



Immigrant Integration in Chicago's Suburbs:

A Survey of Current Activities and Efforts

February 2012

This Guidebook is a project of the Metropolitan Mayors Caucus' Diversity Issues Task Force.
The Task Force is chaired by Mayor Larry Hartwig of the Village of Addison.

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Introduction

Introduction

The Diversity Issues Task Force of the Metropolitan Mayors Caucus offers local officials the opportunity to engage in productive discussions around diversity issues with their peers, sharing their successes and learning from each other. In early 2011, members of the Task Force became interested in learning how municipalities from the Chicago metro area are addressing the changing needs of their communities given the influx of immigrants into the suburbs. As a result, in June 2011 the Caucus embarked on a project to gather information on immigrant integration efforts taking place in suburban municipalities. A survey was distributed to the 272 suburban mayors of the Caucus and follow-up interviews were conducted with selected municipalities. This Guidebook is the result of that research. It contains profiles of municipalities that are making efforts to address the needs of their immigrant populations and information about organizations that provide resources to immigrants living in the suburbs.

The Guidebook has four parts. The first section provides an overview of research conducted by Rob Paral and Associates, which describes the changing demographics of suburban communities with a particular focus on the foreign born population. Second are the results of the immigrant integration survey that was distributed to the member municipalities of the Mayors Caucus. The third section highlights a selection of profiles of local municipalities that have been making efforts to attempt to address the needs of immigrants living in their communities. Finally, descriptions of various organizations that offer services to immigrants living in suburban areas outside of Chicago are included in the last section.

Many municipalities face similar challenges in the process of addressing the needs of their changing populations. However, they often face these challenges in isolation or without the benefit or knowledge of concrete activities undertaken by other municipalities. Members of the Diversity Issues Task Force hope that this Guidebook will serve as a resource for municipal leaders to use when looking to design programs to serve the immigrant population in their communities. The Task Force also hopes it will spark a conversation about the common challenges municipalities face in addressing the needs of their changing populations and how municipal leaders can work collaboratively to identify creative solutions in order to best address the needs of all residents living in the Chicago metro area.

Immigrants in Metro Chicago: An Overview

Immigration in Metro Chicago: An Overview¹

The Chicago metropolitan region is a center of immigration in North America, with 18.6 percent of the regional population being foreign born.² However, immigration has slowed in the region in recent years. Annually about 54,000 immigrants came to metro Chicago during the 1990s. In the period 2000 to 2007, the annual average arrivals were only 21,000. In addition, the number of undocumented immigrants is declining statewide. The federal government estimates that in 2006 there were 560,000 unauthorized immigrants in Illinois, but by 2010 that number fell by 12.5 percent, to 490,000.

Immigration trends have shifted and are now increasingly suburban. The report “Key Facts on Illinois Immigrants” produced by Rob Paral and Associates points out that the collar counties have experienced the fastest growth of immigrants in recent years. **Since 1990, the foreign-born population has risen in number by more than 200 percent in Kane, Lake, McHenry and Will counties.** The collar counties are home to 483,000 immigrants. Since the year 2000, the number of foreign-born declined by more than 5% in the City of Chicago. CHART 1 shows the top 20 municipalities in the region with the largest number of foreign born residents.

**CHART 1:
Chicago Metro Area Municipalities with the
Largest Foreign Born Population (by Number) - 2009**

Municipality	Total Population	Foreign Born	Percent Foreign Born
Aurora	172,501	41,824	24.2%
Cicero	80,550	35,170	43.7%
Waukegan	90,393	30,161	33.4%
Elgin	102,590	26,261	25.6%
Skokie	66,170	25,948	39.2%
Naperville	141,644	21,868	15.4%
Joliet	143,008	21,492	15.0%
Schaumburg	70,698	16,573	23.4%
Mount Prospect	53,290	16,025	30.1%
Rockford	157,175	15,897	10.1%
Bolingbrook	69,594	15,785	22.7%
Palatine	66,537	15,424	23.2%
Des Plaines	56,316	15,418	27.4%
Hoffman Estates	54,393	14,631	26.9%
Wheeling	35,918	14,003	39.0%
Hanover Park	36,700	13,594	37.0%
Addison	36,747	12,826	34.9%
Berwyn	50,053	12,490	25.0%
Arlington Heights	73,334	12,441	17.0%
Niles	28,733	12,055	42.0%

Source: American Community Survey 2005-2009.

¹ Information from this section was gathered from the report, “Key Facts on Illinois Immigrants: A publication made possible with support of the Illinois Department of Human Services to the Sargent Shriver National Center on Poverty Law.” Prepared by Rob Paral and Associates. Found here: <http://www.robparal.com/downloads/RIC1%202011%20Final.pdf>

² “What Does the 2010 Census Tell Us About Metropolitan Chicago?” A Report prepared by Rob Paral and Associates for The Chicago Community Trust, May 2011. Found here: http://robparal.com/downloads/CCT_2010CensusFindings_0511.pdf

Chart 2 shows the top 20 municipalities in the metro area with the highest percentage of foreign born residents.

**CHART 2:
Chicago Metro Area Municipalities with the
Largest Foreign Born Population (by Percentage) – 2009**

Municipality	Percent Foreign Born	Total Population
Highwood	51.0%	5,363
Stone Park	48.8%	4,840
Schiller Park	44.1%	11,354
Cicero	43.7%	80,550
Prospect Heights	42.7%	16,004
Niles	42.0%	28,733
Rosemont	39.5%	3,985
Skokie	39.2%	66,170
Summit	39.0%	10,178
Wheeling	39.0%	35,918
Melrose Park	38.8%	21,949
Hanover Park	37.0%	36,700
Park City	36.7%	6,976
Lincolnwood	36.6%	11,782
River Grove	36.4%	9,981
Harwood Heights	36.4%	8,010
Bensenville	36.2%	20,175
Morton Grove	36.1%	22,207
West Chicago	35.8%	26,379
Norridge	35.3%	13,609

Source: American Community Survey 2005-2009.

As the number of immigrants moving to the suburbs increases, a question arises as to whether those immigrants are integrating into society. Parol points out that the three key measures of immigrant integration are citizenship, income and education. Rates of naturalization, when legal immigrants voluntarily apply to become U.S. citizens, have risen since 2000 in Illinois. About 44 percent of immigrants in the state are U.S. citizens. Long-established groups from Europe are the most likely to become naturalized, with the lowest rate of naturalization among the Mexican population. (The naturalization rate among the Mexican population in Illinois however has increased since 2000).

Income and education are also measures of integration. Parol states that poverty among immigrants in Illinois has declined somewhat over the past ten years. About 12.9 percent of immigrants are below the poverty level. In contrast, the poverty rate among natives was 11.9 percent in 2005-2009. Groups with the highest poverty rates today are from Mexico (17.3%), the Ukraine (14.6%) and Korea (13.2%). The level of education among immigrant groups in the state has risen over the last two decades. Between 1990 and 2007, the percent of foreign born with a bachelor's degree rose from 21 to 28 percent.

As stated earlier, new immigrants to the Chicago region are increasingly coming directly to the suburbs. Paral has identified the top ten census tracts in 2005-2009 by the number of immigrants who came to the U.S. since 2000. **These “port-of-entry” areas include neighborhoods in the northern Cook County suburbs of Wheeling, Rolling Meadows, Prospect Heights, Mount Prospect, and the O’Hare area.** “Ports-of-entry” in Chicago neighborhoods include West Ridge, Edgewater, Lincoln Square, Albany Park and Logan Square. These areas do not include traditional immigrant neighborhoods on Chicago’s South Side such as the Lower West Side or South Lawndale.

What are the implications of this information? **The increase in immigrants to Chicago’s suburbs means that municipal governments are increasingly responsible for serving residents that are new not only to their community, but also the country. Immigrants moving to the suburbs may be unfamiliar with the operation of municipal government and the services it offers, how to navigate the local school system, and the local laws and ordinances to which they must abide.** With these challenges in mind, the Metropolitan Mayors Caucus surveyed its membership to determine what efforts were being made by municipalities to engage immigrants living in their community. The results of that survey are discussed in the next section of this report.

Immigrant Integration Survey Results

Immigrant Integration Survey Results

In July 2011, the Metropolitan Mayors Caucus distributed an online survey to its suburban membership via emails to mayors, village managers, and Council of Government directors. Mayors were instructed to designate the appropriate person to fill out the survey for their municipality (i.e. one response per municipality). In total, 109 valid responses to the survey were recorded, indicating a response rate of 40%. Of the respondents, 45% were staff, 36.7% were village managers and 18.3% were mayors. 20% of municipalities who responded to the survey are members of the Northwest Municipal Conference, and 18% were from the DuPage Mayors and Managers Conference. CHART 3 shows the remaining respondents by Council of Government (COG) membership.

**CHART 3:
Council of Government Membership of Survey Respondents**

Council of Government	Percentage of Total Respondents
Northwest Municipal Conference	20%
DuPage Mayors and Managers Conference	18%
West Central Municipal Conference	16%
Lake County Municipal League	15%
South Suburban Mayors and Managers Association	11%
Will County Governmental League	7%
McHenry County Council of Governments	5%
Southwest Conference of Mayors	5%
Metro West Council of Government	3%

Respondents were first asked if they were aware of an immigrant population living in their municipality, and 70.6% stated yes. Respondents who stated yes were then asked to self-identify the largest foreign-born populations living in their municipality. 66.7% of respondents indicated the largest foreign-born groups as being of Hispanic/Latino origin, followed by South Asian (22.7%), Eastern European (20%), Polish (17.3%) and Russian groups (6.7%). (Note respondents often indicated multiple groups.) Of the foreign-born groups identified, 54.7% of respondents indicated they had seen the largest increase in the Hispanic/Latino population in the last 5-10 years. This was followed by Eastern Europeans (6.6%), Russians (6.6%) and South Asians (5.3%).

Respondents were then asked about any municipal activities, programs or services targeted to the immigrant community. **28.4% of the municipalities surveyed indicated that they have activities/services designed specifically for the immigrant community.** Examples of these services include: fire safety documents translated into Polish, a Hispanic Heritage Advisory Board, translation call centers/language lines, bi-lingual municipal staff, Sister City programs, monthly meetings with community organizations, community centers with bi-lingual staff, cultural festivals, and welcome packets for new residents.

Respondents were also given a list of programs/services and asked to indicate if any were offered by their municipality for the immigrant community. **The results show that language-related services are the most common services offered:** 45% of municipalities have access to interpretation services at the Police/Fire Department, 36.7% have access to interpretation services at other Municipal Departments and 25.7% recruit staff who speak other languages. 37.6% of respondents stated that their municipality offers none of the services listed. For a list of other services/programs offered please see CHART 4.

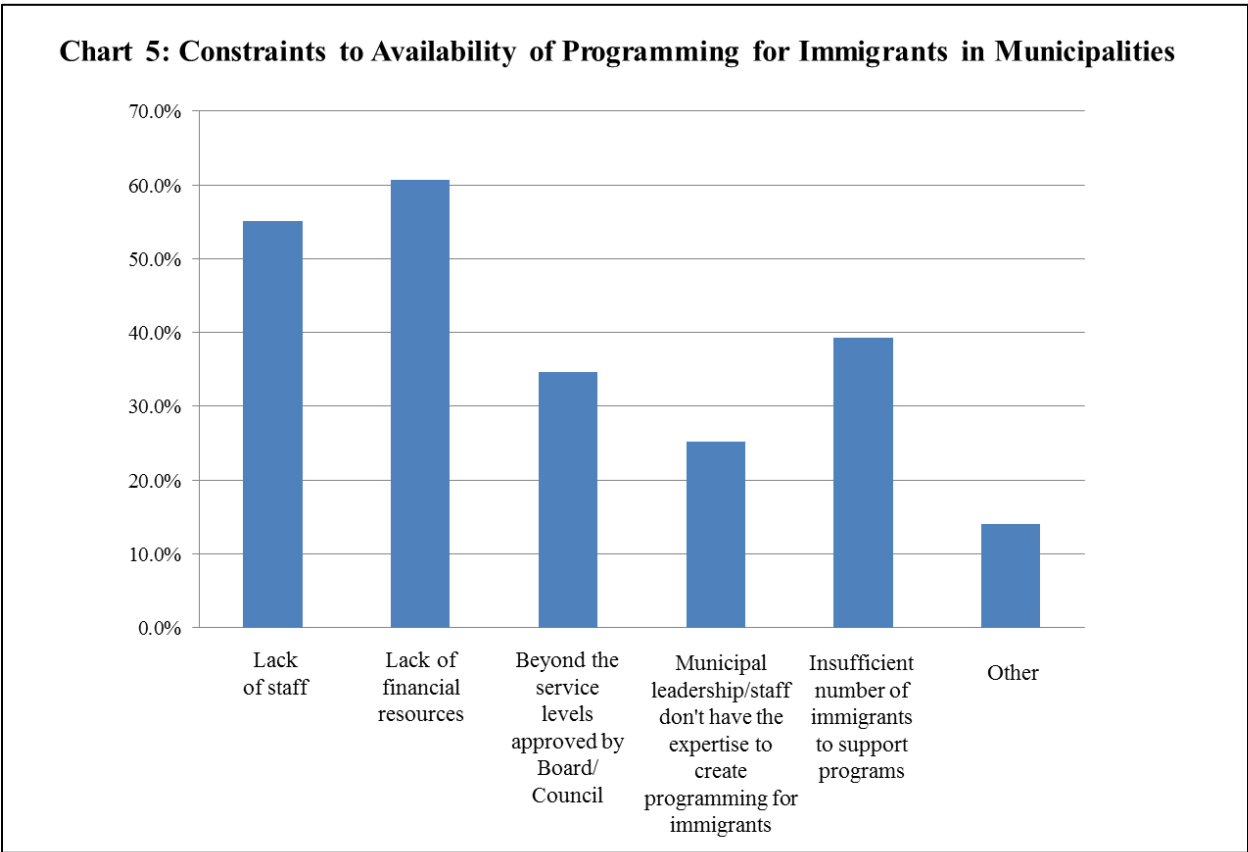
**CHART 4:
Municipal Services Targeted to Immigrant Population**

Municipal Service	Percentage of Respondents that Offer Service
Access to interpretation services at the Police/Fire Department	45.0%
Access to interpretation services at the other Municipal Departments	36.7%
Recruitment of staff who speak other languages	25.7%
Cultural festivals or performances	23.9%
Crime Prevention programs	20.2%
Cultural Awareness or Diversity Commissions	14.7%
ESL/ELL resources	12.8%
Sister City programs	12.8%
Immigrant services information	7.3%
Translation of website	7.3%
Directory of government services/Welcome packets in various languages	5.5%
Tax preparation assistance	5.5%
Welcome Centers	4.6%
Written materials (agendas, ordinances, etc.) in various languages	4.6%
Book mobile or mobile services	3.7%
Community bus/driving tours	2.8%
Translation of public access programming	0.9%
Other	11.0%
None of the above	37.6%

Source: Metropolitan Mayors Caucus Diversity Task Force online survey.

Respondents were also asked about partnerships with local community-based organizations that work with immigrants. **41.9% of respondents indicated that they were aware of community-based organizations that work with immigrants living in their municipality.** Of those respondents, 60.9% actively partner with these organizations to assist immigrants.

The survey also gathered information about constraints to municipalities' ability to provide programming for immigrants. **As CHART 5 shows, lack of both financial resources and staff were identified as the main constraints for municipalities.**



Source: Metropolitan Mayors Caucus Diversity Task Force online survey.

When asked if their community needed assistance in developing strategies to serve immigrants living in their municipality, 51.9% of respondents indicated that their municipality is not in need of assistance. (Note that of these respondents, 52% had previously indicated that they were not aware of an immigrant population living in their municipality.) **However, 37.5% of respondents indicated a need to help newcomers learn about local municipal services and 34.6% stated a need for assisting immigrants with understanding local laws and codes related to property.** For additional responses to this question, please see CHART 6.

**CHART 6:
Areas Where Municipalities Need Assistance
in Developing Strategies to Serve Immigrants**

Strategies	Percentage of Respondents that Need Assistance
Helping newcomers to learn about local municipal services	37.5%
Assisting immigrants with understanding local laws and codes related to property	34.6%
Educating immigrants and fostering trust regarding public safety and crime prevention	31.7%
Teaching English to immigrants	20.2%
Interaction between city departments and immigrant communities	20.2%
Immigrant population and the school systems	19.2%
Developing programs to better integrate immigrants into the community	19.2%
Naturalization (becoming a U.S. citizen)	17.3%
Learning about immigrant population trends, immigration law and policy	17.3%
Relationships between native-born and immigrant community members	15.4%
Providing a path to citizenship for the undocumented	14.4%
Municipality does not need assistance	51.9%
Other	4.8%

Source: Metropolitan Mayors Caucus Diversity Task Force online survey.

Finally, in an open-ended question, respondents were asked to identify what they believe to be the biggest challenge facing immigrants living in their municipality. 20% indicated language/communication barriers as a challenge, followed by integration into the community (10%), financial hardship/unemployment (10%), mistrust of government (9%) and lack of understanding of local laws and ordinances (7%). 11% of respondents said there were not aware of any challenges and 8% stated that they were unsure.

The results of this survey were used to identify a select group of municipalities to be interviewed in greater detail about their efforts to serve foreign-born residents. In addition, any organizations serving immigrants that were referenced by survey respondents were also contacted for follow-up interviews. The next two sections of this report are the results of this research. The first section contains profiles on 8 municipalities that working to serve immigrants in their communities, followed by profiles of organizations located in the suburbs that offer services and resources for foreign-born residents. By no means is this list exhaustive, profiles were created of municipalities and organizations that were responsive to Mayors Caucus staff's request for information.

Profiles of Municipalities

Village of Addison

1 Friendship Plaza

Addison, IL 60101

Phone: (630) 543-4100

addisonadvantage.org

Contact: Kiki DeLuna

Director, Henry Hyde Resource Center

Phone: (630) 628-2680

Email: kdeluna@addison-il.org

Population (2010 Census): 36,942

Foreign born population (2005-2009 ACS): 34.9%

The Village of Addison has been making a number of efforts to celebrate the diversity of its residents in recent years. The Henry Hyde Resource Center has been serving immigrant residents since 2007 through its language-related services. The Village also started a Unity Task Force to engage residents in discussions around community diversity.

Henry Hyde Resource Center

The Henry J. Hyde Resource Center has been serving residents at its current Michael Lane location since 1997. The Resource Center has a large community room for multiple uses including classroom instruction, meetings or seminars. The computer training room has 13 computer stations. The Addison Police Department has a satellite office located at the Center to assist local residents as needed. Crime Prevention Officers work actively with the After School Program and camps on a daily basis.

There are a variety of programs available for students. The After School Program includes activities such as art classes, a science program, a food program, computer access, homework assistance, a literacy program and crime prevention programming. The Program operates Monday through Friday for children in Grades 1 through 8 from 3:00pm to 5:00pm. The Center also offers summer and winter camp.

Addison's immigrant community often utilizes the resources available for adults at the Center. These include ESL classes, GED classes, computer literacy classes, teen parenting classes and Familias Saludables ("Healthy Families"). The Center also holds citizen workshops, forums on topics such as financial literacy and informational seminars for immigrants. All staff at the Center are proficient in Spanish and bi-cultural so that they are able to best serve the full diversity of residents living in Addison.

Addison Unity Task Force

In 2008 Mayor Larry Hartwig of Addison helped to establish a Unity Task Force of residents representing a cross-section of Addison's ethnic groups with the goal of acknowledging and celebrating Addison's diversity and unity. The mission statement of the group reads: "The Unity Task Force, comprised of community members, is committed to strengthening Addison by promoting increased participation, respect, open communication, understanding, empathy and an

appreciation of a diverse community to enhance the Addison Advantage for all its residents.” Approximately 20 members attend Unity Task Force meetings on a monthly basis, representing local businesses, the religious community, various ethnic groups and other public groups.

Over the last couple of years the Task Force has prioritized providing diversity training to its members and the greater Addison community. Task Force members have been trained and certified by Bea Young Associates: Collaboration for Diversity and Unity, a Chicago based company, so that they can offer diversity training to groups throughout the community. Task Force members offer a two hour interactive workshop – “Understanding Diversity and Unity” – to any interested groups in Addison. The workshop focuses on: valuing cultural backgrounds, challenging assumptions about differences, understanding the impact on the community and organization when groups feel like outsiders and examining behaviors to create inclusion and respectful environments. The workshop is applicable to schools, classrooms, small businesses, libraries, government officers and leadership teams of most organizations. The Diversity Task Force members offer the workshop free of charge to community groups.

The Unity Task Force also helps to organize ethnic entertainment for various festivals and events throughout the village. In the summer, the Task Force brought multi-cultural entertainment to the “Bike and Car Cruise nights” on the Village Green, which included Ermino Giannelli singing Italian Classics and dancers representing Indian, Polish and Hispanic student performers from the community. For the past two years the Task Force has participated in the Addison Library International Festival by providing information regarding Polish, Hispanic, Haitian, Indian and Albanian groups. Additionally, Addison cable television has recently had programs on ethnically owned businesses in Addison. These businesses represent Hispanic, Italian, Polish and Albanian owners.

Sister City Organization

The Village has established a Sister City relationship with Triggiano, Italy. Addison’s Sister City Organization regularly sponsors student exchanges between the two communities. The organization is also in the process of organizing a community group from Addison to visit Triggiano for their annual festival in September 2012.

Note: Information from this profile was compiled from: MMC DTF survey; interviews with municipal staff and Unity Task Force representatives; as well as information found on the Addison Police Department website:
<http://www.addisonpoliceillinois.org/hyde/hyde.shtml>

City of Aurora

City Hall

44 East Downer Place

Aurora, IL 60507

Phone: (630) 256-3400 (Community Services Department)

www.aurora-il.org

Contact: Dan Barreiro

Chief Community Services Officer

Phone: (630) 256-3401

Email: dbarreiro@aurora-il.org

Total population (2010 Census):197,899

Foreign-born population (2005-2009 ACS): 24.2%

The City of Aurora was first settled in 1834. Since the late 1840s, Aurora's growth was fueled in part by immigrants. The Hispanic community, its largest foreign born population, has been part of the city's history since the early 1900s. The 1895-96 City Directory is the first to contain a Latino family. Aurora makes a concerted effort to celebrate its diversity and tries to create awareness of the different cultures that make up its neighborhoods.

Aurora Heritage Advisory Board (AHHAB)

The Aurora Hispanic Heritage Advisory Board (AHHAB) is a non-partisan, community-based panel funded by the City of Aurora. The Advisory Board's creation was organized by the Mayor's Office of Special Events and was charged with organizing events that had been planned by the Youth Services Department in the schools. One of the primary intentions of the formation of the board was to encourage wider community involvement in the planning process. The group's mission is: Educate the public about how Hispanics helped shape the City of Aurora; instill Hispanic heritage pride by honoring those who have made a difference in the community; and participate, support and sponsor activities geared toward the Hispanic culture. The Advisory Board recognizes diversity throughout the City of Aurora and therefore makes a conscious effort to be all-inclusive. The Advisory Board is responsible for planning activities that promote a deeper understanding of the Hispanic community. AHHAB funds are used primarily for board-approved activities and are also used for board participation in, or sponsorship of other activities.

The Advisory Board executes three main events in the Aurora community. Since 2000, AAHAB has sponsored a community breakfast, where a number of awards and scholarships are presented to honor the accomplishments of Aurora's Hispanic students. In addition, the Peter J. Perez award is presented to an outstanding community role model who has volunteered in the Aurora Hispanic Community. Since 2001, AAHAB has organized El Dia de los Niños ("Day of the Children"), which recognizes the cultural importance of children and families. The event includes food vendors, children's rides, entertainers and booths showcasing community resources, local businesses and vendors. Since 2005, Fiesta de Luces ("Festival of Lights") has celebrated Hispanic Heritage Month. A main highlight of the Festival is the Parade of Nations, where community children participate in a flag-carrying procession of Latin American countries.

In 2010, the AAHAB partnered with the Aurora Hispanic Chamber of Commerce to replace Fiesta De Luces with a much larger event named Fiesta Patrias Aurora. The event is now sponsored by the Aurora Hispanic Chamber of Commerce and takes place over three days and includes a parade. The AAHAB still is involved through its sponsorship of the children's area and activities such as the Parade of Nations, which continues to be a highlight of the event. The AHHAB also sponsors the "Wall of Memories" - an exhibit containing photos from the 1920s through the 1940s of the first Mexican families in Aurora. This exhibit continues to grow as more families donate pictures. One of the highlights of the exhibit are photos from the box car camp located on the outskirts of town in the 1920s and 1930s. Many descendants from these families still live in Aurora or the area. This exhibit is presently open at the Aurora Historical Society in conjunction with another exhibit from West Chicago: "Creating Mexican American Identities: Multiple Voices, Shared Dreams." Several national traveling Hispanic exhibits have been featured at the Aurora Public Art Commission and the Aurora Historical Society. The City of Aurora also holds the Aurora Hispanic Pioneers Breakfast, which recognizes the achievements of the City's Hispanics and chronicles their influence in shaping Aurora's history. This event has been sponsored by Aurora Alderman Juany Garza and the Aurora Hispanic Pioneers Committee since 2006.

Recognition

The City dedicated two streets in 2005 and 2006 with honorary names: Pete Perez Place and Hector Jordan Way. This was done in recognition of two prominent Hispanic Law Enforcement professionals, who made significant contributions to the Aurora community.

Municipal Interpretation Services and Outreach

The City of Aurora offers a \$60 stipend per pay period for all those bilingual municipal employees that serve as interpreters to compensate them for going above and beyond their normal responsibilities. Bilingual staff is present at community meetings, workshops and hearings. In some cases, community partners have provided headphones and bi-lingual staff for simultaneous interpretation. The municipality also has a contract with an outside call center that offers translations for different services at the municipal, police and fire departments in order to field calls from all residents.

Aurora also makes an effort to reach residents through written materials and at events. Various publications have been printed in English and Spanish. Translated news releases are submitted to Spanish media on a regular basis. The City is represented at various ethnic community events to spread the word about City services.

Partnerships

The Community Services Department works closely with Family Focus Aurora to refer immigrant residents to services. Family Focus helps immigrants seeking citizenship with outreach, civic engagement classes, assistance with citizenship applications, and legal support. They also provide information, referrals and assistance to help new immigrants obtain food, basic necessities, and ALL KIDS insurance for children up to age 18 and their parents.

Note: Information for this profile was compiled from: MMC DTF survey; interviews with City staff and the City's website: <http://www.aurora-il.org/>

Village of Bensenville

12 S. Center Street
Bensenville, IL 60106
Phone: (630) 766-8200
www.bensenville.il.us

Contact: Dan Di Santo
Assistant Village Manager
Phone: (630) 350-3400
Email: ddisanto@bensenville.il.us

Population (2010 Census): 18,352
Foreign born population (2005-2009 ACS): 36.2%

In recent years the Village of Bensenville has made efforts to reach out to its Hispanic immigrant population. The Village operates a Community Oriented Police Division with a Crime Prevention Unit that tailors Village and police services to the Hispanic community. In 2009, the Village opened the Police Neighborhood Resource Center (PNRC) as a satellite office for the Police Department in the south side of Bensenville to service a large apartment complex with about 90% Hispanic residents. The PNRC offers a wide variety of educational and service programs, including recreational, counseling and a referral service. It is also a place for civic and community based organizations to manage community events and meet with residents.

The Community Oriented Police Division and the Crime Prevention Unit run several programs such as the Neighborhood Watch, Business Watch, Student Watch, Crime Free Multi-Housing Program and the Organizations Watch program to network with the entire community. These programs have now been in place for 2 years. Today, the Hispanic community in Bensenville represents a sizeable portion of the residents. These residents work with the village to fight crime and make Bensenville a better place to live.

Communication

The Village of Bensenville employs bilingual staff members in the Police Department and Village Hall to better assist Spanish speaking residents with village services. The Village website also includes a “translate page” icon that allows the website to be translated into a variety of languages including Spanish. In addition, the Village is in the process of conducting a village-wide community survey. Due to the village’s high Hispanic immigrant population, the survey was mailed in both an English and Spanish version. The company conducting the survey also offers a call center with Spanish speaking employees for respondents who may be more comfortable taking the survey over the phone.

Outreach and Recreation Partnerships

One of the goals of the PNRC is to create an environment in which immigrant residents feel comfortable and have a trusting relationship with the police. Bilingual police officers conduct outreach in the community to inform Hispanic residents about the services offered by the Village. The PNRC is also a place for residents to obtain information on ESL/ELL courses and tutoring, as well as similar classes offered at churches and the library.

In 2011, a partnership between Consejo Nacional De Atención al Migrante de Guatemala (CONAMIGUA), Asociación de Guatemaltecos en el Exterior (AGE), School District 2 and the Bensenville Chamber of Commerce resulted in the formation of a professional youth soccer league and a recreational soccer league. Byron Prado of AGE, a Chicago-based association representing Guatemalans living in the United States, has been working together with the Bensenville Crime Prevention Unit to develop opportunities to engage all local children in healthy, positive activities. The result - "A League of Bensenville's Own" - is a soccer league that targets children of immigrant parents between the ages of six and thirteen. The Business Watch members and Chamber of Commerce members pledged support to fund team uniforms and trophies. AGE recruited coaches from the Hispanic community and School Districts 2 and 100 provided the fields to play soccer free of charge. 200 children played in the indoor league and approximately 400 played the summer league, which included the professional league and the recreational league.

Education

Padres Unidos (Parents United) of Fenton Community High School is a Hispanic parent organization. The group meets monthly for informational presentations related to topics of interest. Typically, Spanish speaking outside professionals are brought in to discuss key issues parents face while raising their adolescent children. The mission of Padres Unidos is to create a trusting, family-like atmosphere where parents can network and learn from experts and one another. Free childcare is provided by Fenton High School students earning community service hours. Topics for the 2011-2012 school year include: Navigating Fenton High School, Universities/FAFSA/Scholarships, Drugs/Alcohol/Sexuality, Dangers of the Internet and Cell Phones, Gang Awareness, and the Importance of State Testing. The future goal of this group is to continue growing as an organization and to assist parents by providing them with the tools they need to be effective parents.

Village of Bensenville and the Republic of Guatemala

Given its large Guatemalan population, in the spring of 2011, the Village met with the Consul General of Guatemala in Chicago, Hugo Hun, to discuss new programs benefitting the immigrant community of Bensenville. The Village discussed its efforts to build trust between the Police Department and the immigrant community. In February 2011, government officials of Guatemala also met with the Bensenville Chamber of Commerce to discuss creating trade partnerships in the village. In October 2010, a partnership with the Guatemalan consulate brought a health fair to St. Alexis Church in Bensenville. The program is known in Spanish as "Feria de la Salud." The event brought dentists, doctors, and clinics with different specialties to provide free of charge services to residents who lack health insurance. Approximately 600 adults and children came to the event.

In October 2011, the Mexican, Guatemalan, El Salvador and the Uruguayan Consulates returned to St. Alexis Church to speak to Hispanic residents on the topic of labor laws and labor rights. Representatives of these various consulates, along with representatives of the Illinois Attorney General, Illinois Department of Labor, and United States Department of Labor attended the event.

Entertainment

During the summer Bensenville hosts “Music in the Park” - free concerts that take place in the Towne Center. This year’s “Music in the Park” featured two Latin music performances. The “Caliente” concert consisted of the soulful sounds of old school with a Latin Groove, Latin Jazz, Rock and Salsa. The “Rico” concert included Latin Rock, upbeat salsa rhythms and rocking guitar. The Village of Bensenville also worked to engage the Hispanic community in the 4th of July parade this year where approximately 100 players from the soccer leagues marched.

Commerce

A significant number of small businesses in Bensenville are Hispanic-owned and operated. The Business Watch Program has the ability to network with fortune 500 companies that operate in Bensenville as well as small businesses with only two employees. The Hispanic businesses in town employ a large number of residents and the Bensenville Chamber of Commerce makes a concerted effort to outreach to these businesses to ensure their continued success. Hispanics in Bensenville buy approximately 90% of their food and supplies from local businesses.

Note: Information from this profile was compiled from: MMC DTF survey; interviews with municipal staff; the Village of Bensenville's website: <http://www.bensenville.il.us/>; an article in Reflejos Bilingual Journal titled “No Longer Hostile to Immigrants” by Wendy Moncada, located here: http://www.reflejos.com/en/stories/suburbs/article/11-04-10/no_m%C3%A1s_hostilidad_hacia_los_inmigrantes.aspx; and the Bensenville School District website: <http://il-bensenvilleschools.civicplus.com/CivicAlerts.aspx?AID=358&ARC=522>

Village of Carol Stream

500 North Gary Avenue

Carol Stream, IL 60188

Phone: (630) 665-7050

www.carolstream.org

Contact: Kathleen McNamara, LCSW

Social Worker, Police Department

Phone: (630) 871-6280

Email: kmcnamara@carolstream.org

Population (2010 Census): 39,711

Foreign born population (2005-2009 ACS): 20.1%

The Village of Carol Stream has made a commitment to its immigrant population by partnering with local agencies that serve immigrants from various countries. The Village works closely with the Outreach Community Center, Fil-AM Filipino-American Association of Carol Stream, Metropolitan Asian Family Services, World Relief, Association of Retired Asians, and St. Andrew's Immigrant Legal Services. The Outreach Community Center coordinates the annual "Fiesta Latina" in September. The Village has also formed a partnership with the College of DuPage. The College's Carol Stream campus offers regular access to computers and computer training classes to Carol Stream residents in order to reduce barriers to employment, educational attainment, and resources. This intergovernmental agreement was designed to increase computer literacy within the village and to target underserved populations, many of whom are immigrants.

Social Service Unit

The Social Service Unit (SSU) at the Carol Stream Police Department functions as a support service to police personnel and as a proactive interaction service provider to the Carol Stream community. Although not designed specifically for the immigrant community, the SSU has helped to bridge communication between the immigrant community and the municipal government by spreading awareness about the availability of services. Support services provided by the SSU include a comprehensive referral service, diagnostic consultation, crisis intervention, individual, family, couples and group counseling, with an emphasis on advocacy on behalf of crime victims. The SSU is staffed with one supervisor & two social workers (one bilingual English/Spanish); all three are Licensed Clinical Social Workers. In addition to the three social workers, there is one clerk and a varying number of master's level interns. Every December, the SSU coordinates the Christmas Sharing program which provides food, clothing, and new toys to Carol Stream families. All social service brochures are printed in English and Spanish.

The SSU team works with seniors, children, victims of crime, community groups, schools, and other partners to provide comprehensive assistance to all those in need. The full-time bilingual social worker attends ESL classes each spring to educate Spanish-speaking residents about the services offered by the village. The SSU also holds workshops at the local Head Start office to inform parents about navigating the school system and the availability of government resources. The SSU provides a resource packet to domestic violence victims in English & Spanish. This

packet includes information about domestic violence resources, Kid Care, health care clinics, legal services, and the Crime Victims Compensation Act.

Language Access

The Village internally distributes a list of all bilingual personnel to the various municipal departments. The list includes the language spoken by the employee and their contact information in the event that they are needed for translation purposes. The Village also has a foreign language resource contact list that includes personnel from different suburbs, their number and what language they speak. When there is a language barrier, Village employees and police officers may utilize a bilingual co-worker, if available, the language line, or in emergency situations, may call a neighboring police department and request interpretation assistance.

Note: Information from this profile was compiled from: MMC DTF survey; interviews with municipal staff Carol Stream website: http://www.carolstream.org/index.php?option=com_content&view=article&id=71&Itemid=122

City of Evanston

2100 Ridge Avenue

Evanston, IL 60201

Phone: (847) 448-4311

www.cityofevanston.org

Contact: Adelita Hernandez

Citizen Engagement Coordinator

Phone: (847) 859-7833

Email: ahernandez@cityofevanston.org

Population (2010 Census): 74,486

Foreign born population (2005-2009 ACS): 15.0%

Evanston engages immigrants living in the community through bringing the Consulado Movil to the City for three days and offering a variety of language programs and services.

Consulado Movil

Evanston partners with the Consulado General de Mexico (Mexican Consulate) to bring in the Consulado Movil to the City facilities for three days. During this time, people of Mexican descent can obtain Matriculas (Consular Identification Card), Mexican passports or other services offered by the consulate without having to travel to the Chicago office.

Language Services

The Evanston Library offers book clubs and computer classes in Spanish, and ESL/ELL courses. When needed, City inspectors are accompanied by a Spanish speaker to explain any inspection-related issues to Spanish-only speaking residents. Inspectors can also access a language line to help them communicate with residents that require other language needs. The City also compiles and distributes a list of all bi-lingual municipal employees and their contact information amongst the different departments in the event that translation services are required. City employees may also utilize the call center to access interpretation services in multiple languages. Evanston has also incorporated the capability to use language translation services on all calls as needed through 311. The line provides 24/7 access to city information through a web portal that allows citizens to submit requests for service, ask questions and track the status of their open requests.

Ethnic Art Festival

This year marks the 26th anniversary of Evanston's ethnic art festival. Each July, the Festival transforms Dawes Park into a global village where flags of more than 100 nations are displayed and attendees are welcomed to experience the colors and sounds of world cultures. Every continent is represented in song, dance, spoken word, visual arts and food. The festival includes live music, dance performances and art and craft work of artists. People can also learn the folkdance of a foreign country and explore new ethnic foods. The Ethnic Arts Festival is sponsored by the City of Evanston Cultural Arts Division and partially supported by the Illinois Arts Council, a state agency.

Note: Information from this profile was compiled from: interviews with City staff and the City's website:
<http://www.cityofevanston.org/>

Village of Mount Prospect

50 S. Emerson Street
Mount Prospect, IL 60056
(847) 392-6000
www.mountprospect.org

Contact: Clare O’Shea
Senior Planner
Phone: (847) 818-5328
Email: coshea@mountprospect.org

Total Population (2010 Census): 54,167
Foreign born population (2005-2009 ACS): 30.1%

The Village of Mount Prospect has a diverse population, with nearly one of every three residents born outside the United States, coming from places such as Mexico, India, Poland, Korea, Russia, Romania, Iraq, and Sub-Saharan Africa. In 2006, four of seventeen Census tracts in the Village were identified as immigrant “ports of entry.” During this time, the Village developed a vision of opening a neighborhood resource center to build relationships between incoming populations and native residents. The hope was that the center could be a one-stop service center for low-income, limited English-speaking and underserved residents. In 2007, the Village was awarded \$50,000 from The Chicago Community Trust to perform a feasibility study for the resource center. This feasibility study was comprised of three components: a needs assessment, development of an operating budget and a sustainability plan. In 2008, The Chicago Community Trust awarded the Village a second \$50,000 grant to work on start-up costs, marketing and business plans. In 2009, the Village was awarded a third \$50,000 grant to help fund the Center.

Community Connections Center

The Center is located in an area of town with a high concentration of low/moderate income families. It is easily accessible and is located within a half a mile radius of many residents and businesses of multiple diverse cultures, ethnic and racial makeup. The vision of the Center is to create a healthy Mount Prospect community by providing a pathway to Village services, social services, medical health, personal safety, library services, quality education, economic self-sufficiency, jobs, cultural enrichment and other services for all residents.

The Village has developed partnerships with various local community and social services agencies, which has allowed the Center to increase the level of services available for residents. The partner agencies include the Mount Prospect Public Library, Northwest Community Hospital, School Districts 214 and 59. District 214 Community Education provides adult education and family literacy programming: Citizenship Preparation and Naturalization application assistance, Public Benefits application assistance, adult English as a Second Language classes, and parent-child interactive literacy activities. Consolidated School District 59 provides parent education workshops and focuses on younger children, from birth to five years of age, who have not yet entered the school system. The Center also has a partnership with the Northwest Community Hospital, which sponsors “Promotoras de Salud,” a health education

program conducted in Spanish that focuses on chronic disease management, health screenings, and education.

Funding for the Center is shared among the Village, Library and partner agencies. Center staff continues to seek grant opportunities and to grow the number of partner agencies.

Sister City Program

The Mount Prospect Sister Cities Commission is composed of fifteen members appointed by the Mayor with the consent of the Board of Trustees. The objective of the Sister Cities Commission is to encourage and facilitate programs and exchanges between Mount Prospect and its sister city. Mount Prospect and Sèvres, France, officially entered into their Sister City relationship in May of 2000 when a delegation from Sèvres first visited Mount Prospect. Since then, several exchanges have taken place on individual and group levels. The Mount Prospect Sister Cities Commission is a member of Sister Cities International, which is a nonprofit citizen diplomacy network that creates and strengthens partnerships between U.S. and international communities.

Note: Information from this profile was compiled from: MMC DTF survey; interviews with municipal staff; the Village of Mount Prospect's website: <http://www.mountprospect.org/index.aspx?page=637> ; and a Best Practices Case Study report from Grantmakers Concerned with Immigrants and Refugees titled "The Chicago Community Trust: Investing in Public-Private Partnerships," located here: http://www.cct.org/sites/cct.org/files/GCIR_CaseStudy.pdf

Village of Schaumburg

101 Schaumburg Court

Schaumburg, IL 60193

(847) 895-4500

311 in Schaumburg

www.villageofschaumburg.com**Contact:** Kathleen E. Tempesta

Director of Community Services

Phone: (847) 923-4718

Email: ktempesta@ci.schaumburg.il.us**Population (2010 Census):** 74,227**Foreign born population (2005-2009 ACS):** 23.4%

The Village of Schaumburg has implemented a number of different programs in an effort to welcome and incorporate its immigrant community. Over the past few decades, Schaumburg has seen a steady influx of South Asian immigrants. In 2007, the U.S. Census Bureau's annual American Community Survey estimate put the proportion at more than one in six. At that time, the Village was awarded a three year grant from The Chicago Community Trust to develop a plan to engage South Asian immigrants in local businesses and civic organizations.

Engaging South Asian Immigrants in Local Business and Civic Organizations

During the first year of the program the Village hired Northern Illinois University-Outreach to conduct a survey of the local South Asian population. An advisory group of South Asian residents and business leaders was created to assist the Village and Schaumburg Business Association (SBA) in conducting the survey. The final survey results showed that the new residents were more educated, more likely to be employed in their chosen profession, and made more money than their native counterparts.

During the second year the Village made efforts to advance their original goal: to increase new residents' involvement in community activities. They recruited South Asian residents to join the Schaumburg Business Association Board of Directors, the Board of Health, and the Prairie Center Arts Foundation Board. They hosted an information booth featuring South Asian Culture at an annual village festival, paid for a south Asian restaurant to participate in a food festival, and sponsored a parade float celebrating the South Asian community in the Septemberfest Parade, which won "Best Float" that year. For immigrants who need information on basic services, the Village produced a brochure on getting settled in Schaumburg, including information such as how to register children for school and how to obtain a vehicle sticker. The Village also conducted a second survey targeted to native-born residents. The survey revealed that native residents who frequently interacted with the South Asian community embraced the most positive feelings towards them.

In the final year of the grant, the Village created a mentoring program through the SBA where current South Asian members recruited the involvement of other South Asians. The SBA also held an informational session on the cultural differences in business practices between traditional

American and South Asian businesses. The seminar also focused on targeting marketing strategies towards the diverse population in the village, with a focus on the South Asian and Asian cultures.

Sister Cities Relationships and Cultural Events Planning

Based upon the heritage of the community, the Schaumburg Sister Cities Commission promotes a close relationship with the citizens from the principality of Schaumburg-Lippe in Germany. And because Schaumburg is home to so many Japanese Americans and citizens, as well as more Japanese businesses than the entire State of Illinois, the Village established a relationship with Namerikawa City in Japan. The Village is also in the process of establishing a relationship with Hyderabad, India, which is known for its rich history, culinary specialties, and the arts.

Personnel and volunteers from the Schaumburg Prairie Center for the Arts have been instrumental in the successful inclusion of multicultural events and performances throughout its 25-year history. The Village makes an effort to offer programming that includes music or dance representative of different cultures. This is in addition to Schaumburg's ongoing partnership with Powerhouse Productions and their Black History Month program, the Prairie Center Arts Foundation's 2010 collaboration with community partners to bring Anoushka Shankar to the Prairie Center, and the Prairie Center Arts Foundation's Arts Partners program, which brings approximately 300 bilingual/Spanish students to programs at the Prairie Center. The annual Septemberfest's Taste of Schaumburg also provides a wonderful opportunity to sample food inspired by other countries. Additionally, to support Japan in its 2011 disaster recovery efforts, Sumo Wrestler Konishiki and Tsukasa Taiko performed on the local Prairie Center for the Arts Music Stage at this year's Septemberfest event to a large crowd. Konishiki also visited with patrons at the Japanese Chamber of Commerce booth at the festival.

Cultural Sensitivity Manual

Schaumburg has developed a Cultural Sensitivity Manual for distribution to its governmental offices. The manual contains general information about the cultural, national, ethnic, and religious groups found within and outside the community. It is designed to give basic information to people unfamiliar with the customs and practices of the various groups. The information in the guide was reprinted with permission from Alexian Brothers (now Alexian Brothers Health System), who commissioned a services firm specializing in cultural sensitivity and work diversity to develop it.

A Guide to New Immigrants

The Village has posted a Guide to New Immigrants on its website. It is a 124-page document prepared by the U.S. Citizenship and Immigration Services. It helps immigrants to get to know this country, its history, and its people. See link provided:

<http://www.ci.schaumburg.il.us/Docs/PDocs/Pages/default.aspx>

Note: Information from this profile was compiled from: MMC DTF survey; interviews with municipal staff and a Best Practices Case Study report from Grantmakers Concerned with Immigrants and Refugees titled "The Chicago Community Trust: Investing in Public-Private Partnerships," located here: http://www.cct.org/sites/cct.org/files/GCIR_CaseStudy.pdf

Village of Skokie

5127 Oakton Street
Skokie, Illinois 60077
(847) 673-0500
www.skokie.org

Contact:

Maureen Murphy
Director, Human Services Division
5120 Galitz
Skokie, Illinois 60077
Ph: (847) 933-8208
Email: maureen.murphy@skokie.org

Population in (2010 Census): 64,784

Foreign born population (2005-2009 ACS): 39.2%

The Village of Skokie has a long-standing history of reaching out to new residents and welcoming them into the community. Skokie has implemented a number of successful immigrant integration programs over the years. The Village was able to expand these efforts through a three-year grant (2008-2010) from The Chicago Community Trust as a part of its Immigrant Integration Grant initiative. The development and administration of the programs, many of which were funded by The Trust grant, are summarized below. The programs, many of which continue, are a collaborative effort between the Marketing/Public Information Division, the Human Services Division, the Community Development Department and the Police Department.

Know Your Neighbor

In an effort to encourage Skokie residents from all countries and cultures to get to know one another, the Village sponsored Know Your Neighbor Week in 2008 and 2010. During this week residents were encouraged to invite their neighbors to a coffee gathering in their home. The Village provided host “kits” that included invitations, conversation starters, a small world map and coupons for a free traditional coffee cake, a free kosher coffee cake or both from a Skokie bakery. The program was promoted through the Village newsletter and at other events. The Village’s Human Relations Commission assisted with the program by hand-delivering host kits. In total, more than 100 residents came forward to host neighborhood coffees, inviting more than 3,000 people to attend. Attendance at individual events ranged from three to 80 people. Each year, a thank-you coffee and wrap-up program was held at Village Hall. Feedback received during this event, and from a post-program survey mailed to all hosts, indicated a good measure of diversity among the coffee attendees and that the program had a positive impact on neighbor relations. Hosts included several immigrant families from India, Japan, Syria and Thailand. In 2011, the name was changed to Know Your Neighbor, Know Your Community, and the program was funded by the Village. The initiative took place during May and June, with approximately 45 coffees held and attended by more than 800 people. Two-person teams of a village elected official (mayor, village clerk or trustee) and a senior-level staff person attended each coffee to greet residents and answer questions about the community. A brief survey on Village programs and communications initiatives was distributed during the coffee events.

International Youth Police Academy

Skokie's International Youth Police Academy was offered for several years during the grant period, serving youth ages 12 to 14. The Academy is a five-night program at the Police Department where youth tour the Police and Fire stations and are invited to learn about topics such as community policing, gangs, the canine unit, and evidence and crime scene analysis. The session culminates in a pool party graduation ceremony for youth and their families. Due to increased promotion to Skokie's international community, approximately 71% of the youth attending in August 2008 were minorities or from immigrant families. This compares to 46% minority/immigrant attendees at the August 2007 program and 8% at the June 2007 academy session. Of 2008 attendees, 57% reported speaking a language other than English in their home, and 43% of the attendees' families had been in the United States for 25 years or less.

International Citizen Policy Academy

The International Citizen Police Academy also was offered for several years during the grant period. The education program covered a wide variety of topics, including the canine unit, criminal and civil law, crime prevention, patrol procedures, Tactical Intervention Unit, telecommunications and more. Extensive publicity to Skokie's international community preceded the 2008 event, and some 80% of those attending were immigrants, as compared to 30% immigrant attendance at the 2007 event. Countries represented included Ecuador, Guatemala, India, Israel, Mexico, Pakistan, Russia, Spain and Vietnam. Of the 2008 attendees, 75% reported their family had been in the United States for 40 years or less, and 79% reported that a language other than English is spoken in their home.

Community Bus Tour

The Village government partners with The Nilis Township English Language Learners Parent Center to host a village bus tour. Stops on the tour include Village Hall, the Library and the Park District. Participants on the tour learn about different services offered by the municipality, including those at Human Services, the Health Department and the Finance Department. The Mayor greets some of Skokie's newest residents in Council Chambers where he provides an overview of the Council-Manager form of government and answers resident questions.

Festival of Cultures

Since its inception in 1991, the Skokie Festival of Cultures has become one of the premier ethnic festivals in Illinois, attracting more than 35,000 visitors and dozens of cultures, all representing Skokie's diversity. It provides a free 'Tour of the World,' where people enjoy two days of ethnic folk music and dance, a wide range of food, unique arts and crafts, international children's games, a merchandise bazaar, and dozens of cultural booths and displays. The Skokie Festival of Cultures has received state and national art programming awards. During 2011, 34 counties and cultures participated. The annual Skokie Festival of Cultures is a collaborative effort between the Village, Skokie Park District, Skokie Public Library as well as many community groups. A committee of more than 80 volunteers representing the participating countries and cultures plan the event each year.

Immigrant Services Directory

Utilizing funds from The Chicago Community Trust, in summer 2008 the Village published a 25-page Immigrant Services Directory. The Directory includes information on general services provided by the village, township, county, state and Federal agencies; elementary schools, high schools and colleges; cultural organizations including those from the African, Asian, Caribbean Islands, European, Hispanic, Latino and Mexican, Middle Eastern and Russian cultures and a comprehensive glossary of services. Updates have been posted to the document that is available on the village web site, www.skokie.org. (Click on Village Departments, and then Human Services, and then Immigrant Services where you will find the link to the Immigrant Services Directory.) Copies have been issued to a myriad of social service agencies and other local service providers.

Language Access

In order to engage immigrant parents, Niles Township High School District 219, which serves Skokie and several surrounding communities, developed a program that connects non-English speaking parents to bi-lingual parents. They target the six languages that are most spoken in students' homes. Bi-lingual parents are available on parent teacher night for interpretation services and make an effort to provide general assistance in navigating the education system to non-English speaking parents.

Coming Together in Skokie

Coming Together in Skokie is a reading program organized by the Skokie Public Library, the village, the Skokie Park District, High School District 219 and other community groups which centers on encouraging the community to read books that are rich in information on a particular country or culture. Each year the program highlights a different culture to build knowledge, awareness, and appreciation of residents' different backgrounds. In 2010, the program highlighted an Indian author and the Indian culture; in 2011, the program focused on the Filipino culture and books by Filipino authors, and in 2012, the initiative centers on the Assyrian culture and authors. Numerous book discussions took place at the Library and both high schools. The author of the highlighted book also visits the Library and the high schools to speak about their novel and experiences in their country and the United States.

Immigrant Integration Grant Advisory Committee

During the grant period, the Village established a 22-person Immigrant Integration Grant Advisory Committee that included representatives from the Chinese, Filipino, Haitian, Hellenic, Indian, Iraqi (Assyrian), Korean, Mexican, Pakistani, Polish and Russian communities as well as the Skokie Public Library, Skokie Park District and Oakton Community College English as a Second Language (ESL) Program staff. The committee reviewed and made recommendations for all grant-funded programs.

Note: Information from this profile was compiled from: interviews with and materials provided by municipal staff; the Village of Skokie's website: <http://www.skokie.org/>; and a Best Practices Case Study report from Grantmakers Concerned with Immigrants and Refugees titled "The Chicago Community Trust: Investing in Public-Private Partnerships," located here: http://www.cct.org/sites/cct.org/files/GCIR_CaseStudy.pdf

Profiles of Organizations

Arab American Family Services

9044 S. Octavia

Bridgeview, IL 60455

Phone: (708) 599-2237

www.arabamericanfamilyservices.org

Geography served: South suburbs

Arab American Family Services (AAFS), a nonprofit social service agency founded in 2001, provides caring, compassionate assistance to (South Suburban) Chicagoland residents, with special sensitivity to the cultural and linguistic needs of Arab Americans. AAFS offers support in the areas of public benefits, immigration, domestic violence, mental health, and elderly services and sponsors outreach programs to build healthier families and communities. As a locally focused, nonpolitical and nonreligious agency, AAFS takes a leading role in building bridges of respect and understanding between Arab-American and mainstream-American cultures. AAFS not only assists Arab speakers in their native language and dialect, the organization is increasingly recognized by government agencies and other nonprofits as the best local resource for cultural exchange and translation services. AAFS serves as a catalyst for social change by actively seeking to confront the myths and taboos that have kept some Arab Americans from obtaining the assistance they need. By helping local neighbors overcome personal crisis, strengthen their families, and live healthier, more successful lives, Arab American Family Services is making a profound and positive impact in the community.

Case Management Services

The core of AAFS' work has always been case management. AAFS' case workers perform the following services for their clients: Conducting comprehensive intake interviews with clients to determine their specific needs; Identifying public benefit assistance and other programs and services for which clients are needy and eligible; Educating clients about the guidelines and procedures required for each of the public benefit assistance programs, and assisting clients in completing application forms for those programs; Providing translation and interpretation services for clients in AAFS' offices, the courts, and the offices of government officials; and, Locating other community resources and referring clients to them for appropriate programs and services.

Coalition Building Efforts

Representatives of AAFS have served in various committee and counseling roles with the Illinois Coalition for Immigrant and Refugee Rights, Illinois Lieutenant Governor's Ethnic Advisory Council, U.S. Immigration and Naturalization Service, U.S. Attorney General and regional Federal Bureau of Investigation leadership, Illinois Department of Human Services' Domestic Violence Coalition Committee, Mosque Foundation, Jewish Federation of Chicago, Council on American Islamic Relations-Chicago Chapter, Illinois Advisory Committee to the U.S. Commission on Civil Rights and the Arab and Muslim Civil Rights Issues in the Chicago Metropolitan Area Post-9/11, and many others. At present, the agency's Executive Director chairs the Ethnicity and Domestic Violence Committee for the State of Illinois, which is helping to address the needs and lack of services directed to Arab/Muslim women.

Cultural and Religious Awareness Programs

AAFS reaches out to mainstream audiences and institutions (i.e. hospitals, police departments, school districts, and community and government agencies) in the southwest suburbs through the presentation of a variety of cultural and religious awareness seminars and workshops. Most of these organizations come in contact with members of the Arab/Muslim-American community in their daily work and want to better understand the cultural and religious differences inherent in these communities and to learn how to serve Arabs and Muslims more effectively.

Domestic Violence Prevention and Intervention

AAFS coordinates a highly successful domestic violence prevention and intervention program. The goals of the program are to help survivors of domestic violence overcome their trauma, reinforce their self-esteem, strengthen their families, and work to resolve their ongoing conflicts. Program activities focus on domestic violence and abuse education, identification, prevention, reduction, intervention, referral, and advocacy. To date, AAFS has educated more than 8,000 women to understand their civil and legal rights, especially as they relate to domestic violence situations.

Economic Opportunity Services

AAFS facilitates a broad spectrum of arrangements between Arab/Muslim-Americans to serve one another and, to date, has helped more than 2,150 women become employed in a variety of jobs that earn a living wage. AAFS case workers and other employees learn of economic opportunities available in the community and utilize effective mechanisms to advertise those opportunities and connect people to one another.

Educational Seminars and Workshops

AAFS has partnered over the past nine years with dozens of mosques, churches, schools, and other organizations in its service area to conduct educational seminars and workshops in both English and Arabic on a wide variety of subjects of particular concern to Arab/Muslim-Americans. To date, thousands of women in both the Arab/Muslim-American and mainstream communities have attended the agency's health awareness and education initiatives.

Elderly Services

Over the years, more than 2,800 senior citizens have received the agency's homemaker services, which include home-based care, cooking, feeding, and cleaning, as well as information on and access to its educational programs and workshops, assistance in obtaining health services, accompaniment and help with mobility, case management assistance in securing public benefits, and other support services.

English as a Second Language (ESL) Program

When funding permits, AAFS conducts a three to four-month English as a Second Language program to teach basic written and spoken English to Arab immigrant women. Since the agency's establishment, more than 1,000 have participated in the program.

Family Empowerment Services

AAFS' Executive Director provides individual, family, and spiritual counseling to help build clients' self-esteem, confidence, and problem-solving skills. Referrals are made to area providers

when clients have higher-level English skills and/or more extensive issues which much be confronted over a long period of time.

Health Education and Awareness Programs

Since 2001, AAFS has hosted an annual Health Fair to reach out to Arab/Muslim-Americans in its service areas about healthcare issues and inform them of healthcare services available in the southwest suburbs. The event brings together health care professionals and doctors, government agencies, and social service specialists who offer health counseling, cholesterol, diabetes, and mammogram/breast cancer screenings, and cancer prevention information, as well as physical exams, safety programs, pre-school health services, and free immunizations for children. AAFS encourages Arab physicians and other medical professionals to participate in the Health Fair and give back to the community.

Immigration Services

Given that there are no free legal clinics in the southwest suburbs, the agency's case workers have taught more than 300 immigrants how to apply for citizenship, work visas, and public and other benefits. AAFS now provides immigration services to an average of twenty immigrants each day.

Translation and Interpretation Services

Most of AAFS' staff members speak and write in both English and Arabic and often are called upon to use their interpretation and translation skills to facilitate swift and accurate communications between clients (especially recent immigrants) and personnel from other agencies. AAFS' on-call translator makes herself available to clients for court and judicial proceedings, meetings with police, and exchanges between government and other social service agencies.

Women and Children Crisis Fund

AAFS provides short-term financial assistance to clients in crisis through emergency funds paid directly to service providers.

Youth Programs

AAFS currently facilitates a youth empowerment program for young Arab/Muslim-American girls that builds and enhances their leadership skills. Other youth programs conducted in the past have included homework assistance and academic and cultural enrichment activities. In general, the agency's youth programs are funded by private philanthropic sources.

Note: Information from this profile was compiled from: interviews with the organization's staff and the website: www.arabamericanfamilyservices.org

Centro de Información

Main Headquarters

28 North Grove Ave.

Elgin, IL 60120

Phone: (847) 695-9050

www.centrodeinformacion.org

Carpentersville Location

90 N. Kennedy Blvd.

Carpentersville, IL 60110

Phone: (847) 428-7006

Hanover Park Location

2380 Glendale Terrace #8

Hanover Park, IL 60103

Phone: (630) 550-5131

Geography Served: Greater Fox Valley Area – Kane, McHenry, DuPage and Cook counties

Centro de Información is a not-for-profit Hispanic social service agency founded in 1972. The agency helps nearly 15,000 predominantly low-income Hispanic immigrants each year by providing individual and family counseling, bilingual advocacy, information and referral, immigration and naturalization services, parenting skills training, emergency food pantry, financial literacy classes, public benefits outreach and case management, and community education and youth programs. Centro serves the Hispanic community residing in the greater Fox Valley area: Kane, McHenry, DuPage and Cook counties. However, many clients who seek services travel from as far as Lake and Will Counties as well as nearby states. Centro's main office is located in Elgin and it has satellite offices in Hanover Park and Carpentersville. Centro de Información began as an outreach mission of the United Methodist Church and the Catholic Archdiocese of Rockford. Centro started in borrowed space open once a week to provide information, advocacy and referrals for the then 5,000 Hispanics in the area. The community has grown tremendously since then with the population in the service area reaching over forty percent Hispanic. The services of Centro have expanded as a result.

Centro recognizes that immigrant families come with little facility, if any, with English and little knowledge of American culture, expectations or laws which lead to their being more vulnerable to multiple problems such as abuse, neglect, domestic violence, hunger, unemployment, and unmet medical needs, etc. Its mission is to empower Hispanics with the ability to effectively integrate into our greater community through the facilitation of information, education and citizenship. This year, Centro de Información is also participating in the New Americans Initiative, to provide free assistance on the path to citizenship.

Note: Information from this profile was compiled from: interviews with the organization's staff and the website:
<http://www.centrodeinformacion.org/>

Family Focus Aurora

550 Second Street

Aurora, IL 60505

Phone: 630-844-2550

www.family-focus.org/centers/aurora

Geography Served: Family Focus Aurora targets the Aurora area, although other suburban Family Focus offices are located in Bensenville, Cicero, Evanston, Englewood and Highland Park.

The first Family Focus center for parents and young children opened in 1976 in Evanston, Illinois. Over the last 35 years Family Focus has grown to eight direct service centers, this year serving over 37,000 children and parents. Family Focus' community-based centers are located in Aurora, Bensenville, Cicero, Evanston, Englewood, and Highland Park, Illinois, and the Chicago communities of Englewood, Hermosa, and North Lawndale. Plus, they conduct additional outreach and school-based programs in Highwood and Melrose Park, Illinois, and in Albany Park, Greater Grand Crossing, West Englewood, Humboldt Park, West Town and South Lawndale in Chicago.

The mission of Family Focus is to promote the well-being of children from birth by supporting and strengthening their families in and with their communities. Family Focus provides child development education and skills training for teen and adult parents, developmental health screenings, early intervention services, early literacy, home visiting, afterschool programming, health and fitness education for parents and children, ESL, GED, citizenship and computer literacy classes for adults, plus assistance connecting with community services and health care providers. Since the services provided reflect the needs of each community served, it is recommended clients call to confirm services provided at each center.

Immigrant Family Services

Family Focus provides immigrant families with bilingual services including: outreach and interpretation services, ESL and GED classes, citizenship classes, assistance with citizenship applications, legal support, civic engagement classes, referral to health care providers, advocacy with community agencies and voter registration assistance.

Parenting Programs

Family Focus offers services that help parents with children ages 0-5 enhance their ability to provide and advocate for their families. Education and support services to parents during the early years significantly contribute to positive, healthy, child-rearing practices, prevention of abuse and neglect, and success in school. Programs offered strengthen parental knowledge and skills, reduce social isolation, and enhance employment opportunities. These programs include: home visits, mentoring, developmental screening, prenatal and parenting support, child development education, General Education Degree (GED) courses, adult literacy classes, ESL courses, citizenship classes and support, financial literacy training, leadership training, family field trips, health fairs, fitness & nutrition education, family planning education, crisis intervention, referrals to health care providers, referrals to community services, collaborating

agencies, and advocacy and evidence-based curriculum, including: Parents as Teachers, BabyTALK, and Healthy Families Illinois.

Family Focus's teen parent programs offer comprehensive medical, educational, and support services that help teens both prepare for the demands of parenthood and nurture their own development by finishing high school. Services include: home visits, group meetings, parent education workshops, high school classes on-site, violence prevention programs, mental health screenings, career and academic planning, family recreational activities and a fathers' support group.

The Father Support Group is open to new fathers, teen fathers, uncles, grandfathers, and fathers trying to reconnect with their families. This group helps fathers learn positive parenting skills and build relationships with their children in a safe, welcoming setting. This group provides comprehensive family support, including family night cook-outs and family field trips.

The Grandparents Raising Grandchildren program is open to grandparents faced with the challenge of raising grandchildren while dealing with their own health and economic concerns. This program serves as a welcoming support system and a place to talk and form friendships with others in similar circumstances while learning about: child development, meal preparation, supporting academic achievement, accessing available services for the children, accessible available services for seniors, depression and health care issues.

Providing Youth with Positive Alternatives

Family Focus's prevention efforts extend to supporting children and youth ages 6-14. During the critical hours of 3 p.m. - 6 p.m., the programs provide positive alternatives to premature sexual activity, early parenthood, school dropout, and gang involvement by educating youth about their personal responsibilities and boundaries.

Supporting Academic Achievement

Family Focus operates Community Schools and 21st Century Community Learning Centers (21st CCLC) in 24 schools in Chicago and surrounding communities. The 21st CCLCs feature standards-based curricula designed to ensure academic progress. The communities and schools selected for 21st CCLC sites are in areas that are marked by their high poverty rates, community violence, lack of community-based resources, high immigrant populations, and low-performing schools.

Healthy Families

Family Focus promotes healthy families by educating parents about healthy behaviors for themselves and their children, building collaborations with health care institutions and other community organizations, addressing barriers participants face through preventive health education, providing bilingual staff members who can translate, connecting families to health care providers and providing follow-up home visiting programs

Hug-A-Book

An early literacy initiative of Family Focus, Hug-A-Book supports teachers, parents, and other adults as they instill a love of books and reading in young children of diverse backgrounds. Hug-

a-Book promotes literacy and a love of books and reading by providing workshops and consulting services for teachers and other early childhood professionals, parent workshops, and a selection of multicultural hard-cover children's books.

Note: Information from this profile was compiled from: interviews with Family Focus staff and information found on the organization's website: www.family-focus.org/cetners/aurora

Father Gary Graf Center

510 10th Street

Waukegan, IL 60085

Phone: (847) 775-0858

http://www.mostblessedtrinityparish.org/Social_Concerns.php

Geography Served: Lake County

In 2006, the Fr. Gary Graf Center was opened to provide an educational center for the most vulnerable in the community: the poor, the marginalized and the immigrant. By fostering individuals' knowledge gain and providing the education and resources necessary, the Center creates a pathway to help individuals to become fully functioning citizens in the Lake County community. The mission of the Fr. Gary Graf Center is to educate and empower members of the community to reach self-sufficiency.

The Fr. Gary Graf Center helps members of the community to obtain citizenship, provides Spanish literacy education, civics classes and citizenship assistance, and partners with the College of Lake County to provide English language and GED classes. The Center provides legal assistance and partners with the Center for Economic Progress to provide free tax preparation. In addition, the Center helps the community to address their multi-layered needs through helping clients to access public benefits, food, shelter, clothing, and counseling. The Fr. Gary Graf Center facilitates marginalized individuals' integration into the community, allowing them access to the opportunities, education and resources they need to thrive.

Current Programs

- **English as a Second Language** - The Center provides free ESL classes in partnership with the College of Lake County.
- **General education development** - GED classes in Spanish are offered in partnership with the College of Lake County.
- **Citizenship preparation and tutoring** - Civics and citizenship classes are provided, along with one-on-one tutoring for citizenship interviews.
- **Spanish literacy** - Adults are introduced to the written Spanish alphabet and taught basic skills to improve their ability to read and write in their native language.
- **Citizenship workshops** - Bi-monthly workshops are held to help Legal Permanent Residents complete their citizenship applications. An on-staff attorney and individuals accredited by the Board of Immigration Appeals ensure that applications are completed accurately.
- **Family reunification** - In partnership with Catholic Charities, the Center offers legal immigration assistance for relative petitions and self-petitions for U-visas and VAWA visas.

- **Public benefits** - In partnership with HACES, assistance is provided to help families receive food stamps, medical benefits and All Kids insurance.
- **Free legal consultations** - Licensed attorneys offer free legal consultations in the areas of immigration law, family law, criminal law, traffic, DUIs, personal injury, workers' compensation, Social Security Disability and wills.
- **Referrals** - The Center helps the community to address their multi-layered needs through free legal referrals and referrals for food, shelter, clothing, counseling and more.
- **Free tax preparation** - In collaboration with the Center for Economic Progress, free tax preparation is provided throughout the tax season to low-income individuals and families. The Center for Economic Progress allows families to avoid paying rapid refund fees or refund anticipation loans.
- **Mobile Mexican Consulate** - The Center hosts the Mexican Consulate to issue passports and Matricula cards (Mexican ID cards). To date, thousands of individuals have received their official Mexican documents at the Center's site.

Note: Information from this profile was compiled from: information provided by the Center's staff and information found on the Center's website: http://www.mostblessedtrinityparish.org/Social_Concerns.php

HACES

641 Lorraine Avenue

Waukegan IL 60085

Phone: (847) 244-0300

www.haces.org

Geography Served: Lake and neighboring counties

Since 2005 the Hispanic American Community Education and Services (HACES) has been providing immigrant integration, family unity preservation and educational initiatives to families in Lake County, Illinois. HACES has been instrumental in reaching and encouraging the most isolated families in the Waukegan area so that they may be able to achieve legal permanent residence or citizenship and obtaining the necessary knowledge and skills to provide a more stable future for their families.

Accredited by the Board of Immigration Appeals, HACES programs include:

- Family based immigration assistance;
- Citizenship processing - New Americans Initiative;
- Citizenship classes;
- Leadership development and community organizing;
- Public benefits education and access - immigrant family resource program;
- Information, referrals and case management;
- Translation and interpretation (Spanish & English);
- Advocacy for the improvement of immigrant related services;
- Vecinos y Amigos (Neighbors and Friends) - Uniting America initiative that includes Cultural Exchange Activities to foster understanding and unity among neighbors and communities.

For general information and to schedule appointments please call 847-244-0300 or email info@haces.org

Note: Information from this profile was compiled from: information from HACES staff and the organization's website: www.haces.org

Hanul Family Alliance

Chicago Location:

5008 N. Kedzie Ave

Chicago, IL 60016

Phone: (773) 478-8851

www.hanulusa.org

Suburban Location:

1166 South Elmhurst Road

Mount Prospect, IL 60056

Phone: (847) 439-5195

Geography served: Chicago, North/Northwest suburbs

Hanul Family Alliance (HFA) strives to identify the needs and search for the appropriate solutions for Korean immigrant families living in the Chicago metropolitan area. Founded as Korean American Senior Center in 1987, HFA has expanded its scope of services in 2006 to provide a wide range of services in the following areas: senior welfare, community health, family support services, legal and immigration services, and culture and education programs. Hanul provides in-home assistance for seniors, congregate meals services, ESL, citizenship, recreation, arts, and computer classes, and variety of cultural and educational programs to enhance the quality of life for immigrants. HFA plans classes, lectures, workshops and special events throughout the year to reduce various stresses faced by immigrant families. Currently, Hanul ESL, citizenship and civic classes, line dance, folk dance, calligraphy, computer, and dahn yoga classes are provided at both the Chicago and Suburban Office locations.

Hanul ESL

HFA addresses immigrants' struggles of language barriers through English as a Second Language (ESL) classes. There are two tracks of classes from which to choose. Students may opt to enroll in ESL classes taught by HFA instructors. These classes are offered Mondays through Thursdays throughout the year. The other option is to participate in a small group tutoring led by volunteer tutors. This volunteer tutoring program, funded by the Secretary of State, allows tutors to give individualized attention to students who are especially having difficult time learning the very basics of English and adapting to the new culture. Classes are held at both the Chicago and Mount Prospect Office.

Citizenship Application Assistance and Classes

The Citizenship Service Program was established in 1996 in response to the influx of immigrants who sought citizenship in the light of 1996 welfare reform. The HFA staff assists seniors in obtaining citizenship by helping them fill out applications, take photos, submit fingerprints, and escort them to interviews for interpretation services. HFA also offers preparatory classes specifically geared to those who are planning on taking the citizenship test. Classes are held both at the Chicago and Suburban Office. This program is funded by Refugee and Immigrants Citizenship Initiative (RICI) and New Americans Initiative (NAI) Grant from Illinois Department of Human Services.

Recreation and Art

In order to enhance the quality of life for Koreans, HFA provides programs in art, culture, and history. The staff plans these programs and events throughout the year to facilitate an environment where immigrant elderly can feel a sense of community. Over 100 clients both at the Chicago and Suburban Office participate in weekly line dance classes for their physical and mental well-being. Calligraphy is also offered, which is a mental exercise that coordinates the mind and the body to choose the best styling in expressing the content of a passage.

Note: Information from this profile was compiled from: interviews with Hanul Family Alliance staff and the organization's website: www.hanulusa.org

HIAS Chicago

Main Office

216 W Jackson St, Suite 700
Chicago, IL 60606
Phone: (312) 357-4666
www.hiaschicago.org

Chicago City North Office

3525 W Peterson Ave Suite 400
Chicago, IL 60659
Phone: (773) 866-5035

North Suburban Office

5150 W Golf Rd
Skokie, IL 60077
Phone: (847) 568-5200

Northwest Suburban Office

1156 W Shure Dr., Suite 181
Arlington Heights, IL 60004
Phone: (847) 392-8970

Geography Served: Offices are located in Chicago downtown, West Rogers Park, Arlington Heights and Skokie serving the greater Chicagoland area and the north and northwest suburbs.

Since 1911, the Hebrew Immigrant Aid Society (HIAS Chicago) has provided immigration services in the Chicago metropolitan area. A state-licensed agency, accredited by the U.S. Board of Immigration Appeals and the Council on Accreditation of Services for Families & Children, Inc. (COA), HIAS Chicago has been a leader in assisting people, regardless of race, religion, or country of origin, seek refuge from desperate conditions through the immigration process. A not-for-profit organization, HIAS Chicago works in close partnership with Jewish Child and Family Services (JCFS), an affiliate agency of the Jewish Federation of Metropolitan Chicago. In keeping with its original mission, HIAS Chicago administers a wide scope of immigration services, which include:

- Refugee processing;
- Permanent residency preparation;
- Indemnification services for Holocaust survivors;
- Community outreach and education;
- Family based immigration assistance
- A full range of citizenship preparation and application assistance services;
- Community programs that promote immigrant integration and civic engagement;
- Advocacy on behalf of immigrants and refugees.

HIAS Chicago's programs, in partnership with local communities promote the value and diversity of new citizens and encourage their participation in economic, social and civic life.

HIAS Chicago maintains expanded access to its multi-lingual services in other convenient locations and hours at Jewish Child & Family Services offices in West Rogers Park, Arlington Heights and Skokie. In each of these expanded locations, day and evening hours are offered to meet the needs of working families.

For general information and to schedule an appointment, please contact the main office at (312) 357-4666.

Note: Information from this profile was compiled from: information from HIAS Chicago staff and the organization's website: www.hiaschicago.org

Illinois Welcoming Center

7222 W. Cermak Rd, Suite 501

North Riverside, IL 60546

Phone: (708) 442-8640

<http://www.dhs.state.il.us/page.aspx?item=53209>

Satellite Office

Mt. Carmel Community Center

1115 N. 23rd St.

Melrose Park, IL 60106

Geography Served: State of Illinois

The Illinois Welcoming Center (IWC) was established to integrate the delivery of services, avoid duplication of services, and assist immigrants and refugees in the process of integrating into life in the United States. The mission of IWC is to provide immigrant and refugee individuals and families with an array of services, information, programs, and classes to assist in their path towards successful integration into the state, thereby creating self-sustaining and thriving communities. The IWC's advanced model eliminates systematic barriers that immigrants may face in approaching state services. The IWC changes the way state services are delivered, not focusing on a discrete set of programs available from different state agencies, but rather providing a complete model (i.e. a "one stop" center) where immigrants and refugees may access quality services from multiple state agencies and community providers in one location.

The Center is managed by the Illinois Department of Human Services (DHS) with oversight by the Governor's office of New Americans Policy Advocacy. The Welcoming Center is a multi-agency collaborative that includes active participation from the following agencies: Department of Human Services, Department of Commerce and Economic Opportunity, Department of Employment Security, Healthcare and Family Services, Department of Children and Family Services, Department of Aging, the Illinois Community College Board, the Illinois State Board of Education, and the Department of Public Health. The success of the Center is directly related to the quality of collaboration among the state agencies, local support, and community based organizations.

IWC is a true one-stop center where clients may access quality services from many state agencies. The Welcoming Center staff has been specially trained to work with the immigrant and refugee community. Welcoming Center staff is bilingual English/Spanish and has access to multilingual interpreters and translators. Clients have DIRECT access to and information about health, social, educational, employment, rehabilitation and homeownership services, including: Supplemental Nutrition Assistance Program (SNAP), Medicaid, All Kids Health Insurance, Family Care, Unemployment Insurance, Employment Counseling, Small Business Center and Specialized Assessment for Rehabilitation Services. Clients can also attend workshops on: Housing and Financial Literacy, Predatory Lending, Health and Nutrition, Mental Health Issues, Adolescent Development, Parenting Skills and Substance and Domestic Abuse. IWC offers direct referrals, assessments and enrollment for: Local Food Pantries, English Classes,

Citizenship Classes, Legal Assistance, Aging Services, Developmental and Rehabilitation Services, Health Screenings, Energy Assistance and Small Business Center.

The success of the Illinois Welcoming Center has led to the expansion of two more sites targeted to open in 2012 in Aurora and Southwest communities in Chicago.

Note: Information from this profile was compiled from: Interview with IWC staff. Report by: Del Toro, Sandra, Puente Sylvia, Alejo, Berenice, Villa, Sylvia. 2010. Strength in Unity: Mapping Community Needs and Priorities in Proviso Township. University of Notre Dame: Institute for Latino Studies. Also from Illinois Welcoming Center website: www.immigrants.illinois.gov

Interfaith Housing Center of the Northern Suburbs

614 Lincoln Avenue

Winnetka, Illinois 60093-2308

Phone: (847) 501-5760

www.interfaithhousingcenter.org

Geography served: Deerfield, Des Plaines, Evanston, Glencoe, Glenview, Highland Park, Highwood, Lincolnwood, Morton Grove, Niles, Northbrook, Northfield, Park Ridge, Skokie, Wilmette and Winnetka

Interfaith Housing Center of the Northern Suburbs is dedicated to housing justice by building open, inclusive, and diverse communities throughout Chicago's northern suburbs. As the area's premier voice for fair and affordable housing, Interfaith acts through education, advocacy, and community organizing. Interfaith advances its mission in the 16 north suburban communities it comprises in two primary ways: Services that help individuals' case-by-case or collectively and advocacy and education to change policy. In recent years, with the rise in foreclosures, Interfaith has seen an overall increase in the number of immigrant homeowners seeking assistance. As a result, they have added Polish and Russian speaking staff members to field calls from immigrant families in need of assistance with housing.

Housing-Related Services

Interfaith serves individuals who face housing discrimination, foreclosure and conflict with their landlord or management company. They investigate complaints and the systemic presence of housing discrimination through deploying trained volunteer testers, monitoring advertising, and evaluating local ordinances. Interfaith also files administrative complaints where warranted with appropriate governmental bodies. The organization provides loan document review, education on options, negotiation with lenders, community outreach, and referrals to prevent north suburban homeowners from losing their homes. They also offer information and referral to tenants to help them resolve disputes around repairs, evictions, and security deposits. Where concerns are building-wide, Interfaith organizes the tenants into associations to collectively assert their rights. They deliver affordable and fair housing through a free service that matches residents who have room to share with renters who need a safe and affordable living space.

Civic Engagement

In addition to direct housing assistance, Interfaith advocates for greater representation and involvement of immigrants in local government in order to foster more sensitive housing policies and practices. Through a grant from The Chicago Community Trust, Interfaith has been working in partnership with the Nathalie P. Voorhees Center for Neighborhood and Community Improvement (VC) at the University of Illinois-Chicago, to: 1) Identify the housing patterns and distribution of immigrant populations in Evanston, Glenview, Morton Grove, Niles, Northbrook, and Skokie; 2) Suggest affordable housing policies that can better meet the needs of immigrants; and 3) Organize immigrant leadership to ensure they play an active role in development decisions that affect immigrants. Interfaith and three other social service and advocacy groups commissioned a study conducted by the Voorhees Center to measure the impact of two redevelopment scenarios for a rental complex in Highwood tenanted almost entirely by Latinos who also work in the area. The study charted new territory by measuring the dollar value to a

community of consumer spending by immigrants living close to work. It also demonstrated the value of preserving rental housing, creating first-time homebuyer opportunities, and ethnic and income diversity in the schools, as well the impact on businesses in preserving a stable employment base. Interfaith also used the impact study process itself as an opportunity to interview and organize tenants in the development as well as other stakeholders in the community who also served as “key informants” to the study. Most recently, Interfaith released *Open to All? Different Cultures, Same Communities*, a report commissioned of the Voorhees Center of the University of Illinois at Chicago to document immigrant life in the northern suburbs of Chicago and offer “best practices” for civic engagement.

Note: Information from this profile was compiled from: interviews with staff at Interfaith Housing Center of the Northern Suburbs and the organization’s website: <http://www.interfaithhousingcenter.org/>

Language Access Resource Center

(A program of the DuPage Federation on Human Services)

146 W. Roosevelt

Villa Park, IL 60181

Phone: (630) 782-7544

www.dupagefederation.org

Geography served: DuPage County is the primary target area but LARC regularly serves other areas, including Niles Township and areas in West Cook County

The Language Access Resource Center (LARC), founded in 2005, is a program of the DuPage Federation on Human Services Reform. It offers an array of services including interpretation, translation, interpreter training and consultation with health and human services organizations to identify the most cost-effective and efficient ways to meet the needs of the area's fast-growing immigrant population. The Language Access Resource Center was developed out of the interest expressed by health and human services organizations in finding a cost-effective way to meet the needs of their limited English proficient clients.

Interpretation Services

The LARC offers on-site (face-to-face) foreign language interpretation. Typically, twenty-four hours' notice is preferred to arrange for a foreign language interpreter. LARC wants to ensure that its clients have the ability to maintain proper communication, therefore its interpreter services are available 24 hours a day, 7 days a week including Holidays. Last minute and emergency requests are honored as possible. Requests for on-site foreign language interpreters placed during business hours Monday through Friday 8:30A - 5:00P may be scheduled via secure email LARC@dupagefederation.org, phone (630) 782-7544, fax (630) 748-4794, and the FLUENCY online scheduling system (www.gofluently.com/dupagefederationlarc/). Services may be scheduled outside of these business hours via secured email, FLUENCY, and an after-hours number (630) 290-7893. In addition, using the FLUENCY on-line system requires registration, but clients can contact LARC at any time to obtain registration information.

American Sign Language

LARC also has a registry of certified sign language interpreters who reside in nearby communities. Typically, twenty-four hours' notice is preferred to arrange for a sign language interpreter. Due to recent changes in sign language interpreter licensure standards, and depending on the need of the organization, it may take longer to secure an interpreter with the appropriate proficiency / skill level. Last minute and emergency requests will be honored as possible.

Languages Covered by LARC Interpreters

The Language Access Resource Center is currently able to provide interpreters for the languages listed below. When languages other than the ones listed are needed, the LARC will make a good faith effort to find qualified interpreters and/or translators. The list of languages is continually expanding, with particular focus on recruiting interpreters who speak the languages of the area's refugee populations. Interpreters are assessed, trained, and certified by LARC, but they provide services as independent contractors for LARC. Languages include: Albanian, Greek, Polish, Arabic, Gujarati, Portuguese, American Sign Language, Hindi, Punjabi, Bantu, Kirundi, Russian,

Bosnian, Korean, Serbian, Cantonese, Kreshi, Somali, Chinese, Lebanese, Spanish, Croatian, Lithuanian, Tajistan, Farsi/Persian, Mandarin, Uzbekistan, French, Nepali and Vietnamese. (This list of languages is continually expanding. Please contact LARC to request an Interpreter for a language not listed above.)

Document Translation Services

LARC's translators have a combination of experience and education. LARC utilizes many translators who have also received their Certificates of Completion as Medical Interpreters. LARC is also a member of the American Translators Association (ATA), the entity that is responsible for the certification of translators. As part of LARC's quality assurance procedures, all translated documents are proofread by another translator. To obtain a translation of a written document, please submit the request along with the original document to LARC@dupagefederation.org. Within one business day, LARC staff will acknowledge receipt of document to be translated. Upon receipt, LARC staff will immediately begin the intake process which includes the determination of word count and coordination of assigned translator. Once a translator has been confirmed, LARC staff will contact the requestor with final word count, cost, and anticipated date of completion. This communication may take place via e-mail or telephone depending on what is most convenient for the requestor.

Telephonic Interpretation

LARC makes its best effort to accommodate its clients' interpretation and translation needs. If a client's needs go beyond LARC's current list of face-to-face interpreters, LARC can arrange for Pacific Interpreters. This is a telephonic interpreting agency that provides 24/7 access for telephone interpretation services in over 180 languages and dialects. A toll-free telephone number and an access code will be made available to clients for direct access. The "wait time" for interpreting is one minute or less.

Training

The LARC program requires 100 hours of formal training, including a 40-hour supervised externship. The training program covers such topics as interpreter ethics and techniques, the importance of culture and its impact on interpreting, and basic medical terminology. The interpreters are trained regarding the knowledge and strategies that are necessary to facilitate and enhance the communication between providers of services and Limited English Proficient service recipients. All LARC interpreters have had a formal assessment of language proficiency of both English and the target language. Once the training and externship are completed, the interpreter receives a Certificate of Completion. The Certificate of Completion is also an accepted standard within the profession. If you are interested in finding out more about becoming a certified LARC interpreter, contact us at (630) 782-7544 or at LARC@dupagefederation.org.

Oral Proficiency Assessments of Bilingual Staff

LARC conducts structured over-the-phone interviews which assess the language proficiency of bilingual staff of provider organizations. These assessments test the individual's oral fluency and listening comprehension in English and in the target language. Vocabulary, grammar, clarity and flow of speech are then evaluated. These assessments should be pre-arranged with LARC staff.

Interpreter Training for Agency Personnel

Many organizations use a combination of contract interpreters, telephonic interpreters and staff interpreters to meet the needs of their Limited English Proficient clients. Particularly as an organization is beginning to learn about these needs, it is common for providers to ask bilingual staff to serve as 'ad hoc' interpreters. LARC strongly recommends that such interpreters attend interpreter workshops and that the organization develop formal structure around the use of "dual task interpreters." LARC can provide workshops and consultation for management on development of such policies. LARC will also customize interpreter training for various specific institutional needs.

Provider Training

The key to a successful interpreter program within any institution is to also train provider staff on how, when and why to work with an interpreter and to recognize when an interpreter may be needed to communicate effectively with a Limited English Proficient client. We can provide workshops for staff on how this can be achieved. We have also created: Cultural Competency I and II training for organizations. The two facets of this training are for both administrators and front line personnel. These sessions are arranged to meet the specifications of your attendees and organization.

What Distinguishes LARC Services

LARC interpreters are distinguished from graduates of some other training programs by the amount of training they receive. The number of training hours is substantially higher than the normally accepted standard, and we certify that our interpreters have successfully completed this training. LARC interpreters are required to provide an annual Tuberculosis screening, Drug Screening and pass a State of Illinois criminal background check. LARC interpreters are also scheduled to attend quarterly professional development meetings to further advance their knowledge of medical, educational, legal and human services.

Since 2005, LARC has been an active member of the National Council of Interpretation in Health Care (NCIHC) and The International Medical Interpreters Association (IMIA). LARC is also a member of Midwest Association of Translators and Interpreters (MATI) as well as the American Translators Association (ATA).

Note: Information from this profile was compiled from: interviews and information from LARC staff.

Mano a Mano Family Resource Center

6 E. Main Street

Round Lake Park, IL 60073

English Phone: (847) 201-1521

Spanish Phone: (847) 201-1522

www.manoamanofamilyresourcecenter.org

Geography Served: Lake County

The Mission of Mano a Mano is to empower immigrant and underserved families of Lake County to become full participants in American life by providing quality programs and services that educate and establish links to essential community resources. Founded in September 2000, Mano a Mano Family Resource Center opened its doors and began services, thanks to the foresight of community leaders concerned with the needs of the rapidly increasing Latino population in the Round Lake area. Many of these families were finding it difficult to adapt to their new communities because they spoke little or no English, lacked a high school education and did not have an adequate income. Mano a Mano provides resources to help families improve their quality of life and make a smooth transition into the community without erasing their cultural roots.

The area served by Mano a Mano has experienced an influx of immigrants. According to the 2010 Census, 19.9% of Lake County's population is Latino, up from 14.4% in 2000. While Mano a Mano serves people from all over Lake County, the majority come from the Round Lake area, which has been one of the major destinations for Latino immigrants in the Chicago metro area in the last decade. These recent immigrants face many challenges. Most have very low education levels, limited English skills and limited networks. Most of them are in low-skilled, low-paying jobs and most of them have limited access to transportation and health services. These facts greatly hinder their ability to improve their living situations.

Currently Mano a Mano serves over 4,000 community members annually. The GED, ESL, citizenship and computer classes provide adult participants with the skills and educational requirements to more fully participate in American life. These classes along with the Employment Connection Program empower participants with the skills and opportunities to gain employment. The Health Education Program provides essential health knowledge and links community members with needed health services. Children are assisted through the Kindergarten Readiness program and the Child Care sessions, which are provided while their parents are in class. These Child Care sessions include strong educational components.

Mano a Mano also provides an information and referral program, which includes outreach activities to inform immigrants about the availability of public benefits and other services that support personal and family well-being, economic self-sufficiency, and the eligibility criteria and immigration issues related to applying for and receiving these benefits and services. They provide case management services to immigrant families who need long-term assistance accessing and maintaining benefits and services. Due to language barriers, Mano a Mano also provides accurate interpretation and translation services for immigrants who have difficulty

communicating with the Illinois Department of Human Services and other agencies offering supportive services.

In 2010 Mano o Mano's Executive Director, Carolina Duque, was awarded a fellowship by the Chicago Community Trust to conduct a case study on immigrant integration and civic engagement of suburban Latinos in the Round Lake area. The goals of the project were to learn about community members' perceptions on immigrant integration, the impact of Latino population growth in the area, and the challenges and opportunities of this demographic change. The project aimed to help Latinos in the Round Lake area understand community engagement and facilitate a more active participation in community affairs, while promoting a better understanding of the Latino culture among non-immigrants, service providers and non-Latino leaders to promote the integration of Latinos in the area. This study was completed in partnership with the University of Illinois at Chicago (UIC) Chicago Area Study (CAS) and can be found here: <http://www.manoamanofamilyresourcecenter.org/RLA-Immigrant-Integration-Project-Final-Report.pdf>

Note: Information from this profile was compiled from: interviews with Mano a Mano staff and the organization's website: <http://www.manoamanofamilyresourcecenter.org/index.html>

Palatine Opportunity Center

Primary Location:

1585 N. Rand Road

Palatine, IL 60074

Phone: (847) 776-9500

www.palatineopportunitycenter.org

Satellite Location:

Edgebrook Community Center - ECC

1926 Green Lane North, Apt 1A &B

Palatine, IL 60074

Phone: (847) 776-2523

Geography Served: Palatine Township

The Palatine Opportunity Center (POC) is a network of civic, educational and government institutions, religious, business, charitable and community organizations, along with volunteers, who provide services to the residents of Palatine Township. In a variety of ways the Palatine Opportunity Center welcomes and introduces families and individuals in need, including immigrant families, to the Palatine community, connecting them with local resources, providing a pathway for their integration and success.

Clients at the Palatine Opportunity Center are offered a variety of services, which includes: basic health care at the medical clinic; library services by a branch of the Palatine Public Library; a variety of counseling and support services for families and individuals from several agencies; YMCA programs for participation on physical, recreational, and improvement of social skills and physical fitness; enrollment in classes of English, citizenship, computer technology and other workplace skills are provided by Harper Community College; mentoring programs for at risk teenagers and the services of a social worker. Childcare is available for adults using the Center services, free of charge. A selection of POC programs and services is described below.

Day of the Child

Every spring, the Palatine Opportunity Center collaborates to host the “Dia De Los Ninos” (Day of the Child) celebration. More than 200 children and their families go to the POC throughout the day to enjoy various activities. This event is free and open to the public. Activities during the day include face painting, crafts, games or a visit from Nurse Rose, the community health nurse, passing out health and nutrition information to take home. This event is also allows local businesses, POC partner agencies and community volunteers to help with the activities.

Promotoras de Salud Program (Health Promoters Program)

The Promotoras de Salud Program (Health Promoters Program) brings health education to the growing population of Hispanic families in the area. All of the Promotora have received leadership and development training in addition to training on particular health topics that are prevalent in the Latino community. The Promotora use these skills and knowledge to lead small group presentations and health discussions with members of the community. Classes are offered at the Palatine Opportunity Center as well as at other locations in the community. Topics include

Diabetes/Nutrition, Well Child, Breastfeeding and Domestic Violence Prevention. These classes are sponsored by Northwest Community Hospital and POC.

Adult Education

Palatine Opportunity's adult education program includes Spanish elementary, middle and high school literacy, English GED, ESL, Citizenship and Employment Skills classes. The Plaza Comunitaria offers the opportunity for adult students to take literacy courses and to start or continue their elementary, middle and high school education in Spanish. Every student who completes his or her education under this program gets an official certificate provided by the Mexican Bureau of Education. With their certificate, the adult students can continue their education goals by achieving their ESL and GED certificates.

Plaza Comunitaria meets in the Palatine Opportunity Center Learning Lab and encourages the students to use the free tutoring of the Learning Lab to reinforce course content. While adult students with children are in class, volunteers are available to assist children with their homework, reading and craft activities.

Through their partnership with Harper Community College, POC has academic assessment, testing, placement and registration. Assistance is provided regarding information and referrals for bilingual students to departments within Harper College or community agencies. Advisors are available for academics, career/vocational assistance, short-term personal or goal setting. The advisors can also provide assistance with GED Test registration, job/career development as well as a GED graduate scholarship program.

For adult students (over sixteen years of age and not currently enrolled in school) who wish to improve academic, coping, or personal skills and nonnative speakers of English who have less than nine years of formal education in their country of origin, there are multiple courses that can be taken at POC.

Senior Services

The Palatine Township Senior Citizens Council provides outreach services at the POC in English, Spanish and Russian to senior citizens and their families. These services include applications for entitlements, assistance with Medicare, Medicaid, Social Security, translation services, assistance with immigration/ naturalization services, housing information, and referrals to other agencies. Additionally, informational presentations on health and disease prevention are offered in Spanish quarterly.

Health and Wellness Services

The POC offers the community the services of a Community Health Nurse and a Behavioral Health Navigator onsite at the Rand Road location. The Community Health Nurse at the Center assesses patients' needs for healthcare services or treatments; listens to patients' complaints and charts vital signs including blood pressure, temperature, etc. The nurse implements diagnostic orders and treatments and provides referrals to services and physicians associated with the program. Additionally, the POC Community Health Nurse identifies unmet community health needs and works with the Promotores de Salud (Community Health Promoters) to develop and implement programs to address these needs. Such programs have included: HIV prevention, pre-

natal care, prostate screening, proper diet for patients with diabetes or obesity problems, domestic abuse, etc. In collaboration with community clinics and resource centers, the Behavioral Health Navigator (BHN) at Palatine Opportunity Center is available to persons seeking assistance in finding mental health services.

Note: Information from this profile was compiled from: interviews with Center staff information found on the Center's website: www.palatineopportunitycenter.org

Woodridge Community Resource Center

8274 Janes Avenue

Woodridge, IL 60517

Phone: (630) 910-7027

www.vil.woodridge.il.us/departments/police_resource.aspx

Geography served: Village of Woodridge

The Woodridge Community Resource Center serves as a resource for local residents. The Center now has a Latino Outreach Program, which is meant to provide interactive educational resources to address the needs in the Latino community, including providing education about immigrant rights.

In 1994, the WCRC, originally named the Neighborhood Resource Center, began with a concept to reduce juvenile crime and improve school attendance by providing a safe haven for children in the neighborhood. The Center was successful in providing positive outlets and improved both social and behavioral outcomes, while helping the youth discover and cultivate their own personal talents. Expansion then continued to include the entire community, and the WCRC now includes educational development in both the After School and Summer Programs. These programs include language and computer literacy, homework assistance, art appreciation, as well as quality character and team building activities. As a result, the enrichment provided at the WCRC continues to help children improve social skills, enhance high self-esteem and better their academic achievement.

There are a number of adult programs offered at the Center. English Second Language classes are offered in collaboration with the College of DuPage and Sister of St. Joseph of LaGrange School on Wheels. The “Parents As Teachers” program is an early child and parent enrichment program for all Woodridge School District #68 families within the district boundaries with children from birth to 6 years of age and is offered in collaboration with Metropolitan Family Services. The Computer Learning Center offers beginning computer classes free-of-charge to residents in DuPage County wanting to enhance their job skills. This is offered in collaboration with Peoples Resource Center.

In 2006, the WCRC in cooperation with the Village of Woodridge, the Woodridge Police Department, DuPage County Health Department, School District 68, and the Lisle-Woodridge Fire District added the Latino Outreach Program. The combined efforts of this coalition offer educational and culturally specific information to the Latino community in Woodridge, thereby increasing their awareness of their own personal safety, addressing the cultural differences in the community, and contributing to the change of unsafe behaviors. The Latino Outreach Program was named one of 73 finalists in the 2006 Awards for Municipal Excellence for communities with populations under 50,000. Woodridge was one of only three Illinois finalists.

Currently on annual basis, the WCRC continues to partner with World Relief DuPage/Aurora to offer educational workshops on immigration-related topics for other diverse groups in addition to the Latino community.

The WCRC partners with many community organizations and agencies to offer a variety of programs for youth, families and individuals in Woodridge. The programs are designed to meet the needs of the entire diverse community based on the feedback received from the residents.

The Woodridge WCRC is funded by the Village of Woodridge, DuPage County Community Development Block Grant funds and monetary and in-kind donations.

Note: Information from this profile was compiled from: Interviews with Woodridge municipal/CRC staff and information gathered from the website: <http://www.vil.woodridge.il.us/default.aspx>

Appendix

**Municipal Foreign Born Data –
2005-2009 American Community Survey**

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Addison	36,747	12,826	34.9%	5,407	7,419	42.2%
Algonquin	30,464	3,524	11.6%	2,173	1,351	61.7%
Alsip	18,649	2,316	12.4%	1,039	1,277	44.9%
Antioch	13,253	712	5.4%	467	245	65.6%
Arlington Heights	73,334	12,441	17.0%	6,261	6,180	50.3%
Aurora	172,501	41,824	24.2%	12,567	29,257	30.0%
Bannockburn	1,349	105	7.8%	37	68	35.2%
Barrington	10,537	633	6.0%	447	186	70.6%
Barrington Hills	4,181	437	10.5%	311	126	71.2%
Bartlett	40,616	5,918	14.6%	3,644	2,274	61.6%
Batavia	27,154	1,261	4.6%	793	468	62.9%
Beach Park	14,198	1,719	12.1%	949	770	55.2%
Bedford Park	621	83	13.4%	35	48	42.2%
Beecher	3,739	158	4.2%	106	52	67.1%
Bellwood	18,988	2,109	11.1%	663	1,446	31.4%
Bensenville	20,175	7,295	36.2%	2,543	4,752	34.9%
Berkeley	4,908	785	16.0%	399	386	50.8%
Berwyn	50,053	12,490	25.0%	4,761	7,729	38.1%
Big Rock	1,497	62	4.1%	28	34	45.2%
Bloomington	21,753	3,945	18.1%	2,556	1,389	64.8%
Blue Island	22,229	4,488	20.2%	1,574	2,914	35.1%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Bolingbrook	69,594	15,785	22.7%	7,001	8,784	44.4%
Braidwood	6,546	81	1.2%	48	33	59.3%
Bridgeview	14,817	3,494	23.6%	1,805	1,689	51.7%
Broadview	7,623	449	5.9%	304	145	67.7%
Brookfield	17,975	2,307	12.8%	1,434	873	62.2%
Buffalo Grove	42,601	10,622	24.9%	6,675	3,947	62.8%
Bull Valley	1,226	24	2.0%	14	10	58.3%
Burbank	27,338	8,322	30.4%	4,181	4,141	50.2%
Burlington	633	68	10.7%	23	45	33.8%
Burnham	3,973	288	7.2%	159	129	55.2%
Burr Ridge	11,308	2,176	19.2%	1,728	448	79.4%
Calumet City	36,844	2,770	7.5%	1,130	1,640	40.8%
Calumet Park	7,962	478	6.0%	96	382	20.1%
Campton Hills	9,805	829	8.5%	395	434	47.6%
Carol Stream	39,728	7,978	20.1%	4,165	3,813	52.2%
Carpentersville	37,162	12,023	32.4%	3,676	8,347	30.6%
Cary	19,411	2,391	12.3%	827	1,564	34.6%
Channahon	13,718	292	2.1%	208	84	71.2%
Chicago	2,824,064	593,255	21.0%	238,748	354,507	40.2%
Chicago Heights	30,584	3,949	12.9%	1,149	2,800	29.1%
Chicago Ridge	13,345	2,809	21.0%	1,299	1,510	46.2%
Cicero	80,550	35,170	43.7%	9,458	25,712	26.9%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Clarendon Hills	8,502	984	11.6%	422	562	42.9%
Coal City	4,802	73	1.5%	68	5	93.2%
Country Club Hills	16,508	513	3.1%	407	106	79.3%
Countryside	5,784	1,025	17.7%	372	653	36.3%
Crest Hill	20,070	1,877	9.4%	951	926	50.7%
Crestwood	11,005	597	5.4%	464	133	77.7%
Crete	8,906	513	5.8%	397	116	77.4%
Crystal Lake	41,094	4,282	10.4%	1,697	2,585	39.6%
Darien	22,368	4,185	18.7%	2,702	1,483	64.6%
Deer Park	3,269	241	7.4%	178	63	73.9%
Deerfield	19,204	1,476	7.7%	1,093	383	74.1%
Des Plaines	56,316	15,418	27.4%	9,102	6,316	59.0%
Diamond	2,547	53	2.1%	47	6	88.7%
Dixmoor	3,816	378	9.9%	11	367	2.9%
Dolton	23,867	544	2.3%	380	164	69.9%
Downers Grove	48,849	4,527	9.3%	2,997	1,530	66.2%
East Dundee	3,092	332	10.7%	155	177	46.7%
East Hazel Crest	1,561	119	7.6%	39	80	32.8%
Elburn	5,560	291	5.2%	160	131	55.0%
Elgin	102,590	26,261	25.6%	7,602	18,659	28.9%
Elk Grove Village	33,206	6,329	19.1%	3,363	2,966	53.1%
Elmhurst	45,670	5,484	12.0%	3,592	1,892	65.5%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Elmwood Park	23,979	6,608	27.6%	3,343	3,265	50.6%
Elwood	2,909	21	0.7%	21	-	100.0%
Evanston	76,599	11,467	15.0%	4,726	6,741	41.2%
Evergreen Park	19,356	1,216	6.3%	651	565	53.5%
Flossmoor	9,164	561	6.1%	471	90	84.0%
Ford Heights	3,195	13	0.4%	-	13	0.0%
Forest Park	15,112	1,872	12.4%	1,125	747	60.1%
Forest View	801	94	11.7%	51	43	54.3%
Fox Lake	10,770	578	5.4%	421	157	72.8%
Fox River Grove	5,335	299	5.6%	213	86	71.2%
Frankfort	17,044	735	4.3%	450	285	61.2%
Franklin Park	18,025	5,975	33.1%	2,692	3,283	45.1%
Geneva	23,774	1,081	4.5%	495	586	45.8%
Gilberts	4,954	1,183	23.9%	413	770	34.9%
Glen Ellyn	27,122	2,666	9.8%	1,320	1,346	49.5%
Glencoe	8,893	655	7.4%	461	194	70.4%
Glendale Heights	32,715	11,206	34.3%	6,016	5,190	53.7%
Glenview	45,549	9,699	21.3%	7,403	2,296	76.3%
Glenwood	8,399	206	2.5%	86	120	41.7%
Golf	549	74	13.5%	54	20	73.0%
Grayslake	21,135	2,382	11.3%	1,402	980	58.9%
Green Oaks	3,884	499	12.8%	403	96	80.8%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Greenwood	155	4	2.6%	-	4	0.0%
Gurnee	30,237	5,009	16.6%	3,114	1,895	62.2%
Hainesville	3,669	916	25.0%	450	466	49.1%
Hampshire	4,838	157	3.2%	49	108	31.2%
Hanover Park	36,700	13,594	37.0%	5,744	7,850	42.3%
Harvard	9,120	1,835	20.1%	436	1,399	23.8%
Harvey	28,008	2,609	9.3%	699	1,910	26.8%
Harwood Heights	8,010	2,919	36.4%	1,637	1,282	56.1%
Hawthorn Woods	7,893	859	10.9%	757	102	88.1%
Hazel Crest	14,199	836	5.9%	459	377	54.9%
Hebron	1,181	54	4.6%	46	8	85.2%
Hickory Hills	13,404	3,270	24.4%	1,717	1,553	52.5%
Highland Park	31,129	3,570	11.5%	2,373	1,197	66.5%
Highwood	5,363	2,733	51.0%	559	2,174	20.5%
Hillside	8,008	1,452	18.1%	402	1,050	27.7%
Hinsdale	18,019	1,737	9.6%	853	884	49.1%
Hodgkins	2,358	588	24.9%	161	427	27.4%
Hoffman Estates	54,393	14,631	26.9%	7,067	7,564	48.3%
Holiday Hills	686	27	3.9%	5	22	18.5%
Homer Glen	25,654	2,818	11.0%	2,129	689	75.6%
Hometown	4,120	148	3.6%	53	95	35.8%
Homewood	18,279	967	5.3%	630	337	65.1%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Huntley	21,042	2,375	11.3%	1,576	799	66.4%
Indian Creek	555	135	24.3%	97	38	71.9%
Indian Head Park	3,601	470	13.1%	375	95	79.8%
Inverness	7,611	959	12.6%	633	326	66.0%
Island Lake	8,457	885	10.5%	464	421	52.4%
Itasca	8,157	1,543	18.9%	777	766	50.4%
Johnsburg	6,556	168	2.6%	90	78	53.6%
Joliet	143,008	21,492	15.0%	6,828	14,664	31.8%
Justice	12,429	2,458	19.8%	1,141	1,317	46.4%
Kaneville	387	-	0.0%	-	-	N/A
Kenilworth	2,329	124	5.3%	71	53	57.3%
Kildeer	4,065	369	9.1%	239	130	64.8%
La Grange	15,194	1,022	6.7%	668	354	65.4%
La Grange Park	12,395	1,003	8.1%	805	198	80.3%
Lake Barrington	4,840	328	6.8%	192	136	58.5%
Lake Bluff	6,717	540	8.0%	422	118	78.1%
Lake Forest	21,063	1,873	8.9%	1,158	715	61.8%
Lake in the Hills	29,421	4,577	15.6%	2,384	2,193	52.1%
Lake Villa	8,747	638	7.3%	504	134	79.0%
Lake Zurich	20,178	3,234	16.0%	1,574	1,660	48.7%
Lakemoor	5,412	712	13.2%	295	417	41.4%
Lakewood	3,586	263	7.3%	183	80	69.6%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Lansing	26,669	1,393	5.2%	833	560	59.8%
Lemont	15,608	1,502	9.6%	1,093	409	72.8%
Libertyville	21,536	1,886	8.8%	1,070	816	56.7%
Lily Lake	1,010	23	2.3%	8	15	34.8%
Lincolnshire	7,427	851	11.5%	628	223	73.8%
Lincolnwood	11,782	4,316	36.6%	3,699	617	85.7%
Lindenhurst	14,427	995	6.9%	502	493	50.5%
Lisle	23,124	3,486	15.1%	1,792	1,694	51.4%
Lockport	23,834	1,386	5.8%	843	543	60.8%
Lombard	42,666	5,982	14.0%	3,676	2,306	61.5%
Long Grove	8,034	1,296	16.1%	1,021	275	78.8%
Lynwood	8,404	370	4.4%	186	184	50.3%
Lyons	10,317	1,959	19.0%	1,211	748	61.8%
Manhattan	6,414	77	1.2%	43	34	55.8%
Maple Park	1,420	36	2.5%	19	17	52.8%
Marengo	8,481	640	7.5%	245	395	38.3%
Markham	12,201	596	4.9%	259	337	43.5%
Matteson	16,612	479	2.9%	266	213	55.5%
Maywood	25,073	2,399	9.6%	753	1,646	31.4%
McCook	377	35	9.3%	18	17	51.4%
McCullom Lake	1,312	73	5.6%	8	65	11.0%
McHenry	26,057	2,922	11.2%	742	2,180	25.4%
Melrose Park	21,949	8,507	38.8%	2,504	6,003	29.4%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Merrionette Park	2,203	106	4.8%	71	35	67.0%
Mettawa	585	103	17.6%	32	71	31.1%
Midlothian	13,620	1,162	8.5%	519	643	44.7%
Millbrook	261	7	2.7%	2	5	28.6%
Minooka	9,443	312	3.3%	243	69	77.9%
Mokena	19,054	733	3.8%	441	292	60.2%
Monee	4,878	123	2.5%	35	88	28.5%
Montgomery	17,722	1,821	10.3%	829	992	45.5%
Morton Grove	22,207	8,021	36.1%	6,154	1,867	76.7%
Mount Prospect	53,290	16,025	30.1%	7,222	8,803	45.1%
Mundelein	32,832	9,774	29.8%	3,944	5,830	40.4%
Naperville	141,644	21,868	15.4%	10,098	11,770	46.2%
New Lenox	23,619	633	2.7%	410	223	64.8%
Newark	899	28	3.1%	-	28	0.0%
Niles	28,733	12,055	42.0%	7,678	4,377	63.7%
Norridge	13,609	4,806	35.3%	3,055	1,751	63.6%
North Aurora	16,034	1,681	10.5%	893	788	53.1%
North Barrington	3,297	196	5.9%	150	46	76.5%
North Chicago	32,993	6,951	21.1%	1,911	5,040	27.5%
North Riverside	6,225	755	12.1%	433	322	57.4%
Northbrook	33,738	5,490	16.3%	4,294	1,196	78.2%
Northfield	5,441	643	11.8%	457	186	71.1%
Northlake	11,291	3,428	30.4%	1,371	2,057	40.0%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Oak Brook	8,724	2,259	25.9%	2,064	195	91.4%
Oak Forest	27,725	2,134	7.7%	1,025	1,109	48.0%
Oak Lawn	52,992	7,661	14.5%	5,091	2,570	66.5%
Oak Park	53,103	5,273	9.9%	2,494	2,779	47.3%
Oakbrook Terrace	2,271	489	21.5%	221	268	45.2%
Oakwood Hills	2,178	176	8.1%	144	32	81.8%
Old Mill Creek	418	58	13.9%	34	24	58.6%
Olympia Fields	4,509	257	5.7%	231	26	89.9%
Orland Hills	7,153	752	10.5%	318	434	42.3%
Orland Park	55,087	7,031	12.8%	5,293	1,738	75.3%
Oswego	26,087	1,864	7.1%	1,069	795	57.3%
Palatine	66,537	15,424	23.2%	6,073	9,351	39.4%
Palos Heights	12,365	1,029	8.3%	725	304	70.5%
Palos Hills	16,871	4,002	23.7%	2,509	1,493	62.7%
Palos Park	4,990	560	11.2%	368	192	65.7%
Park City	6,976	2,560	36.7%	583	1,977	22.8%
Park Forest	22,545	819	3.6%	555	264	67.8%
Park Ridge	36,229	5,529	15.3%	3,901	1,628	70.6%
Peotone	4,918	36	0.7%	20	16	55.6%
Phoenix	1,894	58	3.1%	31	27	53.4%
Pingree Grove	2,064	181	8.8%	114	67	63.0%
Plainfield	33,714	3,780	11.2%	2,012	1,768	53.2%
Plattville	233	0	0.0%	0	0	N/A

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Port Barrington	1,771	207	11.7%	139	68	67.1%
Posen	4,906	1,303	26.6%	353	950	27.1%
Prairie Grove	1,733	151	8.7%	109	42	72.2%
Prospect Heights	16,004	6,838	42.7%	2,294	4,544	33.5%
Richmond	2,325	58	2.5%	31	27	53.4%
Richton Park	12,766	351	2.7%	186	165	53.0%
Ringwood	820	13	1.6%	13	0	100.0%
River Forest	11,123	764	6.9%	443	321	58.0%
River Grove	9,981	3,638	36.4%	1,729	1,909	47.5%
Riverdale	14,180	214	1.5%	182	32	85.0%
Riverside	8,234	853	10.4%	565	288	66.2%
Riverwoods	4,493	607	13.5%	330	277	54.4%
Robbins	5,820	77	1.3%	15	62	19.5%
Rockdale	1,971	281	14.3%	72	209	25.6%
Rolling Meadows	23,072	5,730	24.8%	2,034	3,696	35.5%
Romeoville	37,499	6,776	18.1%	2,901	3,875	42.8%
Roselle	23,102	4,030	17.4%	2,446	1,584	60.7%
Rosemont	3,985	1,574	39.5%	279	1,295	17.7%
Round Lake	18,625	4,843	26.0%	1,597	3,246	33.0%
Round Lake Beach	27,675	7,458	26.9%	1,967	5,491	26.4%
Round Lake Heights	2,849	528	18.5%	242	286	45.8%
Round Lake Park	6,287	1,187	18.9%	328	859	27.6%
Sandwich	7,437	401	5.4%	141	260	35.2%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Sauk Village	10,258	271	2.6%	90	181	33.2%
Schaumburg	70,698	16,573	23.4%	7,992	8,581	48.2%
Schiller Park	11,354	5,010	44.1%	1,996	3,014	39.8%
Shorewood	14,334	625	4.4%	390	235	62.4%
Skokie	66,170	25,948	39.2%	16,280	9,668	62.7%
Sleepy Hollow	3,655	127	3.5%	101	26	79.5%
South Barrington	4,117	814	19.8%	699	115	85.9%
South Chicago Heights	3,769	387	10.3%	81	306	20.9%
South Elgin	20,778	2,289	11.0%	1,307	982	57.1%
South Holland	21,117	1,087	5.1%	663	424	61.0%
Spring Grove	5,399	291	5.4%	228	63	78.4%
St. Charles	32,952	3,027	9.2%	1,139	1,888	37.6%
Steger	10,347	369	3.6%	165	204	44.7%
Stickney	5,764	1,022	17.7%	596	426	58.3%
Stone Park	4,840	2,364	48.8%	947	1,417	40.1%
Streamwood	37,087	10,847	29.2%	4,923	5,924	45.4%
Sugar Grove	8,796	353	4.0%	230	123	65.2%
Summit	10,178	3,974	39.0%	1,075	2,899	27.1%
Symerton	128	5	3.9%	0	5	0.0%
Third Lake	1,776	73	4.1%	21	52	28.8%
Thornton	2,284	157	6.9%	70	87	44.6%
Tinley Park	59,093	4,909	8.3%	2,581	2,328	52.6%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Tower Lakes	1,468	151	10.3%	112	39	74.2%
Trout Valley	577	30	5.2%	21	9	70.0%
Union	651	0	0.0%	0	0	N/A
University Park	8,511	144	1.7%	98	46	68.1%
Vernon Hills	23,890	6,448	27.0%	3,720	2,728	57.7%
Villa Park	22,364	3,255	14.6%	1,555	1,700	47.8%
Virgil	448	16	3.6%	6	10	37.5%
Volo	973	89	9.1%	71	18	79.8%
Wadsworth	3,063	215	7.0%	114	101	53.0%
Warrenville	13,032	1,809	13.9%	969	840	53.6%
Wauconda	11,819	1,932	16.3%	509	1,423	26.3%
Waukegan	90,393	30,161	33.4%	7,587	22,574	25.2%
Wayne	2,503	152	6.1%	137	15	90.1%
West Chicago	26,379	9,445	35.8%	2,633	6,812	27.9%
West Dundee	7,858	818	10.4%	496	322	60.6%
Westchester	15,735	2,509	15.9%	1,593	916	63.5%
Western Springs	12,479	564	4.5%	375	189	66.5%
Westmont	24,850	5,379	21.6%	2,770	2,609	51.5%
Wheaton	54,341	4,963	9.1%	2,762	2,201	55.7%
Wheeling	35,918	14,003	39.0%	6,132	7,871	43.8%
Willow Springs	5,765	1,066	18.5%	706	360	66.2%
Willowbrook (Du Page)	8,777	1,875	21.4%	1,129	746	60.2%

Municipality	Total Population	Foreign Born	Percent Foreign Born	Foreign Born, Naturalized U.S. Citizen	Foreign Born, Not U.S. Citizen	Percent Naturalized
Willowbrook (Will)	2,152	114	5.3%	107	7	93.9%
Wilmette	26,426	3,796	14.4%	2,644	1,152	69.7%
Wilmington (Will)	6138	83	1.4%	51	32	61.4%
Winfield	9,718	768	7.9%	529	239	68.9%
Winnetka	12,344	721	5.8%	538	183	74.6%
Winthrop Harbor	7,090	205	2.9%	140	65	68.3%
Wonder Lake	3,239	85	2.6%	65	20	76.5%
Wood Dale	13,608	3,497	25.7%	2,049	1,448	58.6%
Woodridge	33,837	6,782	20.0%	4,046	2,736	59.7%
Woodstock	23,231	3,980	17.1%	1,036	2,944	26.0%
Worth	10,423	1,590	15.3%	725	865	45.6%
Yorkville	13,977	758	5.4%	330	428	43.5%
Zion	24,642	3,182	12.9%	1,167	2,015	36.7%

The Metropolitan Mayors Caucus would like to thank the following people for volunteering their time to serve as advisors to this project.

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