



Nationalities
SERVICE CENTER

2017 Annual Report



**WELCOMING
THE WORLD**
to Philadelphia since 1921

Our Mission

Nationalities Service Center (NSC) prepares and empowers immigrants and refugees in the Philadelphia region to transcend challenging circumstances by providing comprehensive client-centered services to build a solid foundation for a self-sustaining and dignified future.

Our Values

NSC is a non-sectarian organization. As such, we serve all immigrants and refugees in need of our services without regard to immigration status, nationality, race, religious beliefs, class, age, gender or sexual orientation or political opinions. We endeavor to serve all clients with dignity and respect, guided solely by their presenting needs and a commitment to keep them free from harm or exploitation. NSC staff serve all clients to the best of our ability and hold no group in “special status” with regards to services provided. We do not accept donations to provide services only for one particular group as we strive to meet the needs of our clients indiscriminately.



A Peek Inside ...

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Looking Back on 2017

Dear friends,

On behalf of the staff, volunteers and Board of Trustees of Nationalities Service Center (NSC), we are pleased to present NSC's 2017 Annual Report.

While 2017 may well have been the most challenging year in our 97 year history, we have been able to look back and see the incredible commitment and collaborative spirit that many in our sector have demonstrated in spite of the threats we have faced. Here are just a few highlights from the year:



- ☞ In addition to continuing to provide services to 265 newly-arrived refugees, NSC also streamlined provision of its core services to serve more effectively those refugees who had already settled here in Philadelphia.
- ☞ We expanded our efforts to help immigrants adjust their status to achieve the most permanent status possible for them and move closer to citizenship.
- ☞ NSC also launched the Bridge to Wellness program, providing additional supports for survivors of domestic violence, and started a partnership with Council for Relationships to provide clinical counseling for clients on-site.
- ☞ We also doubled our base of supporters and had a record number of volunteer inquiries as the community reached out to us to offer their help in serving our clients who made their way to our doors from more than 114 countries.

We were also incredibly saddened by the loss of Lorle Wolfson, a long-time volunteer and advocate of NSC who embodied the spirit of NSC. A former refugee herself, Lorle was committed to the mission of NSC, serving as a volunteer, Board member, and supporter of NSC. She encouraged and inspired others to get involved in the critical work of NSC over several decades, and she will be greatly missed by us all.

We are so grateful for the staff, Board of Trustees, volunteers, interns and other skilled professionals who make this incredible work possible. Their compassion, empathy, expertise and dedication are evident in the quality of the services they deliver every day to each client who walks through our doors.

Of course, none of this would be possible without you, our donors and partners. We are deeply grateful for the support you have offered to keep this critical work going during these repeated assaults on the families

of immigrants and refugees and the programs that serve them as well. Yes, it has been a challenging year. But thanks to your support, we are here, stronger in new places, and ready for what's next.

Kind regards,

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Executive Director

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NSC by the Numbers

530

Clients served through specialized case management in programs for **survivors of torture**, refugees with high medical needs & women impacted by female genital cutting or domestic violence



1,093

Number of **health access activities**, including medical appointment, on-site health screenings, health orientations & health insurance enrollment



744

Individuals supported through **innovative wellness activities** including support groups, yoga, mindfulness & art



199

Clients placed in **full- or part-time work** with an average wage of \$9.91



272

Refugees resettled from countries including Syria, DRC, Ukraine, Pakistan, Afghanistan, & Eritrea



78

people reunified with their family in Philadelphia



55

survivors of human trafficking served through case management & legal services



593

people reached through **anti-trafficking** trainings & presentations



1,155

clients served through **legal services & clinics**



5,463

Interpretation & translation jobs completed



507

Students enrolled in ESL classes



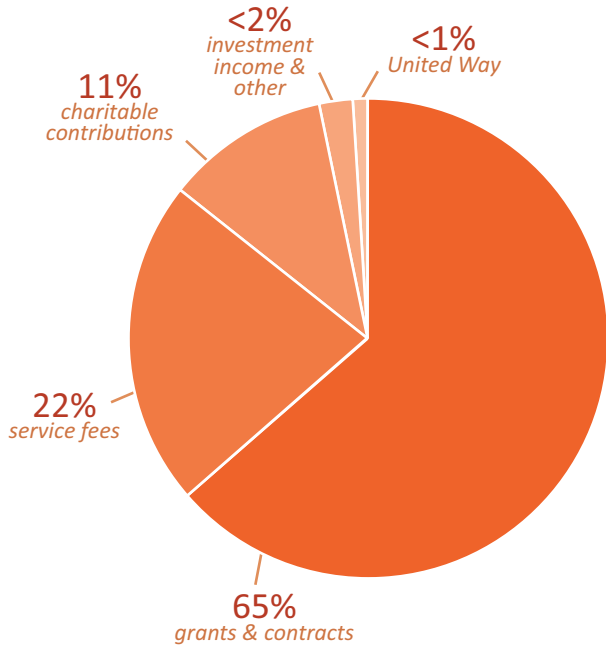
95

Volunteer teachers for ESL classes



2017 Financials*

Revenue

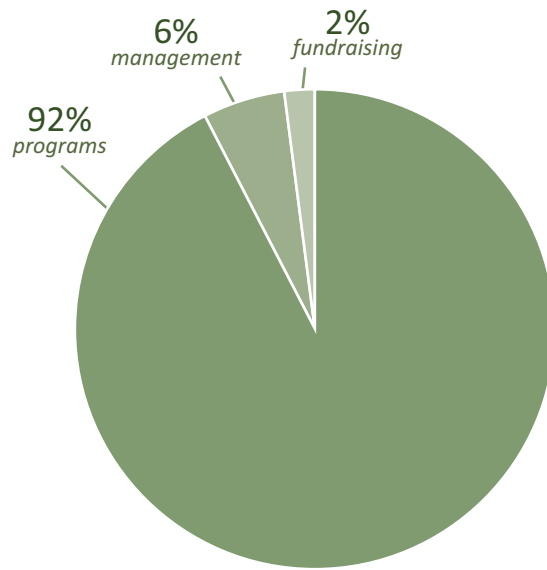


Grants & Contracts	\$3,646,097	65%
Service Fees	\$1,222,449	22%
Charitable Contributions	\$650,351	11%
Investment Income & Other	\$104,818	<2%
United Way	\$5,922	<1%

Total \$5,629,637

Note: NSC also received in-kind goods & services in the amount of **\$955,303**, in the form of volunteer & pro bono hours, goods, etc.

Expenses



Programs	\$5,032,066	92%
Management	\$299,938	6%
Fundraising	\$108,175	2%

Total \$5,440,179



* 2017 financials cover fiscal year from 6/1/16 to 5/31/17

Thank You to Our 2017 Supporters!

NSC is committed to working with immigrants & refugees in the Philadelphia region to build a solid foundation for a self-sustaining & dignified future. Our critical work would not be possible without the generous contributions from these individuals, businesses, & foundations.

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