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

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

Through volunteer-taught Gilchrist Center classes:

6,959 students attended drop-in classes + 1,260 students registered in session-long classes = 8,219 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

GEOGRAPHIC ORIGINS OF GILCHRIST CENTER STUDENTS*

* Sample size is 1,878

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>South America</td>
<td>22.6%</td>
</tr>
<tr>
<td>Central America</td>
<td>21.5%</td>
</tr>
<tr>
<td>North Africa and Middle East</td>
<td>7.6%</td>
</tr>
<tr>
<td>West Africa</td>
<td>7.5%</td>
</tr>
<tr>
<td>East Asia</td>
<td>7.3%</td>
</tr>
<tr>
<td>North America</td>
<td>7.0%</td>
</tr>
<tr>
<td>East Africa</td>
<td>5.8%</td>
</tr>
<tr>
<td>Central and Southern Africa</td>
<td>4.5%</td>
</tr>
<tr>
<td>South Asia</td>
<td>4.4%</td>
</tr>
<tr>
<td>Caribbean</td>
<td>4.1%</td>
</tr>
<tr>
<td>Southeast Asia</td>
<td>2.8%</td>
</tr>
<tr>
<td>Other</td>
<td>5.0%</td>
</tr>
</tbody>
</table>

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.
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

49.9% Upcounty
22.4% Mid-County
11.6% East County
10.9% Bethesda-Chevy Chase
5.2% Silver Spring

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

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

REFERRED SERVICES *

*Sample size is 1,525

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English for Speakers of Other Languages</td>
<td>37.4%</td>
</tr>
<tr>
<td>Computer Instruction/Referrals</td>
<td>16.1%</td>
</tr>
<tr>
<td>General Information</td>
<td>15.5%</td>
</tr>
<tr>
<td>Immigration &amp; Citizenship</td>
<td>11.5%</td>
</tr>
<tr>
<td>Legal/Pro Bono</td>
<td>6.5%</td>
</tr>
<tr>
<td>Education &amp; Cultural Programs</td>
<td>4.6%</td>
</tr>
<tr>
<td>Employment/ Volunteering Opportunities</td>
<td>4.1%</td>
</tr>
<tr>
<td>Health Care &amp; Insurance</td>
<td>1.6%</td>
</tr>
<tr>
<td>Social Services</td>
<td>1.4%</td>
</tr>
<tr>
<td>Finances and Taxes</td>
<td>1.3%</td>
</tr>
</tbody>
</table>

WHERE OUR CLIENTS LIVE

*Sample size is 2,273

49.9% Upcounty
22.4% Mid-County
11.6% East County
10.9% Bethesda-Chevy Chase
5.2% Silver Spring
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

Program Manager
Kaori Hirakawa
Program Specialist
Anna DeNicolo
Program Specialist
Cindy Kim

Information and Referral Specialists
Birtuca 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 Alfarenega
Latina 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 Reelde 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
2nd 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

Main Number: 240.777.4940
GilchristCenter@montgomerycountymd.gov
www.montgomerycountymd.gov/gilchrist

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.