

EMBARC Crisis Response - Polk County

April to December • 2020

Crisis Helpline & Virtual Access Center

- **Priority:** Refugees access critical and lifesaving services
- Not just Information and referral, NAVIGATION assistance and online case management to help families accessing services
- Obtain food and essential items, seek medical care and safety information, get support with emergency needs

Multilingual News Updates

- **Priority:** Refugees access safety information to protect their families
- News updates with safety guidelines and workforce information in 10+ languages
- **In-depth Resource Videos:** topics include "Different Types of Masks," "Eviction Information," "Testlowa Registration," and "Flu Shot 101"

OUR IMPACT

95% supported through our Helpline were essential workers



Completing **4,000+** services (health, food assistance, unemployment and more)

Multilingual news updates with critical safety guidelines were viewed nearly **107,000+** times, **27,000+** unique individuals reached



Providing more than **4,000 hours** of support for Iowa Workforce Development interpretation and navigation

Delivering over **8,575** meals/food boxes and **119,175** lbs of food in partnership with local churches, school districts, and food banks.



“ When I got sick I needed help to call 911. RISE helpline workers helped my family call 911 when I couldn't breathe and helped save my life.

I lost my job because of COVID-19. I didn't know how to apply for unemployment because I don't speak English, we didn't have enough food until RISE helped us. Now I am so thankful I have unemployment benefits to help our family until we can start work again.



IOWANS UNITED

100+ Volunteers



EMBARC made these services possible by leveraging the support of:

- **28** refugee and immigrant led organizations
- **21** ally partner organizations like Iowa Workforce Development, Iowa Department of Public Health, Des Moines Public Schools, Iowa Legal Aid and more

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RISE