

Background

Description of Greater Riverdale

Greater Riverdale is comprised of 12 neighborhoods in Prince George's County (Town of Riverdale Park, Riverdale Hills, Riverdale Heights, Madison Hills, Crestwood, East Pines, Templeton Knolls, Hanson Oaks, West Lanham Hills, Roswil, Beacon Heights and Woodlawn) with a total population of 36,095. The community is racially and economically diverse, with a large immigrant population and pockets of wealth and poverty. In a 2019-2020 community-engaged study of the area, Central Kenilworth Avenue Revitalization (CKAR) CDC and Neighborhood Design Center (NDC) found that residents ranked diversity (racial diversity, cultural diversity, economic diversity, multigenerational diversity, diversity of life experiences) as one of the greatest strengths of the area.



Greater Riverdale is 55% Hispanic/Latino (note on terminology: a recent Pew Research poll found that 61% of people of Latin American descent in the US prefer the term Hispanic and 29% of people prefer Latino. Both terms are used interchangeably in this report), 32% African American, 9% White, and 2% Asian. The African American population began growing in the 1960s and 70s, due to the abundance of federal jobs and universities in the area. Many of the African American residents currently in the area are legacy homeowners. The Hispanic population began arriving with Salvadoran asylees in the 70s, but most of the population growth among the Hispanic population took place after 2000. Currently, 45% of the population is foreign born and 21% are limited English speaking. Many of the Hispanic residents are undocumented, which contributed to 50% of residents between the ages of 19-64 being uninsured in 2020. In addition, there are substantial refugee populations from Syria, Iraq, Afghanistan, Rwanda, DRC, and Eritrea in certain apartment buildings. These families were settled in the Greater Riverdale area by resettlement agencies, due to the abundance of naturally occurring affordable rental housing in the area. In total, over 100 languages are spoken in this area.



The affordability of the housing in the area, which has attracted such a rich diversity of residents, is increasingly being put at risk from the anticipated gentrification arising from the 5 new Purple Line metro stations being built in the area. Among renters, 52% of renters are now cost-burdened (paying more than 30% of income towards housing costs), and there are reports of landlords who are refusing to perform needed maintenance on their buildings because they plan to sell their properties for the construction of new luxury housing. Due to these constraints, there are increasing numbers of residents who are living in crowded housing conditions.

Overall, most of the area's wealth and development has been concentrated west of Kenilworth Avenue (particularly in the incorporated Town of Riverdale Park), with the eastern unincorporated half of

Greater Riverdale experiencing less investment. Correspondingly, the eastern half of Greater Riverdale comprises more of the area's people of color and immigrants. A prominent symbol of this investment divide is the Riverdale Park Station development, which includes a Whole Foods and several other large chains catering to middle class and affluent customers. Along the Kenilworth Avenue corridor and in East Riverdale, there are a number of small local



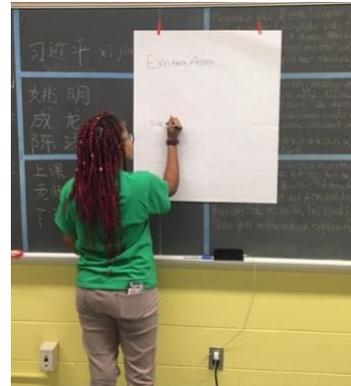
businesses owned by people of color, which have been put under strain by both the Purple Line construction and the COVID-19 pandemic. The occupations of residents are also heavily concentrated in frontline industries, with 22% of residents working in construction and 8% in retail. In total, 37% of residents do not have a HS diploma.

Greater Riverdale was inequitably hard-hit by the pandemic, with the Riverdale zip code (20737) having the second highest number of COVID cases per 100,000 residents in Prince George's County throughout spring 2021. The area was vulnerable for a number of reasons: a high uninsured rate, leading to both a large burden of undiagnosed preexisting conditions and a reluctance to seek care or COVID testing; overcrowded housing conditions due to the increasing cost of rent in the area; a high number of residents employed in frontline industries who kept working throughout the pandemic; and substantial numbers of residents living in poverty (as a proxy of this rate, the rates for free & reduced lunch in Greater Riverdale's schools range between 67-89%). According to the CDC's social vulnerability index, Greater Riverdale ranks as moderately vulnerable based on household composition and disability rates, highly vulnerable based on socioeconomics, moderately to highly vulnerable based on housing and transportation, and highly vulnerable based on minority and language status. In addition to the death and disability that the pandemic caused, COVID-19 also caused an epidemic of mental health issues among Greater Riverdale's youth, as reported by school officials.

The Place-Based Initiative & Past Outreach

Greater Riverdale was chosen for investment by Kaiser Permanente as a result of the hard work and demonstrated capacity of the community to coalesce, the presence and future impact of the Purple Line, completed planning initiatives (including the 2017 East Riverdale-Beacon Heights Sector Plan), supportive institutions, and the growing capacity of CKAR CDC to manage the planning initiative required to develop a healthy community. CKAR was designated as the lead community-based organization to coordinate the Greater Riverdale Place-Based Initiative. Place-based initiatives are a tool for holistic change in communities, and CKAR CDC is a 501c(3) non-profit community development corporation that forms strategic partnerships in order to implement projects in the Greater Riverdale community. The primary focuses of the Greater Riverdale Place-Based Initiative are: affordable housing & financial literacy, economic development linked to small businesses and entrepreneurship, workforce development and the creation and cultivation of job opportunities, and the creation of a thriving and welcoming community through the improvement of schools, community organizing and advocacy, and by providing a safety net for basic needs.

Managed by CKAR, NDC facilitated a process in 2019-2020 that led to a community-created Action Plan for the future of a healthier Greater Riverdale. This process included the collection of 500 surveys, 5 visioning workshops in which community members voiced their opinions about what a “healthy community” means to them, and 50 small group meetings with key stakeholders, such as civic associations, PTAs, churches, school officials, support groups, and other non-profit organizations. The Action Plan generated through this process revealed a couple of key focus areas that the community wants to work on: growing civic participation across the entire community; improving safety for everyone and making streets function better; improving communication between different groups; increasing celebration and welcoming activities; and addressing issues of housing affordability, aging in place and economic opportunity.



As part of the visioning process, NDC and CKAR created the Coalition of Community Leaders, a coalition of over 100 community leaders who met once per month to discuss community issues. This coalition



additionally served to keep the data collection process grounded in the community, as the leaders were updated on the results throughout and weighed in on potential solutions to issues being raised. Under the leadership of Maryland Nonprofits, the Leaders Coalition has now transformed into Greater Riverdale Thrives. Greater Riverdale Thrives is continuing to meet monthly and has formed a steering committee of local leadership. Greater Riverdale Thrives has created the following workgroups to address the issues identified in the Action Plan: Community Beautification,

Economic Empowerment, Food Access, Health & Wellness, Latino & Immigrant Outreach, and Youth & Schools. In the future, Metamorphosis Community Project will serve as the non-profit backbone of Greater Riverdale Thrives.

Although the 2019-2020 process reached many people in the community, it reached proportionally fewer Hispanic/Latino residents and fewer renters. Legacy homeowners were the most engaged in the process. Although Hispanic and Latino residents are 55% of the total population of Greater Riverdale, only 40% of the survey respondents identified as Hispanic or Latino and only 24.5% of those who participated in the visioning workshops did. Additionally, the leadership of Greater Riverdale Thrives does not match who lives in the community. To address these issues and to start working on three of the main focus areas from the Action Plan (growing civic participation, improving communication, and increasing welcoming activities), CKAR created a new plan to better reach out to Hispanic and Latino residents.

Outreach to the Hispanic/Latino Community

CKAR began the new stage of the outreach process during the winter of 2020, amidst the COVID-19 pandemic. Engaged stakeholders in the Hispanic/Latino community informed CKAR that the best means of reaching out to Hispanic residents were by meeting them where they already were: in church and school, at apartment buildings, at stores and markets, and where safety net resources were being administered. CKAR took the intentional step of focusing on renters and the more vulnerable members of the Hispanic community, as those were the residents who were not included in the first outreach

stage. CKAR also recognized that it would be unethical to only collect information from residents and not address the increasingly dire consequences from the pandemic, and for this reason CKAR paired the provision of safety net resources along with outreach.

In order to effectively reach the churches, CKAR recognized that a trusted community leader was needed to lead the faith-based outreach. CKAR brought on board Pastor Yendy Phipps, the pastor of Centro Familiar Cristiano in Riverdale. As a peer of the other pastors and a native Spanish speaker, Pastor Phipps was able to bridge divides and overcome trust issues that had contributed to low participation in past planning efforts (known reasons for trust issues include: fear over documentation status; discrimination against Hispanic and non-English speaking residents; lack of previous involvement and inclusion from local government and other service providers; past negative consequences from political involvement in Latin America; language and cultural differences; fear of being taken advantage of; and distrust that participation will result in positive material change). As a trusted leader, Pastor Phipps was particularly able to credibly assure other leaders in the Hispanic community that the process would cause meaningful change.

In addition to the church outreach, CKAR brought on board a team of four Hispanic college students who had been raised in Greater Riverdale and were passionate about creating change in their home community. The students were trusted in the community and were knowledgeable about the needs of their family, friends, and neighbors. The hiring of these students also represented an opportunity to offer local jobs and to contribute to the career development and leadership potential of Greater Riverdale's youth. The students focused their efforts on conducting the survey in well-



trafficked community gathering places. The student team also increasingly played a growing role in community resource navigation, as residents came to view them as knowledgeable about available sources of help. CKAR created a resource guide that the team used to assist residents (i.e. informing residents where they could find a COVID test or access more food distributions). The resource guide is available in the Appendix. The team also informed residents about the eviction moratorium and guided residents to fill out the CDC Tenant Declaration. When vaccines became available, CKAR partnered with Luminis and began conducting mobile vaccine clinics in the same places that the survey team conducted surveys. The team played a crucial role in registering residents for the vaccine, educating residents and combating misinformation, and interpreting for medical professionals. As of October 2021, the CKAR outreach team has grown to 10 members (including 3 members of the Middle Eastern refugee community) who are continuing to conduct health outreach (COVID vaccines, flu vaccines, blood pressure checks, diabetes screenings) in the community with Luminis. As of January 2022, the team has conducted 53 clinics, with each clinic serving between 10-200 people. A sample flyer for a vaccine clinic is available in the Appendix.

A fundamental tenet of CKAR's strategy is to form partnerships with other organizations. One of the most active and well-trusted nonprofits in the Hispanic community is CASA de Maryland. During the pandemic, CASA was particularly active in extending relief to tenants and informing them about their rights. CASA joined the effort to conduct focus groups with tenants in different apartment communities. This work was key to intentionally engaging renters in the Place-Based Initiative.

In order to ensure that the data collection strategy was sound and that the data analysis was being conducted accurately, CKAR contracted with the Environmental Finance Center (EFC) of University of Maryland. EFC is known for offering technical assistance to local partners and has experience evaluating outreach strategies. The interview protocol was designed by EFC, based on input from Pastor Yendy and CASA staff. The data analysis included in this report was performed and written by EFC. Included in the Appendix is an extended version of the statistical significance tests performed by EFC on the data.

The members of the outreach team, including CKAR staff, Pastor Phipps, the survey team, CASA, and EFC, met every other week from winter 2020 to summer 2021. At the check-in meetings, the team discussed things they had observed in the community while conducting outreach and how the outreach was progressing. Two major decisions that came out of these meetings were the decision to extend the timeline of the outreach and the decision to partner with Luminis on the COVID clinics. The first decision was made because all members conducting the outreach encountered deeper hesitancy in the community than initially expected. In addition to the reasons for mistrust (discussed above), the Greater Riverdale community was undergoing deep pain from the pandemic. The outreach team reported that many people did not have the bandwidth to envision future possibilities or engage in a planning process when they were focused on daily survival. Additionally, community members were afraid of interacting with strangers due to the potential spread of the virus from an unknown person. The decision to actively engage in vaccine outreach and administration was based on the team's desire to help contain the pandemic and prevent future suffering.

Description of Outreach

Survey

The survey (see Appendix) was designed to roughly accord with the survey conducted with the larger community during 2019-2020. A few questions were added regarding the pandemic. The survey was first written in English, and then was translated by the CKAR survey team. Pastor Yendy Phipps and Spanish-speaking leaders from Greater Riverdale Thrives then reviewed and edited the translated version. The aim was for the survey to be short and easily understandable regardless of education, literacy level, or country of origin (i.e. no terms used only in one country or region were used). Some specific terms were intensively discussed by the group, including the choice to translate "Greater Riverdale" to "Riverdale y las comunidades circundantes" and the decision to ask about resources that would support "you and your family" as opposed to "your community" (which was the phrasing in the 2019-2020 survey). The survey was available both on paper and on Google Forms. Overall, residents preferred having the survey read to them by a survey team member who filled out the survey on paper. Each paper survey was scanned into a Google Drive folder and then entered into the Google Form version by the survey team. Each scanned document was named after the date and time that it was entered into the Google Form, so that each scanned document could be matched back to the individual data entry in the Google Form.

CKAR survey team members conducted the survey at food distributions, schools, grocery stores (specifically Megamart and El Grande), the Riverdale Farmers Market, and in front of shopping centers in the Riverdale area from February 2021 to June 2021. CASA also assisted in survey administration, as CASA organizers





brought the survey when canvassing apartment buildings to see the potential of holding tenant meetings there. When the vaccine clinics started, the survey team conducted surveys while patients were waiting for 15 minutes after receiving their vaccine. As an incentive and to help contain the pandemic, CKAR survey team members frequently brought reusable masks to offer to participants who completed the survey.

Churches

As a first step, Pastor Phipps devised a list of the contact information of 15 Hispanic churches in the Greater Riverdale area. Many of the churches are not online and share space with other churches, so the compilation process required research and word-of-mouth exploration. After creating the list, Pastor Phipps first emailed the pastor of each church and followed up with a phone call. Several of the pastors required individual meetings and several discussions about the purpose and credibility of the outreach. Pastor Phipps recorded notes of these conversations. For some of the churches, Pastor Phipps needed to be introduced by another pastor who could vouch for him. After going through this process, Pastor Phipps had 5 churches (including his own) that were interested in continuing. The participating churches were: Centro Familiar Cristiano, Iglesia de Dios Pentecostal El Shaddai Internacional, Iglesia de Dios El Shaddai, Iglesia Cristo Rey, and Iglesia de Dios Laurel. The pastors expressed the desire to first hold a focus group among themselves, before allowing a focus group to take place with their congregations. This represented the desire to both give their own input into the community's needs, as well as the desire to preview all questions and prevent their congregations from interacting with any negative influences.

EFC, which had created an interview protocol for all the small group (see Appendix) for residents based on the input of Pastor Phipps and CASA, altered the protocol to fit the pastors (see Appendix). One of the most important pieces of input from Pastor Phipps was that the focus groups should not just be viewed as a session to extract information and then leave, but rather as an introduction to the larger Place-Based Initiative and the opening up of a long-term relationship. As part of this effort, Pastor Phipps brought the resource guide to all sessions. The pastors met in a recorded Zoom meeting facilitated by Pastor Phipps' church secretary.

Following the meeting of the pastors, several churches gave permission for Pastor Phipps to visit and conduct focus groups with their congregations. The meeting with Centro Familiar Cristiano was facilitated by Pastor Phipps, filmed over Zoom, and had 6 participants. After hearing from the other pastors, Iglesia Restauración



Lanham Maryland allowed Pastor Phipps to visit an outdoor meeting with approximately 30 attendees.

Pastor Phipps was not allowed to do the full interview protocol, but was allowed to use a modified survey version of the protocol with the group at large and to record the answers with notes. This modified protocol is included in the appendix, but essentially asks the same questions in a multiple choice and shortened format. At Iglesia de Dios Pentecostal El Shaddai Internacional, Pastor Phipps was similarly allowed to use the modified protocol with a large group. At Iglesia de Dios El Shaddai, Pastor Phipps was able to conduct an unrecorded focus group, in which a notetaker took down a summary of the group’s responses to the original protocol. Finally, at Iglesia Biblica Peniel, Pastor Phipps individually surveyed 21 church members with the modified protocol.

Apartment Communities

CASA used the same original interview protocol devised by EFC with the apartment communities. Target apartment communities were chosen based on their vulnerable factors (age of building, maintenance issues, known conflicts with landlords) and the number of registered CASA members living in the apartments. Jorge Benitez Perez, the Riverdale organizer of CASA, facilitated each meeting and led the groundwork in each building (giving out flyers, talking to residents, recruiting residents to speak with their neighbors). A notetaker took down verbatim notes during the focus group sessions. CASA only conducts tenant meetings when a substantial number of tenants are willing to meet and discuss issues.

CASA first conducted a meeting in Park Tanglewood with 7 tenants that the organization had been working with for a few months. CASA had become engaged with Park Tanglewood at the start of the pandemic, when CASA members in the building alerted them that the property owners had decided to forgo future maintenance. CASA worked with the residents to organize a rent strike and negotiate with the owners. A few weeks after the first Park Tanglewood focus group, CASA organized another focus group with 7 different residents of the building.

CASA was not actively working with any other buildings at the start of the outreach process, so several weeks of groundwork were necessary before holding any other meetings. CASA and CKAR identified two other buildings that were of interest, but when CASA staff and volunteers visited those buildings and spoke to residents, there was not enough interest in holding a meeting. Ultimately, CASA organized meetings at Fletcher’s Field (6 residents participated) and Riverdale Towers (newly renamed The Swift, 6 residents participated).

Field Survey Results

The survey team conducted a total of 1,058 surveys. Individuals were surveyed in their preferred languages, with 75% of respondents answering in Spanish and 25% in English (Figure 1).

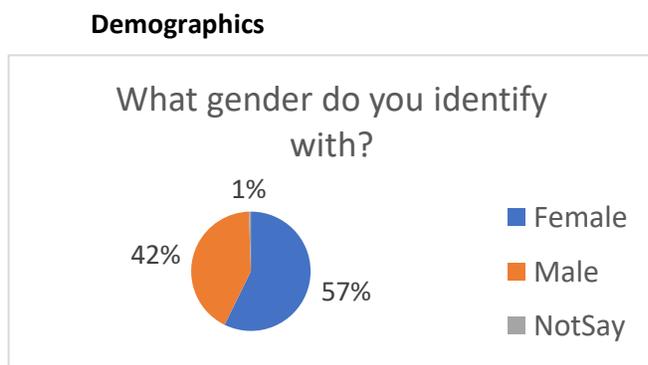


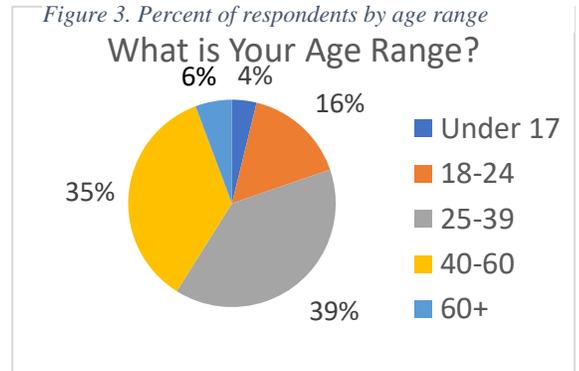
Figure 2. Percent of respondents by gender (n=929).



Figure 1. Percent of surveys administered in Spanish vs. English (n=1,058).

Survey respondents were asked basic demographic questions, including their age range and gender identity. 57% of respondents identified as female and 42% identified as male (Figure 2). 1% of respondents did not specify their gender.

The majority of respondents were between the ages of 25-39 (39%) and 40-60 (35%). 16% were between 18-24 years of age, 6% were older than 60, and 4% were under the age of 17 (Figure 3).



Survey respondents were also asked about their connection to the Greater Riverdale area. As displayed in Figure 4, the vast majority (96%) of respondents were from Prince George’s County and nearly half of respondents (49%) resided in a Riverdale zip code.

In addition to zip code, participants were asked what brings them to the Greater Riverdale area. Five options, plus an open-ended “other” option, were provided, and participants were invited to check all that applied. As shown in Figure 5, approximately three quarters (76%) of respondents viewed themselves as living in the Greater Riverdale area, while nearly a quarter (23%) shop there. Several respondents also indicated that they visit friends and/or family in the area (17%), attend church (13%), and/or work in Greater Riverdale (13%).

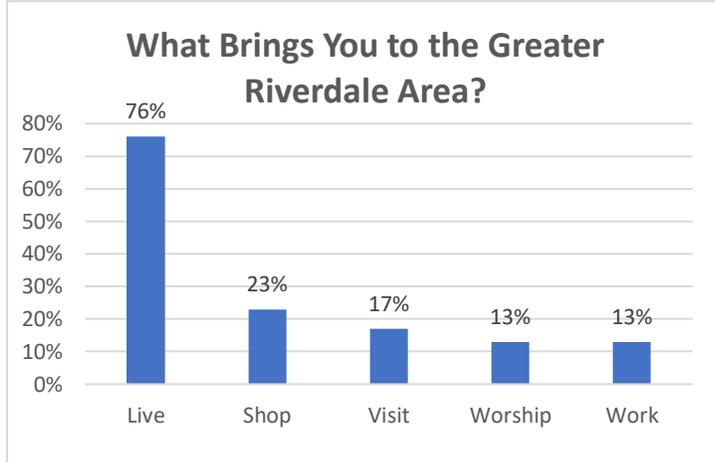


Figure 5. Percent of respondents by what brings them to the Greater Riverdale Area (n=1,038).

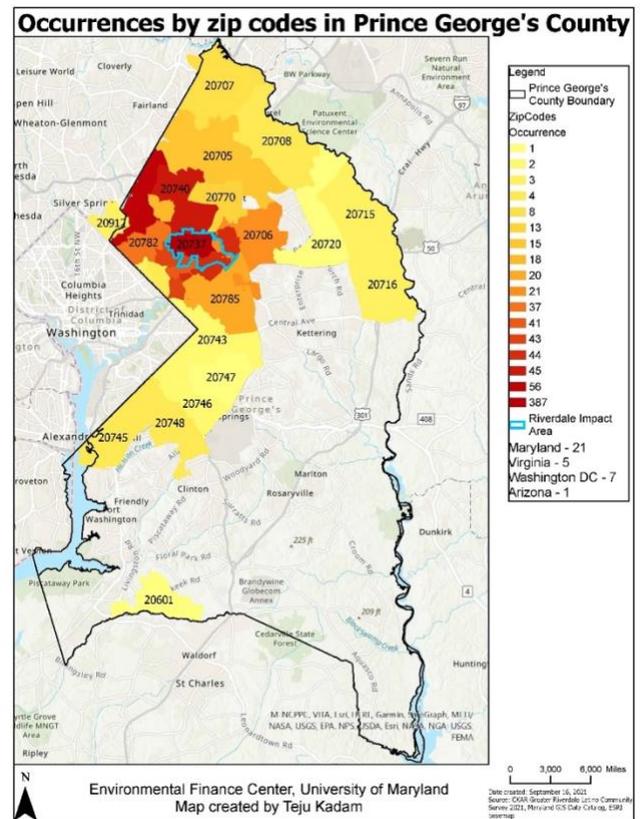


Figure 4. CKAR Greater Riverdale Latino Community Survey 2021 respondents by zip code (n=792).

Community Challenges

The next section of the survey assessed the challenges being faced by the Latino community in Greater Riverdale. Participants were provided with seven options, plus an open-ended “other” option in which they could write in additional challenges. Participants were invited to check all that applied. As seen in Figure 6, the top three challenges identified by respondents were: 59% reported finance issues, including housing costs/quality and lack of employment opportunities; 54% reported safety issues, including traffic, crime, gang activity; and 50% reported lack of access to medical care, including COVID testing. Other challenges included public transportation (40%), difficulty accessing healthy and affordable food (38%), lack of afterschool and online schooling support (32%), and lack of access to recreational spaces (23%).

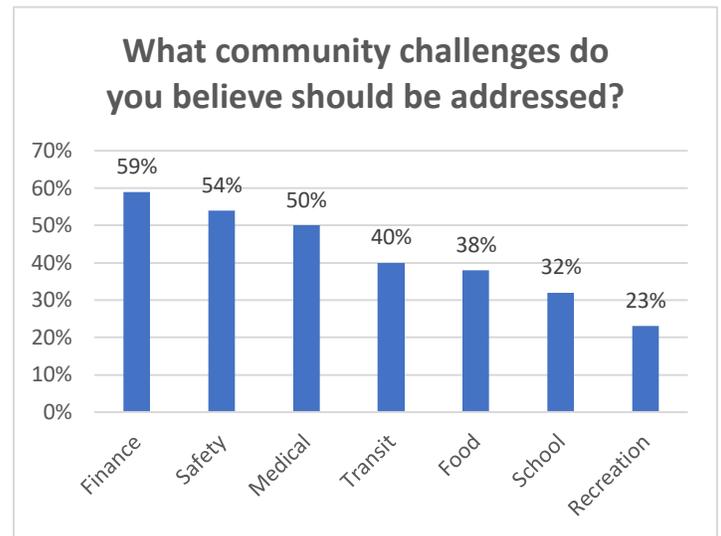


Figure 6. Percent of respondents by community challenges facing the Latino community (n=894).

Significance Testing by Demographics on Community Challenges

The survey data was analyzed to assess if there were any statistically significant relationships between community challenges and gender, age, or connections to the Greater Riverdale area.

Gender Identity. As shown in Figure 7, there was a statistically significant association ($\alpha=0.05$) between respondents’ gender and their response to three community challenges. Females were more likely than males to identify access to school programming, healthy foods, and medical care as challenges that need to be addressed.

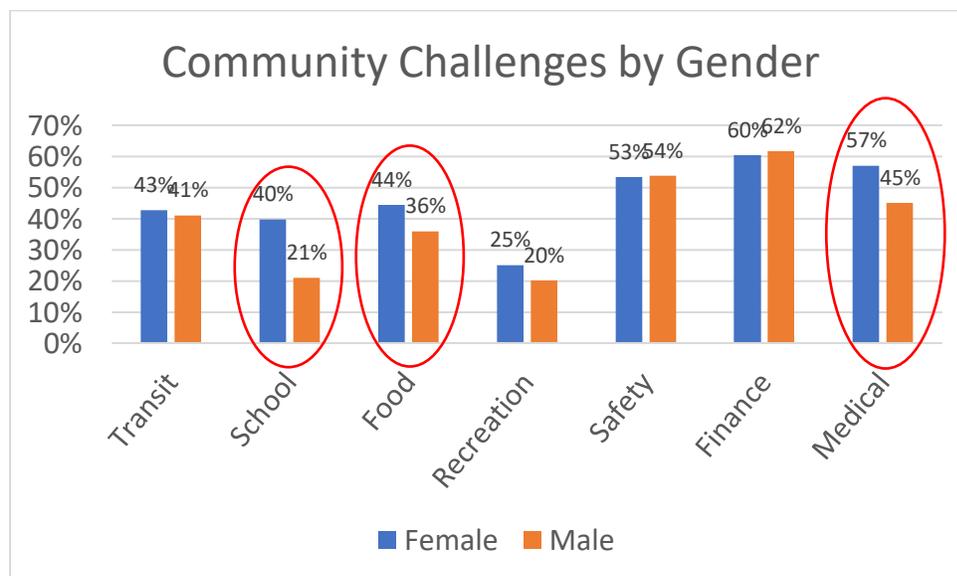


Figure 7. Percent of females and males that identified a particular community challenge (n=808). Statistically significant associations are circled in red.

Age Group. Statistically significant associations ($\alpha=0.05$) were also found between age groups and community challenges. In Table 1, the age groups that were significantly less likely to identify a particular challenge as needing addressing as compared to the other age groups are notated with a minus sign (-), and the age groups that were significantly more likely are notated with a plus sign (+).

Respondents 17 and under were less likely than other age groups to identify transit, recreation, finances, and medical care as challenges. Respondents between 18 to 24 were more likely to identify access to transit, recreation, and medical access as challenges. The 25-39 age group was more likely to identify transit, school, and safety as concerns, and the 40-60 age group was more likely to identify transit and recreation. Finally, respondents over 60 were more likely to identify school and finances as difficulties in the community.

Table 1. Community Challenges by Age Group

Community Challenges	Age Groups				
	17 and under	18-24	25-39	40-60	Over 60
Transit	-	+	+	+	
School			+		+
Food					
Recreation	-	+		+	
Safety			+		
Finances	-				+
Medical	-	+			

Statistically significant results at $\alpha=0.05$ for chi-square tests (“-“ = less likely, “+“ = more likely) on relationships between age group and community challenges identified (n=813)

Connection to the Area. In Table 2, statistically significant associations ($\alpha=0.05$) are demonstrated between connections to Greater Riverdale and identified challenges. Respondents who either lived or worshiped in Greater Riverdale were less likely to identify safety as a concern, as compared to respondents who did not live or worship in the area. On the other hand, those who work, visit people, or shop in the area are more likely to be concerned about safety.

Table 2. Community Challenges by Connection to Riverdale Area

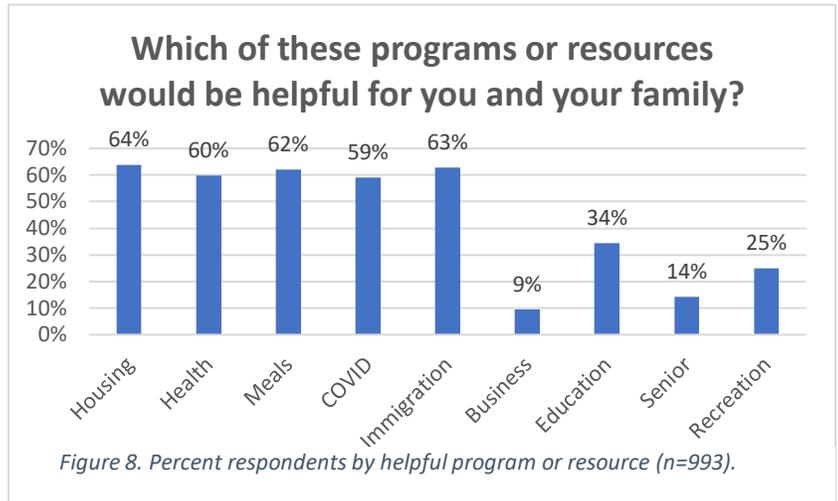
Community Challenges	Connection to Riverdale				
	Live	Visit	Worship	Shop	Work
Transit				+	+
School			+	+	
Food		+	+	+	+
Recreation			+	+	
Safety	-	+	-	+	+
Finance				+	+
Medical		+	+	+	+

Statistically significant results at $\alpha=0.05$ for chi-square tests (“-“ = less likely, “+“ = more likely) on relationship between connection to Riverdale and community challenges identified (n=813)

Helpful Programs and Resources

To understand what programs the Latino community wants to see, respondents were asked about the programs or resources that they would find helpful for themselves and their family. Participants were provided with nine options, plus an open-ended “other” box where they could write in, and were encouraged to check all that applied.

As seen in Figure 8, there were five resource needs identified by the majority of respondents. These including housing programs, such as help with rent and mortgage (64%); immigration assistance, including legal help for immigrants and English classes (63%); additional meal and produce giveaways (62%); access to health resources, such as medical care and mental health resources (60%); and increased COVID safety programs like masks and hand sanitizer giveaways, COVID testing, and job finding (59%).



Education resources, such as tutoring, resources for childcare, and technology assistance were identified by 34% of respondents. Access to recreational opportunities (25%), resources for seniors (14%), and assistance for local businesses (9%) were identified by less than one quarter of respondents.

Significance Testing by Demographics on Helpful Programs

The data was analyzed to determine any statistically significant relationships between the identification of helpful programs and demographics.

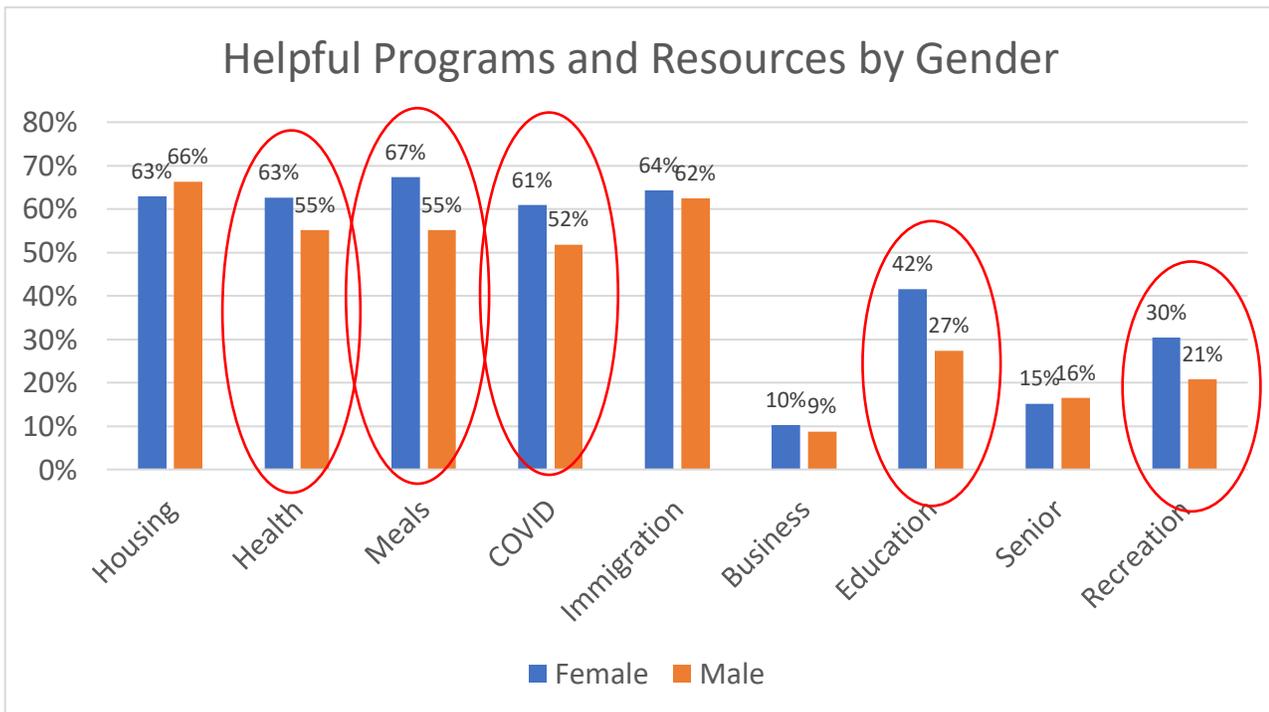


Figure 9. Percent of females and males that identified helpful programs and resources (n=993). Statistically significant associations are circled in red.

Gender Identity. As shown in Figure 9, there was a statistically significant association ($\alpha=0.05$) between respondents' gender and their interest in programs around health, food distributions, COVID safety, educational programming, and recreational activities. In all cases, females were significantly more likely than males to identify these resources as helpful for them and their families.

Age Group. Statistically significant associations ($\alpha=0.05$) were also found between age and helpful programs. As seen in Table 3, respondents 17 and under were less likely than other groups to identify housing, health, meals, immigration, education, and recreational programs as helpful. Respondents between the ages of 18-24 were more likely to identify a need for housing programs. Respondents between 25-39 were more likely to identify health, meals, immigration, and education programs as priorities. Those 40-60 years old were less likely to identify housing as a need. Finally, respondents over 60 were less likely to identify COVID and educational programs as helpful, but more likely to identify senior services as needed.

Table 3. Helpful Programs and Resources by Age Group

Programs/Resources	Age Groups				
	17 and under	18-24	25-39	40-60	Over 60
Housing	-	+		-	
Health	-		+		
Meals	-		+		
COVID					-
Immigration	-		+		
Business					
Education	-		+		-
Senior					+
Recreation	-				

Statistically significant results at $\alpha=0.05$ for chi-square tests (“-“ = less likely, “+“ = more likely) on relationships between age group and helpful programs/resources (n=871)

Connection to the Area. Table 4 shows statistically significant associations ($\alpha=0.05$) between connections to Greater Riverdale and helpful programs. Respondents living in the area were more likely than people not living in the area to identify health programs, meal distributions, and COVID resources as needed. They were also less likely to identify assistance for local businesses as helpful.

Those who visit friends or family in Greater Riverdale were more likely to identify immigration and business support as needed. Respondents who worship in Greater Riverdale were more likely to identify immigration, business, education, and recreation programs as needed, and people who shop in Greater Riverdale were more likely than other groups to identify housing, health, meals, immigration, business, education, and recreation programs as helpful. Finally, people who work in Greater Riverdale were more likely to report housing, meals, COVID, and immigration programs as needed, but less likely to report business resources as helpful.

Information Sharing

To better understand communications mechanisms, participants were asked how information about community resources could be best shared with them. Participants were provided with six options, plus an open-ended “other,” and were invited to check all that applied. As shown in Figure 10, the majority of respondents (65%) felt that information would be best shared through physical flyers given out at food distributions or other community locations. Facebook posts (41%), grocery stores (37%), and

announcements at church (37%) were also preferred. WhatsApp (24%) and email (11%) were selected by less than one quarter of respondents.

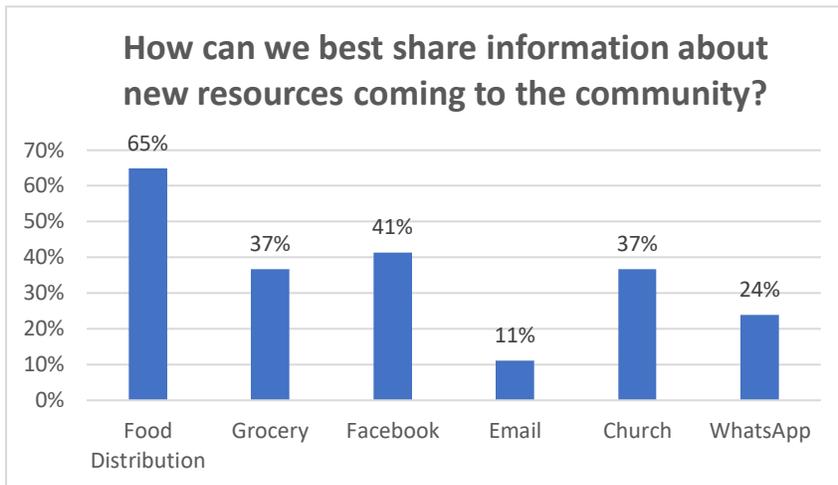


Figure 10. Percent respondents by information sharing medium (n=984).

Significance Testing by Demographics on Information Sharing

The data was analyzed to determine any statistically significant relationships between people’s preferred information sharing method and demographics.

Gender Identity. As shown in Figure 11, in general, both females and males preferred the same communications mechanisms. Only one statistically significant association ($\alpha=0.05$) was observed: males were less likely than females to prefer information about new community resources via email.

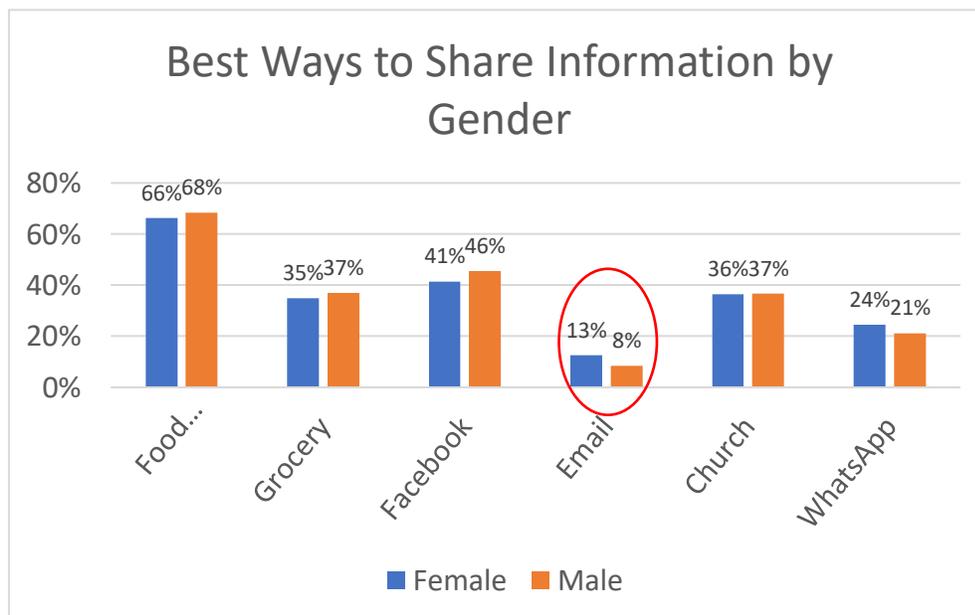


Figure 10. Percent respondents by information sharing medium (n=984).

Age Group. Statistically significant associations ($\alpha=0.05$) were also found between age groups and best ways to share information. Table 5 shows the age groups that were significantly less and more likely

than other groups to identify particular communication methods as helpful. Respondents 17 and under were less likely than other age groups to identify grocery stores as good information sources. Respondents between 18-24 were more likely to identify Facebook and WhatsApp, and respondents between 25-39 were more likely to identify food distributions and Facebook. Those 40-60 were less likely to identify Facebook and more likely to identify church as the best information sharing sources. Finally, those over 60 were less likely to identify Facebook and more likely to identify food distributions.

Table 5. Best Ways to Share Information by Age Group

Information Sharing Mechanism	Age Groups				
	17 and under	18-24	25-39	40-60	Over 60
Food Distribution			+		+
Grocery	-				
Facebook		+	+	-	-
Email					
Church				+	
WhatsApp		+			

Statistically significant results at $\alpha=0.05$ for chi-square tests (“-“ = less likely, “+“ = more likely) on relationships between age group and best ways to share information (n=868).

Connection to the Area. As seen in Table 6, statistically significant associations ($\alpha=0.05$) were also found between people’s connections to the area and best ways to share information. Respondents living in Greater Riverdale were more likely to identify grocery stores as a good way to access information, and less likely to identify Facebook or church. Respondents who visit Greater Riverdale were more likely to identify grocery stores and Facebook, while people who worship in Greater Riverdale were more likely to identify email and church as good sources of information. Among people who shop in Greater Riverdale, respondents were statistically more likely to identify food distributions, grocery stores, Facebook, and WhatsApp. Respondents who work in Greater Riverdale were more likely to identify food distributions, grocery stores, and Facebook, and less likely to report email as a good information sharing mechanism.

Table 6. Best Ways to Share Information by Connection to Riverdale Area

Programs/Resources	Connection to Riverdale				
	Live	Visit	Worship	Shop	Work
Food Distribution				+	+
Grocery	+	+		+	+
Facebook	-	+		+	+
Email			+		-
Church	-		+		
WhatsApp				+	

Statistically significant results at $\alpha=0.05$ for chi-square tests (“-“ = less likely, “+“ = more likely) on relationship between connection to Riverdale and best ways to share information (n=968)

Community Discussion Results

The listening sessions conducted by Pastor Phipps and CASA were conducted fully in Spanish and framed as an opportunity for residents to share their community vision, discuss difficulties they are facing, and recommend resources to help them thrive. In total, over 75 individuals were engaged through the discussion sessions.

Demographics

In Figure 12, below, the demographics of the participants in the discussion sessions are presented.

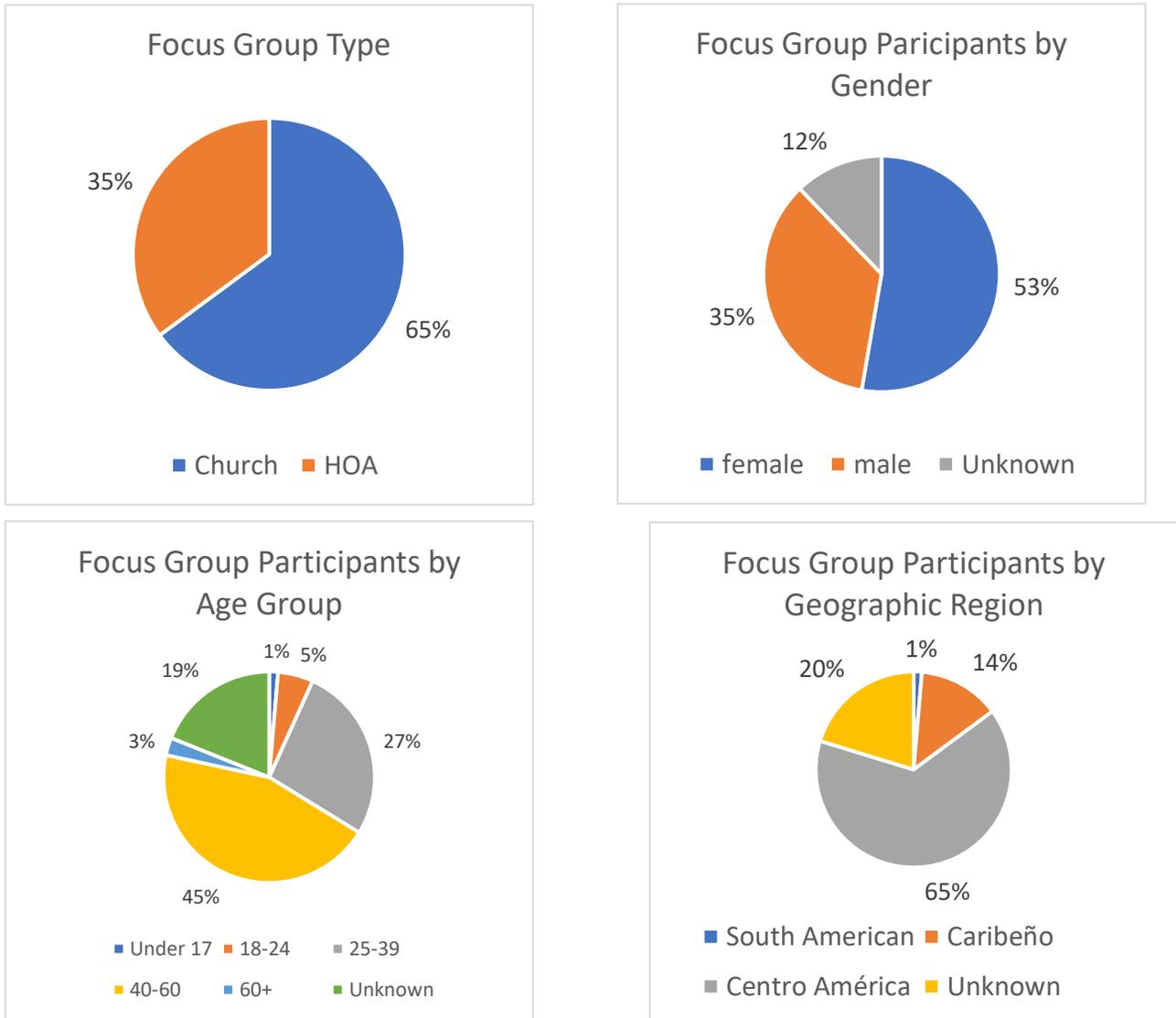


Figure 12. Summary of focus group discussion participants.

Meaning of Community

What does the word community mean to you?

Community is an abstract concept that means something unique to each person. In general, participants of the focus groups described community as the people they interact with, the places they gather, or a common shared identity. One respondent shared that a community is a geographic region like a neighborhood or town where people work, live, and engage with each other but added that it can also be a group of people who are struggling with the same problems. While some participants referenced the physical infrastructure or amenities that support a community, such as parks, schools, and shops, nearly everyone agreed that the people you surround yourself with are the most important aspects of community. This can include church members, a sports team, or a shared language or nationality.

Support and Resources

What are times or ways in which you have felt supported by your community?

During the pandemic, participants indicated that they have felt supported by their neighbors, families, friends, local churches, and CASA de Maryland. Family and friends are a “go to” resource for providing childcare and word-of-mouth sharing of information, such as where to locate food distribution centers, employment opportunities, or how to access financial assistance programs. Many residents also rely on support from local churches, not just for spiritual connection during difficult times, but also for free food and financial assistance with utilities and rent payments. CASA de Maryland was also identified as an important resource to the Latino community in both the CASA and congregational listening sessions. Participants indicated that during the pandemic CASA has provided assistance with food, aided renters with legal advice, and offered community activities.

Most participants did not view local government as a trusted source of support. Participants were not aware of any government-affiliated entities within the community offering services for families in need. Furthermore, many participants expressed an uneasiness with visiting official government offices due to language barriers and the perception that local elected officials and government leaders are indifferent to what happens in the Latino community.

What are some assets or resources you feel like you have been able to rely on?

Similarly to responses regarding support systems, in general, session participants said that they consider family and friends, churches, and neighborhood schools as reliable assets or resources. Some participants receive assistance from churches, including food and occasional support for utilities and rent payments. Others, especially undocumented immigrants, have heavily relied on CASA for renter’s assistance, access to food, and completing forms to access other support programs.

Challenges and Barriers

What are some difficulties you are currently facing? Are these difficulties a result of the pandemic or have they been a problem before?

Language barriers, access to good paying jobs, and renters’ rights were the most frequently discussed challenges facing the Latino community both pre- and post-pandemic.

Many Hispanics in the Greater Riverdale Area face a great disadvantage because they do not speak English. According to some respondents, the language barrier not only reduces their access to services and resources but also presents a safety concern. One respondent shared that many Latinos in the community have experienced police violence or mistreatment because they were unable to communicate or respond to an English-speaking officer. These experiences leave Latinos concerned about racism and corruption in law enforcement.

Participants noted that many Hispanic community members, especially those that are undocumented, can only find jobs that pay minimum wage or less. This lack of access to higher paying jobs makes it impossible to advance and support families in a meaningful way. The pandemic also caused many people to lose their jobs, and undocumented immigrants did not have access to stimulus funds or other resources that were available to documented immigrants. While many businesses are now hiring again, it was generally viewed as insufficient, with participants indicating that both documented and undocumented people are having difficulty finding employment.

Rental housing was also a frequently discussed challenge. The cost of rent was seen as very high, and tenants did not seem to have an understanding of their rights. Participants expressed that landlords are

quick to demand payment but slow to address issues. Housing conditions and building management concerns such as pests, dirt, trash, and delayed maintenance were significant pre-pandemic problems that have only been exacerbated during COVID with maintenance crews hesitant to enter apartments due to exposure concerns.

Many respondents also had stories about receiving eviction notices, not being provided a grace period even with a long history of paying rent on time, and being charged costly late fees. Several women mentioned how rental policies amplify health and safety issues for women who find themselves staying in abusive relationships because they cannot afford to live on their own. There was also anger expressed related to mistreatment by those who oversee rent collection.

Pastors relayed that a lack of medical care, especially for diabetes, addiction, and lack of access to insurance as additional health and safety challenges faced by the Hispanic community. During the pandemic, they added, access to funeral services and grief counseling for members of their congregations have also proven to be challenging.

What are some difficulties you have or are facing when trying to get assistance?

Lack of information was cited as the biggest challenge to accessing assistance. Even where local programs and resources exist, participants felt that the Hispanic community does not have equal access to this information. Again, language barriers, legal status, and lack of computer literacy were all seen as barriers to gaining information and assistance.

Participants indicated needing more opportunities available in their native language, and many participants shared examples of feeling discriminated against because they do not speak English. Participants suggested that service providers who are ill equipped to engage with non-English speakers frequently ignore them or treat them poorly. Participants said they often rely on their children or other family members to serve as interpreters, and those without family felt that they had no options for interpretation.

Participants indicated that difficulty obtaining assistance can become even further exacerbated for the undocumented. Without a social security card, Hispanic community members have severely limited access to support services. One respondent expressed that without papers, you do not have the confidence or the hope that anyone will help you.

Finally, lack of computer literacy and access to technology was identified as a major barrier. Many programs and certain benefits are only available online. In the Latino community, where computer literacy is low, information shared through these virtual channels is often inaccessible. One respondent shared that notification for a rental assistance program was first distributed through a county e-newsletter, but given that many people in the Latino community cannot use or access a computer or an email account, they are reliant on groups like CASA to relay this important information.

Resource Needs

What types of resources or assistance would you want in order to help achieve your goals and dreams?

To feel that their families are thriving, participants indicated a need for assistance with obtaining legal status, educational opportunities, and more programs for youth.

Participants without legal status identified a pathway to citizenship as a top priority, and several specifically mentioned immigration reform and assistance obtaining work permits as major needs. Many undocumented citizens also expressed frustration that they have lived and worked in the country for many years without being able to visit their countries of origin or relatives and without having access to medical and retirement benefits.

Participants also wanted more opportunities to learn English, technical computer skills, and other types of professional development skills. Unlike in the United States, where public school is available to everyone for free, Latinos come from different countries and backgrounds, so a basic education cannot be assumed. While the community college does offer classes, these classes are seen as expensive, rarely offered in Spanish, and inaccessible for people who do not already have a baseline education or who work multiple jobs. One participant shared how she has been working as a hairstylist for over 20 years but cannot obtain a cosmetology license because the classes are only available at the community college in English. She would like to open her own business one day and is constantly worried that she will be inspected and asked to show her license. This opened the conversation to a brief discussion about the deficit of opportunities specifically for Hispanic women. Participants suggested that a community center where Latinos could access free learning services or programs in Spanish could be very helpful.

Another need of major concern was better opportunities for children. Many participants emphasized wanting to give their children the best future possible. One woman shared how when they first arrived in the United States, her eldest son was heavily bullied in school for being an immigrant and not speaking English. This led her son to rebel and join a group of boys who would steal cars, get into fights, and generally act out. She was unable to stop or control her son and eventually her son was killed. She believed that outcome could have been avoided if the community had youth support programs for kids like her son. In general, participants felt that providing enriching educational opportunities, tutoring, summer youth employment, and after-school programs that appeal to both males and females, can offer alternatives to getting involved with gangs, drugs and other forms of trouble.

Other resource needs identified included access to health insurance, access to free or low cost medical and dental services, retirement benefits, and more food distribution. Participants in the pastors' listening session specifically suggested a need for streamlining and translating available services, especially when it comes to citizenship, and educational programming around how to access available government systems. There was interest in a central hub of resources for pastors, local leaders, and other trusted voices to help direct community members to support programs. The pastors envisioned this as a physical place where the community can access current resources and information to help them address health care, housing, counseling, immigration, finance and other needs, as well as a place where community members can hold meetings, take classes and training, and host community events.

Information Sharing

Where and how do you, your family, and your friends normally get their information? For example, Facebook, friends, church, government websites, etc.

The Hispanic community largely receives information through in-person channels. Whether it is with friends and family, neighbors, or at church, word-of-mouth is still the biggest avenue for information sharing and gathering. As one respondent suggested, in person communication is better because someone's physical language says more than words, emotions can be conveyed better, and you can get a better vibe of intentions.

Other information channels used by participants included Facebook, Instagram, the CASA newsletter and WhatsApp group, and sometimes television.

Discussion

One of the most surprising results from this outreach effort was how un-novel the results were. Despite the pandemic, participants in both the survey and discussion sessions were largely contending with the same issues as they were prior to the COVID pandemic, just more intensely. Clear pathways to achieving documented immigration status, better jobs, rental assistance and renters’ rights, learning opportunities in Spanish, and access to health services are still highly needed by the Hispanic community in Greater Riverdale.

As seen in the recommendations below, there is a critical need for more funding to support basic needs and assist the Greater Riverdale Hispanic community on the path towards thriving. During the outreach process, Pastor Phipps emphasized that in order to build trust and encourage further civic participation in the future, the community must see material benefits stemming from this engagement process.

Caveats and Biases

The sampling process of this outreach effort was not random. The team followed an opportunistic, organic and emergent process. As mentioned above, the aim of the outreach was also not to get a representative picture of all Hispanic community members in Greater Riverdale, but to reach some of the most vulnerable members of the community. This methodology could have skewed survey responses. For example, surveys administered at food distribution centers could have influenced responses about the need for more food distribution centers. Similarly, individuals taking a survey at a vaccine clinic may have stated a greater concern for COVID than those at other locations. Because samples were not random and because survey locations were not tracked, potential location biases cannot be assessed.

Similarly, the discussion sessions were divided into two categories. The first category was administered by Pastor Phipps at churches and the second by CASA. Discussions with congregations may have produced biased results identifying the church as a primary support. CASA specializes in providing support to undocumented immigrants around issues such as housing and immigration, so the participants at CASA-led discussions may have been more likely to express concerns around those issues. Random sampling would have offered a more accurate representation of the proportion of the Hispanic community who rely on churches for support or are concerned with housing and immigration issues. However, these locations and the facilitators were strategically chosen by the team, as CKAR aimed to leverage trusted community voices in order to build relationships and optimize participation.

Recommendations

Strategy	Community Resource Center
Objective	To create a central resiliency hub in the Greater Riverdale area, where residents can gain access to a variety of resources to support well-being.
Justification	Latino residents in Greater Riverdale find face-to-face interaction to be the most helpful means of accessing resources. The services in the area are not integrated with each other and there is a strong need for families to be able to access holistic care in one central location.

<p>Details</p>	<p>Location:</p> <ul style="list-style-type: none"> • Long-term: a new building can be constructed specifically as a resource center. • Short-term: empty or partly empty buildings owned by faith organizations (Casa de San Bernardo or St. John’s) can be reactivated to serve the community. These buildings are already known to residents and will assist in building trust in the center. • Should be in a walkable, central location. Transportation should ideally be offered for some programs. <p>Resources:</p> <ul style="list-style-type: none"> • Community Classes <ul style="list-style-type: none"> ○ Citizenship process, immigrant and renters’ rights ○ English, GED, computer, and Spanish literacy classes ○ Welcome to the US classes (youth and adult) • Job training <ul style="list-style-type: none"> ○ Childcare and cosmetology licensing in Spanish ○ Entrepreneurship classes • Afterschool programing <ul style="list-style-type: none"> ○ Mentoring program ○ Art program ○ Healthy evening meals would be served at these programs • Small food pantry with staple items and clothing closet <ul style="list-style-type: none"> ○ Focus would be on families undergoing emergencies, i.e. evictions • Part-time bilingual lawyer <ul style="list-style-type: none"> ○ Focus on immigration law ○ Should have experience working with the Latino community ○ Could take clients by walk-in and appointment, as well as leading the Know Your Rights legal clinics • Part-time bilingual social worker <ul style="list-style-type: none"> ○ Could assist with domestic violence cases, homelessness, mental health, and connecting people to resources ○ Should have experience working with the Latino community • Part-time bilingual nurse practitioner who can serve undocumented and uninsured patients (eventually, this could be expanded to be a full sliding scale clinic with a variety of primary care services available)
<p>Timeline</p>	<p>1-2 years to create a resource center in an empty or underutilized building</p>
<p>Potential Partners</p>	<ul style="list-style-type: none"> • Casa de San Bernardo is beginning to bring together different community resources in a central location at one of their vacant buildings. Their efforts could be multiplied and built upon. • CKAR could provide ESOL for the workforce courses, offer healthy meals from Sarvis Café for the afterschool program, and host the Welcome to the US program. • LAYC could be one of the afterschool programming partners. • The Prince George’s Library system could partner on the GED, and literacy classes.

	<ul style="list-style-type: none"> • Prince George’s Community College could be the partner for the job licensing in Spanish classes. • SEED could be the food pantry partner. • CLS could provide the part-time lawyer. • Nurse practitioner could be from Luminis.
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Strategy	Community Navigators
Objective	To meet people where they are and directly connect them to resources.
Justification	Many residents in Greater Riverdale are not aware of the many resources in the area that could assist them. Many residents also indicate a need for assistance in navigating and applying for services.
Details	<p>Responsibilities:</p> <ul style="list-style-type: none"> • Community navigators would be based out of the community resource center and would visit churches, food distributions, schools, and apartment buildings. As the outreach arm of the resource center, they would build trust and awareness of the services being offered. • The navigators would have the ability to both directly problem solve in the moment (i.e. by giving people the resource packet and list of food distributions) and could also refer them back to the resource center for more specialized care (i.e. to speak with a social worker or lawyer, or to apply for health insurance or SNAP). <p>Hiring and Training:</p> <ul style="list-style-type: none"> • Navigators would be hired directly from the Greater Riverdale area and would be peers of the people they are assisting. • The navigators would be trained as community health workers, to increase their liaison and resource education skills.
Timeline	6 months to train CHWs in both the classroom and the field, 1 year to have a full team of CHWs working in the community
Potential Partners	<ul style="list-style-type: none"> • Heritage Care could train Spanish-speaking CHWs. • CKAR could administer the community navigator program and provide the field training component for the CHWs. CKAR could also build on the existing CKAR resource guide and continue to add resources. This could build on the existing CKR-Kaiser work to identify, train, and put CHWs in the field to work on COVID vaccinations.

Strategy	Faith-Based Outreach & Training Program
Objective	To bring knowledge and resources directly to faith leaders and congregations.

Justification	Churches are providing a great deal of pastoral care in the Greater Riverdale area. Faith leaders have requested more support in caring for their congregations.
Details	<ul style="list-style-type: none"> • Workshops could be created directly aimed at pastors and other faith leaders that answer frequently asked questions, i.e. what are the resources to help a parishioner who is experiencing domestic violence or being deported. • Some of the community classes could be brought to the congregations (i.e at Bible Study groups or post church services), particularly on issues like immigrant and renters rights. Parishioners could be referred to the community resource for follow up resources.
Timeline	6 months to put together an initial curriculum for faith leaders and a set of standard workshops to offer congregations. 1 year to continue building trust with faith leaders and to create a schedule of which workshops are being offered where.
Potential Partners	<ul style="list-style-type: none"> • In partnership with Centro de Apoyo Familiar and CKAR, Pastor Yendy Phipps could lead the outreach and weigh in on culturally appropriate construction of the workshops. CKAR could identify needed partners (i.e. CLS or CASA for legal workshops or Luminis for diabetes prevention workshop) and put together the curriculums.

Strategy	Health Outreach
Objective	To bring health services to residents and enroll residents into follow-up care.
Justification	There is a high burden of chronic illness in Greater Riverdale, much of which is undiagnosed. Many residents do not have access to primary care or insurance.
Details	<ul style="list-style-type: none"> • Health outreach team could regularly visit schools, apartment buildings, churches, farmer’s markets, stores, and food distributions to screen for chronic disease. • The health outreach team could have a staff member who was solely responsible for enrolling patients in health insurance programs that they are eligible for or making follow-up appointments for patients at a sliding scale clinic. • The health outreach team could also bring culturally competent educational presentations on chronic disease prevention and management to the same locations where screenings are taking place. • As appropriate, chronic illness management support groups could be implemented at schools, churches, Sarvis Cafe, and the community resource center.
Timeline	Luminis medical staff and CKAR support staff are currently doing health outreach work. In 6 months, a CKAR staff member could be added who focuses on insurance enrollment and making appointments at sliding scale clinic. Within 2 years, support groups and health presentations could be implemented in key locations.

Potential Partners	<ul style="list-style-type: none"> • Luminis could provide the medical staff and expertise. • CKAR’s health outreach team could provide support and interpretation services. • The UMD iConsultancy team provided data visualizations to CKAR to further understand the health needs across Greater Riverdale. These visualizations can be used to shape health outreach programming and the chronic diseases of focus. Potential Partners from UMD could include: UMD School of Public Health and UMD College of Behavioral and Social Sciences
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Strategy	Health Insurance Pilot
Objective	To enroll residents of Greater Riverdale into health insurance.
Justification	Many residents are not eligible for any health insurance programs, due to documentation status.
Details	<p>Location:</p> <ul style="list-style-type: none"> • Could implement for either a certain set of zip codes or for District 3. • After a set time period, could evaluate population-level health benefits (i.e. use of ER services) and determine costs and benefits of continuing or expanding the program. <p>Potential Models:</p> <ul style="list-style-type: none"> • Model of DC Health Care Alliance <ul style="list-style-type: none"> ○ Adults, below 200% of FPL and low wealth, not eligible for Medicare or Medicaid ○ Covers routine preventative care, doctor visits, prescription drugs, prenatal care, lab services and medical supplies, dental services up to a certain cap through a managed care organization (i.e. Kaiser Permanente) • Expansion of Kaiser Permanente’s Community Health Access Program to a larger number of residents • Funding for existing primary care doctors in the area, to allow them to see more uninsured patients
Timeline	Could be implemented within 1 to 2 years
Potential Partners	<ul style="list-style-type: none"> • Kaiser Permanente could be the insurance provider.

Strategy	Riverdale Sliding Scale Clinic
Objective	To increase the capacity of sliding scale clinics and ensure that more residents are receiving the follow-up care that they need.

Justification	Many residents are going without care, due to lack of insurance and barriers accessing the existing sliding scale clinics (long wait times in order to get an appointment and transportation barriers).
Details	<p>Location:</p> <ul style="list-style-type: none"> Sliding scale clinic could be incorporated into the community resource center. In the short term, a nearby vacant building could be used, and in the long-term a medical suite could be constructed as part of the resource center. <p>Details:</p> <ul style="list-style-type: none"> The clinic could work directly with both the community navigators and the health outreach team. People screened in the community could be brought back directly to the resource center The clinic should have a few primary care providers who can focus on family medicine and chronic disease management, as well as mental health therapists and a dentist. To the extent possible, clinic staff should be fluent in Spanish and have experience working with the Latino community.
Timeline	Could be implemented within 3-5 years
Potential Partners	<ul style="list-style-type: none"> La Clínica del Pueblo had an interest in expanding to Riverdale at one point. A discussion could be had regarding their interest and capacity to expand to the area now. CKAR's community navigators could refer patients directly to the clinic.

Strategy	Hispanic Small Business Association
Objective	To support entrepreneurship and grow small businesses in Greater Riverdale.
Justification	There is a diversity of small businesses in the area, and many residents express an interest in starting their own businesses. There is a lack of knowledge and access to services supporting small businesses, and there is also no coordinated association working with the East Riverdale businesses.
Details	<ul style="list-style-type: none"> Networking events could be hosted in Sarvis Cafe, for businesses to exchange information and resources. Training and workshops could be provided to association members on issues like marketing and applying for government grants. Microloans could be issued to new businesses. Association members could visit all businesses in Greater Riverdale, to hear about their needs and let them know about the resources available.
Timeline	Association could be expanded within a year, and new businesses could be added to the association and new services offered to businesses within 2-3 years

Potential Partners	<ul style="list-style-type: none">• The Riverdale Park Business Association could expand into East Riverdale.• The Hispanic Chamber of Commerce could support outreach efforts to Spanish-speaking business owners.• LEDC could provide the training and workshops, as well as potentially offering microloans.• CKAR could conduct outreach to Hispanic businesses along the corridor, discussing benefits of joining an association and offering support as needed (i.e. assistance applying for a grant). CKAR's Taste of Greater Riverdale program could be one outreach tool to demonstrate the benefits of association membership.
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Appendices

Appendix A: Resource Guide (English and Spanish)

Community Resources

Housing Resources

Eviction Prevention

- Evictions are prohibited through October 3, 2021 for people who have been negatively affected by the pandemic. Renters must sign a declaration and give it to their landlord: <https://bit.ly/3rZXRaf>
- COVID Emergency Rental Assistance program is providing up to 6 months of late rent. The following organizations can assist you in applying:
 - Casa de Maryland, 240-491-5763
 - Housing Initiative Partnership, 667-260-7728
 - Centro de Apoyo Familiar, 301-328-3292
- For free legal representation, call Community Legal Services at 240-391-6370.

Utilities

- The Office of Home Energy can provide utility bill assistance. You can apply online at: <https://bit.ly/3it6bw8>.
- Greater Washington Urban League (202-265-8200) and Mary's Center (202-545-2024) have some funds to help with paying utility bills.

Homebuying Assistance

- Maryland Mortgage Program offers down payment assistance and loans for first-time homebuyers. Non-citizens are eligible. Learn more at: <https://bit.ly/2VDCwMf>.
- Pathways to Purchase Program offers loans for first-time homebuyers. The loans are 0% interest and will be forgiven in 10 years if the buyer is still living in the home. <https://bit.ly/37pK2b0>

Homeless Shelters

- Shepherd's Cove Women's Shelter (301-386-4444) provides emergency shelter for women and children.
- The Family Crisis Center of Prince George's (301-731-1203) provides housing and support for victims of domestic violence.
- Casa Ruby (202-355-5155) provides a drop-in center for LGBT individuals.
- Hermano Pedro Shelter (202-246-6643) is a multicultural day shelter for men and women.

Medical Resources

COVID Vaccines

- Vaccines are FREE. You do not need insurance or an ID to be vaccinated.
- To find a vaccine, go to: <https://bit.ly/37m08Bg>

COVID Testing

- Some sites charge for tests, but there are free test sites available.
- To find a testing site, go to: <https://bit.ly/3lDujV5>

Health Insurance

- You can enroll for health insurance at the Maryland Health Connection: <https://bit.ly/3yx05JL>. Some immigrants with legal statuses are eligible.

Low Cost or Free Clinics (No Insurance Necessary)

- Mary's Center in Adelphi provides primary and mental health care. Call 844-796-2797 for an appointment.
- La Clínica del Pueblo in Hyattsville provides primary and mental health care. You can call 24-714-5247 for an appointment.

Low Cost or Free Dental Clinics

- Mary's Center on Gallatin Street offers a full range of dentistry for adults and children. Call 844-796-2797 for an appointment.
- The Elaine Ellis Center in College Park offers general dental services. Call 301-441-1605.

Mental Health Assistance

- Crisis Response System (301-429-2185) offers assistance during crises.
- You can call Children's Mental Health Matters at 443-901-1550 to get assistance with your child's mental health.
- Behavioral Health Clinic offers screenings, counseling, and substance abuse treatment services. Medicaid and self-pay are accepted. ID is required. Call 301-583-5920.
- La Clínica del Pueblo offers bilingual therapy specializing in trauma, depression, and PTSD. Insurance is not required. Call 240-714-5247.

Community Resources

Employment

Unemployment

- Maryland Division of Unemployment Insurance takes calls to file for unemployment from 7:30am-3:30pm at 410-949-022.
- Employ Prince George's can help you with filing for unemployment and finding a job. Call 301-618-8445.

Workforce Training

- CASA offers a range of vocational training programs. Contact Jacinta Nino at 240-491-577.
- Maryland Apprenticeship and Training Program offer you the chance to earn money while being trained in a new job. You can call 410-767-2246 to learn about opportunities.

Childcare

- Maryland Family Network helps you to locate safe and reliable childcare. You can call 877-261-0060.

Small Businesses

- Hispanic Business Center provides counseling and training to existing businesses in the Latino community. You can call 301-403-8300.
- The Latino Economic Development Center offers micro-loans, coaching and credit building to businesses owned by women and people of color.

Food

- You can apply online for SNAP at <https://bit.ly/3AhYqzc>. You can also call Maryland Hunger Solutions (866-821-5552) for help applying.
- Councilmember Glaros publishes a monthly list of food distribution sites on her Facebook: <https://www.facebook.com/PGDistrict3>.

Immigration Assistance

- CASA de Maryland provides free legal consults and assistance in applying for immigration benefits. You can call 301-431-4185 for more information.
- Central American Resource Center provides legal resources for Latinos. Call 202-328-9799.
- National Human Trafficking Resource Hotline connects people to information at 1-888-373-7888 or text "HELP" to BeFree. The SAFE Center provides services to trafficking survivors. You can call them at 301-314-7233.

English Classes

- Prince George's Community College provides free classes for adults with options for weekday evenings, weekend mornings, and Saturday mornings. Classes are currently online. Call 202-546-8350.
- CASA has classes for members online. The cost is \$100 and the class meets Monday-Thursday during the evening. Call Edwin Mejia at 240-491-5746.
- Peace City Church has a monthly class. The form is: <https://peacecity.church/eslpg>.

Community Information

- Greater Riverdale Thrives has bilingual meetings on the 4th Wednesday of every month about community events and issues. You can watch meetings at: www.greaterriverdalethrives.org/meetings.
- The Hispanic Council has monthly meetings on Thursdays about community safety. To receive the Zoom link, email HArgueta@co.pg.md.us.

Recursos Comunitarios

Recursos de alojamiento

Prevención de desalojos

- Los desalojos están prohibidos hasta el 3 de Octubre del 2021 para las personas que han sido afectadas por la pandemia. Los inquilinos deben firmar una declaración y entregarla al propietario: <https://bit.ly/2UZRCWG>
- El programa de asistencia de renta de COVID está dando hasta 6 meses de renta atrasada. Las siguientes organizaciones pueden ayudarle con el proceso de aplicar.
 - Casa de Maryland, 240-491-5763
 - Housing Initiative Partnership, 667-260-7728
 - Centro de Apoyo Familiar, 301-328-3292
- Para representación legal sin costo, llame a Community Legal Services al 240-391-6370.

Utilidades

- La Oficina de Energía de Hogares puede ayudar con su recibo de utilidades. Puede aplicar en: <https://bit.ly/3it6bw8>.
- Greater Washington Urban League (202-265-8200) y Mary's Center (202-545-2024) tienen fondos para ayudar a pagar recibos de utilidades.

Asistencia en la compra de hogares

- El programa de Hipoteca de Maryland está ofreciendo asistencia financiera con depósitos y préstamos de casa para compradores de primera vez. Los que no son ciudadanos también son elegibles. Encuentre más información en: <https://bit.ly/2VDCwMf>
- El programa Pathways to Purchase está ofreciendo préstamos a compradores de primera vez. Los préstamos son de 0% interés y serán perdonados en 10 años si el inquilino todavía está viviendo en la casa. <https://bit.ly/37pK2b0>

Refugio

- Shepherd's Cove Women's Shelter (301-386-4444) da refugio de emergencia para mujeres y niños.
- El centro de crisis familiar de Prince George's (301-731-1203) da refugio y apoyo a víctimas de violencia doméstica.
- Casa Ruby (202-355-5155) es un centro para apoyar individuos LGBT.
- Hermano Pedro Shelter (202-246-6643) es refugio multicultural para hombres y mujeres.

Recursos médicos

Vacunas contra el COVID

- Las vacunas son GRATIS. No necesita seguro médico ni identificación para vacunarse.
- Para encontrar una vacuna, visite: <https://bit.ly/37m08Bg>

Exámenes de COVID

- Algunos sitios cobran por examen, otros son gratis.
- Para encontrar un sitio, visite: <https://bit.ly/3lDujV5>

Seguro médico

- Usted puede aplicar para un seguro médico en Maryland Health Connection: <https://bit.ly/3yx05JL>. Algunos inmigrantes con estatus legal son elegibles.

Clinicas de bajo costo o gratis (sin necesidad de seguro)

- Mary's Center en Adelphi da atención primaria y ayuda mental. Llame al 844-796-2797 para hacer cita.
- La Clínica del Pueblo en Hyattsville da atención primaria y ayuda mental. Llame al 240-714-5247 para hacer cita.

Clinicas dentales de bajo costo o gratis

- Mary's Center en Gallatin Street ofrece servicios dental para adultos y niños. Llame al 844-796-2797 para una cita.
- El Centro Elaine Ellis en College Park ofrece servicios dental. Llame al 301-441-1605 para más información.

Asistencia para la salud mental

- El sistema de crisis (301-429-2185) ofrece asistencia durante momentos de crisis.
- Puede llamar a Children's Mental Health Matters al 443-901-1550 para agarrar asistencia con la salud mental de sus hijos.
- Behavioral Health Clinic ofrece exámenes de detección, terapia y tratamiento del consumo de sustancias adictivas. Medicaid y el auto-pago son aceptados. Se requiere identificación. Llame al 301-583-5920.
- La Clínica del Pueblo ofrece terapia bilingüe especializado en traumas, depresión y trastorno de estrés posttraumático. No se requiere seguro médico. Llame al 240-714-5247.

Empleo

Desempleo

- La División de Seguro de Desempleo de Maryland atiende llamadas para solicitar desempleo de 7:30 am a 3:30 pm al 410-949-022.
- Employ Prince George's puede ayudarle a presentar una solicitud de desempleo y encontrar un trabajo. Llame al 301-618-8445.

Entrenamiento de fuerza laboral

- CASA ofrece una variedad de programas de entrenamiento profesional. Contacte a Jacinta Nino al 240-491-577.
- El Programa de aprendizaje y capacitación de Maryland le ofrece una oportunidad de ganar dinero mientras es entrenado en un nuevo trabajo. Puede llamar al 410-767-2246.

Cuidado de niños

- Maryland Family Network le ayuda a encontrar un cuidado de niños seguro y confiable. Puede llamar al 877-261-0060.

Negocios pequeños

- El Centro de negocios hispano brinda asesoramiento y entrenamiento a negocios existentes en la comunidad latina. Puede llamar al 301-403-8300.
- El Centro latino de desarrollo económico ofrece microcréditos, entrenamiento y creación de crédito a negocios de mujeres y personas de color.

Comida

- Puede aplicar en línea para SNAP en <https://bit.ly/3AhYqzc>. También puede llamar a Maryland Hunger Solutions al 866-821-5552 para ayuda con la aplicación.
- La representante Glaros tiene una lista de sitios de distribución de comida publicada una vez al mes: <https://www.facebook.com/PGDistrict3>.

Asistencia de inmigración

- CASA de Maryland ofrece consultas legales gratuitas y asistencia para solicitar beneficios de inmigración. Puede llamar al 301-431-4185 para obtener más información.
- El Centro de Recursos Americanos ofrece recursos legales para Latinos. Llame al 202-328-9799.
- La línea directa de recursos de Tráfico Nacional de Humanos conecta a las personas con información, solo llame al 1-888-373-7888 o mande un texto con la palabra "HELP".
- El Centro SAFE ofrece servicios a sobrevivientes de tráfico humano. Puede llamar al 301-314-7233.

Clases de Inglés

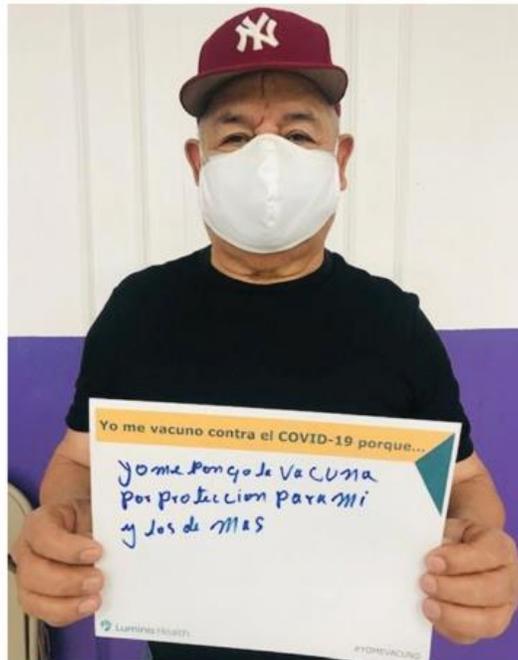
- El Colegio Comunitario de Prince George ofrece clases gratuitas para adultos. Las opciones incluyen de lunes a viernes por las mañanas o por las tardes, y los sábados por la mañana. Las clases están actualmente en línea. Llame al 301-546-8350.
- CASA de Maryland tiene clases para miembros en línea. El costo es de \$100 y se reúnen del lunes a jueves por la noche. Llame a Edwin Mejia al 240-491-5746.
- Peace City Church tiene clases mensuales. El formulario es: <https://peacecity.church/eslpg>.

Información comunitaria

- Greater Riverdale Thrives tiene reuniones bilingües el cuarto miércoles de cada mes sobre eventos y problemas en la comunidad. Puede ver las reuniones en: www.greaterriverdalethrives.org/meetings.
- El Consejo Hispano tiene reuniones mensuales los jueves sobre la seguridad en la comunidad. Para recibir el enlace de zoom, envíe un correo electrónico a: HArgueta@co.pg.md.us.



Riverdale Residents



COVID-19 VACCINES

FREE

REGARDLESS OF INSURANCE COVERAGE OR IMMIGRATION STATUS

****BY APPOINTMENT ONLY****

Date: Thursday April 8, 2021

Time: 9:00 AM – 3:30 PM

Place Crystal Room (St. Bernard's Catholic Church)
5811 Riverdale Rd,
Riverdale Park, MD 20737

Behind the Megamart International Food

**Pre-register before Wednesday
(04/07/21) by contacting**

Jasmine Barragan at 240-462-3645

**(Please leave a voicemail and your call will be returned ASAP.
If you prefer, you can also send a text message)**

OR



**By scanning the QR
code with your
smartphone**

 Luminis Health.

Appendix C: Survey in English and Spanish

Greater Riverdale Community Survey

We are conducting a survey to learn about how LatinX community members feel about Greater Riverdale. In order to combat struggles that have been introduced with COVID-19, we at CKAR want to understand what your most pressing needs are. Kaiser Permanente of the Mid-Atlantic States, Maryland Nonprofits, the Neighborhood Design Center, and the Central Kenilworth Avenue Revitalization Community Development Corporation (CKAR CDC) are in the process of planning a place-based initiative to support people who live, work, worship, learn in, and organizations that serve Greater Riverdale.

What brings you to Greater Riverdale? I or my family: (choose all that apply)

- Live here
- Work here
- Shop here
- Worship here
- Visit friends/family
- Other _____

What is your zipcode?

In what age category do you fall in?

- Under 17
- 18-24
- 25-39
- 40-60
- 60+

What gender do you identify with?

- Female
- Male
- Other
- Prefer not to say

Which of these programs or resources would be helpful for you and your family? (check all that apply, circle any specifics)

- Housing programs (help with rent/mortgage)
- Health resources (medical care, mental health resources)
- COVID safety (Mask, hand sanitizer give-aways, COVID testing, job finding)
- Education resources (tutoring, resources for childcare, technology assistance)
- Immigrant assistance (legal help for immigrants, english classes)
- Recreational programs

- Additional meal/produce give-aways
- Resources for senior citizens

What community challenges do you believe should be addressed?

- Inadequate public transportation
- Lack of after school options and help with online school
- Difficulty accessing healthy, affordable food
- Lack of recreational spaces
- Safety (traffic, crime, gang activity)
- Finance issues (housing costs/quality, lack of employment opportunities)
- Lack of access to medical care (COVID testing)
- Other _____

How can we best share information about new resources coming to the community? (check all that apply)

- Flyers given out at food distributions or other community locations
- Grocery stores _____
- Facebook posts
- Email _____
- Announcements at church
- Whatsapp
- Other _____

If you share your email, would you like to receive links to

- CKARs monthly newsletters
- monthly produce distribution lists

Is there anything else you would like to share with us today?

Encuesta Comunitaria Para Riverdale y las comunidades circundantes.

Conducimos una encuesta por toda la comunidad para aprender qué opinan los miembros de la comunidad sobre Greater Riverdale. Para combatir los problemas que se han introducido con COVID-19, en CKAR queremos entender cuáles son sus necesidades más urgentes. Kaiser Permanente of the Mid-Atlantic States, Maryland Nonprofits, Neighborhood Design Center, y La Corporación Comunitaria para la Revitalización del Corredor Central de la Avenida Kenilworth (CKAR CDC) están planeando una iniciativa para apoyar a las personas que viven, trabajan, adoran, aprenden y organizaciones que sirven a Greater Riverdale.

¿Qué le trae a Greater Riverdale? Yo o mi familia: (elige todo lo que corresponda)

- Vive aquí
- Trabaja aquí
- Compra aquí
- Adora aquí
- Visita amigos o familia
- Otro: _____

¿Cuál es su código postal?

¿En qué categoría de edad te encuentras?

- Bajo 17
- 18-24
- 25-39
- 40-60
- 60+

¿Con qué género te identificas?

- Hombre
- Mujer
- Otro
- Prefiero no decir

¿Cual de estos programas serían útiles para usted y su familia? (elige todo lo que corresponda, circula cualquier opción que le guste)

- Programas de alojamiento (ayuda con la renta/hipoteca)
- Recursos de salud (acceso a atención médica, recursos de salud mental)
- Comida adicional / obsequios de productos
- Ayuda para combatir COVID (pruebas de COVID, ayuda para encontrar trabajo durante la pandemia, obsequios de máscaras y desinfectantes)
- Ayuda para inmigrantes (ayuda legal, clases de inglés)
- Apoyo a pequeñas empresas

- Recursos educativos (tutoría para niños, ayuda para acceder a tecnología o Internet, recursos para el cuidado de niños)
- Recursos para personas mayores / ancianos
- Programas de recreación

¿Qué desafíos de la comunidad crees que deberían ser arreglados?

- Transporte público inadecuado
- Dificultad para acceder a alimentos saludables y asequibles.
- Falta de espacios recreativos.
- Problemas financieros (problemas con calidad/precio de hogares, falta de oportunidades de empleo)
- Seguridad (Actividad de pandillas, problemas de tráfico, crimen)
- Falta de guardería o opciones para después de la escuela y ayuda con escuela en línea
- Falta de acceso a atención médica o problemas con el precio y distancia
- Otro _____

¿Cómo podemos compartir mejor la información sobre los nuevos recursos que llegan a la comunidad? (elige todo lo que corresponda)

- Volantes repartidos en distribuciones de alimentos o otros lugares de la comunidad.
- Tiendas _____
- Publicaciones de Facebook
- Correo electrónico _____
- Anuncios en la iglesia
- Whatsapp
- Otro _____

Si comparte su correo electrónico, ¿le gustaría recibir enlaces a

- Boletines mensuales de CKAR
- Listas de distribución de productos mensuales

¿Hay algo más que le gustaría compartir con nosotros hoy?

Appendix D: Interview Protocol for Small Groups in English and Spanish

Project Introduction

Kaiser Permanente, University of Maryland, CASA, and the Central Kenilworth Avenue Revitalization Community Development Corporation (CKAR), are in the process of planning a community initiative to support people who live, work, worship, and learn in the Greater Riverdale area. Greater Riverdale includes twelve communities in northwestern Prince George's County located along Kenilworth Avenue (MD 201) from the Town of Riverdale Park down to West Lanham Hills. As part of this planning process, we want to hear from Latinos in this area to make sure any new initiative addresses our community's needs. This is an opportunity for you to share your vision of a thriving community, discuss difficulties you have been facing, and recommend resources that would help you thrive. This is the first of many conversations we hope to have with you and is a great opportunity to build a trusting support network for Latinos in the community.

Community

- **What does the word community mean to you?***
 - Who is in your community?
- What are times or ways in which you have felt supported by your community?
 - For example, have you ever been helped by any group in the community such as a nonprofit, church, neighbors, school, etc.

Visioning

- Imagine that your family/household is strong, healthy, and thriving. What does that look like?
 - What support would you need to build that?

Identifying Priorities

Difficulties and Needs

- **What are some difficulties you are currently facing?**
 - **Are these difficulties a result of the pandemic or have they been a problem before?**
- **What are some assets or resources you feel like you have been able to rely on?**
- **What types of resources or assistance would you want in order to help achieve your goals/dreams?**

Understanding Pathways for Continued Engagement

Trust

- Do you and your family feel comfortable asking for assistance?
- Where do you normally go when you need help? For example, school, church, neighbors, government, etc.
- **What are some difficulties you have or are facing when trying to get assistance?***

Information

- Where do you, your family, and your friends normally congregate? For example, a local restaurant, church, park, etc.

- **Where and how do you, your family, and your friends normally get their information? For example, Facebook, friends, church, government websites, etc.***
- How do you decide what community events are worth your time? For example, town hall meetings, cultural events, etc.
- When would you be more likely to attend a workshop or event? i.e., time of day, day of the week, location, virtual, etc.

Note Demographics of Participants

- Age
- Race
- Gender
- Nationality

Wrap Up, Questions, Next Steps

Thank everyone.

Introducción al proyecto

Kaiser Permanente, la Universidad de Maryland, CASA y Central Kenilworth Avenue Revitalization Community Development Corporation (CKAR) están en el proceso de planificar una iniciativa comunitaria para apoyar a las personas que viven, trabajan, practican una religión y estudian en el área de Greater Riverdale. Greater Riverdale incluye doce comunidades en el noroeste del Condado de Prince George, ubicadas a lo largo de Kenilworth Avenue (MD 201) desde la ciudad de Riverdale Park hasta West Lanham Hills. Como parte de este proceso de planificación, queremos escuchar a los latinos de la zona para asegurarnos de que cualquier iniciativa nueva considere las necesidades de toda la comunidad. Esta es una oportunidad para que compartan su visión de una comunidad próspera, discutan las dificultades que han estado enfrentando y propongan que recursos los ayudarán a progresar. Esta es la primera de muchas conversaciones que esperamos tener con ustedes y es una gran oportunidad para construir una red de apoyo de confianza para los latinos en la comunidad.

Comunidad

- **¿Qué significa la palabra comunidad para usted? ***
 - ¿Quién está en su comunidad?
- **¿Cuáles son los momentos o las formas en que se ha sentido apoyado por su comunidad?**
 - Por ejemplo, ¿alguna vez ha recibido ayuda de algún grupo en su comunidad, como ser una organización sin fines de lucro, una iglesia, los vecinos, la escuela, etc.?

Visualización

- **¿Qué tipo de apoyo necesitaría para que su familia / hogar sean fuertes, saludables y prósperos?**

Identificación de prioridades

Dificultades y necesidades

- **¿Cuáles son algunas de las dificultades a las que se enfrenta actualmente?**
 - **¿Son estas dificultades el resultado de la pandemia o han sido un problema anteriormente?**
- **¿Cuáles son algunos recursos con los que cree haber podido contar?**
- **¿Qué tipo de recursos o asistencia necesitaría para poder alcanzar sus metas / sueños?**

Comprensión de los Mecanismos para una Participación Prolongada

Confianza

- ¿Se sienten cómodos usted y su familia pidiendo ayuda?
- ¿A dónde va normalmente cuando necesita ayuda? Por ejemplo, escuela, iglesia, vecinos, gobierno, etc.
- ¿Cuáles son algunas de las dificultades que tiene o enfrenta al intentar obtener ayuda? *

Información

- ¿Dónde se congregan normalmente usted, su familia y sus amigos? Por ejemplo, un restaurante local, una iglesia, un parque, etc.
- **¿Dónde y cómo usted, su familia y sus amigos obtienen normalmente su información? Por ejemplo, Facebook, amigos, iglesia, sitios web gubernamentales, etc. ***
- ¿Cómo decide en qué eventos comunitarios vale la pena participar? Por ejemplo, reuniones comunitarias o municipales, eventos culturales, etc.
- ¿Cuándo sería más probable que asistiera a un taller o evento (hora del día, día de la semana, lugar, presencial/virtual, etc.)?

Anote los datos demográficos de los participantes

- Edad
- Género
- Raza
- Nacionalidad

Resumiendo, Preguntas y Próximos Pasos

Agradezca a todos

Appendix E: Interview Protocol for Pastors in English and Spanish

Project Introduction

Kaiser Permanente, University of Maryland, CASA, and the Central Kenilworth Avenue Revitalization Community Development Corporation (CKAR), are in the process of planning a community initiative to support people who live, work, worship, and learn in the Greater Riverdale area. . Greater Riverdale includes twelve communities in northwestern Prince George’s County located along Kenilworth Avenue (MD 201) from the Town of Riverdale Park down to West Lanham Hills. As part of this planning process, we want to hear from local leaders how we can better support the Latino community. As pastors, this is an opportunity for you to share your vision of a thriving community, discuss common difficulties members of your congregation may be facing, and recommend resources that would help the Latino community thrive. This is the first of many conversations we hope to have with you and is a great opportunity to build a trusting support network for Latinos in the community.

Identifying Priorities

Difficulties and Needs

- **What difficulties are members of your congregation dealing with?**
 - **Are these a result of the pandemic or have they always been a challenge?**
- **What are some community assets or resources members of your congregation currently rely on?**
- **What types of resources or assistance do members of your congregation need?**

Understanding Pathways for Continued Engagement

Trust

- In general, do members of your congregation feel comfortable asking for assistance?
- Where do they normally go when they need help? For example, school, church, neighbors, government, etc.
- **What are some difficulties they might have when trying to get assistance?***

Information

- Where and how do members of your congregation normally get their information? For example, Facebook, friends, church, government websites, etc.

Congregation

- **Has your congregation been growing or declining over the last 5-10 years?**
 - How has COVID impacted your congregation?
- **If you had the opportunity to design a program to help serve the Latino community, what would it focus on and how would it look/work?**
- **Are there any resources or programs that could help you as a pastor better support the community?**

Note Demographics of Participants

- Age
- Race

- Gender
- Nationality

Wrap Up, Questions, Next Steps

Thank everyone.

Introducción al proyecto

Kaiser Permanente, la Universidad de Maryland, CASA y Central Kenilworth Avenue Revitalization Community Development Corporation (CKAR) están en el proceso de planificar una iniciativa comunitaria para apoyar a las personas que viven, trabajan, practican una religión y estudian en el área de Greater Riverdale. Greater Riverdale incluye doce comunidades en el noroeste del condado de Prince George, ubicadas a lo largo de Kenilworth Avenue (MD 201) desde la ciudad de Riverdale Park hasta West Lanham Hills. Como parte de este proceso de planificación, queremos que los líderes locales nos digan cómo podemos apoyar mejor a la comunidad latina. Como pastores, esta es una oportunidad para compartir su visión de una comunidad próspera, discutir las dificultades comunes que los miembros de su congregación pueden estar enfrentando y recomendar recursos que ayudarían a la comunidad latina a prosperar. Esta es la primera de muchas conversaciones que esperamos tener con ustedes y es una gran oportunidad para construir una red de apoyo y de confianza para los latinos en la comunidad.

Identificando Prioridades

Dificultades y Necesidades

¿Cuáles son algunas de las dificultades a las que los miembros de su congregación se enfrenta actualmente?

○ **¿Son estas dificultades el resultado de la pandemia o han sido un problema anteriormente?**

● **¿Cuáles son algunos recursos con los que los miembros de su congregación cuentan actualmente?**

● **¿Qué tipo de recursos o asistencia necesitan los miembros de su congregación?**

Comprensión de los Mecanismos para una Participación Prolongada

Confianza

- En general, ¿los miembros de su congregación se sienten cómodos pidiendo ayuda?
- ¿A dónde van normalmente cuando necesitan ayuda? Por ejemplo, escuela, iglesia, vecinos, gobierno, etc.
- **¿Cuáles son algunas de las dificultades que podrían tener al intentar obtener ayuda? ***

Información

- ¿Dónde y cómo obtienen normalmente los miembros de su congregación la información? Por ejemplo, Facebook, amigos, iglesia, sitios web gubernamentales, etc.,

Congregación

- ¿Cuán grande es su congregación?

- **Su congregación ha crecido o disminuido durante los últimos 5 a 10 años?**
 - ¿Cómo ha impactado el COVID a su congregación?
- ¿La mayoría de sus miembros viven en la zona?
 - **Si tuviera la oportunidad de diseñar un programa para ayudar a servir a la comunidad latina, ¿en qué se enfocaría, cómo la visualiza y cómo funcionaría?**
 - **¿Existen recursos o programas que podrían ayudarlo a usted como pastor a apoyar mejor a la comunidad?**

Anote los Datos Demográficos de los Participantes

- Edad
- Raza
- Género
- Nacionalidad

Resumiendo, Preguntas y Próximos Pasos

Agradezca a todos

¿Qué significa la palabra comunidad para usted?

- Un gremio de personas en un determinado lugar
- Un vecindario o área específica
- Una comunidad para definir las minorías
- Una iglesia
- La escuela
- Otra

¿Quién es esta comunidad?

- Iglesia
- Vecinos
- Familia
- Departamento de la policía
- Personas con diferentes necesidades
- El Gobierno ya sea estatal o local
- Otra

¿Cuál ha sido el momento o las formas en que se ha sentido apoyado por su comunidad?

- El apoyo a llegado a través de las iglesias
- Apoyo de las escuelas
- Ayuda de los bancos de comida a través de las Iglesias
- Otra

¿Conoce usted las autoridades encargadas o que gobiernan esta ciudad?

- Si
- No

¿Qué tipo de apoyo necesitaría para su familia y que sean hogares fuertes, saludables y prósperos?

- Guardería comunitaria
- Mejores oportunidades empleos
- Educación al alcance de la comunidad

- Clases de inglés

¿Cuáles son las dificultades a las que enfrenta la comunidad?

- Dificultades con el idioma
- Necesidades tecnología
- Centro de salud para la comunidad
- Información donde obtener clases de inglés
- Clases de música para la comunidad
- Clínicas dentales
- Ayuda con la educación familiar
- Estatus Migratorio
- Otra

¿Dónde usted se siente cómodo buscando ayuda?

- Casa de Maryland
- Carecen
- Centro Católico
- Caridades Católicas
- No conozco de algún lugar
- Otra

¿Dónde cree que nuestra comunidad asiste o se reúnen?

- Parques
- Iglesia
- Ir de pesca
- Playas, lagos
- Centro comercial

¿Dónde y como usted obtienen normalmente información que necesitan?

- Leyendo Internet
- Buscan información en Google cuando es posible.
- Iglesia o preguntando al pastor

¿Le interesaría que trajeran a su iglesia talleres ya sea de finanzas, compra de casa, inmigración, etc.?

- Si

- No

Appendix G: Additional Data Analysis

Community Challenges

Tables 1-3 below show statistically significant differences as performed by a chi-square test between community challenges and gender, age, and connections to the Greater Riverdale Area.

Table 1. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between gender and community challenges identified (n=808)

	Female	Not a Female	Chi Sq Test P-Value	Male	Not a Male	Chi Sq Test P-Value
School	40%	21%	0.00	21%	40%	0.00
Food	44%	36%	0.01	36%	44%	0.02
Medical	57%	45%	0.00	45%	57%	0.00

Table 2. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between age and community challenges identified (n=813)

	Under 17	Not Under 17	Chi Sq Test P-Value
Transit	25%	43%	0.04
Recreation	3%	24%	0.01
Finance	44%	61%	0.05
Medical	28%	53%	0.01

	40-60	Not 40-60	Chi Sq Test P-Value
Transit	35%	46%	0.00
Recreation	17%	26%	0.01

	18-24	Not 18-24	Chi Sq Test P-Value
Transit	51%	40%	0.02
Recreation	34%	21%	0.00
Medical	43%	54%	0.02

	60+	Not 60+	Chi Sq Test P-Value
School	11%	34%	0.00
Finance	81%	59%	0.00

	25-39	Not 25-39	Chi Sq Test P-Value
Transit	48%	38%	0.01
School	38%	28%	0.00
Safety	59%	50%	0.01

Table 3. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between connection to Greater Riverdale and community challenges identified (n=879)

	Live	Doesn't Live	Chi Sq Test P-Value
Safety	46%	57%	0.00

	Visit	Doesn't Visit	Chi Sq Test P-Value
Food	52%	36%	0.00
Safety	65%	52%	0.00
Medical	64%	48%	0.00

	Worship	Doesn't Worship	Chi Sq Test P-Value
School	40%	30%	0.03
Food	49%	37%	0.01
Recreation	31%	22%	0.03
Safety	46%	56%	0.04
Medical	65%	49%	0.00

	Shop	Doesn't Shop	Chi Sq Test P-Value
Transit	59%	35%	0.00
School	39%	29%	0.01
Food	56%	33%	0.00
Recreation	31%	20%	0.00
Safety	75%	48%	0.00
Finance	76%	54%	0.00
Medical	68%	45%	0.00

	Work	Doesn't Work	Chi Sq Test P-Value
Transit	69%	37%	0.00
Food	55%	36%	0.00
Safety	67%	53%	0.00
Finance	80%	56%	0.00
Medical	62%	49%	0.01

Helpful Programs or Resources

Tables 4-6 below show statistically significant differences as performed by a chi-square test between helpful programs/resources and gender, age, and connections to the Greater Riverdale Area.

Table 4. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between gender and helpful resources of interest (n=867)

	Female	Not a Female	Chi Sq Test P-Value
Health	63%	55%	0.03
Meals	67%	55%	0.00
COVID	61%	52%	0.01
Education	42%	27%	0.00
Recreation	30%	21%	0.00

	Male	Not a Male	Chi Sq Test P-Value
55%	63%	0.02	
55%	67%	0.00	
52%	61%	0.01	
27%	41%	0.00	
21%	30%	0.00	

Table 5. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between age and helpful resources of interest (n=871)

	Under 17	Not Under 17	Chi Sq Test P-Value
Housing	29%	66%	0.00
Health	29%	61%	0.00
Meals	25%	63%	0.00
Immigration	32%	65%	0.00
Education	18%	36%	0.05
Recreation	4%	27%	0.01

	18-24	Not 18-24	Chi Sq Test P-Value
Housing	75%	63%	0.01

	25-39	Not 25-39	Chi Sq Test P-Value
Health	66%	56%	0.00
Meals	67%	59%	0.03
Immigration	68%	61%	0.03
Education	42%	31%	0.00

	40-60	Not 40-60	Chi Sq Test P-Value
Housing	59%	67%	0.02

	60+	Not 60+	Chi Sq Test P-Value
COVID	40%	58%	0.01
Education	13%	37%	0.00
Senior	48%	14%	0.00

Table 6. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between connection to Greater Riverdale and helpful resources of interest (n=977)

	Live	Doesn't Live	Chi Sq Test P-Value
Health	62%	54%	0.02
Meals	66%	53%	0.00
COVID	64%	46%	0.00
Business	8%	13%	0.02

	Worship	Doesn't Worship	Chi Sq Test P-Value
Immigration	75%	61%	0.00
Business	22%	8%	0.00
Education	46%	33%	0.00
Recreation	36%	23%	0.00

	Visit	Doesn't Visit	Chi Sq Test P-Value
Immigration	70%	62%	0.05
Business	15%	8%	0.01

	Shop	Doesn't Shop	Chi Sq Test P-Value
Housing	80%	60%	0.00
Health	71%	57%	0.00
Meals	72%	60%	0.00
Immigration	85%	57%	0.00
Business	16%	7%	0.00
Education	41%	32%	0.01
Recreation	31%	23%	0.02

	Work	Doesn't Work	Chi Sq Test P-Value
Housing	78%	62%	0.00
Meals	74%	61%	0.01
COVID	68%	58%	0.03
Immigration	78%	61%	0.00
Business	8%	10%	0.00

Information Sharing

Tables 7-9 below show statistically significant differences as performed by a chi-square test between best ways to share community resources and gender, age, and connections to the Greater Riverdale Area.

Table 7. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between gender and best way to relay information (n=863)

	Male	Not a Male	Chi Sq Test P-Value
Email	8%	13%	0.04

Table 8. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between age and best way to relay information (n=868)

	Under 17	Not Under 17	Chi Sq Test P-Value
Grocery	18%	37%	0.03

	18-24	Not 18-24	Chi Sq Test P-Value
Facebook	54%	41%	0.00
WhatsApp	31%	22%	0.02

	25-39	Not 25-39	Chi Sq Test P-Value
Grocery	41%	33%	0.02
Facebook	53%	38%	0.00

	40-60	Not 40-60	Chi Sq Test P-Value
Facebook	34%	49%	0.00
Church	41%	34%	0.04

	60+	Not 60+	Chi Sq Test P-Value
Food Distribution	84%	67%	0.01
Facebook	10%	45%	0.00

Table 9. Statistically significant results at $\alpha= 0.05$ for chi-square tests on relation between connection to the Greater Riverdale Area and best way to relay information (n=968)

	Live	Don't Live	Chi Sq Test P-Value
Grocery	39%	30%	0.01
Facebook	40%	47%	0.04
Church	34%	46%	0.00

	Worship	Don't Worship	Chi Sq Test P-Value
Email	17%	10%	0.02

	Shop	Don't Shop	Chi Sq Test P-Value
Food Distribution	75%	62%	0.00
Grocery	63%	30%	0.00
Facebook	60%	36%	0.00
WhatsApp	34%	21%	0.00

	Work	Don't Work	Chi Sq Test P-Value
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Church	70%	32%	0.00
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	Visit	Don't Visit	Chi Sq Test P-Value
Grocery	51%	34%	0.00
Facebook	50%	40%	0.01

Food Distribution	81%	63%	0.00
Grocery	63%	33%	0.00
Facebook	51%	40%	0.02
Email	4%	12%	0.01