

In October 2019 we were embarking on a new fiscal year - the final year of our IRC2020 strategy action plan, and what we hoped would be the last year that refugee and immigrant communities would be impacted by the harmful policies of the now-outgoing presidential administration. We had ambitious plans to launch San Diego's first-ever center for refugee women, to strengthen our work supporting asylum seekers, and to expand our services for local small businesses. We could never have imagined that by mid-March every aspect of our work, and each of our lives, would be impacted by a global pandemic.

Our clients, staff, partners and supporters all felt the effects of COVID19 this past year but the communities we serve were especially hard-hit with disproportionate numbers of refugees and immigrants working in heavily impacted industries such as hospitality and food service. This on top of language, technology, and transportation barriers that made accessing available resources for food, financial relief and other basic needs difficult.

But alongside the hardship and challenges we also saw incredible resilience, creativity, and perseverance.

I'm pleased to share the attached programmatic and financial snapshots. As you'll read, we assisted over 7,000 clients by adapting our work to remote service delivery and continuing to provide the core services families depend upon while also meeting new needs related to pandemic. We were also able to achieve strategic goals such as launching the Women's Resilience Center (remote for now), establishing new partnerships with growth industries to better support clients in accessing higher wage jobs, expanding our Small Business Development Center with hundreds of new enrollments. We were also able to sustain services for asylum seekers and increase support for DACA recipients. We also took time this year to evaluate diversity, equity and inclusion in our organization, and launched a local DEI Assembly to continue that work and establish clear action items that will help us do better. We were honored to have a representative join San Diego County's relaunched Human Relations Commission to support building a more inclusive and equitable region.

While many challenges remain ahead, I am confident that the adversity we have faced this year will make us a stronger, more effective organization. Eventually some ways of doing things will go back to how they were, but others will remain forever changed for the better because of all that we have learned this past year. Thank you for your generosity and support that enabled us to continue to serve our community during this critical time.

Sincerely,



**Donna Duvin**  
Executive Director  
IRC in San Diego

# OUR IMPACT

# IRC IN SAN DIEGO 2020

Fiscal Year 2020 (October 1, 2019 – September 30, 2020)

**7,425** PEOPLE SERVED FROM **118** COUNTRIES INCLUDING **175** NEW REFUGEE ARRIVALS

## RESETTLEMENT AND PLACEMENT

Provided case management support for 175 newly arrived refugees & asylees to help families become oriented and connected to resources in their new community.

**Afghanistan: 99**  
**Burma: 15**  
**Dem Rep Congo: 11**  
**Iraq: 38**  
**Moldova: 7**  
**Pakistan: 1**  
**Russia: 2**  
**Ukraine: 2**

**49%**

of new arrivals were children under 18

**96%**

of new arrivals had an existing connection in the U.S.



## IMMIGRATION LEGAL SERVICES

Department of Justice accredited legal representatives provided quality low-cost and free application assistance and legal representation to 2,444 refugees, asylees and other immigrants. The department also provided 15 Know Your Rights presentations across the county.



**470**

People became U.S. Citizens and over 200 were served through Citizenship Education courses and citizenship test interview preparation tutoring.



**532**

Successful Deferred Action for Childhood Arrivals (DACA) renewals filed



**142**

Family petitions were filed

## SAFETY & WELLNESS



Provided case management support for those whose safety has been threatened, connecting individuals to the resources needed to stabilize their lives and reach a place of security.

**76**

Asylum seekers from 33 families received assistance to secure housing, access legal aid, and meet basic needs

**172**

Personal safety plans created to ensure 87 survivors of domestic violence, sexual assault or human trafficking are prepared for and able to respond to crisis situations.

**100%**

of Safety & Wellness clients surveyed stated that they feel more prepared to cope with their emotional, psychological, or physical needs.

## COVID-19 RESPONSE

In response to the COVID-19 pandemic, programs pivoted to meet emerging needs in the community in addition to established programs and services. This included:

**90**

Businesses received assistance accessing financial relief, resulting in a total of \$1.6M in grants and loans

**2,000+**

Households served within the past two years were contacted for in-language needs assessments and information on accessing remote services with IRC and in the community.

**\$36,448**

in emergency cash assistance was distributed to families to help with rent, utilities, transportation, and more.

**546**

Individuals received in-language support to apply for Unemployment Insurance and other financial relief and complete weekly certifications.

## YOUTH PROGRAMS

Supported in-school and out-of-school refugee youth in City Heights and El Cajon to gain the academic, work-readiness, and social-emotional skills needed to reach their goals.



**100%**

of the 32 graduating seniors who participated in youth programs were accepted into college or vocational school



**461**

In-school and out-of-school youth served through academic tutoring and social-emotional learning opportunities



**68%**

youth where two years of data was available saw an increase in their GPA

## ECONOMIC EMPOWERMENT



**661**

small businesses received business counseling services through the IRC Small Business Development Center (IRC SBDC)



**232**

people found jobs, of which 50% were men and 50% were women hired by 140+ employers throughout San Diego



**2,244**

Tax returns filed through the Volunteer Income Tax Assistance (VITA) program resulting in \$4.7M in refunds



**47**

Career Development clients earned a degree or credential



**50**

clients who received credit coaching through the Center for Financial Opportunity (CFO) saw an increase in their FICO score



**54**

Participants in MAKE Projects social enterprise, resulting in 16 job placements with \$48,639 in wages and stipends paid to participants and \$52,504 in social enterprise revenue generated



**120**

Individuals completed the Vocational English as a Second Language (VESL) program

## COMMUNITY ENGAGEMENT

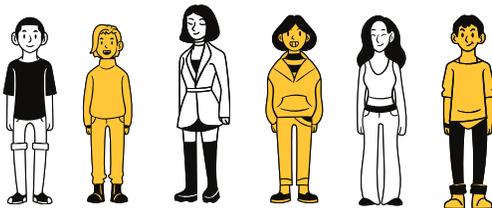
Worked collaboratively with clients to address issues affecting their wellbeing, empowering participants to improve their community through engagement, advocacy, and leadership programs.

**3,300**

Individuals reached with information about the census through CountMe2020 outreach efforts

**30**

Individuals graduated from the Resident Leadership Academy, and presented a plan for community improvements to the El Cajon City Counsel



## WOMEN'S RESILIENCE CENTER LAUNCH

After a successful campaign to fund the project, the Women's Resilience Center was launched in early 2020, and slated for a Grand Opening in late March. While the in-person launch was postponed due to COVID19, programming moved forward remotely throughout the year.

**40**

women participated in Women's Resilience Center programming, with 21 consulted in the design process for the Center.

**26**

Hours of workshops were held on topics such as financial wellness, self-care, and coping with stress



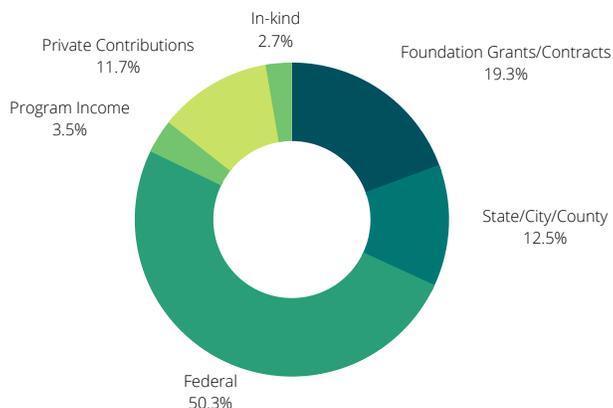
# 2020 FINANCIAL SNAPSHOT

# IRC IN SAN DIEGO

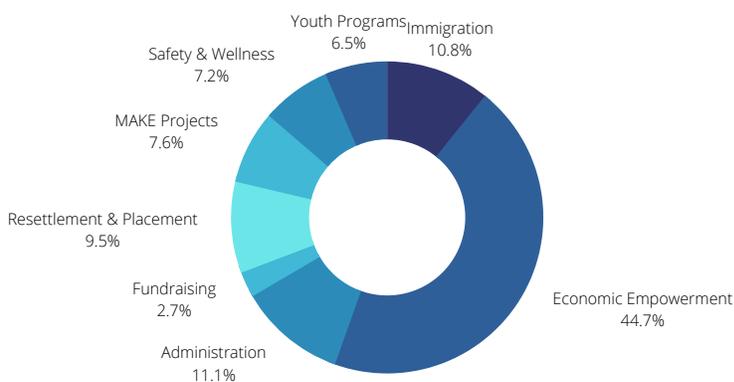
Fiscal Year 2020 (October 1, 2019 – September 30, 2020)

In Fiscal Year 2020, the IRC in San Diego's total operating budget was \$7.1M, comprised of a combination of federal, state, and local funding, as well as generous corporate, foundation, and individual donors. Financial support was further leveraged by the contribution of thousands of hours from community volunteers and interns who gave their time and expertise to support the IRC and our clients.

## REVENUE BY SOURCE



## EXPENDITURES BY PROGRAM AREA



## STAFF, INTERNS, AND VOLUNTEERS

# 89

staff across two office locations in City Heights and the City of El Cajon

# 238

community volunteers gave 7,728 hours

# 104

interns gave 9,131 hours including 10 MSW interns who provided 900 hours of case management support

## OUR FUNDERS

We are grateful for the generous support of over 600 individual donors in FY20, as well as the contributions of the corporate, foundation and public funders below.

- |   |  |
|---|--|
| 211 San Diego   | Oportun  |
| AirBnB  | Otto Family Foundation                               |
| Alliance Health Care Foundation                                       | PacificWest Bank                                     |
| Cajon Valley High School District                                     | Peacemakers Fund                                     |
| California Department of Education                                    | at The San Diego Foundation                          |
| California Department of Social Services, Immigration Services Bureau | Price Philanthropies                                 |
| California Governor's Office of Emergency Svcs.                       | Refugee Support Company                              |
| Cal Pro Management, Inc.  | San Diego Gas & Electric                             |
| Capital One   | San Diego Unified School District                    |
| Catholic Charities  | San Diego Workforce Partnership                      |
| Catholic Charities, Diocese of San Diego                              | The San Diego Foundation                             |
| City of San Diego   | The San Diego Women's Foundation                     |
| County of San Diego   | Trott Properties LLC                                 |
| CVS Health  | Southwestern Community College District              |
| Department of Justice, Office for Victims of Crime                    | Starbucks Foundation                                 |
| Grossmont Unified High School Dist.                                   | Sternglanz Foundation                                |
| Herb Block Foundation   | Bureau for Population, Refugees and Migration        |
| Howmet Aerospace Inc.   | Target Foundation                                    |
| The Hervey Family Fund at The San Diego Foundation                    | The California Endowment                             |
| Internal Revenue Service  | TripAdvisor  |
| Jewish Community Foundation   | Union Bank Foundation                                |
| Jewish Family Service   | U.S. Citizenship & Immigration Services              |
| Johnson Street Foundation   | US Bank  |
| JPMorgan Chase  | U.S. Committee for Refugees & Immigrants             |
| LDS Church  | University of San Diego                              |
| LISC San Diego  | U.S. Department of Agriculture                       |
| Marriott Hotel Foundation   | United Way of San Diego                              |
| Microsoft   | Welcome Home Fund at the Jewish Community Foundation |
| New Americans Campaign  | Wells Fargo Foundation                               |
| New York Times  | WES Mariam Assefa Fund                               |
| Office of Refugee Resettlement  | Women's Empowerment International                    |
|   | Women Give San Diego                                 |

Funders listed above represent contributions received from institutional donors between October 1, 2019 and September 30, 2020.