

International Communities Liaison

FIVE-YEAR IMPACT REPORT (2012-2016)



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NEIGHBORHOOD AND COMMUNITY SERVICES | CITY OF BOWLING GREEN, KENTUCKY



AT-A-GLANCE: CITY OF BOWLING GREEN'S

International Communities Liaison

Language Access Plan

Municipal Order 2013-53 Accepted and adopted the City's Language Access Plan in compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166

Bowling Green's Foreign-born population

13.9%*



TOP SERVICES (2012 - 2016):



16,748

Language Line Minutes (BYPD)



4,011

Language Line Minutes (Citywide)



240

Documents Translated



8,580

Minutes of interpreting (Spanish)



1,481

ICL Assists



893

Staff Trained in Cultural Competency



250

Spanish Language Radio Shows



253

Bilingual Newsletters



556

Outreach Activities



44

Academy for New Americans Participants



*Source : American Community Survey, Foreign born persons, percent, 2011-2015



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The Creation of the City's International Communities Liaison (ICL)

January 17, 2012 the Community Services Specialist/International Communities Liaison began the official first day in the newly expanded citywide position housed in the Department of Neighborhood and Community Services under the Neighborhood Services Division.

Creating a position from a relatively blank slate was a daunting task. The implications were twofold: creating the core programmatic services and informing the International Community of the existence of the position. The challenge lied in the lack of infrastructure available to disseminate information to the International Community.

The International Communities Liaison (referred to as ICL in the report) began building upon the foundation established by the Bowling Green Police Department, in which a police officer held the assignment of ICL for the previous three years before the position was expanded into a citywide role.

According to the 2010 U.S. Census., the foreign-born population in the City of Bowling Green represented 10.9% of the total population. Fast forward five years later, 2015 Census estimates report a steady increase, today 13.9% of our City's total population is foreign-born. Likewise, both school districts in Bowling Green, Warren County, boast with a student population that combined speak 59 different languages.

The rapid pace of a quickly changing demographic pushed for the growth of the International Communities Liaison program, which began adding services to meet the demands of the population it serves. In 2015, the program was moved into a standalone division reporting directly to the NCS Department Head in order to increase communication to this growing program.

The following report will delineate the impact and growth of the International Communities Liaison program over the last five years, January 2012 thru December 2016.



Our Mission:

The City of Bowling Green's International Communities Liaison serves to coordinate the City's role in communicating and working effectively with the diverse international communities represented in Bowling Green, and to serve as an advocate for LEP (Limited English Proficient) persons who may seek City services.



Language Access Plan

One of the first tasks of the ICL was to develop a Citywide Language Access Plan that would provide the guiding framework with the purpose of creating greater accessibility to City services by International residents. Municipal Order 2013-53 accepted and adopted the City’s Language Access Plan in compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166.

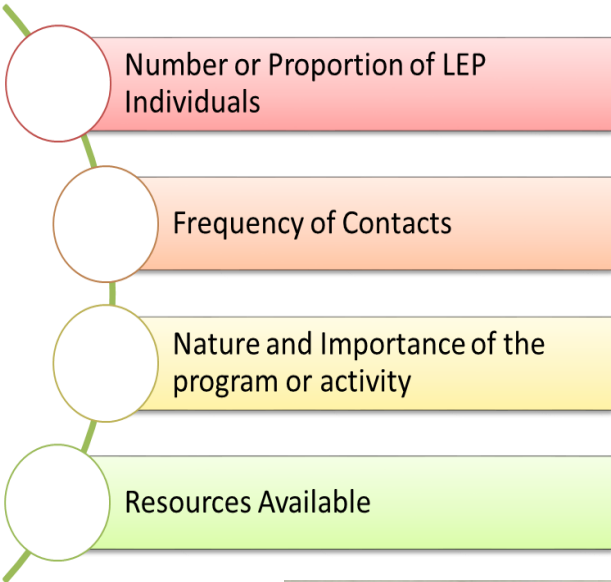
Self-Assessment: The Four Factor Analysis

The self-assessment identifies language service needs, and evaluates the bilingual, translation, and interpretation resources already available to help LEP (Limited English Proficient) individuals access City department’s benefits, programs, services, information, or other operations.

Language Access Plan helps management and staff understand their roles and responsibilities with respect to overcoming language barriers for LEP individuals.

Language Policy Directives set forth standards, operating principles, and guidelines that govern the delivery of language appropriate services.

Language Access Procedures are the "how to" for staff. They specify the steps to follow in order to provide language services, gather data, and deliver services to LEP individuals.



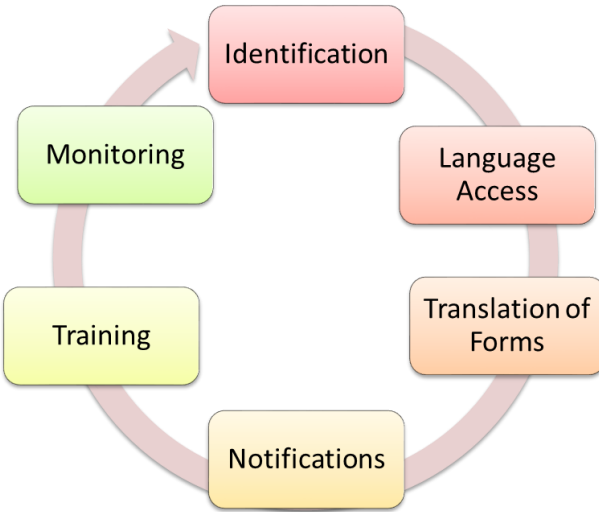
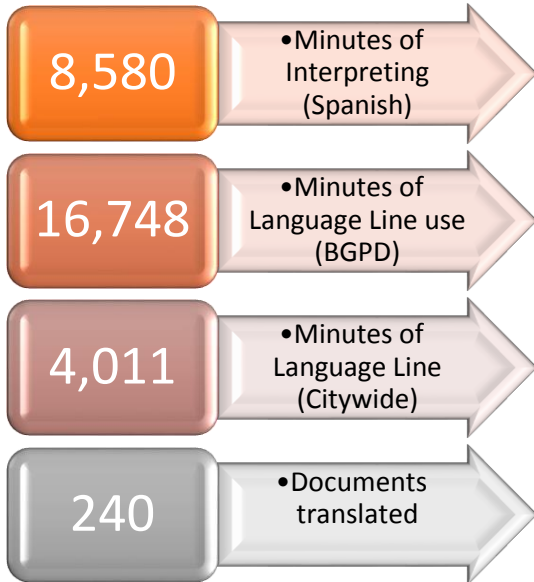
Employee Language Access Taskforce: was created to assist the International Communities Liaison in monitoring and implementing the City’s Language Access plan. The taskforce assesses the following in considering changes and improvements to the plan:

- Reports, including number of requests for interpretation received and languages requested.
- Determine whether existing assistance meets the needs of Limited English Proficient residents.
- Assess whether City staff and personnel understand the City’s Language Access Plan, its policies and procedures and how to implement them.
- Assess available language resources and determine their effectiveness in providing language assistance.



Language Access Services

At a glance:



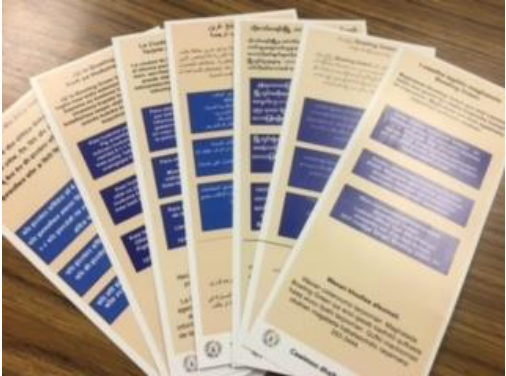
“We are very thankful for the resources and assistance that the ICL program has provided. The ICL program has linked many resources to families that help strengthen their lives. Thank You.”
5-year Impact Survey

Telephone interpretation: The City contracts with Paragon Language Services to provide 24-hour language interpreters to City employees assisting LEP patrons. The ICL provides oversight of the Language Line, monitors its monthly use, and works directly with contracted company on accessibility issues. Access to the language line is provided to all City employees, as well as training on how to use the service.

In-person interpretation: Spanish interpretation is provided in house by the ICL when requested by City employees. The ICL is responsible for procurement of interpreters in other languages.

Vital documents translation: Spanish translation is provided in house by the ICL at the request of City employees. The ICL is responsible for procurement of translation in other languages.

Language Access Portal: is a featured link on the City’s homepage which highlights the City’s response to ensuring language accessibility. City-specific *Language Access Cards* or “*I Speak Cards*” were developed as a tool designed to facilitate interactions between residents with Limited English Proficiency (LEP) and City departments. The language access card invites individuals with limited language skills to identify their preferred language and get access to telephone interpreter services at all City departments at no cost. It also serves as a reminder to City staff to ensure equal access by meeting the interpretation needs of LEP individuals. Language Access Cards are available in the top 13 languages spoken by our City’s foreign-born population.



Cultural Competency Training

Following the adoption of a citywide Language Access Plan in April 2013 through Municipal Order No. 2013-53, led to the implementation of the training component outlined in such plan. The ICL developed a 1.5 hour training on Language Accessibility for employees in the City Hall Campus with public contact positions.

After researching different curriculum options, the International Communities Liaison (ICL) came in contact with *The Cross Cultural Health Care Program* in Seattle, Washington. After consulting with program staff, the decision was reached that the cultural competency curriculum offered would be an ideal fit for training City employees.

The ICL attended a week long training of trainers in Seattle, Washington during the week of March 17 -21, 2014. Neighborhood and Community Services entered into a license agreement to utilize the “Closing the Gap Cultural Competence in Health and Human Services” curriculum to train City Staff.

The ICL developed a timeline for the implementation of the training curriculum. Mandatory cultural competency training was approved by City Manager Mr. DeFebbo for all staff and personnel (including part-time and full-time). Trainings launched June 2014 with monthly training opportunities available with the goal of training the entire workforce over the course of a year and a half.

The majority of the Staff participated in an inter-departmental 2-hour training, while an expanded 4-hour training was tailored for employees in specific public contact positions (PCP) at the suggestion of the ICL and at the discretion of each Department Head.

“In order provide adequate access to all citizens of the community, it is imperative for those identifying with the local government to acknowledge the diversity of the community and understand how needs will vary greatly over the spectrum of cultures. Diversity begets growth and enrichment off all citizens of the community.”

City employee’s response to training survey

The ICL relied on the employee Language Access Taskforce to ensure that each training had a diverse departmental representation. Trainings were also tailored to the needs of City staff working various shifts, such as Police and Fire.

The Cultural Competency training was well received by City Staff as evidenced in the Feedback survey provided to participants at the completion of the training.

After the completion of the initial training, cultural competency trainings have continued on an on-demand basis for new employees. The ICL coordinates trainings with Human Resources Department and schedules trainings accordingly.

Today trainings have been expanded to 4 hours and include a language access component where employees learn how to use the language line and how to work effectively with interpreters.



Citizen Information & Assistance

The ICL serves as a central intake for Limited English Proficient residents seeking information and assistance to access City government services.

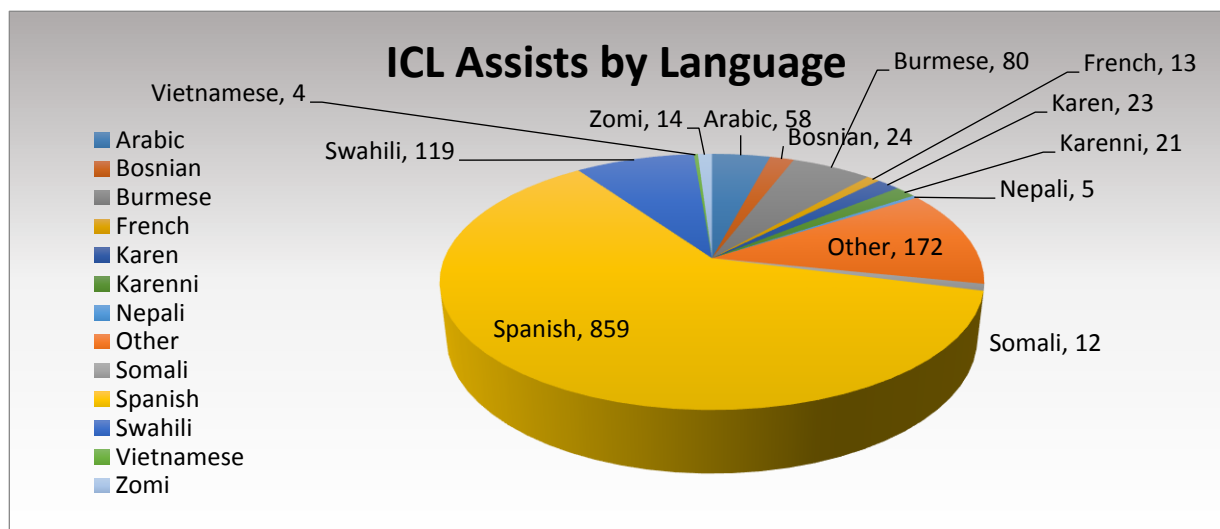
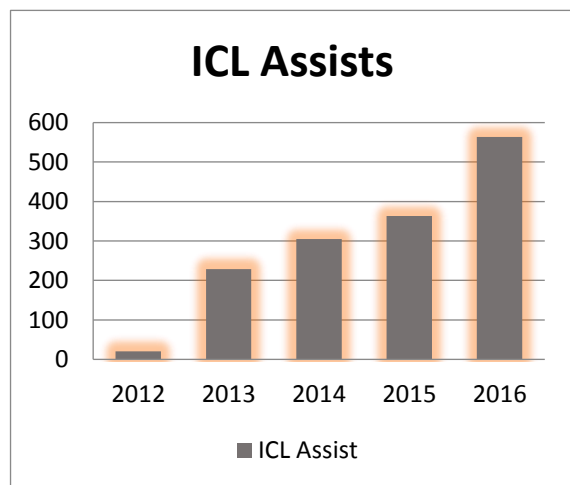
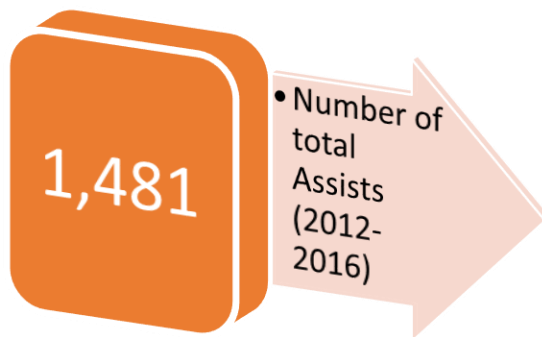
Initial interaction with the office was slow, as much of the focus lied on providing outreach. Contact with the ICL office has increased drastically and the reasons for which patrons contact the ICL range across a number of City and community resources.

Information provided by the ICL office is not only for the City's newcomers on orientation to City services. Much of the contact also constitutes inquiries about newcomers to the receiving community or native-born about our new neighbors.

Information and assistance provided is now tracked in four categories:

1. **City Government Services**
2. **Education**
3. **Social Services**
4. **Workforce and Economic Development.**

The chart below shows the increase in the one-on-one assistance provided beginning in calendar year 2012 through December 2016. At first tracking was done informally and as the assistance provided continued to increase, cases were able to be tracked through our New World internal database system.



The Academy for New Americans

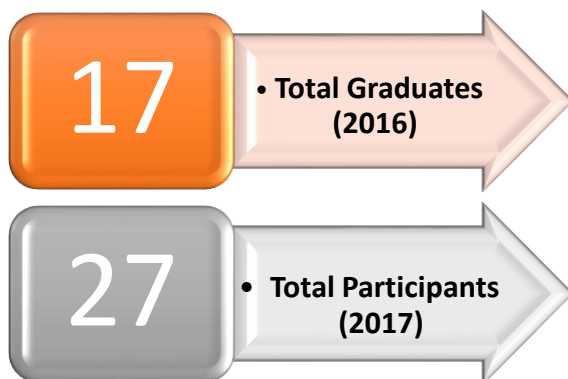
Modeled in part after Metro Nashville's MyCity Academy, The *Academy for New Americans* is a free leadership-training program sponsored by the City of Bowling Green that empowers New Americans to understand and participate in City Government. The purpose of the program is to provide New Americans the tools necessary to successfully navigate City services, community information and resources in order to become key stakeholders in assisting their respective ethnic communities and neighborhoods.

The inaugural Academy was launched in February 2016 with 17 participants from 8 different countries. Its success gained statewide attention, and in July 2016 Metro Louisville's Office of Globalization entered into agreement with the City of Bowling Green for the rights to use the curriculum and materials developed for use in launching a similar effort.

The 2017 Academy for New Americans launched February 23, with a total of 27 participants representing 13 different countries and collectively speaking 18 different languages.

The Academy for New Americans objectives include:

1. **Gain an in-depth understanding of City government services.**
Government services vary greatly from country to country; often times they may be non-existent or unreliable.
2. **Have greater accessibility to existing City and community resources.**
Language barriers, lack of knowledge, and lack of access are some of the obstacles that New Americans encounter in accessing services. The Academy for New Americans will help bridge the gap in accessing existing resources.
3. **Build leadership capacity.** Leadership is viewed and interpreted in many different ways across the world. The Academy for New Americans will offer culturally appropriate pedagogy in leadership skills for the successful integration into American culture.
4. **Become part of the larger community network.** Participants will connect to existing network in the community, broadening their opportunities to actively participate in leadership roles.



An Individual's Success Story: Ghung Om

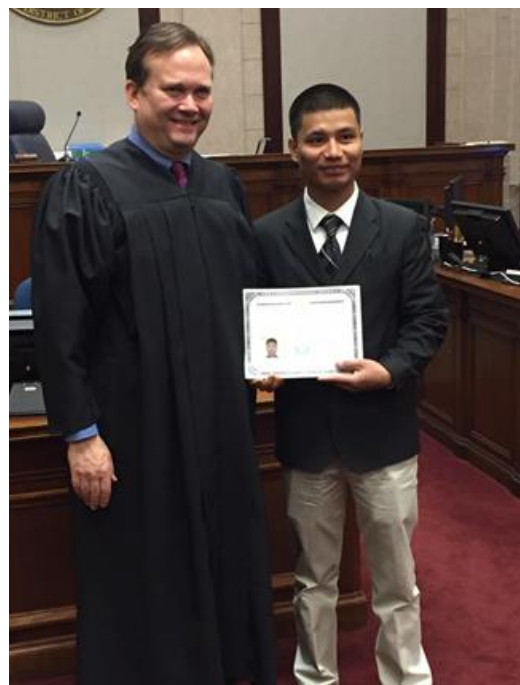
Ghung Om left his native country of Burma at 17 years of age with only two pairs of pants and two shirts.

Leaving his Father, Mother and twelve younger siblings behind, he arrived in Buffalo, NY June 15, 2011 through the Refugee Resettlement Program. After an unsuccessful attempt at securing employment in Buffalo, he was enticed to stay in the City in 2014 after a friend promised he could find a job immediately.

Fortunately, he landed a job the very next day in Portland, TN working at a distribution center for Kroger, Inc. After one year of working and commuting there, Ghung Om sought assistance from the Refugee Employment Program at Community Action of Southern Kentucky and was successful at securing a local full-time job at Magna International in Bowling Green.

Ghung Om learned about the launch of the City-sponsored Academy for New Americans through the City's International Communities Advisory Council and was encouraged to apply. Ghung Om became one of seventeen participants who made up the inaugural class of the Academy for New Americans, which met monthly from February 2016 until June 2016. Since his graduation from the Academy, Ghung Om has been able to advance within his company, he now works as a welder making \$17.61 an hour.

He has invested back into the community, in the last year he has purchased a vehicle and in November 2016 received the keys to his first home in Bowling Green. On January 5, 2017 Ghung Om took the ultimately step of allegiance—he became a newly naturalized US Citizen. He continues to be engaged and connected to the City's International Communities Liaison office through Academy Alumni reunions and other City services. He dreams of one day being a business owner and providing job opportunities for others. When asked what his plans for the future look like, he says he wants to make Bowling Green, KY his forever home.



The International Communities Advisory Council (ICAC)

The ICAC advises the International Communities Liaison regarding the needs of immigrant and refugee residents of Bowling Green. The Council focuses on economic development, quality of life, public safety, neighborhood revitalization, and service delivery.

Members work to collectively identify issues and make recommendations to the International Communities Liaison for improving outreach and service delivery of City programs and services to immigrants and internationals. They agree to serve as a channel for two way communications between the City of Bowling Green and the Immigrant and International Community.

The ICAC was launched on June 12, 2012 at Bowling Green City Hall with twelve representatives in attendance. The ICAC continues to expand with a wide representation from our growing International community. Meetings are held the second Tuesday of every other month in the Commission Chamber of City Hall.



Top Row: Sonia DeGroot, Colombia; Gina Dzelil, Bosnia; Jorge Luis Mejia, Honduras
Third Row: Pat Gutierrez, United States, Khin Maung-Nyunt, Burma; Srihari Seshadri, India;
Second Row: Heath Ray, United States, Abdelaati Kaiaa, Morocco; Rev. Reverend Zam Suan Mung, Burma; Lwe Htoo, Burma;
First Row: Leyda Becker, International Communities Liaison, Venezuela; M'munga Ramadhani, Democratic Republic of Congo; San Nuam, Burma; Vung Lek, Burma, Me Meh, Burma; Kam Lian Thang, Burma; Rukia Muhamud, Somalia
(Not Pictured): Anna Yacovone, United States, Anzuruni Abwe, Democratic Republic of Congo; Dominique Gumirakiza, Rwanda; Wisam Asal; Iraq

Council members:

- obtain input from and identify service issues of immigrant and international Residents
- communicate contributions and advances to the City's mission by immigrant and international communities to the Advisory Council
- work to develop recommendations for the International Communities Liaison to address issues of concern
- receive and disseminate, to respective cultural and ethnic group, beneficial community information shared during Council meetings.

ICAC's Notable Achievements:

Job Development Forum: Linked local employers to a diverse workforce. The event was highlighted as a "best of practice" by the Office of Refugee Resettlement in Washington, DC where it received nationwide attention. Forum was replicated by the City of Kent, WA. (Nov. 2012)

Language Access Forum for non-emergency Medical Providers: In partnership with various organizations such as WKU AHEC, Medical Center of Bowling Green, BRDHO, Community Action, Fairview Community Health, the event focused on reducing language barriers and providing resources on how to communicate effectively with Limited English Proficient Patients. (Apr. 2014)

City Commissioner Candidate Forum: First forum of its kind aimed at addressing issues of importance by Bowling Green's International Community. (Sept. 2016)

A Community's Success Story: (ARIKY)

Association of Rescue & Intervention of Kentucky

Through the City's International Communities Advisory Council the ICL connected with the leadership of what was then a small Congolese community. ICAC Council member, Mr. Anzuruni Abwe, a father of eleven children, a refugee from the Democratic Republic of Congo, was also the President of the Congolese community. Both Mr. Abwe and Mr. M'munga Ramadhani approached the ICL seeking assistance to better serve the needs of their ethnic community. It soon became evident, that unlike neighborhood groups based on a geographic location, the International Community was more likely to organize based on ethnic and national origin.



Members of the Congolese community met with the ICL to share the dream and vision for a new non-profit organization aimed at addressing growing issues of transportation, childcare, and cultural orientation. The ICL connected the group to CPA Larry Howlett who was able to assist them in completing the required paperwork to become a registered 501c3 non-profit. This new non-profit organization would be called: *Association of Rescue & Intervention of Kentucky (ARIKY)* whose mission is to equip refugee families with the ability to own their future in the United States and take their place as contributing members of society.



Once ARIKY was formed, the group once more sought the City's assistance to help formally introduce the organization to the Bowling Green community. With the network and community partners & stakeholders already in place, the ICL planned an introductory meeting held at the Bowling Green Police Department on June 12, 2014. ARIKY began to build their programs but lacked the monetary resources to get started, the ICL connected the group to the City's SNAP grant which was recently expanded to include international communities. ARIKY became the recipient of a \$5,000 SNAP grant.



Soon ARIKY started its volunteer transportation program aimed at assisting refugees meet a growing transportation need. ARIKY volunteer drivers used their own vehicles, gas, and resources to transport people to work, social services appointments, and grocery stores. The ICL was part of United Way of Southern Kentucky's 2016 summer investment team and learned that no programs had been funded in transportation for Warren County. The ICL urged ARIKY to apply for United Way funds and in September 2016 was awarded a \$7,000 seed grant that would help to reimburse volunteer drivers for mileage used to transport refugees to and from appointments in Warren County. This growing grass-roots community organization continues to have great impact to a growing African community in Bowling Green. ARIKY most recently received the service award from Dollar General for its ongoing community service efforts.

Amigos Resource Network

The Amigos Resource Network, or *Red de Recursos Amigos*, is a network group of leaders from the Hispanic/Latino community in Bowling Green. It was created during a WKU ALIVE Center Campus & Community Network event held Fall 2011 to bridge the information gap between the Hispanic/Latino community and existing City services. The City's International Communities Liaison took responsibility of the networks oversight, and under the ICL's direction the network began its monthly meetings April 2012. Today meetings continue to be facilitated by the ICL. Dozens of residents and community partners have had a platform to network and share valuable information and resources.

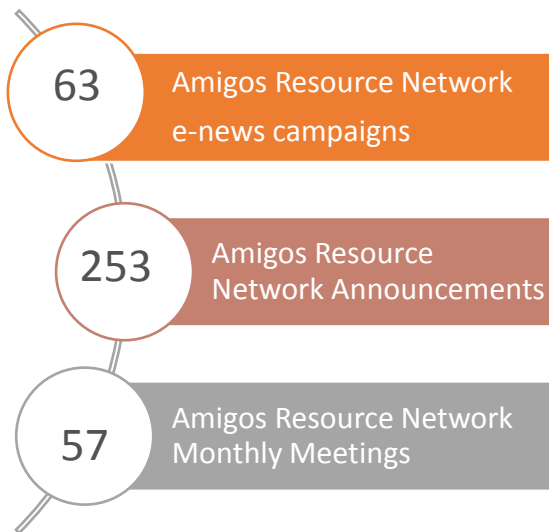


Bilingual (Spanish/English) E-newsletter: Citizens can sign up to receive emails, including a bilingual (Spanish and English) newsletter, by visiting www.bgky.org. The first e-newsletter was published May 2012. E-newsletters are published twice per month on average. The ICL designs the publication and translates all announcements posted while also maintaining the list of subscribers.

Text Alert Service in Spanish: Residents can also sign up to receive text message with City related information in Spanish, by sending a text message with the words "AmigosBG" to 555-888

"Leyda has been such an amazing partner to work with to provide services to the international communities in Bowling Green. As an employee at Southcentral Kentucky Community and Technical College who is constantly looking for partners and networks to reach out to the Hispanic community, I appreciate the work that Leyda does. She has become an invaluable connection to the community and am so happy and honored to have had the pleasure of working with her to serve our city and its residents."

5-year Impact Survey



The Annual Winter Fiesta is organized by the Amigos Resource Network and held every December as a Community Potluck and Holiday Celebration. 2016's Winter Fiesta was held at Dishman-McGinnis Elementary & drew nearly 200 attendees.

La Nuestra Spanish Radio Program

Within the first month of work for the ICL, plans emerged for the idea of developing a Spanish-only radio program. Then Commissioner Bill Waltrip organized a meeting with the General Manager of WKCT Radio to discuss the opportunity.

WKCT was excited about the possibility of hosting the program, and the ICL was tasked with helping to recruit the future hosts and producers for the show. The ICL recruited a young brother-in-law team from El Salvador to host and produce the show and worked hand-in-hand with WKCT's Program Director Chad Young to develop the program content, advertising materials, and more.

The City's collaboration yielded an opportunity to host a weekly radio segment on City government services, which was to be pre-recorded and included in the live show.

The show was named "La Nuestra," which means "It's Ours" in Spanish. La Nuestra's first live broadcast was May 2012, and the show has continued on the air every Sunday afternoon from 3:00pm - 5:00pm.

In May 2016, WKCT asked the City's ICL to take over the host/producer role for the entire two-hour programming. Shows are pre-recorded during the week and air on Sundays. The ICL features City Government services and information as well as a variety of interviews from across various sector of the Latino community locally, statewide, nationally, and internationally. The ICL also manages the show's Facebook page which has 452 likes.

La Nuestra remains the single most successful mass means of communication to the Spanish-speaking community in all of Southcentral Kentucky. February 26, 2017 marked the 250th broadcast of La Nuestra on WKCT Radio.



Show aired on Sunday,
February 26, 2017



Reception for New Americans

The Reception for New Americans is an annual celebration recognizing newly naturalized Citizens living in Bowling Green. The idea of a reception came about as the ICL recalled her own naturalization experience in 2011. In Kentucky, naturalization ceremonies are held in Louisville. Soon-to-be naturalized citizens must attend the oath ceremony to become naturalized, and for many, this event marks a one-of-a-kind milestone.

The ICL wanted to have an opportunity to recognize our city’s newest citizens, by hosting a reception where each was individually recognized by our City’s Mayor and Commissioners.

The ICL partnered with the International Center of Kentucky, SKYCTC Adult Education, Community Action of Southern Kentucky and the International Communities Advisory Council to identify and invite newly naturalized citizens who had obtained their naturalization in 2015 and 2016.

The first reception for New Americans was held May 12, 2016 at the Commission Chamber in Bowling Green City Hall to a standing room only audience. Sixty-eight (68) newly naturalized Citizens were recognized that evening. A voter registration booth was also set-up, and twelve (12) new citizens registered to vote.

Given the success of the event, another reception was planned for July 12, 2016 at the Sloan Convention Center. Eighty (80) newly naturalized citizens were recognized in the company of family and friends. Once again a voter registration booth was made available, and a total of 16 citizens registered to vote that night.

This event will continue to be an annual celebration. This year’s Reception for New Americans is scheduled for July 11, 2017.



New Neighbor Series

The New Neighbor Series is an educational session for City Staff and Community to learn about the history, cultural traditions, foods, dances and more from specific cultural groups represented in the city of Bowling Green. The New Neighbor Series is held once per year.

The ICL works closely with the respective ethnic and cultural communities to develop the educational session, providing guidance and support. Promotion and advertising for each New Neighbor Series is conducted by the ICL, but each community has the creative freedom to develop its own educational session.

Five New Neighbor Series have been conducted to date: Nepal/Bhutan, Burma, Latin America, Middle East, and Africa.



Nepal/Bhutan - March 2013



Burma - October 2013



Latin America - October 2014



Middle East - May 2015



Africa - May 2016

Community Outreach

Much of the early success of the City's International Communities Liaison program was due to extensive and comprehensive outreach efforts employed as part of its Language Access Plan. The ICL took advantage of whatever opportunity was available to connect to members of the International community. Events included Health and Services Fairs, community celebrations, back-to-school bashes, community meetings, visiting churches and places of worship, etc.

The ICL soon developed a cultural orientation curriculum with the purposes of orienting newcomers to City services. Lessons included in the curriculum are:

1. **Welcome to the City of Bowling Green:** Basic orientation to BG's city hall, police & fire station.
2. **City Services:** Reviews the city departments: police, fire, public works, parks and rec, neighborhood and community services, finance, & human resources.
3. **Welcome to the Neighborhood:** Details places to live, rental agreement, general house maintenance, driving laws, safety phone numbers, and how to be a good neighbor.
4. **City Central:** Explains City Central and details important city code enforcement & city permits.
5. **'I speak' Cards:** Locations for use: International Center, BG Tech, Community Action, BRDHD, Medical Center, Greenview, DCBS, Courthouse, Police, Fire, other City departments
6. **What is Civics?** Defines civics, rule of law, voting parameters, selective service, taxes, & community service
7. **Traffic Laws:** Reviews important information on seat belts, drinking and driving, documents to acquiring a driver's license, what to do in a car accident, and special stop signs.
8. **Keep Kids Safe:** Brief review of some KY Laws that protect children: neglect, sex acts, alcohol, crime, truancy, gangs. Discussion about how to keep kids safe and important phone numbers for help.
9. **Call 911:** Reviews the questions a 911 operator will ask, and reviews the answers needed when calling 911 for help. Discussion on the types of emergencies, availability of translators, and type of help: Police, Fire, EMS.
10. **Housing and Urban Development (HUD):** Section 8 Housing Choice Voucher Program: Explains Section 8 and the housing choice voucher.
11. **Common Code Violations:** Definition of City ordinance, code inspector's role, and describes common code violation such as: overgrown grass, trash containers, litter and debris, interior furniture for outdoor use, etc.
12. **A Neighbor's Guide to Bedbugs:** Information on bedbugs: where they live and breed, recognizing, responding and preventing infestation
13. **Emergencies:** Definition of an emergency. Describes emergencies such as: accidents, fire, hurricanes, earthquakes, tornado, flood, medical, crime, and theft.

556

• Outreach Activities



Receiving Communities

The growth of Bowling Green’s International Communities has yielded an unprecedented need in part of the receiving communities to access data, information and best practices associated with working with an increasingly diverse demographic. Community stakeholders across various sectors seek information and input from the City’s International Communities Liaison to work at creating greater access and integration of our new residents. The ICL has been asked to speak before a wide-range of public and professional audiences regarding a number of topics from: language access and Title VI compliance, strategies for working with diverse communities, cultural competency and inclusion, etc. and has presented to a number of local civic groups, school district board and administrators, chamber of commerce “business at is best” seminars, realtors association, and statewide summits.



Community Leadership & Involvement:

1. Barren River Initiative to Get Healthy Together BRIGHT
2. GO BG Transit Advisory Council
3. Hispanic Organization for the Promotion of Education
4. International Center Board of Directors, Secretary
5. International Festival Board of Directors, Secretary
6. Warren County Public Schools Equity Council



Top Statewide & National Conference Presentations:

1. Hispanic, Immigrant and Refugee Networking Summit
2. Kentucky Community Crisis Response Team State Conference
3. Kentucky Emergency Services Conference
4. Kentucky Affordable Housing Conference
5. Kentucky Paralegal Association Conference
6. National Association of Service Coordinators Conference, including two Housing and Urban Development (HUD) approved webinars presented and broadcasted nationally.



ICL FOCUS STRATEGIES: FIVE YEARS AND BEYOND



Modeled after Welcoming America's National Welcoming Framework

ICL in the news

1. *City's new liaison will work to ease cultural barriers*, BG Daily News, (Oct 23, 2011)
2. *City hopes to help refugees, immigrants find local employment*, BG Daily News, (Nov 6, 2012)
3. *International council introduces 'I Speak' cards*, BG Daily News, (Feb 13, 2013)
4. *Group shares Nepal culture with city staff*, BG Daily News, Mar. 29, 2013
5. *International Communities Advisory Council marks one-year anniversary* - BG Daily News, Jun 12, 2013
6. *International Communities Advisory Council "Transportation, language remain barriers - ICAC members discuss improvements with United Way*, BG Daily News, Aug 14, 2013
7. *International Council discusses health issues* [BGDaily News, Bowling Green, Ky.] – October 9, 2013 also featured in Newswire
8. *NEW NEIGHBOR SERIES: Culture Club: Series focuses on Burmese ethnic groups in Bowling Green*, BG Daily News, Oct 12, 2013
9. *Immigrant population swells: Census Bureau: Ten percent of Bowling Green residents were born outside U.S.*, BG Daily News, Jun 15, 2014
10. *Bowling Green celebrates Hispanic Heritage Month*, BG Daily News, Oct 16, 2014
11. *Groups learn about international residents - BG communities have diversified* – BG Daily News, May 1, 2015
12. *Neighbors series aims to raise awareness*, May 16, 2015
13. *Bowling Green to open Academy for New Americans*, The Lane Report, Oct. 20, 2015
14. *Bowling Green to launch Academy for New Americans: Supports linguistic, economic and civic integration of immigrants and refugees*, the Lane Report, Feb. 16, 2016
15. *Inaugural Academy for New Americans*, WBKO, February 18, 2016
16. *City's Academy for New Americans graduates first class: Louisville to use Bowling Green effort as template*, BG Daily News, Jun 24, 2016
17. *Bowling Green to recognize new American citizens*, WBKO, Jul 08, 2016
18. *New American citizens honored by city*, BG Daily News, Jul 13, 2016
19. *Newly Naturalized American Citizens recognized in Bowling Green*, WBKO, July 12, 2016
20. *International Communities Advisory Council to host City Commissioner Candidate Forum*, The Amplifier, Sept. 9, 2016
21. *Two forums to feature city commission candidates* – BG Daily News, Sep 10, 2016
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