In 2014, we lived out our mission to help New Americans achieve self-sufficiency and full membership in American life. Through the dedication and innovative efforts of our staff, volunteers, and community partners, we started new programs, significantly expanded existing services, and exceeded our program goals. We continuously improve the quality of our work and programming to support New Americans from their first day in the United States to their first day as citizens, and every day in between.
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We welcomed 422 refugees from nine countries.

All refugees received: a culturally-appropriate meal upon arrival • transportation to and translation during healthcare screenings • school enrollment for children • housing • basic furnishings • cultural orientation

Topics covered during cultural orientation included: public transportation • winter safety • medical care • financial literacy • employment readiness
Anti-Human Trafficking

The Institute assists trafficking survivors throughout Minnesota and upper Wisconsin as part of the Northern Tier Anti-Trafficking Consortium (NTAC). NTAC provides direct, trauma-informed services to adult and child survivors across 14 states and Puerto Rico.

As part of NTAC, we provide support to survivors of trafficking as well as training and technical assistance to other agencies. In 2014, we provided direct services to ten survivors of human trafficking.

These services included: finding safe, affordable housing • accessing primary healthcare and mental health services • obtaining job training and job placement services • enrolling in English classes • providing referrals for other social services

Unaccompanied Minors

In 2014, we partnered with the Heartland Alliance of Chicago to provide home safety assessment and support services to any child detained by the U.S. Border Patrol while crossing the Mexico-US border. Fifteen children with family in Minnesota were served by the Institute.
Our services now include a part time on-site mental health counselor who provides: drop-in sessions for clients and students • individual ongoing therapy • family therapy • staff consultations • instruction on stress management and mental health in Institute classes • community outreach and education

- 129 clients received counseling
- 30 students received stress management training
- 50 newly-arrived refugees received mental health orientations

Many of our clients have experienced severe trauma and are in need of these services. In the past, our clients were referred elsewhere for services, but the stigma associated with therapy stopped many from seeking assistance. By providing mental health services at the Institute, clients feel comfortable seeking assistance in a familiar environment.

“America is a country which help me to realize my dream.”
-Neneth, Nursing Assistant Student
Festival of Nations

- More than 17,000 students and teachers from over 200 schools and 5 states attended
- 45,000 people attended the Festival
- 90+ ethnic groups celebrated their cultural heritage
- 586 volunteers donated 1,864 hours to ensure the Festival’s success

Volunteers

73 volunteers and interns assisted with nearly every program at the Institute, from setting up apartments for newly-arrived refugees to tutoring New Americans for their nursing board exams.
Education Program Highlights

- We updated our computer lab with a new projector, a new printer, and new monitors for all 16 computers.

- We incorporated the Saint Paul Community Literacy Consortium's Northstar Digital Literacy Assessments into the Computer class’s curriculum. These assessments verify students’ digital literacy skills to employers.

- We experienced record enrollment in Spanish classes and offered seven levels of Spanish from Beginning through Advanced.

- We launched a new sector-based Hospitality job training program to prepare New American women with beginning-level English for employment as housekeepers.

- We expanded our Medical Careers Pathway Program by offering a Human Body Systems add-on to the College Readiness class and providing support for students enrolled in Saint Paul College’s Phlebotomy Technician training.

“I am thankful to the Institute because it provided me the training and encouraged me to run my life better, develop my hopes, and to do the best in my future with my family in a new country.” —Institute Client
837 students were enrolled in classes.

- Spanish – 208
- Nursing Assistant – 139*
- English for Work – 116
- English as a Second Language – 113
- Citizenship – 87
- Hospitality – 46
- Pre-Nursing Assistant – 34
- Computer – 30
- College Readiness – 29
- Phlebotomy – 22
- Medical Career Advancement – 13*

*These numbers reflect numbers of students graduated rather than number enrolled.

“Having free classes really makes me to feel that the United States is my home because the people of the United States care for other people who are not citizens of their country.” —Institute Student
192 New Americans were employed.

- Nursing Assistant Training – 116 jobs at $11.14/hour
- Medical Career Advancement
- Accelerated Employment for Newly-Arrived Refugees – 37 jobs at $10.12/hour
- Hospitality Training – 31 jobs at $9.97/hour plus tips
- Phlebotomy Technicians – 3 jobs at $12.13/hour
- Licensed Practical Nurses – 3 jobs at $18.00/hour
- Registered Nurses – 2 jobs at $23.00/hour

Wages reflect the average of all placements in each job category.

- Of the 31 hospitality graduates employed, 29 were hired for full time positions with benefits. Additionally, for 19 of these women, it was their first paying job in the United States. All women who completed the course reported higher confidence levels and pride in being able to better support their families.

- Of the 116 certified nursing assistants employed, nearly half were receiving public assistance at the time of program enrollment and 64 were unemployed.
Our Medical Careers Pathway matches the talents of New Americans with the needs of Twin Cities employers. Each of the Pathway’s components are effective stand-alone programs that can also be done in a series for those wishing to advance their healthcare career.

- **Pre-Nursing Assistant**: Provides the foundational language skills necessary for success as a nursing assistant student.

- **Nursing Assistant**: Offers extensive skills and clinical instruction and incorporates cross-cultural and employment-readiness training.
  - **Universal Worker**: This add-on to our Nursing Assistant Training offers additional cooking and housekeeping skills for employment in universal worker healthcare settings.

- **College Readiness for Medical Careers**: Teaches the reading, writing, and study skills necessary for success in college.
  - **Academic Advantage Biology**: Provides financial and academic support to students taking Human Body Systems at Saint Paul College.

- **Medical Career Advancement**: Provides counseling for individuals who want to advance their careers in the medical field.
  - **Phlebotomy**: Offers additional academic and employment support to students in Saint Paul College’s Phlebotomy Technician Program.
40 New Americans received nearly $50,000 in college scholarships.

73 New Americans were assisted with: exploring college options • applying for scholarships • completing financial aid applications • selecting classes • writing skills development • adjusting to school • accessing college resources • balancing coursework, employment, and family • networking • troubleshooting college issues

Employer Partnerships

• We hosted a nursing assistant job fair at the Institute with six employers where twelve of our graduates were hired.

• Our Nursing Assistant graduates make up 75% of the nursing assistant staff at St. Anthony Park Home.

• We forged new partnerships with employers in the hospitality industry. Our 20 employer partners have assisted the program with curriculum development, hotel tours, and job placements.

“The Institute is my primary source for hiring good nursing assistants. I find that many of their students are natural caregivers who are compassionate in their interactions with our residents and have received good, thorough training.” -Mona Salazar, Director of Nursing at St. Anthony Park Home
Awards

The Institute was named *Friends of Saint Paul College’s 2014 Community Partner of the Year*. We began working with Saint Paul College in 2011 on FastTRAC programming in healthcare careers. Since then, our partnership has grown as both agencies sought opportunities to leverage our adult education experience and multicultural skills with the college’s diverse student body and post-secondary education delivery.

The Institute received the *United Way’s Best Community Impact Award* in 2014 for outstanding program innovation in our Hospitality Training and Employment Program, as well as strong employment outcomes for both our Hospitality and Medical Careers Pathway graduates.

School Outreach

More than **580 students** learned about the lives of refugees abroad and in America through our school education and outreach program.

“The teachers at the Institute are friendly, understanding, and kind. It makes me feel like I’m at home.” —Institute Student
Financials:
October 2013-September 2014

**Expenses**
- Resettlement Services — $1,282,019
- Immigration Services — $31,969
- Education & Employment — $982,077
- Festival of Nations — $456,688
- Unallocated Admin/Building — $234,883
**Total:** $2,987,636

**Revenues**
- Facility Rental — $13,582
- Corporate & Foundation Grants — $530,376
- Government Grants — $2,015,678
- Festival of Nations — $484,130
- Investment Income — $138,694
- Contributions — $77,765
- Program Service Fees — $157,088
**Total:** $3,417,313
### Balance Sheet

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Current Assets</td>
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<tr>
<td>Building, Equipment, Land</td>
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<tr>
<td>Accumulated Depreciation</td>
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<td>Unemployment Services Trust</td>
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<tr>
<td>Reserve Funds</td>
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<td><strong>Total Assets</strong></td>
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<tr>
<td><strong>Total Liabilities</strong></td>
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<td><strong>Capital</strong></td>
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<tr>
<td>Fund Balance - Unrestricted</td>
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<tr>
<td>Fund Balance - Temp Restricted</td>
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<td>Net Income</td>
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<td><strong>Total Capital</strong></td>
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<td><strong>Total Liabilities &amp; Capital</strong></td>
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### Income Statement

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Board of Directors

Kitty Gogins, President
Glen Skovholt, Secretary
Carolyn Nestingen, Treasurer
Jerry Nolte, Director
Helina Kassahun, Director
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Kate Tilney, Director
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Michael Donahue, Associate Director/Medical Careers Pathway Director
Carol Garbisch, Director of Finance and Administration
Amanda Smith, Refugee Services Director
Corleen Smith, Immigration Services Director
Dominique Winders, Language Services Director
Linda DeRoode, Festival of Nations Director
Merle Greene, College Readiness Manager

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Just how International is the Institute?

We served clients from 66 countries.