



Nationalities
Service Center

Annual Report 2021-2022

Marking our centennial

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Dear friends,

On behalf of the staff, volunteers, and trustees of Nationalities Service Center, we are pleased to present our 2021 & 2022 Annual Report. As we embarked upon our organization's centennial celebration, we also rose to meet the needs of a moment that was among the most challenging of our century-long history.

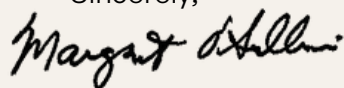
Even as we awaited the dawn of a new administration, we continued to navigate the Covid-19 pandemic and its impact on our community. Throughout 2021, we worked to provide food and essential items directly to our clients, and have continued to build an increasingly robust food pantry on site at NSC. We pivoted to online and virtual platforms to provide English classes, language access, and other services to our clients. The lessons of these years have enabled us to serve more people with more flexibility than we'd previously thought going forward. We also hosted covid clinics to broaden access and provide vaccines to over 1,000 people.

In August 2021 as the United States withdrew from Afghanistan, we worked to support those fleeing the Taliban. With the area's affordable housing crisis and an unprecedented number of arrivals in a short time, we turned a local extended hotel into an off-site community center, providing meals, English classes, child care, and much more. We ultimately helped welcome more than 564 evacuees over a period of just five months – more newcomers than we had welcomed in the past five years combined. And it was a community effort – donors, volunteers, and local employers stepped up, and Philadelphia showed our newest neighbors what welcome looks like.

In early 2022 the Philadelphia area became a center for Ukrainians fleeing Putin's invasion, and NSC stepped up to lead collaborative efforts to provide support and comfort. To date, we have answered over 900 hotline calls from Ukrainians seeking support.

As 2022 came to a close, NSC worked to welcome those arriving on buses sent from Texas. The antidote to cruel indifference is care; NSC and partners were there to greet people and provide holistic support, including know your rights trainings and medical case management, and more. More than we could have ever expected, our centennial celebration was far more than a reflection on our first hundred years. Instead, we are facing the challenges of the present and future with clear eyes, deep experience, and a spirit of community. As conflict, inequality, and persecution drive people from home, NSC remains ready to stand with immigrants and build inclusive communities where all of us can thrive.

Sincerely,



Margaret M. O'Sullivan
Executive Director



Brian Kim
Board Chair



Our Mission

NSC welcomes and empowers immigrants to thrive in our communities and pursue a just future.

Our Vision

Our vision is that all immigrants achieve a life of safety and stability, sustainable opportunities, and meaning.

Our Manifesto

We have witnessed the dream in the hearts of immigrants who seek new lives in America.

And with them we share common ground, in our personal stories told of loved ones before us, as times of oppression or of new beginnings.

So regardless of where we came from or how we arrived we are tightly woven together.

There is much to overcome for those who arrive: Securing safety, healing trauma, finding community. And for a century we have been at their side.

We are their companions, their guides, their advocates, their friends. And we design pathways for stability towards economic mobility.

Poverty and racism still push back on immigrants, yet they forge lasting contributions and they strengthen our communities.

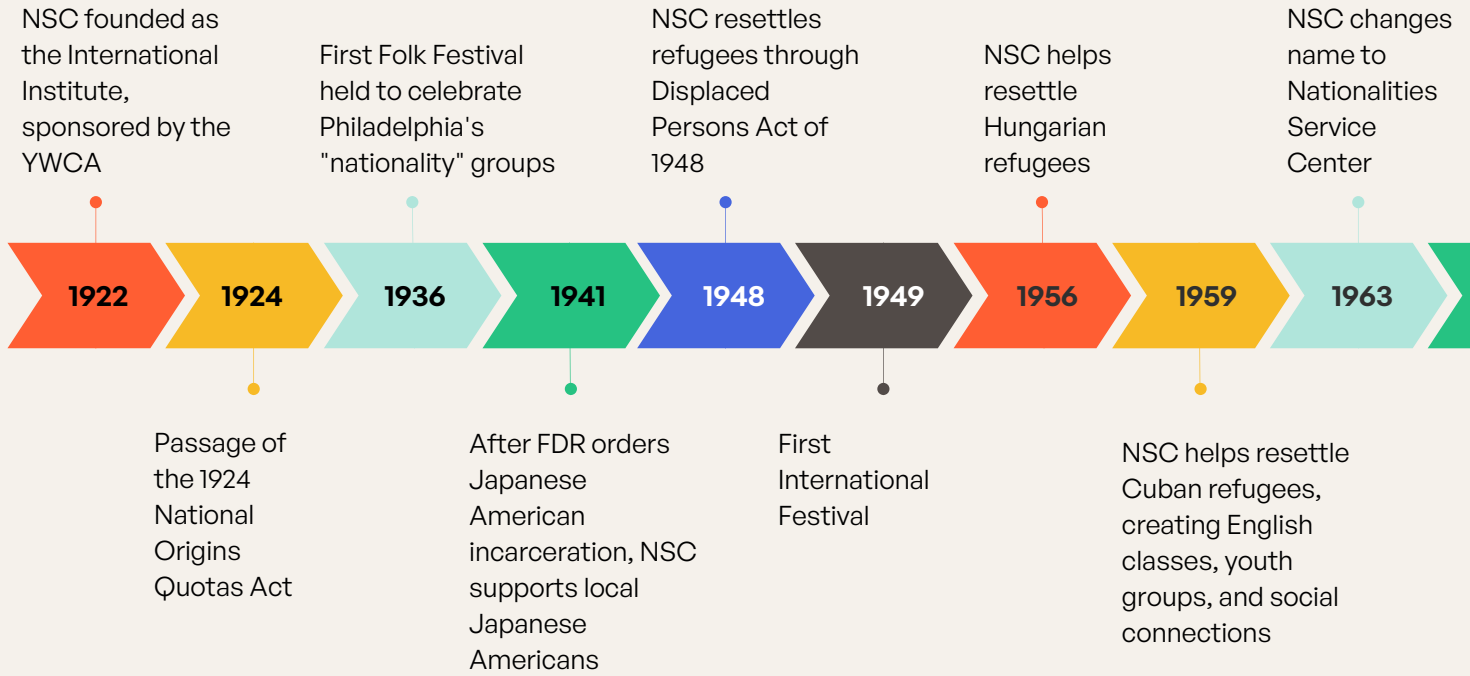
And we are steadfast and poised for the century ahead to embrace those who need refuge, to stand by those who hold hope, and to prepare those who come to build a new life in America.

At Nationalities Service Center

We Stand with Immigrants.



Our History



To mark our centennial year, we investigated NSC’s history and developed a timeline with key highlights, dates, names, and communities served. History can help us understand where we have come from. But its power is in showing us how people in the past met the challenges they faced.

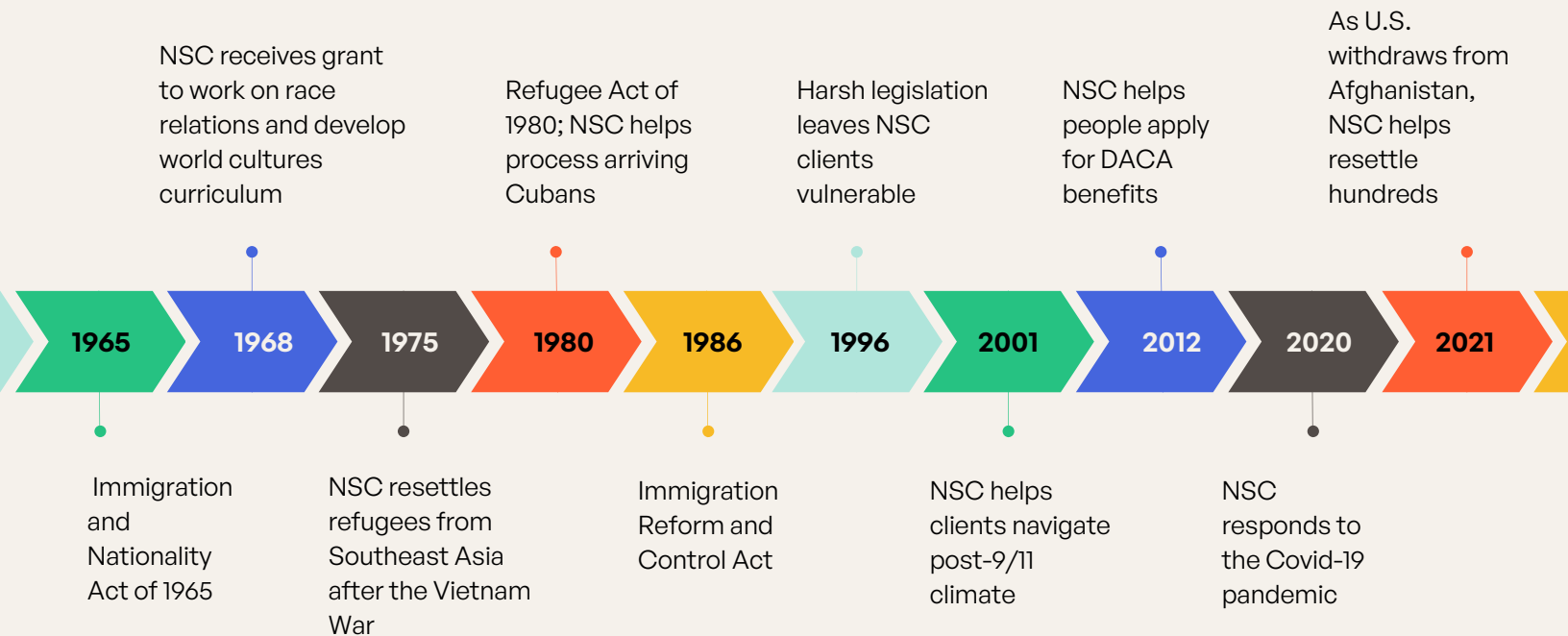
NSC has stood with immigrants through key moments in our country's history.

Launched in 1922 to aid immigrant women to acclimate to the city and country, the organization was just getting started when Congress passed severe quotas on immigration, seeking to limit the immigration of those deemed undesirable. The very communities NSC served – Russians, Italians, Poles – were those targeted. But NSC was there to lead, to build community despite the anti-immigrant mood and policy.

During World War II, NSC provided community and support to Japanese Americans who faced internment, discrimination and violence during the war.

At a turbulent time in the city’s racial relations in the mid-1960s, NSC welcomed diverse groups to Philadelphia including Cuban, Chinese, Indian, Filipino, and Jamaican immigrants. The organization took on an important role in addressing racial tensions in Philadelphia.

Our History



In the late 1970s and 1980s, NSC once again stepped up to support thousands who fled Vietnam, Cambodia, and Laos after the war. Polls showed that the public opposed the entry of refugees; anti-Asian discrimination surely played a role. But NSC was undeterred.

The 1990s saw the strengthening tide of anti-immigrant sentiment, as well as a politics of punishment that left long-time residents of the United States vulnerable to deportation. NSC took on more cases of immigrants in detention. NSC also played a major role in advocating for asylum seekers bringing gender-based claims.

The 21st century has seen hardening lines drawn against immigrants, and in the last several years the United States has witnessed surging nativism, xenophobic policies, and even the abandonment of long-established commitments to refugees and immigrants. The U.S. withdrawal from Afghanistan, Putin's war in Ukraine, the global pandemic: These are difficult times. But NSC has continued to lead, and to stand with immigrants.

NSC has been there to rise in challenging times, to meet our neighbors and support them when we have been most needed. In dark days, we demonstrate what it means to live and work in community. Our history is a guide that can light the way forward.

NSC in the News



The Philadelphia Inquirer

NSC takes the lead in resettling Afghan evacuees in Philly as it marks its 100th anniversary

By Jeff Gammage, December 21, 2021

"This is our moment. This is our moment as an organization to stand up."

Ghulam Sakhi Danish holds his newborn, Eliana, who was born on Sept. 21 on a U.S. military base in Indiana, while sitting in the second floor lobby of the Residence Inn by Marriott Philadelphia Center City on Monday, Nov. 29, 2021. HEATHER KHALIFA / Staff Photographer

In its 100-year history, Nationalities Service Center may never have been busier than it is now.

It has pledged to resettle 500 Afghans in Philadelphia, about a third of the state commitment — 275 of whom are living at the Marriott Residence Inn in Center City, where the agency has turned part of the second floor into a kind of American Orientation U.

English class is held in the morning, job preparation in the afternoon, then two sessions of information on housing, one in Dari, the other in Pashto. In between, the agency organizes road trips for people to check out apartments and schools in the Northeast, South Philadelphia, King of Prussia, and the Main Line.

"Like the people we serve, we're resilient," said NSC executive director Margaret O'Sullivan.

At the century mark, the immigrant-assistance agency is looking back — and forward.

NSC is opening a branch office next year in what is fast becoming one of the city's more diverse areas, Northeast Philadelphia, to meet immigrants where they live.

The Northeast has become home to newcomers from China, Brazil, Portugal, Russia, and the Dominican Republic. It's also the center of the city's growing, 700-member Afghan community, concentrated in the Mayfair and Oxford Circle areas.

NSC embraced a new motto, "We stand with immigrants," and a new, woven-style logo, to symbolize immigrants and their new communities meshing as one. The agency also started a centennial fund-raising drive.

"It's a special year we're entering," said incoming board of trustees chairperson Brian Kim, who is a principal at NewSpring Capital, a Radnor investment firm. "It's a combination of reflecting on the past, assessing the present, and positioning the organization for the future."

NSC was founded as the International Institute of Philadelphia, part of an early-20th-century movement that established "International Institutes" in 55 cities. It worked to help immigrant women gain citizenship and learn English, and provided both recreation and help finding jobs and housing.

As millions of people were displaced during World War II, the institute expanded its work to include legal services and began helping not just women but their families as well. It changed its name in 1964. And in the 1970s it worked to resettle Southeast Asian families amid the diaspora that followed the end of the Vietnam War.

(continued)



1964 archival photo

The Philadelphia Inquirer

Margaret M. O'Sullivan at NSC's offices,
HEATHER KHALIFA / Staff Photographer

Today NSC serves about 5,000 immigrants and refugees a year from more than a hundred countries, including Bhutan, Iraq, Myanmar, and the Democratic Republic of Congo. They speak about 75 languages.

The goal is to help newcomers establish solid, sustainable, and dignified futures by providing comprehensive services. That includes legal aid, language instruction, health care, job assistance, and overall guidance in transitioning to a new country.

Located near 12th and Arch Streets in Philadelphia, NSC took in and spent about \$6 million in 2019, according to its most recent public tax filing. Most of its income derives from contributions and grants.

Clients are served regardless of legal status or ability to pay.

That includes the Afghans evacuated to the United States amid the Taliban takeover of Afghanistan. Some 50,000 are living on eight U.S. military bases, including 11,100 at Joint Base McGuire-Dix-Lakehurst in South Jersey, waiting to be permanently settled in communities across the country.

The Biden administration wants to get people off the bases as soon as possible, but finding affordable housing has been a challenge. Hotels have emerged as a stopgap.

On Monday, Ghulam Sakhi Danish walked the Marriott halls holding his 2-month-old daughter, Eliana — born at Camp Atterbury in Indiana — while his wife, Najia Haidari, took part in a jobs-skills class.

“They’ve been really great — they give us all the information we need,” Danish said of NSC. “We’re really hopeful of a good future.”

NSC deputy director Steven Larin, who initially joined the agency as a staff immigration attorney, said the agency’s work exerts lasting impact. Helping a family stay and live in the United States changes not just their future but those of all succeeding generations.

“Let’s see what we can do next,” said Nan Feyler, the board chairperson and a former NSC executive director. “It’s a chance to look forward, to help people really thrive, to be partners with people who arrive in this country hoping to rebuild their lives.”

Today about 230,000 Philadelphians are foreign-born. More than a quarter of city residents are immigrants or have a foreign-born parent.

If not for NSC, said former City Solicitor Sozi Pedro Tulante, he wouldn’t be in Philadelphia. It was NSC that resettled his family from the Democratic Republic of Congo in 1983. Tulante was 8, the eldest of three siblings, his mother nine months pregnant, his father newly freed from detention as a political prisoner.

Granted asylum in the United States, the family traveled 7,000 miles from Kinshasa to a city they didn’t know.

An NSC person met us at the airport, at JFK, drove us across the Ben Franklin Bridge,” Tulante said. “The sense of kindness and reassurance that he provided a stranger always formed my view of America in a way. The first American I ever met.”

As an adult, Tulante, an attorney at Dechert LLP and a former NSC board member, retained what he’s called an immigrant’s “incredible blend of wonder, trepidation, and anticipation.”

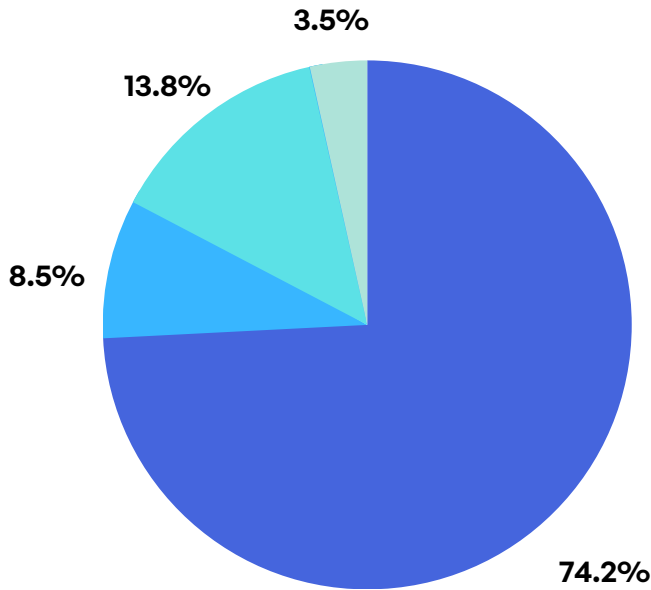
Now, he noted, Afghans face the same challenge — at the end of a tumultuous four-year turn when the Trump administration cut the admission of refugees to historic lows.

The number of Afghans to be resettled in Philadelphia has grown, with Bethany Christian Services to resettle 65, Catholic Social Services 75, HIAS Pennsylvania 100, and NSC 500, bringing the city total to 740.

“This is our moment,” O’Sullivan said. “This is our moment as an organization to stand up — the opportunity to show what our organization can do.”

FY21 Year in Review

REVENUE



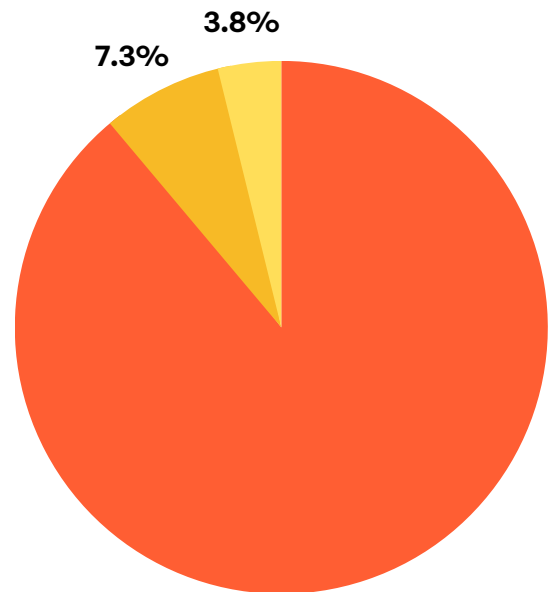
Grants & Contracts	\$5,516,331	74.2%
Services Fees	\$631,572	8.5%
Charitable Contributions	\$1,025,453	13.8%
United Way	\$25,000	0%
Investment Income & Other	\$259,542	3.5%
Total	\$7,457,898	

Note: NSC also received in-kind goods and services in the amount of \$1,271,378 in the form of volunteer/pro bono hours, goods, and more



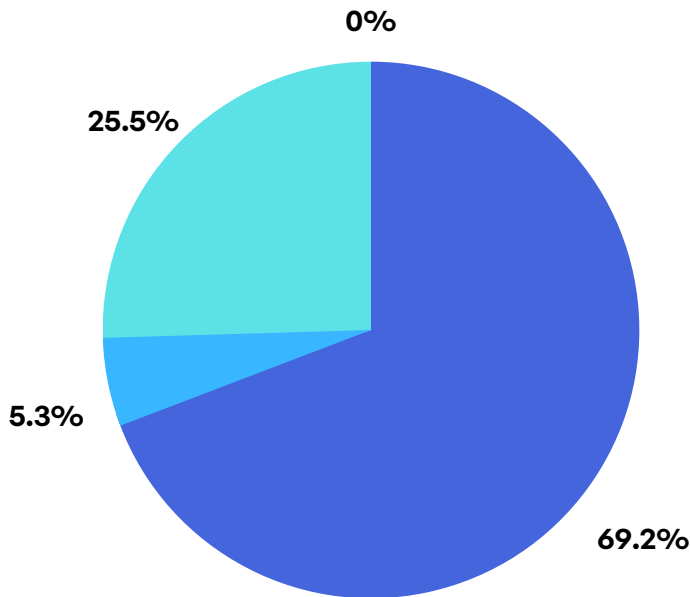
EXPENSES

Programs	\$5,516,331	88.9%
Management	\$631,572	7.3%
Fundraising	\$239,736	3.8%
Total	\$6,245,736	



FY22 Year in Review

REVENUE



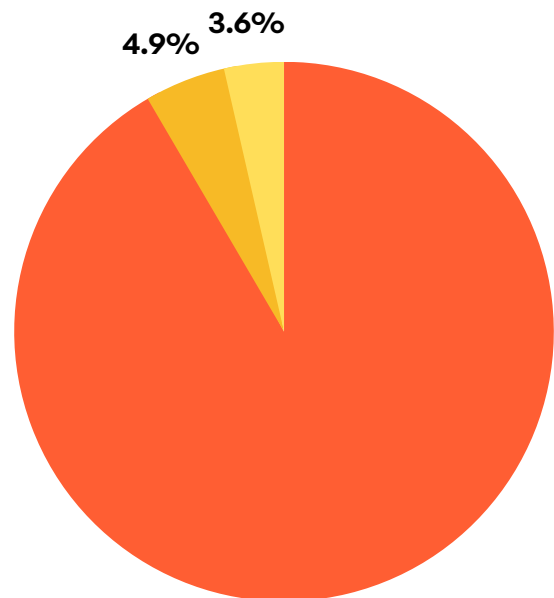
Grants & Contracts	\$8,989,17369.2%
Services Fees	\$692,8405.3%
Charitable Contributions	\$3,307,352	...25.5%
United Way	\$25,0000%
Investment Income & Other	(120,369)0%
Total	\$12,893,996	

Note: NSC also received in-kind goods and services in the amount of \$1,654,171 in the form of volunteer/pro bono hours, goods, and more



EXPENSES

Programs	\$10,592,44191.6%
Management	\$561,6934.9%
Fundraising	\$414,1143.6%
Total	\$11,568,248	



Source: NSC's FY22 Audited Financial Statements

91.6%

NSC Programs at a Glance

Immigration Legal Services

NSC provides legal representation to low-income individuals in matters of immigration law, with a focus on reuniting families, seeking humanitarian relief for adults and children fleeing persecution, assisting survivors of domestic violence and other crimes, and representing clients in removal proceedings. NSC attorneys also conduct immigration litigation.

- PAIFUP: NSC is a founding agency of the PA Immigrant Family Unity Project. Launched in 2019, PAIFUP is a collaborative of nonprofit organizations in Pennsylvania formed to achieve universal representation for detained immigrants in removal proceedings in the state. PAIFUP is Pennsylvania's first publicly funded defense counsel project for detained immigrants.
- Pathway to Permanency (P2P), partners with pro bono lawyers in the Philadelphia area to assist refugees and asylees obtain legal permanent residency (green card) and U.S. citizenship
- Through its Fund for Immigrant Justice, NSC extends free legal services to clients who face significant barriers to accessing services — such as unaccompanied children, individuals without permanent shelter, people in long-term care facilities, and those suffering significant financial hardship.
- Survivor Services

English

NSC is committed to enhancing access to resources and information for people with limited English proficiency.

- English Classes: NSC offers English classes at various levels, with enrollment available four times a year.
- Family Literacy aims to work with families with children up to 8 years old who are speakers of Arabic, Dari/Pashto, and Swahili/Kinyarwanda, to help parents improve literacy and support their children's education development.
- English for Spanish Speakers is a class series for clients between 14 and 24 who are native speakers of Spanish.

Survivor Services

- Bridge to Wellness (BTW) provides legal immigration services and case management supports to immigrant survivors of crimes and their families who experienced domestic violence and interpersonal violence.
- Anti-Human Trafficking (AHT) provides legal immigration services and case management supports to survivors of sex and labor trafficking including access to comprehensive medical, legal, social, and mental health services.
- Philadelphia Partnership for Resilience (PPR) offers torture survivors and their families access to intensive case management, legal services, group work, mental health, employment and ESL access, housing support, and art-based services and advocacy projects through in-house programs and referrals to outside agencies.

NSC Programs at a Glance

Economic Empowerment

NSC provides newly arrived refugees with job readiness and job placement support.

- Matching Grant (MG) & Employment Readiness Program (ERP) are post-resettlement programs that provide employment services to refugees and other eligible populations.
- Youth Career Readiness Program (YCRP) serves refugee and immigrant youth in Philadelphia who are English language learners not currently enrolled in school. The program aims to provide youth with a career pathway in a specific industry or to support youth in entering post-secondary schooling.
- Refugee Career Pathways (RCP) helps clients launch successful careers beyond their first jobs in the United States, through career planning, vocational English, job readiness, and placement assistance.
- Good Job Happy Family (GJHF) provides support to TANF-eligible refugee families within their first 18 months of arrival.

Refugee Resettlement

When refugees arrive in Philadelphia, displaced from home and separated from loved ones, a caring and professional resettlement case manager is their first point of contact. NSC connects refugees and their families to resources that will allow everyone to feel established, grounded, and connected. NSC helps connect refugees with housing, school enrollment, social services, general orientation, and other assistance.

- Ukrainian Support Program: Case management supports, workshops, and a Philadelphia-area Newcomer Hotline.

Interpretation and Translation

Provides culturally appropriate interpretation and translation services for clients in medical, pharmaceutical, technological, marketing, advertising, educational, legal, government and nonprofit industries.

Health & Wellness

- Health Access provides clients access to health care, health insurance enrollment, health related needs assessments, referrals, health system navigation and advocacy for clients.
- Wellness provides onsite clinical therapy and holistic services including acupuncture, massage, reflexology, and yoga as well as support, psycho-educational, and peer led groups.
- Youth Wellness provides workshops and supports for young people.
- Innovative Support Program for Immigrant and Refugee Empowerment (INSPIRE) serves immigrants and refugees with extensive healthcare needs, including developmental and intellectual disability, through intensive case management and occupational therapy supports.
- Trauma-Informed Trainings: NSC offers a Trauma Certificate Program, Trauma-Informed Case Management Certificate Program, and Mental Health Interpreter Training.
- Food Pantry distributes culturally appropriate dry goods and fresh foods to clients at no cost.

NSC By the Numbers

NSC serves more than 5,000 people each year,
from over 120 countries

	2021	2022
# Case Management Clients	1,750	2,541
# English Students	239	300
# Legal services cases	1,100+	1,370
Average Client Wage	\$14.53	\$16.62
# Therapy Appointments	1,147	1,018
Direct Financial Support	\$871,309	\$2,949,674

Top Countries of Origin of Clients, 2022

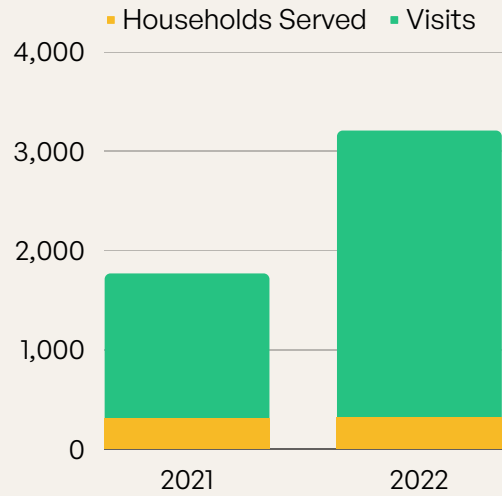
- Afghanistan
- Ukraine
- Mexico
- Guatemala
- Honduras





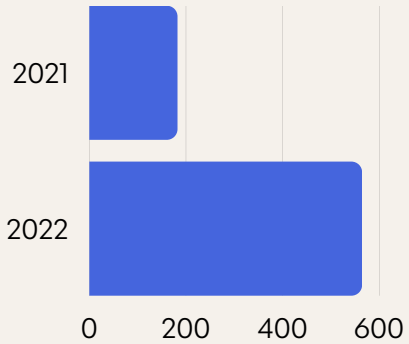
Increased Visits to the Food Pantry

NSC's food pantry serves more than 300 families annually. In 2022 we were able to welcome people nearly twice as frequently as in 2021.



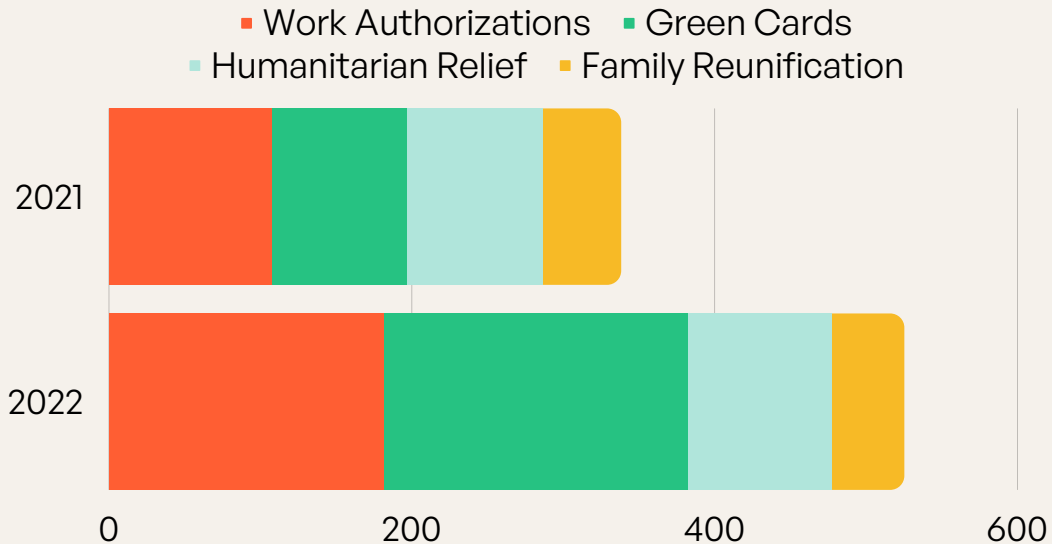
Ukrainian Clients

After the invasion of Ukraine, we saw nearly triple the number of Ukrainian clients — 564 in 2022.



Legal Services by the Numbers

NSC's legal services department helps clients with many types of immigration legal matters. Among other things, NSC helped clients gain work authorization, green cards, various forms of humanitarian relief, and reunite with their family members



Spotlight on: NSC's Afghan Response

WELCOMING



564

Evacuees welcomed to date



5

Average family size



167

Roundtrips to the airport



19

Babies born to new arrivals

SERVING



16,440

Culturally-appropriate meals distributed



205

Phones distributed



315

Laptops distributed



366

Legal intakes

CONNECTING



179

New employers engaged



322

Job placements



\$17.88

Average wage



882

Hours of financial literacy counseling provided

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Women Against Abuse
Women, Infant and Children (WIC) Program
Women in Transition
Women's Center of Montgomery County
Women's Opportunity Resource Center
Women Organized Against Rape
WSFS Bank



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