



# **CITY OF CLARKSTON CERTIFICATION REPORT**

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**JANUARY 2020**



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## Candidate Information

CERTIFICATION STATUS	Candidate
NAME OF LOCAL GOVERNMENT	City of Clarkston
TYPE OF GOVERNMENT	City
TYPE OF ASSESSMENT	Initial Audit
CONTACT PERSON	Name: Andrea Cervone Organization: Clarkston City Council Email/Phone Number: <a href="mailto:andracervone@gmail.com">andracervone@gmail.com</a> , 912-704-7387
APPLICABLE STANDARD	Welcoming Standard 1.0
OBJECTIVE	Evaluation of local government's compliance with the criteria in the U.S. Welcoming Standard.
ASSESSMENT TEAM	Auditor(s): Melissa Bertolo and JJ Krehbiel Analyst(s): Melissa Bertolo and JJ Krehbiel
AUDIT DATE	November 12-14, 2019
REPORT DRAFTED BY REPORT APPROVED BY	JJ Krehbiel Melissa Bertolo and Meg Shoemaker Little, January 27, 2020



## Audit Findings

The following tables provide a brief overview of audit findings in each of the framework areas of the Welcoming Standard along with the four key strategies we apply to each of the framework areas. For additional information regarding the audit findings, please see Appendix A, Certification Worksheet for both highlights and observations related to the criteria.

### Framework Areas

<b>GOVERNMENT LEADERSHIP</b>	<p><i>In welcoming places, the local government implements systems and programs that strengthen community efforts and embed inclusion within government agencies.</i></p> <p>Institutionalizing welcoming and immigrant inclusion within the city government is an area of growth for Clarkston. Since Clarkston does not have designated staff to oversee immigrant inclusion, elected city council members have traditionally spearheaded welcoming initiatives. This staffing structure presents challenges in sustainability and consistency of work across time.</p> <p>Opportunities to deepen government leadership work include formalizing staff time dedicated to immigrant welcome and identifying measures of success across departments.</p> <p>The City's commitment to increasing access and knowledge of public services through its partnership with Sagal Radio is a highlight.</p>
<b>EQUITABLE ACCESS</b>	<p><i>Welcoming places work to ensure community services and opportunities are available to all residents, including immigrants.</i></p> <p>Overall, Equitable Access is an area of growth for Clarkston. Language access is an area of critical opportunity for Clarkston. Although the Police Department has access to language line, its use appears limited. Other City departments lack access to language services and their use of children as interpreters for parents or other family members navigating government services and systems is a grave concern.</p>



	<p>Clarkston contends with many of the same challenges as communities across the U.S., including access to quality affordable housing and access to transportation. We hope the City of Clarkston will continue to look for ways to address these key equity issues.</p> <p>Clarkston’s extensive network of community-based organizations providing services in a culturally competent manner is an asset for the community.</p> <p>Ensuring equitable access to all of the City’s communications is an opportunity for Clarkston.</p>
<p>CIVIC ENGAGEMENT</p>	<p><i>Welcoming communities actively ensure that residents, including newcomers, fully participate in civic life by increasing access to leadership and democratic spaces.</i></p> <p>Civic Engagement is a highlight for Clarkston. Stakeholders noted several efforts from the city and community-based organizations to increase newcomers’ awareness of civic opportunities, the roles of local government, and eligibility for citizenship and voting. Additionally, we saw coordinated efforts between the city and community organizations to increase new Americans’ participation in democratic spaces such as city council meetings. However, promoting participation in other spaces such as boards and commissions and through community service are opportunities for growth.</p>
<p>CONNECTED COMMUNITIES</p>	<p><i>Welcoming communities build connections between newcomers and longer-term residents by strengthening relationships and communicating shared values.</i></p> <p>Although Clarkston is meeting all of the core criteria in the Connected Communities framework, there is still opportunity for growth. While there were positive examples of the immigrant and receiving communities coming together for events like the annual Tell Me A Story Festival, there are opportunities to expand programs with the goal of intentionally building connections between the receiving community and new Americans that do not operate on a charity model – receiving community members helping immigrant and refugee residents. While immigrants and refugees have real needs that should not be discounted, research suggests that strong relationships require interactions that places immigrants and receiving community members to be positioned on equal footing.</p>



<p><b>EDUCATION</b></p>	<p><i>Welcoming communities strive for an educational system that ensures all students have the support they need to succeed in school and the education they need to succeed in the workforce.</i></p> <p>We were unable to meet with anyone from DeKalb County School District, and were therefore unable to fully assess the district’s welcoming work. However, the core criteria of this framework area are being met by resettlement agencies and the community college with many positive examples of programs related to the academic successes of immigrant students and helping parents navigate the school system.</p>
<p><b>ECONOMIC DEVELOPMENT</b></p>	<p><i>Welcoming communities harness the full potential of all residents. Immigrants have the skills and assets to thrive, and economic development systems are prepared to leverage new and existing talent.</i></p> <p>Economic development is both a strength and an opportunity for growth for Clarkston. Clarkston benefits by having several service providers to provide support for business and career development assistance. However, engaging employers around immigrant inclusion opportunities such as workplace language learning, workplace culture and conditions, recognition of foreign work experience, and discriminatory hiring practices is an area for growth.</p> <p>Transportation was also cited by stakeholders as a major barrier to new Americans commuting to jobs in nearby cities.</p>
<p><b>SAFE COMMUNITIES</b></p>	<p><i>Welcoming communities foster trust and build relationships between residents, including newcomers, and local law enforcement and safety agencies.</i></p> <p>Safe communities is both a strength and an area for growth for Clarkston. Clarkston’s Police Department’s plans for 2020, including having designated officers for specific residential areas demonstrates their commitment to building strong community-police relations. Community partnerships with service organizations are a highlight and recognize the importance of trust and relationship building. Furthermore, the commitment to hire an instructor-certified officer to conduct implicit bias trainings is also a positive step.</p> <p>However, providing similar training for code enforcement is an area for growth, as code enforcement is an area of local government that has direct impacts on the day-to-day lives of immigrants and refugees.</p>



## Strategies

<p><b>RECEIVING COMMUNITIES ENGAGEMENT</b></p>	<p><i>Welcoming communities build connections, communicate shared values, and nurture leadership to create places where everyone belongs.</i></p> <p>Receiving community engagement is an area for growth for Clarkston. Although there is a strong commitment from the receiving community to be welcoming, many interviewees expressed concerns that non-immigrant residents view new American residents in a paternalistic way, needing the help and charity of the receiving community. CDF Action and Center for Pan Asian Community Services (CPACS) are highlights for their focus on empowering new Americans and long-term residents to collaborate on issues of common interest and offering opportunities to build authentic and equitable relationships.</p>
<p><b>PARTNERSHIP</b></p>	<p><i>Collaboration can leverage new resources, build program capacity, and strengthen community support for immigrant inclusion.</i></p> <p>Partnership is both a strength and opportunity for growth in Clarkston. Stakeholders identified the City of Clarkston as supportive partners in welcoming and immigrant inclusion efforts. While several immigrant and refugee-led organizations have a presence in Clarkston, we only met a small number of new Americans during our interviews. Demonstrating partnerships with such organizations is an opportunity for growth and expected for recertification.</p>
<p><b>EQUITY, DIVERSITY, AND INCLUSION</b></p>	<p><i>Designing programs and partnerships to increase access to varying religions, cultures, races, ethnicities, physical and mental abilities, ages, genders, and sexual orientations is essential to meeting the Welcoming Standard and to ensuring that a focus on immigrant inclusion is one that leads to greater access for all.</i></p> <p>Equity, Diversity, and Inclusion is an opportunity for growth for the City of Clarkston. As Clarkston continues to build its identity as a welcoming community for new Americans, there is opportunity to ensure that all residents, particularly those who have been historically marginalized, are included in its strategy for growth and inclusion. Building stronger cross-sector partnerships with the African American community is an opportunity for Clarkston.</p>
<p><b>GOAL SETTING, MONITORING,</b></p>	<p><i>Identifying priorities and allowing for course correction are critical to impact, particularly when resources are limited.</i></p>



## AND IMPACT

Monitoring feedback from the community to identify priorities and areas of concern is a clearly a value for Clarkston. Stakeholders noted that the Mayor and City Council were easily accessible and open to hearing their concerns and working towards solutions. However, as Clarkston's immigrant inclusion work is not formally institutionalized, we did not observe much goal-setting or evaluation. Ensuring immigrant inclusion metrics are developed is an area of critical growth for Clarkston.





## Compliance

To meet provisional certification requirements, you must meet at least 41/45 of the core criteria in the Welcoming Standard. The following tables provide an overview of your compliance with the core criteria. Clarkston meets 33/45 of the core criteria; information regarding next steps is included on page 11 under Audit Action Plan. The following tables provide an overview of your compliance with the core criteria. Detailed information on compliance, including highlights and observations, can be found in the Certification Worksheet, included as Appendix A.

Should you disagree with any decision regarding compliance with the Welcoming Standard, you may file an appeal. Please note, you must submit a completed appeal form within 10 business days of receiving your Final Audit Report. The appeal form and instructions are available online at [www.certifiedwelcoming.org](http://www.certifiedwelcoming.org) or <https://www.tfaforms.com/4663366>. A decision regarding your appeal will be made within 20 business days of receiving the appeal.

## Core Criteria

Category	Total Core Criteria	Compliant	Non-Compliant
GOVERNMENT LEADERSHIP	10	2	8
EQUITABLE ACCESS	10	7	3
CIVIC ENGAGEMENT	3	3	0
CONNECTED COMMUNITIES	7	7	0
EDUCATION	2	2	0
ECONOMIC DEVELOPMENT	4	4	0
SAFE COMMUNITIES	9	6	3
OVERALL COMPLIANCE	45	31	14



## List of Non-Compliant Core Criteria

Category	#	Requirement/ Indicator	Description	Evidence of Non-Compliance
Government Leadership	GL1	Requirement	A policy is in place that designates a unit focused on immigrant inclusion work.	No evidence provided.
Government Leadership	GL1.1	Indicator	The unit is formalized, active, and has dedicated staff.	No evidence provided.
Government Leadership	GL2	Requirement	The unit advances immigrant inclusion through partnership and collaboration across community sectors and government agencies.	Insufficient evidence provided.
Government Leadership	GL2.1	Indicator	The unit engages other jurisdictions on immigrant inclusion especially those jurisdictions that have impact on the policies and programs included in this standard.	Insufficient evidence provided.
Government Leadership	GL3	Requirement	A program(s) is in place to provide information on community services.	See GL3.2. All core indicators must be met in order for a core requirement to be met.
Government Leadership	GL3.2	Indicator	The program(s) provides information on English language learning opportunities.	No evidence provided.
Government Leadership	GL4	Requirement	A program is in place to manage a community-wide plan for immigrant inclusion.	See GL4.2, all core indicators must be met for core requirements to be considered compliant.



Government Leadership	GL4.2	Indicator	The program includes processes to engage cross-sector and diverse stakeholders in the maintenance and implementation of the plan, including stakeholders from the immigrant community and receiving community.	Insufficient evidence provided.
Equitable Access	EA2	Requirement	A program(s) is in place to ensure language access across government agencies with the goal of expanding equitable access to programs, services, and activities.	No evidence provided.
Equitable Access	EA2.1	Indicator	The program(s) assesses and addresses language needs for accessing important community information including safety services and emergency and alert systems.	No evidence provided.
Equitable Access	EA2.2	Indicator	The program(s) includes training for staff.	No evidence provided.
Safe Communities	SC1	Requirement	A program(s) exists to train public safety staff on working with diverse populations	See SC1.3. All core indicators must be met in order for a core requirement to be met.
Safe Communities	SC1.3	Indicator	The program(s) includes code enforcement staff under the jurisdiction of the local government.	No evidence provided.
Safe Communities	SC1.4	Indicator	The program(s) engages other jurisdictions whose public safety or emergency response systems impact local residents.	Insufficient evidence provided.



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## Audit Action Plan

Clarkston meets 31/45 of the core criteria of the Welcoming Standard, which means Clarkston must create an Audit Action Plan within 30 business days of receiving this report and is due March 11, 2020. The Audit Action Plan is expected to be completed within 6 months of its approval. If additional time is needed, please contact your certification team at [certified@welcomingamerica.org](mailto:certified@welcomingamerica.org)

If you do not complete the Audit Action Plan within the time frame approved, City may be subject to sanctions, including decertification.

To access the Audit Action Plan and instructions, please visit <https://www.tfaforms.com/4663326>.



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## Additional Criteria and Scoring

Compliance with additional criteria is not required for certification. Additional criteria are used to encourage continuous improvement, as demonstrated through an increased score. Your Certified Welcoming Score is generated by averaging the number of points you received for *additional criteria*. Points for core criteria are not included in this score as they are used to determine your certification. Your Certified Welcoming Score captures a useful snapshot of strengths and opportunities for improvement beyond meeting the core criteria. Scores set a baseline by which to define improvement during recertification, but are not required to increase for recertification. In the future, we anticipate communities will be able to use their scores to compare local welcoming efforts to national averages.

For a full list of points assigned to each criterion, see Appendix A, the certification worksheet or [Appendix A in the Standard Operating Procedure](#).

## Scoring

All criteria— core and additional, requirements and indicators— have assigned points. The points system takes into account the impact of the criteria, the resources required to implement the criteria (in other words how accessible a criteria is to cities and counties regardless of budget, population, jurisdiction, and other factors), and whether the criteria is core or additional. Points for requirements range from 101 to 200 with all core requirements receiving 200 points. Indicator points range from 1 to 100 with all core indicators receiving 100 points.



## Your Certified Welcoming Score



Category	Additional Criteria - Total	Additional Criteria - Complied	Total Possible Points	Total Points Achieved	Score
Government Leadership	10	2	665	132	19.8
Equitable Access	14	5	1278	514	40.2
Civic Engagement	6	3	443	155	35.0
Connected Communities	3	0	140	0	0.0
Education	9	6	470	294	62.6
Economic Development	13	5	809	375	46.4
Safe Communities	3	1	324	81	25.0
<b>TOTAL</b>	<b>58</b>	<b>22</b>	<b>4129</b>	<b>1551</b>	<b>37.56</b>



## Appendix A: Certification Worksheet

**Explanation of Highlights:** During the audit process, our team identified particularly innovative or effective programs and strategies that set Clarkston apart in its pursuit of the Welcoming Standard. Welcoming America would like to engage your team around the possibility to amplify, share, and learn more about these practices.

**Explanation of Observations:** During the certification process, our team identified opportunities for growth and improvement, which are described in the observations column. When applying for recertification, your certification team will assess how observations for core criteria have been addressed. In order to become recertified, observations must sufficiently be improved. If you would like to discuss any of the observations, please contact your certification team at [certified@welcomingamerica.org](mailto:certified@welcomingamerica.org).

Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
<b>Government Leadership (GL)</b>							
GL1	Requirement A policy is in place that designates a unit focused on immigrant inclusion work.	Core	200		Insufficient evidence provided.		
GL1.1	Indicator The unit is formalized, active, and has dedicated staff.	Core	100		Insufficient evidence provided.		
GL1.2	Indicator The unit's governance includes multi-sector representation, and representatives reflect the diversity of the immigrant community and the receiving community.	Additional	60		Insufficient evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
GL2	Requirement The unit advances immigrant inclusion through partnership and collaboration across community sectors and government agencies.	Core	200		Insufficient evidence provided.		
GL2.1	Indicator The unit engages other jurisdictions on immigrant inclusion especially those jurisdictions that have impact on the policies and programs included in this standard.	Core	100		Insufficient evidence provided.		
GL2.2	Indicator The unit supports local government agencies in setting goals for immigrant inclusion and monitoring progress toward those goals.	Additional	90		Insufficient evidence provided.		
GL3	Requirement A program(s) is in place to provide information on community services.	Core	200		See 3.2, all core indicators must be met for core requirements to be considered compliant.		





Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
GL3.1	Indicator The program(s) provides information on government resources such as local government services and public benefits.	Core	100	✓		The City's partnership with Sagal Radio for Clarkston Speaks and Conversations with Council is a highlight for sharing information through diverse outlets.	
GL3.2	Indicator The program(s) provides information on English language learning opportunities.	Core	100		No evidence provided.		
GL3.3	Indicator The program(s) provides information on naturalization.	Additional	20		No evidence provided.		
GL3.4	Indicator The program(s) provides information on professional licensing and starting a business.	Additional	20	✓			
GL4	Requirement A program is in place to manage a community-wide plan for immigrant inclusion.	Core	200		See GL 4.2, all core indicators must be met for core requirements to be considered compliant.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
GL4.1	Indicator The program includes processes to regularly assess the needs and priorities of the local immigrant community in each of the categories of this standard and use that feedback to strengthen the plan.	Core	100	✓			
GL4.2	Indicator The program includes processes to engage cross-sector and diverse stakeholders in the maintenance and implementation of the plan, including stakeholders from the immigrant community and receiving community.	Core	100		Insufficient evidence provided.		
GL4.3	Indicator The program includes accountability and learning mechanisms to regularly assess the effectiveness of activities outlined in the plan.	Additional	90		Insufficient evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
GL5	Requirement A program(s) is in place to promote and strengthen the capacity of Community Based Organizations working on immigrant inclusion.	Additional	112	✓			
GL6	Requirement A program(s) is in place to promote employing a local government workforce that reflects the diversity of the community.	Additional	105		Insufficient evidence provided.		
GL6.1	Indicator The program(s) identifies and addresses barriers to inclusive hiring and employee retention including barriers to accessing information on open positions.	Additional	35		Insufficient evidence provided.		
GL7	Requirement A program(s) is in place to advance local and minority, including immigrant, owned business sourcing and contracting.	Additional	105		Insufficient evidence provided.		
GL7.1	Indicator The program(s) identifies and addresses barriers to sourcing and contracting.	Additional	28		Insufficient evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
<b>Equitable Access (EA)</b>							
EA1	Requirement No locally mandated government policies exist where the primary purpose of the policy is to exclude or disenfranchise immigrants.	Core	200	✓			
EA1.1	Indicator No locally mandated government codes exist where the primary purpose of the code is to exclude or disenfranchise immigrants.	Core	100	✓			
EA1.2	Indicator No locally mandated government policies exist where the primary purpose of the policy is to increase the rate of immigrant detention or deportation.	Core	100	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
EA1.3	Indicator No government policies exist where the primary purpose of the policy is to exclude or disenfranchise immigrants based on other facets of their identity including gender, sexual orientation, race, ability, age, or religion.	Core	100	✓			
EA1.4	Indicator A process(es) is in place to regularly audit and improve local policies and codes to strengthen immigrant inclusion.	Additional	90		No evidence provided.		
EA2	Requirement A program(s) is in place to ensure language access across government agencies with the goal of expanding equitable access to programs, services, and activities.	Core	200		No evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
EA2.1	Indicator The program(s) assesses and addresses language needs for accessing important community information including safety services and emergency and alert systems.	Core	100		No evidence provided.		
EA2.2	Indicator The program(s) includes training for staff.	Core	100		No evidence provided.		
EA3	Requirement A process(es) is in place to identify barriers to equitable access to programs and services, and develop partnership programs to address those barriers.	Core	200	✓			
EA3.1	Indicator Partnership programs to achieve equitable access provide services that are responsive to diverse cultural practices, languages, and literacy levels.	Core	100	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
EA3.2	Indicator Partnership programs to achieve equitable access address fraudulent services and scams targeting the immigrant community.	Core	100	✓			
EA4	Requirement A partnership program(s) is in place to achieve equitable access to health services for immigrants.	Additional	171	✓			
EA4.1	Indicator The partnership program(s) provides information on health insurance options and promotes access to health insurance.	Additional	27	✓			
EA4.2	Indicator The partnership program(s) promotes access to health services including treatment, testing, preventative health services, and mental health services.	Additional	63	✓			
EA5	Requirement A partnership program(s) is in place to achieve equitable access to housing for immigrants.	Additional	171		Insufficient evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
EA5.1	Indicator The partnership program(s) promotes non-discrimination in housing regulations and tenant protections.	Additional	63		Insufficient evidence provided.		
EA6	Requirement A partnership program(s) is in place to achieve equitable access to transportation for immigrants.	Additional	162	✓			
EA6.1	Indicator The partnership program(s) promotes affordable transportation services and opportunities.	Additional	27	✓		CPACS is a highlight for its work to expand transportation services by providing on-demand transportation and advocating for MARTA to create a fixed route.	
EA7	Requirement A partnership program(s) is in place to achieve equitable access to justice for immigrants.	Additional	136		See EA7.2, all additional indicators must be met for additional requirements to be considered compliant.		
EA7.1	Indicator The partnership program(s) promotes access to justice in local court proceedings including access to legal advice.	Additional	64	✓			





Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
EA7.2	Indicator The partnership program(s) promotes conflict resolution strategies such as mediation.	Additional	16		Insufficient evidence provided.		
EA8	Requirement A comprehensive language access policy is in place that cuts across government agencies.	Additional	171		No evidence provided.		
EA8.1	Indicator The policy establishes a process(es) to identify essential government services and programs and prioritize language access to those services and programs.	Additional	81		No evidence provided.		
EA8.2	Indicator The policy includes training for staff on working with diverse populations.	Additional	36		No evidence provided.		
<b>Civic Engagement (CE)</b>							
CE1	Requirement A partnership program(s) is in place to develop immigrant knowledge of local government workings and advance immigrant civic engagement.	Core	200	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
CE1.1	Indicator The partnership program(s) provides information on civic engagement opportunities along with general information on the responsibilities of local government.	Core	100	✓			
CE1.2	Indicator The partnership program(s) supports immigrant participation in democratic spaces (i.e. hearings, council meetings).	Additional	50	✓		Although still in development, the partnership with CDF Action to bring newcomers and participate in city council meetings through an interpreter is a highlight.	
CE1.3	Indicator The partnership program(s) supports immigrant participation on commissions and boards, and advances immigrant civic leadership.	Additional	50		Insufficient evidence provided.		
CE2	Requirement A partnership program(s) is in place to support naturalization.	Core	200	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
CE3	Requirement A partnership program(s) is in place to support eligible immigrants in voting.	Additional	104		See CE3.1, all additional indicators must be met for additional requirements to be considered compliant.		
CE3.1	Indicator The partnership program(s) works with relevant local government and state agencies to identify and address barriers to voting for eligible immigrants.	Additional	28		No evidence provided.		
CE4	Requirement A partnership program(s) is in place to engage immigrants in community service activities.	Additional	105		While many agencies provide community service opportunities, insufficient evidence was provided to demonstrate intentional engagement of immigrants in community service.		
CE5	Requirement A partnership program(s) is in place to address the unauthorized practice of immigration law and related fraudulent services.	Additional	105	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
<b>Connected Communities (CC)</b>							
CC1	Requirement A partnership program(s) is in place to nurture connections between the immigrant community and receiving community.	Core	200	✓			
CC1.1	Indicator The partnership program(s) brings the immigrant community and receiving community together to work on issues of common interest.	Core	100	✓			
CC1.2	Indicator The partnership program(s) promotes regular interaction and communication between leaders in the immigrant community and leaders in the receiving community.	Core	100	✓			
CC1.3	Indicator The partnership program(s) builds relationships between the receiving community and the immigrant community, and supports immigrants in building diverse personal networks.	Additional	80		Insufficient evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
CC1.4	Indicator The partnership program(s) includes activities specifically targeted at connecting immigrant and receiving community youth.	Additional	30		Insufficient evidence provided.		
CC2	Requirement A partnership program(s) is in place to promote a welcoming culture through communications activities across diverse media and communications platforms.	Core	200	✓			
CC2.1	Indicator The local government has a public proclamation or resolution declaring itself to be a welcoming community.	Core	100	✓			
CC2.2	Indicator The local government does not make public statements discouraging immigration or immigrant inclusion.	Core	100	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
CC2.3	Indicator The local government does not make public statements directly attacking any community on the basis of their religion, ethnicity, race, gender, orientation, or ability.	Core	100	✓			
CC2.4	Indicator The partnership program(s) prioritizes messaging that communicates the community-wide benefit of immigrant inclusion and a welcoming culture for all residents.	Additional	30		Insufficient evidence provided.		
<b>Education (ED)</b>							
ED1	Requirement A partnership program(s) is in place to work with the primary and secondary school system(s) to attain more equitable educational outcomes for immigrant students.	Core	200	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
ED1.1	Indicator The partnership program(s) advances immigrant parent engagement in schools and supports immigrant parents in navigating the education system (i.e. provides support with enrollment and information on local school options, resources available to students, and disciplinary procedures).	Core	100	✓			
ED1.2	Indicator The partnership program(s) facilitates immigrant student access to extracurricular or enrichment activities.	Additional	30	✓			
ED1.3	Indicator The partnership program(s) provides information on services such as counseling, financial assistance, and in-state tuition that increase immigrant student access to higher education.	Additional	40	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
ED1.4	Indicator The partnership program(s) provides career readiness support for immigrant students.	Additional	70	✓			
ED1.5	Indicator The partnership program(s) addresses early learning and primary school readiness for immigrant children.	Additional	70	✓			
ED1.6	Indicator The partnership program(s) includes training for educators and staff on teaching and supporting diverse student populations.	Additional	50		Insufficient evidence provided.		
ED2	Requirement A partnership program(s) is in place to advance educational and career opportunities for immigrant adults.	Additional	105		See ED2.1, all additional indicators must be met for additional requirements to be considered compliant.		
ED2.1	Indicator The partnership program(s) facilitates access to professional development opportunities.	Additional	21		Insufficient evidence provided.		





Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
ED2.2	Indicator The partnership program(s) supports immigrant access to higher education, technical degrees, certification programs and professional licensing.	Additional	42	✓		CDF Action is a highlight for its expansion of culturally and linguistically appropriate early education centers and hiring/training of refugee mothers is a highlight.	
ED2.3	Indicator The partnership program(s) facilitates credentialing for immigrants.	Additional	42	✓			
<b>Economic Development (EC)</b>							
EC1	Requirement A partnership program(s) is in place to support immigrant jobseekers	Core	200	✓			
EC1.1	Indicator The partnership program(s) provides information and employment counseling to jobseekers such as information on job search resources.	Core	100	✓			
EC1.2	Indicator The partnership program(s) aims to prepare and place immigrants in jobs that pay a living wage and provide	Additional	70	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
	the potential for upward mobility.						
EC1.3	Indicator The partnership program(s) supports professional networking and mentorship opportunities.	Additional	30		Although mentorship opportunities are available for entrepreneurs and business owners, evidence was not provided of partnership programs supporting professional networking and mentoring opportunities for others.		
EC1.4	Indicator The partnership program(s) connects immigrants to work experience opportunities such as internships and apprenticeships.	Additional	30		Insufficient evidence provided.		
EC2	Requirement A partnership program(s) is in place to engage local employers, chambers of commerce, and other employer networks in immigrant inclusion work.	Additional	105		Insufficient evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
EC2.1	Indicator The partnership program(s) promotes workplace language learning opportunities.	Additional	21		Insufficient evidence provided.		
EC2.2	Indicator The partnership program(s) works with employers to improve workplace conditions and culture.	Additional	21		Insufficient evidence provided.		
EC2.3	Indicator The partnership program(s) promotes the recognition of foreign work experience.	Additional	42		Although service providers provide direct assistance to individuals to promote their foreign work experience on resumes, no evidence was provided to demonstrate promotion of the recognition by employers and other institutions.		
EC2.4	Indicator The partnership program(s) works with businesses to identify and address discriminatory practices in hiring and employment.	Additional	49		Insufficient evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
EC3	Requirement A partnership program(s) is in place to advance immigrants in starting, building, and growing businesses.	Core	200	✓		Start:ME is a highlight for its extensive support of entrepreneurs and their intentionality in recruiting cohorts that are representative of the community.	
EC3.1	Indicator The partnership program(s) provides information on enterprise development services.	Core	100	✓			
EC3.2	Indicator The partnership program(s) includes a process to regularly assess, identify, and address barriers for immigrant entrepreneurs and immigrant business-owners (i.e. access to contracting, financing, networking, and technical assistance opportunities).	Additional	60	✓			
EC4	Requirement A partnership program(s) is in place to identify economic development needs and opportunities for immigrants.	Additional	105	✓			



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
EC4.1	Indicator A process(es) is in place to integrate the findings of the partnership program(s) and immigrant inclusion best practice into the local government's formal economic development approach.	Additional	35	✓			
EC5	Requirement A partnership program(s) is in place to strengthen immigrants' knowledge of the financial system and financial skills including avoiding predatory services and over-indebtedness.	Additional	105	✓			
EC6	Requirement A partnership program(s) is in place to provide education on workers' rights and workplace safety, improve access to legal advice on employment and workplace issues, and address predatory practices targeting immigrant workers.	Additional	136		Insufficient evidence provided.		
Safe Communities (SC)							



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
SC1	Requirement A program(s) exists to train public safety staff on working with diverse populations.	Core	200		See SC 1.3, all core indicators must be met for core requirements to be considered compliant.		
SC1.1	Indicator The program(s) includes training for staff operating emergency response systems under the jurisdiction of the local government.	Core	100	✓			
SC1.2	Indicator The program(s) includes law enforcement staff under the jurisdiction of the local government.	Core	100	✓			
SC1.3	Indicator The program(s) includes code enforcement staff under the jurisdiction of the local government.	Core	100		No evidence provided.		
SC1.4	Indicator The program(s) engages other jurisdictions whose public safety or emergency response systems impact local residents.	Core	100		Insufficient evidence provided.		



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
SC2	Requirement A partnership program(s) is in place to strengthen relationships and promote regular communication between law and code enforcement agencies and the immigrant community.	Core	200	✓			
SC3	Requirement A partnership program(s) is in place to educate immigrants about their rights and responsibilities under the law.	Core	200	✓			
SC3.1	Indicator The partnership program(s) includes information on immigration law and enforcement.	Core	100	✓			
SC3.2	Indicator The partnership program(s) includes information on relevant local codes.	Core	100	✓			This criteria was met through the public forum on code compliance that has occurred. Continuing to provide information on local codes is expected for recertification.



Compliance Criteria				Certification Assessment			
#	Requirement/Indicator	Type	Points	✓	Evidence of non-compliance	Highlights	Observations
SC4	Requirement A policy(ies) is in place to provide safety services in a way that builds trust and relationships between the immigrant community and relevant agencies.	Additional	171		See SC4.2. All additional indicators must be met for an additional requirement to be compliant.		
SC4.1	Indicator The policy addresses victim services.	Additional	81	✓		The partnership with New American Pathways to provide services to victims/survivors of domestic violence is a highlight.	
SC4.2	Indicator The policy covers code enforcement.	Additional	72		Insufficient evidence provided.		





## Appendix B: Audit Details

Time	Name(s) of Interviewee(s)	Contact Information	Organization(s)	Framework Area
November 12, 2019				
8:30-10:00	Ted Terry, Mayor Robin Gomez, City Manager Shawanna Qawiy, Planning and Development Director C.A. Hudson, Chief of Police Harry Hess, Assistant Chief of Police	<a href="mailto:tedterry@gmail.com">tedterry@gmail.com</a> <a href="mailto:rgomez@cityofclarkston.com">rgomez@cityofclarkston.com</a> <a href="mailto:sqawiy@cityofclarkston.com">sqawiy@cityofclarkston.com</a> <a href="mailto:chudson@cityofclarkston.com">chudson@cityofclarkston.com</a> <a href="mailto:hess@cityofclarkston.com">hess@cityofclarkston.com</a>	City of Clarkston	Opening Meeting
10:30- 11:15	Erin Igleheart	<a href="mailto:Erin.igleheart@emory.edu">Erin.igleheart@emory.edu</a>	Start:ME	Economic Development
10:30 -11:15	Terry Sanders	<a href="mailto:tsanders@cityofclarkston.com">tsanders@cityofclarkston.com</a>	City of Clarkston, Communication and Outreach	Connected Communities, Government Leadership
11:30 -12:15	Frances McBrayer	<a href="mailto:fmcbrayer@catholiccharitiesatlanta.org">fmcbrayer@catholiccharitiesatlanta.org</a>	Catholic Charities	Equitable Access, Connected Communities, Education, Civic Engagement
2:00 - 2:45	Meghan McBride	<a href="mailto:mcbridem@gptc.edu">mcbridem@gptc.edu</a>	Georgia Piedmont Technical College	Education, Economic Development
3:15 - 4:00	Luke Keller	<a href="mailto:luke@ampliorecruiting.com">luke@ampliorecruiting.com</a>	Amplio Recruiting	Economic Development
November 13, 2019				



9:45-10:30	Kady MacCarlane Malia Cargile	<a href="mailto:macfarlanek@dekalblibrary.org">macfarlanek@dekalblibrary.org</a> <a href="mailto:cargilem@dekalblibrary.org">cargilem@dekalblibrary.org</a>	Clarkston Library	Connected Communities, Civic Engagement
11:30-12:15	Roberta Malavenda	<a href="mailto:roberta@cdfaction.org">roberta@cdfaction.org</a>	CDF Action	Civic Engagement, Education, Connected Communities
2:00-2:45	Lauren Brockett	<a href="mailto:lauren@friendsofrefugees.org">lauren@friendsofrefugees.org</a>	Friends of Refugees	Connected Communities, Education, Civic Engagement, Government Leadership
3:15-4:00	Jim Neal	<a href="mailto:jimneal@friendsofrefugees.com">jimneal@friendsofrefugees.com</a>	Coalition of Refugee Service Agencies	Equitable Access, Education, Government Leadership, Connected Communities
December 12, 2019				
10:00 - 10:45	Sushma Barakoti	<a href="mailto:sunavworld@gmail.com">sunavworld@gmail.com</a>	Refugee Women's Network	Connected Communities, Civic Engagement
11:00 - 11:45	Ayaz Ahmed	<a href="mailto:ayaz.ahmed@rescue.org">ayaz.ahmed@rescue.org</a>	IRC	Education, Equitable Access
2:00 - 2:45	Victoria Huynh	<a href="mailto:victoria.huynh@cpacs.org">victoria.huynh@cpacs.org</a>	CPACS	Civic Engagement, Equitable Access, Connected Communities
2:00-2:30	Paedia Mixon	<a href="mailto:p.mixon@newamericanpathways.org">p.mixon@newamericanpathways.org</a>	New American Pathways	Equitable Access, Civic Engagement