



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 writing and reading
- By giving us good programs to help all immigrants in this area
- By providing caring teachers who teach us what we don't know
- By equipping us with knowledge so we do not have to be afraid of the computer
- By 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



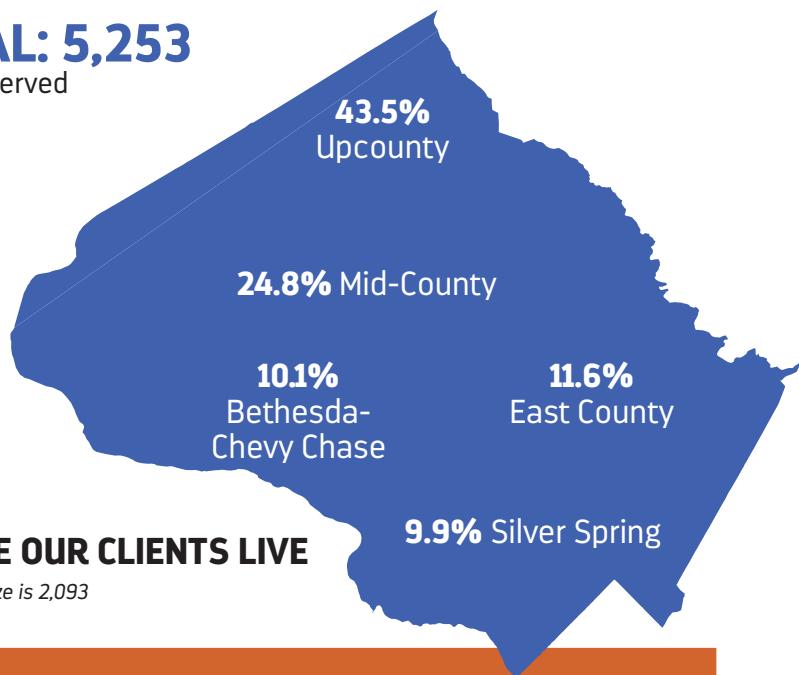
WE CONNECTED RESIDENTS TO A RANGE OF SERVICES AND RESOURCES.

3,736 clients referred to services by visiting one of our centers

1,517 clients referred to services over telephone

TOTAL: 5,253

clients served



WHERE OUR CLIENTS LIVE

*Sample size is 2,093

REFERRED SERVICES

ESOL	38.87%
Computer Class	15.95%
Citizenship	7.81%
Other	7.73%
Legal Services (Non-immigration)	6.26%
Health and Human Services	4.82%
Montgomery College Programs (GL & EC only)	4.70%
Workforce Development	4.19%
Immigration Issues	3.71%
Taxes	1.66%
Welcome Letter	0.93%
Children and Youth	0.91%
Volunteering	0.84%
Housing	0.80%
Spanish Language Class	0.57%
Spanish Literacy Class	0.25%

"I am a young person with university degree from my country. I want to learn the [English] language to improve myself and help others like us who have dreams." – Student from Winter 2018 ESL class

GEOGRAPHIC ORIGINS OF GILCHRIST CENTER CLIENTS*

*Clients who accessed information and referral services

Central America	22.5%
South America	21.3%
North America	10.5%
East Africa	9.5%
West Africa	8.6%
South Asia	5.5%
Central Africa	5.3%
North Africa and Middle East	5.2%
East Asia	3.8%
Caribbean	3.7%
Southeast Asia	1.7%
Other	2.4%



Through our relationships with key partner organizations:

- **1,128** enrolled in a range of classes, including English, computers, and employment-related classes and academic/career advising program offered by Montgomery College
- **1,058** received free legal help from Montgomery County Bar Foundation Pro Bono Program and Asian Pacific American Legal Resource Center
- **677** learned English as a Second Language in Literacy Council of Montgomery County classes
- **707** prepared for the civics portion of the naturalization test and interview through Baltimore City Community College Citizenship Program

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

Through volunteer-taught Gilchrist Center classes:

$$\begin{array}{rcl} 7,310 & + & 747 \\ \text{students} & & \text{students} \\ \text{attended} & & \text{registered in} \\ \text{drop-in classes} & & \text{session-long classes} \end{array} = \begin{array}{l} 8,057 \\ \text{students gained English} \\ \text{as a Second Language} \\ \text{(ESOL), Spanish, computer} \\ \text{or job search skills} \end{array}$$



"The Gilchrist Center has given me, personally, an incredible confidence and pride in our county. This is the place where immigrants can be welcomed and, in turn, turn around to welcome someone else."

– Jodie Asher, volunteer at our Wheaton site

WE BUILT CULTURAL COMPETENCY AND COMMUNITY THROUGH OUR VOLUNTEER PROGRAM.

- **96** volunteers taught classes and provided program support
- **5,031** total volunteer hours
- **\$124,215** leveraged in volunteer hours *

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

FY2018 HIGHLIGHTS

FY2018 brought unforeseen challenges to the Gilchrist Center due to the need to re-locate, not once, but twice. Although the Center had long been planning the move to our new Headquarters in Wheaton, unexpected circumstances forced us to vacate our prior space early, before the new permanent location was ready. It was only through the resourcefulness and perseverance of our staff that we were able to find interim space to continue operations and avoid a lengthy closure of the Center. Though moving offices both to the interim space and then to our new Headquarters involved many challenges, thanks to the hard work of our staff, partners and volunteers, we were able to greatly minimize the disruption in services to the community and still have a successful year, as discussed in the Highlights below.

- The Headquarters in Wheaton moved to a new permanent location in the Westfield South Building in January, after a few months at a temporary office. The Gilchrist Center celebrated its move in April with partner organizations and dedicated volunteers, along with County Executive Ike Leggett and Councilmember Nancy Navarro.
- As a member of Cities for Citizenship, a coalition of local governments encouraging eligible residents to apply for U.S. citizenship, we launched a Citizenship Initiative website to streamline the information related to citizenship application and its service providers. The website is www.montgomerycountymd.gov/gilchrist/citizenship.
- In partnership with Department of Technology Services, we designed and implemented a new data tracking system. The new system uses tablets making customer information collection much more effective and efficient. The new automated system received a National Association of Counties Achievement Award, which is awarded to outstanding programs of the year.
- Montgomery County was chosen as one of the four U.S. communities for the Welcoming Communities Transatlantic Exchange Program, the U.S.-Germany exchange program for immigrant integration practitioners. The German delegation stayed for four days in Montgomery County, visiting MCPS, Linkages to Learning, Impact Silver Spring, Montgomery College, etc. The Montgomery County team of four, one of who is the Gilchrist Center staff, will be visiting German cities in November 2018 as part of the program.
- A delegation of six British cities visited Montgomery County in May 2018 through the University of Oxford's Inclusive Cities Program to learn about best welcoming practices and exchange ideas with Montgomery County's immigrant integration practitioners.



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, East County

Josephine Garnem

Program Manager, Upcounty

Yunie Hong

Operations Coordinator

Gabriela Raudales

Information and Referral Specialists

Carla Ayala

Graigni Looor-Iwasaki

Jean Jacques Luboya

June Lee

Natalie Chhuan

Martha Guzman

Maxwell Ji

Norah George

Taylor Trombley

Office of Community Partnerships Director

Bruce Adams

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.



Main Number: 240.777.4940

GilchristCenter@montgomerycountymd.gov

www.montgomerycountymd.gov/gilchrist



CHARLES W. GILCHRIST

**IMMIGRANT
RESOURCE CENTER**

Welcome. Connect. *Together We Thrive.*

LOCATIONS

Headquarters

Westfield South Building
11002 Veirs Mill Road, Suite 506
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