



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:	Catholic Multicultural Center	Amount Requested:	\$ 150,000
Title of Proposal:	Financial Assistance and Resource Navigation to clients of CMC Employment Search Assistance and Immigration Legal Services		
Contact Person:	Laura Green	Email:	laura@cmcmadison.org
Agency Address:	1862 Beld St, Madison, WI 53713	Telephone:	608-661-3512
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):		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.

The goal of this proposal is for the Catholic Multicultural Center (CMC) to aid undocumented people via services not offered elsewhere in the Madison area to this demographic, namely all-inclusive employment search support and the most comprehensive set of low-cost immigration legal services in South Central Wisconsin. To achieve this goal, the CMC will focus on two objectives: 1) Offering financial assistance to undocumented clients of the employment search assistance office to supplement employment-related needs and 2) Providing low- or no-cost immigration legal services to undocumented clients with income at or below 100% of the Federal Poverty Guideline, including Afghan evacuees in need of humanitarian aid.

The CMC Employment Search Assistance office provides support to job seekers in finding available positions, filling out job applications, creating resumes, contacting employers, and more. Job seekers utilizing this service often have needs beyond jobs including but not limited to housing and housing costs, transportation, language barriers, technology barriers, child care, and meeting basic needs while un- or under-employed. The program also works with a fair number of newly arrived immigrants needing to learn how to navigate a new culture, geographic area, and support system. The majority of users of the employment search assistance office are immigrants. Of these, staff estimate 80 percent are undocumented. The staff member in this office is very familiar with what resources are

available to undocumented individuals and what limitations exist for undocumented people accessing jobs and benefits.

Since the onset of the pandemic, the needs of people seeking assistance in the Employment Search Assistance office at CMC have increased significantly. Immigrants, especially those who are undocumented, were hit the hardest by job loss and hour reductions, leading to economic needs. At one point in 2020, housing and related costs became the primary reason for people visiting the office, surpassing the need for employment search assistance. In response, CMC became a partner site for filling out the Tenant Resource Center rental assistance application.

Continuing to be responsive to the needs of guests during the pandemic and to serve the whole person, CMC will use funds provided by this proposal to greatly expand its ability to meet auxiliary needs of job search clients. These funds will be utilized to provide support that undocumented job seekers at CMC need to overcome barriers to employment and/or make ends meet during a period of un- or under-employment. In response to specific needs the office has seen since the onset of the pandemic, CMC intends to offer the following types of support to undocumented individuals and households:

- Transportation assistance in the form of gasoline gift cards and bus passes
- Internet and telephone bill support, coupled with technology tutoring
- Child care costs to help facilitate the ability to work
- Over-the-counter medical expenses, with a focus on serving elderly individuals and FUNNE families (see below)
- Basic funeral costs for people who have lost a loved one and do not have the ability to pay final expenses
- Gift cards to retailers such as WalMart to facilitate the purchase of basic needs that CMC can not otherwise provide such as personal hygiene items not offered at CMC, new underwear and socks, etc.

The Bilingual & Education Coordinator is the staff member who manages the Employment Search Assistance office. To ensure funds get to those who truly need it, financial support listed above will only be available for users of the Employment Search Assistance office who are working with the Bilingual & Education Coordinator. Guests are referred to this office by word of mouth, through another CMC service such as food pantry or ESL classes, or through partner agencies who do cross-referrals with CMC such as Madison College and Joining Forces for Families.

Participants of FUNNE will also be eligible to access the financial assistance. FUNNE is a support group for Spanish speaking parents of children with special needs (FUNNE - Familias Unidas con Niños con Necesidades Especiales) overseen by the Bilingual & Education Coordinator. There are a number of undocumented families who utilize this program, some of whom have significant financial need because they do not qualify for assistance to support the costs of caring for their special needs child.

Offering this financial assistance is expected to increase the number of people utilizing the Employment Search Assistance office, while managing such a program will significantly increase the workload of the office. In order for this plan to be feasible, two things are required: the time of the Bilingual & Education Coordinator, and an additional staff member to implement and manage the financial assistance program. With this proposal, the CMC plans to hire a part-time Resource Navigator to facilitate the distribution and tracking of funds to undocumented people in need. The Resource Navigator will be funded in part through City funds and in part through other grants and CMC general funds. One grant has already been secured to supplement funding of this position through October 2022.

The Resource Navigator will assist the Bilingual & Education coordinator in serving undocumented clients of the jobs office. They will be the primary contact for connecting guests to the financial resources from this proposal. The Navigator will also work with the guest to see what other types of assistance may be available to them to help overcome their barriers to economic stability. For example, the Navigator may provide a giftcard to purchase household items while a guest is un- or under-employed and also refer the guest to the CMC food pantry and

personal essentials pantry for additional support. Or, the Navigator may pay a phone or internet bill for a client to have access to technology for their job search, and also connect that person to technology tutoring to ensure they are confident using their device to access job applications, follow-up with email, and other important services. Since technology is a common barrier staff have seen among employment office clients, a component of this project is partnering with Madison College South to offer technology instruction. Madison College will host an Introduction to Computers in Spanish course to teach PC skills for beginners two times during the project period. With these funds, CMC will subsidize the cost of the course for all participating students who qualify.

The second objective of this proposal is to offer immigration legal services to low-income undocumented immigrants. The CMC offers the most comprehensive set of low-cost immigration legal services in South Central Wisconsin. Current fees cover only roughly 25% the cost of the services provided. For those who cannot afford these already low fees, the CMC has a fee waiver or reduction process in place for clients with income at 100% or less of the federal poverty guideline. Funds from this proposal will be used to provide fee waivers or reductions for the program's lowest income clients living in Madison who are undocumented. In particular, funding would include but not be limited to the cases listed below:

Asylum seekers are undocumented and often demonstrate high financial need. Current asylum cases on CMC's caseload include individuals from Honduras, Nicaragua, and Afghanistan. The CMC also has a significant number of U-Visa and VAWA cases. Not only are these individuals undocumented, they often show extreme financial need because they are fleeing domestic violence. Clients may be living in a shelter or in some cases, they are still living with their abuser who does not allow them to access financial resources. Starting last August, the CMC saw an uptick in demand for services from Afghan clients. These clients recently left everything behind to flee their country in fear of Taliban retribution. Many do not have the means to pay CMC for legal services because they just arrived in the U.S. and have not had any chance to establish themselves.

With these two objectives, the CMC is confident it can effectively deliver meaningful services to undocumented individuals who cannot otherwise access basic needs related to employment or life-changing immigration services, as we continue to navigate the challenges of the COVID-19 pandemic.

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.).

The services of the Employment Search Assistance office and Immigration Legal Services Program are geared towards adults, though they aid many families with children. Employment office guests tend to be low income, while the Immigration legal services program is exclusively for lower-income clients. In 2021, staff and volunteers of the Employment Search Assistance office met with guests 734 times. The majority of guests visiting the office are Latino people with Spanish as a first language. Of these, it is estimated that 80 percent are undocumented.

The FUNNE support group serves Spanish-speaking parents of children with special needs. Many are low-income and some are undocumented. The participants in the group have children ages toddler to young adult.

The Immigration Legal Services Program serves low-income immigrants who cannot afford the services of a private attorney. To ensure the program reaches clients in need, a client must demonstrate income at 300% of the federal poverty guideline or lower, as determined during the intake process. The program serves a diverse base of clientele representing 75 countries from around the world. This particular project will focus on undocumented immigrants with income at 100% of the federal poverty guideline or less, including Afghan evacuees who have recently arrived in the U.S.

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

A primary barrier to accessing services among undocumented immigrants is knowledge of where to go for help and trust that seeking help will not compromise their ability to stay in this country. Offering the financial aid at an agency such as CMC with well-established trust and recognition in the Madison immigrant community is a significant step in overcoming this barrier. CMC is already known and trusted by many immigrants in the Madison area. Collectively CMC services reach individuals from over 75 countries around the world.

Because of the trust and experience working with many groups within the local immigrant community, CMC is well-equipped to connect undocumented immigrants in need to the funding offered by the City. Both the current staff member and new hire will be bilingual in English and Spanish and bicultural, to foster linguistically appropriate and culturally competent communication with the primary population utilizing the Employment Search Assistance office. Through this office, CMC already sees many undocumented people seeking support for the needs covered in this proposal (transportation, household supplies, utilities, childcare, and over-the-counter medical expenses). With funds available to support guests and additional staff time to manage fund distribution, CMC will be able to connect the needs it already sees to these new resources that have become available.

Another barrier to accessing services is technology. Many of the clients utilizing Employment Search Assistance do not have strong technology skills. The pandemic has pushed access to jobs, programs, and services even more into the digital world, meaning technology skills are now essential to get by in life in the U.S. Employment office staff and volunteers have been working one on one with guests to overcome some technology barriers for the job search, but time and resources are limited to fully teach guests what they need to know to apply for jobs online and participating in other programming and online application processes. CMC is teaming up with Madison College to host a beginning computer class in Spanish just for CMC guests twice during the project period. For times when class is not being offered, the Resource Navigator will enhance the office's ability to continue to provide basic one-on-one technology tutoring.

For most undocumented individuals the employment office serves, they do not qualify for public assistance programs to which CMC can refer its documented clients. CMC chose the list of financial help available to mirror government programs for which undocumented people do not qualify. For example, documented individuals can receive a free phone with data and minutes via a federal program; CMC will offer support paying for phone and/or internet bills for those who do not qualify for this program.

Some undocumented individuals have the opportunity to achieve documented status, but cost of legal fees is a major barrier. Since 2012, the CMC has been overcoming this barrier by providing legal services at low cost to low-income individuals. The CMC recognizes that the fees it charges, which are substantially lower than those of a private attorney, may still be a barrier to a potential client, especially humanitarian parole or asylum clients who recently fled their home country and came here with nothing. The CMC has a fee waiver or reduction process for clients in extreme financial need. Another barrier for individuals gaining full access to available services is that some immigration statuses are temporary. DACA recipients are a prime example, as are any Afghan clients who are able to come to the U.S. on Humanitarian Parole, which is a two-year status. Legal staff work with clients to assess which immigration benefits they are eligible for and help them apply for more permanent immigration status accordingly. Language can be a barrier to accessing services as well. The Immigration Legal Services Program works with interpreters for more than a dozen languages, both volunteer and paid.

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

In order for undocumented individuals and households to receive the proposed financial assistance, a client must be receiving services from the CMC Employment Search Assistance or Immigration Services offices. CMC will not

accept walk-ins solely for the purpose of financial assistance in order to ensure that the funds benefit those most in need. In their work with clients of this office, the Bilingual and Education Coordinator, with the assistance of the Resource Navigator, will determine if a client seeking services demonstrates financial need through the client intake conversation. To help ensure an equitable distribution of funds, CMC is placing a \$200 cumulative maximum per household per project period across all types of assistance offered. Exceptions may be made at the discretion of staff in extreme circumstances, such as funeral costs for losing a loved one to COVID-19.

When a financial need is determined, the client will be referred to the Resource Navigator. The Resource Navigator will have the client fill out an intake form collecting basic personal information, verification of financial hardship using the Federal Poverty Guideline, and choosing which type(s) of assistance they require from the specific types of funding assistance CMC will offer (see project goals and objectives). The Navigator will then begin the process of using project funds to assist with the type of service needed. When at all possible, the Navigator will facilitate direct payment of the needed service; for example, paying the cellular service provider for a monthly phone bill, rather than giving the client cash funds to pay their bill. Once assistance has been completed, the Navigator will record personal details and assistance provided in a database to monitor cumulative total of funds distributed, track frequency of each type of assistance provided, and to ensure that no household exceeds the cumulative maximum of \$200 in assistance.

The Immigration Legal Services Program has a well-established intake process. The first step for any potential client is to schedule a new consultation with legal staff. From information gathered during the consultation, staff are able to determine if the potential client qualifies for funds from this project (undocumented and living in Madison). Prior to the consultation, the client is asked to provide proof of income to determine eligibility for the program's services (which is 300% of the federal poverty guideline or less). Before staff open a case for a new client, the potential client must demonstrate a plan to pay for services. However, no one is turned away from the program based on inability to pay. Clients with income at or below 100% the federal poverty guideline or demonstrating another reason for extreme financial hardship may fill out a fee waiver/reduction application before their case is opened. CMC administration reviews the application. If the client's application meets established program guidelines, which are structured to comply with Department of Justice recognition requirements for fee waivers, a fee waiver or reduction of CMC's legal fees is granted. City funding will only be applied to fee waivers for clients living in Madison who are undocumented or Afghan evacuees; clients granted a fee waiver who do not meet these requirements will be funded through other sources. Legal staff track all fee waivers in the digital case management system.

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.

Since the late 1970s, the CMC has been one of the most well-known and trusted agencies among Madison-area Latino people in need of assistance. Over the past ten years, CMC has successfully increased efforts to serve immigrants from all other parts of the world. Pre-pandemic, English as a Second language classes were serving people from 41 different countries speaking 22 different first languages, while over the past few years immigration legal services has seen clients from more than 75 different countries. All services at CMC are regularly utilized by undocumented individuals, demonstrating a history of trust and effectiveness in providing services to this population.

The Bilingual and Education Coordinator of the Employment Search Assistance office is Lilliam Post, a bilingual and bicultural professional with decades of experience providing services to undocumented and underserved populations. Having immigrated to the U.S. from Nicaragua many years ago, Lilliam has firsthand experience in navigating a new

language, culture, and societal systems. More importantly, Lilliam has decades of experience through CMC and other local agencies in helping immigrants navigate to the resources they need: employment, housing, youth programming, health support, support for children with special needs, and much more. Through her work in the Employment Search Assistance office, she has a strong understanding of the needs of community members, especially those of undocumented people. Lilliam has extensive experience serving the needs of the whole person, helping individuals not only connect with employment, but also to address other unmet needs creating barriers in their life. In serving so many undocumented clients over the years, Lilliam shows strength in respectfully working with undocumented people, including when and how to ask (or not ask) about one's immigration status in order to effectively and appropriately provide a service. The Resource Navigator will be a new hire, working under the guidance and experience of Lilliam. CMC will require that this hire be fluent in English and Spanish in order to effectively serve guests, with the likelihood that someone who is an immigrant themselves filling this position.

The staff lead for the Immigration Legal Services Program, Carmel Capati, also has firsthand experience as an immigrant, having come to the U.S. from the Philippines more than 30 years ago. While Carmel has been with the CMC just over a year, she has been working to serve immigrants in need throughout much of her career. Carmel created and managed the state of Wisconsin's first court interpreter program with the goal of improving the court system to make it more accessible to people who do not speak English. Since 2009, Carmel has also practiced immigration law part time with her own private firm. When the crisis in Afghanistan began in August 2021, Carmel and the immigration team began working tirelessly with Afghan clients in the Madison area to navigate immigration and political landscape in the U.S. and abroad to rescue family members still in Afghanistan and reunite them safely with family, becoming experts on this topic in the process. Carmel also helped foster significant growth in the immigration legal services program over the past year, with new client consultations increasing from 118 in 2020 to 346 new client consultations in 2021. Under the leadership and experience of Carmel, the program has the dedication and experience to successfully help clients like Afghan parolees and other low-income undocumented clients who have nowhere else to turn to for professional low-cost legal services.

Timeline:

- Describe the anticipated timeline for your proposal.

Program Start Date 3/28/22	Program End Date 12/31/23
Remember funds will be allocated by the second quarter of 2022, and are available until 12/31/24.	

- 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)	Resource Navigator: \$54,400 (30 hrs/week, 92 weeks) Bilingual & Education Coordinator: \$67,638 (40 hrs a week, 92 weeks)	Resource Navigator: \$36,000 (20 hrs/week, 92 weeks) Bilingual & Education Coordinator: \$13,528 (8 hrs/week, 92 weeks)
Fringe Benefits and Payroll Taxes	Resource Navigator: \$4,161 Bilingual & Education Coordinator: \$5,175	Resource Navigator: \$2,000
B. Estimated Program Costs		
Utility Bills		
Internet Bill	\$7,000	\$7,000
House Supplies	General: \$18,072	\$28,072

	Medical (over-the-counter): \$10,000	
Transportation	\$18,000	\$18,000
Job Training Assistance	Techology class fees for Madison College: \$7,200	\$7,200
Language Learners Assistance		
Meal Programs		
Telephone	\$8,000	\$8,000
Other (explain below):	Immigration Legal Fees: \$14,000 Funeral Costs: \$8,200 Child care for workers: \$12,000	\$30,200total : Legal Fees \$10,000 Funeral \$8,200 Child care \$12,000
TOTAL (A + B)	\$233,846	\$150,000

Other please explain:

- 1) Fee waivers and reductions in the immigration legal services program for undocumented clients and Afghan evacuees with income 100% the FPL or lower, living in Madison.
- 2) Basic funeral expenses for undocumented individuals, in response to ongoing need from CMC clients for this type of assistance
- 3) Child care costs to help workers get established at a new job and be able to work