ANNUAL REPORT 2018

Helping immigrants and refugees from all countries establish roots and gain self-sufficiency
Letter from the President & CEO

Looking back, 2018 was a year of leadership and excellence. We served over 10,000 individuals in areas of employment, youth services, health, education, translation and interpretation, domestic violence and human trafficking and case management and referral services.

Our new East Adult Center opened at the end of the year and has proudly served more than 17 countries since November. ETSS Mental and Behavioral Health Navigators and Foreign Trained Immigrant and Refugee pilot projects successfully transformed into programs. Our youth program is still strong, and we are adding new partners.

With 12 locations, over 185 employees, 47 partners and 225 volunteers, ETSS has the reach and expertise in community development to promote positive social change. Throughout Central Ohio, ETSS offers New Americans the integration support they need to transition well into their new communities, help them to feel at home, and develop a sense of belonging. I thank my Board, staff, funders, community-based partners and volunteers for providing an opportunity to help and serve the New American communities.

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Tatjana Bozhinovski, East Site Coordinator

Leul Samuel, IT Manager

Jared Buerger, Lilu Terefe & Kendra Cobb, Lead Youth Program Coordinator

Kathleen Gibbons, Business Manager of Social Enterprise
At ETSS we strive to serve immigrants and refugees where they are and provide them with the tools they need to thrive in their new homes in Central Ohio. Our programs address community needs including youth education and engagement, mental health awareness, job placement and training, English language learning, citizenship and family safety. We work hard to be engaged and respond to the changing faces and needs of our community.

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ETSS Youth Programs served over 1,200 youth ages 5-24 in 10 locations throughout Central Ohio in 2018. Youth Programs are year-round with the After School Programs and the AMP Youth Employment programs during the school year and the Youth Enrichment Camp and Youth Internships during the summer months. The Youth Department strives to engage youth at all ages on topics of education, career and college readiness, Social Emotional Learning (SEL), STEM and cultural awareness. We work with youth to help them learn skills they can take to their schools, jobs and communities. We also engage parents in Parent Advisory Councils to increase parent participation and knowledge about students work in our programs and in their schools. We want our immigrant and refugee youth to be informed students, citizens and employees who have the skills to work towards their goals and dreams.

Our Youth Programs:
- After School Program (K-12)
- Summer Youth Enrichment Camp (K-8)
- AMP Out of School Youth Employment Program (ages 16-24)
- AMP In School Youth Employment Program (ages 16-24)

2018 Youth Program Stats

<table>
<thead>
<tr>
<th>Program</th>
<th>Youth Enrolled</th>
<th>Locations</th>
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<tbody>
<tr>
<td>After School Program</td>
<td>547</td>
<td>7</td>
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<tr>
<td>Summer Camp</td>
<td>465</td>
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“Character skills that I call on in my daily life such as patience and service, were refined by what I learned in ETSS youth programs. I accept the challenge of dreaming big and always hoping for change. I strive to be someone who helps others no matter the struggles they are facing.”

- Awi Sung

Awi Sung is an ETSS Youth Program superstar! Awi has been in the ETSS After School Program, Summer Internship Program and this year she was the emcee at the Annual Youth Summit where she spoke in front of over 400 immigrant and refugee youth. Awi came to the United States from Burma when she was only 11 years old and didn’t speak English. It was hard and scary at first but her love for reading, her community, and her mentors from ETSS really helped her succeed! Awi is a senior at Columbus Alternative High School and getting ready for college. We can’t wait to see what she does next!
ADULT PROGRAMS

ETSS served 2,302 visitors at four sites throughout Central Ohio. The programming for Adult Services includes ESOL classes, Citizenship classes, job training and placement and referral services. The adult program also hosts Celebrate One community connectors for maternal health and case management. In 2018, the Adult Department piloted two programs: mental health outreach and employment certification, to better serve the community. The Community Navigators Mental Health Outreach educates immigrants and refugees on mental health resources and the Foreign Trained Professionals program provides training and certification for individuals who are highly skilled and underemployed. Our Adult Programs strive to connect immigrants and refugees with the knowledge and skills they need to live healthy and self-reliant lives in the US.

Our Adult Programs:
- ESOL Classes
- Citizenship Classes
- Job Training & Placement
- Community Navigators Mental Health Outreach
- Foreign Trained Professional
- Celebrate One Connector

2018 Adult Program Stats

Enrolled in ESOL and Job Training

310

Served at North Site Food Pantry

480
“I studied very hard and I made friends in class from all over the world. Now I help my family members translate and I know English helps me live in America.” - Zoia

Zoia (pictured above, right) is a graduate of ETSS Adult ESOL classes. Zoia and her husband came to the U.S. two years ago as refugees from Ukraine. As is the case for most refugees that come to the US, Zoia was faced with the daunting task of learning English. She was placed in the ESOL classes at the West Adult site. Tatjana Bozhinovski, Zoia’s English teacher at ETSS, says that Zoia had to start with the ABCs but she was a dedicated student and a role model in class. Zoia filled 5 notebooks with her English notes! Zoia quickly picked up the language, translated for her family and got her driver’s license in just 4 month. Today, Zoia has her own apartment and a steady job. She plans to work on getting her citizenship in the U.S. so that her children can join her in her new home.
The ETSS Family Care Department serves immigrants and refugee survivors of domestic violence and human trafficking through advocacy, case management and educational presentations. The Family Care Advocates listen to a clients story, help them develop a safety plan and work alongside them throughout their journey. The advocates accompany clients to doctor’s appointments and legal proceedings, find housing, assist with transportation, secure jobs and connect clients with community resources. The department is also committed to providing New Americans with tools and information needed to recognize and combat domestic violence. They do this through educational presentations tailored to fit the audience. The goal of the Family Care Department is for the community to be informed and clients and their families to be safe, secure and independent.

Family Care Department Programs:
- Advocacy and Case Management
- Educational Presentations

2018 Family Care Department Stats

- Primary Victims Served: 112
- Secondary Victims Served: 145
“I have a hard time expressing the many ways Amy and ETSS have helped me. They provided me with support at my lowest moments, dealing with domestic violence. I lost all of my belongings and they provided me with clothes. They helped me get funding for my citizenship, which helped me move on with my life. My citizenship was a road block that kept me in a victim state. I am now a survivor, and I thank and love them for being there for me. They saved my life.”
COMMUNITY INVOLVEMENT

ETSS is engaged in the immigrant and refugee community in Central Ohio. We know that the way to serve and advocate for our clients is to partner with leaders and organizations in the community to learn and provide the programming they need. We strive to have engaging programs, educate the community and organize platforms for immigrant and refugee voices.

ANNUAL YOUTH SUMMIT

The 2018 Youth Summit was a fun and educational day for over 500 youth to engage in activities at the Ohio History Center. The Youth Summit is the culmination of the ETSS Summer Youth Enrichment Camp. Students from every summer camp site come together for the event. It is a day of multicultural understanding, skill building, workshops, engaging activities and cultural performances. Youth also take part in a soccer tournament and enjoy foods from many cultures. This year’s theme was Climb the Summit and the keynote speaker was Haley Kuproski, a young woman who runs her own nonprofit donating computers and technology to children in need abroad and in the US. This event is always a day of fun and positive energy!

NEW AMERICAN ADVISORY COUNCIL

The New American Advisory Council was formed by Franklin County Commissioner Kevin Boyce in 2017 with the goals of identifying the needs of immigrants and refugees in Central Ohio, educating the community about New Americans and creating solutions to assist in integration efforts. ETSS serves as the fiscal agent in this group made up of nonprofits, faith-based organizations, private and public agencies and governmental agencies. The NAAC hosted the 3rd Annual New American Forum which promotes a dialogue about New American communities and their inclusion in Central Ohio.
FOREIGN TRAINED PROFESSIONALS SURVEY

In 2018, ETSS partnered with United Way of Central Ohio to create and administer a survey to over 300 immigrants and refugees throughout Central Ohio. The survey measured data on employment rates and underemployment in the immigrant and refugee communities. The survey illustrated data on the high number of individuals who were trained abroad and are now underemployed in the US. The survey helped ETSS create a program that helps individuals find employment and credentials to boost their income and support their families.

CARE COALITION

ETSS is committed to becoming a Trauma Informed organization. We have two staff members who are certified Trauma Informed Care trainers and serve on the Steering Committee for the Columbus CARE Coalition. These staff members are actively incorporating the Trauma Informed Care principles into ETSS programming as well as presenting the information and techniques to schools and other organizations in Central Ohio. We are doing our part to make Central Ohio a more resilient and trauma-informed community.

OHIO MIGRANT AND REFUGEE LEADERSHIP ACADEMY

The Ohio Migrant and Refugee Leadership Academy was a two-day leadership and civic engagement workshop for 20 immigrant and refugee leaders from throughout Ohio. ETSS partnered with the BCCO, other community leaders and LIRS, a national refugee resettlement agency, to form a planning committee for the event. The participants in the workshop were from Cincinnati, Cleveland, Dayton and Columbus. The participants spent the first day in workshops on topics focusing on community organizing and advocacy. The second day participants went to the State House for a Q&A with legislators and to advocate for their community. The group plans to maintain a coalition to organize and advocate for immigrants and refugees in Ohio.
Evening of Promise

The 2018 Evening of Promise annual fundraiser was a wonderful evening of celebrations and inspiration. This year we held the event at Villa Milano and it was a beautiful space for over 350 guests. Guests took part in a silent auctions and Raise the Paddle event while they enjoyed a delicious dinner and awards ceremony. New to the event this year was a live auction of a purple purse designed by Serena Williams as part of the All State Purple Purse Fundraiser; all proceeds from the live auction went to the ETSS Family Care Department. We also added a live performance by a Macedonian dance group and a dessert table with desserts from all around the world. Throughout the night we honored five community champions who have been tireless allies in our work for the immigrant and refugee communities of Central Ohio. We were honored to host Lisa Courtice, President and CEO of United Way of Central Ohio, as our keynote speaker. We are lucky to have her support!

Community Champions

Advocate for Youth
Pastor Marc Schroeder, Retired Pastor of Prince of Peace Lutheran Church

Advocate for the Community
Theresa Saelim, VP of Community Development at PNC Bank

Advocate for Strategic Direction
Judy Czarnecki, founder of Centripetal Strategies

Advocate for Law
Neal Barkan, Partner at Barkan Meizlish, LLP

Advocate for Girls
Donna Hughes, Retired Director of Community Development at Girl Scouts of Ohio’s Heartland

(Pictured above, left to right: Lisa Courtice, Donna Hughes, Judy Czarnecki, Dr. Seleshi Asfaw, Pastor Marc Schroeder, Theresa Saelim)
Thank you to all of our sponsors! You make this event possible!

**Gold Sponsors:**
Asplundh Tree Experts  
Ohio Capital Corporation for Housing (OCCH)  
Molina Healthcare of Ohio  
United Way of Central Ohio

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Dr. Nega Debela  
Kathleen Gibbons  
Jaquanas  
The Kellner Family  
Multiethnic Advocates for Cultural Competence (MACC)  
YMCA of Central Ohio

Thank you to all of the individuals and businesses who made in-kind donations for our silent auction. We greatly appreciate your contribution!
Financials

Funders

Franklin County Commissioners administered by Franklin County Department of Jobs and Family Services
City of Columbus Department of Development
The Ohio Attorney General’s Office
ResCare Workforce Services
ADAMH
The Columbus Foundation
United Way of Central Ohio
The Ann Sherry Foundation
City of Columbus Department of Education
Columbus Public Health Celebrate One
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Ohio GuideStone
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Columbus State Community College
Cover My Meds
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Independent Property Management
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JC Penney
JP Morgan Chase
Molina Healthcare of Ohio
Nationwide Children’s Hospital
Ohio Capital Corporation for Housing
OSU Wexner Medical Center
Park National Bank
Community Partners

Accelerated Moving and Storage, Inc.
African Youth League
Alpha Kappa Alpha Sorority, Inc.
American Red Cross
Asha Ray of Hope
Asian American Social Services
Bhutanese Community Center of Ohio
Boy Scouts of America
The Buckeye Ranch
Capital University
CARE Coalition
Central Ohio Rescue and Restore Coalition
CHOICES
Children’s Hunger Alliance
Christian Assembly Church
Central Ohio ESL Consortium
City of Columbus- Department of Neighborhoods
City of Columbus Recreation and Parks
Clintonville Moms
Community Refugee and Immigration Services
Communities in Schools
Columbus City Schools
Columbus Council on World Affairs
Columbus Metropolitan Libraries
Columbus Museum of Art
Columbus Police Department
COSI
Columbus SOUP
Crime and Trauma Assistance Program
Deaf World Against Violence Everywhere
Divas with Dollars
Franklin County Metro Parks
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Future Ready Columbus
Girl Scouts of Ohio’s Heartland
The Graham School
Green Spot
Heritage Apartments
Human Services Chamber
Indian Creek Apartments
Iraqi Community of Ohio
Jewish Family Services
Legal Aid Society of Ohio
Multiethnic Advocates for Cultural Competence
New American Advisory Council
Ohio Afterschool Network
Ohio Dominican University
Ohio Environmental Council
Ohio History Connection
Ohio Living Westminster-Thurber
The Ohio State University
Prince of Peace Lutheran Church
Reynoldsburg Libraries
Serenity Home Healthcare Services
Sexual Assault Response Network of Central Ohio
St. James Lutheran Church
St. Vincent’s Family Center
Springstone, Inc.
Transit Arts
US Together
Wadijir Social Services
Youth for Human Rights
YMCA of Central Ohio
Zomi Christian Church
ETSS LOCATIONS

MAIN OFFICE: 1060 Mount Vernon Avenue, Columbus, Ohio 43203

YOUTH PROGRAM SITES

East: Prince of Peace Lutheran Church  
530 McNaughton Road  
Columbus, OH 43213

West I: Eakin Elementary School  
3774 Eakin Road  
Columbus, Ohio 43228

West II: Wedgewood Middle School  
3800 Brigs Road  
Columbus, Ohio 43228

West III: Emerald Glen Apartments  
930 Regentshire Drive  
Columbus, Ohio 43228

Hilliard: St. James Lutheran Church  
5660 Trabue Road  
Hilliard, Ohio 43228

North I: Zomi Christian Church  
5918 Sharon Woods Blvd  
Columbus, Ohio 43229

North II: Columbus Global Academy  
4077 Karl Road  
Columbus, Ohio 43224

Northeast I: The Heritage Apartments  
2444 Gatewood Road  
Columbus, Ohio 43219

Northeast II: East Linden Elementary  
2505 Brentnell Blvd  
Columbus, Ohio 43211

Urbancrest: Bending Brooke Apartments  
2584 Augustus Circle  
Urbancrest, Ohio 43123

ADULT PROGRAM SITES

East: Prince of Peace Lutheran Church  
588 McNaughton Road  
Columbus, OH 43213

West I: Hollywood Plaza  
4107 West Broad Street  
Columbus, Ohio 43228

North I: Christian Assembly Church  
4099 Karl Road  
Columbus, Ohio 43224

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