



# CHURCH WORLD SERVICE LANCASTER

## ANNUAL REPORT

2020



What are your dreams for the future?  
"To be valued and given services like others."

PHOTO BY  
SAM FEIBEL

# THE IMPACT: FY 2020

## Dear Friends of Refugees, Immigrants and Asylum Seekers,

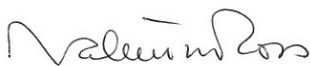
At the closing of one of the most dramatic years in United States history, we are ready to turn the page and start afresh with renewed hope and optimism as we prepare again to welcome newcomers from all over the world to our beautiful city.

We welcomed 98 individuals to the Lancaster community in Fiscal Year 2020 (October 2019 - September 2020). Your volunteer hours, advocacy and donations helped these families begin their lives in Lancaster with a spirit of welcome and togetherness in a time where it is easy to feel isolated and alone.

CWS has remained strong through difficult times, thanks to the support of hundreds of community friends who have never failed to share their compassion, generosity and spirit of welcome.

With over 79.5 million displaced peoples worldwide, we are hopeful that we will see an increase in the number of refugees who will find safety and new homes in Lancaster. To all of you, I say thank you. We continue our work, more determined than ever, as we open our hearts and our homes to the most vulnerable among us.

Gratefully,



Valentina Ross

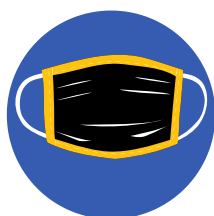
CWS Lancaster Office Director





# RESPONDING TO COVID-19

While the office has been operating remotely since March 2020, we have adapted all programs to serve clients virtually. The current COVID-19 crisis has magnified the inequities that immigrant communities in Pennsylvania already face. Partnerships with local foundations have allowed us to support families who were not eligible for federal support. Our Preferred Communities program received funding to launch a COVID health navigation project, specifically serving current and former refugees, asylees, and victims of trafficking.



**170+**  
Masks  
Donated



**110+**  
Clients Served  
With Grocery  
and Toiletry  
Kits



**33**  
Languages  
Available for  
COVID-19  
Documents



**350+**  
Individuals  
Facing COVID-19  
Hardship  
Served



Emmanuel Nsingani's refugee band celebrates World Refugee Day through travelling music in partnership with Music for Everyone's "Keys on the Move"

From disseminating language appropriate COVID-19 preventative literature, ZOOM guides, and temperature logs to sharing local community resources serving refugees and immigrants, CWS staff have worked hard to keep clients safe. We even found ways to celebrate and connect with each other despite social distancing! While events were virtual, we still enjoyed seeing your faces for our Community Appreciation Call, World Refugee Day and the Extraordinary Give!

# OUR PROGRAMS

## RESETTLEMENT SERVICES



**98**

Individuals  
Welcomed to  
Lancaster



**37**

Refugee Youth  
Enrolled in  
School



**16**

Countries  
Represented



**16**

Homes Secured  
for Incoming  
Clients

## INTENSIVE CASE MANAGEMENT & NAVIGATION SERVICES



**47**

Clients Enrolled  
in Preferred  
Communities  
Program



**146**

Clients Served  
by the Refugee  
Cultural  
Navigator



**20**

Chromebooks  
Purchased to  
Promote Digital  
Literacy Efforts



**114**

Community  
Individuals  
Trained in the  
Refugee Journey

## PROGRAM HIGHLIGHT

### GOOD JOB, HAPPY FAMILY



"As a parent, I want to help my children achieve their dreams"

In Fiscal Year 2020, we received a Wilson-Fish Temporary Assistance for Needy Families Coordination Program grant to create our **Good Job, Happy Family** program. These funds will allow us to assess and meet individual and family needs in a holistic way including: identifying life and professional goals, removing barriers, and proactively setting the conditions for goal achievement. Programming will take place throughout the new fiscal year.



# PROGRAMS CONTINUED

## IMMIGRATION LEGAL SERVICES



**942**  
Cases  
Represented



**73**  
DACA  
Applications  
Submitted



**219**  
Naturalization  
Applications  
Completed



**592**  
Consultations  
Offered

## PROGRAM HIGHLIGHT

### IMMIGRANT CHILDREN'S PROGRAM



The Immigrant Children's Program provides legal representation and support to unaccompanied minors in the local community. Through generous donations of funds and pro-bono assistance, CWS staff support these young people as they seek asylum or other protection in the U.S., giving them a fairer day in court.

## EMPLOYMENT SERVICES



**159**  
Clients  
Entered the  
Workforce



**99%**  
Full Time  
Employment  
Placement



**13**  
Employees  
Received  
Workplace ESL



**23**  
Prospective  
Employer Meetings  
Completed

# SHARING OUR VOICES

## CHOL MAJOK

In February 2020, we hosted Chol Majok, the first ever former refugee to hold elected office in Syracuse, New York. Chol spoke to a general audience about his journey from Sudanese refugee to City Councilor and the many steps in between. Afterward, he met with a cohort of around 25 former refugees to discuss their leadership journeys.

### CIVIC ENGAGEMENT



**13**  
Languages  
Represented  
in Census  
Videos



**10,000+**  
Individuals  
Reached  
Through Get Out  
the Vote Videos



**500+**  
Former  
Refugees  
Registered to  
Vote



**1,000+**  
Get Out the Vote  
Calls Made to  
Former Refugee  
Voters

*“Having the chance to hear Chol’s story and know that political office is something that refugees everywhere can aspire to energized the community, and made us feel like we could accomplish big things here in Lancaster and beyond.”*

Bhim Thapaliya, Bhutanese Community Leader



Chol Majok meets with Lancaster refugee leaders, including Bhim Thapaliya on the right

# REFLECTIONS

## When Stars Are Scattered

Omar Mohamed's graphic novel, "When Stars are Scattered," was selected as a finalist for the 2020 National Book Award. Omar, a former CWS Lancaster Resettlement Case Manager and Cultural Navigator, gives readers a moving glimpse of his journey with his younger brother through Dadaab refugee camp in Kenya through the novel.

## Census 2020

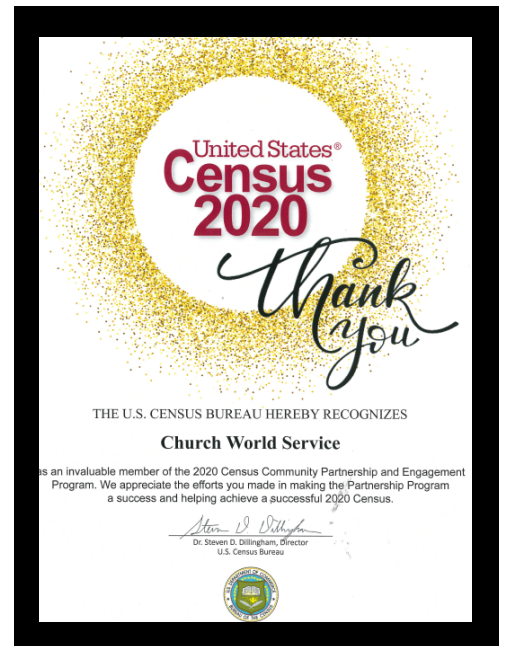
Through the U.S. Census Bureau of the U.S. Department of Commerce's 2020 Community Partnership and Engagement Program, our advocacy team supported the effort to count the local refugee population within the 2020 national census. This reached approximately 5,200 individuals in 14 languages. Thanks to this work, the voices of resettled refugees will not go unheard!

## LBB Program Closure

Over the last three years, Language Beyond Borders has provided the Lancaster community with translation and interpretation services in more than 40 languages and through approximately 1,170 jobs. We are grateful for the time that we had this program and look forward to future transitions.



Omar presents his novel at the Penguin Young Readers Book Fair



Certificate from the U.S. Census Bureau of the U.S. Department of Commerce for our involvement in the 2020 Census



# STRONGER TOGETHER



**\$44,000+**  
Worth of In-Kind  
Donations and Gift  
Cards Donated



**70+**  
Clients Connected  
to Virtual ESL  
Tutors



Students from Lancaster Bible College drop off Welcome Kits

## Follow Along!

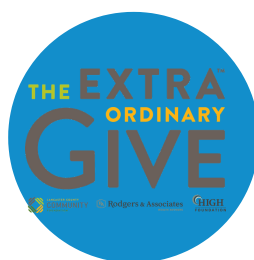
@cwslanaster



cwslanaster.org



Friends from Hammer Creek Mennonite Church donate quilts



**\$93,255**  
Raised During the  
2020 Extraordinary  
Give



**100%**  
Community  
Engagement for  
Every Client