

# NATIONALITIES SERVICE CENTER

# 2014

## ANNUAL REPORT



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PHOTO CREDIT HARVEY FINKLE

**NATIONALITIES SERVICE CENTER**  
1216 Arch Street, 4th Floor  
Philadelphia, PA 19107 | (215) 893-8400



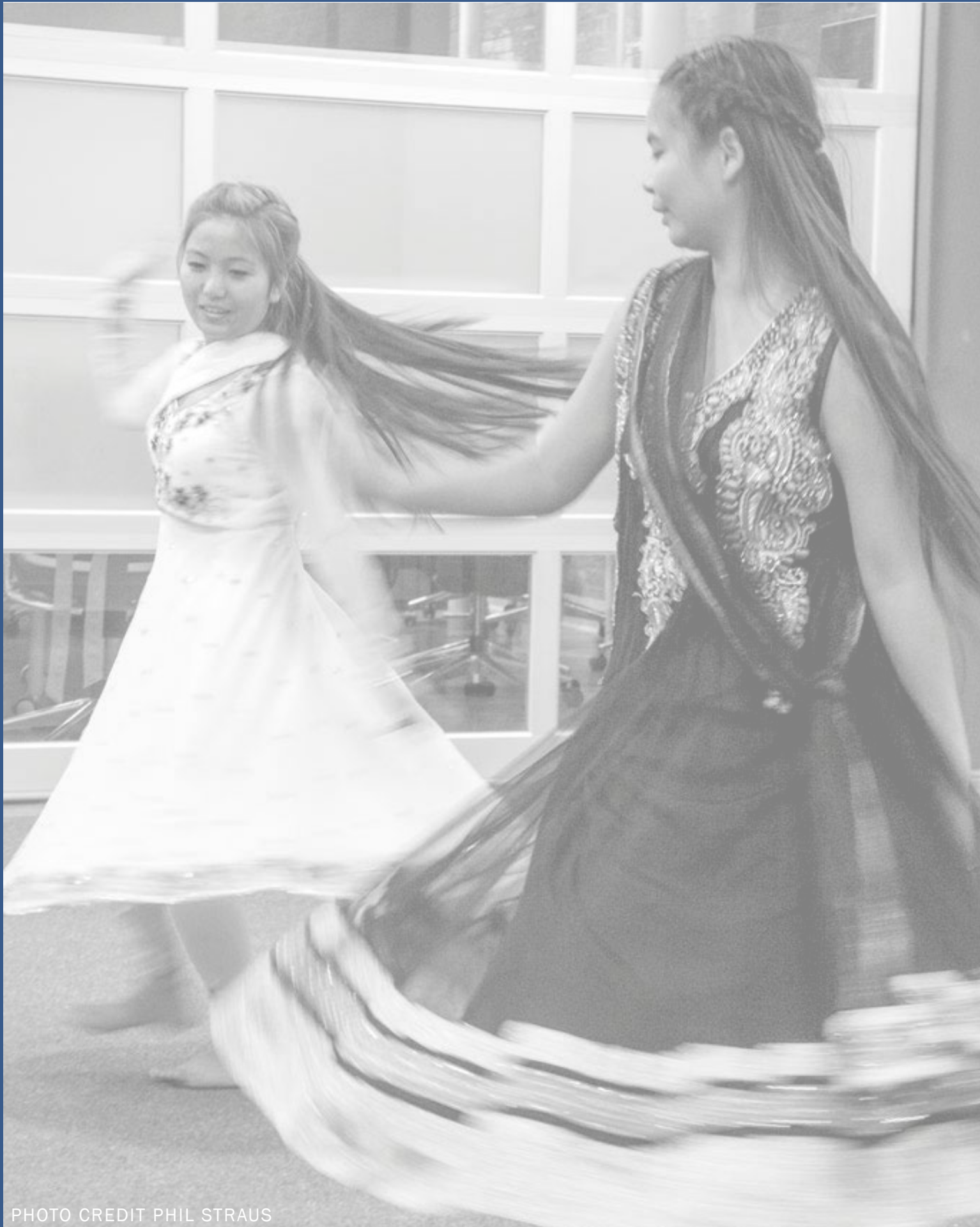


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# 2014 ANNUAL REPORT

## Nationalities Service Center

1216 Arch Street, 4th Floor, Philadelphia, PA 19107 | (215) 893-8400

On behalf of the staff, volunteers and Board of Trustees of Nationalities Service Center (NSC) we are pleased to present our 2014 Annual Report. The pages that follow will provide you with details of how we have worked to expand our reach and resolve to serve as the organization for those immigrants and refugees in the Philadelphia region who have no other place to turn.

In 2014, NSC aligned our resources to serve thousands who made their way to the United States for a myriad of reasons, looking for a foundational gathering place where they could regroup and access needed services to survive and succeed. We are proud to report that over 5,000 refugees and immigrants from 107 countries made it to our doors in 2014.

NSC also stepped up its services to institute a true mental health capacity within the organization to help our clients move forward from the trauma that many of them endured in their home countries. We expanded our lines of service to include enhanced support for victims of human trafficking and unaccompanied minors who fled gang violence and endured an extremely perilous journey from their homes to find safety and refuge in the United States.

But all of these words fall short in demonstrating how these stories of grit and determination to survive form a collective spirit that permeates throughout NSC, one of the most vibrant and extraordinarily special places in Philadelphia. Quite simply, it is humbling to witness the profound courage demonstrated by the individual journeys of our clients to find safety and dignity.

For all of you that have invested in our progress through your generosity, or taken the time to hear these stories and advocate on behalf of our clients, we are so very grateful. We do hope you'll stay with us as the story of the great immigration debate in the United States unfolds and the unimaginable conflicts and acts of violence around the globe bring more and more people in need to our door.

We can't thank you enough for making these and so many other services possible. Your kindness and concern means so much.

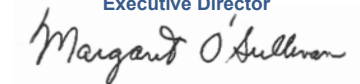
Kind regards,



ALICIA KARR  
Board Chair



MARGARET O'SULLIVAN  
Executive Director



P.S. We need more people like you to join the movement that is Nationalities Service Center. Your friends, family and colleagues can sign up to learn more about NSC at [www.nscphila.org](http://www.nscphila.org).

### NSC BY THE NUMBERS

- Served more than 5,000 clients from over 107 countries
- Provided 227 translators and interpreters worldwide with over 150 accessible languages
- Held 442 legal consultations for seekers of asylum, citizenship, and human rights
- Welcomed 385 refugees from countries such as Democratic Republic of Congo, Bhutan, Eritrea, and Guatemala
- Placed 76 refugees of working age in jobs, earning an average wage of \$9.07/hour
- Engaged 1,246 people in English language proficiency classes
- Launched NSC's first crowd-funding campaign, raising over \$5,000 to support services for unaccompanied minors from Guatemala, Honduras, and El Salvador



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# NSC PRIORITIES

## LANGUAGE ACCESS & PROFICIENCY

- Created high-level instructor training to improve quality of ESL teachers
- Increased internal referrals from Legal and Social Services Departments to ESL classes, as well as off-site referrals from CHOP
- Developed a court interpreter course, "Balance the Scales" with the Honorable Judge Ida Chen
- Doubled medical interpreter trainings (Bridging the Gap)



PHOTO CREDIT NSC STAFF

## THANK YOU TO OUR 2014 SUPPORTERS

Helping immigrants and refugees build new lives would not be possible without contributions from these individuals, businesses, and foundations. We are most grateful for your support.

### Leadership Circle | \$100,000 and above

- Margaret Harris
- Sanctuary Circle | \$10,000 - \$99,999**
- The Barra Foundation  
First Hospital Foundation  
Independence Foundation  
Patricia Kind Family Foundation  
The McLean Contributionship  
Leo & Peggy Pierce Family Foundation  
The Philadelphia Foundation  
Radian  
The Philip and Lynn Straus Foundation  
Straus-Harris Foundation  
van Ameringen Foundation, Inc.  
United Nations Voluntary Fund for Victims of Torture

### Freedom Circle | \$5,000 - \$9,999

- Church & Dwight Employee Giving Fund, Inc.  
Michele Hangley  
The Philadelphia Bar Foundation  
Brian L. and Aileen K. Roberts  
Ciaran Paul Roche  
United Way of Greater Philadelphia and Southern New Jersey
- Opportunity Circle | \$2,500 - \$4,999**
- Health Care Improvement Fund  
Patricia Kind  
Sprague Foundation  
Richard and Laura Steel  
Women's Way

### Transformation Circle | \$1,000 - \$2,499

- AILA  
Ballard Spahr, LLP  
The Bartlett Family Foundation  
John G. Chou  
The Coleman Foundation  
Terry Decker and Adam Shapiro  
DLA Piper  
Enterprise Holdings Foundation  
Thomas and Nancy Eshelman  
Jane and Joseph Goldblum  
John Kieffer  
William Mezger  
Edward Resovsky  
Opal Ripley  
Richard and Betsy Smith  
Walter and Christa Snow  
Marion Scheuer Sofaer and Abraham Sofaer  
Union Benevolent Association  
Vanguard Charitable  
Endowment Program  
Lorle and Bert Wolfson

### Hope Circle | \$500 - \$999

- Mohamed Aziz  
John Baines  
Mohamed Nabil Bakry

### Hope Circle (cont'd)

- Baumann, Landau & Simon  
Ana Maria Bertsch  
Blank Rome LLP  
Antonio Bryant  
Karen C. Casale  
Beth and Marty Deitchman  
Elizabeth DeSouza  
Zoe Devaney  
Megan L. Doherty  
Angelica and Eugene Eshbach  
Shannon and Edward Farmer  
Indy Hall  
Mary and William Hangley  
Jason and Sue Jacquette  
Alicia Karr  
Kate Lang Rivera  
Tendai Mutsinze  
Sagacious Consultants, LLC  
Elizabeth Shapiro and Michael Torrey  
Howard Simon and Katie Hangley  
Alan and Leni Windle  
Dina Yousef

### Community Circle | \$250 - \$499

- James K. Abel  
Aetna Foundation  
Marc and Jill Altshuler  
Teresa Bryce Bazemore  
Ann Allston Boyce  
Susan and Cummins Catherwood  
Debra Cesario  
Elizabeth Connor  
Helen Cunningham and Ted Newbold  
Marjorie Dubrow  
Nancy Dunleavy  
Anne and Bill Ewing  
Margaret Fallers  
Elizabeth Gemmill  
Margaret Grover  
Miriam Harlan  
H. Ronald Klasko  
Winnie Lanoix and David Kannerstein  
Rev. Kevin C. Lawrence  
Moiria B. Ma  
Patricia Ma  
Albert and Veronica Martella  
Kathy Ochroch  
Juliane and Dzanan Ramic  
Daphne and Frank Rowe  
Kathleen and Frank Seidman  
Ben Shapiro  
Nicole Simon  
Nancy Straus  
Richard Summers and Merrill Williams  
Kathleen and Anthony Tarquinio  
Omer Tiben

### New Beginnings Circle | \$100 - \$249

- Susan Abrams  
Nancy and Alan Ankeny  
Anonymous  
Patricia and Anastasios Arhontoulis  
Wendy Batson  
Jay Federman and Sylvia Beck  
Eugene and Virginia Beier  
Henry N. Blanco White  
Elizabeth Block and Bruce Kuklick  
Michael Bloh  
Carolyn Bollinger  
Ashely Chan  
Cynthia Claus  
Carol Cook  
Patricia and Jim Dee  
Nino DeProphetis  
Erica and James Delaney  
Paula Delong  
Barbara L. Dick  
Lisa Dickson  
Roma and Robert Dockhorn  
Tricia Dressel

### New Beginnings Circle (cont'd)

- Donald L. Edwards  
Gary Emmett and Marianne Ruby  
Joelle Epstein  
Evelyn Eskin and David Major  
Judith Farling  
Elaine Fetti  
Nan Feyler and Lisa Shulock  
Denise Fike  
Christine Funchion  
Eileen B. Gibbons \*\*  
Nancy Gilboy and Philip Harvey  
Duncan and Jocelyn Gilmour  
Carol Goss  
Amanda and William Green  
Hangley Aronchick Segal Pudlin and Schiller \*\*  
John and Toby Harke \*\*  
Kathryn Heintz  
Ruth Hendry  
Eric B. Henson \*\*  
Helena Heywood  
Jody Hill  
Debi and Ron Hoxter  
Timothy Hunter  
Abbie Hyde  
Rosalie Jacobs  
Former Representative Babette Josephs  
Deepali Kakar  
Jack Kenney \*\*  
Barbara B. Kepple  
Josephine Klein  
Jacqueline M. Kosloski  
Cheryl Krause \*\*  
Joanna Labuda \*  
Linda Lang  
Rachel Lawton  
Herman and Marciene Mattleman  
Melinda McCann  
Zane David Memeger \*\*  
Katrina Miltich Langston  
Carey Morgan  
Dieu Nguyen  
Jaesa Pahng  
Ken and Virginia Piña  
Margaret Rees and Gerald Brown  
Michele Reimer  
Badonna Reingold  
Marge Richards  
Paul and Mary Richards  
Donald and Alice Rogers  
Susan Rogers  
Arthur Schmidt  
Peter Schneider  
Marinda Schwartz  
Kevin Scott  
Gretchen and Adam Shanfeld  
Michael Sheketoff  
Steven and Susan Shubert  
Adam Solow  
Howard Spodek  
Arthur and Marcia Staddon \*\*  
Abby Stamelman-Hocky  
Phil Straus \*\*  
Martha Swartz  
Jeremy W. Tobacman \*\*  
Vera Tolbert \*\*  
Chris and Lee van de Velde  
Sybil Watson  
Donald Wilson  
Michael Zebe  
George Zolot
- Support Circle | \$99 and below**
- AIG Matching Gifts Program  
Rachel Anderson \*\*  
Martha Ankeny  
Ron Avery

### Support Circle (cont'd)

- Caitlin Babcock  
Susan Becker \*\*  
John and Diana Bergmann \*\*  
Dene Bernstein  
Judith Bernstein-Baker \*  
Richard Bernstein \*\*  
Nora Blumenstein  
Lauren Bornfriend  
Leland and Sarah Bowie  
Michael and Adrienne Bradley  
Ingrid Brown  
Jack Burch  
Ann Byer  
Youngjoon Byun  
Hangley Aronchick Segal Pudlin and Schiller \*\*  
Maria Carrillo  
Joel and Joan Chinitz  
Sarah Cho  
Theodore Clattenburg  
Russel Clopine  
Faith Hartman Cohen  
Julia Crawford  
Linda Cristalli  
Barry Crossno  
Bill and Toni Culleton  
Michael Diberardinis and Joan Reilly  
Jennifer Donald \*\*  
Maureen Donohue  
Deborah Douglas  
Rafael Dueño  
Zeina El-Halabi  
Leonard and Helen Evelev  
Constance Falcone  
Tony Fisher and Jane Uptegrove  
Edward Geiger  
Matt and Amber Goldberg  
Amy Goldman  
Mark Goodman  
Bernard and Marie Granor  
Jack Herzig \*  
Emily Huisman \*\*  
I Do Foundation  
Sarah Ingerman  
Irfan Khan  
Audrey Kilijian  
Marie Koehler  
Elizabeth Kozart  
Beth and Steven Larin  
Annette and Mort Levitt  
Heather Lewis  
Adina Lieberman  
Rob Manning and Andrea Missias  
Evan Meyer  
Fay Mittleman  
William Montgomery  
Gina Moore  
Elizabeth Motten  
Viet-Nhan and My Linh \*\*  
Michelle Niedermeier  
Janet Noblitt  
Carolyn and Kevin O'Brien  
Margaret Orlando  
Csongor Pinter  
Karen Pollins \*  
Ellen Rieder  
Kathy Roch  
Elsa Roellig  
Cheryl Rudzinski \*  
Nina Russakoff \*\*  
Linda Samost  
Mario Sarno  
Rebecca Sholl  
Susan and John Smith III  
Triada Stampas \*\*  
Lindsey Sweet \*  
Paul Uyehara



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## HEALTH, WELLNESS & SAFETY

- Assisted 135 refugee families in enrolling for benefits through the Affordable Care Act Marketplace
- Hired mental health specialist to increase staff capacity for handling complex client cases
- Assembled a cross-departmental Critical Incident Response Team to design response protocols for health and safety incidents including child abuse, medical emergencies, mental health, evacuation and public health



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## NEWCOMER TRANSITION & IMMERSION

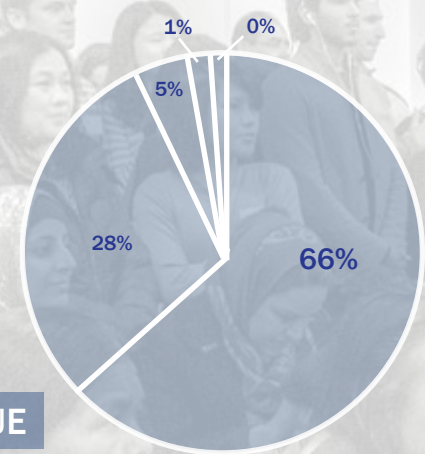
- Initiated 3 sewing training programs (Arabic, Bhutanese, Burmese) to target refugees who have struggled to enter the US workforce
- Broke ground on a second garden, Growing Home II, a 2.8 acre community garden site in South Philly (Point Breeze) to provide 500 refugee newcomers and long-term Philadelphia residents an opportunity to grow food and build community
- Achieved a 100% pass rate in the citizenship test preparation class that connects Legal clients with resources in Education

## PROTECTING RIGHTS OF IMMIGRANTS & REFUGEES

- Launched accelerated response to the Unaccompanied Children crisis on Legal and Social Service fronts through an online Global Giving campaign
- Expanded regional capacity to serve victims of human trafficking through technical assistance & training to service providers
- Expanded legal competencies (e.g. litigating gender-based asylum cases)

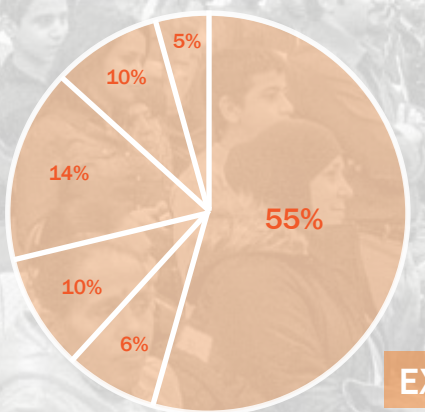
# 2014 FINANCIALS

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Grants & Contracts	66%	2,491,649
Service Fees	28%	1,071,388
Charitable Contributions	5%	206,782
United Way	1%	22,375
Investment Income & Other	0%	8,972
<b>TOTAL</b>		<b>\$3,801,166</b>

Note: NSC also received In-Kind Goods and Services in the amount of \$1,033,279 in the form of volunteer/pro bono hours, goods, etc.



Social Services	55%	2,311,235
Education Services	6%	245,713
Legal Services	10%	404,538
Translation & Interpretation	14%	602,134
Management Development	10%	432,615
Senior Center	6%	186,234
<b>TOTAL</b>		<b>\$4,182,469</b>

\* In memory of Zbigniew Mlynarski  
\*\* In memory of Manuel Sozinho



## THANK YOU TO OUR 2014 SUPPORTERS

### Support Circle (cont'd)

Margaret Vance  
Julie Vandermay  
Heidi West  
Shelly Yanoff and Gerry Kauffman  
Geanne Zelkowitz  
Susan Zingale-Baird

### Global Giving Bienvenidos! Initiative

Anonymous (4)  
Jonathan Arlook  
Caitlin Babcock  
Jessica Barnes  
B.A. Bigham  
Lauren Bornfriend  
Lisa Campbell  
Debra Cesario  
Elizabeth Connor  
Carol Cook  
Robert Dockhorn  
Nancy Drye  
Leyla Dursunova  
Angelica Eshbach  
Nancy Eshelman  
Helen Evelev  
Nan Feyler  
Lynn Green  
Margaret Grover  
Margery Hadden  
Michael Hairston  
Suzanne Harteg  
Judy Heredia  
Adrienne Hessert  
Michael Hicks  
Debi Hoxter  
Beth Huffnagle  
Kristin Judge  
Peter Kelly  
Marie Koehler  
Marcia Kravis  
Marita Lind  
Patricia Ma  
Anne McCormick  
Shawn Mellinger  
Donna Miller  
Joan Neuberger  
Margaret O'Sullivan  
Michael O'Sullivan  
Peter Pedemonti  
Christian Przybylek  
Juliane Ramic  
Elliot Ratzman  
Kate Rivera  
Alicia Karr  
Ciaran Paul Roche  
Mario Sarno  
Stacy Wyn Sarno  
Beth Shapiro  
Barbara Simmons  
Aleea Slappy  
Judith Spangler  
Phil Straus  
Shauna Swartz  
Martha Swartz  
Alan Windle  
Leni Windle  
Geanne Zelkowitz

### PRO BONO SERVICES

We offer heartfelt thanks to the following individuals and organizations that have donated their expertise this year to help us achieve our mission of helping immigrants and refugees.

#### Legal

Ballard Spahr LLP  
Blank Rome LLP  
Community Legal Services  
Dechert LLP  
DLA Piper LLP  
Duane Morris LLP  
Morgan, Lewis & Bockius LLP  
Pepper Hamilton LLP  
Reed Smith LLP

#### Medical

Dr. Renée Anderson  
Children's Hospital of Philadelphia, Refugee Health Program  
Matthew Clark, M.D.  
Delaware Valley Community Health, Fairmount Primary Care Center at St. Joseph's Hospital  
Drexel Women's Care Center  
Drexel Eye Physicians  
Dr. Judy Eidelson  
Einstein Center for Refugee Health  
Carol Gantman, Ph.D.  
Dr. David Goodwin  
Dr. Suzan Greenberg  
Jefferson Family Medicine Associates  
Nemours Pediatrics  
Dr. Ellen O'Connor  
Penn Center for Primary Care  
Philadelphia Department of Public Health  
Philadelphia Health Corps  
Dr. Kathleen Reidy  
Smile Dental Care Center  
Peter Yeomans, Ph.D., Philadelphia VA Medical Center

#### Education

Independence Charter School  
Sunrise of Philadelphia

#### Other Services

Judge Renée Cardwell Hughes, The Southeastern Pennsylvania (SEPA) Chapter of the American Red Cross  
Ronna Bolante  
Bravo Health  
CARIE (Center for Advocacy for the Rights and Interests of the Elderly)  
Clarifi  
Joanna Labov  
Lisa McClatchy Deming, University of Pennsylvania  
Maiken Scott  
Anne Wilms, CAI

### IN-KIND CONTRIBUTIONS

Arch Street United Methodist Church  
Bed Bath and Beyond  
Career Wardrobe  
The Curtis Institute of Music  
The Fruit Guys  
Gateway Health

### IN-KIND CONTRIBUTIONS (cont'd)

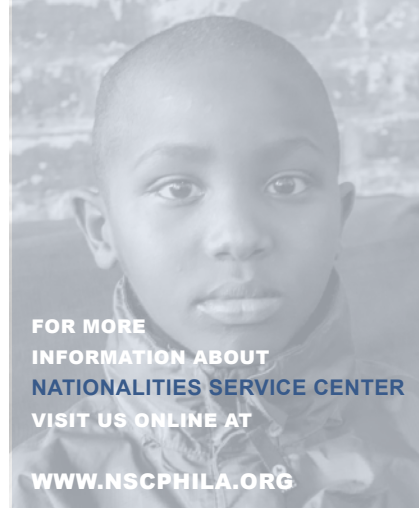
Jefferson Refugee Health Partners  
Keystone VIP  
LaSalle Community Nursing  
L.W. Farmbry and Associates  
NGA  
The Pennsylvania Horticultural Society  
Philadelphia Convention and Visitor Bureau  
Rite Aid  
Scattergood Foundation  
United Way  
University of the Sciences  
Yale School of Medicine, Division of Prevention and Community Research, The Consultation Center

### MAIN LINE EVENT IN-KIND

333 Belrose Bar & Grill  
Beans Beauty Store & Salon  
Christopher's Elegance Café  
Herrcastle Farm, LLC  
Hand & Stone Massage and Facial Spa  
Kanella Greek Cypriot Kitchen  
Kaplan International Centers  
La Delicatessen, Inc.  
Main Line Art Center  
MainLine Therapeutic Massage and Spa  
Manheim New Jersey Miele  
Panera Bread  
Pure Barre  
A Taste of Britain  
Spogue Kitchens & Bath  
Starbucks  
Wayne Bed & Breakfast Inn

### NSC PARTNERS

Arab American CDC  
Bridging the Gap  
Bryn Mawr College Graduate School of Social Work and Social Research  
Bryn Mawr College: PRAXIS Program  
buildOn  
City of Philadelphia: Mayor's Office Immigrant and Multicultural Affairs, Office of Supportive Housing  
Consulate of Mexico  
Defenders Association of Philadelphia  
Drexel University College of Medicine  
Drexel University, Earle Mack School of Law  
Public Interest Fellowship Program  
Drexel University School of Public Health  
East Park Revitalization Alliance  
Health Care Improvement Foundation  
Heartland Alliance for Human Needs and Human Rights  
HIAS Pennsylvania  
Jesus Volunteer Corps  
JUNTOS  
Kohl's Safety Center at CHOP  
Lutheran Children and Family Service



FOR MORE INFORMATION ABOUT NATIONALITIES SERVICE CENTER VISIT US ONLINE AT [WWW.NSCPHILA.ORG](http://WWW.NSCPHILA.ORG)

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### NSC PARTNERS (Cont'd)

Maternity Care Coalition  
Migrant Education Program, Philadelphia  
Mill Creek Farm  
New Sanctuary Movement  
New World Association  
Our Lady of Hope Catholic Church  
Pennsylvania Immigrant Citizenship Coalition  
Pennsylvania Department of Public Welfare, Bureau of Employment and Training Programs  
Philadelphia Community Farming Collaborative  
Philadelphia Corporation for Aging  
Philadelphia Refugee Mental Health Collaborative  
Preston's Paradise  
Jefferson Refugee Health Partners  
School District of Philadelphia  
SHARETeens 4 Good  
Temple University  
Beasley School of Law  
Temple University Center for Intergenerational Learning, Project Shine  
Temple University Department of Public Health  
Temple University Department of Film & Media Arts  
The Health Federation of Philadelphia  
The Pennsylvania Horticultural Society  
Thomas Jefferson University, Jefferson Occupational Therapy  
Tzu Chi  
Urban Nutrition Initiative  
University of Pennsylvania, Graduate School of Education: TESOL  
University of Pennsylvania Law School, Penn Program on Documentaries & The Law  
University of Pennsylvania Law School, Refugee Assistance Project  
U.S. Committee for Refugees and Immigrants  
Villanova School of Nursing  
Women, Infant and Children (WIC) Program  
Weavers Way  
Wharton School of the University of Pennsylvania

WE NEED MORE PEOPLE LIKE YOU TO JOIN THE MOVEMENT THAT IS NATIONALITIES SERVICE CENTER.

YOUR FRIENDS, FAMILY AND COLLEAGUES CAN SIGN UP TO LEARN MORE ABOUT NSC AT [WWW.NSCPHILA.ORG](http://WWW.NSCPHILA.ORG)

WE EXTEND OUR DEEPEST GRATITUDE TO OUR STAFF, VOLUNTEERS, INTERNS AND INDEPENDENT CONTRACTORS, WHO WORK TIRELESSLY TO ADVANCE OUR MISSION.



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