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**Nationalities Service Center**

**Brief Program Description and FAQ**

**Our Mission**

NSC welcomes and empowers immigrants to thrive in our communities and pursue a just future.

**About Us**

NSC provides comprehensive client-centered services to immigrants and refugees. Our dedicated staff is committed to ensuring that each of our clients receives high-quality holistic care and works together to refer clients to internal and external services based on the individual’s needs.

**No-Cost Services for Qualifying Clients**

**Please Note:** Although we do not currently provide general case management, NSC has multiple programs designed to meet the specific needs of immigrant and refugee clients. So that we can best direct your inquiry, please review our program summaries below. **If you have any questions about how to make an appropriate referral, please email the Wellness Coordinator, Gwen Soffer at** [**gsoffer@nscphila.org**](mailto:gsoffer@nscphila.org)

**Resettlement Programs**

**RESETTLEMENT** provides comprehensive services to empower newly arrived refugees with support and skills necessary to achieve economic self-sufficiency and place them on a path toward integration. NSC will greet a refugee at the airport, take them to a furnished apartment, and provide a hot meal and food staples. Our team will help clients apply for Social Security cards, register for temporary benefits, enroll in school and English as a Second Language. Please contact Danielle Bossert at dbossert@nscphila.org.

**ADJUSTMENT OF STATUS ASSISTANCE** provides assistance to refugees to help them adjust their status to legal permanent residents.  This includes light case management to prepare the proper documentation and appointments with lawyers to assist in competing the I-485 application.  NSC also has some mechanisms for assisting clients in preparing for and applying for citizenship. Please contact Danielle Bossert at [dbossert@nscphila.org](mailto:dbossert@nscphila.org).

**Employment Programs**

**MATCHING GRANT (MG)** helps enrollees attain economic self-sufficiency through the provision of comprehensive case management and services leading to employment within 120 to 180 days after their date of eligibility for the program. The client must achieve self-sufficiency without accessing public cash assistance. Enrollment is available to all Office of Refugee Resettlement (ORR) eligible populations meeting the minimum employability requirements; however, clients must be enrolled within 90 days of becoming eligible to ensure adequate services are provided and self-sufficiency is achieved and maintained within the period of eligibility. Please contact Tiffany Thompson at [tthompson@nscphila.org](mailto:tthompson@nscphila.org).

**Employment Readiness Program (ERP)** The Employment Readiness and Placement (ERP) team extends post-resettlement services to refugees and asylees who have been in the United States within 5 years.

**Youth Career Readiness Program** (YCRP) assists youth with and without their secondary credential in achieving their goals, earning a family sustaining wage, and excelling in Philadelphia. The program is geared specifically towards English Language Learners and begins with intensive ESL courses to prepare youth to begin for the next steps in their careers. YCRP provides the opportunity for youth ages 16-24 who reside in Philadelphia and are work authorized to obtain an industry recognized credential.  Please contact Kate Mensinger at kmensinger@nscphila.org.

**Survivor Services Programs**

**PHILADELPHIA PARTNERSHIP FOR RESILIENCE (PPR)**, a collaborative program between Nationalities Service Center and HIAS Pennsylvania, is the only survivors of torture program in Pennsylvania. PPR offers torture survivors and their families with access to comprehensive and culturally appropriate services such as case management, legal services, group work, mental health and art-based services and advocacy projects through in-house programs and referrals to outside agencies.  Please contact Cathy Jeong at cjeong@nscphila.org.

**BRIDGE TO WELLNESS** provides case management to immigrant survivors of crimes and their families through the use of a trauma-informed empowerment-based model. The program ensures survivors have access to comprehensive medical, legal, social and mental health services in order to promote self- sufficiency and achievement of client-developed goals. Please contact Brenda Gorski at [bgorski@nscphila.org](mailto:bgorski@nscphila.org).

**ANTI-HUMAN TRAFFICKING** provides case management to survivors of trafficking including access to comprehensive medical, legal, social and mental health services. Our team also conducts training for medical and social service providers as well as outreach. Please contact Brenda Gorski at bgorski@nscphila.org.

**Health and Wellness Programs**

**HEALTH ACCESS** provides support to newcomers including access to health care, health insurance enrollment, health related needs assessments, referrals, health system navigation and advocacy for clients. Please contact Ariel MacNeill at [amacneill@nscphila.org](mailto:amacneill@nscphila.org).

**WELLNESS** provides onsite clinical therapy and holistic services including acupuncture, massage, reflexology and yoga as well as support, psycho-educational and peer led groups. Clients must be enrolled with a NSC case-management program to receive on-site therapy services. Please contact Gwen Soffer at [gsoffer@nscphila.org](mailto:gsoffer@nscphila.org).

**Ready 4 Life (R4L)** providesaseries of workshops, which teach youth participants (14-24 years old) skills to effectively communicate within their relationships, resolve conflicts, solve difficult problems and address financial concerns. R4L provides brief case management in order to refer clients to needed resources. Please contact Colin MacFarlane at cmacfarlane@nscphila.org

**INNOVATIVE SUPPORT PROGRAM FOR IMMIGRANT AND REFUGEE EMPOWERMENT (INSPIRE)** provides support to immigrant and refugee individuals and families with extensive healthcare needs, including developmental disabilities, through case management and occupational therapy support. Services include coordination with medical and mental health providers and school and educational supports, as well as advocacy and linkage to supportive services, including Social Security Disability, Medical Assistance transportation, IDS, and waiver services.  Please contact Christina Kubica at ckubica@nscphila.org.

**Fee for Service**

**LEGAL** provides legal representation to low-income individuals in matters of immigration law. Please call to inquire about walk-in legal hours. Legal walk-in consultations, $60.

**EDUCATION** provides student-centered beginning, intermediate and advanced English courses as well as citizenship preparation courses. Students' language skills are assessed at registration for placement in one of seven levels of ESL classes. All of our classes are open to the public and taught virtually during the pandemic (to be moved back on-site post pandemic). Please contact Betsy O’Neil Smith at boneilsmith@nscphila.org.

**INTERPRETATION AND TRANSLATION** provides culturally appropriate interpretation and translation services for clients in medical, pharmaceutical, technological, marketing, advertising, educational, legal, government and nonprofit industries. Email, translation@nscphila.org

**FAQ**

**What population does NSC serve?**

Each year, NSC serves 5,000 immigrants, refugees, asylum seekers, survivors of torture, survivors of domestic violence and crimes from 120 countries.

**Does immigration status affect referrals?**

NSC serves clients regardless of immigration status. Some programs have restrictions on who they serve; however, so please refer to Brief Program Description.

**Does NSC offer case management?**

NSC does not offer general case management; however, clients enrolled in our programs receive case management.

**When is an** **individual or family eligible for NSC programs**?

It depends on the program. Some programs are restricted by immigration status and others are not. There are other determining factors for each program depending on the focus of that program. To determine eligibility, please refer to Brief Program Description and contact the appropriate staff member listed.

**What is NSC’s referral process?**

External providers can email the program lead listed in the Brief Program Description if they think a client might qualify or if they have any questions.

**Does a client have to be referred by an external provider?**

No. Clients can self-refer by either emailing the program lead listed on the Brief Program Description or call NSC to request more information

**Does NSC offer housing, employment and mental health /physical health services?**

Clients must be enrolled in an NSC case management program to receive these specialized services. Clients must qualify for a program and then be enrolled before accessing these services.

**How long do clients typically stay enrolled in a program at NSC?**

This depends on the program. Clients typically are enrolled for 3-12 months; however, some may be enrolled for longer depending on program guidelines, individual circumstances and grant restrictions. The overarching goal of our agency is to assist immigrant clients to build the skills that they need to become self-sufficient.

**Does NSC have walk in hours?**

NSC does not take walk-in clients. The only exception is that we have walk-in immigration legal hours. The time for legal walk-in changes, especially due to pandemic restrictions, so clients can call the main number to inquire when the next one (or virtual one) is.

**Does NSC provide emergency assistance?**

NSC does not provide emergency assistance. Normal working hours for non-emergency inquiries are M-F, 9am-5pm.

**Does NSC provide language interpretation?**

NSC provides language interpretation in all languages.