

2019 & 2020

# NSC ANNUAL REPORT



**Nationalities**  
SERVICE CENTER

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Philadelphia, PA 19107  
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2019 & 2020

## OUR MISSION

Nationalities Service Center (NSC) prepares and empowers immigrants and refugees in the Philadelphia region to transcend challenging circumstances by providing comprehensive client-centered services to build a solid foundation for a self-sustaining and dignified future.

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## OUR VALUES

NSC is a non-sectarian organization. As such, we serve all immigrants and refugees in need of our services without regard to immigration status, nationality, race, religious beliefs, class, age, gender, sexual orientation or political opinion. We endeavor to serve all clients with dignity and respect, guided solely by their presenting needs and a commitment to keep them free from harm or exploitation. NSC staff serve all clients to the best of our ability and hold no group in “special status” with regards to services provided. We do not accept donations to provide services only for one particular group as we strive to meet the needs of our clients indiscriminately.

Dear friends,

On behalf of the staff, volunteers, and trustees of Nationalities Service Center (NSC), we are pleased to present NSC's 2019 & 2020 Annual Report. As you know, 2019 was a year of hurdles and heartbreak for immigrants and refugees. And 2020 was perhaps the most challenging year in our organization's long and storied history, with the devastating COVID-19 pandemic and its exacerbation of deep-seated societal inequities.

But these difficult years have also reaffirmed our sense of community. When many of our clients found themselves struggling to adjust their legal status, being laid off, being excluded from relief programs, and wondering how to feed their families on reduced incomes, **NSC and our devoted supporters showed up for them at every turn.**

**In 2019, we had just finalized our FY20-22 Strategic Plan**, with goals to expand our services into communities, establish NSC as a hub for youth to grow and excel, open two satellite offices, let data inform our programming, and more. And we'd taken steps toward realizing our priorities: we'd leased an office in Norristown, hired staff for newly-created roles, and celebrated the grand opening of our Keystone computer lab.

**Then the COVID-19 shutdown impeded some of our plans—while accelerating others.**

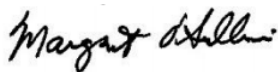
We began—by necessity—to deliver boxes of food to our clients' doorsteps, right into their communities. We started surveying our clients on a regular basis, so that we could adapt our services to meet newly-identified needs. We formed virtual support groups for kids, distributed Chromebooks, and urged the School District to provide language access to low-English proficient kids. During the pandemic, we:

- Delivered 2,500+ essential items and 1,647 gift cards or food boxes
- Provided 106 virtual ESL classes and 225 educational supports
- Offered 201% more therapy sessions
- Accommodated 465 clients through virtual case management
- Conducted 318 free telephonic legal consultations
- Helped 1,300+ clients with legal services
- Distributed \$330,000 in direct assistance to immigrants
- Raised nearly \$400,000 in direct assistance from donors
- Helped 100+ clients find new or first jobs, and gave out PPE to keep workers safe
- Began expanding services to include youth and children to strengthen family units
- Launched a succession plan and new programs to invigorate staff performance and morale
- Kicked off our Diversity, Equity, and Inclusion Committee

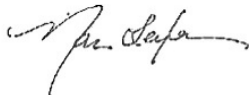
This critical work couldn't have happened without our remarkable staff, trustees, volunteers, interns, and other skilled professionals, who worked tirelessly under trying circumstances to keep our services going. And, of course, it couldn't have happened without our extraordinary donors—including more than 650 new givers—who literally kept NSC afloat by responding to our appeals to keep families safe and healthy during this unprecedented time. The NSC community banded together with great compassion, dedication, and creativity to pull us through these two years of hardship and shared crisis. The way we reacted in this moment—*this* is something we'll always remember.

As we look to the year ahead with bright hopes for an end to the pandemic and a more welcoming environment for immigrants, let's remember that together, we can achieve great things.

Kind regards,

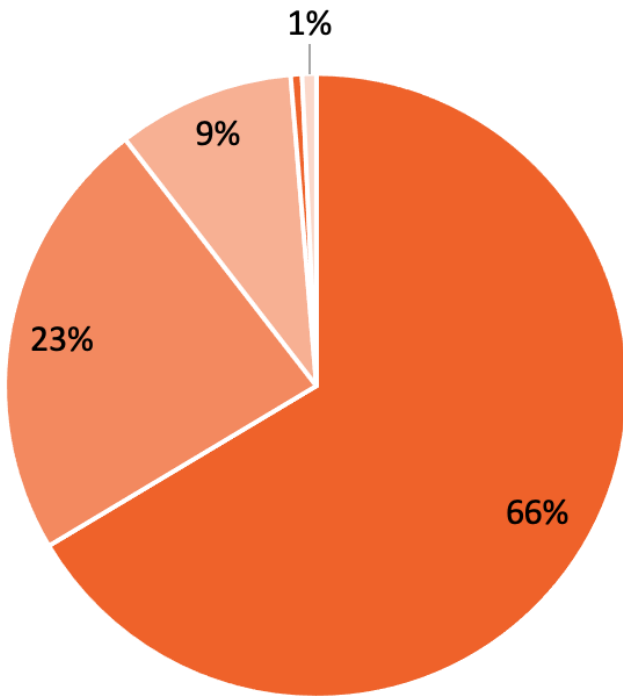


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## 2019 Year in Review **REVENUE**

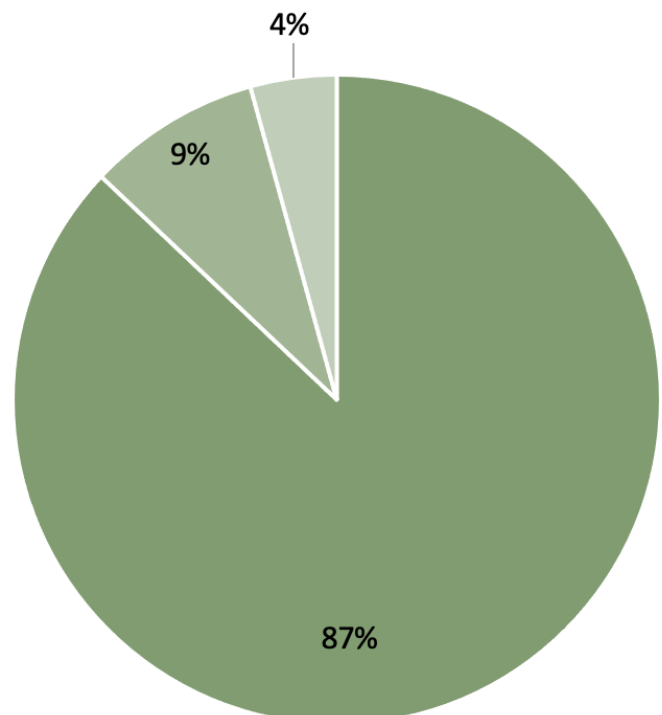


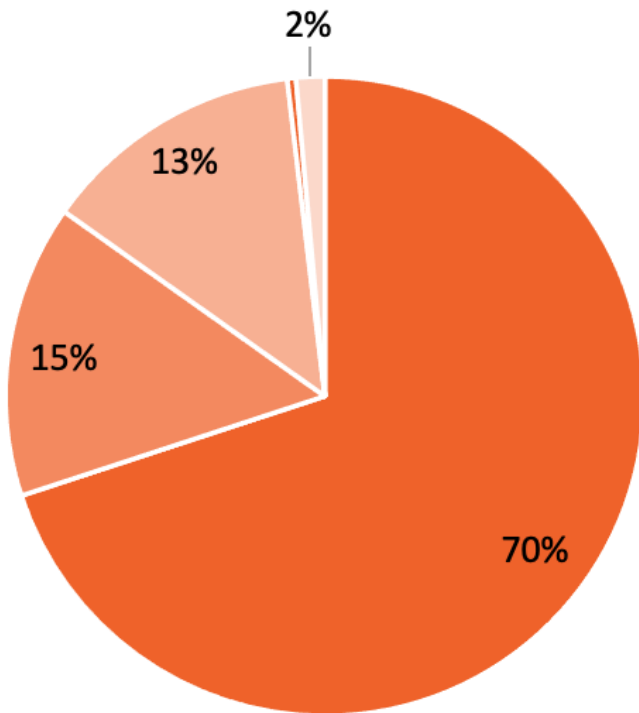
Grants & Contracts.....	\$3,112,887.....	66%
Service Fees.....	\$1,080,284.....	23%
Charitable Contributions.....	\$430,399.....	9%
United Way.....	\$27,465.....	1%
Investment Income & Other.....	\$34,588.....	1%
<b>TOTAL.....</b>	<b>\$4,685,623</b>	

**Note:** NSC also received in-kind goods and services in the amount of \$824,226 in the form of volunteer / pro bono hours, goods, etc.

## 2019 Year in Review **EXPENSES**

Programs.....	\$4,195,407.....	87%
Management.....	\$416,985.....	9%
Fundraising.....	\$207,399.....	4%
<b>TOTAL.....</b>	<b>\$4,819,791</b>	





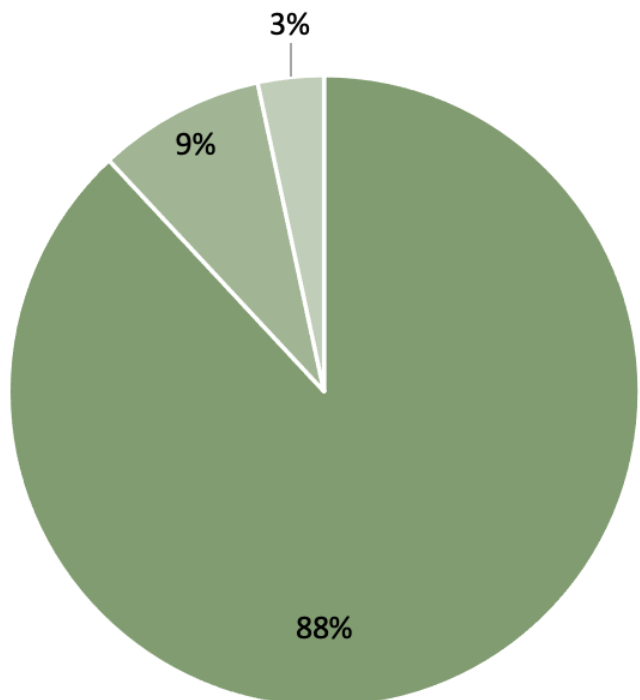
## 2020 Year in Review **REVENUE**

Grants & Contracts.....	\$34,006,913.....	70%
Service Fees.....	\$849,944.....	15%
Charitable Contributions.....	\$762,250.....	13%
United Way.....	\$25,000.....	0%
Investment Income & Other.....	\$83,044.....	1%
<b>TOTAL.....</b>	<b>\$5,727,151</b>	

**Note:** NSC also received in-kind goods and services in the amount of \$1,091,320 in the form of volunteer / pro bono hours, goods, etc.

## 2020 Year in Review **EXPENSES**

Programs.....	\$5,140,055.....	88%
Management.....	\$499,722.....	9%
Fundraising.....	\$197,174.....	3%
<b>TOTAL.....</b>	<b>\$5,836,951</b>	



## 2019 and 2020 **PROGRAM DATA**



- **1,021 clients** received case management services
- **2,274 hours of therapy** provided through Council for Relationships
- **6,271 people reached** through presentations and outreach at 90 events
- **897 health activities** offered including on-site health screenings, insurance enrollment, and appointment assistance
- **270 clients supported** in adjusting their status to permanent residence
- **6,334 jobs were completed** by NSC's Interpretation and Translation team
- **67 ESL Volunteer Teacher slots** were filled, and **465 students were taught English**
- Top languages spoken by NSC ESL students: Spanish, Mandarin, French, Arabic, Portuguese
- **3,679 clients served by NSC's legal department**, including Know Your Rights presentations and clinics
- Muslim-majority countries (legal clients): 19%
- Top Five Countries of Origin (legal clients): Mexico, Guatemala, Liberia, Honduras, Jamaica
- **Legal Clients Regions of Origin:**
  - 53% Latin America and Caribbean
  - 30% Mexico and Central America
  - 28% Africa
  - 16% Asia
  - 3% Europe

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