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MONTGOMERY COUNTY

*Charles W. Gilchrist*

**Center for Cultural Diversity**

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# FY'14 Mid-Year Report

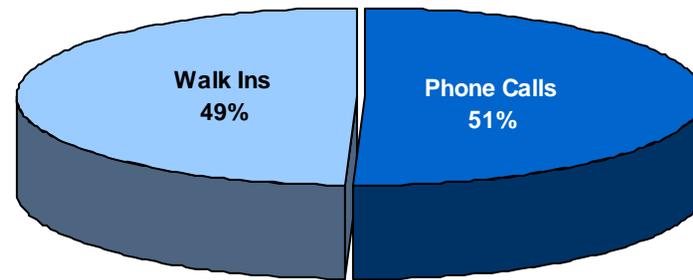
July 1 – December 31, 2013



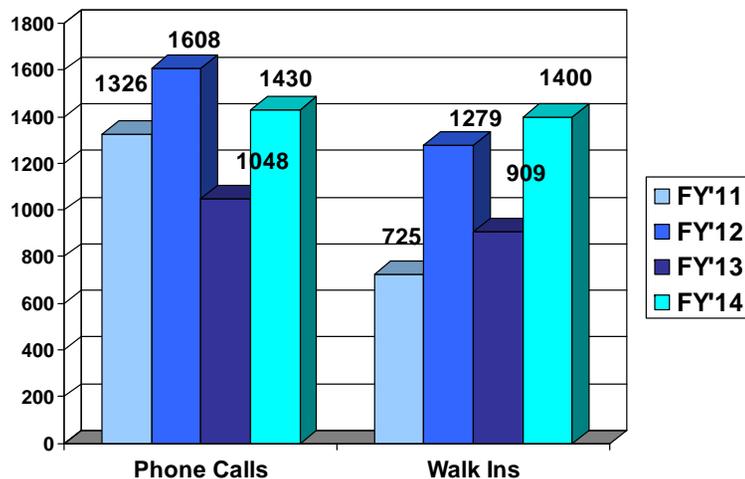
# Information & Referral Services

## – Phone Calls vs. Walk-Ins

■ During the first half of FY2014, Gilchrist Center staff resolved 2,830 information & referral services requests: 1,430 phone calls; 1,400 walk-ins.



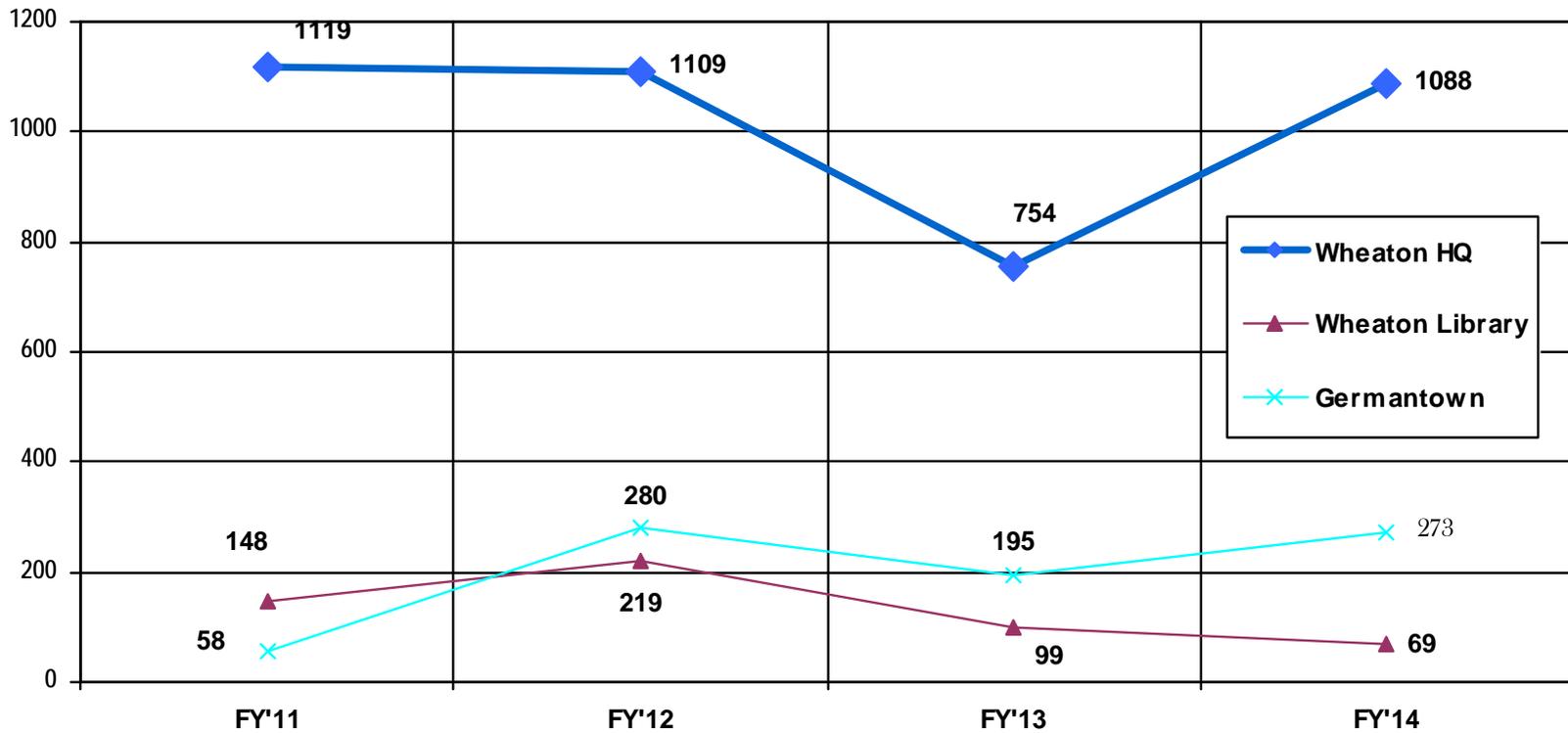
Base: 2,830 contacts



- The level of Information and Referral Services resolved is higher than that recorded in FY'13 (for the same period of time: July through December), and gets closer to the level registered in FY'12, and exceeds it, in the case of Walk ins.
- In FY'12 the Center had 2 full-time AmeriCorps members housed in Wheaton and Germantown, that were lost in FY'13. This loss explains the dip observed in FY'13.

# Information & Referral Services

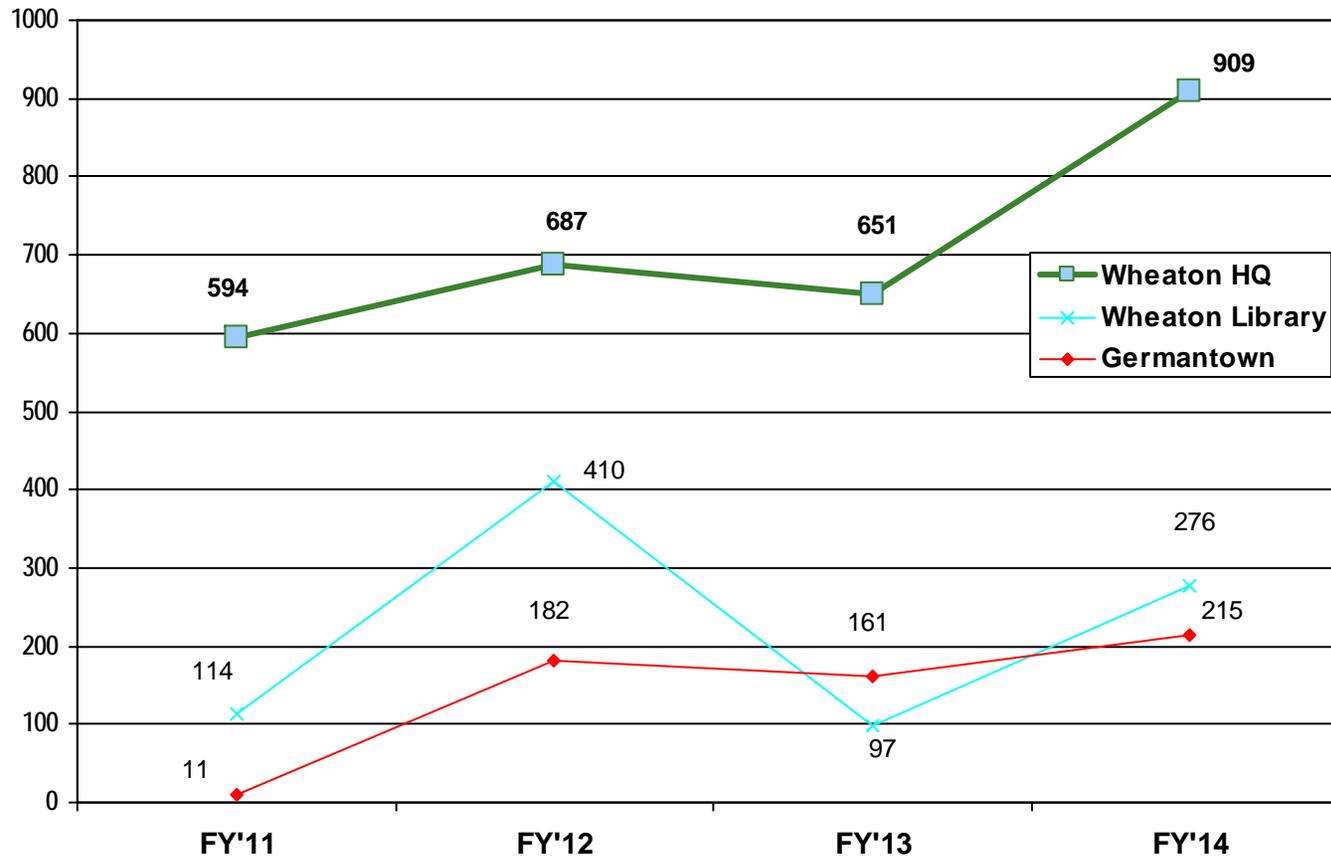
## – Phone Calls by Site



Mid-County RSC site remains the main Info & Referral provider due to extended hours of operation.

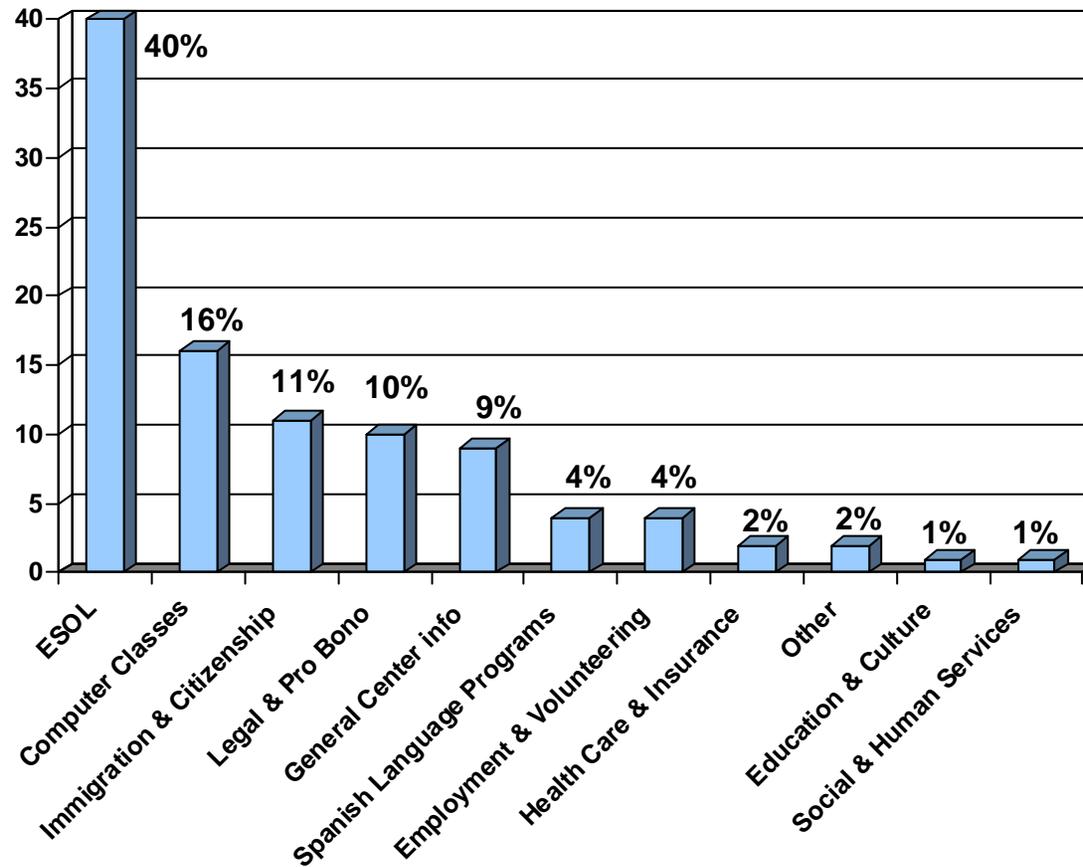
# Information & Referral Services

## — Walk-Ins by Site



# Information & Referral Services

– Services needed

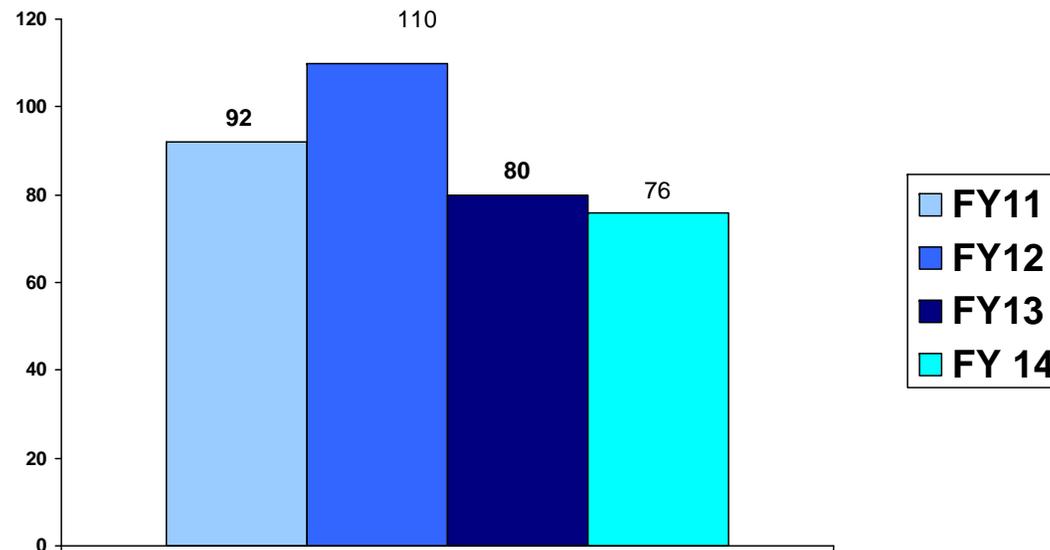


Info & Referral Services requests are consistent with the Center's programmatic areas of focus.

# Programming

## FY'11–FY'14 Comparison

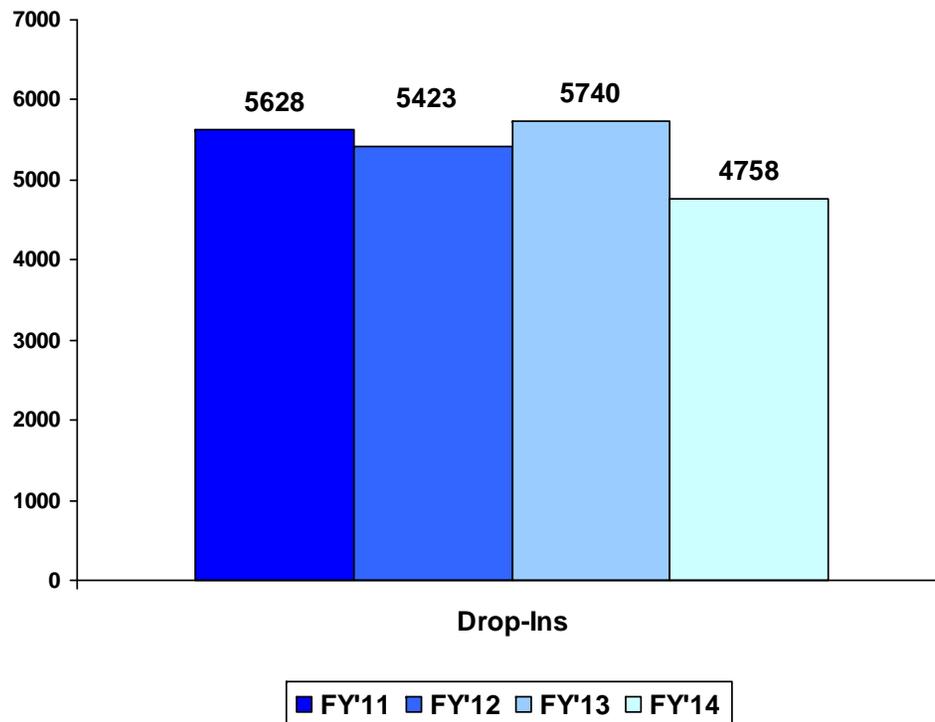
- A similar level of programming has been maintained during the same period, in the last two fiscal years.
- The loss of staff at our satellite locations after FY'12, together with an effort to increase the quality of the classes has led to a drop in the number of programs offered during the last two fiscal years (the number of programs was reduced to double the hours of instruction).



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# Gilchrist Center's Operations

## Drop-In Programs Participation



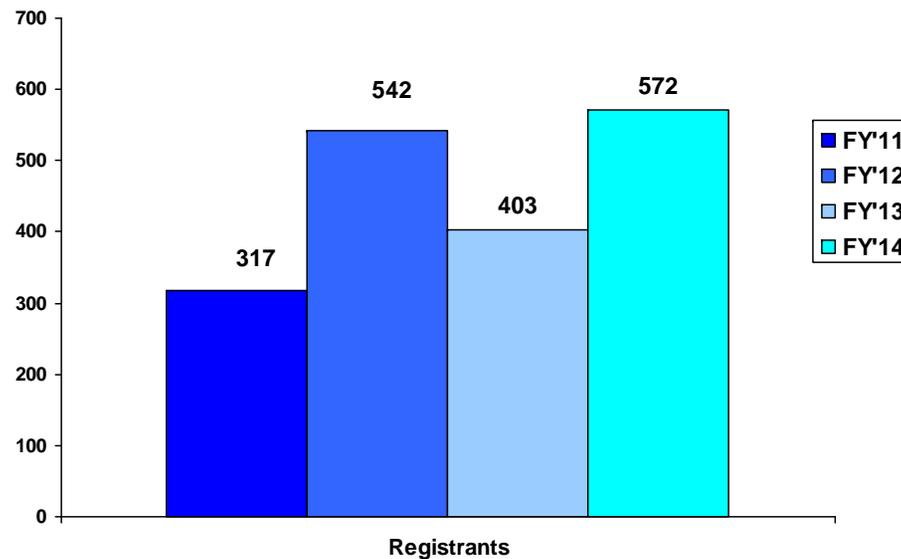
- The reason for the drop in number of participants is having changed the model of some ESL programs, which went from Drop-in classes to registration-based (to increase quality of service).

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# Gilchrist Center's Operations

## Registration-based program participants

Due to increased registration-based program offerings, the number of participants has increased



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# Who Are We?

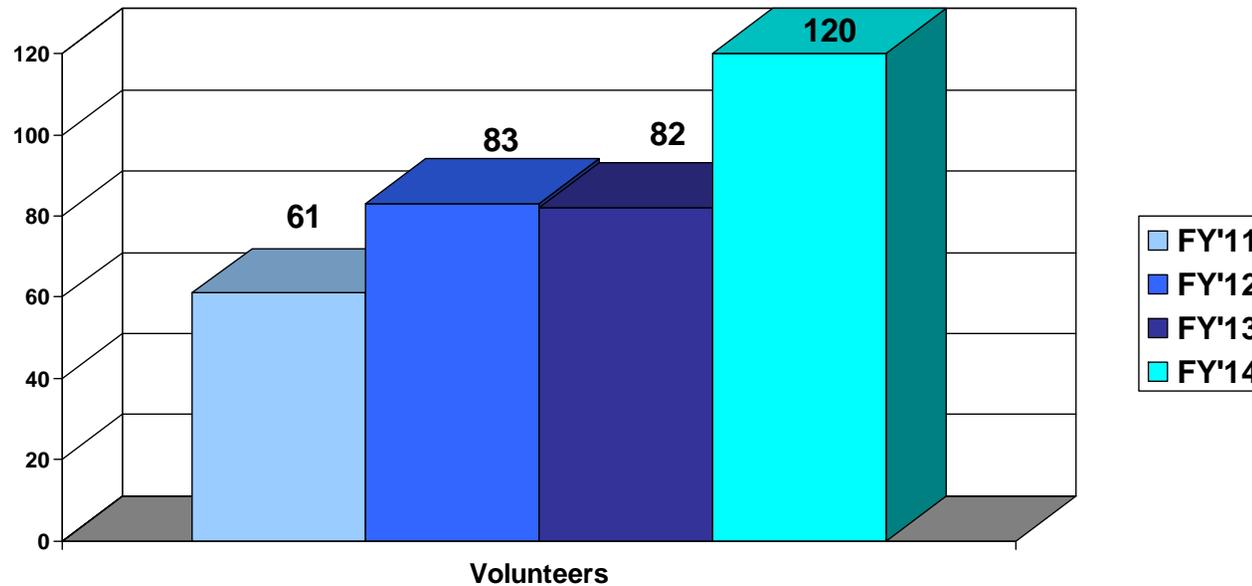
## Staff

- The Gilchrist Center staff during the first half of FY'14 was comprised of:
  - 1 full-time career staff:
    - Kaori Hirakawa, Program Manager
  - 2 part-time career staff:
    - Anna DeNicolo, Program Specialist
    - Dolores Ustrell, Program Specialist II
  - 9 part-time hourly staff (Information and Referral Specialists):
    - Birtucan Assres
    - Sone Cherif
    - Natalie Chhuan
    - Martha Guzman
    - Carlos Iglesias
    - June Lee
    - Gabriela Raudales
    - Veronica Tejada
    - Karen Zelaya

## Who Are We? (cont.)

### Volunteers

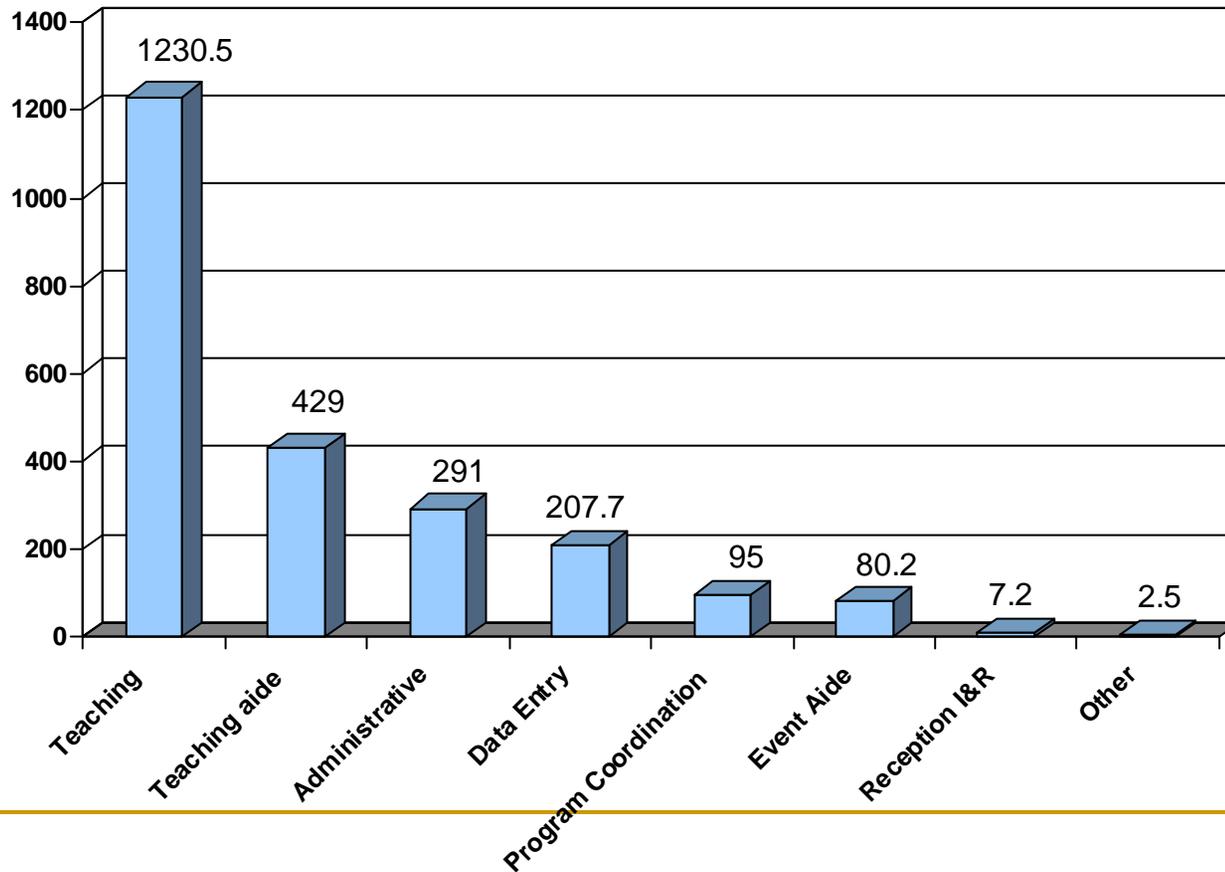
- The Center relies on volunteers to fulfill its mission.
- Increased staff allows for additional volunteer participation.



## Who Are We? (cont.)

Volunteer hours of service per activity (July 1 through Dec.31, 2013)

120 volunteers contributed 2,343 hours serving in different capacities:



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## Conclusions

- The addition of part-time hourly staff enabled increased Information and Referral Services.
- Part-time hourly staff support career staff in improving the quality of services and programs.
- Additional staff allow for additional volunteers to support our operations.
- Sustainability of operations (including programs and services) depends on the continuity of staff (loss of AmeriCorps after FY'12 was a major contributor to the loss of clients being served).
- The Center is seeing a preliminary increase in clients being served. With the addition of Montgomery Corps members in January 2014, together with the opening of the Gaithersburg Library site, we expect to see this trend continue.
- The Center is working on increasing its staff, which allows for new volunteers and new non-profit partnerships. This requires staff with management capacity.