



**Nationalities**  
SERVICE CENTER

# 2015 Annual Report

## **OUR MISSION**

Nationalities Service Center 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.

1216 Arch Street, 4th Floor, Philadelphia, PA 19107 | (215) 893-8400  
[www.nscphila.org](http://www.nscphila.org) | [www.nsc-languages.org](http://www.nsc-languages.org)



Dear Friends,

On behalf of the staff, volunteers and Board of Trustees of Nationalities Service Center (NSC), we are very pleased to present NSC's 2015 Annual Report.

It is difficult to capture in words what an incredibly transformative year it was for NSC. With the launch of a new three-year strategic plan in June, we revised our vision and mission to make it clear that NSC is an agency committed to holistic, client-centered services that are exceedingly well-considered and culturally competent.

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Margaret M. O'Sullivan

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With an eye toward this client-centered service model, we completed several initiatives to improve the infrastructure that supports our programs. Most critically, we renovated our 1216 Arch Street headquarters to increase service space and create a dignified environment in which our clients can feel secure. In June, we launched a new Health and Wellness Department, which elevates the importance of health and mental health access for all those who come through our doors. Finally, we overhauled our website to provide a more flexible platform to inform the community about the work we do and to respond in real time to the emerging crises that impact the day-to-day operations here at NSC.

But most importantly, we continued to serve more than 5,300 immigrants and refugees from 100 countries. NSC resettled 604 refugees, including our first Syrian family who arrived in November 2015. Our staff attorneys opened 75 asylum cases, and we served 641 survivors of torture in the Philadelphia Partnership for Resilience program. The expanding Growing Home gardens, in which refugees can grow culturally-appropriate food and strengthen relationships in their community, were featured in [National Geographic in September 2015](#).

We are so grateful to the many talented staff, volunteers, interns and other skilled professionals who work tirelessly to serve each client who walks through our doors. We could not do this work without their expertise and compassion.

The expansion of our services and the improvements to our infrastructure are truly a testament to the incredible generosity of our donors and partners. We are deeply appreciative of your support, and we hope you will continue to engage in this important work with us.

Kind regards,

Alicia Karr  
Board Chair

Margaret M. O'Sullivan  
Executive Director

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# NSC by the Numbers



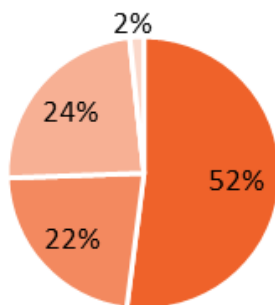
PHOTO CREDIT: FAITH WEST

- **604:** Refugees resettled during 2015, from countries such as Democratic Republic of Congo, Eritrea, Burma, Afghanistan, Ukraine and Syria
- **4,046:** Number of times NSC was called to interpret for limited English proficient populations
- **641:** Survivors of torture served by the Philadelphia Partnership for Resilience (PPR)
- **1,070:** Legal clients assisted with family reunification, removal defense, asylum applications, and naturalization
- **190:** Refugees placed in full- or part-time work, with an average starting salary 25% higher than minimum wage
- **535:** Individuals trained in our English language courses
- **150:** Languages available for interpretation and translation services
- **75:** Number of asylum seekers assisted by NSC attorneys in 2015

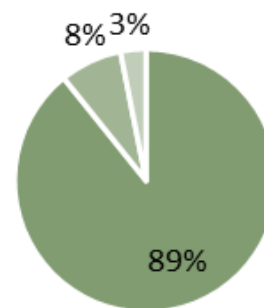


## 2015 Financials \*

### Revenue



### Expenses



Grants & Contracts	52%	\$2,749,089
Charitable Contributions	24%	\$1,260,558
Service Fees	22%	\$1,183,896
Investment Income & Other	2%	\$86,725
United Way	0%	\$2,493
<b>TOTAL</b>		<b>\$5,282,761</b>

Programs	89%	\$3,761,792
Management	8%	\$322,685
Fundraising	3%	\$132,267
<b>TOTAL</b>		<b>\$4,216,744</b>

Note: NSC also received in-kind goods and services in the amount of \$1,115,691 in the form of volunteer / pro bono hours, goods, etc.

\* These financials are based on audited figures from FY15.

**THANK YOU TO OUR 2015 SUPPORTERS**

NSC is committed to working with immigrants and refugees in the Philadelphia region to build a solid foundation for a self-sustaining and dignified future. Our critical work would not be possible without the generous contributions from these individuals, business, and foundations listed below:

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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.

ActionAIDS  
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Thank you to the following organizations that have made significant in-kind contributions this year.

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# Thank you so very much for your generous support! We couldn't do it without you!



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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 or sexual orientation or political opinions. 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.

