Save the Dates

Saturday, February 13, 9am - 11am

*Breakfast and conversation*

IBEW Local 490, 48 Airport Road

Monday, February 15, 11am - 1pm

*Lunch and conversation*

Temple Beth Jacob, 67 Broadway Street

Tuesday, February 16, 6pm - 8pm

*Pizza and conversation*

Concord High School cafeteria

*Hosted by the "Be the Change" club

Everyone Welcome!

Brought to you by MANY community partners

Child care and interpreters will be available.

For questions, please contact: nh.listens@unh.edu or 603.862.0692

For more information or to RSVP, please visit: [http://bit.do/WeAreConcordNH](http://bit.do/WeAreConcordNH)

#WeAreConcordNH
WE Are Concord

Join friends and neighbors for conversation, food, and stories of the Concord community

Everyone welcome!

Building Trust

Strengthening Relationships

Increasing Understanding

Created by NH Listens and Everyday Democracy for Concord NH
A growing list of partners...

Ascentria Care Alliance
American Friends Service Committee
'Be the Change' Club at Concord High School
Bhutanese Community of New Hampshire
City of Concord
Concord Community Music School
Concord Multicultural Festival
Concordia Lutheran Church
Concord School District
FieldWork Photos
Greater Concord Chamber of Commerce
Greater Concord Interfaith Council
Greater Concord Task Force Against Racism and Intolerance
New American Africans
NH Catholic Charities
    NH Listens
    Second Start
South Congregational Church
    Temple Beth Jacob
The Over Comers Church
UNH Law School
Unitarian Universalist Church of Concord
Welcoming Concord

With special thanks to the following local businesses for their additional support:
    Constantly Pizza
    Lincoln Financial
    Panera Bread
    The Works Bakery and Cafe
    A & S Insurance Agency
    Katmandu Bazaar

WeAreConcordNH is an initiative to highlight the diversity of the people who live and work in the Capital Region. We all have rich heritage, different backgrounds and many characteristics that make us unique as well as similar.
Welcome and thank you for joining today’s conversation ~

Just like couples, families and organizations, our communities also need opportunities to keep learning about each other and chances to look ahead at changes to come. Our aim is to get our community talking together and shaping solutions. Our hope is to promote collaboration and healthy problem solving by building trust, strengthening relationships, and increasing understanding.

We look forward to your questions, concerns, ideas, and hopes for our work together to help make Concord a welcoming and inclusive community and we welcome all perspectives. How can we best work together to strengthen relationships across our community? What do we need to know as we begin? How can we improve communication and decrease stereotyping?

These are the kinds of questions at the heart of our conversation today.

Our purpose is to:

- Strengthen relationships in a changing economy and a changing community;
- Build trust and positive places for learning and reflection about our differences;
- Create an opportunity for cross-cultural understanding and connection.

Here is the general outline of our time:

Gathering In

Welcome and Purpose (10 min)

Small Group Conversations (80 min)

Large Group Report Outs (20 min)

Closing Remarks and Next Steps (10 min)

What is New Hampshire Listens?

New Hampshire Listens is a civic engagement initiative of the Carsey Institute at the University of New Hampshire. NH Listens works to strengthen New Hampshire communities by helping citizens participate directly in discussions about topics that affect their daily lives. Established in 2011, we engage residents in local, regional, and statewide conversations on a broad range of issues to bring about informed, innovative solutions to complex matters. At the core of our work, we organize fair, nonpartisan discussions throughout the state, help communities establish their own, independent, local Listens organizations, and train facilitators for public engagement. If you are interested in more information, we look forward to you being in touch with us. We are always looking for thoughtful facilitators and local contacts in NH communities. Find us at: www.NHListens.org.

Please Note:

We are delighted to have this event covered by the press and local bloggers and want to balance that with our participants’ ability to discuss this topic in a safe environment, share an incomplete thought, or convey a personal story as a part of this process. We respectfully request that all representatives of the media (formal and informal) please ask permission to tape, photograph, identify, or quote an individual participant directly.

We are happy to answer any questions about this request.
Detailed Outline

30 min  Gathering in and refreshments
- Welcome and sign in at registration table
- Enjoy some yummy food!
- Please join your small group for the introduction and to start the dialogue immediately thereafter.

10 min  Welcome and Overview
Michele Holt-Shannon, NH Listens
- Brief background of this initiative
- Our purpose is to:
  - Strengthen relationships in a changing economy and a changing community;
  - Build trust and positive places for learning and reflection about differences;
  - Create an opportunity for cross-cultural understanding and connection.
- About the process: This conversation is...
  - Designed to focus on what is important to you.
  - Designed for participants to be here the whole time (please do what you need to do to be most present. Feel free to take a break or step outside for a phone call if needed).
  - Organized to allow the greatest possible time for everyone to both speak and listen, which is why we use small, facilitated groups where ideas can be explored, differences understood, and preferences for action expressed.
  - Respectful of your time. We will keep time and respect yours by ending on time.
- Group agreements and media request...

Pour aider le dialogue bien, convenons sur la façon dont nous allons parler ensemble. Nous pouvons utiliser la liste ci-dessous pour commencer à penser à d'autres recommandations que nous pourrions suivre.

- Être respectueux.
- Tout le monde reçoit un procès équitable.
- Partager "temps de parole."
- Une personne parle à la fois. Parle pour toi, pas pour d'autres.
- Si vous êtes offensé ou contrarié, le dire, et dire pourquoi.
- Vous pouvez être en désaccord, mais ne faites pas une affaire personnelle. Tenir à la question. Pas d'insultes ou de dénigrement.
- Tout le monde aide le facilitateur nous continuer à avancer et sur la bonne voie.
- Les histoires personnelles restent au dialogue, sauf si le groupe décide qu'il est OK pour leur dire à d'autres personnes.

Wakya sahi banauna lai hami samjauta garincha. Hami kasari sangai baat garnechau bhanera hami tala tokiyeka kura haru prayog garna sakchau ra hami affnai niyam banauchau.

- Ijjat Dekhaunu Hos.
- Nyaya Sabai La Baraber Cha.
- Samaya Badnuhos.
- Ek Ek Jana Gari Bolnu Hos. Afno lagi affai awaz uthau arko ko lagi haina.
- Timilai kasai rish uthayo ya Anyaya garo , tesko lagi awaz uthau ra sodha kina.
- Timi kasai sanga asamath huna pauchau tara byktigath rup ma haina. Samasya ma rahe rahi kasaiko byktigath nam na ayos ra koi pani na hochiyos.
- Sabai bhayera subidha purauni byakti lai sayog garinchra ra uha lay chai hamilai sahi marga tira aghi badaunu huncha.
- Byaktigath katha affu sangai rakhnuhos jaba samma samaj le sarbajanik gar bhandaina.

(French) (Nepali)
To help the dialogue work well, let’s agree about how we are going to talk together. We can use the following list to start us thinking about our own guidelines.

- Be respectful.
- Everyone gets a fair hearing.
- Share “air time.”
- One person speaks at a time. Speak for yourself, not for others.
- If you are offended or upset, say so, and say why.
- You can disagree, but don’t make it personal. Stick to the issue. No name-calling or put-downs.
- Everyone helps the facilitator keep us moving and on track.
- Personal stories stay in the dialogue unless the group decides it’s OK to tell them to other people.

10 min   **Introductions in small groups**
- Please share your
  - Name
  - What brought you to Concord...
  - Where you were born...
  - One thing about your family that makes you proud ...

15 min   **What are our experiences?**
- Describe an event that has shaped your experience of living in Concord. (Something that made you feel like Concord is home, or something that made Concord feel less like home)
- In what ways has Concord changed in the past 10 years or so? How do you feel about that?

55 min   **Understanding Ourselves and Each Other**
- In pairs... (10 min)
  - Turn to your neighbor and talk for a few minutes about what you learned growing up about your own background (religious, racial or ethnic, cultural, or other group).
    - For example, *our family is Italian American and I grew up being told that we are ___________.* Or *I always knew my family grew up without a lot of money and that it was important to be ___________.*
  - Tell a story or give an example to show how your background or experiences have affected your ideas about other groups and people from other cultures.
Scenarios (5 min)

- Invite a few volunteers to read through the scenarios aloud (read through all of them at once)

Scenario 1
People are asking for money from stopped cars at traffic lights. Drivers are unsure of how to respond.

Scenario 2
A non-profit developer wants to build affordable housing in an affluent neighborhood. The neighbors express concern about whether this will affect their property values.

Scenario 3
A man is frequently walking through downtown responding to hallucinations by talking loudly and occasionally shouting and gesturing. People cross the street to avoid him and someone calls police.

Scenario 4
A Somali woman often wears native dress to work. Her colleagues hesitate to invite her to lunch.

Scenario 5
An African American couple tells their children to be extra careful at the shopping mall. They remind the children to stay together. They also tell them to keep receipts for everything they buy.

Scenario 6
On an Internet chat room, a group of students makes homophobic insults about a classmate.

Scenario 7
An Indonesian American student feels pressure from teachers and other students. They expect her to be at the top of her class in every subject.

Scenario 8
You go to a school event with your child and see her teacher with his or her same sex partner.

Scenario 9
Underemployed families are struggling to make ends meet. People who came from other countries move to the community. They get lots of attention and help from the community. Long-time residents are angry because their own needs aren’t being met.

Scenario 10
A couple from an affluent neighborhood discourages their daughter from arranging a playdate with a child from a lower income neighborhood.

Scenario 11
A Vietnamese woman, who doesn’t speak English, is very ill. Her doctor thinks she may die. He asks the woman’s child, who speaks Vietnamese and English, to tell her mother how sick she is.

Scenario 12
A group of Muslim families ask that the public pool offer hours for only girls and women.

Scenario 13
The community has no winter shelter for people who are homeless. At the end of October in a longstanding homeless camp, the police tell people they have 24 hours to leave or they will be arrested.

Scenario 14
A co-worker mentions to you that she has been doing heroin and believes she is becoming addicted. You are unsure how to respond.
Small Group Discussion Questions: (40 min)
- Which scenarios stand out to you? Why do you think people acted the way they did?
- Do these kinds of situations happen in Concord?
- What kind of community do we want to be?
- How does stereotyping get in the way of our community working together?
- What will it take to continue to make progress?
- How do we usually let each other know what we expect?
- Take note of top ideas, including differences of opinion.

20 min Reporting Out
Each group will be asked to provide a few VERY BRIEF comments for the large group. If you are asked to speak for your group, please be brief and share what has been compiled by your group, including common ground and divergent views. (You will have two minutes!)

Closing Remarks and Thanks
Our goal with these conversations is to give people an opportunity to address concerns and fears, to increase understanding, and to consider constructive ways to solve problems in the Concord Community. A summary of ideas shared at these events will be sent to participants and organizations shortly.

Thank you for participating!
## Participant Evaluation

Your age: ____    Gender:________________ Race/Ethnicity:_______________________

Highest Educational Level: *(Check or circle highest completed level of education)*

<table>
<thead>
<tr>
<th>K-8</th>
<th>High School/GED</th>
<th>Some College</th>
<th>Associates</th>
<th>Bachelors</th>
<th>Graduate/Professional</th>
</tr>
</thead>
</table>

How would you describe your political leanings on a scale of 1-5? *(Please circle a number.)*

<table>
<thead>
<tr>
<th>Liberal</th>
<th>Somewhat Liberal</th>
<th>Moderate</th>
<th>Somewhat Conservative</th>
<th>Conservative</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

*Please circle your opinions about the following statements on a scale of 1-4, with a rating of 4 as agree strongly.*

1. I felt the conversation was valuable.  
   1  2  3  4

2. Because of this conversation, I have a better understanding of points of view that are different from my own.  
   1  2  3  4

3. This conversation made it likely that I will be involved in my community in the future.  
   1  2  3  4

4. In this conversation, I met and talked with people from my community I didn’t know before.  
   1  2  3  4
We are Concord

Saturday, February 13, 2016

Group A

- Respect for elders
- Having dinner with family
- Kindness
- Heritage
- Religious and faith
- Being with family environment
- Education
- Meaningful work
- Community
- Language
- Parents see what happens in community and don’t want bad situations to happen to their kids
- Complaints that refugees get all public housing – misinformation from media, lack of information
- People with differences feel comfortable sharing preferences
- People with differences can sometimes at first be alarming, create awareness that services are needed, that these people are in our community
- There is a need for services for people with mental illness
- Feel guilty because we know mental illness might not be dangerous but as a parent it can cause you to be protective
- More funding for
- Natural to act afraid at first when people have illness
- Treat people the same
- Homeless might not have resources and causes guilt within the community that we can’t provide more resources – churches, need permanent solutions
- Perception that things were too easy for people who receive services
- Lent book of personal stories I can help generate understanding
- Getting to know people can resolve stereotyping
- Youth being asked to interpret for their elders in health care situations – too big a burden
- Elders in community not knowing cultural traditions and not being respectful
- Interpreting for adults gets more “normalized” over time for youth.
- Friendly kitchen is a huge community asset
- Does providing services drive a higher need for those services? Maybe? – Transportation problem so it is easier for people who need services to get them.
- Keep providing opportunities for interact with diverse cultures.
- More ASK classes – more non-deaf people who learn ASL. – don’t expect for people to talk and listen if it is not in their capacity
- More information about access to resources: ASL clauses (big community clause)
- Opportunities for listening about the needs of different people, more interpreters?
- -911 can be a translator
- Continues ongoing opportunities for sharing and understanding of personal stories, needs, resources
- Everyone in our group which was very diverse felt welcome here in Concord (which is great)

**Group B**

- Issues may or maybe specifically racially motivated
- Struggles for all families are the same (Re: source scarcity) poverty knows no bounds
- People tend to frame things as an either/or vs both/and.
- Passion may be interpreted as anger
- People need to Listen in order to understand.
- People get stuck in anger
- It’s harder to break out of our shells as adults
- we all need help!
- Develop community projects – jointly work on something together
- Become more involved in clubs
- How can we reverse the process – go to people instead of them having to come to something.
- Concord declares a “meet your neighbor day” (block party)

**Group C**

- Recommendations
  - More events/opportunities to be together
  - Multi-cultural festival
  - Esp. for young people. – Get young people more involved, allow young people to share vision, conferences, after school
  - Teach cultural competence at early age – greater access to sports/activities for refugees/low income
  - Lack of shelter/inspiration
  - Lack of shelter/transportation to cycle of poverty.
  - Public transportation
  - More increase utilization of available resources
  - More events like this

- What is Concord Doing Right?
  - NH Listens! This meeting
  - Promoting love for one another (opportunity to get to know each other
  - Multicultural festival
  - Downtown revitalization – more walking downtown, mingle!
  - Expand early childhood care 0 come together earlier in life
  - All scenarios – complicated by ?
  - Misconceptions about poor

- What do we want concord to be?
• Resources for deaf: all from other countries, teach ASL to those who different language more ELL than ASL
• Locals respect/value refugees
• Easier for child refugees to assimilate
• Shared mission/goals
• Respect differences
• Growth
• Connect more
• Diversity and inclusion
• Compassion
• Friendly to ALL
• Unite team corporate
• Scenarios that apply to concord
  • Drug use
  • Homeless asking for money at the stoplight
  • Response to mental illness (public manifestations)
  • Compassion vs. protection
  • How to help when you don’t know what they need?
  • Homeless shelters/safety – permanent capacity. Few utilize resources available – drug use prevent utilization

**Group D**

- Reflect the diversity of the community on our city service groups 1st responders
- NIMBY (not in my back yard) – our community wants to change but...
- Allow more time for community agencies to help homeless and not value in 24 hours – not enough time.
- Medical marijuana should be available buy prescription and monitored closely- addiction happens to younger
- Misinformation causes anger and better data and communication can effectively inform and engage
- Immigration community needs to get involved in supporting all needs of city (IE homelessness, food pantry
- Better integrated housing models. Currently does not exist.
- Hard to find places to gather.
- Priorities
  1. The community needs to get more involved, not just sit and complain
  2. Clear up misunderstanding of info by becoming better informed before making assumptions
  3. Explain your culture to people, don’t assume they know
  4. City should play larger role I creating opportunism for everyone to participate in.
**Group E**

The past issue of hate crimes was mentioned briefly and without detail, and mostly as foundation to talk about how much people valued the 'Love Your Neighbor' initiative. Two of our group still had the signs up.

There was an expression of pride for Concord's diverse community and a desire to find ways to better integrate cultures. One of the comments spoke to having more gatherings for community members to really get to know each other. People were proud that Concord was safe and welcoming. Many in our group are already working in the immigrant and refugee communities, mostly as tutors and sponsoring families.

Our group participants who hailed from places such as the Republic of Congo and Uganda, expressed gratefulness at the welcome they received in Concord. A powerful comment was made about feeling security and personal safety during activities such as walking down the street. They were slow to point out ways that we might improve our community. However in the short time we had to speak with each other there were three strong recurring challenges. The first was employment, the second was the language barrier and the third was transportation. They are offered without priority because we really didn’t have time to dive in deeper, other than work was seasonal and very difficult to find. I would also quickly add that we did not get through all the scenarios. The ones that we did get through though did not resonate with any of our immigrant and refugee members.

**Group F**

- **Who do we want to be?**
  - Concord United Task Force
  - Less class oriented
  - More diverse – geographically too.
  - Adapt the system to people, not the people to the system.
  - Give time to refugees to learn English (1 year?) – fear of not being able to communicate

- **How to move forward?**
  - Economic incentives
  - More conversations - chamber of commerce
  - Working with department of transportation – private business
  - Unity and diversity
  - Give it time
  - Empower new Americans, elections!
  - Speak out against intolerance and publicize this
  - Understand each other’s cultures and move forward together
  - Educate people to recognize hare and racism,
- Report Out
- Learn English and allow new Americans the time to learn English – get business community involved to embrace this
- Recognize/address racism
- Economic equity (all around equity.)

Monday, February 15, 2016

Group A

- Community
  - Changes since 2001 9/11 – less help, more concern about those who are different
  - Opportunities for growth
  - Responding to crisis through community coming together
  - Have a voice, government is transparent
  - We can shape the community
  - Changing demographics, not prepared
  - Diversity, new faces and faiths, teach each other
  - Homeless shelter, food pantry 0 used now by more young people and families – ongoing challenge
  - Strong role of relying on faith organization, too much, but other stepping up
  - Departure of diverse groups, related to lack of jobs and advanced education
  - Lots of young people leaving
  - Positive effects of more diversity
  - Some parts of community less open to diversity, immediate neighbor, lack of understanding, lack of contact, fear of job competition
  - High rents in concord
  - No public transportation

- How do we learn about “others”?
  - Have to work harder to be accepted when you come from another country
  - Military service experience – more trust/understanding
  - Generation difference
  - No give and take among older
  - Society imposes identity on us
  - Others don’t make effort to learn language
  - Prejudice is engrained but with no foundation

- Scenarios
  - Not knowing what someone needs of if the need is real
  - Need to channel help to orgs, not individuals, not individuals
  - Loss and homeless shelter in Concord (but new efforts here – “housing first”)
  - Need to understand causes of the problem,
  - Importance of being employed, be productive at valued, good jobs not just menial
  - White prov;ege is blinding
- Unexamined bias
- Perception that the “other” is getting more than me.
- Independence, pride, interfere with getting help
- Feeling isolated, neighbors not connecting, not welcoming

- Summary
- Fear of difference
- Not knowing how to start “the conversation”
- How to bring people together across difference?
- Need for regular opportunities to talk together
- All this comes down to education
- Less of a problem with younger generation – start early!

Group B

- Things that assist inclusion
  - Faith communities
  - Interpreters
  - Transitions
  - Stories
  - Improved mobility
  - Increased communication
  - Employment
  - Festivals and “dancing in the streets”
  - Leadership
  - Community organizations
  - Motivation
  - Silent time for reflection in schools

Group C

- We are a diverse and passionate group ready and willing to work to develop a longer platform for multicultural population in concord
- Create opportunities for education and understanding – inclusion
- Know your neighbor
- Who is not in the room?
- Create opportunities for kids – arts/music – unifying force for people
- Keep working together
- Understanding – know cultures
- Challenges – what’s working
- Educating about realities
- Scarcity/fear/safety
- Inclusion is still a problem for minorities
- Language creates barriers
- Funding for programs to ?? uncertainty/challenges
- School funding for councilors/conf. res/integrations
- Funding government funding for resettlement increase – need
- Multi-cultural festival interaction – arts/good – success
- Music/concerts that celebrate multi-cultural diversity – need
- Clearing house/repository of info on events – need
- Ind. Movie theatre – success
- Junior youth group – want to start in concord
- State council on the arts - success
- More collaboration between agencies and group
- Our experiences
  - Sense of not belonging can persist
  - Spiritual community facilitates sense of place/belonging
  - Friends/family import to transition
  - Overcoming language barrier – critical to successful transition

**Group D**

- Fear of people who do not come from same cultural background
- Made intentional changes to be more welcoming in new generations
- Strength and support comes from many sources
- International kindness
- Willingness to engage
- Knowing personal values and being accepting of other values not wrong
- We are all alike
- Curiosity of difference/otherness
- A little help means a lot for a new American, even a smile
- It’s hard/scary to express your own truth
- Contributions to community can be more than money
- We can also be different – have similar worth
- Scenario #11 – Very hard for family members to translate healthcare
- News/legal action to elders
- Educational situations/ school reports
- Big burden on translator very uncomfortable
- There is a need for social workers and a counselor and translate don’t put it on family
- The info can be different
- This is common
- Education and resources for health care professionals on how much of a burden this is
- Some providers do this well but some are not aware of their legal obligations to provide translation
- Some providers do this well, but some are not aware of their legal obligations to provide translation
- School districts are legally obligated to work with language info, but don’t always do this – advocacy is happening, but not all providers understand
- We assume that everyone can read (in English), everyone has internet access, computer literacy
- Sign up for SAT has to be online
- E-filing is mandatory for city filing
- Legal system does not always provide adequate translation
- Access to services is limited
- Unplowed sidewalks
- Whose responsibility?
- Scenario #1 – unsure how to response when people are asking for money – against the law to interfere with traffic – thoughts: there are resources from the community where people can help. Would rather see a more sustainable solution. Immediate money might not help.
- We can support job growth, friendly kitchen etc.
- Helping people find resources – either youth
- Important to learn our neighbors stories especially when they are in need so we can understand how they arrived there and how we can help them access resources
- Scenario #19 – “happens often” tired of these safety nets
- Lack of education around refugee process
- Sharing what the support systems are e.g. new American refugees are not taking money from other community members
- Priorities for new Americans – get a driver’s license, get a job
- People who want to know are informed but those that
- Community responsibility to educate everyone
- We need to be better advocates and sharing what we provide
- Media articles share awareness of community events
- Who reads what media sources? Online? Paper?
- Persistence in sharing information
- #12
- Model community involvement
- Invite different groups of people to engage in conversation even if they don’t know they might
- Final report out
  - Communication
  - Model positive interactions
  - Provide opps to keep those connections
  - Highlighting existing
  - Resources
  - We are all (can all be) advocates – positive peer pressure
  - Advocating for legal obligations but being supportive of the financial obligations and other barriers to provide sources
- Existing community events/orgs/resources that are positive
  - World refugee day
  - Church events – faith
  - Multicultural festival
  - Co-op
- Red river theatres
- Friendly kitchen
- Katmandu
- It’s always surprising to hear when people are unaware of populations here in concord
- There are still socio-economic divides
- Talking with new people who do not have the same language or interests can be scary
- Wanted to move to concord because of how we respected as a community adversity – love your neighbor, westboro Baptist
- Moved here because...
- And finding politically active people to talk with
- Sometimes questionable allocation of resources: snow plowing vs. bear cat
- Concord is not too big and not too small you are always only one invitation away from knowing someone or being invited
- We have assets of being a political center and a resource center
- There are now a lot more things to do and engage in which is a t
- At high school, there has been a shift in the past 5 years from fear of new Americans to welcoming
- You can still feel like an outsider even if you’ve lived here 20 plus years.

Group E
- Observations
  - Growing division at CHS
  - Some language learning needs
  - Need opps for parents to learn
  - Feeling safe in this community
  - Racism as part of what we grew up with
  - Importance of learning English to make friends
  - We can move out of our biases
  - Change is possible
- Responding to Scenarios
  - Discomfort can result in discrimination can include fear, lack of understanding “negative emotions”
  - I want to make a meaningful, positive response
  - Sometimes there isn’t a clear solution/correct response
  - Want to build empathy, understanding
  - Anger, scapegoating from those who don’t have enough c
  - Connecting people with resources they need
  - Economic class differences are visible
  - Many activities cost money
  - Not everyone has same access
- Scenarios
  - Informal divided by inadequate use of interpretation (such as in medical settings)
- Fear of lack of privacy
- Different cultural rules and norms affect expectations, communications
- Newcomers can feel isolated, closed off
- Even native speakers face barriers to understanding in health care settings
- Need to utilize language line more readily
- A strong community means we put less issues in police hands
- Unaddressed issue become police problems/issues

- How do we make progress?
  - Education for awareness
  - More activities (love your neighbor conversations etc) to promote connection
  - Resist stereotyping (aslc, don’t assume)
  - Listen
  - Create opportunities for practice
  - Investing in Concord people
  - Health care, child care
  - Address compassion fatigue by identifying additional partners, other to carry the load
  - More partnerships between officials
  - More support from outside concord
  - More LYN, BTC – Cross-cultural club at NHTI
  - Multicultural festival
  - These conversations
  - (down arrow) crap, (up-arrow) cultural sharing/issue sharing

Wednesday, February 17, 2016

Group A

- Who do we want to be?
  - Accepting
  - Thoughtful about each other
  - Respect
  - Safe places for everyone to live and affordable
  - Being helpful
  - Pay attention to tone
  - Be informed
  - A place where people know their ??
  - Respecting other cultures
  - Not making fun
  - Receptive to difference

- What helps?
  - Education – school/internet/news
• Talking with others
• Intercultural events/fairs
• The multicultural festival
• Trying each other’s food
• Equality – not serving me, less hospitality
• Negative experience can make you feel bad about yourself
• Depression due to inequality
• Feeling like you stand up for yourself
• Confidence support groups
• Pretty fair police department
- Encouragement
  • Church – my group and my people.
  • Family – Bhutanese charity youth groups.
  • Friends – dealing with ageism (work, invisibility).
  • Freedom to make
  • Common activity garden
  • Teachers – especially ESOL – community in these classes
  • Friends make a huge difference
  • Talking like this
- Priorities
  • Respect and acceptance means something to us
  • Equality – notice when things are not equal – not pity, but prevention. Together, we are all responsible.
  • Don’t stereotype – Be aware, be yourself.

Group B
- Bullying due to accent clothing
- Assume we’re not smart
- Bystander’s afraid – anonymous hot line?
- We and city officials need education (homeless)
- More people to advocate, stand up for others
- Respect and generosity
- Compassion and kindness – treat like your family
- Shelter housing (money) year round
- Even treatment for people in need
- ER Street
- Jobs
- Drugs
- Mental Illness
- Homeless scenario (13)
  • There people are in need and they are here for different reasons (e.g. drugs, mental health)
- Solutions: shelter, community officials, need education, compassion and kindness

  - Bullying
    - When a person is getting bullied the bystanders can stand up for their peer
    - The bystanders are sometimes afraid to tell on or support the bully
    - Sometimes bullying can be because of clothes or because of the language
    - Bullies bully because they have been bullied once and they want to take the anger or revenge the bully.

Group C

- Same sex partner (8)
  - Should respect others wishes
  - Trinity church (conservative) vs Wesley Methodist (welcoming)
- Somali native dress (4)
  - Head covering – Muslim, Christian. Golden rule – character is more important than dress
- Disturbing (10)
  - Caste system
  - Fear of being asked for money
  - Lower-income family might fear needing to care for affluent
- African American Kids at the mall
  - Suspicion
  - White “protesters” = black “terrorists”
  - Reading racism into the scenario?
  - Skin color affects what happen in real life
- Pool – hours open for women
  - Like keeping covered
  - Orthodox Jews separate sexes
- Report out
  - Being respectful and tolerant
  - Getting familiar with each other’s cultures etc.
  - Be more conversant with others
  - U.S. has always been a melting pot

Group D

- Experiences
  - Safety
  - Place to raise children
  - Clean air, open landscape
  - “big little city”
  - Respectful treatment
  - Helped me find jobs
- Friends, churches, resettlement group
- Teachers helped too
- No discrimination
- People are more willing to talk to us – diverse (including people from other states.)
- More diversity and there is also discrimination inequality/
- “I thought American’s would be all white and rich, and then I got here and realized that people duffer ere too. That not everyone is okay.”
- Some feel stared at or that they are bothering others by wearing traditional dress
- Maybe they are curious?
- People are worried about their own economic well-being are claiming newcomers
- We used to have celebrations in our homes in Bhutan, but when we did it here, people got angry with us. It was a surprise. We just wanted to pray for peace.
- Concord concerned citizens
- Made unfair accusations about a group of people
- Not everyone sees the discrimination that is happening
- Bring people together with food and music
- Be the Change helps us belong here
- Love your neighbor
- Leadership summits
- Great people
- Tell our stories
- Take a risk
  - Our ideas for actions to make progress
    - Interfaith sharing
    - Interactive opportunities (programs)
    - Small clubs to get to know new people
    - Friday family fun night
    - Community sports and other events of American culture

**Group E**

- Associate wearing hijab with ISIS and terrorists
- Shelter needs to be provided for homeless
- Not sure how I would feel when I see someone begging for money
- Sometimes people misuse charity
- Inappropriate to have a child talk about someone’s medical issues
- Parents don’t need to be overly cautious with their kids
- What kind of community do we want?
  - More open minded
  - More affordable housing
  - We do have an all weather homeless shelter
  - More employment opportunities so people can afford to stay
  - More ESL programs are needed at HS level and for new immigrants
  - More Nepal speaking teachers
- Better wages
- Police take racial harassment seriously
- Stereotypes
  - Keeps us from getting to know each other
  - Puts up walls (but they can come down.)
- Recipe for success program to help learn life skills - 8 weeks and stipend
- Students who are new should have a buddy who speaks their language to help guide the process
- “Be the change” makes students feel welcome and more comfortable
- We need more multi-cultural festival type events
- Practice the golden rule
- Feels like a welcoming community for the most part
- We can learn a lot from other cultures
- More young Americans should come to multi-cultural events. Maybe invitation needs to be made different
- Students tend to hang out with their own group – this is normal and reflects wider society but it would be better if people mixed more.
- Advisory sessions are not too helpful to get students to hang – not when facilitated or guided. New and needs improvement. Too short

**Group G**

- Community classes, Tai Chi multiple times a week
- Opportunities for exercise
- Opportunities to make others feel welcome, community event
- Local businesses know many people, get together when there is a community loss
- Opportunities to share skills through dancing
- Conversations about protecting all community members, ex: “Be the change club” diversity is a place I want to raise my kids
- Affordable city amenities
- Diverse schools
- Relationships with neighbors
- Dungeons and dragons at CPL (Concord Public Library) – opportunities to meet new people
- NEC has poetry and music for free
- Lots of different classes at CHS to choose from which is supreme of different ways of learning
- Being around people who have same goals and values
- Themes of cultural heritage – values growing up
  - Religion/faith
  - Family
  - Getting through hardship
  - Value of hard work
  - Temporary nature of hardships
  - Raised to be kind, accepting of all kinds of people
  - Disabilities, addictions
  - Different language and ??
  - Education can share the value of all people
- Awareness if multiple generations or lack of awareness
- Wish we had more cultural traditions
- Individual family traditions

- What scenarios stood out? What do people act this way? What resources are there or could be there to help?

  - Scenario #1 all different kinds of reactions
    - Too much money, food, resources, homeless population, heroin addictions
    - Unsure of how to react, where to go
    - St. Peters church, homeless services
    - Homeless populations knows where to find food and shelter but concord has only 70 beds.
    - Do what you feel comfortable doing.

  - Scenario #3
    - Sometimes people are experiencing both harassment and mental health
    - Health education could help share more information about people
    - Resources are limited in Concord, few # of beds
    - Addiction is a mental illness and people are unaware of the challenges
    - Better care and awareness around the struggles of addiction

  - Scenario #9
    - There can be hate crimes based on skin, language, ethnicity
    - Is this because of jealousy?
    - Think people are getting a free ride but don’t understand how hard people have worked. Needs to be more community minded, not us vs. them
    - Very happy to raise kinds in a safe multi-cultural environment
    - There is a natural culture at of scapegoating vs. looking to local issues. Get to know your neighbors – talk about the game, your job – everyone in the community is working hard
    - Community conversations
    - Volunteering
    - Having conversations with neighbors
    - Be the Change Club reaches out to anyone who wants to meet new people – invite people at lunch to talk about perspectives/current events, practicing having different opinions, different backgrounds of people engage in conversation
    - People need to know about events before they can attend, newspapers have profiles about local people
    - Diversifying leadership in the community
    - Government, librarians, educators
    - Being over about trend. Business and organizations openly sharing resources for others of different languages
    - Red river theatre beings in diverse names
    - Learning about the culture of your neighbor
    - Concord monitor, NHPR, Patch, CCTV, Twitter, Facebook

  - Scenario #12
    - Something I never thought about
- Seems like something we should offer out of respect, if this is important to them
- Offering educational opportunities for career advancement
- A way for communities to share how they need help and what volunteers they need
- Being vocal about volunteer needs, advertise on Facebook/advertise needs
- Share and create awareness of community organizations
- Share and create awareness of community organizations
- More opportunities to bring communities together for conversations among individuals
- Word of mouth
- More opportunities for community conversations that all us to deepen our understanding of each other’s as individuals, our needs, our challenged, our values
- Everyone needs to be vocal about volunteer and resources needs

**Group H**

- Ways to assist inclusion:
  - Kindness
  - Events in the parks
  - Events with children
  - Time
  - Safety
  - Community resources
  - Mental health
  - Addiction centers
  - Challenge (speak out to) stereotypes/assumptions
  - Ask questions
  - Translators
  - Mobility and transportation
  - Opportunities
  - Communication

**Group I**

- Being different is hard to bring into welcoming history is an obstacle
- Red in face
- Heard and seen
- Confusion, not same how to respond
- Know what not to do but not what to do
- Being poor is difficult in US, shelter
- Compassion (empathy, kindness) is important
- Hate is other side
- Compassion
- Preaching to the choir, but the choir needs to work on this
- Need more volunteering, walk the talk
- Independence is valued – not everyone can be independent, we need to show compassion
- People don’t understand what it’s like – judge
- Concord monitor don’t good job
- Festival – art culture (loud)
- Understanding each other – culture
- Young generations accepting and progressive, diverse. A great time to live
- Lots of work to do
- Hard to get used to difference here when we were from far away
- Curiosity is important
- KEY THEMES
  - Be more curious
  - Keep educating, respect
  - Big challenges of new comers
  - Compassion
  - More opportunity for ??
  - Interpretation
  - Resources for all

**Group J**

- Smaller groups may experience negative experiences
- Conversations like this are a good start
- Don’t single anyone out as different
- Treating people like humans
- Playing sport helps with integration
- Sometimes new residents self-isolate – maybe women do it more because of cultural differences
- Public programs about cultural differences can be helpful – explaining refugee experiences, one such program
- Ascentria – people don’t realize how bad it is, some people think new residents will earn money and return it to their home countries but they cannot/will not
- Important that Concord expands the picture of who they are
- In past years, Greeks and Italians came and worked hard and helped each other
- Sometimes it is special to speak in a foreign language and be offensive and told “speak language”
- When it is appropriate, translations can be made
- It can be exhausting to speak English all day
- Not every story translates
- Younger generations are more likely to make the difference
- What we need to connect
  - Open house in Manchester helped people – kids and families to meet and start to share experiences – every six months, meet again. School is the best place
  - It’s the little things – speaking up when we see little issues
• Self-education can spread awareness
Appendix D: We are Concord Data Summary

*Educational Levels*

7% less than a high school education (either K-8 or a little beyond)

23.2% high school education or equivalent

10.9% some college

3.1% associate’s degree

19.4% BA

36.4% graduate professional

There was a range of educational levels among participants. About a quarter of participants had achieved a high school degree or its equivalent. Over half of participants had earned a four year college degree or higher. Seven percent of participants had achieved less than a high school diploma. Fourteen percent had achieved some college or an associate’s degree.

![Highest Educational Level of Participants]

*Political Point of View*

61.6 percent of participants identified as liberal or somewhat liberal.

24 percent of participants identified as moderate.

14.4 percent identified as conservative or somewhat conservative.

Although there was a mix of political perspectives in the room, the majority of participants identified as liberal or somewhat liberal. About a quarter of participants identified as political moderates, and 14 percent identified as conservative or somewhat conservative.
Gender

43.9 % men
56.1% women

There was a fairly even gender split between males and females at the event, though there were slightly more women (56%) than men (44%). Participants identified only as male or female.

RACE/ETHNICITY

Though the majority of participants at the event identified as Caucasian (57.7%), there was considerable diversity of race and ethnicity at the event. Almost twenty percent (19.1%) of participants identified themselves as Black or of African descent. About 16 percent of participants identified themselves as Asian or from Asian countries. Other participants identified as Hispanic (2.3%), multiracial or multicultural (2.3%) or in other categories (2.3%). Overall, about 40 percent of participants were people of color.

*Because of this conversation, I have a better understanding of points of view that are different from my own.*

90.8% agreed or strongly agreed with this statement.

The majority of participants – 91% - agreed or strongly agreed that because of the conversation they have a better understanding of points of view that are different from their own.
This conversation made it likely that I will be involved in my community in the future.

92.4% of participants agreed or strongly agreed with this statement.

The majority of participants – 92% - agreed or strongly agreed that the conversation made it likely that they would be involved in their community in the future.

I felt the conversation was valuable.

96.2% agreed or strongly agreed with this statement.

16.5% agreed, 79.7 percent strongly agreed, only 4% disagreed or strongly disagreed.

Overall, participants felt that the conversation was valuable. About 80 percent of participants strongly agreed that the conversation was valuable, and 17 percent agreed it was valuable.

In this conversation, I met and talked with people from my community who I didn’t know before.

95.4% agreed or strongly agreed with this statement.

83.2% strongly agreed, 12.2% agreed, 4.6% disagreed or strongly disagreed.

The majority of participants – 95% - met and talked with people from their community who they didn’t know before at the conversation.