

## 2016 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.

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Dear Friends,

On behalf of the staff, volunteers and Board of Trustees of Nationalities Service Center (NSC), we are pleased to present NSC's 2016 Annual Report.

In 2016, NSC celebrated its 95<sup>th</sup> year of welcoming the world to Philadelphia! In this milestone year, we provided comprehensive services to nearly 5,200 immigrants and refugees from 100 countries. As the conflicts in Syria and other areas of the world continued, we exceeded our resettlement expectations and assisted 576 refugees in securing homes, gaining employment, enrolling in school, and accessing medical care. NSC's staff attorneys have continued to protect the rights of our clients, serving 1,164 individuals seeking humanitarian relief, family reunification, and naturalization. We continued our commitment to language access, and our interpreters and translators completed 5,349 jobs. Our Philadelphia Refugee Health Collaborative received national attention as a model for refugee health when it was featured in the April 2016 edition of the <u>Harvard Public Health Review</u>.

In November 2016, NSC worked to realign the provision of legal services to accommodate a 300% increase in those seeking legal consultations. We also began offering adjustment of status clinics to increase the opportunities for eligible refugees to move toward U.S. citizenship. Organizationally, we began a comprehensive contingency planning process to prepare for likely changes in immigration policy at multiple levels of government.

All of this critical work could not be accomplished without the talented and dedicated staff, volunteers, interns and other skilled professionals. Each and every day, they commit themselves to working tirelessly to serve each client who walks through our doors. None of this would be possible without their expertise and compassion.

Finally, we are deeply grateful to you, our donors and partners, for your continued support. As we look ahead, we know that your dedication, thoughtfulness, and empathy are more important than ever, and we look forward to continue our partnership together as help make Philadelphia a more diverse and welcoming community.

Kind regards,

Mohamed Nabil Bakry, Esq. Board Chair

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Margaret M. O'Sullivan Executive Director

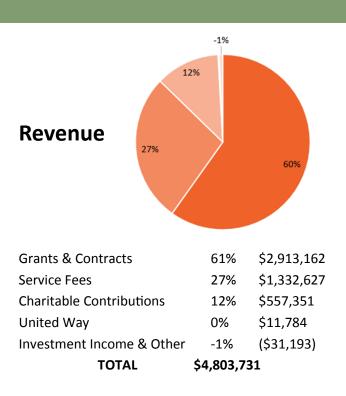


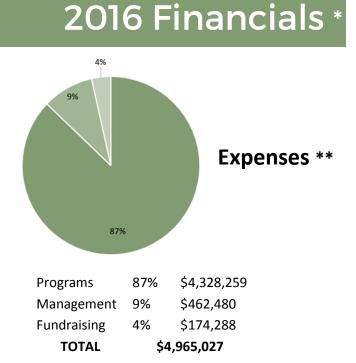
## NSC by the Numbers

• 1,164: Legal clients served

- **232:** Number of individuals assisted who were seeking humanitarian relief (ie: asylum, SIJS, TPS)

- **450:** Number of individuals served through Know Your Rights presentations, legal clinics, and other trainings
- **5,349:** Number of times NSC was called to interpret for limited English proficient populations
- 150: Languages available for interpretation and translation services
- **427:** Individuals trained in our English language courses
- **501:** Clients served through specialized case management in programs for survivors of torture, refugees with high medical needs and women impacted by female genital cutting or domestic violence
- **1,608**: Number of health access activities, including medical appointment, on-site health screenings, health orientations and health insurance enrollment
- **385:** Individuals supported through innovative wellness activities including support groups, yoga, mindfulness and art
- 66: Individuals and dependents served through NSC's anti-human trafficking program
- 576: Refugees resettled, primarily from Syria, DRC, Iraq, Afghanistan, Ukraine, and Burma
  - 237: Working age refugees placed in employment, with an average starting wage of \$9.48
  - 211: Students in Refugee Employment & Advancement Program English class





Note: NSC also received in-kind goods and services in the amount of \$834,769

in the form of volunteer / pro bono hours, goods, etc.

\* These financials are based on audited figures from FY16.

\*\* The audit reflects unanticipated adjustments to NSC's defined pension plan



3

### THANK YOU TO OUR 2016 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, businesses, 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.

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### Nationalities Service Center proudly introduces the



### Stay tuned in 2017 for more information!

9

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



### **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.

