A Letter From The Executive Director

Every day, Dorcas International welcomes and supports a diverse, multicultural community of newcomers and New England residents who benefit from its wide range of programs and services. With the additional support of our community advocates and donors, we are able to change the lives of thousands of our neighbors by providing services that meet a variety of critical needs.

Today, during a time when changes to immigration policies are frequent and there is a growing backlash against those seeking to build new lives in our country, we push for equality and advocate for human rights as the leader of immigration services here in RI.

Our team is here to uplift, support, and assist those who need it most.
Thanks to supporters and advocates like YOU and our passionate volunteers, interns, and mentors, we are able to change lives and respond when there is a need for support. Our caring and reliable team of donors, supporters, staff, and volunteers is key to our success as an agency.

This year alone, we had nearly 200 volunteers contribute almost 12,000 hours of their free time to help assist countless families and individuals here at Dorcas International. With these numbers, we can estimate that volunteers have given us more than one million hours of service during the last 100 years that our doors have been open.

Our volunteers dedicate months and often years of their time, energy, and talents to help uphold our mission — and sometimes in ways that go beyond the work they do here at the agency. For example, a mentor named Sandra Martin assisted a newly arrived Syrian refugee family to resettle here in RI and to open up an award-winning local restaurant called Aleppo Sweets. This restaurant, where Youssef Akhtarini and his family serve delicious baklava and other Middle Eastern foods and treats, has become a local favorite, winning RI Monthly’s 2019 Best of RI award for baklava and being nominated for Bon Appétit Magazine’s The Hot 10: America’s Best New Restaurants of 2019.

In this annual review, we feature incredible individuals, like Sandra, who are passionate about strengthening their community and highlight the amazing work that they have done for countless families and folks in need.

Kathleen Cloutier

Executive Director
Dorcas International Institute of Rhode Island
2019 Report Card

4,600 PEOPLE were supported by Dorcas International’s programs and services this year.

We served more than 1,400 STUDENTS — 42% of them graduated to the next education level, and 4 achieved their GED.

We assisted more than 450 IMMIGRANTS in applying for naturalization — 96% of our clients achieved legal status.

Refugee Resettlement and Case Management helped 970 PEOPLE from 60 COUNTRIES.

This year Dorcas International resettled 96 newly arrived REFUGEES from Burundi, Congo, Rwanda, Syria and Ukraine.

We provided support for 98 UNACCOMPANIED MINORS and their sponsors.

Pinpoint Translation Services’ office in Manchester, NH, grew from a $145,000 business to $236,000! The Pinpoint Providence office has done 18,000 interpreting appointments and 1,330 translation projects this year!
Our Mission

We empower individuals and families, especially immigrants, refugees, and the underserved, to become self-sufficient and fully participating members of our diverse community through innovative programs and advocacy that promote education, training, and cultural understanding.

Our Dorcas International team, the driving force of the agency, consists of dedicated staff, committed board members, passionate volunteers and generous donors. We promote inclusivity and equality and welcome all those who are working to overcome cultural, educational, economic, and language barriers. Newcomers and locals alike have come to Dorcas International for nearly a century, knowing that we are more than just the services we provide. Our incredible and caring team takes every case or inquiry seriously and makes sure to create the best solutions for the individuals who come through our doors. We are a community anchor, a consistent and reliable resource for those who need our help.
Our Volunteers

Our volunteers, mentors, and interns play a critical role in our agency by dedicating their time, energy, and talents to important agency-wide, department-specific, and project-based work. Those we serve directly benefit from the important responsibilities that volunteers take on, such as working as one-on-one tutors, classroom aides, mentors to migrant children and refugees or by assisting with immigration and citizenship applications. Our team exercises great empathy and understanding of the diverse, multicultural populations we work with and have put in countless hours to not only assist clients but to build meaningful relationships. Some volunteers were once clients here themselves and later came back to selflessly donate their time. Our volunteers recognize the importance of their crucial work and frequently commit to volunteering long term, ranging anywhere from three months to 13 years.
Words of Our Volunteers

“Volunteering is at the core of my being, and the need to make a difference, impact, and bring change — no matter how small — to a person or the community is of great importance to me. Dorcas International is an organization that provides that. It provides a plethora of services to the enrichment of our community.”

Ana L., refugee mentor, 2 years

“When I volunteer in ESL classes, I take pride in knowing that I’m part of the education team which helps students learn not only the English language but also about American culture. By establishing a mutual connection of warmth and respect, plus an appreciation for the challenges students face in learning a new language, I make sure that they know I’m in their corner.”

Cynthia D., ESL classroom aide & agency volunteer, 13 years

“Dorcas International’s mission of refugee resettlement and its educational goals inspired me to become a volunteer. My involvement in the Flex ESL class, where we have been able to offer students one-on-one instruction, has been very rewarding. The adults in this class are so enthusiastic about learning and sharing their cultures. Our class is one of friendship and caring.”

Janet B., FLEX classroom volunteer, 2 years

“I decided to volunteer at Dorcas International so that I could provide assistance to people who have made the difficult transition to living here, especially at the present time. I wanted to be able to say to people, through this work, that they are welcomed by our community and that we are happy to help. I’ve been assisting one of the kind and compassionate ESL teachers here. It’s been an honor.”

Alan C., education classroom aide, 1 year

“I was inspired to volunteer at Dorcas International by the well-rounded approach the organization takes when helping people to find their place in RI, particularly the focus on education. It means a lot to me to participate in an organization that cares about its community. It is an opportunity I am truly grateful for.”

Charlotte R., development intern, 3 months
Ubah Kahiye

After being forced to leave her home country, Ubah Kahiye resettled here in Rhode Island as a refugee from Somalia in 2016 with the help of Dorcas International. Over the last three years, she has had to acclimate to a new environment, learn a new language, and build a new life for herself – and she has done all this while simultaneously becoming a well-known and positive presence in the Dorcas International and broader RI community. She spreads kindness and love by sharing her artwork and her story and by helping others. This includes the countless hours she has dedicated to volunteering at Dorcas International as a way to give back to the agency and to support newcomers who arrived after her.

She is frequently present at our events and is often sought out for her beautiful henna designs and colorful abstract paintings. She is a self-taught henna artist who learned techniques from a book when she was a child and uses this talent as a way to earn money.
and to connect with people in the community.

When Ubah is not attending classes, she is often volunteering. She dedicates her free time to helping others by assisting as a translator/interpreter here at the agency or by helping newly arrived refugees find their way around Providence and New England. She provides directions and enjoys showing newcomers local markets with familiar foods and ingredients that remind them of their home countries. Ubah has also accompanied people on the bus or train to help them find their way to important appointments. At times, she has even gone with people to Massachusetts so that they won’t have to travel alone or potentially get lost on the way back.

Ubah’s artistic abilities and kind nature have also helped her connect with newcomers in the Somali Women’s group. For two years, this amazing and therapeutic group was headed by a passionate volunteer named Stephen Brunelli before he moved out of state and Ubah took on a bigger role. Now, she helps keep this important art group together and thriving. The group is made up of women and girls from Somalia and serves as an outlet for artistic expression. The pieces produced in the group vary in concept and medium and reflect reality, personal history, or the imagination. Some of the art is also about finding peace, not only through drawing or painting but, at times, through singing.

Ubah says that she helps newcomers because she knows what it’s like for them to come to a new country and not yet know their surroundings, the common local language, or those in the community.

“I came before them, and I know a little English. So I can help.”

Ubah is always offering her assistance and seeking out new opportunities to help. She is a caring community member and volunteer who has offered her guidance and talent and touched many lives here at the agency.
Jack Tregar grew up in Rhode Island and has watched it evolve and grow over his lifetime. He has spent years connecting with others and finding ways to help people, whether that was through the social work he has done in the past or when he was on a local school board for nearly two decades. Jack is a person who believes in community. Even after retiring from a 30-year long career, Jack hasn’t stopped working with others. It was serendipitous circumstances and a desire to serve that led Jack to Dorcas International.

For the last three and a half years, Jack has dedicated several hours of his week to be a volunteer classroom aide for low level ESL courses and as a GED math tutor. He helps adult learners reach their educational goals while also getting to know them. He asks about their day, their families, and has formed great bonds with the individuals he sees regularly. And Jack, full of energy and a great sense of humor, loves to make others laugh. Knowing laughter is a powerful way to connect.
"It has made me so happy. My connection with these people will never go away."

Jack says that one of his favorite and most wholesome moments here was when he was in class and a group of students who were from the Congo began singing in unison. He was taken aback by this impromptu moment of joy and song and watched as other students started to sing along, even if they didn’t know the language. It moved him. For ten minutes he had listened in awe with others who had gathered in the classroom to witness it as well.

"It was the most amazing thing that I have ever seen in my life."

Jack has also built relationships with our teachers, quickly becoming a reliable classroom aide who is commended for his positive energy and his knack for explaining course material in a way that’s easy for students to understand. In this role, he has developed skills for helping students retain and understand the lessons they learn in class; he makes sure to go over materials at a pace that is best suited and appropriate for the students. Jack does not have an official teaching background in ESL or in a classroom setting, but he says that learning by observation and practice has become a welcomed challenge, and he is constantly working on improving as a classroom aide and tutor. When Jack talks about his time at the agency, he does so with a smile on his face and sometimes even with tears in his eyes. He says that all of his friends and family know about his work here.

"I am so lucky."

Jack says that he is grateful to be a part of the Dorcas International family and to be able to do this important work. To many students, he has become known as “Teacher Jack.” He loves this and feels honored to be seen as a resource for students. Jack is known for his warm nature and amiable personality, and we deeply appreciate his constructive, kind, and patient approach to helping students.
Our Supporters

Dorcas International deeply values its generous donors and supporters who believe in the work we do. This past year alone, we saw a surge in the number of people reaching out and offering to contribute in response to the negative impacts that federal immigration policy changes have had on newcomers that we assist right here in the local community. We could not uphold our mission without your continued support. Your commitment and gifts mean everything.

On the following pages, we acknowledge the private individuals, organizations, and businesses that generously donated to Dorcas International Institute of Rhode Island during the past fiscal year.

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Development Dorcas International Institute of RI, 645 Elmwood Avenue, Providence, RI 02907
For more information, please contact 401-784-8600 or info@diiri.org

VOLUNTEER: For more information, visit diiri.org or email us at: diirivolunteerservices@diiri.org

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## Audited Statement of Activities

**Year ending June 30, 2019, and June 30, 2018**

<table>
<thead>
<tr>
<th>Support, Revenues, and Investment Return Without Donor Restrictions</th>
<th>FY 2019</th>
<th>FY 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support and Revenue:</strong></td>
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</tr>
<tr>
<td>United Way</td>
<td>$226,856</td>
<td>$249,813</td>
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<td>Grants and Contracts</td>
<td>3,644,300</td>
<td>3,102,255</td>
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<tr>
<td>Foundation and Private Grants</td>
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<td>466,929</td>
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<tr>
<td>Tuition and Earned Income</td>
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<td>2,103,535</td>
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<td>Contributions</td>
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<tr>
<td>Other Income</td>
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<td>96,783</td>
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<td><strong>Total Support and Revenue Without Donor Restrictions</strong></td>
<td>6,614,043</td>
<td>6,316,342</td>
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<td><strong>Investment Return</strong></td>
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<tr>
<td>Interest and Dividends</td>
<td>20,396</td>
<td>21,845</td>
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<td>Management Fees</td>
<td>(10,835)</td>
<td>(10,403)</td>
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<td>Net Realized Gains on Sales of Investments</td>
<td>23,543</td>
<td>22,468</td>
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<td>Net Unrealized Appreciation of Investments</td>
<td>24,300</td>
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<td><strong>Net Investment Return Without Donor Restrictions</strong></td>
<td>58,804</td>
<td>57,175</td>
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<td><strong>Net Assets Released from Donor Restrictions</strong></td>
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<td>Contributions Satisfied by Use of Funds for Donor Restricted Purpose</td>
<td>280,876</td>
<td>386,216</td>
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<td><strong>Total Support and Revenue and Other Without Donor Restrictions</strong></td>
<td>6,953,523</td>
<td>6,759,733</td>
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<table>
<thead>
<tr>
<th>Operating Expenses</th>
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<tr>
<td><strong>Program Services</strong></td>
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<td>Education</td>
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<td>Social Services</td>
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<td>Interpretive and Translation Services</td>
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<td><strong>Total Program Services</strong></td>
<td>5,627,177</td>
<td>5,642,337</td>
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<thead>
<tr>
<th>Supporting Services</th>
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<tr>
<td>Management and General</td>
<td>1,240,578</td>
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<td>Fundraising</td>
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<td><strong>Total Supporting Services</strong></td>
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<td>1,325,894</td>
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<td><strong>Total Operating Expenses</strong></td>
<td>7,038,220</td>
<td>6,968,231</td>
</tr>
<tr>
<td><strong>Change in Net Assets Without Donor Restrictions</strong></td>
<td>(84,697)</td>
<td>(208,498)</td>
</tr>
</tbody>
</table>

### Net Assets With Donor Restrictions
- Contributions and Grants: 424,776
- Satisfaction of Program Restrictions: (280,876)
- Interest and Dividends: 4,465
- Net Realized Gains on Sales of Investments: 15,269
- Net Unrealized Appreciation of Investments: 17,208
- Changes in Net Assets with Donor Restrictions: 191,842

**Net Assets: Beginning of Year**
- FY 2019: 4,239,301
- FY 2018: 4,681,902

**Net Assets: End of Year**
- FY 2019: 4,346,446
- FY 2018: 4,239,301

### Efficiency
- Fundraising: 2%
- Management and General: 18%
- Program Services: 80%

### Program Services
- Education: 31%
- Citizenship and Immigration: 21%
- Refugee/Social Services: 26%
- Interpretation and Translation: 23%
GET INVOLVED
DONATE
VOLUNTEER
SPREAD THE WORD

Dorcas International Institute of RI

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Photographs Courtesy of Mayker J Duran