



ReEstablish RICHMOND

Annual Report 2021

REFUGEES
WELCOME

YOU BELONG
HERE

50K

Friends,

At a time when we are all simultaneously recovering from and continuing to experience the individual and collective trauma of a global pandemic, strengthening and building community connections is more meaningful than ever before. Looking back over the previous year, I am incredibly proud of the ReEstablish Richmond team for making sure that our trusted relationships with clients, volunteers, and community partners have remained healthy and strong.

For our clients: We sent 12 community liaison newsletters to 46 leaders from 10 different immigrant and refugee communities. These newsletters shared timely information about the COVID-19 pandemic and vaccine, as well as education, employment, and community resources. We made numerous home visits to deliver materials for our online programs and made sure clients could connect to our learner's permit study courses, health + wellness classes, and Heela sewing sessions via Zoom.

For our volunteers: Throughout the pandemic, we continued to match clients with volunteers for goal-oriented support. This year we on-boarded 68 new volunteers, matched 70 volunteers with clients, and actively engaged over 100 volunteers in our work at various levels of the organization.

For our community partners: During the pandemic, we partnered with Derbyshire Baptist Church, Glen Allen Baptist Church, and Lewis Ginter Botanical Garden to provide community garden spaces for newcomers living close by. We collaborated with the local and state health departments to ensure that our clients had access to the COVID-19 vaccine. In continuation of our tradition of celebrating World Refugee Day, we gathered more than 30 partners and volunteer groups to visit some of our client neighborhoods with a car parade.

This year we also documented the overwhelming challenge of trying to earn a driver's license without meaningful language access at the DMV. As a way of advocating for practical changes – and with the ultimate hope of improving language access across all facets of our community – we released the report, *Barriers and Burdens: Lack of Language Access at the Virginia DMV Creates Roadblocks for Refugee and Immigrant Newcomers*.

In these ways and more, ReEstablish Richmond continues to center our work in the value of human connection, pursuing our vision of a community where all are united for the welcome and well-being of newcomers. Our impact is growing! I'm profoundly grateful for your support.

In connection,
Kate Ayers, Executive Director



TRANSPORTATION INDEPENDENCE

After the pandemic, we moved our learner's permit study courses to an online format. Dari lessons were recorded, creating a video playlist with instruction as well as a review of all 278 of the DMV's online practice questions. Altogether, this video playlist has been viewed more than 2,600 times! Now our Dari-speaking clients can review and study important road safety information at home, outside of class, as often as needed. We are currently creating video resources in Spanish and Swahili as well.

Additionally, in collaboration with the Legal Aid Justice Center, we released a 48-page report advocating for improved language access at the DMV. The report outlines the steps in the driver's license process, explains the specific barriers experienced by English language learners, and presents practical solutions that will create equity for newcomers and improve the overall safety of Virginia roads.

Volunteer Spotlight

Since last April, Sarah volunteered alongside attending graduate school. Her strong Swahili language skills ensure that clients have the support they need to move forward in the driver's license process.



82

Clients participated in virtual cohorts of the learner's permit study course

34

Clients connected to behind the wheel driving lessons

20

Clients earned their driver's license

Program Highlight:

We adapted our learner's permit study course curriculum to address the specific needs of people eligible for the newly instituted driver privilege card. By collaborating with organizations that support newcomers statewide, our Spanish course reached thousands of Virginians from 20+ zip codes with information about road safety and the DMV testing process in their primary language.

HEALTH + WELLNESS

Throughout COVID-19, the Health + Wellness group continued to meet twice a month over Zoom. In these community gatherings, we discussed mental health, parenting, and participated in yoga, meeting barriers brought on by the pandemic in a client-centered way. Curriculum for these meetings was adjusted to be relevant to the current needs of participants. Together we supported one another, while still remaining virtual.

We are expanding our partnerships with local churches to connect clients to community gardens. We have also increased our efforts to education and worked to improve access to COVID-19 vaccines for our client communities.



Volunteer Spotlight

Beth was first matched as a mentor with a client from the Afghan Wellness Group. After seeing first-hand how these gatherings create a space for wellness and community, Beth has been a key partner in creating raised garden beds at Lewis Ginter Garden.



Program Highlight:

ReEstablish Richmond partnered with three local community gardens to provide each client with their own plot and a gardening toolkit. Gardeners could harvest their produce and support the nutrition needs of their families, while also strengthening relationships with one another.

7-8

Participants of Afghan Women's Wellness Group stayed engaged virtually

11

Clients connected to 3 local community gardens

5

Virtual COVID-19 vaccine information sessions with the VDH



VOLUNTEER ENGAGEMENT

Our volunteer engagement program really leaned into our organizational value of flexibility, creating opportunities during a time that could have easily halted the program's growth. To be there for our volunteers during COVID-19, we launched monthly Neighborly Chats as a virtual space to regularly connect with volunteers, share resources, and provide ongoing support.

Similar to our commitment of meeting clients where they are, both old and new volunteers went above and beyond to meet us where we were during COVID-19. In whichever ways their roles changed, volunteers showed up ready to alleviate barriers and mitigate the consequences as much as they could on behalf of refugee and new immigrant communities, many of whom are essential workers and will be most heavily impacted by the pandemic.

Volunteer Spotlight

Shantoria was one of the first volunteers to be matched with a student in our new tutoring program. Her dedication and great tutoring skills have been incredibly valuable for our expanded youth programming this year.



95.1%

Volunteer
retention rate

100+

Active
volunteers

80+

Volunteers
matched
with clients

Program Highlight:

We initiated youth programming to extend weekly volunteer support to students with limited or interrupted formal education. As a result, our volunteers are offering academic and college guidance to 12 youth, most of whom will be the first in their family to graduate from high school in the US.

ECONOMIC EMPOWERMENT

We adapted our Heela Sewing Course curriculum into an online model. We did this by splitting our course into Beginner Level 1 and Beginner Level 2. The Beginner Level 1 curriculum was made into video format and shared with students through YouTube. With volunteer support we have been able to distribute weekly material kits to clients participating in the online cohorts.

Our Personal Finance Skills initiative was designed completely virtually with local community partners, clients, and volunteers. Video seminars were recorded over Zoom and are currently being translated into clients' primary languages.

This next year we hope to successfully pilot an online shop with sourced handmade goods from our Maker Group. Our goal is to run our first pilot during September 2021.



Volunteer Spotlight

Jean does so much for the Heela Sewing Course! During the height of the pandemic, Jean was an irreplaceable asset, contributing to video content, preparing materials, and providing logistics support.

Program Highlight:

This year we were able to establish the Maker group, covering topics from pattern making and product design to consumer mindsets and utilizing Instagram as a selling platform. The dream of launching a Makers online shop is now on the horizon!



12

Clients graduated from Beginner online cohorts

11

Video seminars recorded with translations started in 2 client languages

4

Clients in the Maker group met 11 times since December 2020



CLIENT ENGAGEMENT

At ReEstablish Richmond, part of our mission is to focus on providing support that helps our clients become self-sufficient. However, at the beginning of the pandemic, we shifted our focus to making sure our client's basic needs were met. We checked in with our active clients to make sure they were aware of COVID-19 relief resources in their communities. For those who were food insecure and lacked transportation, we were able to engage volunteers to pick up food from local food pantries and deliver it to the clients regularly.

Despite having to transition to a virtual work environment, we were still able to continue accept new referrals and provide services to our clients. We transitioned from visiting new referrals in person for intake assessments to conducting them over the phone or via an online communication platform. Interpreters have been essential to our work during the pandemic. They have helped us maintain communication and assess the needs of each referral we receive.

Volunteer Spotlight

Sadaf is an energetic volunteer utilizing her Dari communication skills to elevate our mission. As an English Tutor, Sadaf supports not one but two students while also bringing her photographic and artistic gifts to our team.



Program Highlight:

This year we received \$35,000 to provide COVID-19 financial assistance to clients. We were also able to connect 42 clients to healthcare, employment, legal or immigration, basic needs, and education resources.

218

Referrals received for all 4 programs

102

Intakes completed for Direct Service support

\$18,394

COVID-19 pandemic rent and financial assistance provided to 26 clients

COMMUNITY ENGAGEMENT

ReEstablish Richmond provided educational programming for government, educational, civic, and health care related organizations this year. Our network building resulted in connecting newcomers to community organizations such as ART180, the African Network Initiative, Lewis Ginter, YMCA, and First Touch Sports.

Through the Refugee and Immigrant Volunteer Summit (RAIVS), we partnered with the International Rescue Committee and Sacred Heart Center to gather volunteers across Richmond on a virtual platform to explore the current state of immigration and to learn how we can all support newcomers more effectively. Breakout sessions were held throughout the week and included Trauma Informed Care, teaching ELL virtually, Bias and White Saviorism, and Supporting Latinx Families During the Pandemic.

Volunteer Spotlight

Molly breathes new life into our mission of connecting clients to resources. In addition to creating fun and meaningful collaborations with her ESL tutee, Molly has played a key part in planning for RAIVS over the last two years.



Program Highlight:

We received this email from a local pastor following an educational presentation about our community garden project:

I was a bit apprehensive, knowing the political stance of many of our folks, about how well your mission would be received, but I don't think it could have gone any better! The best comment of the night was, "I'm starting to realize these garden beds are about a lot more than tomatoes." Thanks for introducing us to your work.

13

Educational programming+ consultation services

82%

Survey respondents reported gains in learning

52

Volunteers attended this year's virtual RAIVS

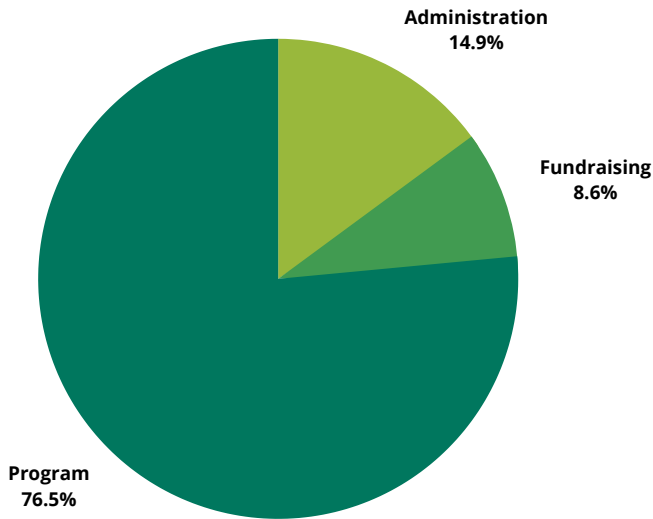
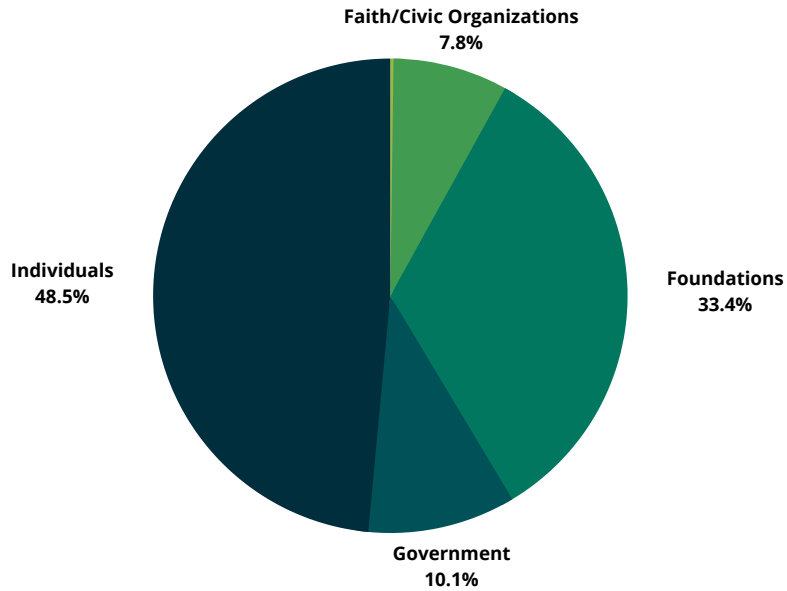
WORLD REFUGEE DAY

This year's celebration was like no other in that we took our community resource fair on the road, visiting three neighborhoods where our clients live. Together with volunteers and community partner organizations, we conducted a festive car parade in honor of newcomers who now call Richmond home.

Some of the additional ways our community welcomed newcomers through this year's World Refugee Day event was by providing a mobile vaccine clinic, a workshop on belonging, funding to cover the costs of personnel, invitations, and parade decorations.



FINANCIALS



Total Income: \$323,578.20

Total Expenses: \$270,493.12

Net Operating Income: \$53,085.08

Note: These reserves will support 2 new personnell as we respond to the anticipated increase in new arrivals this year.

ORGANIZATIONS + FOUNDATIONS

We couldn't do this work without your generous support.

- Alpha Alpha Delta Kappa Gamma
- Alpha Kappa Alpha Sorority, INC
- Bob and Anna Lou Schaberg Foundation
- Bon Air Presbyterian Church
- Bright Funds
- Capital One Services, LLC
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- Grace Baptist Church
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- Herndon Foundation
- New Hanover Presbyterian Church
- Rho Eta Omega Chapter AKA
- Richmond Friends Meeting
- Robins Foundation
- St. Mary's Catholic Church
- Starr Hill Brewery
- Second Presbyterian Church
- Tabernacle Baptist Church
- Ten Thousand Villages
- TJX
- Tuckahoe Presbyterian Church
- United Way

THANK YOU TO OUR DONORS

We are grateful for your contributions to this work!

\$10-100

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