



Our COVID 19 Response, March 16 – August 31, 2020

Identity continues to keep young people engaged in their education, older youth in their work skills development and parents equipped to help them, while delivering almost all youth and family programs and services online and maintaining our significantly increased capacity to deliver lifesaving case management services, direct client assistance and mental health supports remotely.

COVID-19 has had disproportionate effects on Identity's client community in health, education and economics, exacerbating pre-existing disparities in opportunities and outcomes. While Latinos account for about 20% of the population in Montgomery County, Latinos account for almost 75% of new infections. Recent reports show that Latino residents who contracted COVID-19 tend to be younger than non-Latino residents who contracted COVID-19, with children making up an unusually large share of cases and that crowding, occupational risk, lack of access to benefits, and other immigration related factors may explain much of the elevated incidence of COVID-19 in predominantly Latino neighborhoods. Moreover, according to DHHS, Latino residents in Montgomery County are 50% more likely than white residents to be at risk of unemployment, and immigrant workers are not only more likely to be laid off, but less likely to find new opportunities.

In response to the pandemic, from March 16 – August 31, 2020 Identity:

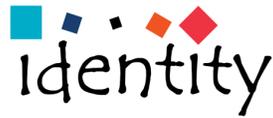
Increased Case Management and Direct Client Assistance

- Provided support and case management to more than 3142 families, speaking on average 8 times to each family.
- Provided 1856 different families (more than 11,000 people) with emergency assistance:
 - \$878,200 in Montgomery County Emergency Assistance Relief Program payments for 886 families;
 - \$298,739 in emergency assistance (i.e. food, medicine, rent, baby products) to hundreds of other families.
- Compared to the same period last year, connected:
 - 60 times the number of families to emergency housing assistance;
 - 5 ½ times the number of families to emergency food assistance;
 - Double the number of families to subsidized technology;
 - Almost 3 times more families to gift cards for emergency supplies.
- Provided assistance accessing Unemployment Compensation to 83 families (new service).
- Completed 2723 interventions related to accessing virtual education basics such as Chromebooks, WIFI, systems help.
- Reached 679 families with critical information to prevent the spread of COVID-19 and take care of ill family members.

Increased Capacity

In order to carry out our COVID-19 response, all front-line staff were cross-trained in case management and non-clinical community mental health supports. They received 25 hours of additional training on topics such as:

- Advanced Active Listening
- Helping Children Cope during COVID-Era
- Practical Ways of Helping Clients Cope with Anxiety
- Preventing and Ending Power-Based Relationship Violence



- Neuroscience-based Prevention Training to Increase Resiliency in Youth
- How to Listen to and Work with Clients from Different Cultures
- Professional Boundaries in Times of Crisis/Understanding Our Own Strengths and Limitations During COVID-19
- Trauma-informed Self Care for Staff
- Accessing COVID-specific relief funds such as EARP, Unemployment Compensation and utility assistance

Carried Out Special Projects

- ✓ 56 Youth Opportunity Center clients made 2200 reusable masks for low-income neighbors.
- ✓ In partnership with Manna Food Center, we trained 11 community promotoras who connected more than 500 hard to reach neighbors with emergency food.
- ✓ In partnership with the Montgomery County Food Council and Business Leaders Fighting Hunger, we trained Youth Opportunity Center students to help small nonprofits and residents access SNAP.
- ✓ In partnership with CAPSMD, we distributed 295 Creative Learning Kits to elementary and middle school students.
- ✓ In partnership with UMD, we are documenting and describing the barriers both students and parents face to successfully engaging in remote learning and what they believe would make a significant difference in their ability to succeed in school in this new environment.
- ✓ Our “back-to-remote-learning” supply drive raised enough money to fill 1000 backpacks with supplies specific to remote learning like noise-cancelling headphones, surge protectors and fitness trackers along with pens, pencils and notebooks.