

CHRC and CET Household Survey

Immigrant Rights and Access to Services

March 2013



CAMBRIDGE
HUMAN RIGHTS
COMMISSION

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Agenda

- Summary
- Methodology
- Population overview
- Survey results
- Next steps

This survey is a helpful tool to understand how immigrant groups perceive human rights in Cambridge

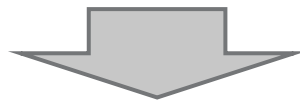
- **Thank you** to the Community Learning Center and Community Engagement Team outreach workers for making this a successful project!
- Survey results **push us to collectively think about the current state of immigrant groups' access to rights**
- Many people are aware and willing to take action, but there is **still lots of work to be done**
- Problems encountered include **language barriers** and **knowledge** of where/how to report discrimination
- There are **actionable next steps** we can take with this knowledge

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We must be aware of the limitations of this survey while also seeking to learn from the results

- Administered by CET outreach workers to their respective immigrant communities
- Outreach workers used their personal networks to identify participants
- ‘No response’ means respondent opted out of question—did the respondent choose not to answer for a particular reason?
- Survey questions have a certain level of ambiguity and room for personal interpretation
- Cultural and language barriers may have affected answers given

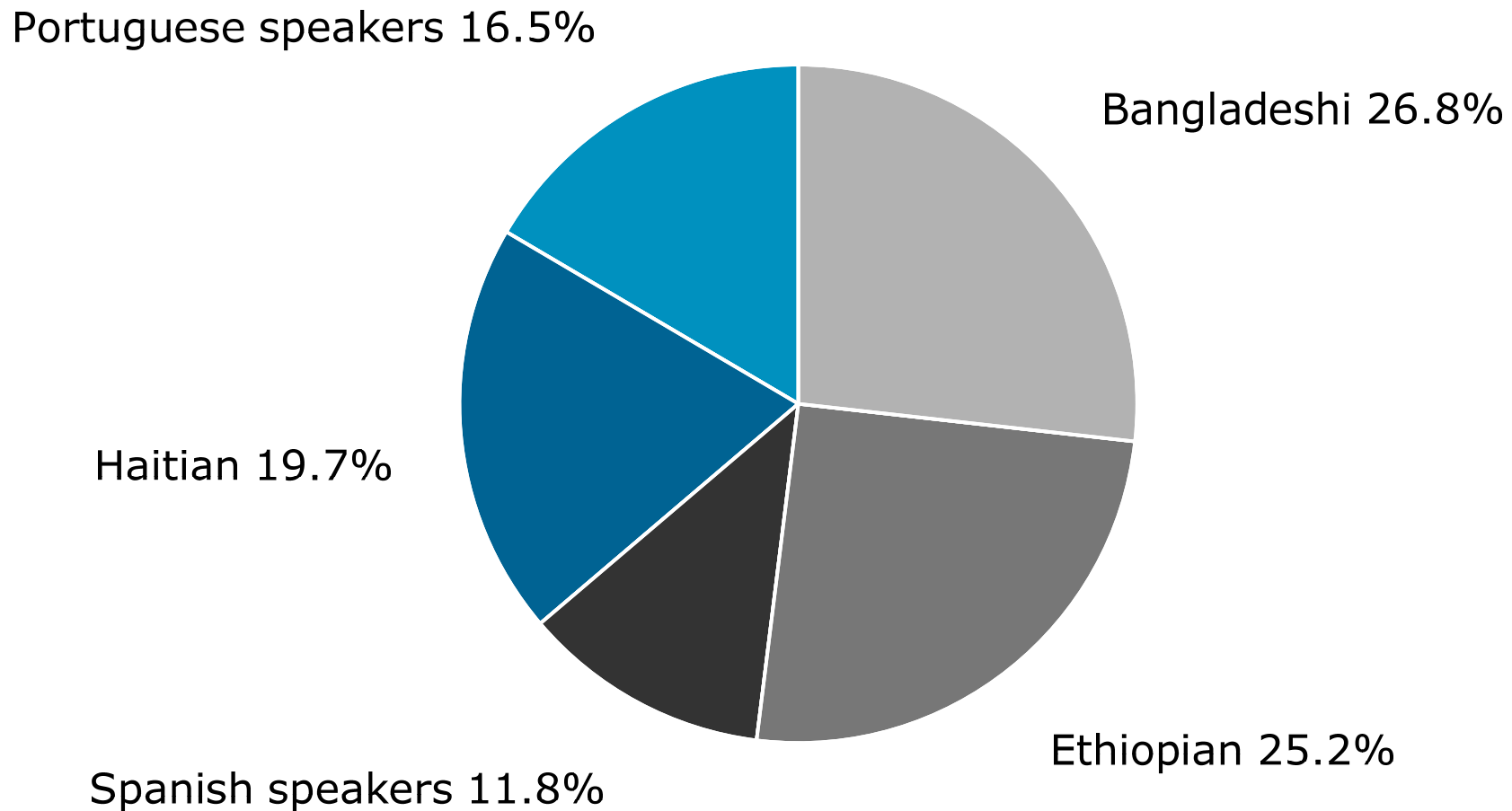


Results are not intended to be fully representative of any immigrant group

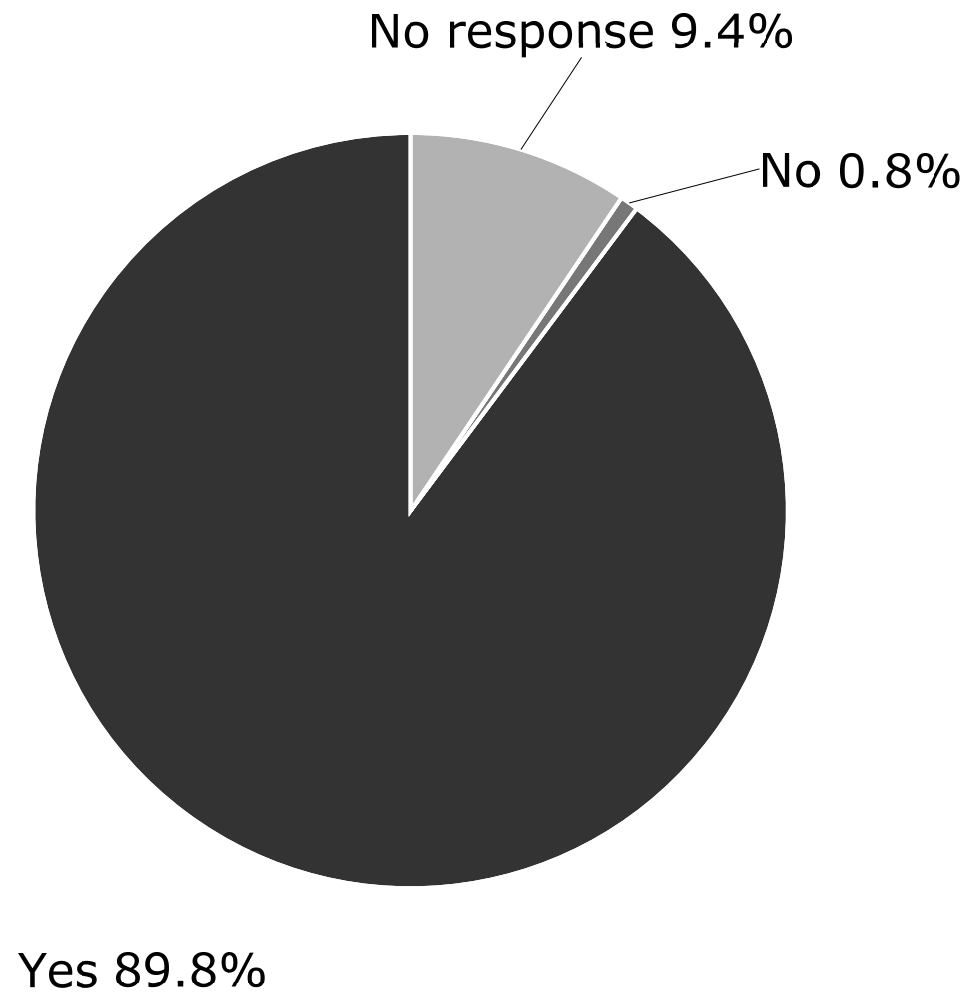
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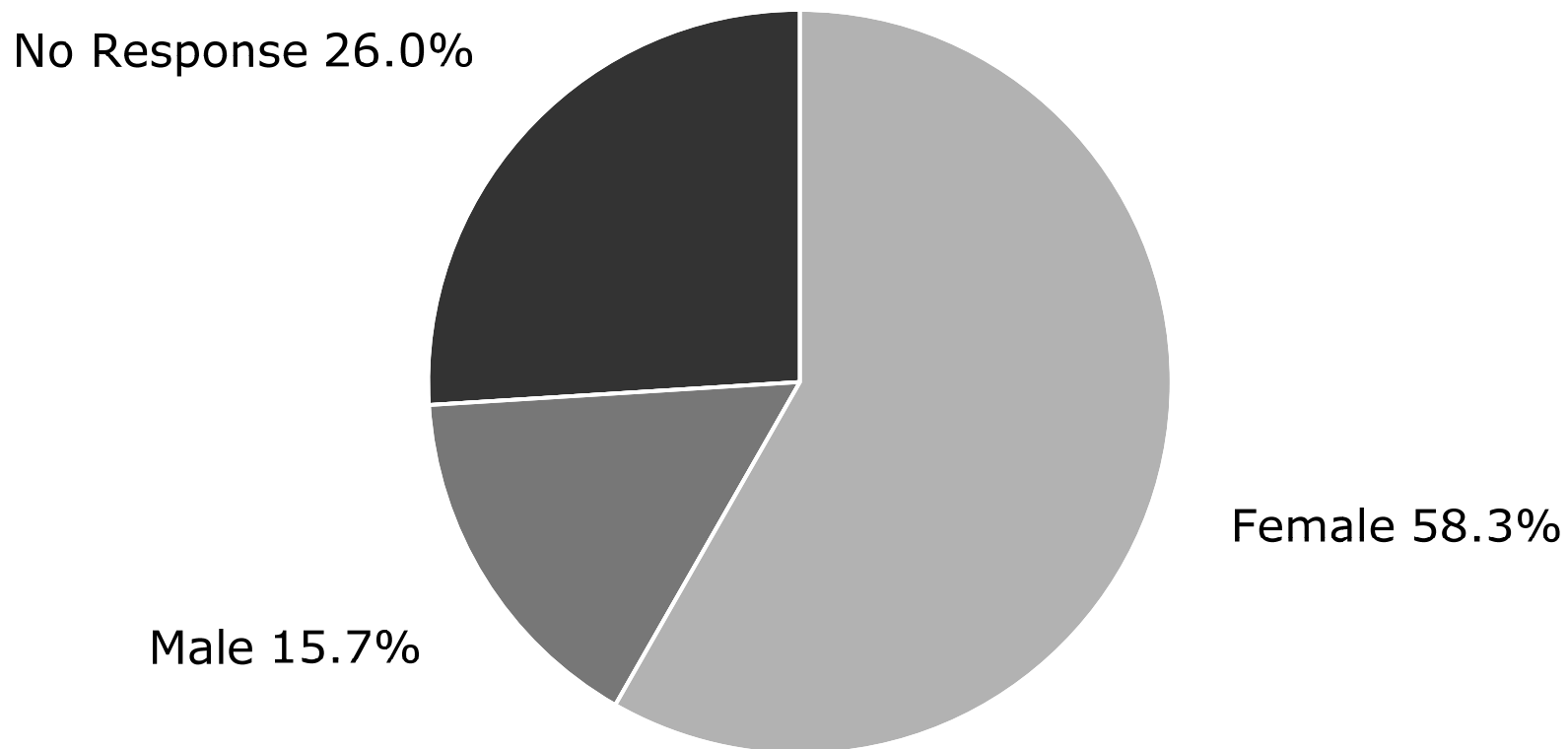
We surveyed 127 people across five different immigrant groups



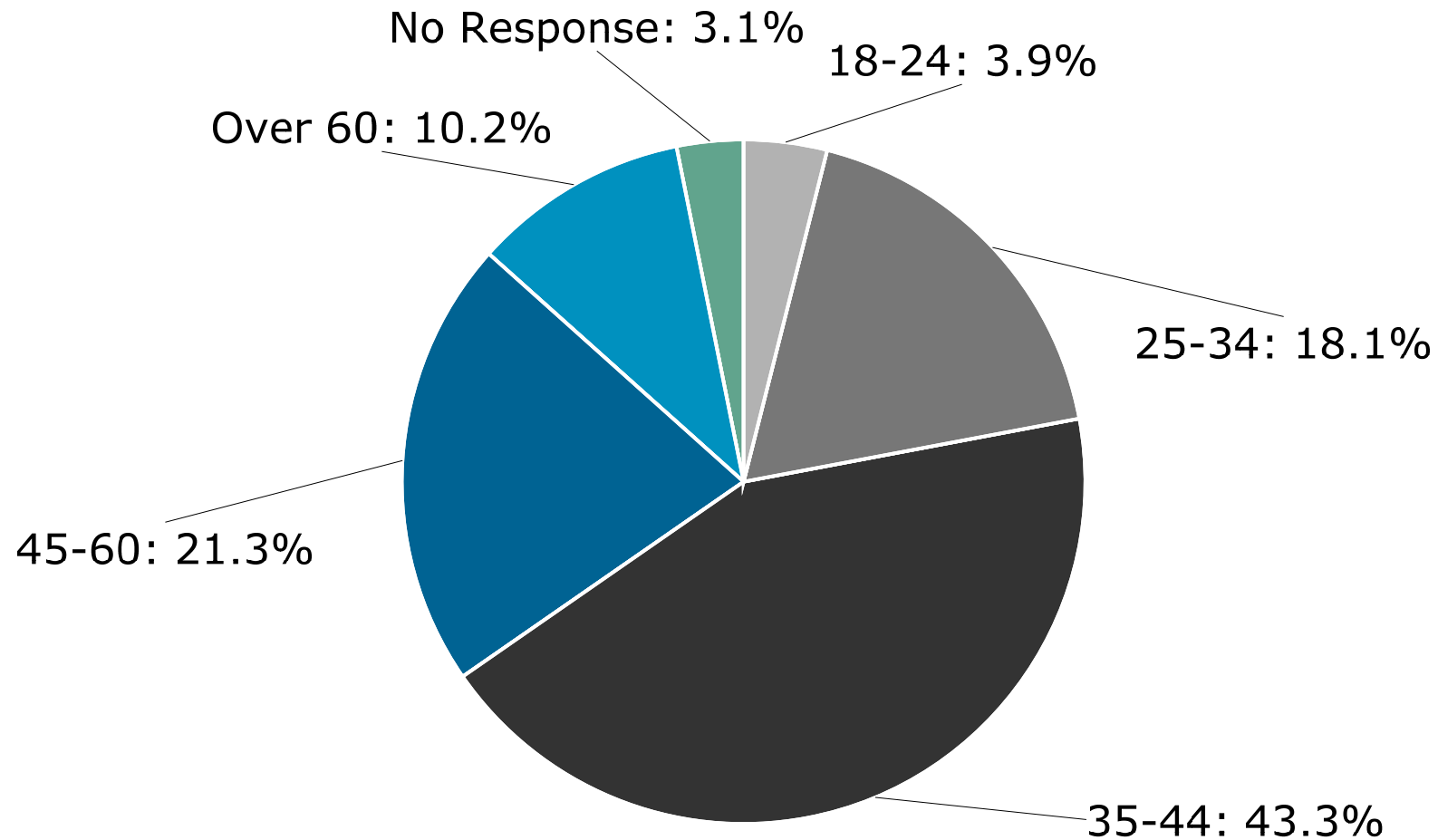
~90% of respondents identify as Cambridge residents



Over half of respondents are female, where ~25% chose not to respond when asked to identify

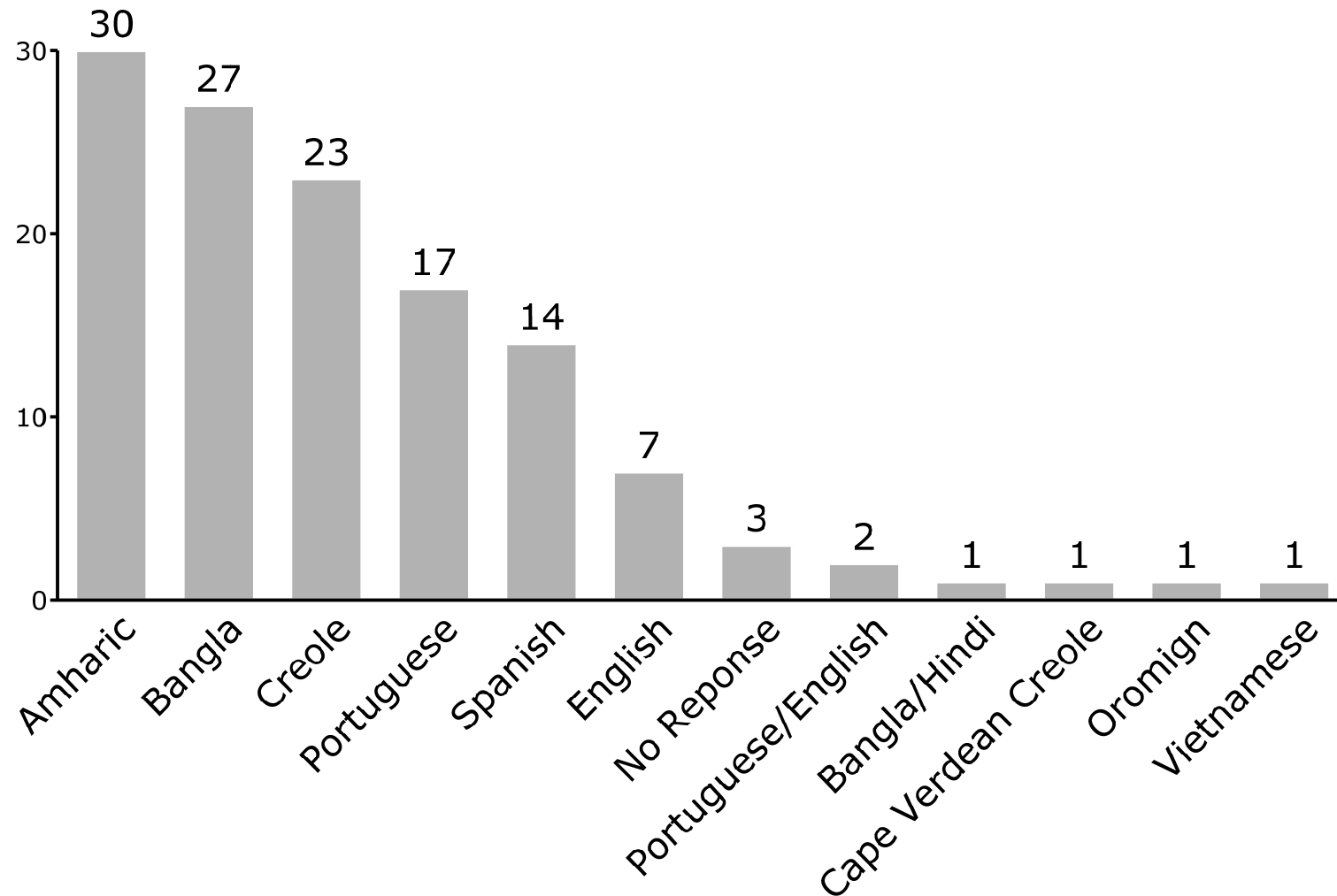


Age range is quite varied so results may be relevant across generations



Primary language spoken at home shows diverse group of survey respondents

Number of respondents

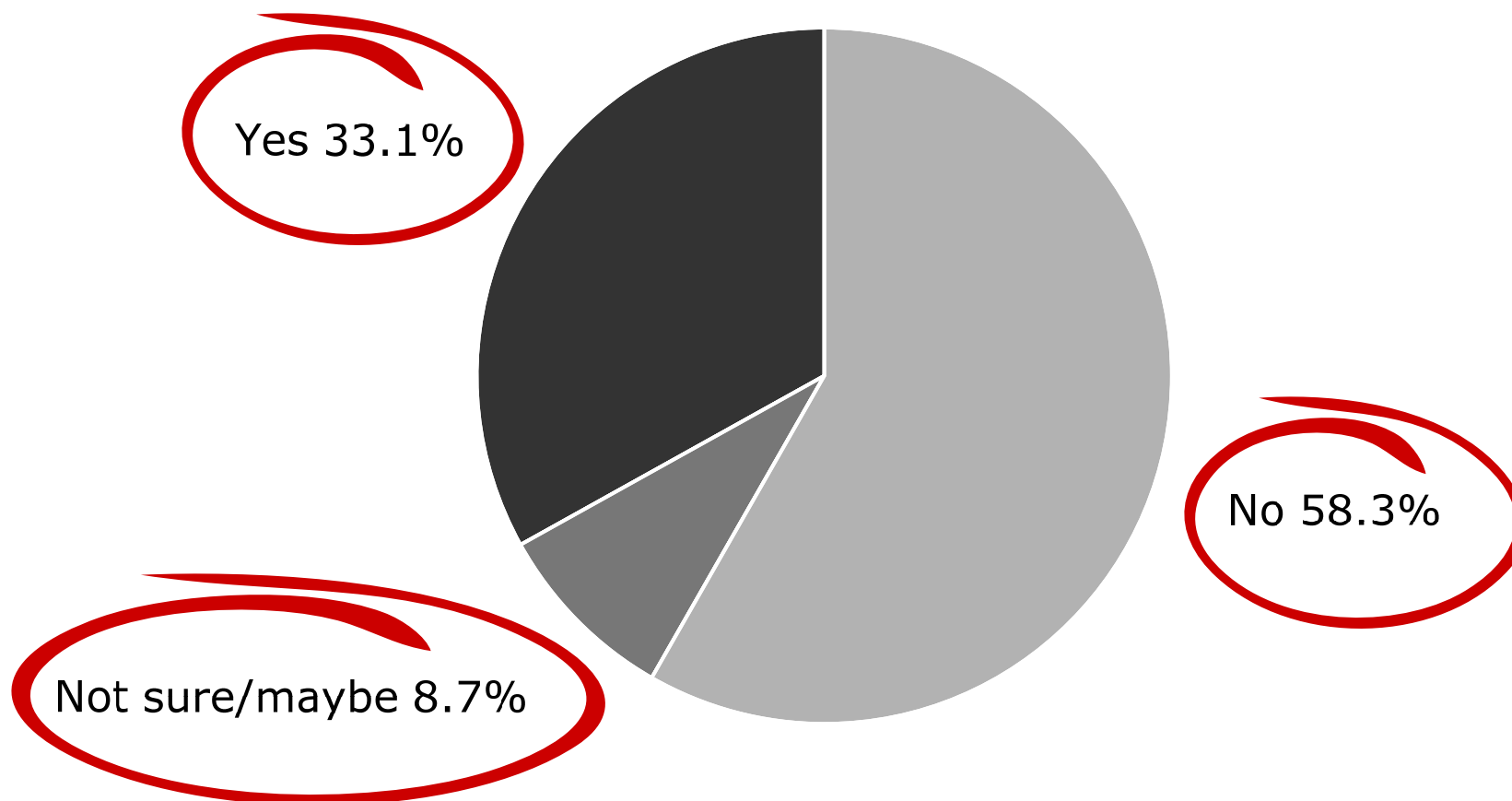


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Nearly 60% of respondents said they have not experienced discrimination



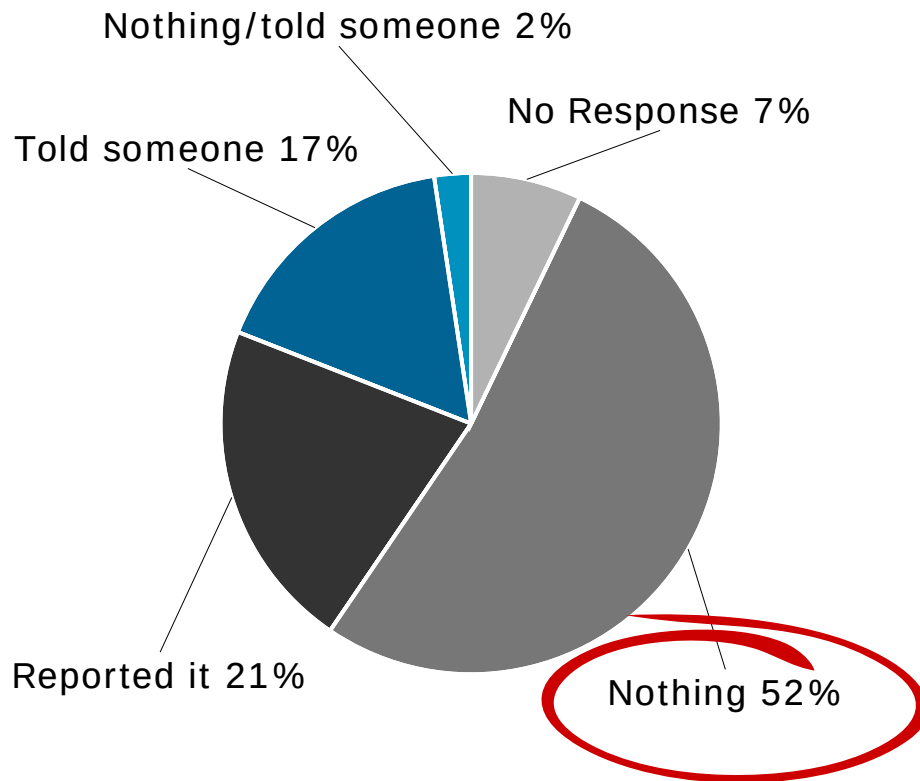
Have you or someone you know, ever experienced discrimination, that is, been treated differently for any of the reasons I mentioned?

Before we celebrate, let's consider potential reasons why people responded 'no' to this question

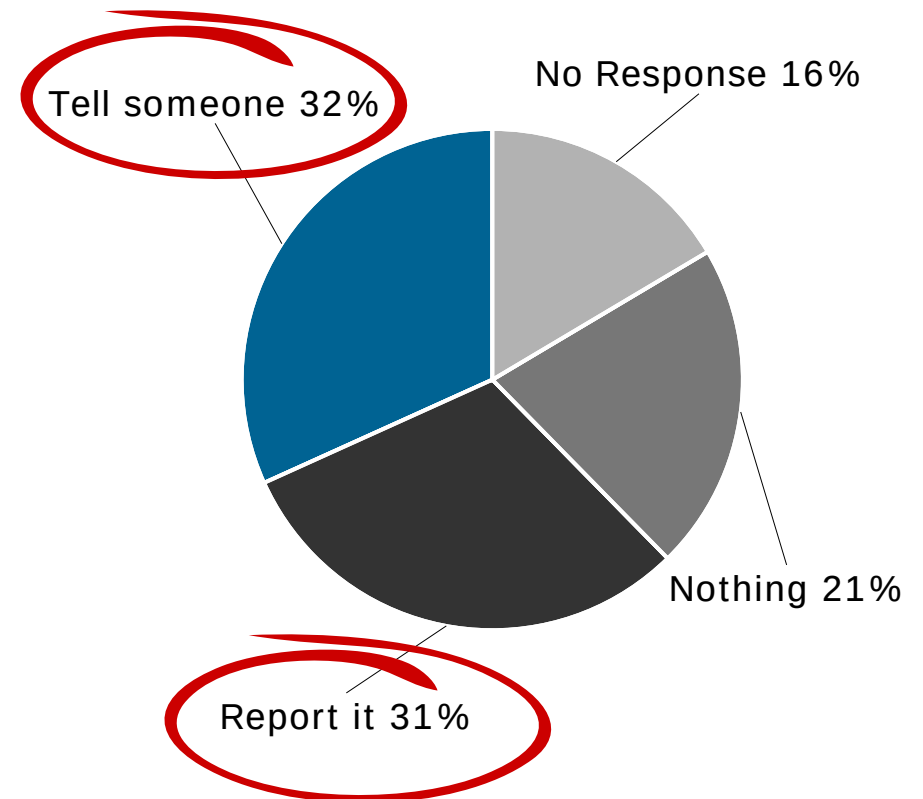
- Perception of **vulnerability** in answering question about themselves
- Understanding of the **definition of human rights may vary** by language and culture
- **Translation of “discrimination”** in native language may not match our description or context
- **Relative to experience in country of origin**, people believe their current situation is an improvement

Those who experienced discrimination are unlikely to share, while those who have not think they would tell

IF YES



IF NO



If YES: What did you do about it? IF NO or NOT SURE: If you feel that you, or someone you know, is being discriminated, what would you do about it?

The comments given help to context to who have/may respondents trust when they encounter discrimination

IF YES

Told...

"...a friend"
"...my grandchildren"
"...my pastor"
"...other family members"

Reported to...

*"...Massachusetts office of
discrimination (MCAD)"*
"...Manager in charge"
"...Nurse when I delivered my baby"
"...School manager"
"...Police"

IF NO

Would tell someone...

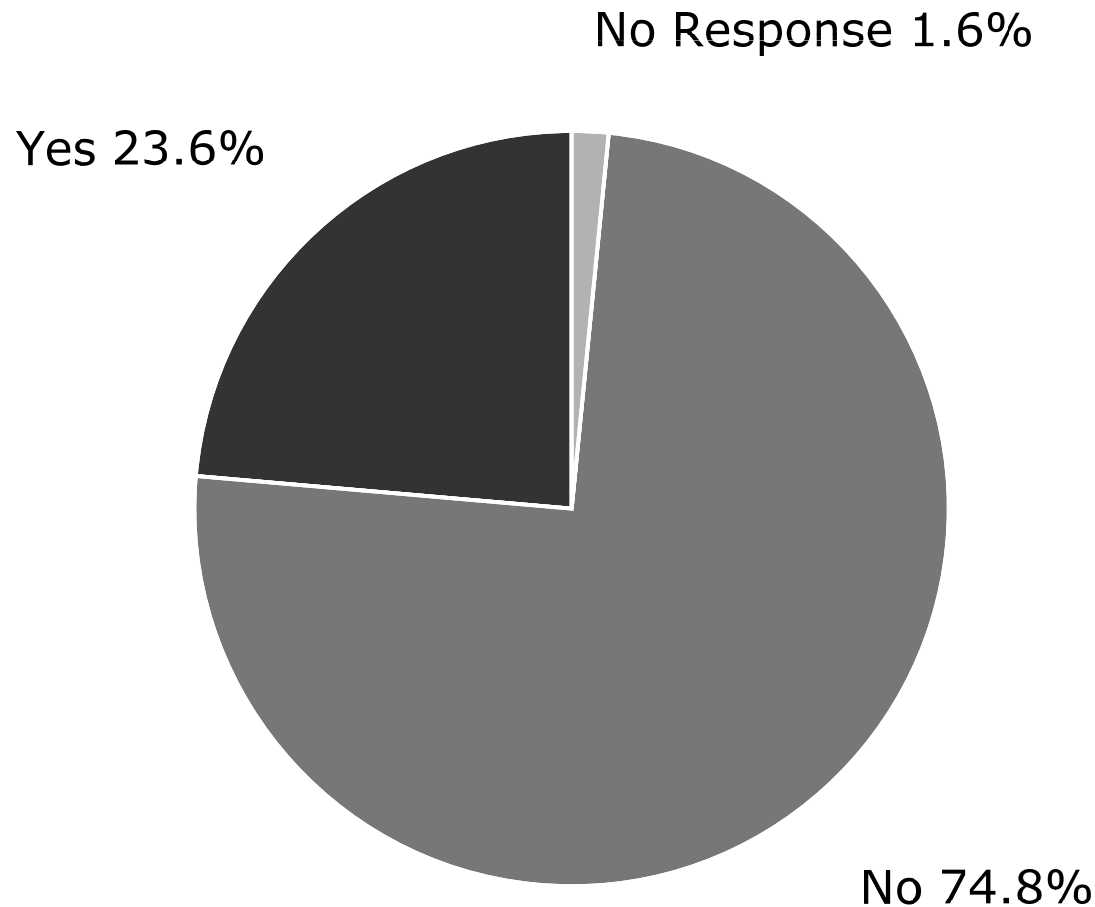
*"...Someone where I was
discriminated"*
"...friend or family member"

Would report to...

"...Someone in charge"
*"...Cambridge Human Rights
Commission"*
"...Cambridge Police"
"...CLC outreach worker"
"...Call 911"

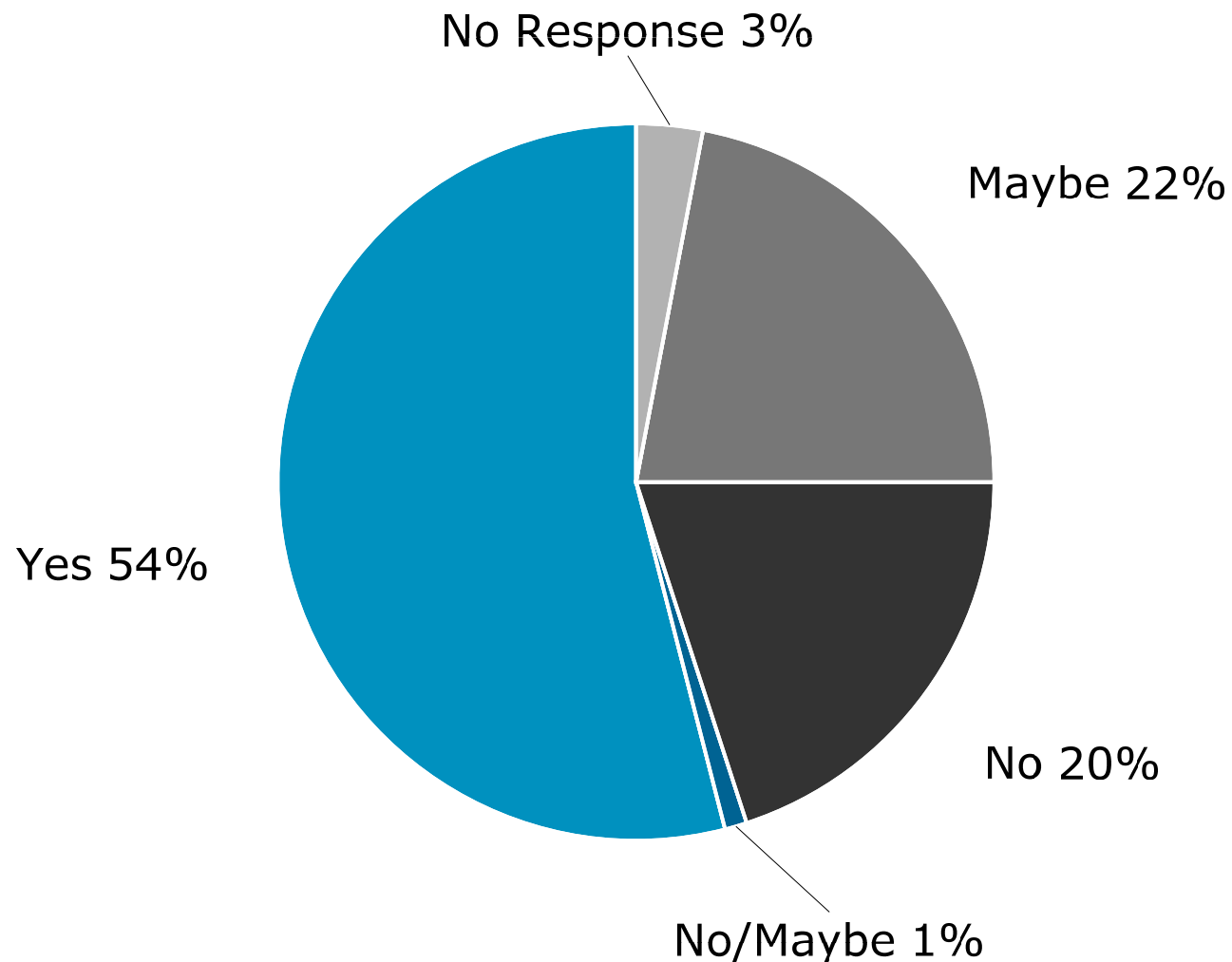
ADD QUESTION STEM FOR #9a/b HERE

~75% of respondents don't know about the CHRC, we need to continue to increase awareness and access



Did you know the City of Cambridge has a Human Rights Commission that investigates complaints of discrimination?

A slight majority of respondents state that they would file a complaint if discriminated...



If you experienced discrimination, would you file a complaint with the Cambridge Human Rights Commission?

...but we must further understand the reasons why respondents would and would not report

IF YES

"Because everyone is entitled to their first amendment rights, because there is freedom in this country"

"Because everyone needs respect"

"To get support, help"

"To give them punishment"

"Because now I am informed about it"

"Because there are places to go (city agency, police, etc)"

"To seek justice"

"To make sure they take action to stop the discrimination"

"To prevent it from happening to someone else"

IF NO

"Because I don't think the city will do anything"

"Because I am scared something will happen (to me, to others)"

"My English language is not good enough to report it"

"It is bad to share my ideas"

"I don't know what to say"

"If it is about my kids, not if it is about me"

"Because of the cost and time"

"To keep peace, if minor I will let it go"

"Leave it to a higher power"

"Waste of time"

Numerous themes became apparent through the comments

- **Belief that all people have human rights** and deserve access to them
- Potential **fear of retaliation** for reporting
- Lack of English **language skills prevent people from reporting** or engaging potential service providers
- Highly **dependent on the severity** of the situation
- Perception that **nothing will happen**
- Fear of **cost and time investment**

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We think there are a number of things we can do using what we have learned from this survey...

- Break down perceived language barriers, make material available
 - Translate informational pamphlets into more languages
 - Share CHRC's ability to communicate in any language
 - Share materials through schools, hospitals, etc.
- Clearly advertise no cost and minimal time investment
- Continue community partnerships and outreach to increase awareness of services
 - Continue to cultivate and seek out community partnerships
 - Engage outreach workers to act as first 'point of contact' and facilitate reporting if desired
 - Develop understanding of definition of human rights with those who may not be aware of their rights
 - Increase cross-referral between organizations
 - Ensure 911 calls are redirected to the right agencies

...but we would love to hear from you



Questions?

Thoughts?

Ideas?

Next steps?