



Nationalities
Service Center

2009
Annual Report



Work That Matters

Message from the Executive Director



This Annual Report summarizes NSC's work in 2009, a year which marked my first full year as Executive Director, and tells the stories of several people who were helped by NSC. To lead such a vital organization as NSC in these times is an exciting, challenging, sometime humbling and always gratifying responsibility. The amazing work described here was done by a fantastically talented, dedicated and spirited staff of about 45 people, and guided by an excellent Board of Trustees that is focused on making NSC a stronger and more responsive agency, prepared to meet the challenges we face today and in the future. Our work would not be possible without the committed efforts of the many volunteers and interns who worked side-by-side with our staff, and by the individuals, foundations, and government funders whose contributions are vital to our success. We thank them all.

For 88 years NSC has played a major role in making the Philadelphia region a diverse, multi-ethnic, tolerant and dynamic place to live and work. We help hundreds of immigrants and refugees learn English, gain legal status and find jobs every year. We also assist immigrant communities in strengthening networks and forming associations, which in turn supports them in initiating careers and creating businesses of their own. So we were not at all surprised to read the finding of the 2008 Brookings Institute Report on 'Recent Immigration to Philadelphia' that nearly 75 percent of greater Philadelphia's labor force growth since 2000 is attributable to immigrants.

In 2009 we made considerable progress towards two overarching goals: to provide high quality services in our core programs while expanding services where possible to reach those most in need, and to become increasingly adaptive as an organization. New program initiatives included our Survivors of Torture project and ESL classes for parents of children in Philadelphia public schools. We also developed and expanded recent initiatives such as our Chinatown Immigration Law Project, the Immigrant Family Violence Institute, our refugee health collaboration with Jefferson Hospital, and our interpretation services for early childhood intervention agencies. At the same time we improved our management of fiscal and program data, upgraded our technology and overall infrastructure, and made progress in communications and outreach.

I hope you find this report interesting and informative. Thank you for your interest in NSC's work!

Dennis Mulligan, Esq.
Executive Director

NSC's Mission

The mission of NSC is to help immigrants and refugees participate fully in American society. We implement this mission by focusing on four main objectives: protecting legal rights; strengthening families and promoting self sufficiency; eliminating barriers created by language and cultural differences; and promoting public awareness of the benefits of diversity in American society.

NSC's Services

NSC provides services that help immigrants and refugees become self-sufficient and be active participants in their communities. Our services include: english language classes; legal services; refugee resettlement, employment and social services; services to elderly immigrants at our Senior Center; and translation and interpretation services for individuals, as well as for government and private organizations.

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Kate Brown – Immigration Representative (Domestic Violence Project)
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Aimee George – JVC Volunteer
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Anna Paciorek – Attorney
Jessamyn Vogel – Attorney (Philadelphia Bar Association Fellow)
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Social Services Department

Juliane Ramic – Director
Beverly Mallard – Resettlement Manager
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Leyla Dursunova – Project Coordinator
Walid M. Fahssi – AmeriCorp Case Aide
Tigist Guebreyes – Program Assistant
Patrick Hakizimana – Case Manager (Refugee Employment)
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Mohammed Makia – Case Manager
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Ingrid Pilmsner – Refugee VISTA Member
Jennifer Ralston – Refugee VISTA Member
Emily Spann – Case Manager (Survivors of Torture and Trauma)
Gretchen Wendel – Case Aide (Health)
Heidi West – Case Manager

Education Department

Ellen Polsky – Director
Daniela Romero – Program Coordinator
Jean-Felix Elong – Evening Receptionist

Translation and Interpretation Department

Dung Huynh – Program Coordinator
Elsa Svekla – Assistant Coordinator

NSC’s Senior Center

Tara Swartzendruber-Landis – Director
Yoane Dinata – Data Entry Program Aide
Cao van Hoang – Program Assistant
Audrey Holdsman – Activities Coordinator
Randy Kilgore – Cook
Chanda Lam – Program Aide
Handersen Litanzil – Data Entry Program Aide
Juliana Moeda – Kitchen Aide
Heng Say – Kitchen Aide
Hui Yun Shang – Program Assistant
Christina West – Kitchen Aide

Incredible Persistence: NSC Legal Department and Barbara Hill-Cisse



Barbara Hill-Cisse's epic eleven-year struggle to establish permanent legal residency for her husband Abdoul, from Mali, included bitter bureaucratic betrayals. Someone else might have given up. But the great persistence of this couple, once they turned to NSC for help in December 2007, was finally honored when Abdoul Aziz Cisse received his green card on January 9, 2009. "It was very fast" once NSC's got involved, Barbara commented, bringing years of frustration and fear to an end.

It all began in Fall 1993 when Barbara, from North Philadelphia, first met "that foreign guy." As their relationship strengthened, she was impressed that Abdoul welcomed Barbara's daughter, then three: "He genuinely loves kids. He and his circle of friends enveloped her; the way they treated us both was great."

She appreciated the respect: "Abdoul helped me succeed, in education and at work." Just emerging from an abusive relationship, Barbara felt the contrast and marveled at the strong, healthy community Abdoul had established: "His friends from Burkina Faso and other countries, they were like brothers. They made sure we had what we needed."

The couple married and moved to New York in 1995. In 1997 Barbara petitioned for Abdoul, to give him residency, but that application was rejected on a technicality in 2000 by the Immigration Service. "I thought I was smart enough to do the paperwork myself," Barbara says wryly. She filed an appeal, but that was rejected in 2001.

Barbara worked in the Wall Street district, but was laid off in November 2001, shortly after September 11th. By then the couple had three children to support. After a difficult time, they relocated to Philadelphia, where Barbara began working for Comcast. She petitioned for Abdoul again in 2003, but never heard back from the Immigration Service. Finally, despite having done the paperwork three times, paying hundreds of dollars each time, she sought a lawyer who charged a hefty fee.

Unfortunately that lawyer missed a key detail, and didn't accompany Barbara and Abdoul to their 2007 U.S. CIS interview, which took a twist. Suddenly, Abdoul was threatened with deportation back to Mali because the couple had visited Africa in 2001. Abdoul was placed in detention proceedings in Immigration Court. Stunned, and now truly desperate for more competent legal help to meet their court deadline, Barbara learned about Nationalities Services Center through coworkers.

Anna Paciorek took charge of the case, with Kate Brown assisting. "Kate was very personable, took such a detailed background, and told me what to expect," unlike her previous lawyer. At NSC, "It felt very homey—the contrast was great, like two totally different worlds," she said, describing her relief at receiving expert legal help, human warmth, and committed follow-through. "Kate kept in contact, those emails were flying, and when it came to beating the deadline, Kate called to say 'don't worry, I'm carrying it [legal documents to USCIS] over by hand!'"

To win the case, Anna worked with Barbara and Abdoul to establish that if Abdoul were deported to Mali the entire family would suffer extreme hardship, including the likelihood that their youngest daughter would be subjected to female genital mutilation. Kate enjoyed gathered letters about Abdoul's character, demonstrating his vital role in the extended family and beyond. Barbara's mother had both hips and knees replaced, so Abdoul brought her food and took her to medical appointments. Abdoul mentors their own and neighborhood children. After Anna and Kate submitted all the documents in January 2008, the family had to tolerate one more year's wait. Finally, in January 2009, Abdoul received a letter saying, "Welcome to the United States!" He'd been here since 1988.

"I can't express my gratefulness to NSC" for the quick, effective legal help, Barbara said. "The few times I've been to NSC, you see the whole world there, and you have no idea what some of them have gone through. It's so touching to see that. Everybody is made to feel like you are important. I was made to feel like I was important! This is how we grow better citizens: by treating them with respect and dignity."

NSC Legal Department provides quality advice and representation to immigrants and refugees. We focus on family-based immigration, asylum, immigration domestic violence remedies, deportation defense, and naturalization.

Legal clients include the destitute (many living in shelters), traumatized (victims of persecution, torture, and domestic violence), newly arrived refugees, asylees, and long-term residents of the U.S. without legal status or work authorization. We represent a growing number of clients in removal proceedings, including some detained in York County and Berks County prisons.

In September 2009, NSC completed our first of three years' work in the National Immigrant Family Violence Institute (NIFVI). We are one of six organizations across the country working to develop best practices for serving immigrant and refugee victims of domestic violence, providing technical assistance to service providers throughout the nation. By teaching others, such as the pro bono attorneys we trained in 2009, how to provide domestic violence immigration services, we help increase the number of resources available to the victims of such crimes, including in outlying counties.

While NSC's charges a modest fee for many legal services, we represent people unable to pay our fees for free, including survivors of domestic violence and other serious crimes. We provide free legal services to Chinese immigrants through our Independence Foundation Fellow, and provide free services to many other low-income clients through the Temple Law School Immigration Law Clinic.

NSC'S Senior Center – Cao Van Tinh Gives Back



NSC's Senior Center serves 55 elders a day, but it's not hard to find Cao Tay Tinh in the crowd. He radiates an air of confidence, playing Chinese Chess with close concentration. "It keeps your mind young," he comments about the game as we settle in for an interview.

Cao Tinh speaks four languages: Cantonese, Mandarin, Vietnamese, and English. He teaches Tai Chi five mornings a week at the Senior Center, helping keep others' minds and bodies thriving along with his. Senior Center Director Tara Swartzendruber-Landis praises his role at the Center as "pivotal... he's a key member here, a community leader. If I have a cultural question, he is one of a few community members I consult with first."

Center activities coordinator Audrey Holdsman added, "He's teaching Tai Chi, he's flourishing, and he's a natural leader. He's great when we have changes, announcements, or decisions to discuss with the community."

Born in China in 1931, one of eight children in a family which grew and sold vegetables and rice, Cao Tinh left to work in Vietnam, alone, at the age of 17. He became a small businessman, processing and selling rice. However, after the Vietnam War ended the new government "took all three of my big one-ton trucks," as well as his home. In 1979 he joined the human flood leaving Vietnam, risking their lives at sea. An estimated 500,000 Vietnamese boat people perished in the high seas between 1975 and 1990.

Cao Tinh's boat, with 400 aboard, reached the Indonesian island of Kuku. But instead of an established refugee camp, "We didn't see any people. Nobody lives there, it's empty. So the first few days we lived on the sand. Then we went higher, cut trees and grass, and we put up a little hut with four posts and grass on top." Many of these boats experienced brutal attacks by pirates on the way to Kuku, and on Kuku people died every day from diarrhea and malnutrition. But Cao Tinh said only, "We were lucky because we built our home before the rains came."

After a year on Kuku, Cao Tinh was resettled in the United States where his son, in New York City, was looking for him. After one week in New York he joined his nephew in Philadelphia. In 1980 he went to NSC to learn English, then went to a trade school for 6 months. After working at a movie theater in Chinatown for several years, he worked as a saw operator in New Jersey for 14 years. He summed up his life in the United States, "Everything is very easy, you have the opportunity to do anything you want to do." He became a citizen in 1985.

Friends told Cao Tinh about NSC's Senior Center, not long after he retired in 1995. He became a member because "I have a lot of friends who speak my language and understand me, and there are a lot of activities that are interesting." He added to those activities when he visited China eight years ago, learned Tai Chi, and began teaching it at 9 AM every day to give back to the Senior Center. "I like it here, I like everything about the Center, and what I like best is to teach Tai Chi. It's good for everybody, it's exercise for me too, and it's what I enjoy most."

"If it's a Chinese or Vietnamese holiday, we will have a celebration, so to organize it, we will invite people, meet with people, take care to select a day and location, select people to help organize, and help decide how much everyone should contribute."

Holiday celebrations are an important part of the Senior Center's calendar. When the Center celebrates the Mid-Autumn Festival, for example, participants take pride in showcasing their culture.

NSC's Senior Center has created an environment which is rich in social support, enabling elders to feel connected and thus to stay in excellent mental health. The Center enables members to build their own social network, to contribute to and be highly valued members of their community, to experience cultural pride and enjoy common languages. It provides daily structure and two meals a day. Most meaningfully for Cao Tinh and other members, it is the conduit through which they give back – to their friends and to the larger community.

Cao Tinh's summary of his situation is true for many Center members, "I'm just happy to be here because of my age, and I'm not asking for anything more. I'm happy, I have food. I have some difficult memories but I have everything I want and need for my old age. I am happy."

Social Services Department

NSC's refugee resettlement program continues to expand in the face of significant challenges. In 2009 NSC resettled Iraqis, Burmese, Bhutanese, Congolese, Eritreans and Darfurians. "Our refugee caseload is in the midst of a huge change," said Julianne Ramic, Director of Social Services. "Refugees used to arrive to be embraced by intact communities, but none of the refugee groups we are resettling right now have that." Of necessity, NSC provides more intensive services, with a higher level of guidance, to many refugees from these groups. Many refugees now arriving have lived in refugee camps for ten years or more. For these refugees, a pervasive sense of learned helplessness makes resettlement a particularly demanding process.

Another change is that NSC is welcoming refugees who are sicker and who suffer from more severe trauma and torture-related health issues than in the past. These factors strain the resettlement staff's capacity. To meet the challenge, NSC added five AmeriCorps VISTA members, AmeriCorps members, and Jesuit Volunteer Corps members, and will soon have a fourth case manager join our team. NSC also seeks and builds partnerships with graduate social work and public health internship programs; with Wharton School service projects; and with major corporate and non-profit leaders who serve as an employer base for clients.

As an example of how our partnerships extend our ability to provide services and help us build a warm extended community of social support for refugees, in 2009 an AmeriCorps VISTA member coordinated our annual Thanksgiving Celebration for refugees. Two Wharton School service groups brought the food, children's activities, entertainment, prizes and good will. At least 175 refugees, representing all the communities NSC has resettled over the past several years, attended. This fantastic event offered clients a connection to a uniquely American custom, was great fun, and gave at least sixty future corporate leaders a view of both NSC's needs and those of refugees.

Health Access

In 2009 NSC forged partnerships with three local health care providers to meet the health needs of newly arrived refugees. More than 2000 medical appointments were arranged for 389 refugees resettled in the last year, with NSC facilitating transportation and interpretation. NSC's Health Coordinator helped streamline insurance assignment processes and is advocating for a more seamless process of tracking refugee children's immunizations to ensure that school enrollment are not delayed. Another advocacy success for the year was negotiating free or low cost vaccinations for refugees who lose their health insurance before finishing their green card requirements. Student interns were mobilized to write and deliver a refugee health education curriculum, and develop a health orientation PowerPoint and video.

Case Management Services for Survivors of Torture and Trauma

The Survivors of Torture and Trauma project completed its first program year in 2009. The project, which is funded by the United Nations Voluntary Fund for Victims of Torture and benefits from substantial donations of in-kind services and goods, enrolled 44 survivors. Our clients are men, women and children from East and West Africa, the Middle East, the Caribbean, South America and Southeast Asia. Just under half are undocumented and uninsured. We helped clients to obtain housing assistance, continuing education opportunities, public benefits, needed legal representation, and interpretation and translation services. In the project's second year we will expand services, working especially to address urgent needs for culturally and linguistically appropriate mental health care for those in need.

Post-Resettlement Case Management and Employment

The Refugee Re-Employment Transition Center (RRTC) program, which began in April 2007, provides a way to restore hope for families who need employment in order to sustain self-sufficiency. In partnership with EDSI, RRTC served 111 clients in 2009, placing nearly half of them in gainful employment. RRTC also provided case management and ongoing supportive services to these clients.

RRTC provided service to participants with wide-ranging skills, interests, and ethnic backgrounds, including many Iraqi, Burmese and Bhutanese refugees. The participants ranged in status, including 63 refugees, 41 asylees, 5 SIVs, 1 Cuban entrant, and 1 case involving human trafficking.

Training and Technical Assistance – Project SOAR

In 2009 NSC completed the third year of its Project SOAR collaboration with the International Rescue Committee. Project SOAR (Strengthening Organizations Assisting Refugees) is a training and technical assistance program for ethnic community organizations.

Our activities for the year included co-sponsorship of a workshop at which more than 120 ethnic community leaders came together to discuss 'Maximizing Impact: Supporting Refugees Through Innovative Resource Development'. NSC helped organize the event and facilitated sessions. NSC staff also provided 'quick impact coaching' with grantee organizations, which proved to be very successful.

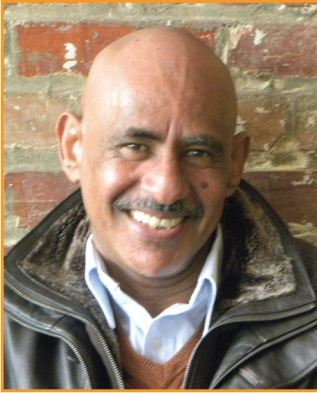
NSC staff conducted field visits and workshops for the Montagnard Human Rights Organization (North Carolina) and Somali International Minorities of America (Minnesota). Our staff conducted consultations with Refugee Family Services (Georgia) and IRC (Arizona). NSC facilitated webinars and conference calls with ORR grantees as a way to provide technical assistance to these organizations. Project SOAR was recently awarded continued funding for another three years. In the coming years NSC will provide technical assistance to 18 organizations.

Ethnic Community Building

NSC's community-building work with the United Achenese of America ended in December 2009. In this project we helped the UAA organize a board of directors; launch a website, blog and Facebook page; organize their first fundraising event and carry out other fundraising activities; and support efforts to mediate conflict.

Another example of our ethnic community building involved support for newly-arrived Burmese refugees, who are from the Karen, Chin and Burman Muslim minority groups. In this work NSC partners with SEAMAAC to assist with case management, facilitation of community meetings, and other activities important to helping build resources within this new community.

“While helping them, I learn too” Akberom, a learner and teacher at NSC



One hot summer day in 2009, NSC social services staff were having difficulty communicating with two Eritrean families who had just arrived: one single mother with two children, and one with three children, including a deaf teenager with no sign language or other communication skills. Both mothers were illiterate, and both families had lived in refugee camps for over ten years. As soon as Akberom, a recent Eritrean immigrant, walked out of his ESL class at NSC that day, staff members called him over to see if he could establish communication.

Akberom spoke very quietly, in a fatherly tone, to the children and their mothers. “It was magical,” Juliane Ramic said, describing the immediate, palpable relief Akberom brought to a chaotic and frustrating scene. “The children became calm for the first time, and began expressing themselves in writing and pictures, enabling us to work with the adults.”

Akberom, who had only arrived in the U.S. in May 2009, became a committed volunteer for NSC from that moment on. Here is his story.

Eritrean born, Akberom went to college in Ethiopia, then returned to work as an agricultural agent, sharing knowledge and materials with Eritrean farmers. Akberom speaks five languages: Amharic, Tigrinya, Arabic, “a little” German, and English. He enjoyed working with rural farmers and speaks of them with respect: “I got good lessons from them, about the soil, about insects...they know more than me.” Akberom’s ability to share his expertise gently, with humility, respect, compassion and helpfulness towards others in difficult situations, seems to characterize his life.

When political and military conditions made life in Eritrea too difficult in 1978, he left and found work with a local relief organization, helping refugee families. “They suffer in the camps,” he said, but “We saved many lives. Some saw loved ones die, but because of us, others lived. We opened schools, and we opened clinics.” In addition to survival needs, Akberom taught parenting skills and dealt with intense cultural conflict.

Half a million new refugees, escaping starvation and war, swelled the camps in 1984. Another desperate exodus grew in 1993, after independence. Altogether Akberom helped other refugees in camps near the Sudan border for over 15 years. He then spent over a dozen years in Germany, helping refugees there and visiting Eritrean refugee friends whenever possible in Holland, Norway, Italy, and Switzerland. All this gave him a sense of the challenges and possibilities for refugees in transition.

When Akberom came as a refugee to the U.S. in May 2009, a newcomer both to the U.S. and to Philadelphia, he quickly found NSC’s English as a Second Language (ESL) classes. “I like it,” he reported, since ESL classes are tailored to his needs. “They gave me an exam, put me in the Intermediate class. I passed that and now I am in Advanced.” He appreciates the emphasis on pronunciation and conversation, as his college-level English had left room for improvement: “I know all the words, but not the phrases, so I am revising my English!”

Just as he needed NSC, the day came when NSC asked for his help for a few minutes. Months later, he is still helping:

Akberom: One day they called me to help them, and when I saw the Eritrean children I knew they spoke Tigrinya. As soon as I spoke to them in their language, they became quiet. They listened, because I know their problems. I worked with refugees for over 15 years, so I know how to explain to them what is happening, what to expect, and what to do. I help the adults too, because when they come here they think “This is America, I will receive everything,” and they don’t think the benefits will end. I tell them about this new culture, and explain to them how to face their situation.

I help NSC’s case managers and I visit these families now twice a week, because they need a lot of help. They expected NSC to do everything for them. Their case manager and I teach them how to use a clock, how to read the sign on the bus, and street signs; we teach them to use the telephone. We also help parents help their children. We teach them how to listen to their children, because their children are going through a lot.

That’s how I became an NSC volunteer! Working at NSC is great because I learn how hospitals and clinics work, how to talk to doctors, and what happens at court. I accompany these families to their appointments; while helping them I learn too. Since I am new, this is good for me.

Now I want to become a community development worker, since I have a lot of experience. Since I speak Arabic I can help with Arabic-speaking communities too. And since I’m Eritrean, I know the whole problem in Eritrea and in Sudan. I hope I can help them even if I start another job. It’s my duty to help.

Education Department

In spite of the struggling economy, NSC added classes in 2009, making our ESL Program more accessible and convenient for learners of all levels. Before, beginners learned on Mondays and Wednesdays, and Intermediate/Advanced classes were held Tuesdays and Thursdays. Now, each level is available each day, enabling students to learn at the level appropriate for them.

In addition to seven levels of basic ESL (Introductory, Beginning 1 and 2, Intermediate 1, 2, and 3, and Advanced), and the Conversation/Pronunciation class, NSC offers three specialized skills classes: Literacy, Basic Writing Skills, and preparation for the TOEFL exam. Teachers, including many students from the University of Pennsylvania and some from Temple, Drexel and other institutions, receive close attention. They are assessed, observed, and given feedback. They start as teaching assistants, so that inexperienced teachers can learn at a pace that supports their skill development.

The Education Department also began working with the Philadelphia School District's Office of Parent, Family and Community Engagement, providing ESL classes for parents of children at Thurgood Marshall in the Logan neighborhood of North Philadelphia. Most students learn about NSC's ESL classes by word of mouth. However, some also hear about us on the Internet or through direct outreach. In our outreach, we explain that our classes are unique in that we have an "integrated skills" approach. While most programs focus either on one skill or a finite set of skills, NSC's program is comprehensive in that its core classes integrate listening, speaking, reading, writing, grammar, pronunciation, and vocabulary skills. "In many of our classes, we have to use a variety of textbooks, as publishers still haven't realized that all of these skills go together!" commented Ellen Polsky, Director of Education.

Literacy students come from around the world, and may experience obstacles to learning not due to any inherent problem, but due to trauma. One student had watched his father murdered, one had walked over mines, and one felt so unsafe in any group that the class felt scary to him. He received one-on-one tutoring until he felt able to join the class. One of the exciting developments in 2009 was the inclusion of a U.S.-born student who had graduated high school but was functionally illiterate in a basic literacy class at NSC.

"His teachers must have given up on him, somehow," says Ellen Polsky, but he was able to make good progress in the NSC class because "he was on exactly the same level" as new immigrants. Besides providing an invaluable service this young adult couldn't find elsewhere, this "makes a tiny step towards integrating communities together who might think they don't like each other" and challenges the conventional wisdom that always separates native and non-native English speakers. This student got a job after studying at NSC for one summer, and continues to enjoy his connection with immigrants and with NSC.

NSC is working hard to raise funds for more students to be able to benefit from badly needed scholarships to ESL classes. Right now three ESL students are homeless. Five are on full scholarship, and some are awarded half-scholarships. Only 8-10 full scholarships are available per season, and NSC is working to make that number grow to meet the needs.

Interpretation and Translation Department

NSC's Interpretation and Translation Department quietly grew by 4.6% during 2009, primarily due to the consistent quality of services provided. This high quality guaranteed repeat requests from existing customers and referrals to other agencies and organizations. Significant new clients in 2009 included Best Nest, Catholic Social Services, and Women Organized Against Rape (WOAR).

For the agencies that we work with, having accurate, confidential and culturally appropriate interpretation is vital. Clients' privacy is firmly protected, and each interpreter signs a confidentiality release. Interpreters often deal with extremely sensitive situations, including contexts in which medical providers, police, or emergency personnel are involved. NSC elicits feedback from the client about interpreters, which helps guarantee the high level of service. NSC maintains its excellent reputation through careful recruiting, screening, and contracting with interpreters and translators, and by ensuring their training is adequate to the contexts in which they work.

The Health Federation of Philadelphia awarded NSC's Interpretation and Translation department a new contract in June 2009. NSC assists the Health Federation by providing interpreters to help train personnel of other entities, including: Police Department interpreting training; Medical interpreting training; and Volunteer Election interpreting training.

NSC was also awarded the Philadelphia Early Intervention interpretation contract in 2009, bringing the whole network of early intervention agencies to work with us, a total of 31 organizations. Other major organizational customers include the Philadelphia Corporation for Aging, Elwyn SEEDS Program, and the Office of HIV Planning.

Dung Huynh, the Coordinator of Interpretation and Translation services, is the longest-serving member of NSC's staff. Assistant Coordinator Elsa Svekla emphasized the value of an in-person interpreter: "The interpreter may need to explain how to use a machine, or how to take medicine," thus accuracy can be a life and death matter. Also, "it's more personal and direct; it's more expressive, and easier to make sense of the meaning; it embraces the whole person, and it's more accurate."

Ms. Hunyh is proud that referrals are increasing, and proud that "We handle everything, we do a good job, and we have a good reputation so we are always getting new clients, and wonderful new interpreters." NSC has about 200 interpreters available, and the staff of two is operating at capacity. "We feel rewarded that people in need are getting services, and at the same time they know that other people care," Elsa described the satisfaction of her work. "Sometimes a call comes at the last minute, an emergency, and we are able to help. That gives them hope. It's rewarding to know services are going to people who really need those services."

2009 Nationalities Service Center Program Data

Legal Department

Number of Clients:	1600
Naturalization:	100
Domestic Violence:	272
Asylum:	112
Family Reunification:	624
Deportation Defense:	416
Other	76
Number Countries Served:	85

Translation & Interpretation Department

Number of Interpretation Jobs:	3834
Number of Interpretation Hours:	9610
Number of Languages:	26

Education Department

Number of New Students:	328
Number of Continued Enrollment:	336
Total Number of Enrollment:	664
Number of Scholarships Granted:	37
Number of Countries:	55
Number of Interns:	8 (288 volunteer hours)
Number of Teachers:	89 (6,250 classroom hours)

Senior Center

Number of Members:	135
Number of Volunteers:	60 (987 volunteer hours)
Number of Lunches Served:	276 (weekly)
Number of Program Activities:	55 types
Number of Countries:	10
Social Service Assistance Provided:	550 contacts

Social Services Department:

Number of Refugees Resettled:	467
Number of Countries:	17
Number of Job Placements:	161
Number of Employment Counseling:	221
Number of Survivor of Torture Program Clients:	44
Number of Volunteers:	58 (2983.7 hours)

Financial Summary

FY09 (June 1, 2008 to May 31, 2009)

Revenues and Expenses

Revenues

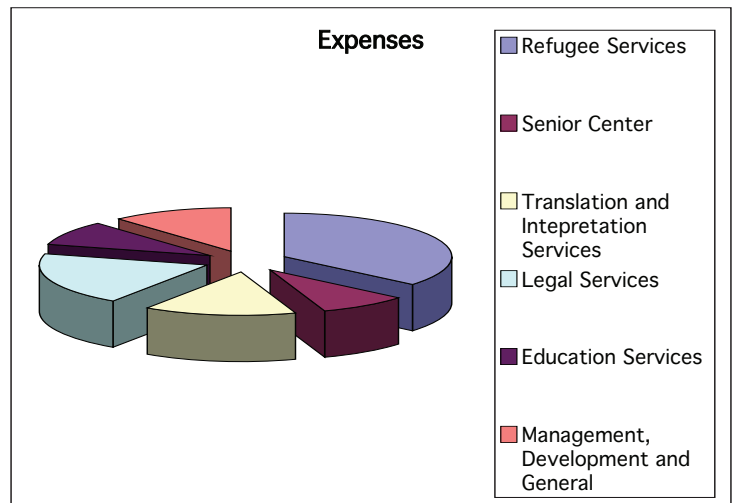
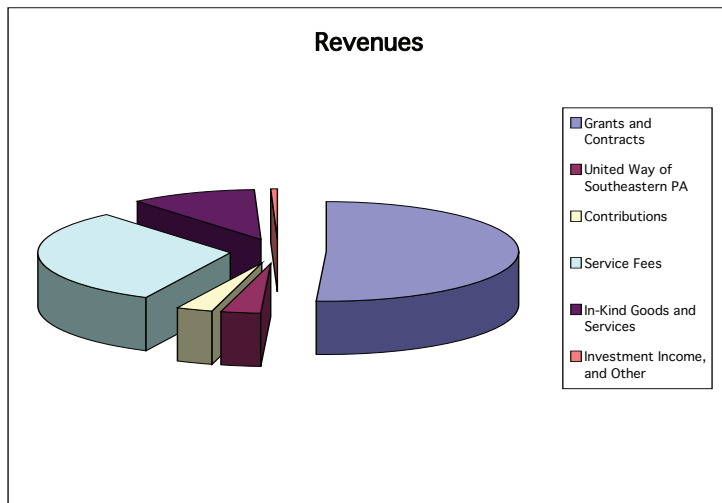
Grants and Contracts	\$ 1,682,188.00	51%
United Way of Southeastern PA	\$ 118,193.00	3.5%
Contributions	\$ 99,986.00	3%
Service Fees	\$ 1,050,196.00	32%
In-Kind Goods and Services	\$ 348,539.00	10%
Investment Income, and Other	\$ 16,238.00	0.5%
Total Revenue	\$3,315,340.00	

Expenses

Refugee Services	\$ 1,225,595.00	36%
Senior Center	\$ 296,206.00	9%
Translation and Intepretation Services	\$ 494,832.00	14%
Legal Services	\$ 672,024.00	20%
Education Services	\$ 316,530.00	9%
Management, Development and General	\$ 394,388.00	12%
Total Expenses	\$3,399,575.00	

Exces or (deficiency) of revenue over expenses \$ (84,235.00)

Financial data from FY2009 audited financial statements available on our website.



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