

# The Olathe Latino Coalition

*MAKING OLATHE A MORE WELCOMING CITY FOR LATINOS*



Final Report and Recommendations  
for



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January - August 2013

# The Olathe Latino Coalition

## Final Report and Recommendations

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### ***Making Olathe a More Welcoming City for Latinos***

#### **Table of Contents**

	<u><b>Page</b></u>
1. Overview and Mission of the Olathe Latino Coalition (OLC)	3
2. OLC Committees and Leadership	4
2A. Special Thanks	5
2B. Committees and Leadership	5
2C. Additional Thanks	6
3. OLC Process	6
3A. Stakeholder Involvement	6
3B. Committee Work	6
3C. Latino Leadership Solidarity – A Chord of Three Strands	6
3D. Town Hall Meetings	7
4E. Survey Overview	7
4. Action Plans	8
Action Plans Overview	9
4A. Business and Economic Development	10
4B. Education	13
4C. City Government and Justice System	16
4D. Health and Social Services	18
4E. Community, Church and Culture	22
4F. Housing	28
4G. OLC Leadership Team General Action Plans	30
5. Moving Forward – General Recommendations	32
5A. Hearing the Voices of Our Latino Leaders - Three Most Pressing Action Plans	32
5B. From Cooperation to Collaboration	33
5C. Using Collective Impact to “Move the Needle”	34

6. Additional Information and Supporting Materials	35
6A. Committee Descriptions	35
6B. Process Matrix	37
6C. Olathe Latino Coalition Community Survey (English)	38
6D. Town Hall Meetings	44

**The Olathe Latino Coalition is a Sponsored Initiative of Significant Matters, Inc.**

### **About Significant Matters**

Significant Matters is a 501(c)(3) nonprofit organization that provides consulting and collaborative facilitation services for groups and organizations seeking to address complex societal issues in sustainable ways. We work with individuals, private business, city government, not-for-profits and especially the faith-based community both locally and internationally. To learn more about Significant Matters see [www.significantmatters.com](http://www.significantmatters.com) or contact us at 12480 S Black Bob Rd, Olathe, KS 66062 / 816-419-3291.



## 1. Overview and Mission of the Olathe Latino Coalition

The Olathe Latino Coalition (OLC) began meeting in the fall of 2011 in order to help shape a response to Olathe Mayor Michael Copeland's request for help in addressing the needs of the Latino community in Olathe. The OLC is comprised of diverse individuals and organizations residing in or working in Olathe with the Latino population.

The United States is a nation of immigrants and immigrants have helped drive economic growth. Likewise, Olathe has attracted immigrants since the city's founding. In 2008 Olathe was the 24<sup>th</sup> fastest growing city in the U.S. and CNN and Money magazine rated Olathe #11 on the 100 Best Cities to live in the U.S. Olathe offers affordable housing, an excellent school district and opportunities for business and economic development. This climate draws immigrants, who seek the same economic, educational, and quality-of-life opportunities as long-time U.S. residents.

Latinos represent 10.2% (12,794) of Olathe's population of 125,872 according to 2010 U.S. Census. Latinos represent 10.5% of the population of Kansas at 2,853,118. In the 2010-2011 school year, Latino students represent 12% of enrollment in Olathe School District. This Latino population is diverse and includes immigrants from many parts of Latin America as well as Latino families that have resided in Olathe for generations. This population plays a vital role in the Olathe community as workers, taxpayers, parishioners, neighbors, consumers, and entrepreneurs. If current growth trends over the past 10 years in Olathe remain the same by 2030 the Latino population of Olathe would be over 79,000 representing a 600% increase in numbers and 30% of the total population.

Our history and reputation around the nation and world for the deaf community has earned us the award as one of America's "Most Deaf Friendly Cities" by the organization Deaf 411, Inc. According to the report, "The rating acknowledges Olathe's culture that truly embraces the Deaf and Hard of Hearing and offers services and programs for the community. Olathe rates at the top of nearly every category measured, including culture, access to medical care and community programs." We have the steadfast hope that the same can be said of our city in its embrace of the Latino population and their unique challenges especially as related to the complex issue of immigration.

Historically Latinos have not been adequately engaged in civic life in Olathe and Latino undocumented immigrants even less so. Typically undocumented immigrants are left to fend for themselves trying to adapt to a new culture, new country, new human service systems, basically integrating into civic life in Olathe. Immigrants face barriers such as language, affordable housing, access to health care, employment, and backlash due to anti-immigrant sentiments. This proposal and the work of the Olathe Latino Coalition has not been about immigration reform, that is a conversation at the federal level. Instead we have focused our attentions on what a community can do at the local level to improve the quality of life for all regardless of their citizenship.

Olathe Latino pastors and human service organizations such as The Center of Grace, El Centro and Catholic Charities as well as the Olathe School District have encountered and assisted numerous individuals and families facing horrible and, at times, inhuman treatment in Olathe. Day laborers have been taken advantage of by unscrupulous contractors and not paid their wages for backbreaking,

economically-essential work that is often dangerous. Families complain about unfair rent practices, high deposits, and housing maintenance issues that create unhealthy living conditions. Undocumented immigrants are averse to filing complaints to authorities for fear of retribution and deportation.

OLC has outlined a Latino/Latino Immigrant Integration Framework. This Framework requires a mutual commitment between the City of Olathe government and Civic Organizations and the Latino/Latino immigrant communities. To be successful this integration framework must be embraced among mainstream institutions/businesses, Latino/Latino immigrant serving organizations and individual community members in Olathe. This framework must be intentional. Together with the established community Latino/Latino immigrants can contribute to community problem solving, bring innovation and creativity, enrich the cultural and social fabric and strengthen our community as a whole.

Immigration in Olathe is a result of the community's considerable successes. If Olathe is as strategic and earnest in its pursuit of integration approaches as it has been in facing other adaptive challenges throughout the community's history, Olathe can realize the potential advantages that immigration offers. All who call Olathe home—for business or residence—will reap the benefits.

We realize that the challenges we face together as a community in regards to our Latino neighbors are not solved easily or overnight. We appreciate the genuine interest being shown by our Mayor, City Manager and other city officials to invite us into a deeper conversation with the hope of making Olathe a model community for the Latino population. After extensive work with over 30 different Latino and Anglo leaders representing leading Latino organizations, churches, businesses, school district, social service agencies and city officials as well as hundreds of individual from within the Latino community we offer this proposal. It is our hope that it will serve as a foundational first step to a continued and steadfast partnership between the City of Olathe and the Olathe Latino Coalition as we work together to improve the quality of life for all Latinos.

### ***The Mission of the Olathe Latino Coalition***

***To review and improve, where possible, various focus areas of life and business in the city in order to make Olathe a more welcoming city for all members of the Latino community.***

## **2. OLC Committees and Leadership**

The Coalition was set up with a lead team and six separate committees. The Lead Team was comprised of the committee team leads and a number of individuals from existing organizations who work with the Latino Community. Special attention was given to try and include Latino leadership in every way possible on all of the committee. The overall project was carried out through Significant Matters, Inc.; an Olathe based nonprofit organization that facilitates structured collaboration to solve more complex social issues at a community level.

## 2A. Special Thanks!

A project of this magnitude would not be possible without the sacrificial involvement of many capable people. The evidence of a willingness of so many people to work together to come up with this proposal speaks loudly of Olathe as a community. Special thanks go out to the leaders of the various committees listed below. It is their leadership and hard work that created this proposal and will, no doubt, be a large part of the path forward to making Olathe a more welcoming city for all Latino's.

## 2.B OLC Committees and Leadership

(A further description of the committees is included Additional Information and Supporting Materials)

### **City Government and Justice System**

- Laurie Anderson Immigrant Justice Advocacy Movement (IJAM)
- Pastor Daniel Bocanegra Via de Esperanza

### **Education**

- Dr. Alison Banikowski, Ph.D. Olathe School District
- Dr. Jan Heinen, Ed.D Olathe School District
- Tabitha Davis MidAmerica Nazarene University

### **Business and Economic Development**

- Brad Cornell COO of Olathe Chamber of Commerce
- Raul Duran Arvest Bank

### **Community, Church and Culture**

- Pastor Brontis Varona Mosaikon Church
- Gary Kendall Indian Creek Community Church

### **Housing**

- Aude Negrete El Centro
- Karla Davis MidAmerica Nazarene University

### **Health and Social Services**

- Darren Odum Olathe Medical Center

### **Members-at-Large**

- Hector Silva OLC Managing Director
- Mary Lou Jaramillo El Centro
- Sylvia Romero Center of Grace
- Tom Bassford Significant Matters

### **Interns:**

- Karla Davis MidAmerica Nazarene University, Junior
- Emerald Taylor MidAmerica Nazarene University, Senior

## **2C. Additional Thanks**

Thanks to area students and NW High School for their involvement. In order to make information about the Olathe Latino Coalition accessible to everyone a website was developed. The Website was designed and built by an e-communications student from Olathe NW High School. We presented the Olathe Latino Coalition to an established group of Latino students that is part of the Olathe School District. We asked the students to speak to their family and friends in the community about the coalition. We also asked some of the group to become representatives of the group and provide us with the youth point of view on the six areas of life and business.

## **3. Process**

### **3.A Stakeholder Involvement**

From the beginning the OLC sought to involve key stakeholders across the city from all the major sectors including private business, the Faith Community, City government and agencies, Healthcare, social services and education to name a few. The active involvement of organizations such as Olathe Medical Center, The Olathe School District, Center of Grace, El Centro, Immigrant Justice Advocacy Movement and the Chamber of Commerce gave us the capacity to address issues at a relatively high level. We visited many churches, groups and individuals to describe the purpose, the mission, the structure and the process to them. We asked them to spread the word within the community and gave them the opportunity to join the coalition.

### **3B. Committee Work**

Each committee had one or more leads and the committees met on a regular basis from January through July of 2013. They reached out to the Olathe Latino Community for input to the various areas of life and business. Based on input from the Latino community and also ideas from within each committee each subcommittee independently developed action plans using a common action plan format. The expertise of each subcommittee allowed for the development of action plans within each of the six areas. Lead Team members participated in and were responsible for only their own set of Action Plans. The director of the Latino Coalition, Hector Silva, reviewed all plans for clarity, viability, and feasibility, working with individual Leads as needed.

### **3C. Latino Leadership Solidarity – A Chord of Three Strands**

One of the often misunderstood realities of the Latino population is that because they all speak a common language they all have the same background and outlook on things. The truth is that the Latino community is made up of individuals and groups from over 20 different countries each with their own heritage and cultural background. And although all Latinos face similar challenges they struggle like any other group to form their own bonds of solidarity in order to work together.

One of the goals of the OLC was to try and encourage a core group of Latino leaders to forge a partnership of trust that could bear the weight of true collaboration and begin to speak with one voice about some of the most pressing needs of the Latino community as a whole. Over time three Latino leaders within our community came together to form a “chord of three strands” reflecting the idea behind the words in Ecclesiastes, *“A cord of three strands is not quickly broken.”* We asked these three

leaders to wrestle with the many different Action Plans in this proposal and lift three of them as most pressing for the Latino Community. (The Action Plans they identified as most pressing are listed on pages 32-33 of this proposal.) The intention is not to lessen any of the other Action Plans but rather to give the Latino leadership of our City the opportunity to make a statement as to what they feel are the most pressing issues facing Latinos in our city. Those three leaders were:

- Daniel Bocanegra – Pastor of Via DeEsperanza / Guatemala
- Sylvia Romero – Director of Center of Grace / Colombia
- Brontis Varona – Pastor of Mosaikon / Mexico

### **3D. Town Hall Meetings**

The OLC met directly with the Latino Community through two Town Hall Meetings. The **first Town Hall meeting** was held in January at the beginning of the committee formation and initiation of committee work. This Town Hall meeting was attended by over 80 members of the Latino Community. In the meeting they were introduced to the purpose, goals and structure of the Olathe Latino Coalition.

### **3E. Survey Overview**

The OLC conducted a community survey to help identify important issues as well as strengths and needs within the community. Our intention was to get data points to help direct our Action Plans and serve as benchmarks for future work within the Latino Community. The survey was administered by Latinos to approximately 150 Latinos who live in Olathe. We partnered with El Centro to do the data analysis. The English version of the survey is included in the section entitled “Additional Information and Supporting Materials.” What follows is a sample summary of some of our findings.

- **Dealing constructively with the undocumented population.**  
Seventy-nine percent of the people we surveyed listed “lack of help for the undocumented” as a concern for them. That number reflected what we heard over and over again in the Town Hall meetings and conversations with the Latino community. Dealing with the complexities of the undocumented is a constant barrier to almost every Latino, even those who are documented. There are ways a local community can deal with the undocumented that help improve the quality of life for all citizens of the city and some of those ideas are reflected in the Action Plans.
- **Latinos are “settling” in Olathe.**  
The average age of the Latinos we surveyed was 41 and over 50% have lived here for over 10 years. Seventy-one percent are either satisfied or very satisfied with their life in Olathe and 79% have a strong and favorable opinion of the School System. All of this suggests that Olathe is not attracting a transient population but rather Latinos who have families and want to settle down and make Olathe their home.
- **Housing; a challenge and a goal.**  
When having a problem with a landlord 81% of those surveyed said they have no idea who to call or where to get help. Our Town Hall meetings suggested that language was an equally big challenge when trying to find help over the phone. One in five surveyed said they already own

their home and 84% said they would like to own.

- **Looking for better work**

Employment appears to be an ongoing challenge. Over 90% are working either full or part-time but over 52% say their family household earnings are less than \$20,000/year with less than 2% making over \$50,000/year. When it comes to accessing job training or placement services over 90% of those surveyed say they have never used employment training programs or services like the Kansas Workforce Partnership.

- **Who do you trust?**

The Olathe School District and churches rated highest as to organizations that are most trusted by the Latino population. Much of the qualitative data we got suggested that information flow to the population was critical and that churches and the school system are in a unique position to be able to get information to the population.

- **Healthcare**

Forty-four percent said they had not been to a doctor in the past year. Of those that did go 34% indicated they used the emergency room at Olathe Medical Center and 21% say they use the services of The Health Partnership Clinic of Johnson County. Additionally, 39% indicated they needed to see a doctor in the last 12 months but were unable.

- **Fear, Discrimination and Legal Assistance**

Approximately one in three people surveyed reported experiencing some form of discrimination in Olathe. Of those that answered yes the results were evenly distributed over police and criminal justice (16%), employment (16%), housing (13%), other (13%). Nearly one in four (23%) said they had worked and not been paid for that work in the past. When asked, “Do you feel safe to call the police when a need arises,” 45% answered “no.” Sixty-one percent indicated that either they or someone in their family has needed an attorney and over 90% of those who answered the question indicated it was either impossible or difficult to get this service.

## **4. Action Plans**

The purpose of ***The Olathe Latino Coalition Final Report and Recommendations*** is to suggest a path forward for improving the quality of life for all Latino’s and strengthening our City. It is our hope that the City will continue in a dialogue with us on our findings, Action Plans and recommendations and ultimately support this proposal in the following ways:

- Officially adopt some form of this proposal
- Through appropriate agencies and departments of the City take on or participate in one or more of the Action Plans listed herein.
- Help establish the Olathe Latino Coalition as a Collective Impact Project for the next 3 years.

## ACTION PLANS OVERVIEW

<b>4A. Business and Economic Development Action Plans</b>	<b>Page</b>
4A.1 ACCESS TO BUSINESS RESOURCES	10
4A.2 IMPORTANCE OF BI-LINGUAL EMPLOYEES	11
4A.3 EMPLOYMENT SEEKING	12
<b>4B. Education Action Plans</b>	
4B.1 EARLY CHILDHOOD	13
4B.2 K - 12	14
4B.3 POST-SECONDARY	15
<b>4C. Local Government and Justice System Action Plans</b>	
4C.1 BRIDGES BETWEEN LOCAL LAW ENFORCEMENT & LATINO COMMUNITY	16
4C.2 TRANSPORTATION	17
<b>4D. Health and Social Services Action Plans</b>	
4D.1 TRUST	18
4D.2 COMMUNICATION GAPS AND LANGUAGE	19
4D.3 ACCESSING AFFORDABLE HEALTH CARE	20
4D.4 NAVIGATING THE HEALTHCARE SYSTEM	21
<b>4E. Community, Church and Culture Action Plans</b>	
4E.1 CULTURES	22
4E.2 THE CHURCH IN SUPPORT OF IMMIGRANTS	23
4E.3 RETAINING THE LANGUAGE	24
4E.4 INFORMATION SITES AND ADVOCATES	25
4E.5 FITNESS	26
4E.6 CENTER OF IMMIGRANT AFFAIRS	27
<b>4F. Housing Action Plans</b>	
4F.1 AFFORDABLE AND QUALITY HOUSING	28
4F.2 REPAIRS	29
<b>4G. OLC Leadership Team General Action Plans</b>	
4G.1 HUMAN RELATIONS COMMISSION	30
4G.2 COLLECTIVE IMPACT PROJECT	31

## ***4A -Business and Economic Development Action Plans***

### **4A.1 Business and Economic Development Action Plan- ACCESS TO BUSINESS RESOURCES**

#### **Opportunity Statement:**

There are resources and information that are available but the current lines of communication are not known or easy to use for the business owner or the customers. There is a need to bring the resource information closer to the people that need them. The information is not readily available in Spanish.

#### **Desired outcome:**

The Latino community becomes more comfortable using the existing resources and less intimidated. There is an increase in communication in Spanish. The Latino population becomes more used to the fact these resources are out there and thinks to use them.

#### **Recommendations:**

- Encourage bi-lingual papers to run consistently in a set area of the publication area listing resources.
- Church Bulletins run consistently in a set area an area listing resources available.
- Develop a web-page on the city's site on Business Development-potentially selling advertisement.
- Include on city's web-page incentives for coupons, etc.
- Include on city's web-page a video designed for Latino education.
- Encourage business to have bi-lingual web sites.
- When a new business registers with the city, they receive an intro packet supplied with Latino business development information.

#### **Who:**

Olathe Chamber of Commerce and Hispanic Chamber of Commerce of Greater KC

#### **Success Measurements:**

- More Latino businesses become aware of and how resources are available and utilize the resources.
- Tracking of hits on city's bi-lingual web-page looking for increasing numbers.
- Tracking calls coming in from seeing the ads.

## **4A.2 Business and Economic Development Action Plan- IMPORTANCE OF BI-LINGUAL EMPLOYEES**

### **Opportunity Statement:**

There is a lack of bi-lingual employees in both private and public organizations. Businesses do not have current staff or are not hiring employees that are bi-lingual or sensitive to the culture of the market segments they are serving. Many businesses are not aware of the buying power of the Latino population and the potential increase in sales they could experience by having bi-lingual employees.

### **Desired outcome:**

Increase in bi-lingual employees hired.

### **Recommendations:**

- Olathe Chamber of Commerce hires in a bi-lingual employee.
- Compute locally the buying power of the Latino population and communicate this.
- Olathe Chamber of Commerce invites in periodically a Latino Business and a representative from the Hispanic Chamber to coffees to discuss the buying power of this market.
- Encourage business to provide Rosetta Stone classes for their staff or use “Mango” which is an language program provided free of charge by the Olathe Public Library for use by Library card holders.
- Encourage business and city to pay a premium for bi-lingual staff.
- Have testimonials from business that market to the Latino population and show sales growth potential.
- Technology resources of bi-lingual associates for companies to reference for hiring.
- Promote on-demand translation services for people to call into to assist with communication.
- Promote apps on smart phones that assist with translations so more businesses are aware and can utilize them.

### **Who:**

Olathe Chamber of Commerce and Hispanic Chamber of Commerce of Greater KC

### **Success Measurements:**

- Increase in the number of bi-lingual employees in Olathe.
- Pooling employment companies as to any increases in the demand for bi-lingual staff.
- Develop a base line on the number of bi-lingual staff now so we can gauge the increases.

#### **4A.3 Business and Economic Development Action Plan- EMPLOYMENT SEEKING**

##### **Opportunity Statement:**

Latinos seeking employment find it difficult to find work in the areas of business normally represented in current job listing sources. Businesses are very specific in the educational degrees, background and experience that they require. What are the resources to help Latinos get more training for better jobs and help them find jobs?

##### **Desired Outcome:**

- More direction and resources for job seekers.
- More training and education to match required experience.

##### **Recommendations:**

- Clearer communication of requirements for jobs.
- Hispanic Chamber sends out frequent and consistent listings of job openings.
- Include in Leadership Classes the benefits of hiring the Latino population.
- Utilize Libraries more as they are great resources for disseminating information.
- Business in the city to add to the city's web site their job openings.
- Encourage one area on the city's web site for bi-lingual job openings.
- Insure the Latino population knows there are interpreters in most schools.
- Program with Garmin, Farmers, etc. to advise what skills are needed for applicants to be hired.

##### **Who:**

Olathe Chamber of Commerce and Hispanic Chamber of Commerce of Greater KC

##### **Success Measurements:**

Lower unemployment in the Latino population

More Latinos pursuing and working in jobs that are not just entry level or minimum-wage jobs

## **4B –Education Action Plans**

### **4B.1 Education Action Plan- EARLY CHILDHOOD**

#### **Opportunity Statement:**

Hispanic/Latino children are less likely to participate in pre-kindergarten programs designed to increase success in formal schooling.

#### **Desired outcome:**

Increase Hispanic/Latino children’s involvement in quality early learning experiences prior to students entering formal school education.

#### **Recommendations:**

- Increase parents of Hispanic/Latino children’s recognition of the importance of early learning and awareness of available learning opportunities.
- Increase opportunities for Hispanic/Latino children ages 3 and 4 to participate in quality early learning through partnership with entities providing early childhood programs (partnerships for tuition), initiating early childhood programs, etc.
- Increase inter-agency awareness and cooperation to advance early childhood experiences for Hispanic/Latino children.
- Increase the knowledge and skills of community child care providers who care for Hispanic/Latino children, including increasing providers who are licensed.

#### **Who:**

An interagency group will be formed, inviting representatives from the following organizations:

PAT: Parents as Teachers	El Centro
Jo. Co. Health Dept.	Hispanic/Latino Newspaper
Head Start	JCCC Child Development, Family Literacy
Center of Grace	Community Members – EC focus
Faith-based organizations	St. Paul’s Catholic School
Olathe Schools:	

Co-Facilitators/Leads: Nancy Keel (Olathe Public Schools), Isabella Gutierrez-Flores (Olathe Public Schools), Eldonna Chestnut (Johnson County Government), and Jan Heinen (Olathe Public Schools) will facilitate the formation and work of the group.

#### **Success Measurements:**

To be determined by group

## **4B.2 Education Action Plan - K - 12**

### **Opportunity Statement:**

School-age Hispanic/Latino children are increasing in the Olathe Public Schools and the Olathe community. Olathe Public Schools children vary in their characteristics related to birthplace/background (for example, Mexico, Puerto Rico, South America), language ability, length in America/American schools, socio-economic status, etc. For all children, education is needed for students to be prepared for their future.

### **Desired Outcomes:**

- Increase Hispanic/Latino student leadership at all levels through expanding mentoring, training other individuals to be adult supports, and ensuring students have a vision for their future.
- Increase afterschool opportunities for supporting academics (such as homework completion) as well as athletic and activity involvement.

### **Who:**

An interagency group will be formed, inviting representatives from the following organizations:

El Centro	Jo. Co. Health Dept.
Center of Grace	Olathe Public Library
Faith-based organizations	Community Members – EC focus
United Community Services (USC)	YMCA
Youth Leadership KC	Probation Officer Johnson Co.
Olathe Police Department	Olathe Fire Department
Olathe Schools	

Co-Facilitators/Leads: Erik Erazo (Olathe Public Schools), Amy Jensen (Assist. Principal, Oregon Trail Middle School), Liz Harrison (Instructional Resource Teacher), Pam Watkins and Jessica Velazques (Kansas City - YMCA) and Faith Scott (Counselor, OPS)

### **Success Measurements:**

To be determined by group.

### 4B.3 – Education Action Plan – POST SECONDARY

**Opportunity Statement:**

A new report from the Department of Education shows that high school graduation rates are at their highest level since 1974. According to the report, during the 2009-10 school year, 78.2 percent of high school students nationwide graduated on time, which is a substantial increase from the 73.4 percent recorded in 2005-6. The report shows that graduation rates were up for all ethnic groups in 2010, and that the rate for Hispanic students has jumped almost 10 points since 2006. **High School Graduation Rate at Highest Level in Three Decades**

*Posted on [January 23, 2013](#)* The good news is that Hispanic high school graduation and college enrollment rates have [increased over the last four years](#). However, challenges persist. Challenges consist of students who do not feel that college is in their future because of immigration status, lack of funds/financial resources, lack of support from family and schools (cultural barriers), lack of preparation for post-secondary opportunities (high school course selection, testing preparation, etc.), lack of information about other post-secondary opportunities besides two or four year college institutions, and college completion.

**Desired outcomes:**

- Increase inter-agency awareness and cooperation through 4 standing meetings per year to include area community colleges, area four year institutions, and other post-secondary representatives. Tasks would include both increasing awareness for students and staff, as well as support after enrolling in post-secondary opportunities
- Increase the concept of “college going culture” beginning at the upper elementary and middle school levels, including increasing positive language (“when you go to college”, etc.), increasing awareness of what is needed for preparation for college (ACT exams, college level coursework, etc.), and exposure to post-secondary institutions (college visits, connection with current college students, etc.).

**Who:**

An interagency group will be formed, inviting representatives from the following organizations:

Community Colleges: JCCC, KCKCC,	Center of Grace
Four Year Institutions: MNU, ESU, KU, KSU	El Centro
Olathe Schools	Olathe Public Library
Faith-based organizations	Military recruitment rep
Community Members – business, post-secondary focus	

Co-Leads/Facilitators: Tabitha Davis (MNU) and Melissa Jimenez (JCCC) will facilitate the formation and work of the group.

**Success Measurements:**

To be determined by group.

## **4C Local Government and Justice System Action Plans**

### **4C.1 – Local Government and Justice System Action Plan - BRIDGES BETWEEN LOCAL LAW ENFORCEMENT & LATINO COMMUNITY**

#### **Opportunity Statement:**

Immigrants have inherent dignity in which their civil and human rights should always be respected. Immigration is a federal issue while local law enforcement should continue to focus on building relationships and trust within the Latino and Hispanic community to ensure the best service is being provided.

#### **Desired Outcomes:**

Meeting with Olathe Chief of Police and City Manager to enhance relationships and trust within the Latino and Hispanic community and to discuss the impact on trust of specific issues such as ICE Detainer Requests.

#### **Recommendations:**

- Identify the uses of ICE holds/detainers which result in the issues of separation of immigrant families.
- Identify local resources available to assist separated immigrant families who have been negatively impacted by federal immigration laws.
- Identify opportunities to partner in mutually beneficial educational efforts within the community.
- Meet regularly to create a cooperative and collaborative environment for discussion of Latino and Hispanic community issues and concerns.

#### **Who:**

Olathe Chief of Police, City Manager, representatives from the Local Government and Justice System Task Force, and 2 from Significant Matters.

## **4C.2 – Local Government and Justice System Action Plan - TRANSPORTATION**

### **Opportunity Statement:**

There is a lack of affordable and accessible transportation in the City of Olathe which directly affects a great portion of the Latino community. While there are buses, the routes do not cover areas that are accessible for boarding, the destinations are not sufficient for intercity travel or the time of day that they run are not useful for the community. They do not have the financial ability to purchase cars or in a lot of cases the language skills to obtain a Driver's License.

### **Desired Outcome:**

Enough affordable and accessible transportation with frequent stops at designated recognizable bus stop Kiosks that are within walking distance from most of the City's densely populated areas.

### **Recommendations:**

- Bus routes need to allow residents of the Latino community to travel from point to point within the city.
- Buses need to be accessible throughout the day not just once or twice in morning and evening.
- All of the bus route information needs to be in accessible places in both English and Spanish.
- Shuttle type buses can be used between major parts of the city.
- Have a shuttle route between the shopping areas (i.e. Great Mall, 119<sup>th</sup> St. and Strang Line, both Walmarts, etc) with a purchase of one ticket that will allow you to use it throughout the day as needed on that shopping route only.
- A similar shuttle can be used between medical facilities.
- Have occasional forums to inform the Latino Community about the use of the transportation system. These can be done as a series of forums at churches and other situations where people congregate.
- Have routes that go to and come from other cities on a regular basis during the day.

### **Who:**

To be determined.

### **Success Measurements:**

Number of riders using the various routes

## 4D Health and Social Services Action Plans

### 4D.1 Health and Social Services Action Plans – TRUST

#### Opportunity Statement:

The Latino population is growing in Olathe and is expected to continue to grow over the next decade. Currently, however, a large percentage of the Latino community is not able, or reluctant, to access healthcare and social services. The Health and Social Services Task Force has identified four major barriers that are preventing the Latino population of Olathe from accessing healthcare and social services in a timely and effective manner. One of those barriers is trust.

#### Desired Outcomes:

Trust was a frequent topic in task force discussions. There are many factors that contribute to this lack of trust including: fear and mistrust of authority figures, including doctors, (especially for the undocumented); concerns that their doctor does not understand them due to language barriers, or that their interpreter is not able to convey their health concerns to the doctor; and lack of information or understanding about laws that govern privacy and confidentiality in healthcare and about how the healthcare system in the U.S. works.

#### Recommendations:

- **Development of qualified Spanish interpreters.** Many local community colleges and universities have programs to train bi-lingual speakers to be medical interpreters. Qualified interpreters are needed to ensure the accuracy of information exchanged between patient and physician. Many current interpreters, while bi-lingual, do not have this important training. Action steps include: encourage and assist current medical interpreters to acquire certification and training.
- **Provide training and funding for a Patient Advocate.** The U.S. healthcare system can be difficult to navigate, especially for recent immigrants and those for whom English is a second language. A patient advocate would be able to help members of the Latino population to understand paperwork, physician orders and next steps in their treatment; guide them on where to go to access resources and seek financial assistance; answer questions and generally ensure that the healthcare system is easier to understand, use correctly and navigate for the Latino population.
- **Increase awareness about existing social services.** Ensure that Latino residents are aware that there are organizations that can help them by providing guidance, loans or grants, interpretation and other services.
- **Make available Spanish translations** of medical documents, physician orders and other important medical information which a patient would receive.
- **Create a logo** that could be placed on resources such as websites, brochures, flyers, etc. that could build trust within the patient that he or she is receiving information from a trusted source.

#### Who:

To be determined.

#### Success Measurements:

To be determined.

## 4D.2 Health and Social Services Action Plans – COMMUNICATION GAPS AND LANGUAGE

### Opportunity Statement:

The Health and Social Services Task Force identified four major barriers preventing a large percentage of the Latino population of Olathe from accessing healthcare and social services in a timely and effective manner. One of those barriers is communication gaps and Language.

### Desired Outcomes:

Another major obstacle for the Latino community in accessing healthcare is not being able to read important documents written in English, or communicate with their healthcare providers in English, and not being aware of all of the resources available to them and where to go to access those resources. While quality interpreters can help with some of the language obstacles, there needs to be an outreach effort to increase awareness within the Latino community about where they can go to get help if they need it.

### Recommendations:

- **Resource Guide.** A good list of resources in English and in Spanish, perhaps housed on the Olathe city website, and linking from the city hall website and the public libraries website, that is updated quarterly would be a useful tool. It would also be helpful to have the option to submit a question on that web page, and for someone such as an intern working for the city of Olathe, to respond to those questions in English and in Spanish.
- **Spanish translation option for city website** and for all of the resources/links for the Latino community listed on the resource page. Automatic translation platforms do not provide quality translations, and these poor translations can cause mistrust of the information contained on the page. A quality translation would increase trust and use of the site by the Latino community.
- **Increase access to qualified medical interpreters.** All patients participating in KanCare have access to free language services and interpretation through their insurer, though many patients and providers are not yet aware of that. Communicating with patients and providers about this service would increase its use and ensure that patients enrolled in KanCare can get reliable interpreting services. For other patients, and especially for uninsured patients, more quality medical interpreters are needed.
- **Increase the number of Spanish-speaking healthcare providers.** Establish a mentorship program in Olathe high schools to encourage Latino students to pursue healthcare careers. Basic Spanish classes for current physicians and healthcare providers could also help improve communication with patients and increase trust.
- **Communication and outreach efforts.** The best way to get useful information to the Latino community members who need it is to bring the information to where they are. Clear, concise and easy-to-use resource materials in English and Spanish could be taken to restaurants, cultural organizations, churches and other community gathering places.

### Who:

To be determined.

### Success Measurements:

To be determined.

#### 4D.3 Health and Social Services Action Plans – ACCESSING AFFORDABLE HEALTH CARE

##### Opportunity Statement:

The Health and Social Services Task Force identified four major barriers preventing a large percentage of the Latino population of Olathe from accessing healthcare and social services in a timely and effective manner. One of those barriers is communication gaps and Language.

##### Desired Outcomes:

The rising cost of healthcare is challenging for everyone, especially those without insurance. This is the case for many in the Latino community who are either self-employed, do not receive insurance from their job or cannot afford insurance. Through discussions in our task group, it was determined that, in general, children and mothers have access to low- or no-cost care through schools, other nonprofit organizations and/or Medicaid (KanCare). Adult men and women without children had the most difficulty accessing affordable care, especially for specialty services and surgeries.

##### Recommendations:

- **Increase awareness of low- or no-cost healthcare options.** There are several available resources such as WYJO Care, the Johnson County Health Department, Medical Schools, KC Cares, and the Johnson County Health Partnership. One of the problems currently is that many of these organizations are not able to handle the volume of patients and have trouble finding physicians to accept patients at no cost. Our recommendations are the following: develop a way for these organizations to stay in touch with each other to optimize limited resources and care coordination (perhaps a standing committee or group); explore ways to encourage the help of more physicians, especially by reducing risk and inconvenience for them as much as possible; increase awareness within the Latino community about these resources; and explore grant and funding opportunities to train and add staff to keep up with demand.
- **Reach out to specialty physicians and surgeons.** Surgeries, especially gall bladder, kidney and orthopedic surgeries, were noted as being very difficult to access without insurance or a substantial down payment and wait time. The result of this is often several emergency room visits and ultimately emergency surgery, not to mention significant pain and loss of work for the patient. Our recommendation is to support WYJO care in its effort to reach out to specialty surgeons and to establish expectations with patients so that risk and loss of time is minimized for surgeons, which will hopefully lead to a greater willingness to help. Additionally, decreasing the wait time and the down payment would make it easier for patients to get timely surgery. Social service agencies could help with loans or grants to patients who are most in need.

##### Who:

To be determined.

##### Success Measurements:

To be determined.

#### 4D.4 Health and Social Services Action Plans – NAVIGATING THE HEALTHCARE SYSTEM

##### Opportunity Statement:

The Latino population is growing in Olathe and is expected to continue to grow over the next decade. Currently, however, a large percentage of the Latino community is not able, or reluctant, to access healthcare and social services. The Health and Social Services Task Force has identified four major barriers that are preventing the Latino population of Olathe from accessing healthcare and social services in a timely and effective manner. One of those barriers is complicated or unclear process to enter healthcare system and lack of guidance once inside.

##### Desired Outcomes:

Understanding how the healthcare system in the U.S. works can be very challenging for Latino residents who may have language barriers and no clear entry point or clear understanding of when to use an urgent care clinic, a primary care doctor or the emergency room. This can lead to fear to use health services, mistrust of providers and healthcare organizations and putting off treatment for health problems until they become severe.

##### Recommendations:

- **Make healthcare entry points for Latino patients easier to navigate and friendlier.** Working with local physician offices and the Olathe Medical Center, develop customer service standards and expectations when speaking with Latino, non-English speaking or undocumented patients over the phone or in person. Also, brief cultural training would allow the staff at physician offices and the hospital to better understand what concerns, misconceptions, or points of confusion might exist and how the staff can best assist these patients. Information about the resource guide mentioned above and other resources for those without insurance or who are confused about what type of care to seek (urgent, physician, hospital) could also be provided to patients at these points of entry.
- **Identify patients who need extra help.** It is easy for patients who are not approaching healthcare services in the intended way (using the ER for primary care, going from one social service agency to the next, or not following up on doctors' orders) to slip through the cracks. By identifying and following up with those patients, it would be possible to clear up a lot of confusion and see better outcomes in patient care. Better coordination between providers, social service agencies and patients is needed as well to ensure that these patients are identified and helped.

##### Who:

To be determined.

##### Success Measurements:

To be determined.

## **4E Community, Church and Culture Action Plans**

### **4E.1 Community, Church and Culture Action Plan – CULTURES**

#### **Opportunity Statement:**

There are many cultures and communities in the City of Olathe. Each culture and community is unique. Most people in Olathe are not aware of the different Cultures and Communities involved or about the countries. This lack of knowledge leads to misunderstanding and could lead to mistrust between people.

#### **Desired outcome:**

It is important to have each community and culture know about the country, traditions, values and people of the other communities and cultures to erase misconceptions and engender a better understanding and to break down walls of mistrust between the residents of Olathe. Due to the importance of the Latino community needing to understand other cultures as well as others understanding our culture we spoke about an international expo where different cultures and countries would have tables. These would be the cultures represented in the Olathe area.

#### **Recommendations:**

- Hold an international expo, sponsored by the city, the library, the School District and the appropriate community agencies
- Have residents of Olathe participate
- Have tables/booths from each country and culture represented in the Olathe area
- The residents would decorate the tables/booths and provide artifacts, pictures, information and anything else that is pertinent to their culture
- The residents would man the tables/booths and be available for questions or conversation
- It would be held during the school day so that classes can attend the expo thereby exposing the students to the Olathe cultures

#### **Who:**

To be determined

#### **Success Measurements:**

- Number of table participants
- Number of people attending
- Positive feedback from community

## **4E.2 Community, Church and Culture Action Plan – THE CHURCH IN SUPPORT OF THE IMMIGRANT**

### **Opportunity Statement:**

Many churches in Olathe are uninformed about immigrants, their challenges and ways to engage immigration reform in constructive ways. As a result many churches and their members do little to actively help improve the quality of life for immigrants in our city. This not only adversely affects immigrants but the relational environment in our city. There is a need for thoughtful, articulate, community leaders from churches to speak up and help inform their congregations on ways to constructively serve immigrants and their families.

### **Desired Outcome:**

Residents should understand the issues and how they affect those living within the borders of our city. There is a need to separate fact, fiction and fear. They should be aware that unless they are a part of the solution they are a part of the problem.

### **Recommendations:**

Commission several community leaders who have tenure and influence in Olathe and who are well educated on the issues to speak on behalf of the Olathe Latino Coalition. Strategically plan who needs to hear, when and what the best approach is to speak up on behalf of immigrants and immigration issues.

### **Who:**

To be determined.

### **Success Measurements:**

Success could be measured by the number of opportunities afforded the spokespersons of the Olathe Latino Coalition to speak and the number of different audiences that participate.

#### **4E.3 Community, Church and Culture Action Plan – RETAINING THE LANGUAGE**

##### **Opportunity Statement:**

As generations of immigrants progress in America and the newer generations assimilate, the native language is forgotten and English becomes the only language spoken.

##### **Desired outcome:**

A concentrated effort needs to be made to retain the Spanish language from generation to generation. With 27 different Spanish speaking countries in the world, Spanish is a language that can be essential in business and government. It is also important for the generations to keep the language as part of their culture.

##### **Recommendations:**

- Family stories: have a program where older family members tell stories about their past and the places they lived to the youth in Spanish.
- There are EAS classes for people that want to learn Spanish. Let us start “this is my language” classes for young people who know some Spanish but can become more proficient. There can also be advanced Spanish classes and the people that complete those get certified to teach the other classes.
- Have Spanish movie nights at churches or other venues where Spanish movies are shown with popcorn and drinks available followed by a Spanish language social hour to talk about the movie.

##### **Who:**

To be determined

##### **Success Measurements:**

To be determined

#### **4E.4 Community, Church and Culture Action Plan – INFORMATION SITES AND ADVOCATES**

##### **Opportunity Statement:**

Many people in the Latino community do not know where to get necessary information on many things. They must search out places, groups or agencies and in many cases do not know where to go to find the information. Once they have the information they may have a language difficulty or lack of knowledge to use the information.

##### **Desired Outcomes:**

- The desire is to bring needed information closer to the people and establish well-known places where they can easily get that information about community events, social services, health services information, etc.
- There is also a need for “advocates” who can help individuals navigate through simple processes like making appointments, talking with utility companies, filing a complaint, etc. Some agencies help in this area but due to budget constraints have cut back. Therefore a formal advocacy program with trained volunteers would be a help to them as well as the Latino community.

##### **Recommendations:**

- Churches can provide basic information as well as time for members of different civic and community organizations to present information about their services and how to access them.
- Schools are a trusted entity that is attended by a large portion of the Latino youth. Information could be made available in the schools as an information outlet for the students and their families.
- There are a number of Latino students groups that meet together once a month. This gathering would be a good vehicle to inform Latino students about services and other relevant information.
- Latino businesses in the City of Olathe would be a place to make information available and it would also help the business by bringing people into the business.
- Banks are another place where information can be make available
- Community agencies and centers like El Centro, Center of Grace, etc. are places that have services and are frequented by the Latino Community. We could try to expand what they already do.
- The YMCA has programs for the Latino community. They could also carry other information.
- Community events like Old Settlers is another opportunity to bring information to the people
- The new Olathe Community Center will have a lot of foot traffic and is an essential place for information.
- The Olathe public Library has a wide variety of information and could expand what they provide.
- Various community agencies as well as private and public organizations could help develop a volunteer pool of people willing to help Latinos in the community who do not have the language skills or knowledge on where to go for assistance or how to handle issues.
- The Volunteers who act as advocates would be provided training in the areas that they will assist the community (health, education, social services, etc.)

##### **Who:**

To be determined.

##### **Success Measurements:**

To be determined.

#### **4E.5 Community, Church and Culture Action Plan – FITNESS**

##### **Opportunity Statement:**

Mental and Physical Fitness is important to both the community as a whole and children in particular. The community needs places to be able to exercise, information on nutrition, ways to exercise both the body and mind of children as well as sports teams for Latinos.

##### **Desired outcome:**

The desire is to have programs that would provide improvement in the Olathe Latino community from both a mental and physical perspective. These programs would be in the areas of learning, physical fitness, sports, nutritional information and recreation. Programs should be available for Latino families as well as children of various ages.

##### **Recommendations:**

- Installation of Born Learning Trails. A Born Learning Trail provides young children with an opportunity to get active, have fun and boost language and literacy skills. The "trail" features age-appropriate, simple-to-construct activities that can be set up outdoors or indoors. The City or private business can build these trails in existing parks with more than one trail in different parks in the city in order to give better access to the community children and their parents. This can be done in conjunction with organizations like United Way or Amerigroup who have already helped build these trails in other communities.
- Olathe Public Library programs and resources in Spanish Programs already exist. The City and private business can help bring awareness of the programs to the Olathe Latino Community through sponsored events held at Churches, Schools and within the libraries themselves.
- Currently the existing Latino Soccer teams (leagues) have a difficult time obtaining facilities. The City would have to find ways to accommodate the need for more facilities or better availability of existing facilities.
- The YMCA and a number of the churches also have sports teams or programs in sports instruction that can be expanded provided the facilities are available.
- Latino family YMCA programs in both physical and nutrition areas. These programs already exist and need awareness. The YMCA is not just a building. They are willing to take some of their programs outside of their facilities and provide them anywhere in the community where they can be used.

##### **Who:**

To be determined.

##### **Success Measurements:**

To be determined.

#### **4E.6 Community, Church and Culture Action Plan – CENTER OF IMMIGRANT AFFAIRS**

##### **Opportunity Statement:**

The Olathe Latino community is formed by a large number of first-generation immigrants. There is a need for accessible, competent and affordable legal advice for immigrants across a broad spectrum of issues in addition to the services currently provided by immigration lawyers.

##### **Desired outcome:**

That every immigrant in Olathe has access to trusted, competent, affordable legal advice.

##### **Recommendations:**

- That churches and other civic organizations come together to open a center where immigrants have the confidence to express their concerns about the immigration status of themselves and their families. A place where they will be welcomed and they will receive accurate and affordable legal advice on immigration and other issues.
- That the center develops a network of trusted immigration legal professionals to refer the cases that will be better served by specialized law offices.
- That the center works with other agencies and organizations in the community to educate the immigrant community about the legal remedies available and to encourage them to take advantage of the available options.

##### **Who:**

James Wood, Daniel Bocanegra, Laurie Anderson (IJAM)

##### **Success Measurements:**

The number of people that use the services provided by the center.

## **4F Housing Action Plans**

### **4F.1 Housing Action Plan – Affordable and Quality Housing**

#### **Opportunity Statement:**

Olathe is known across the country as a desirable place to live. However, a significant portion of the Latino community has to endure below standard living conditions in the housing options available to them. The City of Olathe has a Housing Authority and a Human Relations Commission that is responsible to ensure that there is no discrimination and that all Fair Housing Laws are followed. There is a system with procedures that is initiated when a claim is filed. Unfortunately most of the Latino Community does not know about the system or how to initiate a claim.

#### **Desired Outcomes:**

- Residents that are renting should be familiar with some if not all, of the major, fair housing regulations and also know how to contact the City of Olathe Housing Authority to submit housing complaints.
- That every rental dwelling available in Olathe meets all the standards to make it a safe, comfortable, healthy place to live.
- That there are affordable quality housing options for the Latino community.

#### **Recommendations:**

That the City of Olathe's Housing Authority and Human Relations Commission works with the OLC to educate the Latino community about their rights and responsibilities in the landlord-tenant relationship and ways that they can utilize the services and legal processes of both city agencies.

#### **Who:**

To be determined

#### **Success Measurements:**

To be determined.

## 4F.2 Housing Action Plan – REPAIRS

### **Opportunity Statement:**

Tenants request repairs as needed. Sometimes the landlord will comply immediately however there are times that the tenant must repeatedly ask for the repair or the repairs are delayed. In some cases the requests are ignored. Some of the repairs are simple and not critical, such as issues with carpets or doors. On the other hand there are some that can be hazardous to the tenant or the family. These would be repairs to ovens and mold.

### **Desired outcome:**

Repairs should be categorized as to safety and hazard to health and repairs completed within a specified time period.

### **Recommendations:**

- A process that provides a time frame for repairs
- An advocate for repair follow-up
- A process for determining the priority of repairs
- A help desk for repairs

### **Who:**

To be determined.

### **Success Measurements:**

To be determined.

#### **4G. OLC Leadership Team General Action Plans**

##### **4G.1 OLC Leadership Team General Action Plans - HUMAN RELATIONS COMMISSION**

###### **Opportunity Statement:**

A stronger bond between the Olathe Human Relations Commission and the Latino community could be established through the Olathe Latino Coalition.

###### **Desired Outcomes:**

A collaborative relationship between the Olathe Latino Coalition and the OHRC as the representative body of the City of Olathe to ensure that any discrimination in life and business issues experienced within the Latino Community are addressed and to work towards continued improvement in making Olathe a more welcoming city for Latinos.

###### **Recommendations:**

Have the Olathe Human Relations Commission form an advisory board that will be responsible for the follow up and track Action Plans accepted by the City.

###### **Who:**

To be determined.

###### **Success Measurements:**

To be determined.

## **4G.2 OLC Leadership Team General Action Plans - OLC COLLECTIVE IMPACT PROJECT**

### **Opportunity Statement:**

We have the opportunity to build on the work that has been done through the Olathe Latino Coalition to this point. We have shown that the City of Olathe and its key stakeholders have the interest and will to work together to explore ways we can improve the quality of life for all Latinos and strengthen our city. Those who have “come to the table” to this point have been able to do so in purposeful ways because there has been a lead person and a “backbone organization” with the time and responsibility to keep everybody at the table, develop a shared agenda, create mutually reinforcing activities and maintain ongoing communication. There is an opportunity now to create a set of shared metrics by which to measure progress and help facilitate the implementation of these Action Plans and others that will naturally emerge through the ongoing work and relationships already established through the Olathe Latino Coalition to date.

### **Desired Outcomes:**

- We want to continue the forward momentum of what the Olathe Latino Coalition has begun
- We would like to implement all of the current Action Plans over the next 3 years
- We would like to keep a structure in place to keep bringing interested parties together to work on collective impact strategies that strengthen our city by improving the quality of life for Latinos.

### **Recommendations:**

- Establish the Olathe Latino Coalition as a Collective Impact Project for the next three years
- Help fund and/or help open doors for funding to support the ongoing work of a “backbone organization” to keep the work of the Olathe Latino Coalition going.

### **Who:**

Significant Matters  
The Olathe Latino Coalition  
The City of Olathe

### **Success Measurements:**

- Shared metrics that define “success” within a collaborative network focused on improving the quality of life for Latinos in Olathe.

## 5. Moving Forward – General Recommendations

### 5A. Hearing the Voices of Our Latino Leaders – The Three Most Pressing Action Plans

The OLC was a collaborative effort of both Latinos and non-Latinos working together. One of the goals was to establish a core group of Latino leaders willing to forge a partnership of trust that could bear the weight of true collaboration and begin to speak with one voice about some of the most pressing needs of the Latino community as a whole. Whereas many Latinos and Latino leaders participated in the process three in particular served on the Lead Team and took on the work to create this core group of Latino leadership. Their first act of solidarity was to elevate three of the Action Plans from this proposal as of critical importance to the overall needs of the Latino community. The intent is not to diminish the importance of any of the other Action Plans but rather model an intentional commitment of the OLC to rely upon Latino leadership to help set the course, shape the priorities and give voice to the greatest needs and most promising solutions. Here is what they have to say;

*As Latinos, and first-generation immigrants ourselves, we are very grateful and encouraged by the enthusiasm and participation that the OLC's stated mission received from the stakeholders of our city. We could also sense the hope rising among the Latino community, as personal interviews and town hall meetings clearly communicated the message: 'somebody is listening; somebody cares.'*

*At this stage, it is critical that the expectations and dreams awakened in individuals, families and organizations are met with concrete actions. As work moves forward on all of these and future Action Plans, we see the need to highlight these three Action Plans to the City because they have the potential not only to bring great change for the majority of the Latino community now, but also help propel the other plans forward in the future.*

Daniel Bocanegra, Sylvia Romero, Brontis Varona

### The Three Most Pressing Action Plans

#### **#1 - OLC COLLECTIVE IMPACT PROJECT** (See entire Action Plan 4G.2)

We have shown that the City of Olathe and its key stakeholders have the interest and will to work together to explore ways we can improve the quality of life for all Latinos and strengthen our city. Those who have “come to the table” to this point have been able to do so in purposeful ways because there has been a lead person and a “backbone organization” with the time and responsibility to keep everybody at the table, develop a shared agenda, create mutually reinforcing activities and maintain ongoing communication. There is an opportunity now to create a set of shared metrics by which to measure progress and help facilitate the implementation of these Action Plans and others that will naturally emerge through the ongoing work and relationships already established through the Olathe Latino Coalition to date.

## **#2 - CENTER OF IMMIGRANT AFFAIRS** (See entire Action Plan 4E.6)

The Olathe Latino community is formed by a large number of first-generation immigrants. There is a need for accessible, competent and affordable legal advice for immigrants across a broad spectrum of issues in addition to the services currently provided by immigration lawyers. We propose that churches and other civic organizations come together to open a Center of Immigrant Affairs where immigrants have the confidence to express their concerns about the immigration status of themselves and their families and get accurate and affordable legal advice on immigration and other issues.

## **#3 - AFFORDABLE AND QUALITY HOUSING** (See entire Action Plan 4F.1)

Olathe is known across the country as a desirable place to live. However, a significant portion of the Latino community has to endure below standard living conditions in the housing options available to them. The City of Olathe has a Housing Authority and a Human Relations Commission that is responsible to ensure that there is no discrimination and that all Fair Housing Laws are followed. There is a system with procedures that is initiated when a claim is filed. Unfortunately most of the Latino Community does not know about the system or how to initiate a claim. We propose that the City of Olathe's Housing Authority and Human Relations Commission works with the OLC to educate the Latino community about their rights and responsibilities in the landlord-tenant relationship and ways that they can utilize the services and legal processes of both city agencies.

## **5B. From Cooperation to Collaboration**

One of the outcomes of the process to this point has been an increase in the communication and cooperation amongst the organizations within the various sectors represented by the committees. The process to this point has helped establish an interest in at least four different groups to continue meeting in some fashion around how to help improve the quality of life for Latinos in Olathe. Those groups include the Olathe Chamber of Commerce and the Hispanic Chamber of Commerce, various organizations within the Health and Social Services sector, Leaders from the faith community and an interagency group of stakeholders working around education priorities.

We have accomplished a level of cooperation to this point that will undoubtedly bear fruit. But cooperation is simply the first step toward the greater, more disciplined and long-term work of true collaboration. Of the 22 Action Plans included in ***The Olathe Latino Coalition Final Report and Recommendations*** only 9 of them are currently "owned" by an individual, group or organization. The remaining 13 Action Plans are still in need of a champion and the collaborative structure to implement them. The nature of most efforts like the Olathe Latino Coalition is that once the final report is completed and the recommendations are made people go back to their normal lives and vocational responsibilities. We all have full-time jobs and as such can give the energy necessary to help create a report with recommendations like this but not oversee the ongoing work to keep collaboration going.

It's our belief and recommendation that the most effective way to move the work of the OLC from cooperation to collaboration would be to transition the Olathe Latino Coalition from a task force into a 3 year Collective Impact Project. In so doing we believe it will maximize the cooperative work that has already been done and build the capacity of local organizations to move into the kind of collaborative work that creates both systemic and sustainable change.

### 5C. Using Collective Impact to "Move the Needle"

The concept of "Collective Impact" has been used across the country and world in recent years to describe a specific type of collaboration that moves groups and organizations out of the kind of isolated impact that we make when working from our individual silos. *"Large-scale social change requires broad cross-sector coordination, yet the social sector remains focused on the isolated intervention of individual organizations. Substantially greater progress could be made in alleviating many of our most serious and complex social problems if nonprofits, governments, businesses, and the public were brought together around a common agenda to create collective impact."* (Stanford Social Innovation Review, Winter 2011)

Collective Impact is simply a more disciplined rigorous approach to collaboration that includes:

1. A Common Agenda
2. Shared Metrics
3. Mutually Reinforcing Activities
4. Continuous Communication
5. A Backbone Organization

The work of the OLC to this point has made progress on all the above but without a continued effort the greater results that come from a focused intentional approach over time are lost. ***The OLC as a Collective Impact Project would take the work already done by the OLC and move it to the next level. It would keep the existing communication and networking between stakeholders going, expand the number of collaborating entities, establish a set of shared metrics by which we would define success and move current and future Action Plans into collaborative structures for implementation.***

One of the benefits of Collective Impact is that it does not require a new agency or nonprofit to be established. Instead it relies upon a "Backbone Organization" that already exists and focused leadership that can facilitate collaboration. We believe that we have both available to us to make this a Collective Impact Project and would request the City's active support and involvement in that effort. A more detailed proposal of the OLC Collective Impact Project is available under separate cover.

## **6. Additional Information and Supporting Material**

### **6A. Committee Descriptions**

#### **Business and Economic Development**

The growth of Business and the Development of a sound and stable Economic platform is essential to the growth of any community. This committee identifies how the community can work with the existing business community to improve and promote the growth of new Latino business in the City of Olathe and to develop the economy of the community.

The committee draws on members from the Olathe Chamber of Commerce, the Hispanic Chamber of Commerce of Greater Kansas City, Kansas Small Business Development Center, a number of local banks, individuals from private financial companies, insurance companies, the Great Mall of Olathe and members of the Latino community.

#### **Education**

The purpose of the Olathe Latino Coalition Education Subcommittee was to gain input and develop potential recommendations which could be taken to action to support our Latino students and adults in the Olathe Community related to education. The Education Subcommittee sought to formulate recommendations that are possible to implement with known and available resources. Additional ideas were collected that would be desirable in the future with additional resources available.

The subcommittee included 59 members. There were three facilitators:

Dr. Alison Banikowski, Deputy Superintendent, Olathe Public Schools

Dr. Jan Heinen, Director of Instructional Support Programs Olathe Public Schools,

Tabitha Davis, M.B. A, Campus Visit Experience Coordinator, MidAmerica Nazarene University

#### **City Government and Justice System**

In order to provide a better city for the Latino Community to live in and to better govern that community the government of the City of Olathe must be aware of the needs and desires of the community. They must also ensure that the Latino community knows that the government recognizes the importance of diversity and that it wants to make Olathe a more welcoming city for Latinos. All of the people of the Latino Community, regardless of legal residency status, have Federal, State and City rights. It is the purpose of this committee to put forth recommendations that will help the City Government and the Local justice system ensure these rights regardless of the person's point of origin, gender or legal residency status.

This committee draws on members of the City Government, the Immigrant Justice Advocacy Movement (IJAM), a number of immigration lawyers, the office of the United States Attorney for the State of Kansas, Churches and the members of the Latino community with Laurie Anderson and Daniel Bocanegra giving leadership.

### **Health and Social Services**

For a community to prosper the members of that community must remain healthy. It is difficult to work, learn or carry on your daily routine when you or someone close to you is not well. This committee makes recommendations to ensure that the Olathe Latino Community is aware of the programs and services available for their health needs and Social Services without regard to their economic and legal status.

This committee draws on members from the Olathe Medical Center, the Health Partnership Clinic of Johnson County, Pathway to Hope, Johnson County Mental Health, the YMCA, El Centro, Mission Southside, and members of the Latino Community.

### **Community, Church and Culture**

Latinos are very community minded as well as faith oriented. It is the purpose of this committee to recommend ways to help advance the Olathe Latino Community, have the churches reach out to the Latino Community and to retain the culture of the Latino Community. The Community, Church and Culture committee drew on Church officials and members, the Olathe Library system, Community agencies, and members of the Latino Community for their members.

### **Housing**

Housing is very important to any community. With any immigrant group there are always the occurrences of un-fair housing prospects. The members of the community need to learn their rights as tenants, how they can improve their housing situations and how they can eventually buy their own house. This committee drew on the City Housing Authority, El Centro, the Olathe Human Relations Commission and members of the Olathe Latino community.

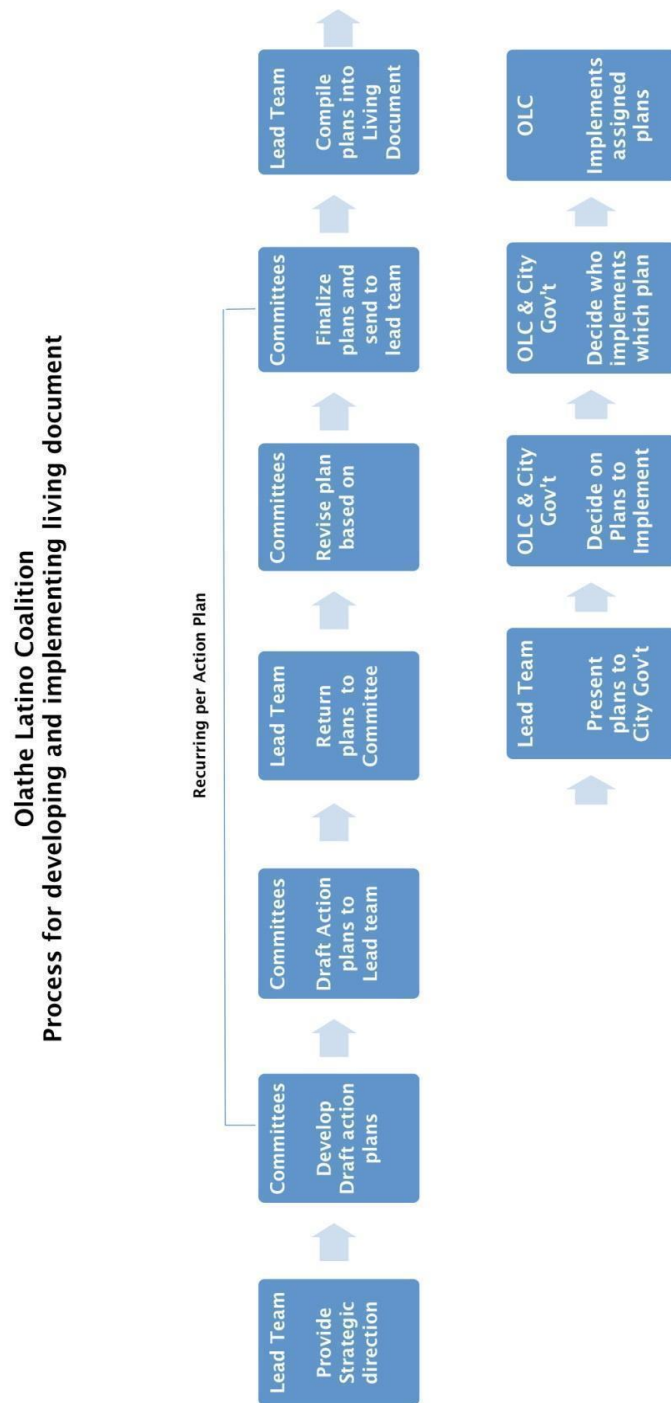
### **Lead Team**

The lead team gave direction and reviewed the status of the other committees. The lead team is made up of leads from the six committees and a number of ad hoc community leaders. This is also the team that wrote and presented the final document to the Mayor, the City Manager and other City of Olathe administration members.

### **OLC Communication**

- In order to make information about the Olathe Latino Coalition accessible to everyone a website was developed. The Website was designed and built by an e-communications student from Olathe NW High School. The student worked on the Website as a project for credit.
- We also developed a one page information sheet which was provided to interested parties at various locations and events.
- We presented the Olathe Latino Coalition to an established group of Latino students that is part of the Olathe School District. We asked the students to speak to their family and friends in the community about the coalition. We also asked some of the group to become representatives of the group and provide us with the youth point of view on the six areas of life and business.

## 6B. - Process Matrix



## 6C. Olathe Latino Coalition Community Survey

# The Olathe Latino Coalition

MAKING OLATHE A MORE WELCOMING CITY FOR LATINOS

## Olathe Latino Coalition – Community Survey

Instructions: This survey is part of a community initiative being conducted by the Olathe Latino Coalition. This coalition is made up of a group of concerned citizens from various sectors such as faith based, social service, business, education and civic groups. The purpose of the coalition is: *To review and improve, where possible, various focus areas of life and business in the city in order to make Olathe a more welcoming city for all members of the Latino community regardless of citizenship.*

**ALL OF YOUR ANSWERS ARE STRICTLY CONFIDENTIAL!** This survey will take about 15 minutes to complete. Please check your answer, or fill your answer in the blank, for each of the following questions. This survey is being distributed by numerous local organizations and groups. Please do not fill out more than one copy of the survey.

### **Basic Personal Information**

1. When speaking, are you bilingual (Spanish or English dominant), English only, or Spanish only? (Check one answer.)  
☐ Bilingual (Spanish dominant) ☐ Bilingual (English dominant) ☐ English only ☐ Spanish only
2. Age: \_\_\_\_\_
3. Gender: ☐ Female ☐ Male
4. What is your current zip code? \_\_\_\_\_

### **Community Concerns**

5. Instructions: The following is a list of issues that are concerns for many communities. Do you believe that these issues are problems for the Latino community in the Olathe? (Please check all issues that you believe to be problems for the community.)

<input type="checkbox"/> Lack of adequate, affordable housing	<input type="checkbox"/> Gangs
<input type="checkbox"/> Unemployment for adults	<input type="checkbox"/> Family violence or domestic violence
<input type="checkbox"/> Unemployment for youth	<input type="checkbox"/> Crime in neighborhoods
<input type="checkbox"/> Low high school graduation rates (for Latino youth)	<input type="checkbox"/> Low education levels of adults
<input type="checkbox"/> Lack of permanent residency options for working adults	<input type="checkbox"/> Poor physical health of community members
<input type="checkbox"/> Poor mental health of community members	<input type="checkbox"/> Unplanned pregnancy among Latino teenagers
<input type="checkbox"/> Lack of Latinos in community leadership roles	<input type="checkbox"/> Loss of Spanish language or culture of origin
<input type="checkbox"/> Lack of help and support for undocumented individuals	<input type="checkbox"/> Low literacy

### **Business, Employment & Economic Development**

6. What is your current employment status? (Check all that apply.)
- |   |   |
|---|---|
| <input type="checkbox"/> Employed for wages full-time     | <input type="checkbox"/> Employed for wages part-time         |
| <input type="checkbox"/> Self-employed                    | <input type="checkbox"/> Out of work for more than 1 year     |
| <input type="checkbox"/> Out of work for less than 1 year | <input type="checkbox"/> A Homemaker, Housewife, or Caregiver |
| <input type="checkbox"/> A Student                        | <input type="checkbox"/> Retired                              |
| <input type="checkbox"/> Unable to work                   |   |
7. What is your household income level from all sources? (Include income for all family members in the household and include all sources: wages, self-employment income, rent, Social Security, retirement, investments, etc. Check one answer.)
- ☐ Less than \$10,000 per year (less than \$833 per month)
- ☐ \$10,000 to less than \$20,000 per year (\$834-\$1666 per month)
- ☐ \$20,000 to less than \$35,000 per year (\$1667-\$2916 per month)
- ☐ \$35,000 to less than \$50,000 per year (\$2917-\$4166 per month)
- ☐ \$50,000 to less than \$75,000 per year (\$4167-\$6250 per month)
- ☐ \$75,000 per year or more (\$6250 per month or more)
8. Do you (or does anyone else in your household) own a business or earn money from selling things that you make?
- ☐ Yes ☐ No
9. Have you (or has your family) used business assistance/small business loans?
- ☐ Yes ☐ No
10. Have you (or has your family) used employment training programs?
- ☐ Yes ☐ No
11. Have you ever used Kansas Work Force partnership to find a job?
- ☐ Yes ☐ No
12. How long did it take you to find your current job?
- ☐ Less than 1 month ☐ 1 month ☐ 2 months ☐ 3 months ☐ 4 months ☐ 5 months or more
13. Have you ever worked a job and not been paid when the work was completed?
- ☐ Yes ☐ No

### **Education**

14. What is the highest grade or year of school you completed? (Check one answer.)
- |  |   |
|--|---|
| <input type="checkbox"/> Never attended school                   | <input type="checkbox"/> Kindergarten through grade 6 |
| <input type="checkbox"/> Grades 7-9                              | <input type="checkbox"/> Grades 10-11                 |
| <input type="checkbox"/> High school graduate or GED             | <input type="checkbox"/> Some college                 |
| <input type="checkbox"/> Technical school, or Associate's Degree | <input type="checkbox"/> Bachelor's Degree            |
| <input type="checkbox"/> Graduate Degree                         |   |

*Questions 15-18 are for people with children in grades kindergarten through 12. If you do not have children in grade 12 or younger, please skip to question 19.*

15. Please rate the quality of education that they receive right now. (Check one answer.)  
☐ Poor ☐ Fair ☐ Good ☐ Excellent
16. Have your children participated in any before or after school programs at their school? (Check one answer.)  
☐ Yes ☐ No
17. Have you (or has your family) needed/used a pre-kindergarten program in the Olathe Public Schools?  
☐ Yes ☐ No  
16.b If yes, please rate the quality of pre-kindergarten program you received.  
☐ Poor ☐ Fair ☐ Good ☐ Excellent
18. Have you (or has your family) attended English as a second language courses?  
☐ Yes ☐ No

### **Housing**

19. Do you own a house, townhouse, or condominium?  
☐ Yes ☐ No
20. Would you like to own your own house, townhouse, or condominium?  
☐ Yes ☐ No
21. Do you know whom to call when you're having issues with your landlord?  
☐ Yes ☐ No
22. How long have you lived at your current address? (Check one answer.)  
☐ Less than 1 year ☐ 1 year ☐ 2 years ☐ 3 years ☐ 4 years ☐ 5 years or more
23. Have you (or has your family) used housing programs (like rental assistance, mortgage assistance, or public housing)?  
☐ Yes ☐ No

### **Health and Social Services**

24. Have you (or has your family) needed/used public transportation?  
☐ Yes ☐ No  
24b. If yes, could you get public transportation when needed? (Check one answer.)  
☐ I could not get this service ☐ It was difficult to get this service  
☐ It was easy to get this service ☐ (Don't know)
25. Have you (or has your family) needed/used day care/child care? (Check one answer.)  
☐ Yes ☐ No ☐ (I don't have young children)  
25b. If yes, could you get day care/child care when needed? (Check one answer.)  
☐ I could not get this service ☐ It was difficult to get this service  
☐ It was easy to get this service ☐ (Don't know)

26. Have you (or has your family) used food assistance programs (like WIC or SNAP)?  
☐ Yes ☐ No
27. Have you (or has your family) used utilities (electricity, gas, water, and sewage) assistance?  
☐ Yes ☐ No
28. Have you been to the doctor in the past 12 months?  
☐ Yes ☐ No ☐
29. Was there a time in the past 12 months when you or your family needed to see a doctor but could not?  
☐ Yes ☐ No ☐
30. When you or someone in your family has seen a doctor in the past where have you gone?  
☐ The emergency room at Olathe Medical Center ☐ Some other hospital emergency room  
☐ Health Partnership Clinic of Johnson County ☐ Mercy and Truth Medical Missions  
☐ An Urgent Care Center
31. Have you been to the dentist in the past 12 months?  
☐ Yes ☐ No ☐
32. Was there a time in the past 12 months when you or your family needed to see a dentist but could not?  
☐ Yes ☐ No ☐
33. Was there a time in the past 12 months when you or your family needed prescription medications but could not get them?  
☐ Yes ☐ No ☐
34. Do you have health insurance?  
☐ Yes ☐ No ☐
35. If you have children, do they have health insurance?  
☐ Yes ☐ No ☐
36. How do you get information about services for Latinos in the Olathe area? (Please check all that apply)  
☐ The internet/email ☐ Over my phone  
☐ Word of mouth ☐ Printed materials in the mail  
☐ Bulletin boards ☐ Spanish printed newspapers

### **City Government and Justice System**

37. When the need arises how safe do you feel in calling law enforcement for help? (Check one answer.)  
☐ Very unsafe ☐ Somewhat unsafe ☐ Somewhat safe ☐ Very safe
38. Have you ever been pulled over for a traffic violation and not had a valid driver's license?  
☐ Yes ☐ No

39. Do you believe the best interest of Latino residents is represented by the city government in your community?  
☐ Yes ☐ No ☐ (Don't know)
40. Have you (or has your family) needed/used a lawyer?  
☐ Yes ☐ No  
 41b. If yes, could you get a lawyer when needed? (Check one answer.)  
☐ I could not get this service ☐ It was difficult to get this service  
☐ It was easy to get this service ☐ I could not afford it
41. While living in the Olathe area, do you believe you have experienced discrimination or unfair treatment because you are Latino?  
☐ Yes ☐ No ☐ Don't know  
 40b. If yes, in what areas? (Check all that apply.)  
☐ Police or criminal justice ☐ Employment  
☐ Schools ☐ Housing  
☐ Other – Please specify: \_\_\_\_\_

### **Community, Church and Culture**

42. How safe do you feel that you (and your family, if applicable) are outdoors in your neighborhood at night? (Check one answer.)  
☐ Very unsafe ☐ Somewhat unsafe ☐ Somewhat safe ☐ Very safe
43. How satisfied are you with your overall experience living in the Olathe area? (Check one answer.)  
☐ Very dissatisfied ☐ Somewhat dissatisfied ☐ Somewhat satisfied ☐ Very satisfied
44. Do you think there are enough Latino cultural events, such as fiestas, art exhibits, and concerts, offered in Olathe?  
☐ Yes ☐ No ☐ (Don't know)
45. If you have ever needed a translator, how easy was it to find one?  
☐ I could not get this service ☐ It was difficult to get this service  
☐ It was easy to get this service ☐ Does not apply
46. Do you attend or belong to a church?  
☐ Yes, I attend a church in Olathe ☐ Yes, I attend a church outside of Olathe ☐ No, I do not attend church
47. How helpful is your church at helping you when you are in need?  
☐ Very unhelpful ☐ Somewhat unhelpful ☐ Somewhat helpful ☐ Very helpful
48. If you attend or belong to a church in the Olathe area does it have bi-lingual services?  
☐ Yes ☐ No

**Additional Information** - As a reminder, all survey responses are completely confidential.

49. Where were you born? (Check one answer.)

- ☐ In the Kansas City metro area                      ☐ Mexico  
☐ Puerto Rico    ☐ Cuba  
☐ In the United States, but outside of the Kansas City metro area  
☐ Central America – please specify: \_\_\_\_\_  
☐ South America – please specify: \_\_\_\_\_  
☐ Other – Please specify country: \_\_\_\_\_

50. If you were born outside of the United States, how long have you been living in the United States? (Check one answer.)

- ☐ Less than 1 year                                      ☐ 1-4 years  
☐ 5-9 years    ☐ 10 years or more

51. How long have you been living in the Olathe area? (Check one answer.)

- ☐ Less than 1 year                                      ☐ 1-4 years  
☐ 5-9 years    ☐ 10 years or more  
☐ All my life

This survey is an adaptation of the 2012 Hispanic/Latina(o) Needs Assessment – Community Survey commissioned by the members of the Latino Civic Engagement Collaborative (LCEC) compiled by the University of Missouri Kansas City's Institute for Human Development. Used by permission: UMKC Institute for Human Development, 2013 Metropolitan Kansas City Hispanic Needs Assessment. Latino Civic Engagement Collaborative, 2013.

Please mail this survey back to:

Significant Matters / OLC  
 12480 S Black Bob Rd  
 Olathe, KS 66062

**ALL OF YOUR ANSWERS ARE STRICTLY CONFIDENTIAL!**

## 6C. Town Hall Meetings

The following six pages include all the responses to the questions we asked a group of Latinos at our first Town Hall meeting held at the Olathe School District Building on January 28, 2013. This information was used as a valuable backdrop for the work the committees would embark on in the months ahead.

### Question 1: How do Latinos make Olathe a better town? What do Latinos have to offer the city?

Determined to get it done
Goal driven
Family values - Moral Values
Diversity - another language and tradition
Solidarity
Hard working people - willing to work hard to provide for family
Flexible
Latinos can bring diversity of business
Latinos can open up a door to a diverse culture and traditions
Latinos have a big impact on sports
Latinos are very dedicated and hard working and can bring more structure
Friendly, food, boost the economy
Offer worth, good citizens, educate our children
Bring another language
Respect the laws
Education
Better maintenance
Communication between worker and employer
Dedicated workers
Diversity
Passive relationship with the community
Good food
Business economy
Good, hard workers
Being productive in the community
Families
Support our families, children, educators, and law
Culture
Sacrifice
Business growth
Academic development
Money, revenue
Strong work
Ethics
Strong family relations
Diversity (cultural, receipts)
Faith
improving neighborhood
Community enrichment
Hardworkers
Cultural Richness
Expanded diversity
Encourages language acquisition / learning
Broadens our world view
Help Olathe growth thus strengthening community
increases tax base
modeling strong family values
Strong faith base
Generous in sharing culture in / with the community
Strong desire for education
New entrepreneurial vision
Work
Business
Culture
Happy fun
Add more workers to the workforce
Wanting to start new business
Olathe safe
Student potential
Small business
High skilled labor and educated
Diverse Latino Community
Different generations
Latinos community advocating programs
Food and restaurant
Community activities for the youth
Help drive the economy
Good examples
Rehabilitation programs
Help unite the economy
Culture
Strong family values
Diversity / culture enrichment
Add to general prosperity
Strong work ethic
Different perspectives
Entrepreneurial spirit
Joyful spirit / faith
Food

**Question 2: What are some of the reasons Latinos choose to live in Olathe?**

Safety
Small town feel / Green space
Employment Opportunities
Hospitality
Strong faith community
Cultural Sensitivity
Schools are very good
Helpful, not approachable
Criticized for their issues
Available jobs
Family
Olathe is calm and safe and friendly
Crime is low
Safe clean place
Great education all programs
Accesible housing
Easy access to work
Public Services (medical,dental)
Bilingual Services
Safety school district
Housing and large housing
Career Opportunities
Improvement in education
Good place to raise kids
Equality in education
Welcoming community and city
Better and more jobs
Best schools
Safe for the children
Security / calm environment
Many types of different stores
Family
Beautiful place to live
Community services
School districts
Security
Large population of Latinos
All needs are met (shopping, health, entertainment)
Big Mall re-opening
Very friendly, family oriented community
Growing city (more opportunities)
Good roads and highways centrally located
The community is offering programs
Businesses see Latino population as consumers
Good education system
The city is safe, clean and offers more opportunities such as jobs
Olathe offers a suburban lifestyle as opposed to inner city
Secure city
Good schools
Job opportunities
Beautiful city
Olathe's Nature
People help each other
Not a big city
Businesses
Medical services
Clean city
Support the immigrants regardless of status
Great educators
Self-expression
Good school diabetes
Citizens helping us in good and bad times
Gang control
Schools schools students
Diversity
Opportunities to choose where we can live
How the citizens of Olathe support Hispanics and Latinos
It's more secure
Better Toms and Pay
Clean streets
Education
Environment
Equal opportunities in schools
Promosing place
Economy
School meals
Better when concerning gangs
Community is safe
Good quality of life
Good education opportunity
Employment Opportunities
City to City services are welcoming
Established Latino Community
Attainable / affordable lifestyle
Provides a better future for their children

<b>Question 3: In what ways is Olathe a good city to live in for Latinos?</b>
Safety
Education
Health care
Focus on children
Increasing acceptance generation to generation
Quality of community supports family vision for future
Parks
Many Schools and Agencies provide bilingual services
Easy access to public services
Churches
Entertainment
Hispanic business / stores
Education
Lower Real Estate prices
ESL
Public library
Population growing
Financial institutions catering to Latinos
Social Services for Latinos
Good Schools
Equal Support
Safe city
Spanish language is blossoming
Police protection
Daily opening opportunities
Scholarship Opportunities
Freedom to be yourself and keep your culture
Good universities
Help when there is a crisis, such as job loss
No discrimination
Secure
Community services
Churches
Bilingual services
School district
Latino products available
Clean cities
Olathe provides various services for Latinos
Because the city is aware of the Latino community
Latinos feel welcome in Olathe
A lot of business are in walking distance
Olathe has bike trails and well taken care of parks
Olathe has good overnment officials
Great customer service
Great city to raise a family
Recreational opportunity (outdoor)
Provided communication about activites
Latin masses / faith based resources
Offer English language learning programs
People have connection to community
Calm, affordability, safe
Education for student from head start to 12th grade and excellent universities
Large Hispanic population
Hispanic business
Clean city
Parks and lakes
Recreation centers
Recycling program
Better treatment from the police
Good character
Inclusive culture
Parks and recreation
Low crimes
Clean city compared to KC MO
Housing
Sanitation in business

**Question 4: What would make Olathe a more welcoming city for Latinos already living there?**

More bilingual services
More information centers / located in more places
Knowing who to contact for information
People are taking advantage of those who have no status
Justice for people who don't have documentation
Transportation available
Latin products in major stores
Less paper work when renting homes
More reachable homes
To make us feel more welcome by having permission to drive
Less discrimination
More law enforcement that speaks Spanish
All institutions to accept consoul ID / which is a legal Latino identity
Equal treatment for all students
More opportunities for English classes
More supervision in some apartment complexes in keeping them clean (in disposal)
Friendlier DMV
Friendlier customer service at the driver license bureau
More cultural info for school staff
More education on how the planning system works
More Spanish programs like parenting with love and logic
Transportation (Buses)
Put bus schedules in Spanish in places where Latinos shop and live
More parks and recreation places
Place for entertainment for Latinos
Education of Latino culture to other Olathe residents
Communication with the Latino residents (Radio, Schools)
More cultural activities
More community services
More job opportunities
More bilingual help
Medical help
More financial help
More affordable housing
Ethic festivals
Provide more bilingual signage, pamphlets, etc.
More opportunities for meetings such as Latino coalition
More communication between families and schools
Neighborhood Associations stronger
Workforce that reflects population st all levels
More bilingual speakers to ease and encourage communication
More celebrations of our varied and rich cultural mix
Soccer - the international sport
bilingual signage
More information in Spanish
More Latino representation in City Govt
Civic engagement
More youth programs
Peer court Latino engagement
Cultural events
Building bridges (racial)
Bilingual services
New Business monitoring and promotions
Incorporate more Latino festivities
More internship opportunities for first generation Latinos
Give the opportunity to Latinos to be part of Old Settlers days
More Latino information booths
More Latino oriented gatherings
I like that in a matter of driving cars, give more information to Latinos who do not read the book driving test. We do not use many directions that are written there.

**Question 5: What are the main challenges that Latinos face living in Olathe?**

The language  
Lack of information 1.Services 2. Governments 3. Culture  
Buying homes  
Driving without a drivers licence  
Public transportation  
Pre K available in public schools  
Language  
Not knowing where places are for special occasions  
Medical services  
Housing programs  
To get a good job we are asked for our immigration status  
Not having a drivers licence  
Poor housing due to status  
Isolation  
Support beyond high school  
Language barrier  
Transportation  
Difficulty accessing  
Scholarships and college for graduatee: legal status/language/financial  
Transportation  
Learning  
School culture  
Diverse sub-populations of Latinos  
Are they accepted?  
Banking  
Not having minority  
Educators, health care providers, etc.  
Non-Latinos understanding cultural difference  
Rent is high  
Limited health services  
No low cost clinics  
No parks with soccer fields  
No place for latino youth to gather  
Better public transportation  
No english class  
No places to celebrate our culture  
Legal status  
Police interactions  
More bilingual city officials  
ID  
interaction with the DMV (driving without a license)  
Housing opportunities pending on legal status. Limits living quality  
Fairness in labor hours. A family could work up to 2-3 jobs to earn a 40 hour work week  
Health benefit  
Affordable child care  
How to teach kids to culturally intergrate to other groups  
Legal services that are bilingual  
Lawyers that are advocates for Hispanics  
Paying more for college if you have no status  
Better health insurance and health services  
Need better banking and loans  
Too much "Red tape"  
Banking  
Fear of law inforcement  
Caucasian xenophobia  
Overall fear of deportation  
Housing discrimination  
Health care (lack of insurance, Medicare / Medicare)  
Underutilization oof city services due to fear  
Learn English  
Demonstrate we are good citizens  
Lon lasting job  
Lack of legal status stop us from keeping a job for a long time  
Lack of respect to be validated  
For parentsthe challenge is to encourage teens to finish school  
Opportunities for better jobs  
Difficulties understanding English language  
Opportunities to obtain a job based on qualifications and not of legal status  
High rent  
Transportation  
Financial literacy  
Legal status  
Affordable housing  
Community advocate for unfair business practices  
Know your rights - workplace / law enforcement

**Question 6: Not based on any past experiences what do you envision your life could look like for you and your family right here in Olathe?**

A happy family with -
1. No racial Discrimination
2. More pathways to higher education
Acceptance regardless of status
Welcome and new residents
Be a legal resident it would lead to become more confident
Obtain Drivers licence
Peaceful
Prosperous
A clean city (keep going green)
A well operated, organized city
Drug free
Legalized city
A city that can leave a good legacy to the future generation
Intergration in diverse cultures
Education for adults
Permanent residency
Improved quality of life
Legacy of education
Successful career, personal relations
Move Hispanic leadership in schools
Healthy and outlive our ancestors way of life
Expanded career opportunities
Stability, permanancy
Legal status
Business opportunities and business expansion
Financial and equal opportunity such as recreational opportunity
Handout questionnaire such as these to schools, churches, etc.
Metro wide transportation
First class citizenship
Equal opportunity for all
Acceptance non-Latino community
Own their own homes
Feel free and without fears
Stable jobs
Children have a good education
Better dentists for Latinos
Get our papers
Legal help
This town hall meeting is giving us an opportunity to be heard and to unite, intergrate
Better opportunities to better ourselves
Positive relationship with the community
We would be more happier and at peace
More opportunities for parenting workshops to communicate with our children
To become legal in USA
More unity between cultures
Young professionals
Better economy
More help for the Latino community legally
More recreational activities
Own their own houses
Reduction of crime
Strict regulations for minors
More security
More community activities
Completely bilingual community
Open and without fear
Celebration of and unification through our diversity
Inclusivness for all
More accepting / less judgmental

## Town Hall Meeting # 2 - Comments Recorded on Poster Boards

The second Town Hall meeting was held on June 25, 2013 at Center of Grace. The purpose of this meeting was to get feedback on the work the committees had done to make sure we had heard the voices of the Latino community and that our Action Plans represented their concerns.

### Housing

- Can it be required that landlords provide this info (information on renters rights and where to file claims) into when they sign the lease?
- How can we create a low cost course of action to address landlords who take advantage of the population

### Education

- Form a group to obtain grants
- Affordable pre-school
- Assessment on schooling K2
- Health department help services (Data)

### Community, Church and Culture - *Cultural awareness action plan*

- How do we take an event to where the people are instead of an event aiming to bring those interested in? i.e. Public Library, City Hall
- Old Settlers day? Look at the past and the present and the future
- Latino Authors program at the Library
- How much effort are we putting into including ALL of the people we want to be in attendance?

### *Retaining the language action plan*

- How to present this as a social, cultural, or economic opportunity that would diminish the political side of the idea
- Emphasize the economic benefits

### *Information closer to the people action plan*

- What role does the public library play?
- Ask if there could be a landing place off the City website
- Use the schools to teach students how to find this information for their parents
- Go to the library to use computers, make the library a community center
- Need a phone# for Latinos to call with questions

### General comment

- What about transportation Does that go here (Community, Church and Culture) or somewhere else? It is under Health and Social Services on the survey #24 but there is no action plan.

### Business and Economic Development

- We don't know where to get information to start a business
- Provide information on financing small business owners
- Provide information of transportation across the Metro
- Provide Financial Seminars in Spanish
- Place for information for jobs
- Reaching out to the existing business owners to inform of existing resources to help educate them. Have them join the coalition

### Government and Justice

- How can we educate/inform law enforcement
- Communicate more accurate / helpful information to the Latino community about services available
- Can we create more intermediary / informal advocacy groups / approaches to help address unjust situations quickly?