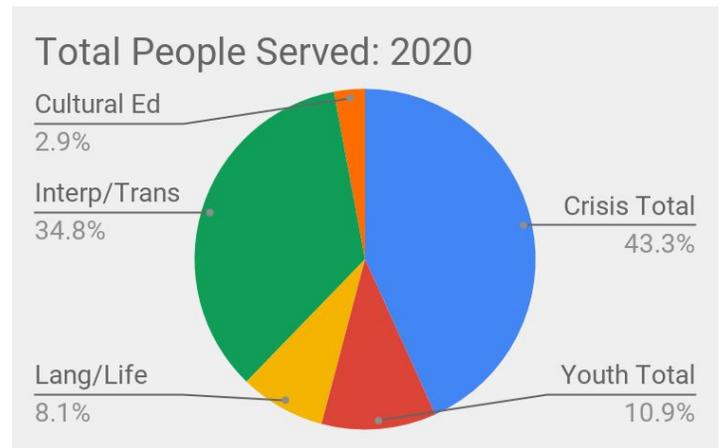
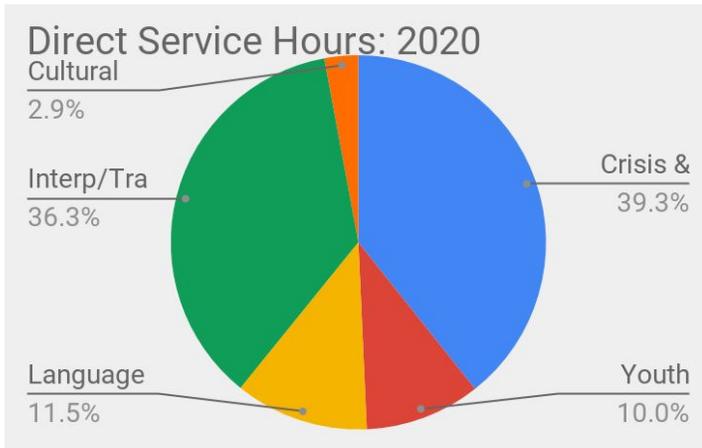


End of Year Service Report

Month: **Jan-Dec**

Year: **2020**

2020 by Direct Service Hours and Total People Served:



In 2020, Crisis Resource and Advocacy accounted for the highest number of direct service hours, at 39.3% of all services performed (1169 hours recorded). This was influenced by the COVID-19 pandemic response but also reflects the trend towards the need for Crisis Resource and Referrals in Moab. The most requested services included pandemic-related case management with corresponding financial assistance, food assistance, housing and homelessness services, and legal advocacy.

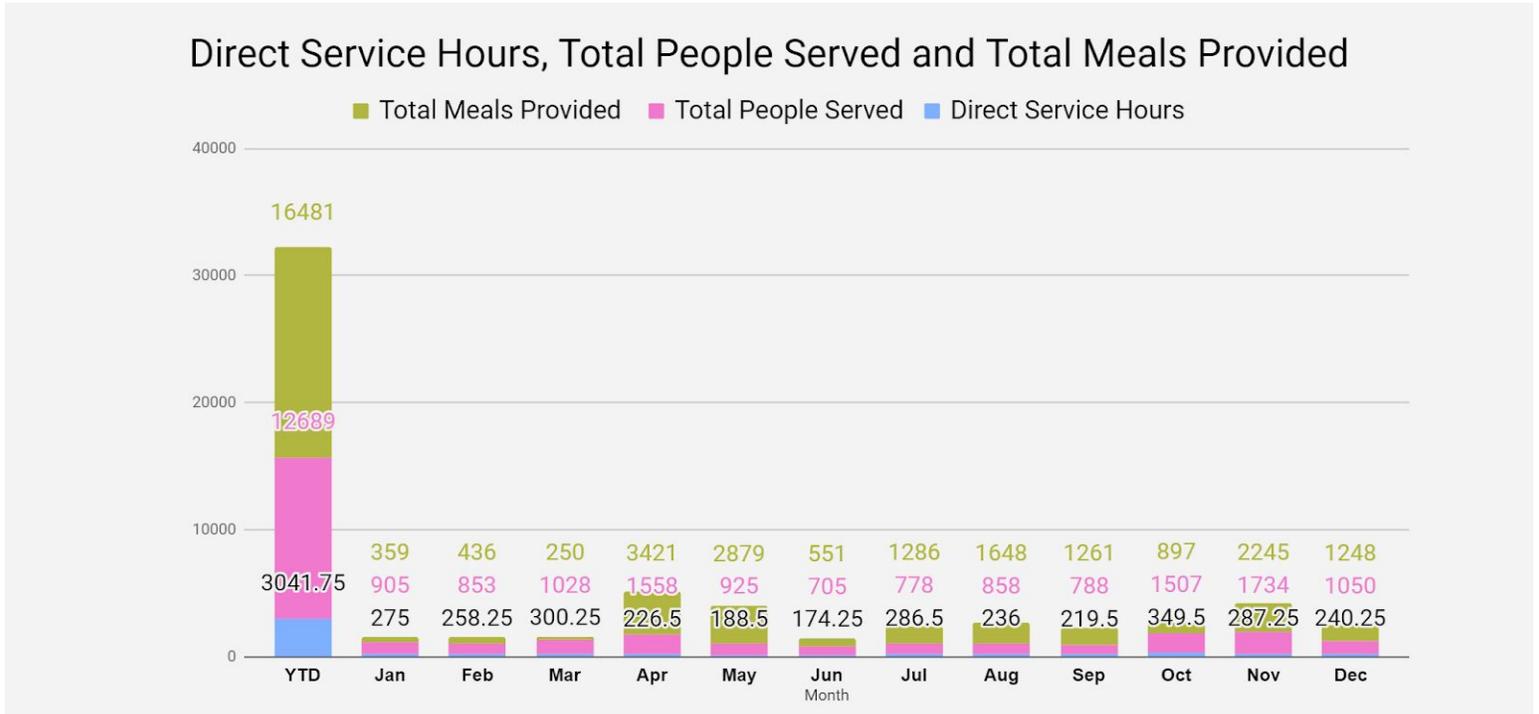
Interpretation and Translation Services accounted for the second highest number of direct service hours, at nearly 36.3% of all services with 1078.5 hours recorded. MVMC employed 5 bilingual interpreters, including 3 certified medical interpreters in 2020. This vital service continues to create greater legal and health equity and accessibility in our community and was also extremely necessary for communicating COVID-19-related health needs for persons with limited English proficiency (LEP). MVMC interpreters increased services with the Department of Child and Family Services, City Government offices and the local Health Department.



In 2020, MVMC's food pantry provided 16,481 meals with approximately 20% of those meals going to people identifying as homeless. This is nearly 10 times as much as in previous years, mostly due to the COVID-19 pandemic and shortage of local food scarcity resources. MVMC was able to acquire additional

grants in 2020 to meet this extreme increase in demand. Additionally, several local donors and businesses contributed both fresh and non-perishable items to the Food Pantry.

2020 Data Month by Month:



In 2020, Crisis Resource & Advocacy services accounted for the highest number of people served, totaling nearly 43.3% of all people recorded per unique instance of service (5,488 people). Although this category is normally high for MVMC, the increase in people requesting services related to the COVID-19 pandemic was unprecedented. During the Spring of 2020, MVMC created a large-scale intake survey which allowed us to quickly assess pandemic-related needs and prioritize them with our resources for the most effective response. MVMC also experienced a large uptick in requests for food, legal advocacy services (including specialized immigration legal services), and homelessness services in 2020. As a result, the number of donors and partnerships for these services grew or were fortified.

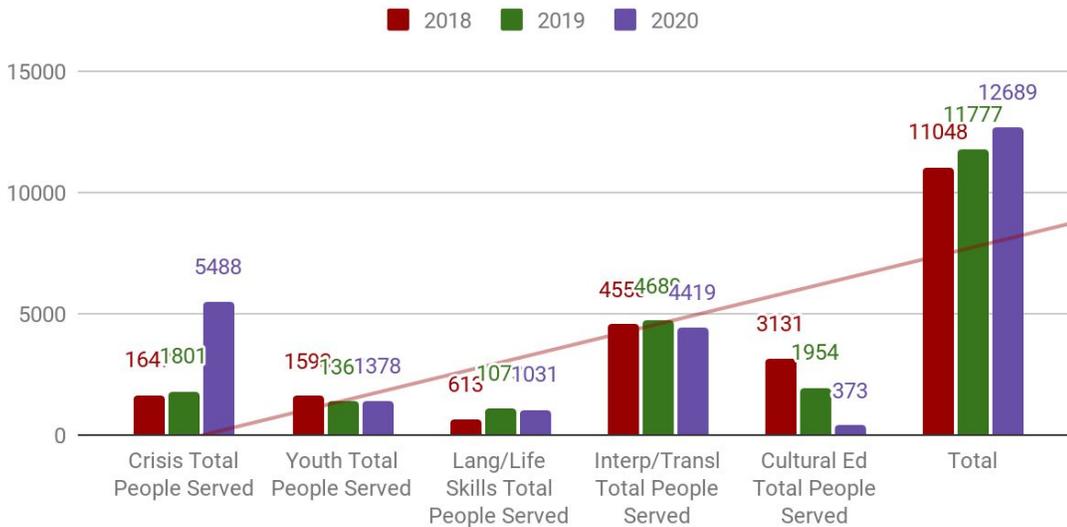
The Language Interpretation and Translation program had the second highest number of total people served at 34.8% of all people served in 2020 (4419 people). The year 2020 cannot be talked about without including the effects of the COVID-19 pandemic; MVMC reports that households with limited English proficiency (LEP), also categorized as immigrants, were affected greatly due to language and cultural barriers. Moab's largely tourist economy was greatly impacted and most did not receive federal aid. Additionally, MVMC interpreters had a greater workload performing community health duties

interpreting for schools, the local health department, and local business about COVID-19 testing, absences, and quarantine procedures. Additionally, these LEP households reached out for other language services to communicate with landlords, utility companies, courts and other local and state agencies to coordinate services in light of constantly changing COVID-19 procedures.

2020 Trends

Overall, MVMC was able to maintain the same reach and depth of service across all programs, excluding public cultural events, while responding to an unprecedented increase in demand for crisis and language services, mostly related to the COVID-19 pandemic. The response to this public health emergency was nothing other than heroic, with an “all hands on board” approach,

Total People Served

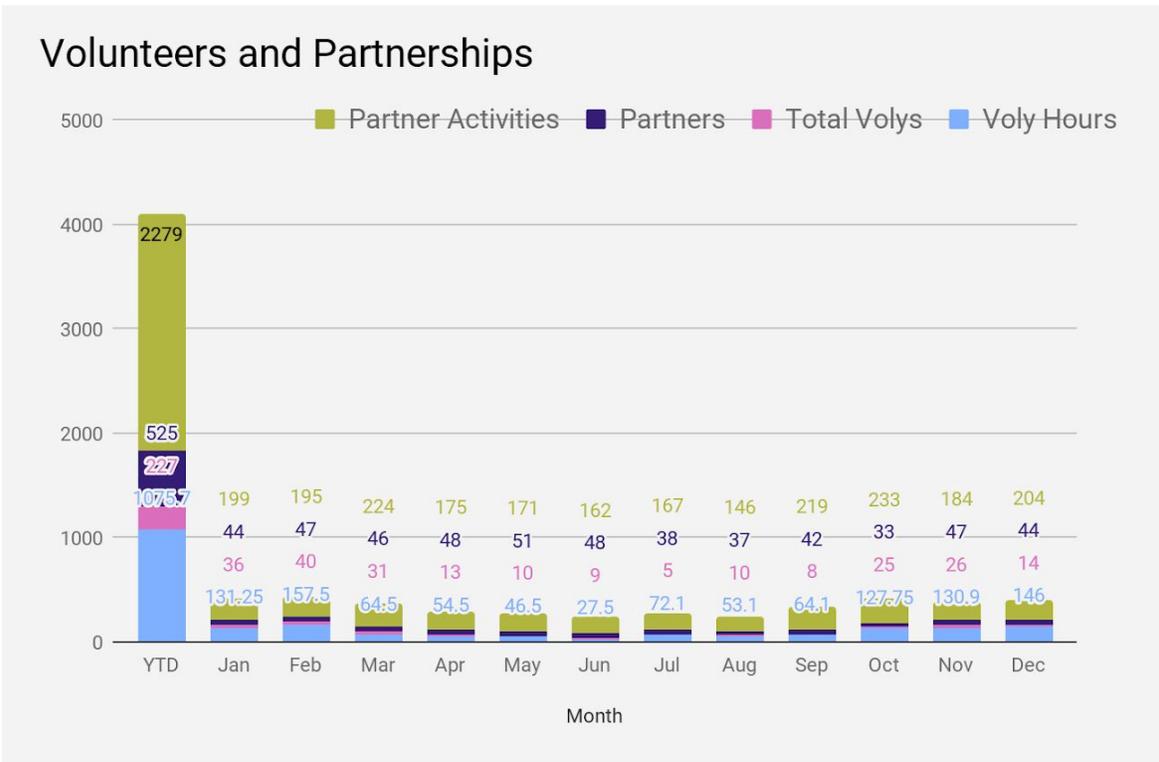


to ensure that Moab’s most vulnerable residents had concrete resources in their time of need. MVMC credits additional funds from the Paycheck Protection Program (PPP), The Synergy Company, the Andrew Carnegie Mellon Foundation in partnership with WESTAF, the Division of Multicultural

Affairs, United Way, Southeastern Utah Association of Local Governments, the Carl George Bjorkman Foundation, the Grand County Housing Relief Committee, Wabisabi, and the Rocky Mountain Power Foundation and many, many individual donors who made it possible for MVMC to help so many people affected by this pandemic. We are forever grateful to these organizations and individuals who supported, encouraged and believed in our ability to responsibly prioritize their funds.

2020 also marked an increase in MVMC’s immigration legal services project, formally piloted in 2019. Under the supervision of a licensed attorney, MVMC is working toward accreditation with the Dept. of Justice and aims to provide residents in rural southeastern Utah with easy access to high-quality and affordable immigration legal services that will help them make the most informed choices for their lives.

2019 Volunteers and Partnerships



Volunteers and Partnerships are vital to MVMC's ability to offer quality education, advocacy, and outreach services to people in Moab and its surrounding rural areas. **MVMC engaged a total of 227 volunteers who performed an incredible 1,076 hours of service.** MVMC also recorded an astounding 2,279 partnership activities

in 2020 with an average of 44 separate partner organizations per month. Collaboration is central to MVMC's mission and organizational values which is why we track this data so closely. The pandemic made MVMC look closely and innovatively at how we could engage partners and volunteers in new and meaningful ways. (Photo caption right: Furniture designed and built by an MVMC volunteer for the new yurt; an expanded client, youth, and partner space at MVMC erected in summer of 2020)

2020 Financial Data

Income (including one-time CARES Act funds):
\$513,828

Expenses (with some 2021 carryover from CARES Act funds): \$401,543

Full-time/Part time staff: 6/1

Contractors: 3

MVMC was responsible for screening and passing through \$78,843 in financial assistance for medical, utility and housing assistance in 2020.



2020 testimonials:

- *I couldn't have gotten here without you! - former MVMC Staff member*
- *This helps so much. I could just cry. - housing relief recipient*
- *Wow! Y'all are incredible, thanks for doing what you do! - Local mental health provider*
- *You guys are amazing! I am continuously impressed with all that you do. - Local healthcare professional*
- *Thank you so much for the Multicultural Center family. For your dedication to our loved ones... without your help I don't think it would be possible (translated from Spanish) - MVMC client*
- *You ladies that make the Multicultural Center what it is, are an invaluable asset to the community and my family. Forever grateful. - MVMC client*
- *With your help, kindness and support I'm now on some sort of path and not lost and alone in the desert. Thank you for all you do. - MVMC homeless services client*

Impact Story

There's no question the need for financial assistance to re-house or prevent homelessness in 2020 was greater than we ever imagined. One of the most important resources MVMC was able to develop this year was a stronger partnership with Southeastern Utah Association of Local Governments. SEUALG administers funds for several programs, including utility and housing assistance. Traditionally, Grand County's share of these funds had been underutilized. MVMC assisted 50% of all Grand County recipients of housing funds totaling almost \$40K. It was vital for our clients to be able to come to a safe, welcoming Center where a trained advocate could help connect them to housing resources and assist with paperwork and follow-up.

Impact Story

During the height of the COVID-19 Crisis, MVMC performed Basic Needs Surveys to quickly and efficiently understand the greatest needs of the clients asking for help. 66 households completed a survey between 3/28/20 and 5/31/20 accounting for 130 adults and 102 children. During that time, MVMC provided food and household supplies for nearly 250 people in the month of May.

Impact Story

MVMC was chosen for the second time as one of Utah's "Select 25" from insurance company Select Health. This grant, written by Outreach coordinator Joanna Onorato gives MVMC \$3K for health-related client relief. Funds have already been utilized for glasses and mental health therapy.

Impact Story

Thanks to a donation from the Moab Pride committee, MVMC was able to send the entire office of the Grand County Prosecutor's office to a virtual training on Implicit Bias and the Practice of Law. As MVMC provides more and more legal advocacy services, this type of partnership and line of communication is crucial for meeting our mission. Participants were asked to share what they learned. Some of the comments they shared included learning that "I am not different than you, I am different like you" and learning to "Be conscious of communication style, make a consistent effort. Inclusion is a verb." MVMC hopes to offer more opportunities like this in 2021.

