



2020

OCT. 1, 2019 TO SEPT. 30, 2020



Note from the Executive Director

In October 2019, we were embarking on a new fiscal year—the final year of our IRC2020 strategic action plan, and what we hoped would be the last year that refugee and immigrant communities would be impacted by harmful policies enacted by the now-former presidential administration. Our plans were ambitious: from developing more tailored services for asylum seekers to expanding accessible interpretation services and pioneering efforts to establish the Utah Immigration Collaborative.

None of us imagined that by mid-March of 2020, every aspect of our work and lives would be impacted by a rapidly spreading global pandemic.

In the months since, I have personally seen the strength, dedication, and compassion within our community of supporters, our staff, and the families we serve. Facing increasing complexities, our staff—leveraging vital community support—stepped up to rapidly respond to address the immediate and ongoing needs of over 2,000 new Americans representing refugees, asylees and immigrants served by the IRC in Salt Lake City. As you'll read, we maintained and expanded programming to ensure continuity of core services while also meeting emergent needs created by the pandemic.

As ever, the well-being of the clients we serve and staff remained central to our work. We took time this year to ensure duty of care was a priority for staff while also embarking on the essential task of evaluating diversity, equity and inclusion in our organization at all levels. Since, we have launched a local, staff-led Equality Collective to lead our local work and continued to prioritize client influence initiatives to ensure those we serve inform our work every step of the way.

With broad community support and committed, expert staff, I am confident in our efforts to serve our newest neighbors in Utah. We have grown stronger and more effective as an organization in the face of adversity. In the years ahead, the U.S. will, once again, responsibly reopen refugee resettlement and work towards a more welcoming and inclusive America. No matter what, we are here for the families we serve.

Thank you for being right here with us.

Warmly,

Natalie El-Deiry
Executive Director
IRC in Salt Lake City

RESETTLEMENT & PLACEMENT

2,133

REFUGEES, IMMIGRANTS AND NEW AMERICANS SERVED, 47% FEMALE AND 53% MALE.

\$674,683

IN DIRECT ASSISTANCE, RENT & UTILITIES, CLASS FEES AND OTHER ESSENTIALS.

Provided initial case management and core services to...

185

newly arrived refugees and asylees from 13 countries as they begin work to rebuild their lives.



- Dem. Rep. of Congo (28.5%)
- Afghanistan (29.8%)
- Burma (10.6%)
- Sudan (8.6%)
- Vietnam (5.3%)
- Guatemala (3.3%)
- Ivory Coast (3.3%)
- Six other nations (9.9%)

HEALTH

The IRC's health team addressed increasing needs, helping families maintain regular appointments while supporting efforts to combat the COVID-19 pandemic. On top of scheduling and transporting families to routine health appointments, filling prescriptions, conducting mental health screenings over the phone, completing gender equity analyses and organizing immunization clinics, health team members—including a newly hired COVID Navigator—distributed educational information about COVID-19 to stop the spread of misinformation and participated in Utah Department of Health initiatives as Community Health Workers.

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HEALTH IMPACT:

2,804

APPOINTMENTS SET UP & ATTENDED IN 2020

450

MENTAL HEALTH SCREENINGS COMPLETED

169

PEOPLE IMMUNIZED AT CLINICS TO PREVENT OTHER DISEASES DURING THE PANDEMIC

EDUCATION

The IRC's education team innovated to reduce challenges faced by refugee students to access learning while increasing one-on-one supports to increase academic supports—all on top of providing holistic help to families facing the digital divide. Online Youth Tutors—community volunteers—provided weekly homework assistance, allowing IRC's education program to partner with local schools to establish community Learning Hubs. These spaces offered supports after school to students who otherwise may have fallen behind academically. The Hubs also connected students with a hot meal through the Nourish to Flourish Initiative.

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EDUCATION IMPACT:

144

HOURS OF DIGITAL LITERACY INSTRUCTION FOR NEW ARRIVALS

235

REFUGEE STUDENTS ENROLLED ACROSS FOUR SCHOOL DISTRICTS

220

BACKPACKS ASSEMBLED WITH NEEDED ITEMS & DELIVERED



ECONOMIC WELLBEING

CREATING JOBS AND HOMES IN 2020

Refugee families worked with IRC's economic wellbeing team to apply for jobs, learn about financial health, discuss how to grow and start businesses & worked to achieve their dreams of homeownership.

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 **878**

HOURS OF 1-ON-1 EDUCATION FOR FINANCIAL LITERACY & EMPLOYMENT.

 **71%**

OF REFUGEES BECAME EMPLOYED AND SELF-SUFFICIENT WITHIN SIX MONTHS OF ARRIVAL.

 **\$811,412**

SAVED AND GRANT MATCHED TO PURCHASE ASSETS INCLUDING 11 PERSONAL OR BUSINESS VEHICLES AND TWO HOMES.

 **107**

SMALL BUSINESSES RECEIVED A VARIETY OF SUPPORTS, COACHING AND TECHNICAL ASSISTANCE.



Photo: James Roh



Spice Kitchen Incubator continues to help budding entrepreneurs achieve their small business dreams by offering expert technical assistance, market opportunities and subsidized access to a commercial kitchen. The program pivoted quickly when the pandemic struck, helping small businesses access over \$110,000 in loans and grants while creating innovative solutions to market access, including the rapid development of online market spaces, helping small businesses develop packaged food products, and implementing Community Food Boxes.

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53

participating entrepreneurs representing 33 businesses bringing cuisine and traditions from 24 countries across five continents.

86%

of entrepreneurs are new Americans, including 59% who come from a refugee or asylee background.

69%

of entrepreneurs are women. Of the 44 current businesses, 79% are either 100% woman-owned or a 50/50 partnership.

\$173,988

Cumulative income of business since beginning of the pandemic.

9,000+

meals delivered in support of the Nourish to Flourish Initiative, helping entrepreneurs earn income while providing hot meals to families in need.

new roots

In 2020, the IRC in Salt Lake City's New Roots program boomed for participating farmers. "It was amazing to see [farmers] come through even though they didn't know what to expect," noted Margot Draeger, New Roots Farmer Empowerment Coordinator.

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Farmers sold over **\$179,500** in locally grown produce through local markets, farm boxes and wholesale.

147 families tended 241 garden plots at 13 community garden sites ensuring access to fresh produce in their home.

506 customers accessed SNAP / EBT at three farmers markets facilitated by New Roots increase food security across Salt Lake County.

80 refugee families received ongoing emergency food assistance deliveries, including freshly grown produce and non-perishable food staples.



Photo: James Roh



CIVIC ENGAGEMENT

Newly founded in 2020, civic engagement programming focused on ensuring refugee communities completed the 2020 Census and received education on voting and voter registration. Tatjana Andrews, community & civic engagement coordinator, worked with volunteers and community partners to build tailored resources and community connections in a world disconnected by the pandemic. Through these efforts, over 800 individuals received personal phone calls providing information about the 2020 Census and voter registration.

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246

Individuals received support to complete the Census.

98

U.S. Citizens registered to vote in 2020 general elections.

IMMIGRATION LEGAL SERVICES

The IRC's immigration services are led by a senior legal representative accredited by the Department of Justice. The resourceful team providing affordable, accessible immigration legal services to refugees, asylees and other immigrants—everything from travel documents and work permits to family reunification petitions and U.S. citizenship applications. Volunteers worked virtually with community members preparing for their citizenship exams, a meaningful step for them and their families. In 2020, the IRC worked with other immigration legal service providers, funded by the Utah Bar Foundation, to found the Utah Immigration Collaborative.

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1,529

Refugees, asylees & immigrants assisted in the community.

243

U.S. citizenship applications completed.



"Now this country is my country."
- Noor Eddin

SUPPORT FOR OUR WORK



13,136
HOURS

logged by 800 community volunteers and interns.

\$1.35M+

raised in private funds from generous individuals, foundations and corporations.

With over 65 expert staff, the IRC in Salt Lake City leverages community support from volunteers, service providers, partners and donors to reduce and remove obstacles faced by families working hard to rebuild their lives and pursue the future they want for themselves. From donating much-needed supplies to committing volunteer hours or a monetary gift, generous support of our robust, tailored and integrated programming ensures refugees, asylees, immigrants and new Americans access the services they need to call Utah home.

“ I really thank God that the time I fell in the hands of the IRC. Your slogan it is ‘from harm to home’ that is what you lead and what you do.”



Elie N.,
Burundi

Elie's wife, Delphine,
and their daughter.

International Rescue Committee

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