

ANNUAL REPORT 2022

Mission: To be a trusted partner and advocate for all immigrants.

Vision: Every immigrant in Indiana is thriving.

Values: Equity • Accountability • Collaboration • Trust



Immigrant **Welcome** Center

A legacy of Albert G. and Sara I. Reuben

Your support helps immigrants thrive.

It has been an honor to lead the Immigrant Welcome Center for over two years, and I am thankful for the unwavering support of our donors and supporters. I am pleased to share our 2022 annual report with you.



Our community is becoming increasingly diverse, and the need to welcome our new neighbors from Haiti, Afghanistan, Honduras, the Democratic Republic of Congo, and many other countries has never been more urgent. I am grateful for the tireless work of our 43 Natural Helpers who speak over 30 languages and provide essential assistance to our immigrant neighbors in areas such as healthcare, legal services, and basic needs.

I am also thankful for our board members and 9 full-time staff who are committed to ensuring that our programs align with our mission and vision while meeting the needs of those we serve. Their compassion and dedication to connecting our clients with the resources and services they require to thrive are inspiring.

This year, we aim to build upon our existing partnerships, incorporate best practices, and continue to evolve our programs to address the needs of our new neighbors.

Thank you for being a part of our journey and for your ongoing support.

Namaste,

Gurinder Kaur
Chief Executive Officer

OUR PROGRAMS



IMMIGRANT & REFUGEE SUPPORT

Connect Resource Database & Helpline

- Available 24/7 online: [IWC Connect](#)
- Or by phone during working hours: 317-808-2326

Natural Helpers Program

- Natural Helpers are volunteers who assist immigrants and refugees transition to life in Indianapolis

Reuben Education Series

- Live discussions and presentations on diverse topics

NATURALIZATION & LEGAL ASSISTANCE

Citizenship Classes

- Citizenship classes to help prepare Lawful Permanent Residents for the next step in becoming a naturalized U.S. citizen

Citizenship Support

- Free assistance with N-400 application

ENGLISH LANGUAGE LITERACY

Adult ELL Pathway to Literacy

- Creating, providing, and sustaining English classes for those immigrants who are beginning learners

English in the Workplace

- Consultations for employers to offer English classes to employees whose first language is not English

COMMUNITY PARTNER SUPPORT

Agency Consultations

- One-on-one consultations to local agencies to increase their capacity to assist immigrants and refugees

Navigating Culture and Bias Workshop

- On-demand and tailored trainings for local organizations to help them work effectively with immigrants and refugees



IWC CONNECT RESOURCE DATABASE & HELPLINE



12,139
TOTAL DATABASE
SEARCHES



4,230
TOTAL USERS



648
HELPLINE
CLIENTS
SERVED

TOP RESOURCES SEARCHED

Legal/citizenship

English Classes

Housing

Health

Food

Employment

TOP ZIP CODES SERVED

46254

46202

46222

46224

46227

NATURAL HELPERS PROGRAM

Many of our Natural Helpers are immigrants themselves who understand the challenges of moving to a new place, learning a new language, finding employment, and establishing a new home in a foreign country.



243
CLIENTS SERVED

43

NATURAL
HELPERS



17

COUNTRIES
OF ORIGIN



30

LANGUAGES
SPOKEN



46

TRAININGS &
COMMUNITY
PRESENTATIONS
RECEIVED

NATURAL HELPERS

A Salvadoran family living on the eastside was referred to us by the Indianapolis Metropolitan Police Department because their 10-year-old son was being bullied at school as he is Hispanic. The family had to flee El Salvador after the father had to escape persecution by government officials.

During the initial intake interview, our Natural Helpers Coordinator, Sergio Roldan, learned that the family needed assistance with locating counseling services for their son, as well as basic items such as blankets, food, and stable employment.

Sergio worked alongside our **Natural Helpers** to help the family. One Natural Helper provided food for them, while another one offered a job to the father. The family was also referred to Marion County Public Health Department where a caseworker located counseling services for their 10-year-old son. In addition, they received a free consultation with attorney and board member Angela Adams regarding their asylum application.



NATURALIZATION AND LEGAL ASSISTANCE

We offer virtual citizenship classes that help Lawful Permanent Residents prepare for their next steps to becoming naturalized U.S. citizens. Classes are 10 weeks and include an interactive workbook, exam practice lessons, and mock interviews.

Through our citizenship workshops held quarterly, we offer free assistance with the completion of the N-400 application. During these workshops, volunteer attorneys help Lawful Permanent Residents complete their citizenship applications.

4

CITIZENSHIP
CLASSES



68

CLIENTS

4

CITIZENSHIP
WORKSHOPS



57

N-400 APPLICATIONS
COMPLETED

131

LEGAL
REFERRALS

ADA AUXILIADORA

Citizenship Class Client

Ada moved to the United States from El Salvador 15 years ago to find “better opportunities, [and] to live in a free and safe country.”

Ada was ready to start her citizenship journey in 2020, but decided to postpone it during the pandemic. After years of living in the U.S., Ada was finally able to take the steps needed to become a U.S. citizen, and we were honored to walk alongside her.

Our **Naturalization and Legal Services** are geared towards serving clients like Ada.

In the fall of 2022, she attended our in-person Citizenship Workshop and was able to complete the 20-page N-400 citizenship application. She then enrolled in and graduated from our 10-week Citizenship Class.

Ada is now ready for her citizenship test and interview and is a step closer to achieving her dream.



Ada (left) with Mistie Cisneros, our Naturalization and Legal Services Coordinator

ENGLISH LANGUAGE LITERACY

Our Pathway to Literacy program focuses on creating, providing, and sustaining English classes for adult immigrants who are beginning learners with limited schooling and literacy skills.



131

CLIENTS IN
LITERACY
FOUNDATION
CLASSES



12

PILOT CLASSES



259

REFERRALS TO
ENGLISH CLASSES



7
TEACHER
TRAININGS



96

PARTICIPANTS



2
WORKPLACE
CLIENT
ORGANIZATIONS



39

WORKPLACE
PARTICIPANTS

ASHA MOHAMED

Pathway to Literacy Client

Asha came to the United States as a refugee and single mother from Somalia. She is currently working in a warehouse to support her three children, however, her dream is to become a nurse.

Upon arriving in Indianapolis, she enrolled in an English program; but she felt it was too difficult for her. Indeed, most programs in Indianapolis start at a higher level, so immigrant learners like Asha who did not have the opportunity to attend school in their home country often drop out of these programs.

Our **Pathway to Literacy program** was created to serve clients like Asha.

She has been enrolled in our program for two years now and has made significant progress. Her reading has greatly improved, and soon she will be ready for the next step in her journey - enrolling in citizenship classes.



COMMUNITY PARTNER SUPPORT



3

REUBEN
EDUCATION
SERIES



4

POWER
PARTNER
CALLS



188

TOTAL
PARTICIPANTS

29

PRESENTATIONS
AND TRAININGS

5

CULTURAL
TRAININGS

78

PARTICIPANTS

COMMUNITY NAVIGATOR

Our Community Navigators utilize a wholistic, trauma-informed approach, including diverse faith or spiritual healing practices, to support members of the Sikh community, as well as other immigrant communities in Central Indiana.

66

CLIENTS SERVED

16

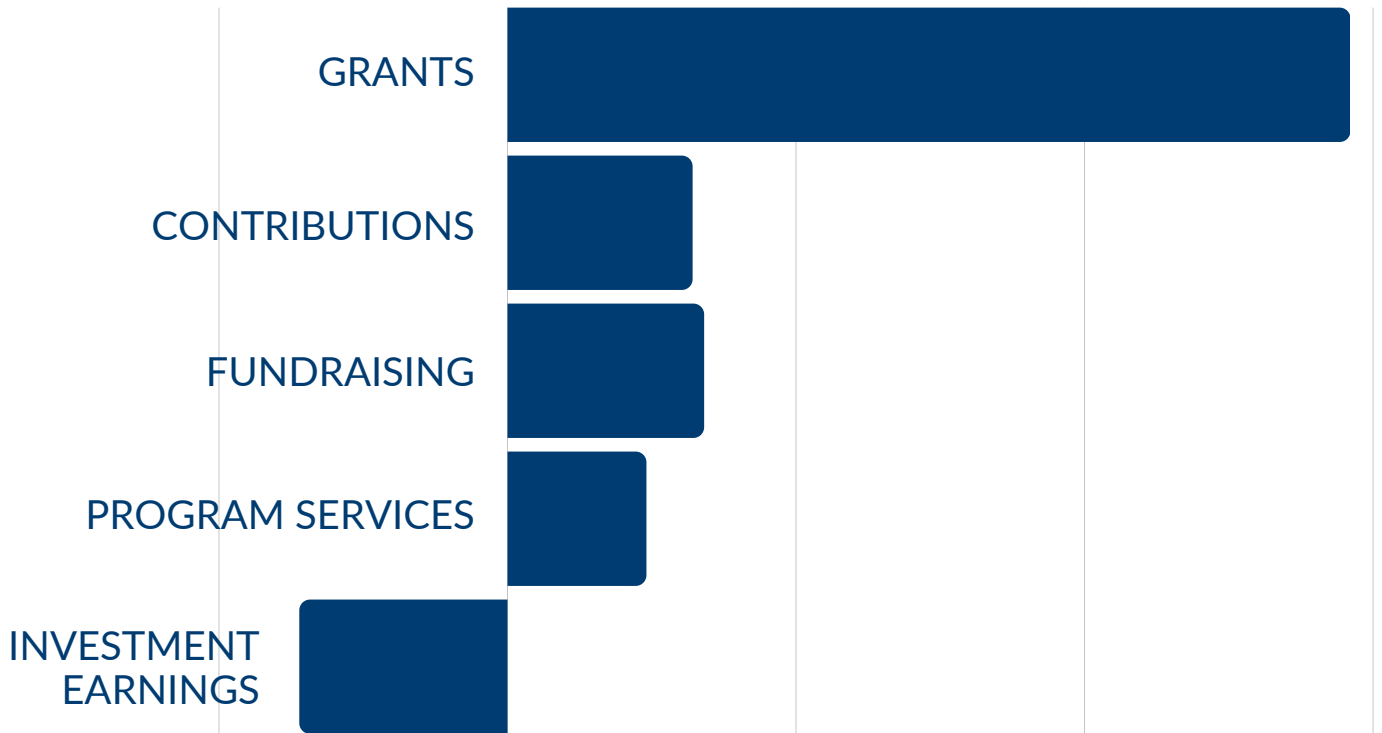
COMMUNITY
EVENTS

55

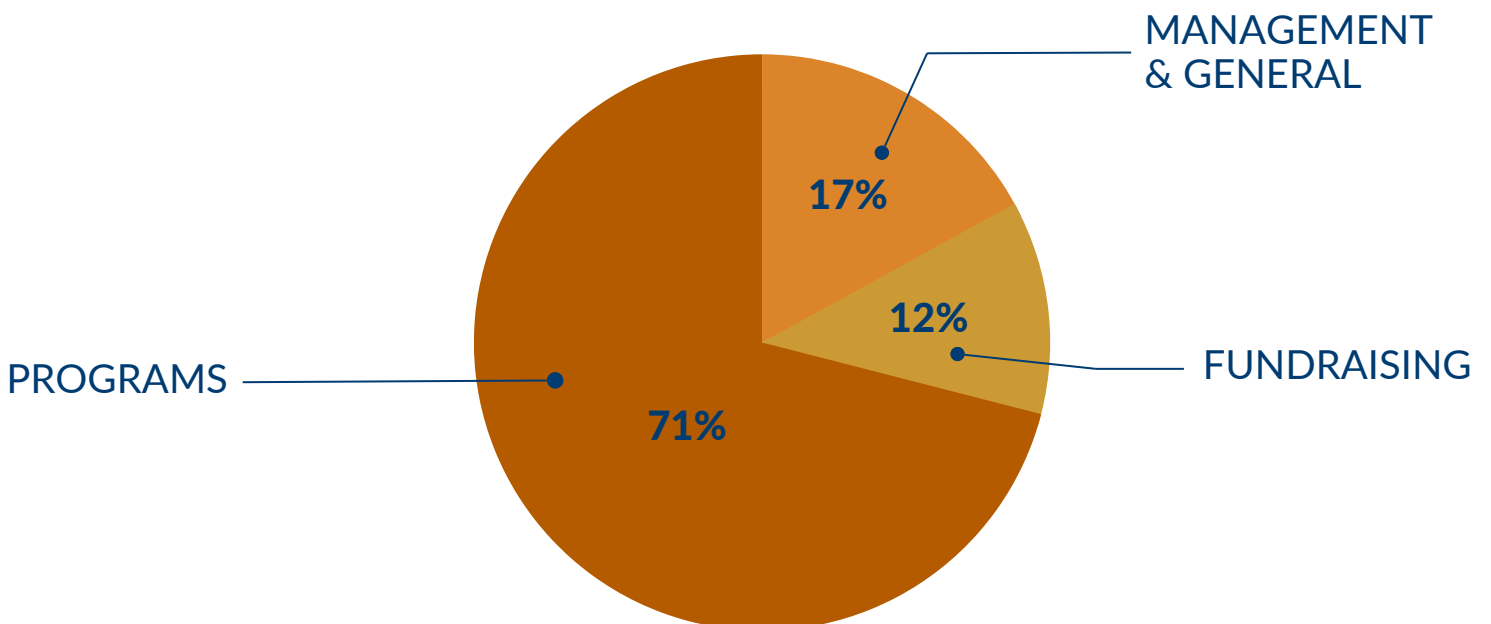
PARTICIPANTS
AT EVENTS

FINANCIALS* (Fiscal year ending December 31, 2022)

REVENUE



EXPENSES



*To see our current Form 990, please click [here!](#)

CURRENT BOARD OF DIRECTORS



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Lisa Sirkin Vielee



Nida Ansari



**Ashley Overlay,
M.D.**



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George Khazal



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*Thank you
for your support.*

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immigrants can thrive.

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