



2022 American Rescue Plan: Services to Undocumented Immigrants

Submit Application to: CDDapplications@cityofmadison.com

Deadline: 12:00 pm CST (noon) January 28, 2022

Late applications will not be accepted

Please limit your proposal and responses to the spaces provided in this form. Any materials submitted in addition to this application form will not be considered in the evaluation of the proposal. Please *do not attempt to unlock or alter this form*. **If you need assistance with this proposal or are unclear about how to respond to any questions listed below, please contact CDD staff at 266-6520**

| | | | |
|---------------------------------------|------------------------------------|--|--------------------------|
| Agency Name: | Urban Triage | Amount Requested: | \$ 150,000 |
| Title of Proposal: | Supporting Healthy Communities | | |
| Contact Person: | Brandi Grayson | Email: | bgrayson@urbantriage.org |
| Agency Address: | 2312 S Park St Madison WI 53713 | Telephone: | 608 520 3062 |
| Is this Group a 501 (C) (3)? | Yes or No Yes | If no, applicant will need to secure a fiscal agent with 501 (C) (3) status. | |
| Name of Fiscal Agent (if Applicable): | n/a | Fiscal Agent Phone: | |
| Fiscal Agent Contact Person: | | Fiscal Agent Email: | |

Project Goal:

1. Please describe your proposal’s goal of supporting undocumented immigrant households as they deal with the negative impacts of the COVID-19 pandemic.

Before the harsh reality of COVID-19 hit most Americans, immigrant communities were already having their lives turned upside down. For undocumented immigrants, fear ruled the day due to the continuation of ICE raids and the possibility of deportation, and the Trump administration's public charge rule, which can penalize people who seek a green card if they use public assistance programs.

At the start of the pandemic, immigrant workers across the country—regardless of immigration status—were part of the industries hardest hit by COVID-19 layoffs, according to a March study by the Migration Policy Institute. Six million immigrants who worked in the restaurant, hotel, or home health care industries lost their jobs. Another 6 million work in jobs deemed essential, like grocery store workers and medical staffers. "Collectively, 12 million immigrant workers are at the leading edge of the response to and impacts from the pandemic," reads the study's executive summary.

In Asian American communities in Dane County and across the country--business owners were forced to deal with hateful outbursts from customers, vandalism, and drastic declines in business before the virus had a dramatic nationwide impact. A Pew Research Poll found four out of 10 Black and Asian adults surveyed said people have been more likely to express racist views toward them since the pandemic began. Community members started reaching out

last year to tell us about the xenophobia they were experiencing. Business owners started seeing a dramatic drop in revenue and experiencing vandalism. COVID-19 quickly exacerbated instability in housing, health care, and income for immigrant communities. In response, non-profit organizations that serve these communities have had to redirect on-the-ground resources—like registering people for health insurance, providing rental assistance, or offering language training—to online services. At the same time, they are dealing with widespread fear and distrust spurred by the combined burdens levied by the Trump administration's immigration policy, a cratering economy, and scattershot local assistance and federal stimulus funds that are hard to access or unavailable. As a result of the high demands on non-profit organizations that serve immigrant communities--it's imperative that Urban Triage expands our services, reach and direct access points to said organizations and community members. As data shows, one of the leading causes for folks not accessing resources available is the stress of doing so, in addition to the distrust of systems.

Many of the immigrants served by us live in crowded apartments, have fear of ICE victimization, have limited technological literacy, speak little to no English, and cannot access most community resources and/or crisis hotlines. They also are at greater risk for eviction due to some requirements to receive support, including providing proof of unemployment insurance, which is generally impossible for gig workers to provide. The number of calls we receive from non-English speaking immigrants being harassed by their landlords grows every day.

Since 2019, Urban Triage, Inc. (UT) has proactively connected individuals and families experiencing homelessness and housing instability with social, financial support, advocacy, and direct referrals throughout Greater Dane County. We've proactively developed collaborations and strategic partnerships to ensure the stress of navigating multiple services is lessened for those we serve. Our specialists do the leg work and support community members in obtaining services from other providers and us. UT is founded and grounded in being led by those we serve. By doing so, we've developed social capital and trust within marginalized communities by way of activism, advocacy, and by being our word. Coupled with our experience, commitment, and positive reputation, it has led to our unique standing and ability to navigate barriers within institutions and systems--including housing. Our work in the community and with the community and focus on hiring those we serve have contributed to our ability to develop and implement dynamic programming quickly and efficiently based on the needs of those most vulnerable.

The goals of our proposal includes:

1. Expanding our outreach to immigrant communities
2. Expanding our partnership with Latino Consortium, Freedom Inc., and African Center
3. Expanding our marketing campaign (geo-fencing, digital ads, streaming ads, flyering, etc.) to target immigrant populations
4. Hiring one additional support staff for case management, advocacy, and housing stability support
5. Expanding our services to immigrant communities, including meal delivery, essentials items, bus passes, gas cards, permanent housing, and rental support, including security deposits
6. Providing specialized case management to meet the needs of immigrant community members
7. Providing legal clinics focused on immigration rights and laws
8. Providing Health Care Advocacy

Many of us are aware that undocumented immigrant households face unique barriers when navigating systems, specifically housing resources. The COVID-19 pandemic has deepened and exacerbated marginalized communities' existing needs, gaps, and inequities. Specifically, the pandemic has adversely affected health and access to healthcare, employment and income security, and housing. Despite temporary solutions, including eviction moratoriums and federal financial assistance, individuals and communities face an elevated and urgent need for housing assistance and social service support. Our Outreach Specialists, Rental Support team and Case Managers, addresses these barriers by acting as the initial point of contact for those experiencing homelessness, housing instability in the Greater Dane

County area. If funds are granted to our organization, we'll lessen the stress, trauma, and stigma associated with homelessness, accessing resources, and navigating systems.

Marginalized people often have doubts when navigating systems. Our staff understands how to assure those we serve we don't share data and our roles are solely to support them. We walk participants step by step through requirements and paperwork. All our employees are recruited and hired based on their lived experience. We understand that to serve people; we must meet them where they are. We must know what it means to walk in their shoes experientially to know where they are.

Our staff engage with the community three times a week-- locating, identifying, and building relationships with those who are the most vulnerable among us. Our outreach efforts focus on pop-ups at libraries, parks, apartment complexes, door knocking, community centers, food pantries, locally owned businesses, and stores. Our Specialists determine eligibility for programming on the spot and link individuals to vital resources and support services, including security deposits, permanent housing, hotel vouchers, direct referrals to shelters, essential needs and items.

2. Please describe the demographics of the immigrant population(s) your organization serves. (e.g. age groups, ethnicity, economic status, holders, , specific income ranges, etc.).

Urban Triage centers Black families, Black voices, and Black needs. Black families, including immigrants. As a result of the reputation of our organization and the programming we offer, UT serves many Latinx and Hmong families. We have a history of success and a history of meaning what we say and saying what we mean--standing for those most impacted by institutionalized racism and the barriers associated with it. Over the last year and a half, we've provided rental support to over 1100 families, served over 255 unhoused community members, and placed 90 families into permanent housing. To date, of those we have served who immigrants are:

- 221 identified as Immigrants
- 117 identified as Latinx
- 42 of which identified as Afro Latinx
- 32 identified as Asian
- 19 African
- 53 opted out of identifying their ethnic group
- 142 were over the age of 35
- 4 were children acting as heads of household
- 12 were veterans
- 9 were chronically homeless
- 179 had an AMI 50% or below
- 42 had an AMI between 51% & 80%

In addition, many of our clients have reported a variety of disabilities and/or health conditions:

- 23 have a mental health condition,
- 49 have alcohol abuse
- 22 have drug/substance misuse
- 18 people with combined alcohol and substance misuse
- 22 have a chronic health condition
- 11 have developmental disabilities
- 23 have physical disabilities

Additionally, 36 people had experienced domestic violence, and 22 were fleeing a domestic violence situation. Our Outreach staff tailors their responses to community members based on their needs, backgrounds, and cultural norms.

With additional funding, we'll have increased capacity to target undocumented and documented communities and provide support and services as described in question 1. Our goal is to increase the number of immigrant families we serve by 5x.

3. Describe how your project will address any formal and informal barriers that prevent undocumented immigrants from accessing needed services.

Undocumented immigrants face extensive barriers to accessing services, from language barriers to fears of facing deportation when they reach out for assistance. Many undocumented immigrants take low-wage jobs or are unemployed/underemployed; they often lack safe and affordable housing options. It's also important to note that undocumented immigrants often have different norms and customs that may prevent them from seeking support. We'll address barriers such as legal, cultural, community, technology, and access to service and resources by way of:

1. Supporting families in creating a safety plan
2. Ensuring all staff and partner organizations understand immigrant rights
3. Creating an inviting, welcoming environment for families
4. Creating different channels of communication in different languages
5. Training staff on relevant immigration policies so they can answer questions
6. Connecting families with resources and providing opportunities for them to ask questions
7. Strengthening partnerships and relationships with other community organizations that represent and serve immigrant families
8. Providing opportunities for staff to collaborate, debrief, and recharge
9. Providing access to technology and support for families
10. Providing legal clinics for families and support
11. Providing a one-stop-shop for navigating resources and supports
12. Providing case management, including advocacy
13. Providing housing stability services, including placement in permanent housing
14. Providing support and services rooted in their culture
15. Hiring additional staff with lived experience
16. Providing culturally sensitive marketing materials and expanding our marketing efforts and outreach to include community locations that align with community members customs and norms

4. Describe the process your clients/participant will need to follow to receive assistance.

Community members will have the option of accessing support online, via our Customer Care Center, in person, and at different locations throughout Dane County. Including churches, Labor Ready, Multicultural Centers, food pantries, locally owned businesses, restaurants, libraries, and online chat. Rather online or in-person Outreach Specialists will provide appropriate support, including assessments, case management, essential needs, rental support, direct referrals, and direct access to resources. Our Specialist will offer gas cards, bus cards, essential items, hot meals, and support community members in accessing food pantries and government assistance, including BadgerCare, Food Share, and childcare. Community members will need to show up by phone or in-person to access services.

No ID is necessary. No paycheck stubs or proof of status will be required. They will have to fill out a self-attestation form certifying the information they've provided is accurate. Or, if they apply online, they'll click apply and follow the steps as described within the application. They'll attest/certify that the application information is accurate by checking a box. If clients cannot access the application online for whatever reason, our staff will support them in completing the application/request in person and/or by phone. In-person hours are Wednesday and Thursday from 12 to 3 pm or by appointment. As indicated above, community members will have the opportunity to access our resources at community-centered locations. Community members also can contact our Customer Care Center Monday through Wednesday from 8 am to Noon. As indicated above, we believe in meeting people where they're at,

so we offer many avenues and channels for communicating and requesting support. Our Specialist, once community members apply for support, will reach out to community members 1/x a week to provide case management, coordinate resources, offer support, perform assessments and provide updates as necessary. Support offered will be provided until community members are placed in housing and/or until services are no longer available and/or needed.

Staff:

5. Please briefly describe any relevant lived experience, as well as formal training, possessed by your staff, and how it will help make this project successful.

Studies find that immigrants experience emotional trauma starting the day they arrive in the U.S., starting in childhood, and in some cases, manifesting maladaptive behaviors that adversely affect their health and well-being throughout their lifespan. Researchers recommend comprehensive assistance interventions and more appropriate institutional and community immigrant support systems for families and individuals. Thus, we provide a wide range of services. We have the relationships and strategic partnerships that allow us to connect community members with psychotherapy, grief counseling, and other culturally relevant wraparound support. Due to the intense nature and the trauma associated with being an immigrant in the United States, it becomes imperative that people who serve the most vulnerable can relate to them. Not just in theory but experientially; as such, lived experience is required for all employees in direct contact with those we serve. We currently employ one Hmong and one Latinx Specialist. As well as a West African immigrant. All of our employees have lived experience navigating systems and supporting their friends, families, and community members in navigating immigration services, legal barriers, institutions, support services, and housing. They've acted as a translator for their families as they navigated systems. They also have direct experience in working with immigrant communities. Having the lived experience of being an immigrant to the United States and, more specifically, Dane County, our support staff understands the stress and the trauma that often occurs due to policies, procedures, racism, etc. They also understand how to mitigate fear of deportation that many community members' have as a result of local raids and national raids by ICE. We have strict policies as it relates to ICE and all individuals who represent police and/or military. Including: No enter Zones. They're not allowed to enter our space without a warrant; we keep no record of families' personal identifying information such as SS# or copy of id's. We also are not allowed to discuss cases or families outside of our round table with support staff. In addition all staff are trained on know your rights including immigration laws and rights.

All personnel are trained in trauma recovery, trauma-informed care, community service, immigration laws, white supremacy racism, community outreach, community engagement, advocacy, and showing up fully self-expressed. Our required personnel training is one of the most important aspects of our work. To empower and inspire transformation within those we serve, we must start with ourselves. We must model the work of going down and in and giving ourselves grace, compassion, and love--allowing us to do the same for community members. Our personnel training is three months long. We meet every Friday for 3 hours. Because we hire those we serve, we must also offer the same support to our staff as we do those we serve. Said services are offered in partnership by other organizations (psychotherapy, rental support, etc.) to avoid conflict of interest.

Our training and staff requirements ensure that we're showing up and being present while understanding the impact on others when we see and acknowledge their humanity while acknowledging our own. Our training and organizational culture make it possible for people to feel at home when they walk through our doors, and it makes it possible for our clients to feel empowered and inspired and our staff. When staff is inspired, they show up

differently. They show up determined and focused on meeting the needs of those we serve. Consequently, community members get what they need and leave feeling empowered.

Our personnel training cultivates a culture within our organization and our community--rooted in community and service to others. Thus clearing the way for our success as service providers while creating hope and possibilities for those we serve.

Timeline:

6. Describe the anticipated timeline for your proposal.

| | |
|--|---------------------------|
| Program Start Date July 1 2022 | Program End Date 12/31/24 |
| Remember funds will be allocated by the second quarter of 2022, and are available until 12/31/24. | |

7. Budget: Summarize your project budget by estimated costs for staff and participants.

| BUDGET EXPENDITURES | TOTAL PROJECT COSTS | AMOUNT OF CITY \$ REQUESTED |
|------------------------------------|---------------------|-----------------------------|
| A. Personnel Costs | | |
| Salaries/Wages (show detail below) | 240000 | 120,000 |
| Fringe Benefits and Payroll Taxes | 38000 | 15,000 |
| B. Estimated Program Costs | | |
| Utility Bills | 9000 | |
| Internet Bill | 4800 | |
| House Supplies | 15000 | |
| Transportation | 30000 | |
| Job Training Assistance | 30000 | |
| Language Learners Assistance | 90000 | |
| Meal Programs | 23000 | |
| Telephone | 12000 | |
| Other (explain below): | Misc Support 20,000 | 15,000 |
| TOTAL (A + B) | 511,800 | 150,000 |

Other please explain:

We like to provide support as needed to families. Sometimes the support looks like school supplies; sometimes it looks like work clothes, permits or co payments or auto repairs or school uniforms or parking tickets that's keeping them from getting a job. Or tickets that impacts their employment. The needs of those surviving poverty are extensive and there's no way we can know the needs of families we serve until we know the need of families. Including legal needs. These funds will provide misc support for families in need.