



ReEstablish
RICHMOND

Annual Report FY 2019-2020





Letter from the Executive Director

Friends,

In 2010 Patrick Braford's mission was to create an organization that could fill gaps in refugee services and build bridges of support so that newcomers would have a consistent place to turn during different stages of their resettlement. **As we celebrate our 10th anniversary this August, I am filled with gratitude and pride.** I am grateful to the 918 donors and 607 volunteers that have helped carry out Patrick's vision over the last decade. I am proud of the ways that our connections help our clients gain access to the resources they need so that their resettlement is a positive and empowering experience.

In the fall of 2019, ReEstablish Richmond engaged in a strategic planning process to ensure sustainable growth for the organization. This process helped us to reestablish our mission and vision and to plan our work for the next three years. We will focus on **strengthening** strategic partnerships with other organizations that can provide support for our clients; **investing** in the professional development of refugee and immigrant leaders; **improving** our data collection and outcome measurement processes so we can better share our impact; and **expanding** our current programs to include new immigrant communities.

This spring, our programs and services were impacted by the reality of COVID-19. On March 12, 2020, ReEstablish Richmond made the difficult decision to halt our in-person client services while continuing to offer support virtually during this public health crisis. We created a webpage of translated resources for our clients, hosted a virtual World Refugee Day Celebration, and responded to 75 requests for emergency support. This included food and mask delivery to homebound clients, emergency rent assistance, and public benefits navigation. This fall, we will launch hybrid versions of our programming by providing both virtual and in-person options. **The way we work has changed during this uncertain time, but our work itself remains the same: connecting our newest neighbors to the resources they need to move from surviving to thriving.**

I am excited to share what you have helped us accomplish this past year through our 2nd annual report.

Many thanks,

Kate M. Ayers

Executive Director

To respond to the needs of the larger immigrant community, this year ReEstablish Richmond decided to include the term "new immigrant" in our mission, officially expanding our services to individuals from any immigration status who have arrived within the last 5 years.

-Kate Ayers

Our Mission + Vision



OUR MISSION

Connecting refugees and new immigrants to the resources needed to establish roots, build community, and become self-sufficient

OUR VISION

A community where all are united for the welcome and well-being of newcomers

Welcome to ReEstablish Richmond!

We are a small organization making a big impact here in Richmond, Virginia. Since 2010 we have been filling service gaps within resettled refugee communities, providing support to resettlement agencies, and empowering refugee families to thrive after their transition to the United States. Over the past decade, we have become a trusted and respected human service agency among the refugee communities we serve, as well as the public and nonprofit sectors.

In the past five years, the greater Richmond community welcomed over 2,063 refugees who were forced to flee their homes in Afghanistan, Iraq, Syria, the Democratic Republic of Congo, Bhutan, Myanmar and 25+ other countries due to war and persecution. Recognizing that these experiences are also shared by other immigrant newcomers who may not have formal refugee status but have fled similar situations and face similar barriers to integration, in 2020 ReEstablish Richmond expanded our mission statement to include **new immigrants** as well as **refugees**.

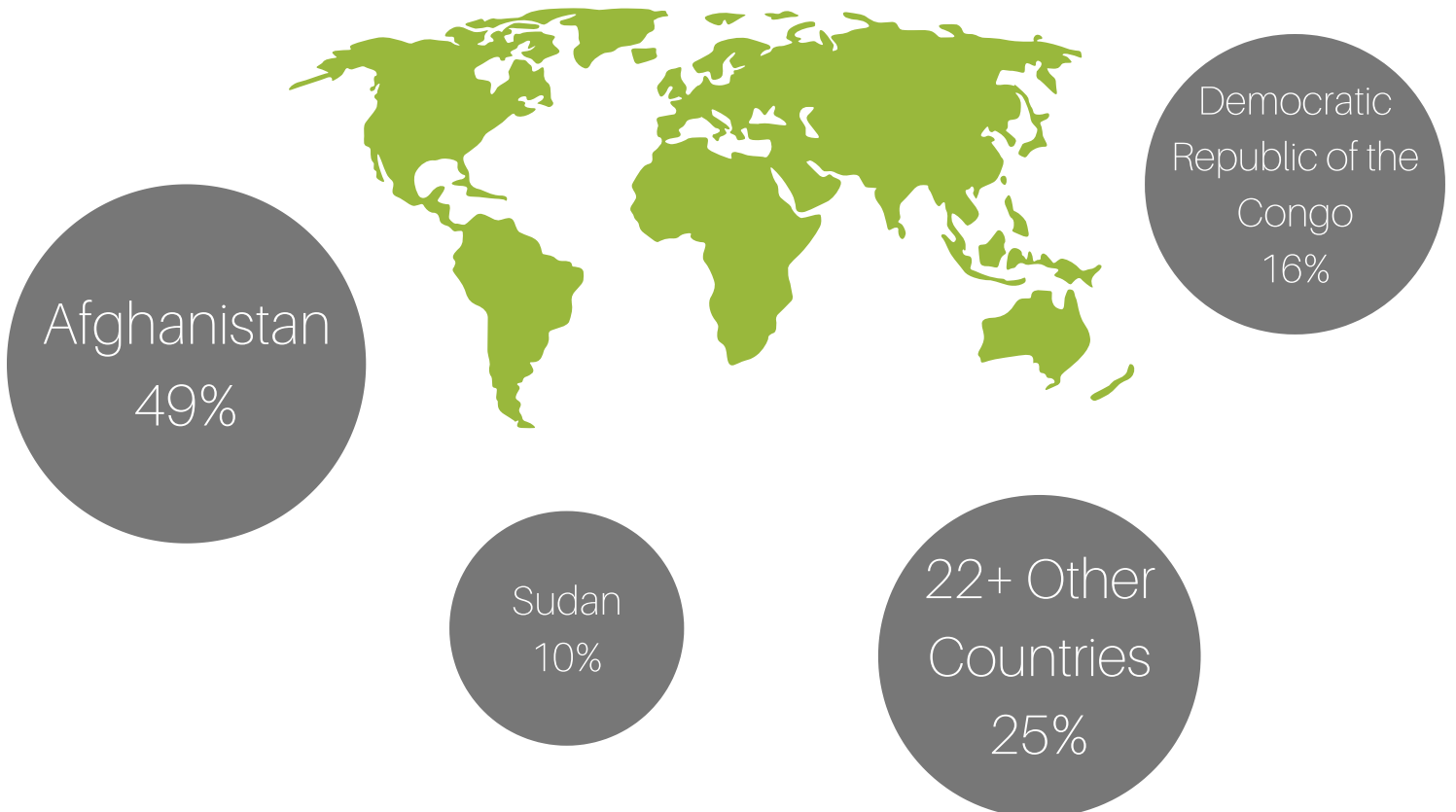
In the wake of ever-shifting federal policies surrounding refugee and immigrant resettlement, ReEstablish Richmond stands by governor Northam's 2019 statement: "Virginia's lights are on and our doors are open, and we welcome new Virginians to make their homes here."



Our Clients

According to the UN Refugee Agency, by the end of 2019, at least 79.5 million individuals have been forcibly displaced worldwide as a result of persecution, conflict, violence, or human rights violations. By the time someone resettles here, many newcomers have survived years of displacement, violence, trauma, and fear. The majority of our clients arrive here as refugees, special immigrants, and asylum seekers from the countries represented below.

Primary Countries of Origin





Our Values

Whether we're working side-by-side in a community garden, conducting group classes in a space hosted by one of our community partners, talking with a donor, or meeting in a client's home to introduce them to a volunteer tutor or mentor, our values guide every interaction.

Welcome
Equity + Justice
Empowerment + Self-Determination
Community
Respect for Human Dignity + Worth
Authenticity
Collaboration
Integrity
Flexibility

Our resettled neighbors sensitize us to issues far away and close to home. Their voices matter, adding value to the greater community. Refugees and immigrants bring creative energy, determination, a wealth of experience, and a depth of perspective to their new communities.

Just like you and me, our resettled neighbors are people with varied backgrounds, interests, skills, and experiences. Unlike most of us, refugees and immigrants have navigated loss many times over by the time they arrive here -only to find that they must start from zero yet again.

The long journey of resettlement begins when newcomers arrive and continues until they are fully integrated in the community. Doing it alone is possible, but having companions along the way increases the chances of success and allows room for everyone to consider and celebrate what it means to be seen, to be valued, to contribute, and to belong.



Our History

ReEstablish Richmond was founded by the community, for the community.

In 2010, as Patrick Braford was getting to know several newly resettled families from Myanmar, he noticed a gap in Richmond's services for refugees. Government programs assigned families to Richmond upon entering the U.S., but after arrival the families often didn't have the resources or skills to secure adequate housing. Patrick's passion for the inclusion of newcomers in the wider community led him to start ReEstablish Richmond, a 501(c)3 nonprofit organization focused on helping refugees settle into Richmond while maintaining ties to their home culture.

Patrick didn't do this work alone, of course. Partnership and collaboration have been part of our DNA from the beginning, and as Patrick shared his vision with others, people from across the Richmond community were drawn to join the team. ReEstablish Richmond would not be who we are today without their dedicated efforts.

In those early years, our programs related to issues of housing, agriculture, employment, and transportation. Today we focus on transportation, health + wellness, economic empowerment, and community engagement.

The programs and services of ReEstablish Richmond have shifted over the years to meet the ever-changing needs of the Richmond refugee population, but we have never strayed from our focus of connecting our newest neighbors to life-building tools and resources, helping their integration to the community to be a positive and empowering experience.





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Our Organization

Board of Directors



Kate Ayers
Executive Director



Laura Jones
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Volunteers + Interns



Volunteers + Interns



Helen Rai
Director of
Client Engagement



Volunteers + Interns



Helen Zein Eddine
Director of
Volunteer Engagement



Volunteers + Interns



Leah Westberry
Director of
Economic Empowerment



Volunteers + Interns

Our Programs



Transportation

Lack of reliable transportation is a significant barrier to self-sufficiency and community integration. Through bus orientations, driver's education courses in the primary languages of our clients, scholarships for behind the wheel lessons, and car donations, our transportation program empowers our resettled neighbors to get themselves where they want to go.



Health + Wellness

Because of the stress and trauma inherent in the experiences of displacement, migration, and resettlement, refugees are ten times more likely to show symptoms of post-traumatic stress disorder, depression, and anxiety. By connecting participants to trauma-informed yoga, wellness discussions, and community gardening, our health + wellness program empowers our newest neighbors to consider what wellness means for them and then to pursue it, learning and growing together.



Economic Empowerment

Taking ownership of a new skill — creating something both beautiful and functional — is an empowering experience. Building on the hand-sewing skills many of our clients learned from their mothers and grandmothers, the Heela Sewing Course is an employment readiness program that equips women with the detail-oriented machine skills required to obtain jobs and flourish in a sewing-related career.



Community Engagement

Building meaningful relationships is integral to a sense of belonging, and getting to know someone who seems different is an opportunity to discover ways that we are, in fact, much the same. Our community engagement program has two components — assessing our clients' needs and connecting them to volunteers for 1:1 support, and helping members of the community to learn about and better understand our newest neighbors. Fostering these connections invites folks on both sides to experience the transformational power of welcome, trust, and cultural exchange.



In addition to providing driver's education in Arabic, Dari, and Swahili, this year we added Spanish to our course offerings. Through a partnership with the Sacred Heart Center, we are helping our Latinx neighbors to become safe, confident drivers and keep their families safe on the roads

2019-2020

108
clients completed
driver's education
courses in
4 languages

47
clients attended
DMV Orientations

26
clients connected
to behind-the-
wheel driving
lessons

11
clients completed
Bus Orientations

*Thank you for your support, for standing by my side,
for everything. Finally I am free!*

- Female client from Sudan who earned her driver's license
after completing our driver's education course

In the coming year, we hope to expand our driver's education course beyond the classroom, providing online access to video lessons, quizzes, and ESL for driving in an e-learning format.

In addition to empowering more students to move toward transportation independence, this project will increase the capacity of our staff, interpreters, and volunteers.

Making this important information readily available to refugees and immigrants has the potential to improve road safety for everyone in Virginia!



Health + Wellness



Our approach to health + wellness starts with asking clients what wellness means to them. By listening and responding with programming that centers their needs and goals, we connect participants with local resources and activities to manage stress, take care of themselves, and support one another.

2019-2020

39

health + wellness sessions offered to participants throughout the community

32 garden beds planted in **3** locations for participants to grow what they want to grow

14

topics covered across all health + wellness groups, including yoga, conflict resolution, parenting, and money basics

11

agencies connected with participants according to topics requested by the community

The health and wellness program has a lot of positive impact on our community. Through that program we empower women about their life. For example, yoga classes, culture classes, banking, parenting classes, and English language classes had tremendous impact on them.

- Hameeda Noory, interpreter for the Afghan Wellness Group

Next year, we will continue to listen to the needs of our communities as they evolve due to COVID-19. With the additional support of an AmeriCorps Member focusing on healthy futures, we hope to establish virtual health + wellness groups and continue to develop the community garden at Derbyshire Baptist Church until our clients can safely participate in person.





Begun in partnership years ago, the Heela Sewing Course officially became part of our programming in January of 2020. Heela means “hope” in Pashto, one of the languages spoken in Afghanistan. During the 15 week course, women gain skills to help them move toward their economic goals.

2019-2020

12

sewing projects completed in the Heela beginner level course

6

women from

2

countries participated

4

sewing machines were donated to women who missed graduation due to COVID-19

3

former students maintain sewing related employment

1

is selling handmade goods in retail shops with plans to expand

*I love the sewing class.
I hope I can keep learning and find
a sewing job to make my future better.*

- Maliha W, current student

In the coming year, we hope to build on the foundation of this program to include an advanced, Makers level sewing class, developing a financial literacy curriculum and exploring social enterprise opportunities.





Client Engagement

The goal of client engagement is to assess a client's needs through a multidisciplinary intake and then match them with the resources they need to meet their social, educational, or economic goals.

2019-2020

222
requests for
client services

81% female
48% male

148
requests for
transportation
support

77
requests for English
tutors and mentors

20
requests for
citizenship support

31
referrals made
to partner agencies

I noticed {client} has gained language skills and is able to communicate with me in English. This means a lot, and I truly appreciate all your wonderful contribution to the agency and to our client. I also take this opportunity to thank ReEstablish Richmond for their coordination. Without ReEstablish Richmond this connection would have not been possible.

- Karma Dupka, Resettlement Caseworker at CCC of Virginia

In the coming year, we are committed to continue assessing emerging needs due to COVID-19 and building new partnerships with agencies that can provide support to our clients.





Volunteer Engagement

The goal of volunteer engagement is to match Richmonders with service opportunities to walk alongside clients as they work toward their goals. Volunteers power our programs and extend our reach in the community,

2019-2020

204
active volunteers
(skills-based, program support, special needs, and direct client matches)

117
new volunteers trained

6
sessions for volunteer orientation and training

3 to 1
return on volunteer investment (ROVI)

Over the past few months, I have had the fortune of being able to volunteer 100% remotely with ReEstablish Richmond to conduct ESL lessons with my language partner online. It has been an immensely rewarding experience, and I am grateful to be able to contribute to the local resettled community during these times of social distancing and stay-at-home orders.

- Aaron Moyers, ReEstablish Richmond Volunteer

Building upon last year's goals, ReEstablish Richmond aims to attain Service Enterprise certification, to maintain and grow our ROVI, to solidify volunteer roles and expectations in order to best serve our mission, and to maintain a consistent digital presence.





Community Engagement

We fill gaps in the wider community as well, providing opportunities to learn about the refugee and immigrant landscape and to connect with others who want to better understand and support our newest neighbors.

2019-2020

7 events featuring speakers from RVA Voices (Refugee Voices and Ambassadors)

4 Breaking Bread dinners to highlight the food and cultures of resettled communities

2nd annual Refugee and Immigrant Volunteer Summit (RAIVS)

7th annual and **1st** virtual World Refugee Day Community Resources Fair

23 speaking events for community education and outreach



43% requests for education from local faith communities

23% requests for education from schools and universities

22% requests for education from businesses and community organizations

In the coming year, we plan to increase the number of education and outreach events featuring speakers from RVA Voices. These events promote dialogue and invite participants to experience the transformational power of welcome, trust, and cultural exchange.





World Refugee Day

Since 2014, our annual community resources fair has provided an informative and festive event for the diverse communities of resettled people who now call Richmond, Virginia, home. Gathering a wide range of vendors under one roof and providing transportation as well as interpreters, we want to ensure that attendees have full access to the community resources our clients indicate are most helpful. This year was a bit different...

2019-2020

In lieu of our **7th** annual in-person community resources fair, due to COVID-19 this year we decided to celebrate virtually!

815 clients received an invitation to participate in the virtual celebration

Founder Patrick Braford joined the staff to celebrate our **10** year anniversary and share favorite memories

Information about community resources available in **6** different languages

To access this year's Virtual World Refugee Day resources:

<https://www.reestablishrichmond.org/wrd2020>

In the coming year, ReEstablish Richmond plans to create more virtual resources for World Refugee Day with the hope of having an in-person event in June 2021.





COVID-19 Response

Normally, our staff and volunteers meet with clients in their homes and in community spaces. If there is one certainty of COVID-19, however, it is that these are not normal times. Guided by our value of flexibility, we got creative and adapted our programming to protect and prioritize our clients' health and safety while still providing services that meet their needs.

March-June 2020

76

requests for emergency support from within our client communities

Food delivered to **36** families who lack transportation access

Regular check-ins with **34** leaders from **8** refugee and immigrant communities

593

fabric masks sewn by Heela students and volunteers, distributed to community partners, clients, and donors

12 Dari driver's education students switched gears from in-person classes to video lessons on Skype

13 volunteers matched virtually with clients for English tutoring support

1 webpage with COVID-19 resources translated into the **5** primary languages of our clients

Moving into month **6** of the pandemic, we surveyed a sample of **35** clients across all communities to assess their most urgent needs

The way we work has changed during this uncertain time, but our work itself remains the same: connecting our newest neighbors to the resources they need to move from surviving to thriving.





Our Donors

Thank you to all of our Donors:

Faith Communities, Civic Organizations, Foundations, and Corporations

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World Horizons



Thank you to all of our Donors: Individuals

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Financial Health

FY 2019-2020
Total Income

\$255,990.20



FY 2019-2020
Total Expenses

\$209,428.08



FY 2019-2020
Net Income

\$48,153.95

As of June 30, 2020, we have \$263,453.92 in reserves with no liabilities.

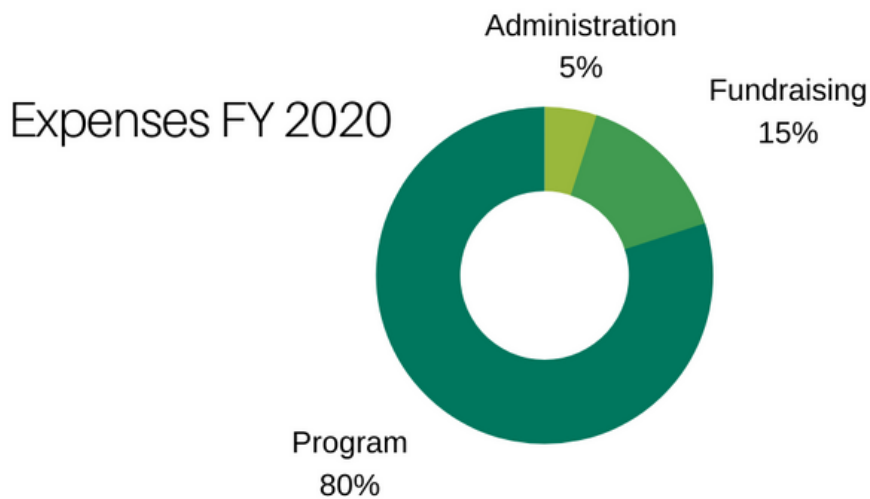
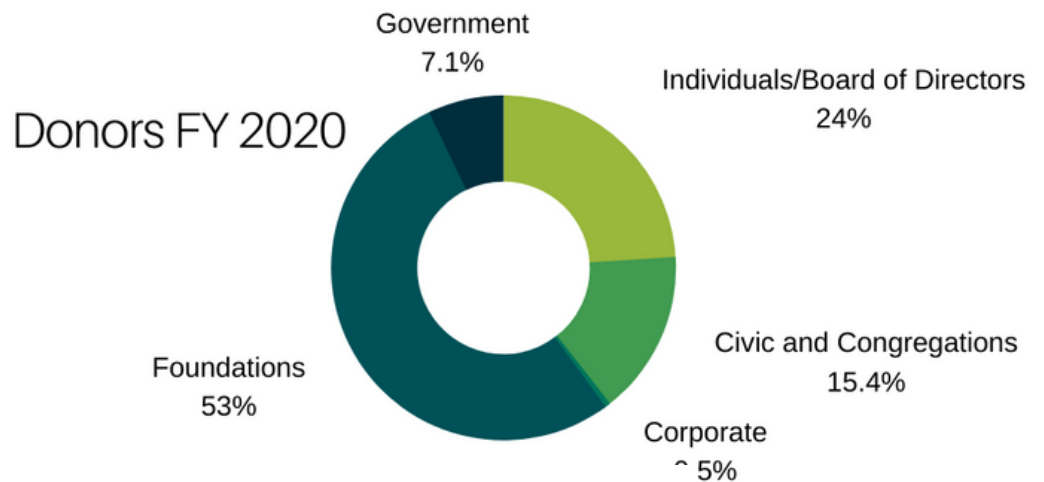
Note: These reserves will provide essential back-up support as we navigate the potential economic crisis due to COVID-19. We are grateful that we have been able to keep all staff on payroll and plan on supporting 3.5 additional staff positions, making us a team of 9 in FY 2021.





Financial Management

Where our money comes from...



...and where it goes.



Reflections from the last 10 years

When I was there, I was overwhelmed by the pain and suffering that I saw as people waited to be resettled in a different country. It was then that I realized that the most important thing we (ReEstablish Richmond) could do is provide a finishing line, a reason for that struggle, by providing support and hope.

- Patrick Braford, Founder of ReEstablish Richmond
After his visit to Malaysia in 2013 where he visited refugee processing centers

- Laura Jones,
Associate Director
After seeing one of her students pass the driver's knowledge test at the DMV

I will never forget the look on her face and the literal dancing for joy when she passed the learner's permit test. I was so happy to be there with her when she finally achieved this goal.

My favorite memory is when we went with Hameeda to her naturalization ceremony. Being in that room and hearing all these countries being called out, and one of them was Lebanon. It was a long journey leading up to this moment for everyone in that room. We got to witness it and celebrate their journey!

- Helen Zein Eddine, Director of Volunteer Engagement
Remembering our staff trip to witness the naturalization ceremony of Hameeda Noory, an interpreter from one of our client communities



Reflections from the last 10 years

I love seeing women in my class with little or no sewing knowledge, having made dresses and pillows. The ownership that they find in this new skill- it benefits their home life and their community. I love seeing women who graduated a year ago now making their own products.

- Leah Westberry, Director of Economic Empowerment
Speaking about the Heela Sewing Class

- Helen Rai, Director of Client Engagement
Speaking about the value of welcoming refugee and immigrant communities

We hear the term essential workers, and that is what people become. Refugee and immigrant communities often are working in hospitals and food packaging factories. It is important to acknowledge that that they are our essential workers in our community.

When someone chooses to flee their home to escape somewhere else, it is the ultimate demonstration of self-sacrifice. And often, it is exclusively to protect or support one's family. That idea alone yields an amazing person. Having an employee with that kind of purpose and drive, you are going to do pretty well working with them.

- Patrick Braford, Founder of ReEstablish Richmond and owner of Global Painting
Speaking about the value of hiring people from refugee and immigrant communities



ReEstablish
RICHMOND

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