

2024 Annual Report



FY2024 BY THE NUMBERS

Served 21,014 refugees and immigrants from 82 origin countries

Connected 16,911 individuals to food, housing, and cash assistance

Assisted 1,744 immigrants in applying for immigration legal relief

Helped protect and stabilize **50** adult and child survivors of human trafficking, along with their families



Taught 1,414 adult English language learners, delivering **84,596** hours of instruction

Helped 2,663 immigrants to prepare and train to enter the workforce

Placed 701 newcomers in jobs with strong starting wages

Reunited 944 unaccompanied children with family and caregivers in the U.S.

Helped 48 families exit the emergency shelter system, including 28 families who moved into permanent housing

Assisted 1,048 people in shelter with immigration legal services

Mobilized 337 volunteers to provide **3,420** hours of service

Partnered with 12
Resettle Together
sponsorship groups to
welcome and support newly
arrived refugee families



Led advocacy to secure \$8 million from the Massachusetts supplemental budget to provide services for families in shelters

A LETTER FROM OUR LEADERSHIP



Avak Kahvejian, PhD, Chairman of the IINE Board of Directors



Jeffrey ThielmanPresident & CEO

For IINE, 2024 was a year of building and strengthening new teams; leading coalitions; learning from our history of resilience; delivering core services to an unprecedented number of beneficiaries; engaging community support; and preparing for our next 100 years of welcome.

With your support, we served more than 21,000 refugees and immigrants from 82 countries, each of whom came to us with their own stories of survival and hope. Continuing our commitment of meeting clients where they are, IINE developed a new Shelter Services program to help families find more permanent housing as quickly and securely as possible.

We also added staff members to help more unaccompanied children reunify with their families in New England and to support more survivors of human trafficking. We deepened our programming to meet the specific needs of women and girls in our care, and we added more English classes to help address the tremendous demand. We introduced a skills training program in the healthcare field to empower our clients to join the workforce.

As we worked to resettle hundreds of refugees, we partnered with 12 Resettle Together community volunteer groups—who each sponsored a newly arrived family—and we built new partnerships with local university students to

foster the next generation of support. An additional 336 volunteers joined us in welcoming new families by setting up apartments, providing transportation, offering tutoring support, and helping newcomers feel at home in New England.

During this monumental year of celebrating the centennial anniversary of our services in Boston, we dug deep into our archives and found inspiration from our long history of advocating for the fair treatment of refugees and immigrants in times of welcome and resistance. Holding tight to the torch lit a century ago, in 2024 we led coalitions of fellow agencies to advocate for refugees and immigrants at the state and national level.

As we reflect on the past year, and also navigate the beginning of a new year filled with unique challenges and uncertainties, we know our work is far from over. While federal policies shift and restrict, we are prepared to meet the moment—just as we have for the past 100+ years. But we cannot do it alone. More than ever, we need your support to ensure that refugees and immigrants in our communities are protected. Thank you for being part of this essential mission

Community Services

In 2024, 16,911 refugees and immigrants came to IINE's doors, after being forced from their homes. Thanks to your support, they were not alone as they began the long and daunting process of resettling in New England.

IINE case managers helped these families and individuals move into their first apartments in the U.S., purchase food, access cash assistance for necessities in their first weeks, receive medical attention, and enroll their children in school. We also helped them obtain work authorization documents and enroll in IINE's skills training, education, employment, and legal services programs to advance toward self-sufficiency.

To meet the unprecedented need, IINE assembled new teams, increased our engagement with community partners, and held all-day clinics in libraries, churches, and our offices to ensure that thousands of newcomers were enrolled in vital support programs.





Emergency Response: Shelter Services

Throughout the year, thousands of immigrants arrived without federal housing assistance in Massachusetts, a state with an affordable housing crisis, and began their lives in an overburdened emergency shelter system. Many Haitian families came with hopes of joining the large Haitian community in Greater Boston and Lowell after fleeing rampant gang violence and chaos in their home country. Thanks to your support, IINE was able to quickly mobilize a new Shelter Services team to help these families work towards moving into stable housing—quickly, safely, and permanently.

Led by Director of Shelter Services Andrins Renaudin, 12 staff members—several of whom speak Haitian Creole—worked with a total of **1,048** clients. They provided individualized case management, referring clients to IINE English classes and providing laptops and internet access for remote learning. They also helped families navigate the complicated immigration legal system. With the help of IINE shelter housing coordinators, **30** families were able to move out of emergency shelters and into apartments before the holidays.

"It would not have been easy without this organization! I am forever grateful to IINE!"

— Josette-Michelle

Home At Last

Wensley and Josette-Michelle and their children, 11-year-old Guerson, 8-year-old Claudine, and 3-year-old Makendy, were forced to leave their home in Haiti when it became dangerously unstable. They journeyed across several countries, often on foot, to reach the U.S., where they knew family members had settled. Unable to stay with relatives as they had hoped, they found their way to an emergency shelter to avoid homelessness.

It was here that they finally found support. IINE staff helped the family access cash assistance and medical care, complete legal paperwork to get authorization to work in the U.S., and learn how to job search and prepare for interviews. Then, to their amazement, they received news that IINE had found them an apartment that would be fully furnished through the generosity of private donors. They were the first family they knew at their shelter to move into a more permanent home. "It would not have been easy without this organization! I am forever grateful to IINE!"

—.losette-Michelle

From here, Josette-Michelle started her own business selling products that give Bostonians a taste of Haiti, like her homemade Crémasses, and recently earned her certificate to become a Home Healthcare Aide. Wensley has landed a job in the food industry, and they are practicing English together as they make plans to advance their careers.









Community Sponsorship: Higher Ed Partnership Engages a New Generation

As the need increased, IINE continued to expand Resettle Together, its community sponsorship program, pairing 12 volunteer groups with newly arriving refugee families. For the first time, IINE worked with local college students in classes on migration, international affairs, and international business, providing them hands-on service-learning opportunities, and harnessing their talents and energy to help our clients.

Welcome Team: Two groups of Northeastern students took on the important task of preparing to welcome newly arriving refugees. After completing initial training with IINE staff, each group was matched with a family from the Democratic Republic of the Congo. Their main tasks were to make sure their families' first apartment in the U.S. was fully hospitable and stocked with groceries, and then to greet their families at the airport, bring them to their new home, and provide them with a warm, culturally appropriate first meal.

Digital Literacy: One group of students at Northeastern University was tasked with providing technology support to refugees with little experience, a key to accessing IINE classes and services, navigating their communities, and succeeding in the workplace. Students designed and taught workshops to help IINE clients operate smartphones and Chromebooks for needed applications, including IINE's online ESOL instruction platforms; they also learned to write, edit, and search.





"Data Dictionary" Assessment: One group of UMass Boston students developed a survey-based assessment tool to measure the effectiveness of IINE programs in helping refugees integrate into their new communities. Informed by their academic research, the tool included questions for clients on how they were progressing in meeting English language goals, accessing public benefits, navigating their new communities, achieving self-sufficiency, and proceeding toward citizenship.

Housing Search Handbook: After learning about the process and pitfalls of the housing search from IINE, a group of seven UMass Boston students contacted landlords to pitch IINE clients as tenants, check availability and interest, and then pass on leads to IINE staff. They used information gleaned from the experience to help document and streamline the housing search, creating a spreadsheet that automates key listing information and a brochure full of useful tips and step-by-step instructions for finding housing in a challenging market.

ESOL for Equality: UMass Boston students in an ESOL cohort had the opportunity to become instructors for some eager adult learners. Naming their project "ESOL for Equality," each UMass student was paired with one client currently on IINE's ESOL waiting list. With training and guidance from IINE, each student designed and implemented an individualized course of study for their student and taught it during the semester.

"The immigrant perspective I have because of my own family really drove me to help these people. Having been born in the U.S. and being able to speak English and get around—it's great to be able to use my skills and my familiarity to help."

—Thomas, Northeastern Student and Resettle Together Volunteer

Adult Education

IINE students will tell you: English language skills are the key to unlocking their dreams. Speaking, writing, and understanding English means independence, connection, and opportunity.

Learning English empowers refugees and immigrants in the U.S. to advocate for themselves and their families, build relationships with neighbors, continue their education, and succeed in the workforce.

In 2024, IINE played an important role in meeting the skyrocketing demand for ESOL instruction in Massachusetts and New Hampshire. Our ESOL teachers helped support **1,414** English-language learners, delivering **84,596** hours of instruction. Classes focused on workplace English skills and incorporated digital literacy, financial literacy, civics, and workplace orientation. In addition to teaching

adults, IINE's Education team supported whole families



Beyond the Classroom: IINE's ESOL students met for field trips, joined affinity groups, and celebrated graduations. These outings provided opportunities to form relationships, get acquainted with their new communities, and practice conversational skills.







"I learned how to improve my English so that I can continue to pursue other opportunities beyond what I thought was available....



I was able to better my writing, reading, and communication skills in English, feel more comfortable holding a conversation..., and also learned about being a nursing assistant."

— Esperanza, a graduate of IINE's ESOL 4 Healthcare program

Esperanza, an immigrant from the Dominican Republic, completed IINE's ESOL 4 Healthcare language training, pre-apprenticeship program, and advanced language program, which allowed her to enroll in Manchester's LNA (Licensed Nursing Assistant) for Success program while balancing a full-time job at Elliot Hospital and caring for her elderly mother. According to IINE ESOL teacher Caroline Edwards, Esperanza is "a hard worker; a thoughtful, deliberate, and diligent student; and a supportive colleague. She takes on challenges with strength, yet also with quiet grace and humility. It has been an honor playing a supporting role in Esperanza's journey and a pleasure watching her succeed. We wish her luck in her next steps!"

Learn more about how we help refugee and immigrant women find a brighter future in our communities.



Employment and Skills Training

For newcomers to the U.S., a job means security, self-sufficiency, belonging, and contributing to a community that has welcomed them. These driven, resilient, and resourceful newcomers fill essential roles in U.S. communities experiencing shortages.



In 2024, with your support, IINE helped prepare **2,663** refugees and immigrants with workplace orientation, training, resume development, and job searching. IINE's employment specialists placed **701** clients into jobs with strong benefits and family-sustaining wages, at **384** employers. Skills training programs, which incorporate workplace-focused ESOL, practical curriculum, and fieldwork, prepared **299** clients for careers in healthcare, hospitality, and construction.

"[Immigrants] end up being our best employees. Their work ethic is unbelievable—and we know that they are humbling themselves, because

they come with the most interesting educational and professional backgrounds, which may not be what we do at all, but they work in our manufacturing or our warehouses... and they end up being the best employees there. The nice thing is, we're a stepping stone for them to grow their language skills, make some money, establish themselves, get licenses, and just start a life here." —Kelle Doyle, Area Manager for Westaff, a national staffing agency with a branch in Lowell, Massachusetts, that has partnered with IINE for 10 years and placed more than 3,000 refugees and immigrants into manufacturing jobs.



Employee of the Month

Santiagoson, HD Supply's "Employee of the Month" last April, is one of several clients whom IINE placed in jobs in 2024 that were honored by their employers. Originally from Haiti, Santiagoson was working an overnight shift in Boston. He told his IINE Employment Specialist that he wanted a daytime job surrounded by English-speakers so that he could improve his language skills. She took him to a hiring event at HD, where he was offered a position on the spot because of his previous experience and positivity. Currently a Warehouse Associate, Santiagoson plans to pursue a master's degree in supply chain management and logistics



Women in Construction

In 2024, a record high six women joined IINE's Pre-Apprenticeship in Construction and Building Maintenance program.

Medical Assistant Training Program

In 2024, Massachusetts and New Hampshire continued to face huge employment gaps in the healthcare field, corresponding with an aging population with increasing need for care. IINE continued to offer skills training to prepare refugees and immigrants to enter the field as nursing assistants. We increased partnerships to teach ESOL to current hospital staff and added a new skills training program to prepare clients for medical assistant roles in hospitals, clinics, and other long-term care facilities.

Working Towards a Dream to Help People in Pain

Back in her home country of Haiti, Fedeline trained to become both a pharmacist and a physician. "I love the feeling of when I'm doing something to help people become better," she explains. She remembers an early career experience when she was alone at her hospital and stepped up to complete a successful suture and provide overnight care for a patient who had suffered a painful motorcycle accident in the early hours of the morning. Fedeline had averted what could have been a crisis: it was exhilarating.

When instability forced her and her family to leave Haiti, Fedeline also had to abandon her medical residency on the pathway from a generalist to her chosen specialty of anesthesiology. While it was "a blessing" to come here, the thought of restarting her career was daunting. "Because it's in another country, another system, even if it's in the medical [field], it's still different. I have to get used to it, to understand the vocabulary and the terminology, all of that stuff."

Fedeline was thrilled with the opportunity to join IINE's CNA for Success skills training program, which includes contextualized ESOL instruction, Certified Nursing Assistant (CNA) clinical skills training, and job readiness training. Upon completing the course, she passed her exam and earned her license to become a CNA

"It was such a great pleasure for me. IINE made me start to feel comfortable with the medical terminology, but I want to do more than that." She asked her IINE Career Navigator for next steps. Fortunately, IINE had just launched the Medical Assistant Training program, and Fedeline enrolled. She hopes this additional certificate along with her training in Haiti will qualify her for a role as an anesthesiology assistant—a step closer to her goal. While attending skills training, Fedeline has been working two jobs to support herself and her family, one as a machine builder and tester, and the other as a sales associate at a mall retail outlet.

"I've always been a really active person. In Haiti, even if I was in medical school, I still volunteered. I was a vice president of an international organization that did a lot of mobile clinic work. I like to be busy. But here this is not just to be busy to help people.... I took two jobs to fit with my schedule at school... to be able to pay my bills, pay my apartment, and help my family."

While the balancing act is a challenge, she is extremely grateful for the opportunity that IINE is providing.



"It's because of this program that I can make my dream come true. I hope they can continue to do this for others in the same situation."

-Fedeline

Legal Services

In 2024, **1,744** refugees and immigrants received free or low-cost immigration legal support from IINE's culturally and trauma-informed, dedicated legal team. This type of support is dangerously scarce in New England despite tremendous need.

Many of the displaced and persecuted individuals and families IINE served were admitted to the U.S. with temporary or restricted legal status, forcing them to navigate a high-stakes legal labyrinth. IINE helped clients secure their rights to reside and work in the U.S.; reunite with family; access food, shelter, and healthcare support; and protect themselves from human traffickers. Throughout the year, IINE's Immigration Legal Services team filed 295 green card applications for refugees and asylees and 64 naturalization applications, and 93 clients were sworn in as new U.S. citizens.



IINE Immigration Legal staff held "Green Card Days" to help refugees and immigrants process their applications.



"Five years and a few months after our first entry to the U.S., my wife and Lare Americans now. IINE has been a steadfast support for us throughout this long period. They helped us find our first job, and after five years they guided us through the naturalization process. Today, my wife and I are proud to be American citizens. I can't imagine how difficult this journey would have been without IINE's unwavering support in legal matters, case management, and more."

—IINE Legal Services Client



Unaccompanied Children's Program

In 2024, IINE helped a record **944** children who crossed the U.S.-Mexico border alone—fleeing violence, poverty, crime, and instability—to reunite with family and caregivers in the U.S.

After expanding dramatically in 2023 in response to a rapid increase in minors fleeing El Salvador, Guatemala, and Honduras, IlNE's UCP team continued to grow in 2024, adding a fourth team to serve clients in more areas of New England and New York.

Staff helped children from **35** countries reunite with their families, access physical and mental health care, enroll in schools, and navigate their new communities. To prepare to serve a more diverse population, the team attended trainings on indigenous languages and cultures at the Massachusetts Institute of Technology and the Children's Advocacy Center of Suffolk County. The team also took part in trainings on Haitian culture and strategies to serve victims of human trafficking with fellow IINE Case Specialists.

Persistence Wins

"When connecting vulnerable children to resources feels impossible, persistence wins," says IINE UCP Immigrant Family Support Coordinator Gabriela Jimenez. A highlight of her year was overcoming challenges to help Lucía, a young child from Honduras, get started in high school.

Gabriela learned that Lucía, still confronting very recent trauma, was afraid of being bullied and worried that her school time would get in the way of supporting her father and younger sister. Meanwhile, her father worked long hours and was hard to reach, making it difficult to provide the family with appropriate services. It took Gabriela months of working with Lucía, her father, and her school to ensure Lucía could pursue an education while feeling safe at school. Once enrolled, Lucía was quick to make friends and began to thrive academically. "It is very gratifying to have advocated on [Lucía's] behalf, enabling her to understand that she is entitled to an education and to receive the necessary support she requires to achieve her personal goals," says Gabriela.

Equity for Women and Girls

Women and girls represented half of the **21,000+** clients IINE served in 2024. Because of gender-based discrimination, refugee and immigrant women and girls are more likely to have experienced violence and trauma and less likely to have had access to education and formal work environments in their home countries.

When a family arrives in the U.S., resettlement services often focus on preparing male heads of households for work to expedite the family's ability to achieve critical self-sufficiency. This constraint on services often leaves female family members underserved and socially isolated.

In 2024, IINE confronted this inequity through the introduction of numerous tailored, culturally sensitive programs to help women and girls connect with their peers, access safe learning spaces, receive reproductive health and parenting support, learn English, and join the U.S. workforce.

Dignity Matters: Young women in our refugee youth program participated in workshops on feminine hygiene and received care products and undergarments donated by Dignity Matters, a local Massachusetts non-profit.

Gender-Affirming Care: Transgender women in our services, many of whom were forced to flee persecution in their home countries due to their identities, received gender-affirming care through our partnerships with Fenway Health and Boston Medical Center.













Addressing Domestic Violence: IINE provided separate workshops for women and men to discuss domestic-violence experiences, prevention, and resources for addressing it when it occurs.

Education and Training: Women who did not have literacy skills and served as primary caregivers for their children had the opportunity to take beginner-level literacy classes to build language skills, connect with others in their community, communicate with their child's teacher, and advocate for their children.

Women with advanced language skills had the opportunity to participate in IINE's free job skills training programs, and many worked toward certification to become nursing or medical assistants at hospitals, nursing homes, or long-term care facilities.

Social Groups: IINE staff and volunteers convened several monthly social groups that brought women together to socialize, work through challenges, and participate in activities like cooking, sewing, and crafting. One affinity group, led in partnership by IINE's Health Promotion Case Specialist and a retired-nurse volunteer, brought together speakers of Swahili to discuss issues of birthing and motherhood, comparing cultural conventions and support in their home countries and the U.S.

Refugee Family Advisory Council: Sponsored by the New Hampshire Women's Foundation and held in partnership with Amoskeag Health, this council of women refugees met monthly to discuss integration barriers they have faced and to compare notes on health-related topics. The goal is to share their feedback with Manchester's mayor and to advocate for more integration support for newcomers.



WELCOMING REFUGEES AND IMMIGRANTS TO NEW ENGLAND FOR 100+ YEARS

Advocacy

Your support enabled IINE to voice the needs of refugees and immigrants at the community, state, and national levels.

To spearhead our advocacy efforts, a former chair of IINE's Board of Directors, Bill Gillett, took on the new role of Director of Public Policy and Advocacy. IINE built and led a coalition of service providers, engaged with lawmakers, traveled to the U.S.-Mexico Border to witness and report on conditions, and notched some important wins, including:

- IINE helped secure \$8 million from the Massachusetts supplemental budget to provide services for families in shelters.
- IINE helped defeat NH HB 1118, preventing a ban on certain immigrants' ability to obtain driver's licenses in New Hampshire.
- IINE co-authored the policy report, Mariposas De La Frontera: Uplifting the Stories of Asylees, at the U.S.-Mexico Border with the United States Committee for Refugees and Immigrants. This timely report focuses on the dangers and challenges asylum seekers face on their journeys through Mexico to the U.S. border.
- IINE supported the Destination Reception Assistance Act introduced by Senator Markey (D-MA) to fund state-level efforts in helping immigrants achieve self-sufficiency. Markey's Act incorporated input from IINE leaders who met with his staff in Washington, D.C.

IINE in D.C.

In 2024, IINE made two eventful trips to the U.S. capital to speak directly with decision-makers. Members of our Leadership team met with a White House official, senators, congress members, congressional staffers, and senior leaders from the federal Office of Refugee Resettlement. IINE advocated for the support needed to serve the highest number of refugees, humanitarian parolees, and unaccompanied children in our recent history.

Shortly afterward, representatives of our Refugee Youth Mentoring program went to D.C. to participate in the Office of Refugee Resettlement's Youth Leadership Council for Refugees and Newcomers. Because of our exceptional applications, IINE was invited to bring the most delegates of all resettlement agencies. The youth were commended for proposing workable solutions to challenges affecting them.





Members of the Boston City Council and Mayor's Office for Immigrant Advancement attended IINE's World Refugee Day celebration in Boston this past June, which included an ESOL class graduation and an opportunity to speak with staff and immigrants about their experiences.

Learn more about how IINE advocates for the rights and protection of refugees and immigrants.





Mobilizing Volunteers

Welcoming newcomers is an act of communitybuilding. It depends on hundreds of partnerships with generous, committed, and open-hearted volunteers. This past year, **337** community volunteers provided **3,420** hours of service.

They practiced English with ESOL students; helped jobseekers write resumes and prepare for interviews; provided needed rides for clients to attend classes, trainings, and events; tutored and mentored refugee youth; and contributed many other services!

Navigating Neighborhoods

IINE's offices in the heart of Lowell are co-located at the Lowell Community Health Center and surrounded by a wealth of public resources—from city-services agencies and libraries to community gardens, museums, and public parks. In 2024, volunteers began offering newly arrived clients "walking tours" to help them learn their way around all the resources available to them in the Lowell community. During one outing, two participants showed up for their tour and immediately recognized each other from their shared time in a Ugandan refugee camp—a special moment of solidarity and hope, realizing how far they had come.

A High Schooler with Heart

When Suraj Chaudhry, age 16, found out he was too young for a summer internship at IINE, he was undeterred. He told IINE Volunteer Coordinator Kate Waidler that he wanted "to lend a helping hand in any way possible." Kate made two suggestions: he could write a letter to welcome a newly arriving refugee family or collect donations of household items they need. Suraj did both. The donation drive he ran at his high school brought in sixty heavy coats to help families stay warm during their first New England winter. His beautifully written welcome letter was delivered to a family from Afghanistan.

Welcome to Boston! My name is Suraj Chaudhry. I am a 16-year-old at Newton South High School about to start 11th grade.... Let me tell you something about Boston. This is a very nice and friendly city. There are people from all over the world who come here and live here—they are very supportive and want to see others succeed and do well

Suraj didn't stop there. Later in the year, he worked with an IINE Volunteer Specialist to help organize a pick-up soccer game for IINE clients, staff, and fellow volunteers at a local park in Boston—now a monthly tradition during warmer months. He also partnered with a high school classmate and an IINE Career Navigator to prepare and deliver an ambitious presentation on financial-literacy training for clients to become oriented to the U.S. workforce. Superstar volunteers like Suraj make a huge difference to clients, easing their transition and reinforcing how valued they are by their new neighbors.





FOUNDATION HIGHLIGHT

Beth Israel Deaconess Medical Center

Supporting refugees and immigrants is a continued investment in strengthening our communities. Private philanthropy plays an increasingly vital role in providing the resources that make welcome and integration work possible.

A generous grant from the Beth Israel Deaconess Medical Center (BIDMC) foundation proved particularly important this year, in which the intersecting needs of housing and healthcare dominated much of IINE's work.

BIDMC awarded IINE an \$850,000 grant over three years to provide traumainformed case management to 300 unhoused and housing-insecure immigrant families. Services included helping families secure benefits and cash assistance, connecting families to stable and affordable housing, and providing emergency rental assistance and legal support related to housing issues.

On behalf of those we serve, IINE extends its sincere gratitude to BIDMC and to the many philanthropic partners who provided life-saving services and crucial investments for our clients and communities.

"Beth Israel Deaconess Medical Center is proud to support access to stable, affordable housing as one element in fostering healthy communities. BIDMC is pleased to support the International Institute of New England as they create stable housing for immigrant families arriving in Greater Boston."

Nancy Kasen, Vice President,
 Community Benefits and Community Relations







International Women's Day

On March 8, IINE gathered staff, clients, volunteers, and community members to celebrate International Women's Day. Aqila Mohmand, a former client who fled Afghanistan in 2021 in the middle of her medical studies, expressed her thanks to IINE and Leadership Council Member Dr. Bill Mason for helping her achieve her dream of becoming a doctor in the United States. Attendees were moved by the performances of the Women Stars Haitian dance group and saxophonist Carlyne Louine, who played the Haitian national anthem, and the room filled with applause when Lowell ESOL Manager Sherry Spaulding received an award recognizing her three decades of service in teaching language skills to refugees and immigrants.

World Refugee Day

Marked each year on June 20, World Refugee Day (WRD) is an international celebration honoring the strength, courage, and cultural contributions of those forced to flee their home countries to escape conflict and persecution. For IINE, it's an opportunity to recognize the achievements of its refugee clients and thank those who support them. In 2024, IINE organized a week-long celebration with events across our three offices in Boston and Lowell, Massachusetts, and Manchester. New Hampshire, including:

- A June 18 celebration in Manchester honored ESOL students, volunteers, and skills training graduates. Several community members joined in to distribute certificates and awards. Clients' children won exciting raffle prizes and celebrated their wins in an inflatable castle.
- On June 20 in Boston, the Mayor's Office for Immigrant Advancement Director Monique Nguyen joined us in celebrating our ESOL graduates and read a proclamation from Mayor Wu declaring June 20th World Refugee Day in Boston. The Boston City Council president and two councilors attended and shared their support for immigrant learners.
- On June 24 in Lowell, IINE supporters gathered at Middlesex Community College to induct four new members into the Lowell 100:
 - Wade Rubenstein Bike Connector Founder and IINE Board Member
 - Suad and Majid Drivers and interpreters for IINE and former clients
 - Sydney Lang Senior Director of Lowell's Metta Health Center

Five years after celebrating IINE's Lowell office Centennial, community connections continue to deepen and strengthen, with new members exemplifying the time-tested spirit of our mission.

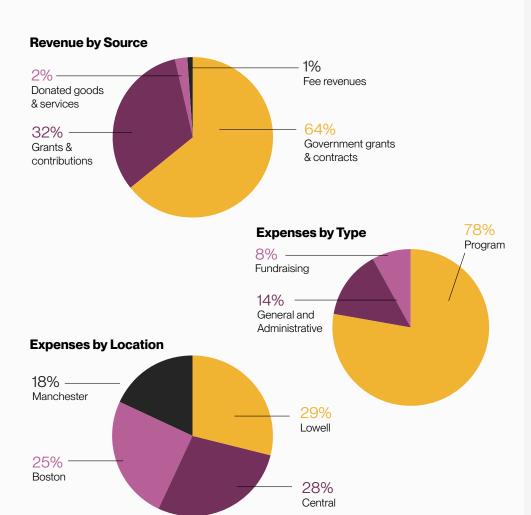








October 1, 2022- September 30, 2023	FY24 Statement of Revenues & Expenses	FY23 Statement of Revenues & Expenses
Revenues		
Government grants & contracts	21,846,676	16,798,874
Grants & contributions	10,880,808	5,697,342
Fee revenues	499,790	617,545
Donated goods & services	702,186	379,202
Miscellaneous revenue	52,316	12,910
Total revenues Total revenues	\$33,981,776	\$23,505,873
Expenses		
Program services	22,562,081	16,185,833
General & Administrative	4,064,556	3,422,692
Fundraising	2,261,598	2,009,426
Total expenses	\$28,888,235	\$21,617,951
Change in net assets from operations	\$5,093,541	\$1,887,922
Non-operating revenues (expenses)		
Net Investment (Loss) / Gain	2,307,471	1,070,861
Loss on disposal of property and equipment	(753)	(47,869)
Total non-operating revenues (expenses)	\$2,306,718	\$1,022,992
Total change in net assets	7,400,259	\$2,910,914
Net assets:		
Beginning balance	16,031,416	13,120,502
Ending Balance	\$23,431,675	\$16,031,416



Board of Directors

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2024 Donors

\$500,000+

Public Support

Commonwealth Corporation

Massachusetts Department of Elementary & Secondary Education

Massachusetts Office for Refugees and Immigrants (MORI)

New Hampshire Department of Health and Human Services

United States Committee for Refugees and Immigrants

Foundations and Corporations

Beth Israel Deaconess Medical Center

Individuals

Bancel Philanthropies

\$150,000-\$499,000

Public Support

Manchester School District

Massachusetts Office of the Attorney General

Metro North Regional Employment Board

New Hampshire Department of Education

Office of Refugee Resettlement

University of Massachusetts Medical School

Foundations and Corporations

Bristol Myers Squibb

Gordon Dyal & Co. Advisory Group LP

Liberty Mutual

TD Charitable Foundation

Individuals

Jim and Debby Stein Sharpe Karen Waters

\$75,000-\$149,999

Public Support

MassHire Greater Lowell Workforce Board Massachusetts Department of Transitional Assistance

Foundations and Corporations

Meelia Center for Community Engagement

Individuals

Jennifer Shotwell



\$50,000-\$74,999

Public Support

Foundations and Corporations

Biogen

Moderna

Morgan Stanley

Thermo Fisher

Greater Lowell Community Foundation

Mabel Louise Riley Foundation

Individuals

Jean Marie Hynes and Mark Joseph Condon

Mark and Becky Levin

Chris and Melody Malachowsky

PDB Foundation

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Public Support

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