



2018 Annual Report



Nationalities
SERVICE CENTER



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.

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.

Dear friends,

On behalf of the staff, volunteers and Board of Trustees of Nationalities Service Center (NSC), we are pleased to present NSC's 2018 Annual Report.

2018

YEAR IN REVIEW

Despite the ongoing challenges facing immigrants and refugees in the past year, NSC continued to provide culturally and linguistically sensitive services to those families and individuals who arrived at our door in an effort to support them as they build a foundation for a self-sufficient future. Recognizing that the needs of our clients are becoming more complex, we also expanded our comprehensive services to meet these changing needs in a more holistic manner. In 2018, NSC:

- Launched the Fund for Immigrant Justice, which has raised more than \$100,000 to provide free legal services to low-income immigrants along the spectrum of status seeking services who face barriers to access;
- Continued the development of the deportation defense project with a coalition of providers to provide free representation to detained individuals;
- Expanded client and staff wellness to include a stronger partnership with Council for Relationships, an onsite therapist for clients seeking therapy services, and additional Wellness Wednesday and mindfulness activities;
- Secured funding to bundle legal representation with case management support for most programs;
- Received funding to expand legal services and case management for victims of crime and survivors of torture and human trafficking;
- Designed and implemented a plan for food security for our most vulnerable clients as a result of the threat to changes related to the public charge.

We are so grateful to the staff, Board of Trustees, volunteers, interns and other skilled professionals who make this incredible work possible. Their compassion, empathy, expertise and dedication are evident in the quality of the services they delivered every day to each client who walks through our doors.

Of course, none of this would be possible without you, our donors and partners. We are deeply grateful for your support to keep this critical work going as we continue to seek new ways to better serve immigrant and refugee families in the Philadelphia region.

Kind regards,



Margaret O'Sullivan
Executive Director

BY THE NUMBERS



698 CLIENTS RECEIVED
case management services



198 HOURS OF THERAPY
provided through Council for Relationship



3,717 PEOPLE REACHED
through presentations and outreach at **119** events



1,058 HEALTH ACTIVITIES
including on-site screenings, insurance enrollment,
and appointment assistance

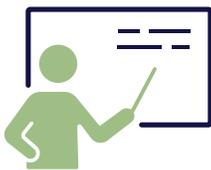


270 CLIENTS SUPPORTED
in adjusting status to permanent residence



5,076 JOBS COMPLETED

by NSC's Interpretation and Translation team



115 VOLUNTEERS

filled ESL Teacher slots



590 STUDENTS

learned English

TOP NATIVE LANGUAGES:

Spanish • Mandarin • French Arabic • Portuguese



1,815 CLIENTS SERVED

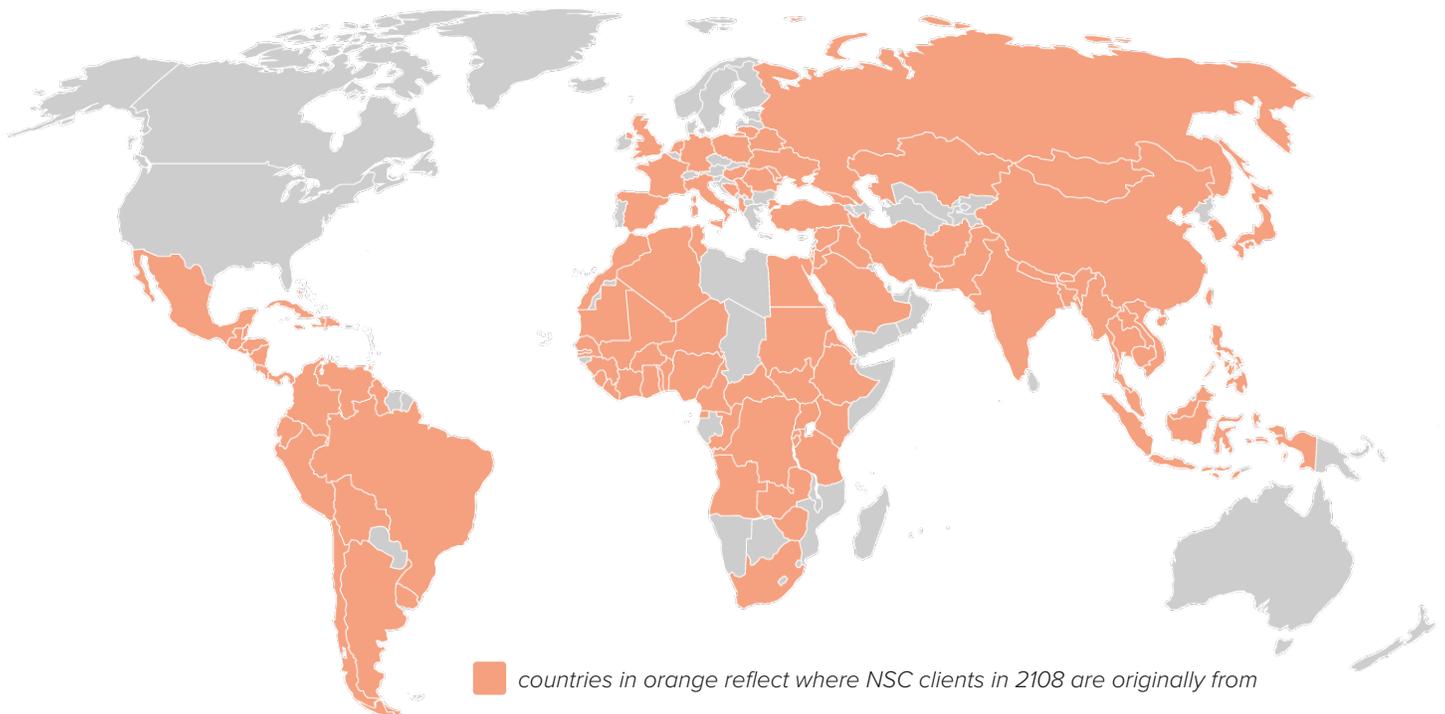
by NSC's legal department, including Know Your Rights presentations and clinics

NSC LEGAL CLIENTS — COUNTRY OF ORIGIN:

- + 19% from Muslim-majority countries
- + Top 5 Regions: 51% Latin America & Caribbean
30% Africa • 16% Asia • 3% Europe
- + Top 5 Countries: Mexico • Guatemala • Liberia
Honduras • Jamaica

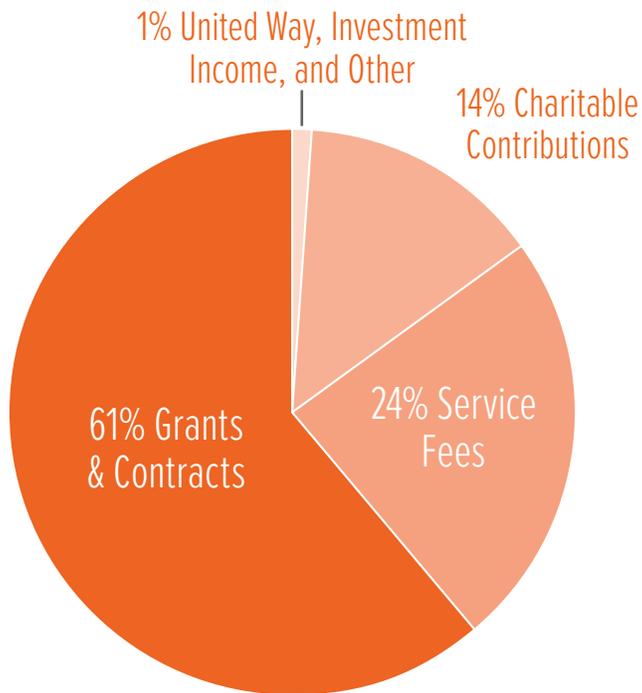
COUNTRIES OF ORIGIN

of NSC Legal Clients



- | | | | |
|--------------------------|--------------------|-----------------------|------------------------|
| Afghanistan | Dominican Republic | Kenya | Serbia |
| Albania | Ecuador | Laos | Senegal |
| Algeria | Egypt | Liberia | Sierra Leone |
| Angola | El Salvador | Lithuania | South Africa |
| Argentina | Equatorial Guinea | Malaysia | South Korea |
| Bahamas, The | Eritrea | Mali | South Sudan |
| Bangladesh | Ethiopia | Mauritania | Spain |
| Barbados | France | Mexico | Sudan |
| Belarus | Gambia, The | Moldova | Syria |
| Belize | Georgia | Mongolia | Taiwan |
| Benin | Germany | Morocco | Tanzania |
| Bhutan | Ghana | Nepal | Thailand |
| Bolivia | Guatemala | Netherlands | Togo |
| Bosnia and Herzegovina | Guinea | Nicaragua | Trinidad & Tobago |
| Brazil | Guyana | Niger | Tunisia |
| Burkina Faso | Haiti | Nigeria | Turkey |
| Burma | Honduras | Pakistan | Turks & Caicos Islands |
| Burundi | Hungary | Palestine | Uganda |
| Cambodia | India | Panama | Ukraine |
| Cameroon | Indonesia | Peru | United Kingdom |
| Central African Republic | Iran | Philippines | Uruguay |
| Chile | Iraq | Poland | Venezuela |
| China | Israel | Republic of the Congo | Vietnam |
| Colombia | Italy | Romania | Zambia |
| Costa Rica | Jamaica | Russia | Zimbabwe |
| Cote d'Ivoire | Japan | Rwanda | |
| Cuba | Jordan | Saint Lucia | |
| Dem. Republic of Congo | Kazakhstan | Saudi Arabia | |

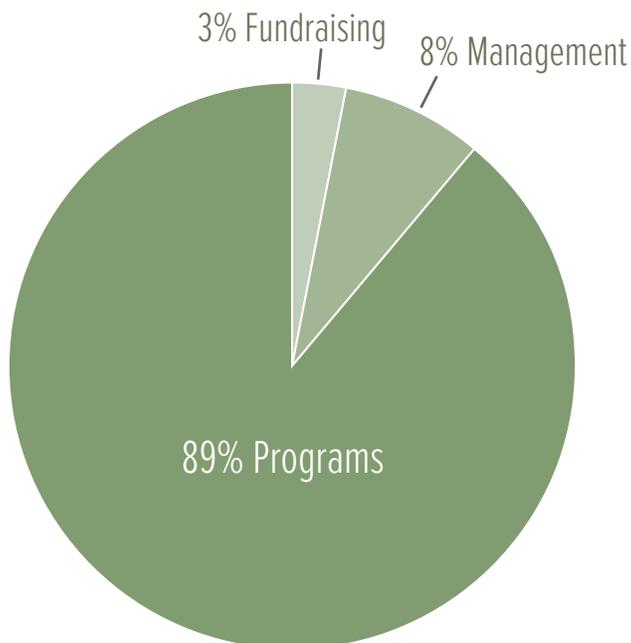
FINANCIALS



REVENUE: \$5,105,536

Grants & Contracts	\$3,140,581	61%
Service Fees	\$1,211,275	24%
Charitable Contributions	\$705,919	14%
United Way, Investment Income, and Other	\$47,761	1%

Note: NSC also received in-kind donations in the amount of \$577,575 in the form of volunteer/pro bono hours and goods.



EXPENSES: \$4,791,576

Programs	\$4,247,367	89%
Management	\$389,002	8%
Fundraising	\$155,207	3%

Source: NSC's 2018 Audit

THANK YOU TO OUR 2018 SUPPORTERS!

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

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L.W. Farmbry & Associates
LaSalle Community Nursing
LensCrafters
Lyft
Marge Donnelly
New Century Trust
NGA
Penn Alexander School
Pennsylvania Prison Society
Philabundance
Philadelphia Convention and Visitors Bureau
Philadelphia University
Philadelphia Zoo
PhillyCAM
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Rite Aid
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 IDD
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 HIAS Pennsylvania
 Home2
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 Force Philadelphia
 Intercultural Family Services
 International House of
 Philadelphia
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 Drexel Medicine, Women's
 Care Center
 East Park Revitalization
 Alliance
 Education Law Center
 Einstein Center for Refugee
 Health
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 Executive Health Services
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PA Commission on Crime and Delinquency, Office of Victims' Services
 PA State Refugee Office
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 Philadelphia Department of Public Health, Division of Disease Control
 Philadelphia Freedom Valley YMCA
 Philadelphia HUNE Inc.
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 Public Health Management Corporation, Research and Evaluation Group
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 Quality Progressions
 Reading Terminal Market
 Refugee Access Center

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 Rutgers University, School of Social Work
 The Salvation Army
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 SEAMAAC

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