



CHARLES W. GILCHRIST

IMMIGRANT RESOURCE CENTER

Welcome. Connect. **Together We Thrive.**



MISSION: We are Montgomery County's resource center for immigrants. We strengthen the County by connecting our diverse communities with educational, economic and civic resources so all may thrive here.



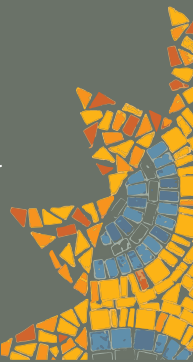
Students say,

"The Gilchrist Immigrant Resource Center helped us by..."

- ...providing a place where we can practice reading and writing.
- ...giving us good programs to help all immigrants in this area.
- ...providing caring teachers who teach us what we don't know.
- ...equipping us with knowledge so we do not have to be afraid of the computer.
- ...giving people more information about many things in the USA.

What is the Gilchrist Immigrant Resource Center?

- A Welcome Center
- A Learning Center
- An Information & Resource Center
- A Celebration of Diversity
- A Space to Build Community



WE SERVED OUR CLIENTS BY PROVIDING THEM WITH PROGRAMS TO MEET THEIR NEEDS.

Through volunteer-taught Gilchrist Center classes:

$$\begin{array}{rcl}
 8,735 & + & 1,004 \\
 \text{students} & & \text{students} \\
 \text{attended} & & \text{registered in} \\
 \text{drop-in classes} & & \text{session-long classes} \\
 & = & 9,739 \\
 & & \text{students gained English as} \\
 & & \text{a Second Language (ESOL),} \\
 & & \text{Spanish, computer or} \\
 & & \text{job search skills}
 \end{array}$$



"After retiring from his second career, Bill Franz continued his love of teaching by becoming an active English as a Second Language volunteer teacher, helping recent arrivals to these shores. Bill's infectious smile, generous spirit, easygoing manner, incredible connection with [his family], and so much more, will be sorely missed."

– Tribute to volunteer ESOL teacher Bill Franz, who passed away in May 2017. Bill taught at our Wheaton site for 5 years.



Through our relationships with key partner organizations:

- **1,032** enrolled in a range of classes, including English, computers, and employment-related classes offered by Montgomery College
- **1,022** received free legal help from Montgomery County Bar Foundation Pro Bono Program
- **707** learned English as a Second Language in Literacy Council of Montgomery County classes
- **473** prepared for the civics portion of the naturalization test and interview through Baltimore City Community College Citizenship Program



"Ed Garbe taught English conversation at the Gaithersburg Library to students from a variety of ethnic backgrounds. At age 103, Ed shared personal knowledge of events dating back 90 years or more as well as perspective on stories shaping the world today. He was truly amazing and was treasured by all who came in contact with him."

– Tribute to volunteer ESOL teacher Ed Garbe, who passed away in October 2017 after volunteering at our Gaithersburg site for many years.



GEOGRAPHIC ORIGINS OF GILCHRIST CENTER STUDENTS*

* Sample size is 1,869

Central America	28.3%
South America	21.5%
North Africa and Middle East	8.5%
East Asia	8.0%
East Africa	7.2%
Other	5.1%
West Africa	4.9%
Southeast Asia	4.2%
Central and Southern Africa	3.9%
South Asia	3.1%
Caribbean	2.8%
North America	2.5%



REFERRED SERVICES *

* Sample size is 2,178

English for Speakers of Other Languages	36.7%
General Information	14.6%
Computer Instruction/Referrals	14.0%
Immigration & Citizenship	12.5%
Legal/Pro Bono	5.8%
Education & Cultural Programs	4.6%
Social Services	4.1%
Employment/ Volunteering Opportunities	3.4%
Health Care & Insurance	2.2%
Finances and Taxes	2.0%

WE CONNECTED OUR CLIENTS TO A RANGE OF SERVICES AND RESOURCES.

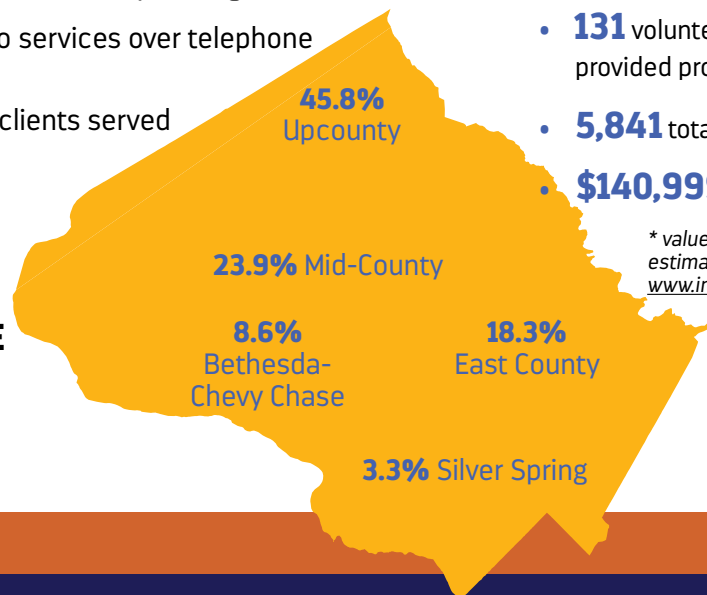
6,581 clients referred to services by visiting one of our centers

2,308 clients referred to services over telephone

TOTAL: 8,889 clients served

WHERE OUR CLIENTS LIVE

**Sample size is 2,093*



WE BUILT CULTURAL COMPETENCY AND COMMUNITY THROUGH OUR VOLUNTEER PROGRAM.

- **131** volunteers taught classes and provided program support
- **5,841** total volunteer hours
- **\$140,999** leveraged in volunteer hours *

** value based on number of volunteer hours times national estimated value of volunteer time as stated by www.independentsector.org/volunteer_time*

2017 HIGHLIGHTS

- Our Quick Start Guide for Immigrants in Montgomery County, MD, published in English plus six languages, has been in high demand since it was published in Fall 2016. The only guide of its kind in Montgomery County, the Quick Start Guide allows immigrants and service providers to easily find the top providers of social services in frequently-needed categories such as healthcare, taxes, and citizenship. Over 30,000 hard copies of the guide have been distributed at fairs, events, by mail. It is available on our website in all languages.
- September 2016 marked the 15th anniversary of the founding of the Gilchrist Center. To honor this significant milestone, we adopted a new name, logo and tagline, and created a commemorative 15th Anniversary Report to the Community to showcase the lives touched by the Center throughout the years. It is available on our website.

 - When we identified increased demand for ESOL classes in the eastern part of the county and in Gaithersburg, we reached out to Literacy Council of Montgomery County (LCMC). As a result of their increased offerings at our sites, the number of students enrolled in LCMC's ESOL classes more than tripled from the previous year.
- In the days and weeks after the U.S. Presidential election, our clients and partners had many concerns and questions related to immigrant rights. The Center, with our community liaisons, identified the most useful resources and created: "Immigration Information and Resources for Providers and Residents: Frequently Asked Questions." This resource was made available at events, our sites and on our webpage.
- In FY17, we partnered with the Asian Pacific American Legal Resource Center (APALRC) to provide weekly free legal clinics at our Wheaton site; in addition, they presented Know Your Rights information at the Gaithersburg Library and hosted naturalization clinics. Furthermore, Center staff collaborated with APALRC to make an ESOL-friendly, interactive Know Your Rights presentation to 40 Montgomery College (MC) ESOL students. The Center is building upon this experience, working with Montgomery Coalition for Adult English Literacy (MCAEL) and MC to develop a Know Your Rights lesson plan for ESOL classes.
- As a testament to Montgomery County's welcoming nature, sixty of the county's faith communities are supporting refugee families from Syria and other countries. In January, Center staff shared resources and advice with attendees of the Montgomery County Faith Community Advisory Council's Welcoming Our New Neighbors event. When the Center learned of the training needs for English tutors, we worked with MCAEL to put on a customized two-day tutor training for faith communities supporting refugee families.
- In response to the community demand for job-readiness classes and trainings, the Gilchrist Center partnered with Interfaith Works to bring their job-readiness program to Gaithersburg Library in March 2017. A small group of students were trained by vocational counselors on topics such as how to find the right job to fit your needs, developing cover letters and resumes, and mock interviews. After the session ended, students could choose to work with IFW career counselors one-on-one until they obtained employment.
- In May 2017, County Executive Ike Leggett helped the Center launch its new citizenship initiative to encourage over 60,000 eligible residents to begin the process of becoming U.S. citizens. Our efforts include ongoing collaboration with community nonprofits, and citizenship workshops around the county, citizenship resource corners at various community hubs, and hosting naturalization ceremonies around the county. Montgomery County also joined Cities for Citizenship, a national initiative to promote and encourage eligible permanent residents to become U.S. citizens.

THANK YOU

The Gilchrist Immigrant Resource Center thanks all the volunteers who have given their time, enthusiasm, understanding and energy to our work. We have succeeded in all we have done thanks to you!

JOIN US IN OUR WORK

Become an ambassador for your community and help welcome our new neighbors! Download the volunteer application form from our website at www.montgomerycountymd.gov/gilchrist or call 240.777.4940 for more information.

OUR TEAM

www.montgomerycountymd.gov/gilchrist/contact_us.html

Gilchrist Center Manager

Kaori Hirakawa

Program Manager, Wheaton

Anna DeNicolo

Program Manager, Gaithersburg

Cindy Kim

Information and Referral Specialists

Birtucan Assres

Carla Ayala

Natalie Chhuan

Norah George

Martha Guzman

Zainab Hassan

Carlos Iglesias

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Graigni Looor-Iwasaki

Gabriela Raudales

Cristina Sua-Gatica

Office of Community Partnerships Director

Bruce Adams

Office of Community Partnerships Liaisons

Nestor Alvarenga
Latino Community

Daniel Koroma
African and Caribbean
Communities

Diane Vy Nguyen-Vu
Asian Community

The Gilchrist Immigrant Resource Center is part of Montgomery County's Office of Community Partnerships. OCP's mission is to strengthen relationships between the Montgomery County government and the residents it serves, with special focus on underserved and emerging communities and our neighbors in need.



LOCATIONS

Temporary Address

Westfield North Building

2730 University Blvd. West, Suite 220
Wheaton, MD 20902

240.777.4940

Permanent address starting January 2018

Westfield South Building

11002 Veirs Mill Road, 5th Floor
Wheaton, MD 20902

240.777.4940

Gaithersburg Library

18330 Montgomery Village Avenue,
2nd Floor
Gaithersburg, MD 20879

240.777.4960

Upcounty Regional Services Center

12900 Middlebrook Road
Germantown, MD 20874

240.777.6950

East County Regional Services Center

3300 Briggs Chaney Road
Silver Spring, MD 20904

240.777.8406



Main Number: 240.777.4940

GilchristCenter@montgomerycountymd.gov

www.montgomerycountymd.gov/gilchrist