

## COVID-19 TIMELINE

### MARCH 6, 2020

First confirmed case in Marion County

### MARCH 13, 2020

Funders launch Central Indiana COVID-19 Community Economic Relief Fund

### MARCH 27, 2020

CARES Act signed into law, including \$600 per week in additional unemployment benefits

### APRIL 1, 2020

Statewide eviction moratorium begins

### JULY 13, 2020

City of Indianapolis launches IndyRent Assistance Program

### JULY 27, 2020

\$600 unemployment benefits expire

### AUGUST 14, 2020

Statewide eviction moratorium begins

### SEPTEMBER 4, 2020

Center for Disease Control & Prevention begins federal eviction moratorium for qualifying households

### JUNE 30, 2021

Federal eviction moratorium set to expire

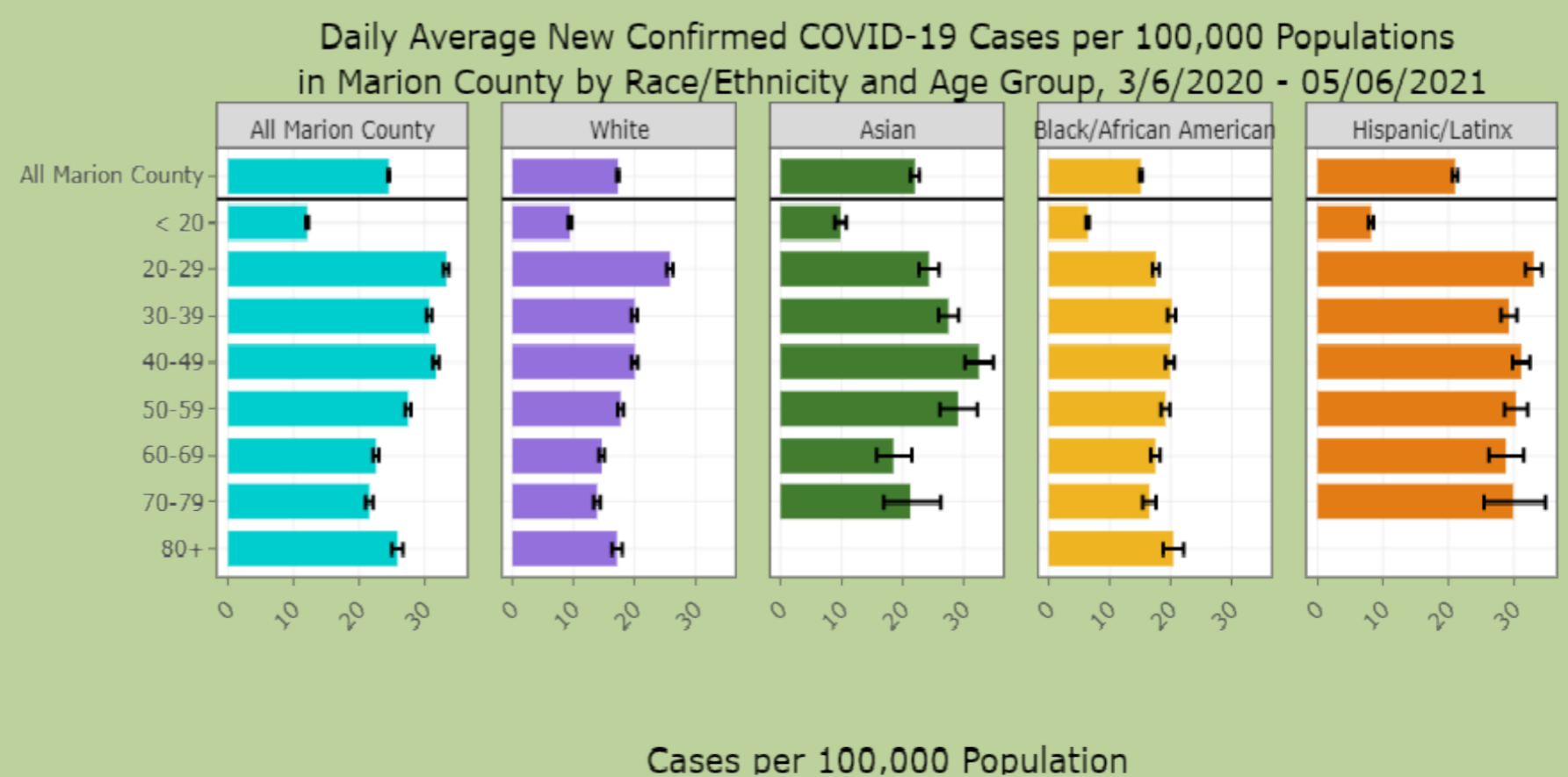
Source • SAVI

## MAPPING THE IMPACT

The COVID-19 pandemic and subsequent lockdowns that began in March 2020 exacerbated the many inequities and hardships faced by Marion County's immigrant communities and communities of color. City, state, and local agencies responded by establishing new initiatives such as rental assistance programs and free food delivery programs. Despite the availability of these resources, eligibility requirements created additional barriers for undocumented and mixed-status families trying to access help. Many of the programs rolled out during the pandemic required multiple forms of documentation or for individuals to live within specific geographic boundaries and zip codes.

Data from the Marion County Public Health Department highlight the disproportionate impact of COVID-19 on immigrants and communities of color. Hispanic/Latinx residents have had the highest COVID-19 cases per 100,000 population compared to white residents. Further, black residents have experienced the highest number of deaths per 100,000 population cumulatively.

- Largest – Latinx (2,240 cases per 100,000 population)
- Second largest – African Americans (1,380 cases per 100,000 population)
- Third largest – Asian Pacific Islanders (1,000 cases per 100,000 population)



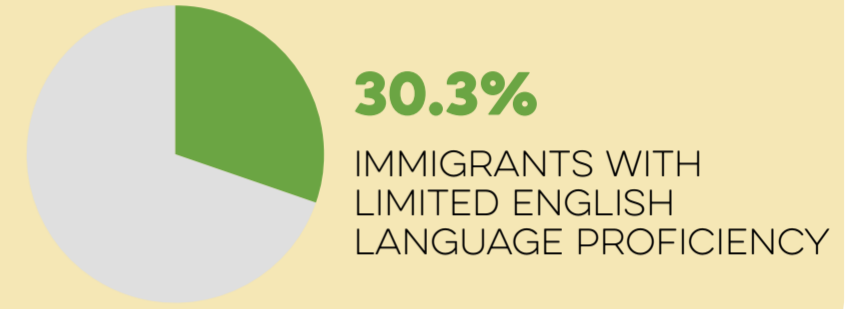
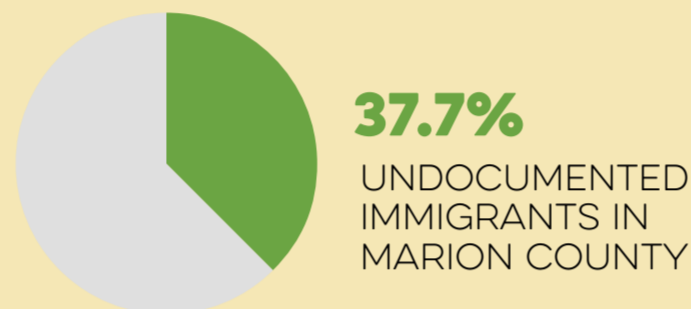
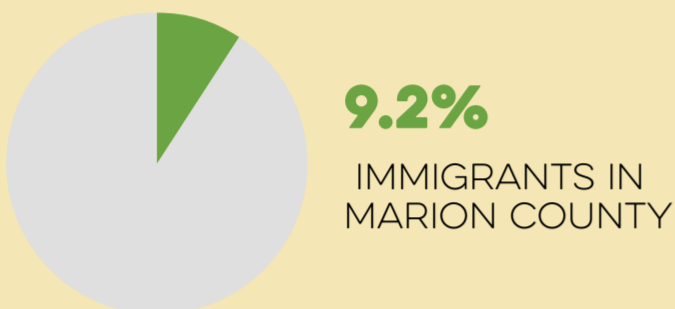
Source • Marion County Public Health Department

## OVERVIEW OF IMMIGRANTS IN MARION COUNTY

Another major factor contributing to COVID-19's disproportionate impact is the over representation of immigrants in frontline roles and essential industries. Statistics from the New American Economy indicate that, "immigrant residents make up 9.2% of the population share in Marion County. However, they make up 14.9% of food sector workers, 13.5% of transportation and warehouse workers, and 7.6% of healthcare workers." These data underscore the challenges faced by these populations.

IMMIGRANT RESIDENTS  
**86,681**

UNDOCUMENTED IMMIGRANTS  
**32,660**



## BARRIERS IMPACTING RESOURCE ACCESSIBILITY

After assessing the demographics of Marion County, the Immigrant Welcome Center (IWC) developed a solution that addressed barriers faced by immigrants trying to find trusted resources. Undocumented and mixed-status families face the most difficulty accessing resources. Language barriers and a lack of centralized, relevant information also create significant hurdles for many.



## CREATING SOLUTIONS WITH AUNT BERTHA

In response to these challenges, the IWC staff analyzed eight different local and national resource databases and subsequently partnered with Aunt Bertha to create an immigrant-friendly database, dubbed "IWC Connect".

IWC Connect was launched in December 2020 and is accessible in more than 150 languages. Thousands of local programs and resources can be accessed based on documentation requirements and zip code.

**1 OF 16**  
RESOURCE DATABASES IN INDIANA POWERED BY AUNT BERTHA

**5,000**  
CLAIMED SOCIAL SERVICE PROGRAMS

**5,108**  
ORGANIZATIONS IN INDIANA



# IWC CONNECT'S IMPACT

Partnering with Aunt Bertha enabled IWC to leverage their technology and create a solution that meets the complex needs of our immigrant neighbors. Advantages of the platform include its collaborative features that allow site users to suggest changes, updates to programs, and resources listed in the database.

Our partners at Aunt Bertha have collaborated to improve the interface based on feedback provided by our Natural Helpers. This year, IWC has focused on training our team and volunteers to use the database. This has resulted in increased efficiency in our ability to assist our clients. IWC has also provided free, virtual trainings to other community-based organizations and social service providers. These trainings include: teaching how to access the site, navigate the database, claim their programs, and make corrections and updates to listings.

**1,397**  
IDENTIFIED AND ANONYMOUS SITE USERS

Number represents total unique users with an account on the platform

**2,581**  
SITE SESSIONS

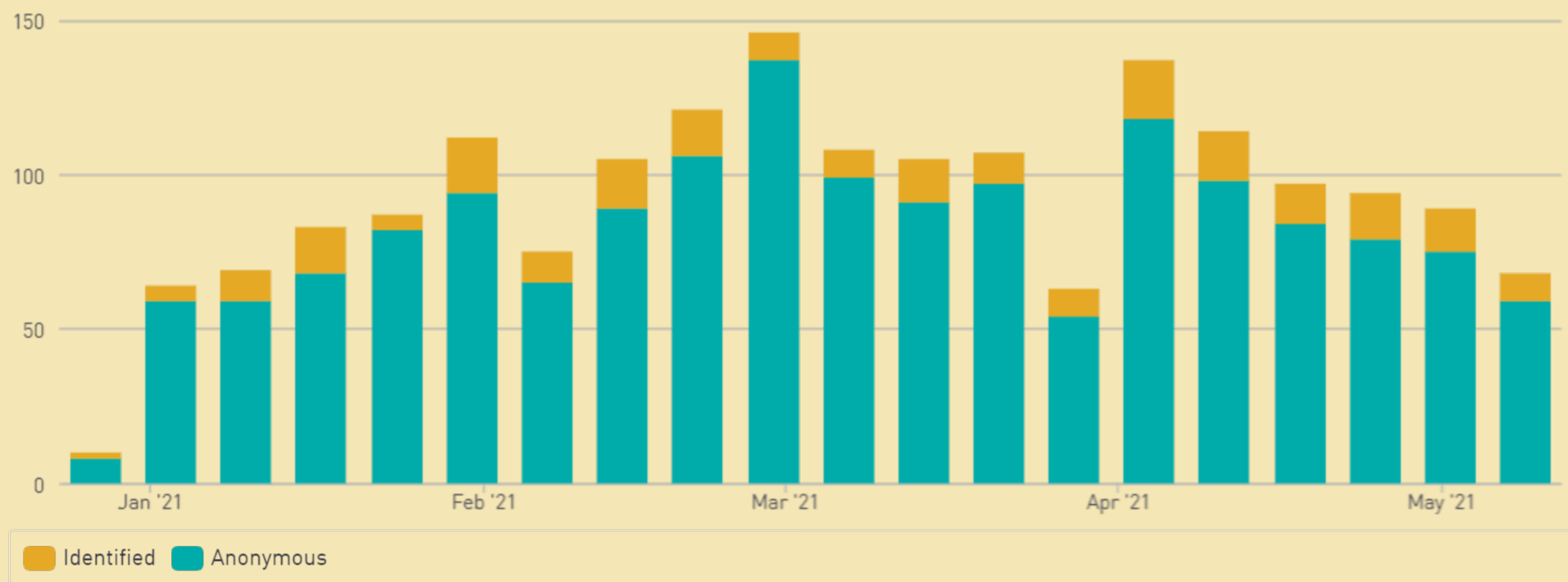
Number represents how many times users browsed the site

**393**  
CONNECTIONS

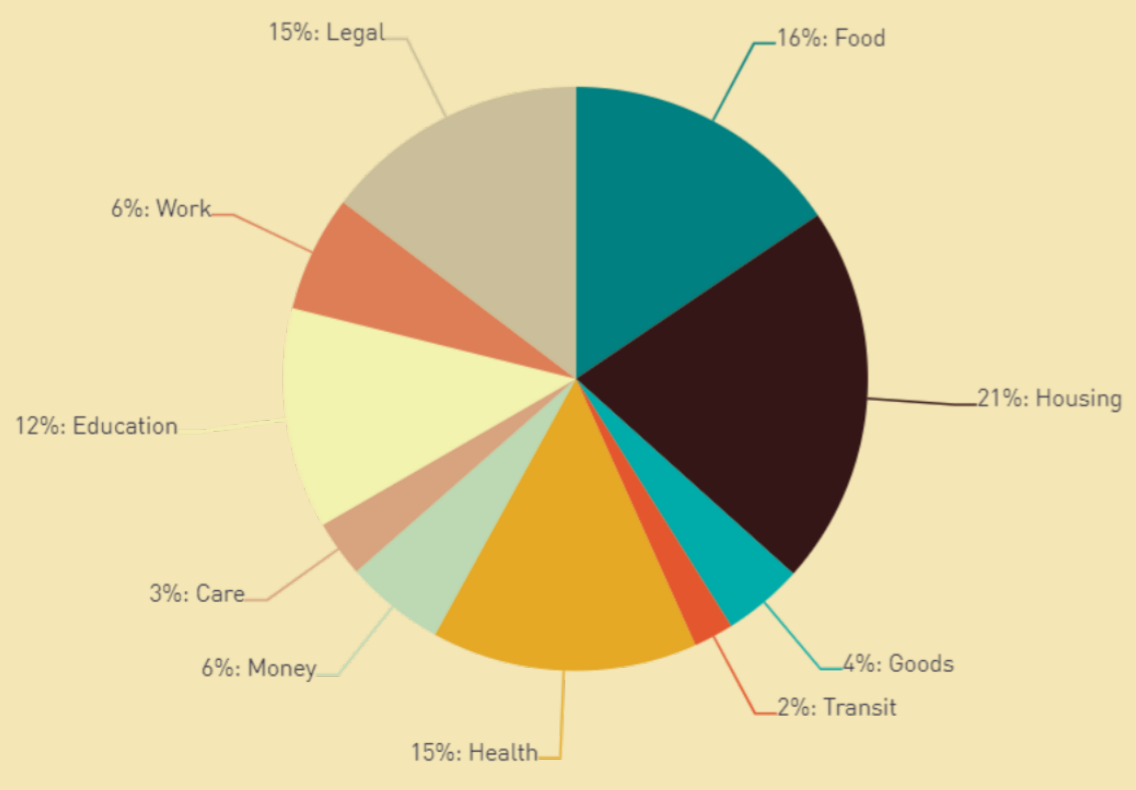
Connections are any activity that indicate a user contacted a program

## SITE ACTIVITY AND USAGE

Users | 2021-01-01 to 2021-05-14



Searches by Category | 2021-03-01 to 2021-05-14



Zip Code	City	Searches
46224	Indianapolis, IN	409
46201	Indianapolis, IN	235
46254	Indianapolis, IN	180
46227	Indianapolis, IN	148
46218	Indianapolis, IN	145
46202	Indianapolis, IN	127
46205	Indianapolis, IN	110
46203	Indianapolis, IN	107
46222	Indianapolis, IN	102
46268	Indianapolis, IN	87



## RESOURCE ACCESS MATTERS

IWC Connect has proven to be a vital tool for our work, our immigrant neighbors, and community partners. Data collected from site users indicate that legal, food, housing, health, and education are the top searched categories. Further analysis of data demonstrate individuals used search terms such as:

🔍 citizenship and immigration  
rent  
food pantry  
job placement  
english as a second language  
help pay for utilities  
help pay for housing



## SUMMARY

This collaboration between Aunt Bertha and IWC has been crucial to improving resource accessibility for Indianapolis' immigrants. Improvements to the database have been made possible due to the symbiotic relationship established between the organizations. In one instance, Aunt Bertha invited IWC's Natural Helper Specialists to provide feedback on the interface's design. These volunteers were able to offer insight into the challenges that other immigrants might face while navigating the database.

Other suggestions for improving the functionality of Aunt Bertha's platform include:

1. Improving the quality of web page translations in languages not supported by Google Translate, i.e., Hakha Chin, Karenni, Yoruba, and Arabic.
2. Developing a process for sharing and comparing data with local organizations like Indy Hunger Network and Indiana Community Connect (211) to ensure that all sites have accurate and relevant information.
3. Taking steps to develop anti-racist framework to build trust with immigrants and communities of color.

## CONNECT WITH US

WANT TO INCREASE ACCESSIBILITY FOR THE RESOURCES YOUR ORGANIZATION PROVIDES?

[CLICK HERE TO SIGN UP FOR A TRAINING WITH IWC AND LEARN HOW TO CLAIM YOUR ORGANIZATION'S PROGRAMS](#)



Immigrant Welcome Center | 40 E St. Clair Street, Indianapolis, IN 46204 | [www.immigrantwelcomecenter.org](http://www.immigrantwelcomecenter.org)