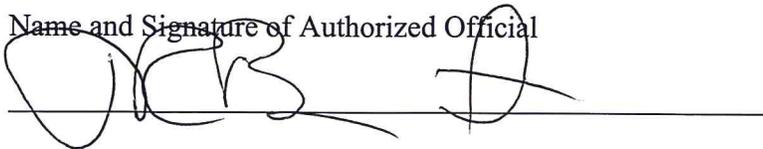


2021 PUBLIC SERVICE COVER PAGE

Application Type	x <input type="checkbox"/> Public Service Application		
Lead Town/City/ Agency	City of Westbrook		
Project Name	<i>Family CARES Connection-Advocacy-Resources-Education-Support</i>		
Mailing Address	36 Patrick Drive, Westbrook, ME 04092		
Project Address	36 Patrick Drive, Westbrook, ME 04092		
Authorized Official	Jerre Bryant	207-939-7006	jbryant@westbrook.me.us
Project Director	Divine Nduwimana	207.939.1056	divinen@iccmaine.org
Financial Contact	Beatrice Mucyo Didier Hakizimana	207.213.9104 207.838.3467	beatrice@iccmaine.org dhakizimana@gmail.com
Person who completed the Application	Beatrice Mucyo Divine Nduwimana	Phone	beatrice@iccmaine.org divinen@iccmaine.org
Amount of CDBG Funds Requested	\$45,000.00	Total Project Budget	\$ 165,000.00
DUNS Number	116696144	Tax ID:	47-173212

Name and Signature of Authorized Official



Date

1/21/2021

PUBLIC SERVICE SUMMARY SHEET

1. **HUD National Objective.** Indicate which National Objective this program activity will address; choose one.

Low and Moderate Income Clientele (LMC): an activity which provides benefits to a specific group of persons of which at least 51% qualifies as Low/Moderate income. Does this activity benefit a population that HUD presumes to be low to moderate income, including *abused children, elderly persons, battered spouses, homeless persons, illiterate adults, severely disabled adults, persons living with AIDS, and migrant farm workers*? No Yes (please circle appropriate population)

Low and Moderate Income Area Benefit (LMA): an activity which is available to benefit all the residents of an eligible area/census tract, plus housing authority properties.

If you choose LMA, please provide a map and outline on the map the area that your program serves.

1. **HUD Program Objectives.** Indicate which HUD program objective this program will address; choose one:

Creating a Suitable Living Environment

Providing Decent Affordable Housing

Creating Economic Opportunity

2. **Beneficiaries.**

A. Describe the beneficiaries or clients served by the program.	A. Underserved Low to Moderate Income
B. How many Cumberland County residents will be served by the proposed program? (unduplicated -per year)	B. 110
C. How many are <u>low to moderate income Cumberland County residents</u> ?	C. 105

3. **Documentation**

A. How will the beneficiaries' information be collected and documented?	A. Self Certification forms from clients Registration forms, Data will be kept electronically.
B. How will the units of service be tracked and documented?	B. Each service/call will count as a unit of service. Staff will use beneficiary tracking sheet in an electronic system.
C. How will the outcomes be measured, collected, and documented?	C. Staff will submit a quarterly report summarizing the number of clients helped and the goals for the following quarterly.

PUBLIC SERVICE APPLICATION QUESTIONS

Respond to the narrative questions in a maximum of six pages or seven pages for multi-jurisdictional project applications.

1. Provide a brief summary (400 words maximum) of the proposed project. - 10 points.

The intercultural Community Center (ICC) was created in 2014 to improve the lives of immigrants—providing health, social and educational opportunities for families in Westbrook and surrounding communities. With previous support from CDBG, ICC strengthened its foundational capacity development by introducing adult programs. The 2019-20 Parent Engagement and Education for Immigrant Programs, funded by CDBG through the city of Westbrook, allowed ICC to expand their essential services for New Mainer adults through structured programs.

With the impact of COVID-19, needs shifted from classes to providing direct case management to struggling families without the language skills to navigate the changing conditions. In late Summer 2020, ICC launched *Family CARES (Connection-Advocacy-Resources-Education-Support)*, providing vital wraparound services to families.

Family CARES promotes family resiliency and responsiveness to the specific life challenges faced by immigrant families in education and employment in the wake of changes caused by COVID-19. In 2021, Family CARES provides educational opportunities and access to resources for adult English language learners, who are most often low-to-moderate-income immigrants or first-generation Mainers. The program educates the parents and family members of our youth attendees about the information they need to secure themselves financially, ensure family health by translating COVID updates, and navigate regular updates and announcements from City officials and the school system. Parents are being asked to engage in their own health, financial security and children’s schooling like never before with increasing reliance on online tools and services, and ICC is here to help. ICC connects families to resources and supports them in navigating the system in a wake of Covid-19.

Approximately 110 new Mainers from Westbrook and Scarborough will benefit from this project with 95% of the people we serve being Low to Moderate income. Classes and workshops used to take place at the Intercultural Community Center (ICC) in Westbrook but due to Covid-19, We can only provide in person services to a few people at a time and more activities are taking place remotely via Zoom. However, we provide transportation to ICC for individuals who do not have internet connection at home and give them space and access to internet connection at ICC.

The *Family CARES* provides;

1.Classes: remote (Zoom) and in-person classes taught at our facility,

2.Forums: remote (Zoom) and in-person community forums to provide regular updates on City news, COVID updates and school announcements.

3.Case Management by ICC staff through phone, text and in-person support at ICC and at their home when necessary.

The COVID pandemic does not appear to be subsiding. Under conditions that would require continued remote schooling and support for students and families, ICC is prepared to provide it in the 2021-22 school year. The program will provide transportation, childcare, and translation services. We appeal to Cumberland County to support our efforts to help vulnerable families navigate these turbulent times.

2. Provide a response to the four questions below defining and justifying the need for the activity. - 20 points

**Need for Family CARES
(Connection-Advocacy-Resources-Education-Support)**

Before COVID-19, from 2009-2013, the foreign-born population in Westbrook was three times more likely to be unemployed compared to native born, and 40% of foreign-born families lived below the poverty level, compared to 10% of native-born families.² The median household income for foreign born residents was approximately half the income for native born, at \$24,537 compared to \$46,821 respectively.¹

Among Limited English Proficiency students in Westbrook and Portland in 2014- 2015, unemployment was as high as 38% for students who were seeking work. ⁴This discrepancy suggests that immigrants face specific challenges to entering and succeeding in Maine’s workforce. Though services have been improving steadily, there is still a great need to orient, connect and engage these New Mainers more deeply with a network of fellowship, life skills and the navigational tools they need as parents, residents and professionals.

Yet, the disruption of COVID-19 has ultimately further revealed the “intricacies of poverty [and] limited access to healthcare” increasing the risk of vulnerable immigrant communities within the US².

Anticipated risk factors and socioeconomic outcomes include: reduced/less likely to have internet and phone access; limited English proficiency; the need to continue working despite “social distancing” and rate of unemployment; food insecurity; worsening stigma; five times the COVID-19 morbidity and mortality than white neighbors³.

Additional social stressors on immigrant families relate to large multigenerational household sizes, childcare options, and remote schooling- all of which reveal the imperative nature in which we must respond. There is an urgent need to support disadvantaged communities, and “taking action will decrease the fear”⁴.

¹ Dickstein, C, Dorrer, J., Love, E., Chong, T., (2016) *Building Maine’s Economy: How Maine Can Embrace Immigrants and Strengthen the Workforce*, Coastal Enterprises, Inc., <https://www.ceimaine.org/wp-content/uploads/2016/03/CEI-Immigration-Report-2016-WEB-PAGES.pdf>

² Clark, E. et al (July 13, 2020). *Disproportionate impact of the COVID-19 pandemic on immigrant communities in the United States*. PLoS Neglected Tropical Diseases. <https://journals.plos.org/plosntds/article?id=10.1371/journal.pntd.0008484>

³ Sacchetti, M. (July 30,2020). ‘I’m Scared’. *The Washington Post*, <https://www.washingtonpost.com/nation/2020/07/18/im-scared/?arc404=true>

⁴ Clark, E. et al (July 13, 2020). *Disproportionate impact of the COVID-19 pandemic on immigrant communities in the United States*. PLoS Neglected Tropical Diseases. <https://journals.plos.org/plosntds/article?id=10.1371/journal.pntd.0008484>

ICC recognizes the burden placed on immigrant families, and following CDC precautionary measures, we want to aid by offering relief, without increasing exposure risk. Through development of “culturally and linguistically appropriate public health messages” and providing continued education, immigrant families in the Westbrook and surrounding communities will be better prepared⁵. The costs from epidemic disease outbreaks are “predictably accrued” as we can see similar recurring health and socioeconomic outcomes (previous 2009 H1N1 influenza pandemic)⁶. Thus, ICC does not want to solely be reactive, but proactive; evolving our programs and projects with CDBG funds to provide long term economic and social benefit to integrating these families into our community and workforce.

Need for Connection

Our 2019 proposal outlined the importance of parental engagement in their child’s academic success and the cultural differences that can sometimes inhibit New Mainers from engaging in that success. The 2019 census numbers indicate that within the Westbrook School System, there is three times the demand on our Parent and Academic Navigation services by low to moderate income students. The increase in this demand to create connections between families and their children’s education is more than ICC can currently meet, as 100% of responses in our community survey stated the need for support with blending at-school and remote learning, and getting general support from schools.

Need for Advocacy

Maine has a history of anti-immigration sentiments, including the largest Ku Klux Klan membership in the US in the 1920’s⁷ fighting the influx of Catholics. In the political climate of the past 4 years, the national anti-immigration rhetoric has been hard to ignore, and Maine’s African and Muslim immigrant populations are still wary given hate-crimes of the early 2000’s in Lewiston, ME. The City of Westbrook and Cumberland County have been very supportive of ICC’s growth since its inception, but the individual families we support need our advocacy and our supportive voice now more than ever. We give voice to families that are still finding theirs.

Need for Resources

In 2020, Black Mainers accounted for <2% of the state’s population but “make up 23.6% of its COVID cases, the highest racial disparity in the nation”; thus, the need for COVID-19 related resources are essential⁸.

Creating partnerships with local organizations to educate the community on the pandemic is crucial to combat the high case percentage. Informational workshops can inform families of the drastic measures that need to be taken to remain healthy and safe. In November we had 60 households join our two zoom sessions with Greater Portland Health however, after analyzing recent survey responses, approximately 26.3% of households are still unaware of CDC guidelines and 75% did not know how, or where they could get tested. All attendees were from Low to Moderate Income Households. As advocates for the community, ICC needs to continue offering reliable information to the public.

⁵ Ibid.

⁶ Ibid.

⁷ Weed, P. (May 5, 2019). Immigration Issues in Maine? Been there, done that. *The Maine Monitor*, <https://www.themainemonitor.org/immigration-issues-in-maine-been-there-done-that/>

⁸ Covid Tracking Project (June 21, 2020). Maine has nation’s worst COVID-19 racial disparity. *The Press Herald*. <https://www.pressherald.com/2020/06/21/maine-has-nations-worst-covid-19-racial-disparity/>

Furthermore, in relation to Maine’s digital divide and heavy reliance on technology during quarantine, survey responses revealed 50% have no computer at home and/or reliable internet access, and close to 70% cannot afford internet access. It is crucial for ICC to provide a space intended to counteract these high numbers with computers and Wi-Fi readily available

Need for Education

Community integration and adaptation is a multi-dimensional reality that touches on economic, social and cultural factors. However, it is important to note that integration is a two-way process, meaning that it is as much about the way in which the City of Westbrook receives migrants as the effort migrants make to adapt to a new setting. However, this process has been hindered and challenged as a result of the pandemic. Therefore, ICC has continued to support educational opportunities and integration by continuing to assist and offer English Language classes. These classes are designed to challenge the language barrier and feelings of disconnect immigrant families may feel with their communities upon arrival. Knowing that not all families have computers/Wi-Fi, and that 70% of our survey responses stated they have trouble with transportation to ICC, school, work, grocery stores- ICC is adapting to these needs. PPE is offered and CDC guidelines are followed to continue the availability of educational opportunities.

Survey responses also indicated that 26.3% of community members do not have a bank account and seek additional assistance/ knowledge in financial literacy.

Many New Mainers come from cash-based societies and are unfamiliar with how money and credit work in America, our banking system and how to save for the future. By providing basic money management understanding and skill sets, this collaboration between ICC, ProsperityME and Infinity Credit Union, enables families to attain financial stability — the first step to fully integrating and participating in our communities, joining our workforce and planning for the future.

Not having the basic knowledge of computer programs and equipment is a problem many immigrants face when they arrive in the US. In fact, after the language barrier and the lack of recognition of foreign education and experience, it is probably the third most common barrier to finding employment. Basic computer skills are a necessity to have especially during the pandemic, as many jobs have transitioned to be almost entirely online. ICC staff will be present in the computer community center to answer questions, translate, and explain each step with Microsoft Word, Excel, and PowerPoint programs. Offering tutorials that cater to learners’ needs.

Need for Support

Following CDC guidelines, ICC continues to accommodate the growing of the community. Regardless of what a family may need, ICC aims to be a consistent resource to help immigrants thrive during the pandemic; prioritizing their needs in order to reduce poor outcomes in vulnerable communities.

3. Provide a response to the three questions concerning management of the proposed activity – 10 points

Leadership

The ICC has a strong Board of Directors who work hard to raise funding from private foundations, corporate and individual donors, and other government sources. They have public and/or private organization leadership experience. The Board treasurer is CPA certified and the board assumes fiscal accountability and overall governance ICC. The board conducts its monthly review meetings and also holds semi-annual governance sessions.

The Executive Director who has been with the organization for more than 5 years and has connections with the community members, will oversee the implementation of the project.

Management

ICC brings diverse experiences grounded on institution capacity building, donor funded projects management and; above all, immense passion for working with adults.

Divine Nduwimana, our Adult Program Director, will be the project manager for this proposal at ICC, commissioned to expand outreach and ensure quality implementation of the *Family CARES* project. Key activities include coordinating/planning educational opportunities, execution of programs and scheduling classes, budgeting, transportation, childcare providers, direct case management, and ensuring qualified teachers/ instructors are hired. Divine is an experienced social worker with community engagement experience of over 6 years. ICC has partnered with Goodwill Industries of Northern New England and they have provided 2 Americorps-VISTA volunteers. Jessica Adams is assigned to the Adult Program and provides support with compassion and dedication to the needs of whoever presents at ICC in need of services and support. The Executive Director will oversee the implementation of the project.

ICC has launched the *CARES* project in the Fall 2020. We have partnered with the City of Westbrook through Keep Maine Healthy Grant and educated the community about COVID-19 and its prevention. With our Adult Education, ICC provides English classes, Financial Literacy workshops, health and wellness sessions, one on one case management, and supports families navigating the platforms that are being used for remote/ hybrid learning. ICC has conducted a community needs survey and we have started to respond to the needs of the community per survey result. We have applied for different grants, we have also received grants from Maine Community Foundation and United way racial Equity fund for this project. We plan to continue to apply for funding to support the community through the ICC *CARES* project.

ICC has a new building with 4 equipped large classes, committed staff, computers and accessories as well as network connection that allow participants to learn and get support whether in- person practicing social distancing and following CDC Guidelines or remotely.

ICC has 2 liable vans for transportation, which has been an important element of reaching out to individuals and families, who would not access the services without transportation assistance.

4. Demonstrate that the project is ready to proceed – 20 points

Staffing: Our Executive Director has over 5 years working in the non-profit sector. Our Adult Program Coordinator brings a breadth of background in social services, direct experience of immigrating and integrating in our community. Our two dedicated Americorps Volunteers have experience supporting community development with passion for social justice.

ICC Community Center Expansion: ICC has expanded into a facility with four dedicated classrooms, a computer center and an expanding library collection. ICC has a gymnasium and large kitchen which accommodates both youth and adult programming.

Local community support, marketing and networking: ICC has a working relationship with Westbrook schools, churches, fire department, City of Westbrook, families and other various immigrants serving organizations that are predominantly based in Westbrook and its surrounding. Once this funding is secured, we will continue to coordinate with the Westbrook School Department through project collaboration meetings that happen monthly. ICC shares its building with a church and daycare center who currently serve a large population from Central Africa, creating a familiar, comfortable environment in the multipurpose building. Creating this welcoming space that families may utilize during the pandemic is essential.

In addition to the building's expanse, ICC has prioritized the production of multilingual COVID-19 flyers, the printing of work for adult learners and marketing materials for upcoming classes, workshops and events as well as updating our website with a dedicated COVID-19 informational page. Networking outreach to local churches, service providers, community leaders, ESL teachers, medical clinics/ testing sites, schools, and community centers that support immigrants from diverse nations and cultural backgrounds. Through community forums, ICC will be able to promote COVID-19 education around Vaccination as most of the population we serve have different myths about COVID-19 vaccine

5. **Budget for project.** Fill in the attached budget form *and provide the basis for determination of budget amounts (Appendix IV).* - 5 points

APPENDIX I: BUDGET

*A completed budget must be submitted with the application

Revenues: List ALL funding sources for the proposed program.	Please indicate: Secured or Projected	Revenues TOTAL
CDBG Request	Projected	\$45,000
Other HUD Funds (please list)		
a.		
Other Federal Funds (please list)		
a. PPP Small Business Admin Support	Projected	\$20,651
b.		
State/ County Funds (please list)		
a. ME COVID Relief (DECD)	Secured	\$17,749.
b.		
Local Funds (City of Westbrook Social Services)	Projected	\$10,000
Private Funds (Grants, Fundraising, etc., please list)	Secured	\$15,000
a. Private Foundations Secured	Secured	\$26,600
b. Private Foundations Projected	Projected	\$30,000
In Kind Services		
TOTAL PROGRAM or PROJECT REVENUE		\$165 ,000

EXPENDITURES: Feel free to edit categories as relevant to your program	CDBG Expenditures	Expenditures All Other Sources	TOTAL Expenditures
<i>Personnel (salaries and wages)</i>	30,000	75,020	105,020
<i>Management and General Operation</i>	7,500	20,200	27,700
<i>Benefits and taxes</i>		8,034	8,034
<i>Snacks & Meals</i>	500	1,000	1,500
<i>Equipment: Software Microsoft, Communication & Technology Access support for clients</i>	1,000	1,500	2,500

<i>Supplies</i>	1,000	2,679	3,679
<i>Program Evaluation</i>	1,700	1,300	3,000
<i>Capacity Building - Professional Development for Staff Leaders</i>	1,500	3,800	5,300
PPE, Health/ Safety & Cleaning	1,500	5,200	6,700
Transportation	300	500	800
TOTAL PROGRAM or PROJECT EXPENSES			\$164,233

Admin Expenditures for CDBG Program	CDBG Expenditures	Expenditures All Other Sources	TOTAL Expenditures
Direct Admin Expenditures	7,500	20,200	27,700
Indirect Admin Expenditures	1,700	1,300	6,500

6. **Implementation schedule** for project: - 5 points

Describe the implementation schedule for this program. Is this an existing program that will be able to start on July 1, 2021 or will the program need some time to get up and running?

The program has been existing since 2019 and is continuing to expand its implementation.

<u>Project Implementation Schedule</u>				
<u>Activity</u>	Q #1 J – S 2021	Q #2 O – D 2021	Q #3 J – M 2022	Q #4 A – J 2022
Summer Session Planning Period for 2021- 22	X			
Teacher Training	X			
Adult Program Registration/ Recruiting	X			
Reporting		X	X	X
Community Forums	X	X	X	X
Case Management	X	X	X	X
ELL Classes	X	X	X	X
Computer Skills	X	X	X	X
Financial Literacy	X	X	X	X
Covid-19 Education	X	X	X	X
Parent Engagement/Remote learning	X	X	X	X

7. Provide a response to the three questions demonstrating the need for CDBG program funds - 15 points

a. Why are CDBG funds critical for the commencement and ultimate success of the project?

ICC started its Adult program in 2019, thanks to CDBG. Now in 2021, we are building from the structure CDBG helped us create for our adult program, and the CDBG program funds will be essential for implementation of the **CARES** project and will help us reach more immigrants and refugees who are low to moderate income during these difficult times of the pandemic.

b. Have you, or will you, seek funds from other sources? If so, what are those funding sources?

We have applied for different grants to support our **Family CARES** project and have so far received funding from Sam L. Cohen Foundation, Maine Community Foundation, United Way Racial Equity Fund. We have applied for the grant in Hannaford to support CARES project and we plan to continue applying for additional funding to ensure support of the community we serve.

c. What is the impact on the project if CDBG funds are not received or if only partial CDBG funds are received?

If only partial CDBG funds are received, the Intercultural Community Center will continue to apply for funding to supplement available funds in order to implement the project as planned as we have already secured some funds for the project. If CDBG funds are not received, it will impact the number of people to be served, and we may be forced to reduce/limit services or activities due to limited funds.

d. *If your program or project has been funded by CDBG in the past, describe the outcomes and performance of the prior grant funding: How many people did you serve? Did you meet your goals? How would further funding impact the program?*

ICC Adult Education Program has been funded by CDBG in the past and had successful outcomes. 216 individuals from Westbrook and surrounding cities were served through our adult program. Immigrants and refugees face different challenges including language barrier. Through our lessons many of the people we served from 2019 can do things that they did not use to do before and we have heard many success stories from the people we served. Some were able to find employments, buy houses, find affordable housing, speak English...The further funding will help us continue serving the underserved community during this challenging time where they need us more than ever before. We will support parents as they navigate school learning platforms so that they in turn, are able to support their children through hybrid/remote learning; English lessons will continue to be offered for immigrants and refugees; Financial literacy workshops will be available, as well as direct case management at the family and/or individual level.

8. Distress Score: Westbrook is 10.

9. Multi-Jurisdictional Bonus

How will low/moderate income residents in each participating community benefit from the project/activity?

Due to Covid-19, almost all classes and workshops are taking place remotely via zoom. ICC provides space, and reliable access to internet connection to individuals who do not have them at home. If it does become safe in the future to resume in person programming for our adults, we will be transporting participants in groups to ICC. In the past, we have used the church cell groups to reach participants per city and it worked well because most of the immigrants and refugees attend church services. Therefore, we have been coordinating with local churches' leadership to better extend reach to community members who attend those services.

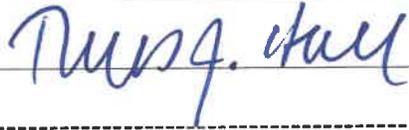
What role will each applicant community play in the project/activity?

All communities in the mentioned cities will benefit from this project. ICC will provide same services to all community members and will continue to do the outreach and provide support to low to moderate income immigrants and refugees from those communities. ICC will encourage each applicant community to refer to ICC new mainers who need support/services that ICC provides through its **CARES** project.

APPENDIX II: MULTI-COMMUNITY APPLICATION ENDORSEMENT

Additional Community Applicant: Town of Scarborough, Maine

Additional Community Authorized Official Thomas J. Hall, Town Manager

Signature of Authorized Official 

Additional Community Applicant: _____

Additional Community Authorized Official _____

Signature of Authorized Official _____

Additional Community Applicant: _____

Additional Community Authorized Official _____

Signature of Authorized Official _____

Additional Community Applicant: _____

Additional Community Authorized Official _____

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Additional Community Applicant: _____

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