



WHERE HOME BEGINS AGAIN

Annual Report 2010



TO PROVIDE REFUGEES WITH THE  
RESOURCES AND SUPPORT THEY  
NEED TO BECOME SUCCESSFUL,  
ACTIVE AND CONTRIBUTING  
MEMBERS OF THE WESTERN NEW  
YORK COMMUNITY.

-Journey's End Purpose Statement



# A Year of Growth and Opportunity

Over the past year Journey's End has appreciated the tremendous warmth and commitment the community has shown the refugees we serve and our organization as a whole. It has been a year of many positive changes and challenges. As an organization we continue on a healthy growth track as we expand and develop new programs. With growth come responsibilities. As an organization we are always working to update, improve, modify and redefine how

we conduct business in a way that best suits our clients' needs and our responsibilities.

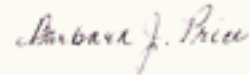
Last July Journey's End moved for the first time in nearly twenty years. Moving was a necessity and it has provided us with wonderful opportunities and new partnerships to better assist our clients and customers. Our new classrooms have allowed us to provide English skills training that focus on the specific needs of newly arrived refugees. Jennifer Rizzo, Esq. has joined our Board of Immigration Appeals accredited legal services program to expand our capacity to service refugees and immigrants to become permanent residents and citizens. We have updated and revised our accounting processes and file management to assure that we excel at meeting our fiscal and program responsibilities, so we can continue to serve and care for our clients. Our employment department has successfully

placed nearly 170 adult refugees in gainful employment.

2011 will be a time for the agency to test creative and innovative ideas that assist refugees to become successful and contributing members of the Western New York community. We are proud to call Buffalo home and to be involved in bringing new life and vitality to this fine city. Your continued support is the awesome power behind our success. Thank you.



*Molly Short, Executive Director*



*The Very Rev. Canon Barbara J. Price  
Board Chairwoman*

## MISSION STATEMENT

JOURNEY'S END REFUGEE SERVICES, INC. IS A CHRISTIAN COMMUNITY-BASED ORGANIZATION WITH THE MISSION OF WELCOMING REFUGEES WITHOUT REGARD TO ETHNIC ORIGIN OR CREED AND TO ASSIST THEM TO BECOME HEALTHY, INDEPENDENT, CONTRIBUTING MEMBERS OF THE COMMUNITY.

# Journey's End Interpreting Department

In 2010 the Interpretation Department of Journey's End employed 40 interpreters and

provided services to 45 community partners. Our customers include medical facilities, schools, courts, and various social service and government agencies. The Interpreting Department provided approximately 3,000 hours of service with billing that exceeded budgetary projections by 220%. Much of the growth can be attributed to our enhanced services including complimentary patient appointment reminder calls.

Last year we provided translation services in the following languages:

Amharic, Arabic, Brazilian Portuguese, Burmese, Farsi, French, Hindi, Karen, Karenni, Kinyarwanda, Kirundi, Kizigua, Kurdish, Krahn, Kru, Lingala, Mai Mai, Mon, Nepali, Nyanja, Russian, Somali, Spanish, Swahili, Thai, Tygrinya, Urdu, and Vietnamese.

# Journey's End Education Department

Journey's End Educational Services are available to all refugee children in the Buffalo Public Schools and surrounding districts. Journey's End provides a variety of services to give the students the tools they need to succeed, including:

## **The Refugee School Impact Program**

(RSIP) bridges the cultural and linguistic gap between refugee families and schools, and provides children with the needed academic and social supports. The RSIP is designed to ease the transition of refugee children into area school systems, while empowering parents to be effective partners in the education of their children. The program includes multilingual academic coaches who provide a wide range of services to refugee students, their parents and schools, including: mentoring, advocacy, counseling, tutoring, mediation, in-class support, parent-teacher conferences, homework assistance, translation, and crisis intervention. The RSIP served 1011 students in 19 Buffalo Public Schools, two Buffalo Charter Schools,

two Amherst District Schools, one Lackawanna Public School, two Ken-Ton Public Schools, and two private schools.

**Refugee Academics** is a four-week summer program to help orientate newly arrived students to local school systems. The program focuses on English language acquisition, classroom orientation and introduction to American curriculum, schedules, and activities. The program is run in conjunction with the Buffalo Public Schools Jumpstart Program. Additionally, seventy-five refugee children participated in a week long summer camp held at Beaver Island State Park.

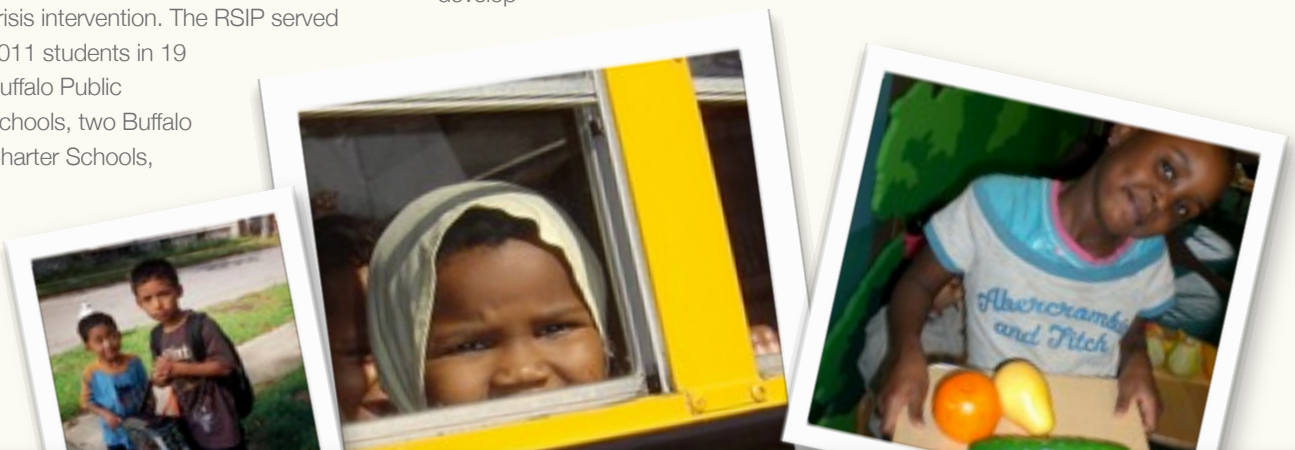
**Let's Go to the Library** is a library-based education program for refugee students and their families. Families are able to connect to positive role models in their community while practicing English and learning more about the educational resources that exist in their community. The Program ran most Saturday's during the school year. Sixty to seventy students attended the program each week.

**Green Thumb Goalies** is a weekly soccer & community gardening program for children ages 8 to 16 to develop

their skills on the soccer field and in the garden. Forty students attended this program each week.

**The Math Enrichment Workshop** is conducted over the Buffalo Public Schools' spring break. Students in grades 3-12 are assessed and placed in groups according to their math abilities. The workshop served 90 students last year.

**Kid's Talk** is an inspiring educational outreach program designed to increase community awareness of the refugee experience. The presentations take place in community schools, local colleges, universities, community agencies and civic clubs. The program is a volunteer effort with donated time of the refugee children, their families and the staff of Journey's End. Kid's Talk is one of very few outreach programs in the Buffalo area educating the community about the refugee communities in Buffalo, and the only one that allows children to tell their own stories. Kid's Talk gave 14 presentations last year, including 10 suburban and private schools, two community organizations, one charter school, and one Buffalo Public School.



JOURNEY'S END EDUCATION DEPARTMENT  
SERVED 1,500 STUDENTS IN 2010

# Journey's End Immigration Legal Services

In November 2010, Journey's End Legal Services was launched. The program offers full-scale legal representation to low income clients who need assistance with immigration matters. Our clients are refugees, asylees, parolees and immigrants from around the world who are in need of legal advice and cannot afford the services of a private law firm.

Previously, our program assisted more than 200 clients annually with immigration matters including naturalization, applications for permanent residency, travel documents and family reunification. In November, we expanded our program and services by hiring a licensed attorney, who can represent clients on both affirmative and defensive immigration matters. This expansion was prompted by an urgent need for affordable legal services for immigrants, asylum-seekers and refugees in the Western New York area. There are currently only three agencies in the region that provide low-cost defensive immigration representation. Journey's End plans to address this community gap in immigration benefit services by providing pro-bono legal services to those who are most vulnerable and nominal fee services to those who qualify within the income guidelines.

The new Immigration Legal Services Coordinator is Jennifer Rizzo, who is a graduate of the University at Buffalo Law School and a native Western New Yorker. She is licensed to practice law in the courts of New York State and Massachusetts. She speaks both Spanish and German. Ms. Rizzo represents clients who are in removal proceedings in Immigration Court, by applying for withholding of removal and inadmissibility waivers. Ms. Rizzo is also empowered to represent clients at Immigration Court who have pending bond hearings, asylum trials, master calendar hearings (hearings to determine legal options and set a future hearing date) and voluntary departure applications. The Immigration and Legal Services Department will also continue representing and advocating for clients who are applying for citizenship, adjustment of status to permanent residency, employment authorization, parole extension and other immigration

benefits to the U.S.  
Department of  
Homeland Security.

At the end of the first quarter of 2011, the Legal Services program already has over 50 open case files, and has provided legal advice to over 150 clients concerning immigration matters. Clients can make an appointment to see Ms. Rizzo by calling the Legal Services Intake Line at (716) 882-4963, ext. 203.



# 2010 Donors

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### Increased by

# 220%

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Chance Encounter Productions  
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Clarence Lions  
Clarence Middle School- 6th Grade  
Clarence UMC - Missions Team  
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East Aurora Christian Church  
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Nichols Upper School Theatre Program  
North Presbyterian Church  
Onyx Investment Group  
Orchard Park High School International Club  
Presbytery of Western New York  
Rich Products Corporation  
Spin-A-Story  
St. John's Grace Episcopal Church of Buffalo  
St. Mark's Episcopal Church  
St. Martin-in-the-Fields  
St. Matthew's Episcopal  
St. Peter's Episcopal Church-Amherst  
St. Peter's United Church of Christ  
St. Simon's Episcopal Church  
The Original Pancake House  
The Western New York Foundation  
Tri-Main Development  
Trinity Church  
Tuxedo Junction  
Uniland Development Corporation  
United Way of Buffalo and Erie County  
Upper New York Annual Conference of the  
United Methodist Church  
Upstate New York Transplant Services, Inc.  
VIVE La Casa  
Vogt Family Foundation  
WNY Conference Center - UMC

# Journey's End Refugee Services

## Resettlement

In 2010 Journey's End Refugee Services resettled more refugees than in any other year. We assisted 418 refugees from ten countries representing more than 19 cultures and languages. The countries include Iraq, Iran, Bhutan, Eritrea, Rwanda, Burma, Democratic Republic of Congo, Cuba, Somalia, and Sudan, with households ranging from individuals to large families. According to Meghann Rumpf Perry, Refugee Services Coordinator, this increase is in part a result of positive local climate for receiving and integrating refugee families into the community.

## Cultural Orientation

Over the years, resettlement has grown to include cultural orientation, seminars on tenants rights and responsibilities, budgeting, employment, citizenship, healthcare, and education. The goal of the cultural resettlement seminars is to increase self-sufficiency.

## Housing

Journey's End clients were placed in 180 suitable accommodations and built and maintained strong relationships with more than 25 local landlords. The landlords provide quality, affordable, dependable housing in low-income neighborhoods including the Lower West Side, Riverside, and Black Rock.

## Employment

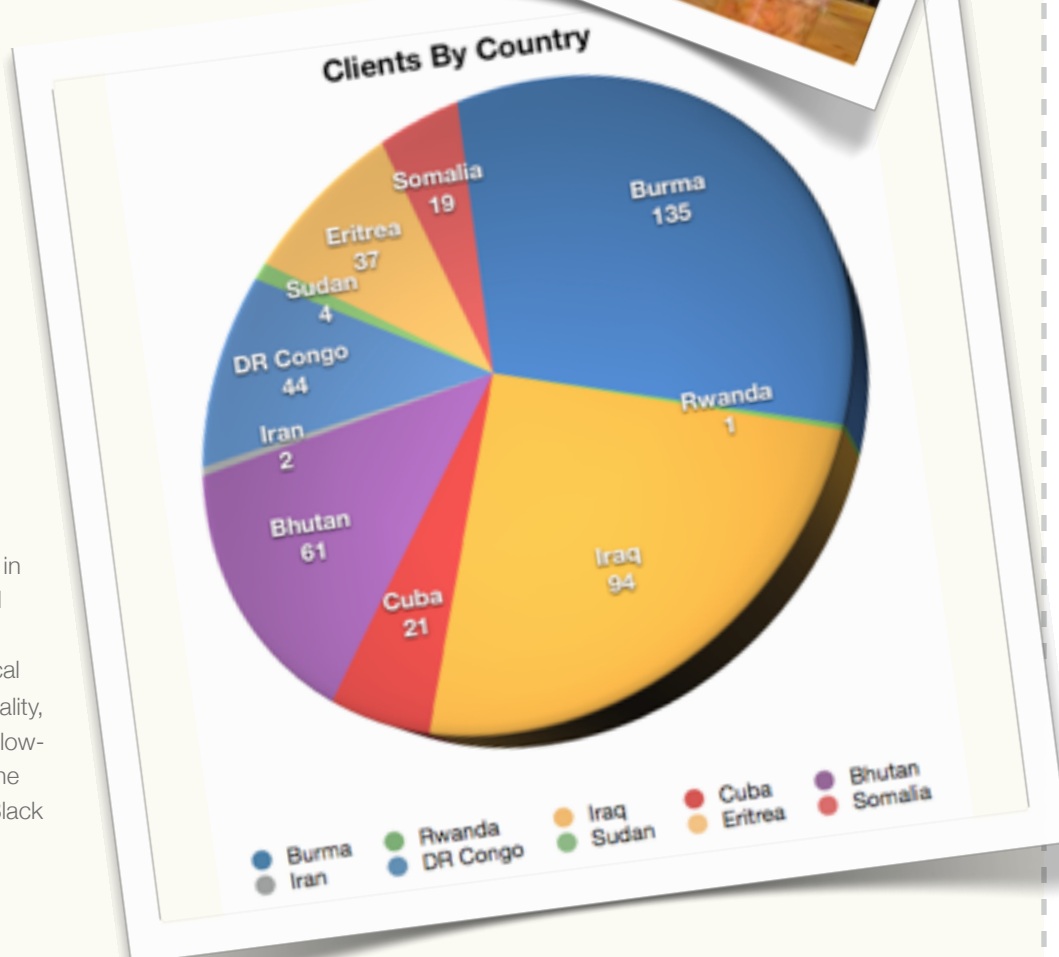
In 2010 we provided employment assistance and transitional support to over 220 clients with nearly 170 placements in hospitality, cleaning, and light industries. Employment services include community mobility training, ESL registration, assistance in obtaining New York State identification, and interpretation services. Journey's End also provides support to participating employers including interpreting at interviews and during job training.

## Medical Case Management

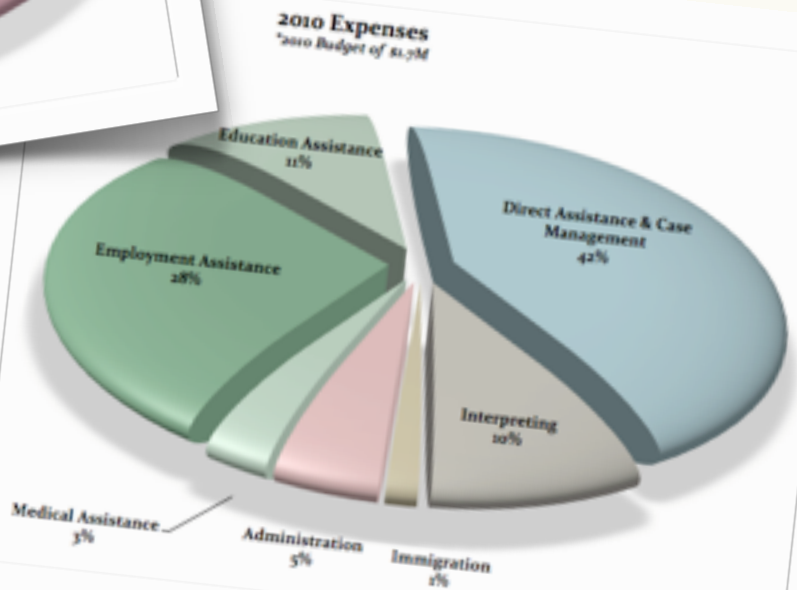
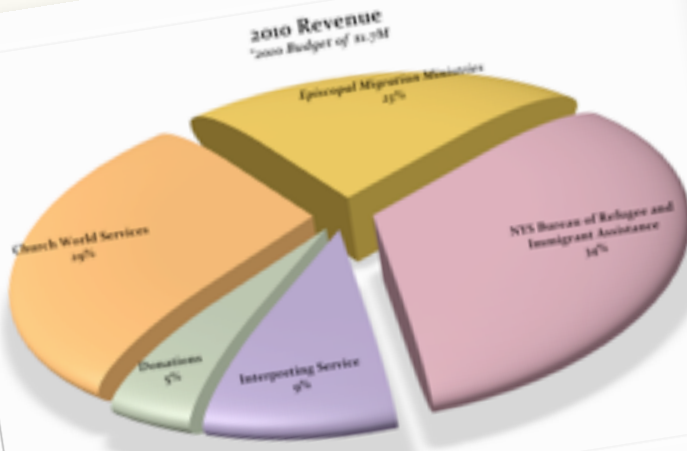
Journey's End provides coordination and facilitation of medical services for recently arrived refugees, and refugee families with ongoing medical issues. Journey's End is able to bridge communication and cultural issues to ensure that refugees

receive and understand much needed medical services.

Our medical case management component facilitated health screenings for 460 clients. The program also provided more specialized support to 292 clients. Finally, the component provided orientation to the health care system for 141 clients.



# Journey's End Funding 2010



## THE 2010 FISCAL YEAR REVIEW

JOURNEY'S END REFUGEE SERVICES, INC. SHOWED SIGNIFICANT GROWTH, ALLOWING US TO ASSIST A RECORD NUMBER OF CLIENTS. TOTAL REVENUE GREW FROM \$1.1M TO \$1.7M - AN INCREASE OF 55% FROM THE YEAR BEFORE. AS A RESULT, JOURNEY'S END WAS ABLE TO DRAMATICALLY INCREASE REFUGEE ASSISTANCE AND PROGRAM OFFERINGS. DIRECT ASSISTANCE TO REFUGEES INCREASED 115% FROM 2009 LEVELS; INDICATIVE OF JOURNEY'S ENDS' STRONG COMMITMENT TO REFUGEE WELL-BEING.

CURRENTLY, OUR FISCAL 2010 YEAR-END AUDIT WILL BE TAKING PLACE IN THE NEXT FEW MONTHS. AS ALWAYS, THE ANNUAL AUDIT WILL PROVIDE THE ASSURANCES THAT OUR PROGRAM IS IN GOOD COMPLIANCE, THAT WE PERFORM OUR DUTIES WITH EFFICIENCY, AND THAT YOUR CONTRIBUTIONS WILL CONTINUE TO BE USED IN A MANNER THAT HELPS REFUGEES DIRECTLY, NOW, AND INTO THE FUTURE.

JOURNEY'S END REFUGEE SERVICES IS COMMITTED TO PROTECTING THE WELL-BEING AND SUCCESS OF THE REFUGEES WE SERVICE. THE PROGRAM'S SUSTAINABILITY AND REPUTATION RELY ON A COMBINATION OF GRANTS, DONATIONS, AND OTHER REVENUE GENERATING SERVICES. YOUR CONTINUED FINANCIAL SUPPORT IS CRITICAL TO ANOTHER SUCCESSFUL YEAR OF HELPING THE WNY REFUGEE COMMUNITY.

JEFF KNAPP, C. P.A., DIRECTOR OF FINANCE

PATRICIA POTTS, TREASURER



ME REH IS OF KARENNI DESCENT AND IS FROM BURMA. IN 2010 HE WAS HIRED THROUGH THE JOURNEY'S END EMPLOYMENT PROGRAM BY OLD COUNTRY BUFFET TO REFILL FOOD AND ASSIST CUSTOMERS ON THE BUFFET-LINE. DUE TO HIS LEADERSHIP SKILLS AND WORK ETHIC HE QUICKLY ADVANCED AND WITHIN THREE MONTHS HE WAS PROMOTED TO "CREW LEADER".

MOE JOE ARRIVED WITH HIS FAMILY IN 2007. HIS FAMILY IS ORIGINALLY FROM BURMA. HE IS A HIGH HONORS 5TH GRADER AT THE INTERNATIONAL SCHOOL. HE HAS BEEN ACCEPTED TO CITY HONORS SCHOOL AS A MEMBER OF THE 2012 6TH GRADE CLASS. MOE JOE IS THE FIRST REFUGEE TO BE ACCEPTED TO THIS HIGHLY COMPETITIVE SCHOOL. IN ADDITION TO HIS OUTSTANDING ACADEMIC ACHIEVEMENT, MOE JOE IS DEVELOPING LEADERSHIP SKILLS AS A COMMUNITY PRESENTER THROUGH JOURNEY'S END EDUCATIONAL OUTREACH PROGRAM "KID'S TALK".



HADISH MEASHO IS ORIGINALLY FROM ERITREA AND WAS RESETTLED BY JOURNEY'S END IN 2010. HADISH OBTAINED WORK AT LANDIES CANDIES THROUGH JOURNEY'S END EMPLOYMENT PROGRAM. PREVIOUSLY HE HAD LITTLE EXPERIENCE IN LIGHT INDUSTRY, BUT HE HAS QUICKLY ADVANCED TO A KEY PRODUCTION POSITION.



# Journey's End Board of Directors and Staff are focused on our clients and our community.



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WHERE HOME BEGINS AGAIN



*Official Affiliate of Church World Service and  
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