



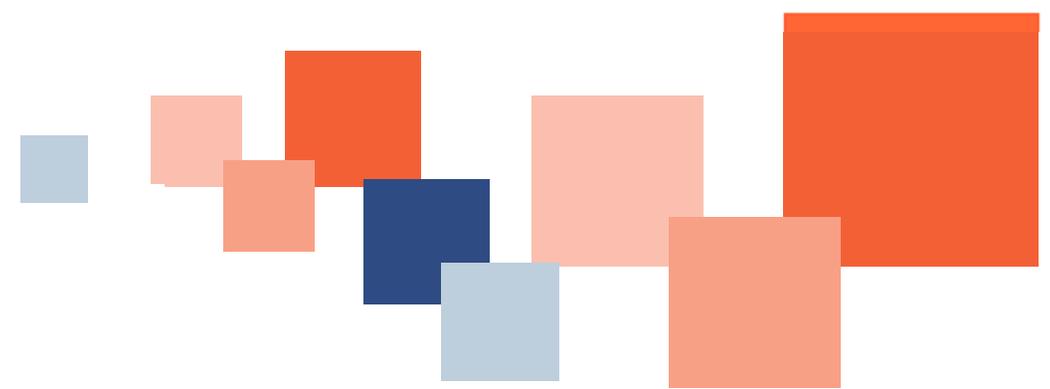
Where to find more information:

<https://gobierno.usa.gov/>

This is the official Internet portal to the US government in Spanish. The site can be searched using Spanish terms and will provide information in Spanish and in English.

consumerfinance.gov/practitioner-resources/library-resources/

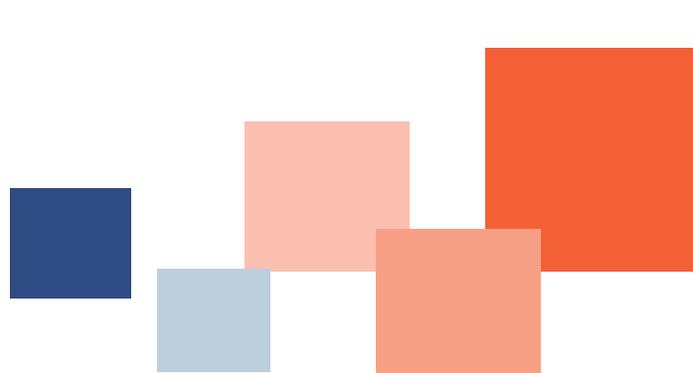
This is the site which provides financial resources for consumers at all levels and in various languages.



Contact us for more information

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Reach Out and Help

Resources for the
Underserved



Definitions of the Underserved

NIFA's (National Institute of Food and Agriculture) terminology is vulnerable populations, which states that these are groups exposed to high risks within five dimensions: developmental, emotional, mental, physical, and social.

Underserved populations include, but are not limited to, members of immigrant or ethnic groups, rural residents, urban youth, the unemployed, and the homeless.

CHARACTERISTICS OF UNDERSERVED POPULATIONS:

Characteristics of underserved populations:

- Have limited life options (e.g., financial, educational, housing)
- Display fear and distrust in accessing government programs or disclosing sensitive information about family members
- Have a lack of access to transportation services
- Have a lowered capacity to communicate effectively
- Face any type of discrimination

Suggestions of possible services to underserved patrons

<http://www.211.org>

<https://www.uscis.gov/citizenship>

This is the official citizenship page of the US government which provides information on obtaining citizenship, resources for teachers and practice for the exam.

STATISTICS ON UNDERSERVED POPULATIONS

HOMELESSNESS:

On a single night in 2017, 553,742 people were experiencing homelessness in the United States.

<https://www.hudexchange.info/resources/documents/2017-AHAR-Part-1.pdf>

Health problems among homeless persons result from various factors, such as barriers to care, lack of access to adequate food and protection, and limited resources and social service.

<https://www.cdc.gov/phlp/publications/topic/resources/resources-homelessness.html>

OTHER LANGUAGES

Within the Washington metro area, at least 168 languages are spoken at home.

26 percent of the metro area population age 5 and over speak a language other than English at home.

<https://www.census.gov/newsroom/press-releases/2015/cb15-185.html>

