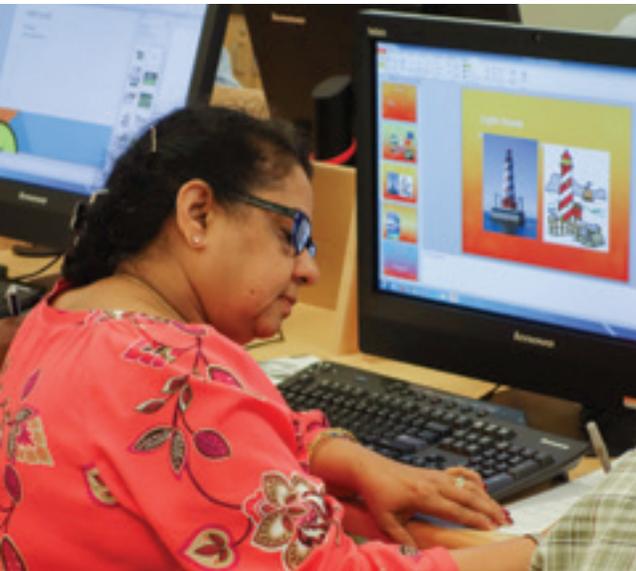




CHARLES W. GILCHRIST

# 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 me..."

- by equipping me with the skills to be able to succeed in life
- by providing us with really good teachers that explain well
- by helping me to concentrate more and be more focused on what I want to do
- by giving us great opportunities and helpful programs to learn for free
- by providing a place to practice English

## 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:

**6,959** + **1,260** = **8,219**  
 students attended drop-in classes + students registered in session-long classes = students gained English as a Second Language (ESOL), Spanish, computer or job search skills



*"I love working with immigrants because you see such progress. They take English classes; they try to better themselves in many ways. To me, they are the best of America, the values our foreparents talked of."*

— Judith Johnson, Volunteer Job Search Workshop Instructor for 9 years.



## Through our relationships with key partner organizations:

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

*The amount of need in Montgomery County is high. Volunteering helps you become part of the solution. I have grown as a person through helping others and volunteering. So now, volunteering is something I will do the remainder of my life.*

—Kris Hunigan, Volunteer Teacher, Front Desk Assistant and Event Helper at our Mid-County site for 5 years.



## GEOGRAPHIC ORIGINS OF GILCHRIST CENTER STUDENTS\*

\* Sample size is 1,878

South America	22.6%
Central America	21.5%
North Africa and Middle East	7.6%
West Africa	7.5%
East Asia	7.3%
North America	7.0%
East Africa	5.8%
Central and Southern Africa	4.5%
South Asia	4.4%
Caribbean	4.1%
Southeast Asia	2.8%
Other	5.0%



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

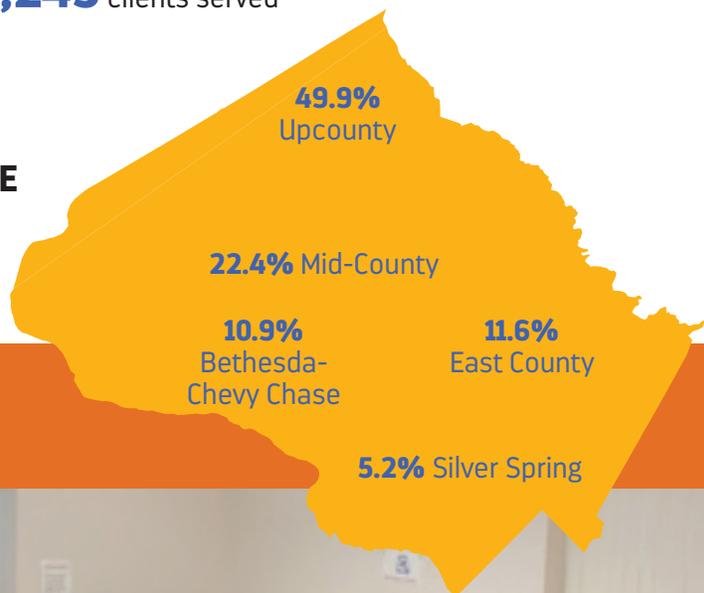
**6,538** clients referred to services by visiting one of our centers

**2,707** clients referred to services over telephone

**TOTAL: 9,245** clients served

## WHERE OUR CLIENTS LIVE

*\*Sample size is 2,273*



## WE BUILT CULTURAL COMPETENCY AND COMMUNITY THROUGH OUR VOLUNTEER PROGRAM.

- **153** volunteers taught classes and provided program support
- **7,244** total volunteer hours
- **\$170,669** 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](http://www.independentsector.org/volunteer_time)*

## REFERRED SERVICES \*

*\*Sample size is 1,525*

English for Speakers of Other Languages	37.4%
Computer Instruction/Referrals	16.1%
General Information	15.5%
Immigration & Citizenship	11.5%
Legal/Pro Bono	6.5%
Education & Cultural Programs	4.6%
Employment/ Volunteering Opportunities	4.1%
Health Care & Insurance	1.6%
Social Services	1.4%
Finances and Taxes	1.3%

## 2016 HIGHLIGHTS

- Hosted our first naturalization ceremony at Gaithersburg Library in June 2016, where 44 people became U.S. citizens, and 20 people registered to vote.
- Helped nearly 800 recently arrived international families with a wide range of information and referrals related to ESOL programs, legal services, citizenship preparation classes, and social service programs at the Montgomery County Public Schools International Admissions Office.
- Applied and was accepted into the newly formed Maryland Skilled Immigrants Workforce Development Task Force, part of the White House's National Credential and Skills Institute. This task force plans to develop solutions to the barriers that skilled immigrants face when they seek to use their education and experience from abroad.
- Presented at Welcoming America's Welcoming Interactive Conference in April 2016 in Atlanta, GA, showcasing the County as a leader in immigrant-focused programs and initiatives.
- Developed a "Welcoming Framework" for the Office of Community Partnerships, based on the national model created by Welcoming America, which formalizes the County's immigrant-focused and receiving community-focused strategies, policies and programs. [www.montgomerycountymd.gov/partnerships/Resources/Files/OCP\\_Welcoming\\_Framework.pdf](http://www.montgomerycountymd.gov/partnerships/Resources/Files/OCP_Welcoming_Framework.pdf)



## 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](http://www.montgomerycountymd.gov/gilchrist) or call 240.777.4940 for more information.

## OUR TEAM

[www.montgomerycountymd.gov/gilchrist/contact\\_us.html](http://www.montgomerycountymd.gov/gilchrist/contact_us.html)

### *Program Manager*

Kaori Hirakawa

### *Program Specialist*

Anna DeNicolò

### *Program Specialist*

Cindy Kim

### *Information and Referral Specialists*

Birtucan Assres

Carla Ayala

Natalie Chhuan

Norah George

Martha Guzman

Zainab Hassan

Carlos Iglesias

Juliet Komwa

June Lee

Graigni Loor-Iwasaki

Gabriela Raudales

Cristina Sua-Gatica

### *Office of Community Partnerships Director*

Bruce Adams

### *Office of Community Partnerships Liaisons and Gilchrist Representatives*

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

### *Headquarters until 2017*

*Mid-County Regional Center*  
2424 Reedie Drive, Suite 220  
Wheaton, MD 20902  
240.777.4940

### *Headquarters Starting January 2017*

11002 Veirs Mill Road, 5th Floor  
Wheaton, MD 20902  
240.777.4940

### *Gaithersburg Library*

18330 Montgomery Village Avenue  
2<sup>nd</sup> Floor, Gaithersburg, MD 20879  
240.777.4960

### *Upcounty Regional Center*

12900 Middlebrook Road  
Germantown, MD 20874  
240.777.6950

### *East County Regional Center*

3300 Briggs Chaney Road  
Silver Spring, MD 20904  
240.777.8406



## OUR NEW LOOK AND NAME

2016 marks the 15th anniversary of the Charles W. Gilchrist Center. We are changing our name from *Charles W. Gilchrist Center for Cultural Diversity* to the *Charles W. Gilchrist Immigrant Resource Center* to better reflect what we have become in the past 15 years. We welcome immigrants and connect them to programs and services. Our Center provides a place for immigrants to strengthen their skills and offer their talents so all of us, as Montgomery County residents, can thrive together.

The sun in our new logo represents the warm welcome and sense of community offered at the Gilchrist Immigrant Resource Center. The vibrant colors signify warmth, optimism, and trust. The Center's new name continues to honor Charles W. Gilchrist, Montgomery County's second County Executive, whose welcoming spirit is carried on by the Center's work today.



Inspiration for the logo comes from an outdoor mural created by Arts on the Block, a local nonprofit that provides project-based job and life-skills training for underserved high school students through the arts. The mural was made in 2007 for the Center's original location in Wheaton, and is now located at Wheaton Triangle. Our new logo design was crafted by Text Design, Inc.

**Main Number: 240.777.4940**

**[GilchristCenter@montgomerycountymd.gov](mailto:GilchristCenter@montgomerycountymd.gov)**

**[www.montgomerycountymd.gov/gilchrist](http://www.montgomerycountymd.gov/gilchrist)**

