

Annual Report 2016



International
Institute of
New England

BOSTON | LOWELL | MANCHESTER

Letter from the Board Chair and President/CEO

Dear Friends of the Institute:

At no other time in recent history have refugees and immigrants relied so much on the support of the International Institute of New England and our benefactors. Nearly a century ago organizations like ours were launched around the country as antidotes to anti-immigrant laws. In 2016, as divisive rhetoric around new Americans grew, the International Institute of New England did its best work.

This past year we resettled 623 refugees who fled war and persecution in Syria, Afghanistan, Iraq, Somalia, the Democratic Republic of Congo and other countries, and our employment training, job placement, and English programs served a total of 1,737 new Americans. Because of you, we were able to make a difference in the lives of people whose resilience and perseverance in the face of incredible adversity inspires us all.

We believe that every immigrant, every refugee welcomed to our shores is an investment in our country and our communities. Immigrants renew the American identity, they invigorate our economy, and they preserve and testify to our commitment to fairness and equality.

In 2016 we moved our Boston and central offices to the China Trade Building in downtown Boston—in the heart of an area that has welcomed new Americans for centuries. In a year in which refugees and immigrants were vilified by some, dozens of people flocked to our sites in Boston, Lowell, and Manchester to help our clients. You gave food, clothing, and housewares. You tutored clients in English and answered phones at our front desks, and you gave newly arrived refugees and immigrants hope.

We are grateful to everyone who contributed their time, talent, and treasure to the Institute in 2016. We ask you to continue to be generous because we need your help now more than ever.

With your financial support, we will carry on the American tradition of embracing newcomers who cherish freedom and opportunity. And, we will proudly welcome, respect, and celebrate differences in culture, nationality, and faith.

Gratefully,



Bill Gillett
Board Chair



Jeff Thielman
President and CEO



Client Story

A Success Story

Pierre* and his multi-generational family of 10 were resettled in New Hampshire just over one year ago from a refugee camp in Rwanda. The family had fled their home country of the Democratic Republic of Congo, where war broke out in 1997. As a Congolese Tutsi, Pierre and his family were under threat from the same Hutu militias that perpetrated the Rwandan genocide. The family spent 18 years in Rwanda before being approved for resettlement in the United States. On average, a refugee will spend 17 years in displacement.

Ahead of their arrival, our resettlement staff secured a suitable apartment that would accommodate the large family and allow them to live within their means. Pierre immediately understood the need for a plan to keep up with the rent and other bills, and with the help of a Kinyarwanda-speaking interpreter, he and his assigned Employment Specialist worked together to develop a household budget while also starting job placement services. Pierre actively participated in community orientation, enrolled in our English for Employment classes, and attended a weekly job class, all while regularly meeting with his Employment Specialist to create a resume, learn job search strategies, and practice interviewing skills. Through the diligent efforts of our Employment Services staff, Pierre and the other adult family members were placed at a retail business in the community, one where they could carpool with their Eritrean coworkers and fellow Institute clients.

The goal of our Refugee Employment Services program is to provide clients with a stable economic foothold that will allow them to begin rebuilding their lives. Placing Pierre in a job was critical to stabilizing the family, and has since allowed the children to flourish. Emmanuel*, Pierre's teenage son, made honor roll at school and is currently the subject of a stiff competition for recruitment between the basketball and football coaches. The family also has begun developing greater community ties by becoming involved in a local church and participating in other community activities.

While they are now on their way to integrating into American society, it took significant support from our staff to ensure the family's financial stability. We are able to provide intensive case management services to newly arrived refugee families like Pierre's because of the generosity of supporters who believe in the limitless potential of our clients.

**Names changed*



Our Mission at the International Institute of New England

The mission of the International Institute of New England is to invest in the future of our cities and towns by preparing refugees and immigrants for participation in the social, economic, and political richness of American life through active citizenship.

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Director of Resettlement and Match Grant Programs

International Institute of New England Financial Statements

	FY15 Combined Statement of Activities and Changes in Net Assets	FY16 Combined Statement of Activities and Changes in Net Assets
Revenues		
Contract Service Revenue	\$4,071,098	\$4,075,093
Donated Goods and Services	\$577,429	\$971,576
Rental Income	\$433,536	-
Grants and Contributions	\$44,793	\$103,609
Special Events	\$193,891	\$93,658
United Way	\$116,820	\$112,345
Miscellaneous Revenue	\$1,698	\$2,081
Net Assets Released from Program Restrictions	\$468,779	\$317,898
Total Revenues	\$5,908,044	\$5,676,260
Expenses		
Program Services	\$4,411,729	\$4,726,795
General and Administrative	\$891,753	\$1,185,277
Fundraising	\$216,240	\$272,286
Facilities	\$707,067	-
Total Expenses	\$6,226,789	\$6,184,358
Changes in Net Assets from Operations	(\$318,745)	(\$508,098)
Non-Operating Revenue (Expenses)		
Gain on Sale of One Milk St. (net)	\$11,881,714	-
Capital Gains Tax/Refund	(\$1,231,525)	\$31,281
Amortization of Financing Fees	(\$184,549)	-
Net Investment (Loss)/Gain	(\$534,458)	\$785,735
Total Non-Operating Revenue (Expenses)	\$9,931,182	\$817,016
Changes in Unrestricted Net Assets	\$9,612,437	\$308,918
Changes in Temporarily Restricted Assets	(\$103,003)	(\$100,850)
Changes in Net Assets	\$9,509,434	\$208,068
Beginning of Fiscal Year (October 1)	\$361,110	\$9,870,544
End of Fiscal Year (September 30)	\$9,870,544	\$10,078,612

Programs and Services

IINE programming is designed to meet clients' short and long term integration needs through four core program service areas:

INDIVIDUAL AND FAMILY SUPPORT SERVICES

The Institute resettles more than 600 refugees each year who are fleeing persecution and conflict in their homelands, serves asylees or those who seek political protection after arriving in the U.S., reunites unaccompanied minors with their families, and provides services to Cuban and Haitian entrant holders, victims of human trafficking, and others. Partnering with local communities, we provide new refugees furnished housing on arrival, provide job readiness training and job placement, ensure they receive access and enrollment into public benefits and healthcare, provide cultural orientation, and enroll and support refugee children in local schools.

EDUCATION AND LITERACY

A major focus of our work is teaching new Americans English and scaffolding their literacy skills. The stronger their skills are, the more likely they will attain economic self-sufficiency and become active and engaged

community members on the path to citizenship. Our work includes contextualized, vocational English for Speakers of Other Languages (ESOL) and more traditional, multi-level ESOL programming. In addition, we support refugee youth in public schools through academic guidance.

ECONOMIC ADVANCEMENT

The Institute's staff helps immigrants and refugees prepare for the U.S. workforce via job readiness and workforce orientation programming. We provide each refugee job placement services with a focus on quality employment. Our sites provide a range of skills training programs that combine trade and English language instruction to help clients prepare for and access targeted industries and careers.

CIVIC ENGAGEMENT

The continuum of IINE programming, particularly our citizenship classes, focuses on helping refugees and immigrants prepare for civic engagement.

Key Accomplishments of 2016:

1,737 clients served

through reception & placement, case management, English classes, and employment support across all sites.

389 students served

in our English for Employment program, including **170** in Boston, **121** in Lowell, and **98** in Manchester.

623 refugees resettled

in Eastern Massachusetts and Southern New Hampshire after fleeing persecution. (*see where they came from* ▶)

686 clients received

employment counseling services across all sites. **71%** were placed in jobs within six months of enrollment.

105 students attended

our Evening ESOL program, which earned the **highest rating of Tier One** from the MA Department of Education.

60 adults were enrolled

in our intensive vocational training programs, and **86%** were placed in full-time service industry jobs upon completion.

WE ALSO:

Reunited

114

Central American families



Assisted

56

minors in our Post-Release Services program



Filed

78

Central American Minor Affidavit of Relationship applications

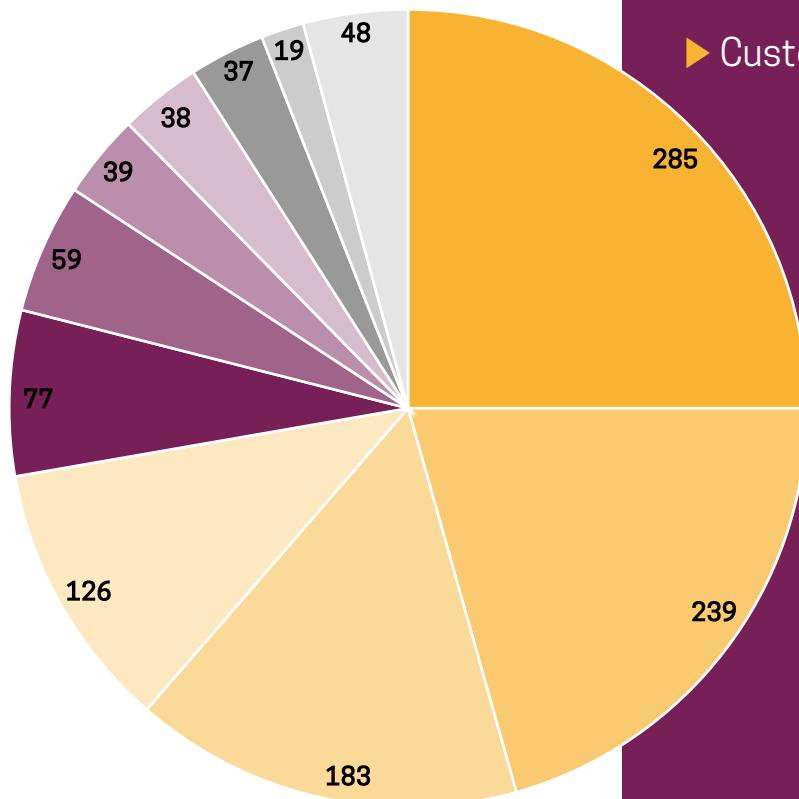


Clients Served

(October 1, 2015-September 30, 2016)

Country of Origin / FY16 Clients Served
(Refugees, Special Immigrant Visas,
Secondary Migrants)

Democratic Republic of the Congo	285
Iraq	239
Somalia	183
Bhutan	126
Myanmar/Burma	77
Afghanistan	59
Sudan	39
Syria	38
Eritrea	37
Burundi	19
Other	48



Program Highlight Hospitality Training



- ▶ Six-week program including four full days of job shadowing in a hotel
- ▶ Trains for entry-level positions including: Room Attendant, Bell Attendant, Front Desk Agent, Steward, and Room Service Server
- ▶ Weekly hotel tours
- ▶ Work readiness
- ▶ Customer Service/Problem Solving

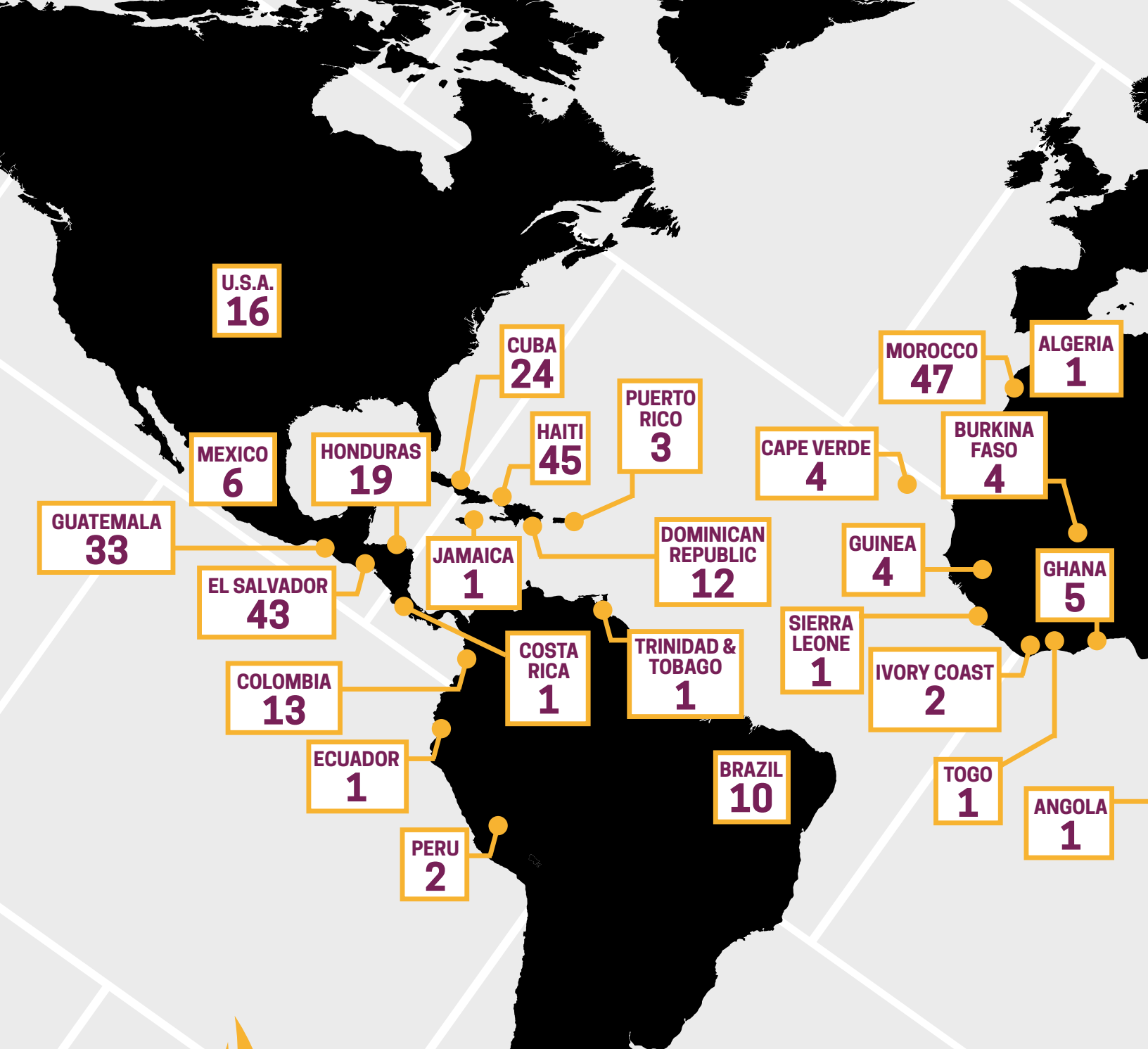
Fiscal Year 2016 Stats:

86%
of graduates
were placed
in jobs with
an average
wage of
\$16.80/hr

98%
graduation rate

60
enrollees

Most common
countries of origin:
Afghanistan,
Nepal,
Morocco,
Somalia



Country of Origins

All Clients Served 2016

Each year, the International Institute of New England provides a range of services, including reception and placement, case management, English classes, and employment support to nearly 2,000 refugee, asylee, and immigrant clients across our sites in Boston and Lowell, Massachusetts, and Manchester, New Hampshire. This map shows a breakdown of clients the Institute served in 2016, and their country of origins.

We help with reunification applications and provide home study assessments and post-reunification support for unaccompanied minors reuniting with their families in Greater Boston.

Thank You! Support is critical and central to the International Institute of New England's vitality and its ability to accomplish its mission. The Institute acknowledges these individuals, foundations, corporations, and agencies with the deepest appreciation. These contributions to the Institute show New Americans that the nation's tradition of supporting refugees and immigrants is alive and well.

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 COBAS srl - Pineto (TE) Italy
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 Massachusetts Office for Refugees
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 Massachusetts Service Alliance
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 Metro North Regional
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 Park Avenue Congregational Church
 The Priory of St. David of Wales
 RefugePoint Inc.
 Unitarian Universalist Church of
 Manchester
 United Way of Massachusetts Bay and
 Merrimack Valley
 United States Committee for
 Refugees and Immigrants (USCRI)
 U.S. Department of Health and Human
 Services, Administration for Children
 and Families, Office of Refugee
 Resettlement
 University of Massachusetts
 Medical School
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Thank You for Your Generous In-Kind Donations

These contributions ensure the Institute continues to deliver quality services across our sites in Massachusetts and New Hampshire. From October 1, 2015 to September 30, 2016, in-kind donations provided over \$971,000 and support.

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Golden Door Award

On September 22, 2016, over 220 supporters, clients, and Institute staff gathered to celebrate the contributions of refugees and immigrants to the prosperity and vibrancy of New England, and to see the Italian-born Chairman and CEO of Brooks Brothers, Claudio Del Vecchio, honored with the Institute's 35th Golden Door Award.

In addition to hearing from the honoree about his commitment to the American textile industry, guests were introduced to Thi Thi Aye, a former International Institute of New England client and today, an Operations Section Supervisor at Southwick, a garment manufacturing firm in Haverhill, Massachusetts that makes 80% of Brooks Brothers suits. Thi Thi is one of nearly 100 clients of the Institute hired by Southwick over the last decade, and she shared her experience of getting her first promotion at Southwick and her future plans of purchasing a home.



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Anonymous

Resettle Together

Become a Partner in Local Refugee Resettlement

Community partners are essential to helping the International Institute of New England welcome refugees and provide them with immediate and long-term support.

The Institute leverages private and public funds to provide newly arrived refugees with comprehensive assistance during their first year in the United States. We are able to provide high quality case management, employment, and other services because of generous financial contributions and an active volunteer community. The Resettle Together volunteer network helps prepare apartments for newly arrived refugees, joins our staff in welcoming refugees at the airport, and participates in our cultural orientation program. In addition volunteers accompany refugee children and their parents to their first day of school, take families to medical appointments, and do much more.

Resettle Together is a growing network of community partners who contribute time and money to help refugee families restart their lives in Massachusetts and New Hampshire. Below are the network's original founding members from October 1, 2015 to September 30, 2016.

PARTNER LIST:

African Community Center
Andover Mums
Be Free Community Church: Dover
Beth-El Temple Center
Congregation Shalom
Church of Jesus Christ of Latter Day Saints
Eyes on Refugees
First Parish in Bedford
The First Church in Belmont Unitarian Universalist
First Parish Unitarian Universalist of Arlington
Greater Boston Refugee Ministry
Greater Boston Veterans Collaborative
Kerem Shalom
LexRap
Needham area Resettle Together Partnership
Plymouth Congregational Church
Wellesley Friends Meeting





Thank You!

Thanks to generous benefactors like you, the International Institute of New England has been serving refugees and immigrants for nearly 100 years. We are grateful for your commitment to the Institute, and appreciate all you do to make our important work possible.



International Institute of New England

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LOWELL

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