



International  
Institute of  
New England

1918 **100** 2018

YEARS *of* WELCOMING  
NEW AMERICANS



# 2018 ANNUAL REPORT

## A MESSAGE FROM

# The Board Chair and the President/CEO



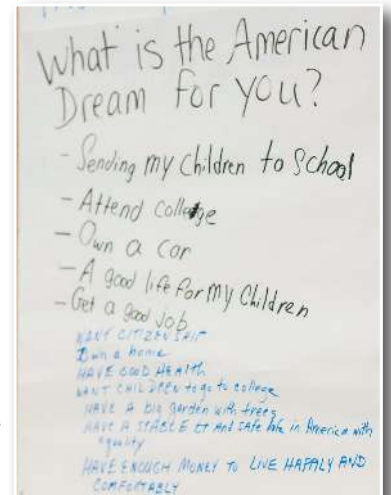
Dear Friends:

At IINE, we are all teachers. In our classrooms, offices, and training sites, IINE staff and volunteers instruct immigrants in English, explain American cultural norms, and teach people how to access important community resources. At the same time, the refugees and immigrants we serve educate staff about their native cultures, their traditions, their strengths, and their aspirations.

During 2018, the International Institute of New England marked the 100th anniversary of our founding. In fact, the celebration of our centennial is reaching into 2019 with the Lowell 100 Celebration on May 1. One of the key lessons of our centennial year was this: after 100 years of service, our mission is more relevant than ever.

A few weeks ago, students in an English for Speakers of Other Languages (ESOL) classroom in Lowell practiced their language skills by discussing the American dream. Here's a list of their responses to the question, "What is the American dream for you?"

- Sending my children to school
- Attending college
- Owning a car and home
- Having a big garden with trees
- Getting a good job
- Having a doctor and good health
- Becoming a citizen
- Making a better life for my children
- Having a stable and safe life in America, with equality



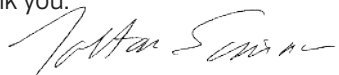
Their dreams are very similar to those of the people IINE welcomed to New England 100 years ago. If we asked this question to refugees across the globe who are looking for opportunity in the United States, the answers would likely be almost identical.


Today, the global refugee crisis, the presence of Central American migrants seeking asylum at our southern border, and the unfair political rhetoric targeting the immigrant community are all signals of the ongoing need for IINE's programs. We know there is strong support, nationally and locally, from people of all ideologies for the work we do. In a nation founded, sustained, and made great by immigrants, we are committed to working with community partners, donors, and volunteers to help every one of our clients thrive.

Each day our staff members support newly arrived refugees, reunify Central American children with family members in New England, teach English to hundreds of people, train new Americans for careers in the healthcare and hospitality fields, and provide legal protection and a pathway to citizenship to people yearning to contribute to their new country.

We do this work with your support, and we thank you for being our partner as we teach, learn, and persevere in this, our 101st year.

Thank you.

  
Zoltan Csimma, Board Chair

  
Jeff Thielman, President & CEO





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# FY18 COMMUNITY HIGHLIGHTS

## 197 refugees resettled

An unprecedented 25.4 million refugees worldwide are living in exile, forced from their homes by war, persecution and violence. IINE serves as a local responder to one of the greatest humanitarian challenges of our time. We are the only resettlement agency in the Merrimack Valley, and the largest agency resettling refugees in Greater Boston and New Hampshire.

Last year IINE welcomed 197 refugees to New England. They were men and women, young and old, urban and rural – all sharing the same dream of creating better lives in the United States for themselves and their families. They include a 21-year-old Burmese man reunited with his brother in Lowell after years of separation; an Iraqi refugee resettled in Boston who succeeded in petitioning to bring his wife and three children to the United States; and a Congolese family reunited in Manchester with the support of IINE staff after authorities in Rwanda barred half the family from leaving for two years.

Although the current federal administration has significantly reduced the number of refugees coming into the U.S., IINE is committed to providing critical resettlement services to refugees and upholding our country's historic commitment to welcome the world's most vulnerable families.



## Welcome Home Teams make all the difference for newly arrived refugees in NH

The people of Manchester, NH, have long been our partners in welcoming newcomers to the area. In 2018 IINE launched a new volunteer program that harnesses the talents and energy of community members to support the material needs of newly arriving refugee families. Groups of individuals, church members, and corporate employees formed Welcome Home Teams to provide furniture, household goods, and other necessities for each family's first home in New Hampshire.

In our inaugural year, seven Welcome Home Teams composed of 120 volunteers completed 11 home set-ups. These volunteer teams provided an invaluable service to the International Institute and the families we welcomed to Manchester and Nashua.

Upon entry to the United States, refugee families receive a small, one-time public funding benefit to help them cover rent and expenses. By collecting and donating furniture and household items, the Welcome Home Teams enabled refugee families to keep more of their money for other important expenses during their first months in the U.S.

The Welcome Home Teams added special touches that made each family's new housing truly a home, including teddy bears for kids, curtains, and quilts for the beds. Such comforts are usually not possible when IINE staff have only the government-allocated budget to use for furnishing. Manchester's generous Welcome Home Teams have cheered many lives by creating warm, comfortable homes for newly arriving refugee families.





# FY18 COMMUNITY HIGHLIGHTS

## Community celebrations on World Refugee Day 2018



On June 20, 2018, the IINE community observed World Refugee Day with some special events:

In Boston, (top) 30 volunteers from TripAdvisor spent the day with ESOL and Skills Training students, offering “mock interviews” to help them hone their workplace English skills and prepare for job interviews.

In NH (right), 75 clients and staff enjoyed a picnic in a local park. Manchester Mayor Joyce Craig attended

In Lowell, (below right), more than 40 clients and staff hosted a Volunteer Appreciation lunch for their dedicated volunteers. Students in the ESOL class presented the volunteers with a collection of students’ essays.

A mainstage performance of Suitcase Stories played to more than 200 people at City Winery in Boston. (below left)





## MEET THE TEACHERS

### They bring special skills to Adult Ed classes

Except for a shared vocation, no single demographic defines a “typical” IINE teacher. Some drive to work, others bike or take the subway, and one hearty soul arrives for his evening class on a skateboard! Their origins are as diverse as their modes of transportation. They hail from all across the U.S., represent several generations – from Millennial to Baby Boomer – and come to IINE from many different career paths. A few teachers transitioned to English instruction or workforce skills training as a “retirement” job from their public school careers, and several are just out of college and working on their advanced degrees. Quite a few are former Peace Corps volunteers.

Despite their many different backgrounds, our teachers are united in their total devotion to helping immigrant students learn and achieve. What sets IINE teachers apart from other Adult Ed professionals is their deep understanding of the unique challenges facing our immigrant student population.

Our teachers know that the immigrant student sitting in front of them wrestles with worries and external forces that can interfere with their determination to learn and succeed. It is up to the educators to deconstruct grammar lessons while also balancing a diverse classroom of adult learners who have a lot more on their minds than the subjunctive tense or the best way to present a resume. Most of our classrooms have volunteers and interns to support students and provide individualized attention when it is needed.

In the end, our teachers and their classroom helpers find creative ways to offer a robust curriculum and hands-on learning experience that inspires and motivates IINE students.

**IINE Teachers during FY18: Natalie Patalano, Mary Cote, Eric Bartolotti, Anna Fan, Mary Zekic, Sherry Spaulding, Naomi Keenan, Sunita Pereira, Kayla Rossmeissl, Josh Soucie, Vanessa Rashid, Alexis Kubana, Mary Blunt, Richard Aaronson, Clyde Brown, John Steies. Not pictured: Maureen Ahern, Audrey Borus, Saraugh Fitah, Steve Glickel, Abdullah El Hamoumi, Steve Levin, Sarah Shoemaker.**





# MEET THE CURRICULUM

## Education & Skills Training across the organization

### ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL)

An IINE ESOL classroom is often a newcomer's first experience with formal English instruction. Our ESOL curriculum emphasizes basic vocabulary and communication skills useful to adult English learners in everyday situations, such as the workplace, doctor's office, or at their child's school. As students progress, they acquire new vocabulary and more sophisticated grammar skills, expanding their employment possibilities and opportunities to increase their earnings and build careers.

### SKILLS TRAINING

Many immigrants' first jobs in the United States are entry-level, minimum wage positions. While these initial jobs enable them to begin earning a paycheck and gain valuable U.S. work experience, nearly all immigrants are eager to start building personally meaningful

careers. IINE's Hospitality Training Program, Healthcare Services Certificate Program, and CNA for Success program prepare immigrants for jobs in the growing hotel and healthcare industries, which offer family-sustaining wages, good benefits, and opportunities for advancement.

### CNA FOR SUCCESS

In Lowell, IINE offers a Certified Nursing Assistant course in collaboration with other community-based providers, the Lowell Public School system, Middlesex Community College and D'Youville Wellness, a senior-care provider that is ready to employ successful graduates of the program.

### EDUCATION & SKILLS TRAINING COURSES CURRENTLY OFFERED ACROSS IINE:

- English for Speakers of Other Languages (ESOL)
- English for Employment
- Hospitality (Hotel) Skills Training Program
- Healthcare Services Certificate Program
- DRIVE Learner's Permit Preparation
- Creating New Avenues for Success - Certified Nursing Assistant (CNA)



Seven of the 210 students currently enrolled in ESOL or Skills Training classes in Boston.





## FY18 COMMUNITY HIGHLIGHTS

### 174 Unaccompanied Minors reunited with family

IINE launched a Family Reunification Program in 2011 to reunite Central American children from the Northern Triangle (El Salvador, Guatemala, and Honduras) with their families in New England and neighboring states. For eight years, IINE staff have been on the front line helping asylum-seeking children who are fleeing violence in their home countries to reunite with their family member in the U.S.

Throughout 2018, the Central American migration crisis was the focus of media and government attention as the world watched the unconscionable separation of families at the southern border.

Unaccompanied Central American minors apprehended at the southern U.S. border, or in the course of an Immigration and Customs Enforcement raid, are placed into detention. Eventually, because of a family tie to New England, some of these children are referred to IINE, and our staff become their reunification caseworkers. IINE staff interview and vet the local family before releasing the child into the care of a qualified parent or sponsor while their legal status in the country is determined.

During FY18, our team of three case management specialists helped reunite 174 minors with their families in this area.



### Lowell welcomed Nobel Prize winner

In April, the IINE community in Lowell hosted a small reception for Yemeni activist Tawakkol Karman (at right, wearing gold). Tawakkol, who received the Nobel Peace Prize in 2011 in recognition of her work developing a system of nonviolent protest in her home country, has focused her activities in recent years on women's rights and opportunities for peace in war-torn Yemen.



Following a speech Tawakkol delivered at UMass Lowell, a group of IINE staff and clients welcomed her for an informal gathering in our offices. Tawakkol's presence was an especially poignant reminder of the role women's activism can play in conflict areas, and her visit served as a connection point for women from the Middle East now living in our region.

### Nashua collaboration supports Rohingya women

Some of the nearly one million Rohingya refugees who fled violence and persecution in Myanmar have found safety and security in New Hampshire. In 2018, IINE launched a support group for Rohingya women in Nashua in collaboration with Planned Parenthood, Bridges, and the NH Office of Health Equity. The goal of the initiative is to provide a safe space for women to feel empowered through education and to strengthen the bonds of their community. The success of the pilot support group and the enthusiasm of the women who participated compelled IINE to continue the group in 2019 with a robust calendar of guest presenters and informative topics.



## FY18 COMMUNITY HIGHLIGHTS

### Golden Door Award Gala raised more than \$1M



In November, more than 700 local business, education, and civic leaders joined the IINE community to celebrate the presentation of the 37th Golden Door Award to Dr. L. Rafael Reif, the president of MIT.

Dr. Reif, who was raised in Venezuela after his parents moved there to flee Nazi Europe, gave a moving speech at the gala event.

“I am convinced that the genius of America is that it is continually refreshed by immigration,” he said. “It is refreshed by the passionate energy, ingenuity, and drive of people hungry for a better life. When we offer immigrants the gift of opportunity, we receive, in return, vital fuel for our future.”

The event welcomed back past Golden Door Award honorees, featured storytellers and musicians, showcased IINE services, and raised more than \$1 million for IINE programs.

Key supporters and sponsors for the 2018 event were: Alexandria Real Estate, the Noubar & Anna Afeyan Family Foundation, the McGovern Institute at MIT, and Flagship Pioneering. Our most sincere appreciation to an outstanding host committee, more than 100 corporate and individual sponsors, and every attendee who made the night so special.



### International Women’s Day 2018 a success in the snow



Four hundred intrepid guests trudged through the largest snowstorm of last winter to celebrate International Women’s Day on March 8, 2018. The event brought attention to the contributions of immigrant women to the Boston area, and raised more than \$100,000 for IINE’s programs and services.

The annual lunch was sponsored by 40 corporations and honored three immigrant women for their professional and community contributions: Colette Phillips, president & CEO, Colette Phillips Communication; Razia Jan, founder & president of Razia’s Ray of Hope Foundation; and Eveline Buchatskiy, founder of One Way Ventures.

### Open Houses in Manchester & Boston point to future plans



In March 2018, the Manchester site moved to new offices closer to the heart of the city. The new premises provide larger classroom and training areas as well as expanded office and meeting space in a location that is more accessible to our clients’ neighborhoods and public transportation. In April, the NH team hosted a very well-attended Open House (left) to celebrate the move.

Last year, IINE launched a Strategic Plan that calls for the organization to double the number of refugees and immigrants we serve from nearly 2,000 today to 4,000 by 2025. The plan honors our 100-year tradition of welcoming newcomers, and responds to reductions in public funding and the need to raise our profile as we advocate for new Americans. IINE’s leadership presented the plan at an Open House in Boston in early June.





**210 IMMIGRANTS RECEIVED HELP FROM IINE'S LEGAL IMMIGRATION FORMS SERVICE IN FY18**

**235 VOLUNTEERS SPENT 10,117 HOURS OF THEIR TIME HELPING IINE PROGRAMS LAST YEAR**

**IINE'S BOSTON FOOD PANTRY SERVED 7725 LBS OF FOOD TO 492 PEOPLE (INCLUDING 81 CHILDREN) IN FY18**



# FY18 FINANCIAL STATEMENTS

## October 1, 2017 - September 30, 2018

	FY17 Combined Statement of Activities and Changes in Net Assets P&L Summarized by Category - Audited	FY18 Combined Statement of Activities and Changes in Net Assets P&L Summarized by Category - Audited
<b>REVENUES</b>		
Contract Service Revenue	\$3,734,238	\$3,067,101
Donated Goods and Services	\$982,384	\$788,778
Enterprise Revenue	\$8,754	\$80,860
Grants	\$347,438	\$50,000
Corporate Contributions	\$134,289	\$658,513
Individual Contributions	\$95,858	\$727,692
Program service fees	\$-	\$80,621
United Way	\$122,876	\$92,171
Interest and dividends	\$155,701	\$163,813
Miscellaneous revenue	\$-	\$24,575
Net Assets Released From Program Restrictions	\$283,576	\$302,059
<b>Total Revenues</b>	<b>\$5,865,114</b>	<b>\$6,036,183</b>
<b>EXPENSES</b>		
Program Services	\$5,076,770	\$4,664,245
General and Administrative	\$1,333,900	\$1,407,189
Fundraising	\$571,126	\$764,120
<b>Total Expenses</b>	<b>\$6,981,796</b>	<b>\$6,835,554</b>
<b>Changes in Net Assets from Operations</b>	<b>\$(1,116,682)</b>	<b>\$(799,371)</b>
<b>Non-Operating Revenue (Expenses)</b>		
Capital grants	\$-	\$-
Net Investment (Loss)/Gain	\$637,737	\$269,136
<b>Total non-operating revenue (Expenses)</b>	<b>\$637,737</b>	<b>\$269,136</b>
<b>Changes in Unrestricted Net Assets:</b>	<b>\$(478,945)</b>	<b>\$(530,235)</b>
<b>Changes in Temporarily Restricted Assets</b>	<b>\$58,504</b>	<b>\$29,995</b>
<b>Changes in Net Assets:</b>	<b>\$(420,441)</b>	<b>\$(500,240)</b>
Beginning of Fiscal Year (October 1)	\$10,078,612	\$9,658,171
<b>END OF FISCAL YEAR (September 30)</b>	<b>\$9,658,171</b>	<b>\$9,157,931</b>





**WE SERVED 1,799 PEOPLE  
FROM 90 COUNTRIES IN FY18**

## **SERVICES PROVIDED ACROSS THE ORGANIZATION**

**CASE MANAGEMENT: 959 ADULTS & CHILDREN**

**EMPLOYMENT: 613 WORKERS**

**EDUCATION: 583 STUDENTS**

**LEGAL: 210 CLIENTS**





# WE RESETTLED 197 REFUGEES

## TOP 10 COUNTRIES OF ORIGIN OF THE PEOPLE WE SERVED

- DEMOCRATIC REPUBLIC OF THE CONGO
- HAITI
- AFGHANISTAN
- IRAQ
- EL SALVADOR
- COLOMBIA
- SOMALIA
- MOROCCO
- MYANMAR (BURMA)



## OUR PARTNERS

### Programmatic Support during FY18

#### PRIVATE FOUNDATIONS

Frank W. and Carl S. Adams Memorial Fund  
The Paul and Edith Babson Foundation  
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Eastern Massachusetts  
The Philanthropic Initiative  
Sanofi Genzyme  
Starbucks Foundation  
Abbot and Dorothy H. Stevens Foundation  
United Way of Massachusetts Bay & Merrimack Valley  
The Yawkey Foundation

#### PUBLIC FUNDING

AmeriCorps  
MA Office of Labor & Workforce  
Development-Dept. of Career Services  
City of Boston Economic Development  
& Investment Corporation  
City of Boston, Office of Workforce  
Development  
City of Lowell  
MA Dept. of Elementary & Secondary  
Education  
MA Dept. of Mental Health  
MA Office for Refugees and Immigrants  
Massachusetts Service Alliance  
MassHire Metro North Workforce Board  
NH Dept. of Education  
NH Dept. of Health and Human Services,  
Office of Health Equity  
University of Massachusetts Medical School  
U.S. Dept. of Health & Human Services,  
Office of Refugee Resettlement  
United States Committee for Refugees  
and Immigrants



# OUR SUPPORTERS

## Corporate Supporters

### \$100,000+

Alexandria Real Estate Equities, Inc

### \$75,000+

Biogen

### \$25,000+

Evelo Biosciences, Inc.  
Flagship Pioneering  
Goldman, Sachs & Co.  
Newmark Knight Frank

### \$15,000+

Alnylam Pharmaceuticals  
Axcella Health  
Boston Consulting Group  
Seres Therapeutics, Inc  
TripAdvisor

### \$10,000+

Codiak Biosciences  
General Catalyst  
Gurnet Point Capital  
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Proskauer

### \$5,000+

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McKinsey & Company, Inc  
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### \$2,500+

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Shire  
Siena Construction Corporation  
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### \$1,000+

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*IINE works diligently to ensure our donor lists are accurate, but if you find an error, please reach out to our Development Department for correction.*





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First Parish Church Weston  
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Manchester Community College  
MIT

Munroe Center for the Arts  
Phillips Andover Academy Community  
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Plymouth Congregational Church of Belmont  
Portsmouth Poet Laureate Program  
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St. Joseph's Parish  
St. Matthew's United Methodist Church  
St. Paul's Episcopal Church  
Southern New Hampshire University  
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The Winchendon School  
Zero Waste Day Tewksbury

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Brookside Thrift Shop  
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Harvard Natural History Museum  
LexRAP

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## OUR SUPPORTERS

### Individuals, Family Foundations, & Donor-Advised Funds

#### \$25,000+

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Jeff Schwartz  
Richard and Gitte Shea

*Thank you, donors and supporters!*





## OUR SUPPORTERS

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August Foundation, Inc	Jireh Foundation	Stephen Kasmouski	Alchemy Foundation
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Charles Beyrouthy	Feeherry Family Fund	Jessica Lisak	Bancroft Poor
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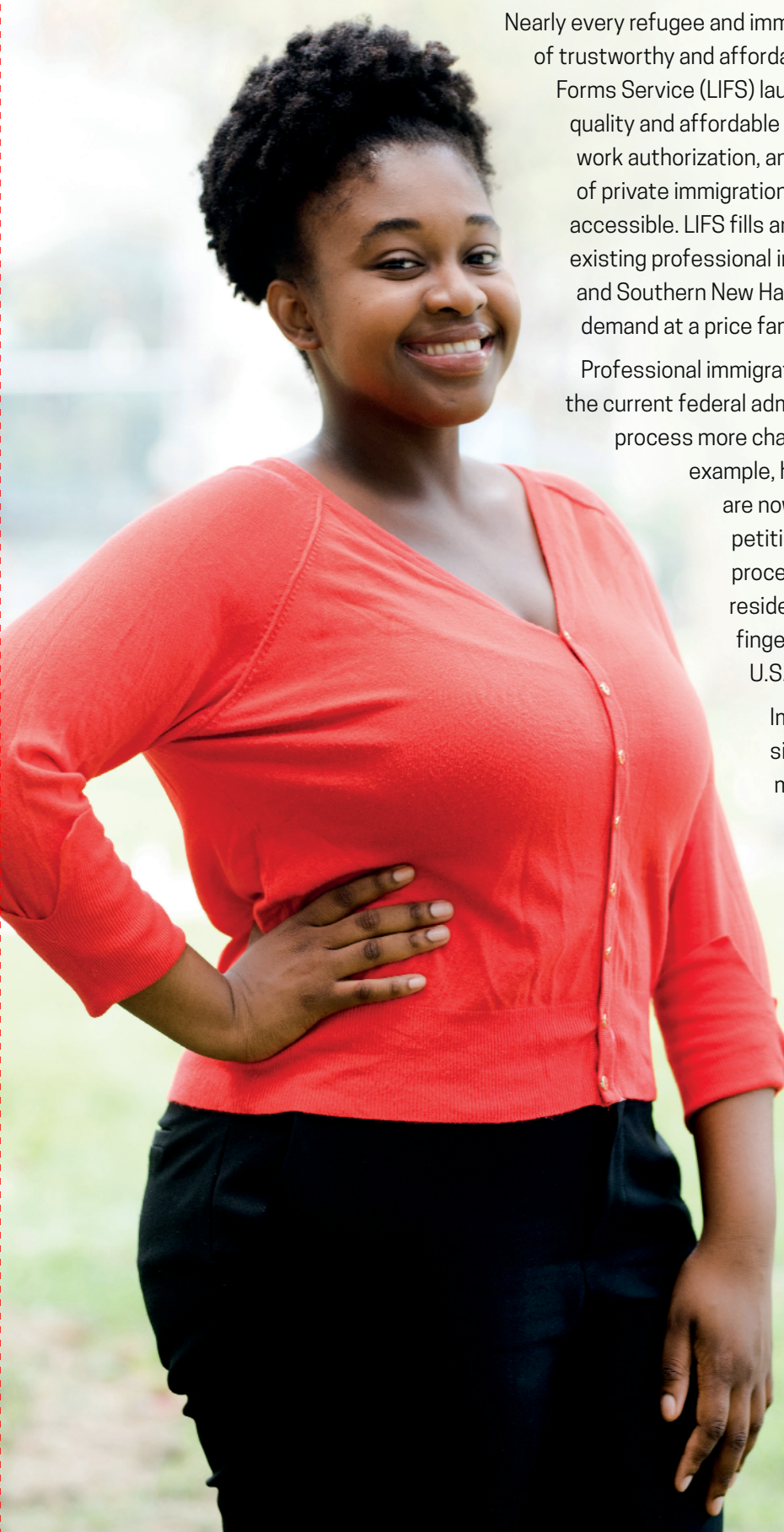
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## PREPARING FOR CITIZENSHIP

### Legal Immigration Forms Service launched in 2018



Nearly every refugee and immigrant that IINE serves across our three sites is in need of trustworthy and affordable immigration assistance. IINE's Legal Immigration Forms Service (LIFS) launched in 2018 to meet that need, and provide high-quality and affordable legal application services such as status adjustment, work authorization, and family reunification. Our fees are well below those of private immigration attorneys, ensuring this important resource is widely accessible. LIFS fills an important gap in our immigrant integration work, as existing professional immigration forms services in Eastern Massachusetts and Southern New Hampshire are scarce and unable to meet the significant demand at a price families can afford.

Professional immigration support is increasingly important as policies under the current federal administration are making all aspects of the immigration process more challenging. The application for permanent residency, for example, has grown from 6 to 18 pages, and the form instructions are now 42 pages long. For non-native-English speakers, petitioning for green card status is an increasingly daunting process. In addition, many clients applying for permanent residency – who were previously required only to have their fingerprints recorded – now have to report for an interview at U.S. Citizenship and Immigration Services offices as well.

Immigration application denial rates have jumped 37% since 2016, making reliable immigration assistance is more important than ever.

IINE's experienced legal team includes a licensed supervising attorney with decades of experience and representatives accredited by the federal Department of Justice. The care and attention they give to each LIFS customer reflects the support IINE provides our clients during their journey toward U.S. citizenship.

**It was so important that we had somebody help us who understood the process. You can't do it by yourself, and every day you try to live, to focus on your goal. The people at IINE helped us make it happen.**

- Recent LIFS client



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