



Nationalities Service Center Brief Program Descriptions and FAQ

Our Mission

NSC welcomes and empowers immigrants to thrive in our communities and pursue a just future.

About Us

NSC provides comprehensive trauma-informed and client-centered services to immigrants and refugees. Our dedicated staff is committed to ensuring that each of our clients receives high-quality holistic care.

No-Cost Services for Qualifying Clients

Please Note: Although we do not currently provide general case management, NSC has multiple programs designed to meet the specific needs of immigrant and refugee clients. So that we can best direct your inquiry, please review our program summaries below.

Resettlement Programs

RESETTLEMENT provides comprehensive services to empower newly arrived refugees with support, equip them with skills necessary to achieve economic self-sufficiency, and place them on a path toward integration. NSC will greet a refugee at the airport, take them to a furnished apartment, and provide a hot meal and food staples. Our team will help clients apply for Social Security cards, register for temporary benefits, and enroll in school and English as a Second Language.

ADJUSTMENT OF STATUS ASSISTANCE provides assistance to refugees to help them adjust their status to legal permanent residents. This includes light case management to prepare the proper documentation and appointments with lawyers to assist in completing the I-485 application. NSC also has some mechanisms for assisting clients in preparing for and applying for citizenship.

Please contact Adi Altman aaltman@nscphila.org and Leyla Dursunova ldursunova@nscphila.org

Education and Employment Programs

MATCHING GRANT (MG) helps enrollees attain economic self-sufficiency through the provision of comprehensive casemanagement and services leading to employment within 180 to 240 days after their date of eligibility for the program. The client must achieve self-sufficiency without accessing public cash assistance. Enrollment is available to all Office of Refugee Resettlement (ORR) eligible populations meeting the minimum employability requirements; this includes refugees, asylees, Cuban and Haitian entrants, Afghan Humanitarian Parolees, certain Amerasians from Vietnam, victims of severe forms of trafficking, and Special Immigrant Visa (SIV) holders. Refugee clients must be enrolled within 31 days of becoming eligible – and all other eligible populations, within 90 days – to ensure adequate services are provided and self-sufficiency is achieved and maintained within the period of eligibility. Please contact Katie Tan at ktan@nscphila.org.

EMPLOYMENT READINESS PROGRAM(ERP) extends post-resettlement services to refugees and asylees who have been in the United States within 5 years. Enrollment is available to all Office of Refugee Resettlement (ORR) eligible populations meeting the minimum employability requirements. Clients collecting RCA/TANF will work with the County Assistance Office to garner a referral. The program provides case management, ESL, job placement, career coaching and upgrade support. Please contact Banna Gebre at bgebre@nscphila.org.

YOUTH CAREER READINESS PROGRAM (YCRP) assists youth with or without their high school diploma in achieving their goals, earning a family sustaining wage, and excelling in Philadelphia. The program is geared specifically towards youth who have at least an intermediate English proficiency level and who are ready to immediately start postsecondary education or occupational skills training program. YCRP is available to youth ages 16-24 who reside in Philadelphia, are currently not enrolled in school, and are work authorized. YCRP clients receive case management support and financial assistance. Please contact Megan Jenkins at mjenkins@nscphila.org.

REFUGEE CAREER PATHWAYS PROGRAM (RCP) assists clients to launch successful careers beyond their first jobs in the US. Clients enrolled in RCP receive many benefits including individualized career planning, industry specific vocational English, occupational training, job readiness, employment placement assistance and client incentives. Clients will be able to design a personalized career map and enroll in a training or certification program that will help them achieve upward mobility. Eligibility requirements: ORR eligible, arrived in the US on or after March 2015 and have an intermediate to advanced English level. Please contact careerpathways@nscphila.org.

Survivor Services Programs

The Survivor Services Programs aims to provide comprehensive supports, a path for healing, and to empower the communities we served by providing services that are multilingual, culturally responsive and trauma informed.

BRIDGE TO WELLNESS (BTW) provides legal immigration services and case management supports to immigrant survivors of crimes and their families who experienced domestic violence and interpersonal violence. The program ensures survivors have access to comprehensive medical, legal, social, and mental health services to promote self-sufficiency and achievement of client developed goals. Please contact our Coordinator at survivorservices@nscphila.org

ANTI-HUMAN TRAFFICKING (AHT) provides legal immigration services and case management supports to survivors of sex and labor trafficking including access to comprehensive medical, legal, social, and mental health services. Our team also conducts trainings for medical and social service providers as well as outreach. Please contact our Coordinator at survivorservices@nscphila.org.

PHILADELPHIA PARTNERSHIP FOR RESILIENCE (PPR) a collaborative program between Nationalities Service Center and HIAS Pennsylvania, is the only survivors of torture program in Pennsylvania. PPR offers torture survivors and their families with access to intensive case management, legal services, group work, mental health, employment and ESL access, housing support, and art-based services and advocacy projects through in-house programs and referrals to outside agencies. Please contact our Coordinator at survivorservices@nscphila.org

COMMUNITY BUILDING: Our goal is to create a community that responds to the unique needs of immigrant victims of crime by: Providing training and working closely with our many community partners in law enforcement, victim service providers, advocates, city agencies and others; Participate in coalition and task force activities; Provide technical assistance
To request a training or technical assistance supports please contact bnogales@nscphila.org

Health and Wellness

HEALTH ACCESS provides support to newcomers including access to health care, health insurance enrollment, health related needs assessments, referrals, health system navigation and advocacy for clients. Please contact Rezwan Natiq at rnatiq@nscphila.org.

WELLNESS provides onsite clinical therapy and holistic services including acupuncture, massage, reflexology, and yoga as well as support, psycho-educational, and peer led groups. Clients must be enrolled with a NSC case-management program to receive on-site therapy services. We cannot accept outside referrals for therapy. Please contact Gwen Soffer at gsoffer@nscphila.org.

YOUTH WELLNESS provides a series of workshops, which teach youth participants (14-24 years old) skills to effectively communicate within their relationships, resolve conflicts, solve difficult problems, and address financial concerns. Workshops include Ready4Life (R4L), Wellness Workshops, Students Run Philly Style, and more. During the R4L program, NSC provides brief referral-based case management to refer clients to needed resources. Please contact Colin MacFarlane at cmacfarlane@nscphila.org

ENGLISH FOR SPANISH SPEAKERS (YOUTH ages 14-24) is a series of 8 classes that are geared towards new English language learners. To be eligible for the program, the client must be between the ages of 14 to 24 and be a native speaker of Spanish. Please contact Colin MacFarlane at cmacfarlane@nscphila.org.

INNOVATIVE SUPPORT PROGRAM FOR IMMIGRANT AND REFUGEE EMPOWERMENT (INSPIRE)

provides support to immigrant and refugee individuals and families with extensive healthcare needs, including developmental disabilities, through case management and occupational therapy support. Services include coordination with medical and mental health providers and school and educational supports, as well as advocacy and linkage to supportive services, including Supplemental Security Income, Medical Assistance transportation, IDS, and waiver services. Please contact Kara Friesen at kfriesen@nscphila.org.

YOUTH GROUP

Provides a setting in which students (ages 15-21) can grow and build friendships, have open conversations, and learn new skills related to their educational and life goals in the US. Youth Group hosts 8-12 week-sessions in conjunction with the school semesters and summer break, during which the group meets weekly. Occupational Therapy students from Jefferson University co-facilitate meetings and lead activity-based interventions to help promote well-being, client education, participation in meaningful occupations, and life skill development. Youth Group hosts community outings and service projects throughout the year in order for immigrant youth to explore their communities and give back. For more information about Youth Group, contact Nasiba Hussaini at nhussaini@nscphila.org.

Literacy Programs

FAMILY LITERACY provides targeted supports to families with at least one child under 8 years of age. It is open to families who speak either Dari, Pashto, Swahili, Kinyarwanda, or Arabic. Enrolled families learn skills to enhance parenting and literacy skills and ideas to help promote their children's educational development. The program provides English instruction, parent enrichment classes and interactive literacy activities. Please contact Raghad Ayoub at rayoub@nscphila.org.

Fee For Service

LEGAL provides legal representation to low-income individuals in matters of immigration law. Please call to inquire about walk-in legal hours. 215-893-8400.

EDUCATION provides student-centered English classes for all levels. Students' language skills are assessed at registration for placement into the correct level. All our classes are open to the public for a fee. We offer both in-person and virtual (student must feel comfortable with using zoom) classes. *In-person classes are still on hold due to the covid restrictions.* Please contact Betsy O'Neil Smith at boneilsmith@nscphila.org.

INTERPRETATION AND TRANSLATION provides culturally appropriate interpretation and translation services for clients in medical, pharmaceutical, technological, marketing, advertising, educational, legal, government and nonprofit industries. Email translation@nscphila.org

TRAUMA-INFORMED TRAININGS: NSC offers a Trauma Certificate Program, Trauma-Informed Case Management Certificate Program, and Mental Health Interpreter Training. These trainings are open to the public and are geared toward immigrant serving service providers. Please contact Gwen Soffer at gsoffer@nscphila.org for more information and fees.

FAQ

What population does NSC serve? Each year, NSC serves 5,000 immigrants, refugees, asylum seekers, survivors of torture, survivors of domestic violence and crimes from 120 countries.

Does immigration status affect referrals? NSC serves clients regardless of immigration status. Some programs have restrictions on who they serve; however, so please refer to Brief Program Description.

Does NSC offer case management? NSC does not offer general case management; however, clients enrolled in our programs receive case management.

When is an individual or family eligible for NSC programs? To determine eligibility, please refer to Brief Program Description and contact the appropriate staff member listed.

What is NSC's referral process? External providers can email the program lead listed in the Brief Program.

Does a client have to be referred by an external provider? No. Clients can self-refer by either emailing the program lead listed on the Brief Program Description or calling NSC to request more information

Does NSC offer housing, employment, and mental health, and physical health services? Clients must be enrolled in an NSC case management program to receive these specialized services.

How long do clients typically stay enrolled in a program at NSC? Clients typically are enrolled for 3-12 months; however, some may be enrolled for longer depending on program guidelines and individual circumstances.

Does NSC have walk in hours? NSC does not take walk-in clients and all clients must have an appointment.

Does NSC provide emergency assistance? NSC does not provide emergency assistance. Normal working hours for non-emergency inquiries are M-F, 9am-5pm.

Does NSC provide language interpretation? NSC provides language interpretation in all languages.