagement”</p>	<p>(6a) Encourage NRZ involvement to support of immigrant inclusion initiatives, immigrant entrepreneurship and civic engagement in their neighborhoods</p>
	<p>“Increasing Meaningful Access to Housing”</p>	<p>(6b) Through NRZ’s, address housing deficiencies and lack of economic opportunities—through accountability of landlords and the various city supported innovation projects that are supposed to produce jobs.</p>
	<p>–“Expand opportunities for new Americans to serve and engage in their local civic life-engagement”</p>	<p>(7) Explore alternative routes to civic participation and inclusion—like noncitizen voting in school board elections.</p> <p>*CRIA has established an “immigrant voting task force” to is explore noncitizen voting in local elections like for school board through researching other cities’ experiences</p>

	<p>Economic Integration : “Supporting Skill Development, Fostering Entrepreneurship and Small Business Growth, and Protecting New American Workers”</p> <p>Programs that support business growth and small business owners</p>	<p>(8) Support NPOs and NRZ’s working on Immigrant Entrepreneurship and job training</p>
		<p>(9) Build regional alliances and have regional reps—from suburbs on CRIA</p> <p>*CRIA members applied for Fulbright grant to collaborate and share best practices with Hamilton, ON</p>
		<p>(10) Support the Biannual report with more resources for conducting and include a qualitative component.</p>

CONCLUSION

Immigrants are our past and our future. What can we do in the ‘present’? Immigrants enrich our community and strive to create productive successful lives for themselves and their children. At this moment Hartford does not have a coherent approach to refugee and immigrant inclusion. CRIA is committed to working with the City to ensure that all immigrants and refugees can access affordable and secure housing, employment, transportation, health care, education, and forms of civic engagement--and to hearing their concerns. CRIA has been researching noncitizen voting in local elections, producing a monthly Newsletter (and now, social media platforms), and working to produce a more comprehensive outreach list of stakeholders, as well as opinion leaders, working with and providing services for immigrants and refugees in the area.

With this report, CRIA takes up the findings of the Brown Report and the 2015 White House Task Force On New Americans (both include extensive annotation of best practice examples), toward the goal of making Hartford a truly “welcoming city” by encouraging the institutionalization of strategies that ensure ongoing inclusion and long-term economic, civic, linguistic, and social integration of newcomers—and that will become pathways to social, cultural and political citizenship.

APPENDIX—CRIA NEEDS SURVEY

Hartford Commission on Refugee and Immigrant Affairs (CRIA) Data and Survey Refugee and Immigrant Needs Assessment

Thank you for your willingness to complete this needs assessment. The purpose of this assessment is to gain a better understanding of the needs and concerns of refugees and immigrants living in Hartford, so that we may inform our city government how best to direct appropriate resources and services to meet these needs. To complete this assessment, you must a) live in Hartford and b) have come here from another country. Your responses to this assessment will remain anonymous and does not impact any services you receive from the city of Hartford.

Demographic Information

1. What is your gender? (Check one)
 - Male
 - Female
 - Other: _____

2. How old are you? (Check one)
 - 12 years old and below
 - 13-17 years old
 - 18-64 years old
 - 65+ years old

3. What is your marital status? (Check one)
 - Single
 - Married
 - Living in committed relationship
 - Separated
 - Divorced
 - Widowed

4. In what part of Hartford do you live? (Check one)
 - Central Business District/Downtown
 - Parkville
 - Frog Hollow
 - Asylum Hill
 - West End
 - Sheldon/Charter Oak
 - Clay-Arsenal and Upper Albany
 - South End and Little Italy
 - South Green
 - Barry Square
 - South Meadows
 - Southwest
 - Behind the Rocks
 - North Meadows
 - Blue Hills
 - Northeast
 - Other: _____

5. What country were you born in? (Write in country)

6. What is your immigration status? (Check one)
 - Lawful Permanent Resident status/ green card holder
 - Refugee or Asylee status
 - Individuals with temporary status or pending applications for status
 - Individual with no status
 - U.S. citizen
 - Other: _____

7. What is your race/origin? (Check those that apply)

- White
- Black, African American
- Hispanic, Latino or Spanish origin
- American Indian or Alaska Native
- Asian, Native Hawaiian, or Pacific Islander
- Other: _____

8. How do you identify your ethnicity? (Write in the ethnicity/ ethnicities that fits you best)

9. What is your religion? (Check all those that apply)

- Christianity
- Islam
- Hinduism
- Buddhism
- Judaism
- No religion
- Other: _____

10. What language do you consider to be your primary language? (Write in the language(s) in which you communicate best)

How many people are in your household? (Check one. Only include people who share food and expenses and do not include people who rent a room or space.)

- 1
- 2
- 3
- 4
- 5
- Other: _____

11. What is the age distribution? (check all those that apply)

- Youth(s)—12 years old and below. If so, how many? _____
- Teenager(s)—13-17 years old. If so, how many? _____
- Adult(s)—18-64 years old. If so, how many? _____
- Senior(s)—65+ years old. If so, how many? _____

Education

12. How much education have you had? (Check all those that apply)

- No formal education
- Primary school
- High School
- College
- Associate degree
- Bachelor degree
- Master's degree
- Ph.D.
- Other: _____

13. How much education do other adults in your household have? (Check all those that apply)

- No formal education. If so, how many? _____
- Primary school. If so, how many? _____
- High School. If so, how many? _____
- College. If so, how many? _____
- Associate degree. If so, how many? _____
- Bachelor degree. If so, how many? _____
- Master's degree. If so, how many? _____
- Ph.D. If so, how many? _____

14. Are you able to read and write in your native language? (Check one)
- Unable to read and write in native language
 - Can read and write at basic level
 - Can read but cannot write
 - Fully literate in native language
15. How many people in your household speak English fluently? (Check one)
- 1
 - 2
 - 3
 - 4
 - 5
 - Other: _____
16. If so, how many speak English? (Check all those that apply)
- Youth(s)—12 years old and below. If so, how many? _____
 - Teenager(s)—13-17 years old. If so, how many? _____
 - Adult(s)—18-64 years old. If so, how many? _____
 - Senior(s)—65+ years old. If so, how many? _____
17. Do you need English language training? (Check one)
- Yes
 - No
18. Do you have access to English language classes? (Check one)
- Yes
 - No
19. Do you or your children attend Hartford Public Schools? (Check one)
- Yes
 - No (if no, skip next two questions)
20. What concerns do you have about your or your children's attendance in the Hartford Public Schools? (Check all those that apply)
- Safe transportation to and from school
 - Security at the schools
 - Having enough to eat
 - Language barriers
 - Grades
 - Discrimination at school
 - Drugs and crime at school
 - Other: _____
21. Overall, are you satisfied with your ability to be engaged with the teachers and administrators at your or your children's school program in Hartford? (Check one)
- Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Extremely dissatisfied
22. Does your/ your child's school provide language interpretation and/or translation as needed to facilitate your engagement with teachers and administrators? (Check one)
- Yes
 - No
23. Overall, are you satisfied with your or your children's school program in Hartford? (Check one)
- Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied

- Dissatisfied
- Extremely dissatisfied

Employment

24. Are you working? (Check all those that apply)

- Yes. If yes, how many hours do you work in one week? _____
- No. If no, are you:
 - Unemployed and looking for a job
 - Unemployed but not looking for a job
 - In school
 - Disabled
 - Retired
 - Other: _____

25. What kind of job did you have in your home country? (write in your occupation)

26. What is your job now? (Write in your occupation or "unemployed" if you don't work)

27. What problems have you had finding jobs either in the past or currently? (Please explain)

28. When employed, either in the past or currently, how would you rate your work conditions in the immigrant community? (Check one. For work conditions, consider your schedule, hours, benefits, ability to take work off for family issues or childcare, etc.)

- Excellent
- Very Good
- Good
- Fair
- Poor

29. What types of work issues or poor working conditions have you experienced in your former or current employment? (Please explain)

30. Were these working conditions at an employer in Hartford? (Check one)

- Yes
- No

31. How many people in your household work? (Check one)

- 1
- 2
- 3
- 4
- 5
- Other: _____

32. What is your total annual household income? (Check one. This includes the gross wages on tax form)

- Less than 10,000
- More than 10,000 but less than 20,000
- More than 20,000 but less than 30,000
- More than 30,000 but less than 40,000
- More than 40,000 but less than 50,000
- More than 50,000 but less than 60,000
- More than 60,000 but less than 70,000

- More than 70,000 but less than 80,000
- More than 80,000 but less than 100,000
- More than 100,000 but less than 200,000
- More than 200,000

33. Are any members of your household part of the following? (Check all those that apply)
- Disabled (unable to work or go to school, needs special help). If so, how many? _____
 - Over 65. If so, how many? _____
 - Under 18. If so, how many? _____

34. Do any members of your household receive the following benefits? (Check all those that apply)
- Public assistance in the form of Medicaid
 - Public assistance in the form of Medicare
 - Food stamps
 - Cash assistance

35. How often in the past 12 months would you say you were worried or stressed about having enough money to buy food? (Check one)
- Always
 - Often
 - Sometimes
 - Rarely
 - Never

Transportation

36. Do you own your own car? (Check one)
- Yes
 - No
 - Other: _____
37. Can you borrow a car (for example from a family or friend)? (Check one)
- Yes
 - No
 - Other: _____
38. Do all adults in your household have a driver's license? (Check one)
- Yes
 - No. If no, why not? _____

39. Would you say members of your household have access to transportation (public or private) to go to school, work, medical appointments, grocery shopping and other necessary activities? (check one)
- All of the time
 - Most of the time
 - Some of the time
 - Rarely
 - Never

Access to Technology

40. How many people in your household have cell phones? (Check one)
- 1
 - 2
 - 3
 - 4
 - 5
 - Other: _____
41. How many computers/laptops are in your household? (Check one)
- 1
 - 2
 - 3

- 4
- 5
- Other: _____

42. Does everyone in the household who needs a computer/laptop, have access to one? (Check one)

- Yes
- No. If no, why not? _____

43. Does your household have access to high speed Internet? (Check one)

- Yes. If yes, how many hours a week do you access the internet? _____ hours
- No. If no, do you access the internet elsewhere?
 - Yes. If yes, where do you access the internet? _____
 - No

Housing

44. What kind of housing does your household have? (check all those that apply)

- Private home (owner)
- Private home (rent)
- Apartment (rent)
- Public housing
- Section 8 housing
- Room in a house or apartment
- Homeless living in shelter
- Homeless living outside a shelter (in car, or temporarily in other's homes)

45. How much of your income contributes to your housing? \$_____

46. How secure do you think your household members are in your current housing? Security refers to feeling safe from crime, environmental dangers. (Check all those that apply)

- Extremely secure
- Secure
- Neither secure nor insecure
- Insecure housing
- Very insecure

47. Is your housing regularly maintained? For example, is your building manager responsive to repair needs. (Check one)

- Yes
- No. If no, why not? _____

48. In the past 12 months, how often are you worried or stressed about having enough money to pay your rent/mortgage? (Check one)

- Always
- Often
- Sometimes
- Rarely
- Never

Healthcare – Access and Availability

49. Do you have health insurance? (Check all those that apply)

- Yes. If Yes, what type of health insurance do you have?
 - Medicaid
 - Medicare
 - Insurance through my work
 - Access Health CT
 - Pay for own insurance
 - Other _____
- No

50. In the past 12 months, have you gone to see a doctor or go to clinic? (Check all those that apply)

- Yes. If yes, have you experienced any of the following:
 - Difficulty speaking with or understanding your health care provider because you speak a different language
 - Difficulty speaking to your health care provider because you didn't feel comfortable
 - Felt that the health provider judged you unfairly or treated you with disrespect
 - Other: _____
- No. If no, why?
 - Because you worried about being judged unfairly or treated with disrespect
 - Because of costs
 - Because of language difficulties
 - Because you use traditional ethnic medicines or health practices
 - Other: _____

51. During the last 12 months, how often did you have difficulty speaking with or understanding your health care provider because you spoke a different language? (Check one)

- Always
- Often
- Sometimes
- Rarely
- Never
- N/A

52. During the last 12 months when you needed an interpreter to help you speak with your health care provider, how often were interpreters (other than your family members or friends) available to help you? (Check one)

- Always
- Often
- Sometimes
- Rarely
- Never
- N/A

53. During the last 12 months, how often did you feel too uncomfortable to talk about a health problem with your provider because you had to use an interpreter? (Check one)

- Always
- Often
- Sometimes
- Rarely
- Never

54. During the past month, have you participated in any physical activities or exercises such as running, sports, gardening or walking for exercise? (Check one)

- Yes. If yes, how many times over the past month? _____
- No. If no, why not? _____

55. Do you have access to safe, affordable recreational facilities? (Check one)

- Yes. If yes, where? (for example what gym, park or other facility) _____
- No

56. How often do you smoke? (Check one)

- Everyday
- Some days
- Not at all
- Don't know
- Refused

57. How often do you drink? (Check one)

- Everyday
- Some days
- Not at all
- Don't know
- Refused

58. In the past week, month or year have you gotten into arguments or faced negative consequences (for example, arrested or lost a job) because you were drinking? (Check one)
 Yes. If yes, how many times in the past year? _____
 No

59. In the past 30 days how many times per week did you gamble for money? (Check one)
 Never
 1-2
 3-5
 6-10
 Other: _____

Food Access

60. In the last 12 months, did (you/you or other adults in your household) ever cut the size of your meals or skip meals because there wasn't enough money for food? (Check one)
 Yes
 No

61. Are fresh fruits and vegetables served at meals in your household? (Check one)
 Always true
 Often true
 Sometimes true
 Rarely true
 Never true

62. Do you feel that you have reliable access to affordable, nutritious food? (Check one)
 Yes
 No

Activities, Social Services, and Challenges

63. What are your three greatest concerns for you and your family?
(please rank: 1=greatest concern, 2=second greatest concern, 3=third greatest concern)

- Education system
- Economic issues
- Criminal or Legal issues including relationships with police
- Job opportunities
- Access to food and nutrition
- Access to social services
- Access to transportation
- Access to internet/ technology
- Physical health
- Mental health
- Prejudice, discrimination and lack of cultural understanding
- Domestic violence
- Immigration issues, such as deportation
- Other: _____

64. Do you feel that you have access to public resources that could help you with your concerns? (Check one)
 Yes
 No

65. How could the City of Hartford help you with one of these concerns? (Please explain)

66. During the past month, how many times did you engage in activities with friends or family outside of members of your household? (Check one)

- None
- 1-5
- 6-10
- 11-15
- 16+

67. If you do engage in activities with friends and family outside of members of your household, what types of activities do you engage in? (Please explain)

68. In the past year have you engage in activities with the following? (Check all those that apply)

- Religious community (religious services, activities, volunteer work etc.). If so, how many times over the past year? _____
- Ethnic community (celebrations, gatherings, volunteer work in your community). If so, how many times over the past year? _____
- Local community (people in your geographic neighborhood). If so, how many times over the past year? _____
- Sports groups or organizations. If so, how many times over the past year? _____

69. Are you ever worried about being racially profiled by the police? Racial profile is a discriminatory practice targeting individuals for suspicion of crime based on the individual's race, ethnicity, religion or national origin. (Check one)

- Yes. If yes, where are you most worried about being racially profiled? _____
- No

70. Have you ever experienced any of the following in Hartford? (Check all those that apply)

- Robbed
- Home or car broken into
- Physically attacked or assaulted
- Sexually assaulted
- Racially profiled by the police
- Physically hurt by the police
- Other: _____

71. What is the most pressing issue facing your household? (Please explain)

72. What policy changes and/or social services would be most helpful to you? (Please explain)
